

The French Homeless Helpline the day after the Paris's street count (France)

Amandine Lebugle and Alice Mercier
Observatoire du Samusocial de Paris

Summary

1) Context of the study

2) Results

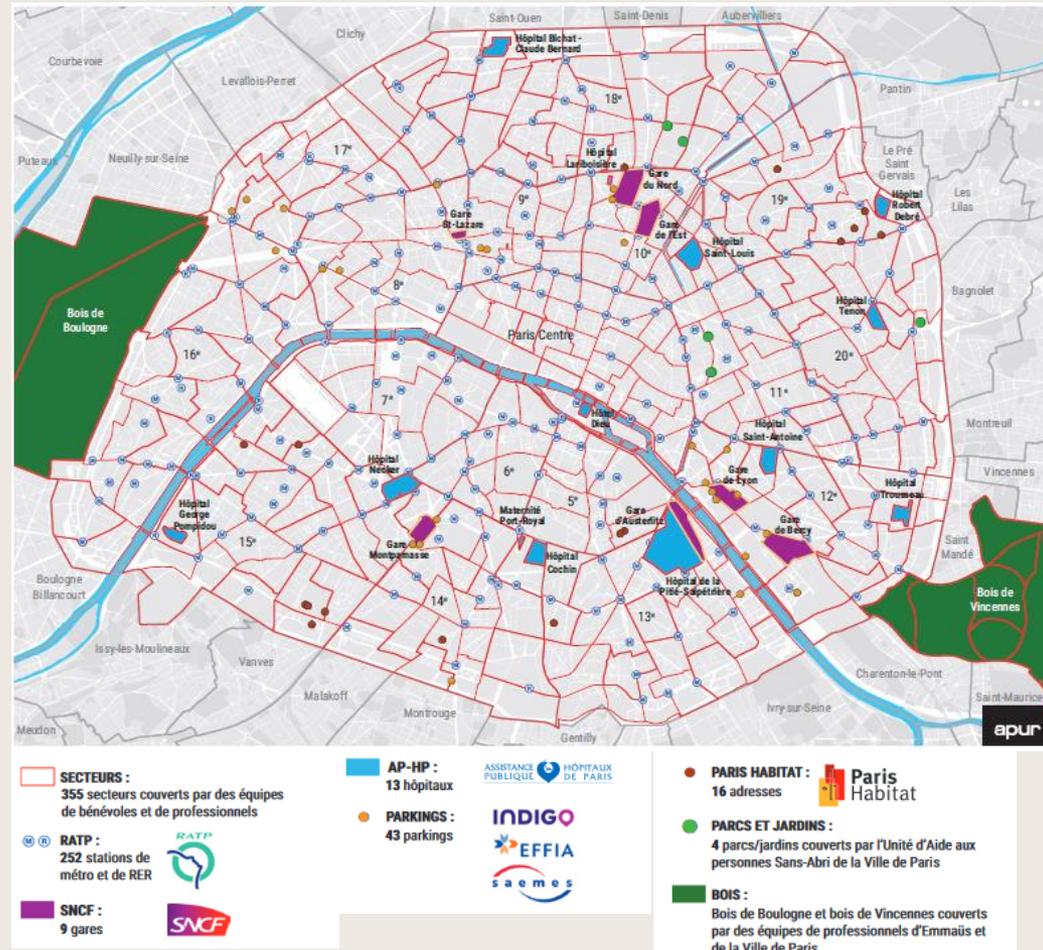
3) Discussion

1. Context

The Paris's street count (France)

Map of the 355 areas covered by the street count

- A count operation on a given night of the number of people with no housing or overnight shelter solutions within the Paris territory.
- This operation occurs each years since 2018.
- The aim is to adapt public policies with the profile and the needs of this people.



Source : APUR, 2023

The Paris's street count (France)

The people met during the street count rarely call the French Homeless Helpline (115).



Source : APUR, 2023

The French Homeless Helpline (115) in Paris

- A free phone line open 24/7 for people located in Paris
- Available to everyone, regardless of nationality or administrative situation, with no income requirements
- Social listeners record emergency shelter requests, assess needs, and provide referrals to support structures

On the day of the 2023 street count, the helpline responded to less than 800 calls. They registered the shelter request for 1,237 people and they were able to offer 191 shelter places.

3 questions

- Why such a large gap in numbers?
- Are 115 callers investigated during the Street count ?
- Where do they sleep ?

The survey « The homeless helpline the next day of the street count »

Survey of homeless helpline callers the next day of the street count

Short questionnaire (max. 7 questions)

2 surveys :

2022 (experimental) : Sample of 314 people

2023 : Sample of 1,284 people (528 households)

Goals :

Highlight homelessness diversity

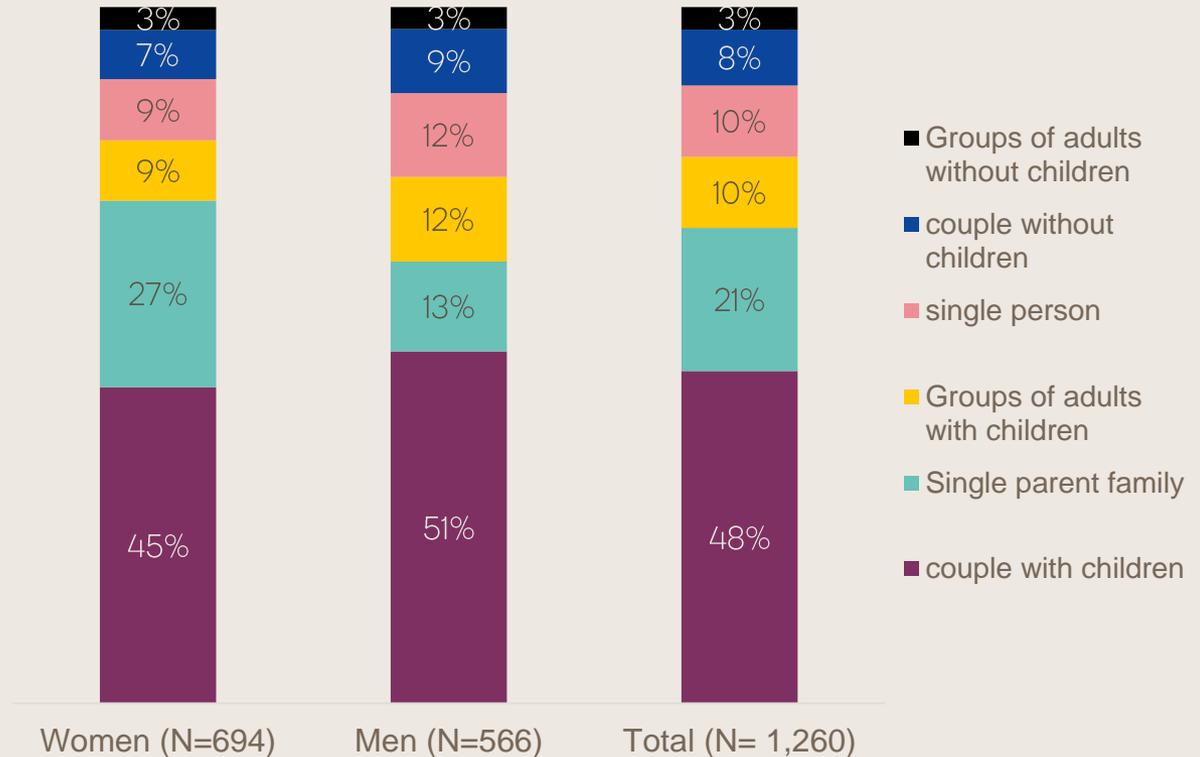
Complement street count with helpline data

2. Results

Respondent characteristics

Family status of individuals surveyed by the 115 helpline

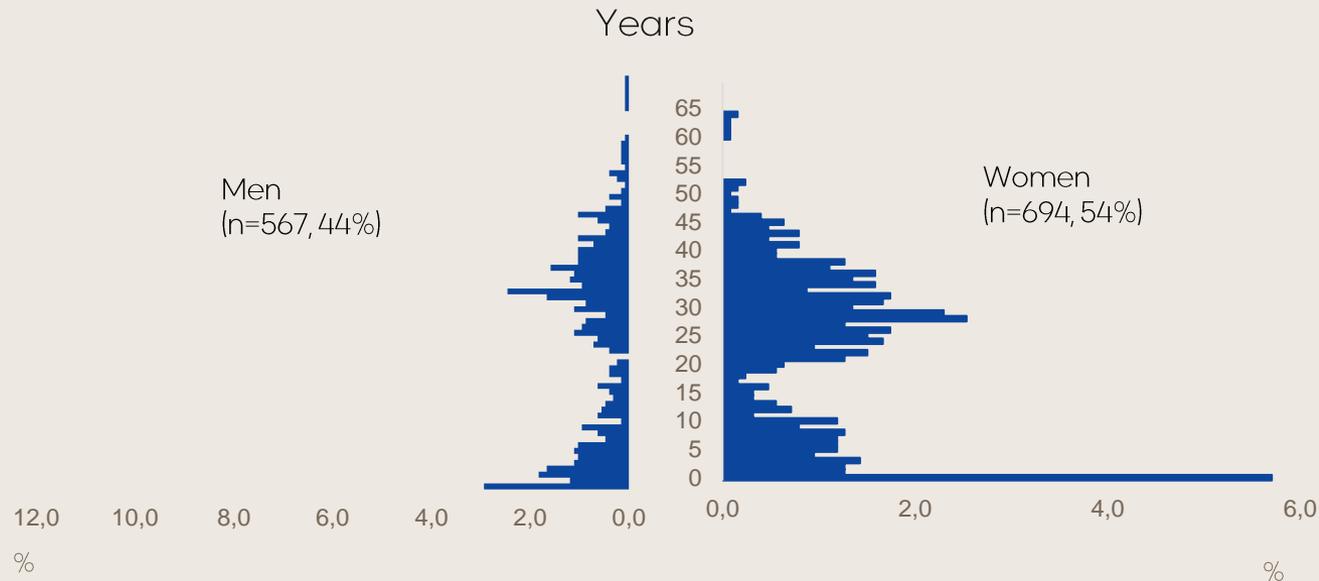
- 79 % of the 115 users are in family units, while 12% in the street count.
- 10% of the people surveyed by the 115 helpline are alone, while 73% in the street count.



All the respondents of the survey for whom we know their family statut (N=1,260)

Respondent characteristics

Distribution by age and gender of individuals surveyed by the 115 helpline



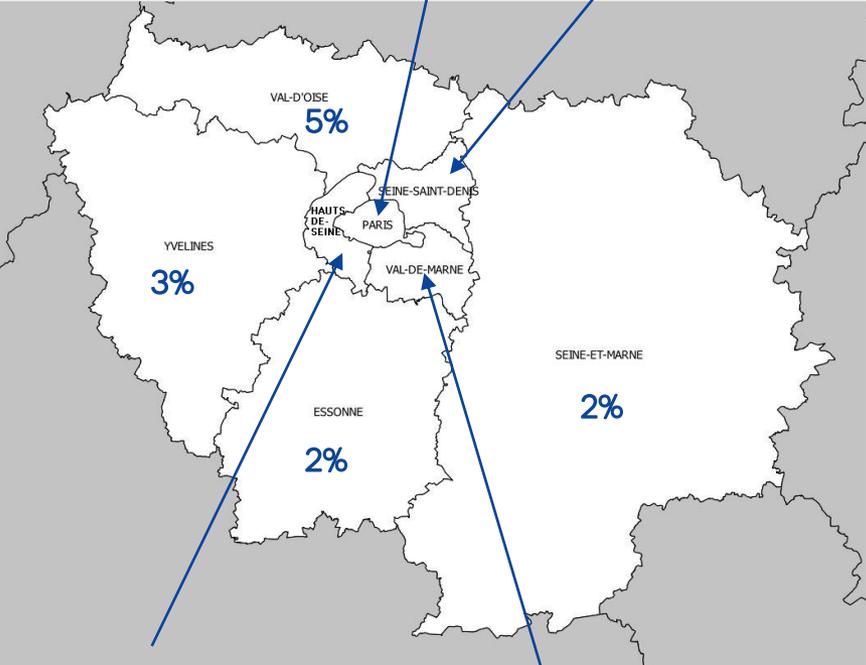
All the respondents of the survey for whom we know their sex and age (N=1,261)

- While 86 % of street count homeless people are men, the gender distribution is relatively equal at the 115 helpline
- Mainly young parents and children at the 115, while 56 % are over 40 in the street count

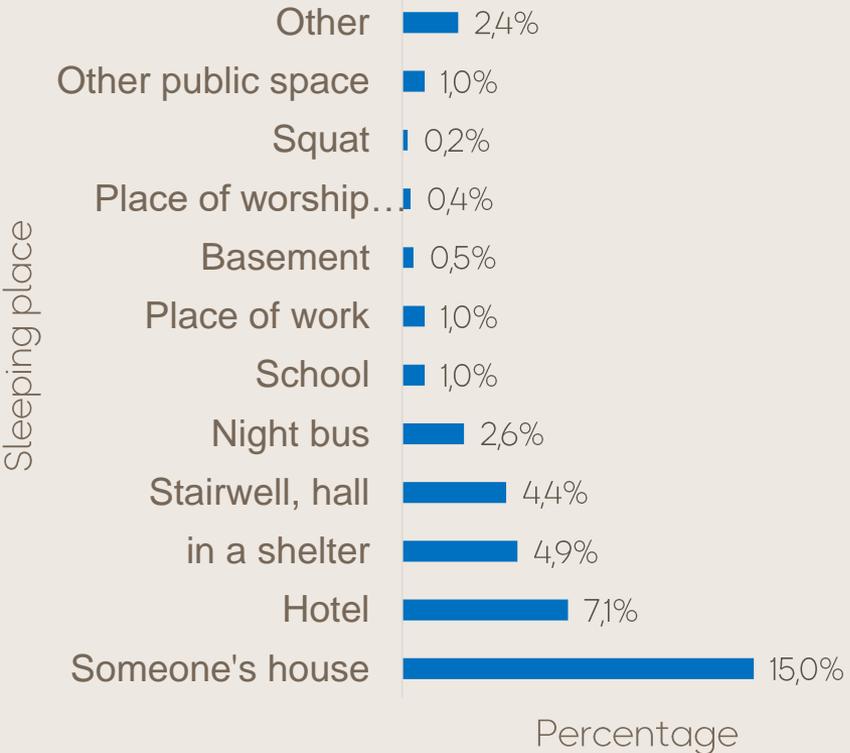
Beyond the Count: Homeless People in Uncovered Areas

One-third were outside Paris

40% of those who were in Paris slept in a place not included in the street count

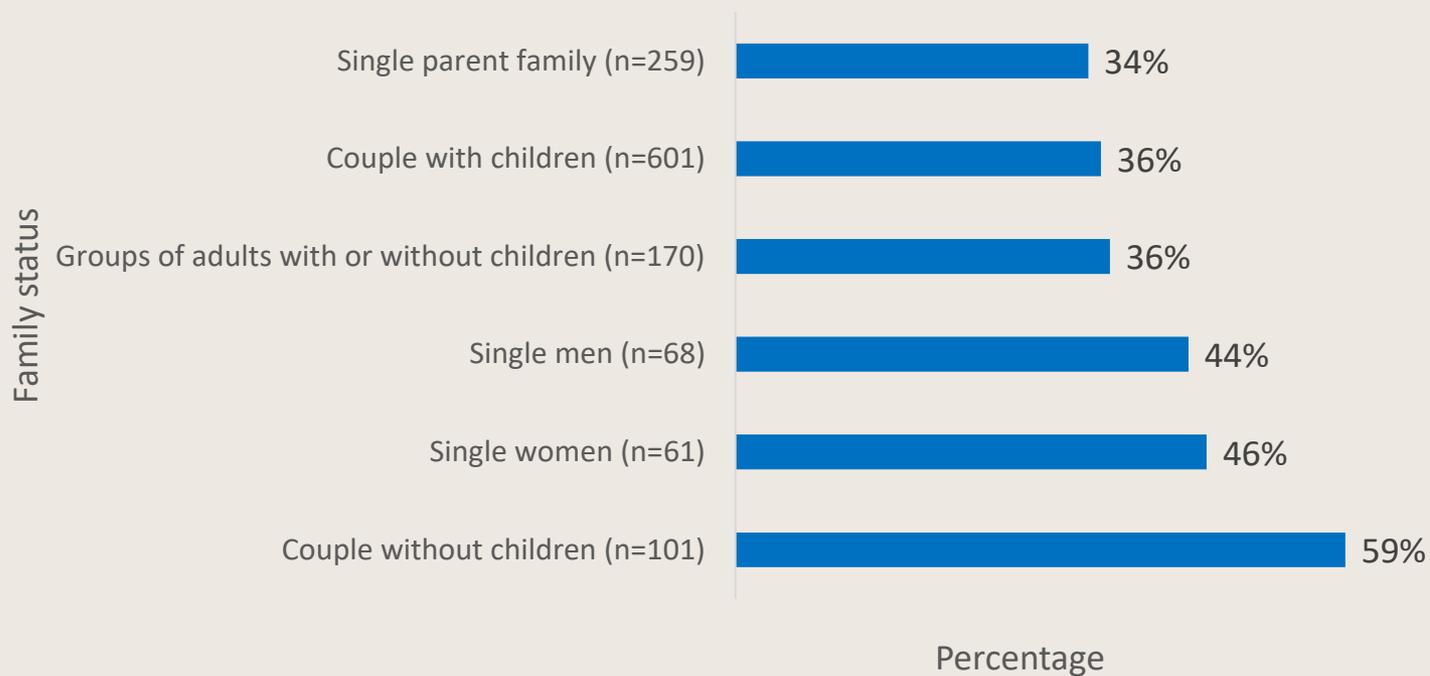


All the respondents of the survey (N=1,284)
2 % of missing information



Respondents who slept in Paris (N=834)

Percentage of 115 users who slept in a place covered by the street count



All respondents of the survey for whom we know the family status (N=1,260)

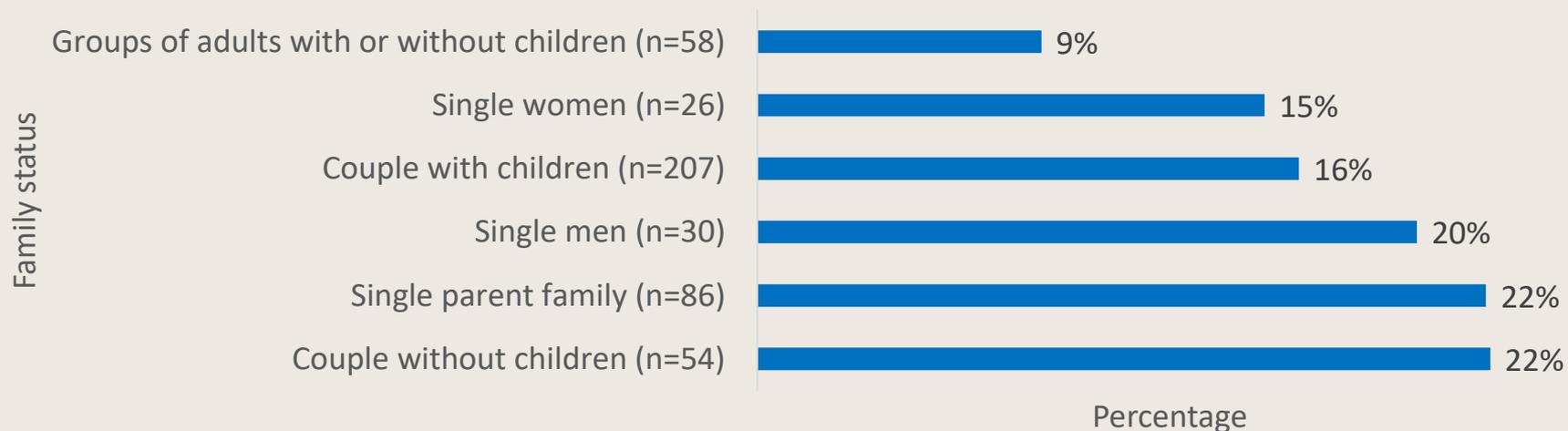
Only a few respondents were surveyed by the street count teams

84 persons said they had been surveyed during the street count

⇒ 7 % of the helpline survey

⇒ 18 % of people who slept in a place included by the street count

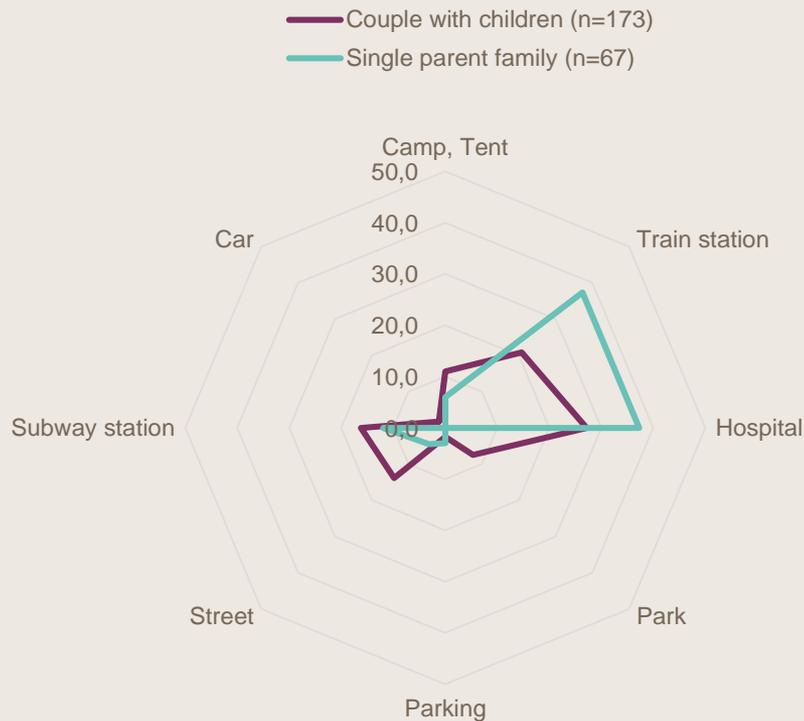
Percentage of people surveyed by the street count among 115 users who slept in a place covered by the counting



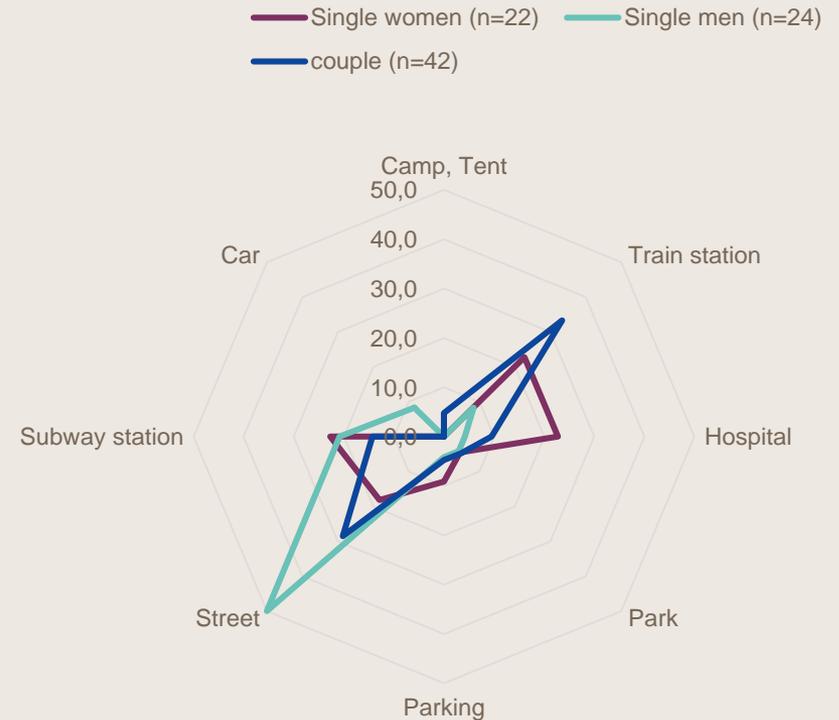
Respondents who slept in place covered by the street count and knew if they were interviewed or not (N=483)

Sleeping places of people who slept in a place covered by the street count and who were not interviewed

People with children



People without children



Respondents who slept in Paris and declared they were not interviewed (N=381)

3. Discussion

- The street count gives a picture of the number and the profiles of people who don't have a place to sleep on a given night ;
- But it concerns only a part of the homeless people, mainly people without children ;
- Data from homeless services like the homeless helpline provides information on a different group, including those who find temporary accommodation solutions or who intentionally remain hidden, avoiding public spaces;
- Combining data is useful to have a better estimate of the homeless population and to understand their profiles and needs.

Thank you.