

2017  
ANNUAL  
REPORT



*Changing perceptions to help make our objective a reality*  
**#nobodysleepingonthestreet**







**Ferran Busquets,**  
Arrels Foundation director.  
@ferranb

## We're breaking stereotypes

What would you think if somebody started saying things about you that weren't true? That's what happens everyday to the homeless people that we know: they don't want any help; they are uncivil; they like living on the street... these are just some of the myths that persist.

Experience tells us that nothing is set in black and white. Of the 1,913 people that we attended to in 2017, the majority used the shower and locker services that we offer. They also accepted medical help; we accompanied over 2,000 visits to the doctor. And the 248 people who we were able to guarantee a stable living situation are sure of one thing: they want to have a home.

Of all the prejudices, perhaps the most painful of them all is the one that says living in the street is easy. Are you sure about that? In 2017 alone, 30 people that we know and who were living or had lived on the street passed away. Another stat: these people have lived 18 years less than the rest of people who live in Barcelona.

Prejudices lay the blame on the person and don't allow anyone to see the whole picture. Let's change perceptions to make our objective a reality **#nobodysleepingonthestreet**.

Go to our website [arrelsfundacio.org/en](http://arrelsfundacio.org/en) to find out more and see all the stats in a video.

### We accompany

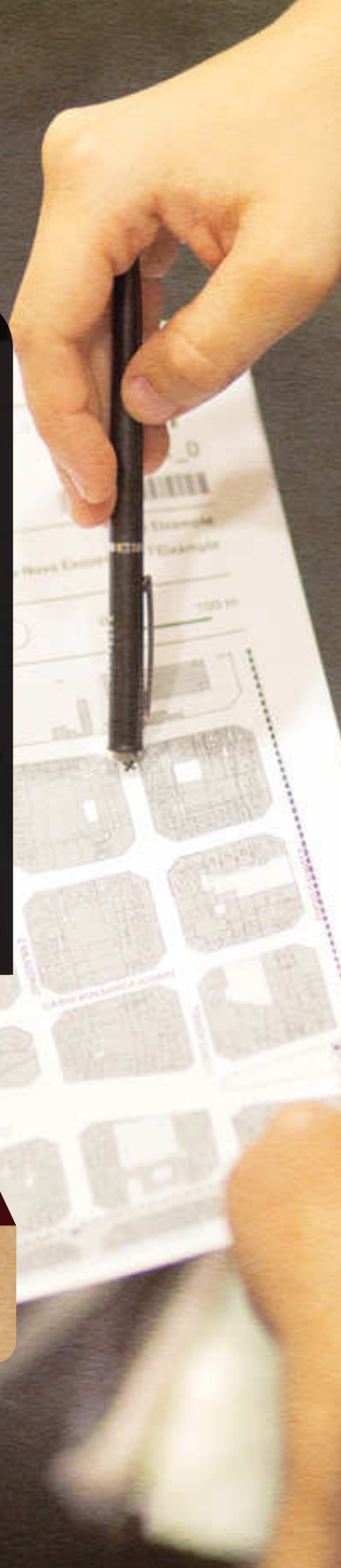
and support homeless people towards the most independent situation possible.

### We inform

the general public about the problems that poverty can cause around us.

### We denounce

unfair situations and develop solutions that we bring to local authorities and civil society.



*"Feeling invisible hurts. Society needs to adopt a more human outlook."*

**Valerio**, 8 years living on the street

## Challenges for 2018



### We will expand Arrels' workshop

so that more people are able to dedicate their time to doing something useful and we'll create activities to open it up to the city.



### We will look for more individual flats

so that we can offer dignified and stable housing to more people.



### We will keep on providing low-maintenance spaces

that offer solutions for people who have been living on the street for a long time.



### We will improve our orientation and assessment services

to be able to continue informing and implicating the general public and local authorities so that they know what to do about somebody sleeping on the street.



### We will continue to raise awareness to challenge prejudices

and change perceptions of homeless people in society.

## GET INVOLVED

With your help we can make our objective possible **#nobodysleepingonthestreet**  
[www.arrelsfundacio.org/en/get-involved/](http://www.arrelsfundacio.org/en/get-involved/)



# What did we do in 2017?

We focussed our attention on people

# 1,913

PEOPLE WERE ATTENDED TO

11,522 HOMELESS PEOPLE HAVE USED OUR SERVICES IN ARRELS' 30-YEAR HISTORY

50% more than five years ago

89% 11% 673 PEOPLE WERE ATTENDED TO FOR THE FIRST TIME



We went out onto the street

428 people visited on the street  
3,889 visits

In May we went out to count how many people were sleeping on the streets of Barcelona, in a count organised by the Network for the Attention to Homeless People (XAPSELL). We found 1,026 people.



The Arrels outreach team covers Eixample, Ciutat Vella, Sants-Montjuïc, Gràcia, Sant Martí and Sant Andreu.

In June, Arrels organised a census of homeless people, in which 358 people who were sleeping on the streets were interviewed.

We provided useful services

1,565 people used the services offered at our open centre (70% more than 5 years ago)

70,783 hot meals served

689 people used our shower service

907 people used our wardrobe

621 people left their bags with us\* (50% more than the previous year)  
\*Barcelona does not provide a public locker service

We provided housing



- For 248 people
- 69,259 nights of accommodation
- Two new low-maintenance resources
- Less rented rooms and less hostels
- 54.35% of Arrels' budget spent on housing and social support



We worked as a team

- 397 volunteers
- 63 workers
- 31 attended people who also collaborate
- 4,364 contributing members and donors
- 234 legal workers

We kept working to make our objective possible #NOBODYSLEEPINGONTHESTREET

139 people living in flats



We continued providing support to allow more people to live in individual or shared flats. Even still, rising rental prices have made finding new flats more difficult.

Two new accommodation resources



We opened Flat Zero and the Sant Antoni Flat, two low-maintenance resources where 57 people - rough sleepers who were unable to find a place in other spaces - were able to sleep.

Over 500 orientations



From our open centre, we oriented 571 people who live on the street about the resources available for homeless people in the city of Barcelona.

Talks for 4,219 students



We promoted awareness-raising talks to explain to young people about what homelessness means, delivered by volunteers and by people who themselves have lived on the street.

A day dedicated to Rights and Ethics



We set up a conference focussed around the rights of homeless people and the ethical challenges of social intervention, in which 26 Catalan municipalities participated.

Images that change perceptions



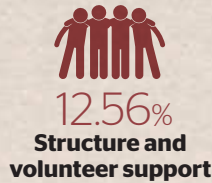
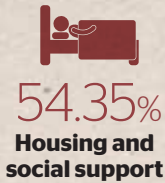
Over 20 people who have lived on the street and volunteers at Arrels allowed us to use their images to create Homeless Commons and to challenge prejudices around homelessness.



# Financial Transparency

## How did our costs break down?

**TOTAL COSTS:**  
€3,341,429.21

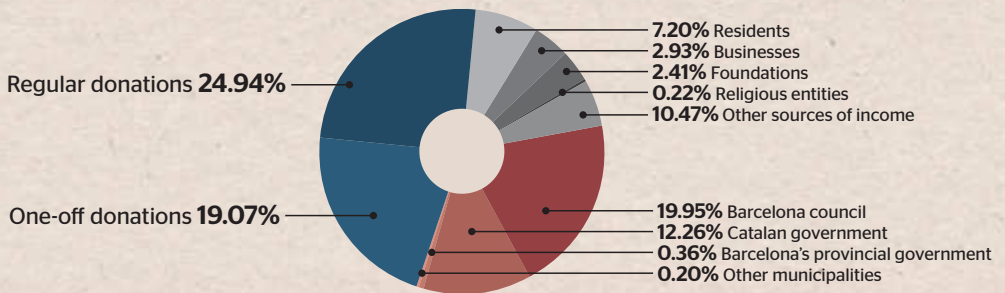


## Where did our income come from?

**TOTAL INCOME:**  
€3,342,671.87



67.24% **FUNDING PRIVATE**  
32.76% **FUNDING PUBLIC**



Audited economic data.

☎ 93 441 29 90

🕒 From Monday to Friday, 9:30 to 14:00 and 16:00 to 19:00

© La Caixa: ES43 2100 0975 2802 0006 5046  
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**30 anys** arrels fundació

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