



HUNGARIAN NATIONAL REPORT
2006
FOR THE EUROPEAN OBSERVATORY ON
HOMELESSNESS
THE STATISTICAL UPDATE

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Introduction

The Statistical Paper of the National Report reporting on the year 2004 summarised all the statistical data available in Hungary about rooflessness, houselessness, insecure and inadequate housing. The main sources of data used were the census summary of the Central Statistical Office and the annual data collection of the so-called February 3rd Team as well as the registration of the homeless in February 2004. The FEANTSA ETHOS typology for classification and the system used in Hungary were compared.

In line with the national reports being compiled in other EU member countries, the 2005 statistical report focuses on two topics, both of methodological nature, and part of the systematic transformation which is expected to lead to forming and synchronising comprehensive national and European strategies on tackling and reducing homelessness.

The first important issue on the current statistical report is the fine-tuning of technical terms used to describe various forms of homelessness (rooflessness, houselessness, insecure housing, inadequate housing), drawing up exact definitions based on the ETHOS criteria¹. Definitions are presented in the Appendices.

The other focal point of the current study contributes to the cooperation and synchronisation of national and European strategies on homelessness, namely, the issue of data acquisition and management. One might ask what impact data collection has on the situation of the homeless: rightly so, measures can also be taken without sufficient information and background data to justify them. Up-to-date information increases the chances of the measures and regulations being effective and appropriate. It is impossible to draw up comprehensive strategies, coordinate measures and initiatives, set aims, devise precise methods and monitor development if information and data are not available. So far, Hungary has not formed its comprehensive system of data acquisition and management system regarding the homeless or the homeless services; the same applies to other social services or impoverishment itself. So far, no government has taken the trouble to draw up a comprehensive strategy on tackling homelessness effectively, although several steps have been taken to alleviate problems and significant financial resources have been spent.

Let us just ask a few simple questions: in Hungary, do we have official data on the following?

- ? How many people have no legal occupation or tenancy on their homes?

¹ http://www.feantsa.org/files/indicators_wg/ETHOS/ETHOS_hungary.pdf

- ? How many people are endangered of losing housing due to repossession orders or eviction procedure?
- ? How many people are not receiving housing maintenance support they are entitled to?
- ? How many people have no access to psychiatric or addictology treatment?
- ? Who are the people becoming homeless, what are the reasons? How many of them are there at all?
- ? Who are the homeless that can reintegrate into society? How do they do it?
- ? Currently, what handouts and services are available for the homeless (social, health, employment, etc.)? How much does it cost?
- ? How effective are the current homeless services operating with normative support? How effective are other programs with access to special funds?
- ? How many people currently use the homeless services?

The list of the questions could even be longer, but this list might suffice to illustrate the point that data acquisition and management is a crucial issue for operating homeless services.

Information and data collection has different aims if it covers homeless services and its employees or if it surveys clients of these services, or, generally speaking, the homeless. National and local data collection also differs. Service providers processing information regarding their own services and clients is yet another case. The present report starts out by outlining the relevant national regulations and framework, and then moves on to formal data acquisition and management systems regarding homeless services.² The aims, problems and challenges of this procedure will be described and evaluated, followed by the description of informal data acquisition and management schemes run by homeless services.

Similarly, formal data collection systems regarding clients and the homeless are presented, then their problems analysed, followed by the introduction of informal procedures. Finally, new challenges regarding data acquisition and management are discussed, and debates so far are summarised. Suggestions based on our conclusions and experience are also presented, including the client information systems used by two homeless services providers.

1. Regulations, organisation and financial background on data acquisition and management regarding the homeless in Hungary

In order to establish the framework of data acquisition and management, it is essential to outline the current political, legal, organisational and financial framework of homeless services and policies.

² This report only deals with the information and data on homeless, a narrow definition of the term, in line with Hungarian approaches. Therefore, data collection on other housing problems is not included.

Prior to 1990, a system of "plans and orders" was used to distribute available resources. The plans outlined who was allowed to do what and where (how many apartments were to be built, what companies had to be established, what sources and tasks they had, etc.).³ The system operated an intricate data collection and management mechanism; however, the aim was not to assess needs, but to break down plans and resources, i.e., it was a top down flow of information. After 1990, the centralised system was abandoned, all settlements (3100) set up their local governments, which shared tasks and responsibilities at a local level. State-funded construction was halted, housing applications were no longer registered, waiting lists were abandoned, and the collection and processing of data also stopped.

The Social Act came into effect in 1993, with the first ever definition of homeless and homelessness. That regulation is still in place.

*"For the purposes of Article 6 and Chapters 2 and 3, homeless is a person without registered address or with a registered address at a homeless hostel.
For the purposes of Articles 7., 78., 84. and 89., homeless is a person who spends nights in public spaces or in non-standard housing"*⁴

The Social Act (1993) also contained a framework description of homeless services and organisations, but detailed regulations were not yet in place. Application for funds was the norm.

In the past ten years, the legal, organisational and financial background has changed considerably, which feeds into the current debates and the present system of data acquisition and management.

The multiple amendments of the Social Act (1993-2006) and other related regulations introduced the following changes:

§ more detailed descriptions of social services are available;

³ Homelessness was taboo and never discussed in this era for political and ideological reasons. Officially, it was non-existent.

⁴ Act III of 1993 on social administration and social services

- a) the category "with no registered address" cannot be mapped onto any of the categories in the FEANTSA ETHOS typology
- b) the category "registered address in a homeless hostel" is equivalent to FEANTSA ETHOS operational categories 2-4: "2. People staying in a night shelter", "3. People in accommodation for the homeless", "4. People in Women's Shelter" as well as "7.1. Residential care for homeless people".
- c) the definition "people spending the night in public spaces" and "non-standard housing" correspond to FEANTSA ETHOS operational categories 1 and 11. "1. People Living Rough", "11. People living in temporary/non-standard structures" and partially to the category "8.4. Illegal occupation of land".

- § the requirements for the social services have been laid out in detail, including personnel, material and management criteria;
- § depending on the number of residents at the settlement, local councils are required to set up certain kinds of social services;
- § uniform, guaranteed state funding (normative support) is provided to partially cover the costs of services;
- § homeless services (local council or NGO services) have to register with the Social and Guardianship Offices of the Public Administration Offices;
- § if services meet the legal requirements, they are authorised by the above office and are automatically entitled for state normative support;
- § the office monitors the licensed services regarding the level of the services and meeting the legal requirements.

There are further social services and organisations that run schemes not included in the legal categories or that do not meet the legal requirements for registration: they do not receive authorisation from the Public Administration Offices and are not entitled for normative state subsidy. However, they can access financial support by applying for state support from special funds.

Such legal, organisational and financial framework can set and achieve the following aims:

- to set up certain kinds of social services, covering at least major settlements, but preferably the entire population (national coverage);
- to put local councils in charge of the setting up and operating certain kinds of social services on a compulsory basis and others on a voluntary basis;
- to support NGOs and foundations operating social services to the same extent and with the same normative subsidy as government or local council services, so that they are motivated to complement the existing services or make up for the lack of services not covered by the local councils;
- to set uniform standards guaranteeing a certain level of services if organisations are to receive state normative funding.

However, some of these aims are not achieved despite the regulations; furthermore, several conflicts and controversies in regulation, funding and the operation of services have emerged.

These new realisations have an effect on the current procedures of data acquisition and management as well as on the new needs required to implement changes.

The main characteristics of the current data collection regarding the homeless and homelessness are summarised below.

2.1. Registering homeless services

The Social Act lists and regulates the following homeless services:

- *canteens*
- *social work in the streets*
- *homeless residential care*
- *rehabilitation centre for the homeless*
- *overnight shelter*
- *temporary hostel for the homeless*
- *daytime shelter*

In the following section, the registration of these services is discussed. However, it needs to be clarified that besides registered homeless services, there are other unregistered organisations providing the services covered in the Social Act. Furthermore, other social organisations provide additional services to the homeless which are not included in the above list of services in the Social Act.

General classification of homeless services

Services covering homeless people ⁵			
Social services covering homeless people ⁶			
Homeless services ⁷			
Homeless services covered by the Social Act ⁸		Homeless services not covered by the Social Act	
Registered and receiving normative support		Not receiving normative support, applying for subsidies from special funds, financing from donations	

⁵ "Services covering homeless people" include any kind of service directed at the general public, including the homeless; e.g., restaurant, pub, transportation company, public lavatory, etc.

⁶ "Social services covering homeless people" include any kind of social service regulated or not regulated by the Social Act that provides service to the general public, including the homeless, e.g. Employment Centre, Addiction Treatment Centre, Child and Family Care Centre, etc.

⁷ "Homeless services" are social services that provide for the homeless people, as defined in the Social Act.

⁸ "Homeless services covered by the Social Act" are the ones named, listed and defined in the Social Act, as described above.

2.1.1. Data acquisition and management related to authorisation and registration

Social services provide data for two official information collection systems: the National Statistical Data Acquisition Program (OSAP), and the Public Administration Offices, overseeing the registration of services.

Homeless services covered by the Social Act can only be operated after registration.⁹ Depending on the type and location of the homeless service, registration has to be initiated at the Notary Office of the local government, or at the Social and Guardianship Office of the local Public Administration Office, overseen by the Ministry of the Interior.¹⁰ Both authorities require official approval from the Fire Department, the Public Health Authority, the local Construction Authority as well as the expert opinion of a social methodology institute. After the registration is completed and permits are issued, the decision is also forwarded to the Central Statistical Office.¹¹ The Central Statistical Office collects and records decisions; data are summarised in the *Statistical Yearbook on Social Affairs* (both print and electronic versions). The decisions are also forwarded to the Ministry of Social Affairs, who send them to the *Institute of Family and Social Policy* (NCSSZI), where an up-to-date database is compiled¹² and published annually on their website as well. Occasional summaries of data are also made if required by the Ministry for major decision-making.

⁹ Government Decree 188/1999. (XII. 16.) on Registering social institutions providing personal care, village guardians, and social services businesses. The serious ambiguities in the decree could be subject to further discussion, but are not included in this study.

¹⁰ The following documents have to be attached when filing for registration:

In the case of social services provider:

- a) *detailed professional and methodological program,*
- b) *the tax number of the organisation,*
- c) *a declaration stating that employees have the required minimum qualification,*
- d) *deed of foundation,*
- e) *contracts for the services provided, if operated by church or other non-governmental organisations,*
- f) *the expert opinion of the Public Health Authority*

In the case of daytime shelters (in addition to the above):

- a) *copy of liability insurance,*
- b) *fire prevention measures issued by the local Fire Department,*
- c) *certification by the local Construction Authority about meeting the construction requirements,*
- d) *certification by the Tax Authority, stating that the organisation / NGO has no public dues.*

In the case of overnight shelters or hostels (in addition to the above)

document justifying the use of the real estate in question.

¹¹ The decision contains the following:

Name, location, mailing address, tax number of service provider. Name, location, tax number, mailing address of social care institution. Opening date. List of registered social services, registered capacity, total capacity. Service area.

¹² The electronic database contains the following:

Address, name, service provider, location of service provider. Services. Type of registration. Opening date. Service area. Limitations on operation permit. Capacity.

A serious problem with the database is that it contains flow data mainly, and due to the unreliability and lack of certain basic data, no accurate stock can be taken. In other words, registered services for any given year (January 1st to December 31st) are listed instead of the total number of services, including those licensed earlier or the ones that have suspended operation. In addition, a registration in itself does not automatically mean that the service is operating in practice.

Accordingly, the database is capable of answering the following questions:

- How many registrations were recorded for each type of service?
- What is the licensed capacity?
- Where are services located and what kinds of organisations are they operated by?

2.1.2. National Statistical Data Acquisition Program (OSAP)

As laid down in Act XLVI. of 1993 on Statistical Surveys, the government regulates in a decree the annual content of the National Statistical Data Acquisition Program¹³. Certain kinds of data are collected every year; however, other parts are changing. The information collected within this framework gives clues regarding homeless services as well.¹⁴

The current database contains data for the year 2004, grouped into child protection and social care services, in alphabetical order of the name of settlement.

¹³ Government Decree 247/2005. (XI. 14.) on Data collection in the year 2004 within the National Statistical Data Acquisition Program.

¹⁴ Sample questionnaire used in OSAP.

Institutions providing temporary care

Capacity

Licensed capacity

Actual capacity on December 31st

Clients

Number of clients on December 31st of previous year

Number of clients released from care

Number of clients admitted to care

Number of clients on December 31st

Age group and gender of clients

Fees

*Number of clients paying service fees
of which: paying full fees*

Total income from fees

Operating costs

Number of employees

of which: caregiver, nurse

qualified

not qualified

Within the OSAP framework, all service providers are required to fill in an electronic questionnaire and submit data to the *Central Statistical Office*; data are used to compile the *Statistical Yearbook on Social Affairs*. The data collected are aimed at taking stock (they reflect conditions and capacities), and are mainly focused on the service providers; data on clients are very limited.

OSAP data answer the following questions:

- How many service providers are present on December 31st (for each kind of service)? What is their licensed capacity? What is their location? Who are they maintained by?
- What personnel and material resources do service providers have?
- What funds do service providers have access to?
- Who are the clients? (age, gender)

Data of daycare clients

Canteen

Daytime shelter

Social work in the streets

Number of clients

- *on December 31st of previous year*
- *admitted to care*
- *released from care*
- *on December 31st*
- *total in care during the year*
- *age group and gender of those in care on December 31st*

Number of employees

- *of which: nursing and caregiving staff, personal helpers*
- *of which: qualified*
- *Number of volunteers*

Data of basic care, special care and daytime care

- *Income from fees paidj*
- *Total operating costs*
- *Of which: wages and related taxes*

Canteens and daytime shelters

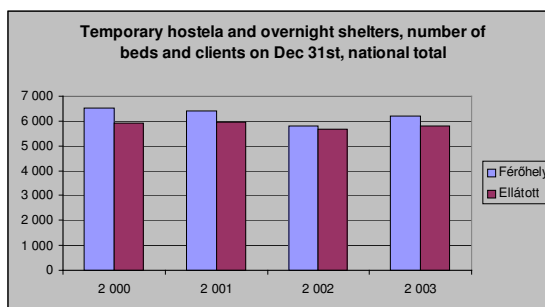
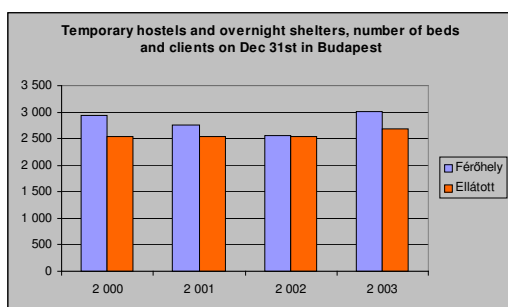
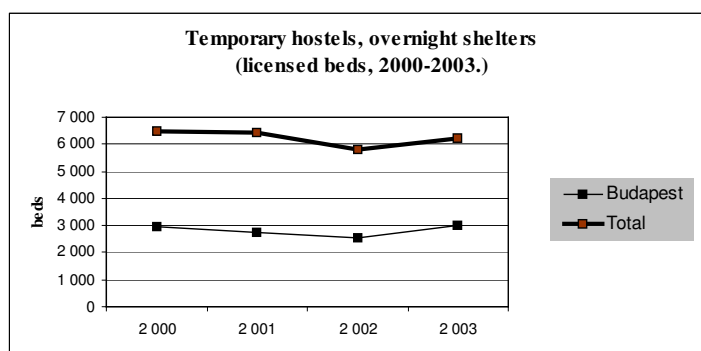
- *Number of services*
- *Capacity*
- *Average daily number of clients*
- *Number of employees*
- *Operating costs*

Social work in the streets

- *Number of employees*
- *Number of vehicles*
- *Operating costs*
- *Of which: wages and related taxes*

Statistical summary based on the formal data acquisition system¹⁵

Temporary hostels, overnight shelters				
Number of licensed beds	2 000	2 001	2 002	2 003
Budapest	2 937	2 761	2 552	3 003
Total	6 484	6 411	5 821	6 210
Number of actual beds				
Budapest	2 937	2 761	2 552	3 003
Total	6 508	6 411	5 778	6 206
Number of clients (December 31st)				
Budapest	2534	2 536	2544	2 688
Total	5931	5 951	5686	5 807
Number of clients (annual average)				
Budapest	2552	2 420	2462	2 622
Total	5711	5 623	5328	12 288



¹⁵ Source: National Institute on Family and Social Policy, Central Statistical Office

Number and capacity of canteens						
Year	Canteens		Average number of clients	Canteens		Average number of clients
	number	capacity		number	capacity	
	Budapest			National total		
December 31st, 1993.	3	520	450	27	2 555	2 262
December 31st, 2000.	10	2 150	1 986	41	4 737	4 153
December 31st, 2001.	12	2 374	2 234	43	5 024	4 457
December 31st, 2002.	9	1 955	1 918	40	4 375	3 974
December 31st, 2003.	9	2 170	1 735	42	4 702	3 957

Number and capacity of daytime shelters						
Year	Daytime shelters		Average number of clients	Daytime shelters		Average number of clients
	number	capacity		number	capacity	
	Budapest			National total		
December 31st, 1993.	2	80	80	14	552	484
December 31st, 2000.	19	1 587	1 818	69	3 404	3 825
December 31st, 2001.	19	1 596	1 945	71	3 714	4 203
December 31st, 2002.	19	1 667	1 751	68	3 612	3 854
December 31st, 2003.	19	1 697	1 886	71	3 814	4 335

COSTS OF HOMELESS SERVICES			
Service	1993	2002	2003
	Operating costs (1000 forints)		
Canteens	57,740	218,798	239,568
Daytime shelters	2,393	529,903	668,923
	Average daily operating costs (forints)		
Canteens	70	151	166
Daytime shelters	14	377	423

2.2. Problems and deficiencies with the current data acquisition system of social services, including homeless services

1. Several unsuccessful attempts have been made to synchronise the flow and stock data of the two information collection mechanisms currently in place. Therefore, it is impossible even to summarise reliably and exactly the number of social services of various kinds operating across the country.
2. By adding newly licensed capacities to OSAP data reporting on the state of the services at the end of the year, we should be able to get up-to-date information on capacities and services, but due to the differences in the kinds of data collected, it is next to impossible to calculate exact figures.
3. Both data collection systems provide very little useful information for strategic planning.
4. It would be feasible, but no attempts have been made, to collect information on other services provided in conjunction with homeless services.
5. There is no information available on how the volume and structure of financial resources are related to service capacities and structures or the material and staff conditions of services.
6. Official data collection systems only extend to compulsory services; therefore, the scope they survey is far from complete. All services and projects outside the Social Act, supported from special funds, are outside the reach of statistics.
7. Current statistical data do not even provide a clue as to the existence of certain compulsory services, as required by law. Local councils are required to set up a range of services or contract other organisations to cover them; in other cases, organisations act on their own initiative, without agreement with the local council, to make up for a gap. This omission in data collection means that it is impossible to monitor whether and how local councils meet the legal requirements. Occasionally, limited surveys are conducted to find out about the current situation.
8. Similarly, because of the omissions inherent in the current statistical system, it is impossible to summarise how much financial support is given to setting up and maintaining social and homeless services by the government via guaranteed normative subsidy, other items in the budget, special funds set up by the Ministry of Social Affairs and other state funds; not to mention additional support by local councils, sponsors, private donors, etc. This lack of information is a major obstacle for monitoring and planning the financing of services.

9. Further omissions and deficiencies in the data collection system include the lack of following cost efficiency, effectiveness, survey of needs, information on clients.

2.3. The current informal data acquisition system of the homeless services

Non-governmental organisations have played a significant role in setting up and maintaining homeless services. Apart from organisation and financing, all actual tasks, such as day-to-day management and running the services, are in the hands of organisations managed by local councils and NGOs. Coordination between service providers is just as crucial as the existence and standard of services¹⁶; however, the government has paid no attention whatsoever to the question of coordinating services and organisations.

In Budapest, Menhely (Shelter) Foundation was the first to realise the importance of regular coordination and flow of information in the effective management of certain resources and services. The dispatcher service of Menhely Foundation continuously collects up-to-date information on services, and all callers or visitors are given information on availabilities and possibilities. Information is not only essential for the activities of the dispatcher service itself, but is also utilised by other homeless service providers and social services who may contact homeless people during their activities (family support centres, police, hospitals). Data are also used by the Municipal Council of Budapest and the press as well.

The dispatcher service publishes an information booklet every month, containing details about services, available for service providers and other subscribers in the capital.¹⁷

The information booklet:

¹⁶ The annual Policy Update gives a detailed account of the consequences of the lack of cooperation between service providers.

¹⁷ The information booklet contains the following:

- *Name of service provider, address, manager, phone and fax number, e-mail.*
- *Capacity (male, female, couple), opening hours.*
- *Requirements for clients (e.g. TB scan, health certificate, income, fees, saving schemes, etc)*
- *Services provided (shower, washing machine, meals, left luggage, clubs, health care, staff).*

The information booklet covers the following services:

Shelters and hostels, "heated street", rehabilitation centres, homeless residencies, crisis homes, safehouses for mothers, family hostels.

Health care: family doctor for the homeless, mobile health care units, infirmary.

Daytime care: daytime shelters, service and information centres, legal assistance centres, public baths, canteens, handouts, clubs.

Street services: food handouts, street services

Family and child welfare services

Workers' hostels, youth hostels, helplines

- covers services in Budapest only,
- lists services mentioned in the Social Act as well as other social services connected to homeless services,
- focuses on services rather than service providers,
- contains important practical information for service providers and clients,
- is up-to date.

Besides the monthly information booklet, the dispatcher service of Menhely Foundation, in cooperation with other regional dispatcher services, compiles an annual information booklet, which lists all homeless service providers and services across the country.

Sample from the annual national information booklet

TEMPORARY HOSTELS				
Institution	Operated by	Capacity	Conditions	Services
Homeless Assistance Services Temporary Hostel Address: 9027 Győr Avar u. 3. Representative: Sütő Csaba Contact: Ferenczi Judit Services and beds located at: Achim András u. 7. Kossuth u. 48 Lajta u.10. Zempléni u. 53. Tel:96 / 512 300 Fax: 96 / 512 302 e-mail: hajlek@axelero.hu	Győr Municipality Local Council Address: 9021 Győr Honvéd liget 1. Contact: Páternoszter Pirooska Tel.: 96 / 500 552	19 women, 103 men; additional capacities at other locations: 15 10 12 10 continuous	Available primarily for Győr city residents. Apply personally. Admission decision made by manager. TB scan not older than 6 monthsh required. No wheelchair access. Fee: 30 days free, 270 forints daily afterwards.	Rooms with 6-12 beds, infirmary available. Stays up to one year, can be extended for an additional year. Bedlinen, locker, showers, washing machines, soap, towel, razor, detergents, cooker available. Left luggage and safe deposit. Social worker, mental health workers. Medical doctor available 3 times a week. Legal assistance. Mental care. Individual counselling. Help with social benefits. May receive mail. Arts and crafts, mental health clubs. Visitors in the lobby 8a.m. to 4 p.m. Radio, tv, computer, internet in lobby.

In addition, the dispatcher service of Menhely Foundation calls all overnight shelters in Budapest twice daily (in the evenings and mornings) to collect up-to-date information on available capacities. Such information is essential for crisis cars and street services (where to find a free bed); in addition, it also informs the Municipal Council's Operative Action Plan (when is it necessary to open temporary emergency shelters).

A sample of the daily report of the Menhely Foundation Dispatcher Service

Nonstop hotline (Homeless Dispatcher Service), tel: 338-4186

Capacity utilisation of overnight shelters

July 2, 2006. On duty: Buzás Endre Nighttime temperature: 8C°

Hostel	Capacity (a)	Clients (c)	Capacity utilisation (%) (c) / (a)	Remark
Oltalom	100	100	100	
Isola	76	68	89.47	
RÉS-female	35	35	100	
Vajda	48	51	106.25	
Hajszál	52	52	100	
Pro Domo	34	42	123.53	
Madridi	0	0		closed
Vonat	110	110	100	
Csepel	60	60	100	
Total:	515	518	100.58	
BMSZKI (Budapest Social Services)	Capacity	Clients	Capacity utilisation (%)	Remark
Dózsa-female	103	44	42.72	
Könyves	75	66	88.00	
Előd	192	131	68.23	
Total:	370	241	65.14	

These data collection systems are up-to-date, service-centred, provide essential information for organisation and coordination. The data acquisition and publishing services are usually funded jointly by the Municipal Council of Budapest and by a special fund of the Ministry of Social Affairs, or from other resources if these funds are temporarily cut for some reason. Other information booklets are also available (e.g. about family and child welfare services, residential care of the elderly and disabled, organisations helping the disabled, etc.); most publications are compiled by non-governmental organisations or regional methodological centres.

3.1. The formal data acquisition system regarding clients

The Social Act regulates the range of information to be collected regarding clients and the documentation of services.¹⁸ The authorities issuing registration and permits are required to

¹⁸ Client data to be registered in the homeless services are the following:
Daytime shelters

check annually the operation and standard of licensed services, including the compulsory registration of clients and documentation of activities.

Besides the OSAP data collection system, service providers are not required to collect and forward data. No regulations stipulate that they should collate and process the client data collected, or use them for any purpose apart from individual documentation. However, client data may be needed in special cases:

- If a client files a complaint or sues the social services, the authorities may ask the service provider to submit the client's documentation.
- If the National Audit Office starts a procedure to check the use of resources for any reason, the service provider may be required to submit clients' individual documentation or data summaries.
- The local council or non-governmental organisation managing the services may require the service provider to submit aggregate data on the services provided and the clients cared for.

In other words, client data are not summarised, collated or processed in any form, apart from the very basic characteristics (age, gender) included in OSAP.

It is important to mention that starting January 1st 2006, non-governmental and church operated service providers are required to document their activities, services and clients in more detail than previously.¹⁹ This requirement is a serious financial burden for the

-
- *Name and year of birth of client*
 - *Services provided*

Street services

- *Name, year of birth, location of the client, medical condition, assistance required*
- *Social and health services provided*

Temporary hostels

Name, year of birth, location of client, qualifications, family status, income, benefits received, medical condition, assistance required.

Social and health services provided

¹⁹ Data for non-governmental and church operated service providers (social, child welfare, child protection services) for the annual settlement of normative state subsidy.

Name of institution, service provider, registration number, mailing address, location.

<i>State normative subsidy</i>	<i>Annual normative subsidy (forints/service, forints/client, forints/bed)</i>	<i>Months of operation</i>	<i>Registered hours of work, registered hours of care</i>	<i>Day of care</i>	<i>Daily number of clients</i>	<i>Actual capacity</i>	<i>Actual service data (service, persons, beds)</i>	<i>Normative state subsidy based on actual service data</i>
<i>1.</i>	<i>2.</i>	<i>3.</i>	<i>4.</i>	<i>5.</i>	<i>6.</i>	<i>7.</i>	<i>8.</i>	<i>9.</i>
<i>Canteen</i>								
<i>Social work in the streets</i>								
<i>Daytime care</i>								
<i>Temporary hostels</i>								

organisations in question, but the aim is merely financial monitoring and a quantitative overview of tasks and services.

Protection of personal data

Regulations regarding the acquisition and management of personal data are very strict in Hungary. The basic principle is that data may only be registered with the approval of the person in question and for a particular purpose. All citizens have the right to access the data stored about them. Data acquisition procedures as well as management and forwarding of data are regulated in detail. Personal data stored in separate databases may only be connected in certain cases. All social services providers must draw up a Data Protection Code, considering the relevant legal requirements.²⁰

3.2. Possible reasons for deficiencies in the formal data acquisition system

After the political changes in 1990, public administration became heavily decentralised in Hungary. Accordingly, planning and strategy management at a national level ceased to exist in several fields, including social policy and social services, including homeless services. Due to the lack of strategic planning, there is no urgent need for extensive and detailed data collection.

In addition, the data management systems in place prior to 1990 were tailored to break down central decisions and aims to smaller units; as a consequence, there are no traditions, methods and organisations for needs-oriented planning and information management. On the other hand, there is a long-standing distrust: central authorities distrust local organisations, service providers distrust the authorities; this atmosphere hinders the implementation of new data acquisition and management systems, the collection and processing of reliable, meaningful data.

²⁰ Act LXIII of 1992 on the protection of personal data and the publicity of public data

Act XX of 1992 on identification methods and codes to be used instead of the uniform personal identification code

Act LXVI of 1992. on the management of personal data and address of citizens

Act III of 1993 on social services

Act XXXIV of 1994 on the police

Act XIX of 1998 on criminal procedures

Act XCII of 1993 on tax collection

Act IV of 1954 on the general rules of public administration

Another fact to consider is that regulations regarding the collection and management of personal data are very strict; consequently, the processing or forwarding of client data is seriously limited. Regulations limit the range of data that may be collected for the purposes of social services. However, there are no legal limitations on the management of summary data, provided that there is a specific purpose for handing them over to other authorities.

A significant problem is the lack of regular, reliable funding in the past 10-15 years. Sophisticated methods of day-to-day survival have been developed by service providers and national authorities; needless to say, this hinders strategic planning, setting up and maintaining standard procedures, or the collection and processing of information, which is a labour intensive, and thus expensive, task.

3.3. The informal data acquisition system regarding clients

Apart from the above mentioned data collection procedures, there are no coordinated or regular surveys on clients of homeless services. Individual service providers do register client data individually, but these are not collected or processed by any organisation or authority for any purpose. If there were no informal systems in place, we would have no reliable empirical information on the social and demographic characteristics and actual situation of the homeless.

The February 3rd Team was set up to treat this gaping hole in the system. The independent research team is made up of sociologists and social workers, and conducts a wide-ranging survey on the clients of homeless services in Budapest on February 3rd every year. Interviewers and data administrators receive a small payment sponsored by non-governmental or local council service providers; other phases of the research (preparation, organisation, data processing) are done by the team members on a voluntary basis. For the first time, services in nine other cities across the country also participated in data collection on February 3rd 2006. Data are currently being processed.

In the framework of the survey conducted yearly since February 3rd 1999, the following data on the demographic characteristics of the homeless are always included.

- age,
- gender,
- qualifications,
- capacity to work,
- income,
- time spent homeless/roofless.

Besides these basic data, a number of other questions are asked every year to document and survey the living conditions, life story and situation of the homeless in more detail. Topics covered so far:

- annual summary and balance on place of sleep over the past 12 months; patterns in using streets, overnight shelters, temporary hostels and apartments;
- what advantages, disadvantages or threats made the homeless decide to sleep in public spaces, overnight shelters or temporary hostels;
- family relationships and friendships; reasons for losing housing and rough sleeping; the help or support the homeless receive in different crisis situations;
- violence, conflicts, discrimination;
- health problems and medical condition (comparison with condition of non-homeless population);
- popularity and reputation of institutions and organisations, satisfaction and dissatisfaction of clients.

Characteristics of February 3rd Team surveys

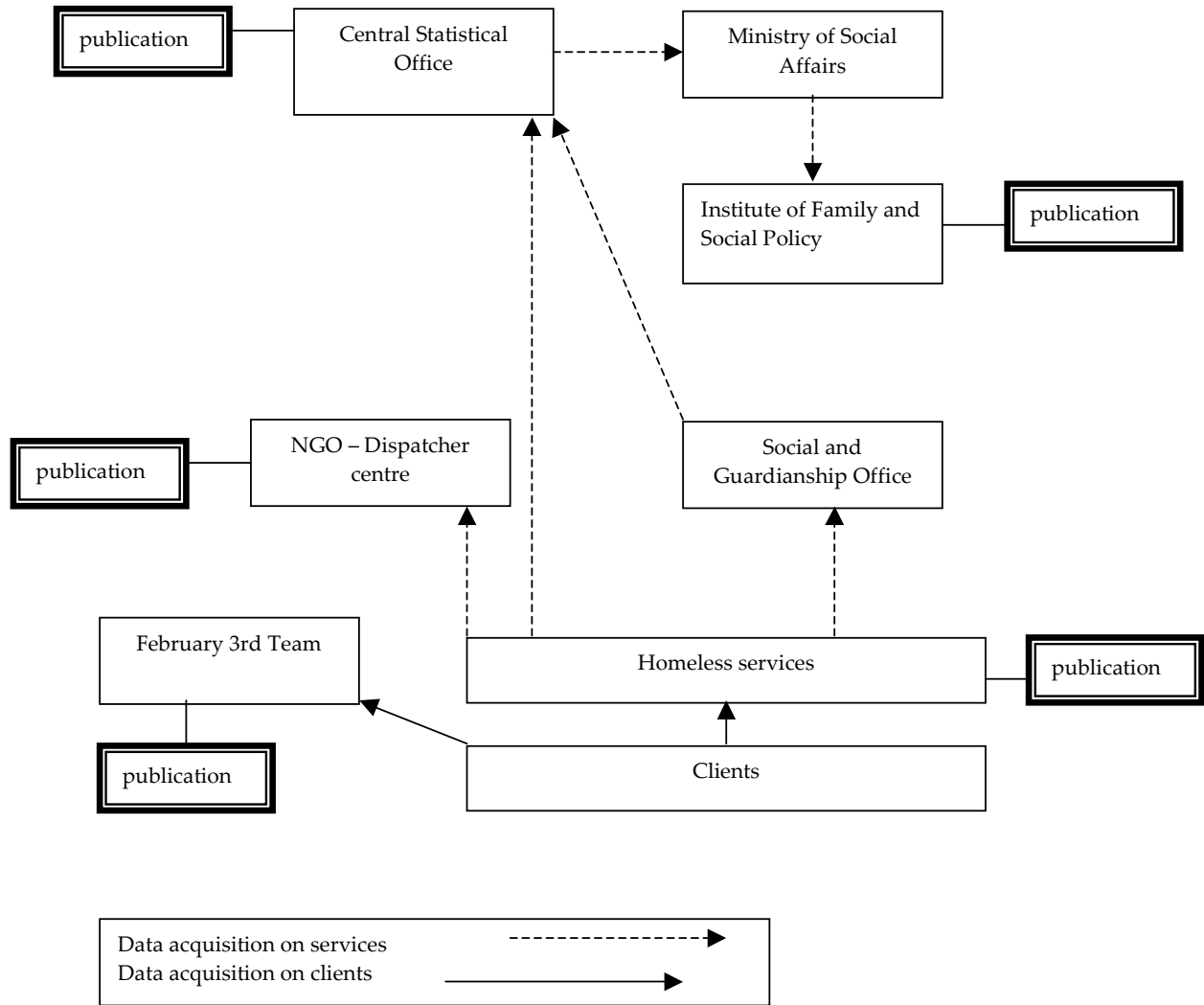
- Point-in-time survey
- Only in Budapest
- Covers clients of homeless services only; was complemented with registration of all roofless in Budapest in 2005
- Voluntary interviewers and service providers mean that success depends on mutual trust.
- Data collection is separate from day-to-day social work, so ethical and data protection problems are prevented.
- Data collected are managed by the February 3rd Team, and are not handed over to any authority. Service providers may receive the data about their own clients after anonymity is provided.²¹
- The data collected are suitable for the detailed analysis of homelessness, following tendencies over time, supporting policy-making and service strategies planning.
- Data collection is complemented with regular studies and publications.²²

²¹ Anonymity is guaranteed with the help of personal identification codes, which allow longitudinal studies, and can be connected with the client registration systems of service providers using the same identification codes for the purposes of anonymous data analysis.

It has been mentioned above that relevant laws outline the client data to be registered and that on the other hand, there are limitations on the collection and management of data. In between the two endpoints, all service providers have the possibility to shape their own data acquisition and processing systems. Two client registration systems are introduced briefly in the next chapter, including the busiest homeless services centre and the largest integrated provider offering a wide range of homeless services.

²² Studies and publications can be downloaded from the websites www.menhely.hu and www.bmszki.hu honlapokról.

Summary of data acquisition and management protocol (homeless in Hungary)



4. New challenges regarding data acquisition and management – changes in 2005

4.1. The impact of accession to the European Union

Hungary was admitted to the European Union on May 1st 2005. The accession means the following challenges in the areas mentioned so far in the present study:

- A comprehensive and reliable point in time survey had to be conducted about the present social conditions and the main economic and social processes and changes.
- A problem-oriented analysis had to be provided about the social conditions and changes, based on the criteria and priorities set by the EU.
- Short and long term aims had to be set accordingly, programs, measures and strategies had to be planned, strategic planning had to be started.
- The above aims and measures need constant monitoring regarding their progress, impact, efficiency and effectiveness.

The above requirements generated new needs and standards regarding the data acquisition and management of service providers as well as centralised data collection and information. The requirement for strategy planning and comprehensive programs, underlined by the availability of significant EU funding on condition that professional projects are drawn up, increased the general "information starvation" of central authorities. It has become clear that a completely new system is needed to suit the new circumstances.

4.2. The effects of transforming the organisational and financial background of services

At the time of the accession to the EU, but independently from the challenges connected to this change, the need for the complete overhaul of the organisational and financing aspects of social services emerged, which also has a significant impact on data collection.

The main issues of transformation relevant for the question of data collection are the following:

- guaranteed state normative subsidy will be transformed into capacity management: case by case decisions will be made on subsidising services;
- subsidisation connected to social service types will be transformed into "task financing": the amount of actual work done will determine funding.

Negotiations have been underway for almost two years, including the controversies about data acquisition and management. It has been evident right from the start that in order to operate a system based on capacity management and task financing, the following are necessary:

- ❑ more precise and up-to-date information on current capacity,
- ❑ more precise and reliable information on client numbers and the actual use of available capacities,
- ❑ "double service" should be eliminated, clients with access to the same service with multiple service providers must be identified so that multiple needs for capacity can be eliminated from the data,
- ❑ in order to avoid double service and double financing, the need for a national database on clients and services emerged,
- ❑ in order to follow the actual task capacity of service providers, the need to register services and time per client emerged, with the summary data to be forwarded to the Institute of Family and Social Policy.

The problems and controversies raised during the discussions are the following:

- Necessary capacities should not automatically depend on the number of permanent residents in a settlement.
- Task accomplishment cannot be effectively measured based on number of clients and work hours solely; qualitative indicators and effectiveness should also be considered.
- There is no motivation or reward for high-quality work and effective assistance.
- The suggested system of data registration, collection and processing is expensive and labour intensive, it would take employees and resources away from actual help and services, there are no funds to make up for this loss.
- It does not serve the clients' interests that their personal data are collected and processed; there are no guarantees for the management of personal data.
- The homeless people's right to choose freely is limited if they are not allowed to ask for assistance from a service provider that is more suited to their needs than the current one.
- The omissions in the data collection system mean that service providers are likely to resort to finding the easy way out to meet their legal obligations with the minimum resources.
- In order to prevent double service, the plans for general social services limit the range of potential clients to those with registered residency at the given settlement, thus

denying services to the homeless or those temporarily staying away from their permanent residence.

The suggestions and their problems reveal that the planned changes are aimed at improving the controlling function of data collection and managements, so as to monitor the rational and effective use of government funding; however, service providers do not agree with these aims. The service providers distrust was enhanced by the authorities' attitude and distrust.

As a result of the debates and negotiations, the plans are still mostly in the planning phase; decision-making is underway, and it is still questionable whether consensus can be reached in certain issues.²³

Planned changes in data collection regarding homelessness

	At present	Planned
Comprehensive strategy on homelessness	none	necessary
Data collection and management about service providers	not full scale	full scale
Data collection and management about clients	informal	formal and informal

5. Conclusions and suggestions regarding data acquisition and management regarding the homeless in Hungary

1. From the overview of the present system of data acquisition and management regarding the homeless and homeless services, it is apparent that the system is well regulated, the problem is, it does not even match its own aims.
2. The current formal data collection procedures do not provide reliable and up-to-date information on registered and subsidised services and capacities; it is a priority to coordinate stock and flow data to make up for omissions.
3. The current formal data collection procedures do not provide reliable data on the state, local council, NGO and private funds used for operating services within the registered homeless services sector. Better organisation and coordination of data collection could solve this problem.
4. Regarding informal data collection on clients, it is advisable that private initiatives receive regular funding, so that surveys like the ones conducted by February 3rd Team could be

²³ The Policy Paper also reviews these controversies.

extended, provide national coverage, and be used for reliable planning and policy-making for the future.

5. Formal data collection on clients should extend beyond the aim and need to control the use of funds.
6. The overview of the current data collection and management procedures indicate that there is no adequate and sufficient information available for drawing up a comprehensive strategy on homelessness.
7. The most important suggestion is that a national strategy on tackling and preventing homelessness should be drawn up, based on real facts and needs. The transformation of data collection procedures should serve this aim. Homeless services providers should be invited and included in the reform of data collection procedures, in the shaping and monitoring of strategies.

Further suggestions

1. Collection of data on services and clients not covered in the Social Act.
2. Collection of data on services and clients focusing on the efficiency and effectiveness of support and services.
3. Larger scale collection and analysis of anonymous client data.
4. The coordination of anonymous client databases on receiving benefits and services.
5. The management of client data in a wider (closed) circle, so as to increase the efficiency of services.
6. The coordination and cumulative analysis of client data in homeless services and other social services (medical care, employment, child welfare, housing, etc.).

Documentation, registration and data management of social work at the Budapest Social Services Centre (BMSZKI)

Brief introduction

BMSZKI (Budapest Social Services Centre) is the methodological centre for homeless services providers in the Central Hungary region, and provides about half of the capacities available in Budapest. It operates four overnight shelters (337 beds), one infirmary overnight shelter, two special overnight shelters, five temporary hostels (937 beds), one rehabilitation centre for addicts (66 beds), one mother and child safehouse (26 beds), and one workers' hostel. In addition, it provides inpatient health care (73 beds), a non-stop health centre, family doctor and specialised health services for the homeless. As for daytime care, it operates three daytime shelters (170 persons) and two street services. Special services include the Employment Assistance Office, Social Information Office, large-scale rented apartment programs and "exit apartments", etc. The following is a summary of the documentation and information flow structure of this huge institution.

1. Aims of documentation

- supporting all levels of social work within homeless services;
- increasing the efficiency of social work;
- making social work more conscious and organised;
- making contact with clients more standardised;
- making social work more reliable at the level of services and networks;
- creating the possibility for electronic transfer of information within the Centre, facilitating strategic decisions;
- standardising procedures and laying the bases for quality assurance;
- setting standards for social work.

Further aspects considered for the documentation framework:

- data collection is regulated by laws;
- information essential for effective social work has to be recorded;
- no information is to be recorded if it is not necessary or illegal;
- saving resources – only necessary information is to be recorded;
- information should cover not only the client, but also social work done.

2. Stages of documentation

The stages of documentation correspond to the steps of the client – social worker relationship. The procedure described in this chapter is relevant for residents at temporary hostels, but is also applied in the case of clients who need extended care and services over a longer period of time, and for regular clients covered at overnight shelters, daytime shelters or by street services.

I. Application
II. Moving in
III. Social work
IV. Conclusion

I. Application

Documentation: Application form(**K1**)²⁴, containing information for the decision on admission

- personal data and official data;
- application for admission, decision and justification;
- employment and qualifications, current status for effective social work;
- housing, losing housing, previous homeless services;
- family background, social workers build on existing support framework;
- suggestion for admission.

II. Moving in

Documentation:

- cooperation agreement, listing services and conditions for cooperation, the date for the first interview with the social worker;
- contract for institutional care;
- fees to be paid;
- list of objects handed over for personal use.

III. Social work

Documentation:

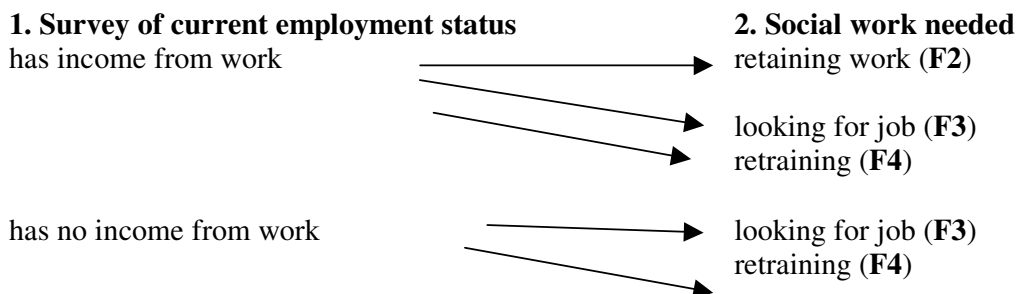
- Summary of first interview: a crucial point for future social work, as important information is gained on life experiences, situation, problems. Key questions: plans for housing, saving scheme, availability of social benefits.
- Planned social work (**S1, S2, S3**), aims, steps to be taken both for social worker and client.
- Cooperation agreement (**S4, S5**): specific steps with deadline, both for social worker and client.
- Registering the subsequent steps of social work: report on the progress of aims and steps outlined.
- In case of special problems, steps taken can be recorded on separate needs survey forms (**N1, N2, R1, R2**)

Needs survey forms

Employment needs survey forms (F1, F2, F3, F4)

1. Current employment status of client
2. Specific social work completed

²⁴ The abbreviations stand for forms used, to be presented in detail later on. Full versions can be downloaded from www.bmszki.hu.

**Housing needs survey forms (L1, L2, L3)**

1. Assessing housing situation (L1)
2. Looking for rented apartment, applying for subsidised social housing (L2, L3)

Addictology and health care needs survey forms (A1, A2, A3)

1. Assessing medical condition (A1)
2. Assessing addictology condition (A1, A2)
3. Listing steps to be taken regarding medical condition (A3)
4. Listing steps to be taken regarding addictology condition (A3)

Social home needs survey forms (O1)

Initiated only if the clients requires institutional care in a social home

1. Selection of social home
2. Application (with all required supporting documents)
3. Preparation I.
4. Preparation II.
5. Preparation for life in a social home
6. Moving in / rejection

IV. Conclusion**Documentation:**

Summary evaluation (E1, E2)

Concluding social care

3. Sketch of the protocol on documentation**Admission procedure**

Admission to temporary hostels managed by Budapest Services Centre is decided at Admission Preparation Team meetings (FET). Applications can be made personally. FET personnel records data on a K1 form (personal data, admission request, qualifications, housing, family background), based on which the Team makes the decision.

- If client meets admission criteria and there are available capacities at a temporary hostel, the applicant is admitted.
- If the applicant meets the requirements but there are no available capacities at a temporary hostel, the client is placed in a waiting list (K3). In this case, the client has to declare that the application is still valid from time to time (K2).
- If the applicant does not meet admission criteria, the application request is rejected.

Moving in procedure

The client has to present the official decision signed by FET. Prior to the actual moving in, a cooperation agreement and an institutionalised housing contract are signed.

The process of social work

Within ten days of moving in, the social worker has to conduct the first interview, write a summary, answer the questions on form **S1**, draw up a social work plan on forms **S2** and **S3**, which is discussed and approved by the social team of the given temporary hostel. Within 30 days, the social work plan has to be finalised, and a cooperation agreement (**S4**, **S5**) has to be drawn up and signed, listing the specific steps to be taken by the client and the social worker. The questions on needs survey forms (**F1**, **A1**, **L1**) must also be answered.

Steps taken (as laid out in **S4** and **S5**) are constantly recorded on forms (**R1**, **R2**, **F2 / F3 / F4 / F5**, **L2 / L3**, **A2**, **O1**).

On conclusion of care, the social worker writes a summary and evaluation(**E1**).

Transfer of clients

A) Transfer from one temporary hostel to another

The social worker may initiate the transfer of the client if appropriate care can no longer be provided at the present temporary hostel. All information to justify the application must be listed in a written request. The application is discussed by the social team of the hostel, and is forwarded to FET if approved. The social team in the target hostel makes the admission decision based on the available capacities. The length of residency determined at the first hostel remains in effect.

Clients may also initiate transfer: they need to apply directly to the FET, who inform the social workers and make a decision on transfer.

B) Transfer of client from overnight shelter or daytime shelter to temporary hostel

If the application form lists a Budapest Services Centre overnight shelter, daytime shelter or medical crisis service centre as current location, the social worker has to contact the previous social worker and ask for the transfer of data and information recorded previously. A copy is kept by the previous service centre. The social worker may only share other data and information about the client according to the data protection protocol. The subsequent social worker considers previous care when deciding on future steps to be taken.

Transferring client documentation

The previous social worker concludes the social work process using the evaluation and conclusion form **E1**, and is required to hand over all available documents on social work to the subsequent social worker. The time and list of documents handed over is registered on the folder of the client.

The following documents are transferred:

- Application form
- Contract for institutionalised housing
- Plan for social work
- Cooperation agreement
- Description of steps taken (as outlined in the cooperation agreement)
- Notes on other steps of social work
- Assessment and evaluation of the plan for social work and the cooperation agreement
- Other documents

4. Experience on the introduction and use of the documentation system

The following problems had to be solved when introducing the new framework for data acquisition, management and transfer within the Budapest Social Services Centre:

- Synchronisation of the range of required data and the new information schemes.
- Synchronisation of previously existing systems; transferability between different kinds of services.
- Introducing forms recording all information on the process of social work relevant for homeless services.
- Meeting legal requirements on the management of sensitive personal data (e.g. medical condition, drug abuse, ethnic background).

Social workers and other administrative staff also faced new problems when the documentation system was introduced, including the following:

- The new procedures require considerably more time.
- Increased administration means less time to be spent on social care itself.
- A large part of social work becomes controllable.
- The manager of the centre has access to the client's data (data protection issues).
- The electronic recording of data poses new challenges.
- It is not clear what the electronic database may be used for.
- It is difficult to make summaries from the electronic database.

The data collection and management system introduced above was set up and introduced with the aim of standardising social work within a large organisation providing a wide range of services, tracing work and cases at the level of social workers, professional teams and the entire centre. Besides supporting and enhancing social work, the system had to be tailored to the needs of institutions, to the general aim that data should provide information for strategic decision-making, to the possibility to present, assess and analyse work done and achievements.²⁵

The initial experiences with the introduction of the data management system make it clear that besides providing the basic material conditions for work (computers, software, internet connection), it is also essential to clarify the aims of the system to the workers themselves, provide training on the use of the database, teach them how it can be used to facilitate and evaluate their work.

²⁵ The impact of accession to the EU has to be mentioned at this point: EU funds (EQUAL funds in the case of social services) may only be accessed if achievements are documented and presented appropriately. Previous documentation systems would have rendered this impossible.

"Kürtiroda" database

Kürt Street Office (Kürtiroda), operated by Menhely (Shelter) foundation, is a daytime shelter and services centre in downtown Budapest. The office is open to all homeless clients, services provided include the following: applying for personal identification documents, social security coverage, benefits; information and counselling. Services are used by homeless staying at hostels, rough sleepers, homeless with insecure housing, tenants living in rented apartments.

Computerised database of the clients and services has been compiled since 2000, which facilitates the preparation of monthly and annual statistics. The log is based on the Access program of the Microsoft Office package, and enables administrators to draw up tables, detect relationships and correlations, creating smaller databases on specific issues. One single software handles both the database server and the client computer; the database includes the administration interface, the definitions of forms and reports²⁶. Such application was chosen for the following reasons:

- a.) availability of simple computers;
- b.) the need to set up a database and management system as soon as possible;
- c.) lack of relevant professional skills.

This chapter summarises the operation of the current database, the functions of main tables and definitions, and procedures.

Current data:

Active clients: 16700 (12552 male, 4148 female)

Inactive former clients: 3663

Deceased: 165

Up to November 7th 2005, 109,491 clients asked for assistance at the office (registered clients are included multiple times in this figure), and a total of 112,421 instances of assistance have been recorded.

²⁶ A new database and system are currently drawn up (planned completion: end of 2006). The database and the client computer will be separated. The database uses PHP/MySQL; access will be provided from various computers within the network.

Total and average number of clients

Year	Total number of clients ²⁷	Average daily number of clients
2000	9563	26
2001	20183	55
2002	22190	60
2003	21212	58
2004	21100	57
2005	15243	41
Total	109491	

1 Basic data

- Active clients have accessed services in the past five years.
- Inactive clients have not accessed services in the past five years.
- Deceased clients

2. Services

- This table is the log itself recording services provided. Most fields are yes/no data. This table and the basic data on clients form the backbone of the database.
- Daily services: a temporary table summarising services provided in the given day. Data are transferred to the main services table when logging out.

The following auxiliary table are used to store details of clients and services:

- Employment status
- Family status
- Health
- Qualification
- Income
- Housing, place of sleep
- Circumstances of becoming homeless
- Documents required
- Information required
- Client sent to

²⁷ Total number of clients includes multiple assistance to one client. Active clients reflects the number of regulars.

The "clients" table

Code	Year of becoming homeless
Full name	Place of sleep
Maiden name	Marital status
Mother's name	Place of marriage
Gender	Time of marriage
Date of birth	Number of marriage certificate
Place of birth	Number of children
Country of birth	Number of minor children
Nationality	Name of guardian
Migration status	Qualification
Alive or deceased?	Trade
Number of birth certificate	Time spent in prison
Pension code	Has client been taken into state care?
Social security number	How long?
Social security valid from	Military service
Social security valid until	Time spent unemployed
Tax number	Start of last employment
First registered	Termination of last employment
Last registered	Total employment (years)
Residence	Total employment (days)
Ownership of residence	Income
Settlement	Other income
Street and number	Other income
Length of residence	Health status
Current residence	Case summary
Valid from	Remarks
Valid until	Save?
How did client become homeless?	

The "services" table

Client name		Public health care card	870
Date of birth		Social security card application submitted	13578
Gender	83918 / 28503	Left luggage	294
Date		Clothes voucher	2278
Client code		Received official letter	7009
Alive or deceased?		Application for social housing	22
Place of sleep		Other document	600
Income		Social care	43652
Health status		Mental health care	47613
Asking for information	38600	Remark	
Issuing homeless card	35381	Forwarded	8881
Extension of homeless card	2180	Forwarded to	
ID card	14014	Reason for forwarding	
Address card	14234	Social security	882
ID card number	3372	Public bath	
Taking photo for ID	916	Local council benefits	1926
Number of photos		Housing	33
Copy of birth certificate	11787	Housing at	
Copy of death certificate	48	Child's social security number	198
Copy of marriage certificate	1776	Child's address	88
Copy of child's birth certificate	198	Prescription for child	217
Certificate for exemption from fees	29322	Sum of prescription	
Duty stamp	0	Travel card	29
Tax card	13542		
Registering permanent residency	617		
Registering temporary residency	3090		
Certificate from correctional facility	18		
Documents picked up	7834		
Documents on storage	1298		
School certificate	514		
Employment record from last employer	99		
Address of last employer			
Employment record from the Social Fund	47		
Dental care	23		
Spectacles	2387		
Medical equipment	117		
Prescription	8590		
Sum of prescribed drugs			
Releasing note from hospital	32		

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APPENDIX 1

Forms used by the Budapest Social Services Centre (simplified versions)²⁸

K1

APPLICATION FORM

for services at homeless temporary hostel

I. PERSONAL DATA

- Name
- Maiden name
- Mother's name
- Place of birth
- Date of birth
- ID card number
- Social security number
- Permanent address
- Temporary address
- Location or contact
- Name of person to be notified in emergency
- Availability of person to be notified in emergency
- Previous social services provider (if any)
- Name of previous social worker

II. APPLICATION FOR ADMISSION

- Reason for applying for admission
- Which hostel is client applying to? (primary choice, secondary choice)

III. EMPLOYMENT AND QUALIFICATIONS

- Source of income
- Total current income
- Savings
- Capable of saving for future housing?
- Medical conditions or addiction preventing employment
- Illnesses
- Qualifications
- Ready to comply with requirement? (*abstinence from alcohol, social home care, saving scheme, looking for rented apartment, looking for job, retraining*)

IV. HOUSING

- Current place of sleep
 - Place of sleep last night
 - Place of stay a month ago
 - Place of stay a year ago

²⁸ The full documentation system, including the housing, employment, addictology and social home needs survey forms, can be downloaded from www.bmszki.hu. Answers to underlined questions are also stored and processed electronically for further analysis and summary.

- 01 public space (park, cave, other not heated)
 02 public space (railway station, staircase, heated)
 11 overnight shelter
 12 BMSZKI overnight shelter
 13 temporary hostel (fee-paying)
 14 BMSZKI temporary hostel(fee-paying)
 21 family member
 22 rented bed or apartment (extended housing)
 23 occasional housing with friend or family
 31 housing provided by employer
 32 rented (own) apartment
 33 own apartment
 41 health or social care institution (hospital, social home, rehabilitation centre)
 42 national child care
 43 prison
 51 other

- What prevents continued residency at that place?
- Have you ever stayed at a temporary hostel or overnight shelter?
- Last hostel or overnight shelter, date of moving out
- First hostel or overnight shelter
- Have you ever stayed at a BMSZKI temporary shelter?
- First BMSZKI hostel
- Previous assistance required from homeless services
- First occasion of accessing homeless services
- Last time of staying in an apartment
- Ownership of last apartment
- Did you apply for / receive support from the local council?
- Is there any other way to solve the housing problem?
- Required date of admission
- Placement on waiting list if no available capacities?
- Expected duration of stay
- Assistance expected
- Aims for moving out of the hostel

V. FAMILY BACKGROUND

- Marital status:
- Partnership:
- Number of children:
- Number of minor children:
- Number of children in guardianship:
- Residency of children
- Family members relying on homeless services
- Relationship with that family member
- Name of hostel or shelter
- Keeping in contact with family members
- Relationship with that family member
- Frequency of contact
- Location of contact

S1
PLAN FOR SOCIAL WORK
 INDIVIDUAL CARE PLAN
 (SUGGESTIONS, MODIFICATIONS, APPROVAL, EVALUATION, CONCLUSION)

SUMMARY OF FIRST INTERVIEW

- Why did you ask for admission to the temporary hostel?
- What assistance do you expect from the hostel?
- Aims and prospects for moving out of the hostel
- Plans for housing after the conclusion of institutionalised care

1 admission to another temporary hostel

2 admission to social home

3 rented apartment

4 apply for social housing

5 file lawsuit to regain housing

6 purchasing own apartment

7 partnership

8 signing support contract

9 other.....

- How much of your income can you save?
- Suggestion for duration of institutionalised care
- Problems perceived by client
- Assistance required, cooperation offered
- Problems perceived by social worker

01 loss of ID/ documents

02 housing

03 mental care

04 family relationships

05 entitlements

06 benefits

07 employment

08 care

09 health condition

10 mental condition

11 social condition

12 family and social relationships

13 legal problems

14 other

- Have you ever been labelled Gypsy (Roma)?

ENTITLEMENTS

- Benefits and other support received
- Type
- Sum:
- Entitlement for other support
- Access to entitlement
- Type

- Application submitted?
- Benefits or support approved?
- Sum:

S2
PLANS FOR SOCIAL WORK
 INDIVIDUAL CARE PLAN
 (SUGGESTION, MODIFICATION, APPROVAL)

Long-term aims and steps to be taken (set by the social worker and the social team)

Aims and steps	1*	2*	3*	Date	Social worker	Team leader

- *1 Aims and steps during the current institutionalised care period
 - *2 Aims and steps after the current institutionalised care period
 - *3 Aims and steps during extended periods of institutionalised care
- Tick the appropriate

S3
PLANS FOR SOCIAL WORK
 INDIVIDUAL CARE PLAN
 (SUGGESTION, MODIFICATION, APPROVAL)

Short-term (up to 3 months) aims and steps to be taken (set by the social worker and the social team)

Short-term aims and steps			Date	Client	Social worker	Team leader	A/ M/ D
Client	Deadline	Social worker		signature			

- 1 additional information (A)*
- 2 modification (M)*
- 3 deletion (T)*

E1

EVALUATION AND CONCLUSION OF THE PLAN FOR SOCIAL WORK AND THE COOPERATION AGREEMENT

1. Duration of institutionalised care
2. The content of social work and cooperation
 - 2.1. List of aims set by the client, steps taken and aims accomplished
 - 2.2. List of aims set by the client, steps taken but aims not yet accomplished, justification
 - 2.3. List of aims set by the social worker, steps taken and aims accomplished
 - 2.4. List of aims set by the social worker, steps taken but aims not yet accomplished, justification
 - Total income:
 - Source of income
 - Current savings

Special needs surveys necessary

- *1 Social home*
 - *2 Employment*
 - *3 Housing*
 - *4 Health and addictology*
1. Summary of social home placement procedure
 - application submitted
 - application to approved
 - date of moving in
 2. Summary of employment situation
 - retaining work
 - five important steps taken to retain work
 - support group
 - looking for job
 - five important steps taken
 - job found
 - type of job found
 - retraining
 - type of retraining
 - 1 finishing studies*
 - 2 subsidised training*
 - 3 market based training*
 - success of training
 3. Summary of housing situation
 - Housing on moving out
 - 1 rented apartment*
 - 2 applying for social housing*
 - 3 both*
 - rented apartment
 - successful application for support
 - application for social housing
 - successful application
 4. Summary of health situation
 - steps taken for medical assistance and health care

5. Summary of addictology situation
 steps taken for addictology assistance
 addict status
6. Problem types
- Types of problems (assistance required and recived)
 - Types of problems (partially) solved
 - Types of problems remaining unsolved

According to the social worker, the client's

medical condition	<i>1 improved</i>	<i>2 deteriorated</i>	<i>3 is unchanged</i>
addiction	<i>1 improved</i>	<i>2 deteriorated</i>	<i>3 is unchanged</i>
mental condition	<i>1 improved</i>	<i>2 deteriorated</i>	<i>3 is unchanged</i>

Assessment of social work and cooperation

Suggestion for future social work

1. Maintain current plan for social work.
2. Supplement and modify current plan for social work.
3. Conclusion of plan for social work and institutionalised care; no admission to homeless care.
4. Termination of institutionalised care.
5. Set up new plan for social work and new institutional care.

(Aims and steps on separate form.)

Justification

Reason for leaving:

Time and location of leaving:

APPENDIX 2

ETHOS Revision 2005								
OPERATIONAL CATEGORY	GENERIC DEFINITION			NATIONAL SUBCATEGORY DEFINITION	NATIONAL SUBCATEGORY DESCRIPTION	SUGGESTIONS FOR SURVEY IN THE FUTURE		
						SOURCE OF DATA	FREQUENCY	REACH
Roofless								
People Living Rough	1	1.1	Rough Sleeping (no access to 24-hour accommodation) / No abode	Registered rough sleeper	People who sleep in the streets or other public areas and are registered with social services (homeless services, daytime shelter, police, emergency services) ²⁹	Based on social services registrations	Annually, or average	Large cities
				Unregistered rough sleeper	People who sleep in the streets or other public areas but are not registered with social services (homeless services, daytime shelter, police, emergency services)	Based on research and surveys	Every 3 years, occasionally	Large cities
People staying in a night shelter	2	2.1	Overnight shelter	Low-threshold, direct access shelters ("heated street")	People who sleep at low threshold, direct access shelters ("heated street", temporary emergency shelter) ³⁰	Based on registration by the institutions	Annually, or average	Nationwide
				Overnight shelter	People who sleep at overnight shelters defined in the Social Act ³¹	Based on registration by the institutions	Annually, or average	Nationwide
				Other special overnight shelter	People who are otherwise homeless, but sleep for a night at some special overnight shelter (in custody, in emergency care)	Based on registration by the institutions	Annually, or average	Nationwide
Houseless								
People in accommodation for the homeless	3	3.1	Homeless hostel	Temporary homeless hostel	People who sleep at temporary homeless hostels defined in the Social Act ³²	Based on registration by the institutions	Annually, or average	Nationwide
		3.2	Temporary Accommodation	The meaning is not clear. There are no such services or institutions. Workers' hostels, hutments, employees' quarters, convents, etc. ³³	People who sleep and stay at workers' hostels or other accommodation provided by their employer.	Based on Central Statistical Office census and surveys	Every 10 years, occasionally	Nationwide and local
People in Women's Shelter	4	4.1	Women's shelter accommodation	Shelter for mothers with children	People who lack other housing and stay at shelters for mothers with children, as described in the Child Protection Act	Based on registration by the institutions	Annually, or average	Nationwide
				Temporary hostel for families	People who lack other housing and stay at shelters for families, as described in the Child Protection Act	Based on registration by the institutions	Annually, or average	Nationwide

²⁹ People spending their nights in public or not public space without roof, in the open air or in a recess not built for human habitation (for example in tent, in caravan, in staircase, in doorways, stations, makeshift shelters etc.)

³⁰ The shelters ("night shelters", 4.1.) are direct access shelter in general. The differences are: in the low-threshold "heated street" female and male are together, sobriety, TBC- and "license-free" documents are not required, the services are limited.

³¹ Definition in the Social Law: "night shelter for homeless people"
Institutions for homeless people without regular income. Night shelters are open for the homeless for at least 14 hours a day. In this service it is allowed to accommodate maximum 20 persons in a place.
Shelters are direct access, services are free. The service can be used night by night. It provides overnight accommodation, bathing, washing and cooking facilities. There must be minimum 4 m² living space per capita. Night shelters provide services of lower standard than temporary hostels. Case work, social teamwork and community social work are not officially included in the care at the night shelters.
Night shelters for homeless people have a normative grant from the state budget.

³² Definition in the Social Law: "temporary hostel for homeless people"
Institutions for homeless people having regular income. They have to pay a limited monthly contribution. The service can be used for a maximum of 12 months including possible extensions.
Maximum 15 persons can be accommodated in one room (there must be minimum 4 m² living space per capita).
Temporary hostels provide services of higher standard than night shelters. Case work, social teamwork and community social work are included in the social and mental care at the temporary hostels. Services provided during the temporary accommodation must be recorded on a standard registry form. As part of the service, a contract is made between the client and the social worker.

Temporary hostels for homeless people have a normative grant from the state budget.

³³ These are workers hostels for migrants, but not for immigrant people. They are run by some employers for workers without flat or without accommodation in the settlement.

People in accommodation for immigrants	5	5.1	Temporary accommodation / reception centres (asylum)	Reception centres for immigrants and refugees ³⁴	People without Hungarian citizenship who lack other housing and sleep at reception centres for immigrants and refugees	Based on registration by the institutions	Annually, or average	Nationwide
		5.2	Migrant workers' accommodation	Accommodation for migrant and immigrant workers	No such service			
People due to be released from institutions	6	6.1	Penal institutions	Penal institutions	People who are released from penal institutions but cannot return to their homes	Based on registration by the institutions	Annually, or average	Nationwide
		6.2	Medical institutions	Medical institutions	Homeless people who may not be released from medical institutions due to lack of adequate housing and cannot be placed at any other social institution	Based on registration by the institutions	Annually, or average	Nationwide
			Youth institutions	Child and youth institutions	People whose care at child and youth institutions is terminated but may not return to the homes of their relatives or secure their own housing	Based on registration by the institutions	Annually, or average	Nationwide
People receiving support (due to homelessness)	7	7.1	Residential care for homeless people	The meaning is not clear. There are no such services or institutions.				
		7.2	Supported accommodation	Supported accommodation ³⁵	Homeless people participating in housing subsidisation programs, receiving support for their rent (vouchers); and homeless people staying at "exit flats" provided by homeless services	Based on registration by the institutions	Annually, or average	Nationwide
		7.3	Transitional accommodation with support	The meaning is not clear. There are no such services or institutions.				
		7.4	Accommodation with support	The meaning is not clear. There are no such services or institutions.				
Insecure Housing								
People living in insecure accommodation	8	8.1	Temporarily with family/friends	Temporarily with family (no other choice)	People over the age of 18 who stay with their families because other choices are not available ³⁶ a) on a waiting list for social housing or housing support b) not on a waiting list	Based on Central Statistical Office census and surveys	Every 10 years, occasionally	Nationwide, local
				Temporarily with friends or acquaintances (no other choice)	People over the age of 18 who stay with their friends or acquaintances because other choices are not available ³⁷ a) on a waiting list for social housing or housing support b) not on a waiting list	Based on Central Statistical Office census and surveys	Every 10 years, occasionally	Nationwide, local
		8.2	No legal (sub)tenancy	No legal (sub)tenancy	Former (sub)tenants who have lost their tenancy and their family members	Based on Central Statistical Office census and surveys	Every 10 years, occasionally	Nationwide, local
			No legal occupation	No legal occupation	Former owners who have lost ownership and their family members	Based on Central Statistical Office census and surveys	Every 10 years, occasionally	Nationwide, local
		8.3	Illegal occupation of building	Illegal occupation of a building	People staying at apartments or buildings occupied illegally (squatters) ³⁸	Based on data of Notary Office	Annually	Nationwide, local
		8.4	Illegal occupation of land	Illegal occupation of land	People living at illegally occupied land or lot	Based on data of Notary Office	Annually	Nationwide, local

³⁴ Institutions for immigrant people: long-stay temporary hostels, camps. They are under separate legislation and financing.

³⁵ A new accommodation form for homeless people: those who have regular income, lived 120 days in a homeless hostel or night shelter, or had contact with an outreach service for 30 days are entitled for a 12-month support to live in an independent rented flat (supported subtenant).

³⁶ Estimated data from the last census: people living in dwellings with two or more families but maximum two rooms; people living with friends or relatives without having to pay rent.

(There is no housing or social service record about these families.)

³⁷ Dwellings occupied by people using the entire apartment without having to pay rent as a favour of friends or relatives, or a dwelling occupied by people with no title of occupancy.

³⁸ Estimated data: illegal occupation of a vacant (municipality owned) flat

			Short-term rented apartment	Rented room	People staying in a privately owned apartment as lodgers (short-term)	Based on Central Statistical Office census and surveys	Every 10 years, occasionally	Nationwide, local
				Rented apartment	People staying in a privately owned apartment as tenants (short-term)	Based on Central Statistical Office census and surveys	Every 10 years, occasionally	Nationwide, local
People living under threat of eviction	9	9.1	Legal orders enforced (rented)	Legal orders enforced (rented)	People staying at a rented apartment and have legal orders of eviction against them ³⁹	Based on data of courts	Annually	Nationwide
		9.2	Re-possession orders (owned)	Re-possession orders (owned)	People staying at their formerly owned apartment, with re-possession orders against them	Based on data of courts	Annually	Nationwide
People living under threat of violence	10	10.1	Police recorded incidents of domestic violence	Incidents of domestic violence (registered)	People living under the threat of domestic violence, if registered by police, child protection service or other social services	Based on data of courts, police and other authorities	Annually	Nationwide
Inadequate Housing								
People living in temporary / non-standard structures	11	11.1	Mobile home / caravan	Mobile home / caravan (not for leisure)	People living in mobile homes, caravans, tent, container (not for leisure) ⁴⁰	Based on Central Statistical Office census and surveys	Every 10 years, occasionally	Nationwide, local
		11.2	Non-standard building	Non-standard building ⁴¹	People living in occupied non-housing units (shop, office, workshop, store-room, laundry, garage, wine house, etc.) without technical alteration or fitting up	Based on Central Statistical Office census and surveys	Every 10 years, occasionally	Nationwide, local
		11.3	Temporary structure	Temporary building, tent, shed	People living in temporary building, tent or shed	Based on Central Statistical Office census and surveys	Every 10 years, occasionally	Nationwide, local
People living in unfit housing	12	12.1	Unfit for habitation (under national legislation; occupied)	Unfit for habitation (under national legislation; occupied)		Based on Central Statistical Office census and surveys	Every 10 years, occasionally	Nationwide, local
			Unfit for habitation (under national norm; occupied)	House made of wood or mud, without foundations	People living in houses made of wood or mud, without foundations	Based on Central Statistical Office census and surveys	Every 10 years, occasionally	Nationwide, local
				Plot without running water	People living on plot without running water	Based on Central Statistical Office census and surveys	Every 10 years, occasionally	Nationwide, local
				Home without toilet	People living in houses without toilet	Based on Central Statistical Office census and surveys	Every 10 years, occasionally	Nationwide, local
				Home without bathroom or shower	People living in homes without bathroom or shower	Based on Central Statistical Office census and surveys	Every 10 years, occasionally	Nationwide, local
				Home without bathroom and kitchen	People living in homes without bathroom and kitchen	Based on Central Statistical Office census and surveys	Every 10 years, occasionally	Nationwide, local
				Emergency dwelling	People living in emergency dwelling (no bathroom or kitchen)	Based on Central Statistical Office census and surveys	Every 10 years, occasionally	Nationwide, local
Home without heating	People living in homes without heating	Based on Central Statistical Office census and surveys	Every 10 years, occasionally	Nationwide, local				

³⁹ Estimated data: people who have lost their legal contract (people facing eviction from their home by the owner, i.e. the municipality)

⁴⁰ People living in temporary or moving and other objects (caravan, tow-boat, railway carriage, cave, hut, shed, wagon, bus-wreckage, circus caravan, etc.).

⁴¹ Occupied non-housing unit: shop, office, workshop, store-room, laundry, garage, wine house, etc. without technical alteration or fitting up, used by at least one person as dwelling

				Home with one room (without kitchen and bathroom)	People living in homes with one room (without kitchen and bathroom)	Based on Central Statistical Office census and surveys	Every 10 years, occasionally	Nationwide, local
				Home smaller than 19m ²	People living in homes smaller than 19m ²	Based on Central Statistical Office census and surveys	Every 10 years, occasionally	Nationwide, local
				Home with running water but no other amenities, emergency dwelling	People living in homes with running water but no other amenities, emergency dwelling	Based on Central Statistical Office census and surveys	Every 10 years, occasionally	Nationwide, local
People living in extreme overcrowding	13	13.1	Highest national norm of overcrowding	Overcrowded home ⁴²	People living in homes with more than two people per room	Based on Central Statistical Office census and surveys	Every 10 years, occasionally	Nationwide, local
				Overcrowded home with more than one family	People living in homes with no more than two rooms and two or more families	Based on Central Statistical Office census and surveys	Every 10 years, occasionally	Nationwide, local
				Extremely overcrowded home	People living in one-room homes with six or more people	Based on Central Statistical Office census and surveys	Every 10 years, occasionally	Nationwide, local

⁴² National norm (in Social Law): maximum 2 person per room. Overcrowded dwellings: more than 2 person per room.

APPENDIX 3

ETHOS Revision 2005						FEANTSA European Typology of Homelessness and Housing Exclusion HUNGARY 2005							
OPERATIONAL CATEGORY	GENERIC DEFINITION	NATIONAL SUBCATEGORY DEFINITION	NATIONAL SUBCATEGORY DESCRIPTION	SUB CATEGORY	CURRENT DATA								
					AREA COVERED	DATA (LATEST)	DATE	SOURCE	ACCESS	MEASURE			
Roofless					Roofless								
People Living Rough	1	1.1	Rough Sleeping (no access to 24-hour accommodation) / No abode	Registered rough sleeper	1.1	Sleeping Rough	Budapest National	3,000 cca. 10,000	2005	1	2,3	1	
				Unregistered rough sleeper	1.2	Contacted by outreach services	Budapest National	800 2,800	2005	1	2,3	1	
People staying in a night shelter	2	2.1	Overnight shelter	Low-threshold, direct access shelters ("heated street")	2.1	Low-threshold/direct access shelter	Budapest	200	2005	1	2	1	
				Overnight shelter	4.1	Shelter accommodation	Budapest National	1,800	2005	1 1	2 2	1 1	
				Other special overnight shelter	2.2	Arranged (e.g. low budget hotel)							
					2.3	Short-stay hostel							
Houseless					Houseless								
People in accommodation for the homeless	3	3.1	Homeless hostel	Temporary homeless hostel	3.1	Short-stay homeless hostel	Budapest National	2,800 4,000	2005 2000	1 4	2 2	1 1	
					3.2	Temporary housing (no defined time)							
		3.2	Temporary Accommodation	The meaning is not clear. There are no such services or institutions.	3.3	Temporary housing (transitional defined)							
				Workers' hostels, hutments, employees' quarters, convents, etc.	5.3	Migrant workers' hostels	National	10,000	2000	4	3	1	
People in Women's Shelter	4	4.1	Women's shelter accommodation	Shelter for mothers with children		People who lack other housing and stay at shelters for mothers with children, as described in the Child Protection Act							
				Temporary hostel for families		People who lack other housing and stay at shelters for families, as described in the Child Protection Act							
People in accommodation for immigrants	5	5.1	Temporary accommodation / reception centres (asylum)	Reception centres for immigrants and refugees	5.1	Reception centres (asylum)	National	1,700	2000	1	1	1	
		5.2	Migrant workers accommodation	Accommodation for migrant and immigrant workers	5.2	Repatriate accommodation							
People due to be released from institution	6	6.1	Penal institutions	Penal institutions	6.1	Penal institutions (period defined nationally)	National	17,000	2000	4	3	1	

		6.2	Medical institutions	Medical institutions	Homeless people who may not be released from medical institutions due to lack of adequate housing and cannot be placed at any other social institution	6.2	Institutions (care and hospital)	National	65,000	2000	4	3	1	
			Youth institutions	Child and youth institutions	People whose care at child and youth institutions is terminated but may not return to the homes of their relatives or secure their own housing	6.3	Institutions (youth)	National	128,000	2000	4	3	1	
		7.1				Supported accommodation (group)								
		7.2				Supported accommodation (individual)								
		7.3				Foyers								
		7.4				Teenage parent accommodation								
People receiving support (due to homelessness)	7	7.1	Residential care for homeless people	The meaning is not clear. There are no such services or institutions.										
		7.2	Supported accommodation	Supported accommodation	Homeless people participating in housing subsidisation programs, receiving support for their rent (vouchers); and homeless people staying at "exit flats" provided by homeless services	4.2	Supported accommodation (for homeless)	National	700	2005	1	1	1	
		7.3	Transitional accommodation with support	The meaning is not clear. There are no such services or institutions.										
		7.4	Accommodation with support	The meaning is not clear. There are no such services or institutions.										
Insecure Housing							Insecure Housing							
People living in insecure accommodation	8	8.1	Temporarily with family/friends	Temporarily with family (no other choice)	People over the age of 18 who stay with their families because other choices are not available a) on a waiting list for social housing or housing support b) not on a waiting list	8.1	Living temporarily with family or friends (not by choice) (Housing /Social Service records)	National	cca. 400,000	2000	4	3	1	
				Temporarily with friends or acquaintances (no other choice)	People over the age of 18 who stay with their friends or acquaintances because other choices are not available a) on a waiting list for social housing or housing support b) not on a waiting list			National	57,217	2000	4	3	1	
		8.2	No legal (sub)tenancy	No legal (sub)tenancy	Former (sub)tenants who have lost their tenancy and their family members	8.2	Living in dwelling without standard legal (sub)tenancy (excludes squatting)	National	cca. 57,000	2000	4	3	1	
			No legal occupation	No legal occupation	Former owners who have lost ownership and their family members									
		8.3	Illegal occupation of building	Illegal occupation of a building	People staying at apartments or buildings occupied illegally (squatters)	11.3	Illegal occupation of a building (squatting)	Budapest	cca. 1,000	2005				
		8.4	Illegal occupation of land	Illegal occupation of land	People living at illegally occupied land or lot	11.2	Illegal occupation of a site (e.g. Roma / Traveller / Gypsy)							
			Short-term rented apartment	Rented room	People staying in a privately owned apartment as lodgers (short-term)			National	30,607	2000	4	3	1	
				Rented apartment	People staying in a privately owned apartment as tenants (short-term)			National	243,581	2000	4	3	1	

People living under threat of eviction	9	9.1	Legal orders enforced (rented)	Legal orders enforced (rented)	People staying at a rented apartment and have legal orders of eviction against them	9.1	Legal orders enforced (rented housing)	Budapest	cca. 1,500	2005					
		9.2	Re-possession orders (owned)	Re-possession orders (owned)	People staying at their formerly owned apartment, with re-possession orders against them	9.2	Re-possession orders (owned housing)								
People living under threat of violence	10	10.1	Police recorded incidents of domestic violence	Incidents of domestic violence (registered)	People living under the threat of domestic violence, if registered by police, child protection service or other social services	10.1	Living under threat of violence from partner or family (recorded incidents)								
Inadequate Housing															
People living in temporary / non-standard structures	11	11.1	Mobile home / caravan	Mobile home / caravan (not for leisure)	People living in mobile homes, caravans, tent, container (not for leisure)	11.1	Mobile home / caravan (not for leisure)	National	12,300	2000	4	3	1		
		11.2	Non-standard building	Non-standard building	People living in occupied non-housing units (shop, office, workshop, store-room, laundry, garage, wine house, etc.) without technical alteration or fitting up				12,267						
		11.3	Temporary structure	Temporary building, tent, shed	People living in temporary building, tent or shed										
People living in unfit housing	12	12.1	Unfit for habitation (under national legislation; occupied)	Unfit for habitation (under national legislation; occupied)		12.1	Dwellings unfit for habitation under national legislation (occupied)								
			Unfit for habitation (under national norm; occupied)	House made of wood or mud, without foundations	People living in houses made of wood or mud, without foundations			National	462,664	2000	4	3	1		
		Plot without running water		People living on plot without running water			National	95,782	2000	4	3	1			
		Home without toilet		People living in houses without toilet			National	113,477	2000	4	3	1			
		Home without bathroom or shower		People living in homes without bathroom or shower			National	806,962	2000	4	3	1			
		Home without bathroom and kitchen		People living in homes without bathroom and kitchen			National	89,667	2000	4	3	1			
		Emergency dwelling		People living in emergency dwelling (no bathroom or kitchen)			National	58,110	2000	4	3	1			
		Home without heating		People living in homes without heating			National	11,756	2000	4	3	1			
		Home with one room (without kitchen and bathroom)		People living in homes with one room (without kitchen and bathroom)			National	243,235	2000	4	3	1			
		Home smaller than 19m ²	People living in homes smaller than 19m ²			National	337,754	2000	4	3	1				
Home with running water but no other amenities, emergency dwelling	People living in homes with running water but no other amenities, emergency dwelling			National	1,662,515	2000	4	3	1						
People living in extreme overcrowding	13	13.1	Highest national norm of overcrowding	Overcrowded home	People living in homes with more than two people per room	13.1	Highest national norm of overcrowding	National	140,000	2000	4	3	1		
				Overcrowded home with more than one family	People living in homes with no more than two rooms and two or more families			National	394,424	2000	4	3	1		
				Extremely overcrowded home	People living in one-room homes with six or more people			National	6,697	2000	4	3	1		

SOURCE:	ACCESS:	AREA COVERED:	MEASURE:
1= NGO 2= NGO umbrella 3= authority 4= Central Statistical Office 5= other	1= direct from agency 2= published data 3= website 4= other	National Budapest 1	1 = stock 2 = flow 3 = prevalence