



# Statistics on social services

## Results analysis

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## Social services statistics

Social services, taken to be the set of resources and measures aimed at dealing with social needs not covered from other spheres, are seen as an open system. Since 1988, when statistical studies began, various services, such as nursery school and juvenile detention centres, have been left out of the system insofar as they have been assumed by other entities. Despite this, expenditure on social services continues to increase as the result of the introduction of new measures: the most important are the ones aimed at welfare and the elderly, such as Basic Income, Social Emergency Aid (AES), allowances for families with children, day care, respite centres and other resources.

The figures herein indicate that, with a total expenditure of 1,298 million euros, 101 million more than in the previous year, the sector continues to grow at rate above the economy as a whole and it now accounts for 2.3% of the GDP. Expenditure is thus up 8.5% on the previous year.

Over the last decade, the accumulated annual rate went from 11.3% and its rate of growth was 3.8% higher than the rest of the economy. During this period, spending on social services has doubled, with accumulated increases of 158% in terms of current expenditure and 131% in transfer to families. This evolution can be seen in each of the variables of expenditure and income, which are set out in Table 1.

Likewise and in equivalent economic units (euros 2005), over the last decade, the accumulated annual rate was 8%, the expenditure per inhabitant has increased 98% and stood at 606 euros in 2005. The contribution of the public authorities to the system was 422 euros per inhabitant, which was double the 205 euros of 10 years ago.

With respect to the different family allowance programmes run by the Public authorities:

- The Basic Income programme and its complements: with 144.6 million euros and an increase of 15.5% on the previous year, its expenditure has doubled in just four years (+137%). In 2005, the cost per inhabitant reached 68 euros, with significant differences between provinces, as the expenditure per inhabitant was 95 euros in Bizkaia, compared to the 49 of Álava and 30 of Gipuzkoa. Such a high difference in the territorial distribution is not common in the sphere of social services.
- The AES programme and its complements: cost 33.8 million euros, a figure that was up 15.7% on 2004. It was more significant in Álava, where the expenditure was 21 euros per inhabitant compared to the 16 of Bizkaia and 13 of Gipuzkoa.
- The decrease, which began in 2002, in the traditional non-contribution pension continued. Non-contribution Pensions (PNC), Social Welfare Funds (FBS) and the Disabled Social Integration Act (LISMI) accounted for 49.6 million euros (-7%).
- Financial aid to the victims of Franco's regime this item that emerged as a single benefit in 2004, appeared as residual in 2005. Its decrease was significant and changed the evolution of the family allowances overall, which increased under the average (+1.7), compared to the 10% increase if that item had not been taken into account.

Finally, special mention should be made of the following aspects in 2005:

- Spending on home help rose to 62.6 million euros (+8%). This service was co-financed to the tune of 90% by the public authorities and the remaining 10% by the users. The service was provided to 20,000 users (+5%), with an average cost of 3,137 euros per user and an average of 180 hours per user at 17 euros the hour. The majority of the users that received home help (90%) were

elderly, a figure that meant 5% coverage of people of 65 and over in the A.C. of the Basque Country.

- There were 15,559 places in the residential centres for the elderly, a basic resource of the social services, which meant a total cost of 339 million euros, a figure that represented 25% of the expenditure on social services. Over all, in the previous two years, the supply had grown considerably, with 2,032 places being created and an increase in spending of 28%. Co-payment, or participation of the user in the financing of the residential cost, existed in the majority of these centres. This means that, according to his resources, the user contributed 42% of the current expenditure for this concept, while the various authorities contributed 57%.

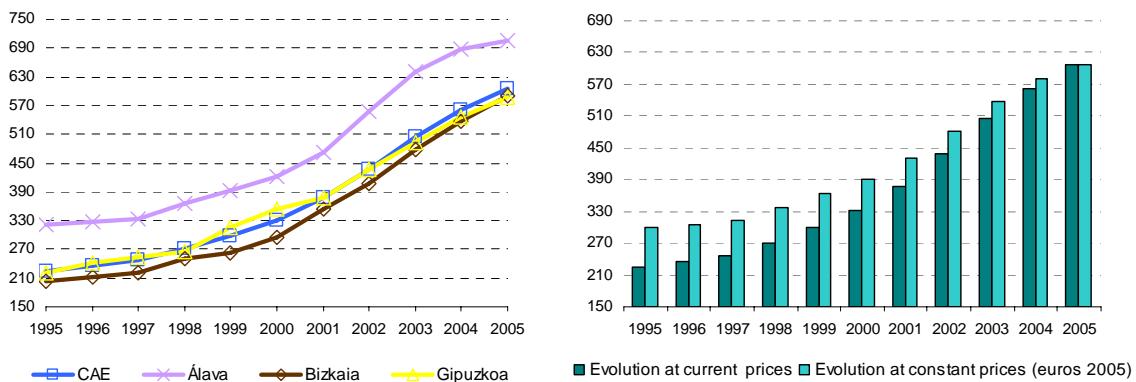
**Table 1. Evolution of the main variables for the period 1996-2005.  
(Expenditure in thousands of current euros)**

	2005	2004	1996	Inter- annual Increase (05/04)	Accumulated annual rate (05/96)	Variation rate (05/96)
(THOUSANDS OF EUROS IN CURRENT PRICES)	<b>1.297.642</b>	<b>1.196.320</b>	<b>495.621</b>	<b>8,5</b>	<b>11,3</b>	<b>161,8</b>
Total expenditure						
Current expenditure	959.083	876.216	361.481	9,5	11,5	165,3
Remunerations	469.169	420.968	206.634	11,5	9,5	127,1
Other current expenditure	489.914	455.248	154.847	7,6	13,7	216,4
Family Allowances	274.566	270.046	120.674	1,7	9,6	127,5
Capital expenditure	63.993	50.057	13.466	27,8	18,9	375,2
Expenditure on entities and public centres	764.503	723.243	311.449	5,7	10,5	145,5
Expenditure on entities and private centres	533.139	473.077	184.173	12,7	12,5	189,5
Public Funding	903.157	837.714	353.910	7,8	11,0	155,2
Private Funding	394.485	358.606	141.711	10,0	12,0	178,4
<b>HUMAN RESOURCES</b>	<b>40.616</b>	<b>36.221</b>	<b>23.856</b>	<b>12,1</b>	<b>6,1</b>	<b>70,3</b>
Own employees	21.941	20.613	12.073	6,4	6,9	81,7
Own Employees (EDP)	19.837	18.653	11.222	6,3	6,5	76,8
Volunteers	18.675	15.608	11.783	19,7	5,3	58,5
<b>MATERIAL RESOURCES</b>						
Number of entities	1.318	1.304	975	1,1	3,4	35,2
Number of centres	2.544	2.512	1.696	1,3	4,6	50,0
Number of residential centres	734	715	417	2,7	6,5	76,0
Residential places	20.212	19.596	13.604	3,1	4,5	48,6
<b>EXPENDITURE ACCORDING TO TYPOLOGY</b>						
General Population	474.183	458.008	191.344	3,5	10,6	147,8
Family allowance	271.013	270.046	118.284	0,4	9,6	129,1
Child-Youth	41.427	38.221	16.420	8,4	10,8	152,3
Residential centres	30.328	29.048	13.451	4,4	9,5	125,5
Elderly	391.759	345.852	141.340	13,3	12,0	177,2
Homes	338.724	296.983	124.890	14,1	11,7	171,2
Disabled	317.092	286.076	116.194	10,8	11,8	172,9
Homes	56.351	43.533	26.222	29,4	8,9	114,9
Occupational Centres and CEE (2)	202.545	189.707	69.654	6,8	12,6	190,8
Women	8.782	6.446	2.338	36,2	15,8	275,6
Social Exclusion	64.398	61.717	27.995	4,3	9,7	130,0
Expenditure per inhabitant (euros)	606	562	237	7,9	11,0	156,0
	2,3	2,2	1,6	0,9	3,8	39,6

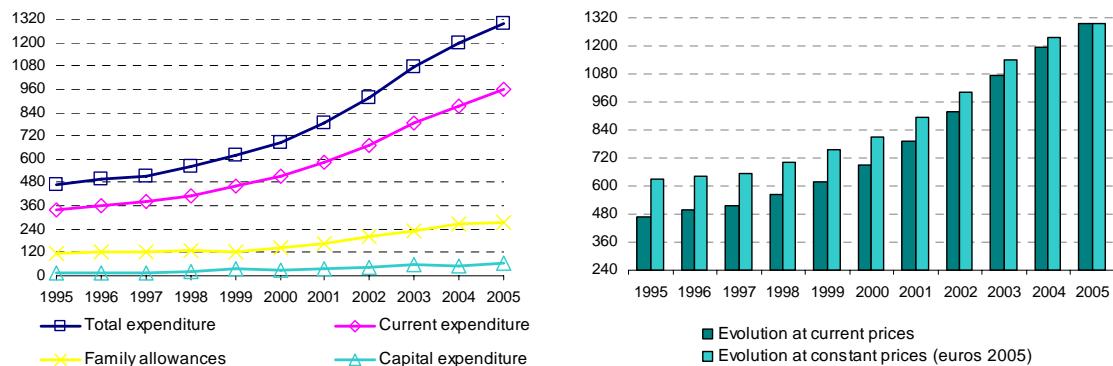
(1) Full-time Equivalent

(2) Special job centres

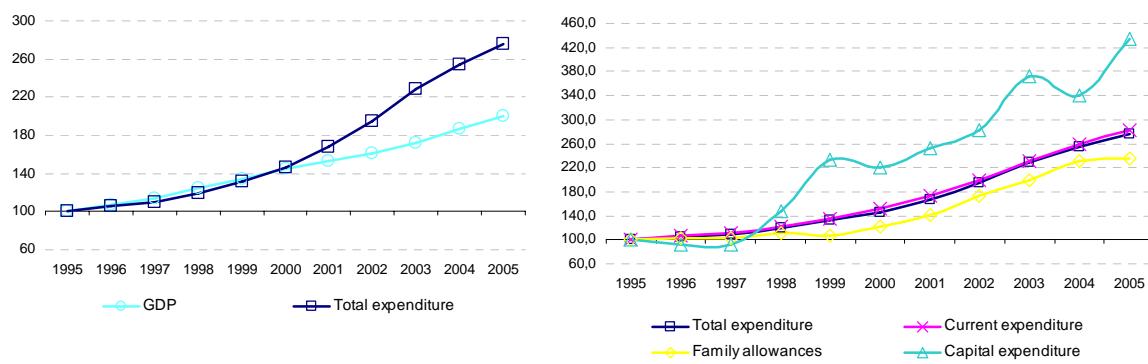
Source: Eustat

**Graph 1. Evolution of the expenditure per inhabitant on Social Services (euros)**


Source: Eustat

**Graph 2a. Evolution of expenditure on Social Services (thousands of euros)**


Source: Eustat

**Graph 2b. Evolution of the GDP and total expenditure (1995 based Index)**


Source: Eustat

## 1. 1. Entities and Centres

### 1.1. Characteristics and types of Entities and Centres

In 2005, social services in the A.C. of the Basque Country were structured around 1,318 entities which, through their 2,544 centres, orchestrated the different social benefits offered by the system.

With respect to the previous year, the number of entities and centres involved in the social services grew by 1% in 2005.

**Table 2: Distribution of social services entities and centres in 2005.**

	A.C. of the Basque Country			ALAVA	BIZKAIA	GIPUZKOA
	Total	Public	Private			
<b>Entities</b>	<b>1.318</b>	<b>310</b>	<b>1.008</b>	<b>246</b>	<b>716</b>	<b>356</b>
%	100	24	76	19	54	27
<b>Centres</b>	<b>2.544</b>	<b>1.003</b>	<b>1.541</b>	<b>502</b>	<b>1.260</b>	<b>782</b>
%	100	39	61	20	50	31

Source: Eustat

In terms of geographical distribution, the entities and centres of A.C. of the Basque Country tend to be concentrated in the main towns and cities: 42% of the centres are located in the Basque provincial capitals. This factor of the centres being in the capital is greatest in Álava, where 63% of its centres are in Vitoria-Gasteiz. In Bizkaia, there is similar level of concentration when the Gran Bilbao area (72%) is compared to the Llanada Alavesa (70%, even though only 40% of the centres are in the capital of Vizcaya. The Gipuzkoa model is more scattered, with 32% of the centres located in the capital and 49% in the Donostia-San Sebastián region. However, this distribution is not uniform, as basic social services, clubs and associations for pensioners are widely distributed throughout the majority of the towns.

The social services network of the A.C. of the Basque Country is noted for the coexistence of two contrasting entities. On the one hand, there are the "macro-entities", which are few in number, between 2 and 5% depending on the variable used, but with a high degree of resources concentration. The "micro-entities" are at the other extreme and despite being very numerous and accounting for around 80%, they do not even use 20% of the personnel and economic resources.

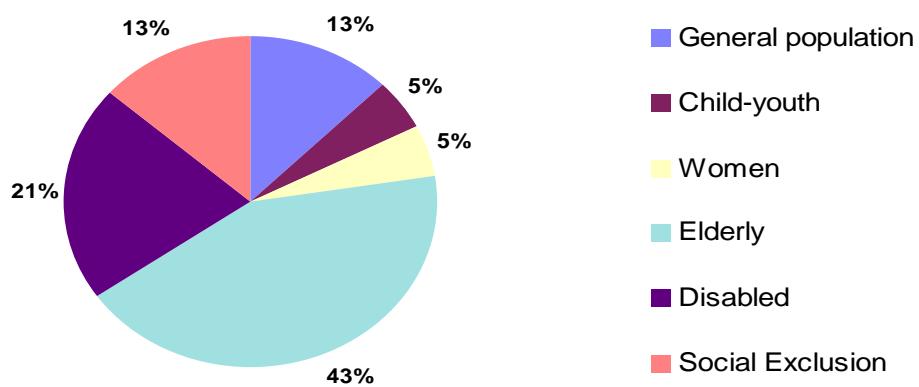
The high number of micro-entities is explained in the private sector by the important role of associationism as a means to combine resources to deal with common problems. In the public sector, small town councils set them up. This situation is part of the social fabric fostered by the Social Services Act, when considering aspect such as "fostering social volunteers and non-profit entities", "the possibility, by means of regulation their intervention, to participate in the private initiative to provide social services" and the competences granted to town councils in the field of social services, irrespective of the size of the town, "pursuant to criteria of decentralisation, flexibility and proximity to the citizens".

The great majority of the entities that act in the sphere of social services are single-cell (79%), in other words, they orchestrate their services through a single centre. Only 5% of the entities have a network of over five centres which, however, account for 66% of the total expenditure of the system. This small group includes the networks of the Provincial Councils and the City Councils of the most populated cities of the A.C. of the Basque Country.

In terms of the number of workers, the high number of small entities can yet again be clearly seen, as the majority (67%) have a workforce under 5 workers. On the other hand, just 2% of the entities have over 100 employees and account for 55% of the personnel employed and 60% of the expenditure.

In economic terms, nearly half the entities (40%) are at an expenditure level under 30,000 euros, but they do not account for 1% of expenditure as a whole. At the other extreme, 24 entities (2%), with an expenditure level over 6 million euros, account for over half the total spending of the system (63%). This concentration is at its highest in Álava, where 1% of entities, all of which are public, represent 74% of expenditure and its minimum in Gipuzkoa, where 3% of entities account for 61% of spending.

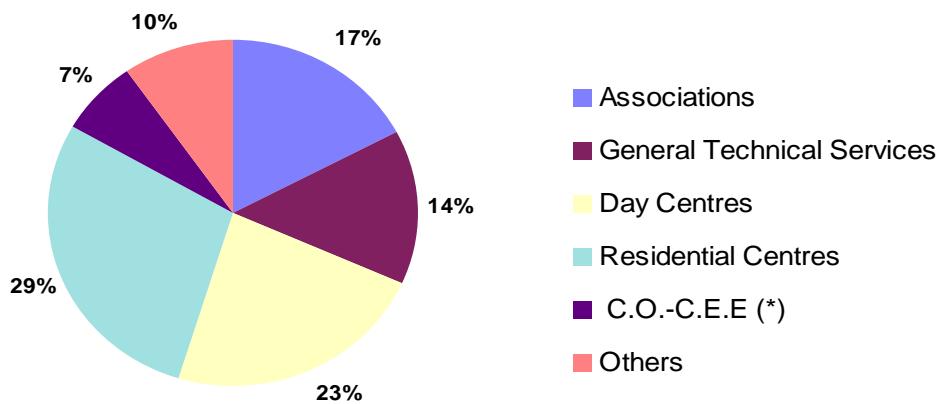
**Graph 3. Centres by type of target care population (% 2005)**



Source: Eustat

As far as the target care population was concerned, 43% of the centres dealt with the elderly, 21% with the disabled and 13% with the population as a whole. This section included the drug-addiction prevention centres and basic units. The other population sectors (child-youth, women and the socially isolated) were covered by the remaining 23%.

**Graph 4. Centres by type of centre (% 2005)**



(\*) Special job and occupational centres

Source: Eustat

Depending on the type of centre, the existing range was very diverse. The residential centres made up the largest group (734) which, together with the day centres (582), represented half the existing centres.

## 1.2. Entity and Centre Staff

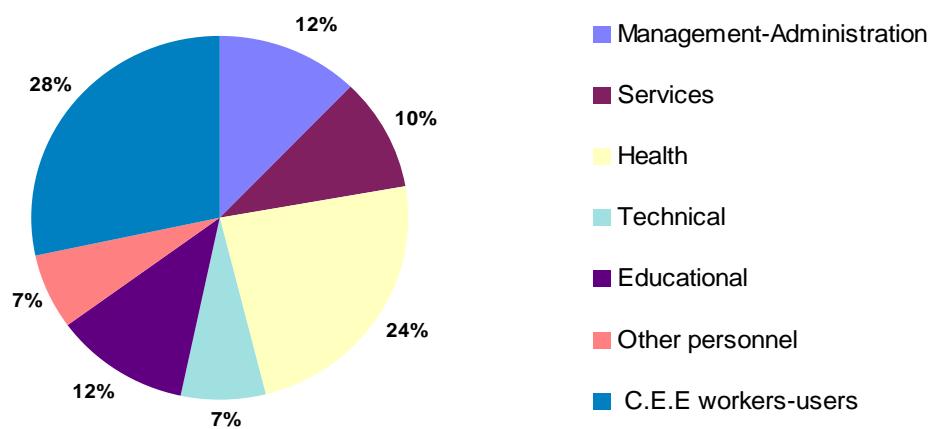
In 2005, the sector directly employed a total of 21,941 people, 13,964 (68%) of which were women. In relative terms, this means that 2.3% of the working population was employed in the sector, a figure that rose to 3.8% in the case of women. Álava scored the provincial maximum, where the number of women employed in this sector accounted for 4.5% of working women.

The work performed by this collective is backed up by the 18,675 (+20%) volunteers who work free of charge and mainly in the private sector (99%). In 2005, the contribution of this collective was the equivalent of 1,061 full-time employees. There was also the equivalent of 4,411 direct care sub-contracted workers, half of which worked in home care.

The staff calculated in terms of full-time equivalence (EDP) is 19,837, which reduces the total number of people who work in the sector by 10%. The part-time staff mainly work in the day centres and the municipal basic social services.

As far as the classification of the employees according to their post, the majority group is direct care specialists (50%) and, within this group, the category of clinical assistants stands out from among the others, with 19% of the total workers. The presence of the user-workers of the special job centres is also very significant. Also known as protected job companies, they were set up under the LISMI and their purpose is the social integration of the disabled in the workplace. Therefore, they are included in this special category, differentiated from the other workers as they are direct users by definitions, but, on the other hand, they are also paid workers. This group, with 6,187 workers, account for 28% of the employees.

**Graph 5. Own staff, by job (% 2005)**



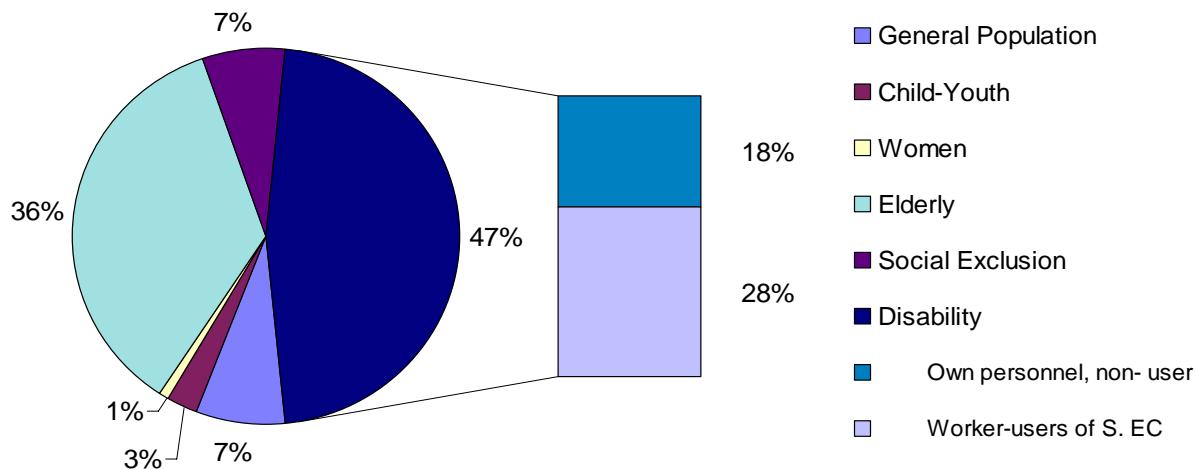
Source: Eustat

As far as the ownership of the entities and centres where this group of workers performed their duties was concerned, 28% were employed in the public network and the remaining 72% in the private sector. The distribution of these employees by province was 16% in Álava, 48% in Bizkaia and 36% in Gipuzkoa. The high proportion of staff in Gipuzkoa was due to the significant number of protected jobs

in the Special Job Centres (CEE), to such an extent that if their workers-users were not taken into account, the staff distribution would be 35% in the public sector and 65% in the private sector, which is more in line with the centre distribution already studied and the same occurs in the resulting territorial distribution: 17% in Álava, 53% in Bizkaia and 30% in Gipuzkoa.

With respect to the previous year, employment increase by 6%, where special mention should be made of the dynamic performance of the private sector (+8%) compared to the public sector (+2%), Bizkaia (+9%) compared to Álava (+2%) and the general technical services and day centres (+11%) compared to other centres (+6%). It should be pointed out that Álava is the only province where public is greater than private employment.

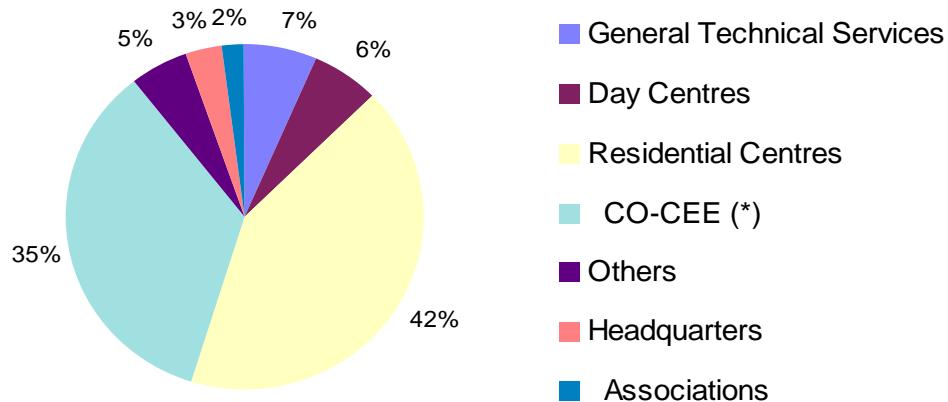
**Graph 6. Own staff, by type of target care population (% 2005)**



Source: Eustat

According to target care population, the majority group of workers are involved in looking after two collectives: disabled with 10,243 workers (47%), out of which 19% provide care and 28% are workers-users of the CEE, and the elderly with 7,771 workers (35%). Only 18% of the employees work with other collectives.

Graph 7. Own staff, by type of centre (%)



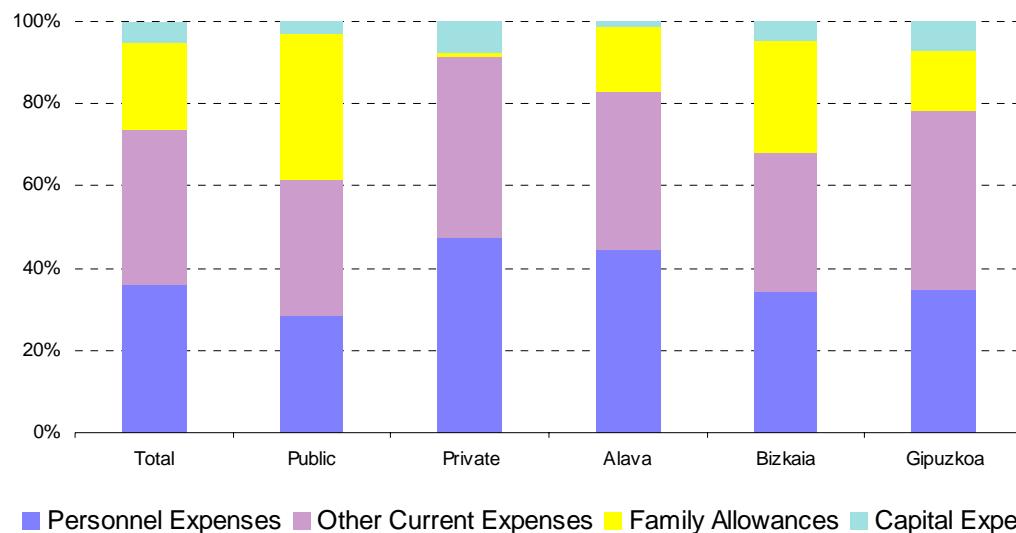
(\*) Special job and occupational centres

Source: Eustat

By type of centre where they worked, the majority of the employees worked in residential homes (42%) and in special job and occupational centres (35%). On the other hand, despite accounting for half the centres, the day centres, associations and others only employed 13% of the employees, when they accounted for 85% of the volunteers.

### 1.3. Entity and Centre Expenditure

The social services system in the A. C. of the Basque Country required a financial input of 1,296 million euros, which is divided into three headings: current expenditure, transfers and capital expenditure. Thus, 959 million euros were current expenditure allocated to defray the costs of the services (74%). Nearly half of this amount, 469 million euros, was used to pay staff. The part referring to family allowances came to 274.6 million euros (21%). This heading mainly includes the public funds used to finance Basic Income, Social Emergency Aid, Non-contribution pensions (PNC; LISMI and FBS) and financial aid for birth or adoption, regulated by the Inter-institutional Plan for Aid for Families with Children. Finally, 64 million euros were destined to capital expenditure (5%).

**Graph 8. Expenditure by type, according to ownership and province (%)**


■ Personnel Expenses ■ Other Current Expenses ■ Family Allowances ■ Capital Expenditure

Source: Eustat

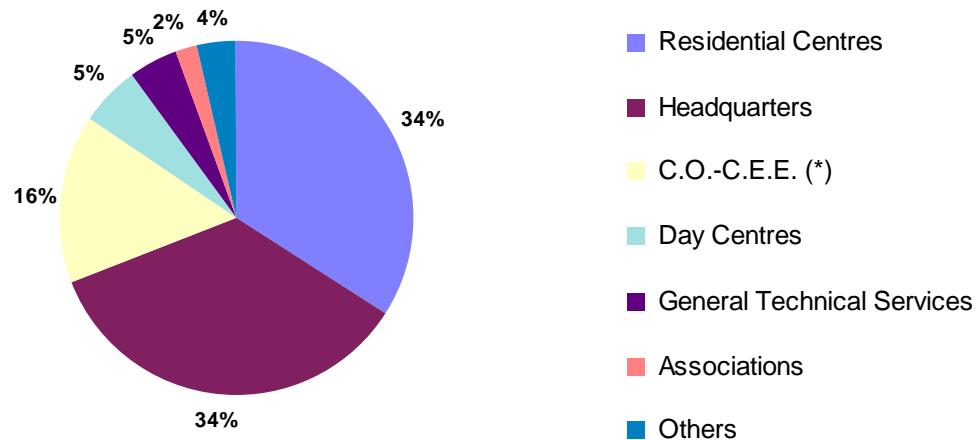
Total expenditure grew by 8% with respect to 2004. Current expenditure grew by 9%, transfer to family by 2% and investment by 28%. In terms of the previous two years, the overall increase was 22% in current expenditure and 18% in family allowances.

The most important of the family financial benefit programmes was Basic Income with expenditure of 145 million euros and an increase of 32% over the previous two years, as it accounted for half the financial benefits for families (53%), and, for its evolution, the aid for the victims of Franco's regime, where expenditure came to 23.9 million euros as a result of the single payment made in 2004 and fell to 2.5 million in 2005. If this item were not included, the increase in family allowances, would have stood at 10%.

By ownership, 59% of the expenditure was in the public network and the remaining 41% in the private. By territories, the differences regarding the presence of the private and public sector are significant depending on the province. Álava has the most powerful network of public centres of the three provinces as it contributes 79% of the provincial expenditure allocated to cover social services. However, Bizkaia and Gipuzkoa do not reach 60%.

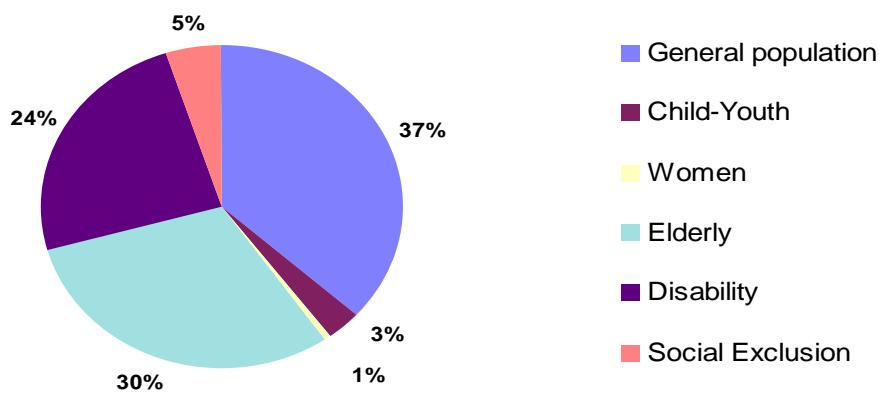
The breakdown of the expenditure highlights the different organization of the social services by province, where there are notable differences in Álava compared to Bizkaia and Gipuzkoa. Thirty-five per cent of the expenditure in Álava is allocated to cover the employee costs of the public network, while this figure falls to 14% in Bizkaia and 11% in Gipuzkoa. In Bizkaia, family allowances from public entities account for 27% of expenditure, while this figure falls in Álava and Gipuzkoa to 15% and 14%, respectively. Specifically, expenditure on Basic Income in Bizkaia accounted for 75% of the community expenditure on this concept and represented 15% of the territorial expenditure, which was much higher than the 7% in Álava and 5% in Gipuzkoa.

By type of benefit, two types stood out in the social services system of the A.C. of the Basque Country: residential services and central services. Proportionally, out of every three euros spent, one was used on residential centres and another on the central services of the entities. The evolution of this latter is explained by the fact that it manages, nearly in its entirety, the expenditure on the different family benefit programmes.

**Graph 9. Expenditure by type of centre (%)**


(\*) Special job and occupational centres

Source: Eustat

**Graph 10. Expenditure by target care population (%)**


Source: Eustat

According to the type of target care population, 37% of expenditure was allocated to the general population, basically via financial benefit programmes and home care services (which alone accounted for 21% and 5% respectively). The resources allocated to the elderly (30%) and to the disabled (24%) are in line with the level of spending. The other population groups accounted for 9% of the expenditure overall.

#### 1.4. Funding the System

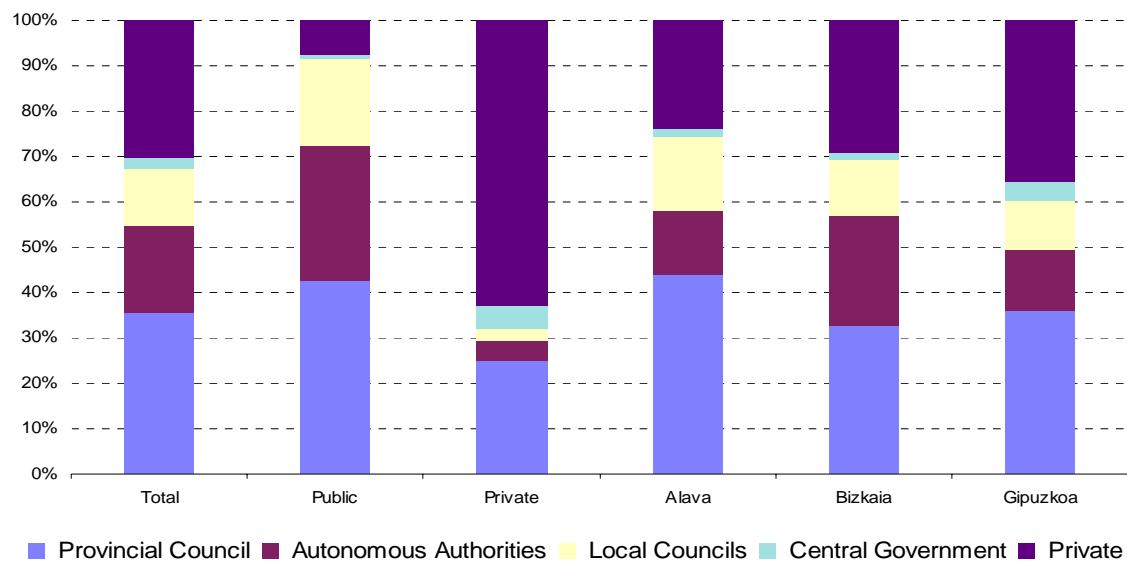
In 2005, most of the expenditure (70%) was funded through public funds to the tune of 903 million euros and, specifically, the Provincial Councils were responsible for the greatest contribution (36%), followed by the Basque Government (19%) and the local councils (13%).

It should be pointed out that the income from other items outside the scope of the study were included as own funds of the entity that manages them in the A.C. of the Basque Country. Therefore, the funds allocated to the Central Government only included those clearly finalist subsidies, whose origin were supra-autonomic public institutions, such as those allocated by the INEM to special employment centres and European Social Funds.

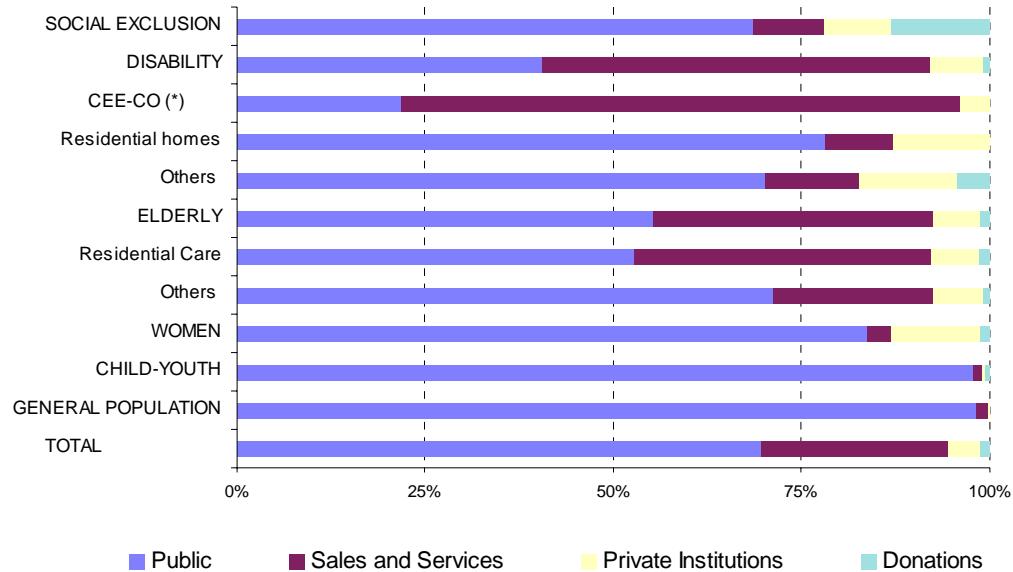
The remaining 30% was funded by private funds. Families, by means of users and donations, contributed 14%, 12% came from sales not connected to the delivery of the service and, finally, the net contribution by private institution came to 4%.

By provinces, Álava again had higher public funding (76%), followed by Bizkaia with 71%. Finally, Gipuzkoa with 64% had the lowest public funding level, again, due to the weight of the special job and occupational centres with high levels of self-funding in its private network. If those centres were not taken into account, 79% of the expenditure on social services in the A.C. of the Basque Country would be financed by means of public contribution and Álava would still have a higher public funding (82%) than Bizkaia and Gipuzkoa (78%).

**Graph 11. Funding by source, according to ownership and province (%)**



Graph 12. Funding by source, according to type of population (%)



Source: Eustat

(\*) Special job and occupational centres

Given the nature of the income, the system has three main sources of funding: sales and services (25%), subsidies and agreements (36%) and own funds (38%), with social income from donations accounting for 1%.

As far as the main provincial differences are concerned, Álava is noted for its own funding of the provincial network centres (39%), unlike Bizkaia and Gipuzkoa where, without reaching the overall share of Álava's provincial contribution, there is greater indirect funding using subsidies and agreements. Bizkaia has the greatest funding by the Basque Government, 24% of the provincial expenditure, nearly double the amount in Álava (14%) and Gipuzkoa (13%), due to the greater expenditure on Basic Income, which in Bizkaia represents 23% of the public expenditure, a figure that triples the amount obtained in Alava (8%) and Gipuzkoa (9%). In Gipuzkoa, funding from sales not connected to the delivery of the service was double (19%) that of the other two territories, due to the greater presence of job and occupational centres for the disabled.

The public centre network was mainly funded through the Provincial Councils (43%), the Basque Government (29%) and local councils (19%). The public funding obtained overall accounted for 92% and the income from private sources for the remaining 8%, obtained from sales and services.

Private centres are funded by subsidies from and agreements with the Government to the tune of 37%. The main source of public income was from the Provincial Councils, which contributed 25% of the income. The other authorities, local councils, Basque Government, European and Spanish Central contributed the remaining 12%. The private contribution likewise accounted for the other 63%. According to the nature of the income, 50% came from sales and services, 39% from subsidies and agreements, nearly all with the public authorities (only 2% from private institutions), private donations contributed 3% and the different funding from the institutions themselves accounted for the remaining 8%.

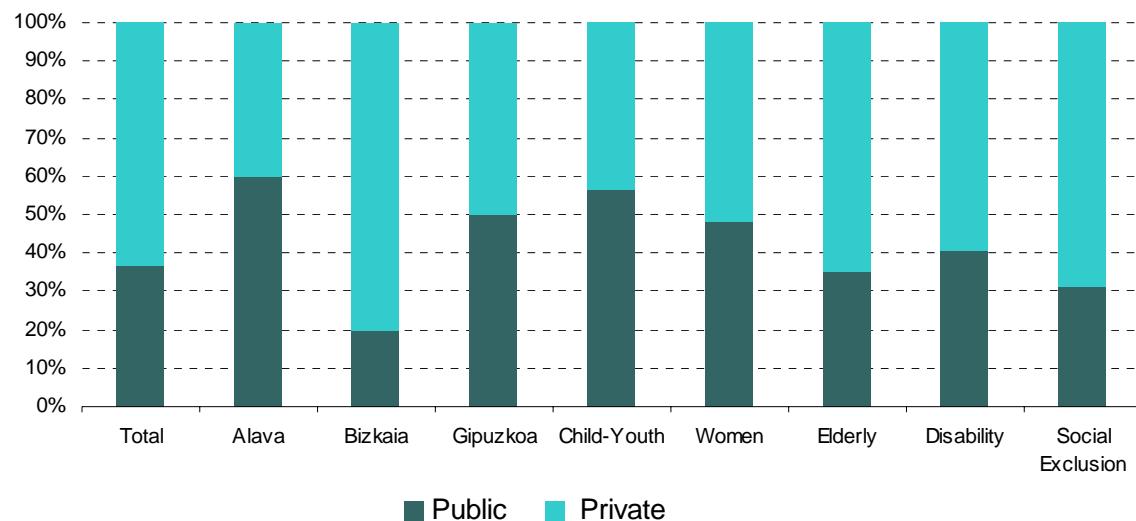
## 2. Residential Centres

### 2.1. Centres and Places

For the purposes of this studies, residential centres are considered in their widest sense, in other words, centres that offer permanent or non-permanent care and services that include accommodation, board and other related benefits. These centres are as varied (halfway houses, homes, shelters, hostels, supervised flats, etc) as the needs of the different target collectives (vulnerable minors, battered wives, dependent and independent pensioners, people with serious psychiatric disabilities, with autism, with a motor disability, the homeless, immigrants, drug addicts, HIV-infected individuals, etc.).

Given the importance of this type of centres in the social service system overall, the statistics include a specific chapter on the main results by type of target population, a variable that groups together the common collectives.

**Graph 13. Residential place by ownership, according to territory and type of population (%)**



Source: Eustat

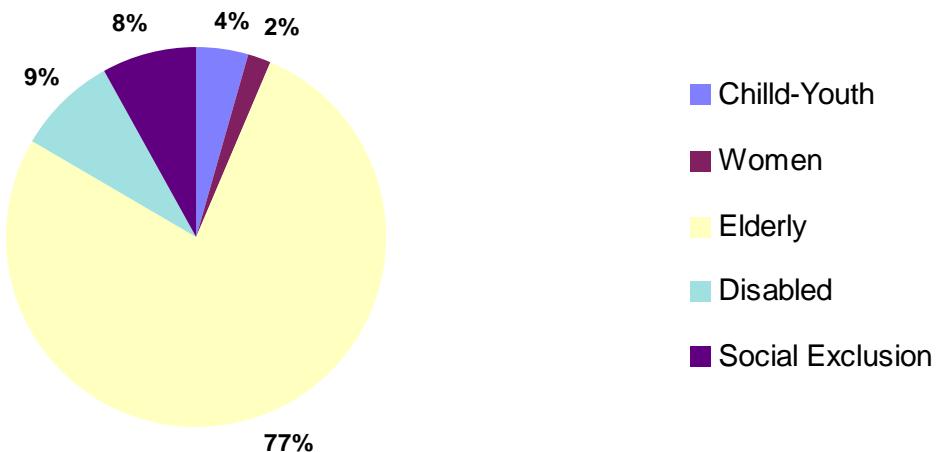
Residential places in the A.C. of the Basque Country in 2005 were structured around 734 centres, which offered a total of 20,212 places and cared for 34,906 users. This figure is halved (18,291) if we consider as users those individuals occupying a place as of 15 October, which is the standard concept used in this statistic. In relative terms, it means a total supply of 9 places per thousand inhabitants, 7 of which are assigned for the elderly.

The residential supply was mainly private, with 64% of the places, and a growth rate over the public one, given that the private places available has increased by an average of 5% per year over the last 10 years, compared to 2% in public centres. There are clear territorial differences, as Bizkaia is the only territory where the private supply, with 80% of the places, is the majority, while it stands at 40 and 50% in Álava and Gipuzkoa, respectively.

There were 266 public (36%) and 468 private homes (64%). The number of places available stood at 7,374 in public and 12,838 in private homes. By provinces, Álava has 156 residential establishments, most of which are public (62%) and a total supply of 3,443 places. Bizkaia, with 347 establishments,

most of which are private (84%), offers a total of 10,184 places. In Gipuzkoa, there are 231 centres with residential places, with a more balanced supply (49% public and 51% private centres), which have 6,585 residential places, 50% of which are public.

**Graph 14. Residential places by type of population (%)**



Source: Eustat

The majority of residential centres, 369 (50%), are for the elderly, with a total of 15,559 places (77%) and 14,318 (78%) users. There are therefore 4.0 places per 100 inhabitants aged 65 and over. The public network consists of 107 centres and 5,468 places and the private system has 262 centres and 10,091 places.

In 2005, the supply in homes for the elderly was similar to that of the previous year, except for the case of Bizkaia where private institutions set up 13 centres and 517 places. In the last decade, the addition of a business sector attracted by the opportunities emerging from the ageing population has been consolidated. This has led to an annual average increase in the private sector compared to the level covered by the public sector, which means that the places offered by private institutions in homes for the elderly accounted for 65% of the total in 2005. However, if we take into consideration that 37% of the places in private centres, 3,748 places, were subsidized by the Public authorities, the majority of places available (59%) were public responsibility.

There were again provincial differences in the case of homes for the elderly. Álava has 67 establishments, mainly private ones (60%) and 2,485 places that are mainly public (50%). Bizkaia, with 205 residences and 8,076 places, has a totally private structure, where the public supply only accounts for 18% of the places, but rises to 42% when the subsidized places by the public authorities in private centres are taken into account. On the other hand, the 97 centres and 4,998 places in Gipuzkoa are mainly public, both in terms of centres (60%) and places (52% public and 34% authorised).

In terms of the degree of dependency of the elderly, only a small proportion of the homes, 32 in total, are exclusively devoted to full-time dependency care, with a supply of 2,092 places (13%). The remainder are divided into 83 for the self-sufficient elderly and 254 are mixed.

In terms of the number of places available, homes for the disabled are next in line, with 111 centres and a total of 1,724 residential places, 59% of which are available through private establishments. The

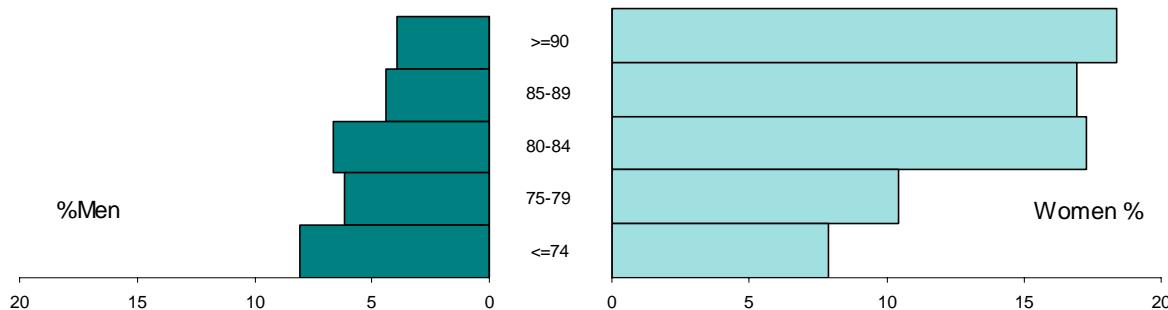
great majority of the establishments and the places are for the mentally disabled and only 14% of the centres and 15% of the places are for the physically disabled. The most frequent type of centre in this sector consists of functional homes for the medium and slightly mentally disabled (41%). Special mention should be made of the fact that 1 out of every 4 people that have been sectioned are in just 6 homes for the seriously mentally disabled.

There are also 73 residential homes for children and youths. Most of these homes are small and the total places available stands at 873, 57% of which are run by the public authorities.

The group of 118 centres with residential places for people at danger of exclusion is the most uniform, both in terms of their typology (social emergency flats, homes for the homeless, therapeutic communities, etc.) and size, and by the specific target sectors. Out of the total of 126 centres, 81% are flats with less than 15 places, the majority of which are privately owned, and the total places available stands at 1,724, 30% of which are in the public and 70% in the private network.

Finally, there is a small number of centres for women, 55 in total, the majority of which are public, with 418 places. These residential centres are normally short-medium stay flats.

**Graph 15. Users of the homes for the elderly by age groups and sex (%)**

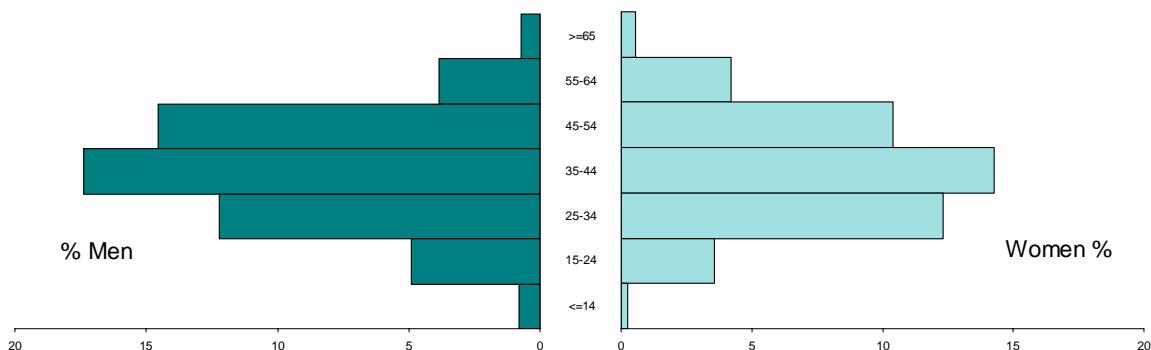


Source: Eustat

## 2.2. Users

Out of the 18,291 users of residential centres, 15,519 are in centres for the elderly. The dependent elderly (9,573) account for 68% of the individuals in centres for the elderly. Over the last 10 years, the figure of dependent users increased by 8% a year, while the number of self-sufficient elderly has remained stable. In 2005, 76% of elderly that went into a home were dependent.

If the characteristics of the elderly in the homes are analysed, it can be seen that the majority of the residents are women (71%), and their presence increases with age, with provincial variations ranging between 69% in Álava and 72% in Bizkaia. The distribution of the users by age is: 16% under 75 years old, 41% between 75 and 85, 21% between 85 and 89, and the remaining 22% 90 and over. Even though there are no important provincial differences, the people in homes in Gipuzkoa are older, where 26% are over 89 years old, although the difference is small with respect to Álava and Bizkaia.

**Graph 16. Homes for the disabled. Users, by age group and sex (%)**


Source: Eustat

Women account for 46% of the people in homes for the disabled, with the lowest ratio being in Gipuzkoa (43%). The largest age group are those over 35 years old (66%), specifically the group between 35 and 44 years (32%). On the other hand, the smallest age group (1.0%) is those users under 15 years old. On the other hand, the small number of users 65 years and older (1.3%) is due to the fact that when those individuals reach that age bracket, they usually move to homes for the elderly.

If the rotation among the users is taken into account, it could be said that nearly 35,000 people used residential services throughout 2005, which was slightly under the number for the previous year (-754). This figure is practically double the number of users that is usually used in the statistics (as of 15 December). This increase is nearly completely from centres for the group of individuals at risk of exclusion where, due to the very characteristics of the area, there is an annual average of 8 users per place, much higher than the 1.2 obtained in other collectives. Specifically, as is logical, the greatest rotation is in the hostels for the homeless, where 9,233 individuals used their 216 places, that is, 43 users per place.

### 2.3. Residential Centre Staff

The number of residential centre staff stood at 9,231 workers, the majority of whom were women (86%). In terms of ownership of the centres, 30% of the staff worked in private centres. By provinces, 17% of the workers were in Álava, 55% in Bizkaia and 28% in Gipuzkoa.

Even though the analysis of the personnel is based on the contracted employees, special mention needs to be made of the volunteers, where 1,169 individuals provided their services free of charge during 1 hour a day on average, and the sub-contracted staff, 1,941 workers who, working 6 hours a day on average, cared for the users during a total of 3.1 million hours in 2005.

With respect to 2004, the contracted employees increased by 4.8%, while the direct care sub-contracted personnel fell by 9%. Seventy-three per cent of the personnel were on permanent contracts, 22% on temporary contracts, and the remaining 5% as self-employed or another type of non-remunerated personnel.

In terms of posts, these workers can be classified into 769 individuals working in management and administration (8%), 1,898 services (21%), 4,750 health workers (51%) and the remaining 20% consisting of technical, educational staff and others. In terms of the professional classification,

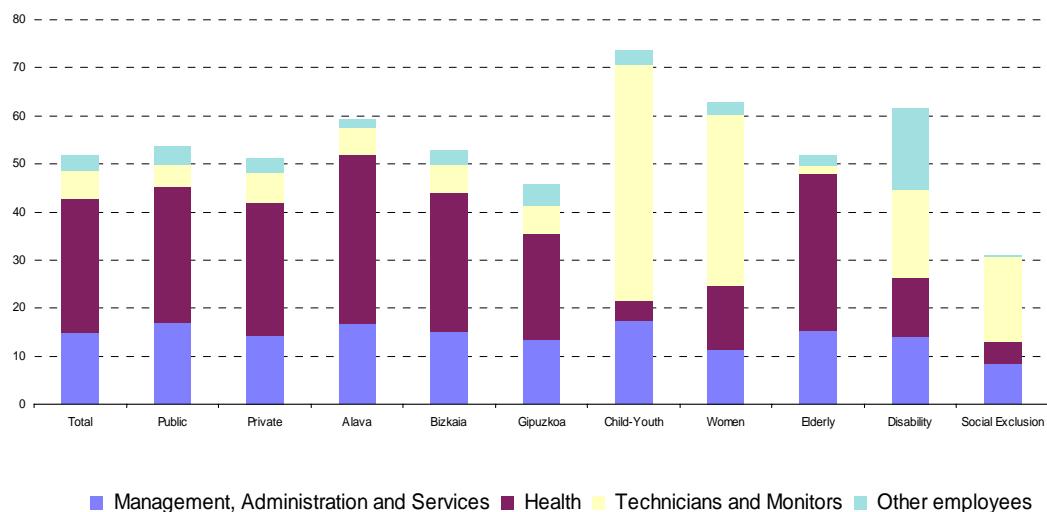
auxiliary health workers, catering staff and cleaners accounted for 60% of the contracted employees and 66% of women.

In relation to the type of population cared for by this group of workers, 77% worked with the elderly, 13% with the disabled and the remaining 10% with children, youth, problems of social exclusion and women.

A total of 7,126 people worked in homes for the elderly, with 7 out of every 10 employed in the private sector. By posts, the number of health workers was greater than the average (63%). There is a gradual trend for the jobs that were previously held by carers to be replaced by geriatric or health assistants. Finally, it should be pointed out that the majority of the sub-contracting of direct care staff occurs in public homes (71%).

Homes for the disabled employ 1,233 workers, equally distributed between private and public centres. However, the majority of the employees in public centres (89%), worked in establishments for the severely mentally disabled, a collective that absorbed 59% of the personnel. By professional classification, special mention should be made of carers, monitors and health assistants, were carers and monitors are inversely related: the greater the mental disability, the more carers and fewer educators are involved.

**Graph 17. Residential centres. Own staff (EDP) per 100 residential places**



Source: Eustat

Residential centres, as a whole, have a ratio of 53 EDP workers per 100 places, 28 of whom are health workers. There are no notable differences between public or private centres, but provincial provinces are noted, as there is a higher ratio in the residential centres in Álava (60 EDP workers) than in Bizkaia (54) and Gipuzkoa (46). There are also differences depending on the size of the centre, that range between 43 EDP workers in homes between 30 and 100 places, to 56 workers in homes between 13 and 29 places.

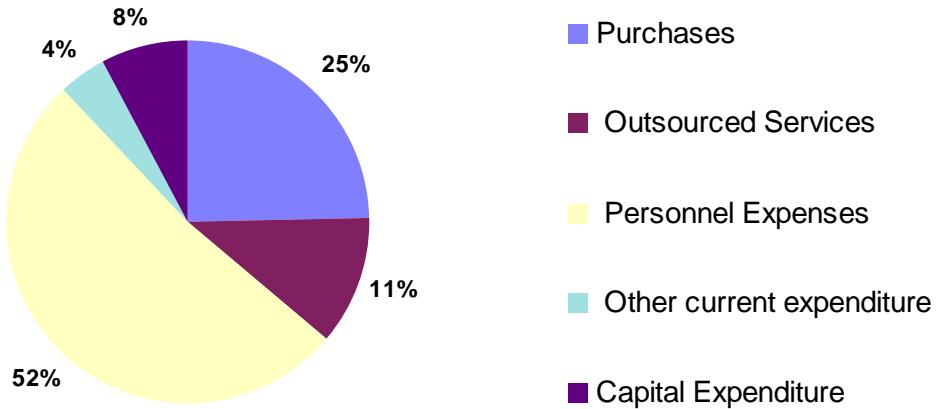
This same indicator varied according to the target population. Even though it stood at 48 in homes for the elderly as a whole, it rose to 48 in the case of dependant care, while it fell to 31 in the

homes for the self-sufficient elderly, a similar figure to the one in other areas, such as people at risk of exclusion. The homes that require a greater intensity of human resources are those for children and youths with an average of 66 EDP workers and those for the disabled (60 EDP workers) and, in particular, those for the physically disabled, where there was an average of 74 EDP workers per 100 places.

#### 2.4. Residential Centre Expenditure

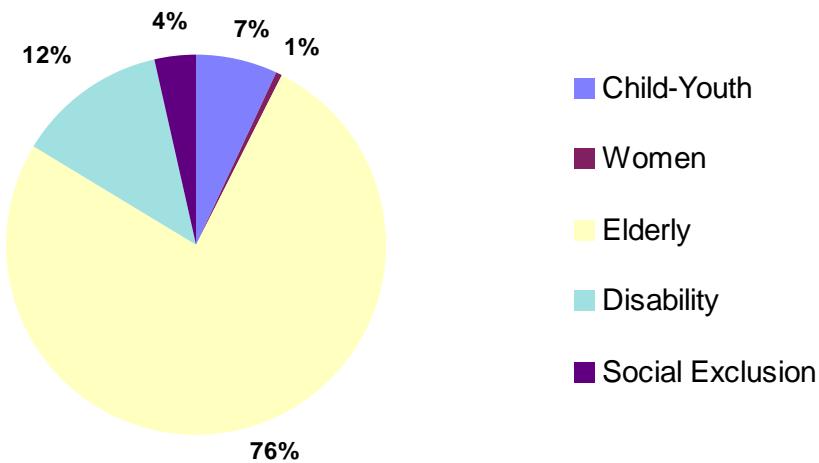
The financial allocation for maintaining these residential centres was 445 million euros, 15% up on the previous year, a significant increase as it assumes the surge in 2003 and means that the economic resources allocated to the residential centres over these three years has increased by 44%. Fifty-four per cent of the expenditure was in private centres. Current expenditure of the residential centres accounted for 92%, half of which was for personnel expenditure. By provinces, 19% of the expenditure was for Álava, 50% for Bizkaia and 31% to Gipuzkoa.

**Graph 18. Residential centres. Expenditure by expenditure (%)**



Source: Eustat

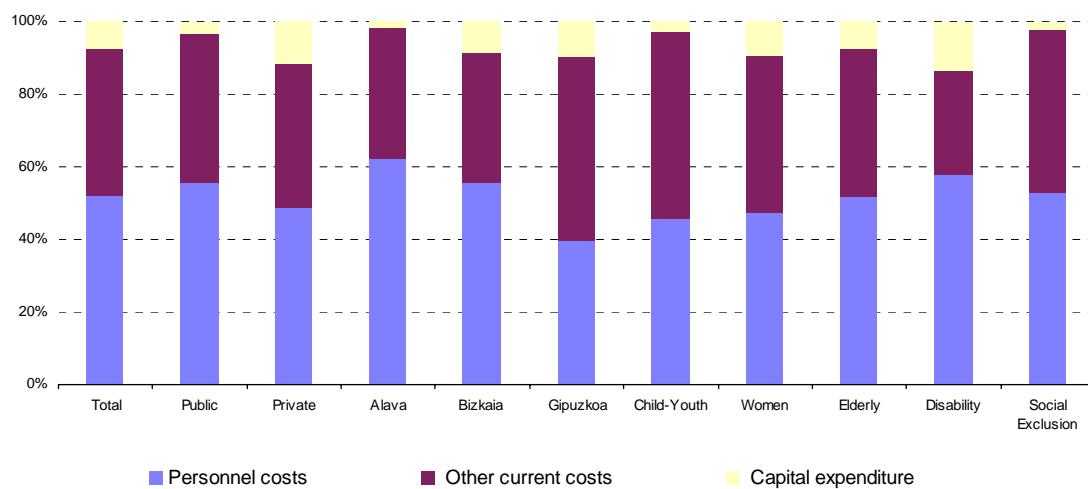
**Graph 19. Residential centres. Expenditure by target type (%)**



Source: Eustat

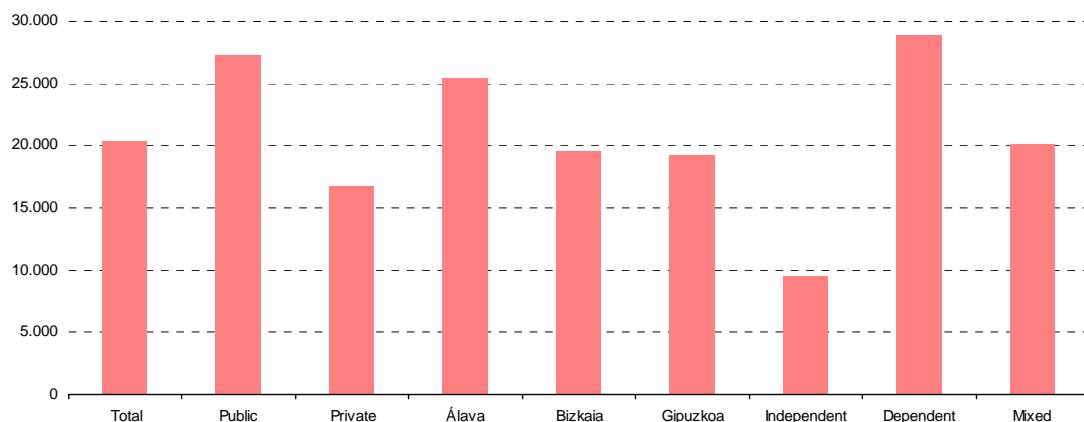
The total expenditure of the residential centres was distributed, by type of target population, as follows: 76% on residential centres for the elderly, 13% on centres for the disabled, 7% for child and youth homes and the remaining 4% for people at risk of exclusion and women.

**Graph 20. Residential centres. Expenditure by nature, according to ownership province and type of population (%)**



Source: Eustat

The average current expenditure by residential place came to 20,618, up 8% on 2004. By provinces, Álava with a cost of 24,207 euros per place, exceeded that of Bizkaia and Gipuzkoa by over 3,000 euros. Depending on the ownership of the centres, this index varies between the 27,659 euros in the public and the 16,641 in the private network.

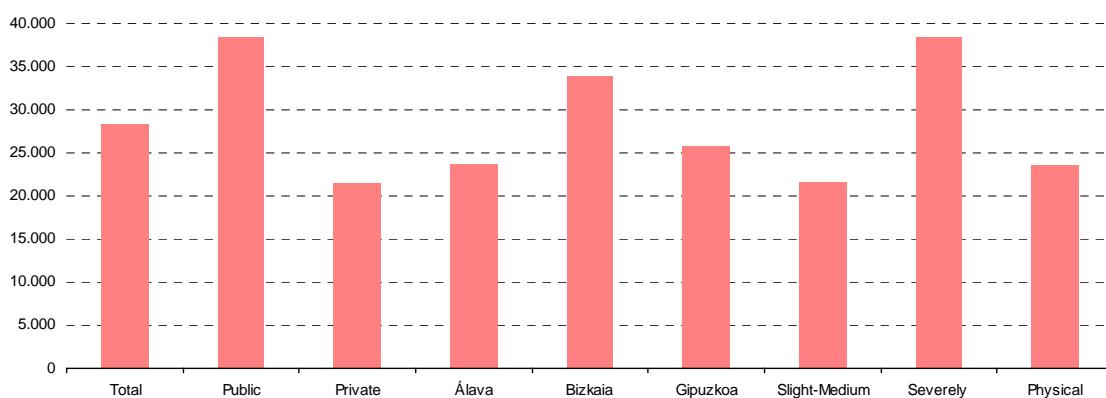
**Graph 21. Current expenditure by place in homes for the elderly (euros)**


Source: Eustat

Current expenditure by place in homes for the elderly was 20,424 euros, similar to that for mixed residential centres. This ratio varied significantly depending on the type of residential centre in question and it increased from 41% in residential homes for dependents (28,835 euros) and fell by nearly half in residential homes for the self-sufficient (9,541 euros).

In the disabled sector, this ratio rose to 28,365 euros per place, with significant variations depending on the type of disability, which ranged between the 38,463 euros in residential centres for the severely mentally ill and the 21,579 euros for the centres for the slightly-medium mentally disabled.

In the sector of child-youth residential centre, the expenditure per place was 34,371 euros. Given they require a lower resource intensity, the lowest ratio was obtained in the residential centres caring for women with 7,083 euros per place.

**Graph 22. Current expenditure by place in homes for the disabled (euros)**


Source: Eustat

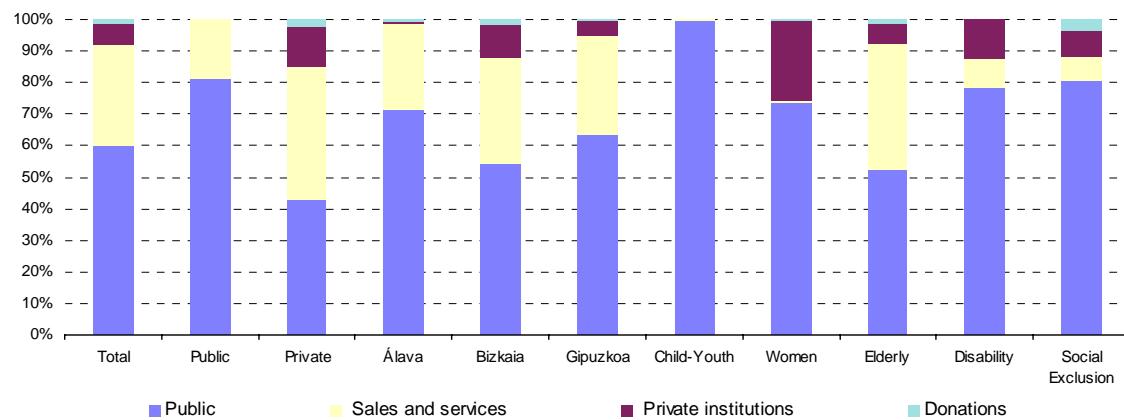
The average remuneration per EDP work for the residential centres as a whole was 27,276 euros, 6.6% more than in 2004. According to the ownership of the centres, this index was significantly much higher in the centres of the public network, 45,570 euros, with respect to the private centres, 19,597 euros.

Significant differences again appeared with respect to the type of target population: from 20,173 euros in the residential centres for women, up to 36,633 euros in child-youth centres. In the homes for the elderly, the average remuneration per EDP worker was 25,678 euros.

## 2.5. Residential Centre Funding

In 2005, the residential centres were mainly funded by public money (60%), while the users contributed an amount equivalent to 31% of the cost as payment of the services received and the remaining 9% was funded by money contributed by private institutions and private donations. As far as public contributions were concerned, special mention should be made of the funds from the Provincial Councils (50%), nearly half by means of agreements, and from local councils (9%).

**Graph 23. Residential centres. Funding, according to ownership and target type (%)**



Source: Eustat

With respect to the provincial differences, the public funding was higher in Álava, 72%, while it stood at 63% in Gipuzkoa and 54% in Bizkaia. On the other hand, income from sales and services remained higher in Bizkaia and Gipuzkoa (33% and 32%) than in Álava (27%).

The main sources of funding varied according to the ownership to the residential centres. Public residential centres were funded by sales and services to the tune of 19% and the remainder through public contributions. In the private residential centres, funding through sales and services came to 42%, subsidies and agreements from the Public Authorities accounted for 43%, private institutions contributed 13% and, finally, donations only represented the remaining 2%.

As can be observed in Graph 23, the breakdown of the funding was highly different according to the target type. The public contribution was lower in the sector for the elderly (53%) and the contribution of the families higher, basically for sales and services (40%). At the opposite end, highest public funding was obtained in the child and youth sector, where the contribution stood at 100%