Ethical and Methodological Challenges in Action Research on Homelessness Services

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14th European Research Conference on Homelessness
20 September 2019, Helsingborg, Sweden
Introduction and Background

The aim of the study is to examine, analyze and reflect on how social workers and service users view their involvement in a research project to develop homelessness work in the city of Helsingborg in Sweden.

Implementation of Housing First in Helsingborg (2010-2013)
Scaling Up Housing First (2014-2016)
User Participation in Social Housing Services (2016-2017)
Why Action Research? Why involving service users and social workers in research?

- **Ethics** (Beresford 2005; Askheim, Lid & Østensjø 2019)
- **Quality and improvement** (McLaughlin 2009; Brydon-Miller, Maguire, & McIntyre, 2004; Askheim, Lid & Østensjø 2019)
- **Personality development** (McLaughlin 2009; Askheim, Lid & Østensjø 2019)
- **Human Rights** (Beresford 2005; Brydon-Miller, Maguire, & McIntyre, 2004; Askheim, Lid & Østensjø 2019)
Dilemmas & Challenges

Rapoport (1970):
Ethical problems
Conflicts according to goals and intentions
Initiative, influence and design of the study

McLaughlin (2009):
Risk of Tokenism
Our Lessons

• The importance of anchoring the objectives of the project at all levels.
• The importance of patience: Be prepared to face resistance!
• The importance of discovering and supporting service users who are interested and want to be involved in the development work (Finding the missing hero!)
• The importance of taking responsibility for disappointed expectations
• The importance of Trust: Building trust take times!
• AR-projects can initiate change processes that live beyond the initial project's ambitions.

(Knutagård & Kristiansen 2018)
References


