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Ethical and Methodological Challenges in Action Research on Homelessness Services

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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

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