Seminar 6: Service Delivery Design and Advocacy
Chair: **Eoin O'Sullivan, IE**

Matti Wirehag, SE: Managing the Homeless: Methods, Scope and Actors in Local Homeless Services in Sweden

Matti Wirehag was employed at the Department of Social Work, University of Gothenburg, as a PhD candidate in the autumn of 2015. Before that he worked with homelessness issues like the right to housing and undocumented migrants right to healthcare and basic social services. He did this both as a social worker and on a policy level. His general research interests focus on housing, housing rights and homelessness in both a Swedish and an international perspective. His ongoing PhD thesis investigates the management of local homelessness services in Sweden. He uses a mixed-methods approach to explore and map the organization and the housing methods used by the social services to help homeless persons access housing.

The aim of this paper is two-fold. The first aim is to explore the growth and mix of actors involved in the local homeless housing services in Sweden between 2005 and 2018. The second aim is to investigate how the mix of actors differs between municipalities and how this, in turn, is related to local levels of homelessness. In Sweden, as in many European countries, the involvement of for-profit and non-profit actors in complex welfare services such as housing with support has raised concerns regarding contradictory aims, quality control, and lack of insight into these publicly financed services. Previous national studies show that providing complex services, such as housing with support, creates contradictory incentives where for-profit actors kept clients for a longer period, since letting go of clients means losing funding. This paper is based on a larger ongoing PhD study that explores the organization of homeless housing services in Sweden. The homeless housing services is one rapidly growing sector within the social services, housing approximately 25,000-30,000 persons in 2017. At a national level knowledge is scarce concerning the actors involved, and how the mix of for-profit, non-profit and public actors relates to the level of homelessness across municipalities. This paper uses data from Statistics Sweden to explore how this sector has grown, the mix of actors and how this might relate to levels of homelessness across municipalities. Preliminary findings suggest that the number of actors involved in homeless housing services have doubled over the last 10 years, and there is a great mix of both for-profit and non-profit actors involved in the homeless housing services. As a case study, the results could provide useful insights for cross-national European comparative research.

Céline Dujardin, LU: Housing Exclusion and Social Work Strategies in Luxembourg

Céline Dujardin is a Research Scientist at the Department of Social Sciences at the Faculty of Humanities, Education and Social Sciences, University of Luxembourg. In 2015, she obtained her PhD in Social Sciences at the University of Luxembourg. Her research interests concern vulnerable populations and their relation to the field of social intervention. Currently, she is Principal Investigator of the ongoing FNR (Luxembourg National Research Fund)-funded project SOHOME (Social Housing and Homelessness). Her teaching activities are mainly in the Bachelor in Social and Educational Sciences in which future social workers are trained.

In the Grand-Duchy of Luxembourg, the demand for affordable housing is significantly higher than the existing offer (Manet, 2017; Reuter, 2017). For financially disadvantaged households, the housing costs around 40% of the available budget represent a very high expenditure. Ametepe (2019) observed an exacerbation of the risk of poverty in relation to housing costs. The SOHOME (*SOcial housing and HOMElessness*) project pursues research questions related to individuals who are experiencing housing difficulties in Luxembourg, thereby outlining the current state of affairs as well as exploring potential solutions. Main questions are: (1) "What

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characterizes the concerned population in Luxembourg?", (2) "How do social policies and social work respond to the identified issues?" and (3) "What are the main challenges of social work in the field of homelessness and housing exclusion?" Through the qualitative design, several focus groups and interviews with social workers provide important insights to answer the research questions.

Probably the largest proportion of homelessness services across Europe consists of low-threshold services that provide basic support outside of the housing sector or emergency/temporary accommodation. In contrast, services that immediately provide homeless people with a permanent home are only present to a certain extent in most countries (Pleace, Baptista, Benjaminsen & Busch- Geertsema, 2018). The SOHOME project targets various social services, from the emergency accommodation to the municipal social welfare office. The results from the discussions with social workers acting in the municipal social welfare offices show how great the demand for social and affordable living room is and how present forms of housing exclusion as well as solution-focused strategies are.

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Jan de Vries, NL: Barriers to Effective Advocacy for Non-Profit Service Providers on Homelessness in The Netherlands

Jan de Vries has worked, for almost 20 years, in the field of human rights and advocacy in various positions. He has practical experience and theoretical understanding of advocacy and human rights, having developed and implemented, trained and advised on, advocacy strategies and human rights. For 6 years now he has been working on the right to housing and homelessness in The Netherlands. He is a board member of Bureau Straatjurist (paralegal support for homeless persons in Amsterdam) and a steering group member of the Straatalliantie (cooperation between organisations in Amsterdam). He currently provides advice on advocacy and advocacy strategies to civil society organisations. Recently he did research on advocacy on homelessness in The Netherlands.

In the Netherlands homelessness is on the rise, groups affected by homelessness are more heterogeneous, social policies have been largely decentralised and policies, legislation and other measures, affecting people who are at risk of homelessness or homeless, are increasingly complex. Many organisations support homeless people and those at risk of homelessness. They do so by providing individual support and services. Increasingly, because of the changing context, these organisations have started undertaking advocacy. This is done to try to address more structural problems they see in their daily work. The importance of advocacy is increasingly recognised by these organisations. However, advocacy is largely ad-hoc and reactive. The way in which advocacy is done may have some impact on some issues affecting people who are homeless, but it fails to address structural problems and solutions to homelessness and the threat of homelessness. The voice and interests of homeless people and those at risk of homelessness have too little impact in politics, policies and legislation affecting homelessness.

The research seeks to identify barriers to effective advocacy on homelessness in the Netherlands. Particularly for non-profit service providers. The research was done using a case study in which a study was made of international and national literature, documentation from the field, 30 interviews, and a validation meeting. The research finds there are, interrelated, organisational, financial and institutional factors that impede effective advocacy. Organisational factors include weak internal organisational structures for advocacy, failure to cooperate with others on advocacy and a limited role of people with experience in advocacy. Financial factors include the lack of specific funding and the impact of the financial relationship with municipalities. Finally, the weaknesses of civil society on advocacy increases the risk of co-optation by the State. Thus, preventing open criticism on the system that causes and increases homelessness.