

**Mapping**

**EURODIACONIA  
MEMBERS WORK ON  
HOMELESSNESS AND  
HOUSING EXCLUSION**

**December 2021**

**Eurodiaconia** is a network of 54 organisations in 32 European countries providing health and social services and working for social justice. Founded in the Christian tradition, we work to ensure that our societies provide opportunities for all people to live in dignity and to reach their full potential. Our members, representing more than 30,000 social and healthcare providers, have strong and long-standing expertise in providing services to the most vulnerable in Europe.

## Mission

Eurodiaconia is a network of churches and Christian organizations that provide social and health care services and advocate for social justice. Together we work for just and transformative social change across Europe, leaving no-one behind.

## Vision

Driven by our Christian faith, our vision is of a Europe where each person is valued for their inherent God-given worth and dignity and where our societies guarantee social justice for all people, including the most vulnerable and marginalized.

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# INTRODUCTION

This mapping compiles a (non-exhaustive) overview of our members' crucial work on homelessness and based on their inputs, features some key trends and best practices. Thus, this publication aims to raise awareness on innovative practices and effective approaches to combat homelessness. We believe that it can be a useful contribution for the recently created European Platform on Combatting Homelessness and an inspiration for other organisations and stakeholders.

Eurodiaconia is a network of 54 organisations in 32 European countries providing health and social services and working for social justice. Founded in the Christian tradition, we work to ensure that our societies provide opportunities for all people to live in dignity and to reach their full potential. Our members, representing more than 30,000 social and healthcare providers, have strong and long-standing expertise in providing services to the most vulnerable in Europe.

Many of our members are providing specialised support for homeless people on the local and national level. They have extensive knowledge of the local landscape and individual needs of the homeless people they work with, and thus can judge the situation in their country with regard to homelessness as well as the effectiveness of approaches to fighting homelessness. During the COVID-19 pandemic the work of our members remained crucial: when everyone was called to “stay at home”, many of our members stepped in to provide homeless people with a space to stay safe or to support the transfer to adequate accommodation.

***Securing access to adequate housing to all is not impossible and if there is enough political will, homelessness can effectively be tackled.***

Before the pandemic our members had reported a growing number of people being excluded from housing across Europe, with disadvantaged groups such as migrants, women or people with mental health issues being particularly affected.<sup>1</sup> According to FEANTSA, the number of homeless persons has increased by 70% in the last decade, with more than 700,000 people in Europe sleeping on the streets.<sup>2</sup>

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<sup>1</sup> <https://www.eurodiaconia.org/wordpress/wp-content/uploads/2020/06/Revision-of-Policy-Paper-on-Homelessness-and-Housing-Exclusion-July-2019.pdf>

<sup>2</sup> [https://www.feantsa.org/public/user/Resources/reports/FEA\\_009-20\\_EPC\\_Task\\_Force\\_report\\_v4\\_\(1\).pdf](https://www.feantsa.org/public/user/Resources/reports/FEA_009-20_EPC_Task_Force_report_v4_(1).pdf)

Against this backdrop, the impact of the Coronavirus outbreak on homelessness has been twofold: while it has augmented the risk of a rise in the number of people experiencing homelessness and severe housing exclusion in the aftermath of the pandemic, it has also shown that securing access to adequate housing to all is not impossible. Due to the threat posed by the virus, many European governments put in place extraordinary initiatives to allow simplified access to accommodation, temporarily diminishing the number of people experiencing homelessness and demonstrating that if there is enough political will, homelessness can effectively be tackled.

In this context, stronger political momentum has arisen for a coordinated response to homelessness in the EU. In June 2021, through the signature of the Lisbon *Declaration on Combatting Homelessness* by Ministers for Labour and Social Affairs, representatives from EU Institutions and representatives from civil society organisations (incl. Social Platform), the European Platform on Combatting Homelessness was officially launched to strengthen EU-level cooperation on homelessness.<sup>3</sup> Eurodiaconia, on behalf of Social Economy Europe, has been nominated as a full member of the Platform. We welcome the creation of the Platform and urge Member States to take their commitment seriously. This is a unique opportunity to provide the much needed coordinated response to homelessness. We warmly welcome that the EU is going to allocate almost 1 million Euro for a 2-year pilot project to develop an EU data collection initiative on the mapping of homelessness in Europe in 2022.<sup>4</sup> This is crucial, because we need this knowledge to be able to further propose targeted policies needed to end homelessness before 2030.

Eurodiaconia believes that homelessness undermines the human dignity of affected individuals, limiting their capacity to develop their potential and to participate fully in society. Furthermore, it damages social cohesion and the potential for inclusive economic growth. This is necessary to allow the EU to overcome its failure to implement the 2020 objective of reducing the number of persons experiencing poverty and social exclusion and to successfully implement the European Pillar of Social Rights and its Action Plan. **Eurodiaconia's key policy recommendations can be found in our Policy Paper "Homelessness and Housing Exclusion" [here](#).**<sup>5</sup>

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<sup>3</sup> <https://ec.europa.eu/social/BlobServlet?docId=24120&langId=en>

<sup>4</sup> [EU Budget 2022 approved: investing more for a strong recovery | News | European Parliament \(europa.eu\)](#)

<sup>5</sup> <https://www.eurodiaconia.org/wordpress/wp-content/uploads/2020/06/Revision-of-Policy-Paper-on-Homelessness-and-Housing-Exclusion-July-2019.pdf>

# KEY MESSAGES AND TRENDS FROM THE MAPPING

In the following chapter, we would like to first highlight a few of the complex and often interconnected issues that our members have identified as the main causes of homelessness and housing exclusion. However, it is beyond this report to go into great detail of those causes. Secondly, we want to give a brief insight and summary of how our members, as social service providers, respond to such complex needs. This serves for a better understanding and entry into the main part of our members mapping.

## The complex and interconnected causes of homelessness and housing exclusion

Our members recognise the high complexity and interweaving of the different causes leading to homelessness. For instance, **structural issues and barriers** preventing people from entering the housing market such as a lack of affordable housing, low or no income, over-indebtedness, legal status, and discrimination are among the main causes why people end up being homeless. “Lack of affordable, accessible, secure housing of adequate quality is a defining feature of homelessness. In order to tackle homelessness, it is therefore necessary to understand the central role housing provision and housing policy play in pathways into and out of homelessness.”<sup>6</sup> Our members identified an increase on the demand for advice for rental and energy debts and because energy prices have risen in the last months, which has lead to more people experiencing housing problems.<sup>7</sup> More investment for social housing is needed.

Also, the difficulty to influence the practices on the private rental housing market, where **significant discrimination** is present, needs to be resolved. It is documented that, for instance, Roma face difficulties when trying to rent an apartment and racialised people or people with a foreign name share similar experiences. Discrimination, rent fraud and higher prices remain a great injustice for too many people.

Additionally, in some countries, people with a migrant background and no legal residence in the country are excluded from public shelters and basic care. Many of our members run specific services for these target groups, as they have particular requirements, usually

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<sup>6</sup> [https://www.feantsa.org/download/homeless\\_in\\_europe\\_autumn\\_2014448730491499708724.pdf](https://www.feantsa.org/download/homeless_in_europe_autumn_2014448730491499708724.pdf)

<sup>7</sup> See, for instance, <https://www.eurodiaconia.org/2021/11/increased-demand-for-debt-counselling-in-germany/>

need comprehensive support, and are prone to suffer discrimination such as ex-prisoners or victims of human trafficking.

**Addictions and mental health** issues are also a common cause of homelessness but can as well appear because of it. That is why many of our members, together with offering accommodation, run programmes to help people living in homelessness overcome addictions. Also, they observe a significant co-existence of homelessness and mental illnesses as well

*Ensure that housing and homelessness services effectively help homeless people without discrimination on the basis of citizenship or residence.*

as psychosocial disabilities and a lack of necessary treatment. Thus, many members have put in place psychosocial support and assisted living facilities.

However, the phenomenon of **unequal access to social and healthcare services for homeless EU citizens without an EU**

**health insurance card** remains a huge problem. Therefore, equal access to social and healthcare services to people in vulnerable situations must be fostered.

At the same time, Eurodiaconia members report the increasing size of **new target groups**, linked also to the COVID-19 outbreak. Whilst people in homelessness are still predominantly middle-aged, single men, there is a growing proportion of young persons, women, over-indebted people and migrants living in homelessness.<sup>8</sup>

**Adequate and long-term funding** to support social service providers to effectively help people experiencing homelessness is needed.

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<sup>8</sup> For more information please have a look here: <https://www.eurodiaconia.org/wordpress/wp-content/uploads/2016/08/Eurodiaconia-report-Effectively-Fighting-Homelessness.pdf>



## How do our members respond to such complex needs?

Our members utilise different approaches when working with people living in homelessness. We have identified the following;

- **Emergency support:** On-the-street aid, food provision, day centers, and temporary shelters are among the most typical form of support for people living in homelessness, and it is still fundamental. That is why it constitutes an important part of the work many Eurodiaconia members carry out on homelessness.
- **Prevention & early intervention:** Many of our members work with a preventive approach to homelessness, intervening before it takes place through e.g., financial aid, employment support, and general counselling, or providing accommodation for people already experiencing some housing difficulties and difficult life situations.
- **Holistic, personalised & long-term support:** We see a growing trend among our membership towards providing personalised, holistic and long-term support to their beneficiaries, to help them regain their balance and transition to permanent housing solutions. This usually takes the form of trainings, job and housing counselling, psychosocial support, health care, and assisted, semi-independent living.
- **Housing First:** There is an increasing number of Eurodiaconia members starting to implement projects with a Housing First approach. This approach aims to provide people facing homelessness with stable housing from the start. If adapted to the challenges of different national contexts, a Housing First approach has shown to effectively complement, or even constitute an impactful and cost-effective alternative to traditional 'staircase' models.

Finally, besides the diverse projects that our members put in place to tackle homelessness, many of them are simultaneously dedicating their efforts to **advocate for more ambitious homelessness strategies** at their national level, to push for more social investment for homelessness prevention, non-discriminatory housing and homelessness services, and improved policies that tackle the structural causes of homelessness.





EURODIACONIA  
MEMBERS  
WORK ON  
HOMELESSNESS  
AND HOUSING  
EXCLUSION

## Church of Scotland

The Church of Scotland's person-centred homelessness services, delivered through its Social Care Council, [CrossReach](#), provides a Psychologically Informed Environment (PIE) and they have well trained (trauma informed) staff teams. Services in Glasgow provide homelessness prevention and move-on accommodation, whilst the services in Edinburgh and in the Highlands of Scotland focus on delivering move-on accommodation.

[Move-on accommodation](#) is a steppingstone between homelessness and getting their life back on track. Its aim is to get people off the streets, as well as to resolve any underlying and connected issues that make it hard for people to remain settled. People can live in furnished accommodation while receiving support in various areas: health, substance use, family relationships, social skills, budgeting, housing applications, counselling and more.

[Homelessness prevention](#) is a service that helps people that are at risk of losing their home to build structure and stability back into their lives. They offer financial advice, employment support, information about housing and tenancies, and help with creating personal recovery plans.

## Diakonie Austria

Diakonie Austria through its member organisations provides a wide range of services for people living in homelessness across the country. For instance, the [Youth Emergency Shelter](#) (JUNO) in the city of Villach of the Diakonie de La Tour offers flexible assistance and overnight accommodation for adolescents and young adults between 12 and 21 years. In addition, they provide counselling services free of charge: At the drop-in centre, young people are advised on topics such as housing, education, school/career, addiction, violence, family, friendship, health, sexuality, etc. In Linz, too, there is a similar offer for young people at the [Waki](#).

The "[Of\(f\)'n-Stüberl](#)" day centre in the city of Linz offers a protected, warm space without the need to consume, where people are accepted as they are. Loneliness and isolation are reduced through conversation with and relationships to other guests and staff. Social work is provided from simple initial information and explanations to referral to other social services or accompaniment to offices and authorities. The [Häferl](#) in Vienna also follows a similar concept since 1988 and offers a safe space with warm meals for people in need.

Another interesting project is "[Housing Buddies and Search Café](#)", which supports refugees in their search for housing, campaigns for fair access to the housing market and increases their chances of finding a regular tenancy. Discrimination, rent fraud and higher prices remain a great injustice for too many people.

Also, the social workers at [MOWO](#) (The Salvation Army) offer mobile housing support for homeless people. They are experts in all aspects of housing and housing security and aim to help people not to lose their home in the first place.

Finally, the [Erna House](#) offers socially assisted living for men in special life situations, providing a permanent home in a protected setting. A multi-professional team supports the residents in their daily lives - social work, medicine and pastoral care are available as needed. Likewise, [inBEWO](#) offers intensive assisted living in shared or individual flats for a period of three to four years, for people experiencing homelessness and dealing with mental health issues. In addition to psychiatric care, they also receive support in managing their daily lives and structuring their days. The professional team also helps them to cope with addiction problems and to find a job, supports them in settling debts and advises them on finding a sense of purpose.

## Diakonie Deutschland

Diakonie Deutschland is an umbrella organisation that provides around [800 services](#) for the homeless and people at risk of homelessness throughout Germany. These offers include advice centres, day centres, outreach help through street social work, emergency housing assistance, assisted living, and seasonal emergency shelters. They also [provide information](#) regarding homelessness in Germany and, among others, advocate for a comprehensive help network for homeless people, for more specialised offers for women, migrants, and young adults in need of housing, and for preventive approaches to avoid housing shortages. To this end, they call for the expansion of specialist centres for prevention and early advice for people in difficult living situations, as well as for sufficient stock of affordable housing accessible to people with low or no income in every municipality.

## Diakonie Düsseldorf – Germany

Diakonie Dusseldorf, as part of Diakonie Deutschland, and its 3000 staff provide services in various fields ranging from care for the elderly to family counselling, from childcare to supporting migrants and refugees. They run various facilities for homeless people, where they provide them with food, warm clothing, or a place to sleep. They also work with homeless people to find holistic and long-term solutions to their situation and help them build an independent path.

For instance, they run [day care centres](#) which provide counselling, [assisted living for people in difficulties, addicts, and people with mental illnesses](#), and [temporary shared apartments](#)

[for women](#). A particularly interesting project is “[Kleine Ariadne](#)”, where homeless women who are pregnant or have small children can stay in a secure apartment and receive holistic support. They stay for about three months on average and build their way back to an independent life. Another interesting project of Diakonie Dusseldorf focuses on homeless EU nationals who are stranded in Dusseldorf without having access to the social security system. Streetworkers reach out to people living on the streets to ease their way into the existing support system.

All this work is complemented by the project “[gesund.zeit.raum - das Gesundheitsprojekt!](#)” which focuses on the health, wellbeing and self-care of homeless people. It offers low-threshold access to health care and e.g. healthy breakfasts and information on health issues. Very popular is its “[café creativ](#)” which provides homeless people with an opportunity to be creative by painting or taking photographs. A result of the project “gesund.zeit.raum” is a [special website](#) with information on all services and facilities for people in homelessness in Dusseldorf (for the English version click [here](#)).

## Diakonie Michaelshoven – Germany

Diakonie Michaelshoven runs two types of advice centres on homelessness issues: four on [general housing shortages problems](#), and one specialised in counselling for [women undergoing difficult situations in Cologne](#). In the housing shortages centres, they provide basic services (a shower, or laundry services), advice and help to look for accommodation or to keep a place, but also holistic aid to secure a livelihood, clarify claims against job centres, employment agencies, social welfare offices, or other authorities, and provide specific support after a release from prison.

In the Cologne centre for women, they provide general support in different languages to women undergoing issues such as family conflicts, separation and divorce, domestic violence, financial problems, physical, emotional or sexual experiences of violence, difficulties with authorities, and traumatic experiences. They provide holistic counselling and special support in looking for housing.

Moreover, they provide assisted [living for women and men with mental illnesses](#) or [addictions](#). They visit them regularly, support them with their problems and conflicts, and help them clarify claims against authorities.

## Deaconess Foundation – Finland

Finland is well known for its ‘Housing First’ model, but Finnish housing and homelessness services also leave non-citizens and non-residents behind, including EU citizens. For example, we have been told that in Helsinki the municipal shelter accepts only residents and has a scarce capacity even for the homeless who have residency.<sup>9</sup> Since 2017, our Finnish member Deaconess Foundation has set up an extra emergency night shelter financed by the City of Helsinki for Roma EU citizens and undocumented persons. Once the pandemic started, a second emergency shelter was opened to serve the residents, usually persons with addiction problems, who cannot be taken in the shelter run by the municipality. The decision about the shelter was made by the municipality and needs yearly re-negotiation, therefore, the offered service is only temporary. Another shortcoming of Finland’s otherwise advanced housing policy is the difficulty to influence the practices on the private rental housing market, where significant discrimination is present. It is documented that Finnish Roma face difficulties when trying to rent an apartment and people with a foreign name share similar experience.

A partly housing-related challenge is posed by the phenomenon of personal indebtedness and a debt history, which is very difficult to erase and creates a vicious cycle for those concerned. According to the present system in Finland, the accumulation of a debt history and a bad credit record have several severe consequences, among them the difficulty of acquiring a rental apartment. Due to a lack of sufficient municipal housing, families with children having a debt history have a priority, thereby leaving single people face additional difficulties.

The Deaconess Foundation runs [services for people experiencing homelessness based on the Housing First principle](#) according to which housing is a basic right that lays at the basis of a person’s rehabilitation. The aim is to make it possible for residents to have permanent housing and homes of their own. Thus, they do not set preconditions -such as lifestyles changes- for their residents to access their flats, support, and care services when needed. All residents receive a personal plan and have a supervisor to guide them during their stay. The range of services also includes scattered housing, where residents live in their own separate rented flat while receiving the day-to-day help they require at home.

Moreover, residents are closely involved in planning and carrying out housing services’ work and they participate in activities in their everyday lives. Our member is also aware that residents have sometimes difficulties to adapt to the everyday life of the neighbourhoods.

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<sup>9</sup> See [https://www.eurodiaconia.org/wordpress/wp-content/uploads/2021/05/Report-\\_The-Progress-on-the-Social-Dimension-of-CSRs\\_-Eurodiaconia.pdf](https://www.eurodiaconia.org/wordpress/wp-content/uploads/2021/05/Report-_The-Progress-on-the-Social-Dimension-of-CSRs_-Eurodiaconia.pdf)



Equally, the neighbours are not always familiar with the difficulties the residents have. Thus, they put effort into diminishing the tension between both parties. In addition to providing information to both sides they create cooperation in various forms, for instance through social evenings and garbage collection.

## Diakonie Czech Republic

Diakonie Czech Republic offers several [shelters for people in difficult life situations](#). Many of them are particularly addressed to women – pregnant, with small children, or without children. Apart from accommodation, they offer counselling and holistic support. Beneficiaries can use the service for the time that is necessary, according to their needs and the possibilities of the facility. In Prague, they run a shelter that receives victims of [exploitation and human trafficking](#), where they provide them with general support and legal assistance.

Another interesting accommodation service is provided for [homeless young people](#). It is intended for people aged 18-26 with a difficult background (who have been released from institutional or protective education, have no place to live, or experience domestic violence). In these placements, they can have a protected, semi-independent life and learn to better deal with the authorities, maintain a household, manage their monthly income, or look for a job. The service is charged 130 CZK (around 5 euros) per day.

## Diaconía Spain

Diaconia Spain runs a [holistic programme](#) addressed to refugees and asylum seekers, where they offer comprehensive support to newcomers through a human rights and gender perspective, including temporary housing solutions in shelters or appartements to prevent homelessness among them. Moreover, the prevention of possible homelessness plays an important role in their overall social work activities with different target groups, such as human trafficking victims or people with a migrant background.

## Diaconia Valdese – Italy

Diaconia Valdese has [social housing services](#) to support people who find themselves in a difficult housing situation. The projects are aimed at providing a dignified, albeit temporary, housing solution, accompanied by interventions to support people's autonomy and reintegration into society. Accommodation is provided for adults with limited or scarce economic resources, or situations of fragility such as asylum seekers, migrants excluded from institutional protection systems, women with children, and students in economic hardship. In

parallel, general orientation and holistic support is provided for work reintegration, assistance in searching for a home and accessing local services, and legal support.

One noteworthy initiative run by Diaconia Valdese are their [services addressed to people exiting prison](#) where they offer an individualised and holistic path to social reintegration including accommodation, internships, work placements, access to services, and voluntary activities. In Turin, for instance, the project welcomes people who are eligible to be released from prison but do not have a fixed or suitable residence, offering an initial placement that allows them to access alternative measures to prison. The project aims to facilitate gradual social reintegration and the achievement of autonomy, with the identification of a new housing solution for the exit from the project.

## FEP – France

Fédération de l'Entraide Protestante (FEP) brings together 360 organisations across France, many of which are working to [tackle homelessness and social exclusion](#). For instance, one of their members, [ABEJ Solidarité](#), offers multiple services for homeless people, such as day and night centres, and accommodation solutions guided by a “Housing First” approach.

Under this approach, they are currently running an innovative pilot project in Lille and Toulouse, focusing on [housing first solutions for young people](#) (aged 18-25). The objective is twofold: to offer an immediate and adapted response for homeless young people suffering from severe mental disorders and to prevent the harmful effects of a prolonged stay on the street. Through this initiative, they offer young people the tools necessary for quality social, professional, and civic integration. The pilot project will run until the end of 2022.

## Hela Människan – Sweden

Hela Manniskan provides [different types of services for people living in homelessness](#). For instance, they run an open kitchen and offer temporary accommodation, including support to find a long-term housing solution. In their work they aim for a true relationship with their beneficiaries, avoiding a top-down perspective.

They also run [open day centres](#) (“Ria”) for people with addictions, homeless people, or persons which are in a socially vulnerable life situation due to the lack of a functioning network. Here, they offer basic aid and services, as well as prevention, care and rehabilitation for people with substance abuse and mental disabilities, work training and housing support. Special work is conducted for women and for vulnerable children in substance abuse environments.



## Hungarian Interchurch Aid – Hungary

The Hungarian Interchurch Aid runs [multiple services addressed to homeless people](#), from on-the-street basic aid and a public kitchen, to a day care centre, night shelters, and temporary accommodations. Additionally, they provide beneficiaries with personalised and holistic support, mental health and life counselling, and advice in job and housing searching. They also extend their services beyond urban areas to people living in tent-like areas on the outskirts of the city. The main goal of their homelessness services is to offer homeless people a chance to maintain and strengthen their health, physical and mental condition.

HIA is also running a [model programme in Kastélyosdombó](#), consisting of a temporary home for families in difficult situations. This holistic programme is designed to give the families a real chance for a restart. As part of the programme, the organisation offers housing solutions, assists parents in getting back to employment, offers mentoring services and job opportunities, and helps children overcome disadvantages.

## Kirkens Korshær – Denmark

When it comes to homelessness, we have been informed that there are around 6.000 homeless people in Denmark, whose number has been increasing over the last years, and is almost 30 percent higher than in 2009.<sup>10</sup> The Danish state through its municipalities works actively on the provision of housing to people and of shelters and care to homeless people, however, shelters are primarily for homeless Danes or people with a legal residence in Denmark, which leaves homeless migrants from the EU and from third countries behind.<sup>11</sup>

[Kirkens Korshaer](#) has more than 100 years of experience being the frontrunner in working with homeless people and advocating for better homeless strategies in Denmark and they run different services in 28 cities. They use a “before, during, and after” method to tackle homelessness, working to prevent it, reduce its harm when it happens, and support formerly homeless people to remain in housing. The persistent contact, outreach and offer of advice, community and practical help from our member is essential for helping people staying out of the streets. They run day and night shelters and mobile contact points. Here, people are supported in their everyday lives with care, food, and advice on finances and everyday structure. Some mobile contact points include health services that provide immediate

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<sup>10</sup> The Danish Center for Social Science Research (2019), Hjemløshed i Danmark, [https://www.vive.dk/media/pure/14218/3352843\\_](https://www.vive.dk/media/pure/14218/3352843_)

<sup>11</sup> See [https://www.eurodiaconia.org/wordpress/wp-content/uploads/2021/05/Report-\\_The-Progress-on-the-Social-Dimension-of-CSRs\\_-Eurodiaconia.pdf](https://www.eurodiaconia.org/wordpress/wp-content/uploads/2021/05/Report-_The-Progress-on-the-Social-Dimension-of-CSRs_-Eurodiaconia.pdf)

relief, advice and treatments. The focus is on harm reduction, relationship building and empowerment, giving people confidence that their situation can be improved.

They also provide temporary accommodation, where people receive support to stabilise and to find permanent housing. Equally, they are implementing some programs with elements of the Housing First approach, such as *Hytteby* (Vejle) or *Skurby* (Aalborg), where people live permanently in their own homes with associated psychosocial support. Our member is prepared to work further along this path, but they need to implement professional conversion and training, as well as the adaption of existing buildings. This requires investment, so they are seeking external funding to achieve it. They also make clear that homelessness strategies require a personalised approach. Permanent, individual housing is not the best option for all people. Therefore, there must continue to be solutions for people who will not be able to cope in their own self-contained accommodation due to mental and physical disabilities or great loneliness, for instance.

Another remarkable programme is [Kompasset](#), a service based in Copenhagen specially dedicated to homeless migrants. There, they assist people from 54 different countries, with around 75% being EU citizens and 25% third-country nationals (non-EU citizens). Kirkens Korshaer aims to help them by providing different services such as a place to sleep and rest in the daytime, help in applying for jobs and preparing their CV's, assistance in getting registered in Denmark, legal advice on their rights and responsibilities, storage of personal items and documents, Danish language classes, and a mentoring programme. In addition, they also run two night shelters from October 1<sup>st</sup> till March 31<sup>st</sup>.

## Kirkens Bymisjon I Oslo – Norway

Our Norwegian member is strongly committed to working on homelessness issues, offering a wide range of services for people in homelessness or in difficult housing situations. Their initiatives go from emergency accommodation and housing guidance to permanent housing solutions, with a focus on particularly vulnerable groups such as destitute EU migrants, people with mental illnesses and victims of human trafficking and their children. They are also engaged in advocacy work. For instance, every four years, the Housing Bank of Norway presents a survey of the homeless in Norway which does not include homeless EU migrants residing in Norway, providing an incomplete picture of the challenges of homelessness in the country. Thus, our member's [department for destitute migrants](#) is currently carrying out a survey of homeless EU migrants in Oslo that will shed light on the specific challenges of this group, it will serve as an input for improving the services offered to them, and it will give weight to our member's advocacy goals.

Another interesting initiative run by Kirkens Bymisjon i Oslo is [Kvartal XIII](#), a short- and long-term housing service for young adults with mental illnesses. In their facilities, beneficiaries receive continuous and tailored assistance to have an independent living and manage the challenges they might face. Another remarkable project is [Lauras Hus](#), a temporary housing offer with social work follow-up and assistance for women (and their children) who have been subjected to human trafficking for prostitution purposes. The initiative has a strong focus on physical and mental health and works on stabilizing symptoms of trauma.

Moreover, they run [Bybo](#), a permanent housing initiative for the disadvantaged in Oslo who, due to drug addiction, mental illness, isolation, poor finances and/or other reasons find it challenging to live on their own. Here, they work to create long-term stable living conditions and relationships between residents and staff. Such a framework provides the opportunity to live a dignified life. In addition to the abovementioned, the department for destitute migrants strives to improve the living conditions for disadvantaged EU migrants in Oslo, by providing emergency accommodation services as well as access to living quarters with social assistance. The objective is to provide support for individuals in need whilst counteracting and preventing discrimination and exploitation.

## MKO Apostoli – Greece

Apostoli provides [on-the-street work with homeless people](#) in Athens, spends the nights distributing food parcels, as well as offering bedding, clothing, footwear, and personal hygiene items, depending on weather conditions, circumstances, and the needs of the beneficiaries. Besides material help, Apostoli gives homeless people a message of hope, letting them know that they will not be alone despite their difficult reality.

## Nueva Vida – Spain

Nueva Vida has a [variety of services for preventing and tackling homelessness](#). For instance, they run an emergency shelter where they offer temporary accommodation and access to social services and counselling. They also run two projects that provide accommodation and integral support for people in difficult life situations: one for persons deprived of freedom and their families, and another for sexual exploitation victims.

Moreover, this year, inspired by the COVID-19 emergency, they have started to implement a [Housing First project](#) that provides holistic support for homeless people in Cantabria through an immediate and stable housing solution and comprehensive, individualised, and person-centred assistance, to ultimately break the circle of poverty.

## Swedish City Missions

The [Swedish City Missions](#) are present across Sweden, working with both people who are in social homelessness and homelessness due to structural causes. Homelessness is a complex problem with a variety of underlying economic and social factors such as lack of affordable housing, poverty, uncertain mental and physical health, addictions, and community and family breakdown, etc. Throughout their vast network, they can provide on-the-ground support to homeless people in different contexts. This includes emergency aid to fulfill basic needs and emergency shelters for adult men and women, where they are supported and guided to change their life situation.

But also, more permanent solutions are offered. This is the case of supportive housing, a programme run in five different cities offering either collective or individual accommodation along with holistic support and guidance. They also offer general counselling and homelessness prevention services as a key component of their work, mainly through financial support and economic advice.

They also provide sheltered accommodation in Gothenburg, Linköping, Umeå and Uppsala, mainly for women who leave a situation of violence. Although the purpose at the acute stage is to protect women from an offender, support and care is offered for the traumatised (usually) women with children. The City Missions has developed a model to ensure children's protection and support in the sheltered accommodation. In Linköping and Umeå the City Mission runs two sheltered accommodations for women with addiction problems. Psychosocial support is offered to reduce the effects of mental illness, exposure to violence, sexual violence, homelessness, and addiction.

Finally, the Swedish City Missions are successfully implementing the Housing First model in Eskilstuna, Gothenburg, Linköping, and Stockholm, where 80% of their residents manage their own accommodation, with or without support. They also advocate to tackle the root causes of homelessness, raise awareness on housing being a human right, and push for the spread of the Housing First model through Sweden. In addition, they provide information and trainings on this topic through a [knowledge platform](#), and they are a member of the [Housing First Europe Hub](#).

## Slezská Diakonie - Czech Republic

Slezská Diakonie offers a [great variety of services for homeless people](#), such as low-threshold day centres, night dormitories, social rehabilitation centres, advice centres, shelters for

families with children, shelters for women and mothers with children, accommodation for young people, shelters for men, and street programs for homeless people. In their facilities, comprehensive and tailored support is provided to beneficiaries to regain their independence and foster their inclusion into society.

Also, with the support of the Fund for European Aid to the Most Deprived, they run a centre for [food and material aid distribution](#) for those in need, including families with children who are at risk of losing their homes (implemented in cooperation with the Ministry of Labour and Social Affairs). Moreover, they are implementing a special program for homeless people struggling with addiction issues, called OÁZA. This program helps people realise their addiction problem and to become open towards recovery.

Finally, with the support of the European Social Fund, they are running a [Housing First program](#) to provide active and targeted support to homeless beneficiaries, offering them permanent housing and adequate support to achieve an independent life, as well as good health, life satisfaction, and social integration. The target group of the Housing First approach are mainly people experiencing homelessness who “fall” through the network of social services, have poor health, have an addiction to substances, have a serious mental illness, and other health issues.





# Eurodiaconia *Connecting faith and social justice through action*

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