

Table of Contents

1.	The research problem of homelessness	1
2.	The governance perspective	5
2.1	Governance: policy, structure and management	5
2.2	Quality of output and outcome	16
2.3	Conceptual model and hypotheses	21
3.	Comparative case study design	25
3.1	Selection of cases	25
3.2	Methods	28
4.	Scandinavian case: Copenhagen	39
4.1	Problematic policy	39
4.2	Archipelago structure	46
4.3	Highly flexible management	53
4.4	Questionable output	61
4.5	Congested outcome	66
5.	Anglo-Saxon case: Glasgow	69
5.1	A policy of self-responsibility	69
5.2	Centralised structure	75
5.3	Corporate-style management	82
5.4	Success on targeted preventative output	92
5.5	Improved outcome	97
6.	Continental case: Amsterdam	101
6.1	Specialised policy	101
6.2	Intense and exclusive structures	109
6.3	Games of management	116
6.4	High risk targeted output	124
6.5	Varying outcomes	130
7.	Comparative analysis of empirical findings	133
7.1	Variation in governance arrangements	133
7.2	Variation in the quality of outputs and outcomes	143
7.3	Testing three hypotheses	147
8.	Conclusion and discussion	155
8.1	Answer to the central question	155
8.2	Theoretical implications	156
8.3	Practical implications	158
8.4	Recommendation for further study	162
	Dutch summary	165
	English summary	173
	Appendices	181
	Bibliography	213