

# Contents

List of figures and tables	iv
Foreword by Michel Mercadié, President of FEANTSA	v
Acknowledgements	vii
FEANTSA and the European Observatory on Homelessness	viii
1 Introduction	1
2 Welfare, housing and social exclusion: a contextual framework	9
3 Context of service provision	27
4 Innovative services for the homeless	53
5 Services for the homeless: strategic innovation	63
6 Services for the homeless: organisational innovation	83
7 Services for the homeless: operational innovation	99
8 Conclusion	109
References	117
Appendix: National case study summaries	122
Index	225

Some trends are becoming evident, such as the greater adaptation of services to the individual and to the needs of specific groups, the decentralisation of policies and the creation of local and regional networks of services; and finally – and this strikes me as an especially positive development – the provision of housing as part of an integrated strategy for the social inclusion of those with 'no fixed abode'.

The report also draws attention to the capacity for innovation which has been demonstrated by those with responsibility for tackling homelessness. This must encourage us to continue our efforts in terms of research and the exchange of experiences. By means of networking among our members, who represent a vast wealth of know-how and creativity, and through our collective capacity to engage in fruitful dialogue with political decision makers in our countries and also at EU level, the Fédération Européenne D'Associations Nationales Travaillant avec les Sans-Abri (FEANTSA) has, without doubt, contributed towards the 'quiet revolution' in services which is described by this report.

I hope that this report will provide encouragement to everyone who is concerned with addressing the needs of the growing numbers of