

# Cities supporting homeless people with multiple and complex need

This set of infographics is based on the study visit of EURO CITIES working group Homelessness on 'Cities supporting homeless people with multiple and complex needs', which took place in Nantes from 25-26 of June 2015. The infographics present:

1. Two existing good practice examples from the city of Nantes and one planned project to improve the service provision:

- 1A. 'La Bagagerie'
- 1B. 'La Halte Nuit'
- 1C. '5 Bridges' project

## CITIES REPRESENTED AT THE STUDY VISIT

Barcelona, Brighton & Hove, Brno, Gothenburg, Lisbon, Ljubljana, Nantes, Newcastle, Oslo, Vienna

2. The conclusions reached by the participants of the study visit:

- 2A. the success factors of services that effectively support homeless people with multiple and complex needs
- 2B. what role a city can play to increase effective services
- 2C. how EU and national authorities can support cities in achieving this

## CONTEXT

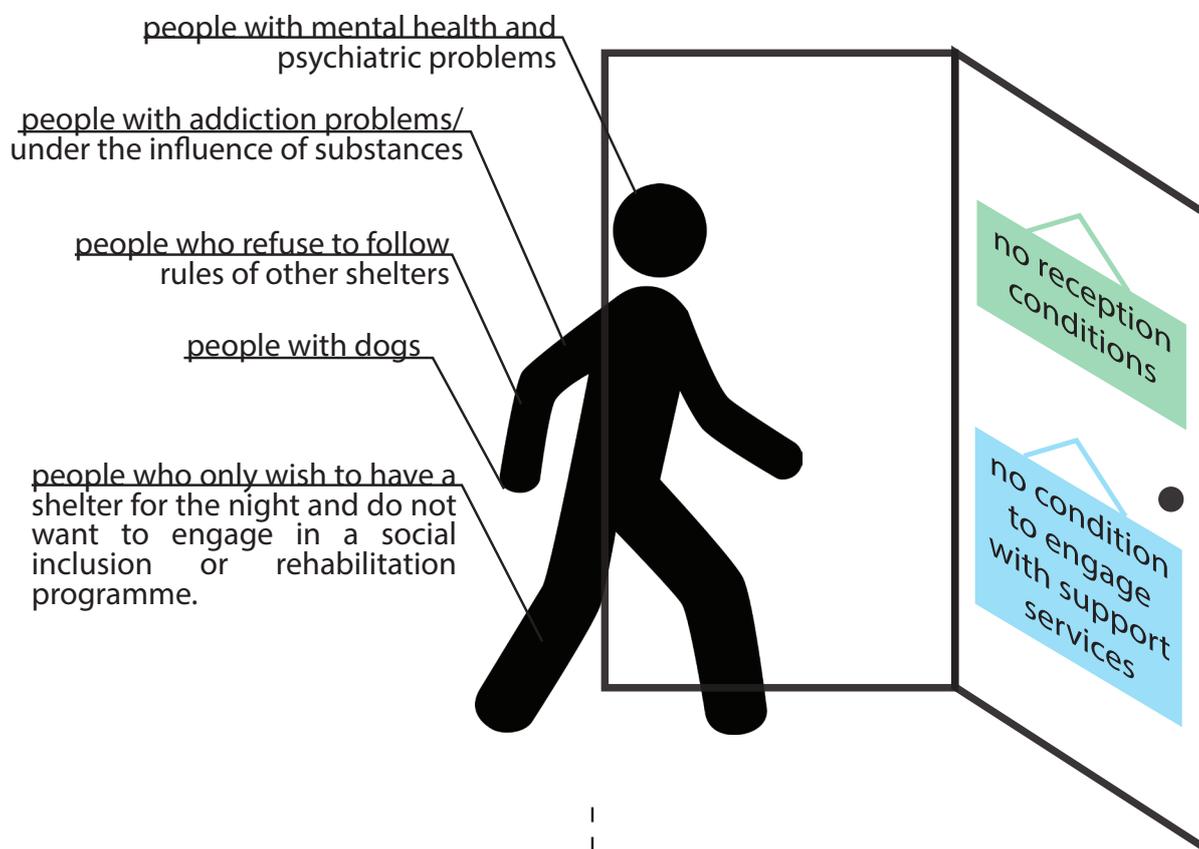
Within each city there is a percentage of homeless people who do not respond to standard interventions. This is often because they experience multiple and complex problems. For example they can suffer from a combination of drug addiction and mental illness, which the current system does not fully address. These people are at risk of becoming or have become chronically homeless, sleep rough or are entrenched within the homelessness system. The study visit aimed to exchange experiences of working with this target group, explore good practices and possible approaches, to help support cities in addressing this common issue.

## 1A. LA 'BAGAGERIE'



# 1B. 'HALTE DE NUIT 44'

The 'Halte de Nuit 44' is a night shelter/ respite place for people with multiple and complex needs who are not accepted in other facilities in the city. This is a 'low-threshold service' so there are no reception conditions other than non-violent behaviour.



## OPEN

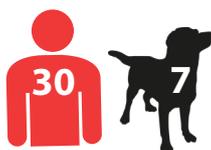


from 8PM to 7AM



45 WEEKS a year

## CAPACITY



## ADDITIONAL SERVICES



Simple dinner and breakfast are offered

## IN 2014



stayed for

8411 nights

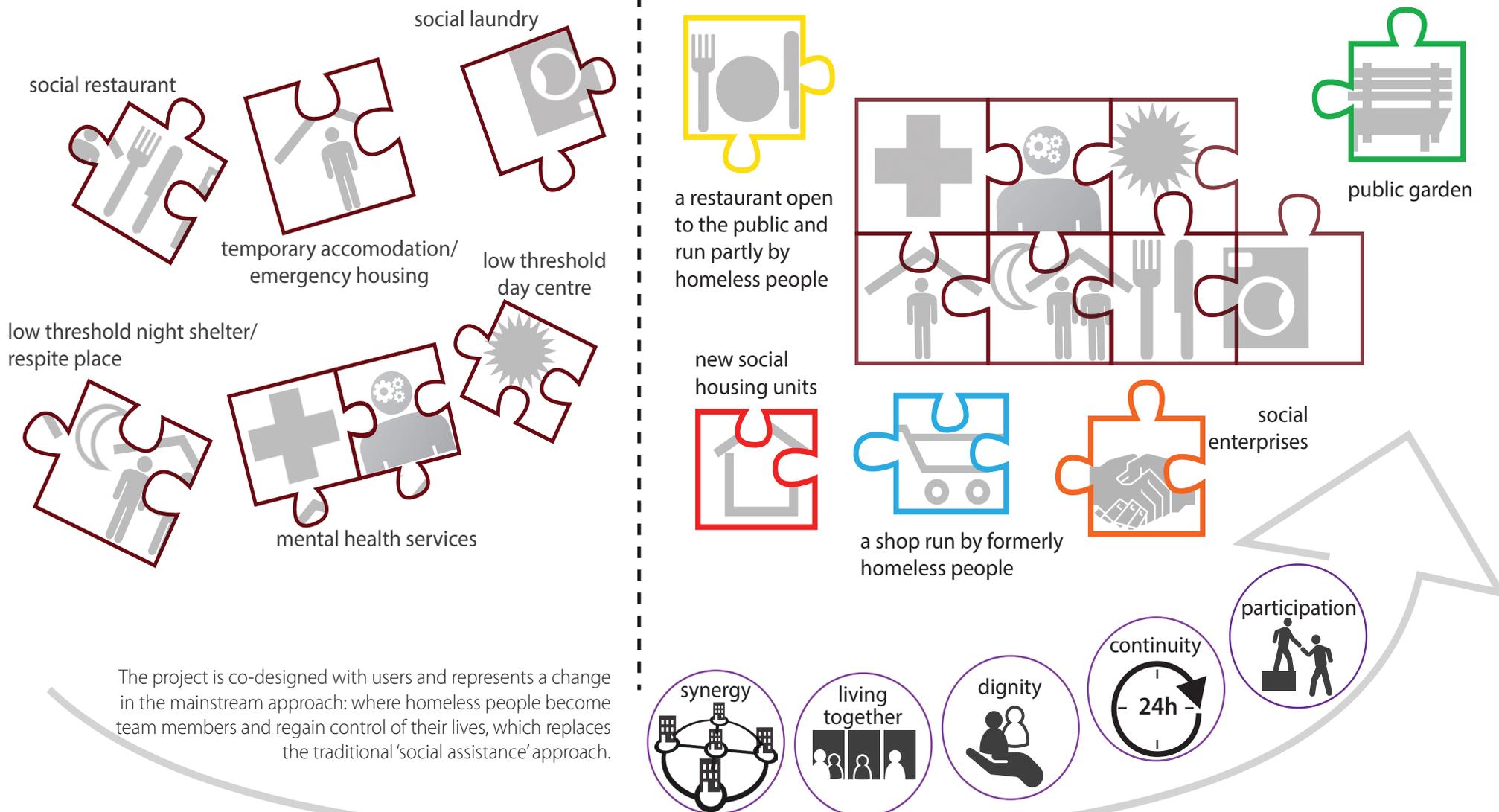


only 7% came more than 30 times

Although there is no condition to engage, la Halte de Nuit 44 offers integrated counselling services and has a close partnership with the local hospital (mobile psychiatric team) and a harm reduction programme for drug addicted individuals.

# 1c. '5 BRIDGES' PROJECT

The '5 Bridges' project is currently in the planning and development stage and the study visit was an opportunity to receive feedback from peers in other cities.



The project is co-designed with users and represents a change in the mainstream approach: where homeless people become team members and regain control of their lives, which replaces the traditional 'social assistance' approach.

Currently, there are a number of separate services to respond to the various needs of homeless people, which are located far away from each other. Homeless people struggle to access the services they need because they have to travel around the city and because of conflicting opening hours. Coordination between social services, housing, medical care, hygiene services etc. are a challenge of the current set up.

'5 Bridges' will cluster a range of existing homelessness services in one place. This will allow for a better response to individual needs and an improved coherence and coordination of services. It will also add new services, some of which will connect to the local community in order to combat prejudice about homeless people and help restore their dignity.

## 2A. SUCCESS FACTORS

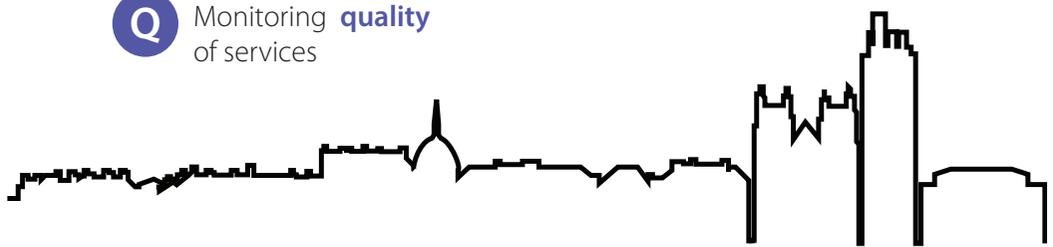
The study visit participants identified the key approaches to designing services that effectively support homeless people with multiple and complex needs, based on the practices presented by the city of Nantes, the other participating cities and the expert input.



## 2B. THE ROLE OF THE CITY

City administrations can play a variety of key roles in creating this type of support services for homeless people with multiple and complex needs, regardless if they are service providers or contract out the services. They can play a strategic role at the local level even if services are provided by regions and national authorities:

- C** Promote **cross-sectorial** cooperation and bring the social, health, housing and employment sectors together.
- PS** Gaining **political support** by demonstrating savings through providing these types of services
- P** Building **partnerships** between different service providers and ensuring user participation and destigmatisation within all services
- Q** Monitoring **quality** of services
- S** Starting from a **strategic** approach, which also includes prevention and early intervention
- E** Creating systematic **evaluation** frameworks based on data
- I** Creating or facilitating the creation of **innovative** services, as well as introducing innovative ways of commissioning and planning to meet the needs of this target group.
- L** Adapting services to local needs and giving a '**local**' dimension to services provided by the national and regional authorities.



## 2C. THE ROLE OF EU AND NATIONAL AUTHORITIES

EU and national governments can support cities in creating these type of services by:

