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L U X E M B O U R G



# Quality in Social Services

From the Perspective of Services Working with Homeless People

**European Conference**  
**Luxembourg City**  
**21<sup>st</sup> October 2011**

**European Conference: *Quality in Social Services from the Perspective of Services Working with Homeless People*, 21<sup>st</sup> Oct 2011, Luxembourg**



## CONFERENCE BACKGROUND

### Conference Objectives

This first European Conference on Quality in Homeless Services aims at providing participants with space for mutual learning and exploring the potential for developing a European Quality System for Homeless Services. This event is organised by FEANTSA, the European Federation of National Organisations Working with Homeless People, with the support of local partners – Caritas Accueil et Solidarité, Confédération Caritas Luxembourg and the University of Luxembourg. Quality in social services is an area of focus of FEANTSA work under its Annual Theme in 2011. In this context a European-wide mapping and stocktaking of quality provisions in homeless services is currently being carried out by FEANTSA national member organisations. Its objective is to identify the existing frameworks, their nature and quality dimensions as well as their evaluation by the service providers. The findings will be gathered in a European Report on Quality in social services from the perspective of services working with homeless people to be presented for the first time during the Conference on the 21<sup>st</sup> October. The European Report will be published by FEANTSA in November 2011 and will take into account the results of debates during the conference.

### Background

In recent years, it has been possible to observe a growing interest for the issue of quality of social services at European level. 2010 in particular was marked by many developments in the field – in October the European Commission issued the 2<sup>nd</sup> Biennial Report on Social Services of General Interest with a particular focus on quality of services. Later the same month under the auspices of the Belgian Presidency the issue of quality of social services was addressed at the 3<sup>rd</sup> European Forum on Social Services held in Brussels. In November, the Common European Quality Framework was adopted by the Social Protection Committee, establishing EU wide principles as well as a set of methodological guidelines for the development of quality frameworks. In December 2010, a PROGRESS-funded project on Quality in Social Services, PROMETHEUS – in which FEANTSA participated – was concluded, yielding interesting results from the implementation of the quality certification scheme – EQUASS – into different social sectors, including homeless services. Furthermore, in December 2010 the European Commission listed in the European Platform against Poverty and Social Exclusion the development of a Voluntary European Quality Framework on social services at sectoral level including in the sector of homeless services in the years 2011-2013, as one of the key initiatives towards the achievement of the EU2020 goals. Therefore the Conference on Quality comes at an important and favourable political moment, with the issue of quality being high on the EU agenda.

### Quality of Services in the Homelessness Sector

While addressing the issue of quality in the sector for homeless people, certain considerations regarding the specificities of those services have to be taken into account. These are notably their transitional character, diversity among the needs and profiles of service users, the non-market character of most homeless services providers and, often, a lack of clear legal frameworks providing for the organisation of homeless services provisions. Homeless service providers play a key role in creating pathways out of homelessness by developing high quality services which meet the needs of service users. This Conference will address all these issues and many more during two plenary sessions with experts as well as ten interactive workshops organised thematically around the most relevant issues concerning quality in the homeless sector.

**European Conference: *Quality in Social Services from the Perspective of Services Working with Homeless People*, 21<sup>st</sup> Oct2011, Luxembourg**

## PROGRAMME

**Conference Venue:** Centre Culturel de Bonnevoie  
2 Rue des Ardennes, L- 1133 Luxembourg-Bonnevoie

**Conference Chair:** René KNEIP, FEANTSA President

9h00-9h30: Registrations

**9h30-9h45: Opening Addresses**

**René KNEIP**, FEANTSA President

**Prof. Dr. Dieter FERRING**, Director of Research Unit INSIDE, University of Luxembourg

**9h45-11h00: Plenary Session: Quality of Social Services**

**Karolina KRZYTEK**, FEANTSA Policy Officer

*Quality of Social Services from the Perspective of Services Working with Homeless People – Cross-EU Perspective*

**Claude HAAS**, Senior lecturer, Research Unit INSIDE, University of Luxembourg

*Managerial Turn in Social Work*

**Concetta CULTRERA**, Head of Sector "Social Services", European Commission

*Role of the European Commission in Promoting Quality of Social Services*

11h00-11h30: Coffee break

**11h30-13h00: 1<sup>st</sup> Workshop Session**

**1. Developing quality systems in the homeless sector: bottom-up or top-down approaches? (Large plenary room)**

Moderator: **Christian Perl**, BAWO, *Austria*

Speakers: **Piotr Olech**, PFWB, *Poland*, **Stefano Galliani**, Nuovo Albergo Popolare, *Italy*

Languages: English, French and German

**2. Funding quality – the strengths and weaknesses of public tendering (Room 1)**

Moderator: **Karen Murphy**, ICSH, *Ireland*

Speakers: **Neil Munslow**, Newcastle City, *UK*, **Michel Mercadié**, FNARS, *France*

Languages: English and French

**3. Quality criteria – what level of prescription works best? (Small plenary room)**

Moderator: **Robert Alridge**, SCSH, *Scotland*

Speakers: **Taina Hytönen**, YSAATIO, *Finland*, **Jiri Ružička**, SAD, *Czech Republic*

Languages: English and French

**4. A Quality Framework: legally binding or voluntary? (Room 2)**

Moderator: **Ruth Owen**, FEANTSA, *Belgium*

Speakers: **Rina Beers**, OPVANG, *the Netherlands*, **Jane Lausten**, UDENFOR, *Denmark*

Languages: English and French

**5. Promoting Quality through voluntary assurance systems (EQUASS, ISO, ERQM) (Theatre)**

Moderator: **René Kneip**, Caritas Accueil et Solidarité, *Luxembourg*

Speakers: **Jan Spooren**, EPR, *Belgium*, **Rebecca Barth**, Caritas Accueil et Solidarité, *Luxembourg*

Languages: English and German

**European Conference: Quality in Social Services from the Perspective of Services Working with Homeless People, 21<sup>st</sup> Oct 2011, Luxembourg**



13h00-14h30 Lunch (Tent)

**14h30-16h15: 2<sup>nd</sup> Workshop Session**

**6. Role of quality in finding solutions to homelessness in emergency and transitional contexts (Small plenary room)**

Moderator: **André Gachet**, FAPIL, *France*

Speakers: **Joan Uribe**, Sant Joan de Déu, Serveis Socials, *Spain*, **Ana Martins**, AML, *Portugal*

Languages: English and French

**7. Is genuine participation of service users in the homeless sector possible as a quality principle? (Large plenary room)**

Moderator: **Danny Lescrauwaet**, Steunpunt Algemeen Welzijnwerk, *Belgium*

Speakers: **Jenny de Jeu**, Hope Network, *The Netherlands*, **Boroka Feher**, BMSZKI, *Hungary*

Languages: English, French, German

**8. The role of skills and qualifications in ensuring quality of service delivery (Room 2)**

Moderator: **Claude Haas**, University of Luxembourg, *Luxembourg*

Speakers: **Koen Hermans**, SOC KULeuven, *Belgium*, **Paolo Brusa**, Multipolis, *Italy*

Languages: English and French

**9. Interagency working and cooperation as key principles of quality in the homeless sector (Theatre)**

Moderator: **Freek Spinnewijn**, FEANTSA, *Belgium*

Speakers: **Martinsson Sofia**, FSW, *Austria*, **Stefan Kunz**, Katholische Bundesarbeitsgemeinschaft  
Wohnungslosenhilfe, *Germany*

Languages: English and German

**10. The relationship between quality and outcome of the homeless services (Room 1)**

Moderator: **Karolina Krzystek**, FEANTSA, *Belgium*

Speakers: **Mariëlle Beijersbergen**, University of Nijmegen, *the Netherlands*, **Mike Allen**, Focus Ireland, *Ireland*

Languages: English and French

16h15-16h45 Coffee break

**16h45-17h15 Closing session**

**Freek Spinnewijn**, FEANTSA Director

*Closing remarks*

**18:30 -20:00 Luxembourgish "Première" of the French film "Pignon sur Rue"**  
by Robert Biver (with English subtitles)



## WORKSHOPS

The ten foreseen workshops presented below will be organised thematically around the most relevant issues concerning quality in the homeless sector. Each workshop will involve two speakers and will concentrate on several key questions, which will have to be answered by the participants.

### WORKSHOPS → MORNING SESSION

#### 1. Developing quality systems in the homeless sector: bottom-up or top-down approaches?

The aim of this workshop is to identify the advantages and disadvantages of each of the two approaches to developing quality systems. The bottom-up approach involves all stakeholders and gives more weight to non-State actors and sector representatives. On the other hand, it carries a risk of not being formally recognised and enforced and therefore of not being respected by all operators in the sector. An example of each of the approaches will be presented and the experiences with their strengths and weaknesses will be discussed.

Moderator: **Christian Perl**, BAWO, *Austria*

Speakers: **Piotr Olech**, PFWB, *Poland*, **Stefano Galliani**, Nuovo Albergo Popolare, *Italy*

#### 2. Funding quality – the strengths and weaknesses of public tendering

The goal of this workshop is to discuss how different forms of funding of homeless services impact on service provision and hence quality. A particular focus will be placed on public tendering procedures and participants will exchange experiences of receiving funding following public tendering procedures and the possible impact of this mode of financing on service quality.

Moderator: **Karen Murphy**, ICSH, *Ireland*

Speakers: **Neil Munslow**, Newcastle City, *UK*, **Michel Mercadié**, FNARS, *France*

#### 3. Quality criteria – what level of prescription works best?

The debates about quality in different sectors inevitably face the dilemma of whether the quality provisions should take the form of general principles or rather the one of detailed and highly prescriptive standards. There are advantages and disadvantages to both approaches, the first one potentially leaving too much discretion to the operators in implementing quality, on the other hand, the standardisation of quality provisions being criticised for rigidity not allowing for enough flexibility and individualised approaches.

Moderator: **Robert Alridge**, SCSH, *Scotland*

Speakers: **Taina Hytönen**, YSAATIO, *Finland*, **Jiri Růžička**, SAD, *Czech Republic*

#### 4. A Quality Framework: legally binding or voluntary?

This workshop aims at answering the question of whether quality systems in the homeless sector should be obligatory for all service providers and therefore legally enforceable and coupled with appropriate sanctions for non-compliance or whether they should be of the voluntary nature, leaving free choice to the operators regarding their implementation and compliance with the rules.

Moderator: **Ruth Owen**, FEANTSA, *Belgium*

Speakers: **Rina Beers**, Federatie Opvang, *The Netherlands*, **Jane Lausten**, UDENFOR, *Denmark*

#### 5. Promoting Quality through voluntary assurance systems (EQUASS, ISO, ERQM)

Each quality system needs to be equipped with a quality measurement tool. The choice of the type of evaluation system depends on the type of sanction applied. Quality assurance schemes are based on rewards and certificates which are awarded to the organisations whose quality systems work well. The aim of this workshop is to determine how Quality Assurance Systems (like EQUASS, ISO, ERQM and the like) can be developed in the homeless sector and what challenges and obstacles are that should primarily be taken into consideration in such a process.

Moderator: **René Kneip**, Caritas Accueil et Solidarité, *Luxembourg*

Speakers: **Jan Spooren**, EPR, *Belgium*, **Rebecca Barth**, Caritas Accueil et Solidarité, *Luxembourg*



## WORKSHOPS → AFTERNOON SESSION

### 6. The role of quality in finding solutions to homelessness in the emergency and transitional contexts

The aim of this workshop is to identify the role of quality in the context of emergency and transitional services. There are two different ways of conceiving the eradication of homelessness: one, by improving the quality of the transitional accommodation and providing continuous care, the other one by limiting the transitional nature of services and introducing housing-led solutions. Additionally, the emergency nature of services poses a challenge with regard to introducing and maintaining quality as it is usually defined when referring to social services. This question is also closely linked to the question of available resources and the need to prioritize between them.

Moderator: **André Gachet**, FAPIL, *France*

Speakers: **Joan Uribe**, Sant Joan de Déu, Serveis Socials, *Spain*, **Ana Martins**, AMI, *Portugal*

### 7. Is genuine participation of service users in the homeless sector possible as a quality principle?

Given the emergency and transitional context in which many homeless providers work, it is essential to find appropriate ways of ensuring meaningful participation of service users in the sector. The aim of this session is to identify the best methods for achieving this goal. The session draws from the expertise of the FEANTSA Working Group on Participation and gives space to the service users to present their views on quality.

Moderator: **Danny Lescrauwaet**, Steunpunt Algemeen Welzijnswerk, *Belgium*

Speakers: **Jenny de Jeu**, Hope Network, *The Netherlands*, **Boroka Feher**, BMSZKI, *Hungary*

### 8. The role of skills and qualifications in ensuring quality of service delivery

In December 2010 in a report on the "Quality assurance in the social care sector" published by CEDEFOP, the European Centre for Developing Vocational Training gaps in skills and qualifications of social workers were identified across the EU, particularly in the homeless sector. The aim of this workshop therefore is to discuss the necessary skill and qualifications sets as well as the content of the training modules that could potentially be developed as a result of cooperation at European level. At the workshop the interested parties could meet and exchange about this opportunity for the first time.

Moderator: **Claude Haas**, University of Luxembourg, *Luxembourg*

Speakers: **Koen Hermans**, SOC KULeuven, *Belgium*, **Paolo Brusa**, Multipolis, *Italy*

### 9. Interagency working and cooperation as key principles of quality in the homeless sector

The differences between the homeless sector and other sectors offering services to a person have several dimensions. The first one relates to the transitional character of the homeless services which aim to move people towards sustainable solutions and outside care. Secondly, the diversity of the profiles of homeless people and therefore their problems and possible remedies. Therefore it is crucial to ensure an appropriate level of cooperation between different services and between different institutions from which a homeless person can find help. This workshop looks at different ways of organising this interagency working – in the context of the Housing First approach and "multi-professional teams" but also in the context of continuous care.

Moderator: **Freek Spinnewijn**, FEANTSA, *Belgium*

Speakers: **Martinsson Sofia**, FSW, *Austria*, **Stefan Kunz**, Katholische Bundesarbeitsgemeinschaft

Wohnungslosenhilfe, *Germany*

### 10. The relationship between quality and outcomes of the homeless services

The outcomes of the services are a very important indication of quality. It should be noted however, that the specific character of the homeless sector requires developing adapted systems of measurement of outcomes, both from the perspective of the users, as from the perspective of the providers. Some such systems of measuring individual progress already exist and were developed by the homeless organisations. There is still however an ongoing debate about the limitations of applying the measures like cost-efficiency to the homeless sector, and in general of using "hard" indicators to measure individual outcomes. All of the above issues will be addressed during this workshop

Moderator: **Karolina Krzystek**, FEANTSA, *Belgium*

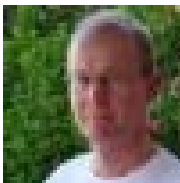
Speakers: **Mariëlle Beijersbergen**, University of Nijmegen, *the Netherlands*, **Mike Allen**, Focus Ireland, *Ireland*

## BIOGRAPHIES OF THE SPEAKERS



**Robert Aldridge – Chief Executive of the Scottish Council for Single Homeless (UK)**

Robert Aldridge is representing the United Kingdom on FEANTSA's administrative council. Previously, he was the UK researcher for the European Observatory on Homelessness. During his time at FEANTSA, he has served as vice president and president. Robert has been the Director of the Scottish Council for Single Homeless, Scotland's national membership body for organisations and individuals tackling homelessness. He is a member of the Scottish Health and Homelessness Steering Group, Housing Benefit Stakeholders Group, Housing Support Forum and Substance misuse and homelessness group. He was previously a member of the Scottish Executive's Homelessness Task Force, the Rough Sleepers' Initiative Advisory Group and of the National Homelessness Monitoring Group. Robert chaired the housing satellite group of the Scottish Refugee Integration Forum and was a member of the steering group for the Code of Guidance on Homelessness. Robert is co-author of the Scottish Executive's National Health & Homelessness Standards. Last but not least, Robert is also an elected councilor on the City of Edinburgh Council.



**Mike Allen** is Director of Advocacy, Development, Communications and Research at the leading Irish homeless and housing charity Focus Ireland. He was the General Secretary of the Irish National Organisation of the Unemployed (INO) from 1987-2000, where he served on the Joint Oireachtas Committee on Employment, the National Economic and Social Council (NESC) and other social partnership bodies. He is author of 'The Bitter Word: Ireland's Job Famine and its Aftermath' (Poolbeg, 1998). He was General Secretary of the Labour Party from 2000 to 2008. He is currently a board member of The Advocacy Initiative and Claiming our Future and is a member of Is Feidir Linn. He is married with two teenage daughters.



**Rebecca Barth** is psychologist at Caritas Accueil and Solidarité in Luxembourg and Women's Shelter in Trier, Germany. She has a diploma in psychology from the University of Trier.



**Rina Beers** is senior policy officer with the Federatie Opvang, the national umbrella organisation for all organisations working with the homeless and victims of domestic violence in the Netherlands. She is responsible primarily for policy development and lobby on access to (health) care and financial issues. She has served as member of the Feantsa Administrative and Executive Council since 2001, and she was vice-president of Feantsa from 2001-2003. She is member of a council for social assistance in her local community in the Netherlands.



**Dr. Mariëlle Beijersbergen** is a senior researcher at the Netherlands Research Centre for Social Care, Department of Primary and Community Care, Radboud University Nijmegen Medical Centre. She was project leader of research studies on the profile of and support to young homeless people (eg Beijersbergen, Smith, & Wolf, 2008). Together with Judith Wolf she has developed the Consumer Quality Index for shelter and community care services (Beijersbergen & Wolf, 2009). Currently she leads two major studies on the effectiveness of Critical Time Intervention for abused women and homeless people who make the transition from a shelter to independent or supported housing. She is co-supervisor of 3 PhD students. In 2008 she obtained her PhD from Leiden University in a study on the Adult Attachment Interview (Beijersbergen, 2008). In addition to her role as researcher was Mariëlle Beijersbergen lecturer at the University of Leiden. Both during her PhD and in her current position she was involved in organizing scientific conferences / workshops.



**Paolo Brusa**, psychologist; works on a free-lance basis as consultant, project manager, supervisor and trainer in the field of social exclusion for various organisations, such as NGOs, Foundations, Municipalities and SSGIs on local and national level; partner, coordinator, supervisor and manager of projects financed by the EU Commission; member of the FEANTSA working group on employment since 2006; creator and developer of MultiPolis ([www.multipolis.eu](http://www.multipolis.eu)) a tool for training and supervision created to facilitate the translation of the holistic approach into a practical experience in order to favour paths to awareness-raising concerning social, professional and personal dynamics, in a logical framework focused on methodological skills in giving/taking care under quality and professional standards;



**Concetta Cultrera – European Commission – Head of Sector for Social Services in DG**

Employment, Social Affairs & Inclusion

Concetta Cultrera has been a Commission official since 1994. Since May 2007, she has been Head of Sector for Social Services in DG Employment, Social Affairs & Inclusion. In the past, she worked in DG Development and, between 1999 and 2007, as a case-handler in DG Competition, first in the Energy Unit and later in the Financial Services Unit.



**Boróka Fehér** was born in Budapest, Hungary, where she is currently living and working. She studied Social Work at Eötvös Loránd University in Budapest, and received her MA degree in 2000. In 2010, she defended her PhD dissertation about traumas in the lives of homeless people, and how they can be addressed. She is working for BMSZKI, Budapest City's homeless services, where she is the head of the Policy Department. Boróka is a member of FEANTSA's Participation Working Group.



**Dr habil. Dieter Ferring** is Professor of Psychology at the University of Luxembourg. His research topics lie within applied developmental psychology and psychogerontology. He is the Director of the interdisciplinary research unit for social and individual development at the University of Luxembourg as well as scientific Director of the Master's programme in gerontology. His research activities focus on social and individual aspects of the human development, especially ageing. His publications deal with i.e. regulation of satisfaction and quality of life in age and old age, intergenerational family relations, coping with critical life situations, technology and ageing. Prof. Dieter Ferring is member of several scientific councils at European and international level. He is associate editor of the "GeroPsych - the Journal of Gerontopsychology and Geriatric Psychiatry", member of the editorial board of the "European Psychologist" and the "European Journal of Ageing". He reviews for several international journals and

research foundations.



**André Gachet** was a founding member of "Action pour l'insertion sociale par le logement"(ALPIL) in 1979. He is also head of an association that provides temporary housing in the city of Lyons and its suburbs. He was President of the "Fédération des associations pour la promotion et l'insertion par le logement" (FAPIL) from 2000 to 2008 before being named Director of European Affairs for the organisation. André represents the French network of FEANTSA and is also FEANTSA's Vice-President since October 2007. He is also an active member of the "Comité de suivi de la loi pour le droit au logement opposable" (DALO)



**Stefano Galliani** has been working with homeless people since 1984. As a social educator he is coordinator of a community for homeless people inside the Nuovo Albergo Popolare in Bergamo. Stefano is the former president of FioPSD (Italian national umbrella organisation of homeless service providers) and represents Italy on the FEANTSA AC since 1998. He is also responsible for social affairs in his local district.



**Claude Haas** is a senior lecturer in social and educational sciences at the University of Luxembourg and member of the research unit INSIDE (Integrative research unit on social and individual development). He is a study director of the bachelor degree in social and educational sciences. His main research areas concern the history of social work as well as work- and homelessness.



**Prof. Dr. Koen Hermans** is projectleader at LUCAS, Centre for care research and consultancy, KU Leuven and member of the Research group on social work KU Leuven. LUCAS is a multidisciplinary centre for policy- and practice-oriented research, training and consultancy in the field of mental health care, care for the elderly and social welfare. Prof. Koen Hermans studies the strategy against homelessness in Belgium from an international perspective. Commissioned by Feantsa and Habitact, he made up a peer review on the local strategy to combat homelessness in Amsterdam. At the moment, he is participating in research projects on child abuse, domestic violence and poverty.



**Taina Hytönen** has worked as a housing adviser in the Finnish NGO Y-Foundation since 1999. The main focus in the work is networking with local authorities and NGOs to arrange support for people living in the flats owned by the foundation.



**Jenny de Jeu** was born in 1977 in Leiderdorp, the Netherlands. In the past she worked as a social worker in several forms of care; mental health and homeless shelters. In the shelters she wanted to improve things for the people, she was not satisfied with quality of life for homeless. She is educated as a trainer in family and organisation constellations. She has experience in many ways of participation and she was also involved as a researcher in researches from the perspective of service-users. She developed tools which it can use in participation and research. Currently she is self-employed and works together with a companion as a coach for a teenager client board in mental health care. And as a coach for the 'Werkplaats Maatschappelijke Opvang' a group of ex-service users who want to improve the situation for the homeless, women care, addicted people and homeless youth.



**René Kneip – FEANTSA President** René Kneip gained a social work diploma in Brussels in 1978, specialising in community development. In 1986 René was hired as a civil servant at the "Service National d'Action Sociale". In 1995 he took over the newly created job of director of "Caritas Accueil et Solidarité asbl", an NGO member of Caritas Luxembourg, specialising in the domain of homelessness and long term unemployment. His daily job consists in organising and coordinating all the services of this NGO, comprising street-work, day care centre, night-shelter, protected housing, accompanied housing and protected employment activities. Since 1987, René Kneip has been representing Luxembourg on the administrative council of FEANTSA. He was one of the initial members of the Data Collection Working Group, and is now in his fourth mandate as member of the executive committee and in his first mandate as President of FEANTSA.



**Karolina Krzystek** - in FEANTSA since 2010 Karolina Krzystek works as Policy Officer responsible for Social Services, Employment Policy and Youth. In 2011 she has been the Coordinator of FEANTSA Annual Theme on Quality of Social Services from the Perspective of Services Working with Homeless People. Prior to joining FEANTSA Karolina has worked at the French High Authority against Discrimination and for Equality (Halde) in Paris and at the Jagiellonian University in Cracow, Poland. She holds a Master's Degree in European Administrative and Political Studies from the College of Europe in Bruges and a Master's Degree in Sociology from Jagiellonian University in Cracow, Poland.



**Stefan Kunz**, Managing Director of KAG Wohnungslosenhilfe since 2006, Expert in Charge for Homelessness in the German Caritas Association since 1999, Quality Manager (DGQ Deutsche Gesellschaft für Qualität e.V. - German Society for Quality), Auditor EN ISO 9001.

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**Jane Laustsen** has a degree in social work ('socionom') and as a coach. Since 2006, Jane is training officer in projekt UDENFOR. She is responsible for skills development of the staff and volunteers of the organisation.. She also organises training activities, seminars and conferences on homelessness issues, on social psychiatry and on outreach work. Previously, she worked for 16 years with vulnerable groups in the Municipality of Roskilde and as head of the Workplace Liaison of the Copenhagen College of Social Work.



**Danny Lescrauwaet** holds a Masters degree in Criminology from the Catholic University of Leuven. Since 1999, he is working as Policy Officer in the Flemish regional umbrella organisation Steunpunt Algemeen Welzijnswerk where he is responsible for homelessness. Danny is chair of the FEANTSA participation working group since 2006 and has represented Belgium on the AC of FEANTSA for several mandates.



**Sofia Martinsson** is social pedagogue and social worker and holds a diploma in evaluation, organisational development and quality management (MSSc). She is working for the Vienna Social Fund, in the department of Supported Housing, the Viennese Assistance Programme for the Homeless, responsible for international exchange and quality management.



**Michel Mercadié – Jardins de Cocagne – Besançon (France)**

Michel Mercadié is a member of FEANTSA's Employment Working Group and chair of the Social Platform Working Group on Services of General Interest. His background has been largely an academic one (he was senior lecturer in Arts) and he has combined his professional life in teaching with other activities: initially with political work as an elected representative at local level (as municipal councillor, as representative on the Regional Council of the Franche-Comté Region and as general councillor). Later he started to work in the NGO sector. Since 1983 he was the president of a Besançon-based organisation working generally on social integration (Doubs). He has retired, but continues to hold the positions as Treasurer of the Social Platform and as Secretary of EAPN France



**Ana Ferreira Martins** has a Master's Degree in "Studies on Women" from the University of Alberta and a Degree in Social Work from the Instituto Superior de Serviço Social de Lisboa. Since 2000 she is the National Director of Social Action Department of AMI's, association which is the Portuguese representative at FEANTSA's administrative council.



**Neil Munslow MBE – Housing and Welfare Rights Services Manager Newcastle City Council**

Responsible for service delivery, strategy and partnerships on: housing advice, homelessness, welfare rights, debt advice and financial inclusion. He is also the chair of the regional homelessness group and the Eurocities Homelessness working group. He has worked in homelessness since 1986 and for Newcastle since 1989. Newcastle was the Government's 2008 Regional Homelessness Champions and 2009 Regional Homelessness Champions. He was made a Member of the British Empire (MBE) for services to local government in the Queen's 2011 Honours List.

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**Karen Murphy – Head of Services, Irish Council for Social Housing**

Karen Murphy is Head of Services for the Irish Council for Social Housing. The ICSH is the representative federation of social housing and homeless organisations in Ireland. Current areas of responsibilities include the delivery of services to members and policy development including Social Dialogue. Karen is a Member of the National Homeless Consultative Council and has more than twelve years of experience working in the voluntary sector in Ireland, predominantly in the area of social housing. Academic qualifications include a Masters in European Social Policy Analysis. Since October 2009, Karen has been representing Ireland on the administrative council of FEANTSA.



**Piotr OLECH – Director, Pomeranian Forum in Aid of Getting Out of Homelessness**, a social worker (specialization - organizing local communities), sociologist, coordinator of projects aimed at social and professional reintegration of the homeless and the emergence of a coherent model of social policy. He is a former member of the working group on research and is currently a member of the Administrative Council of FEANTSA. He is an expert in the field of instruments and tools for the integration of socially excluded. Trainer, author of articles and reports on homelessness and housing exclusion, he is also coordinator of the biggest Polish nationwide partnership of organizations working in the area of homelessness, created on the need to design and implement models and standards of services for homeless (2009-2013).



**Ruth Owen** is a policy officer at FEANTSA. She is responsible for housing; monitoring and reporting on national homelessness policies; social innovation and a forum of ministries responsible for homelessness. In 2010 she was the project officer responsible for the European Consensus Conference on Homelessness. She has a BA in Geography from University College London. Ruth is also an alumna of the UK TeachFirst programme, which addresses educational disadvantage by placing high-performing graduates as teachers in challenging schools in order to improve outcomes.



**Edo Paardekooper** was born in 1948 in Indonesia. He studied Economics at the University of Amsterdam, focusing on sociology and psychology of work organization. He worked for 15 years as an organizational analyst in a bank. Edo experienced some difficult times in his life which led to a burn out and an alcohol addiction. He became homeless in 2004 and lived in a social care institution of the Salvation Army in the Netherlands. During his stay he became active as a spokesman for his fellow residents. In 2005, he became the president of the client council of the work unit North-Holland of the Salvation Army; later he also became chairman of the national client council of the same organisation. In addition, he is active member and co-founder of a national taskforce which aims at providing advocacy and empowerment to all homeless men and women (service users) and people with an addiction in The Netherlands



**Christian Perl** has a law degree from the University of Linz, Austria and has completed further training in mediation and fundraising. He has worked as a legal advisor for Austrian NGOs for many years, counseling refugees and migrants. He established a social service for homeless and migrants in Vienna "Wohndrehscheibe" 1997, that was selected best practice by UN-Habitat 2004. His working experience includes working for an international organization, UNHCR, where as liaison officer he was responsible for work with Bosnian refugees in Central Europe, housing studies for the city of Vienna and the coordination of 3 European projects. Today he works as an independent consultant for Austrian NGOs especially in the field of housing, homelessness, migration, and anti-discrimination. He plans, develops and coordinates social projects for Austrian NGOs. He is a member of board at BAWO and sits on FEANTSA's Administrative Council.



community planning

**Ing. Jiří Růžička – Head of local homeless hostel – City of Vsetín (Czech Republic)** Jiří Růžička is representing Czech Republic on FEANTSA's administrative council. He is the director of a nonprofit organisation providing several social services like asylum shelter, night shelter, low-threshold day center and outreach services for homeless people in Vsetín. He has been working for the organisation since 2004. Jiří is also coordinator of a Working Group focusing on vulnerable people in the process of municipal community planning. Community planning is carried out at municipal or regional level - the process gathers three groups of interested bodies (submitters: municipality representatives, service providers, service users) to build a community plan on developing existing and new services for a certain time-frame. Moreover, Jiří presents the outputs of the municipal community plan to the key stakeholders involved in regional



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**Joan Uribe Vilarrodona** is director of San Juan de Dios, Barcelona Social Services. As a director, is responsible for a residential short-mid term center for homeless people; a social inclusion-activation housing program; and support programs for job placement, among others. He participate as an expert in several advisory groups convened by the Regional Government of Catalonia. He also holds a PhD in Social Anthropology from the University of Barcelona and member of GRECS (Research Group on Social Exclusion and Control), Consolidated Group of the University. He is the author of the study and subsequent publication of the book Homeless people in Barcelona: profiles, health status and health care, and articles such as "Rights of citizenship: luxury goods for the privileged?", "Old and new challenges of poverty, today, "From public order, to the risk of social fracture "and "public Space and security", among others, in various magazines and publications. He represents his institution in FEANTSA.



**Freek Spinnewijn – FEANTSA Director**

Freek Spinnewijn has been the director of FEANTSA since 2001. FEANTSA, the European Federation of National Organisations Working with Homeless People, is a European network of NGOs working on the issue of homelessness. It has members in 30 European countries. FEANTSA is the only major European network that focuses exclusively on homelessness at European level. Freek sits on the steering group of several European and national research and exchange projects on homelessness (e. g. Hope in Stations and Housing First Europe).



**Jan Spooren** is General Secretary of the European Platform for Rehabilitation (EPR), a network of leading service providers to people with disabilities and other disadvantages. EPR plays since many years a leading role in relation to quality in social services, and operates EQUASS, which is currently the only European system which specifically assesses and certifies quality of social services. Jan Spooren acted as project director of the Prometheus project (financed by Progress) which aims at developing together with all sectoral stakeholders a Common Quality Framework for social services. In this capacity, he acted as vice-chairman of the CEN workshop which is organised within this project, and overviews the piloting of EQUASS in four different social services sectors in six EU Member States. Over the last years, Jan Spooren has been a key note speaker on quality in social services at several important events throughout Europe, and an adviser of several public authorities at national level (Norway, Portugal, Romania, and Estonia).



## List of Participants

FIRST NAME	SURNAME	COUNTRY	ORGANISATION
Christian	Perl	Austria	BAWO
Sofia	Martinsson	Austria	Vienna Social Fund
Bernard	Monnier	Belgique	Cabinet du Ministre Jean-Marc Nollet
Jan	Spooren	Belgium	European Platform for Rehabilitation
Koen	Hermans	Belgium	Lucas KU Leuven
Danny	Lescauwæet	Belgium	Steunpunt Algemeen Welzijnswerk
Jiri	Horecky	Czech Rep.	Association of Social Care Providers
Ilja	Hradecký	Czech Rep.	Nadeje
Jiri	Ruzicka	Czech Republic	Elim Vsetin
Mia	Sørup	Denmark	Missionen blandt Hjemløse
Preben	Brandt	Denmark	Projekt UDEFOR
Ninna	Hoegh	Denmark	Projekt UDEFOR
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Stig	Badentorph	Denmark	SAND
Per	Ernstsen	Denmark	SAND
Rene	Holmgreen	Denmark	SAND
Leif	Jensen	Denmark	SAND
Per	Kragh	Denmark	SAND
Ask	Svejstrup	Denmark	SAND
John	Eriksen	Denmark	SBH\$110
Birthe	Povlsen	Denmark	The National Board of Social Services
Jane	Laustsen	Denmark	UDEFOR
Imbi	Eesmets	Estonia	Tallinna Hoolekande Keskus
Jüri	Kõre	Estonia	Tartu City Government
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Jorma	Korhonen	Finland	No Fixed Abode
Sanna	Lehtonen	Finland	No Fixed Abode
Jussi	Lehtonen	Finland	No Fixed Abode
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Maria	Degerman	Finland	Y-SÄÄTIO
Taina	Hytönen	Finland	Y-SÄÄTIO
Hannu	Puttonen	Finland	Y-SÄÄTIO
Kati	Utriainen	Finland	Y-SÄÄTIO
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Sabine	Rovello	France	Aslim
Antoine	Karoubi	France	Centre de Recherche en sociologie appliquée
Xavier	Vandromme	France	EMMAÜS
Marc	Uhry	France	FAP
François	Cariou	France	FAPIL
Jean-Michel	David	France	FAPIL
André	Gachet	France	FAPIL
Anne	Morillon	France	Fédération Nationale des Samu Sociaux
Samuel	Le Floch	France	FNARS
Samuel	Le Foch	France	FNARS
Michel	Mercadié	France	FNARS
Thomas	Rutschmann	Germany	AGJ Freiburg
Dietmar	Hamann	Germany	Armutnetzwerk



FIRST NAME	SURNAME	COUNTRY	ORGANISATION
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Werena	Rosenke	Germany	BAG W
Thomas	Specht	Germany	BAGW
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Werner	Schultze	Germany	Caritasverband Trier
Melanie	Trommer	Germany	Christophorus-Gesellschaft
Susanne	Hahmann	Germany	Diakonie Michaelshoven
Roland	Meier	Germany	Diakoniewerk Duisburg
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Nadine	Franz	Germany	Haus Lukas m. Langzeitwohnheim
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Andreas	Kurz	Germany	Herzogsämühle
Stefan	Kunz	Germany	KAG Wohnungslosenhilfe
Ilona	Klein	Germany	Sozialdienst kath. Frauen Trier
Petra	Meschede	Germany	Sozialdienst kath. Frauen Trier
Petra	Böwen	Germany	
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Dimitra	Soulele	Greece	ARSIS
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Balázs	Györe	Hungary	Oltalom Szeretetszolgálat
Geza	Laborczi	Hungary	Oltalom Szeretetszolgálat
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Elizabeth	Toal	Ireland	Dublin Region Homeless Executive
Mike	Allen	Ireland	Focus ireland
Catherine	Maher	Ireland	Focus ireland
Karen	Murphy	Ireland	ICSH
Niamh	Randall	Ireland	Simon Communities of Ireland
John	Calnan	Ireland	Societe of St Vincent de Paul
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Rachel	Peretz	Israel	Mayers - JDC - Brookdale Institute
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Marco	Iazzolino	Italy	fio.PSD
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Suzette	Hensgen	Luxembourg	Caritas accueil + Solidarité
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Alain	Mannon	Luxembourg	CHNP
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Patrick	Grotz	Luxembourg	Office Luxembourgeois de l'accueil et de l'intégration



FIRST NAME	SURNAME	COUNTRY	ORGANISATION
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Dario	Bruno	Luxembourg	University of Luxembourg
Jean-Marc	Feltz	Luxembourg	University of Luxembourg
Dieter	Ferring	Luxembourg	University of Luxembourg
Laura	Fousse	Luxembourg	University of Luxembourg
Claude	Haas	Luxembourg	University of Luxembourg
Loredana	Helfer	Luxembourg	University of Luxembourg
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Francine	Mores	Luxembourg	University of Luxembourg
Martin	Müller	Luxembourg	University of Luxembourg
Felix	Proietti	Luxembourg	University of Luxembourg
Laurent	Wittke	Luxembourg	University of Luxembourg
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Marielle	Beijersbergen	Netherlands	Netherlands Research Centre for Social Care
Dominique	Danau	Netherlands	SAGO Research
Elly	Burgering	Netherlands	Stichting Straat Consulaat
Tanya	van der Spek	Netherlands	Stichting Straat Consulaat
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Gunnar	Sveri	Norway	Husbanken
Maja	Flåto	Norway	Norwegian Housing Bank
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Marek	Stefaniak	Poland	Association MONAR
Slowik	Stanislaw	Poland	Caritas Diecezji Kieleckiej
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Małgorzata	Zygnerska	Poland	Kamilińska Misja Pomocy Społecznej
Anna	Machalica Pultorak	Poland	Open Door Association
Piotr	Olech	Poland	Pomeranian Forum
Jakub	Wilczek	Poland	St. Brother Albert's Aid Society
Bohdan	Aniszczyk	Poland	St. Brothers Aklibert's Aid Society
Pawel	Jaskulski	Poland	St. Brothers Albert Aid Society
Ana Maria	Ferreira Martins	Portugal	AMI Foundation
Leonor	Nobre	Portugal	AMI Foundation
Henrique	Pinto	Portugal	CAIS
Carla	Balbino	Portugal	SAOM
Andreea	Gheorghe	Romania	The Casa Ioana Association
Ian	Tilling	Romania	The Casa Ioana Association

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Bojan	Kuljanac	Slovenia	Association for help & self-help for homeless Kings of the Street
Joan	Battle	Spain	Agencia de l'Habitatge de Catalunya
Jaume	Torres Rocagine	Spain	Arrels Fundacio
Guillem	Fernandez Evangelista	Spain	Associacio ProHabitatge
Sonia	Olea Ferreras	Spain	Caritas Española
Maria Elena	Ayuso Leno	Spain	FACIAM
Patricia	Bezunartea	Spain	Fundación RAIS
Joan	Uribe Vilarrodona	Spain	Order of Sant Joan de Déu
Per	Holm	Sweden	City of Gothenburg
Barbro	Strömblad	Sweden	City of Gothenburg
Maria	Boustedt Hedvall	Sweden	National Board of Health and Welfare
Kjell	Larsson	Sweden	Stadsmissionen
Janice	Higgings	UK	Glasgow Homelessness Network
David	Kidd	UK	Glasgow Homelessness Network
Neil	Munslow	UK	Newcastle City Council
Robert	Aldridge	UK	Scottish Council for Single Homeless
Concetta	Cultrera	Belgium	European Commission
Eoin	O'Sullivan	Ireland	European Observatory on Homelessness
Volker	Busch-Geertsema		European Observatory on Homelessness
Christine	Lambert	Belgium	FEANTSA
Dalma	Fabian	Belgium	FEANTSA
Freek	Spinnewijn	Belgium	FEANTSA
Karolina	Krzystek	Belgium	FEANTSA
Katrin	Buchler	Belgium	FEANTSA
Katrin	Buchler	Belgium	FEANTSA
Laurent	Mertens	Belgium	FEANTSA
Samara	Jones	Belgium	FEANTSA
Mauro	Striano	Belgium	FEANTSA
Odette	Peinado	Belgium	FEANTSA
Ruth	Owen	Belgium	FEANTSA
Suzannah	Young	Belgium	FEANTSA
Claire	Chastanier	Belgium	FEANTSA

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