



New Horizons
-Tréimhse Nua
in HOUSING FIRST
HF EUROPE HUB CONFERENCE
DUBLIN, 19th & 20th November 2024



Navigating congregated and scattered housing choices



Kai Hauprich



Sarah Goodwin



Juha Kahila

Bundesverband
Housing First



Kai Hauprich

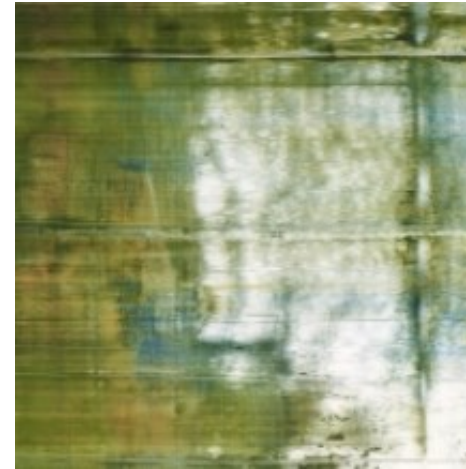
Housing First in Germany

- first pilot projects started in 2015 (fiftyfifty / Düsseldorf)
- currently over 40 programs run by a wide range of service providers
- aligned with the 8 HF Europe Hub principles
- over 500 housing placements and outreach support (standard rental contracts)
- 95% scattered-site / only one "hf unit" (Hannover)
- diverse funding models and service arrays
- all evaluations confirm reproducibility of success (housing stability, health, social integration)
- success relies on program fidelity and resources
- primarily shaped by social work; not community mental health
- establishment of Housing First Germany Association as an umbrella organization in 2022

Sources of Housing in Germany

buying/building own apartments

- how HF started in Germany (fiftyfifty / hf fonds)
- challenging in terms of program fidelity and very resource-intensive
- good way to start, learn, and take ownership (credibility)



Sources of Housing in Germany

partnerships with social housing organizations

- possibility of regularly being offered apartment lease
- trust must be built over the long term; ongoing process (“triangle of trust”)
- competitive market segment
- problems in one tenancy disrupts other tenancies



Sources of Housing in Germany

working with private landlords

- time- and labor-intensive
- difficult to build and maintain trust
- new rental offers through word of mouth
- successful in rural areas
- ideal social integration
- ultimate challenge in Germany
- biggest potential



Why we mainly work with scattered-site:

- almost all clients wish for that from us first
- the goal is recovery and social integration
- strong alignment with the Pathways model (choice, self-determination, social integration)
- greater potential for scaling (social housing)
- more adaptable to regional conditions
- change the public perception of homeless people
- don't allow policymakers to "fund token projects"
- Avoiding the "convenience of power" by social workers.





Sarah Goodwin
Housing First Programme Manager
Liverpool City Region Combined Authority

Housing
First



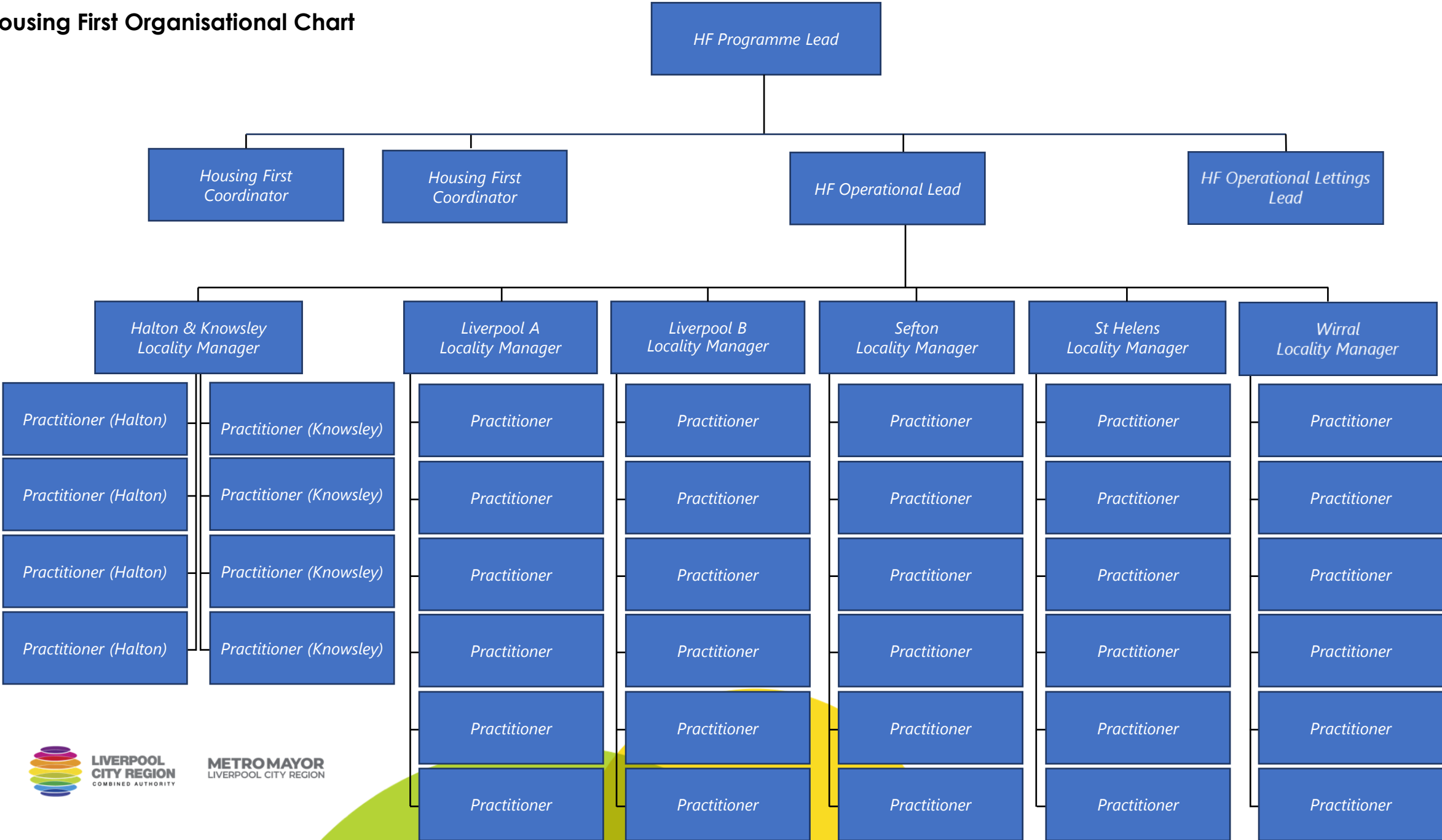
LIVERPOOL
CITY REGION
COMBINED AUTHORITY

METROMAYOR
LIVERPOOL CITY REGION

Housing First in Liverpool City Region

- Liverpool City Region was one of three Housing First pilots in England alongside Greater Manchester and West Midlands.
- Launching in 2018, the Combined Authority was awarded funding from Government to deliver a pilot Housing First programme. Funding has now been secured to March 2025.
- Rather than commissioning the service out, the Combined Authority decided that it would deliver the Housing First Programme directly.
- Initially, we ran a test and learn model and then moved to a locality model across the 6 areas.
- The model sees a Locality Manager oversee a team of Practitioners who each provide intensive support to 6 Service Users, totalling 228 across the city region.

Housing First Organisational Chart



LCR Housing Supply



- A wide range of Housing Associations involved when mobilising the pilot, demonstrating the level of dedication to reducing levels of homelessness across the LCR.
- When the pilot commenced, this commitment was affirmed via a Charter and supporting Service Level Agreement.
- Strategic support via Housing Association CEO group & Housing First Working Group, with lettings contacts nominated by each Association.
- Our ask was/is for general needs, dispersed properties for our Service Users
- As the pilot has progressed, we have sought feedback from and have captured this in a revised Collaboration Agreement

Asks of Housing Associations

- Property Offers for 1 bed flats
- Multiple housing offers for our Service Users, to ensure choice
- If a property has proven problematic, careful consideration if it is suitable for a HF Service User.
- The provision of a Tenancy Agreement (not fixed term or a license) to provide security of tenure.
- A flexible approach regarding the requirement for upfront rent payments or credit checks.
- Detailed information on the property being offered
- Information on any established community networks in the area that may be of interest to the new tenant.
- An indicator on the Housing Association's system with contact information for the HF Practitioner and out of hour's information for the Housing First On-Call Team.
- Inclusion of the Housing First Support Practitioner on all correspondence being sent to the tenant
- An agreement that the association staff and HF Team will communicate regularly on the progress of the tenancy to enable any issues to be addressed / resolved as early as possible.

Breakdown of responsibilities

Housing First Support Workers	Housing Associations
Right to Rent Checks & Benefit applications	First refusal to Housing First, prior to property being advertised via CBL scheme.
Conduct Needs Analysis & establish support pathways	Refurbish property via Voids Process
Determine individual requirements for Personalisation Budget	Viewings (as early as possible in the void process to enable re-advertising should the property be rejected by the service user)
Determine property requirements	Provide access for Housing First staff (if needed)
Develop a Safety Plan- recognise individual's triggers and refer into statutory agencies as required	Sign Up
Ongoing wrap around support as long as needed – scaled up or down - using Harm Reduction Approach	Switch on utility supply (uncap & TOAT)
Work with HAs to address any tenancy management issues (arrears / ASB/ property condition) to sustain tenancy – may request alternative property if needed	General tenancy management
Advocacy for the service user	Repairs service
24 hour contact available via on call Rota	Direct route into HF Team to address tenancy management issues – partnership approach
Develop Support Plans with short / medium & long term goals	Conversion to Assured Tenancy after 12 months

What are the challenges for Housing Associations?

- Shortage of supply across the LCR and availability of supply when needed
- Asking Associations to consider service users who would not normally meet the requirements of current allocation policies
 - Lack of paperwork
 - Suspended from PPP
 - Offending history
 - Previously evicted for rent arrears or ASB
- Monitoring arrangements may run contrary to Association's KPIs
- Choice for the service user – multiple offers
- No requirement for a local connection- service users can request a different area
- Cultural shift – allocations are outside of existing Nominations Agreements
- Need to transfer in some cases to achieve tenancy sustainment- more than once
- Long void turnaround times

Challenges around our Housing Supply model

- Not enough property offers to meet needs of programme
- Lack of funding certainty – lack of confidence for Housing Associations
- Flexibility has faded
- 1 ‘difficult’ tenancy can impact overall relationship/ how HF is seen
- Increasingly difficult to access 2nd tenancies
- Transfer process doesn’t work in reality
- Service Users feeling isolated
- Cuckooing

What's worked?

- Good partnership
- Reciprocal training offers
- Named contacts in each Housing Association
- Choice of specific areas where service users have support/ networks
- Service users connected to their local community and their neighbours
- Multi agency working has influenced system change and a cultural shift across LCR
 - A joint responsibility for service users
 - More flexibility and choice
 - Organisations are happier to take more risks/ try a new approach when the responsibility is shared
 - We have seen an increase in trauma informed approaches across LCR

Housing solutions

- Single site

Juha Kahila

20.11.2024

Y-Säätiö



Housing solutions in Housing First

Today's message: It is necessary to develop different housing options to cover varying support needs. One size doesn't fit all.

Scattered housing
Congrate housing
Hybrid solutions / innovations

Basic Housing First principles take place in all of them:

Apartment is the first step in support
Own rental contract
Individually taylorred support
Social integration

Housing options

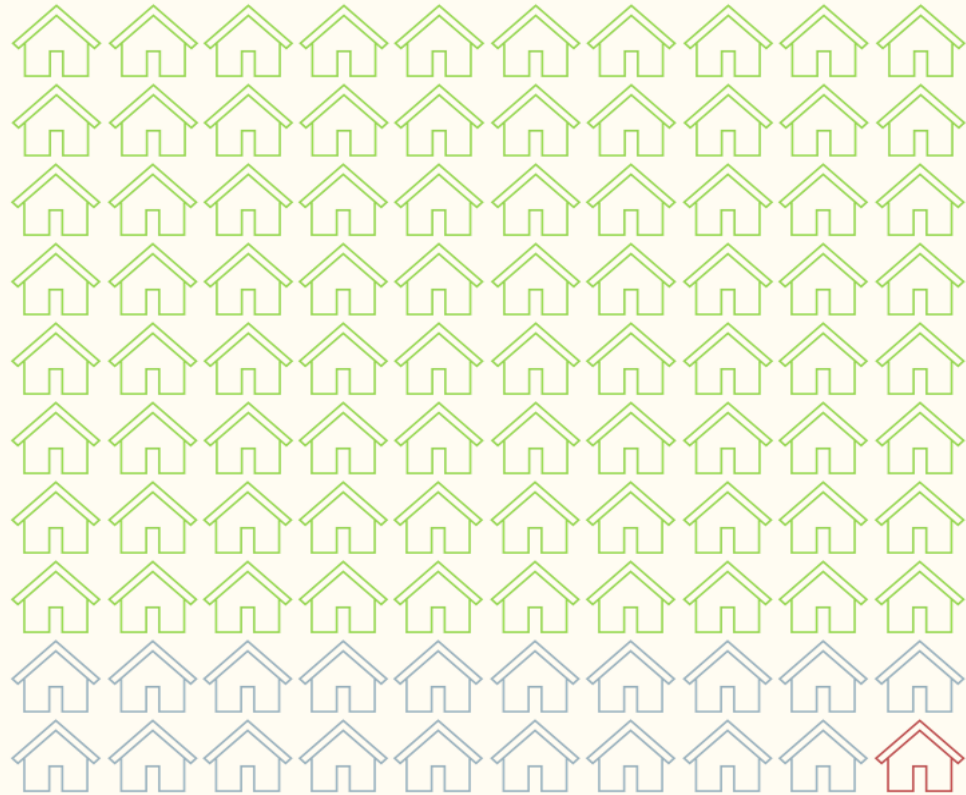
Flats in scattered housing



Flats in supported housing units



Hybrid



Single sites

Common features:

Permanent rental contracts

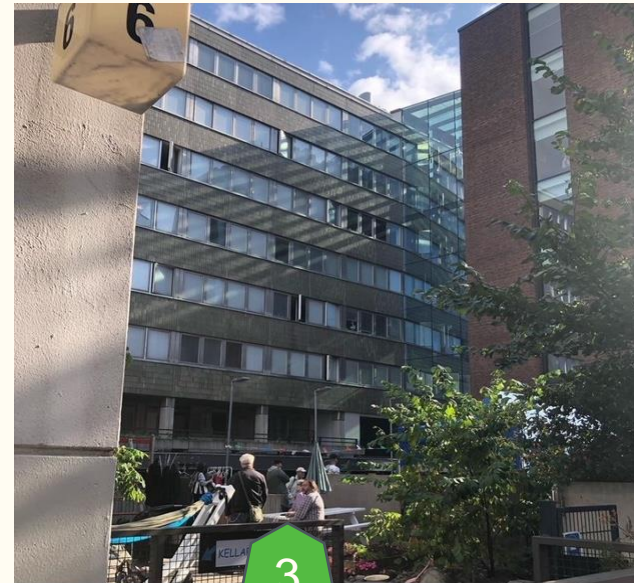
24/7 support

Support team: nurse, bachelor of social sciences, work coach, practical nurses

Neighbourhood work, low threshold work & meaningful activities

Recovery orientation, harm reduction

Communities/profiles



Hybrid solutions 1: Wäylä

Congrate unit and floating support combined + day center

Enables moving between levels of support

Provides a community and activities for all tenants + clients of the day center



Unit: 20 homes
Scattered: 21 homes



Hybrid solutions 2 & 3: Dices & Scattered unit



Back to square one



It is necessary to develop different housing options to cover varying support needs. **One size doesn't fit for all.**



If the aim is ending homelessness, scattered housing only is not enough.

Y-Säätiö

Juha Soivio
Coordinator

juha.soivio@ysaatio.fi