

Site-Visits 28 October

14:30 - 17:30

Starting point:
Under the Erasmus
Bridge,
Willemsplein 79

End point:
Pauluskerk,
Mauritsweg 20

CITY TOUR OF HOMELESSNESS IN ROTTERDAM

ORGANISATION'S NAME: PAULUSKERK

A group of visitors from the Pauluskerk who know what it's like to be homeless will take you through the streets of Rotterdam by foot. Along the way, they share their stories about becoming homeless, their experience of being homeless, and trying to get their lives back on track. This is a unique experience that shows people what it's like to have to live on the streets. The tour ends at the Pauluskerk, a special place in the center of Rotterdam where people experiencing homelessness are welcome 7 days a week.

Target Audience:

Everyone is welcome.

Partner(s):

Pauluskerk Rotterdam.

Maximum number of participants:

20 for the English tour

20 for the Dutch tour

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Sportlaan 90,
Rotterdam

BUILDING HOMES: PREVENTION OF YOUTH HOMELESSNESS IN ROTTERDAM

ORGANISATION'S NAME: STICHTING NIEUW THUIS ROTTERDAM

Stichting Nieuw Thuis Rotterdam (SNTR) built 144 homes on a single site for couch-surfing (“thuisloze”) youth. We completed the project in just 18 months from initial idea to the hand-over of the first keys to our first tenant. Funded entirely by a philanthropic foundation, the initiative demonstrates how building temporary units can be a cost-efficient and rapid way of addressing the housing shortages we face today. Join us for a tour around the facility and a conversation about what goes well and what we could learn from you!

Target Audience:

All interested in and/or knowledgeable on youth and prevention of youth homelessness

Partner(s):

Work with referral partners to select our tenants, amongst others: Rotterdamse Douwers, Stichting MAIT and Albeda.

Maximum number of participants: 20

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**Timmerhuis,
Halvemaanpassage 1, 3011 AH
Rotterdam**

HEILIGE HUISJES: THE BUSINESS CASE FOR UNDERUSED SPACE

ORGANISATION'S NAME: HEILIGE HUISJES

In the Netherlands - and elsewhere, too - the amount of homeless people is linked to the housing shortage. Yet, the housing crisis cannot be solved overnight. So, what can we do in the meantime? One answer is: making better use of existing buildings for housing. Space in the Netherlands is not utilised efficiently; single people and the elderly often have spare room and would be willing to share it. Also, residential and other buildings/properties remain empty. What is needed to make (better) use of this space? What would the financial estimate look like if we made this happen? In this workshop from Heilige Huisjes, you will develop a business case for that underutilized space—so you can get straight to work once the workshop is over!

Target Audience:

Policymakers, frontline workers, researchers—everyone is welcome.

Partner(s):

Gemeente Rotterdam

Maximum number of participants: 20

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**Meeting at
Maassilo -
Maashaven
Zuidzijde 1-2,
3081 AE
Rotterdam**

*Biking will be
necessary - one must
be comfortable and
experienced with
cycling.*

*Please note that
bikes will be
provided.*

ROOM FIRST: KEY FIRST, SUPPORT SECOND

**ORGANISATION'S NAME: MUNICIPALITY OF ROTTERDAM (WITH
VISTIS TO LEGER DES HEILS)**

Room First is a Rotterdam innovation piloted by the city's shelter and care providers, now facilitated and delivered jointly by the Salvation Army (Leger des Heils), CVD, and NAS. The approach gives people experiencing homelessness a key to their own private room, paired with basic support - offering rest and stability first, to pave the way for further guidance and care. It builds on the same "housing first" logic that has shown strong results in Finland, and grew out of Rotterdam's own earlier Housing First pilot.

On this visit, you'll tour two shelters by bike:

- 14:30 start by bike at Maassilo
- 14:45 arrival at Carnissingel 4
- 15:15 leave at Carnissingel 4
- 15:45 arrival at Kreekpad 4
- 16:15 leave at Kreekpad 4
- 16:30 arrival at Maassilo

We start at Maassilo and bike to our first destination: Roer/Meerpaal. This is a shelter for homeless people and here is also the possibility for pets of homeless owners to stay safe in a shelter. So having a pet is no longer a refusal for a shelter.

Then we ride to our Housing First shelter: Room First. We want to offer homeless people housing, but we don't have a house immediately. It takes around three months. To avoid a stay in a shelter for months, we offer a room, a key, a front door and accompaniment during this stay. We see healthier and happier people with hope and perspective in our Room First locations. After this we ride back to the Maassilo.

Target Audience:

Frontline workers, policy officers, client representatives, care providers, local governments, housing corporations, advocacy groups, researchers.

Partner(s):

Salvation Army (Leger des Heils), CVD, and NAS

Maximum number of participants: 20

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**Mathenesserlaan
433, Rotterdam**

STREETMEDICINE IN ROTTERDAM

**ORGANISATION'S NAMES: STRAATZORG ROTTERDAM, STEDELIJK
DAKLOZEN TEAM, BARKA FOUNDATION**

This session offers participants an introduction to Street Medicine (Straatzorg) in Rotterdam, providing insight into how healthcare is delivered to people experiencing homelessness. Participants will receive a guided tour of the Straatzorg location, followed by a presentation on the development of the service, its daily practice, and the challenges and opportunities involved in providing accessible healthcare to one of the city's most vulnerable populations. The session will also explore how collaboration across health, social care, and public sectors contributes to better outcomes for homeless individuals. Participants will gain a deeper understanding of how healthcare can be organized and delivered effectively to people experiencing homelessness. The session will highlight the importance of outreach, accessibility, multidisciplinary collaboration, and system-level partnerships in addressing complex health and social needs.

Target Audience:

This session is open to anyone interested in homelessness, healthcare, and integrated support systems, including:

- Frontline professionals
- Policymakers
- Researchers and academics
- Client representatives and advocates
- Healthcare professionals
- Managers and network partners

The diverse audience is expected to contribute to a rich and engaging discussion.

Partner(s):

Homeless shelters and accommodation providers, Outreach and field workers, Hospitals, Diagnostic laboratories, Municipality of Rotterdam, Zilveren Kruis, CAK

Maximum number of participants: 20

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**De Plataan,
Mathenesserlaan
261, Rotterdam**

**CO-CREATING A BETTER FUTURE: REIMAGINING EMERGENCY
ACCOMMODATION FOR YOUNG PEOPLE EXPERIENCING
HOMELESSNESS
ORGANISATION'S NAME: ENVER**

How can cities redesign emergency accommodation to better support young people experiencing homelessness? In Rotterdam, a unique partnership between youth with lived experience, service providers and the municipality led to the creation of a new 24/7 youth shelter. Replacing shared dormitories with private rooms and offering round-the-clock support, this facility represents a major shift towards dignity, safety and recovery. This workshop explores the collaborative process behind the project, key lessons learned, and the impact of placing young people at the centre of service design.

Target Audience:

Frontline workers, policy makers, researchers and client representatives

Partner(s):

Municipality, Pameijer

Maximum number of participants: 20

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**Delftseplein 29,
Rotterdam**

20 YEARS OF CENTRAAL ONTHAAL: FROM SHELTER TO HOUSING

FIRST

ORGANISATION'S NAME: CENTRAAL ONTHAAL

How does a city organise access to shelter, support, and housing for people experiencing homelessness? And how can a system evolve from a shelter-oriented approach towards Housing First and “Wonen Eerst Tenzij” (Housing First Unless)?

This year, Rotterdam celebrates 20 years of Centraal Onthaal. Established in 2006 as a joint initiative between the municipality and care providers, it has developed into a collaborative structure connecting housing, care, and support services.

In this workshop, we will explore key milestones in this journey, from the founding of Centraal Onthaal and the development of the Pathway Allocation Committee, to the introduction of Housing First in 2019 and the transition to “Wonen Eerst Tenzij” in 2025.

Looking beyond the history, we will reflect on the lessons learned, the role of collaboration, and the challenges of organising access to housing and support in a changing policy context.

Join us to discover how 20 years of collaboration have helped Rotterdam move from shelter towards a housing-led approach.

Target Audience:

Frontline workers, policy officers, client representatives, care providers, local governments, housing corporations, advocacy groups, researchers.

Partner(s):

Care providers such as Leger Des Heils (Salvation Army), Centrum voor Dienstverlening, Nico Adriaan Stichting, Maaszicht, and others. Rotterdamse Douwers, Probation Service (Reclassering), Suwr, housing corporations.

Vangnet en Advies, Werk en Inkomen, Centrum voor Jeugd en Gezin (Youth and Family Center).

Other municipalities, mental health (GGZ) institutions, Veilig Thuis (domestic violence and abuse hotline)

Maximum number of participants: 20

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**Bierstraat 305,
Rotterdam**

MEET THE PEOPLE FROM PROJECT 010: HOUSING FIRST FOR YOUTH **ORGANISATION'S NAME: ROTTERDAMSE DOUWERS**

In this session, the Rotterdam Douwers will share the story behind Project 010, the pioneering initiative that laid the foundation for today's Wonen Eerst 010 (Housing First 010) programme. Based on the belief that stable housing is the starting point for recovery, personal development, and social participation, the Douwers helped bring together municipalities, care providers, housing associations, employers, and community partners to create a new approach for young people in vulnerable situations.

A key factor in the success of Project 010 was the unique role of the Rotterdam Douwers as a bridge between formal systems and everyday life. With a network of more than 700 volunteers, the organisation provides long-term, relationship-based informal support that complements professional services. In addition to housing, the Douwers bring expertise and strong networks in areas such as debt support, mental health, education, employment, and social participation, enabling them to address the broader challenges that affect housing stability.

The Rotterdam Douwers also serve as an important connector within the city's social ecosystem. Their approach is natural, integrated, and human-centred: not driven by bureaucracy, but by the needs and aspirations of the individual. Participants will learn how this way of working contributed to the development of Project 010, how it evolved into Wonen Eerst 010, and what lessons can be applied to similar Housing First initiatives elsewhere. Participants will learn how a shared vision, trust-based partnerships, and an integrated approach can create sustainable housing solutions for young people. The session will also provide practical insights into building local partnerships and connecting housing, care, employment, and social participation.

Target Audience:

This session is intended for anyone involved in Housing First approaches for young people, or those interested in developing similar initiatives, including:

- Frontline professionals
- Policymakers
- Researchers and academics
- Client and youth representatives
- Managers and network partners

Partner(s):

Core Partners: Municipality of Rotterdam, Care and support providers, Housing associations, Business network and employers

Maximum number of participants: 15

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**Volkelstraat 15,
Rotterdam**

NAS SHELTER SERVICES: EU SHELTER AND WINTER SHELTER **ORGANISATION'S NAME: NICO ADRIAANS STICHTING (NAS)**

The Municipality of Rotterdam partners with the Nico Adriaans Stichting (NAS) by subsidising its operation of the EU Shelter and Winter Shelter, enabling NAS to run both on a day-to-day basis.

EU Shelter

Since 2024, NAS has operated a shelter for homeless EU migrants on behalf of the municipality. In a short 8-week programme, participants are guided either toward employment or supported in returning to their country of origin. Since it started, more than 300 people have been successfully helped.

Site visit includes:

- Arrival at the EU shelter
- Tour of the location and conversations with professionals (60 minutes)
- Possibly a conversation with clients present

Winter Shelter

NAS has also provided winter shelter (winteropvang) since 2018, through the Winter Cold Scheme (winterkouderegeling, WKR) - additional, temporary shelter on top of regular services, offered whenever the minimum "feels-like" temperature drops below zero degrees. During winter shelter nights, everyone sleeping rough is welcome - including both people with an established right to regular shelter (rechthebbenden) and those without one, such as EU migrants and undocumented individuals. The shelter runs from 4:00 PM to 11:00 AM, with capacity for 163 people, showers, and coffee, tea, breakfast and a hot meal provided to every guest. People register at a central sign-up point (Vijverhofstraat 35-37) and are transported to the shelter location by NAS - they cannot travel there independently. The winter shelter operates between 1 November and 1 April, with specific open nights announced in advance.

Target Audience:

Everyone is welcome to join this tour.

Partner(s):

Municipality, Barka, St. Ontmoeting, Straatzorg Rotterdam, Nico Adriaan Stichting, Antes

Maximum number of participants: 15

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**Timmerhuis
Halvemaanpassage 1, 3011 AH
Rotterdam**

**FROM SCATTERED ACTIONS TO A CONNECTED APPROACH:
MEANINGFUL PARTICIPATION IN HOUSING FIRST ROTTERDAM**
ORGANISATION'S NAME: JIMMY'S

Almost everyone agrees that people with lived experience should have a say. In practice, this often remains a matter of isolated initiatives and good intentions. Through action research within Wonen Eerst 010 we are exploring what makes participation meaningful, how to embed it structurally, and what it asks of practitioners, organisations and participants themselves. In this workshop we share where we currently stand – and open the floor: what do you recognise from your own context, and what have you found that works? Your input feeds directly into the next phase of our research.

Target Audience:

Policy makers, practitioners, frontline workers, people with lived experience

Partner(s):

Wonen Eerst 010

Maximum number of participants: 18

For any questions regarding the site-visits, please contact Danielle Dulski
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