



In the COOP project a key focus was the role of partnerships including a **TRIANGLE of (professional) partners**: local authorities, housing providers and social care providers.

ADDED VALUE OF COOPERATION

The good practice examples show that through cooperation it is possible to **develop holistic and integrated support systems**. Cooperation in the provision of services can facilitate the development and delivery of various solutions that would otherwise not be possible. This proved true for services for **a broad range of vulnerable people** including the homeless, refugees, migrants and people with substance misuse issues.



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www.srz-gmbh.com/coop

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HOW TO HELP PEOPLE
 EXCLUDED FROM
 DECENT HOUSING

CO-OPERATE!

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Experiences from nine European cities



REPORT on Good Practice in Cooperation and Transferable Lessons

based on the project

INTEGRATED FORMS OF COOPERATION IN HOUSING STOCK POLICY FOR HOUSING PROVISION FOR RISK GROUPS



The **securing of decent and affordable housing** plays an important role in the fight against poverty and social exclusion. However, growing numbers of people experience difficulty in accessing good quality accommodation. In many EU cities, people continue to live in poor housing while others experience housing loss and homelessness. Conventional forms of housing do not always sufficiently address the needs of risk groups who require assistance in accessing and retaining decent and appropriate accommodation.

This EU project – COOP – focused on **integrated forms of co-operation** between local authorities, housing providers and social care providers in preventing and addressing homelessness or housing loss. It aimed to explore the added value of cooperating, as opposed to working separately, through the study of a number of EU cities.

GOOD PRACTICE

Within the COOP framework, **17 good practice cases in nine European cities** were discussed. They represent a broad range of activities in the field of meeting the housing needs of vulnerable groups. According to their main aim these activities can be grouped into four categories:

prevention of housing loss

Centre for Secure Tenancy FAWOS | Vienna, A
Local Authorities + Housing Associations | Krakow, PL
Local Care Networks LZN | Rotterdam, NL
Reconstruction of Council Housing | Brno, CZ
St Anne's Alcohol Services | Leeds, UK

provision of permanent housing

Flat Exchange | Vienna, A
Integrated Support System | Duisburg, D
Refugees and Asylum Services | Leeds, UK
Nowell Court | Leeds, UK
Social Allocation of Flats | Vienna, A
Steering Committee | Rotterdam, NL
SWH Rehousing Homeless People | Hanover, D

expansion of the accessible housing stock for vulnerable groups

SLRB Housing Association | Brussels, B
Social Rental Agency IRIS | Brussels, B

social re-integration into mainstream society

Darzybor Settlement – BARKA | Poznan, PL
Half Way House | Brno, CZ
With(out) A Roof | Rotterdam, NL



LESSONS LEARNT

The COOP **triangle** of housing providers, social service providers and local authorities was seen to be effective in delivering services which prevent housing loss and provide housing and support for vulnerable groups.

European policy should continue to stress the importance of adequate and **appropriate housing as key** in reducing social exclusion but should also promote a more holistic approach recognising the roles of a wide range of services which contribute to social inclusion.

National, regional and local governments **should encourage the development of cooperation forms** including a broad range of actors. It is recommended that local authorities take over the lead in developing and coordinating partnerships. They should consider **piloting** cooperation forms **and** robustly **evaluating** their efficiency and effectiveness.

In most countries there is still much work to be done in terms of **customer involvement**. Policy makers should require cooperations and services to develop strategies to involve customers.

