

VIENNA'S PLEDGE TO THE EUROPEAN PILLAR OF SOCIAL RIGHTS
Involvement in principle No 19: Housing and assistance for
the homeless

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The City of Vienna is implementing a new local strategy to ensure for homeless and houseless people in Vienna to regain control of their lives. The strategy and its underlying guiding principles reflect the core elements of the European Pillar of Social Rights in the field of social protection and inclusion and are an important step in the fight against poverty in Vienna.

The City of Vienna has delegated to the Fonds Soziales Wien (Vienna Social Fund) the competences for planning, funding and monitoring the manifold services of the Viennese Assistance Programme for Homeless People. The overall goal is to allow everyone to determine their own living conditions. To strengthen our efforts and further promote the social inclusion of (formerly) homeless persons as well as to improve their living conditions, **the City of Vienna is proposing a new strategy for the upcoming period 2019-2022 including the following measures:**

The creation of an **interface between eviction prevention and the Counselling Centre for Supported Housing Services.** As soon as eviction prevention is achieved, care will be provided by floating support teams with the aim of sustainably ensuring the accommodation.

Reorganisation and expansion of outreach services. A support line for outreach services is available 24/7.

Closure of overnight shelters and transitional accommodation. Studies have shown that overnight lodgings and transitional accommodation are not adequate solutions to effectively tackle homelessness, and they have a negative impact on clients, with hospitalisation being one issue. They will be replaced by *Chancenhäuser*, Housing First and long-term institutional alternatives.

Founding of *Chancenhäuser (Houses of Opportunities)*. *Chancenhäuser* provide homeless persons with universal access to high standard emergency accommodation and immediate counselling with the ultimate goal of securing long-term housing.

Expansion of Housing First. Floating support through Housing First offers flexible, need-oriented, professional support in an individual's own home. It ensures that the client is supported as soon as necessary, and irrespective of their current housing situation. 80% of new clients of the Viennese Assistance Programme for Homeless People each year are assisted in their own homes by floating support.

Institutional alternatives offer long-term, secure housing with support when living in an own apartment is not a feasible option. Supervised housing in an institutional alternative is available for 20% of new beneficiaries of the Viennese Assistance Programme for Homeless People each year.

Establishing peer support. Men and women who have experienced homelessness themselves are trained as 'peer workers' to complement the support teams with their experience and insight.

We are convinced that this holistic strategy makes a huge difference for vulnerable people in Vienna. Furthermore, Vienna's commitment to this Principle 19 on Housing and Assistance for the Homeless as well as the implementation of our new strategy clearly show that the fight against poverty and homelessness is an integral part of its social policy mix and a valuable contribution to social inclusion.



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