**WG2 Case study profile**

**(updated April 2014)**

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| **WG2 Thematic Group** | **WG2.4. Housing and neighbourhood** |

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| **Name(s) of proposer** | **Florian Wukovitsch** |
| **Institution** | **Vienna University of Economics and Business** |
| **Title of case study (and priority ranking)** | **Housing First Vienna** |
| **Country/region/place investigated** | **Vienna/Austria** |
| **Social service sector(s) investigated**  *(Erase non relevant ones)*   * Housing and neighbourhood | Vienna has a wide reputation for its history of innovative social housing. Nontheless, affordable housing has become less accessible in recent years. In this context, “housing first” tries to find innovative forms of accommodating homeless people in Vienna. |
| **Category of case study (‘what’ is investigated)**  *(Erase non relevant ones)*   * Subsector/policy/programme (meso-level) * Project/initiative/experience (micro-level) | We investigate a pilot project that aims at supporting the autonomy and self-determination of clients. Beyond this primary aim, however, this pilot project not only wants to change the system of giving assistance to homeless people in Vienna but also of regulating housing and new construction in more general terms. |
| **Time frame considered** *(from when to when)* | From mid 2000s until today |
| **Five ‘perspectives’**  *(Erase non relevant ones)*   * Cost efficiency/quality/user satisfaction * Governance * Social and/or territorial cohesion | The initiative aims at increasing the quality and user satisfaction of services by making them more individualized and responsive. At the same time, it changes the governance system in the field, leading to more participation of service providers and clients. Finally, by opening different housing sectors for disadvantaged groups, social cohesion in the city should be strengthened. |
| **Three processes in restructuring + crisis**  *(Erase non relevant ones)*   * Cuts/rationalization/management reforms (NPM, others) * *Horizontal* subsidiarity (involvement of/outsourcing to other suppliers) | Management approaches are slightly adapted in a way to make social work more flexible/ less standardised, thus giving social workers more discretionary power. This not only requires trust between the contracting authority, the management in initiatives and the persons working in the field. It strengthens horizontal subsidiarity by increasing the flexibility of approaches. |
| **Specific questions/focus** | The case study is embedded in the larger context of the research project “ImPRovE – Poverty Reduction in Europe: Social Policy and Innovation” in which we analyse how the classical welfare state can be made more responsive to hitherto neglected social needs. The focus of our research is on eight governance challenges. |
| **Local Stakeholder Network (LSN)** | Do you intend to set up a LSN: NO |