

National report



**LLP-ERASMUS
Intensive Programme**

**Internet advanced promotional tools application for increasing awareness
of social exclusions movement**

Social exclusion of homeless people in The Netherlands

Report prepared under supervision of **Jan Spruijt**

by:

1) Daisy Dirks

2) Danielle van den Berg

Katowice, 2012



University
of Economics
in Katowice



Table of content

Introduction	3
1. Level and structure of homeless people exclusion.....	6
2. Causes and consequences of homeless people exclusion.....	8
3. Government role in preventing homeless people exclusion.....	12
4. Institutions and their actions	14
5. Other activities against homeless people exclusion	18
6. Characteristics of 'Het Inloopschip'	20
Conclusions	23
References	24



Introduction

Homeless people can be divided into several groups, namely:

1. Homeless (people without a house)
2. Homeless (people without a home)
3. Marginally housed
4. Changing homeless

Specialised literature also suggests a distinction between voluntary and involuntary homeless people.

The different groups of homeless people could be defined as follows:

1. *Homeless*: people without a home and/or regular housing. Homeless people leading at least four consecutive weeks a nomadic life and spending the night in the street or in non-commercial centers fall under this description. This group mostly spends their nights:
 - Living in public areas.
 - Staying in night shelters.
2. *Homeless*: people without regular housing. Distinguishing themselves from the first group by the fact that they live at least a year in educational and counseling facilities like boarding schools, social inns and forms of protected or assisted living. This group mostly spends their nights:
 - Staying in a shelter or hostel.
 - Staying in temporary houses.
 - Staying in institutions (as prison, mental institution).
3. *Marginally housed*: people who stay for at least four consecutive weeks in places where there is no guarantee for long-term residences such as squats, commercial inns, caravans or with family or friends.
 - Living in homes with dedicated support
 - Temporary and involuntarily living with family or friends
 - Living in a house without a Legal contract
4. *Changing homeless*: Changing homeless are people who temporarily leave their homes/home for a street or marginal accommodation and also homeless people, who live in the streets, who temporarily stay in a house/home or marginal housing.

- Living in temporary accommodation (summer houses, building demolition, caravans)
- Living in a house that was declared unfit for habitation.

The above/mentioned strata are all part of the national social care system. Whatever group they are assigned to, the reason for their homeless situation and participation in the social care system are mostly equal. They often face multiple, interacting problems. Moreover, there is a combination of roof and homelessness, violence issues, debt, education problems, psychiatric, somatic and/or addiction problems and/or unemployment or the lack of any meaningful activities. This makes the request for help complex and comprehensive.

Therefore, these individuals often also have to deal with agencies and professionals from different sectors of society, including child welfare, mental health, addiction, et cetera. Furthermore, there is often involvement of agencies with their income, housing, social support and daily activities to do.

Homeless people find themselves on the edge of the society. Their participation rate in the community, including participation in regular health care, having a paid job and attending an educational institute, is low. They are often not registered in a central register such as the Municipal Administration, i.e. they usually do not participate in the population survey. This makes the identification and visualization of this vulnerable group of people complex.

In 2006 a Plan for Social Relief started in the four major cities (Amsterdam, The Hague, Rotterdam and Utrecht), with the view to improving the situation of homeless people and at the same time to reduce the nuisance. This plan has ensured that in the four major cities less people have been living in the streets, thousands of people have gotten a better aid offer and that the nuisance has decreased.

Some facts about homeless people in the Netherlands are:

- The average education level of homeless people is below the national average. The percentage of homeless people without education or only primary education is 30% above the overall percentage.
- Similarly, the number of highly educated people within the homeless is below average, namely 5% of the homeless is highly educated and the overall average is 22%;

- most of the homeless are single;
- the majority (85%) of the target group consists of men, meaning that a minority of only 15% of the entire group is women;
- 70% of the homeless people consists of people aged between 25 and 45 years of age;
- A very high percentage of 60% of homeless people display addiction to drugs or alcohol;
- psychiatric syndromes are two to three times more likely for homeless people than for the average population;
- around 30% of the homeless have both a mental disorder as an addiction problem;
- the average income is far below standard;
- they are more involved in police or criminal justice matters and they more often have been convicted or have been in custody;
- Their health situation is poor, especially for those who live in the streets. Respiratory diseases, musculoskeletal or dermatological disorders and infectious diseases are more common than in the average population.



1. Level and structure of homeless people exclusion

1.1 Level and structure

There are not many statistics about the level and structure of homeless people in the Netherlands. Homeless people are not registered in the Netherlands, that is why different organizations make estimations according to homeless shelters and care centers.

The difficulty of defining this group is that there are different perspectives. As depicted in the introduction, in the Netherlands there are residential and actual homeless people. Residential homeless people are registered at organizations for social intake. The actual homeless people are people who live on the street or other public places and have no guarantee for a place to sleep for the night. The following figures about the level and structure of homeless people only relate to the *actual homeless people* in the Netherlands.

In 2010 the Central Bureau of Statistics (CBS) has made a total estimation of homeless people in the Netherlands. 2010 is the first year in which the number of homeless people has been estimated. The number of homeless people observed in the registers accumulated to 5169. There is also an estimated number of 12598 homeless people that are not registered, resulting in a total estimated number of approximately 17767 homeless people in the Netherlands in 2010. This number has a reliability of 95%.

This number accounts for approximately 0.1% of the Dutch population. The capital city Amsterdam has approximately 2500 registered homeless people. Estimated is that there are 1500 more who aren't registered.

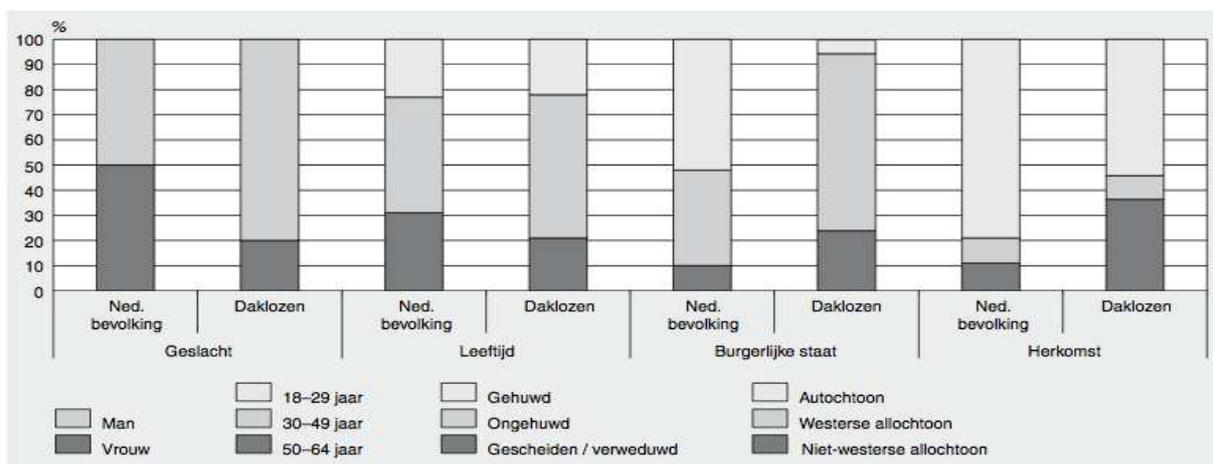
Most of the homeless people in the Netherlands live in one of the four major cities, Amsterdam, Rotterdam, Utrecht and The Hague. As a result, these cities offer the most night centers where homeless people can sleep for the night.

Before 2010, the total number of homeless people in the Netherlands has only been roughly estimated. In 2007 an approximate number of 56 000 homeless people were estimated. This estimation is based on the number of homeless people who found their way to care centers. This number includes both residential and actual homeless people and is therefore higher than the above-mentioned figures.

52% of all homeless people in 2007 were between the ages 31 and 50; 20% were older than 50 years. Almost half of all homeless people had an unknown place of birth. 28% were native Dutch speakers and 23% were born outside Europe.

Figure 1 shows a comparison between the Dutch population and the population of homeless people between 18 and 64 years old. The comparison shows a strong correlation between the two groups; homeless people are mostly men, between 30 and 50 years old, not married and are from outside Europe.

Figure 1: Dutch population and population homeless people (18-64 year), a few



demographic characteristics, 2010¹

Profile of homeless people in the Netherlands in 2010:

- 80% of the population homeless people is male, compared to 47% in the Dutch society;
- 57% are between 30 and 50 years old, with an average of 40 years, compared to 46% in the Dutch society;
- 70% are not married, compared to almost 40% in the Dutch society;
- 36% come from countries outside Europe.

¹Man=man; vrouw=woman; gehuwd=married; ongehuwd=unmarried; gescheiden=divorces; verweeduwd=widowed, autochtoon=native;

According to an interview with the Dutch Salvation Army in national newspaper 'Trouw' (2007), the number of homeless people is reducing. Up to 2007 the number has been growing for each consecutive year. According to Ina Voorham, director of the Salvation Army, the decline of the number of homeless people has seen a turning point in 2007. As mentioned earlier, before 2010 the exact numbers were not registered and monitored. As a result, it is not possible to show evidence of this turning point. However, the Salvation Army manages 25% of all Dutch shelters and therefore is able to make a reasonable estimation. In the years 2004, 2005 and 2006 they estimated the number of homeless people up to 65000. Compared to these numbers, 2007 showed a decrease of 9000. Director Voorham relates this to the improved collaboration between the public authorities.

Despite the crisis of 2010 and 2011, The Salvation Army is convinced that the number of homeless people will continue decreasing. According to different messages in media, poverty, however, will further increase in the Netherlands. Despite of this, spokesman Gerrie van den Berg (2011) expects that the increasing poverty rate will not lead to an increase in the number of homeless people.

1.2 Forecast

The last years the number of homeless people in the Netherlands has been decreasing. As a result of phase 2 of the government programme - Plan for Social Relief – it is expected that this number will decrease more in coming years. This programme brings together different organizations to prevent people getting homeless. Homeless people that become part of this social care programme will have a higher chance of a better future. Those who do not want to be helped voluntarily or cannot because of the excessive registrations, will probably have more difficulty living their lives. Because of the government cuts on healthcare and the height of the healthcare (insurance) costs, the chance exists that homeless people will not apply for healthcare. Organizations are worried about this development, because they believe homeless people will relapse and cause more nuisance. Homeless people who are in bad physical condition, have repeatedly been associated to social problems. Consequently, medical exclusion also means social exclusion. However, due to this programme, an increasing number of homeless people will be able to reintegrate in Dutch society, will get special housing and will be guided to maintain their new lives.

2. Causes and consequences of homeless people exclusion

2.1 Cause of homelessness in the Netherlands

People can become homeless for various reasons. A number of reasons why someone becomes homeless are described here:

- Eviction, problems like addiction, mental illness, crime or losing a job and being in debt already can play a role in losing a home;
- Release from prison, without proper accommodation arranged;
- Running away from home;
- For many female homeless people, domestic violence makes them flee from the (violent) home situation. The majority of clients entering shelters are women who had to deal with violent and/or sexual abuse. A small percentage who end up in shelters are women who try to escape from crimes of honor or 'loverboy' issues. The latter often became subject to abuse and forced prostitution;
- Addiction problems, most significantly to drugs or alcohol resulting in the fact that they lose their jobs;
- Unemployment and therefore financial problems.

Before actually ending up in shelters, most of the homeless people have lived in the streets, in caravans, garden sheds, squats and occasionally with friends or acquaintances for some period of time.

In addition to homeless adults there are also homeless children and adolescents. Everyone under the age of 23 belongs to this group. The reasons for homelessness differs largely from adult homelessness. Four reasons that explain homelessness among young people have been studied:

- After leaving (youth) prison;
- After leaving a youth care institution;
- Through leaving school, some young people go beyond roaming the streets and eventually end up in the street;
- And finally by repeatedly running away from home, there might be a time that they do not return home.

In the Netherlands, people who become homeless after eviction, have been released from detention or have been released from a mental hospital are registered as homeless when they self-report to the social care setting within 30 days. That means that people who report themselves outside the prescribed period will not be counted. This way of counting may cause underestimation of the actual number of people who became homeless after eviction or release. It often happens that these people find help with their family or friends and only in the course of time will report themselves to the social care setting.

2.2 Consequences of homelessness

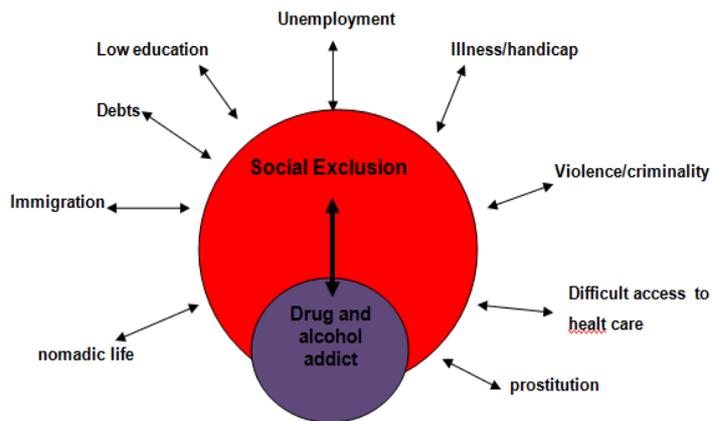
Different sources suggest a range of consequences for homelessness in the Netherlands. These consequences not only affect the homeless people themselves, but also the society as a whole.

A couple of the consequences for the homeless themselves are:

- Street life is heavy for the body, this is one of the reasons that a lot of homeless people are in bad shape and are suffering from health issues. These issues are usually chronic problems - a result of their nomadic life.
- They die younger than the average age in the Netherlands. This is caused by reduced access to medical care.
- They do not have a home, so they have to sleep in the street.

Homelessness also has consequences for the society. According to Kennislink – an organization linking non-profit organization by sharing knowledge and best cases - social exclusion is a huge problem in the Dutch society because it brings people in even more serious problems. There are different reasons why people get homeless (socially excluded) The Salvation Army created the following figure (2) as a result of a study into homelessness.

Figure 2: Social exclusion: influx and outflux



In the Netherlands there are a couple nuisances from homeless people for the society. These annoyances could have different causes, namely because homeless people suffer from:

- mental health disorder;
- addiction, usually chronic;
- criminal activities causing them to be multiple offenders;
- street prostitution;

Some of these nuisances are:

- committing petty crimes;
- urinating in porches and defecating in bushes;
- leaving their syringes and dirt lie at unwanted places;
- noise pollution in the neighborhood of their shelters. Usually there are rules between the homeless people and the neighbors in the shelters;

Beside noticeable nuisance there is also less detectable nuisance, namely

- they flock together and give the people around them a feeling of insecurity and danger;
- homeless people with a drug or alcohol addiction give people around them a feeling of insecurity and danger.

This kind of nuisance offers the society a feeling of insecurity because the homeless people look and behave different causing the passersby to be afraid that something happens to themselves.

3. Government role in preventing homeless people exclusion

3.1 Government programme

In 2006 the government started a programme, Plan for Social Relief (Plan van AanpakMaatschappelijkeOpvang, 2006) in the four major cities (Amsterdam, Rotterdam, Utrecht and The Hague), which had the purpose to improve the situation for homeless people and force back the nuisances. In 2008 this programme was expanded to 39 other cities. Results of the years 2008 and 2009 show a positive development and a positive difference in the tendency. This programme has led to fewer homeless people in the streets in the four major cities. Thousands of people have received better help and care, and inconveniences have been decreased. In this programme homeless people were able to follow a track for better living, health care and better income. In order to provide this opportunity government and cities have expended their social work, care centers and living environments for homeless people.

In 2011, phase 2 of this programme started in order to maintain, amplify and proceed the results of phase 1. The first phase has led to a decrease of 10000 homeless people in the streets and who have received better help and chances in the future. In the second phase the government is willing to prevent people from getting homeless (again). Not getting homeless is their own responsibility, but in the case of external causes of homelessness, the government will help to get their life back on track. The main targets of phase 2 are the prevention from new homeless people by investing in precautions, better care and insertion of homeless people and stimulate people to participate in society. To achieve these targets, the four major cities are cooperating with different districts throughout the country. In every district, people can participate according to their possibilities and skills in order to contribute to their own recovery in society. In 2009, these targets have been harder to reach, because of the government cuts. To reach these targets the four major cities extend their attention to homeless children below 23 years, among other groups. The search for a solution for the care of asylum applicants who are homeless will continue as well as collaborations with different organizations in order to find appropriate care and housing.

3.2 Facilities

In 2007 there was room for 17500 homeless people in care centers, this includes day and night centers, crisis centers and other forms of housing. There are different centers where homeless people can go to, which are almost all initiatives of the government and the cities. Care centers where they can go to in the first place are the so-called “instroomhuizen”, where they take in homeless people. In an ideal world all homeless people should come here for help. Here they can spend the night and within six weeks there will be an integrating plan made for them. Afterwards, they will be monitored every three months to see if they are on track. In fact, these “instroomhuizen” are mostly full and cannot help all the homeless people who come here.

Day centers gives people a chance to tell their story, provides a shower, an appropriate environment to wash their clothes and meet new people. They can also speak to a medical doctor, social workers or social services. They also have the possibility to get a postal address. In night centers homeless people can get a place to sleep. Mostly they have to pay (around €2,50) for an overnight stay.

3.3 Social security

In the Netherlands homeless people (who have a house, but not a home), are entitled to payment by the local authority. In order to get social security homeless people have to follow a few rules. Homeless people will have to have a regular housing, like a car or house, or will stay with friends or family and have a postal address. When homeless people receive social security, they will have a few obligations, such as cooperation to medical treatment in the case of addiction to alcohol or drugs. In the Netherlands one will always get help if one wants to improve his/her life.

3.4 Regional policy

The four major cities participate in the government programme, just like many other cities. Many cities will take precautions regarding homeless people for example during bad weather conditions. City councils make sure homeless people will be accommodated in different housing during the extreme winter conditions. These actions are initiated by the cities themselves and they have their own policy. Some cities provide tented camps, shelters with extra beds, food and beverages and warm clothes. Other cities would like to evict homeless

foreigners. Besides government rules regarding homeless people, every city has their own regulation.

4. Institutions and their actions

The Netherlands had several shelters for homeless people, such as Het Leger des Heils (Salvation Army), FederatieOpvang (Federation of Shelters) en Stoelenproject (Chairs Project). Those three authorities will be briefly explained.

4.1 Leger des Heils

Het Leger des Heils is an international organization that has been existing in the Netherlands since the end of 1988 and belongs to the Universal Christian church. The message they convey is based on the Bible. They relieve/alleviate the conditions of people in need, without discrimination of any kind.

One of the characteristics of Het Leger des Heils is that they are a militant organization. That shows that it is a decisive organization. This involves a struggle against everything that destroys people's lives, such as poverty, exclusion, abuse, social abuses, injustice, and futility. They are unconditionally involved with other people, especially people who get help.

Activities

Het Leger des Heils wants to make help and care accessible to everyone. This certainly applies to people who experience multiple problems simultaneously. Therefore they are active in different ways, namely the following:

- *Social care*: they offer different services to homeless people, some examples are day and night shelters;
- *Probation service*: people who have been in contact with the justice deserve a fair chance to return into society. Het Leger des Heils offer this possibility, by means of appropriate professional help;
- *Youth care*: they provide daily care for the raising and supervision of children (and their parents) who are in need. This is because every child has the right to a stable environment where it can safely grow;
- *Elderly care and health care*: Het Leger des Heils provides good housing, good care and good nursing care if necessary;

- *Mental health care:* their purpose is to guarantee a decent existence;
- *Addiction care:* addicted people regularly visit the shelter facility. When an addicted individual wants to get rid of his/her addiction, they have the possibility to offer a solution;
- *Prevention and social recovery:* Het Leger des Heils had several projects for people who risk losing their independence. In addition they also offer help to people who strive for more independence again;
- *Religious social support:* on Sunday there are meetings, and there are more activities in the corps.

Location:	Head office: Spoordreef 10, Almere, The Netherlands
Number of employees:	In 2010 there worked 5.377 employees
URL:	http://www.legerdesheils.nl
Social media:	Facebook - https://www.facebook.com/pages/Leger-des-Heils/185313671514689
	Twitter - @legerdesheils
Online sales:	On the website they sell products.

4.2 FederatieOpvang

The FederatieOpvang is an organization of several institutions that work to shelter and support people in a socially vulnerable or unsafe situation. Any organization that subscribes to FederatieOpvang does this in its own way.

They have shelter care institutions for the homeless, victims of domestic violence, teenage mothers, victims of human trafficking, ex-prisoners and homeless children.

The social gains they provide to the community is that everyone has the right to a safe and dignified life, without violence and oppression. They work in a society where it is possible for anyone to live this way.

They identify trends and developments in the political and public area and react to those trends and developments. This will include that they are always moving and looking for new opportunities and challenges.

These opportunities are as follows:

- The platform for members to meet, development and knowledge sharing;
- The main interest group in the field and social care, women's shelters and domestic and honor related violence;
- The agenda determinant in the public debate in the field of social care and women shelter.

FederatieOpvang represents the interests at national level. They strive to early involvement in the development of new laws and regulations so that they can influence.

Core tasks

The core tasks of FederatieOpvang are social care services. The core of social care is to provide temporary accommodation to people without a house, coupled with care and supervision and/or resolving a crisis.

The FederatieOpvang represents the social care institutions at national level. There are 91 institutions spread across the Netherlands affiliated to FederatieOpvang.

Activities

The FederatieOpvang performed a number of activities that institutions help clients to assist build a life as independently as possible, namely:

- *Protection of interests:* they represent the interests of the affiliated institutions, including through good contacts with different parties such as ministries;
- *Provision of services:* they answer questions from members quickly and accurately. They also provide further support with specialist and collective services;
- *Information and communication:* they give information and communication activities to include members, government, other organizations, and institutions that deal with social care in the Netherlands;
- *Knowledge and information exchange:* they offer members the opportunity to meet colleagues and share experiences;
- *Monitoring trends and developments:* developments in the work field are closely monitored and trends and bottlenecks are detected;
- *External projects:* addition they also perform externally funded projects. An example is the Give Shelter Area (GeefOpvang de Ruimte).

Location: Head office Regentesselaan 31, 3818 HH Amersfoort,
The Netherlands

Number of employees: 23 employees

Online marketing employees: Bernd Timmerman, Tina-Marie Schuurmans,
AnnekeHeerm

URL: <http://www.opvang.nl>

Age of the website: The website is from 2011

Website manager: Anneke Heerm

Social media: Twitter - @federatieopvang
Facebook -
<https://www.facebook.com/profile.php?id=100000646942387>

4.3 Stoelenproject

The StichtingStoelenproject aims to offer accessible evening and night shelter for homeless people. They have done this since 1989 with about 100 volunteers, two coordinators, one administrative assistant and a cook/caretaker. They provide room for 40 people every night, and are open yearly from September 15th to April 30th.

They find it intolerable that a group of people in the Netherlands sleep in the streets during winter. Hence they offer shelter, easily accessible and free. They have a number of requirements which the visitors must comply to, namely no track record on violence, alcohol or drugs. When this does happen they are in a position to get people to stay proceedings and to impose a preliminary injunction.

Moreover, they try to promote awareness of the problems of homeless people to assistance, governments and individuals.

Activities

StichtingStoelenproject has a limited number of activities, the main activity they offer is shelter in the winter period. There are several services they also offer:

- Free shelter during the period from September 15th to April 30th;

- Advice on the way the authority could satisfy their needs, this only when they asked for an opinion. They do not offer unrequired assistance;
- Clean clothing, if necessary, is also available.

Location: Marnixstraat 248, 1016 TL Amsterdam, The Netherlands
Number of employees: 4 employees
URL: www.stoelenproject.nl
Age of the website: The website is from 2001, in 2007 they update the website
Social media: No social media

5. Other activities underlying homeless people exclusion

5.1 Small activities

Not often activities are organized for homeless people by organizations or volunteers other than described in chapter four. Most activities that are organized for this group are on a small scale. In this chapter there are several activities described which are organized for homeless people in the Netherlands.

Cooking for the homeless

‘Uniek’ is a church in one of the four major cities, Utrecht. This congregation has a team of volunteers, called ‘Vlam’. Vlam organizes every three months easy accessible activities other people and charity, like homeless people or kids. In February, they organized ‘Cooking for the homeless’ in the centre of Utrecht. For this activity they asked everyone to help this day. The day started with a cooking workshop and ended with a meal prepared by volunteers for homeless people.

Working at a train station

In January this year, homeless people had the possibility to work at the train station of Utrecht as cleaners. The regular cleaning crew were on a strike, so homeless people performed their job for € 2,50 per hour. These wages are below minimal wage. It is not unusual that homeless people are asked to contribute. Moreover, the four major cities, will ask homeless people to give a compensation for the care and housing they get. Rotterdam was the first to start this action. They not only get wages, but also housing, health care and a meaningful day tasks. These jobs vary from working on a train station to domestic work in care centers.

Newspaper selling

As in many countries, in the Netherlands homeless people sell newspapers on the streets. The purpose of this paper is to give poor homeless people the chance to provide an income for themselves. They could keep a part of the return, so they could have a legal source of income. By selling these newspapers, homeless people slowly get a sense of responsibility for their work and self-respect. There are some rules regarding this newspaper, like not taking drugs or alcohol during “work” and people have to be homeless.

These newspapers are made by an independent organization and the making of this paper is possible through selling ad spaces.

6. Characteristics of 'Het Inloopschip'

StichtingMaatschappelijkeOpvang 's-Hertogenbosch (in English: Social Relief Foundation 's-Hertogenbosch) offers social support and women care at regional level. They provide a safety net to people in crisis or have threatened to hit, such as:

- people who are homeless or at risk of becoming homeless;
- people who have a vulnerable position in society.

StichtingMaatschappelijkOpvang 's-Hertogenbosch annually supervised about 3000 clients.

They want to be granted the following core values:

- respect and concern
- socially enterprising and pioneering
- reliable and approachable

Part of this is Stichting Het Inloopschip (in English: Foundation The Drop-in-Ship), they are situated in 's-Hertogenbosch and registered as a social relief foundation.

Below you will find their logo and the website.

Stichting Het inloopschip:



Figuur 3: Logo Het inloopschip

Website: <http://www.inloopschip.nl/>

Het Inloopschip is a part of the Maatschappelijke Opvang 's-Hertogenbosch (SocialRelief 's-Hertogenbosch). Het Inloopschip is a shelter for homeless people. They are one of the facilities of the society and woman care in 's-Hertogenbosch. Originally, they are created from a number of charity bodies. In the last 15 years, it became a center that offers various

services to homeless people. It has been running under the current name since 2001. They provide information and advice, offering day and night shelters and help visitors with reintegration into society.

The motivation for this is that they feel it important that homeless should not lose contact with society. The assistance offered is therefore mainly aimed at (renewed) participation in society and emancipation. The personal needs of the clients is paramount and the care Het Inloopschip offer is basically temporary relief.

Activities

Het Inloopschip offers shelter and support to homeless people. The activities organized are divided into three areas:

- *prevention*: this end, they offer activities like outreach care, information and advice;
- *shelter*: this include activities as day care, night care, material benefits and group work;
- *reintegration*: for the best possible way able to reintegrate, they offer the following activities to support, case management, social activation, pastoral care and use chain.

During the day, anyone can walk in during the business hours, but for night shelter you must book in advance. The support offered varies, as indicated earlier, this is adapted on the person and this can range from practical support to intensive supervision.

To carry out these challenges as good as possible, they have worked intensively with regional agencies on addiction treatment, mental health and social work.

Het Inloopschip is for anyone who, for any reason whatsoever, has become homeless. They must be older than 18 years and may not be aggressive or hard drug using. It mostly attracts people who have no social safety net. The society they live in is characterized by an increasing complexity, hastiness and an individualistic mentality. This group of people who are difficult or impossible to handle and suffer from self-discipline is growing. Het Inloopschip offer these people help to build a social safety net through the above activities.

The work carried out by Het Inloopschip is done by about twenty paid employees. There are also about fifty volunteers who enthusiastically committed to the organization. This

collaboration creates a welcoming environment with professional customized assistance and seven days a week.

Location: Hinthamerstraat 141, 5211 MK 's-Hertogenbosch
Number of employees: 20 paid staff and 40 till 50 volunteers
URL: <http://www.inloopschip.nl>
Age of the website: The website is from 2005 last update 2010
Social media: They use YouTube.

Online Channels

You can donate online, you register yourself and it is automatically from your bank account depreciated. You can also send them a e-mail if you want to join one of their activities.

Offline Channels

You can call them if you want to join one of their activities.

Another way is to go to the headquarter and make a appointment.

Seasonality

In winter there are more people who want a place to sleep. This is because when it is freezing it is too cold to sleep on street and in the summer the temperature is better to sleep on the street. Also in winter, for some days, all homeless people have to sleep in a shelter, because of the temperature. So mostly in winter the shelters are fuller than in summer.

Unique selling point

It is the only shelter in 's-Hertogenbosch. So homeless people in 's-Hertogenbosch can sleep there for a small amount.

Website

The website is not that special. It is a simple website with only the basic information about Het Inloopschip. It is a little bit outdated. One of the last new activity is one from 3th of October 2009 and in 2010 they placed the photo's from this activity.

Weaknesses:

- The website is not up to date.
- Some of the functions do not work.

Strengths

- The website is simple, everybody can understand it.
- The website is highly visible in the Page Rank of Google. If you look for a homeless shelter in 's-Hertogenbosch you find Het Inloopschip immediately.

Online advertising

- <http://www.inloopschip.nl/Clochard/Postercirqueduclochard.pdf>
- <http://www.inloopschip.nl/images/KC1preview-poster-BIG.jpg>

Conclusions

The first stage of the government program in cooperation with the four major cities and other smaller cities in the Netherlands helped reduce the number of homeless people. In 2011, the second phase started of the Plan for Social Relief. In this phase the government and the cities will try to maintain the reduced number of homeless people and will try to keep them integrated in our society. This can be enhanced by involving all cities in the Netherlands and organizations and give homeless people the motivation to sort out their lives. There should be enough care centres and special housings for the number of homeless people and they should all have the same opportunities. In order to do so, all cities should have programs for homeless people to reintegrate into society, by offering them jobs, places to stay during the night and during the day. Cities should create motivations for homeless people. In the Netherlands, no one should have to live in the streets within the social security system. Nevertheless, the government has to make sure homeless people will not get this “for free”. They should make a meaningful contribution to society. This will give them the feeling they are part of the Dutch society, they are making a contribution and it gives them responsibility, and therefore it will keep them of the streets. This is not only best for the society, but also for themselves.

There are often wonderful minor activities organized by different initiators in order to help the homeless people. We all should combine our ideas and activities in a international platform, so everyone can contribute to this great ideas, and make them even greater. This platform can be used by government authorities, initiators, charity and everyone who like to contribute, so we can help our fellow human beings to get back on track and live a better life.

References

Books and Journals

1. Mathijs Tuynman, Michel Planije en Caroline Place; 2011; 'Monitor Plan van Aanpak Maatschappelijke Opvang, Amsterdam, Rotterdam, Den Haag en Utrecht'; TrimboS-instituut Utrecht
2. Michel Planije, Mathijs Tuynman; 2011; 'Monitor Stedelijk Kompas 2010, Plan van aanpak maatschappelijke opvang in 39 centrumgemeenten', TrimboS-instituut Utrecht
3. National Government; 2011; VWS-Verzekerdenmonitor 2011, Den Haag, Governmental Press.
4. Akkermans, C. (2008) 'Omdat ik geen last van heb...'; Journal of Social Intervention, 17, issue 1, University of Utrecht

Websites

5. CBS, (2012). [cited 06-02-2012] Afbakenen van moeilijk waarneembare bevolkingsgroepen, <http://www.cbs.nl/NR/rdonlyres/1973048E-BF87-4883-A9AE-1F48AA823965/0/2003k3b15p062art.pdf>
6. Leger des Heils, (2012). [cited 08-02-2012] <http://www.legerdesheils.nl/>
7. Federatie Opvang, (2012). [cited 07-02-2012] <http://www.opvang.nl/>
8. Stoelenproject, (2012). [cited 08-02-2012] <http://www.stoelenproject.nl/>
9. Maatschappelijke Opvang 's-Hertogenbosch e.o. (2012). [cited 08-02-2012] <http://www.modenbosch.nl/>
10. Psychiatrie Nederland, 2010, [cited 31-01-2012] 'Steeds minder daklozen in grote steden'. <http://psychiatrie-nederland.nl/word/steeds-minder-daklozen-in-grote-steden/>
11. Caritas & Co, 'Ondanks crisis geen stijging in aantal daklozen', door Sophia Heemskerk, (2011), [cited 20-12-2011], <http://www.caritasenco.nl/2011/12/20/ondanks-crisis-geen-stijging-in-aantal-daklozen/>
12. KRO, programme KRO's Stinkendriek & dakloos (2007). [cited 10-02-2012], <http://www.stinkendrijekdakloos.kro.nl/overdaklozen.aspx>
13. Trouw.nl 'Aantal daklozen in Nederland daalt', Leo van Essen. (August 2007), [cited 05-01-2012],

<http://www.trouw.nl/tr/nl/4324/nieuws/article/detail/1339887/2007/08/20/Aantal-daklozen-in-Nederland-daalt.dhtml>

14. Centraal Bureau voor Statistiek, (2012). [cited 01.02.2012]
15. 'Article: Dakloos in Nederland', (2010). [cited 01.02.2012]. Available from World Wide Web: www.cbs.nl/NR/rdonlyres/3D15FF95-BAEB.../0/2010k4b15p55art.pdf
16. IrisZorg 'Nederland telt 18.000 daklozen' (2011), [cited 4-01-2012] <http://www.iriszorg.nl/en/nieuws/110104/nederland-telt-18000-daklozen>
17. Report 'Plan van aanpak dak- en thuislozen (maatschappelijke opvang) 2e fase', (April 2011) [cited 01-02-2012], www.rijksoverheid.nl
18. Parool.nl 'Zorginstellingen vrezen gevolgen eigen bijdrage daklozen', (November 2011), Wethouder Eric van der Burg [cited 01-02-2012] <http://www.parool.nl/parool/nl/4/AMSTERDAM/article/detail/3031686/2011/11/13/Zorginstellingen-vrezen-gevolgen-eigen-bijdrage-daklozen.dhtml>
19. Schulinck, Recht op Bijstand, (2012), [cited 08-02-2012] <http://www.rechtopbijstand.nl/inhoud?pid=8>
20. ANP (2012), [cited 08-02-2012] 'Extra bedden voor daklozen' <http://www.hartvannederland.nl/nederland/noord-holland/2012/extra-bedden-voor-daklozen/>
21. ANP (2012), [cited 25-01-2012] 'Alle daklozen in Amsterdam bijkou van straat', <http://www.hartvannederland.nl/nederland/noord-holland/2012/alle-daklozen-in-amsterdam-bij-kou-van-straat/>
22. Vlam (2012), [cited: 12-02-2012] <http://www.uniek-utrecht.nl/> 'Vlam is a team of volunteers of 'Uniek', a church in Utrecht.
23. RTV Utrecht (2012), [cited 25-01-2012], 'Daklozen ingezet tijdens schoonmaakacties', RTV Utrecht, 25 januari 2012, <http://www.rtvutrecht.nl/nieuws/413966>
24. DUIC (2012), [cited 06-01-2012], 'Daklozen ingezet tijdens schoonmaakacties Centraal Station', DUIC De Utrechtse Internet Courant, 01/06/2012 <http://www.duic.nl/economie/8638/daklozen-ingezet-tijdens-schoonmaakacties-centraal-station/>
25. Wikipedia (2012), [cited 10-02-2012], <http://nl.wikipedia.org/wiki/Daklozenkrant>
Wikipedia

