

# Co-Production Forum

Lisbon

14-15 November



## Homeless People Municipal Plan 2019 | 2021



City Council  
Department for Social Rights  
November 2019

# CONCEPT

## Homeless People (HP)

Those who, regardless of nationality, racial or ethnic origin, religion, age, gender, sexual orientation, socioeconomic status and physical and mental health, is:

Without “roof”, living in public space, housed in emergency shelter or with precarious whereabouts;

withou house, being in temporary accommodation intended for that purpose.

# BACKGROUND

- **2020 Strategy - European Parliament Resolution - European Union Homelessness Strategy**
- **National Strategy for the Integration of Homeless People 2009/2015: Prevention, Intervention and Follow-up**
- **National Intervention Strategy for Homeless People 2017/2023 - Prevention, Intervention and Community Integration**
- **Lisbon Plan - Major Options 2018-2021, Axis B - “Fighting Exclusions Defending Rights**
- **Social Network - Social Development Plan 2017-2020**
- **Lisbon Homeless Planning Center (NPISA)**
- **Homeless People Municipal Program (PMPSA) 2016-2018**

# Numbers

## Total number

2018, the total number of HP in the city of Lisbon was 2328

## Condition

Without house 1967 people and without roof 361 people

## Territorial Distribution

Old Town (38.7%), Downtown (25.6%), West (19.8%), Eastern (10.3%)

## Gender

Male gender (89%), followed by female gender (10%) and the remaining (1%) other gender

## Age

Average 47 years. The most relevant age groups are:  $\geq 60$  years (15.2%); 55-59 (12.5%); 50-54 years (15%); 45-49 (14.4%)

## Nationality

Portuguese (70%); the remaining 30% correspond to: European Countries - 11.4%; PALOP - 9.3%; Asian Countries - 4.7%; Brazil - 2.5%; Other African Countries - 0.4%; other countries of the American continent - 0.3%; unknown nationality - 1.4%

# Homeless People Municipal Plan 2019|2021

## VISION

Ensure that each HP has an **appropriate and situation-centered** response by mobilizing the multidimensional and interinstitutional network.

# GOALS

- Decrease the number of homeless people;
- Promote (appropriate to each situation) the social inclusion of the HP;
- Ensure access to health and targeted responses in this field;
- Consolidate progressively more humanized host and accommodation responses
- Consolidate Day Occupation responses, ensuring the acquisition of social and professional skills;
- Create a response that facilitates labor market integration in conjunction with entities with competence in employment and vocational training;
- Extend Local Support Centers by broadening the food distribution response to other valences allowing holistic intervention;
- Promote continuous monitoring of the plan and start an external evaluation of it.
- **Promote the cross-participation of the target audience, in particular by training peers and \ or by co-creating projects adapted to their own condition.**

# INTERVENTION AXES

**“Accommodation”** - individual intervention, with a view to meeting basic needs and preparing for integration into other responses that trigger mechanisms towards autonomy;

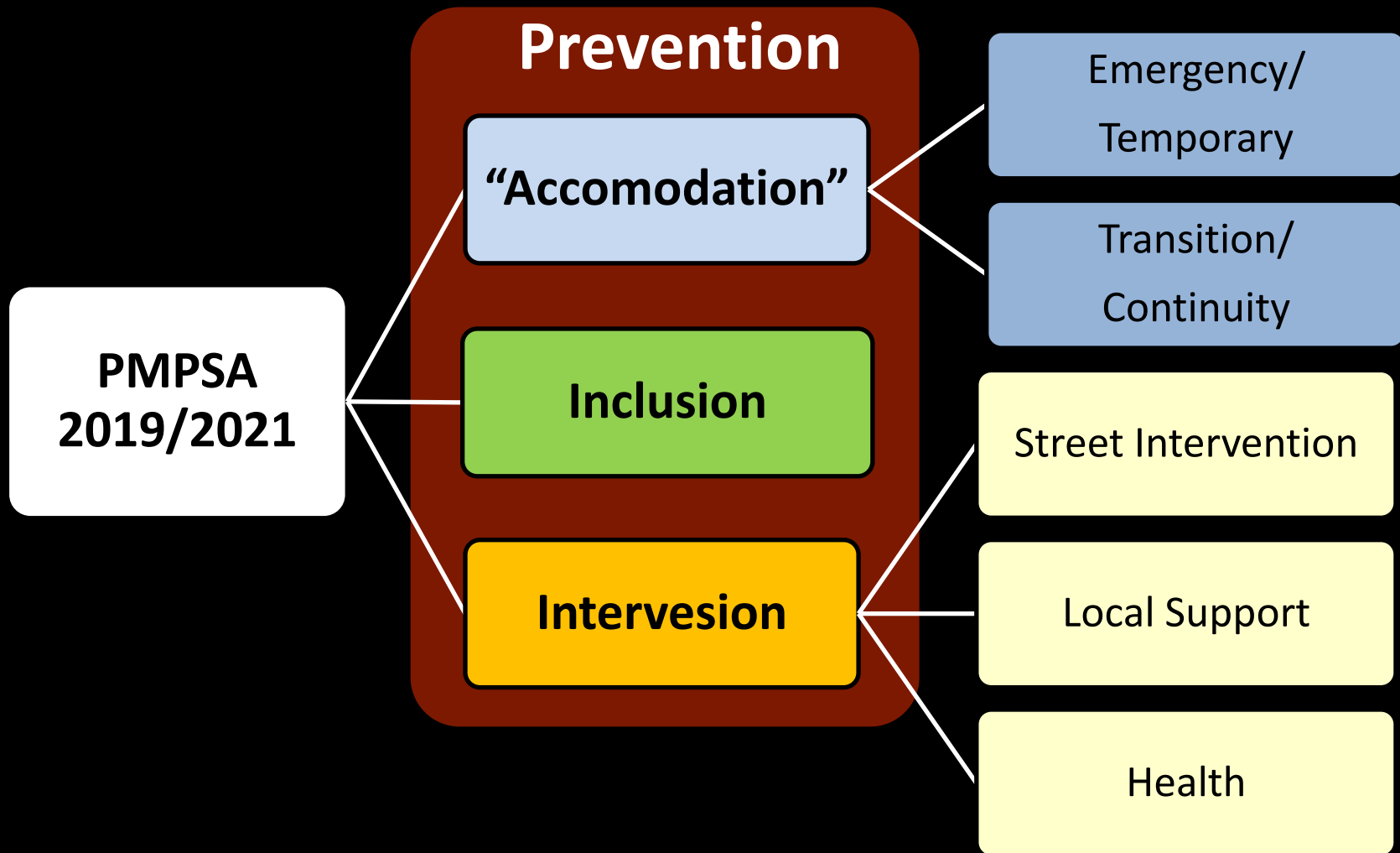
**Inclusion** - promotion of answers directed to the formation and the concept of daytime occupation for the HP aiming to foster conditions that allow the full exercise of citizenship, which imply the mobilization of resources that facilitate the insertion path necessary for their social empowerment. and professional;

**Intervention** - Proximity intervention developing technical work of psychosocial intervention, with field trips to provide health, social and psychological support to the HP;

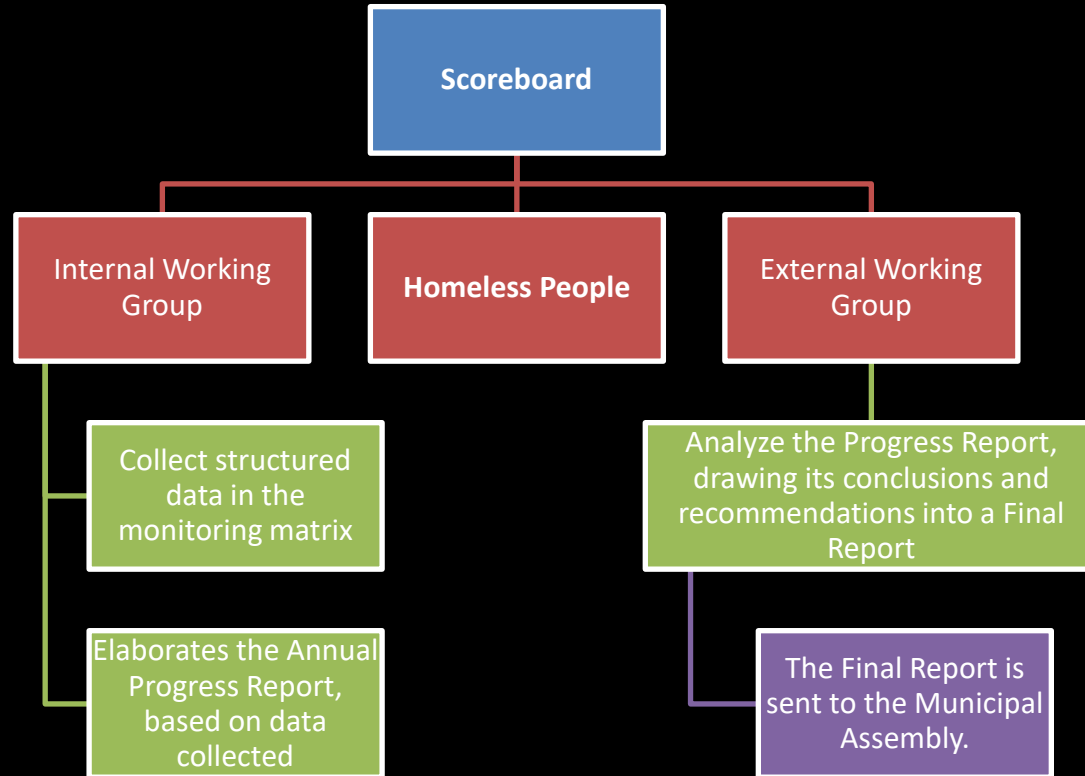
# INTERVENTION AXES

**Prevention** - Prevention should be transversal to all axes, in a logic of complementarity to existing support mechanisms, and to the responses of the Central and Local Authorities, with the aim of reducing the risk of homelessness.





# EVALUATION



# FINAL CONSIDERATIONS

It should be noted that in Lisbon we are dealing with a population associated with quite a large territorial mobility, which makes it very difficult the intervention

People who work daily with homeless people bring inspiration and innovation to the practice as well as to politics. It brings the requirement to find real and tangible strategies to meet the really needs of this population.

Need to diversify responses and have an integrated view of the causes and consequences of the phenomenon, listening to the various social actors involved, and especially homeless people, in existing and intersecting responses.

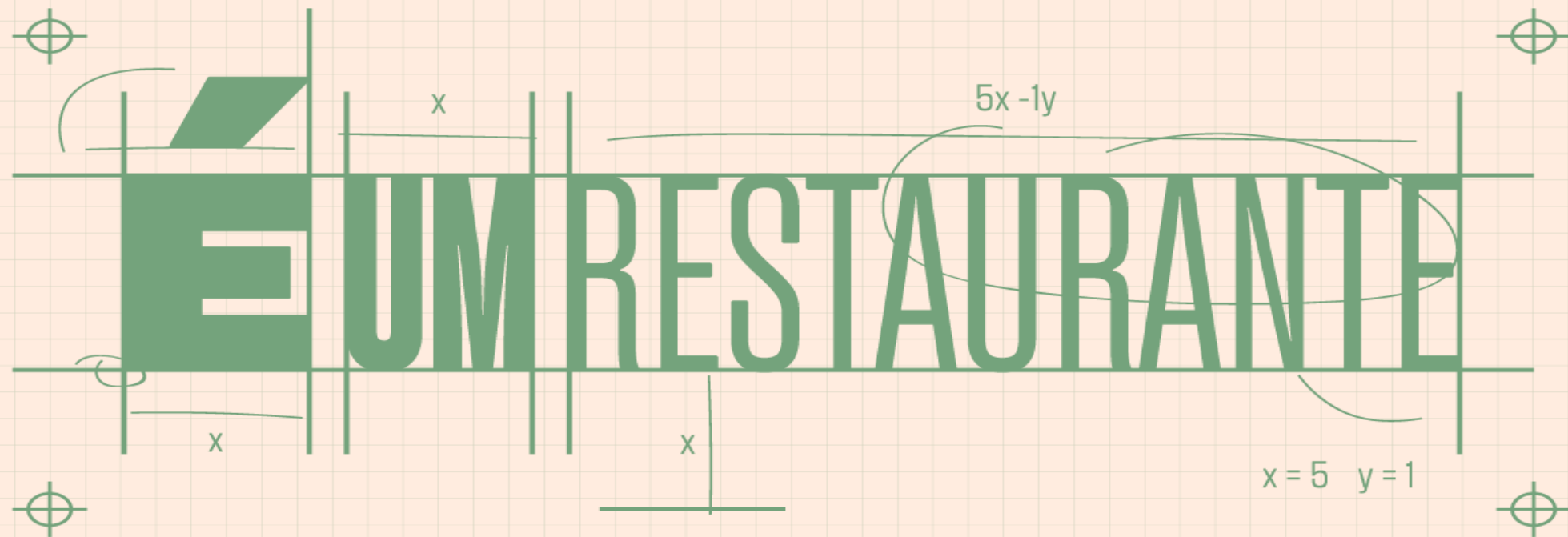
# FINAL CONSIDERATIONS

This is a process that will periodically create opportunities for listening to experts and especially HP and correcting responses by promoting some reflection and brainstorming workshops among the different actors involved in the plan.

Importance of increasing inclusion responses, creating other innovative responses complementary to the existing ones, as support for empowerment processes involving the HP in the processes of creation and implementation of these responses and the construction of their life project.

Contribute to the monitoring of the phenomenon, so that any adjustments to be made in the current framework that are presented will translate into the real needs of these people.

**Thank you!**





# CRESCER

PARTICULAR SOCIAL SOLIDARY INSTITUTION - IPSS

MULTIDISCIPLINARY TEAMS

CONSOLIDATED PARTNER NETWORK

INNOVATIVE METHODOLOGIES

18-YEAR EXPERIENCE AT INTERVENTION WITH VULNERABLE PEOPLE







# OBJECTIVE

To improve quality of life of people that live or have lived in a chronic homeless situation in Lisbon city, through the creation of employment opportunities.







# HOW WAS THE IDEA BORN ?

CONTEXT

FIRST CONTACT WITH LISBON CITY HALL

WHAT DOES IT MEAN TO BE IN A HOMELESS CONDITION?





# WHY?

Lack of available answers in the employability sector

Need for special interventions aimed to target public inclusion in the labour market and autonomy.

International projects that proved efficacy in this sector.





# THE CONCEPT

A “*casual fine dining*” restaurant.

Located next to Avenida da Liberdade, a main luxury avenue in the heart of Lisbon city, with cosmopolitan decor.

By far, nothing new, right?





# THE CONCEPT

Nothing new??  
It is not really that....

É UM RESTAURANTE  
is exactly that, a restaurant. BUT it has a  
deeper mission underneath.

É UM RESTAURANTE concept is different from  
all other *fine dining* restaurants by its service,  
that is done by people that are or have been  
in a homeless situation.





# THE PROJECT

É UM RESTAURANTE is a double-face project:

On one hand, is a concept restaurant for the increasing exigent public in our city, with an appealing menu, and unique ambiance and style in one of the most prestigious places in Lisbon.

On the other hand, is a intelligent social-integration strategy with a team that provides training to people that live or have lived in a chronic homeless situation





# THE PROJECT

But since the beginning to the end, É UM RESTAURANTE.

With a gastronomic quality objective, leaded by a well-known Portuguese chef and with everything you could hope for in the restoration sector initiative.

It is only different in the way it works – with a conscious social objective underneath.







# HOW DOES IT WORK?

**75 people** selected to be a part of the project

Beneficiaries receive a **4-step training** :

- Social competences, assured by CRESCER psychologists (25hs)
- Technical competences, in restauration sector, assured by Escola de Hotelaria e Turismo de Lisboa (75hs)
- On the job training, at the É UM RESTAURANTE (600hs)
- Professional internship at partner restaurants (6/9 months)

The training is certified by Instituto de Emprego e Formação Profissional.

During the whole training beneficiaries are follow-up by a psychologist.





estúdio jaca.





# HOW DO WE DO IT?

MULTIDISCIPLINAR TEAM

COORDINATOR

CASE WORKER/ PSYCHOLOGIST

CHEF NUNO BERGONSE

EXECUTIVE CHEF

ROOM CHEF

TRAINEES

COMMUNICATION AGENCY



# OUR AMBASSADOR

CHEF NUNO BERGONSE

STUDIED AT LISBON HOTEL AND TOURISM SCHOOL.

WORKED AT RITZ FOUR SEASONS HOTEL, AT POLANA HOTEL IN MAPUTO, AT PENHA LONGA GOLF RESORT, AT ELEVEN, AT VÍRGULA, AT MOO IN BARCELONA (2 MICHELIN STAR).

CO-FUNDED PEDRO E O LOBO RESTAURANT. WAS THE HEAD CHEF OF MINISTERIUM AND DUPLEX.

JURY AT CULINARY TV PROGRAMS.





# VALUE PROPOSITION

SITUATION

ORIGINALITY AND INOVATION

IMPACT IN PEOPLE'S LIVES

CREATION OF OPORTUNITIES

WELL-KNOWN CHEF

PRESS COVER





# PARTNERS



NUNO  
BERGONSE



TURISMO DE  
PORTUGAL



escola de  
Lisboa



INSTITUTO DO EMPREGO  
E FORMAÇÃO PROFISSIONAL

SIC  
esperança



makro

Wi  
Zink  
O teu banco fácil

ISN / SNF



CHEFS  
AGENCY  
WE SERVE PASSION

ageas  
fundação

Fundação  
Montepio

WOCK®  
Professional Footwear

prochef®

CRACK  
KIDS™  
LISBOA

estúdio jaca.

bimby

2° Catering

ADEGA  
MAYOR

monte - da  
RAPOSINHA





# THANK YOU



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