

Neos Boutenslaan - The Netherlands

Introduction

Neos Boutenslaan is a safe and supportive housing facility located in the Gestel district of Eindhoven, in the southern part of the Netherlands. This facility is designed for individuals who are temporarily or permanently unable to take control of their lives due to the complexity of their issues. The goal is to promote recovery and increase self-sufficiency through intensive guidance, care, and support.



Opened in 2020, Neos Boutenslaan is managed by Neos, an organization in the Eindhoven region that has been helping people who are homeless or at risk of homelessness, as well as victims of domestic violence, since 2000, with a focus on those facing complex challenges. Additionally, Neos provides shelter and support for Ukrainian refugees on behalf of local municipalities.

The establishment of this housing facility resulted from years of preparation and close collaboration between Neos, housing corporation Thuis, and the municipality of Eindhoven. The project began in 2014 when the outdated Labrehuis was demolished because it no longer met modern standards for shelter and care.

Neos Boutenslaan offers various housing options, including regular studios and a housing facility, depending on the level of support residents require. Residents in the housing facility need more assistance than those in the regular studios.

Scale

Neos Boutenslaan is a housing facility with a maximum capacity of 96 residents. The facility has 80 regular studios where residents receive intensive support. Additionally, sixteen apartments are available that serve as a transitional step toward independent living.

RESCALED-principles in practice:

- Small-scale
- Differentiated
- Community-integrated

Differentiation

Target group:

Neos Boutenslaan focuses on individuals who, due to the complexity of their issues, are temporarily or permanently unable to take control of their lives. The target group includes adults, such as homeless individuals facing complex challenges like alcohol or drug addiction, psychiatric issues, or intellectual disabilities. Some residents have been placed in Neos Boutenslaan under a forensic title. However due to the diverse nature of the target group and the open application process, the majority of residents live here voluntarily.

The placement process begins with an intake, followed by the initiation of a program under the guidance of a case manager and housing coach. During this program, the strengths of the residents are assessed, and efforts are made to establish meaningful daily activities. Every three months, an evaluation takes place to discuss progress and determine whether transitions or exits are appropriate.



Forms of security:



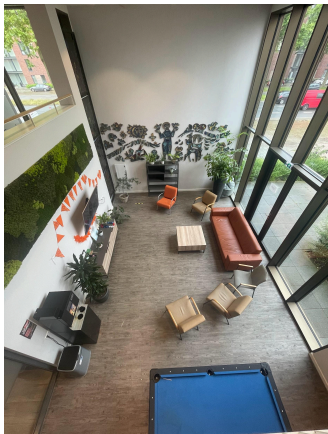
At Neos Boutenslaan, the focus is on a strengths-based approach, enabling residents to discover and utilize their own strengths and abilities. While there are some static security measures in place to ensure safety—such as cameras in common areas, a guard during the nights, and announced room checks—the emphasis is on relational security. The facility fosters (mutual) trust, allowing residents the space to make mistakes and learn from them, while encouraging good citizenship through taking responsibility for one's behavior and respecting social norms. This approach highlights the possibilities, opportunities, and strengths of the residents rather than their limitations.

Activities:

At Neos Boutenslaan, there is a flexible weekly schedule, with activities and daily programs tailored to the individual needs and preferences of the residents. Using the Strengths-Based Approach, a personal action plan is created, where residents discuss their strengths, desires, and needs with their support worker. This results in customized goals that are documented and serve as a guideline during their support from Neos. One aspect of the support provided includes daily activities or (paid) work, for which Neos collaborates with other organizations in Eindhoven.

Community-integration

Location and architecture:



Neos Boutenslaan is a housing facility located in the Gestel district of Eindhoven, situated along a relatively busy road. The building is close to various services, allowing residents to actively participate in (social) initiatives.

The structure consists of three floors with a uniform design, and each living space has its own house number. Inside, the building features amenities such as a laundry room, a communal living room with a pool table and a TV, a spacious kitchen, and a dining area. Additionally, there is an outdoor space with a garden.

Interaction with the community:

Neos Boutenslaan actively encourages residents to engage with local initiatives, contributing to their social integration and personal growth. While daily activities mainly take place outside the facility, this fosters valuable and ongoing interaction between residents and the neighborhood.

Neos Boutenslaan collaborates with various organizations in Eindhoven. These collaborations provide residents with chances to contribute to the community and gain valuable work experience. Residents requiring addiction treatment during their program are referred to specialized institutions such as Novadic Kentron. Throughout a resident's stay, there is

Neos Boutenslaan

Founded: 2020

Capacity: 96

Security level: Low

Nearest city/town:

Eindhoven (The Netherlands)

Nature of interaction:

Visited by RJN (21-06-2024)

an active search for follow-up housing options, such as through the Plan Door! program. This initiative allows residents the opportunity to live independently in their own homes after a year, with the option to transfer the lease to their name.

Publicity/ read more

- The house rules for the regular studios at Neos Boutenslaan on the official Neos website:
Neos. (n.a). *Huisregels Neos*. Retrieved July 30th, 2024 from https://www.mijnNeos.nl/_asset/_public/MijnNeos/Huisregels-Boutenslaan-regulier.pdf
- The house rules for the residential facility at Neos Boutenslaan on the official Neos website:
Neos. (n.d.). *Huisregels Neos boutenslaan*. Retrieved July 30th, 2024 from https://www.mijnNeos.nl/_asset/_public/MijnNeos/Huisregels-woonvoorziening.pdf
- Video about the opening of Neos Boutenslaan on the Neos YouTube channel:
Neos. (2022, December 23). *Neos - Wooncoach & Trajectbegeleider* [Video]. YouTube. Retrieved July 30th, 2024 from https://www.youtube.com/watch?v=MR_LOHvhHOM
- About Neos Boutenslaan on the official Neos website:
Boutenslaan. (n.d.). Retrieved July 30th, 2024 from <https://www.mijnNeos.nl/wonen-bij-Neos/locaties/boutenslaan>
- The day activity options at Neos Boutenslaan on the official Neos website:
Boutenslaan. (2021). [Legenda]. Retrieved July 30th, 2024 from https://www.mijnNeos.nl/_asset/_public/MijnNeos/Dagbestedingsplaat-Boutenslaan-2.pdf