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SPACE & ENVIRONMENT is primarily intended to help foreign experts and professionals in relevant fields understand overall present situations of spatial planning and policy of Korea, and published quarterly by KRIHS.

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Establishing a Comprehensive Housing Support Service System

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Background

Main housing-related issues in modern welfare states are the expansion of ownership and the accompanied risks, stagnation and vacancy of public rental houses, and expansion of the concept of housing. Among them, expansion of the concept of housing includes the wider basic concept of security and independence as well as the supply of residence. It aims to strengthen positive aspects of the recent social welfare strategy of emphasizing individual responsibilities and asset accumulation through housing in modern welfare states, overcoming side-effects of them.

Current housing support programs of Korea can be summarized as housing supply through public rental or public tract housing, mortgage support or housing allowance and support for home improvement. These programs, however, are focused on physical aspects of housing. There is lack of consideration in other aspects that provide services for stable and independent living in a community based on a house. Also in the field of social welfare there are few issues and concerns related to residential needs in spite of increasing importance of housing according to emphasis on community-centered independence of households.

Therefore, it is necessary to complement existing social services and specify the content and targets of housing support service systems so that those who need help in housing issues including the socially vulnerable class can improve their quality of life through stable and independent living in a community with their housing. It is also required to build a system to promote support services.

This study aims to provide a plan for encouraging housing support service systems that can increase the effect of current housing policies on housing stability, and strengthening independence, and integration of communities.

Status and definition of housing support services

The broad concept of housing support services includes the overall parts of existing housing support programs (supply of public rental houses, support for mortgage loan, etc.) and it is belonged to a broad concept of social service that comprises overall social policies. A narrow sense of housing support services focusing on soft services does not include existing housing support programs. In the aspect that housing support services in a narrow sense provide information and support search/settlement/maintenance activities of housing through consultation, however, they have indirect relation with existing housing support programs. In addition, as a narrow sense of housing support services comprises a unique realm that is different from a narrow sense of social services (social welfare services), it is required to distinguish the two concepts, though some of them are duplicated in that both services have the same purpose to support social classes who need help (including the

socially vulnerable class) for their independent living in a community, and that the two services should take the role of mutual complementation with each other. Therefore, this study sets the narrow sense of Housing Support Service (HSS) shown in a box filled with slash lines in Figure 1 as the scope of HSS for this study. This study defines the narrow sense of HSS as “a soft service (human service) for community residents who have housing problems (including the socially vulnerable class) to secure and maintain a proper house so that they can enjoy independent living in their community”.

Plan to build a housing support service system

Based on the analysis results¹⁾ on the suppliers and users of HSS of Korea, and the foreign cases²⁾ of HSS, this study draws the following conclusions:

Content of housing support services

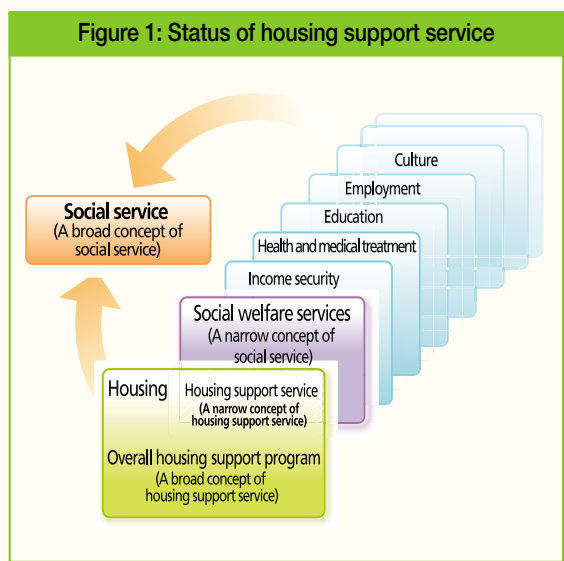
This study defines HSS as a “soft service (human service) required for community residents including the vulnerable class to live an independent life in a community by securing and maintaining proper housing.” The HSS can be summarized in three categories:

The first category is the service to provide information and consulting services to support a stable and independent life in a physical space of a house, and support search, settlement, and maintenance of residence.

The second category is the service to prevent residents from losing their residence and thus falling into a risky situation, and to teach them daily living skills to live an independent life. It is the service to cope with the absence of general social service.

The third category is the service to link the employment, welfare, and public health services in order to encourage self-supporting activities in a community which is residence-oriented.

Figure 1: Status of housing support service



1) In order to grasp supply facts of HSS in Korea, this study analyzes nine cases in public and private sectors. Among the cases, this study conducts a survey on five cases providing relatively active services (that is, housing welfare consultants of Seoul City Office, Home Doctor program of Korea Housing Management, Housing Welfare Center which is support business of Community Chest of Korea, Harlem Consulting Office, and Homeless Consulting and Support Center) and finds out the status of the housing support service users.

2) This study reviews the UK's Supporting People Program of the government and activities of Shelter, a non-profit organization. As for the USA, this study reviews various housing support services provided by Public Housing Agency (PHA) and private sectors, HSS for vulnerable classes such as seniors, the disabled, homeless, etc., and low-income class support programs related to housing support. Also, this study reviews Germany's HSS programs of municipal governments and non-profit organizations, and support systems in apartment housing communities.

The specific service items according to the three categories are shown in Table 1.

Among them, the service in the first category that provides assistance for search, settlement, and maintenance of housing and residency in a community is the key service in HSS. Independent life support service and other support linkage services in the 2nd and 3rd categories may be duplicated with other functions provided by social service institutions; they are auxiliary services to

cope with the absence of related services.

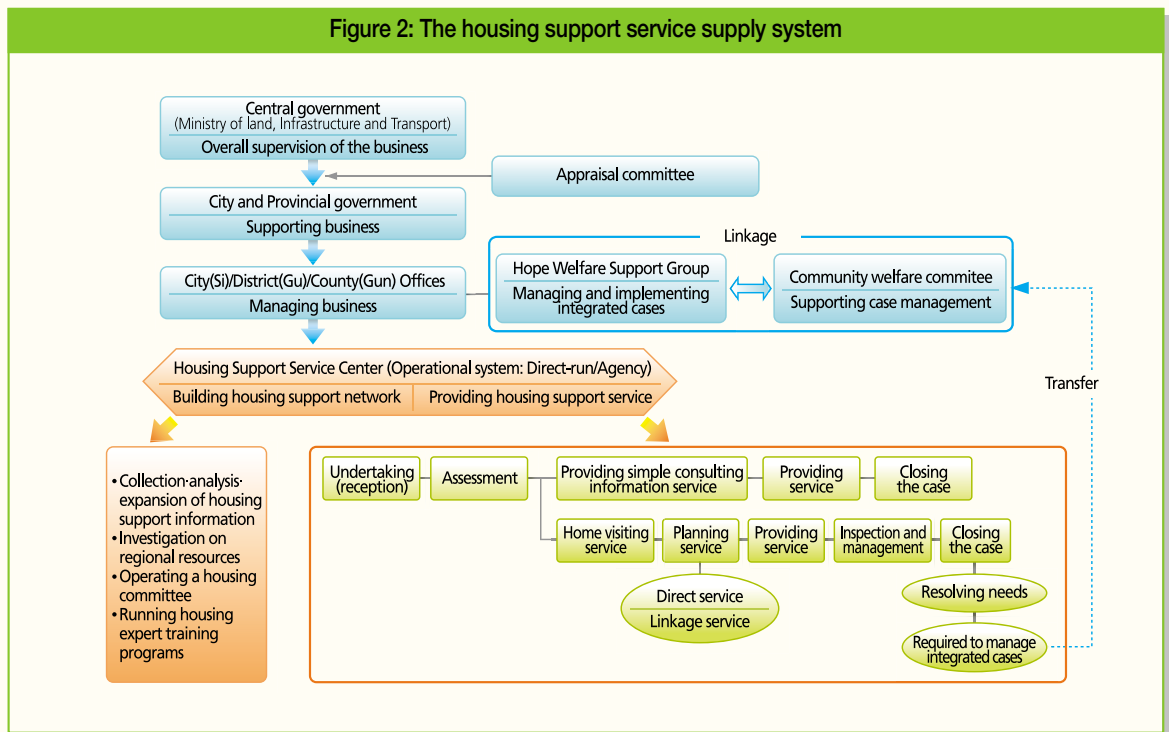
Supply system for housing support services

First, in order to build a supply system for housing support services to which all community residents can easily access, it is desirable to establish an organization (tentative name: “Housing Support Service Center”) based on housing-specialized expertise under a municipal government entity.

Table 1: The service items according to major categories of housing support services

Major category		Service Items
Key services	Service to help search, settlement, and maintenance of housing and residency in a community	Consulting with the homeless and providing temporary residence to them
		Providing public rental housing information and application procedures
		Support for searching low-price private rental houses
		Providing rental subsidy information and application procedures
		Assistance for contracting and maintaining tenancy
		Consulting to cope with housing problems
		Support for purchase and securing essential furniture and supplies
		Providing information on connecting electricity and water facilities, related costs and application procedures
		Support for maintenance and repair of housing
		Safety-check for house
		Consulting of home improvement and repair
		Consulting of problem of the conflicts with neighbors
		Supporting participation in community activities
		Supporting relocation among public rental houses
		Supporting search of houses to buy
Auxiliary services	Service to support independent life	Providing information for purchasing/building own houses and precautions in signing a contract
		Supporting laundry, purchasing and using toiletry articles, bathing, and wearing clothes suitable to weather
		Supporting purchase of food, cooking, and having meals
		Giving assistance to using public transportation, and abiding by traffic signals
		Supporting education of financial management
		Connecting with asset-building programs
	Service to connect with various supports such as medical, employment, and public aids	Emotional support and consulting
		Supporting health management
		Administrative support for applications to various allowances, registration for residents, registration for the disabled, etc.
		Connecting with medical support such as various examinations and treatments
		Connecting with employment support such as job interviews, etc.
		Connecting with children care and educational support
		Connecting with use of social welfare facilities
		Connecting with psychological public health service
		Connecting with restoration of credibility

Figure 2: The housing support service supply system



Second, the service supply entity, whether it is a public organization or a private non-profit organization, should provide demander-oriented HSS. When a service providing institution contacts a demander (whether it finds them directly or contacts via phone, visit, or introduction by others), the institution should undertake the case, assess the circumstances of the demander, and judge if he/she wants simple consulting or information or requires home visiting services. If the demander needs visiting services, the institution should visit the demander, if necessary, establish the service plan to solve his/her needs, and provide direct or linkage service to the demander. After providing the service, through assessment and follow-up management regarding whether the needs of the demander are resolved or not, the service will be closed if the needs are resolved. If the needs are still not resolved, then the demander will be linked with other systems to get integrated case management from the City/District (Gu)/County (Gun) Government.

Third, the competence and capability of public and private non-profit housing sectors under the regional government should be utilized as they are accumulating the related experiences in the region. On top of that, the government should increase the

number of housing-related experts in the community and reinforce their competence. For this purpose, the government should find a way to attract experts having related experiences in public and private housing sectors to actively participate in the “Housing Support Service Center”. In the long run, the government can review the plans to operate a program to train housing experts mainly in the Housing Support Service Center to conduct professional programs in undergraduate courses and to institutionalize housing expert manpower systems on the national level.

Fourth, the service supply system should be the one that can fully utilize existing regional resources in public and private sectors. The tentative-named Housing Support Service Center should provide direct or linkage service to various subjects of public and private sectors in the region through close networking so that the service users can resolve their housing needs and other needs on a timely basis.

Lastly, for the expanded introduction of housing support service, financing should be actively provided. For this purpose, the central government should provide a plan for stable financial resources such as providing special accounts for housing support service or establishing a separate fund. In the

short run, there is high possibility that the affiliated staff can conduct the housing support service job along with other jobs. In the long run, however, exclusive manpower and organizations will be needed. It is desirable that the Ministry of Land, Infrastructure and Transport (MLIT) be in charge of securing manpower and financial resources for the central government rather than the Ministry of Health and Welfare. Since being in-charge of planning, proposing, and executing housing policies is the main

job of MLIT, it is desirable for MLIT to also be in charge of offering and managing housing support services, which is the soft service that is specialized in housing.

The findings above can be summarized in Figure 2.

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Support for “Government 3.0” Paradigm Utilizing KOPSS

Kim Dae-jong, Director of the Center for National Territorial Policy Simulation

Spatial information and Government 3.0

The Korean government is pursuing a customized policy of information sharing and opening, and participation and cooperation based on the keynote policy of “Government 3.0”. To the present, the Korean government has actively promoted the Electronic Government Project and was ranked 1st place in the UN electronic government assessment in 2012. The Korean government also has kept promoting the National Geographic Information Systems (NGIS) Project since 1995 and has built various spatial maps including topographical maps, cadastral maps, and thematic maps for urban planning. Using diverse media including the Internet and smart phones, the government has also innovated services for people based on maps. Nonetheless, it is regarded that there is still a lack of creation of creative economy through sharing and opening of information, and promotion for transparent and reasonable public policies through participation and cooperation. The core goal of the new government is to make the people happy through customized policies by adding big data and spatial information to an existing electronic government system.

One of the core factors of Government 3.0 is the scientific and transparent decision making through participation and cooperation. In particular, it is very important to systematically manage and plan land and infrastructure, which are the basis of housing and economic activities. The Korean

government had to pay a huge social cost due to the political objections of the people when the government promoted the Saemangeum Development Project, the New Airport Development Project for South-Eastern Zone, and the Navy Base Construction Project in Jeju Special Self-Governing Province. The main reason of the conflicts was the absence of information and communication. In addition, a landslide caused by heavy rain slammed onto the nearby residential areas, which led to casualties, loss and damage in properties. They were the disasters due to the lack of scientific land suitability analysis.

In order to solve those problems, the Ministry of Land, Infrastructure, and Transport has developed KOPSS since 2006. KOPSS is an acronym of the KOREA Planning Support System and it is a decision making support system developed by applying various spatial analysis methods based on the Geographic Information System (GIS). It is a tool to analyze and provide the information required for regional planning, land-use planning, urban regeneration planning, urban infrastructure planning, and landscape planning. That is, the ultimate goal of KOPSS is to promote large-sized development projects of government in an objective and transparent way and support the embodiment of Government 3.0. Utilization of KOPSS has been expanded to local governments since 2012. It has been applied in various fields. This study takes some of the cases as examples.