



**Performance Report 2015 relating to the Protocol Governing  
Delegation of Section 10 Funding for Homeless Services to Dublin  
City Council**

**Qtr 2  
April – June 2015**

**31<sup>st</sup> July 2015**

**Q2 2015 Headline Items:**

- In Q2 2015, 243 adult individuals moved out of homelessness to independent living in tenancies.
- In line with the previous two quarters, moves to social housing remained high at 186 while moves to private rented accommodation remained low yielding 57 tenancies, although an increase on the previous three quarters. Twenty nine of the private rented tenancies were HAP tenancies, created under the homeless HAP pilot in the Dublin region.
- In total, 86% of individuals moving to tenancies in Q2 2015 availed of on-site or visiting support after departing emergency accommodation.
- Tenancy Protection Services played a key role in preventing families in the private rented sector entering homelessness as 898 tenancies were protected during the first year of operation (June 16<sup>th</sup> 2014 – June 15<sup>th</sup> 2015).
- There were 3,095 adult individuals accessing emergency accommodation over the quarter. This is the highest number to date.
- In excess of 1,900 adult individuals were accommodated on a nightly basis in Q2 2015. These adults were accompanied by approximately 1,000 children each night, 73% of whom were accommodated with their families in hotels.
- Placements into emergency accommodation each night remain constant at 228 per night in Q2 2015 due to the increase in one-night-only services since December 2014.
- The rate of long-term homelessness remained constant at 53% as access to social housing continues to facilitate adult individuals with moderate to high support needs access moving out of temporary emergency accommodation.
- The rates of support planning has decreased as more families present and are placed in hotels. This has resulted in exceptional challenges operationally to ensure on-going support and engagement difficult. However, plans are being advanced to ensure a re-organisation and expansion of supports to families in emergency situations from an accommodation and support perspective.
- Access to emergency accommodation for those engaged in rough sleeping fell from 73% to 66% resulting in increased visibility of rough sleepers in the region.

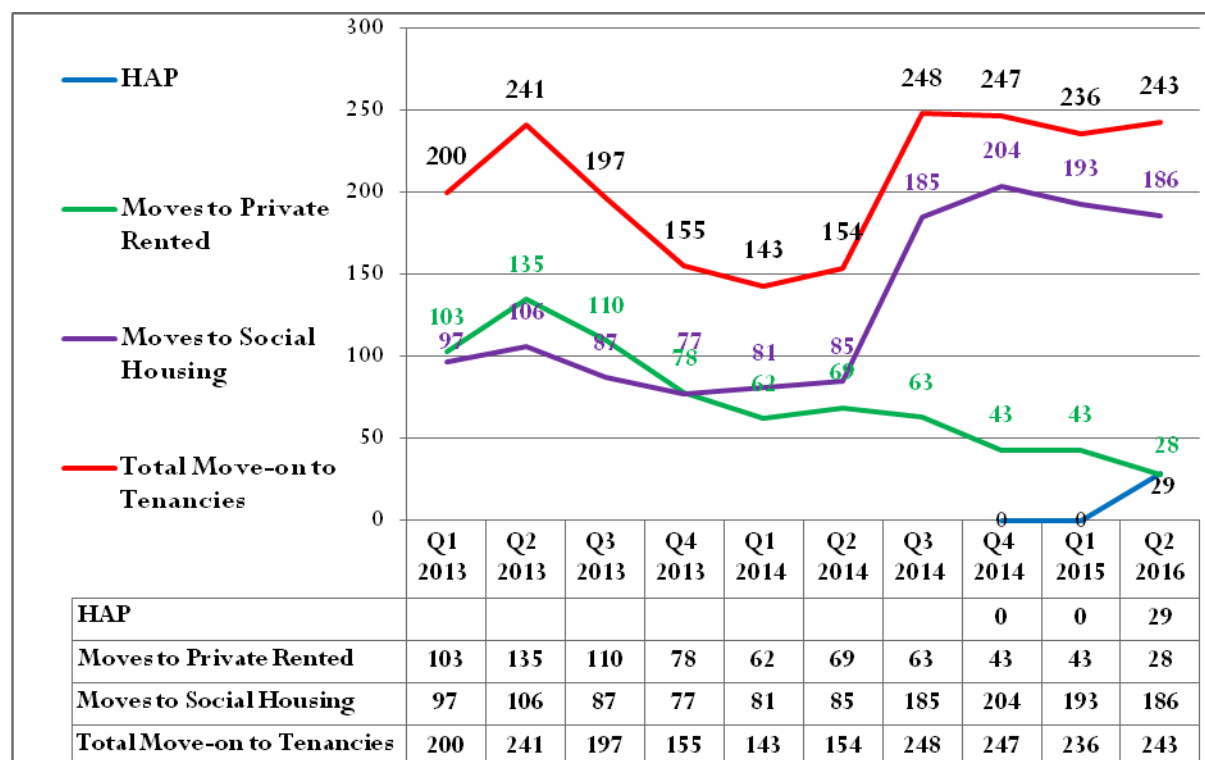
**Part 1****1. 2015 Target for Accommodating Homeless Persons with Full Tenancies**

<b>Table 1: Individuals moved on to independent living</b>					
<b>Target number of individuals for 2015</b>	<b>Number of Accommodation Units Delivered with Full Tenancies</b>	<b>Quarterly Total Units</b>	<b>Total Units to Date in 2015</b>	<b>Quarterly Total Adult Individuals Q2 2015</b>	<b>Total Adult Individuals to Date in 2015</b>
	Local Authority Lettings			124	228
	Approved Housing Bodies (AHB) Lettings			43	112
	LTS (long-term supported accommodation)			18	38
	Private Rented			28	71
	Housing Assistance Payment (HAP)			29	29
			<b>Totals<sup>1</sup></b>	242	478

Moves out of homeless accommodation and into tenancies were in line with the previous three quarters. Figures remained high with 243 individuals moving into tenancies during Q2 2015. There continues to be a high reliance on social rentals (n=186) but there was a small increase in the number of private rentals (n=57). The increase is most likely as a result of the HAP homeless pilot operating in the region. Under this initiative an uplift of up to 20% of the Rent Supplement rate can be approved for households in the Dublin region. However it must be stressed that the continuing rise in rents makes for a very challenging and highly competitive environment in accessing private rental accommodation. Additionally, the HAP pilot accommodation sourcing team (i.e. the Dublin Place Finders service), is in operation whereby key staff from emergency Homeless Action Teams/ NGO providers are taking a co-ordinated approach to the sourcing of accommodation in this category under the direct line management of the DRHE. For HAP to be able to compete in such a dynamic market where rents are rising substantially, the level of rent payable via HAP will need to adjust to this reality for this area to improve.

<sup>1</sup> PASS records the number of unique adult individuals moving-on to independent living

**Figure 1: Moves to Tenancies Q1 2013 – Q2 2015**



While numbers of individual adults moving out of homeless services over the past four quarters exceeds previous years, it is not keeping pace with demand for services overall. A key change driving the increased demand for services relates to increased levels of housing instability, particularly in the private rental sector, due to a significant shortage of supply. Looking forward, a strong warning must be extended in respect of this issue being extended or impacting on households who are in mortgage difficulty where properties are repossessed (this includes Landlords in the buy to let sector). An important indicator of the housing stress for families is revealed through the levels of interaction with prevention services.

**Tenancy Protection Service**

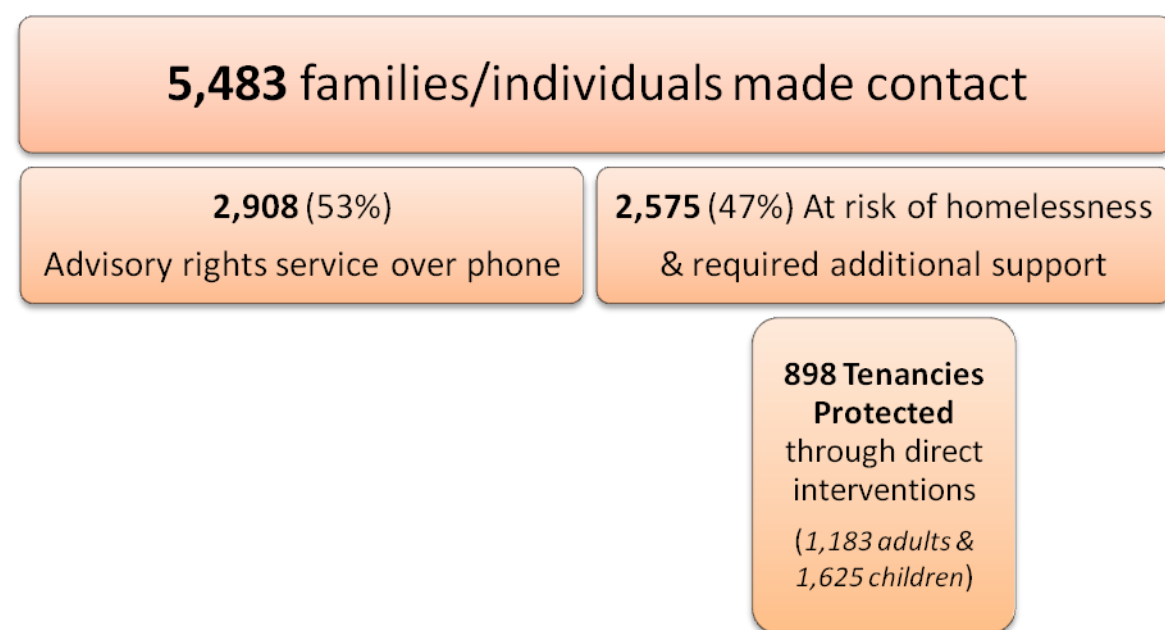
The TPS completed its first year of operation on June 16<sup>th</sup> 2015. During this time the service responded to 5,483 unique callers. Forty seven per cent (n=2,575) of callers were classified as being at immediate risk of homelessness, but only 15 of these progressed to engage with homeless services, while the remainder (n=2,908) were supported through advisory services.

Of the 2,575 at risk of homelessness, 898, or 35%, of tenancies were protected. Seven hundred and forty four were approved under the Department of Social Protection Protocol for

rent uplifts in order to sustain existing tenancies. Threshold advocated on behalf of tenants in 104 cases and re-housed the remaining 50 families. Sixty two per cent (n=558) of these families were single parent households, 32 per cent (n=285) were two parent families, 4 per cent (n=38) were singles and 2% (n=17) were parents with part-time access to children.

In addition, a further 60 individuals, or 2%, were supported to engage with the PRTB. Once again, the majority of these were single parent households (49%). The remaining 63 per cent of cases were undergoing initial assessment (n=770) or work on the cases was in progress (n=832).

**Figure 2: Tenancy Protection Service – year end results (June 16<sup>th</sup> 2014 – June 15<sup>th</sup> 2015)**

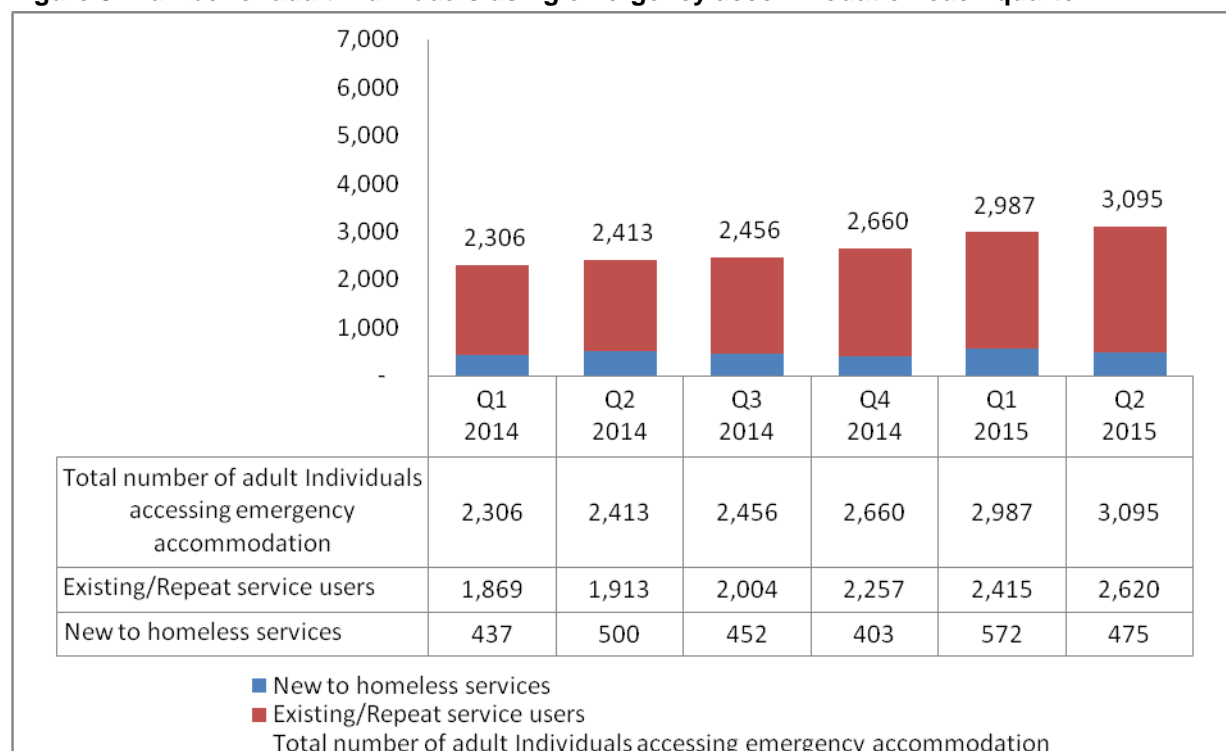


**Part 2****2. Number of new presentations on a daily basis**

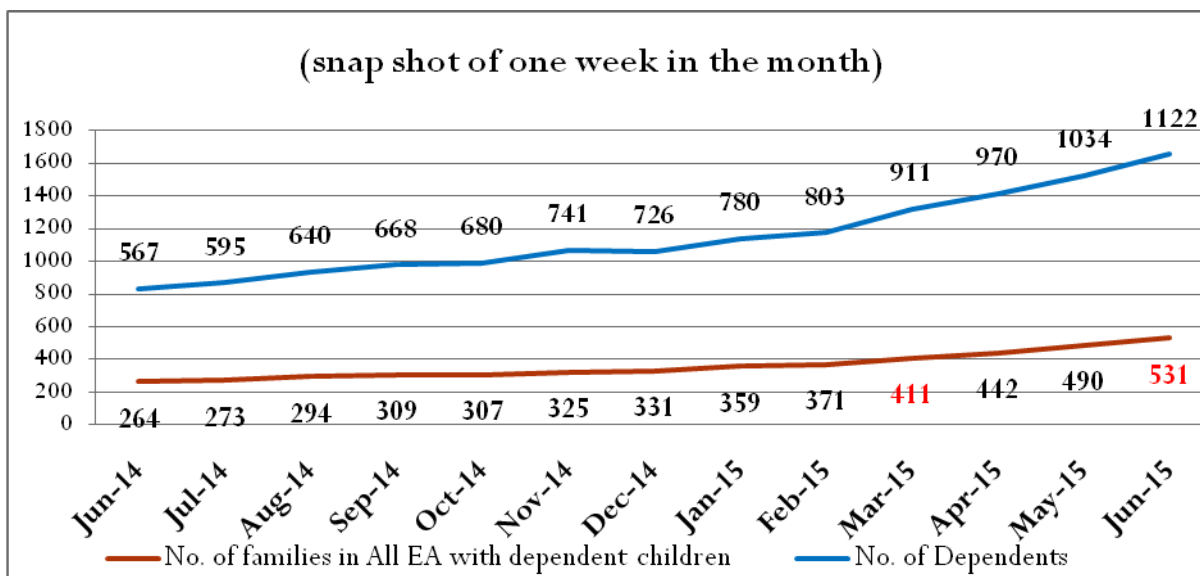
	<b>New</b>	<b>Repeat</b>	<b>Total Q2 2015</b>
Number of adult individuals using emergency accommodation in Q2 2015	475	2,620	<b>3,095</b>
Number of days in Q2 2015	91		
<b>Daily average</b>	<b>5.2</b>		

There was a marked increase in the number of adult individuals using homeless services during the quarter with numbers exceeding 3,000 for the first time since PASS records began in 2010. However, the number of new presentations as a percentage of all service users was low relative to previous periods and within this cohort the profile of the individual presenting has changed.

In the past, new presenters could only be accommodated if existing service users departed. However, as the number of new families presenting increases, capacity has been increasing to respond to this through the use of hotel placements in the region. The number of adults presenting with child dependents that are new to homeless services has increased from 23% of new presenters in Q2 2014 (n=115) to 52% of new presenters in Q2 2015 (n=245).

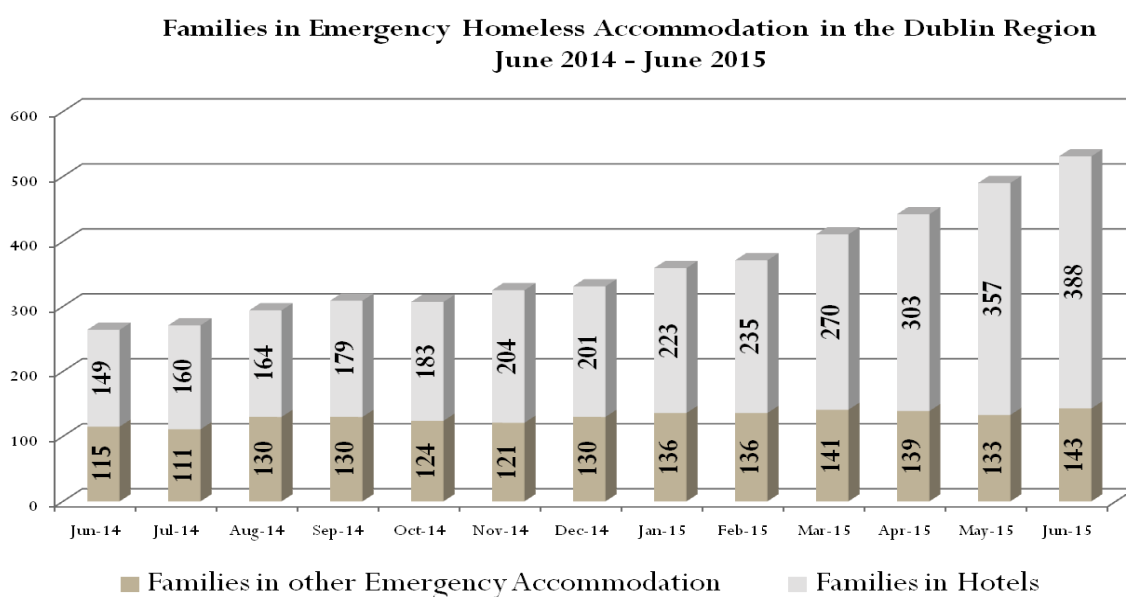
**Figure 3: Number of adult individuals using emergency accommodation each quarter**

**Figure 4: Number of families and children in emergency accommodation**



As detailed in Figure 4, there was a net increase of 120 families accommodated in emergency accommodation between March 2015 and June 2015. Of these, 90% (n=109) were accommodated in hotels. As outlined in Figure 5, levels of access to supported family accommodation remain relatively steady, as the number of family specific supported services in the region have not increased, while numbers of families being accommodated in hotels has jumped from 149 in June 2014 to 388 in June 2015, a 160% increase.

Visiting supports are provided to the families in hotels but because of the geographic spread of service users across the region, providing timely and consistent support is a significant operational challenge. Given this, considerable efforts are being made to increase the number of family specific supported temporary accommodation units in the region and in respect of the re-organisation of the funded Homeless Action Team for families. It is expected that a number of these will come on stream in Q3 2015 and Q4 2015 so levels of hotel usage may stabilise for a time.

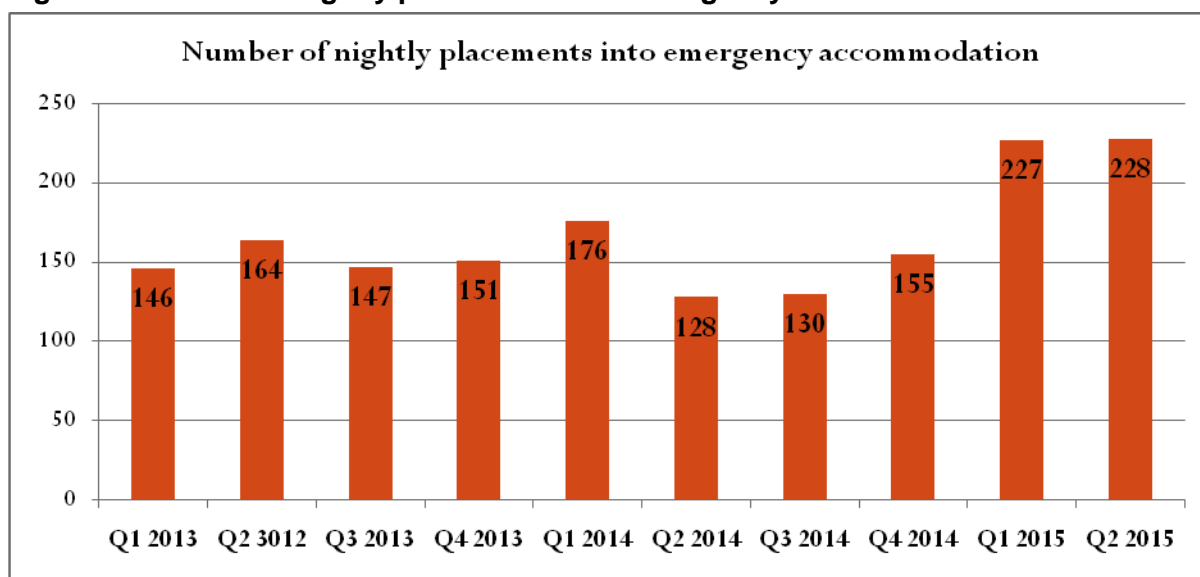
**Figure 5: Type of accommodation accessed by families in the Dublin Region****Additional Information:**

<b>Table 3: Number of placements or unique individuals in emergency accommodation</b>				
<b>Service</b>	<b>Number of placements in Q2 2015</b>	<b>Number Offered accommodation</b>	<b>Number of 'No shows'</b>	<b>Number unable to accommodate - insufficient capacity / unsuitability (Sleeping bags booked)</b>
Calls from Service Users: Helpline	17,548	17,826		2,303
Placement Service	7,311	7,311		23
<b>Total</b>	<b>24,859</b>	<b>25,137</b>	<b>1,340</b>	<b>2,326</b>
Average per night	273 <sup>2</sup>	276	15	26

The average number of placements into emergency accommodation each night has held steady at 228 a night as the majority of one-night-only beds have remained in the system, despite the end of the cold weather initiative. In addition, the Freephone made an average of 45 referrals to the MQI Night Service each night. The remaining 5 places in the night service were filled each night by the Housing First Intake Team.

<sup>2</sup> As 4,136 referrals were made to MQI Night Café, the remaining 20,723 interactions were placements to emergency beds, or an average of 228 per night.



**Figure 6: Number of nightly placements into emergency accommodation****3. Number of persons in emergency accommodation for longer than 6 months**

Type of Emergency Accommodation <sup>3</sup>	Number of Adult Individuals on last day of Quarter 2 2015	Resident < 6 Months	Resident > 6 Months	
			<i>Consecutively or continuously in emergency accommodation for longer than 6 months</i>	<i>Non-consecutively in emergency accommodation for longer than 6 months in the previous 12 month period</i>
Supported Temporary Emergency Accommodation (STA)	802	313	336	153
Temporary Emergency (TEA)	71	33	36	2
Private Emergency (PEA)	1,102	576	473	53
<b>Total</b>	1,975	922	845	208
			<b>1,053</b>	

Despite the growth in numbers accessing emergency accommodation, the rate of long-term homelessness has been held constant in 2015. This was in large part due to the increased

<sup>3</sup> These figures exclude MQI Night Café

allocation of housing from the local authority to individuals with homeless priority and higher than average support needs. As they were deemed unsuitable for referral to private rentals, because of tenure instability, and this was the primary source of move-on in previous years, they often had to reside in temporary accommodation beyond the six month guideline. Access to social housing has enabled support workers to engage and move on significant numbers of long-term homeless individuals.

However, as we see in Table 4a, the numbers moving to tenancies does not exceed the number of people moving into the category of 'long-term' homelessness as there was a net increase of 56 additional individuals who occupied homeless accommodation for in excess of six months in Q2 2015 compared with the previous quarter.

**Table 4a: Change in number and rate of long-term homelessness each quarter**

	Q1 2014	Q2 2014	Q3 2014	Q4 2014	Q1 2015	Q2 2015
Number of adult individuals in emergency accommodation on last day of the quarter	1,394	1,414	1,491	1,692	1,868	1,975
Number of those individuals in accommodation 6 months or more on the last day of the quarter	763	774	826	921	997	1,053
Percentage	55%	55%	55%	54%	<b>53%</b>	<b>53%</b>
<i>Monthly Increase:</i>	-	11	52	95	76	56

Additional Information:

<b>Table 5: Number of clients with a support plan</b>		
<b>Accommodation Category</b>	<b>Total Number of Persons During Quarter 2 2015</b>	<b>Number with a Support Plan</b>
Supported Temporary Accommodation (STA)	1,773	1081
Temporary Emergency Accommodation (TEA)	119	86
Private Emergency Accommodation (PEA)	1,655	583
Other (Simon Detox and Residential Alcohol Service)	80	70
<i>(less) people accessing multiple accommodation types during the quarter*</i>	(484)	(256)
<b>Total (Unique Individuals accessing emergency accommodation)</b>	<b>3,143</b>	<b>1,564</b>
<i>*Note – some individual's access services in more than one accommodation type during the quarter.</i>		

The number of individuals with support plans has increased but the rate has decreased as many of the new presenters are families who are in scatter site hotels making engagement for support planning difficult.

**Table 5a: Number of individuals with support plans each quarter**

	Q1 2014	Q2 2014	Q3 2014	Q4 2014	Q1 2015	Q2 2015
Number of adult individuals with a support plan	1,237	1,242	1,399	1,491	1,529	1,564
<i>Percentage of adult individuals with a support plans using emergency accommodation</i>	53%	51%	56%	55%	51%	50%

#### 4. Number of persons leaving emergency accommodation

<b>Table 6: Number of persons leaving emergency accommodation Q2 2015</b>	
Moved to new/independent accommodation (As reported in table 1)	242
Staying with family or friends	68
Relocated to another country	21
Departure to Medical Facilities: Hospital	49
Departure to Medical Facilities: Residential Treatment	30
Departure to Correctional Facilities: Prison (on remand)	15
<b>Total</b>	<b>425</b>

The majority of departures recorded were to independent living. Most other categories remained constant with the exception of relocations to another country. As detailed in Table 4a, this has increased from a low of 2 in Q2 2014 to a high of 21 in this quarter.

**Table 6a: Number of persons leaving emergency accommodation**

	Q1 2014	Q2 2014	Q3 2014	Q4 2014	Q1 2015	Q2 2015
Moved to new/independent accommodation (As reported in table 1)	143	154	248	247	236	242
Staying with family or friends	70	64	71	56	54	68
Relocated to another country	-	2	3	4	7	21
Departure to Medical Facilities: Hospital	36	37	43	61	50	49
Departure to Medical Facilities: Residential Treatment	31	31	25	21	29	30
Departure to Correctional Facilities: Prison (on remand)	30	29	24	17	23	15
<b>Total</b>	<b>310</b>	<b>317</b>	<b>414</b>	<b>406</b>	<b>399</b>	<b>425</b>

## 5. Occupancy rate in emergency accommodation

Total number of beds available at (30 <sup>th</sup> June, 2015)	1,977
Number of beds occupied at (30 <sup>th</sup> June, 2015)	1,975

As in previous quarters, there were approximately two beds available each night that were unallocated. Typically, these were not allocated for practical reasons such as inaccessibility (too far away to access late at night) or restrictions on who could access them (e.g. male or female). In addition the MQI Night Café was accessed by close 50 individuals each night.

## 6. Number of persons moving on into independent living with support

Persons moved on into independent living with support	Total Q2 2015
Number in supported accommodation (LTA on-site supported)	18
Number in Approved Housing Body accommodation (AHB on-site supported and visiting support)	39
Number in local authority owned accommodation with support (LA on-site supported and visiting support)	110
Number in private rented accommodation with floating support services (visiting support only)	12
Housing Assistance Payment (HAP)	29
Total	<b>208</b>

### Additional Information:

SLI Service Provider	Number of Persons Currently Supported in tenancy Q2 2015	Number of Persons No Longer Requiring Support	Total Cases to Date
Focus/PMVT Sli Visiting Support	116	340	456
Simon Sli Visiting Support	156	866	1022
Hail Mental Health Visiting Support	34	155	189
Housing First On-going Visiting Support	38	45	83
<b>Total</b>	<b>344</b>	<b>1,406</b>	<b>1,750</b>

## 7. Number of persons moving on into independent living without support

Number in private rented accommodation without support	16
Number in local authority owned accommodation without support	14
Number in other Approved Housing Body (accommodation without support)	4
<b>Total</b>	<b>34</b>

Eighty six per cent of adult individuals who moved to a tenancy received on-site or visiting support post-settlement. This is the highest rate reported to date. This was due in large part to the number of individuals with medium to high support needs who were placed in social rentals, rather than private rentals. Also, those taking up tenancies under the HAP pilot are required to sign up for Sli visiting support, therefore, even if private rentals increase into the future, it is anticipated that the demand for Sli will continue.

## 8. Number of persons sleeping rough

<b>Spring Rough Sleeping Count 2015</b>	<b>Total</b>	<b>With a Support Plan</b>
Number of persons sleeping rough (Night of <b>April 14<sup>th</sup></b> / Morning <b>April 15<sup>th</sup></b> )	105	
Number of persons sleeping rough with a PASS record	48	24 <sup>4</sup>

As reported in Q1 2015, **105 persons** were confirmed as sleeping rough on the night of April 14<sup>th</sup> into the morning of April 15<sup>th</sup> 2015. This was a decrease of **63** persons or **38%** on the Winter 2014 count. This was the largest decrease in the number of individuals discovered sleeping rough since the first count took place in 2007.

Number of persons in contact Bedded Down	207
Number of persons in contact Not Bedded Down	242
<b>Total Individuals</b>	<b>449</b>
Number of persons who also used Emergency Accommodation	298

As outlined in Table 12, the HFIT were in contact with 449 adult individuals during the quarter, which is in line with the previous three quarters. However, of these, 298 also accessed emergency accommodation during the quarter, representing 66% of those

<sup>4</sup> An additional 3 individuals gave no consent so cannot determine if support plan in place.

sleeping rough. This is a decrease relative to the previous two quarters and the result has been an increase in rough sleeping in the region.

The HFIT have been tracking the increase since mid January 2015, once all emergency beds became fully occupied at night. They estimate up to one hundred individuals across the region engaged in rough sleeping on a nightly basis towards the end of the quarter.

**Table 12a: Emergency accommodation use amongst individuals rough sleeping**

	Q1 2014	Q2 2014	Q3 2014	Q4 2014	Q1 2015	Q2 2015
No. in contact with RCOS/HFIT	406	446	354	450	435	449
No. accessing accommodation	304	312	224	378	317	298
<i>Percentage using in contact with HFIT and using Emergency Accommodation</i>	<b>75%</b>	<b>70%</b>	<b>63%</b>	<b>84%</b>	<b>73%</b>	<b>66%</b>

**Table 12b: HFIT number of contacts with individual adults in Q2 2015**

Number of contacts	Number on adults individuals	Percentage
<b>1-10 contacts</b>	373	83 %
<b>11-20 contacts</b>	32	7 %
<b>21-50 contacts</b>	31	7 %
<b>50-100 contacts</b>	13	3 %
<b>Total</b>	449	

In Q2 2015, the majority of individuals (n=373) had less than ten contacts with the HFIT, a trend consistent with previous quarters. A smaller number of individuals had frequent contacts and were known to the HFIT. The team have identified 30 individuals for intake to the Housing First programme. There are currently seven tenancies in progress.

**Part 4****9. Meetings of the Management Group and Consultative Fora**

	<b>Dates of meetings held in the Q2 2015</b>	<b>Membership Details</b>																			
Statutory Management Group	17 <sup>th</sup> April 2015 & 29 <sup>th</sup> May 2015	<ul style="list-style-type: none"> <li>• Dublin Region Homeless Executive</li> <li>• South Dublin County Council</li> <li>• HSE Integrated Service Directorate</li> <li>• The Probation Service</li> <li>• Tusla</li> </ul>																			
Regional Homelessness Consultative Forum	21 <sup>st</sup> April 2015 & Ad June 3 <sup>rd</sup> 2015	<table border="1"> <tr><td>An Garda Síochána</td></tr> <tr><td>City of Dublin Education &amp; Training Board (CDETb)</td></tr> <tr><td>Department of Social Protection</td></tr> <tr><td>Department of Social Protection - HPU</td></tr> <tr><td>Dublin City Council</td></tr> <tr><td>Dublin Region Homeless Executive</td></tr> <tr><td>Dún Laoghaire-Rathdown County Council</td></tr> <tr><td>Fingal County Council</td></tr> <tr><td>Homeless Network</td></tr> <tr><td> <ul style="list-style-type: none"> <li>• Crosscare</li> <li>• Merchants Quay Ireland</li> <li>• Threshold</li> </ul> </td></tr> <tr><td>HSE Integrated Service Directorate</td></tr> <tr><td>HSE Dublin North City</td></tr> <tr><td>HSE Dublin West – Social Inclusion / HSE Dublin Mid Leinster</td></tr> <tr><td>Irish Council for Social Housing</td></tr> <tr><td>Irish Prison Service</td></tr> <tr><td>MAG – Peter McVerry Trust</td></tr> <tr><td>South Dublin County Council</td></tr> <tr><td>The Probation Service</td></tr> <tr><td>TUSLA – Child &amp; Family Agency</td></tr> </table>	An Garda Síochána	City of Dublin Education & Training Board (CDETb)	Department of Social Protection	Department of Social Protection - HPU	Dublin City Council	Dublin Region Homeless Executive	Dún Laoghaire-Rathdown County Council	Fingal County Council	Homeless Network	<ul style="list-style-type: none"> <li>• Crosscare</li> <li>• Merchants Quay Ireland</li> <li>• Threshold</li> </ul>	HSE Integrated Service Directorate	HSE Dublin North City	HSE Dublin West – Social Inclusion / HSE Dublin Mid Leinster	Irish Council for Social Housing	Irish Prison Service	MAG – Peter McVerry Trust	South Dublin County Council	The Probation Service	TUSLA – Child & Family Agency
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Signed:


**Cathal Morgan, Director, Dublin Region Homeless Executive**