

Dublin Region Homeless Executive Annual Report 2020



Feidhmeannacht um Dhaoine ar Easpa
Díidine Réigiún Bhaile Átha Cliath
Dublin Region Homeless Executive



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Vision and mission for Homelessness in Dublin

As stated in our Homelessness Action Plan 2019-2021, the Vision of the DRHE is that;

People experiencing homelessness, or at risk of experiencing homelessness, including families with children, will be provided with quality services to meet their specific needs and to support them to move to appropriate housing options, within the shortest possible timeframe.

The DRHE will work in partnership with colleagues in the Voluntary, Private & NGO sectors to prevent long-term homelessness and rough sleeping and provide a coordinated response to the needs of both families with children and individuals experiencing homelessness.



Introduction

The Dublin Region Homeless Executive, on behalf of the four Dublin Local Authorities, Dublin City Council, Fingal County Council, South Dublin County Council and Dún Laoghaire-Rathdown County Council is the lead agency with responsibility for responding to homelessness across the Dublin Region.

With our partners, we continue to deliver on the five Pillars of the Rebuilding Ireland Action Plan (2016) and continually strive to tackle homelessness and bring forward innovative solutions to help the more vulnerable members of the community.

We have been operating in a challenging landscape for many years, but 2020 proved to be one of the most challenging years to date due to the onset of COVID-19. We

showed just how adaptable we can be and indeed rose to the challenge.

We are working closely with the four Dublin Local Authorities and all relevant stakeholders to respond to homelessness, benefiting from their support and strong working relationships to address the challenges that exist. From the beginning of 2020, national data has been showing a significant and welcome reduction in the number of people (in particular families) that are residing in emergency accommodation throughout the country.

This Annual Report will focus on the situation in the Dublin Region in 2020 and will outline trends and outcomes in homeless services.



Structure/Governance & Management of the DRHE

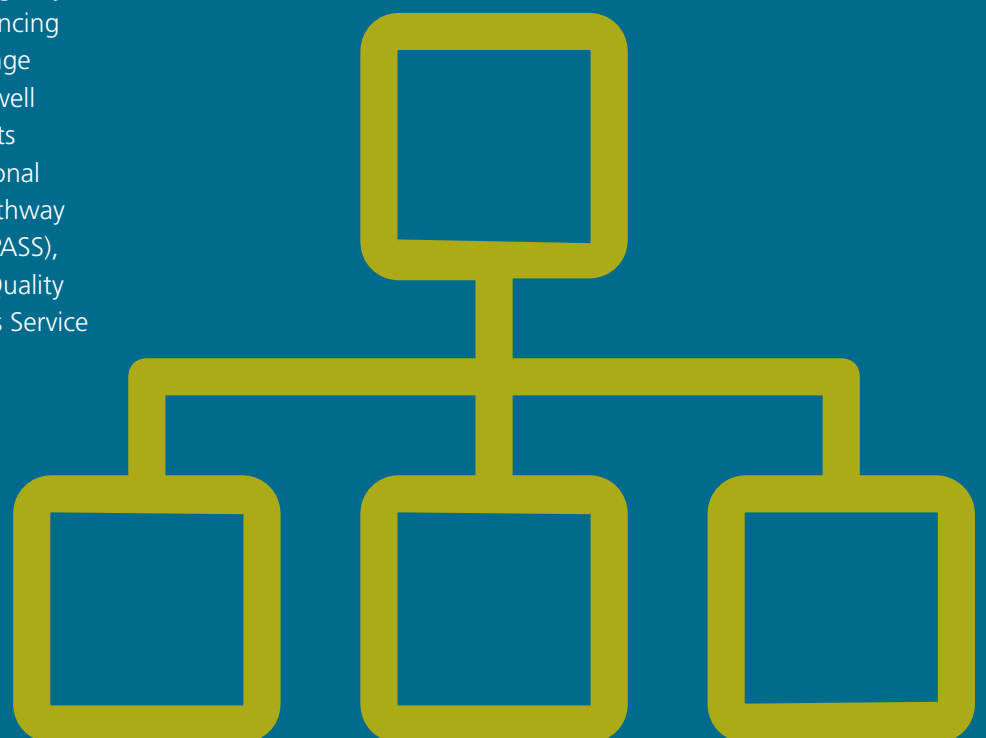
The Dublin Region Homeless Executive is a shared service, operating under the aegis of Dublin City Council, on behalf of the four Dublin Local Authorities. It is the lead statutory authority in the Dublin Region in respect of the co-ordination of responses to Homelessness. It has specific responsibilities for the operational co-ordination of the 2019 to 2021 Homeless Action Plan, Regional Service Provision and the disbursement of Section 10 funding (most of this recouped from the Department of Housing) for homeless services and in commissioning new service provision.

The DRHE provides funding to 23 Non-Profit Organisations for more than 115 services across the Dublin Region.

In addition, the DRHE co-ordinates and funds the provision of private emergency accommodation for people experiencing homelessness. It also provides a range of shared services to the sector as well as Central Government departments via the implementation of the National Shared Client Database, namely Pathway Accommodation Support System (PASS), and the development of National Quality Standards Framework for Homeless Service Providers nationally.

The relevant statutory provisions regarding homelessness are provided for under Section 2 and Section 10 of the Housing Act 1988 and in the Housing (Miscellaneous) Act 2009. A Consultative Forum chaired by the DRHE meets regularly and includes representatives from the four Dublin Local Authorities, Tusla, HSE, all the other relevant State Agencies and the NGO network. We also have regular meetings with the Department of Housing, the Department of Health and the Department of Justice.

The DRHE is guided and monitored by the Strategic Management Group and the Dublin Joint Homelessness Consultative Forum.



DRHE Senior Management Group (2020)

Director	Eileen Gleeson
Deputy Director	Mary Flynn
Deputy Director	John Durkan
National Director Housing First	Bob Jordan
Senior Executive Officer	Mary Hayes

Members of both the Dublin Joint Homelessness Consultative Forum and The Statutory Management Group

Critical to the success of the DRHE is the continuing need for leadership and partnership working at Local and Central Government level and working with other Statutory Agencies, Service Providers and Local Communities.

The following lists the membership of the Consultative Forum and the Strategic Management Group, who continue to commit themselves to keeping the service user central to all decision making:

Dublin City Council, South Dublin County Council, Fingal County Council, Dún Laoghaire-Rathdown County Council, Health Service Executive, TUSLA, Department of Social Protection, Department of Justice, the Homeless Network, the Irish Council for Social Housing, the Irish Prison and Probation Service, CDETB, Threshold and An Garda Síochána.

Members of the Strategic Management Group (2020)

Eileen Gleeson	Director, DRHE
Joe Doyle	Health Service Executive
Lorna Kavanagh	TUSLA
Neil McFadden	Probation Services
Shane O'Connor	Department of Children, Equality, Disability, Integration & Youth

Members of the Dublin Region Consultative Forum (2020)

	Name	Organisation
1	Brendan Kenny	CHAIR, Dublin City Council
2	Eileen Gleeson	Dublin Region Homeless Executive
3	Catherine Keenan	DLR County Council
4	Deirdre Baber	DLR County Council
5	Margaret Geraghty	Fingal County Council
6	Liam Burke	Fingal County Council
7	Colm Ward	South Dublin County Council
8	Neil Hanley	South Dublin County Council
9	Neil Mc Fadden	Probation Service
10	Darragh Bailey	Chair MAG, Probation Service
11	Jill Young	Irish Council for Social Housing
12	Daniel Morrogh	Homeless Persons Unit, Dept. Social Protection
13	Joe Doyle	HSE - Integrated Services Directorate
14	Donal Cassidy	HSE - Dublin North City and County
15	Concepta de Brun	HSE - Dublin Mid Leinster
16	Deborah Chemhere	TUSLA - Child and Family Agency
17	John Mark Mc Cafferty	Threshold
18	Clare Schofield	City of Dublin Education and Training Board
19	Melanie Rhatigan	Irish Prison Service
20	Lisa Cuthbert	Pace, Homeless Network
21	Catherine Kenny	Dublin Simon, Homeless Network
22	Paula Byrne	Merchants Quay Ireland, Homeless Network
23	Sarah Ní Ruaire	Reception and Integration Dept Justice & Equality
24	John Durkan	Dublin Region Homeless Executive
25	Mary Flynn	Dublin Region Homeless Executive
26	Mary Hayes	Dublin Region Homeless Executive
27	Bob Jordan	National Director, Housing First



The DRHE co-ordinates a housing led approach to homelessness on a regional basis, in conjunction with service providers throughout the sector. The DRHE strives to move people from emergency accommodation, with associated health and support services, towards a sustained exit from homelessness. This work is carried out through four main areas of operation, which form the basis of the Homelessness Action Plan.

We recognise that combatting homelessness is an immense challenge and that it will not be quickly resolved. We wish to acknowledge the contribution of all our partners, both Statutory and Voluntary, in their work in addressing the challenges of the current homelessness situation in the Dublin Region.

The four strategic goals or themes contained in the Homelessness Action Plan are:

Prevention - providing early intervention to people at risk of homelessness.

Progression - identifying and enabling pathways to long term housing solutions.

Protection - protecting people experiencing homelessness through emergency accommodation provision and targeted support.

Proper Governance and Finance Oversight - Ensuring that appropriate governance and accountable structures are in place for all service providers.



2020

At a Glance*

*As of the end of December

2020 in statistics

From the beginning of 2020, national data shows a significant and welcome reduction in the number of people (in particular families) that were residing in emergency accommodation throughout the country.



755

The number of families in emergency accommodation at the end of December 2020. This has decreased almost month on month since the beginning of 2020. The highest number of families ever accommodated in EA was in **July 2018** when 1,367 families were accommodated.

Reduction of 446

Families residing in Emergency accommodation from January to December 2020

Self accommodation

Families source their own accommodation using hotels, guesthouses and B&B's and ascertains if there is suitable availability. We are aiming to eliminate this altogether

January 2020 **416**

December 2020 **116**

Families accessing emergency accommodation in 2020

1,864

The number of children accessing emergency accommodation at the end of December 2020. This figure represents a decrease of **814** since the start of the year.

181

Families residing in hotels at the end of 2020. Reduction of **467** families by the end of the year.

Families in hotels: At the end of 2020, there were **181** families residing in hotels. This figure was **648** in January 2020, so this represents a reduction of **467** families by the end of the year.

699

Families entered emergency accommodation for the first time in 2020.

1,112 families for the same period in 2018, and **1,031** families in 2019

332

fewer families presented as homeless when compared to 2019.

New presentations (Families)
699 families entered emergency accommodation for the first time in 2020. Therefore, when compared to 2019, **332** less families presented as homeless.

1,221

Families exited emergency accommodation in 2020.

1,137 exited in 2019 and **780** exited in 2018.

While the reduction in numbers is of course very welcome, we fully accept that there are still far too many families in emergency accommodation, including hotels, and we are very conscious of the challenge that still exists on family homelessness in the Dublin area.

Single Adults Experiencing Homelessness 2020*

3,027

Single Adults in emergency accommodation at the end of December 2020.

1,006

Single Adults exited emergency accommodation to a tenancy in 2020.

575 exited in 2019.

1,660

Single adults who newly presented to homeless services in 2020.

A **Decrease** of **210** on 2019.

Single Adults Experiencing Homelessness

The situation in relation to single persons is more complex and the total number of single adults in emergency accommodation continued to increase throughout 2020. At the end of December 2020, there were 3,027 single adults in emergency accommodation, which is unfortunately 162 more than the 2,865 single adults at the start of the year.

There was, however, good success in terms of exits for single persons. 1,006 single adults who exited emergency accommodation to a tenancy in 2020 is far greater than the 575 who exited in 2019. Similarly, the number of single adults who newly presented to homeless services has decreased slightly year on year from 1,870 in 2019 to 1,660 in 2020.

During December, there was an average of 60 emergency beds unused every night. Despite this availability, a sizeable number of single persons continued to sleep rough during this period which further demonstrates the complexity of the homelessness issue in Dublin. The issue of entrenched rough sleepers, many with serious addiction and other health problems, requires an even greater level of intensive work in 2021 and the DRHE will be working very closely with the HSE to improve this situation. We also hope to see positive progress on the implementation of the recommendations contained in the recent Day Services Report, on the provision of relevant day care services for persons experiencing homelessness in the Dublin region. This will involve collaboration between the DRHE, HSE, other Government Departments such as Justice and Social Protection and service providers.

*December 2020

Homeless Housing Assistance Payment Scheme (HHAP) 2020

2,731

Homeless HAP tenancies were created in 2020, the **Highest number of tenancies created since 2016.**

1,594

Tenancies created in 2018

2,187

Tenancies created in 2019

There were 1,594 tenancies created in 2018, 2,187 in 2019 & 2,731 in 2020.

Breakdown of family type and previous accommodation of those accessing HHAP in 2020:

- 359** Families leaving hotels - Private Emergency Accommodation
- 459** Families leaving Supported emergency accommodation
- 957** Families who did not use emergency accommodation (Prevention)
- 187** Singles/Couples leaving Private Emergency Accommodation
- 323** Singles/Couples leaving supported emergency accommodation
- 436** Singles/Couples who did not use emergency accommodation (Prevention)
- 10** Families leaving Direct Provision



Our Services

Housing First

Housing First is considered best practice in addressing the needs of people who are experiencing long-term homelessness and who have high support needs. The DRHE pioneered the internationally-recognised Housing First model in Ireland beginning with a pilot project in 2011. The National Director of Housing First, based in the DRHE, is responsible for extending the Housing First programme throughout Ireland and achieving Government targets.

Dublin Housing First, which is provided by the Peter McVerry Trust on behalf of the DRHE, targets individuals experiencing homelessness who have a history of rough sleeping or those who have been homeless for a long time and have complex needs relating to substance use disorders and mental health. The service provides direct access to permanent housing, together with intensive housing and health supports delivered primarily to the person's home. Health supports are delivered in close collaboration with the HSE. The four Dublin Local Authorities provide Housing First clients with properties from their own stock or properties sourced from Approved Housing Bodies and the Housing First provider, with a small number of properties coming from private landlords.

Dublin Housing First provided homes for 94 individuals experiencing homelessness in 2020. At the end of December, there were 336 active Housing First tenancies, comprising 277 individuals, 27 couples and 5 siblings. The total number of individuals housed since the commencement of the programme is 449. Dublin Housing First has achieved a housing sustainment rate of 84%, meaning the vast majority of tenants remain permanently out of homelessness.

Dublin Housing First provided homes for

94

individuals experiencing homelessness in 2020

336

active Housing First tenancies at the end of December

449

The total number of individuals housed since the commencement of the programme

84%

Housing sustainment rate

Dublin Outreach

A Street Outreach Service, operated by Dublin Simon Community on behalf of the DRHE, assertively engages with people sleeping rough across the Dublin Region. This service operates 365 days a year from 7am - 1am weekdays (18 hours a day) and 9am - 1am weekends (16 hours a day). Outreach teams meet with people sleeping rough, including people in tents, to support them into temporary accommodation. It can take several intensive engagements with an individual who is rough sleeping to achieve a positive outcome; however, in the majority of cases the Outreach team are successful in supporting people to access emergency accommodation and other services within a short time frame. The team bring sandwiches and snacks along with clean clothes and face masks to anyone sleeping rough.

The Dublin Rough Sleeper App has proven successful with members of the public since it launched in December 2020 and it has greatly assisted Outreach teams to engage with individuals experiencing homelessness across the four local authority areas. We continue to encourage as many people as possible to download the app, which is free of charge on Apple and Android platforms.

Rough Sleeper Count

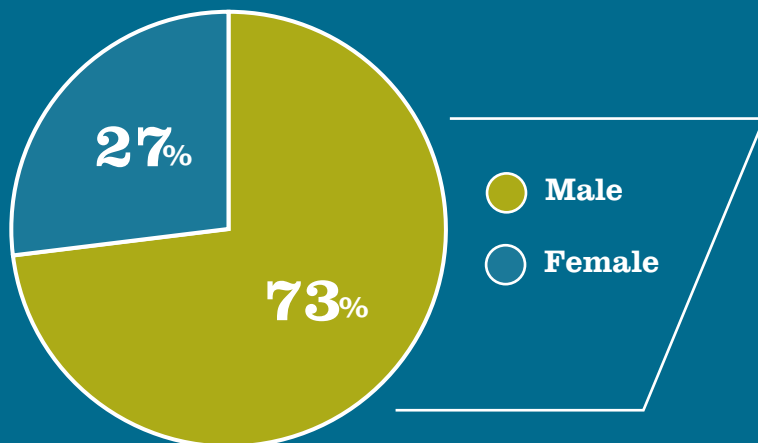
Due to COVID-19 restrictions, the twice-yearly head count of persons (April and November) rough sleeping in the Dublin Region could not take place. In order to assess the number of people rough sleeping in Dublin in winter 2020, an alternative and more comprehensive approach took place in full compliance with public health guidelines.

Over the week November 23rd to 29th, the DRHE Outreach Team (Dublin Simon Community) engaged in a full Dublin region assessment of people sleeping rough, or at risk of sleeping rough. Over 7 nights the Outreach Team visited all known locations in the region at least once. It is important to note that the statistics below represent the total unique individuals over a **7 nights**, and cannot be compared with the figures for previous **1 night** counts.

In total there were **139** unique individuals encountered over the week. **127** had PASS (DRHE Registration/IT system) identification. This means that they were registered, accepted as homeless, and would be offered emergency accommodation if they were willing to accept this.

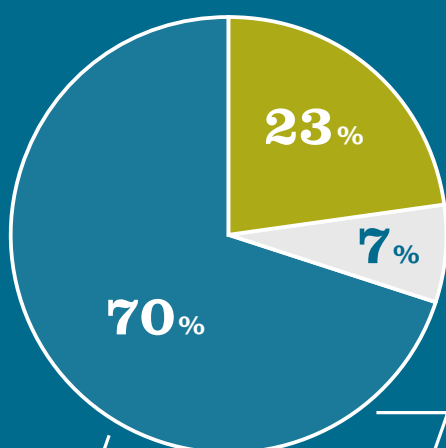
Further details in relation to the 127 individuals are contained in the tables below and overleaf:

Gender	Number	Percentage
Male	93	73%
Female	34	27%
Total	127	100%



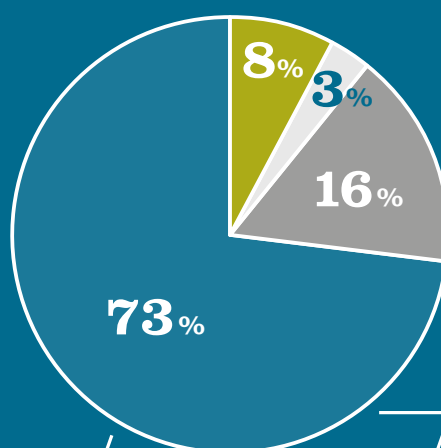
Age Group	Number	Citizenship	Number	Local Authority	Number
18-19	0	Irish	93	DCC	51
20-24	9	EU	10	DLR/FCC/SDCC	26
25-44	89	Non EU	4	Outside Dublin	5
45-62	29	Unknown	20	Unknown	45
Total	127	Total	127	Total	127

Age Group



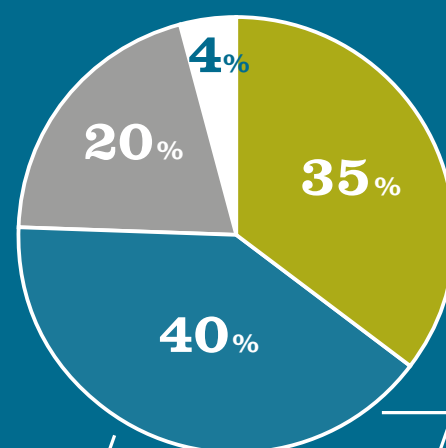
- 20-24
- 25 - 44
- 45-62

Citizenship



- Non-EU
- Irish
- EU
- Unknown

Local Authority



- Outside Dublin
- DCC
- Unknown
- DLR/FCC/SDCC

With regard to access to emergency accommodation,

- 20% of the individuals encountered had an allocated bed in emergency accommodation on at least one of the nights when they were counted as sleeping rough,
- 65% had used emergency accommodation at some point in the 3 months preceding the assessment week,
- 89% had used emergency accommodation at some time in the past.

There was a high number of unused emergency beds in the hostel system (on average 40 empty beds) throughout the city on each night that this assessment/count was being carried out.

Long Term Accommodation (LTA):

LTA applies to both permanent and semi-permanent on-site supported accommodation across the four Dublin Local Authorities (Dublin City Council, Dún Laoghaire-Rathdown County Council, Fingal County Council and South Dublin County Council). All vacancies within LTA are advertised by the DRHE and filled through a centralised process with provision for priority needs within the process.

General criteria for long term supported housing:

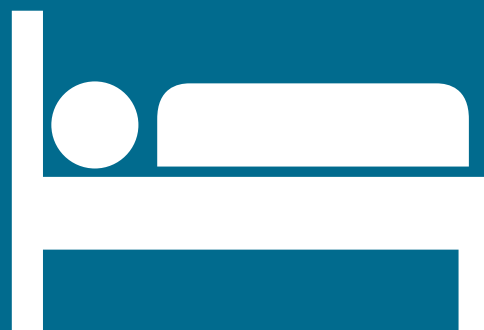
- history of homelessness and/or at serious risk of becoming homeless, having no alternative housing option available;
- mental health conditions (as assessed by the relevant mental health professionals) – dual diagnosis, self-harm, suicidal ideation, personality disorders;

- misuse of substances;
- borderline learning difficulties;
- disability or mobility issues - acquired brain injury etc.
- physical health problems – requiring help with personal care (dressing, washing, toileting, eating, incontinence etc.)
- offending behaviours (including sex offenders);
- challenging behaviours;
- domestic violence;
- vulnerability because of age.



Number of vacancies in 2020:

Category	Vacancies
1	9
2	7
3	16
4	23
4 (family unit)	6
Total	61



Since March 2020 the DRHE continued to liaise with all public health entities to ensure that the HSE COVID-19 Guidelines are being adhered to in all residential facilities.

Long Term Accommodation

Category		Name	No . beds
1	Male/Female	DePaul – Sundial House	30 beds
	Male	Dublin Simon – Oak House	32 beds
	Male/Female over 55yrs	Dublin Simon – Riversdale House	23 beds
	Male/Female	Dublin Simon – Chester House	22 beds
2	Male	DePaul – Backlane	18 beds
	Male/Female	Salvation Army – Granby Centre	70 beds
3	Couples	Sophia Housing – Sean McDermott St	18 beds
	Male	Salvation Army – York House	50 beds
	Male/Female	Paddy McGrath Housing Project	25 apt
	Male/Female	Dublin Simon – Maple House	9 apt
4	Male/Female	Dublin Simon – Dorset Street	16 beds
	Male/Female	Dublin Simon – Hazel House	19 beds
	Family	Focus Ireland – Georges Hill	41 apt
	Singles/ Families/Couples	Focus Ireland – Stanhope Green	10 apt
	Family	Focus Ireland - Aylward Green	9 apt
	Singles/Families	Sophia Housing – Cork St	50 apt
		Sophia Housing - Tallaght	22 apt
Male/Female	Bru Na Bfiann	10 apt	

Category 1 & 2 – High Support (Multiple Co-Morbidities)

Category 3 – Medium Support

Category 4 – Low Support.

Prevention Services

(Visiting Support Services in the Dublin Region)

There are 2 types of Housing Support Services for individuals and families (or households) experiencing homelessness

1. On site Support Workers in temporary residential facilities (Supported Temporary Accommodation).
2. SLÍ, Visiting Supports and Prevention Services.

SLÍ (Support to Live Independently) delivered by Dublin Simon in the DCC Administrative area and jointly by Focus Ireland/Peter McVerry Trust for the Dublin Region. SLÍ provides visiting support to households who are moving out of homeless emergency accommodation into long-term independent accommodation. Support is provided through a case management approach to assist households to settle into their tenancies. The support will focus on the needs of the Service User as identified through a support plan. SLÍ is offered to individuals (18 yrs or over) and families exiting homelessness to social housing, long term leasing and HAP.

All referrals for SLÍ are processed through the relevant Local Authority. The keyworker completes a referral form when the accommodation is secured/signed for. This is followed by a handover meeting between the SLÍ co-ordinator, SLÍ support worker and the client. SLÍ provides support with setting up a tenancy, practical housekeeping management e.g. setting up utilities, budgeting and information in relation to community and health services. The timeframe for support is three to six months but currently can be extended if required. The service is available 9am to 5pm Monday to Friday. However, Peter McVerry Trust also provides an out of hours weekend service if necessary.

TSS (Tenancy Sustainment Service) delivered by Dublin Simon in the DCC Administrative Area and jointly by Focus

Ireland / Peter McVerry Trust for the Dublin Region. This is a prevention service for those at risk of homelessness. In theory all forms of tenancies can avail of TSS but in general most referrals are from Local Authority tenants which leaves an identified support gap for HAP tenants. Referrals can come from clients themselves, Local Authority staff or NGO's. Dublin Simon operates a drop-in clinic in the Civic Offices and on designated days in the Area Offices. TSS provides information and advice on rent arrears, disputes with landlords, help to sustain the tenancy, housing rights, advocacy and links to community services. The timeframe for support is three to six months.

TPS (Tenancy Protection Service) delivered by Threshold. This is a general prevention service for those at risk of homelessness. It covers all four Local Authority areas in Dublin and operate clinics in the Civic Offices, Parkgate Hall and Fingal County Council. Referrals can be made on the Freephone service, by email or by appointment. Threshold provide information on housing entitlements and advice and intervention to protect tenancies.

HAIL (Housing Association for Integrated Living) is a visiting support service for those with enduring mental health issues who are capable of living independently. HAIL is available in the four Dublin Local Authorities for single people and families. Clients can be exiting homeless accommodation or at risk of becoming homeless if they are living in rented accommodation. Referrals can come from a number of sources – Mental Health Social Workers, Local Authority Staff and NGOs. HAIL provides support on setting up home and utilities, accessing exceptional needs payments, shopping, money management and linking in with community services. HAIL also help clients who may need to change HSE mental health teams and support them in this challenging transition – this is a particular area of expertise for HAIL.

End of year 2020

Service	ALL Active Cases at 31-12-2020	Active since 2012	Active since 2015	Active since 2016	Active since 2017	Active since 2018	Active since 2019	Active since 2020	Total Cases Closed in 2020
VTSS Focus-DLRCC	40				1	7	15	17	10
VTSS Focus-FCC	22					1	8	13	11
VTSS Focus-SDCC	21			1	1	4	3	12	15
VTSS Simon	106	1	3	3	5	9	29	56	52
HAIL Visiting Support	42						3	39	60
SLÍ Simon	285						2	283	568
SLÍ Focus/PMVT	219						5	214	390
Total Active and Closed cases as at 31/12/2020	735	1	3	4	7	21	65	634	1106



Housing Support Officers

The DRHE assigned additional Housing Support Officers to work full time with single persons and couples who are residing in emergency accommodation with the aim of assisting them to source accommodation that is more longterm. At the end of 2020, the team have reviewed the position of 777 single persons currently accessing emergency accommodation. 42 individuals (2 couples) supported by the team have moved onto HHAP (20) and Social Housing tenancies (20). A further 34 single adults have moves pending.

This intensive work will continue into 2021. This progress demonstrates the significant benefit that has arisen over the last 18 months from the recruitment directly by the DRHE of 25 Housing Support Officers. The first tranche of these officers made a big difference in supporting families to move out of emergency accommodation and now five of them are working full time with single persons who are currently residing in emergency accommodation.

42 individuals
(2 couples) supported by the team have moved onto HHAP **(20)** and Social Housing tenancies **(20)**.

Approximately

503 families

across all accommodation types linked in with the Housing Support offices at the end of 2020.

306

families moved from emergency accommodation to accommodation between May and December 2020 with support from the Housing Officers team.

84 families moved to Social Housing accommodation

10 returned to family / friends from emergency accommodation.

97 families are ready to move out of emergency accommodation with tenancies secured.

In relation to families, at the end of 2020, the Housing Support officers were linked in with approximately 503 families across all accommodation types. **306** families moved from emergency accommodation to accommodation supported by HHAP between May and December 2020 with

support from the HSO team. **84** families moved to Social Housing accommodation and 10 returned to family / friends from emergency accommodation. In addition, 97 families are ready to move out of emergency accommodation with tenancies secured.

COVID-19

The DRHE held its first meeting regarding COVID-19 in February 2020, as we recognised the need for an exceptional immediate response. The DRHE & HSE led an intensive multiagency response in partnership with the Dublin Local Authorities and all homeless services providers in the Dublin Region, primarily aimed at reducing the spread of COVID-19 amongst persons experiencing homelessness. Every effort was made to reduce the risk of COVID-19 infection within homelessness. In partnership with the HSE, a rapid response system with accommodation providers testing for COVID-19 amongst the most at risk homeless population was put in place. This included assessment for COVID-19, transport to and placement in self-isolation beds including integrated health and accommodation supports for persons tested positive that did not require hospitalisation.

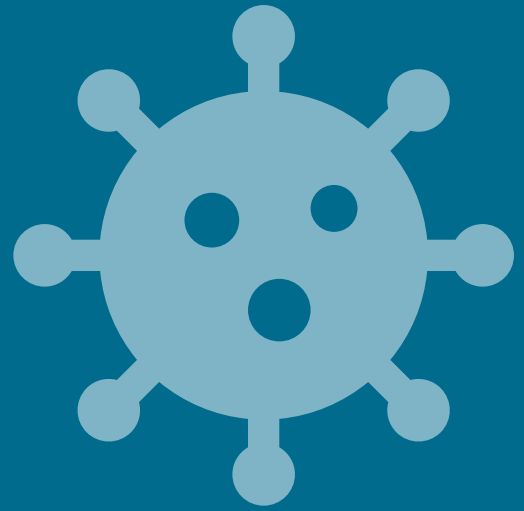
Shower facilities

During the COVID-19 public health emergency, while day services were unable to operate their full range of services, the Street Outreach Service run by Dublin Simon Community began offering showering facilities to people who were rough sleeping and not accessing available accommodation.

The Outreach Team brought the person to a showering facility run by Dublin Simon Community and provided them with toiletries, towels and fresh clothing

as required. A small number of individuals availed of these showers but the priority remained as always to support people into emergency accommodation where showers, meals and other supports are available onsite.

- The DRHE reconfigured and intensified existing services:- opened the FREEPHONE at 10am giving clients earlier access to beds, ceased provision of One Night Only accommodation, all placements are rolling with 24 hour access and meals, Housing Support Teams worked intensively with clients to exit them from homelessness.
- A HSE / DRHE dedicated COVID-19 response team was put in place to deal with all suspected or confirmed cases that occur within homeless services in the Dublin Region, including a dedicated homeless testing service, referral, placement and transportation to isolation facilities where required.
- The HSE and Health & Harm Reduction agencies provided critical interventions by improving access to methadone maintenance treatment, high dose Benzodiaepine treatment and home delivery of prescription drugs.
- The Homeless HAP team continued to operate in collaboration with the Housing Support Officers in moving families out of emergency accommodation. While the offices were closed to the public, business



was conducted in the main by telephone and HHAP applications were submitted by email or post. Despite the restrictions, the HHAP team continued to achieve increasing rates of exits from emergency accommodation by families and individuals through Homeless HAP.

- Place-finders and the Housing Support Officers adapted quickly to the movement restrictions and worked with Landlords to source lettings by:
 1. Virtual Viewings
 2. Staggered appointments for a smaller number of referrals

Outcomes

The COVID-19 positive prevalence rate across Dublin Homeless services remains low at 2.67%, compared to for example the Paris Homeless prevalence rate of 52%¹ Since the onset of COVID-19 last March there have unfortunately been 3 COVID-19 related deaths – two of these deaths were in a Long-Term Supported Accommodation Facility.

At the end of December 2020 there were 262 people in Shielding facilities with onsite medical supports. The number of people in Homeless Services who contracted COVID-19 was 88 (there were **6,022 individual in EA at the end of 2020**)

There has been a noticeable improvement in general health and wellbeing in the homeless population

COVID-19 Accommodation Provision

The DRHE worked in close partnership with the HSE to provide additional accommodation. The exact number of beds assigned to each category was fluid according to presenting needs, but in excess of **1,000** additional beds were sourced during the COVID-19 pandemic to date. Of these additional beds, 670 were for cocooning and isolation purposes and 450 extra beds were in place to facilitate social distancing and decanting from existing larger hostels in the city. This meant that several of the existing hostels in the city significantly reduced their full capacity in order to facilitate social distancing and a safer environment during the COVID-19 crisis. The additional beds allowed two hostels to close altogether temporarily, in order to carry out remedial works to facilitate better social distancing. In all this the most vulnerable and older residents were prioritised.

The following additional accommodation was sourced:

¹ (Roederer, Thomas, et al. "Seroprevalence and risk factors of exposure to COVID-19 in homeless people in Paris, France: a cross-sectional study" *The Lancet Public Health* (2021).

400 Beds involving eight Hotels
165 self-contained apartments
470 single occupancy beds (Hostels)

Total: **1035**

Some self-isolation cases and positive cases required a range of supports. For high-risk medical cases, monitoring was provided by the HSE. On-site staff provided regular check-ins with all residents, observing HSE guidance for congregated facilities. This meant that in some situations the DRHE sourced/leased the property but the HSE took responsibility for managing the property through a Service Provider selected by HSE.

The vast majority of the additional accommodation was sourced directly by the DRHE property team, which is a considerable feat in itself. A smaller number were sourced by our Charity Partners and were funded through the DRHE by the Department of Housing, Planning and Local Government.

The DRHE spent **€35,647,413** on COVID-19 related facilities in 2020.

Enhancement of existing provision during COVID-19

- For the duration of COVID-19, all residential accommodation for families and singles was moved to 24 Hour access to allow the implementation of the COVID-19 HSE Guidelines, thereby reducing the public health risks to homeless persons.
- Meals were provided to homeless households across all residential services where there was no cooking facilities (shared or self-contained).
- The DRHE self-accommodation team negotiated considerable reductions in commercial hotel room rates and concentrated on moving families from hotels to self-contained accommodation (if long term housing was not an immediate option). Up to 100 such moves to more appropriate temporary accommodation took place initially. (These 100 self-contained apartments are separate to the numbers mentioned above).
- The cost of these apartments was significantly cheaper than the equivalent hotel accommodation and obviously a much more suitable living environment for the families involved.
- Support was also put in place for single parent families for essential shopping if they wish to keep their children indoors.

Private Emergency Accommodation

The DRHE strives to ensure that everyone availing of homeless services is treated with respect, dignity, and provided with appropriate services in a caring and fair manner. We are committed to ensuring that all service users have accommodation that is safe, clean and comfortable, in an environment that is peaceful and respectful of each person's situation and rights.

We reviewed and revised the *Guidelines for Service Users in Emergency Accommodation* in 2020 and a copy of these guidelines were issued to all clients in private emergency accommodation. A copy is also given to all clients when they present at their accommodation for the first time.

Greater Access to Health Supports

Both the DRHE and the HSE worked together to develop a deeper insight into mental health of clients and identify any gaps in services. Actions that were put in place included:

- The Ana Liffey Drug Project (ALDP) special clinics were expanded, with a particular emphasis on harm reduction.
- The DRHE together with the HSE has joint responsibility to provide a coordinated and integrated response to delivering support services to the homeless population.

Since the pandemic, the collaborative approach between the DRHE and the HSE intensified and there has been an increased

emphasis on the provision of health supports to clients in Private Emergency facilities.

In addition, the DRHE and HSE CHO9 Social Inclusion Addiction services collaborated to provide addiction supports to residents of homeless accommodation via the Ana Liffey Drug Project team. The Ana Liffey teams provided clinics in a number of privately operated hostels aimed at:-

- Minimising the harms of drug use on the person and the environment in which they are living.
- Ensuring people accessing the service are aware of how to avoid and how to manage overdose.
- Providing structured addiction supports to enable people to stabilise their use.
- Providing progression pathways for individuals who wish to access treatment programmes.

Homeless Mental Health supports were also provided by HSE Mental Health teams in the Dublin Region. Mental Health Services provided Resource Officers for Suicide Prevention when a service user is at risk of suicide. The Resource Officer for Suicide Prevention attended the service to provide the support required.

The Ana Liffey Drug Project have been training staff in Private Emergency Accommodation in the use of Naloxone. This has been invaluable in helping to reduce the risk of a fatal overdose amongst people who are homeless and who use drugs.

Emergency Accommodation facilities in Dublin City

The table below indicates the number of emergency accommodation facilities in use across Dublin City at the end of October 2020. The area of the city with most facilities is Dublin 1, followed by Dublin 7 and Dublin 8. We are conscious of the need not to over concentrate facilities in certain parts of city and we consider this when opportunities to acquire such properties do arise.

50% of our Homeless accommodation facilities are managed by Charity Organisations such as the **Peter McVerry Trust, Crosscare, Dublin Simon, Respond, Novas, Salvation Army, Focus Ireland, Sons of Divine Providence, DePaul Trust** and are funded to do so by Government through the DRHE.

Private Operators manage other facilities usually through an arrangement involving a lease of property, refurbishment and operation. All accommodation complies with and operate within COVID-19 guidelines and all bed spaces adhere to social distancing requirements. Service providers are regularly issued with guidance from the HSE.

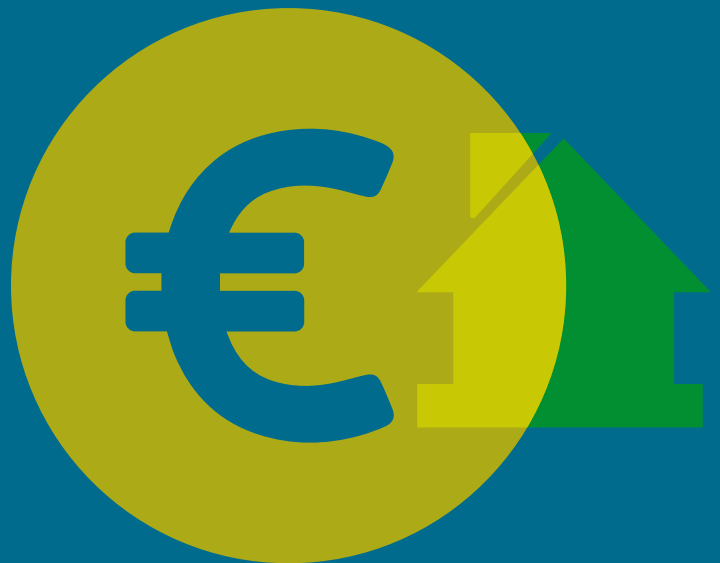
Area	No. of premises	No. of Single Beds	% total single beds	No. of premises Families	Approx. No. of Families	% of total family units
D 1	23	1,000	35%	10	300	31%
D 2	12	600	20.5%	0	0	0
D 3	2	30	1.0%	4	120	13%
D 4	0	0	0	1	13	1%
D 6	1	14	0.5%	4	155	16%
D 7	20	550	19%	3	35	4%
D 8	14	470	16%	5	130	13%
D 9	7	180	6.0%	2	60	6%
D10	0	0	0	2	11	1%
D11	2	30	1.0%	2	30	3%
D12	1	30	1.0%	2	85	9%
D17	0	0	0	1	28	3%
Totals	82	2,904	100%	36	967	100%

Finance, Governance and Oversight

In order to deliver accommodation and ancillary services to households experiencing homelessness in the Dublin Region, the Dublin Region Homeless Executive (DRHE) sources accommodation and services in the private and voluntary/charity sectors. The level of need for homeless services is continually monitored and this determines the number and type of services required to ensure that those who find themselves in vulnerable situations have access to relevant homeless services.

Commissioned services are governed by a Contract/Managers Order or by a Service Level Agreement. These legal agreements set out the terms and conditions of Section 10 funding, detail the service to be provided and attach an annual funding approval. In this way, the DRHE can monitor service delivery and value for money.

Services are constantly reviewed by the Quality Standards and Finance Teams in the DHRE. The Quality Standards Team carry out regular inspections and reviews of services and the Finance Team ensure that Section 10 funding requirements are being made by carrying out quarterly expenditure reviews. This includes requests to organisations to vouch their expenditure in order to satisfy Audit requirements.



Finance

1. Budget for 2020: €158,765,285
2. COVID-19 Expenditure: The DRHE spent €34,751,680 on COVID related facilities in 2020
3. **Funding 2020 NGOs**

NGOs 2020

Paddy McGrath House	€92,736.00
Ana Liffey Drug Project	€70,500.00
Anew	€226,382.00
Barka	€174,696.00
Óglaigh na hÉireann	€289,520.00
Capuchin Day Centre	€360,841.00
Coolmine TC	€12,830.00
Crosscare	€6,499,419.00
Cuan Mhuire	€148,104.00
Depaul Trust	€8,365,479.00
Dublin Simon	€8,112,819.00
Focus Ireland	€4,719,573.00
HAIL	€230,904.00
Iveagh Hostel	€268,180.00
Merchants Quay Ireland	€993,416.00
Novas Initiative	€3,196,527.00
Peter McVerry Trust	€17,630,348.00
Respond	€3,353,048.00
The Salvation Army	€5,783,486.00
Sons of Divine Providence	€435,520.00
Sophia Housing	€1,733,173.00
Threshold	€657,071.00



4. Spend on Hotels

2019	€56,617,847
2020	€35,119,033

The cost of hotel accommodation is reducing and this has allowed the DRHE to divert resources to augment and/ or improve other services, such as ensuring that all families and singles are adequately supported while in emergency accommodation.

Glossary of Terms

DRHE	Dublin Region Homeless Executive
EA	Emergency Accommodation
PASS	Pathway Accommodation Support System
HAP	Housing Assistance Payment
HHAP	Homeless Housing Assistance Payment
PEA	Private Emergency Accommodation
STA	Supported Emergency accommodation
LTA	Long Term Accommodation
SLI	Support to Live Independently
TSS	Tenancy Sustainment Service
TPS	Tenancy Protection Service
HAIL	Housing Association for Integrated Living
CDETB	City of Dublin Education & Training Board

Acknowledgements

The DRHE would like to thank and acknowledge the following organisations for their support

Department of Housing, Local Government and Heritage

Minister Eoghan Murphy and Minister Darragh O'Brien

Department of Health

Department of Finance

Department of Public Expenditure and Reform

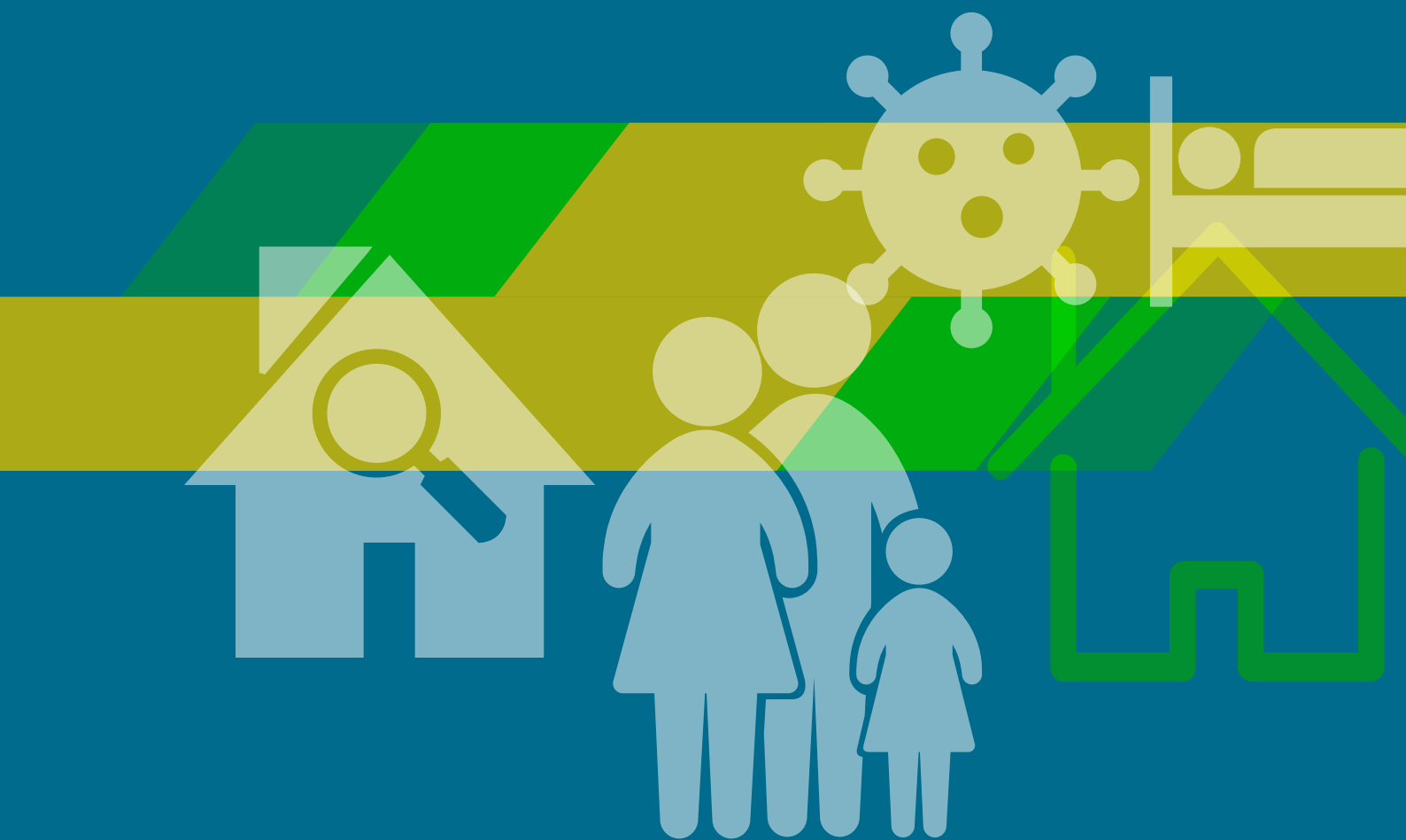
Health Service Executive

Dún Laoghaire Rathdown County Council

Fingal County Council

South Dublin County Council

Our NGO Partners



Feidhmeannacht um Dhaoine ar Easpa
Díine Réigiún Bhaile Átha Cliath
Dublin Region Homeless Executive