



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

Quarter 3 2016

October 2016

Q3 2016 Headline Items:**Tenancy protection and sustainment**

- The Tenancy Protection Service (TPS) has been contacted by 9,028 households in the Dublin regions since June 2104 to end of September 2016.
- Four thousand and fifty one of these households (52%) were considered to be at risk of homelessness and progressed to active case management.
- At 30th September 2016 a total of 2,583 households (29% of all contacts) had been protected and sustained under the TPS *via* a rent uplift (2,156); advocacy (317) or re-housing (110).

Rough Sleeping

- More than 67% (285) of persons engaging in rough sleeping over the quarter gained access to emergency accommodation.

Use of Emergency Accommodation

- A total of 4,006 adults used emergency accommodation during Qtr3, 2016.
- Of these, one adult in six (17%; 668) were new presentations assessed as homeless and placed in emergency accommodation. The remaining 83% (3,338) were repeat or existing service users.
- The nightly placement rate into emergency accommodation or night services for adults using the local authority placement service and the homeless freephone averaged 270 persons over the quarter.
- Of the 2,800 adult beds available in emergency accommodation in Dublin on the last day of the quarter (30th September 2016), only 1 was unallocated.

Support Plans for Emergency Accommodation Users

- A total of 2,029 adults residing in emergency accommodation have an active support plan. This almost half (50%) of all adults residing in emergency accommodation over the quarter.

Q3 2016 Headline Items:**Long-term homelessness**

- Of the 2,799 adult individuals in emergency accommodation on the last day of Qtr3, 2016 a total of 1,832 (or 65%) have resided in emergency accommodation for 6 months or more and are considered to be long-term homeless.

Family Homelessness

- Among the adult population in emergency accommodation in September 2016, 45% were adults who presented with child dependents.
- At the end of the quarter, a total of 1,014 families – comprising 1,357 adults and 2,065 dependent children - are residing in emergency accommodation.
- Of these, 760 families are residing in commercial hotels/B&Bs in lieu of access to alternative forms of emergency accommodation.

Tenancy creation and housing support

- The total number of adults who moved to tenancies in Qtr3, 2016 was 411. This is on a par with the previous two quarters. Moves are at a higher rate than any year previously reported.
- The significant majority (97%) moved to some form of social housing option with 144 adults in social tenancies and 254 adults in HAP tenancies. Private rented tenancies accommodated 13 adults.
- Among these new tenants, 55% (228 tenants) are in receipt of post-settlement housing support and 183 tenants are living independently without housing support.

Departures from homeless services to other living situations

- In addition to departures to independent living in tenancies, 209 adults departed homeless services to other living situations.
- These included staying with family or friends (59 persons); relocation to another country (18 persons); admission to medical facility (hospital – 62 persons; residential treatment – 44 persons) and admission to correctional facilities (prison remand – 26 persons).

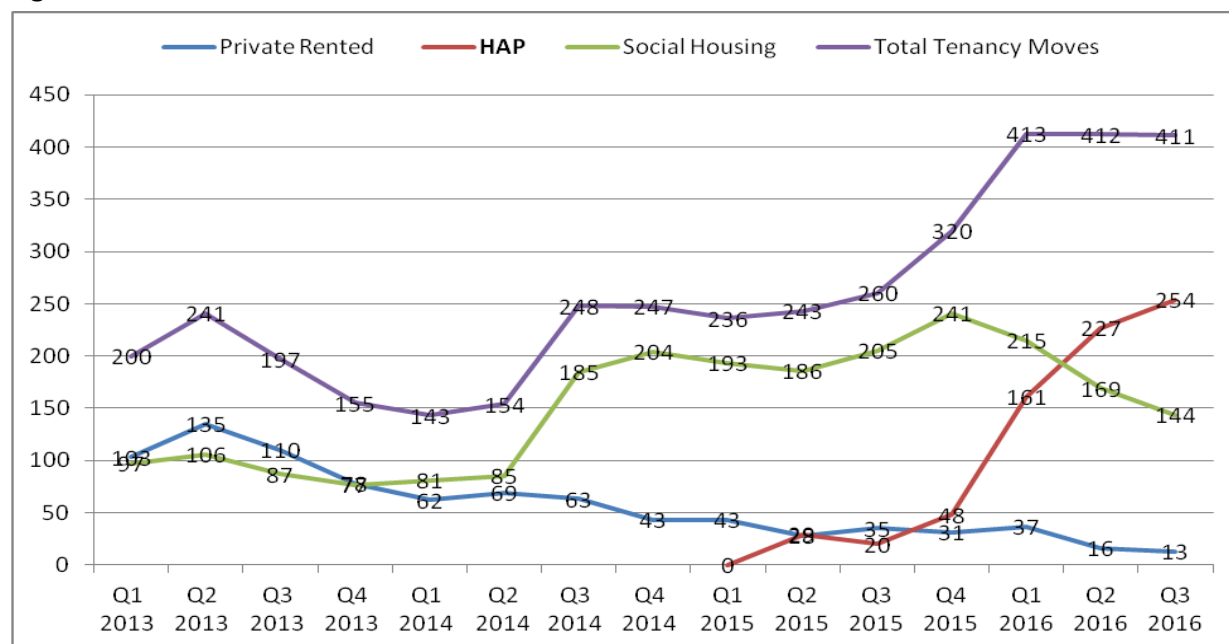
Part 1

1. 2016 Target for Accommodating Homeless Persons with Full Tenancies

Target number of individuals for 2016	Number of Accommodation Units Delivered with Full Tenancies			Quarterly Total Adult Individuals Q3 2016	Total Adult Individuals to Date in 2016
	Local Authority Lettings			99	348
	Approved Housing Bodies (AHB) Lettings			30	123
	LTS (long-term supported accommodation)			15	57
	Private Rented			13	66
	Housing Assistance Payment (HAP)			254	642
	Totals ¹			411	1236

Four hundred and eleven adults moved to tenancies in Q3. They were accompanied by 376 child dependents. The adult moves to tenancies are in line with the previous two quarters of 2016 yielding a total figure of 1,236 adults taking up tenancies between January 1st and September 30th 2016. This figure exceeds the total number of moves in any previous full year. The Housing Assistance Payment (HAP) for homeless persons pilot accounted for the majority of moves (62%) with other forms of social housing (Local Authority, Long-term Support and Approved Housing Body) accounting for 35% of tenancies and private rented accommodation dropping to a record low of 3%.

Figure 1: Moves to Tenancies Q1 2013 – Q3 2016

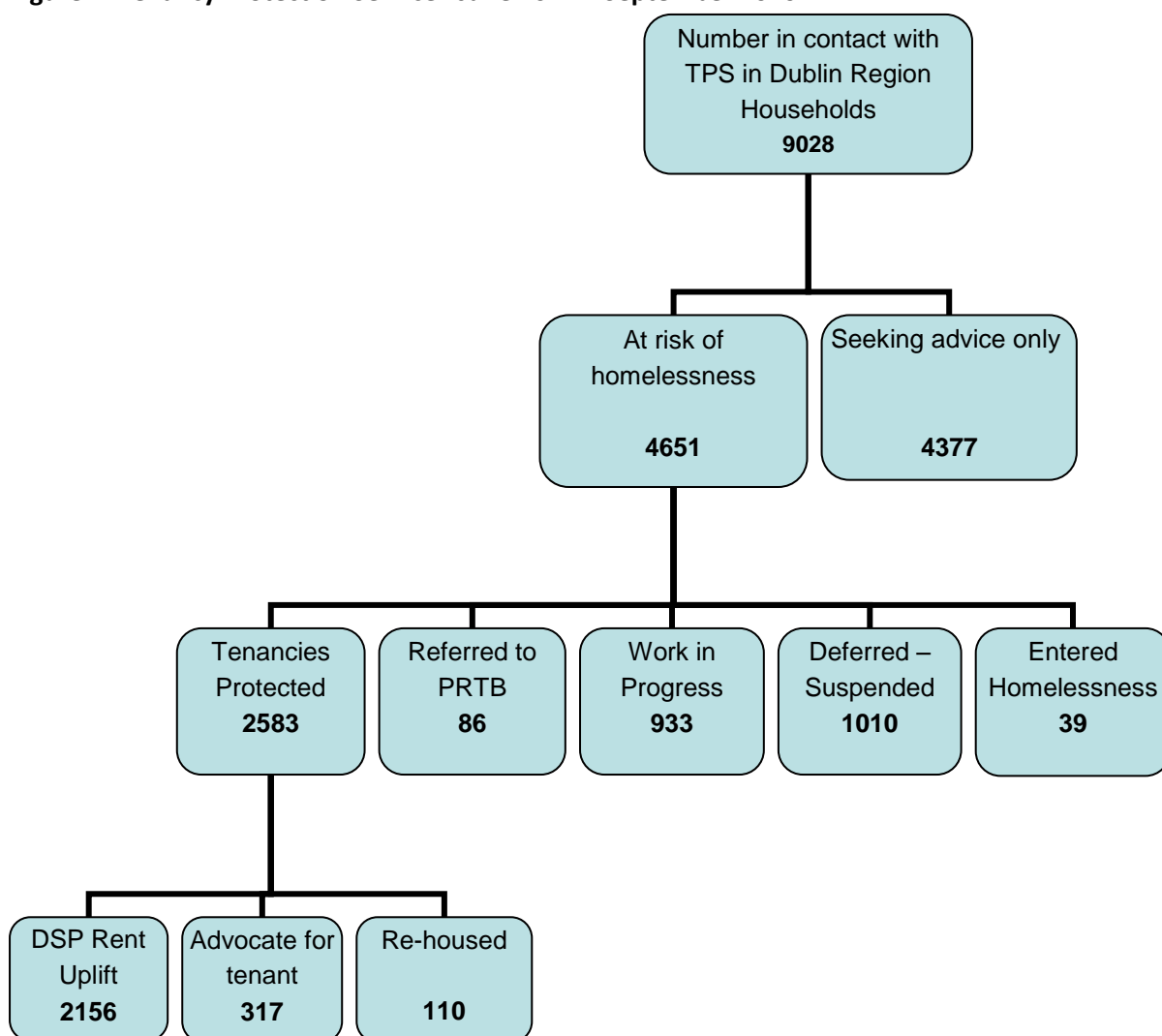


¹ PASS records the number of unique adult individuals moving-on to independent living

Tenancy Protection Service

The Tenancy Protection Service operated by Threshold is the primary initiative of the DRHE to prevent families becoming homeless. Since commencing operations in June 2014, 9,028 families contacted the service. Of these, 52% (n=4,651) were at risk of becoming homeless and 2,583 of these tenancies were protected through interventions of the service. The majority (n=2,156) received an uplift in their Rent Supplement payment under the Department of Social Protection protocol while an additional 427 were supported directly by Threshold mediation or housing services.

Figure 2: Tenancy Protection Service: June 2014 – September 2016



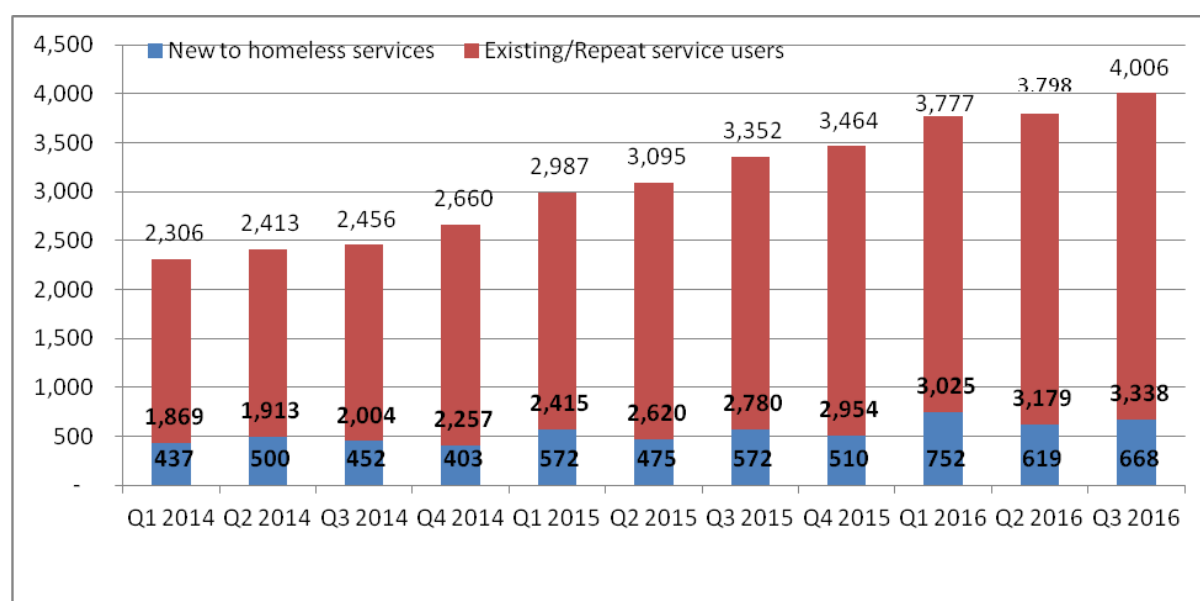
Part 2

2. Number of new presentations on a daily basis

	New	Repeat	Total Q3 2016
Number of adult individuals using emergency accommodation in Q3 2016	668	3338	4,006
Number of days in Q3 2016	92		
Daily average	7.3		

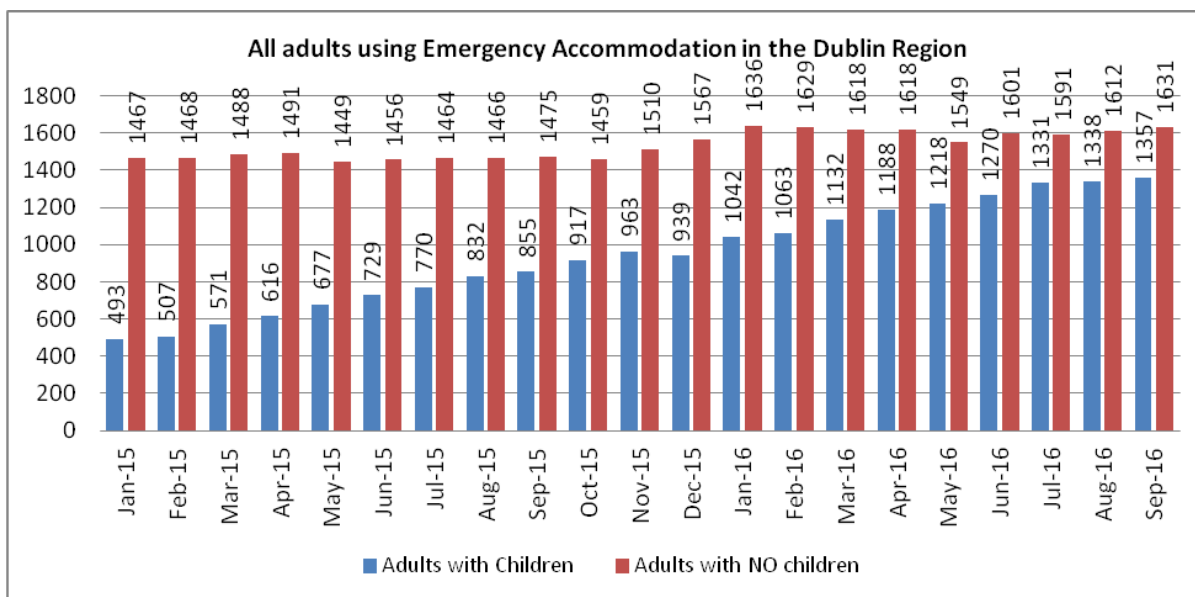
There were 4,006 adults who accessed emergency accommodation during Quarter 3 2016. As illustrated in Figure 3 below, this is the highest number of service users in a single quarter since recording began in 2014.

Figure 3: Number of adults using emergency accommodation each quarter in the Dublin Region



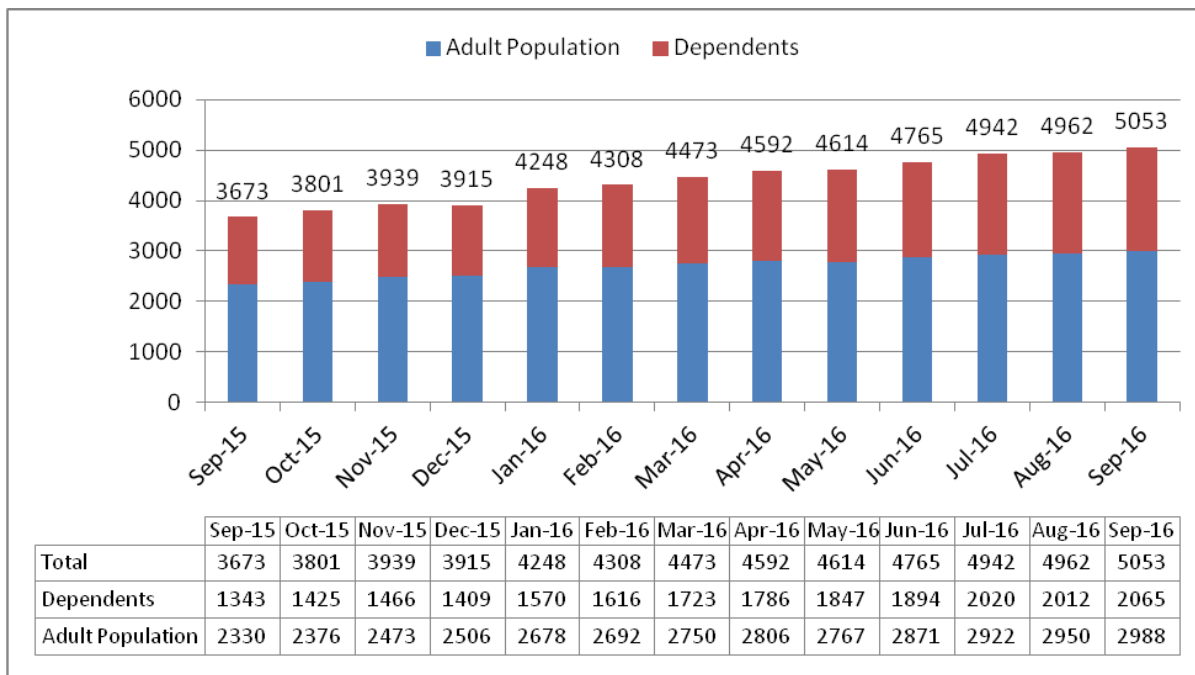
Capacity has increased each quarter to accommodate the additional demand for emergency accommodation. As can be seen in Figure 4 below, the majority of additional beds are being provided for adults with dependents. The number of adults with children has increased from 939 in December 2015 to 1,357 in September 2016 while the number of adults without accompanying dependents has remained in the region of 1,600 for the previous three quarters.

Figure 4: Breakdown of adults accessing emergency accommodation each month²



However, if a count of the number of beds being provided in the region is to be determined, the figures for children being accommodated with adults need to be included. Figure 5 below indicates that there were 2,065 children accompanying 2,988 adults in a single week in September 2016 giving a total of 5,053 adults and children being accommodated in the Dublin Region. This is an increase of 1,380 (or 38%) compared with September 2015.

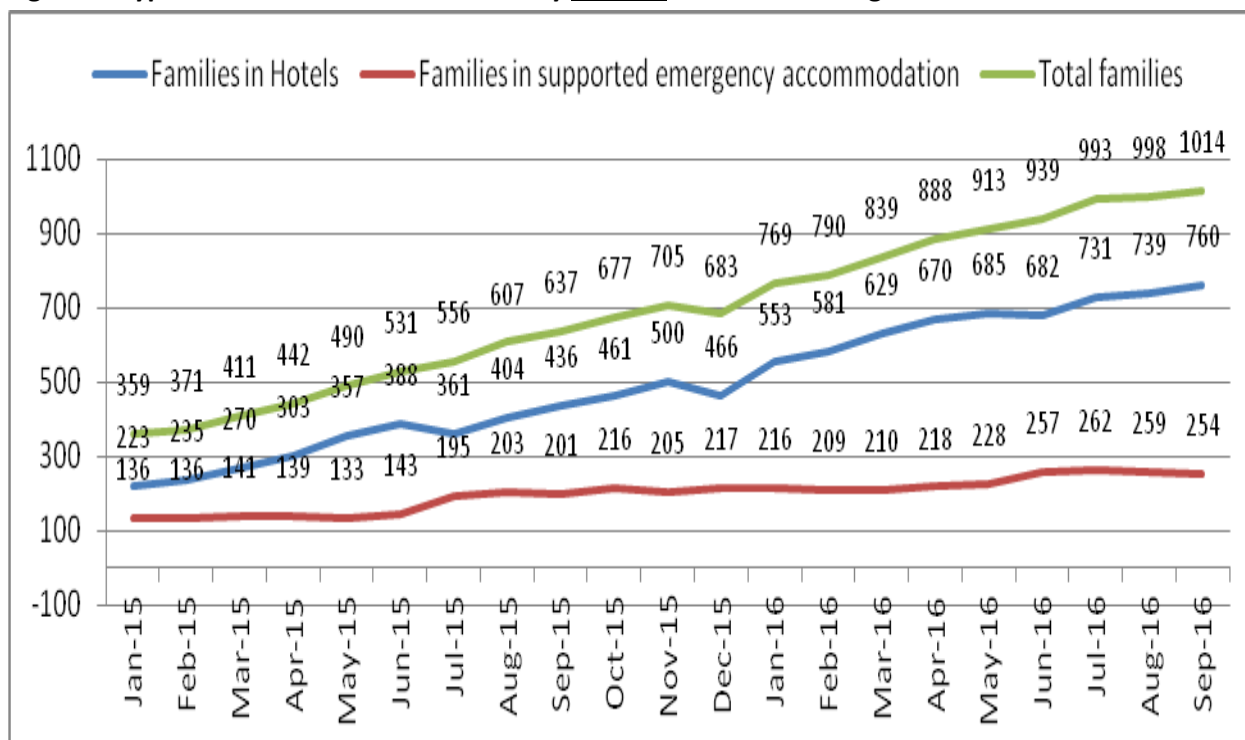
Figure 5: Number of adults and children in emergency accommodation in the Dublin Region



² Figures are produced monthly detailing the number of adults and children who accessed emergency accommodation over a single week. Available: <http://www.environ.ie/en/DevelopmentHousing/Housing/SpecialNeeds/HomelessPeople/>

As detailed in Figure 6 below, the majority of the families entering homelessness continue to be accommodated in hotels or B&Bs. In September 2016, 75% (n=760) of families were residing in hotels or B&Bs while the remaining 254 families were in designated family emergency accommodation.

Figure 6: Type of accommodation accessed by families in the Dublin Region

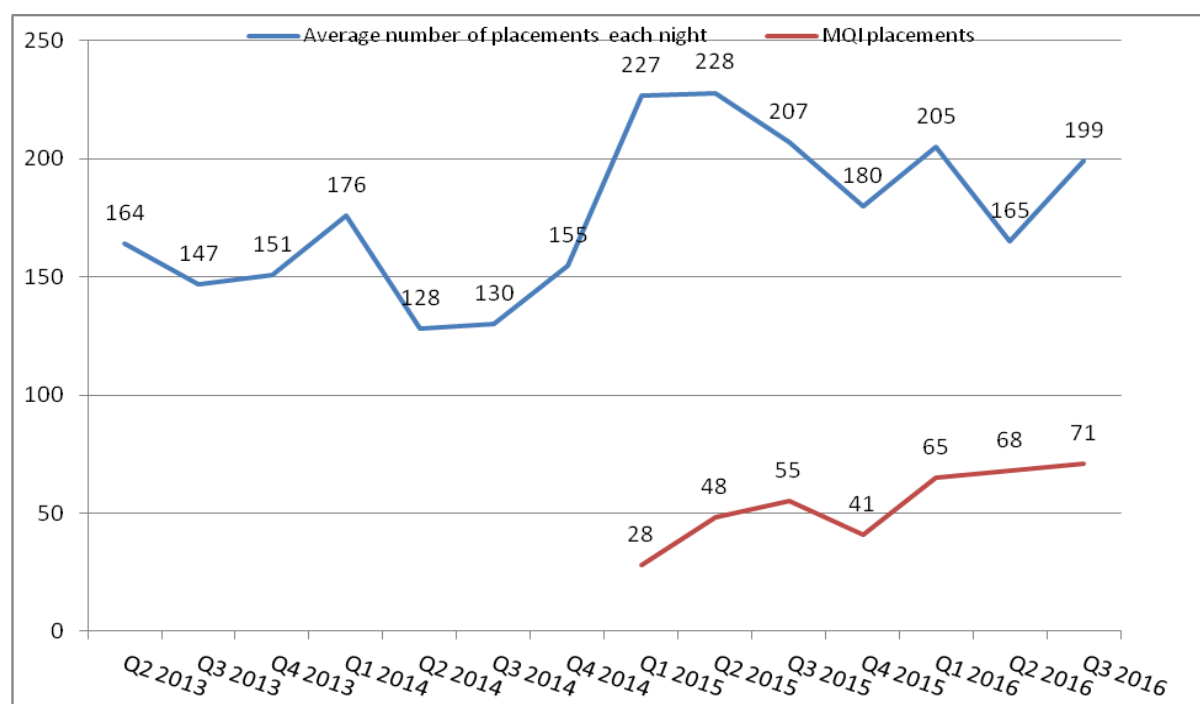


Additional Information:

Table 3: Number of placements or unique individuals in emergency accommodation				
Service	Number of placements in Q3 2016	Number Offered accommodation	Number of 'No shows'	Number unable to accommodate - insufficient capacity / unsuitability (Sleeping bags booked)
Calls from Service Users: Helpline	13542	13812		2941
Placement Service	11256	11256		76
Total	24798	25068	1567	3017
Average per night	270	272	17	33

There was an average of 270 placements made by Local Authority Central Placements and the Free-phone service each night of the quarter. Seventy one of the placements were made to the MQI Night Service. The number of adults gaining access to MQI night service is slowly increasing each quarter.

Figure 7: Number of nightly placements into emergency accommodation³



³ Figures refer only to placements into emergency accommodation; MQI night service placements are excluded.

3. Number of persons in emergency accommodation for longer than 6 months

Type of Emergency Accommodation ⁴	Number of Adult Individuals on last day of Quarter 3 2016	Resident < 6 Months	Resident > 6 Months	
			Consecutively or continuously in emergency accommodation for longer than 6 months	Non-consecutively in emergency accommodation for longer than 6 months in the previous 12 month period
Supported Temporary Emergency Accommodation (STA)	1136	349	559	228
Temporary Emergency (TEA)	69	29	30	10
Private Emergency (PEA)	1594	589	877	128
Total	2799	967	1466	366
			1832	

While the number of adults moving to tenancies has reached an all time high, there has been an increase in the number of persons in Emergency Accommodation for six months or more. Sixty five percent of adults (n=1,832) were accessing emergency accommodation for six months or more. The rate increases slightly to 66% for adults in hotels over the quarter. As detailed in Table 4a below, this is a very significant increase on any of the previous quarters with 246 additional adults in emergency accommodation for six month or more compared with the previous quarter.

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

	Q1 2014	Q2 2014	Q3 2014	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016
Adults on last day of the quarter	1,394	1,414	1,491	1,692	1,868	1,975	2,119	2,279	2577	2665	2799
Adults 6 months or more on the last day of the quarter	763	774	826	921	997	1,053	1,153	1,290	1476	1586	1832
Percentage	55%	55%	55%	54%	53%	53%	54%	57%	57%	60%	65%
Monthly Increase:	-	11	52	95	76	56	100	137	186	110	246

⁴ These figures exclude MQI Night Café

Additional Information:

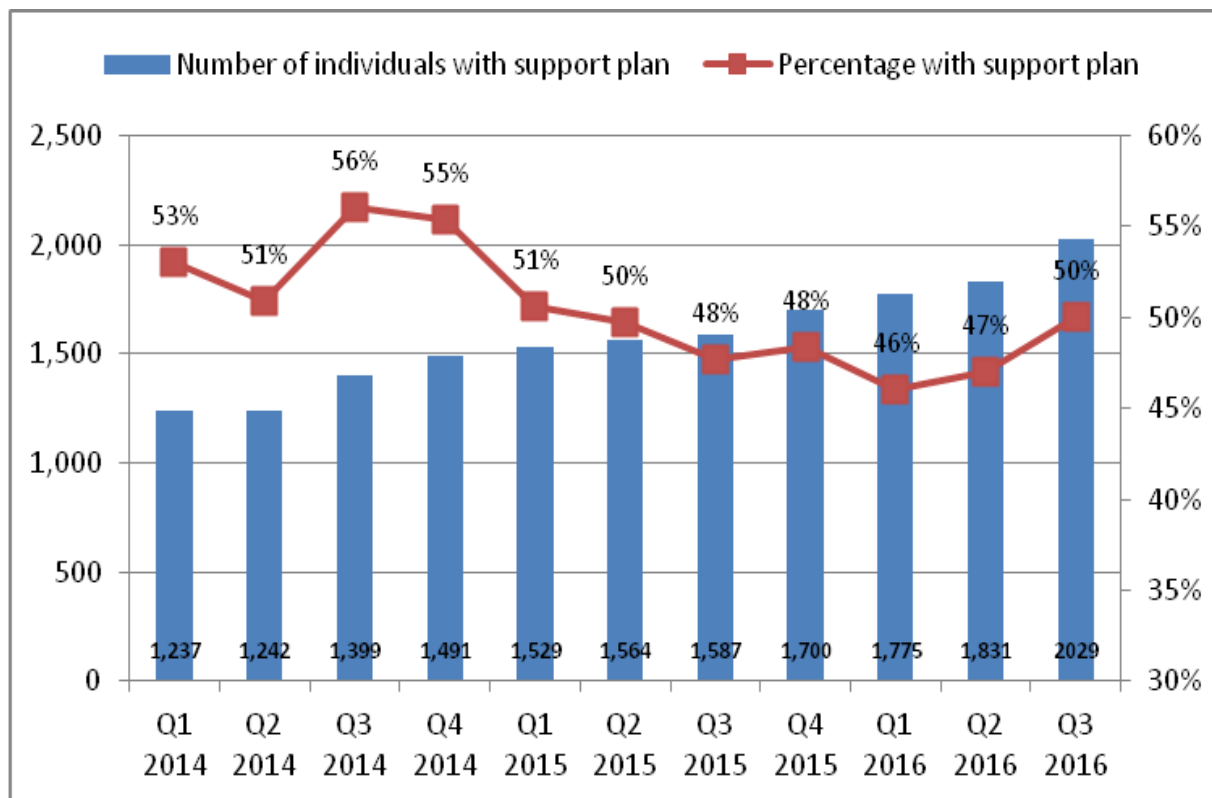
Table 5: Number of clients with a support plan		
Accommodation Category	Total Number of Persons During Quarter 3 2016	Number with a Support Plan
Supported Temporary Accommodation (STA)	2097	1366
Temporary Emergency Accommodation (TEA)	106	90
Private Emergency Accommodation (PEA)	2047	664
Other (Simon Detox and Residential Alcohol Service)	92	68
(less) people accessing multiple accommodation types during the quarter*	-286	-159
Total (Unique Individuals accessing emergency accommodation)	4056	2029
*Note – some individual’s access services in more than one accommodation type during the quarter.		

There were 2,029 individuals with support plans which represents 50% of all service users. This is an increase in both the number and rate of support planning compared with the previous four quarters as illustrated in Figure 8 below.

There is a variation in the rate of support planning between the different accommodation types with Private Emergency, which incorporates Hotels and B&Bs, having the lowest rate compared with other accommodation types. The rate of support planning amongst the STA services is 65%, TEA services is 85%, PEA is 32% and Detox facilities is 74%.

However, while the support planning rate amongst STA providers is 65%, the rates vary for those with and without day support services. In services with full-time on-site support 92% of service users have a support plan while only 45% of service users accessing ‘one-night-only’ services have a support plan in place. The Assertive Engagement initiative targets the most frequent service users in the one-night-only services and prioritises them for placement in STA offering them better opportunities to be supported out of services and into a tenancy.

Figure 8: Number and percentage of adult individuals in emergency accommodation with support plans each quarter in the Dublin Region



4. Number of persons leaving emergency accommodation

Table 6: Number of persons leaving emergency accommodation Q3 2016	
Moved to new/independent accommodation (As reported in table 1)	411
Staying with family or friends	59
Relocated to another country	18
Departure to Medical Facilities: Hospital	62
Departure to Medical Facilities: Residential Treatment	44
Departure to Correctional Facilities: Prison (on remand)	26
Total	620

In addition to the 411 individuals who have moved on to tenancies, there were 209 individuals who reported other reasons for their departure from emergency services. While many of those who leave to stay with friends or go to medical or prison facilities return to services, those who relocate to another country rarely return to homeless services. Year to date, the Barca project has assisted 57 persons to relocate and in most cases return to their home country.

5. Occupancy rate in emergency accommodation

Table 7: Adult occupancy rate in emergency accommodation	
Total number of adult beds available at (30 th September 2016)	2800
Number of adult beds occupied at (30 th September 2016)	2799

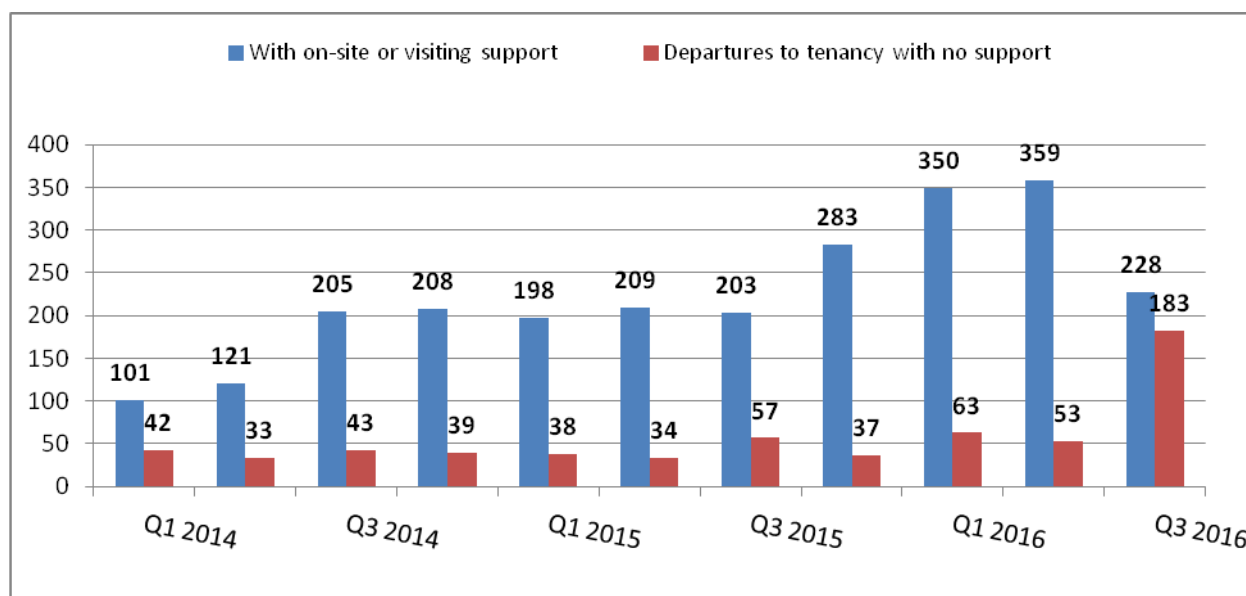
PASS, the online shared services database, enables effective nightly bed management so that on average only one bed remained unallocated each night during Q3 2016. As in all other quarters, there is no spare capacity in the region as demand for beds exceeds supply.

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

Table 8: Number of persons moving to independent living with support	
Persons moved on into independent living with support	Total Q3 2016
Number in supported accommodation (LTA on-site supported)	15
Number in Approved Housing Body accommodation (AHB on-site supported and visiting support)	26
Number in local authority owned accommodation with support (LA on-site supported and visiting support)	73
Number in private rented accommodation with floating support services (visiting support only)	9
Housing Assistance Payment (HAP)	105
Total	228

There were 228 (55%) of the 411 individuals who move to tenancy who availed of visiting or on-site support services post settlement. This rate of support uptake is dropping as the number of HAP tenancies for new families increases. Frequently, these families have no support needs other than a housing need so do not avail of the visiting support option.

Figure 9: Tenancies with and without post settlement support in the Dublin Region



Additional Information:

Table 9: Number of former service users supported by Visiting Support Services on 30 th September 2016			
SLI Service Provider	Number of Persons Currently Supported in tenancy Q3 2016	Number of Persons No Longer Requiring Support (*or not in housing)	Total Cases to Date
Focus/PMVT Sli Visiting Support	186	762	948
Simon Sli Visiting Support	144	1380	1524
Hail Mental Health Visiting Support	37	255	292
Housing First On-going Visiting Support	62	7	69
Total	429	2404	2833

While the number of adults moving to tenancies without support has increased in this quarter, year to date the number of individuals availing of some form of post-settlement support remains high compared with previous years. Consequently, caseloads for both Sli projects remains very high with 330 individuals receiving visiting support from the Sli team while an additional 99 persons received specialist visiting support from HAIL or the Housing First Intake Team.

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

Table 10: Number of persons moving on into independent living without support Q3 2016	
Number in private rented accommodation without support	4
Number in local authority owned accommodation without support	26
Number in other Approved Housing Body accommodation without support	4
Number in Housing Assistance Payment without support	149
Total	183

As detailed in Table 8 as well as Table 10, the number of families taking up Housing Assistance Payment without support is increasing. As discussed above, this is because many are new to homelessness and are able to return to the tenancies quickly and with few support needs other than housing.

8. Number of persons sleeping rough

Table 12: Number of persons recorded as rough sleepers engaging/in contact with HFIT Q3 2016	
Number of persons in contact Bedded Down	182
Number of persons in contact Not Bedded Down	243
Total Individuals	425
<i>Number of persons who also used Emergency Accommodation</i>	285

There were 425 unique individuals sleeping rough and in contact with the Housing First Intake Team (HFIT) at some point during Q3 2016. This is consistent with the previous quarters in 2015 and 2016 as illustrated below in Table 12a. The number of persons gaining access to emergency accommodation (n=285) is similar to Q2 2016.

Table 12a: Emergency accommodation use amongst individuals rough sleeping

	Q1 2014	Q2 2014	Q3 2014	Q4 2014	Q1 2015	Q2 2015	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016
No. in contact with RCOS/HFIT	406	446	354	450	435	449	454	423	403	413	425
No. accessing accommodation	304	312	224	378	317	298	312	322	250	286	285
Percentage in contact with HFIT and using Emergency Accommodation	75%	70%	63%	84%	73%	66%	69%	76%	62%	69%	67%

There continues to be a large number of individuals who have few contacts with the Housing First Intake Team while a small number of persons account for a large number of contacts. Those known to be regularly engaging in rough sleeping are targeted to progress to the Housing First intensive case management team who will work with them to secure housing with the appropriate level of support.

Table 12b: HFIT number of contacts with individual adults in Q3 2016

Number of contacts Q3 2016	Number of adults individuals Q3 2016	Percentage	Number of contacts	Percentage
1-10 contacts	399	93.9%	938	61.7%
11-20 contacts	18	4.2%	270	17.8%
21-50 contacts	6	1.4%	161	10.6%
50-100 contacts	2	0.5%	151	9.9%
Total	425	100%	1,520	100%

Part 4**10. Meetings of the Management Group and Consultative Fora**

	Dates of meetings held in the Q3 2016	Membership Details																		
Statutory Management Group	15 th July 2016	Dublin Region Homeless Executive South Dublin County Council HSE Integrated Service Directorate The Probation Service Tusla																		
Regional Homelessness Consultative Forum	28 th September 2016	<table border="1"> <tr><td>An Garda Síochána</td></tr> <tr><td>City of Dublin Education & 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 Crosscare Merchants Quay Ireland Threshold</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 & 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 Crosscare Merchants Quay Ireland Threshold	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
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 Crosscare Merchants Quay Ireland Threshold																				
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																				

Signed:

Daithi Downey, Acting Director, Dublin Region Homeless Executive