

You are invited to attend a **Consultation Session** to inform the development of a National Quality Standards Framework for homeless services in Ireland.

| Location | Date & Time | Venue | RSVP Deadline |
|-----------------|---|--|-----------------------------------|
| LIMERICK | Thursday July 3 rd 2014 at 2:00pm – 4:00pm | The Council Chamber, Limerick City and County Council, Dooradoyle, Limerick | Tuesday July 1 st 2014 |
| DUBLIN | Monday July 14 th at 10:00am – 12:00 noon | Wood Quay Venue, Dublin City Council Civic Offices, Wood Quay, Dublin 8 | Friday July 11 th 2014 |
| SLIGO | Tuesday July 15 th 2014 at 3:00pm – 5:00pm | The Model, The Mall, Sligo | Friday July 11 th 2014 |
| CORK | Wednesday July 16 th 2014 at 11:30am – 1:30pm | The Council Chamber, Cork City Council, Anglesea Street, Cork | Friday July 11 th 2014 |

AIM: The aim of the consultation session is to introduce you to the first draft of the National Quality Standards Framework and to answer any questions that you may have.

FEEDBACK: We will provide you with a template to send us written feedback by a later date, on what you feel should be included in the National Quality Standards Framework.

The first draft of the National Quality Standards Framework, has been developed after a series of informative national focus groups, which explored the themes outlined in this document.

To secure your place and confirm your attendance please email qualitystandards@dublincity.ie by the dates specified above

NATIONAL QUALITY STANDARDS FRAMEWORK

FOR HOMELESS SERVICES

BRIEF PROJECT OVERVIEW: JUNE 2014

INTRODUCTION

At the request of the Department of Environment, Community and Local Government (DECLG), the Dublin Region Homeless Executive (DRHE) is engaging in a national consultation programme to produce a National Quality Standards Framework to apply to providers of services to homeless persons.

The objective is to develop a National Quality Standards Framework, which will:

- Promote safe and effective service provision to persons experiencing homelessness
- Support the objectives of National Homelessness Policy, i.e. enabling people to move into and sustain housing with appropriate levels of support
- Establish consistency in how persons experiencing homelessness are responded to across different regions and models of service delivery.

WHY DO WE NEED A NATIONAL QUALITY STANDARDS FRAMEWORK?

Ireland's national adult homeless strategy *The Way Home: Adult Homeless Strategy 2008-2013* sets out, as one of its strategic aims the development and delivery of effective services for persons who are experiencing homelessness (strategic aim 5).

The policy aim is to achieve services for people experiencing homelessness that are well organised, co-ordinated and integrated and focused on moving people out of homelessness as quickly as possible, into long-term, sustainable housing¹.

WHAT SERVICES ARE COVERED BY THESE STANDARDS?

People at-risk-of or experiencing homelessness receive support from a broad range of specialist and mainstream organisations. The National Quality Standards Framework will be applicable to all homeless service provision in receipt of Section 10 funding, whether the delivery mode is *via* a statutory, voluntary or private service provider. The National Quality Standards Framework will apply to homeless services for adults and for adults with dependent children.

¹ Department of Environment, Heritage and Local Government (2008) *The Way Home: A Strategy to Address Adult Homelessness 2008-2013*, Dublin

WHAT ARE THE BENEFITS OF A NATIONAL QUALITY STANDARDS FRAMEWORK TO KEY STAKEHOLDERS?

Quality standards should support service providers in meeting their core objectives. Service users, providers and funders all want sustainable outcomes, which in the area of homelessness can be categorised as:

- Where possible, preventing homelessness
- Moving people who come into homelessness out of emergency provision as quickly as possible
- Supporting persons, who were formerly homeless to sustain housing with levels of support appropriate to their needs

The Health Information and Quality Authority (HIQA) suggest that 'Quality involves meeting and exceeding an acceptable level of performance through the provision of a safe and effective service.'²

Benefits for Service Users: a National Quality Standards Framework sets clear parameters for what kind of service people can expect to receive.

Benefits for Service Providers: Having an agreed National Quality Standards Framework assists organisations to ensure they are clear about their responsibilities to deliver safe and effective services and that services provided ultimately result in the prevention and/or the reduction of time spent in homeless services.

Benefits for Funding Bodies: Funders/commissioners of services are concerned with the benefits of the service relative to expenditure and its success at preventing and reducing homelessness.³ Funders include national and local government through various departments but primarily the DECLG, local authorities and the Health Service Executive (HSE) and donors to organisations providing homeless services.

HOW WILL THE NATIONAL QUALITY STANDARDS FRAMEWORK INTEGRATE WITH LEGISLATIVE AND OTHER SERVICE STANDARDS FRAMEWORKS?

Given the joint remit of the DECLG and the HSE, it is proposed that the National Quality Standards Framework for Homeless Services adopts the overarching themes used by the Health, Information and Quality Authority (HIQA) - the independent authority responsible for driving quality, safety and accountability in health and personal social care services.

HIQA has given permission for this approach and has lent significant support to the process of developing the draft National Quality Standards Framework. The draft standards have been developed drawing from, and informed by, a range of standards frameworks including:

² Health Information and Quality Authority. *Guidance on Developing Key Performance Indicators and Minimum Data Sets to Monitor Healthcare Quality*: February 2013 (Version 1.1). Dublin: Health Information and Quality Authority; p. 11

³ Pleace, N (2013) Evaluating Homelessness services and strategies – A Review, Habitact, p10

- Quality in Alcohol and Drug Services (QuADS) and the National Drug Rehabilitation Implementation Committee (NDRIC)'s National Drugs Rehabilitation Framework, to ensure compatibility for services with a dual role in homelessness and addiction.
- Many voluntary bodies have developed their own quality standards and these have also informed the development of the draft standards.
- Putting People First (1999) Homeless Agency Standards Framework for Homeless Services.

THE PROPOSED MODEL FOR NATIONAL QUALITY STANDARDS FRAMEWORK FOR HOMELESS SERVICES

The full draft document will be available on the DRHE website on www.homelessdublin.ie on July 1st 2014.

There are 8 themes under which the draft standards are organised:

- Themes 1-4: focus on the provision of **person-centred** services, which are safe and effective, and support the rights and equal treatment of persons at-risk-of or experiencing homelessness.
- Themes 5-8: focus on the **organisational capability** and capacity to deliver high quality services.

Each theme consists of a number of quality standards. Each standard has a number of features which indicate how the standard can be met.



Theme 1: Person Centred Services: This theme is concerned with service users' rights and autonomy, including the right to have a complaint heard and responded to. The standards under this theme support inclusive services that put persons at-risk-of or experiencing homelessness, at the centre of the decision-making process at the personal level and involve service users in the planning and delivery of services at organisational level.

Theme 2: Effective Services: Effective services are built around responding to the individual service user's needs, and engage in good practice in relation to referrals, assessment, support planning and integrated working.

Theme 3: Safe Services: The standards under this theme focus on the provision of a safe environment to reside and work in.

Theme 4: Health, Well-being and Personal Development: This theme seeks a consistent approach in responding to the broad range of health, well-being and development needs of persons at-risk-of, or experiencing homelessness.

Theme 5: Leadership, Governance and Management: This theme focuses on the service's organisational capacity in terms of governance, management and leadership.

Theme 6: Use of Resources: This theme is concerned with the alignment of funding of services to the overall policy aim of reducing/preventing homelessness and the need for services to be accountable and transparent with regard to how public money.

Theme 7: Responsive Workforce: There is a central role for trained, competent staff with the skills, knowledge and experience to deliver person centred, effective and safe services. The standards under this theme are concerned with how staff and volunteers contribute to high quality service delivery.

Theme 8: Use of Information: Effective information systems are in place to enable services to operate within statutory guidelines, to use information to support planning and research and to have a high level of information governance at individual and organisational levels.

KEY STAGES IN DEVELOPING A NATIONAL QUALITY STANDARDS FRAMEWORK:

| | STAGE | TIMEFRAME 2014 |
|----|---|---------------------------------|
| 1. | Establish Advisory Group, and initial meeting (13 th Mar) to agree project parameters and phases. Initial Quality Standards themes and drafts explored. This Group includes membership from key stakeholders: Local Authorities, NGOs, Service Users, HIQA, Irish Council for Social Housing (ICSH), Housing providers, Education Providers, Support Services, Tusla - Child & Family Agency, The Probation Service. | January –March |
| 2. | Regional Focus Groups for service users and service providers, held in Galway, Cork and Dublin on the broad Quality Standards themes, and introducing the project to key stakeholders. | February –March |
| 3. | Second meeting of Advisory Group (29 th May) to review <u>draft</u> documentation and prepare for full national consultation. | May |
| 4. | National consultation process to review <u>draft</u> documentation with stakeholder groups: service users, service providers and regional Homeless Fora. Written submissions will be invited nationally. | July |
| 5. | Final date for receiving written submissions | 14th August |
| 6. | Analysis of feedback and submissions and preparation of draft NQSF documentation for Advisory Group review and consideration. | August/September/October |
| 7. | Final meeting of Advisory Group (9 th Oct), producing a report for DECLG regarding the proposed content and framework to be employed and making recommendations for the implementation process. | October |

NATIONAL QUALITY STANDARDS FRAMEWORK ADVISORY GROUP

The National Quality Standards Framework Advisory Group has been instrumental in providing guidance and feedback on the development of the first draft of the National Quality Standards Framework document, which will be available at the consultation sessions. The membership of the Advisory Group includes: whose membership includes:

Tusla – Child and Family Agency
COPE Galway
Dublin City University (DCU) School of Nursing
Depaul Ireland
Drogheda Housing Aid
Dublin City Council
Dublin Simon Community
Focus Ireland
Health and Information Authority (HIQA)
Health Service Executive (HSE)
Housing Agency
Irish Council for Social Housing (ICSH)
Limerick City and County Council
Service User Representation
St Vincent de Paul
The Good Shepherd Centre Kilkenny
The Probation Service
Waterford City Council

HOW YOU CAN GIVE YOUR VIEWS ON THE DRAFT NATIONAL QUALITY STANDARDS FRAMEWORK:

The Draft National Quality Standards Framework for Homeless Services will be available online from 1st July 2014, including the official feedback form.

Four National Consultation Sessions will take place as follows:

- Limerick – Thursday, 3rd July 2014
- Dublin – Monday, 14th July 2014
- Sligo – Tuesday, 15th July 2014
- Cork – Wednesday, 16th July 2014

Written Submissions **must be completed on the official feedback form** and returned to the Dublin Region Homeless Executive by 14th August 2014. Written submissions can be returned by:

- email to qualitystandards@dublincity.ie
- post to Quality Standards, Dublin Region Homeless Executive, Block 1, Floor 2, Civic Offices, Wood Quay, Dublin 8