



**Performance Report 2017 relating to the Protocol Governing Delegation of Section 10 Funding for
Homeless Services to Dublin City Council**

Quarter 2 2017

September 2017

Q2 2017 Headline Items:**Tenancy protection and sustainment**

- The Tenancy Protection Service (TPS) has been contacted by 2,025 households.
- 1,036 were considered to be at risk of homelessness and progressed to active case management.
- A total of 696 households (34% of all contacts) had been protected and sustained under the TPS *via* a rent uplift (n=175); advocacy (n=492); social housing support (n=21); or re-housing (n=8).

Rough Sleeping

- 67% (n=249) of persons engaging in rough sleeping over the quarter gained access to emergency accommodation.

Use of Emergency Accommodation

- A total of 4,531 adults used emergency accommodation during Q2, 2017.
- Of these, 16% (713) were new presentations assessed as homeless and placed in emergency accommodation. The remaining 84% (3,818) 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 252 persons over the quarter.
- Of the 3,282 adult beds available in emergency accommodation in Dublin on the last day of the quarter (30TH June 2017), 2 beds were unused.

Support Plans for Emergency Accommodation Users

- A total of 2,550 adults residing in emergency accommodation have an active support plan. This represents over half (56%) of all adults residing in emergency accommodation over the quarter.

Q2 2017 Headline Items:**Long-term homelessness**

- Of the 3,280 adult individuals in emergency accommodation on the last day of Qtr2, 2017 a total of 2,095 (or 64%) 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 June 2017, 44% were adults with child dependents.
- At the end of the quarter, a total of 1,178 families – comprising 1,492 adults and 2,270 dependent children - were residing in emergency accommodation.
- Of these, 753 families were residing in commercial hotels/B&B in lieu of access to alternative forms of emergency accommodation. There were 425 families in supported temporary accommodation with appropriate supports.

Tenancy creation and housing support

- The total number of adults who moved to tenancies in Q2, 2017 was 805. This is the largest number of tenancies recorded in a quarter.
- The significant majority (98%) moved to some form of social housing option with 315 adults in social tenancies and 473 adults in HAP tenancies over the year. Private rented tenancies accommodated 17 adults over the same time frame.
- Among these new tenants in Q2, 2017, 40% (326 tenants) availed of post-settlement housing support.

Departures from homeless services to other living situations

- In addition to departures to independent living in tenancies, 185 adults departed homeless services to other living situations in Q2 2017.
- These included staying with family or friends (42 persons); relocation to another country (30 persons); admission to medical facility (hospital – 32 persons; residential treatment – 38 persons) and admission to correctional facilities (prison remand – 43 persons).

Part 1**1. 2017 Target for Accommodating Homeless Persons with Full Tenancies**

Table 1: Individuals moved on to independent living					
Target number of individuals for 2017	Number of Accommodation Units Delivered with Full Tenancies			Quarterly Total Adult Individuals Q2 2017	Total Adult Individuals to Date in 2017
	Local Authority Lettings			184	273
	Approved Housing Bodies (AHB) Lettings			96	200
	LTS (long-term supported accommodation)			35	50
	Private Rented			17	36
	Housing Assistance Payment (HAP)			473	841
	Totals ¹			805	1,400

Eight hundred and five adults moved to tenancies in Q2 2017. This is the highest number recorded to date. One thousand, four hundred adults moved to tenancies in the first six months of 2017. Moves to HAP properties accounts for 841 of the 1,400 adults.

As not all adults are single adults, couples account for some of the tenancies. In total, there were 1,260 tenancies created to accommodate the 1,400 adults. The Homeless HAP pilot accommodated 771 households, Private Rented accommodated 32 households and the remaining 547 households were accommodated in some form of social housing. A key feature of the tenancies in 2017 is the number of those that were used for prevention. Forty seven percent of tenancies (n=596) were used to prevent persons from entering homeless services with the remaining 53 percent (n=664) allocated to households leaving emergency accommodation. The majority of prevention tenancies are sourced through Homeless HAP (n=519).

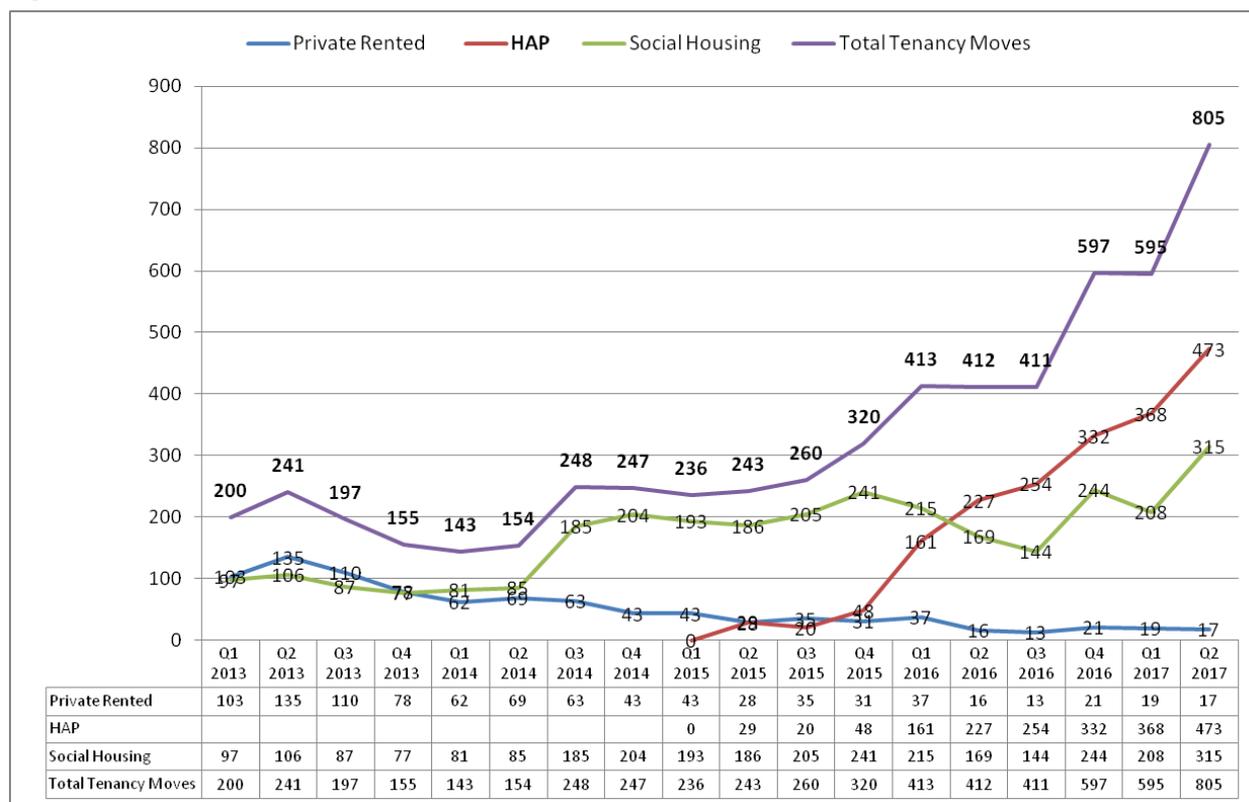
A Prevention Team was established by the DRHE in February 2017. The team operates from Parkgate Hall and during their first five months met with 135 families. Of these, they successfully prevented 83 from entering homeless services.

The *Rebuilding Ireland, Action Plan for Housing and Homelessness First Quarterly Progress Report*² highlights the key role HAP is playing in facilitating exits from homelessness and set a target of moving one hundred persons to HAP tenancies each month. This target has been exceeded in Q2 2017 with 841 persons (771 households) moved to HAP tenancies during the first six months of 2017.

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

² <http://rebuildingireland.ie/First-Progress-Report.pdf>

Figure 1: Moves to Tenancies Q1 2013 – Q2 2017

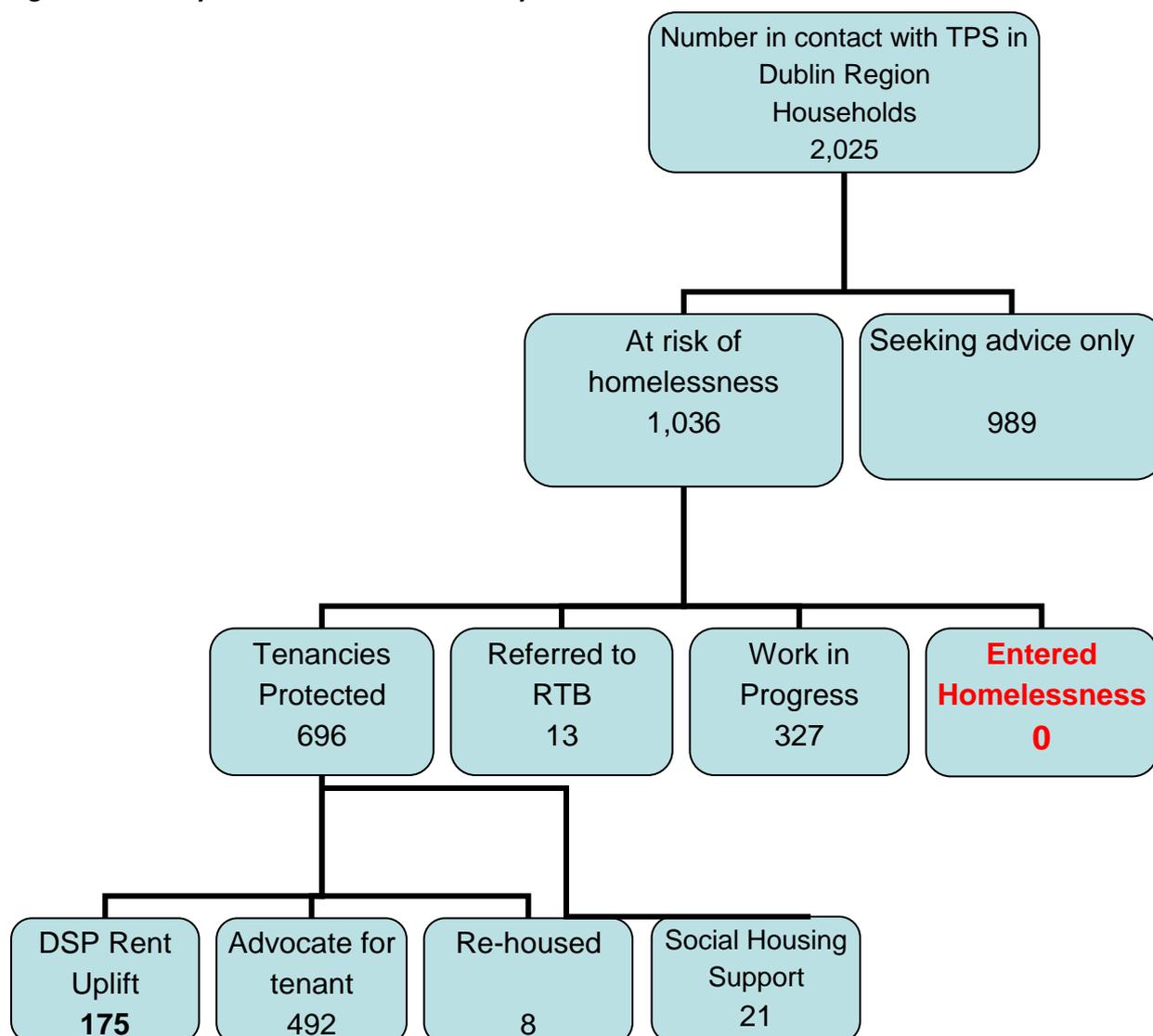


Tenancy Protection Service

The Tenancy Protection Service operated by Threshold continues to be the key initiative of the DRHE to prevent families becoming homeless. The figures for Q2 2017 are presented in Figure 2 below and reveal that the number of persons who have contacted Threshold increased from 805 in March 2017 to 2,025 in June 2017, an increase of 1,220 households. These numbers are very high relative to 2016 as there were 2,391 households who contacted Threshold over the entire year.

The majority of households (n=1036, 51%) were deemed to be at risk of losing their tenancies while the remaining 989 families availed of advice services only. A total of 696 families had their tenancies protected. Previously, the Department of Social Protection’s rent uplift was the primary mechanism used to support families to sustain their tenancies. However, since the introduction of the rent pressure zone in the Dublin region, the number of persons seeking rent uplifts via the protocol agreement with the Department of Social Protection has fallen considerably. On average, 51 tenancies were protected through rent uplifts in 2016. The average drops to 29 tenancies per month for the first six months in 2017. The primary mechanism used by Threshold to protect tenancies is now through mediation and negotiation with Landlords. Four hundred and ninety two tenancies were protected in this manner between January and June 2017, private rented accommodation was sourced for eight families in the region, and social housing supports were provided to 21 households. There were also 13 cases in process with the RTB. So far in 2017, no families that have contacted Threshold have become homeless.

Figure 2: Tenancy Protection Service: January to June 2017



The Tenancy Protection Service continues to operate as a key mechanism in preventing homelessness in the *Rebuilding Ireland Action Plan for Housing and Homelessness*.

The DSP’s National Tenancy Sustainment Framework for Rent Supplement clients and the Tenancy Sustainment Protocol operated by Threshold for any tenants worried about losing their home have been hugely successful, with favourable interventions in approximately 9,000 cases over the last two years.

The Threshold Tenancy Protection Service, which originally operated in Dublin City and Cork City, has recently been extended to Galway City and Counties Kildare, Meath and Wicklow. Building on this, the service will be extended nationwide by the end of the year. Much of the success of these support services, and others, was down to successful awareness campaigns, which we will repeat and intensify in order to ensure the highest possible levels of awareness of the range of supports in place to help prevent homelessness. (p. 38)

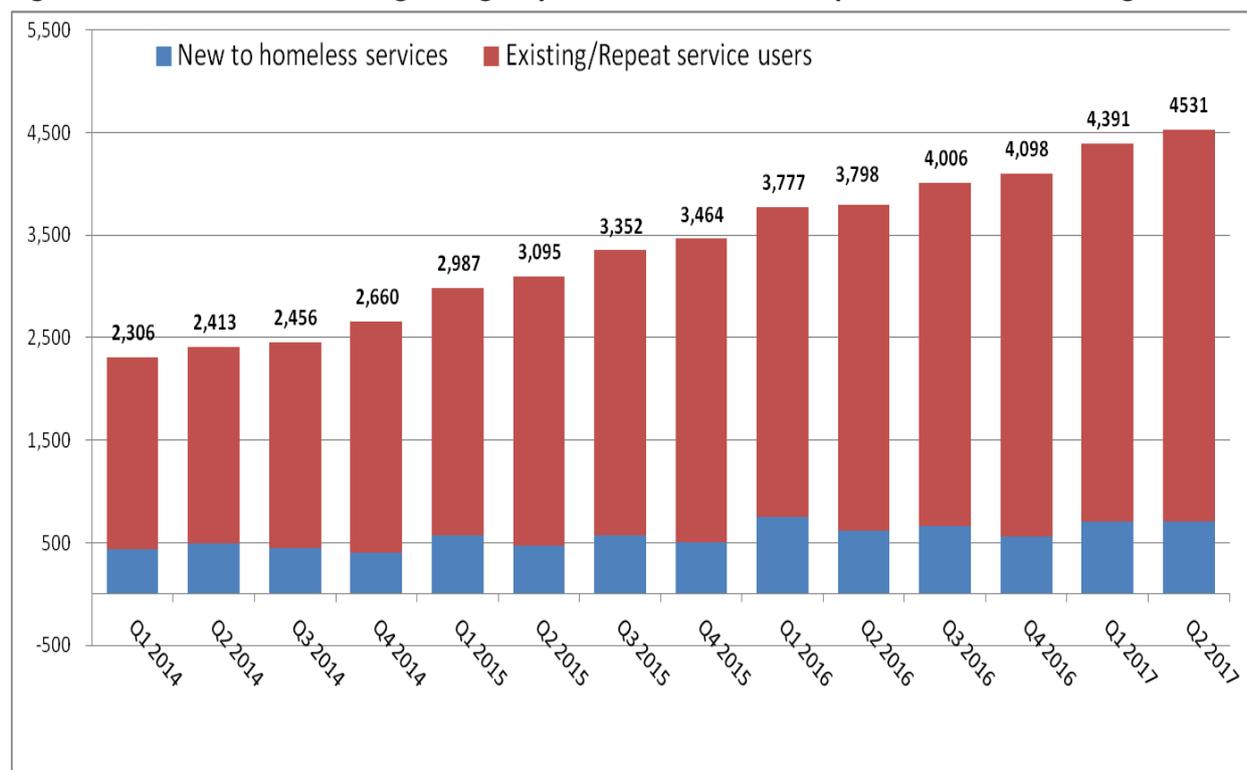
Part 2

2. Number of new presentations on a daily basis

	New	Repeat	Total Q2 2017
Number of adult individuals using emergency accommodation in Q2 2017	713	3,818	4,531
Number of days in Q2 2017	91		
Daily average	7.8		

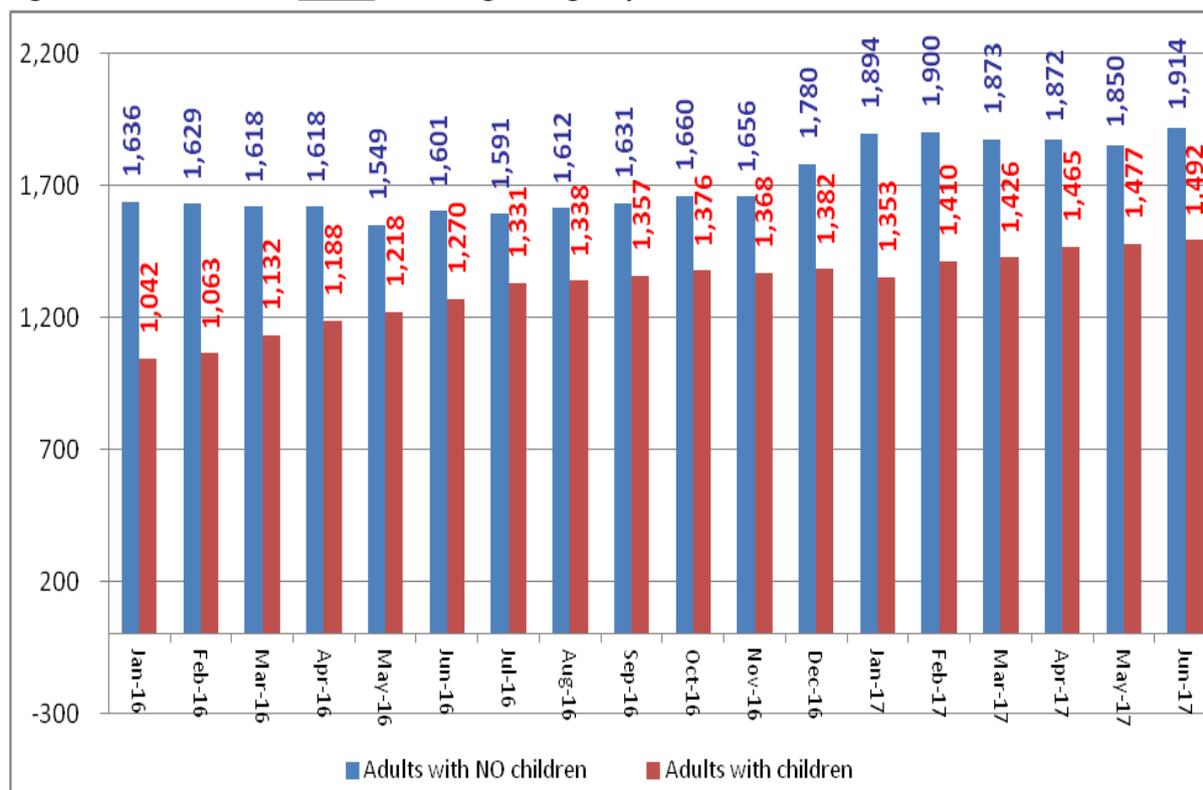
The number of adults accessing emergency accommodation during Q2 2017 was 4,321, an increase of 140 on the previous quarter. Seven hundred and thirteen were new to services while 3,818 were repeat or existing service users.

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



A review of the data by month gives more insight into presentations by household type. Figure 4 below details how many adults with and without accompanying children were accessing services. As can be seen, there was an increase in both categories as demand for services continues to grow. Over the first six months of 2017, there were 134 additional adults with no children (i.e., singles or couples with no accompanying children) and an additional 110 adults with children being accommodated in emergency accommodation.

Figure 4: Breakdown of adults accessing emergency accommodation each month³

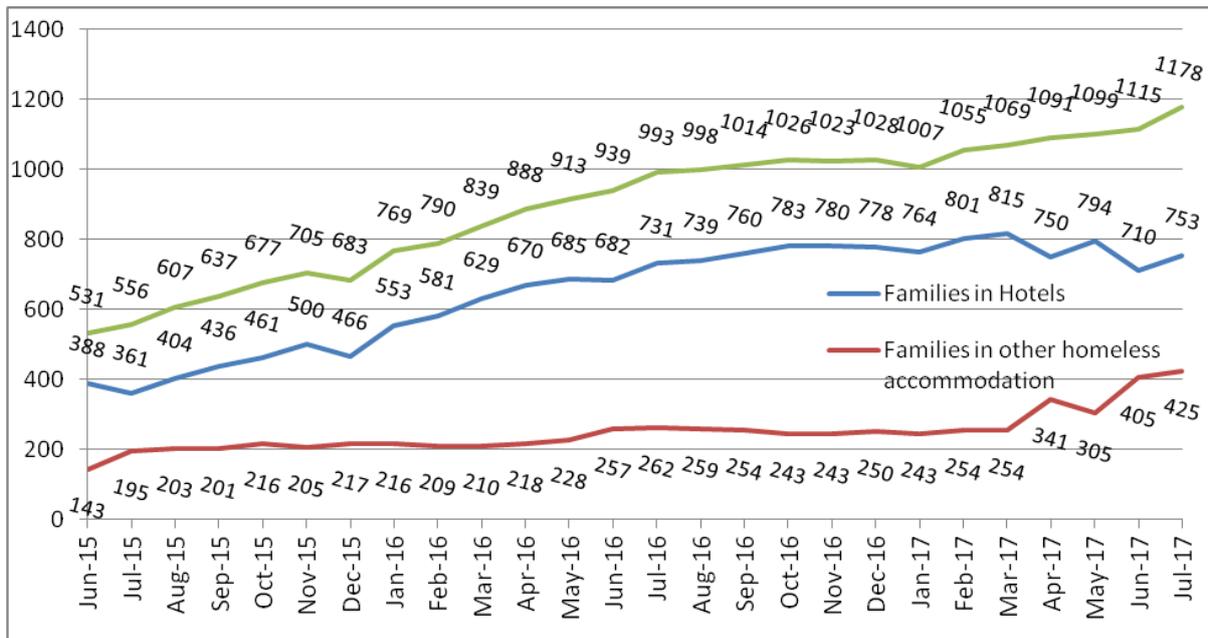


The increase in families is illustrated in Figure 5. The total number of families has increased from 1,028 in December 2016 to 1,115 in June 2017, a net increase of 87 families for the first six months of 2017. Over the same period 450 ‘new’ families who had not accessed homeless services previously, accessed emergency accommodation for the first time. The difference between the 87 ‘extra’ families and the 450 ‘new’ families is as a result of the flow of families out of emergency accommodation during the same period.

This is a marked improvement on the first six months of 2016 as 502 ‘new’ families entered homeless accommodation. When the departure of families was accounted for the net increase for was 256 additional families for the period. So while the number of families continues to increase in 2017, the rate of increase has fallen in comparison to the first six months of 2016.

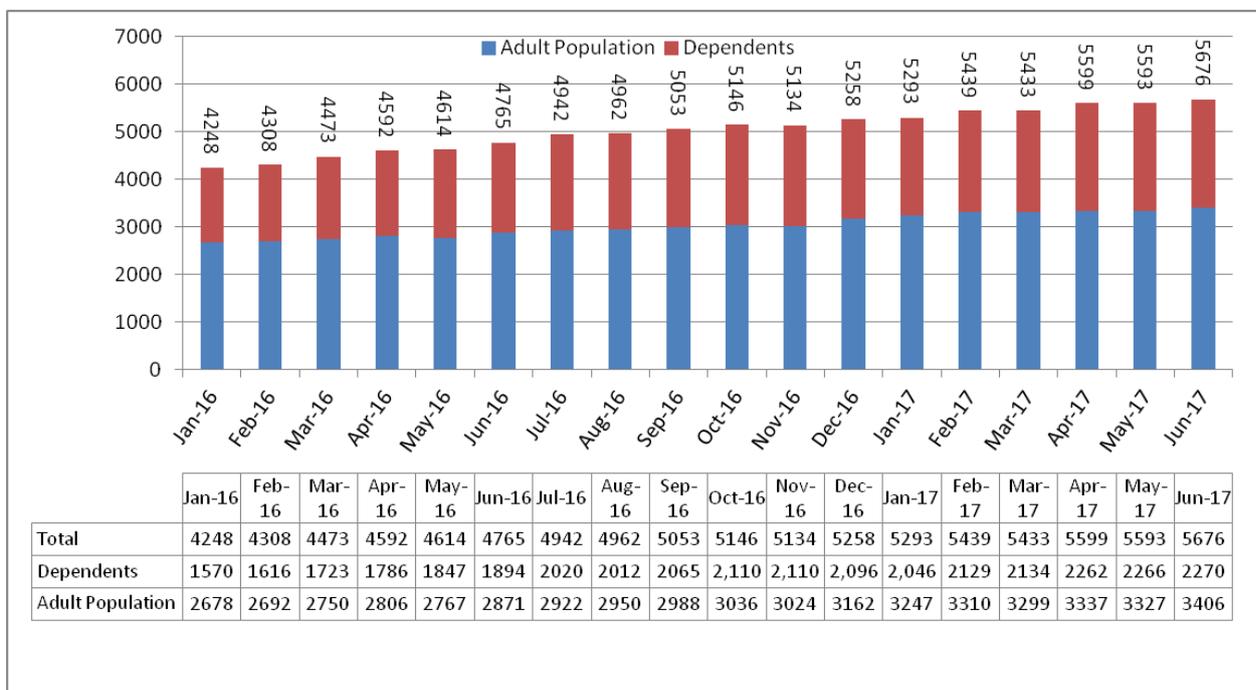
³ The monthly figure represents the number accessing emergency accommodation over a single week during each month. Available: <http://www.enviro.ni/en/DevelopmentHousing/Housing/SpecialNeeds/HomelessPeople/>

Figure 5: Type of accommodation accessed by families in the Dublin Region each month⁴



Overall, the number of adults and children being accommodated over a seven day period in June 2017 was 5,676, an increase of 83 compared with the previous month or 243 more than March 2017, as illustrated in Figure 6 below.

Figure 6: Number of adults and children in emergency accommodation in the Dublin Region each month⁵



⁴ The monthly figure represents the number accessing emergency accommodation over a single week during each month

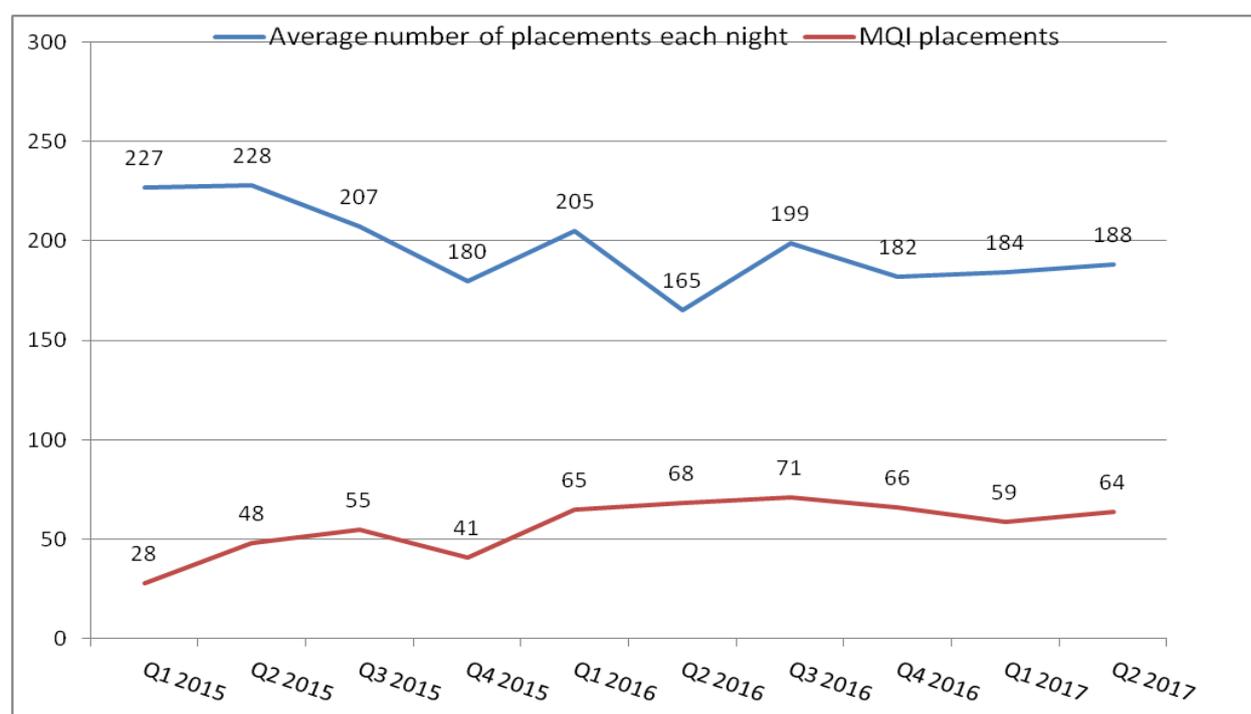
⁵ The monthly figure represents the number accessing emergency accommodation over a single week during each month

Additional Information

Table 3: Number of placements or unique individuals in emergency accommodation				
Service	Number of placements in Q2 2017	Number Offered accommodation	Number of 'No shows'	Number unable to accommodate - insufficient capacity / unsuitability (Sleeping bags booked)
Calls from Service Users: Helpline	12,557	12,557	1,363	1,924
Placement Service	10,148	10,306		31
Total	22,705	22,863		1,955
Average per night	252	254	15	22

While the number of service users increased, daily placements into emergency accommodation have been managed effectively to ensure an average daily placement of 252 adults during Q2 2017. One hundred and eighty eight were placed into emergency accommodation and 64 into the MQI night services. Single adults presenting frequently to the Free-phone or placement services have their placements regularised through rolling bookings and the assertive engagement initiative prioritises them for a move to Supported Temporary Accommodation once it becomes available.

Figure 7: Number of nightly placements into emergency accommodation each quarter in the Dublin Region



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

Type of Emergency Accommodation ⁶	Number of Adult Individuals on last day of Quarter 2 2017	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)	1,744	576	900	268
Temporary Emergency (TEA)	76	31	39	6
Private Emergency (PEA)	1,460	578	797	85
Total	3,280	1,185	1,736	359
			2,095	

The number of persons in emergency accommodation for six months or more has increased to 2,095, an increase of 56 on the previous quarter. However, this is the lowest number of adults becoming long-term homeless since Q2 2015. One reason for the reduced rate of increase may be because the Housing First initiative has extended the target group to include adults with significant support needs who have been in emergency accommodation on a long-term basis. The decision to extend beyond the traditional target of adults exclusively or predominantly engaging in rough sleeping was made on foot of the additional places allocated to the initiative under Rebuilding Ireland.

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

	Q1 2015	Q2 2015	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017
Adults on last day of the quarter	1868	1975	2119	2279	2577	2665	2799	2922	3,116	3,280
Adults 6 months +	997	1053	1153	1290	1476	1586	1832	1957	2,039	2,095
Percentage	53%	53%	54%	57%	57%	60%	65%	67%	65%	64%
Increase:	76	56	100	137	186	110	246	125	82	56

⁶ These figures exclude MQI Night Café

Additional Information:

Accommodation Category	Total Number of Persons During Quarter 2 2017	Number with a Support Plan
Supported Temporary Accommodation (STA)	2,877	1,789
Temporary Emergency Accommodation (TEA)	109	103
Private Emergency Accommodation (PEA)	2,395	1,027
Other (Simon Detox and Residential Alcohol Service)	67	53
(less) people accessing multiple accommodation types during the quarter*	873	422
Total (Unique Individuals accessing emergency accommodation)	4,575	2,550

*Note – some individuals access services in more than one accommodation type during the quarter.

The number of adults with supports plans has increased to 2,550 in Q2 2017 from 2,309 in the previous quarter. Encouragingly, the rate of support planning has increased to 56%, the highest rate of support planning since Q3 2014. The primary reason for this increase has been the introduction of some of the family hubs across the region in June 2017. Families moved from private emergency accommodation where support planning was difficult, into hubs where staff were on site to work with families on support plans and holistic needs assessments.

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

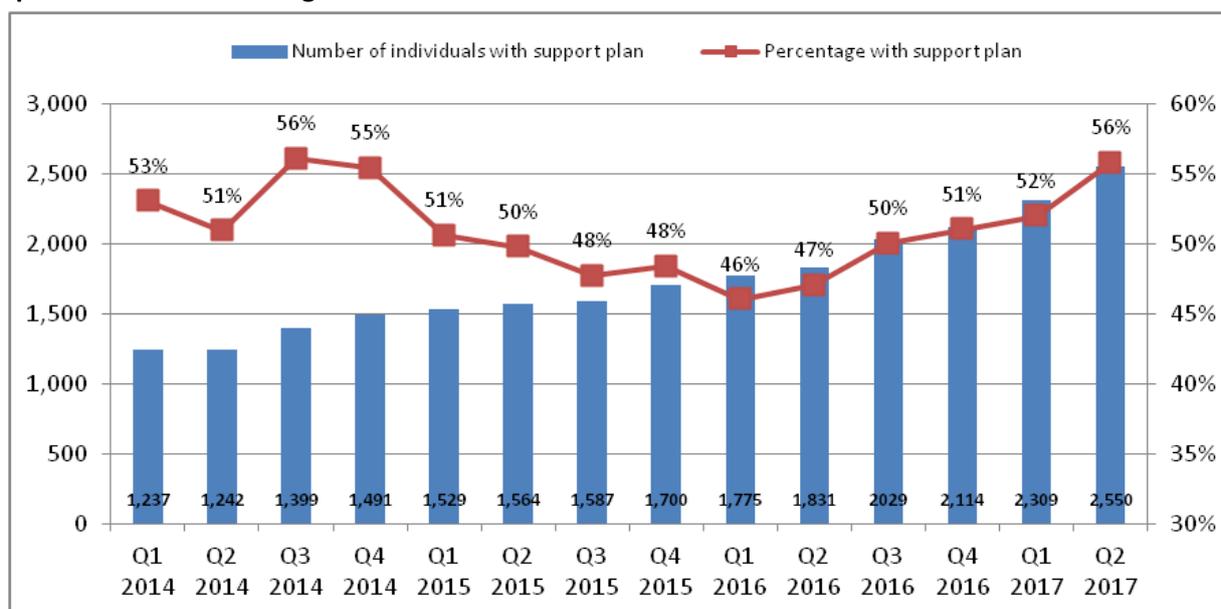


Table 5a: Support Planning in the Dublin Region during Quarter 2 2017

	Number of Adults accessing services Q2 2017	Number with a Support Plan	Percentage with Support Plan Q2 2017
Supported Temporary Accommodation (Service Provider on-site 24 hours)	1,838	1,286	70%
Supported Temporary Accommodation (Service Provider on-site night-only)	1,039	503	48%
Temporary Emergency Accommodation (Service Provider on-site: low support needs)	109	103	94%
Private Emergency Accommodation: Hotel / B&B (Visiting Support Homeless Action Teams)	2,395	1,027	43%
Detox/Residential Alcohol Services	67	53	79%

Supported temporary accommodation (STA) continues to be the most effective form of accommodation to facilitate support planning. There has been a significant increase in the number of persons passing through STAs in light of the introduction of the family hubs, which are classified as STA, and the move from STA to tenancy of long-term residents with support needs. It can take some time for support plans to be put in place for all new residents but it is expected that the rate of planning in STAs will increase going forward.

4. Number of persons leaving emergency accommodation

Moved to new/independent accommodation (As reported in table 1)	805
Staying with family or friends	42
Relocated to another country	30
Departure to Medical Facilities: Hospital	32
Departure to Medical Facilities: Residential Treatment	38
Departure to Correctional Facilities: Prison (on remand)	43
Total	990

In addition to the 805 adults who departed to tenancies, there were 185 adults who departed for other reasons. While many of those departing to family or friends, prison, hospital or residential treatment do return to homeless services, those relocating to another country do not. The Barka Project has been effective in Q2 2017 in supporting the largest number of persons relocating than in any other quarter to date. For the first six months of 2017, 48 adults relocated to another country, most often their country of origin.

Table 6a: Number of adults relocating to another country

	Q1	Q2	Q3	Q4	Annual Total
2015	7	21	20	13	61
2016	17	22	18	15	72
2017	18	30			48

5. Occupancy rate in emergency accommodation

Total number of adult beds available at (30 th June 2017)	3,282
Number of adult beds occupied at (30 th June 2017)	3,280

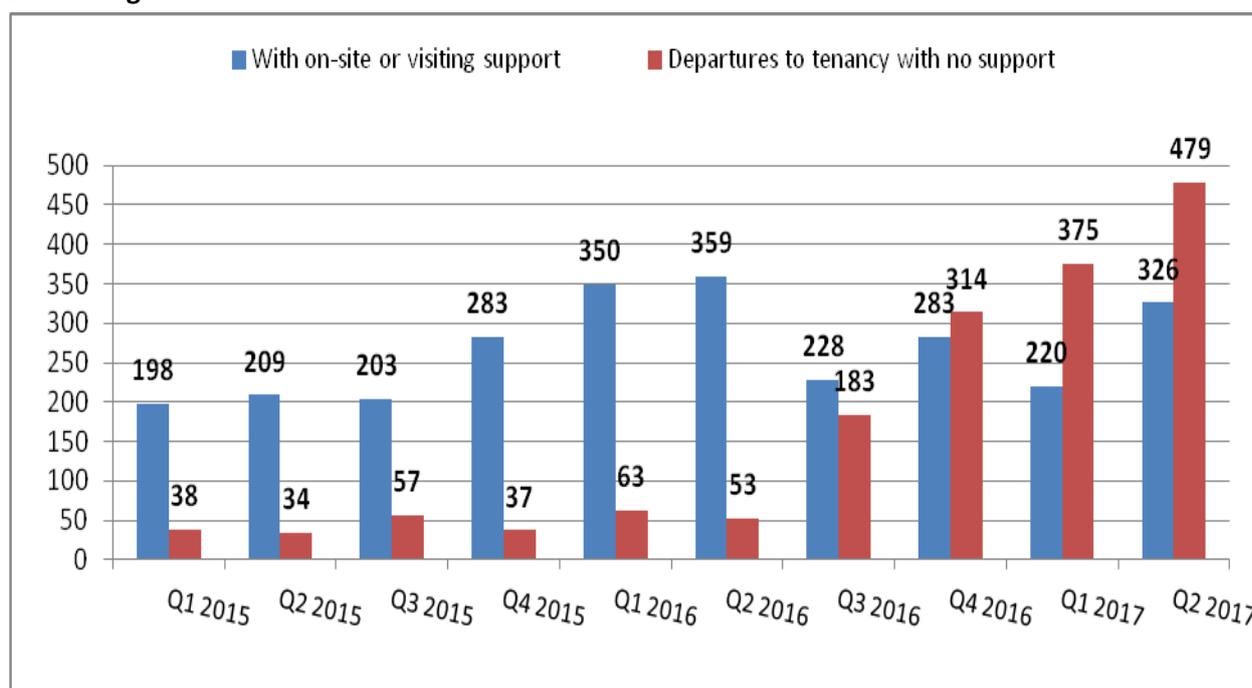
On the last day of the quarter there were 3,280 adults accommodated in emergency accommodation. There were only two beds unallocated. The occupancy rate is in excess of 99%, an exceptionally high rate.

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 Q2 2017
Number in supported accommodation (LTA on-site supported)	35
Number in Approved Housing Body accommodation (AHB on-site supported and visiting support)	71
Number in local authority owned accommodation with support (LA on-site supported and visiting support)	127
Number in private rented accommodation with floating support services (visiting support only)	11
Housing Assistance Payment (HAP)	82
Total	326

The number of persons in Q2 2017 who moved to tenancies with some form of visiting or on-site support was 326. This is an increase on the previous three quarters.

Figure 9: Number of tenancies with and without post settlement support each quarter in the Dublin Region



As detailed in Table 9 below, Sli continues to account for the majority of supported exit with 312 adults actively engaging at the end of Q2 2017. However, the number of adults now being supported in tenancies under the Housing First programme has increased significantly.

Additional Information:

Table 9: Number of former service users supported by Visiting Support Services on 30 th June 2017			
SLI Service Provider	Number of Persons Currently Supported in tenancy Q2 2017	Number of Persons No Longer Requiring Support (<i>*or not in housing</i>)	Total Cases to Date
Focus/PMVT Sli Visiting Support	135	1,045	1,180
Simon Sli Visiting Support	177	1,724	1,901
Hail Mental Health Visiting Support	33	289	322
Housing First On-going Visiting Support	94	12	106
Total	439	3,070	3,509

There were 439 adults receiving post settlement support at the end of Q2 2017. There was a marked increase in the number of persons in the Housing First tenancies. In addition to the 94 adults in tenancy, three adults that had previously been in tenancy supported by Housing First to move to long-term accommodation on-site support, therefore no longer require visiting support services from the team.

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

Table 10: Number of persons moving on into independent living without support Q2 2017	
Number in private rented accommodation without support	6
Number in local authority owned accommodation without support	57
Number in other Approved Housing Body accommodation without support	25
Number in Housing Assistance Payment without support	391
Total	479

There were 479 adults who moved to tenancies without any form of support needed to sustain tenancies. This is the highest number of adults opting for tenancies without post-settlement support. One reason for this is that 47% of families moved directly to homeless HAP tenancies and were prevented from using emergency accommodation. Many of these families have a housing need only and do not require any other form of support to sustain their tenancy. Similarly, a lot of the families in hotels, moving quickly to tenancies, do not avail of Sli support.

8. Number of persons sleeping rough

Table 12: Number of persons recorded as rough sleepers engaging with HFIT in Q2 2017	
Number of persons in contact Bedded Down	228
Number of persons in contact Not Bedded Down	143
Total Individuals	371
<i>Number of persons who also used Emergency Accommodation</i>	249

There were 371 adults who engaged with the Housing First Intake Team in Q2 2017. This is a drop compared with previous quarters over the past two and a half years, as detailed in Table 12a below. The fall is not due to a reduction in the number of persons engaged in rough sleeping but due to a temporary request for the team to focus on the outlying areas of the region and some engagement with families experiencing homelessness. It is expected that the engagement rate will increase again going forward.

Table 12a: Emergency accommodation use amongst individuals rough sleeping

	Q1 2015	Q2 2015	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017
Adults in contact with Housing First Intake Team (Street Outreach) over three month period	435	449	454	423	403	413	425	407	431	371
Adults also accessing emergency accommodation during three month period	317	298	312	322	250	286	285	283	291	249
Percentage accessing emergency accommodation	73%	66%	69%	76%	62%	69%	67%	70%	68%	67%

The trend continues in which a large number of people have a small number of contacts as the majority of persons who engage in rough sleeping only do so for a very short period of time.

Table 12b: HFIT number of contacts with individual adults in Q2 2017

Number of contacts Q2 2017	Number of adults individuals Q2 2017	Percentage	Number of contacts	Percentage
1-10 contacts	360	97%	788	83%
11-20 contacts	11	3%	160	17%
21-50 contacts	0	0%	0	0%
50-100 contacts	0	0%	0	0%
Total	371	100%	948	100%

Taking into account the expected increase in housing supply as a result of this Action Plan, we will now strengthen our efforts and resources towards providing homeless people with a home following the housing-led, housing-first approach. In particular, we will triple the targets for tenancies to be provided by Housing First teams in Dublin, from 100 tenancies currently, to 300 tenancies in 2017. This will require additional resources to be provided by the HSE, subject to the finalisation of the HSE Service Plan for 2017. p. 37

Part 4

10. Meetings of the Management Group and Consultative Fora

	Dates of meetings held in the Q2 2017	Membership Details																					
Statutory Management Group	23/06/17	Dublin Region Homeless Executive South Dublin County Council HSE Integrated Service Directorate The Probation Service Tusla																					
Regional Homelessness Consultative Forum	22/6/17	<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</td></tr> <tr><td>Crosscare</td></tr> <tr><td>Merchants Quay Ireland</td></tr> <tr><td>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
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Department of Social Protection - HPU																							
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Dublin Region Homeless Executive																							
Dún Laoghaire-Rathdown County Council																							
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Homeless Network																							
Crosscare																							
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HSE Integrated Service Directorate																							
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HSE Dublin West – Social Inclusion / HSE Dublin Mid Leinster																							
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Signed:



Eileen Gleeson, Director, Dublin Region Homeless Executive