



**Performance Report 2019 relating to the Protocol Governing Delegation of Section 10
Funding for Homeless Services to Dublin City Council**

Quarter 3 2019

October 2019

Q3 2019 Headline Items:**Tenancy protection and sustainment**

- The Tenancy Protection Service (TPS) has been contacted by 1,349 households in Q3 2019.
- A total of 435 households were considered to be at risk of homelessness and progressed to active case management.
- In Q3 a total of 258 households have been protected and sustained under the TPS through a rent uplift (19), advocacy (206), through private rented tenancies (16) or through the Housing Assistance Payment (17).

Rough Sleeping

- A total of 443 individuals engaged with the rough sleeping team in this quarter, this is an increase on the Q2 2019 figure of 442.
- Of these 443 individuals engaging in rough sleeping over the quarter a total of 357 or 81% did access emergency accommodation at some point.

Use of Emergency Accommodation

- 6,075 adults accessed emergency accommodation over Quarter 3 2019.
- Of these, 15%, or 925 individuals, were new presentations assessed as homeless and placed in emergency accommodation. The remaining 85% or 5,150 individuals were repeat or existing service users.
- The average nightly placement rate into emergency accommodation or night services for adults using the local authority placement service and the homeless freephone in Quarter 3 was 269.
- Of the 4,303 adult beds available in emergency accommodation in Dublin on the last day of the quarter (30th September 2019), 2 beds were unused.

Support Plans for Emergency Accommodation Users

- A total of 3,282 adults residing in emergency accommodation have an active support plan. This represents 54%, or more than half of all adults residing in emergency accommodation over the quarter.

Q3 2019 Headline Items:**Long-term homelessness**

- Of the 4,301 adult individuals in emergency accommodation on the last day of Q3 2019, a total of 2,893 (or 67%) have resided in emergency accommodation for 6 months or more and are considered to be experiencing long-term homelessness.

Family Homelessness

- Among the 4,370 adults in emergency accommodation over the last week in September 2019, 1,862 were adults accompanied by child dependents.
- At the end of the quarter, a total of 1,294 families – comprising 1,862 adults and 2,872 dependent children - were residing in emergency accommodation.
- Of these, 752 families were accommodated in commercial hotels/B&B over the last week of the quarter, with 542 families in supported temporary accommodation.

Tenancy creation and housing support

- The total number of adults who moved to tenancies in Q3, 2019 was 1,130. This reflects the extensive work being carried out by the prevention and place-finders teams.
- The significant majority moved to a social housing option during the quarter, with 444 adults in social tenancies and 679 adults in HAP tenancies. The remaining 7 adults were accommodated in private rented tenancies.
- Of the 1,130 adults who moved to tenancies, just 351 accessed post settlement supports. This indicates that a large majority of adults (69%) had a general housing need and were able to move on without supports.

Departures from homeless services to other living situations

- In addition to departures to independent living in tenancies, 177 adults departed homeless services to other living situations in Q3 2019.
- These departures included staying with family or friends (71 persons), relocation to another country (4 persons), admission to a medical facility (hospital – 36 persons), (residential treatment – 34 persons) and admission to correctional facilities (prison remand – 32 persons).

Part 1

1. 2019 Target for Accommodating Homeless Persons with Full Tenancies

Table 1: Individuals moved on to independent living. Based on total monthly reported tenancies (July, August, September)					
Target number of units for 2019	Number of Accommodation Units Delivered with Full Tenancies	Quarterly	Total Units to Date in 2019	Quarterly	Total Individuals in 2019 to date
		Total Units = Households		Total Persons Q3 2019	
	Local Authority Lettings:	187	465	238	564
	AHB Lettings:	136	315	172	387
	LTS (long-term supported accommodation)	32	56	34	61
	Private Rented	6	29	7	29
	Housing Assistance Payment (HAP)	567	1,677	679	2,031
	Totals	928	2,542	1,130	3,072

A total of 1,130 adults moved to tenancies in Q3 2019. A total of 679 or 60% of these moves to tenancy were achieved through homeless HAP. Social housing tenancies (i.e., Local Authority, Approved Housing Bodies and LTS combined) account for 39% (n=444). Moves to private rented accommodation remained consistently low, with only 7 adults moving to private rented tenancies in the quarter.

In total, there were 568 tenancies created to accommodate families with children in the period July to September 2019. Of these 568 tenancies, 248, or 44%, prevented families from entering emergency accommodation. The prevention of homelessness through new tenancies is a key element of the work of the DRHE. In Q3 2019, a total of 436 households, including families and single person households, presented to homeless services and were prevented from entering homelessness through tenancy placement.

Table 1a shows the total number of households prevented from entering homelessness over the 12 month period from October 2018 to September 2019.

Table 1a: Household equivalent total of homeless prevention tenancies

	Total Households Prevented
Q4 2018	420
Q1 2019	462
Q2 2019	419
Q3 2019	436
Total	1,737

Figure 1: Individual Adults - Moves to Tenancies Q3 2016 – Q3 2019

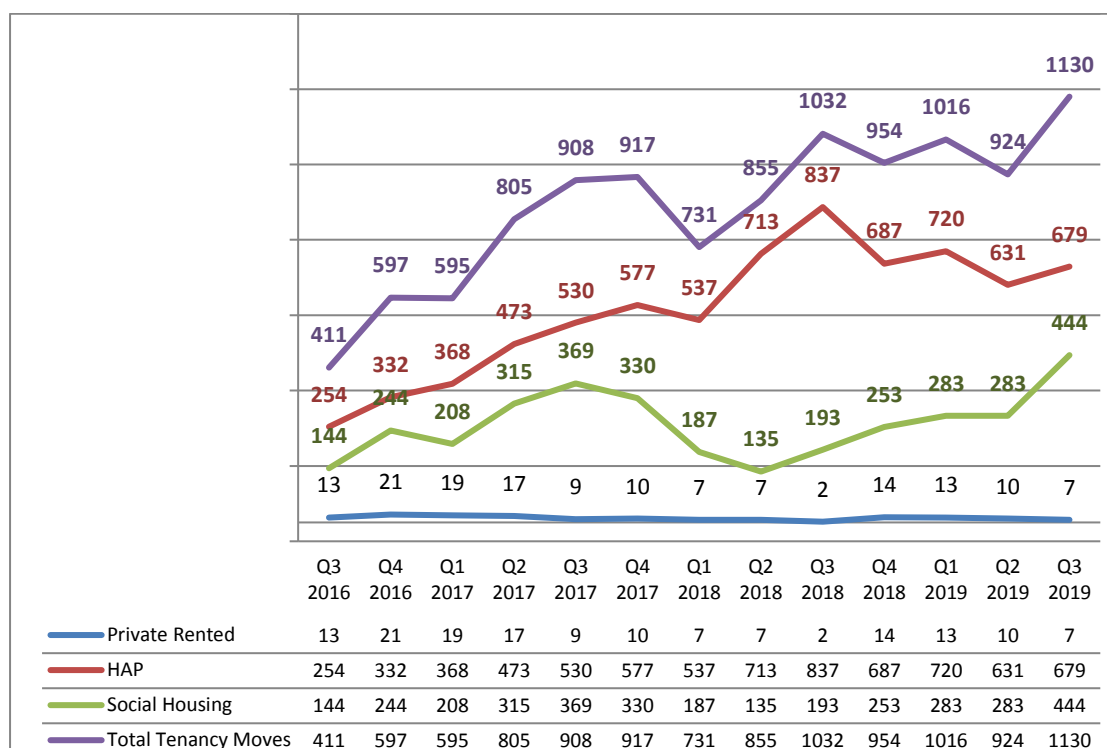


Figure 1 shows an increase of 206 individuals moving to tenancies between Q2 2019 and Q3 2019. The majority of tenancies continue to be sourced through HAP, there has been an increase of 48 individual adults moving to HAP tenancies over this quarter.

Table 1b: Number of adults moving to tenancy in Q3 each year - 2016 to 2019

	Q3 2016	Q3 2017	Q3 2018	Q3 2019
Private Rented	13	9	2	7
HAP	254	530	837	679
Social Housing	144	369	193	444
Total Tenancy Moves	411	908	1,032	1,130

Tenancy Protection Service

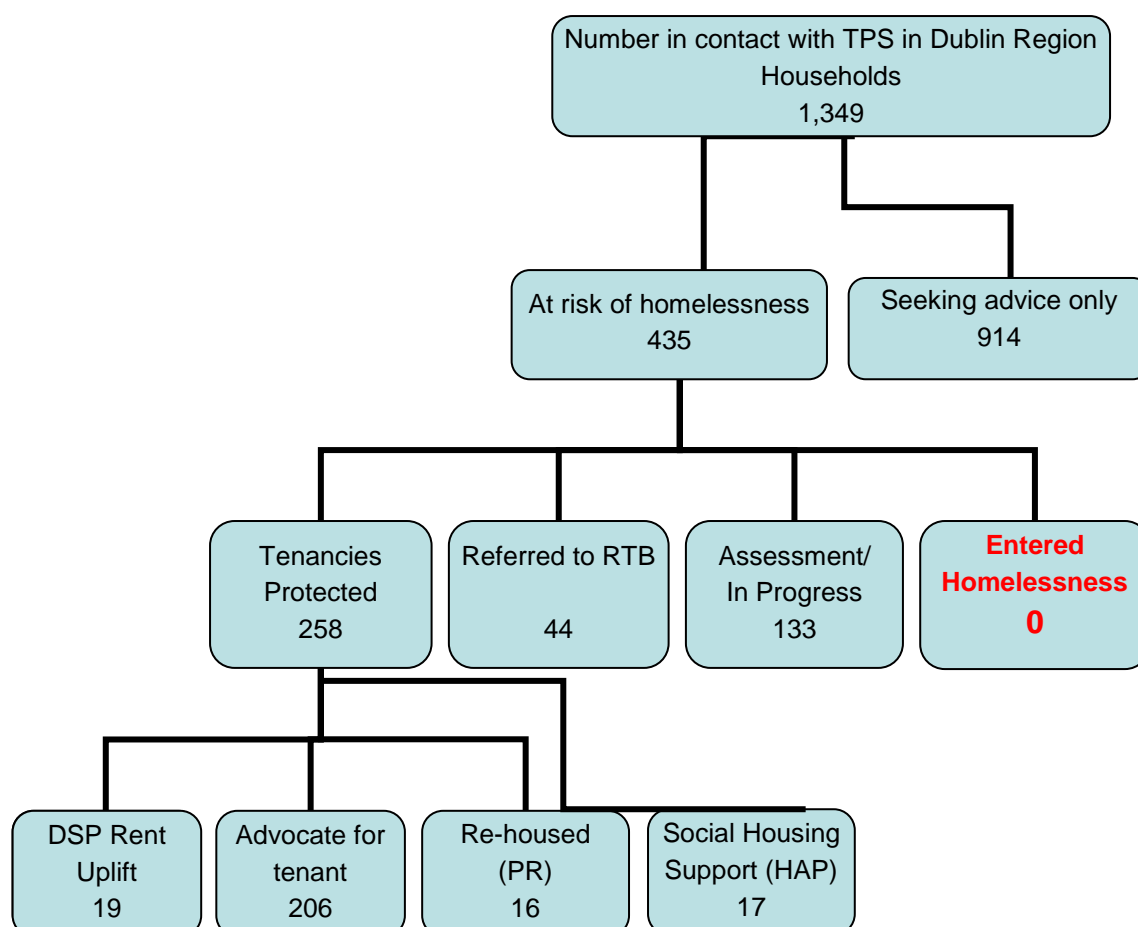
The Tenancy Protection Services (TPS) is a Section 10 funded service operated by Threshold in the Dublin Region. It serves a critical role in preventing households from experiencing homelessness.

Table 1c: Number of households contacting TPS in the Dublin Region 2014 – 2019

	Q3 2019	Total 2019 to date	Since June 2014	%
Number of households seeking advice on their rights only	914	4,486	18,173	59
Number of households 'at risk' of tenancy loss	435	1,663	12,205	41
Total number of households contacting TPS	1,349	6,149	30,378	100

As detailed in Figure 2 below, 258 tenancies were protected by the service in Q3 2019. 19 received a rent uplift from the DSP while 206 tenancies were protected after Threshold liaised with landlords and advocated on behalf of the client. 17 households were supported to source HAP tenancies and 18 households rehoused in the private rental sector over quarter 3. The remaining cases are being actively case managed.

Figure 2: Tenancy Protection Service – Q3 2019



Part 2

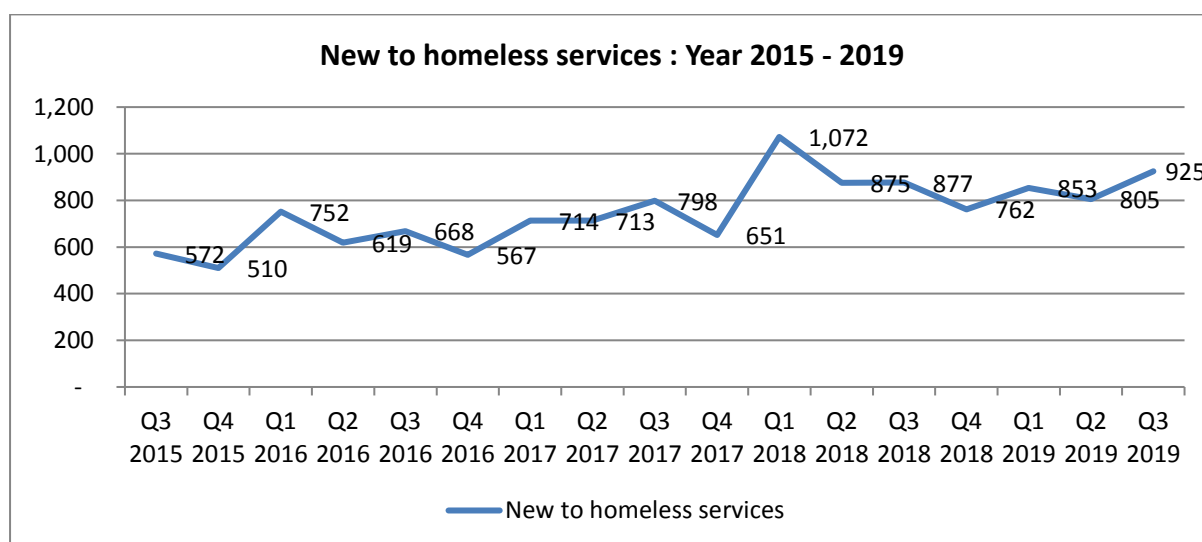
2. Number of new presentations on a daily basis

Table 2: Number of Individuals using Emergency Accommodation during Q3 2019			
	New	Repeat	Total in EA Q3 2019
Number of presentations in reporting period	925	5,150	6,075
Number of days in reporting period	92	92	
Daily average	10 (15%)	56 (85%)	

In Q3 2019 the number of individuals new to homelessness accounted for 15% of the overall number of individuals using emergency accommodation. This is an increase of 1 per day on the previous quarter with a daily average of approximately 10 people presenting as homeless for the first time over the period.

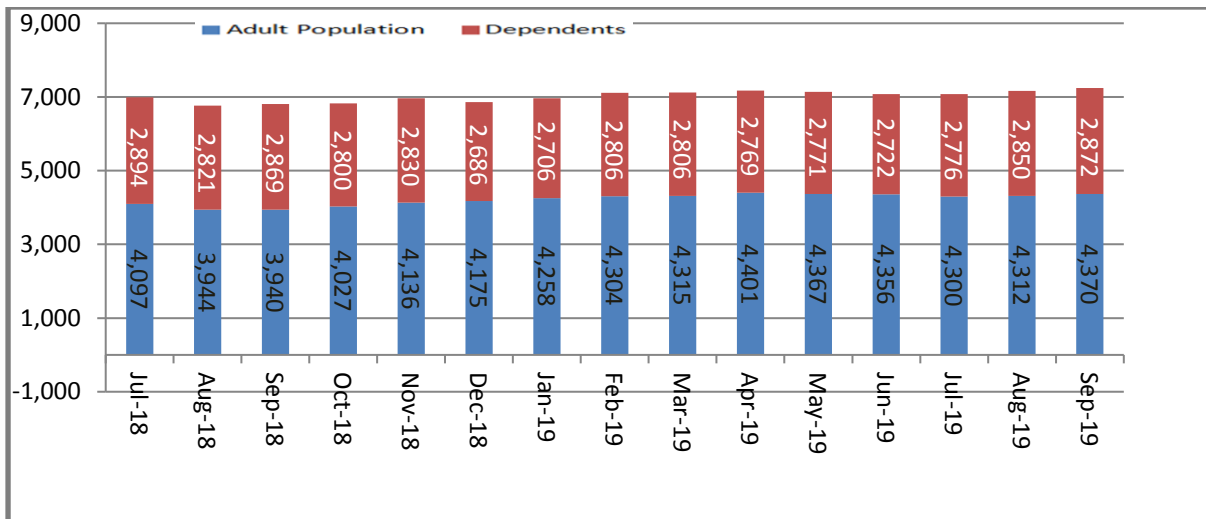
Figure 3 below shows the trend in new presentations in the Dublin region from the 3rd quarter of 2015 to the 3rd quarter of 2019. The chart indicates a trend where presentations tend to dip in the second quarter following a peak in the first quarter of each year, and then increase again in the 3rd quarter.

Figure 3: Number of adults new to homeless services each quarter in the Dublin Region



Overall the number of adults accessing emergency accommodation during Q3 2019 was 6,075, an increase of 295 people on the previous quarter. In the Q3 2019 period a significant number of adults accessing emergency accommodation were repeat or existing service users totalling 5,150 adults. Figure 4 shows the total number of adults and dependents accessing emergency accommodation from Q3 2018 to Q3 2019.

Figure 4: Number of adults and dependents using emergency accommodation in the Dublin Region



To give further insight into the adult population accessing emergency accommodation, a breakdown of the population by household type is given in Figure 5 indicating numbers of adults with and without children accessing emergency accommodation at a point in time each month. The numbers of single adults with no accompanying children continues to outnumber those with children using emergency accommodation.

Figure 5: Breakdown of adults accessing emergency accommodation each month

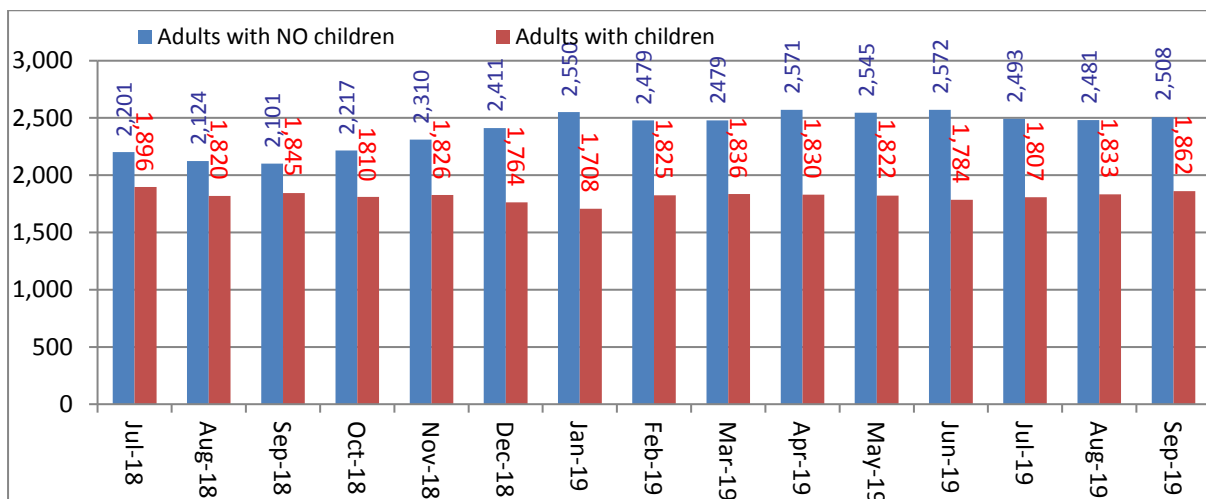


Figure 6: Type of accommodation accessed by families in the Dublin Region each month

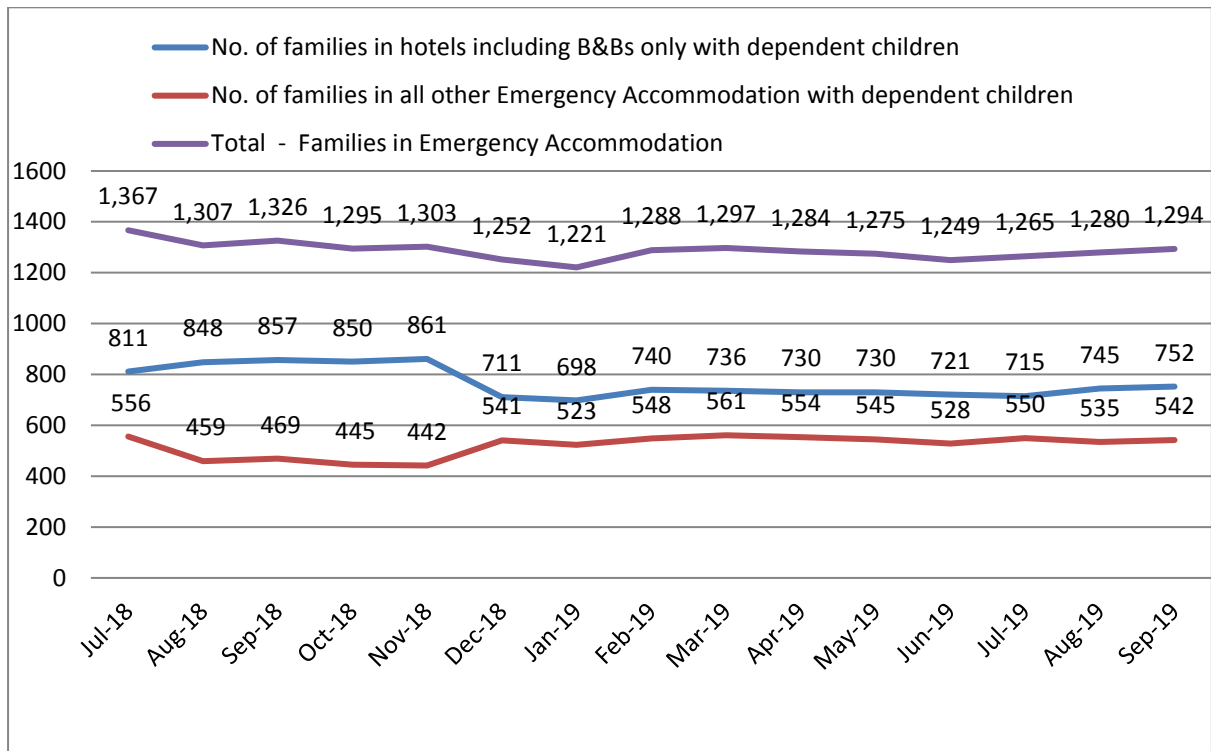
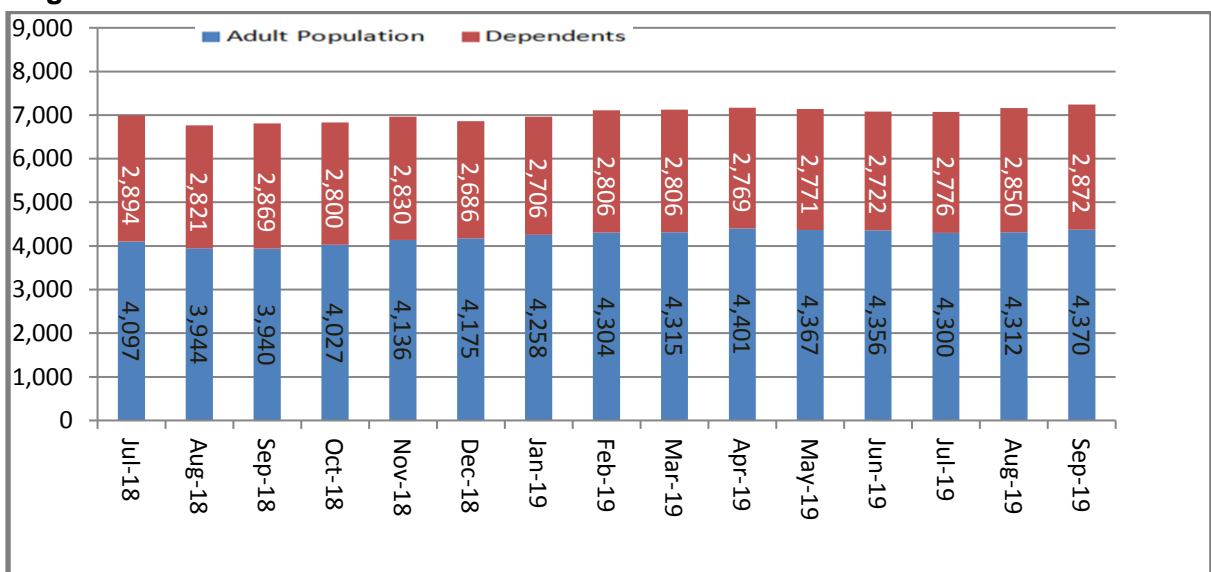


Figure 7 shows the growth in the population over time when adults and children are considered together. Over the twelve month period October 2018 to September 2019, the number of adults in emergency accommodation increased by 343 and the overall total population in emergency accommodation increased by 415.

Figure 7: Number of adults and children in emergency accommodation in the Dublin Region each month



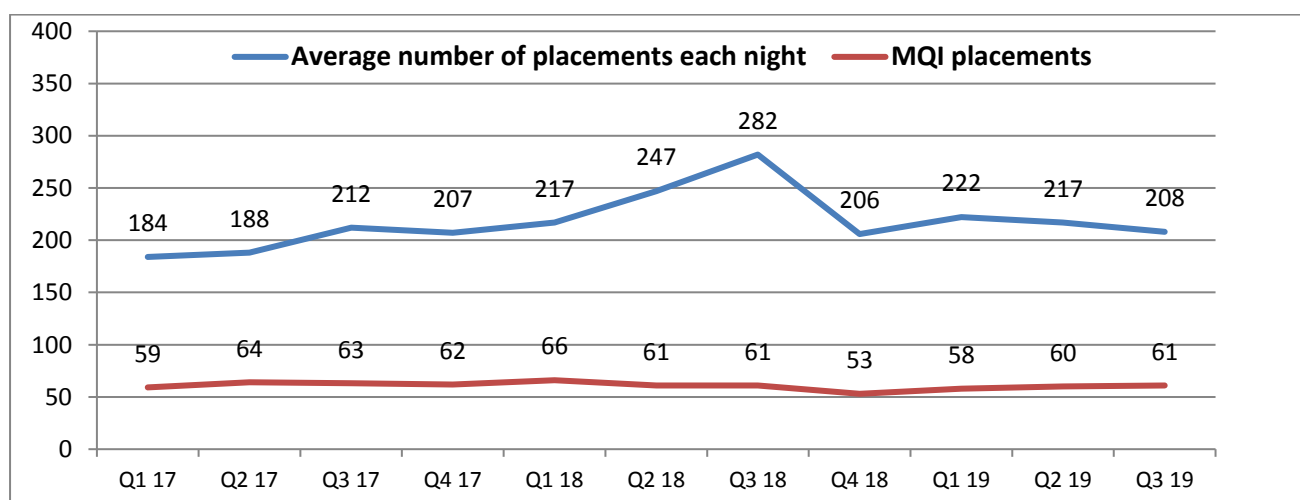
Additional Information

Table 3 below gives information on the number of emergency accommodation placements to individuals throughout the quarter. The average number of placements into emergency accommodation per night over the quarter was 269. This represents a decrease of 5 per night on the Q2 2019 average number of 274.

Service	Number of placements in Q3 2019	Number Offered accommodation	Number of 'No shows'	Number unable to accommodate - insufficient capacity / unsuitability (Sleeping bags booked)
Calls from Service Users: Helpline	14,903	14,903	1,818	783
Housing First Intake Team	2,118	2,237	0	1
Placement Service	7,715	7,785	0	0
Total	24,736	24,925	1,818	784
<i>Average per night</i>	269	271	20	9

Figure 8 shows the breakdown between the average nightly placements into emergency accommodation and the average nightly placements MQI Night Café. The average nightly placements into emergency accommodation over the period was 208, while the average number of nightly placements into the MQI Night Café was 61.

Figure 8: Number of nightly placements into emergency accommodation each quarter in the Dublin Region



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

On the last day of the Q3 2019 period there were 4,301 adults accessing emergency accommodation. This represents 155 additional adults when compared with Q2 2019. There was also an increase of 85 individuals accessing emergency accommodation for longer than six months compared to the Q2 2019 period. A total of 67% of the overall total adults were experiencing long term homelessness in the third quarter of 2019.

Type of Emergency Accommodation ¹	Number of Adult Individuals on last day of Q 3 2019	Resident < 6 Months	Resident > 6 Months	
			Consecutively or continuously for longer than 6 months	Non-consecutively for longer than 6 months in the previous 12 month period
Supported Temporary Emergency Accommodation	2,104	589	1,393	122
Temporary Emergency	66	22	44	0
Private Emergency	2,131	797	1,239	95
Total	4,301	1,408	2,676	217
			2,893	

Table 4a indicates a slight decrease in the long-term homeless population in the indicated time period up to the end of Q3 2019. As can be seen from the table, on the last day of Q3 2019 67% of the population of adults in emergency accommodation have been experiencing homelessness for a period of 6 months or longer.

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

	Q4 2017	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019
Total Adults	3,489	3,877	3,819	3,879	4,014	4,094	4,146	4,301
Adults 6 months +	2,167	2,436	2,474	2,683	2,746	2,789	2,808	2,893
Percentage	62%	63%	65%	69%	68%	68%	68%	67%
Change:	64	269	38	209	63	48	19	155

¹ These figures exclude MQI Night Café

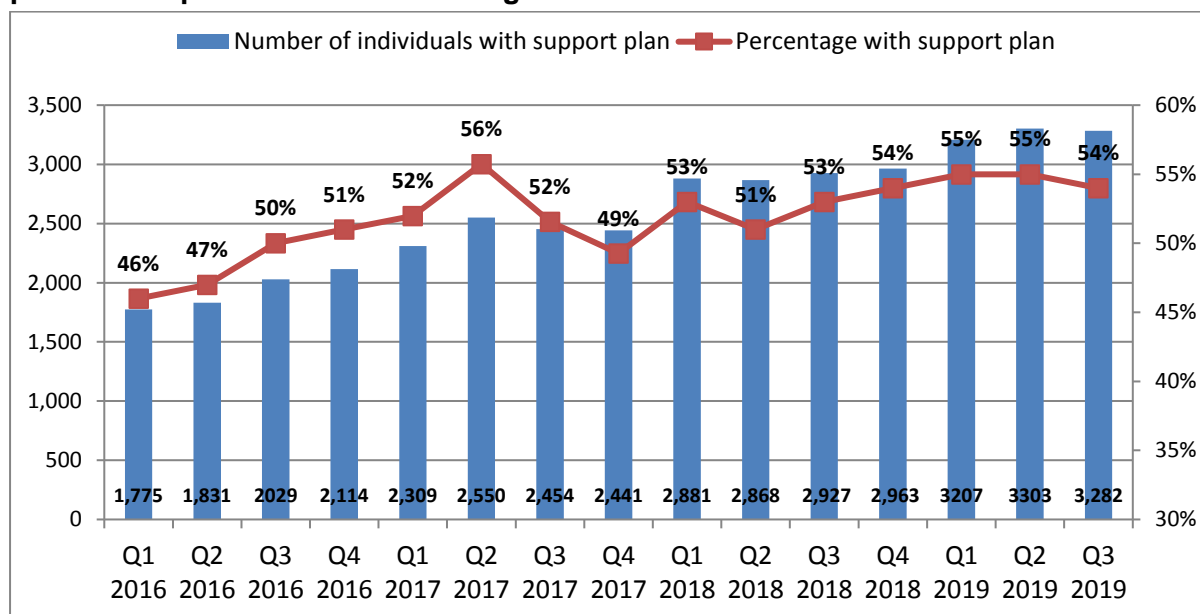
Additional Information:

The majority of individuals accommodated in STAs, TEAs and Detox/alcohol residential services avail of supports as those types of accommodation have onsite service providers who immediately engage with service users to facilitate exits from emergency accommodation. Clients in private emergency accommodation have lower levels of supports, as can be seen in Table 5, due to the fact that these are commercial facilities are not designed for the accommodation of homeless individuals.

Accommodation Category	Total Number of Persons During Quarter 3 2019	Number with a Support Plan	% total with Supports
Supported Temporary Accommodation (STA)	3,266	2,361	72%
Temporary Emergency Accommodation (TEA)	113	88	78%
Private Emergency Accommodation (PEA)	3,536	1,225	35%
Other (Simon Detox and Residential Alcohol Service)	99	87	88%
(less) people accessing multiple accommodation types during the quarter*	-889	-479	
Total (Unique Individuals accessing emergency accommodation)	6,125	3,282	54%
<i>*Note – some individuals access services in more than one accommodation type during the quarter.</i>			

While there is still a significant number of individuals accommodated in PEAs work is ongoing to end the use of commercial hotels as a form of emergency accommodation and to ensure homeless individuals are accommodated in suitable accommodation designated for homeless services. Figure 9 indicates that the overall percentage of individuals with support plans in Q3 2019 is 54%, meaning that more than half of the individuals accessing emergency accommodation are availing of supports to exit homelessness.

Figure 9: Number and percentage of adults 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 2019	
Moved to new/independent accommodation (As reported in table 1)	1,130
Staying with family or friends	71
Relocated to another country	4
Departure to Medical Facilities: Hospital	36
Departure to Medical Facilities: Residential Treatment	34
Departure to Correctional Facilities: Prison (on remand)	32
Total	1,307

In addition to the 1,130 adults who departed to tenancies, there were 177 adults who departed emergency accommodation for other reasons. While many of those departing to family or friends, prison, hospital or residential treatment return to homeless services at some later point in time, the trend has shown that those relocating to another country do not.

5. Occupancy rate in emergency accommodation

Table 7: Adult occupancy rate in emergency accommodation	
Total number of adult beds available at (30 th September 2019)	4,301
Number of adult beds occupied at (30 th September 2019)	4,303

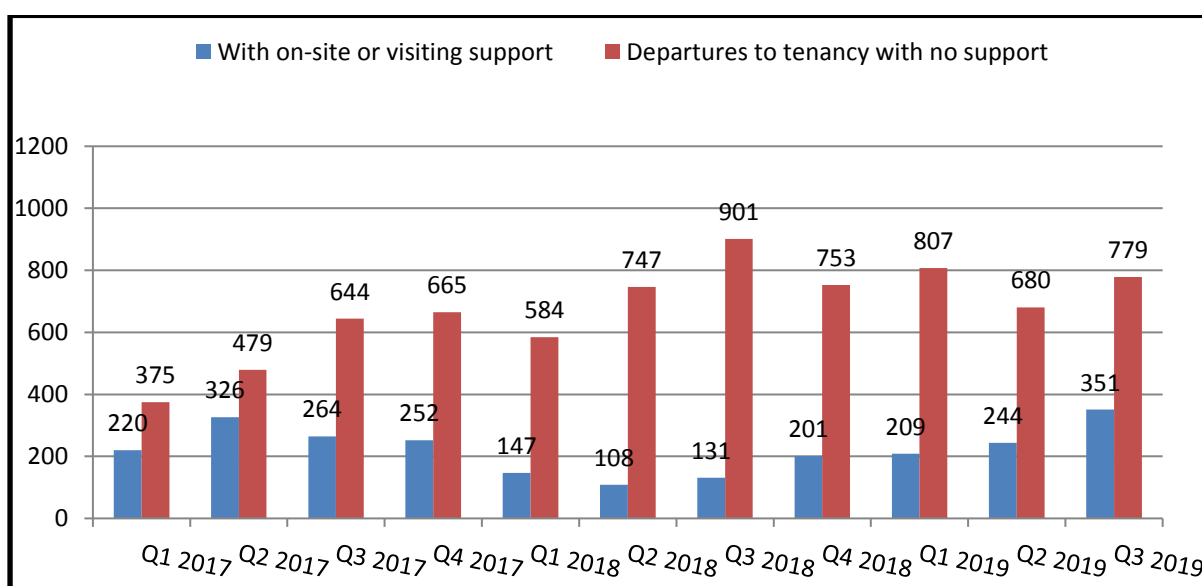
On the last day of the quarter there were 4,301 adults accommodated in emergency accommodation, an increase of 155 adults on the last day of Q2 2019.

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 2019
Long Term Accommodation	32
Number in Approved Housing Body accommodation (AHB on-site supported and visiting support)	123
Number in local authority owned accommodation with support (LA on-site supported and visiting support)	194
Number in private rented accommodation with floating support services (visiting support only)	2
Housing Assistance Payment (HAP)	0
Total	351

In Q3 2019 the number of persons who moved to tenancies with some form of visiting or on-site support was 351 or 31%. The number moving to tenancies without support, 779 or 69%, does indicate that the large majority of adults moving to housing only have a general housing need. Figure 10 below shows this trend in the decline of number of adults with supports in tenancy compared to number of adults moving to housing without any supports.

Figure 10: Number of tenancies with and without post settlement support each quarter in the Dublin Region



The Dublin Region continues to offer housing supports to individuals who need support in tenancy. There are currently four support services that offer support to individuals moved to housing, these are Support to Live Independently (SLI), Visiting Tenancy Sustainment Service (VTSS), HAIL Mental Health Visiting Service and Housing First supports. The services are offered by Focus/PMVT, Dublin Simon and HAIL. Table 9 below gives quarterly details on the number of individuals availing of the various types of supports to enable tenancy sustainment.

Additional Information:

Name of Service	Total - all active cases at end of Q3 2019	Active since 2015	Active since 2016	Active since 2017	Active since 2018	Active since 2019	Total Cases closed in Q3 2019
VTSS Focus-DLRCC	37	0	0	1	17	19	4
VTSS Focus-FCC	19	0	0	1	6	12	3
VTSS Focus-SDCC	17	0	1	2	8	6	2
VTSS Simon	96	3	4	6	25	57	51
HAIL Visiting Support	45	0	0	0	2	43	12
Sli Simon	188				10	178	111
Sli Focus/PMVT	184	0	0	0	20	164	73
Total	586	3	5	10	88	479	256

Over Q3 2019 a total of 586 adults were availing of post settlement support through Support to Live Independently (SLI), VTSS and HAIL support services. In addition, a total of 256 cases were closed during the quarter, with these adults no longer needing support.

The number of adults being supported in tenancies under the Housing First programme continues to increase as the program is extended to individuals with high support needs exiting to tenancy. As these individuals have high support and complex needs, there are occasions where tenancies fail and subsequent alternative tenancies have to be sourced. Figure 10 below shows this pattern. At the end of Q3 2019 tenancies for 341 unique individuals had been created and managed by housing first since the beginning of the programme.

Figure 10: Total Unique Individuals Supported in Tenancies through Housing First Programme.

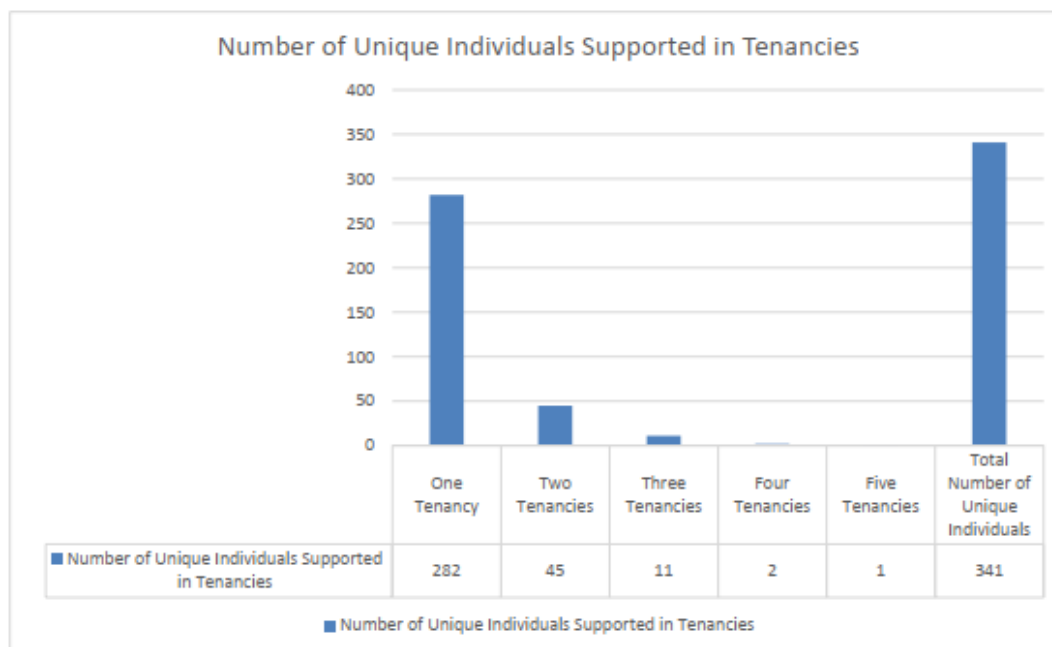


Figure 10 shows that a total of 282 individuals successfully sustained their first tenancy through housing first supports, while a total of 59 individuals have availed of more than one tenancy. The tenancy sustainment rate through the housing first supports is high at 89%. Housing First support is not time bound and when a tenancy fails support is continued so as to facilitate placement into another tenancy thereby preventing the individuals from returning to homelessness.

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

Table 10: Number of persons moving on into independent living without support Q3 2019	
Number in private rented accommodation without support	5
Number in local authority owned accommodation without support	54
Number in other Approved Housing Body accommodation without support	41
Number in Housing Assistance Payment without support	679
Total	779

In Q3 2019, a total of 779 individuals moved to housing without taking up any tenancy sustainment supports. This represents 69% of individuals moving to housing in Q3 2019. As indicated earlier, the high rate of individuals moving to housing without supports is influenced

by the high number of homeless prevention cases which are mostly households with a general housing need and not requiring any other form of support for tenancy sustainment.

8. Number of persons sleeping rough

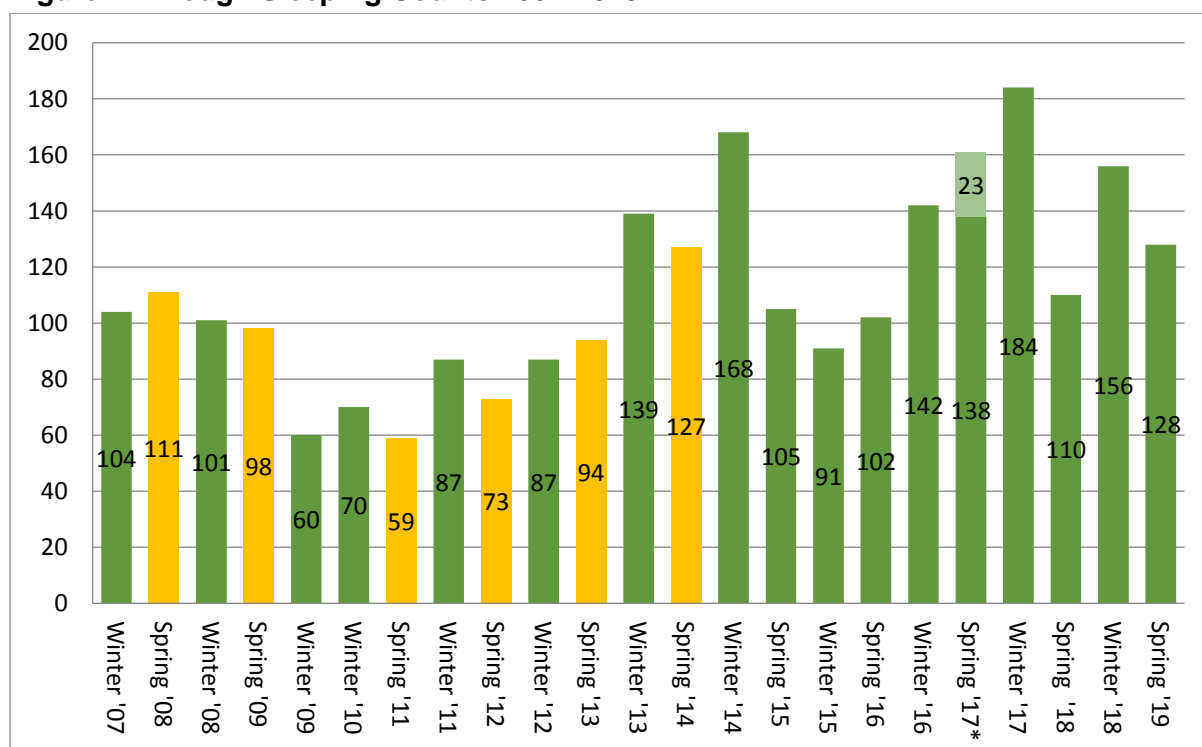
Table 11: Number of persons sleeping rough		
		With a Support Plan
Number of persons discovered sleeping rough on night of Rough Sleeping Count (9 th April 2019)	128	
Number of persons sleeping rough with a PASS record	81	30

The Spring 2019 Rough Sleeping Count (RSC) took place on the night of April 9th. There were over 100 volunteers and Local Authority staff members involved in the count across the Dublin Region. The results from the count show that there were a minimum of 128 individuals sleeping rough across the Dublin Region on that night.

Spring 2019 Trend

The graph in Figure 11 shows the results from each of the rough sleeping counts between 2007 and 2019. The Winter Rough Sleeper Count at 128, shows an increase in the number of individuals discovered sleeping rough in Dublin from 110 in Spring 2018.

Figure 11: Rough Sleeping Counts 2007-2019



The Rough Sleeping Counts carried out in winter and spring complement the work carried out by the Housing First Intake Team that engages with individuals sleeping rough each night throughout the year. In Q3 2019 a total of 443 adults engaged with the Housing First Intake team.

Table 12: Number of persons recorded as rough sleepers engaging with HFIT in Q3 2019	
Number of persons in contact Bedded Down	148
Number of persons in contact Not Bedded Down	295
Total Individuals	443
<i>Number of persons who also used Emergency Accommodation</i>	357

Table 12a: Emergency accommodation use amongst individuals rough sleeping

	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019
Adults in contact with Housing First Intake Team (Street Outreach) over three month period	371	339	452	622	681	628	601	631	442	443
Adults also accessing emergency accommodation during three month period	249	236	315	456	471	432	403	434	289	357
Percentage accessing emergency accommodation	67%	70%	70%	73%	69%	69%	67%	69%	65%	81%

The Housing First Intake Team data continues to indicate that the majority of individuals engaging with the team have a low engagement rate as they only sleep rough for a very short period of time. In Q3 2019 a total of approximately 96% of the individuals engaging with the team had between 1 and 10 contacts over the 3 month period.

Table 12b: HFIT number of contacts with individual adults in Q3 2019

Number of contacts Q3 2019	Number of individuals Q3 2019	Number of contacts
1-10 contacts	424	1,010
11-20 contacts	18	229
21 contacts	1	21
Total	443	1,260

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

	Dates of meetings held in the Q3 2019	Membership Details	
Statutory Management Group	June 26 th 2019 October 2 nd 2019	Dublin Region Homeless Executive South Dublin County Council HSE Integrated Service Directorate The Probation Service Tusla	
Regional Homelessness Consultative Forum	June 19 th 2019 September 18 th 2019	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:

Eileen Gleeson, Director, Dublin Region Homeless Executive