

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

Qtr 1 2015

30 April 2015

Q1 2015 Headline Items:

- In Q1 2015 236 adult individuals moved out of homelessness to independent living in tenancies.
- In line with the previous two quarters, moves to social housing remained high at 193 while moves to private rented accommodation remained low yielding only 43 tenancies.
- In total, 84% of individuals moving to tenancies in Q1 2015 availed of on-site or visiting support after departing emergency accommodation.
- Tenancy Protection Services played a key role in preventing families in the private rented sector entering homelessness as 553 tenancies were protected between June 2014 and March 2015.
- There were 681 additional adult individuals accessing emergency accommodation over the duration of Q1 2015 compared with Q1 2014.
- In excess of 1,800 adult individuals were accommodated on a nightly basis in Q1 2015. These adults were accompanied by approximately 900 children each night, 67% of whom were accommodated with their families in hotels.
- Placements into emergency accommodation each night have increased from an average of 147 per night in the previous year to 227 per night in Q1 2015 due to the increase in one-night-only services since December 2014.
- The MQI Night Café, which began operation on January 21st 2015, was accessed by 660 individuals during Q1 2015, 97 of whom engaged exclusively with MQI and did not present to emergency accommodation or Housing First Intake Team services.
- The rate of long-term homelessness fell from 54% to 53% as access to social housing facilitated individuals with moderate to high support needs, who were not deemed suitable for private rented accommodation.
- As the number of one-night-only and hotel beds increase, the rate of support planning has decreased as these services do not provide adequate opportunity for on-going engagement.
- There were 105 adults discovered sleeping rough on the night of the Spring 2015 rough sleeper count. This is a decrease of 63 persons or 38% on the Winter 2014 count.
- Those engaged in rough sleeping had decreased levels of access to emergency accommodation in Q1 2015 compared with last quarter.

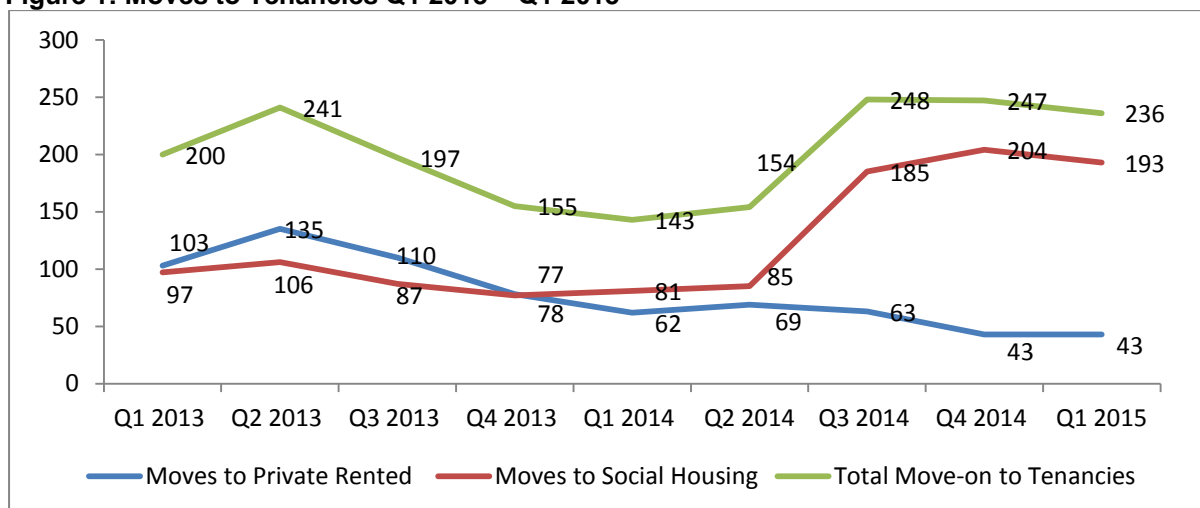
Part 1

1. 2015 Target for Accommodating Homeless Persons with Full Tenancies

Table 1: Individuals moved on to independent living					
Target number of individuals for 2015	Number of Accommodation Units Delivered with Full Tenancies	Quarterly Total Units	Total Units to Date in 2015	Quarterly Total Adult Individuals Q1 2015	Total Adult Individuals to Date in 2015
	Local Authority Lettings			104	104
	Approved Housing Bodies (AHB) Lettings			69	69
	LTS (long-term supported accommodation)			20	20
	Private Rented			43	43
			Totals¹	236	236

In line with the previous two quarters, the significant number of moves to social housing via local authority allocations (n=193) have offset the poor rate of move-on to private rental lettings (n=43). In Figure 1 below it can be seen there were record low numbers of adult individuals moving to private rentals. It also demonstrates that since the allocation rate to homeless households was increased in 2014, the number of adult individuals accessing social housing has more than doubled from 90 per quarter in 2013 to 184 per quarter over the past four quarters (Q2 2014 - Q1 2015).

Figure 1: Moves to Tenancies Q1 2013 – Q1 2015



While the moves to tenancies in Q1 2015 were high relative to past performance, the rate of move-on is insufficient to deal with demand from families in private rented accommodation who face the risk of homelessness and who become homeless predominantly because of dynamics in the Dublin rental market, their income inadequacy and the increasing rent levels they face. The Tenancy Protection Service (TPS) continued to experience increases in the number of callers to the TPS free-phone number.

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

Tenancy Protection Service (TPS) data:

The TPS plays a key role is assisting individuals and families who are vulnerable as a result of rental inflation or income inadequacy, to sustain tenancies in private rented accommodation and preventing them from entering homeless services.

The service began operation in June 2014 and 2,910 individuals had contacted the service by year end 2014 and an additional 1,229 individuals made contact with TPS in Q1 2015. In total, 4,139 households have contacted the service of which 1,937 (or 47%) were deemed to be 'at risk' of homelessness.

Table 1a: Number of callers to TPS (June 2014 – March 2015)

Number of household contacting TPS	June - December 2014	January - February 2015	Total to date
Early intervention: advised of rights	1,607	595	2,202
Tenancies ' at risk ' of homelessness	1,303	634	1,937
Total	2,910	1,229	4,139

In addition to advocacy and re-housing work with tenants, the TPS, provided by Threshold, can deliver an uplift to rent supplement payments to eligible households². In addition, it assists households to access the PRTB regarding issues such as illegal evictions, rent reviews and invalid notices.

Of the 1,937 households **at risk** of homelessness:

- 553 tenancies (28%) were protected and prevented from entering homelessness:
 - 462 have been approved by DSP for the a rent uplift (of the 567 referred);
 - 30 were re-housed; and
 - 61 TPS engaged in advocacy work.
- An additional 56 (3%) households engaged with the PRTB.
- 917 cases are on-going or being assessed.
- 400 cases have been closed following successful engagement with Threshold.
- 11 families have entered homeless services

Of the families that entered homelessness, one was evicted illegally and three were advised by the PRTB that the notice given was valid and they needed to vacate the property. The remaining seven households were found to have been served invalid notices to quit but reported they had departed the tenancy due harassment from the landlord. In these cases, the level of rent was not the issue that triggered their entry into homelessness.

² The uplift in payment is based on a protocol agreed between DRHE, the four Dublin local authorities and the Department of Social Protection (DSP). Referred to as the Dublin Interim Tenancy Sustainment Protocol (ITSP)

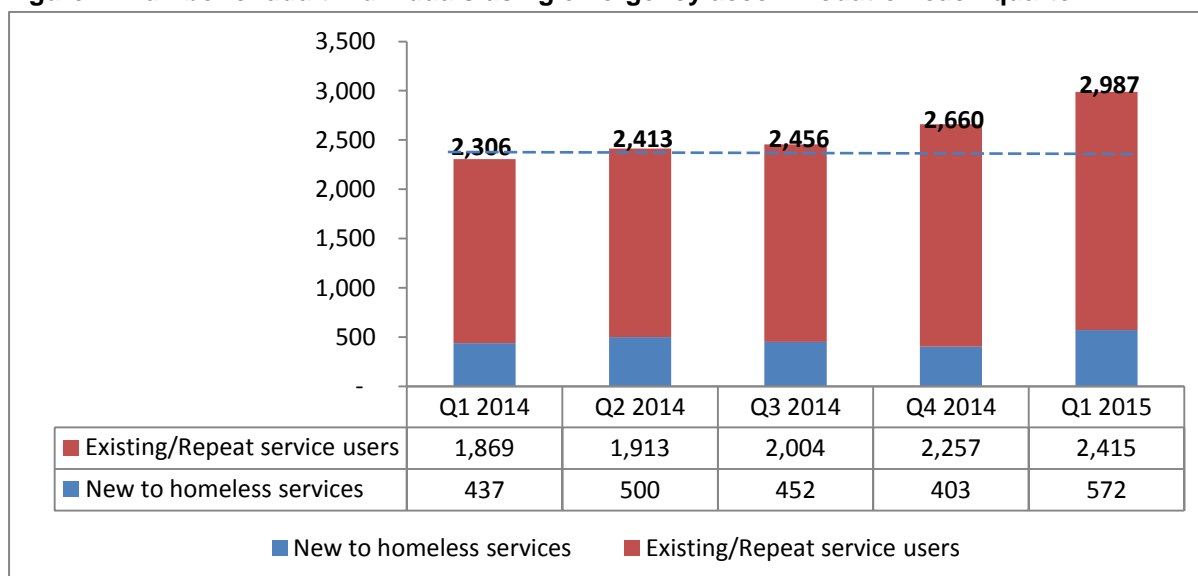
Part 2**2. Number of new presentations on a daily basis**

	New	Repeat	Total Q1 2015
Number of adult individuals using emergency accommodation in Q1 2015	572	2,415	2,987
Number of days in Q1 2015	90		
Daily average	6.4		

There has been a significant increase in the number of adults individuals accommodated in emergency accommodation in Q1 2015 relative to previous quarters in 2014. This is due to the introduction of additional capacity at the end of Q4 2014 as well as the continued increase in the number of families accessing hotel accommodation (approximately 20% of new presentations were placed hotels).

Over the period Q1, 2014 to Q1, 2005 there are an **additional 681 adult individuals accessing emergency accommodation**. This is a 30% increase in capacity over the year. This expansion has been in response to increasing demand for access to emergency accommodation arising from reduced access to housing options and resulting in lower than needed moves to tenancies combined with an influx of families, who typically would not previously have engaged with homeless services, and who are presenting following the loss of private rented accommodation.

Figure 2: Number of adult individuals using emergency accommodation each quarter



On January 21st 2015, the MQI Night Café began operation. This is a supported night service that caters for individuals who choose not to access emergency accommodation or cannot access a bed because services are full. Capacity has increased from 30 to 50 places over the quarter.

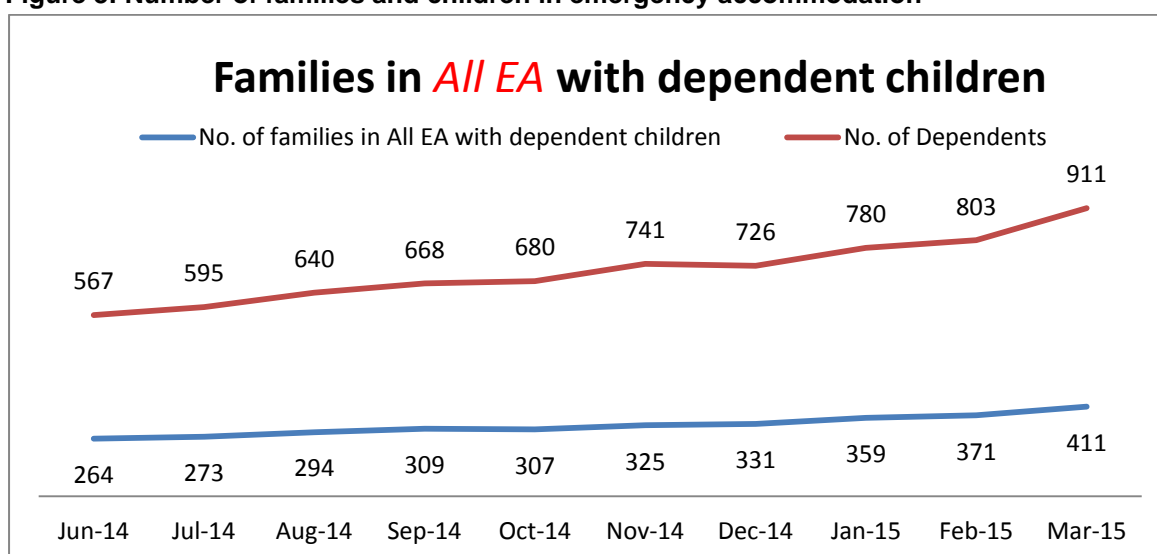
During Q1 2015, 660 unique adult individuals accessed the MQI Night Café. Eighty per cent, (n = 525) of these adults also accessed emergency accommodation during the quarter (and are included in the figure in Table 2). In addition, 220 individuals had been in contact with Housing First Intake Team (HFIT) (included in Table 12 below). However, there were **97 adult individual that used the café exclusively** and did not engage with accommodation or intake services.

Table 2a: Engagement of individuals using MQI Night Café with other services in Q1 2015

Accessed MQI Night Café & Accessed emergency accommodation & In contact with Housing First Intake Team	182
Accessed MQI Night Café & Accessed emergency accommodation	343
Accessed MQI Night Café & In contact with HFIT only	38
Used MQI only	97
Total in MQI	660

While there were almost 3,000 adults accessing accommodation in the quarter, and in excess of 1,800 each night (see Table 4 below), the number of children accompanying adults also reached record highs. Figure 3 below reveals that the number of **children accompanying adults** in emergency accommodation over a weekly period has increased from 567 in June 2014 to **911 in March 2015** (a 62% increase over ten months). 610 of the 911 children were accommodated with their families in hotels.

Figure 3: Number of families and children in emergency accommodation



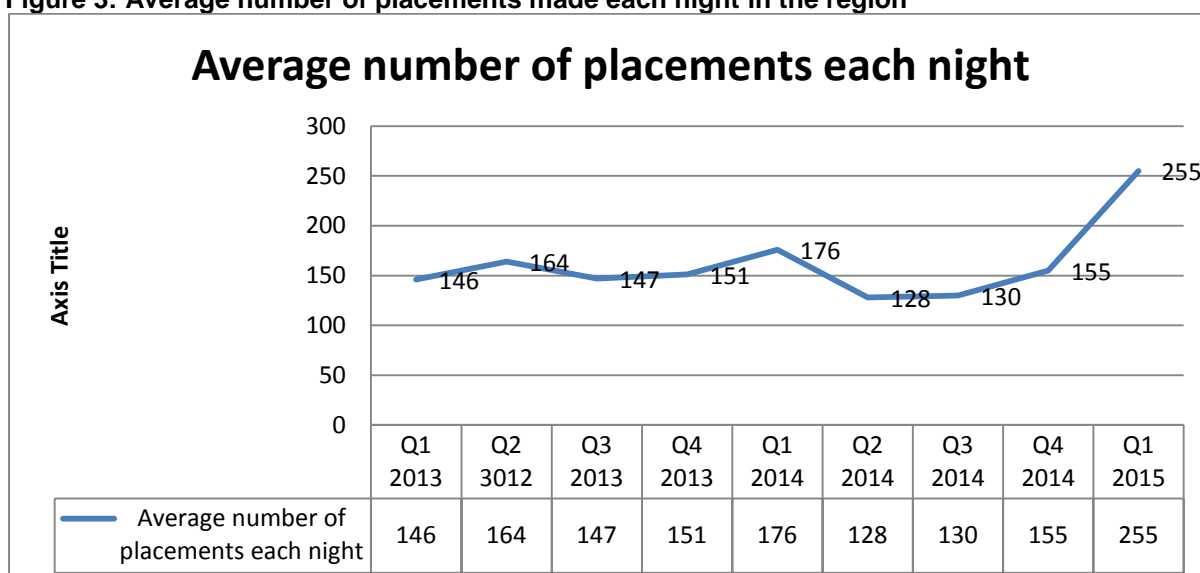
Additional Information:

Table 3: Number of placements or unique individuals in emergency accommodation				
Service	Number of placements in Q1 2015	Number Offered accommodation	Number of 'No shows'	Number unable to accommodate - insufficient capacity / unsuitability (Sleeping bags booked)
Calls from Service Users: Helpline	15,713	15,972		1,509
Placement Service	7,198	7,198		10
Total	22,911	23,170	1,549	1,519
Average per night	255 ³	257	17	17

Many of the additional beds introduced in Q4 2014 following the Government’s December 2014 Summit on Homelessness were ‘one-night-only’ services. This led to an increased number of beds available each night. There were a total of 22,911 placements made to emergency accommodation in Q1 2015 which is 8,642 more than Q4 2014. Of these, 2,440 were referrals made to the MQI night service.

As outlined in Figure 3 below, the number of emergency accommodation **beds being allocated** each night **increased to 227** (excluding MQI Night Café referrals), the highest since reporting began. Notably, all beds are filled each night as demand for services has continued to grow.

Figure 3: Average number of placements made each night in the region



³ As 2,440 referrals were made to MQI Night Café, the remaining 20,471 interactions were placements to emergency beds, or an average of 227 per night.

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 1 2015	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)	822	351	310	161
Temporary Emergency (TEA)	72	36	29	7
Private Emergency (PEA)	974	484	444	46
Total	1,868	871	783	214
			997	

There were 997 adult individuals in emergency accommodation on the last night of Q1 2014 who are considered long-term homeless. While this was an increase of 76 individuals since Q4 2014, the rate of long-term homelessness fell from 54% to 53% as detailed in Table 4a below⁵. The primary reason the rate fell was because of the increased allocation of social housing units for letting to homeless households and other vulnerable groups that is occurring under the Ministerial Direction to increase such allocations to 50% of all allocations for six months from 27th January 2015. This has enabled the DRHE to house individuals with higher support needs, many of whom have been in homeless services for lengthy periods of time as private rented accommodation was not considered appropriate.

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

	Q1 2014	Q2 2014	Q3 2014	Q4 2014	Q1 2015
Total number of individuals in emergency accommodation on last day of the Quarter	1,394	1,414	1,491	1,692	1,868
Total number of individuals in accommodation 6 months or more (consecutively or cumulatively)	763	774	826	921	997
Percentage	55%	55%	55%	54%	53%
Monthly Increase:	-	11	52	95	76

⁴ This figures excludes MQI Night Café

⁵ The increase in the number of individuals being accommodated reduces the percentage but not the absolute number (e.g., larger denominator) of adults experiencing long-term homelessness.

Table 4a also details the increase in the number of adults being accommodated on the last night of each quarter. There were **474 more adults placed on 31st March 2015 compared with the same night in 2014.**

Additional Information:

Accommodation Category	Total Number of Persons During Quarter 1 2015	Number with a Support Plan
Supported Temporary Accommodation (STA)	1,808	1,067
Temporary Emergency Accommodation (TEA)	141	103
Private Emergency Accommodation (PEA)	1,709	640
Other (Simon Detox and Residential Alcohol Service)	70	58
<i>(less) people accessing multiple accommodation types during the quarter*</i>	(707)	(339)
Total (Unique Individuals accessing emergency accommodation)	3,021	1,529

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

The number of individuals with support plans has increased but the rate has decreased from 55% in Q4 2014 to 51% in Q1 2015. This may be in part due to the increased prevalence of 'one-night-only' accommodation as there is less opportunity to engage in the support planning process. The DRHE's assertive engagement project targets frequent users of these services to prioritise them for STA placement. However, there is a need for increased moves to tenancies from STA in order to accommodate those on the assertive engagement list.

The reduced rate of support planning is also influenced by the number of families using hotel accommodation. Support planning for families in hotels can be logistically challenging, however it is known that the primary needs of these families relates solely to a need for accommodation, therefore the urgency around support planning is not the same as the individuals experiencing homelessness that services have typically been dealing with. Single individuals, and to a lesser extent couples, who are vulnerable and often have a range of health issues (addiction and mental health in particular) that need to be addressed continue to be the primary focus of the support planning process carried out in STAs. For this reason, there is a need to expand STAs rather than 'one-night-only' services going forward.

Table 5a: Number of individuals with support plans each quarter

	Q1 2014	Q2 2014	Q3 2014	Q4 2014	Q1 2015
Number of adult individuals with a support plan	1,237	1,242	1,399	1,491	1,529
<i>Percentage of adult individuals with a support plans using emergency accommodation</i>	53%	51%	56%	55%	51%

4. Number of persons leaving emergency accommodation

Moved to new/independent accommodation (As reported in table 1)	236
Staying with family or friends	54
Relocated to another country	7
Departure to Medical Facilities: Hospital	50
Departure to Medical Facilities: Residential Treatment	29
Departure to Correctional Facilities: Prison (on remand)	23
Total	399

Moves to tenancies continue to be the primary reason given for departures from emergency accommodation. With the exception of tenancies and 'relocated to another country' individuals will typically represent after departures for other reasons.

Table 6a: Number of persons leaving emergency accommodation

	Q1 2014	Q2 2014	Q3 2014	Q4 2014	Q1 2015
Moved to new/independent accommodation (As reported in table 1)	143	154	248	247	236
Staying with family or friends	70	64	71	56	54
Relocated to another country	-	2	3	4	7
Departure to Medical Facilities: Hospital	36	37	43	61	50
Departure to Medical Facilities: Residential Treatment	31	31	25	21	29
Departure to Correctional Facilities: Prison (on remand)	30	29	24	17	23
Total	310	317	414	406	399

5. Occupancy rate in emergency accommodation

Total number of beds available at (31 st March, 2015)	1,870
Number of beds occupied at (31 st March, 2015)	1,868

Despite the increase in STA, 'one-night-only' and hotel capacity, almost all beds (bar two) were allocated each night in Q1 2015. Typically, there were two unoccupied beds each night that were not allocated for practical reasons such as inaccessibility (too far away to access late at night) or restrictions on who could access them (e.g. male or female). In addition the MQI Night Café was accessed by close 50 individuals each night.

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

Persons moved on into independent living with support	Total Q1 2015
Number in supported accommodation (LTA on-site supported)	20
Number in Approved Housing Body accommodation (AHB on-site supported and visiting support)	69
Number in local authority owned accommodation with support (LA on-site supported and visiting support)	91
Number in private rented accommodation with floating support services (visiting support only)	18
Total	198

Additional Information:

SLI Service Provider	Number of Persons Currently Supported in tenancy Q1 2015	Number of Persons No Longer Requiring Support	Total Cases to Date
Focus/PMVT Sli Visiting Support	133	249	382
Simon Sli Visiting Support	131	795	926
Hail Mental Health Visiting Support	35	146	181
Housing First On-going Visiting Support	35		35
Total	334	1,190	1,524

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

Number in private rented accommodation without support	25
Number in local authority owned accommodation without support	13
Number in other Approved Housing Body accommodation without support	-
Total	38

Eighty four percent of individual adults moved to tenancies with either on-site or visiting support. As with the previous three quarters the rate is high because of the increased allocation of social housing lettings to units suitable for single persons. This form of housing facilitates the move of individuals with moderate- to high-support needs.

Both SLI projects were working beyond their one hundred caseload cap due to the level of demand for services. They were actively supporting a combined total of 264 individuals at the end of Q1 2015, the highest number in receipt of visiting support since reporting began in 2013.

8. Number of persons sleeping rough ~~voluntarily and involuntarily~~

Spring Rough Sleeping Count 2015	Total	With a Support Plan
Number of persons sleeping rough (Night of April 14 th / Morning April 15 th)	105	
Number of persons sleeping rough with a PASS record	48	24 ⁶

105 persons were confirmed as sleeping rough on the night of April 14th into the morning of April 15th 2015. This was a decrease of **63** persons or **38%** on the Winter 2014 count. This was the largest decrease in the number of individuals discovered sleeping rough since the first count took place in 2007.

Key profile data:

- 88 persons were male, 15 were female and 2 individuals were unknown
- 57 persons were Irish, 14 persons were not from Ireland and 34 were unknown
- 17 were aged 18-30 years, 28 were aged 31-40 years, 21 were aged 41-50, 10 were aged 51-60, 4 were aged 61+ and 25 persons were unknown.

There was a marked reduction in the number of non-nationals counted, however, there were also unusually high numbers of individuals who were unidentified as they were bedded down and their nationality could not be assessed. Therefore we cannot conclude that there has been a decrease in the absolute numbers on non-nationals engaging in rough sleeping but there was decreased visibility on the night.

No. of rough sleepers: Spring 2014 Rough Sleeping Count	
On PASS	48
Not on PASS (A name, age or D.O.B provided, but could not find on PASS)	12
Insufficient details provided	45
Total	105

Of the 48 clients that had a PASS record 42 had accessed emergency accommodation at some point in the past. The majority of individuals (n=31) discovered sleeping rough with a PASS record were known to services for in excess of two years. Twenty four of the 48 had support plans in place, three did not give consent and 21 did not have plans in place. This number is not surprising as 19 individuals had between 0 and 10 placements into emergency accommodation and 21 individuals have less than 10 action case notes on their PASS record. Therefore, the opportunity to engage in support planning with either emergency accommodation support staff or the Housing First Intake Team was low.

⁶ An additional 3 individuals gave no consent so cannot determine if support plan in place.

Table 12: Number of persons recorded as rough sleepers engaging/in contact with HFIT Q1 2015	
Number of persons in contact Bedded Down	202
Number of persons in contact Not Bedded Down	233
Total Individuals	435
Number of persons who also used Emergency Accommodation	317

There were 435 adult individuals who engaged with the Housing First Intake Team (HFIT) during Q1 2015. Of these, 317 (or 73%) also accessed emergency accommodation during the quarter. As outlined in Table 12a below, the figures compare well with the first three quarters of 2014 but it is a drop compared with the previous quarter despite the significant increase in STA, one-night-only and hotel emergency accommodation since then.

However, there were an additional 38 individuals (or 9%) who were not accommodated in emergency accommodation but were off the streets as they accessed the night support services in MQI at some point during the quarter.

Table 12a: Emergency accommodation use amongst individuals rough sleeping

	Q1 2014	Q2 2014	Q3 2014	Q4 2014	Q1 2015
In contact with RCOS/HFIT during the Quarter	406	446	354	450	435
Accessing Emergency Accommodation during the Quarter	304	312	224	378	317
<i>Percentage using in contact with HFIT and using Emergency Accommodation</i>	75%	70%	63%	84%	73%

