



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

Quarter 4 2019

February 2020

Q4 2019 Headline Items:**Tenancy protection and sustainment**

- The Tenancy Protection Service (TPS) has been contacted by 1,040 households in Q4 2019.
- A total of 492 households were considered to be at risk of homelessness and progressed to active case management.
- In Q4 a total of xxx households have been protected and sustained under the TPS through a rent uplift (24), advocacy (132), through private rented tenancies (11) or through the Housing Assistance Payment (7).

Rough Sleeping

- A total of 669 individuals engaged with the rough sleeping team in this quarter, this is an increase on the Q4 2019 figure of 443.
- Of these 669 individuals engaging in rough sleeping over the quarter a total of 547 or 82% did access emergency accommodation at some point.

Use of Emergency Accommodation

- 6,022 adults accessed emergency accommodation over Quarter 4 2019.
- Of these, 12%, or 745 individuals, were new presentations assessed as homeless and placed in emergency accommodation. The remaining 88% or 5,277 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 4 was 286.
- Of the 4,386 adult beds available in emergency accommodation in Dublin on the last day of the quarter (31st December 2019), 109 beds were unused.

Support Plans for Emergency Accommodation Users

- A total of 3,345 adults residing in emergency accommodation have an active support plan. This represents 56%, or more than half of all adults residing in emergency accommodation over the quarter.

Q4 2019 Headline Items:**Long-term homelessness**

- Of the 4,277 adult individuals in emergency accommodation on the last day of Q4 2019, a total of 2,910 (or 68%) have resided in emergency accommodation for 6 months or more and are considered to be experiencing long-term homelessness.

Family Homelessness

- Among the 4,268 adults in emergency accommodation over the last week in December 2019, 1,682 were adults accompanied by child dependents.
- At the end of the quarter, a total of 1,062 families – comprising 1,682 adults and 2,553 dependent children - were residing in emergency accommodation.
- Of these, 620 families were accommodated in commercial hotels/B&B over the last week of the quarter, 115 were in Private emergency accommodation and 427 families in supported temporary accommodation.

Tenancy creation and housing support

- The total number of adults who moved to tenancies in Q4, 2019 was 1,108. 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 400 adults in social tenancies and 703 adults in HAP tenancies. The remaining 5 adults were accommodated in private rented tenancies.
- Of the 1,108 adults who moved to tenancies, just 299 or 27% accessed post settlement supports. This indicates that a large majority of adults (73%) 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, 170 adults departed homeless services to other living situations in Q4 2019.
- These departures included staying with family or friends (65 persons), relocation to another country (3 persons), admission to a medical facility (hospital – 20 persons), (residential treatment – 36 persons) and admission to correctional facilities (prison remand – 46 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 (October, November, December)

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 Q4 2019	
	Local Authority Lettings:	191	662	242	818
	AHB Lettings:	96	416	127	507
	LTS (long-term supported accommodation)	27	86	31	94
	Private Rented	4	24	5	26
	Housing Assistance Payment (HAP)	578	2,261	703	2,732
	<u>Totals[1]</u>	896	3,449	1,108	4,177

A total of 4,177 in 3,449 households adults moved to tenancies in Q4 2019. A total of 2,732 individuals or 65% 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 34% (n=1,419). Moves to private rented accommodation remained consistently low, with only 26 adults moving to private rented tenancies in the quarter.

In total, there were 571 tenancies created to accommodate families with children in the period October to December 2019. Of these 571 tenancies, 231, or 40%, prevented families from entering emergency accommodation. The prevention of homelessness through new tenancies is a key element of the work of the DRHE. In Q4 2019, a total of 419 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 January 2019 to December 2019.

Table 1a: Household equivalent total of homeless prevention tenancies

	Total Households Prevented
Q1 2019	462
Q2 2019	419
Q3 2019	436
Q4 2019	419
Total	1,736

Figure 1: Individual Adults - Moves to Tenancies Q4 2016 – Q4 2019

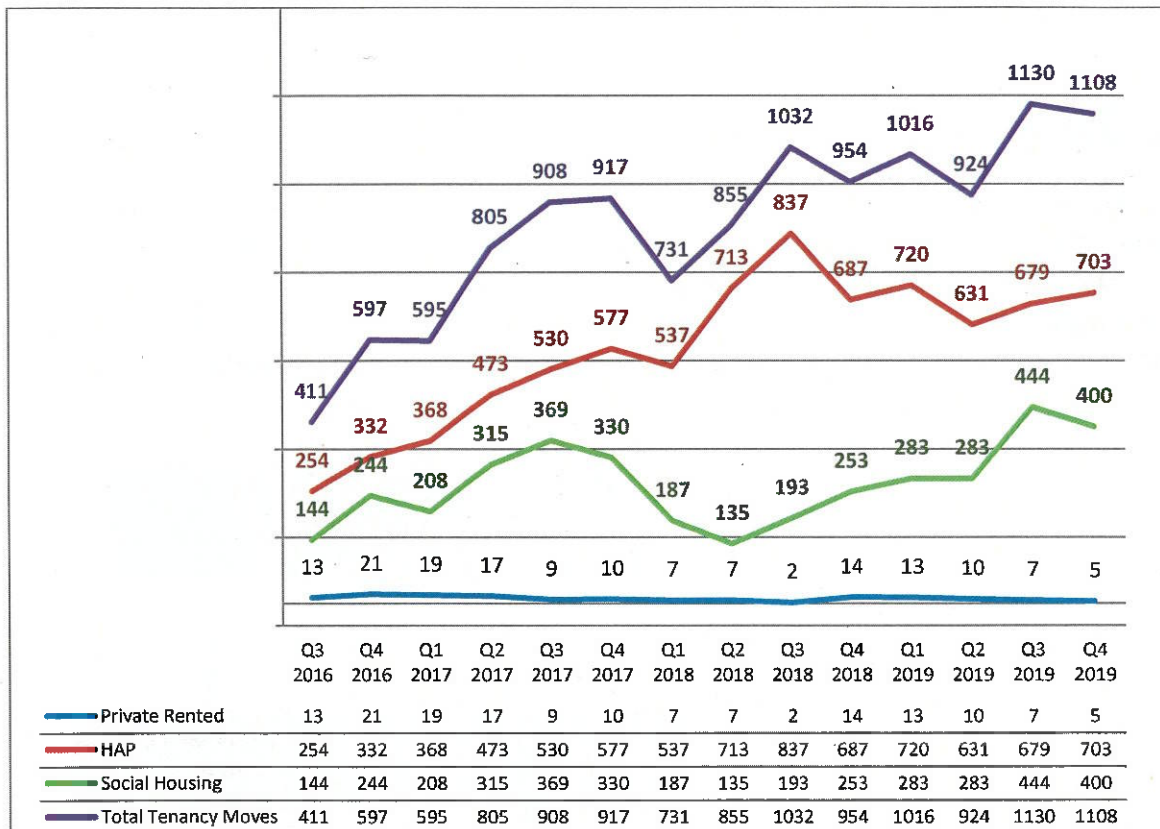


Figure 1 shows the majority of tenancies continue to be sourced through HAP, with 703, or 63% of adult individuals moving from emergency accommodation to HAP tenancies over quarter 4.

Tenancy Protection Service

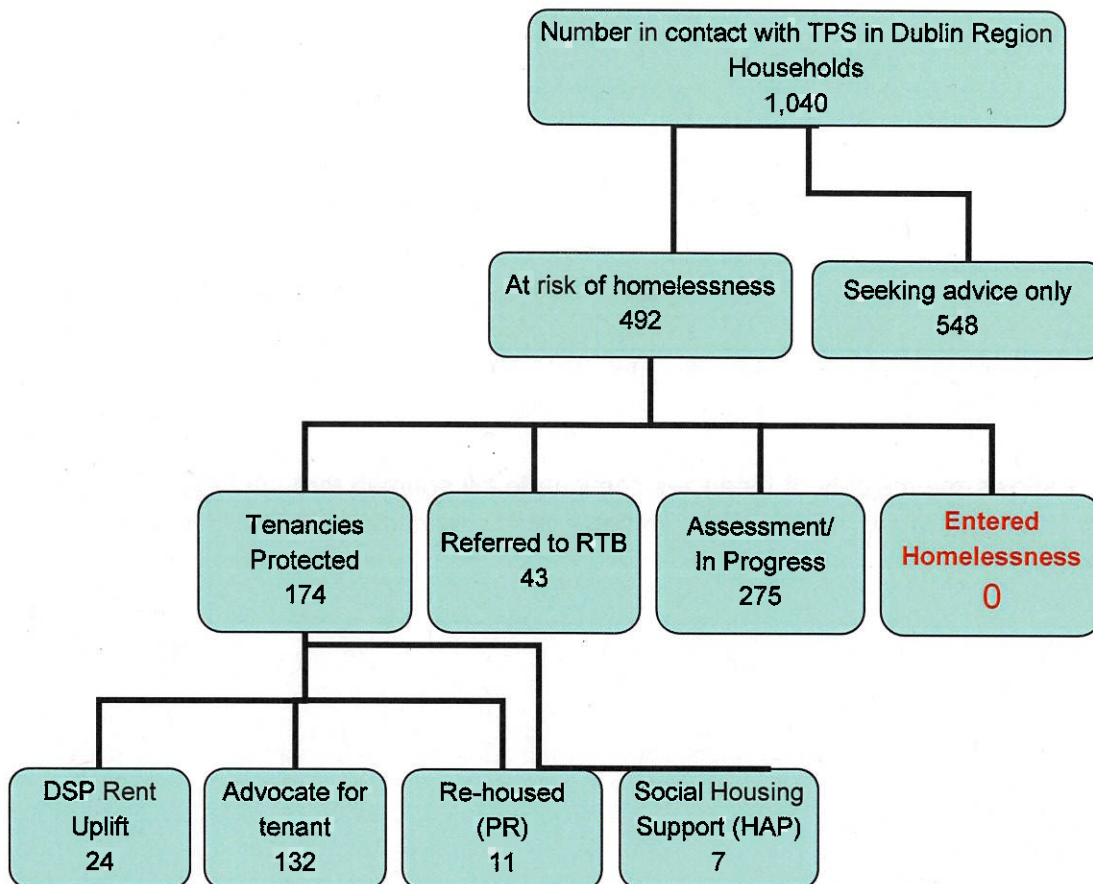
The Tenancy Protection Services (TPS) is a Section 10 funded service operated by Threshold in the Dublin Region. It serves a critical role in preventing households from experiencing homelessness.

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

	Q4 2019	Total 2019	Since June 2014	%
Number of households seeking advice on their rights only	548	5,034	18,721	62%
Number of households 'at risk' of tenancy loss	492	2,155	12,698	38%
Total number of households contacting TPS	1,040	7,189	31,418	100%

As detailed in Figure 2 below, 175 tenancies were protected by the service in Q4 2019. A total of 24 people received a rent uplift from the DSP while 132 tenancies were protected after Threshold liaised with landlords and advocated on behalf of the client. A total of 7 households were supported to source HAP tenancies and 11 households rehoused in the private rental sector over quarter 4. The remaining cases are being actively case managed.

Figure 2: Tenancy Protection Service – Q4 2019



Part 2

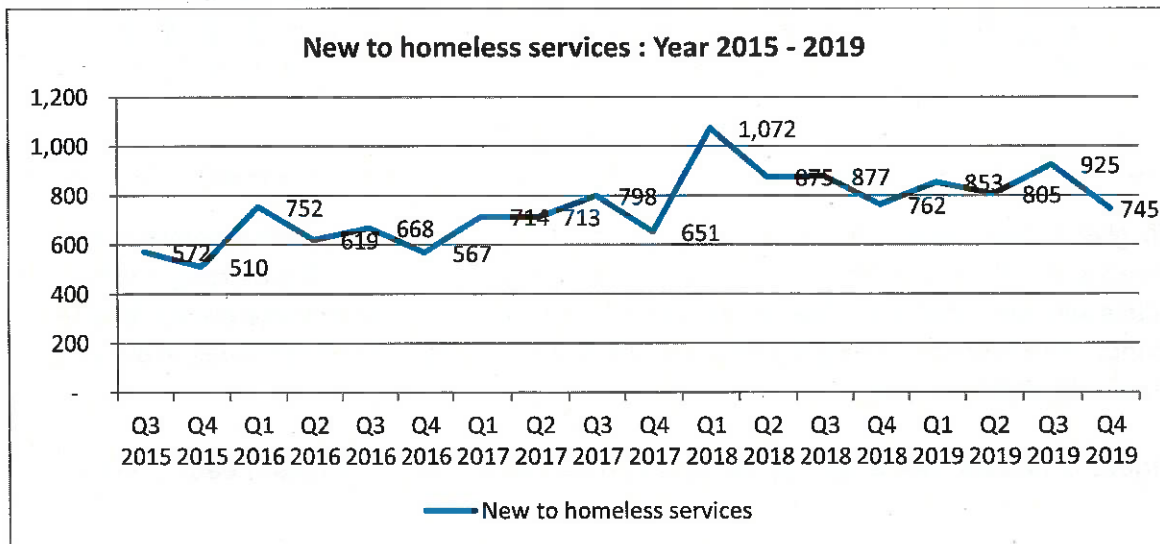
2. Number of new presentations on a daily basis

	New	Repeat	Total in EA Q4 2019
Number of presentations in reporting period	745	5,277	6,022
Number of days in reporting period	92	92	
Daily average	81	57	

In Q4 2019 the number of individuals new to homelessness accounted for 12% of the overall number of individuals using emergency accommodation, with a daily average of approximately 8 people presenting as homeless for the first time over the period.

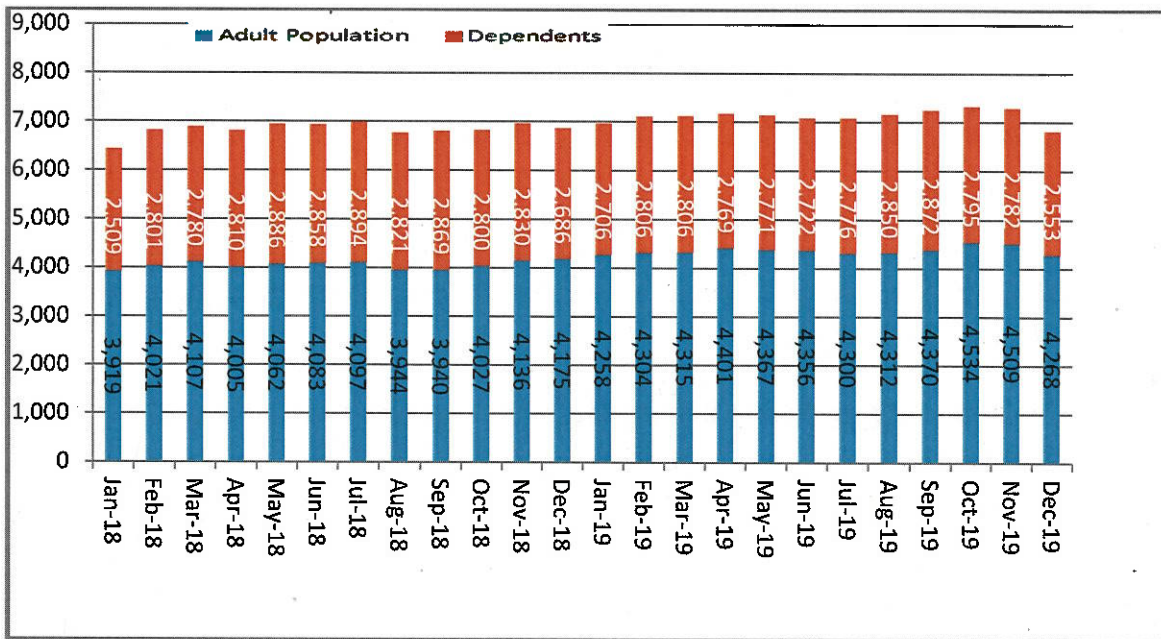
Figure 3 below shows the trend in new presentations in the Dublin region from the 3rd quarter of 2015 to the 4th quarter of 2019. The chart indicates that new presentations tend to dip in the 4th quarter of each year, followed by an increase in the number of presentations over quarter 1 of the subsequent year.

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



Overall the number of adults accessing emergency accommodation during Q4 2019 was 6,022, a decrease of 53 people on the previous quarter. In the Q4 2019 period a significant number of adults accessing emergency accommodation were repeat or existing service users totalling 5,277. Figure 4 shows the total number of adults and dependents accessing emergency accommodation from Q1 2018 to Q4 2019. These figures represent the total number of unique individuals (adults and children) using emergency accommodation in the Dublin Region over the last full week of each month.

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

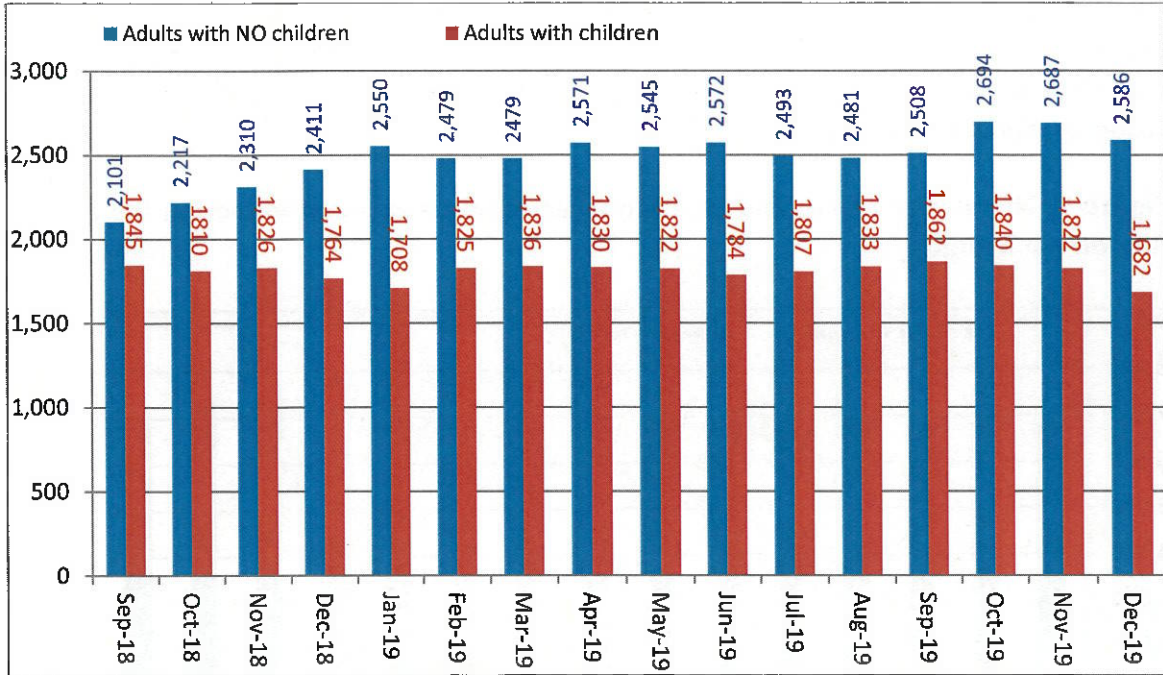


Figure 6: Type of accommodation accessed by families in the Dublin Region each month

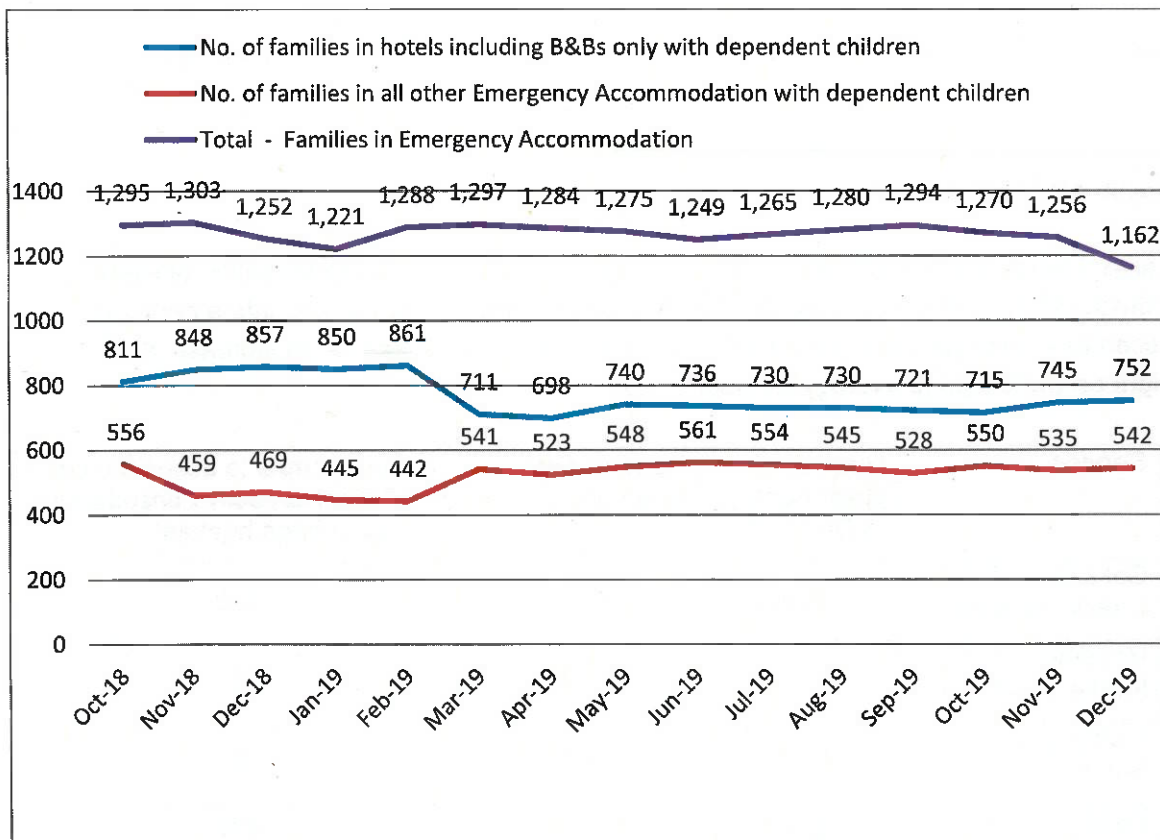
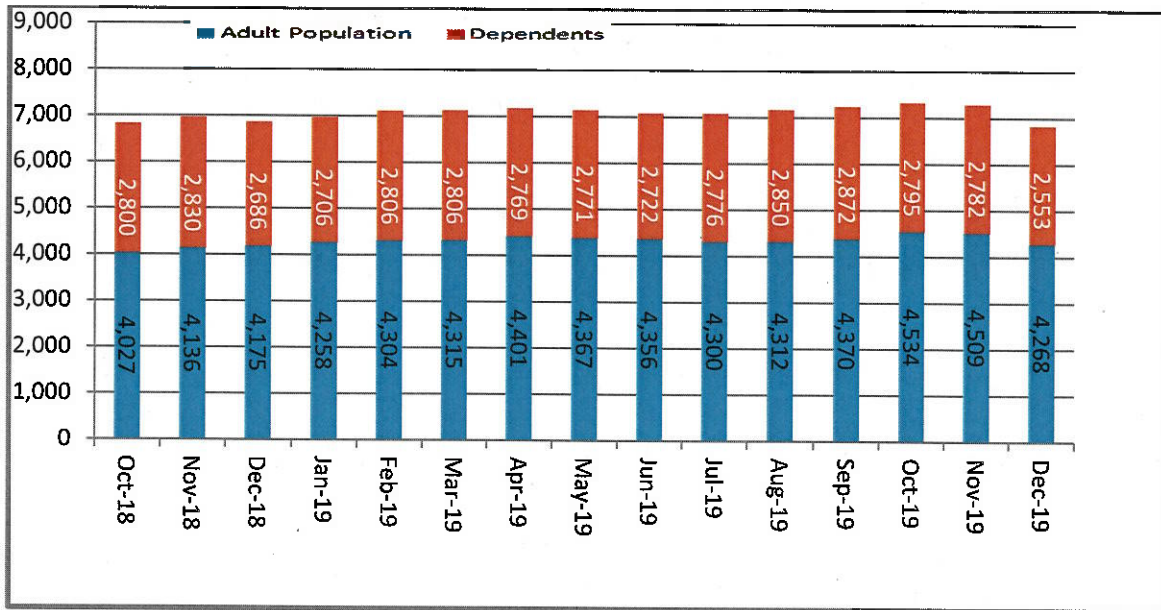


Figure 7 shows the growth in the population over time when adults and children are considered together. Over the twelve month period January 2019 to December 2019, the number of adults in emergency accommodation increased by 241 and the overall total population in emergency accommodation decreased by 7.

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



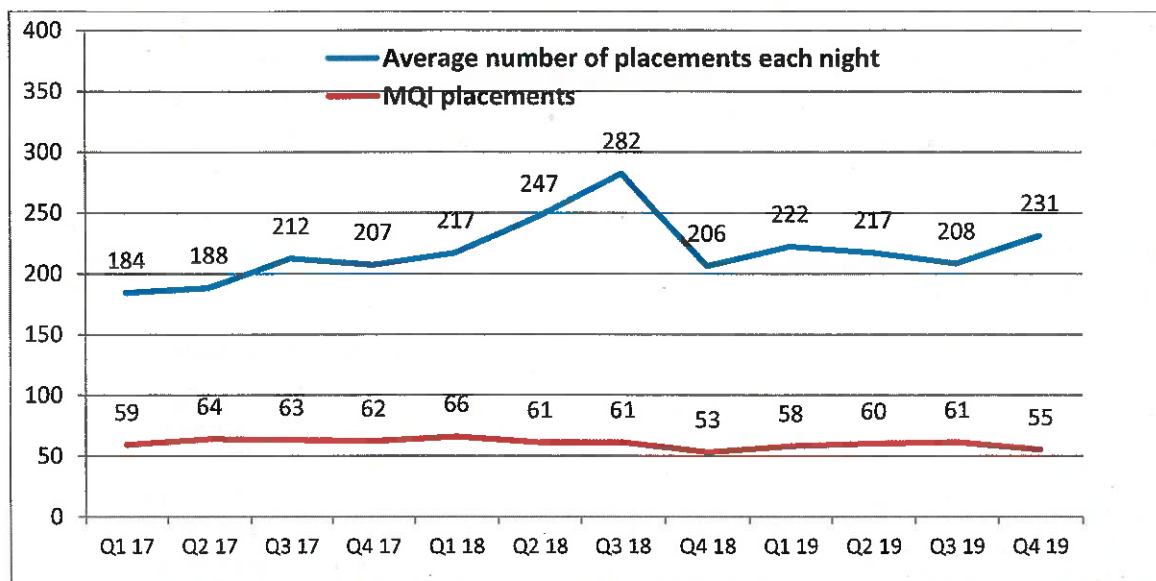
Additional Information

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 286. This represents an increase of 17 per night on the Q3 2019 average number of 269.

Service	Number of placements in Q4 2019	Number Offered accommodation	Number unable to accommodate - insufficient capacity / unsuitability (Sleeping bags booked)
Calls from Service Users: Helpline	14,553	14,553	430
Housing Intake Team First Placement Service	3,751	4,163	0
Placement Service	8,007	8,007	0
Total	26,311	26,723	430
<i>Average per night</i>	286	290	5

Figure 8 shows the breakdown between the average nightly placements into emergency accommodation and the average nightly placements into the MQI Night Café. The average nightly placements into emergency accommodation over the period was 231, while the average number of nightly placements into the MQI Night Café was 55.

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 Q4 2019 period there were 4,277 adults accessing emergency accommodation. This represents 24 less adults when compared with Q3 2019. There was an increase of 27 individuals accessing emergency accommodation for longer than six months compared to the Q3 2019 period. A total of 68% of the overall total adults were experiencing long term homelessness in the 4th quarter of 2019.

Type of Emergency Accommodation ¹	Number of Adult Individuals on last day of Q 4 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

¹ These figures exclude MQI Night Café

Supported Temporary Emergency Accommodation	2,150	712	1,438	142
Temporary Emergency	54	19	35	3
Private Emergency	2,073	847	1,226	66
Total	4,277	1,578	2,699	211
			2,910	

Table 4a indicates a consistent trend in the long-term homeless population in the indicated time period up to the end of Q4 2019. As can be seen from the table, on the last day of Q4 2019 68% 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

	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019
Total Adults	3,877	3,819	3,879	4,014	4,094	4,146	4,301	4,277
Adults 6 months +	2,436	2,474	2,683	2,746	2,789	2,808	2,893	2,910
Percentage	63%	65%	69%	68%	68%	68%	67%	68%

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.

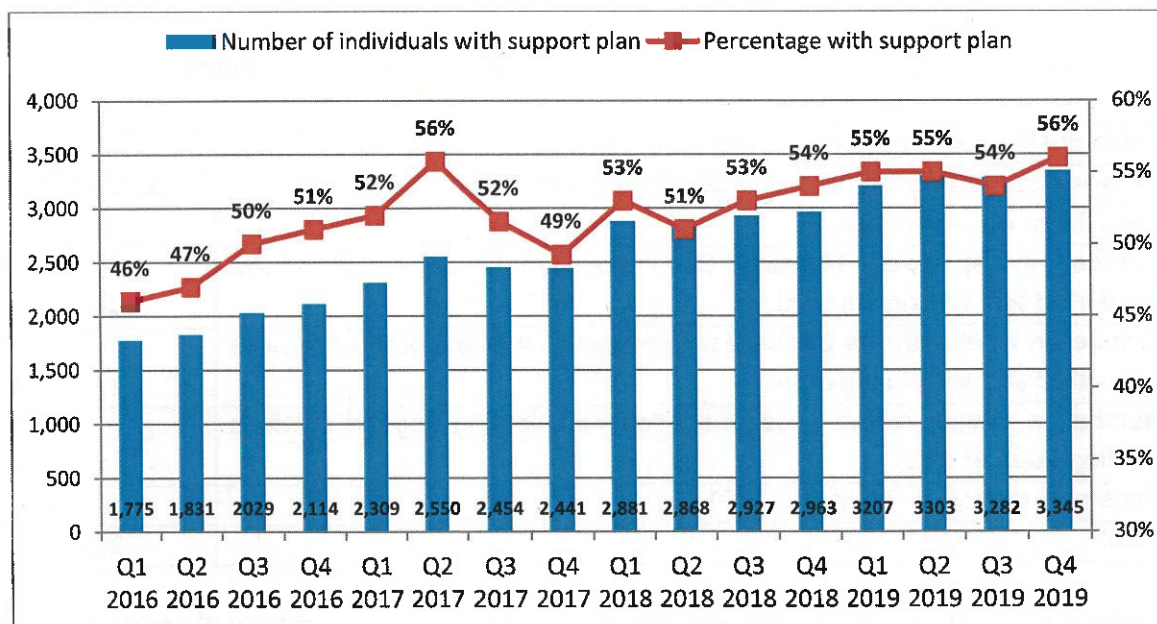
Accommodation Category	Total Number of Persons During Quarter 4 2019	Number with a Support Plan	% total with Supports
Supported Temporary Accommodation (STA)	3,254	2,402	74%
Temporary Emergency Accommodation (TEA)	96	84	88%

Private Emergency Accommodation (PEA)	3,618	1,345	37%
Other (Simon Detox and Residential Alcohol Service)	103	94	91%
(less) people accessing multiple accommodation types during the quarter*	-1,049	-580	
Total (Unique Individuals accessing emergency accommodation)	6,022	3,345	56%

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

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 Q4 2019 is 56%, 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

Moved to new/independent accommodation (As reported in table 1)	1,108
Staying with family or friends	65

Relocated to another country	3
Departure to Medical Facilities: Hospital	20
Departure to Medical Facilities: Residential Treatment	36
Departure to Correctional Facilities: Prison (on remand)	46
Total	1,278

In addition to the 1,108 adults who departed to tenancies, there were 170 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 (31 st December 2019)	109
Number of adult beds occupied at (31 st December 2019)	4,277

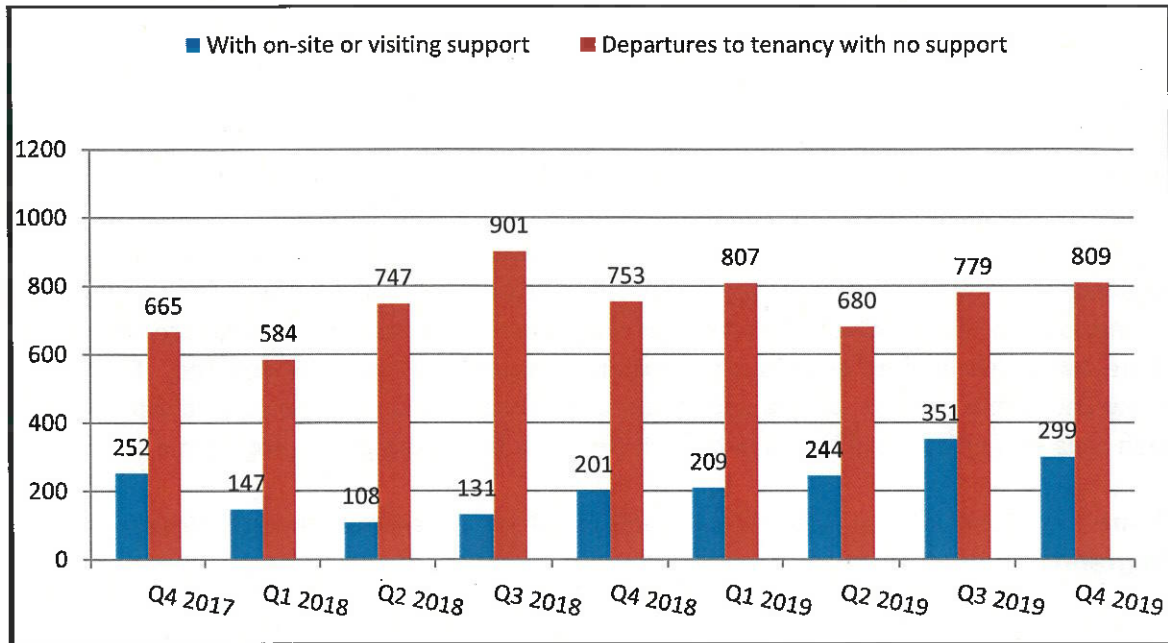
On the last day of the quarter there were 4,277 adults accommodated in emergency accommodation, a decrease of 34 adults on the last day of Q3 2019.

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 Q4 2019
Long Term Accommodation	25
Number in Approved Housing Body accommodation (AHB on-site supported and visiting support)	95
Number in local authority owned accommodation with support (LA on-site supported and visiting support)	178
Number in private rented accommodation with floating support services (visiting support only)	1
Housing Assistance Payment (HAP)	0
Total	299

In Q4 2019 the number of persons who moved to tenancies with some form of visiting or on-site support was 299 or 27%. The number moving to tenancies without support, 809 or 73%, 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.

Name of Service	Total - all active cases at end of Q4 2019	Active since 2015	Active since 2016	Active since 2017	Active since 2018	Active since 2019	Total Cases closed in Q4 2019
HAIL	55	0	0	0	2	53	7
Focus_DLRCC_VTSS	40	0	0	1	10	29	6
Focus_FCC_VTSS	18	0	0	0	4	14	8
Focus_SDCC_VTSS	19	0	1	2	8	8	1
Focus_SLI	209	0	0	0	15	194	73
Dub_Simon_VTSS	78	0	3	6	18	51	49
Simon_SLI	230				3	227	90
Total Active & Closed cases as at 31/12/2019	649	0	4	9	60	576	234

Over Q4 2019 a total of 649 adults were availing of post settlement support through Support to Live Independently (SLI), VTSS and HAIL support services. In addition, a total of 234 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 Q4 2019 tenancies for 366 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.

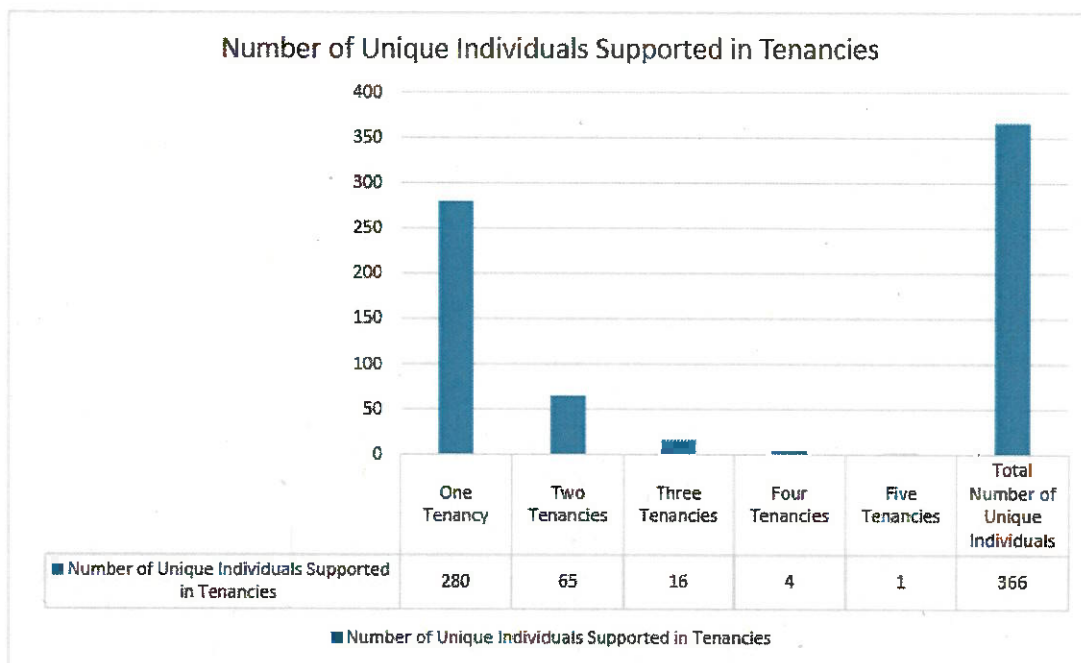


Figure 10 shows that a total of 280 individuals successfully sustained their first tenancy through housing first supports, while a total of 86 individuals have availed of more than one tenancy, The tenancy sustainment rate through the housing first supports is high at 90%. Housing First support is not 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

Number in private rented accommodation without support	4
Number in local authority owned accommodation without support	64
Number in LTA without support	6
Number in other Approved Housing Body accommodation without support	32
Number in Housing Assistance Payment without support	703
Total	809

In Q4 2019, a total of 809 individuals moved to housing without taking up any tenancy sustainment supports. This represents 73% of individuals moving to housing in Q4 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

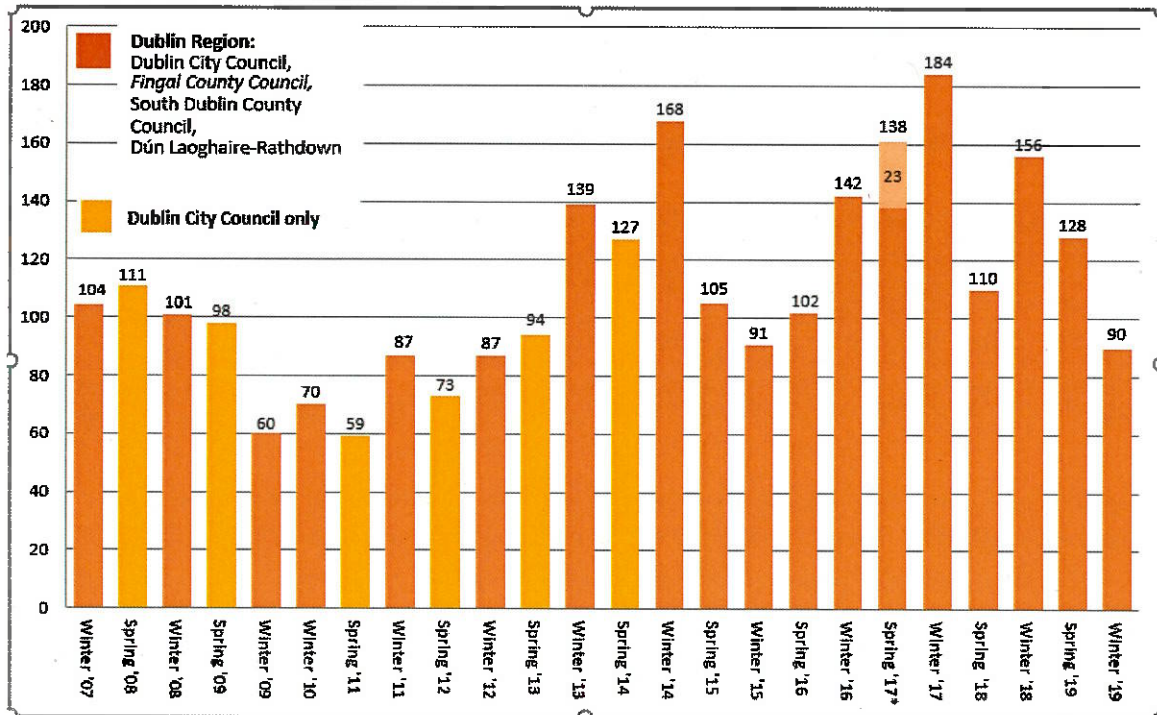
		With a Support Plan
Number of persons discovered sleeping rough on night of Rough Sleeping Count (9 th April 2019)	90	
Number of persons sleeping rough with a PASS record	50	22

The Winter 2019 Rough Sleeping Count (RSC) took place on the night of November 26th. There were over 150 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 90 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 90, is the lowest number for a Winter count since 2012.

Figure 11: Rough Sleeping Counts 2007-2019



The Rough Sleeping Counts carried out in winter and spring complement the work carried out by the Dublin Simon Outreach Team that engages with individuals sleeping rough each night throughout the year. In Q4 2019 a total of 669 adults engaged with the Dublin Simon Outreach Team.

Total Individuals	669
<i>Number of persons who also used Emergency Accommodation</i>	547

Table 12a: Emergency accommodation use amongst individuals rough sleeping

	Q4 2017	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019
Adults in contact with Housing First Intake Team (Street Outreach) over three month period	452	622	681	628	601	631	442	443	669
Adults also accessing emergency accommodation during three month period	315	456	471	432	403	434	289	357	547

Percentage accessing emergency accommodation	70%	73%	69%	69%	67%	69%	65%	81%	82%
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The Dublin Simon Outreach 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 Q4 2019 a total of approximately 94% 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 Q4 2019

Number of contacts Q4 2019	Number of individuals Q4 2019	Number of contacts
1-10 contacts	630	1,599
11-20 contacts	32	433
21 -29 contacts	7	71
Total	669	2,103

Part 4

10. Meetings of the Management Group and Consultative Fora

	Dates of meetings held in the Q4 2019	Membership Details
Statutory Management Group	tbc	Dublin Region Homeless Executive South Dublin County Council HSE Integrated Service Directorate The Probation Service Tusla
Regional Homelessness Consultative Forum	tbc	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