

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

Quarter 2 2019

July 2019

Q2 2019 Headline Items:**Tenancy protection and sustainment**

- The Tenancy Protection Service (TPS) has been contacted by 1,633 households in Q2 2019.
- A total of 548 households were considered to be at risk of homelessness and progressed to active case management.
- In Q2 a total of 329 households have been protected and sustained under the TPS through a rent uplift (21), advocacy (275), through private rented tenancies (23) or through the Housing Assistance Payment (10).

Rough Sleeping

- A total of 442 individuals engaged with the rough sleeping team in this quarter, this is a decrease on the Q1 2019 figure of 631. However this reduction may in part be due to the changeover between service providers on June 1st, and more time may be required for PASS data to be updated.
- Of these 442 individuals engaging in rough sleeping over the quarter a total of 289 or 65% did access emergency accommodation at some point.

Use of Emergency Accommodation

- 5,780 adults accessed emergency accommodation over Quarter 2 2019.
- Of these, 15%, or 805 individuals, were new presentations assessed as homeless and placed in emergency accommodation. The remaining 85% or 4,975 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 2 was 277.
- Of the 4,096 adult beds available in emergency accommodation in Dublin on the last day of the quarter (30th June 2019), 2 beds were unused.

Support Plans for Emergency Accommodation Users

- A total of 3,303 adults residing in emergency accommodation have an active support plan. This represents 55%, or more than half of all adults residing in emergency accommodation over the quarter.

Q2 2019 Headline Items:**Long-term homelessness**

- Of the 4,146 adult individuals in emergency accommodation on the last day of Q2 2019, a total of 2,808 (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 4,356 adults in emergency accommodation in June 2019, 1,784 were adults accompanied by child dependents.
- At the end of the quarter, a total of 1,249 families – comprising 1,784 adults and 2,722 dependent children - were residing in emergency accommodation.
- Of these, 721 families were accommodated in commercial hotels/B&B over the last week of the quarter, with 528 families in supported temporary accommodation.

Tenancy creation and housing support

- The total number of adults who moved to tenancies in Q2, 2019 was 924. 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 283 adults in social tenancies and 631 adults in HAP tenancies. The remaining 10 adults were accommodated in private rented tenancies.
- Of the 924 adults who moved to tenancies, just 244 accessed post settlement supports. This indicates that a large majority of adults (74%) 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 Q2 2019.
- These departures included staying with family or friends (74 persons), relocation to another country (21 persons), admission to a medical facility (hospital – 27 persons), (residential treatment – 27 persons) and admission to correctional facilities (prison remand – 28 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 (April, May and June)					
Target number of units for 2019	Number of Accommodation Units Delivered with Full Tenancies	Quarterly Total Units = Households	Total Units to Date in 2019	Quarterly Total Persons Q2 2019	Total Individuals in 2019 to date
	Local Authority Lettings:	133	245	163	324
	AHB Lettings:	100	169	110	215
	LTS (long-term supported accommodation)	10	24	10	27
	Private Rented	10	23	10	23
	Housing Assistance Payment (HAP)	534	1,110	631	1,351
	Totals	787	1,571	924	1,940

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Table 1: Individuals moved on to independent living			
Target number of individuals	Number of Accommodation Units Delivered with Full Tenancies	Quarterly Total Adult Individuals Q2 2019	Total Adult Individuals to Date in 2019
	Local Authority Lettings	283	566
	Private Rented	10	23
	Housing Assistance Payment (HAP)	631	1,351
	Totals¹	924	1,940

A total of 924 adults moved to tenancies in Q2 2019. A total of 631 or 68% of these tenancies were achieved through homeless HAP. Social housing tenancies (i.e., Local Authority, Approved Housing Bodies and LTS combined) account for 31% (n=283). Moves to private

rented accommodation remained consistently low as in the previous quarter at approximately one percent, with only 10 adults moving to private rented tenancies in the quarter.

In total, there were 467 tenancies created to accommodate families with children in the period April to June 2019. Of these 467 tenancies, 237 or 51% prevented families from entering emergency accommodation. The prevention of homelessness through new tenancies is a key element of the work of the DRHE. In Q2 2019, a total 419 households, including families and single person households, presented to homeless services and were prevented from entering homelessness through tenancy placement.

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

Table 1a: Household equivalent total of homeless prevention tenancies

	Total Households Prevented
Q3 2018	518
Q4 2018	420
Q1 2019	462
Q2 2019	419
Total	1,819

Figure 1: Individual Adults - Moves to Tenancies Q1 2016 – Q2 2019

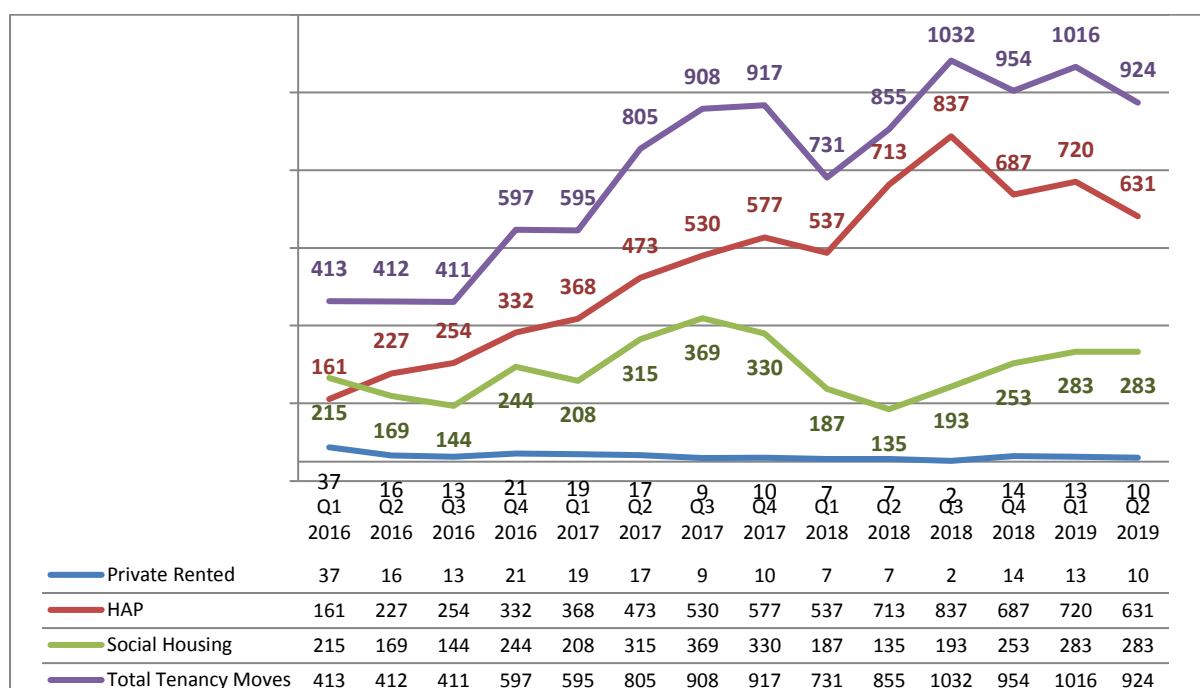


Figure 1 shows a reduction of 92 individuals moving to tenancies between Q1 2019 and Q2, 2019. While the majority of tenancies continue to be sourced through HAP, there has been a reduction of 89 individuals moving to HAP tenancies over this quarter.

Table 1b: Number of adults moving to tenancy in Q2 each year - 2016 to 2019

	Q2 2016	Q2 2017	Q2 2018	Q2 2019
Private Rented	16	17	7	10
HAP	227	473	713	631
Social Housing	169	315	135	283
Total Tenancy Moves	412	805	855	924

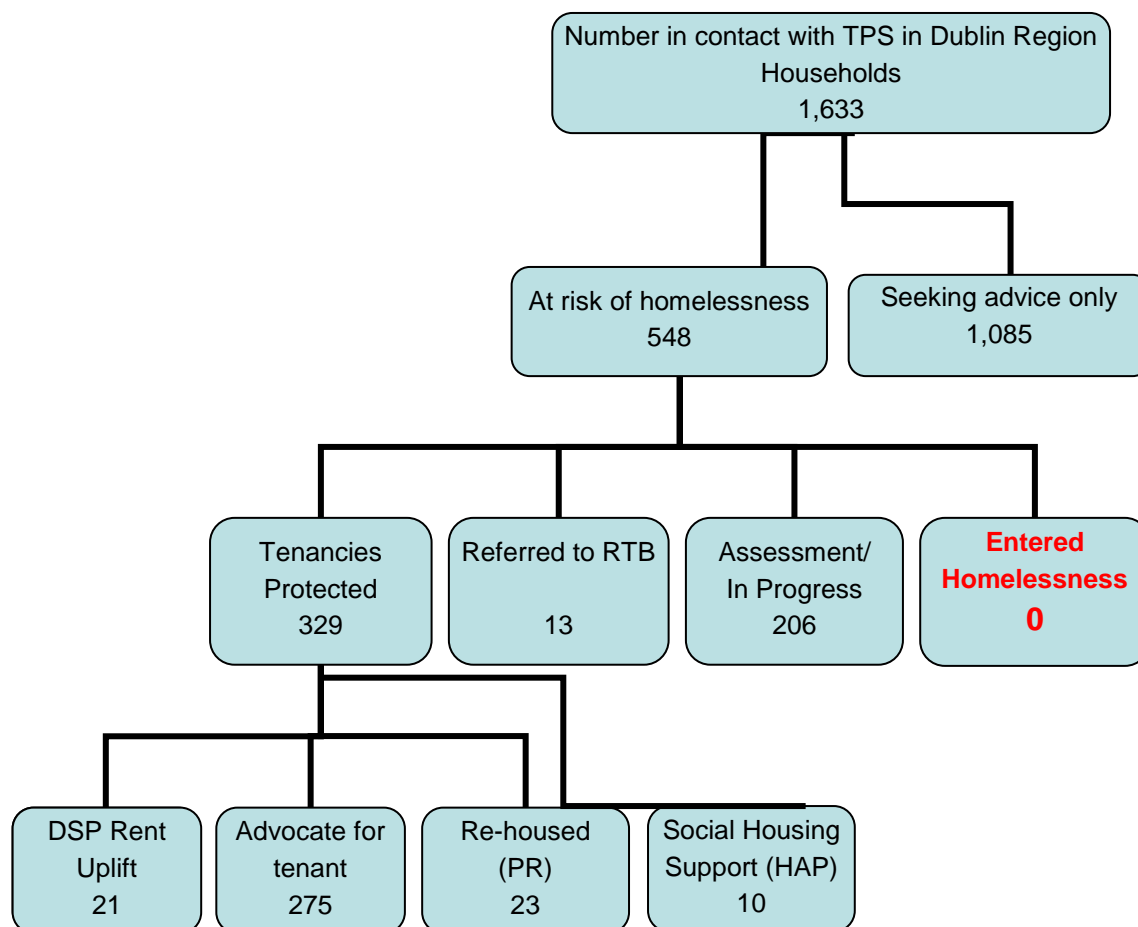
Tenancy Protection Service

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

	Q2 2019	Total 2019 to date	Since June 2014	%
Number of households seeking advice on their rights only	1,085	3,572	17,259	59
Number of households 'at risk' of tenancy loss	548	1,225	11,767	41
Total number of households contacting TPS	1,633	4,797	29,026	100

As detailed in Figure 2 below, 329 tenancies were protected by the service in Q2 2019. Twenty one received a rent uplift from the DSP while 275 tenancies were protected after Threshold liaised with landlords and advocated on behalf of the client. Ten households were supported to source HAP tenancies and 23 households rehoused in the private rental sector over quarter 2. The remaining cases are being actively case managed.

Figure 2: Tenancy Protection Service – Q2 2019

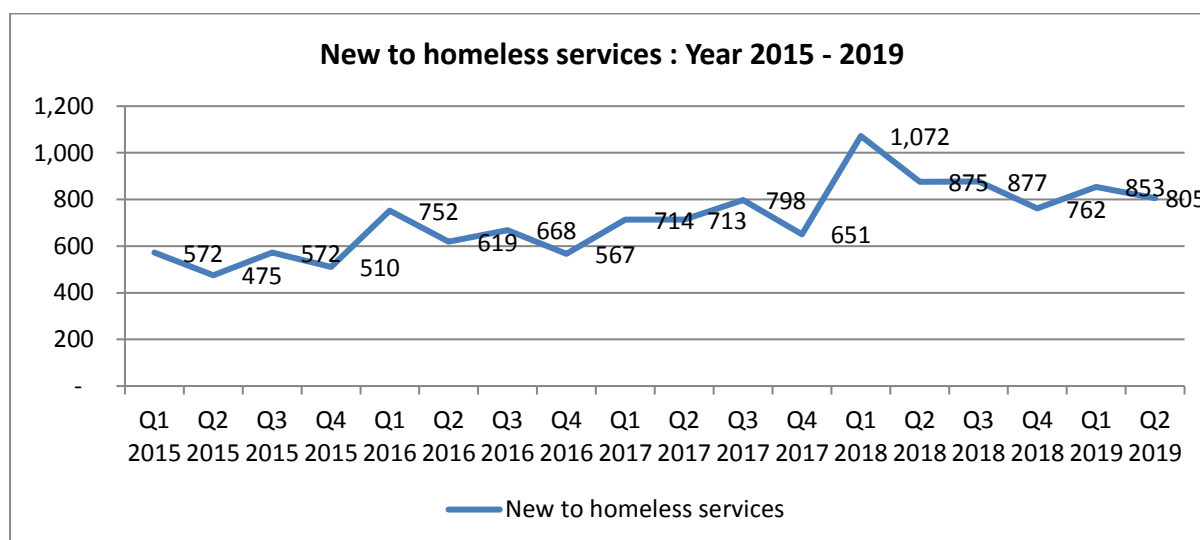
Part 2**2. Number of new presentations on a daily basis**

Table 2: Number of Individuals using Emergency Accommodation during Q2 2019			
	New	Repeat	Total in EA Q2 2019
Number of presentations in reporting period	805	4975	5780
Number of days in reporting period	91	91	
Daily average	9 (15%)	55 (85%)	

In Q2 2019 the number of individuals new to homelessness accounted for 15% of the overall number of individuals using emergency accommodation. This is in line with the previous quarter. There was a daily average of approximately 9 people presenting as homeless for the first time over the period.

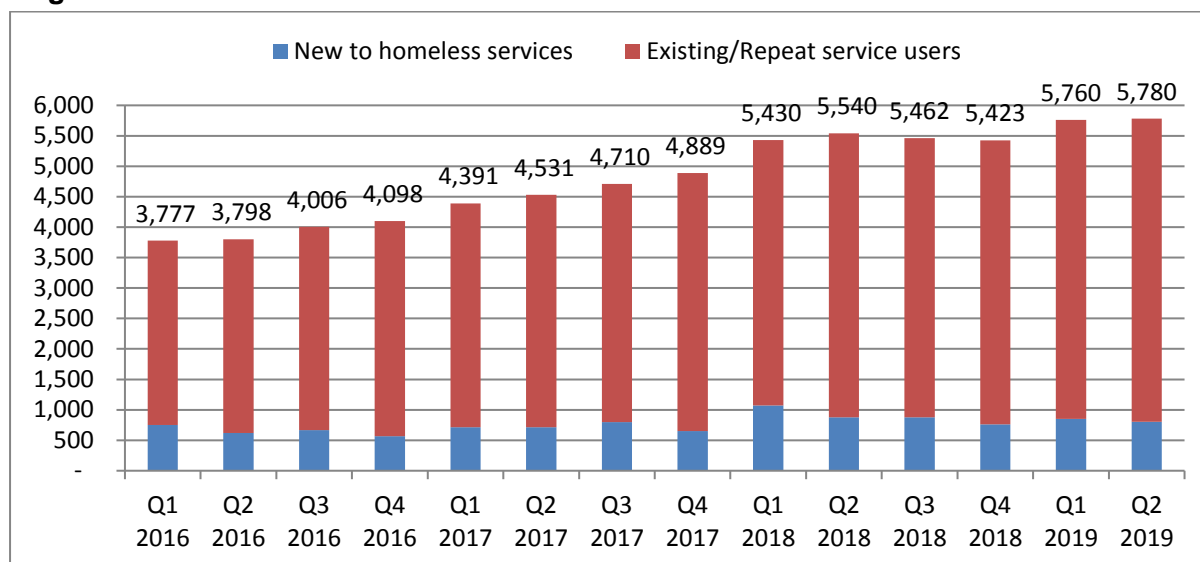
Figure 3 below shows the trend in new presentations in the Dublin region from the 2nd quarter of 2015 to the 2nd quarter of 2019. The chart indicates a trend where presentations tend to dip in the second quarter following a peak in the first quarter of each year.

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



Overall the number of adults accessing emergency accommodation during Q2 2019 was 5,780, an increase of 20 people on the previous quarter. In the Q2 2019 period a significant number of adults accessing emergency accommodation were repeat or existing service users totalling 4,975 adults. Figure 4 shows the total number of adults accessing emergency accommodation from Q2 2016 to Q2 2019.

Figure 4: Number of adults using emergency accommodation each quarter 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

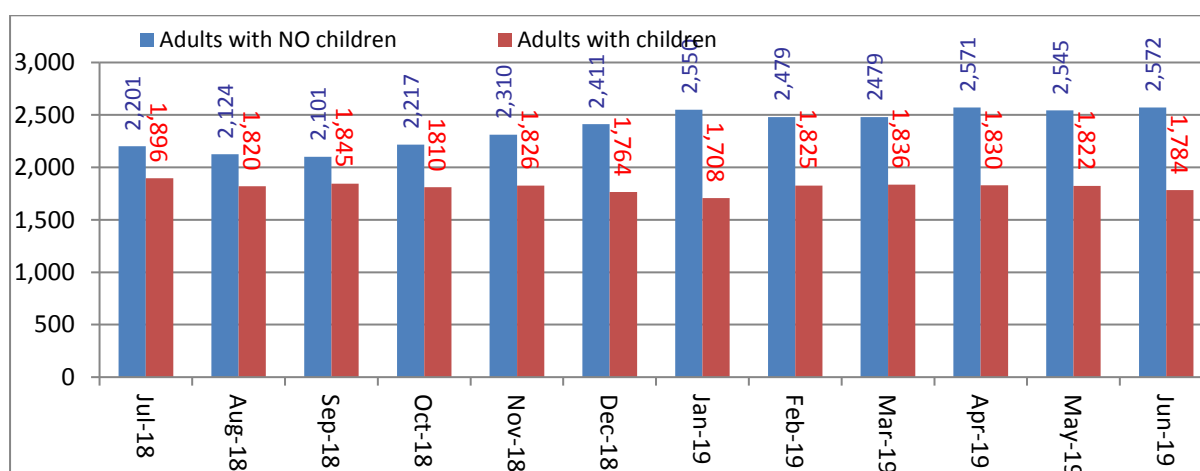


Figure 6: Type of accommodation accessed by families in the Dublin Region each month

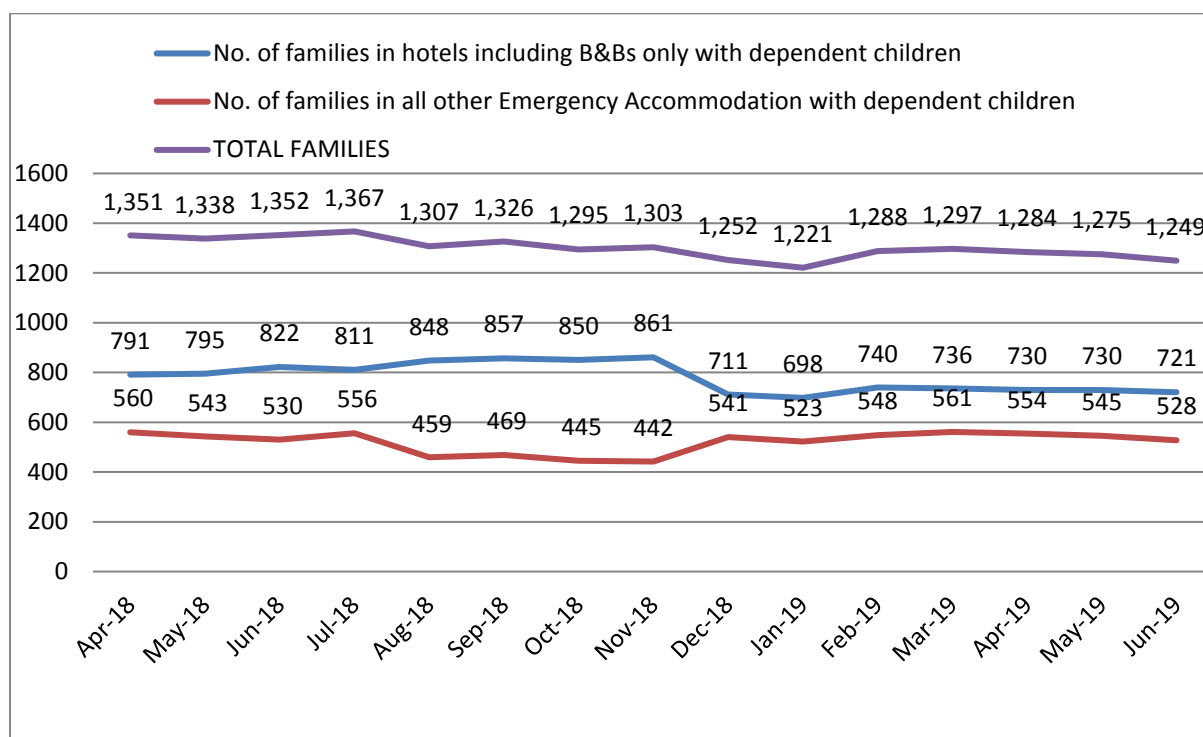
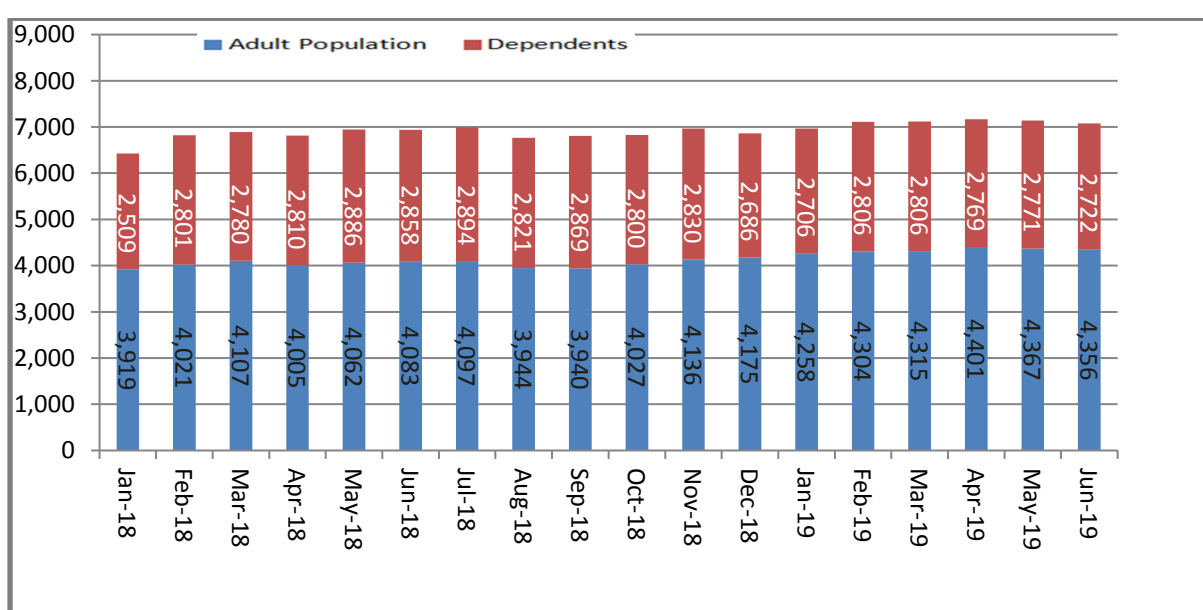


Figure 7 shows the growth in the population over time when adults and children are considered together. Over the twelve month period July 2018 to June 2019, the number of adults in emergency accommodation increased by 259 and the overall total population in emergency accommodation increased by 87.

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



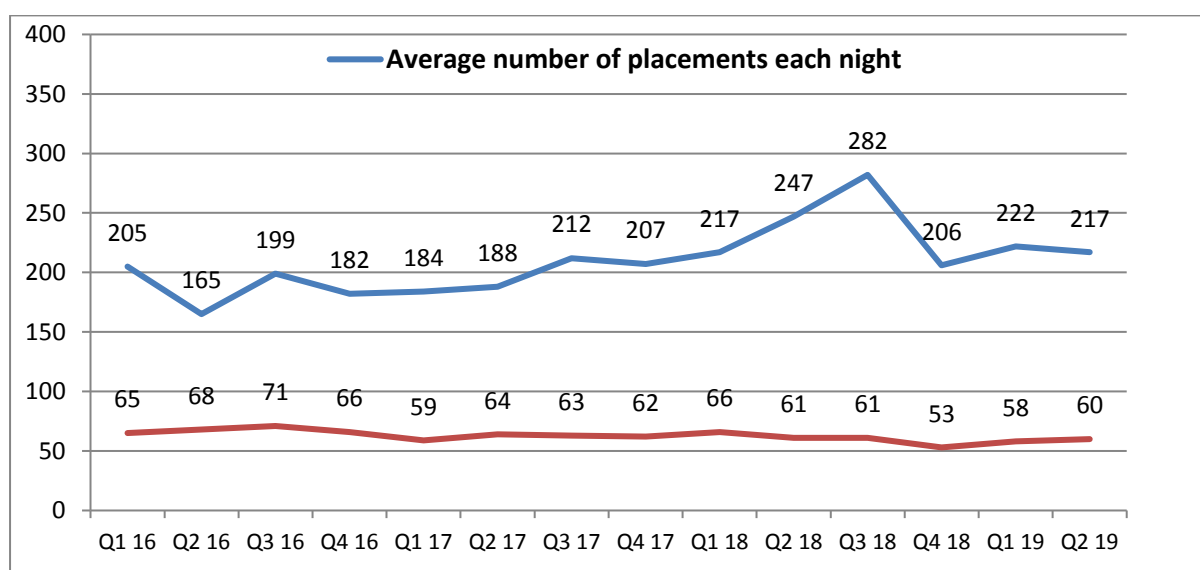
Additional Information

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 297. This represents an increase of 17 per night on the Q1 2019 average number of 280.

Table 3: Number of placements or unique individuals in emergency accommodation				
Service	Number of placements in Q2 2019	Number Offered accommodation	Number of 'No shows'	Number unable to accommodate - insufficient capacity / unsuitability (Sleeping bags booked)
Calls from Service Users: Helpline	13,713	13,713	1,332	1090
Housing First Intake Team	2,072	2,072		
Placement Service	9,131	9,208		0
Total	24,916	24,993	1,332	1090
<i>Average per night</i>	274	275	15	12

Figure 8 shows the average nightly placements into emergency accommodation and the MQI Night Café. The average nightly placements into emergency accommodation over the period was 217, while the average number of nightly placements into the MQI Night Café was 60.

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

The Q2 2019 period recorded 4,146 or 52 additional adults accessing emergency accommodation when compared with Q1 2019. There was also an increase of 19 individuals accessing emergency accommodation for longer than six months compared to the Q1 2019 period. A total of 68% of the overall total adults were experiencing long term homelessness in the second quarter of 2019.

Table 4: Number of persons in emergency accommodation for longer than 6 months				
Type of Emergency Accommodation ²	Number of Adult Individuals on last day of Q 2 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	2,086	588	1,374	124
Temporary Emergency	64	16	44	4
Private Emergency	1,996	734	1,194	68
Total	4,146	1,338	2,612	196
			2,808	

Table 4a indicates a slight increase in the long-term homeless population in the indicated time period up to the end of Q2 2019. As can be seen from the table, on the last day of Q2 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

	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019
Total Adults	3,280	3,313	3,489	3,877	3,819	3,879	4,014	4,094	4,146
Adults 6 months +	2,095	2,103	2,167	2,436	2,474	2,683	2,746	2,789	2,808
Percentage	64%	63%	62%	63%	65%	69%	68%	68%	68%
Change:	56	8	64	269	38	209	63	48	19

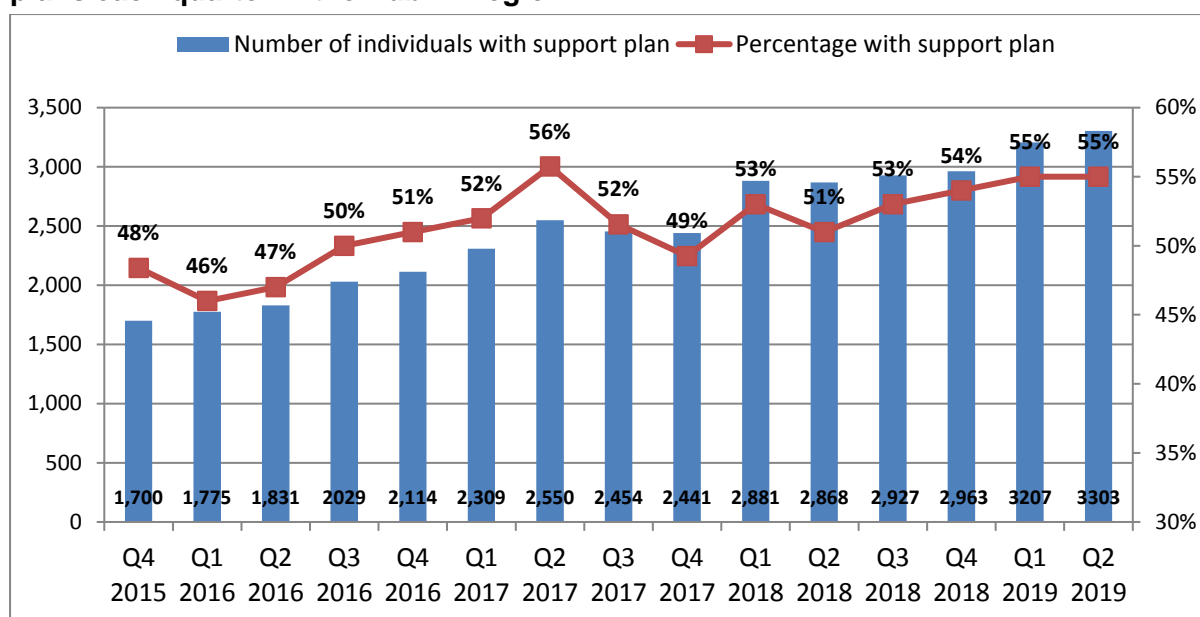
² These figures exclude MQI Night Café

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.

Table 5: Number of clients with a support plan			
Accommodation Category	Total Number of Persons During Quarter 2 2019	Number with a Support Plan	% total with Supports
Supported Temporary Accommodation (STA)	3,303	2,332	71%
Temporary Emergency Accommodation (TEA)	104	82	79%
Private Emergency Accommodation (PEA)	3,186	1,154	36%
Other (Simon Detox and Residential Alcohol Service)	111	105	95%
(less) people accessing multiple accommodation types during the quarter*	-839	-433	
Total (Unique Individuals accessing emergency accommodation)	5,865	3,240	55%
<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 Q2 2019 is 55%, 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 Q2 2019	
Moved to new/independent accommodation (As reported in table 1)	924
Staying with family or friends	74
Relocated to another country	21
Departure to Medical Facilities: Hospital	27
Departure to Medical Facilities: Residential Treatment	27
Departure to Correctional Facilities: Prison (on remand)	28
Total	1,101

In addition to the 924 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 June 2019)	4,148
Number of adult beds occupied at (30 th June 2019)	4,146

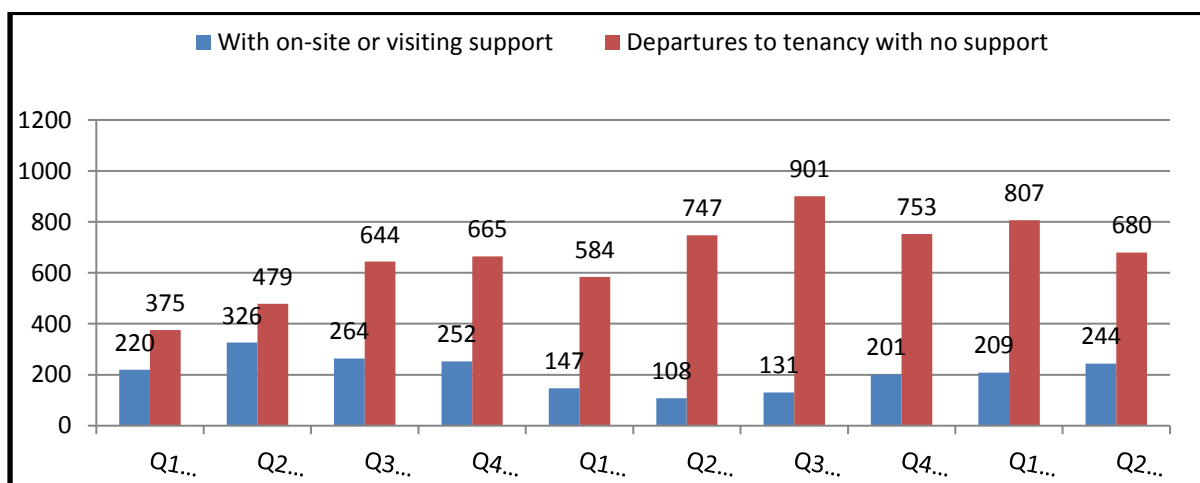
On the last day of the quarter there were 4,146 adults accommodated in emergency accommodation, an increase of 50 on the last day of Q1 2019.

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 Q2 2019
Long Term Accommodation	8
Number in Approved Housing Body accommodation (AHB on-site supported and visiting support)	91
Number in local authority owned accommodation with support (LA on-site supported and visiting support)	135
Number in private rented accommodation with floating support services (visiting support only)	10
Housing Assistance Payment (HAP)	0
Total	244

In Q2 2019 the number of persons who moved to tenancies with some form of visiting or on-site support was 244 or 26%. The number moving to tenancies without support, 680 or 74%, 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:

Table 9: Number of former service users supported by Visiting Support Services on June 30th 2019							
SLI Service Provider	Total - all active cases at end of Q2 2019	Active since 2015	Active since 2016	Active since 2017	Active since 2018	Active since 2019	Total Cases closed in Q2 2019
VTSS Focus-DLRCC	37	0	0	3	18	16	8
VTSS Focus-FCC	17	0	0	2	7	8	5
VTSS Focus-SDCC	15	0	1	2	9	3	1
VTSS Simon	98	3	5	6	26	58	66
HAIL Visiting Support	36	0	0	1	4	31	15
Sli Simon	152	0	0	0	23	129	83
Sli Focus/PMVT	159	0	0	0	38	121	58
Total	514	3	6	14	125	366	236

Over Q2 2019 a total of 514 adults were availing of post settlement support through Support to Live Independently (SLI), VTSS and HAIL support services. In addition, a total of 236 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 Q2 2019 tenancies for 317 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.

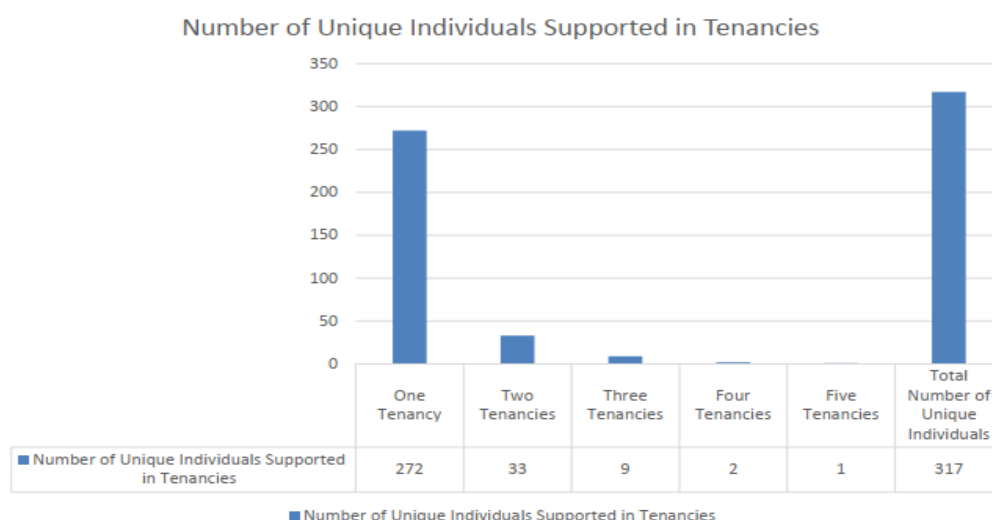


Figure 10 shows that a total of 272 individuals successfully sustained their first tenancy through housing first supports, while a total of 45 individuals have availed of more than one tenancy. The tenancy sustainment rate through the housing first supports is high at 86%. Housing First support is not 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 Q2 2019	
Number in private rented accommodation without support	4
Number in local authority owned accommodation without support	29
Number in other Approved Housing Body accommodation without support	24
Number in Housing Assistance Payment without support	623
Total	680

In Q2 2019, a total of 680 individuals moved to housing without taking up any tenancy sustainment supports. This represents 74% of individuals moving to housing in Q2 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

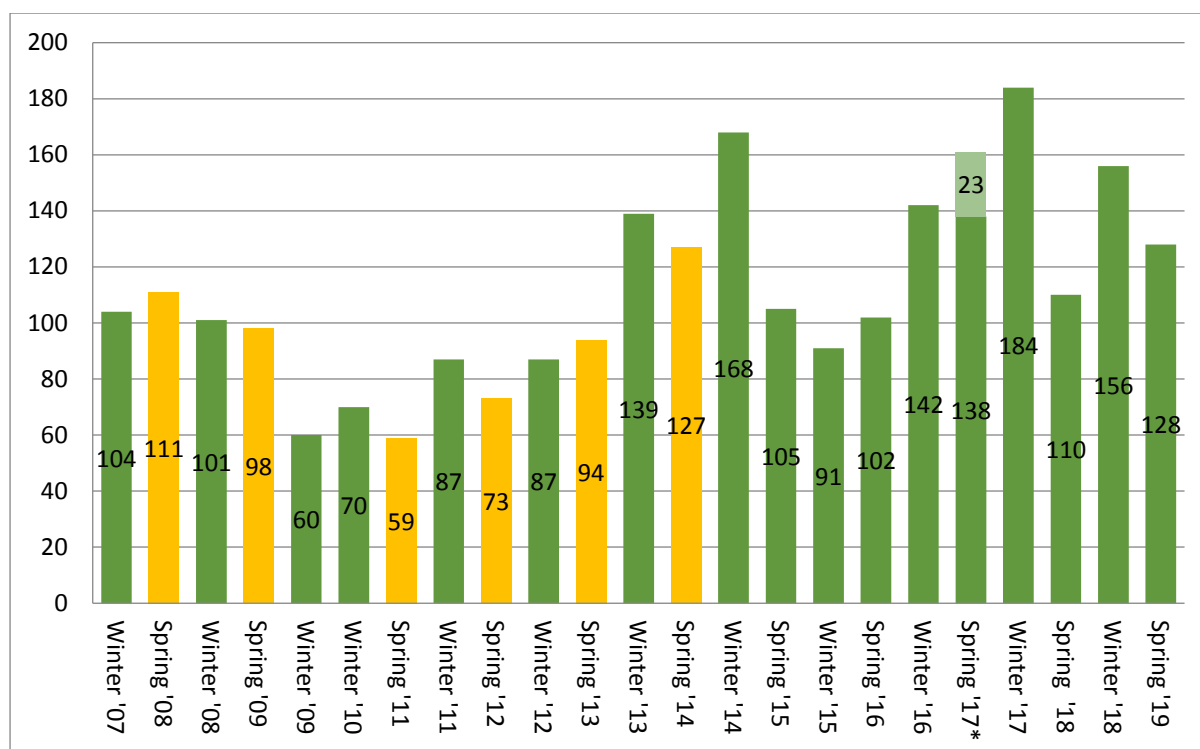
Table 11: Number of persons sleeping rough		
		With a Support Plan
Number of persons discovered sleeping rough on night of Rough Sleeping Count (9 th April 2019)	128	
Number of persons sleeping rough with a PASS record	81	30

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 Q2 2019 a total of 442 adults engaged with the Housing First Intake team.

Table 12: Number of persons recorded as rough sleepers engaging with HFIT in Q2 2019

Number of persons in contact Bedded Down	177
Number of persons in contact Not Bedded Down	265
Total Individuals	442
<i>Number of persons who also used Emergency Accommodation</i>	289

The engagement rate has decreased slightly, however significant progress continues to be made by the Housing First Intake Team in relation to engaging with individuals sleeping rough and placing them in emergency accommodation. Of those engaging with the team a total 289 or 65% of individuals also accessed emergency accommodation.

Table 12a: Emergency accommodation use amongst individuals rough sleeping

	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2* 2019
Adults in contact with Housing First Intake Team (Street Outreach) over three month period	431	371	339	452	622	681	628	601	631	442
Adults also accessing emergency accommodation during three month period	291	249	236	315	456	471	432	403	434	289
Percentage accessing emergency accommodation	68%	67%	70%	70%	73%	69%	69%	67%	69%	65%

* Please note the reduction in numbers in this quarter. Due to a changeover in service provider on June 1st there may be a delay with the inputting of PASS data for the Quarter 2.

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 Q2 2019 total of approximately 98% 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 Q2 2019

Number of contacts Q2 2019	Number of adults individuals Q2 2019	Number of contacts
1-10 contacts	431	936
11-20 contacts	9	127
21-50 contacts	2	52
50+	0	0
Total	442	1,115

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

	Dates of meetings held in the Q2 2019	Membership Details	
Statutory Management Group	May 8 th 2019 June 26 th 2019	Dublin Region Homeless Executive South Dublin County Council HSE Integrated Service Directorate The Probation Service Tusla	
Regional Homelessness Consultative Forum	April 17 th 2019 June 19 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