



Homelessness Update

Families Experiencing Homelessness

Prevention Team

The prevention team continue to engage with families presenting as homeless to explore opportunities to prevent an episode of homelessness from taking place. In June to date 32 new families presented as homeless. Of these 18 families were prevented from becoming homeless and 13 families did become homeless. The table below includes details of the outcomes achieved by this team since they commenced work in February 2017.

Month .	Families Met.	Prevented from Entering Homelessness.	Not Prevented from Entering Homelessness
Feb.	27	18	9
March	21	11	10
April	29	23	6
May	26	13	13

Housing Allocations to Homeless Families

The figures below are correct at the 13th of June 2017:

- 94 Housed in Casual Vacancies
- 75 Voluntary Housing
- 3 Long Term Leasing

Total Housed = 172

In addition the following vacancies with Homeless Allocations:

- 16 DCC Vacancies with Homeless Section awaiting keys, Estate Management Clearance or Selection as per 13/6/17
- 1 – Repossessed units
- 1 – Leasing units
- 4 – PMVT Clare Lane

Total = 22

Homeless Housing Assistance Payment

Work is progressing on securing Homeless Housing Assistance Payment tenancies in the Dublin Region. A total of 578 Homeless HAP tenancies have been created in 2017 to date. The 2017 target for homeless HAP tenancies is 1,200.

Accommodation for Families Experiencing Homelessness

Work is ongoing to meet the Government target of ensuring families experiencing homelessness are only accommodated in commercial hotels in limited circumstances by the end of July. The strategy being implemented includes the provision of new family hub facilities and the refurbishment of existing properties which will now operate as supported temporary accommodation. Approximately 600 family units will be provided through this ongoing work. The attached information sheet includes details of the services to be provided.

By May 31st the number of families with children being accommodated in commercial hotels had reduced to 647.

Standards in Emergency Accommodation across the Dublin Region

Dublin City Council, through the functions of the Dublin Region Homeless Executive (DRHE) are committed to ensuring that homeless services in receipt of section 10 funding are of the highest standard.

We ensure compliance with all statutory health and safety standards for homeless service provision and there is a formal policy for providers of emergency accommodation in terms of standards required.

Regional facilities management team and inspection of services

A regional facilities management team is in place to both inspect and enforce standards in emergency accommodation that is provided by Dublin City Council (this includes access to expertise such as Environmental Health and Architectural professionals). DRHE notes that upon inspection of facilities and where standards fall short, clear instructions are always given in respect of works required.

All registered and approved homeless service providers who are state funded and who hold a service level agreement with the Dublin Region Homeless Executive must comply with the quality standards as set out in *Putting People First* which provides a framework for good practice in services for people who are homeless and with subsequent national standards.

Complaints Policy for Homeless Services

There is a formal complaints policy in place whereby persons can make a complaint about the service they are accessing in order to have the issue addressed.

June 13th 2017

Family Accommodation hubs across the Dublin Region for 624 families

Aim & rationale for the provision of family accommodation

We are currently dealing with an unprecedented demand for supported family accommodation across the Dublin region. We are committed to providing suitable accommodation to families with children who have lost their tenancy in the private rental sector.

Dublin City Council, as the lead statutory authority in the Dublin Region, in partnership with the Dublin Region Homeless Executive, will be opening new family accommodation hubs across the Dublin Region to support the 695 families who are currently in commercial hotels.

Family hubs are an important first response for families who become homeless and who have no alternative other than commercial hotels. The hubs will provide more appropriate and suitable accommodation for families. They are not the long term housing solution as families will move into houses and apartments that will be provided under social housing supports, as supply becomes available. This type of emergency accommodation provides a secure and stable placement for families on an on-going basis unlike the insecurity of hotel accommodation especially during peak periods and holidays.

Government's policy document *Rebuilding Ireland* (<http://rebuildingireland.ie/address-homelessness/>) states that the use of hotels will be phased out by mid 2017 except for emergency cases and family hubs will provide the supports for families and children. In order to meet this deadline, Dublin City Council are in the process of converting suitable buildings into family accommodation across the Dublin region.

Services to be provided:

The use of commercial hotels for families is unsuitable and the new family hubs will have the capacity to provide play space, cooking and laundry facilities and communal recreation space. Other supports will also be available for families as they move on to other housing options, as they become available.

Standards and regulations

All hubs will adhere to current building standards and there are strict quality controls in place to ensure that all facilities are fully regulated with regard to fire and disabled access

requirements. There are also space standards in place that have been developed with the Department of Housing, Planning, Community and Local Government. Accordingly, support spaces (dining, play areas etc) are designed in accordance with the number of occupants that will reside at the premises.

Responsibility

Dublin City Council will have overall responsibility for family accommodation and an experienced service provider will have responsibility for onsite operation and day to day management.

Target Group

Family accommodation hubs will provide supported accommodation for up to 624 families with children who are currently homeless. All families will be referred *via* the Dublin Region Central Placement Service and where possible will have a local connection to the area, ensuring ease of access to schools and local services.

All families will retain their homeless priority on the social housing list and will be allocated a house / apartment when it becomes available.

Good Neighbourhood Policy

All families who are referred to a family hub will have an induction which will include information about Good Neighbourhood Policy.

Dublin City Council will ensure provision of public domain management for the area where the service is located and will work with the operator to ensure the day-to-day operational management of the family accommodation hub is to the standard required and will ensure that the organisational 'Good Neighbourhood Policy' is implemented.

Key elements of this policy include:

- Operating a good neighbourhood policy in all areas of service provision.
- Operating a professional service cognisant of the responsibility to the local community.
- Ensuring that good relations are created and maintained with local resident and business groupings, community and other relevant stakeholders in partnership with Dublin City Council.
- The persons accommodated in the service understand the good neighbourhood policy and behave responsibly in the local community.
The surrounding area of the project will be strictly monitored to prevent congregation and allow for smooth entry and exit from the service.

Community support

Dublin City Council is committed to developing community relations with residents in the local area. We will liaise with residents as the development progresses to ensure timely information about the facility and its management will be shared.

We rely on the support from local communities so that families experiencing homelessness have access to family accommodation and not commercial hotels.

Timeframe:

All family hubs will be in place by Summer 2017 to support families who are currently homeless.

Family hubs

1. Ashling House, St Lawrence's Road, Clontarf will support 13 families and Respond will have responsibility for on-site operational management



2. Clonard Road, Crumlin will support 25 families and the Salvation Army will have responsibility for on-site operational management
3. Mater Dei, Clonliffe Road will support 50 families and Crosscare will have responsibility for on-site operational management



4. Respond, High Park is currently supporting 42 families.



5. Lynam's Hotel, O'Connell Street will support 45 families and will be operated by a private operator
6. Sons of the Divine Providence, Ballyfermot will support 13 families and will be operated by Sons of the Divine Providence.

7. Greencastle Parade, Coolock will support 28 families and will be operated by the Salvation Army.



There will also be self contained apartments in the following locations

1. Malahide Road, Fingal Co Co (11 family units)
2. Millmount Dundrum, DLR, (12 family units)
3. Apartments in Rialto, PMVT (4 family units)
4. Apartments, Lower Kimmage Road (8 family units).

In addition to all of the above, there are nine commercial properties that will be adapted as family accommodation for 360 families located throughout the Dublin region.