



The Streets

A guide to
the HPU and
Homeless
Services

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Foreword

It gives me great pleasure in being associated with the first comprehensive guide to the work and functions of the Homeless Persons Unit, a service administered by the Health Service Executive which has worked for over two decades with homeless persons at a time in their lives when they are most vulnerable and in need of help.

The guide, in addition to clearly explaining how clients can access and utilise the services of the Homeless Persons Unit, also gives very valuable information on the 1988 Housing Act; The Habitual Residency Condition, Education & Training and various support schemes.

In addition, there is a full list of accommodation, day services and assistance in how to link with health, housing and other statutory services.

The guide clearly illustrates the efforts being made by both the statutory and voluntary sectors to work in partnership with the Homeless Agency in providing a quality service for homeless persons.

I would like to commend the management of the Community Welfare Service, Superintendent Community Welfare Officers of the unit and all of their staff who were involved in the production of this valuable information resource, which can be built on and developed over time and I look forward to it being used by clients and service providers alike.

Alice O'Flynn
National Care Group Manager – Social Inclusion

“A person is deemed to be homeless if there is no accommodation they can reasonably occupy or remain in occupation of and if they cannot provide emergency or long-term accommodation from their own resources”

Definition based on requirements in 1988 Housing Act

Why present to the Homeless Persons Unit?

- ⊙ To access an emergency response to your accommodation needs and to identify best options for the future.
- ⊙ To obtain financial support.
- ⊙ To be linked in with health and social service professionals.
- ⊙ To access various support agencies e.g. detox centres, housing agencies, drop-in centres.

The Homeless Persons Unit (HPU)

The Homeless Persons Unit (HPU) is administered by Community Welfare Officers (CWOs) from the Health Service Executive (HSE) – Eastern Region.

The unit is responsible for the delivery of a range of welfare services to homeless persons within the Dublin area. This includes:

- ⦿ the assessment of homeless status and placement into appropriate emergency accommodation on behalf of the local authorities (Dublin City Council, Dun Laoghaire/Rathdown County Council, South Dublin County Council and Fingal County Council).
- ⦿ working with The Homeless Agency whose role is to co-ordinate, plan and develop appropriate services with the target of reducing homelessness in Dublin. Key to this is encouraging/fostering greater co-operation between the various voluntary and statutory bodies.
- ⦿ identifying and facilitating move-on options.
- ⦿ ensuring payment of state entitlements and access to medical services.

Please note that this booklet contains information relating to persons over 18. If you are under 18 and homeless, please go to your Local Health Office (see pages 35-36 for details) and speak to the Duty Social Worker during office hours. There is an 'out-of-hours' Social Work service for young people out of home and if you present to a local Garda Station after 8pm, they will contact the out-of hours service for you who will arrange accommodation as necessary.

What is the HPU and what does it do?

Freephone Service
365 days a year
1800 724 724
10am-5pm
Advice/Info/Accomm
5pm-1am Accomm,
Night Bus & Soup Run

James Street
Assessment
Centre
Single Men
Mon-Fri 10-12

Wellington Quay
Assessment
Centre Women &
Families
Mon-Fri 10-12

Appointment Service
Accessed via Freephone

5 Outreach CWO's
Men's Team –
Each outreach or
"patch" CWO covers a
group of hostels and/or
B&B properties

5 Outreach CWO's
Family Team –
Following assessment
and placement, service
delivered on-site each
week by CWO who
calls to hostel or B&B

Assessment Centres

Single Men

149 James Street, Dublin 8

Tel: 01 881 5200

Women & Families

16-18 Wellington Quay, Dublin 2

Tel: 01 881 5180

Both offices open 10am-12 noon, Monday to Friday.

The assessment process involves the following:

- ⦿ Establishing **Identity** – Birth Certificate, Passport etc.
- ⦿ Tracking **Housing history** – confirming where a person has lived and when. Details of previous addresses and particularly the last permanent address are very important.
- ⦿ Ensuring **registration** with Local Authority – In order to respond to the long-term housing needs of (homeless) persons, it is required by each Council that they are aware of and in contact with all those from their area.

- ⦿ Obtaining proof of **means** – details of employment history, any sources of current income or available assets.
- ⦿ Making a claim for mainstream **Social Welfare** payments – State entitlements such as Unemployment Assistance or Benefit, Disability Allowance, Child Benefit, One Parent Family Allowance etc.
- ⦿ Applying for a **Medical Card** – access to GP, Dental, Hospital and other services.
- ⦿ Linking with Voluntary and Statutory Agencies – availing of **appropriate supports**.

Note: If you are homeless and from Dun Laoghaire/ Rathdown Area, contact CWO for details about registration on 086 831 7079

Habitual Residency Condition (HRC)

In order to qualify for any means-tested payment from the State, an applicant must be able to show that they are habitually resident here or in another part of the Common Travel Area i.e. within Ireland or the U.K. This would typically involve residing within this area for the previous two years.

Satisfying HRC is an absolute requirement for every applicant – the CWO cannot ignore it.

There are a number of indicators that are taken into account when the HRC test is being applied. These include not just where someone was born, but also where they've lived and for how long, and the places where they've worked and associated with other people.

In order to fulfil the HRC test, it has to be shown that Ireland is a person's "**centre of interest**" as most, if not all of their links (to family, friends, work colleagues, communities, organisations & associations etc) are here.

This is especially a significant hurdle for those who are not Irish or U.K. nationals. It may also mean that even those "returning" to Ireland after a period of time abroad would not necessarily be regarded as "habitually resident".

Freephone and Appointment Service

Having presented to James' Street or Wellington Quay, a homeless person is then placed within the emergency accommodation sector.

Those moving between accommodations or those staying in an accommodation not covered by a patch CWO can access the Community Welfare Service by ringing the Freephone number 1800 724 724 and getting an appointment for the following day.

In some instances, the information given in response to queries may mean it is not necessary to get an appointment. The focus of the daytime service 10am to 5pm is on advice and information relating to payments and placements and on organising appointments.

The freephone night service operates from 5pm to 1am and is mainly concerned with the accommodation needs of homeless people in the greater Dublin area. This includes all existing clients and new clients who may find themselves in a crisis situation and people who may arrive in Dublin on any given night and are in need of accommodation. The night service also plays a central role in the co-ordinating of the Soup Run and Dublin City Council Night Bus, and offers information, advice and support to those who may require it.

Available Supports – Emergency Accommodation

Hostel accommodation is the primary form of emergency accommodation provided for single persons. Private Emergency Accommodation or “B&B’s” are used for cases not suitable for Hostel Accommodation either because of household size, composition or particular medical or social needs. All placements are made on the basis that:

- ⦿ the person or persons has/have been assessed as homeless.
- ⦿ the accommodation provided is an emergency (short-term) response and is subject to ongoing review.
- ⦿ there should be active engagement with homeless services with a view to addressing all relevant issues.
- ⦿ that all viable move-on options are explored.
- ⦿ the resident of any emergency accommodation unit complies with the house rules and other conditions.

Emergency Accommodation – Hostels

The following pages contain information on emergency accommodation. Some are short-term or long-term. Some provide dormitories and/or single rooms, some include meals and other services. The HPU will provide any further information you need in relation to each of these projects.

Emergency Accommodation – Hostels (Men & Women)

Aungier St “Wet Hostel” Project

79 Aungier Street

Dublin 2.

01 475 3285

CWO Clinic Times: Mon 11am
Contact CWO: 1800 724 724

Clancy Barracks

69 Blessington Street

Dublin 1.

01 860 1703

CWO Clinic Times:

Contact: 1800 724 724 to arrange
appointment

Both of these hostels cater for men and women over 18.
Referral through nominated agencies – Focus Ireland
Outreach 01 677 0691 and Simon Outreach 01 677 8114.

Crosscare

Dun Laoghaire*

Co. Dublin

01 836 0011 (Headquarters) 214 1983 (Day) or 214 0689 (Night)

CWO Clinic Times: Tues at 11am

Contact CWO: 01 416 6438

Caters for men and women over 30. Referral via HPU Offices and Freephone.

**Moving premises at time of print, phone for address*

Simon Community

27 Harcourt Street

Dublin 2

01 475 9375

CWO Clinic Times: Wed 10-11am

Contact CWO: 01 416 6447 / 086 833 8795

Caters for men and women over 25. Referral via Simon Outreach
01 677 8114

Emergency Accommodation – Hostels (Women)

Abbey Street Hostel

51 Middle Abbey Street

Dublin 1

01 860 1703

CWO Clinic Times: Wed 10.15-11am

Contact CWO: 01 874 7591 / 086 831 6974

Caters for women over 18.

Referral by HPU Wellington Quay and Freephone

Haven House

26 Phibsboro Road *

Dublin 7

01 873 2279

CWO Clinic Times: Wed 11-12noon

Contact CWO: 01 874 7591 / 086 831 6974

Caters for women over 18 and women with families.

Referral by HPU Wellington Quay and Freephone

**Moving to new premises Spring 2006*

Regina Coeli

Morning Star Avenue

(Off North Brunswick Street)

Dublin 1

01 872 3142

CWO Clinic Times: Wed 10.15-11am

Contact CWO: 01 874 7591 / 086 831 6974

Caters for women over 18. Self referral.

Emergency Accommodation – Hostels (Men)

Back Lane Hostel

Back Lane

Christchurch

Dublin 2

01 454 2181

CWO Clinic Times: Mon 10.30-11.30am

Contact CWO: 01 416 6434 / 087 798 8798

Caters for men over 26. Self-referral.

Cedar House

Marlborough Place

Dublin 1

01-873 1241

CWO Clinic Times: Tues and Thurs 10-11am

Contact CWO: 01 416 6434 / 087 798 8798

Caters for men over 18. Referral procedures for “first-timers” is via HPU Offices and Freephone. Otherwise ring 1800 724 333 at 7.25pm each evening (not from a mobile).

Crosscare

Longford Lane

Near Whitefriar Street

Dublin 2

CWO Clinic Times: Mon 10.30-11.30am

Contact CWO: 1800 724 724

Caters for men over 35. Self-referral.

Iveagh Hostel

Bride Road

Dublin 8

01 454 0182

CWO Clinic Times: Tues 10-11am
and also at Trust, Bride Road at
11.30am

Contact CWO: 01 416 6447 / 086 833 8795

Caters for men over 18. Self-referral.

Morning Star Hostel

Morning Star Avenue
(Off North Brunswick Street)
Dublin 7

01 872 3401

CWO Clinic Times: Mon 10-11am

Contact CWO: 01 416 6437 / 087 907 4504

Caters for men over 18. Self-referral.

Sancta Maria

7 Charlemont Street
Charlemont St
Dublin 2

CWO Clinic Times: Wed 10am at 4 Charlemont
Street

Contact CWO: 01 416 6436 / 086 831 6588

Caters for men over 18.

Referral via HPU offices and Freephone.

York House

Longford Street Little
Dublin 2

01 476 3337

CWO Clinic Times: Wed 11-1pm

Contact CWO: 416 6436 / 086 831 6588

Caters for men over 25.

Referral via most statutory and voluntary agencies.

Accommodation Options – Transitional

Transitional housing is aimed at people who need time and assistance to prepare for independent living.

Aylward Green

Cappagh Road

Finglas

Co. Dublin

01 834 7660

CWO Clinic Times: Thurs morn

Contact CWO: 01 814 6109 / 087 284 9003

Project for families with children. Referral advice from HPU and Focus Ireland. Maximum length of stay is 8 months.

Beech House

61 Amiens Street

Dublin 1

01 887 9609

Project for couples. Referral via HPU and most Homeless Services. Maximum length of stay is 18 months.

Maple House

595 North Circular Road

Dublin 1

01 855 1124

CWO Clinic Times: Thurs 10am

Contact CWO: 01 416 6437 / 087 907 4504

Project for men over 18.

Referral via HPU and most Homeless Services. Maximum length of stay is 18 months.

48 North Strand Road

Dublin 1

CWO Clinic Times: Wed Afternoon

Contact CWO: 087 248 1817

Project for men over 25.

Referral via HPU and most Homeless Services.

Maximum length of stay is 9 months

97 North Circular Road

Dublin 7

CWO Clinic Times: Wed Morning

Contact CWO: 01 814 6110 / 087 907 4493

Project for women over 18.

Referral via HPU and most Homeless Services.

Maximum length of stay is 9 months.

258/260 North Circular Road

Dublin 7

CWO Clinic Times: Wed Afternoon

Contact CWO: 087 248 1817

Project for men over 18.

Referral via HPU and most Homeless Services.

Maximum length of stay is 9 months.

Cara Housing - St. Catherine's Foyer

Marrowbone Lane

Dublin 8

01 453 9396

Project for young men and women over 18.

Self Referral only.

Maximum length of stay is 2 years.

Sophia – Camberley House

Churchtown

Dublin 14

01 473 8300

Project for homeless families over 18 registered with Dun Laoghaire/Rathdown County Council (DL/RCC).

Referrals only through DL/RCC.

Maximum length of stay 12-18 months.

Sophia – Donabate

Hazel Grove

Portrane Road

01 843 6933

Project for homeless families over 18 registered with Fingal County Council (FCC).

Referrals only through FCC.

Maximum length of stay is 12-24 months.

Sophia – Tallaght

11 Russell Avenue, Russell Square

Fotunestown.

01 473 8300

Project for men, women and families over 18. Must be registered with South Dublin County Council (SDCC).

Referral via SDCC or any other agency.

Average stay is 18 months

Sophia - Longdale Terrace

Ballymun

Dublin 9

01 473 8300

Project for homeless families from Ballymun.

Referral via HPU and most Homeless Services.

Length of stay is 6 months to 5 years.

Respond - Conrath House

High Park

Grace Park Road

Drumcondra, Dublin 9

01 804 0240

Project for men over 25.

Referral via HPU and most Homeless Services and any Statutory bodies.

Maximum length of stay 12-18 months.

Daisyhouse – 6 Emor Street & South Circular Road

Portobello

Dublin 8

01 454 6078

Project for women over 18.

Referral via HPU and most Homeless Services.

Maximum length of stay is 18 months.

Miss Carr's Housing Association

Ecclesville

5 Northbrook Road

Ranelagh

Dublin 6

01 497 0334

Project for women with children.

Referral via HPU and most Homeless Services.

Maximum length of stay is 1 year.

Sonas Housing Association

148 Phibsboro Road (Office)

Dublin 7

01 830 9088

Project for women (with/without children) homeless as a result of domestic violence.

Referral via Statutory bodies and Homeless Services.

Maximum length of stay 2 yrs.

PACE - Priorswood House

100 Clonshaugh Avenue

Priorswood

Coolock

Dublin 17

01 847 4296

Project for men who are ex-offenders over 18.

Referral via Probation and Welfare Service.

Maximum length of stay 12 months.

Belvedere Social Services

62 Botanic Road

Glasnevin

Dublin 9

01 830 5661

Project for men aged 17-20. All referrals from HSE Social Workers. Length of stay 1-2 years.

Accommodation Options – Long Term Supported Housing

These projects offer a supported home for as long as is needed.

Dublin Simon

Canal Road

Ranelagh

01 406 2314

Minimum age is 35

81-82 North Circular Road

01 869 0826

Minimum age is 35

35-36 Sean McDermott Street

01 836 3450

Minimum age is 30

All these projects cater for single men and women, each with their own different 'target' group. Referral into these is via any Homeless Service.

HAIL

59-61 Dame Street

Dublin 2

01 671 8444

Project for men and women over 18 with mental health needs capable of independent living.

Referral via HPU and most Homeless Services.

Oak House

55 Benburb Street

Dublin 7

01 677 0689

Project for men over 40 in need of supported accommodation.

Referral via HPU and any other agency.

Sophia Housing Association

25 Cork Street

Dublin 8

01 473 8300

Project for single women over 30.

Referral via HPU and any other agency.

Accommodation Options – Private Rented Sector

Community Welfare staff can also advise and assist persons wishing to move out of homelessness and into a flat, an apartment or an house. The rental market is more open now than in the past and offers a great deal of choice on where to live. The process involves:

- ⊙ finding a reasonably priced property suitable to your needs (appropriate to household size and of an acceptable standard).
- ⊙ making a claim for rent allowance (welfare recipients).
- ⊙ assistance may also be made available if necessary towards deposit costs.

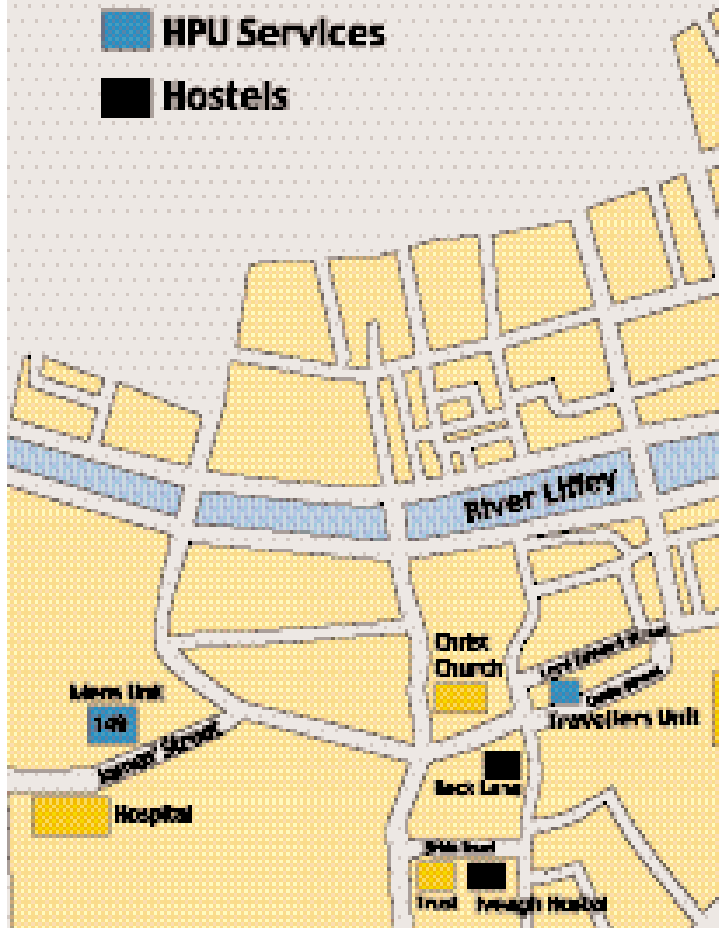
Forms are available from CWO's to be completed by applicant, his/her landlord and the local authority.

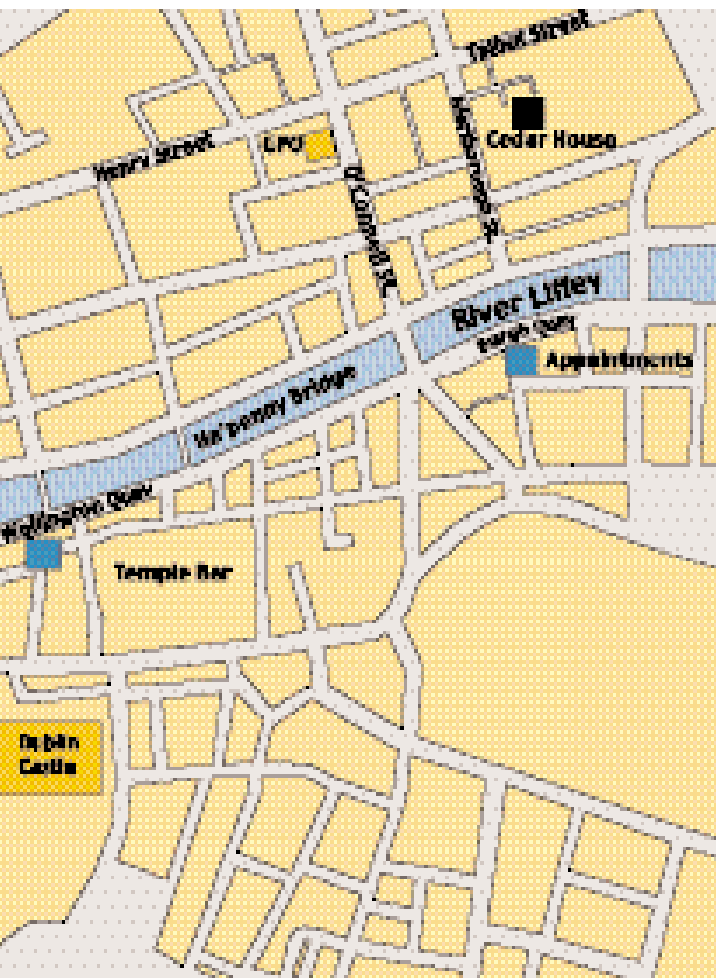
Accommodation Options – Longer Term

For many who are on housing (and homeless) lists, Social Housing with Local Authorities and Voluntary Housing Associations or Co-operatives is their preferred option. However, it is not achievable for everyone. It should also be noted that the process of linking in, can very often be lengthy and requires persistence, patience and commitment. Staff in the HPU will offer practical advice and assistance in deciding which option best suits you and in turn help you find a place that you can call home.

 HPU Services

 Hostels





Accommodation Options – Advice and Support

CWO's provide information, advice and support in relation to all accommodation options. A Rent Supplement is payable to a person in private rented accommodation who has been assessed as having an accommodation need, who have satisfied the income criteria and who cannot meet the cost of private rented accommodation from their own resources.

Ph: 1800 724 724

Dublin City Council Resettlement Team work with people towards getting private rented accommodation, transitional housing or a Dublin City Council house or flat. They offer support to sustain tenancies in the private sector.

Ph: 01 703 6100

Focus Ireland offer a key-work service to support people who are homeless and help them explore move-on options. They also offer support to sustain tenancies in the private sector.

Ph: 01 671 2555

Access Housing Unit (Threshold) have a Tenancy Support Service aimed at assisting someone in their new tenancy especially for the first 3 months. They offer assistance to homeless persons, who are linked with a support worker, towards accessing a rented property and the rent allowance process.

Ph: 01 678 6094

Referrals to all these services may be made through the HPU.

Available Supports – Income

Supplementary Welfare Allowance (SWA)

SWA is a means tested payment paid by CWO's on behalf of the Department of Social and Family Affairs (DSFA). There are 3 main categories of payment:

Basic – “Weekly or Living Money”.

This is intended to be a short-term payment. It is often payable pending the award to another longer-term allowance or when no other scheme is available to the claimant.

Supplements – “add-on” to basic payment

Following Basic or DSFA award, the following supplements may be awarded to cover certain recurring expenses, depending on individual circumstances and subject to verification:

- Travel e.g. travelling to a detox clinic
- Diet e.g. coeliac
- Access e.g. visiting sons/daughters.

Exceptional Need Payments – ENP's –

These are once off payments towards unforeseen expenses that cannot reasonably be met from within weekly income such as: Clothing, Travel Expenses (to clinic), and Rent Deposits etc.

Opportunities for Education & Training

Those engaged in full-time education or full-time employment would not normally have any entitlement to welfare payments. However, there are certain circumstances in which these rules are relaxed to allow people who have been unemployed to pursue further education or re-enter the work force. The “Back to Education” options include:

VTOS (Vocational Training Opportunities Scheme)

The main courses available are Junior and Leaving Certificate Courses and Post Leaving Cert (PLC) courses.

BTEA (Back to Education Allowance)

The main courses available are Junior and Leaving Certificate Courses and Post Leaving Cert (PLC) courses but you can also attend any university, third level college or institution provided the course is a full-time day course.

Important Note: *Terms (eligibility) and conditions apply to all schemes. It is important to contact your Local Employment Service (LES) – these can be identified by the “OBAIR” Local Employment Service sign or Vocational Education Committee (VEC) before enrolling in any course. Your CWO or Local Employment Exchange will also provide information and advice. There are a number of projects specifically tailored for people who are homeless and the services offered by the organisations listed below are all free of charge.*

CDVEC Foundations Project

1 Parnell Square

Dublin 1

01 878 6658

Programmes include computers, gym/health & fitness, guitars, gardening, work preparation & personal development, cookery and a social club on Saturdays. Reading and writing classes available one-to-one or in small groups. They also have playgroup services and childcare for children under 5yrs

Phone or drop in: Mon-Fri 10am-5.30pm

Sat-Sun 10am-1.30pm

Dublin Adult Learning Centre

3 Mountjoy Square

Dublin 1

01 878 7266

Targets individuals with reading and writing difficulties. Creche facilities available.

Phone or drop in: Mon-Fri 9.30am-9.30pm

Dublin Simon – Training and Employment Service

Unit F2

Chapelizod Industrial Estate

Chapelizod

Dublin 20

01 623 7738

Training programme supported by FAS, which includes self-development, computer studies, arts & crafts and woodwork at FETAC level.

Phone or drop in: Mon-Fri 9am-5pm

FÁS – Training and Employment Authority

57-60 Jervis Street

Dublin 1

01 804 4600

Aims to increase the employability, skills and mobility of job seekers and employees to meet labour market needs.

Phone or drop in: Mon-Fri 9am-5pm

Liberties College – Solo Course

Bull Alley Street

Dublin 8

01 454 0044

Courses include Caring for Children, Care for the Older Person, ECDL (European Computer Driving Licence), Catering, Photography, Dance, Accountancy and Communications.

Phone: Mon-Fri 10.20am-3.20pm

Schemes and Retention of Income – Back to Work

Those on the Back to Education schemes retain entitlement to the full rate of welfare payment that they were in receipt of prior to taking up this option. They also retain their secondary benefits such as their Rent Allowance at full rate and their Medical Card. As indicated by their title, the objective of the Back to Work schemes is to integrate people back into the work place. Again, please note there are terms and conditions on which your CWO and/or a DSFA Local Office will be happy to offer advice. Welfare payments including any secondary benefits are retained on a tapered basis with the value of allowances decreasing over time, 75% in Year One, 50% in Year Two, and 25% in Year Three etc.

Appeals and Complaints

The Customer Services Department, located in Dr. Steevens' Hospital, provide an efficient, effective and customer focused service in a comfortable and friendly environment with information and advice on:

- ⦿ The health and personal social services provided in the region.
- ⦿ Eligibility criteria.
- ⦿ How to access / make an application for services.
- ⦿ How to make an appeal in the event of a service being refused.
- ⦿ How to make a complaint in the event of a customer being dissatisfied with any aspect of a service being provided.

Access to Customer Services for appeals, complaints or enquiries is provided through a dedicated freephone number 1800 520 520. An after hours message minder service is in place where customers who leave a message between 5pm in the evening and 9am in the morning will have their calls returned. For customers who call in person, services are provided in a client friendly information environment with a facility for private interviewing when necessary. If you are dissatisfied with any decision made by a CWO regarding payment or placement or if you wish to complain about how you have been treated, an appeal or complaint may be made in writing to:

**Appeals & Complaints Officer
Unit 1 – Bridgecourt Office Park
Walkinstown Avenue
Dublin 12
01 460 9300**

Available Supports – Medical

1) Access to Doctor/General Practitioner

(Mainly through provision of medical card) If you don't have a medical card, talk to your CWO and apply for one – don't wait until you're sick! Applications "fast-tracked" where necessary. However, emergency access is also possible in certain circumstances. Cedar House and Trust also have on site health centres.

Trust, Bride Road, Dublin 8 provides a social, health care and befriending service. Staff includes 3 nurses who can provide medical advice and referral. Homeless people who sleep rough can drop in between 9am and 1pm.

2) Access to Dental Services

- Drop in to your local Health Centre
- Merchants Quay, Dental Clinic for Homeless Persons only:
Tues, Thurs Fri at 1.45pm – Drop-in clinic
Thurs, Fri between 10-12.45pm – by appointment only
Phone: 01 677 0185
- Cornmarket
Wed and Thurs 9am-12.30pm and 2pm-4.30pm by appointment only
Phone 01 677 7671

Contact with Addiction Services – Clinic for those with Drug/Alcohol dependency

3) **Baggot Street Drug Clinic**

19 Haddington Road

Dublin 4

01 669 9500

Mon-Fri: 9am-5pm

Contact for appointment

Provides Methadone Service, counselling, medical care and information. There is a Young Persons Programme from 5pm-7pm

Coolmine House

19 Lord Edward Street

Dublin 2

01 679 3765

Mon-Fri: 9am-5pm

Drop in or call for appointment

Provides residential and non-residential alcohol, drug addiction and prescribed drug treatment programmes. Services include: individual counselling, group therapy, and aftercare programme.

Cuan Dara

Cherry Orchard Hospital

Ballyfermot, Dublin 10.

01 620 6050

Open 24 hrs, 7 days per week

Referral via GP or Addiction Counsellor

Residential unit for those who want to address drug addiction by detoxifying or stabilising. Provides nursing, counselling and medical support using a holistic approach

Merchants Quay Ireland – Drug Services

4 Merchants Quay

Dublin 8

01 645 6525

Mon- Fri 7.15am-12.45pm and 1.45pm-4.30

(Tues 1.45pm - 4.30pm only)

Contact for appointment

Access to long and short-term residential drug free treatment programmes, re-integration and settlement support and outreach. Provides Methadone Service, One-to-One Counselling and a Family Support Group.

Drug Treatment Centre Board

30-31 Pearse St

Dublin 2

01 648 8600

Mon – Fri 9-5

Sat-Sun 10-12.30

Contact reception for appointment details. This centre provides drug treatment services, maintenance and detox specialist services e.g. Hepatitis C treatment. Designated young persons programme. Also offers a range of counselling, welfare, social work and nursing services.

Teach Mhuire

38-39 Gardiner Street

Dublin 1

01 878 8877

Mon-Fri 9am-9pm

Contact for appointment

Residential and non-residential addiction treatment service for alcohol and drug abuse.

4) Contact with Local Health Office (previously called Community Care Areas) and ancillary services including Social Work & Psychiatric Services.

The Health Service Executive has appointed Social Inclusion Managers in Local Health Offices 3 to 8. Their role includes strengthening the links between the statutory and voluntary partners, dealing with key issues regarding the development and improvement of services for persons with social inclusion needs. A key component of their work is the development of local area responses to the needs of homeless persons and other key actions recommended in "Making It Home – An Action Plan on Homelessness in Dublin 2004-2006".

**Local Health Office Area 1 Headquarters
(Dun Laoghaire)**

Tivoli Road
Dun Laoghaire
01 284 3579

**Local Health Office Area 2 Headquarters
(Dublin Southeast)**

Vergemount Hall, Clonskeagh,
Dublin 6
01 268 0300

**Local Health Office Area 3 Headquarters
(Dublin South Central)**

Carnegie Centre
21-25 Lord Edward Street
Dublin 2
01 648 6500

**Local Health Office Area 4 Headquarters
(Dublin Southwest)**

Old County Road
Crumlin
Dublin 12
01 415 4700

**Local Health Office Area 5 Headquarters
(Dublin West)**

Cherry Orchard Hospital
Ballyfermot
Dublin 10
01 620 6300

**Local Health Office Area 6 Headquarters
(Dublin Northwest)**

Rathdown Road
Phibsboro
Dublin 7
01 882 5000

**Local Health Office Area 7 Headquarters
(Dublin North Central)**

193 Richmond Road
Dublin 3
01 857 5400

**Local Health Office Area 8 Headquarters
(Dublin North)**

Coolock Health Centre
Cromcastle Road
Coolock
Dublin 5
01 816 4200

5) Liaison with HSE Homeless Multi-Disciplinary Teams to access all relevant support services

The Multi-Disciplinary Team

This team is a multi-disciplinary team for homeless persons. It comprises Team Leader, Occupational Therapist, Community Welfare Officer, Drugs Worker, Public Health Nurse, Outreach Worker and Social Worker.

South Western Area Health Board Pilot Project – Access Team

This newly established team works with homeless people from the south of the Liffey and links with Mental Health Services. It comprises Psychiatric Registrar, Consultant Psychiatrist, Senior Social Worker, Community Mental Health Nurses and an Administrator.

Gift Grub

Holles Row (near Merrion Square)

Dinners: Mon-Sat 12.00-1.15pm

€2

Longford Lane (Behind Whitefriar St Church)

Dinners: Mon-Fri 12.00-1.00pm

€1.50

Failtiu (Cook St – behind Merchants Quay)

Mon & Wed-Fri 7.15-9am, 10-12.45pm, 1.45-4.30pm

Tuesday 7.15-9am, 1.45-4.30pm

Sat & Sun 7.15-9am, 10-1pm

FREE

Focus Ireland (Coffee Shop, Temple Bar)

Mon-Tues, Thurs-Fri 10.15-5.30pm

Wed 12.00-5.30pm

Sat-Sun 11.30-3pm

Closes from 3 – 4pm every day

AVERAGE €1.50

The Little Flower (11 Meath St – Opposite Meath St Church)

Mon-Fri 12noon

€0.25

Church Street (Go through Church grounds to Bow St)

Mon-Sat 10.30 –11.30am, 2 –3pm

Groceries are distributed on Wednesdays

FREE

Mendicity Institute (Island Street, off Quays near Guinness)

Mon -Sat 9–9.30am, Lunch 10.30–11.30am

Sun 10.30 –11am

FREE

St. Joseph's Penny Dinners, (Avondale House, North
Cumberland Street)

Mon–Fri 12noon–1.30pm

€1

St. Agatha's Food Centre, Portland Row, Dublin 1.

Mon–Fri 11am–1pm

€2

Sophia Housing (c/o Mercy Convent, Cork Street, Dublin 8)

Mon–Fri 11.45am–12.45pm

SMALL CHARGE

Soup Run

Phone 1800 724 724 from 8pm-10pm daily

Washing and Laundry Facilities

Cedar House, Marlborough Place, Dublin 2

Provide showers, toiletries and clothing

Mon–Sun	10am–2.30pm
or if you stayed in Cedar the night before, call in between	3.30pm–6.30pm

Focus Ireland, 5-6 John's Lane West, Dublin 8

Provide a laundry service and showers for 16–25 year olds

Mon–Sun	10.30am–4.30pm
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The Little Flower, 11 Meath Street, Dublin 8

Provide a laundry service for €2 per bag

Mon- Fri	11am
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Local Authorities - Housing Sections

Dublin City Council

Civic Offices, Wood Quay, Dublin 8

Mon–Fri 9.30am–4pm (closed for lunch)

01 672 2205

Dun Laoghaire/Rathdown County Council

County Hall, Marine Road, Dun Laoghaire, Co. Dublin

Mon–Fri 10am–4pm (closed for lunch)

01 205 4700

Fingal County Council

46-49 Upper O'Connell Street, Dublin 1

Mon–Fri 9am– 5pm (closed for lunch)

01 890 5000

South Dublin County Council

County Hall, Town Centre, Tallaght, Dublin 24

Mon–Fri 9am– 5pm (closed for lunch)

01 414 9090

FAQS - Frequently Asked Questions about the HPU and Other Services

Q *I am homeless, why won't you believe me?*

A The assessment process, described earlier, looks at where a person lived and whether they have any place to stay now. It's important to provide information such as addresses where you have been staying.

Q *Why won't you pay me?*

A This is part of the assessment process too. As the title suggests, the Homeless Persons Unit is responsible for dealing with payments and claims for homeless persons – generally those staying in emergency accommodation and also all those (including rough sleepers) known to be accessing homeless services.

Q *I was only offered a hostel... why?*

A Hostels are the main accommodation option for single persons. All placements are made on the basis of need.

Q *Why won't you let me have my partner with me?*

A Couples are generally only placed together in emergency accommodation if they have a significant history of living together prior to either one of them becoming homeless.

Q *Why didn't I get a clothing grant? I know I'm entitled...*

A A claim for an Exceptional Need Payment (ENP) such as for clothing is assessed on the basis of exceptional need. The weekly allowance made by the State to welfare recipients is intended to cover normal living expenses including clothing. However, it is recognised that homeless persons and particularly rough sleepers would have a greater level of need. An ENP for clothing would not generally be paid more than once every twelve months.

Q *Would I get more money if I was from another country?*

A All claims for SWA are assessed on the basis of the applicant's need and their ability (means) to meet that need. Persons claiming asylum receive a weekly allowance of €19.10. Persons from "New Europe" can come to Ireland to work but have little or no welfare entitlements.

Q *Why is it difficult to get through to that freephone number?*

A More than 60,000 calls per year are answered. While the staff on duty always do their very best to minimise inconvenience to callers, certain times are particularly high demand. The call queuing system means that calls are taken in order and the freephone facility means that you can call back at any time without incurring any charge.

Useful Contacts

A contact phone number and a website is provided where applicable.

AA

Website: www.alcoholicsanoymous.ie

Tel: 453 8998

Access Housing Unit

Website: www.accesshousingunit.com

Tel: 678 6094

AIDS/HIV/Drugs Helpline

1800 459 459

Appeals Office

Website: www.ehss.ie

Tel: 460 9300

Cedar House

Website: www.salvationarmy.ie

Tel: 1800 724 333

Centrecare

Website: www.centrecare.ie

Tel: 874 6915

Cherry Orchard (Cuan Dara)

Tel: 620 6050

Citizens Information Centres

Website: www.cic.ie

Tel: 1890 777 121

Comhairle

Website: www.comhairle.ie

Tel: 605 9000

Cura- Pregnancy Counselling

Website: www.cura.ie

1850 622 626

Department of Social & Family Affairs

Website: www.welfare.ie

Tel: 704 3000

Drug Treatment Centre (Trinity Court)

Website: www.addictionireland.ie

Tel: 648 8600

Dublin City Council

Website: www.dublincity.ie

Tel: 672 2205

DunLaoghaire/Rathdown Co.Co.

Website: www.dlrcoco.ie

Tel: 205 4700

FÁS

Website: www.fas.ie

Tel: 607 0500

Faitiu (Merchants Quay)

Website: www.mqi.ie

Tel: 679 0044

Fingal County Council

Website: www.fingalcoco.ie

Tel: 890 5000

Focus Ireland (Eustace St)

Website: www.focusireland.ie

Tel: 671 2555

Gamblers Anonymous

Website: www.gamblersanonymous.ie

Tel: 872 1133

Garda Confidential Line

Website: www.garda.ie

Tel: 1800 666 111

Gay/Lesbian/Bisexual/Transgendered

Website: www.outhouse.ie

Tel: 873 4932

Health Information

Website: www.irishhealth.com

The Homeless Agency

Website: www.homelessagency.ie

Tel: 703 6100

Homeless Persons Unit

Website: www.hsenorthernarea.ie

Tel: 1800 724 724

HSE Customer Services

Website: www.hse.ie

Tel: 1800 520 520

The Liberties College

Website: www.libertiescollege.ie

Tel: 454 0044

Money Advice & Budgeting (MABS)

Website: www.mabs.ie

Various offices in Dublin

Narcotics Anonymous

Website: www.na.org

Tel: 672 8000

NOVA (National Organisation for Victims of Abuse)

Website: www.nova.ie

Tel: 1800 25 25 24

Rape Crisis Centre

Website: www.drcc.ie

Tel: 1800 788 888

Samaritans

Website: www.samaritans.org

Tel: 1850 60 90 90

Simon Outreach

Website: www.dublinsimon.ie

Tel: 677 8114

Sonas (Housing Association)

Website: www.sonashousing.ie

Tel: 830 9088

Soup Run (via Freephone)

Tel: 1800 724 724

South Dublin Co.Council

Website: www.sdcc.ie

Tel: 414 9090

St. Vincent de Paul

Website: www.svp.ie

Tel: 838 4164

Tallaght Homeless Advice

Tel: 494 0224

Threshold (Housing Advice)

Website: www.threshold.ie

Tel: 678 6096

Trust (Health & Social Advice)

Website: www.trust-ireland.ie

Tel: 454 3799

Victim Support

Website: www.victimsupport.ie

Tel: 1850 66 17 71

Women's Aid

Website: www.womensaid.ie

Tel: 1800 341 900

Women's Refuges

Website: www.braywomensrefuge.com (Bray)

Website: www.aoibhneas.org (Coolock)

Tel: 286 6163 (Bray)

Tel: 867 0701 (Coolock)

Tel: 496 1002 (Rathmines)

Acknowledgements

The Homeless Persons' Unit would like to thank all the various organisations, too numerous to mention individually, who co-operated by providing us with information about their services.

The booklet was compiled by Joe McGloin and Tracey Smith with assistance from other HPU Community Welfare Staff, Bronagh McMullan, Nevena Kostova and Brian McCabe.

The publication has been made possible thanks to the generous support of the Office of the Director of Social Inclusion - HSE Eastern Region.

Disclaimer

While every effort has been made to ensure that the information provided is correct and accurate at time of publication, the Homeless Persons Unit cannot accept responsibility for any omissions, inaccuracies or errors.



Designed and Printed by Health Services Print and Design.
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