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- partnership
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The Homeless Agency
Annual Report 2005
Making it Home



The Homeless Agency Annual Report 2005 Making it Home

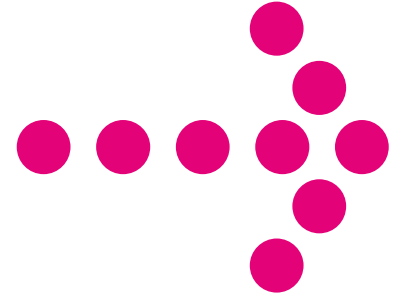
Contents

- 1 Looking back to 2005
- 3 Progress on Making it Home Action Plan 2004–2006
- 5 Strategic Aims of Making it Home Action Plan 2004–2006
- 29 Funding Allocations 2005
- 33 Board Members 2005 and Consultative Forum Members 2005
- 35 Homeless Agency Networks

Acknowledgements

The Homeless Agency would like to thank the voluntary and statutory service providers for their invaluable support in making the achievements outlined in this report possible.

We would also like to express special thanks to the members of the Homeless Agency Board, Consultative Forum, Members of the Networks, Working and Advisory Groups, Department of the Environment, Heritage and Local Government, Department of Health and Children, Cross Departmental Team on Homelessness, Health Service Executive, the Homeless Network and all those who contributed their time to the work of the Homeless Agency.



Looking back to 2005

Dr Derval Howley

Director · The Homeless Agency

2005 was a very productive year for the Homeless Agency Partnership. It marked the mid point of our 10 year vision of the elimination of longterm homelessness and the need to sleep rough. We achieved many successes and encountered many challenges in addressing the needs of people who are experiencing homelessness in Dublin.

In 2005, the findings from the periodic assessment on homelessness Counted In, 2005 indicated that the number of people experiencing homelessness in Dublin was decreasing. This was particularly the case for the number of people rough sleeping and also the number of people presenting as homeless to Community Welfare Officers in the Homeless Persons Unit. Services such as Focus Ireland that support young people who find themselves out of home also noticed a decline in the number of young people sleeping rough.

Since accession in May 2004, the Homeless Agency became aware of increasing numbers of people from the EU10 states accessing homeless services in Dublin and in May 2005 commissioned research to establish a greater understanding of the needs of this group to be able to respond appropriately. The report *Away from Home and Homeless* sought to provide a breakdown of the number of people from these countries who required support from homeless service providers. The report established the extent to which the Habitual Residence Condition was impacting on people presenting from the EU10 states to homeless services and made recommendations for improved information to be available to people prior to leaving their home country as well as greater access to the services that they require here in Ireland.

We completed the 2004/2005 research series, which covered the review of a number of service types as well as our funding arrangements. Research has provided a key tool in understanding the issues and the extent of the problems facing people who are homeless and in 2005 we developed a five-year prevention strategy, which the homeless forums are now seeking to implement at a local level.

In March 2005, we completed the third assessment of homelessness and rough sleeping over a period of one week. The findings of the report provided a concise view of the level of homelessness being experienced by people in Dublin at that particular time. It also provided us with valuable information from which we can better understand and respond to the needs of people who are experiencing homelessness.

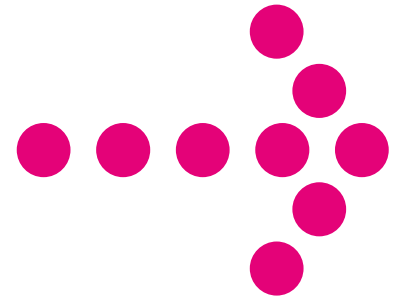
We continued to extend and improve the level of information on homelessness and the responses to it in 2005. We conducted a number of presentations and seminars to generate further awareness about the issues affecting people who are at risk of or experiencing homelessness. Our information resources including LINK, CornerStone, Update, the Homeless Agency website and library continued to be accessed by people sourcing information on homelessness in Dublin.

A number of new services initiatives were developed in 2005 such as the new Dublin City Sustainment Service, additional GP and Nursing Services, Traveller Support Service in Dun Laoghaire and the Ballymun Alcohol Outreach.

In conclusion, I would like to say a sincere 'thank you' for the ongoing support of so many individuals and organisations in working together to achieve our vision. A consistent feature of our partnership approach in 2005 was the interaction with voluntary and statutory organisations and community groups. This interagency working resulted in significant achievements addressing the needs of people who are experiencing homelessness in Dublin and little would have been achieved in 2005 without this commitment.

Dr Derval Howley

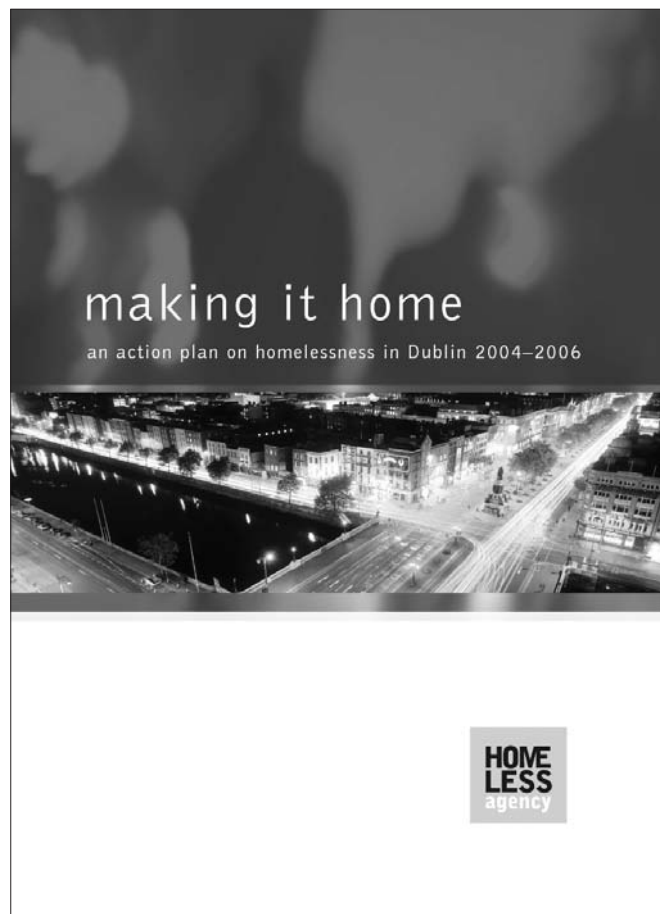
Director · The Homeless Agency



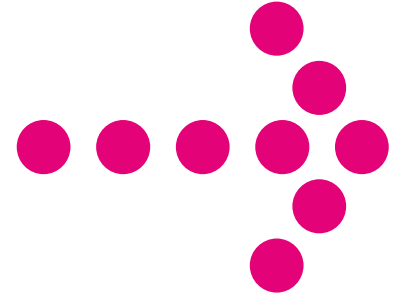
Progress on Making it Home Action Plan 2004–2006

In 2005, the Homeless Agency made significant progress on its current action plan *Making It Home 2004–2006*. The first action plan on homelessness in Dublin, *Shaping the Future* covered the period 2001–2003. It set out the vision for the future – that longterm homelessness and the need for people to sleep rough would be eliminated by 2010. Improvements and achievements have been made in the quality, range and focus of services available to people who are homeless through the implementation of measures outlined in the action plan.

Making it Home 2004–2006 aims to build on the achievements made in *Shaping the Future 2001–2003* and to bring the elimination of longterm homelessness and the need for people to sleep rough in Dublin closer to a realisation. The year 2005, saw the progression of a number of actions from *Making it Home 2004–2006* with a focus on the provision of more housing, the development of strategies focusing on prevention, improvement of interventions when people do become homeless and the improvement of the collation and accuracy of information available on homelessness.



Counted In, 2005, the third periodic assessment on homelessness showed a decrease in the number of households experiencing homelessness in the Dublin area. Taking into account the validation undertaken by local authorities there remained a decrease of 19% in the number of households reporting as homeless with 1,361 households in 2005. These findings can be independently supported by the decrease of 22% in the number of households presenting as homeless to the Homeless Persons Unit, with 3,049 households presenting in 2002 to 2,377 people presenting in 2005. The Homeless Persons Unit, the first point of contact for people who are presenting as homeless continued to provide a placement service into emergency accommodation on behalf of the local authorities. The Homeless Persons Unit provides a payment and welfare service on behalf of the Department of Social and Family Affairs and identifies people with health needs and links them with the appropriate medical services through the Health Service Executive.



Strategic Aims of Making it Home Action Plan 2004–2006

Strategic Aim To ensure that services are effective in addressing the needs of people who are experiencing homelessness

Provision of Social Housing to Homeless Households in 2005

Local authority housing allocations for homeless households continues to be a key area where improvements need to be made to ensure that the targets set in the action plan are met. Given the need for permanent move on accommodation, this area will provide an important focus for the Homeless Agency partnership in relation to the final year of the action plan and in relation to formulating the next action plan for 2007–2010.

Homeless Households Accommodated Through Local Authority and Housing Association Social Housing 2005

Local Authority	Total Allocations (n)	Target (n)	Actual (n)	Target (%)	Actual Percent
Dublin City Council	841	275	220	33%	26% of 841
Dun Laoghaire-Rathdown County Council	128	13	14	10%	11% of 128
Fingal County Council	251	No target	19	No target	8% of 251
South Dublin County Council	424	Up to 42	19	Up to 10%	4% of 424
Total	1,644	–	272	–	–

The total number of households allocated social housing in 2005 was 1,644. Of this figure, 1,301 households were allocated local authority social housing with a further 343 households allocated housing association social housing.

Of the 1,644 allocations of social housing, 272 units were allocated to homeless households. Of this figure, 183 homeless households were allocated local authority social housing with a further 89 homeless households allocated housing association social housing. At the end of 2005, South Dublin County Council passed a motion to provide housing for all households on their homeless priority list by the end of 2006.

Healthcare

In 2005, specialist healthcare services continued to be provided for people experiencing homelessness including:

- Commencement of pilot outreach service for people who are homeless with alcohol issues in Ballymun in partnership with Ballymun Regeneration Ltd., Dublin City Council and DePaul Trust.
- Expansion of the GP and nursing services provided in day centres and emergency accommodation. Included the commencement of the development of a GP network to work with people who are experiencing homelessness in north and south Dublin and key acute general hospitals.
- Provision of specialist on site dental services.
- Scoping of the development of a short stay crisis home for people who are homeless with psychiatric issues. Report of a working group on the developing needs of a psychiatric service for people who are experiencing homelessness in north and south Dublin.
- Expansion of the community welfare in reach prison service to people who potentially could become homeless.
- An increase in caseloads taken on by the Assertive Community Care Evaluation Service (ACCES Service) established in late 2004.
- Evaluation of the Abbey Street Emergency Service with Dublin City Council and other key partners.
- Continuation of the multi-disciplinary homeless teams.
- Alcohol detox, rehabilitation and aftercare services.
- Fast tracking system in each local health office area to ensure people who are homeless can obtain medical cards.
- Commencement of the development of an integrated information system by the Homeless Persons Unit, which will compliment the LINK system.

Work Worth Doing

The Department of Health and Children commissioned a report on staffing within homeless services – *Work Worth Doing*. The aim of the report was to achieve standardisation and consistency in relation to job titles, job descriptions and working conditions for care staff employed in quality services for homeless adults. The report also identifies and categorises the level of care required depending on the type of project and the needs of service users accessing homeless services. On the basis of this categorisation, to make recommendations about appropriate staff/client ratios.

The report examines homeless projects providing services to adults or families, including emergency accommodation (provided by NGOs or local authorities) transitional housing, permanent supported housing, women's refuges, and day centres.

Support and Accommodation

The Homeless Agency continued to provide funding and support to the provision of the following services:

- Four street outreach services, including Dublin City Council Night Bus Service
- Seven food day centres
- Four advice and information services
- Thirteen emergency accommodation services
- Twenty transitional accommodation services
- Ten longterm supported housing services



**Strategic
Aim**

**Providing Effective Leadership and Coordination in
the Implementation of the Action Plan**

Homeless Agency Research Series 2004/2005

In 2004, the Homeless Agency commissioned a number of research, evaluation and review pieces focusing on a number of key issues that are affecting people who are experiencing homelessness in Dublin. These were completed over 2005 and formed the 2004/2005 Homeless Agency Research Series. Each report contains a range of recommendations, which will be incorporated into the Homeless Agency Partnership Action Plan 2007–2010.

The following is a short summary of all the reports:

Comprehensive Preventative Strategy

The five-year *Comprehensive Strategy to Prevent Homelessness in Dublin* was carried out by Dr Jane Pillinger. It reviewed the importance of identifying areas of prevention to tackle homelessness. Prevention is seen as encompassing three stages; to prevent homelessness in the first instance, to prevent prolonged experiences of homelessness for those who are currently within homeless services and to prevent the cycle of homelessness for those who have resettled. The prevention strategy focuses on understanding the causes and complexity of homelessness and to develop innovative responses to handling situations in order to limit the impact on a person's physical and mental health. The key findings include the need to reduce the number of households becoming homeless, increasing housing options for single people who are homeless and to ensure each local area develops effective response to homelessness.

Care and Case Management

The benefits of adopting a team based, multi disciplinary and multi agency approach to supporting the needs of individuals with chaotic lifestyles is presented by Anne Eustace and Ann Clarke to the homeless sector in Dublin in *Care and Case Management: Review of the Homeless Agency's Model*. The report analyses the international best model of care and case management and the ways to apply it to services that are working with people who are experiencing homelessness in Dublin. By exercising new ways of working it has been shown internationally to improve service delivery and achieve more positive outcomes for the service user. Elements of good practice are already in place with Dublin's service providers and the report highlights the need to build on these and develop common understanding and standardised processes to capitalise on the current good work being done.

Evaluation of the Rough Sleepers Case Management Pilot Project

This report examined the problems encountered in accessing suitable stable accommodation appropriate to the needs of rough sleepers. The Homeless Agency launched a three-month Rough Sleepers Case Management Pilot Project, which involved the case management of nine of the most challenging rough sleepers who were known to the outreach teams.

Accommodation providers were included in the case and care management initiative in an attempt to resolve these problems. The objectives of the pilot were to test the effectiveness of the case and care management approach and to learn lessons that might inform the future use of this approach. This report was carried out by Epsilon Consulting. A number of recommendations arose from the report including the principal recommendation that the care and case management approach be implemented as a wider scale project.

Improving Access to Services for Children in Private Emergency Accommodation

Following on from the previous Health Service Executive Initiative in relation to Ana Liffey Focus and Barnardos, the report *Planning for Children* arose to address concerns expressed by the sector regarding the welfare of children living in private emergency accommodation. Experience had shown that although this type of accommodation was for emergency and short-term purposes, families with children remain in private emergency accommodation for much longer periods. This research was carried out by Liz Chaloner and Joan O'Flynn, who conducted over 40 structured consultations with key stakeholders dealing with families experiencing homelessness, along with a number of information gathering sessions. Five key recommendations emerged from the report; the need for establishment of a high level joint management structure, recognising the welfare and individual rights of children, clearer and more seamless transfer of child protection cases, addressing the service needs and targeting the length of stay in private emergency accommodation.

Review of Temporary Accommodation

The *Review of Temporary Accommodation* by Courtney Consulting examines emergency and transitional accommodation. The report assesses the range and type of existing accommodation, current use of accommodation against stated target groups of providers, examines blockages and barriers in system, and the suitability of buildings for current use.

In the last ten years, the quality and quantity of temporary accommodation has improved significantly, and with more effective coordination by the local authorities in contracting quality temporary accommodation, this can be continued successfully towards 2010. The report makes over 50 recommendations covering areas of information management, care support, assessments, permanent housing, eviction/ barring policies, and specialist accommodation. The main recommendations suggest local homelessness fora take a lead as the effective and influential body to ensure suitable support and arrangements are in place for people out of home in their local areas. Information management is also highlighted as a key area for improvement with full participation of all temporary accommodation providers to use the LINK system, thus capturing the true picture of outcomes for people using the services.

Couples and Families in B&B's

The Homeless Agency commissioned a report on providing for the needs of families and children living in private emergency accommodation. The report assesses the potential for increased referrals of couples and families living in private emergency accommodation to Threshold's Access Housing Unit for setting up tenancies in the Private Rented Sector. The report outlines the environment in which referrals to the Access Housing Unit are made. It examines the number of potential candidates for private tenancies and highlights recommendations as to measures that would enhance referrals to the Access Housing Unit.

Review of Food and Food Centres

The Homeless Agency commissioned a report on the food centres operational in Dublin in 2005. The report reviews food services and makes recommendations on their future purpose, funding and operation. It outlines a profile of food services offered and the people who use them, it assesses the nutritional value of food served in food centres, it elicits the views of a sample of service users on food centres and assesses the role and potential role of food centres in addressing the needs of people who are experiencing homelessness.

Review of Participation Structures

Roger Courtney completed a review of the *Homeless Agency Participation Structures* in 2005 and highlighted how existing structures operate in comparison with other best practice models of partnership and participation. The role of the voluntary sector on the board of the Homeless Agency was seen as a key strength that not all other models shared. The recommendations from this review are concerned with reviewing the roles of the representatives and terms of reference of the board, consultative forum and networks.

Communications Strategy

Gibney Communications Ltd. reviewed the Homeless Agency's existing Communication Strategy recommending ways to improve and raise awareness about homelessness in Dublin and also to raise the profile of the Homeless Agency Partnership. Aspects of the new Communications Strategy include building on existing relationships with media to give a balanced and accurate view of homelessness in Dublin, and to create greater awareness of homelessness in Dublin and the measures in place seeking to address it.

Review of Funding

Aspect One undertook the *Review of Funding Arrangements* and its primary purpose was to assess the effectiveness of the process to distribute state funds fairly and responsibly to enable the effective delivery of services to people who are homeless. The review identified a number of issues that needed attention in the process and in total, there were 34 recommendations made for changes or adaptations to the current process. They cross over a number of areas including; the need to differentiate between new and roll-over applications for funding, timelines, communication, documentation, criteria for assessing applications, decision making, appeals, payment, performance measurement and monitoring, emerging needs and resourcing of the Homeless Agency.

Examination of the Impact of the Habitual Residence Condition

The Homeless Agency commissioned research in 2005 to gain a better understanding of the impact of the Habitual Residence Condition (HRC) on EU10 nationals who were accessing homeless services in Dublin. The research was commissioned as since accession in May 2004, a number of homeless service providers had been in contact with the Homeless Agency highlighting their concerns about the increase in the number of EU10 nationals accessing their service and the impact that the Habitual Residence Condition was having on them.

TSA were awarded the contract to undertake an examination of the impact of the Habitual Residence Condition on homeless service providers and members of the EU10 states accessing homeless services. The report *Away from Home and Homeless – Quantification and profile of EU10 nationals using homeless services and recommendations to address their needs* sought to describe the context and background to the Habitual Residence Condition, quantify the use of homeless services by EU10 nationals, profile the households using services, establish and describe the reasons why people are using services and make recommendations on the appropriate policy and service responses to the needs of these households in the longterm.

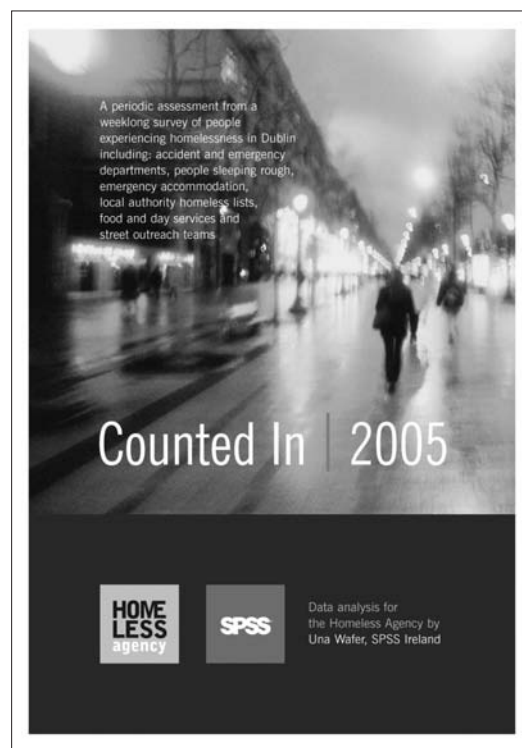
The Homeless Agency welcomed the change in EU legislation that took place in November 2005, which reflected some elements of the recommendations made in the report. This included the change implemented by the Department of Social and Family Affairs in the operation of the HRC in accordance with EU Law, which meant that those who are considered to be 'workers' (or who have previously worked and paid contributions) are now eligible for social welfare allowance, regardless of the Habitual Residence Condition.

The Homeless Agency would encourage the Government to actively consider and introduce further policies and measures to ensure the successful integration of migrants into Irish Society.



Counted In, 2005 – Periodic Assessment from a Weeklong Survey of People Experiencing Homelessness in Dublin including Accident and Emergency Departments, People Sleeping Rough, Emergency Accommodation, Local Authority Homeless Lists, Food and Day Services and Street Outreach Teams

The Homeless Agency completed its assessment of homelessness and rough sleeping in March 2005. *Counted In, 2005* is the report of the third periodic assessment of homelessness in Dublin carried out by SPSS Ireland on behalf of the Homeless Agency. The Homeless Agency commissions an assessment every three years, within the four Dublin local authority areas, to provide information on the number and types of individuals and households experiencing homelessness at any given point in time. The survey method was developed through partnership with voluntary and statutory agencies and the survey takes place within the broader context of the Department of the Environment, Heritage and Local Government's assessment of housing need, which is also conducted every three years. The findings from the assessment provide a basis from which we can understand and respond to the changing trends in the number and profile of people experiencing homelessness in Dublin.



Strategic Aim: Reduction in the Number of Households Who Become Homeless

Tenancy Sustainment

In 2005, The Homeless Agency commissioned for the development of a new tenancy sustainment service (TSS) for Dublin. The TSS will support individuals by enabling them to maintain their tenancy where there is an identified risk that, without support, they may risk losing it. Tenancy sustainment seeks to engage the individual with existing mainstream and community based services, which can continue to provide support required after the tenancy sustainment service has concluded.

Tenancy sustainment services offer preventative support to the following individuals:

- To those who are at risk but have not yet become homeless
- To those who have experienced homelessness and are now being resettled.

The Dublin City Sustainment Service was awarded to Dublin Simon in November 2005, presenting a new approach to tackling homelessness throughout the Dublin City Council area.

Presentations to the Homeless Persons Unit in relation to people who have been discharged from institutions

The following table provides a breakdown of presentations to the Homeless Persons Unit (HPU) in 2005, in relation to people who have been discharged from institutions. The increase in respect of the Prison Inreach Service means that prisoners are increasingly accessing information and advice services prior to release.

Presentations to the Homeless Persons Unit Assessment Centres from Institutions: 2004–2005

Source of Referral	2004	2005
Ex Prison	181	100
Prison Inreach (HPU Inreach)	212	297
Ex Hospital	46	46
Ex Treatment (substance abuse)	40	24
Ex Care	5	6
Ex Mother and Baby Home	0	2
Total	484	475

Dublin City Council Pilot and the Probation and Welfare Service

This pilot enables prisoners to make an application to local authority housing, nine months before their expected release date. In 2005, 11 people were placed on the Dublin City Council housing list as part of this pilot.



Strategic Aim

Improving Information Available on Homelessness and the Responses to it

Awareness and Information on Homelessness

Generating Awareness About Homeless in Dublin and the Homeless Agency in 2005

The Homeless Agency conducted the following activity to generate awareness about homelessness in Dublin and also to raise the profile of the Homeless Agency:

- Key note speaker at the North/South Probation and Welfare Conference
- Presented to the Housing, Social and Community Strategic Policy Committee
- Presented to FEANTSA, European Observatory on Homelessness on the Discussion of a Uniform Definition of Homelessness
- Presented at the Irish Council for Social Housing
- Presented at the Galway Homeless Forum

- Chaired Addiction Questions and Answers Session with Bray Drugs and Awareness Forum
- Met with Minister Seamus Brennan T.D., Department of Social and Family Affairs in relation to the impact of the Habitual Residence Condition.
- Presented to the Cross Departmental Team on the progress of the action plan.

LINK

The Homeless Agency provided training to the statutory and voluntary services in the use of LINK in 2005. Dublin LINK is an Internet based information system, which records information about people using homeless services in Dublin. It enables the provision of more effective and integrated services through accessing up to date information on service users. It allows the Homeless Agency to access up-to-date management and statistical information for planning future services. In 2005 it provided training in relation to Freedom of Information and Data Protection. The Homeless Agency published 5 LINK Bulletins in 2005. The purpose of the LINK Bulletin is to give an overview of the information that LINK can provide regularly to the homeless sector, to reflect the level of usage of the system and to provide an opportunity for any difficulties to be identified and addressed. The Homeless Agency convened a number of routine meetings of LINK users in 2005 providing a further mechanism for monitoring information.

Comhairle

A survey was carried out early in 2005 to find out the most frequently asked information by service users. Feedback was positive and centred around housing and accommodation, social welfare, health, drug treatment and advocacy. On the basis of the responses received, the Homeless Agency worked with Comhairle to review and update the Oasis website, which is used by Citizen Information Centres (CICs) throughout Ireland.

The Homeless Agency in partnership with Comhairle devised a programme of information for people who are experiencing homelessness, or at risk of homelessness, focusing on their rights and entitlements and services that are available to them.

The Comhairle website can be accessed on www.comhairle.ie which provides information on homeless services in Ireland and how to access services if a person is experiencing homelessness. Comhairle can also be accessed on the government website www.oasis.gov.ie

CornerStone

CornerStone is the publication of the Homeless Agency and is produced four times a year. CornerStone raises current issues relating to homelessness and provokes discussion and debate on a broad range of housing issues. It introduces personnel working within the homeless sector, it highlights issues that are affecting people who are homeless as well as profiling homeless services.

Update

Update is a bi-monthly bulletin produced by the Homeless Agency and highlights news, events and job vacancies within the homeless sector. It is distributed electronically as well as by post and is also available on the Homeless Agency website.

Library

The Homeless Agency library is a unique information resource providing homeless services, researchers and the public with access to electronic and hard copy documentation on all aspects of homelessness. The library is based in the offices of the Homeless Agency in Parkgate Hall, 6–9 Conyngham Road, Dublin 8 and can be accessed during normal working hours. One of the most frequently accessed pages on the website was the library database averaging on 1,000 page impressions a month. The library in the Homeless Agency was accessed regularly in 2005 and visitors were able to avail of the photocopying service. The Homeless Agency library database can be accessed on www.homelessagency.ie/research/library.asp

Website

The Homeless Agency website gives comprehensive information about homelessness in Dublin, the work of the Homeless Agency and services available for people who are homeless or at risk of homelessness. Homeless Agency research, policy, information and other publications are available to download. Information on the Homeless Agency's funding arrangements is also available and bookings for the Learning and Performance Programme can also be made via the website. The website also has a Notice Board section, which provides a service for agencies in the sector to publicise job vacancies, tenders, events and news items. The top most frequently accessed items in 2005 were research and publications, services and library database and about the Homeless Agency. On average 6,000 visits a month were registered on the Homeless Agency website in 2005. The Homeless Agency website can be accessed on www.homelessagency.ie

Learning Performance Programme 2005

The Homeless Agency's Learning and Performance Programme for 2005 was developed as a result of an evaluation of the 2004 programme. New initiatives arising from the 2005 programme included the development of the Learning and Performance Strategy, the Learning and Performance Network, the Learning Pathways section on the Homeless Agency website and the approval for a sectoral induction programme, which would be due for development in 2006.

The Learning and Performance Strategy and Learning Pathways were approved by the Board in April and launched by Minister Noel Ahern T.D, Department of the Environment, Heritage and Local Government in June 2005. Another important area of work carried out by the Homeless Agency in 2005 involved its Learning and Performance Network. Through public tender the Homeless Agency awarded a contract to Adare Human Resource Management to develop a competency framework for the recruitment and development of staff employed in homeless services. The framework was completed in 2005 to be rolled out in 2006.

In 2005, 33 learning and performance training courses took place, with 464 bookings from staff in 86 organisations.



It is of primary importance to try to tackle homelessness in each local area. Evidence clearly indicates that the majority of people who become homeless are from a small number of geographic areas in the region, mostly areas of high deprivation. At the point where people are imminently at risk of homelessness, local and early interventions are the most effective way of preventing them from becoming homeless.

Achievements and Activity 2005

The Homeless Agency is focused on ensuring the continued operation of the local area forums in all local authority areas and ensuring that each local area develops effective responses to homelessness.

Under the Action Plan each local authority agreed to organise forum meetings and to continue the general activities of the forum and to ensure it's input into the development of new structures and policies in their region. The Homeless Agency attends and supports each local area forum meeting and addresses issues as they arise. In Dublin there are eight such forums, including one in each local authority area outside of the city centre (Dun Laoghaire-Rathdown, Fingal and South Dublin) and five in the functional areas of the Dublin City Council (Central, North Central, North West, South Central and South East). The work of the forums is to develop and implement local area plans, in consultation with the local authorities and Health Service Executive based on the Homeless Agency action plan.

The following provides an overview into the work of the local authorities in the local areas during 2005:

Dublin City Council

- Identifying gaps in services – undertaking feasibility study into how services can be developed to meet the needs of the area.
- Mapping service providers with services in their local areas.
- Operation of 3 transitional and longterm hostels directly run by the Council providing a total of 82 beds. New building sourced to allow for the transfer of the emergency couples hostel from run-down building to newly refurbished property.
- Management of private emergency accommodation providing 1,308 beds in 52 properties. Within these properties there are 311 units for families, couples and single women. The remaining beds are contained in 197 units for single men and in 2 night shelters (men) and 1 hostel (women).
- Direct management and support to 2 transitional housing projects providing 13 units of accommodation and to 3 properties providing 27 permanent units of accommodation.
- 33 units of self-contained emergency accommodation provided in 3 properties for single men and women who are focused on moving to private rented accommodation after 9 months.

- Provision of one outreach worker and operation of night bus service providing nightly accommodation for 25 / 30 rough sleepers.
- A team of resettlement officers providing one-to-one support to enable people to move out of homelessness. A total of 170 households were supported in 2005.
- A dedicated Homeless Services Section and a dedicated Homeless Allocations Officer dealing directly with homeless applicants and liaising with other support services.
- Rough Sleeper Packs with sleeping bags and ground sheets were distributed throughout the year as needed.

South Dublin County Council

- Operation of 9 family transitional housing units in Kilcronan, Clondalkin by Sonas Housing Association in partnership with South Dublin County Council.
- Operation of supported housing units in Kilcronan, Clondalkin by Hail in partnership with South Dublin County Council.
- Work completed in Russell Square, Fortunestown, Tallaght on the development of a further 17 units of transitional accommodation which are managed by Sonas (5 units) and Sophia (12 units) Housing Associations.
- Continued to advance plans for the establishment of a Women's Refuge in Tallaght.
- The Council allocated 16 homeless applicants permanent housing accommodation in 2005 and a further 3 were allocated permanent accommodation by voluntary housing associations.
- The homeless forum continued to meet bi-monthly and held a homeless information seminar in Jobstown, Tallaght with a view to raising awareness of homelessness issues within the locality.
- Continued to fund the information and advice service provided by Tallaght Homeless Advice Unit for homeless persons and those at risk of homelessness.
- Participated in the Cold Weather Strategy for homeless rough sleepers in the Tallaght and Clondalkin areas.
- Developed a proposal with Focus Ireland for the provision of 24 single person units in Tallaght to be allocated primarily to those registered as homeless with the council.

Fingal County Council

- The local homeless forum met on 6 occasions during 2005.
- 5 standard tenancies with the local authority/ voluntary housing bodies were allocated to persons experiencing homelessness.
- 3 homeless persons were housed on a transitional basis in standard local authority accommodation, supported by an outreach programme operated in partnership with a voluntary housing association. 1 further individual progressed to a full tenancy with Fingal County Council, having successfully completed the transitional programme.
- 11 homeless families were accommodated during the year in transitional housing managed by Sophia Housing Association at Hazel Grove, Donabate.

Dun Laoghaire-Rathdown County Council

- Operation of 17 family transitional housing units managed by voluntary housing associations. Support services provided by Settlement/Welfare from the Housing Department in conjunction with the voluntary housing associations. These units are used for referrals for families who require support and who have been homeless or at risk of becoming homeless.
- In total, 14 households who were experiencing homelessness were housed in local authority housing and private rented accommodation was sourced for a further 10 homeless households. Voluntary housing associations provided housing for 14 homeless households.
- The Dun Laoghaire-Rathdown area night shelter and day centre continued to operate in 2005, providing services to approximately 21 persons. Crosscare manages the service on behalf of the Council and the Health Service Executive.
- Sleeping bags were dispensed all year as needed to occasional rough sleepers
- The development of a 24x7 homeless service incorporating the current day and night service and 13 apartments were approved in May 2004; development to be completed in 2006.
- The local homeless forum met bi monthly in 2005.
- A placement service for seven single men who are experiencing homelessness aged between 40–65 was established in conjunction with the Homeless Persons Unit.
- A pilot project for registering people who are experiencing homelessness commenced locally in August 2005. The Community Welfare Officer from the Homeless Persons Unit held a clinic 2 mornings a week.
- All homeless households are linked in to relevant services where appropriate and provided with support from the councils in house welfare team.
- A service commenced on the West Pier in early December for travellers numbering in the region of 7–8 individuals who had been living in a very chaotic and marginalised situation and who have high support needs. The service is managed by Crosscare.
- The VEC are undertaking research into the education needs of homeless adults in Dun Laoghaire-Rathdown.

The following provides an overview of the progress and the achievements of some of the voluntary sector working to address homelessness in 2005:

Focus Ireland

- Expanded Afterschool and School LINK programmes for children who are experiencing homelessness with their families.
- Developed a day liaison service as part of Caretakers Project aiming to manage the transition from care for young people who are substance abusing and rough sleeping.
- Doubled the Community Settlement Team in Dublin.
- Opened 14 units of longterm supported accommodation in James Street in partnership with Oaklee Housing Trust.
- In July 2005, the Family Transitional Programme in George's Hill and associated family programme and childcare centre ended.
- Initiated the Intensive Family Settlement Pilot aiming to provide a transitional style programme to high need families settling in longterm accommodation.
- Opened a Step Down Programme with 7 places in Georges Hill as a transition from drug rehabilitation.
- Focus Ireland's participation in the B&B Pilot concluded in September 2005 and Focus Ireland indicated their openness to continue supporting families in B&B's and to fund this element of service through fundraising
- Initiated research on Part V of the Planning and Development Act
- The 'Eat Well Be Well' programme ran for 3 weeks in 2005.

Dublin Simon

- In 2005 a large number of people moved during the year from the transitional housing service into settled accommodation.
- Developed a dedicated residential aftercare service for women at Ushers Island.
- Detox and Rehab Services at Ushers Island contined to provide services in 2005.
- The outreach and emergency services continued to coordinate their street outreach work in 2005.
- The longterm housing services, which deal with some of the most challenging cases, increased resident participation in decision making and maximising opportunities for people who want to make the vital step into independence.
- In November 2005, Dublin Simon were awarded the contract for tenancy sustainment service in Dublin. This is a key service for all homeless services in Dublin and will provide support for people who are at risk of loosing their tenancies and also those who have experienced homelessness and who are now being resettled.
- In 2005, a number of buildings were refurbished to ensure the provision of a safe and comfortable environment for those living and working there.

Daisyhouse Housing Association

- Daisyhouse received 72 enquiries and 40 applications for their service.
- 6 residents were helped to move onto permanent accommodation and the average length of stay for 2005 was 11 months only.
- Strategic Development Review was also completed.
- Retained the Excellence Ireland Quality Assurance Q Mark.
- Successful in gaining funding through the ESB Electric Aid Ireland Fund for the installation of CCTV systems to safeguard residents and staff in all projects.

Vincentian Housing Partnership

- In 2005, Rendu Apartments provided support and accommodation for 46 adults and children.
- Provided child protection policy and information leaflet for clients, staff and volunteers.
- Resettlement policy leaflet for volunteers.
- Counselling policy leaflet for volunteers.
- Quarterly newsletter for volunteers.
- In 2005, the Vincentian Housing Partnership began to develop human resource policy and strategic plans moving forward and updated job descriptions.

HAIL Housing Association for Integrated Living

- HAIL, Housing Association for Integrated Living continued to implement its Strategic Plan 2003–2008.
- Completed tenancing of 11 one bedroom and 11 two bedroom units in Fortunestown, Tallaght and opened local office shared with Consortium partners Cluid, Sonas and Sophia.
- Completed tenancing of 18 three bedroom family homes, 13 two bedroom apartments and 3 two bedroom apartments for wheelchair users in Woodhazel, Ballymun and opened a local office to provide a base for its housing management and support service.
- Completed Tenants' Satisfaction Survey for all new tenants between beginning 2003 and end 2004.

Sonas Housing Association

- Provision of transitional supported housing for women and children that have entered into homelessness. because of domestic violence taking place within the home.
- 28 transitional and 15 permanent units provided in Dublin City Council area.
- 13 transitional and 3 permanent units provided in South Dublin County Council
- Created 23 new tenancies in 2005.
- Settled 11 families in permanent tenancies in 2005.
- Capital funding approved for Women's Refuge in Blanchardstown.

Respond Housing Association

- In 2005, the number of beds available had risen to 43 to include a 3rd floor in accommodation, with floor specifically designed for more independent living.
- New development took place in relation to mental health from Area 7 mental health team, focusing on delivering services within the local community.
- Link between Conrath House and Respond Housing Association put in place by the end of 2005, which concluded that if a resident spent 6 months in Conrath House, they could be nominated for longterm housing through Respond Housing Association.

Access Housing Unit, Threshold

- Completed its third year in operation in 2005.
- Exceeded targets in 2005 by creating 87 tenancies that assisted 99 adults and 44 children to move out of homelessness.
- Out of all the tenancies that the Access Housing Units helped to create in 2005, over 40% were supported in-house.
- Developed an in reach project in Mountjoy Prison in partnership with the Homeless Offenders Strategy Team, the Probation and Welfare Service, Irish Prison Service and Homeless Persons Unit.

Merchants Quay Ireland

- Almost 40,000 meals were provided in 2005 – just under 18,000 breakfasts and 22,000 lunches.
- The drop in information, advice and crisis support service including assessment of service users needs, advice and information on health, social welfare, emergency accommodation, longterm housing and other issues. In 2005, MQI recorded 4,559 supportive interventions with service users using their homeless service.
- MQI has GP's, nurses, a counsellor and a chiropodist. In 2005, there were 5,490 health care interventions during the year including a total of 2,922 nursing interventions, 373 counselling sessions, 702 dental interventions. The two GP's dealt with 795 patients and the chiropodist provided 113 interventions over the course of the year.
- In 2005, MQI carried out 200 settlement assessments and worked with an average of 80 service users a month.

Depaul Trust

- Depaul Trust saw over 500 different individuals throughout 2005.
- A new service was set up in Ballymun, this pilot is working directly with men and women affected by alcohol misuse.
- Clancy Nightshelter increased its service by extending its opening hours by 3 hours. The project opens earlier in the evening (5pm) and closes later in the morning (9.30am)
- In 2005, began building project, which will provide longterm housing support for people with a history of chronic alcohol misuse.

Sophia Housing Association

- The building on Cork Street proceeded in 2005 after some delays due to archaeological finds. The residents from the hostel moved into the first completed apartments in January 2005.
- A new development of 20 units opened in Donabate providing transitional support to families in the Fingal area.
- Sophia Housing began working as part of a consortium with South Dublin County Council, Cluid, Sonas and HAIL housing in Fortunestown providing support to families in 22 houses and apartments providing both transitional and longterm support.
- In 2005, Sophia continued to provide support to single people and families in Churchtown, Ballymun and Outreach support to people in their own homes in the Fingal area.

Tallaght Homeless Advice Unit (THAU)

- In 2004 THAU received funding from the Dormant Accounts Board, which enabled them to move to new premises in 2005.
- The move allowed THAU to further develop their services. The increase in clients accessing the service in 2005 has shown the importance of the new premises, the extent of housing need in the Tallaght area and the increased capacity of THAU in meeting this need.
- In June 2005, South Dublin County Council on behalf of the Department of Environment, Heritage and Local Government to undertake an evaluation of THAU. The evaluation concluded that THAU provided an efficient, effective and appropriate service to people who are experiencing homelessness or at risk of homelessness in Tallaght.
- In 2004 Tallaght Homeless Advice Unit received funding through the South Dublin County Council Community Linkage Fund to employ an Outreach Worker on a pilot one-year scheme. This worker was employed in May 2005.
- By December 2005 the Outreach Worker had piloted Outreach Clinics in five locations in Tallaght, with varying success.
- In 2005 a total of 346 new clients accessed THAU, which was a 111% increase on the previous year.

CentreCare

- CentreCare made 1,977 contacts in 2005 through its 'walk in' information and advocacy service. Most frequent queries were in relation to homelessness, social welfare and related matters.
- In March 2005, CentreCare ceased its direct 'flat finding' service with clients and replaced it with more outreach and developmental work.
- The total outreach contacts made by CentreCare in 2005 were 676.
- CentreCare devised an information session on 'Finding Accommodation in the Private Rented Sector' so that organisations in Dublin could support their clients to source appropriate accommodation. In 2005, 17 sessions were delivered to 22 agencies including Citizen Information Centres, homeless and drug organisations.

- In 2005, CentreCare made a number of policy submissions to the Department of the Environment, Heritage and Local Government's Homeless Strategy, a submission to the Department of Social and Family Affairs to establish time spent in receipt of Supplementary Welfare Allowance as qualifying time for eligibility for the Back to Education Allowance, a general and a Department of Social and Family Affairs specific pre budget submission in December 2005.
- In 2005, CentreCare produced and distributed a 'Map of Homeless Services' aimed at those experiencing or at risk of homelessness.

Emigrant Advice

- In 2005, Emigrant Advice provided information and advocated on behalf of just under 1,300 people in the process of emigrating from, returning to and immigrating into Ireland.
- Supported over 200 agencies in their migration work.
- Networked with and publicised the work of Emigrant Advice among key voluntary and statutory organisations in Ireland and internationally to encourage referrals.
- Commissioned research into trends in continuing emigration to the UK with a plan to further develop its outreach information service for intending emigrants based on the findings.
- Set up information clinics for non-Irish nationals – for which increasing demand was seen in 2005.
- Produced, launched and distributed the 5th edition of 'Returning to Ireland' in a new 'fact sheet' format
- Made submissions to influence key legislative developments regarding migration.

Capuchin Day Centre

- In 2005, the completion of the €1.4 million building extension took place in the Capuchin Day Centre to enhance the facilities available took place.
- Improved facilities allowed stronger child protection for families with children, better facility to satisfy HACCP food hygiene standards, improved health and safety conditions for service users, volunteers and staff.
- The Capuchin Centre in 2005 was able to provide a room to facilitate the 'Multi-Disciplinary' team and other health professionals.
- Facilitate 3 advice and information clinics each week and also a medical service, which includes a resident State Registrar Nurse and weekly GP clinic.

Salvation Army

- In 2005, the Salvation Army celebrated 125 years of working in Ireland.
- In 2005, the Salvation Army provided 250 beds each night to people who are experiencing homelessness in Dublin along with support to people who are rough sleeping through the day centre services.
- The photography course run by CDVEC resulted in an open exhibition of one residents work at the Salvations Army 125th anniversary. Residents of York House worked to produce a

2006 calendar, using their photography skills to depict life within York house. A Christmas card project was very successful with both projects raising funds for the centre.

- Provision of a dedicated room for cookery in York House allowed for the introduction of a budget cookery class as an additional programme to Life Skills teaching within the centre.
- Cedar House expanded their programme through links with international Prisoners Overseas, which focuses on providing accommodation and support for Irish prisoners returning home.
- Medical Centre within Cedar House provided flu vaccines to homeless persons.
- The night reception in Cedar House made contact with 1691 people.
- Provided clothing to 3827 people through Cedar House.
- 198 people availed of services provided by a chiropodist with Cedar House.

Irish Council for Social Housing (ICSH)

- The ICSH is the representative federation for voluntary housing associations who collectively provide up to 30% of all new social rented housing. The ICSH has over 300 members including housing associations who specifically provide housing related services for people who are homeless in the Dublin region. The ICSH is a social partner and has a dedicated special needs sub committee that deals with issues relating to homelessness.
- In 2005, a total of 89 housing units allocated to households who are homeless by the four Dublin local authorities were provided by voluntary housing associations. These represent 33% of the 272 houses allocated.

Common Assessment Tool for Service Users

The Homeless Agency, Dublin City Council and the Health Service Executive met in July 2005 to consider the development of a common assessment tool for use across homeless services. As part of the meeting a presentation was made by a group from Northern Ireland FIRST Housing Aid and Support Services, who have established a clear process for assessing people who present as homeless, and their housing, healthcare and other support needs. The Health Service Executive agreed to pilot assessments in 3 emergency services and then roll out to all homeless service providers in Dublin in 2006.

Staff of the Homeless Agency

Dr Derval Howley took up the position of Director of the Homeless Agency in March 2005, taking over from the previous Director Mary Higgins. In June 2005, the Homeless Agency advertised for a number of new staff positions with Interviews taking place in September 2005. Most staff were recruited by December 2005 and commenced their positions in early 2006.

Debating a Definition of Homelessness

A clear understanding of the nature and extent of homelessness in Ireland is critical to ensuring that policy and funding responses are appropriate. This requires a consistently understood and applied definition. In response to this the Homeless Agency hosted a seminar

in June 2005, which aimed to explore definitions of homelessness that might be applied in Ireland. Bill Edgar, Research Co-ordinator for the European Observatory on Homelessness delivered the opening presentation *'European typology, an explanation'*. Dr Eoin O'Sullivan, Lecturer in Social Policy in Trinity College Dublin and Irish Correspondant to the European Observatory on Homelessness gave a presentation on *'Applying the Ethos Model to Ireland; Facing the Challenges'*. Independent Research Consultant Emmet Bergin gave a presentation examining; *'Has the 1988 Housing Act helped in defining homelessness? Findings on recent research assessing implementation'*.

Dr Derval Howley gave a presentation discussing the issue of a uniform definition of homelessness at the FEANTSA conference in Paris in October 2005.

Funding

In 2005 the Homeless Agency distributed approximately €37.1 million of State funds to voluntary and statutory service providers for people who are experiencing homelessness in Dublin. This funding comes from the Health Service Executive and the Department of Environment, Heritage and Local Government. The Homeless Agency has fulfilled this role since the approval of its first action plan in 2002. Since then the amount of state funding has increased significantly. Over 70 different services are funded through the Homeless Agency and these are provided by over 30 voluntary and statutory service provider organisations.

The funding is distributed to the following services that are working with people who are experiencing homelessness:

Street Outreach

Dublin Simon Community, Focus Ireland, Merchants Quay Ireland, and the Dublin City Council Homeless Services Night Bus provide street outreach services. These services are in contact with people who are sleeping rough and their aim is to link them into accommodation and other services, with a view to helping them move off the streets and eventually into longterm accommodation. The Dublin City Council Night Bus links people who are rough sleeping to emergency accommodation at night. The Health Service Executive's multi disciplinary team works to link rough sleepers with health services. As part of *Counted In, 2005*, people who reported to be sleeping rough were surveyed. A total of 185 people reported to be sleeping rough, which is a 33% reduction compared to *Counted In, 1999* when 275 people reported to be sleeping rough.

Emergency Accommodation

Emergency Accommodation is provided to people who are experiencing homelessness by local authorities, voluntary housing associations and private emergency providers. A person who is homeless is entitled to shelter and assistance under the Housing Act 1988 and the Health Act, 1953.

The following table outlines the capacity of the emergency services funded through the Homeless Agency by the Health Service Executive and the Department of the Environment, Heritage and Local Government:

Emergency	Unit Spaces	Length of Program in Months	Staff
Crosscare – Night Shelter Dun Laoghaire	20	No max stay	8
Crosscare – Night Shelter Longford Lane	23	No max stay	7
De Paul Trust – Back Lane	74	1	18
De Paul Trust – Clancy	17	No specific length of stay	10
De Paul Trust – Aungier Street Wet Shelter	22	6	16
Dublin Simon Detox Unit	8	3 weeks	4
Dublin Simon – Shelter Harcourt Street Shelter	30	6	12
Focus Ireland – Aylward Green (families)	*13	8	19
Salvation Army – Cedar House	50	6	5

A unit can constitute a dormitory, a self contained apartment or a bed space.

* Focus Ireland– Aylward Green provides emergency accommodation for families. Each unit has a capacity to accommodate a household of up to 6 individuals

The total number of staff working in emergency accommodation services funded through the Homeless Agency in 2005 was 99.

The following table outlines the capacity of the emergency services funded outside of the Homeless Agency arrangements:

Emergency	Unit Spaces	Length of Program in Months	Staff
Haven House	24	6	10
Legion of Mary Morning Star	60	Long term	4
Private Emergency DCC	*582	No specific length of stay	51 min
Private Premises – Abbey Street	**5	No specific length of stay	6
Private Premises – Sancta Maria	56	None	5
Legion of Mary Regina Coeli	93	None	6

* The number of units run by Dublin City Council can change over the year.

** These 5 units are for single people and include dormitories with 32 beds in total.

The total number of full-time and part-time staff working in emergency accommodation services funded outside the Homeless Agency arrangements in 2005 was approximately 82.

Transitional Accommodation

Many people who are homeless are able to move directly from emergency accommodation into longterm housing. Others may need more time to prepare for independent living. Transitional housing provides individuals with accommodation with supports to help them develop the skills and capacity to live independently. Accommodation in transitional housing is intrinsically linked to supports and the needs of residents. Stays in transitional housing are time limited and range from 6 months to 2 years. Rental assistance is available to people in transitional housing. Help for applying for this is available in each project.

The following table outlines the capacity of transitional services:

Transitional	Unit Spaces	Length of Program in Months	Staff
Dublin City Council – Beech House	22	18	8
Dublin City Council – Maple House	36	18	8
Focus Ireland – Georges Hill	13	12	4
Focus Ireland – Stanhope Green (families)	*9	18	2
Miss Carr's	7	12	1.5
Respond	43	24	4
Salvation Army – Granby Centre	106	24	19
Salvation Army – York House	79	18	18
Simon – Dorset Street	14	4	4
Sonas – Ballymun	4	24	
Sonas – Clondalkin	10	24	
Sonas – Fortunestown/Tallaght (New Service 2004)	5	24	8 Full time
Sonas – Killester	14	24	11 Part time
Sonas – Ranelagh	4	24	
Sonas – Ringsend	10	24	
Sophia Housing – Ballymun	6	60	1
Sophia Housing – Camberley	12	18	2
Sophia Housing – Donabate	21	24	5
Sophia Housing – Fortunestown	12	18	2.5
Vincentian Housing Partnership – Rendu	35	18	4
* Focus Ireland – Stanhope Green provides transitional accommodation for families and has the capacity to accommodate up to four people			

The total number of part-time and full-time staff working in transitional accommodation services in 2005 was approximately 102.

Settlement

Settlement services aim to provide support and other interventions to people who are in temporary accommodation with a view to supporting them and enabling them to settle successfully into longterm housing. Support includes help to addressing issues that may prevent someone from settling into accommodation. Dublin City Council provide settlement services, some of which are attached to accommodation and others which are not attached to accommodation. Focus Ireland provides a community settlement service that supports people for a period after they have moved into longterm housing.

The following table outlines the number of cases dealt with in 2005 by settlement services:

Settlement	Average Case Load	Total No. of Cases	Staff
Access Housing Unit (Threshold)	12 to 15	297	4
Dublin City Council – Resettlement	12 to 15	*170	12
Focus Ireland – Community Settlement	10 to 12	187	12
Simon – Settlement	0 to 15	155	8
* No. of households			

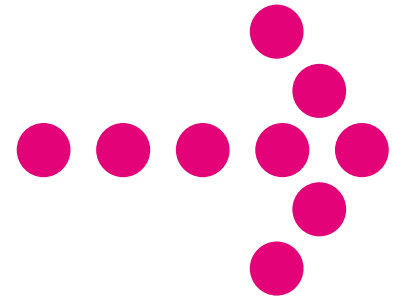
The number of full-time and part-time staff working in settlement services in 2005 was 36.

Longterm Supported Housing

Long term supported housing is provided for those who have difficulty in living independently and need some level of support on an ongoing basis. There are no time limits on how long someone can stay in longterm supported housing.

Advice/Information/Food

A number of voluntary organisations provide advice, food and information services for people who are homeless in Dublin. Several offer a wide range of other services and activities in day centres, including information and referrals to other services as appropriate.



Funding Allocations 2005

2005 Homeless Services Budget

Organisation	HSE 2005 Allocation €	LA 2005 Allocation €	2005 Total Allocation €
AIDS Fund	366,841	80,985	447,826
Access Housing Unit (Threshold)	–	273,320	273,320
Arrupe Society	111,354	57,364	168,718
Capuchin Day Centre	98,079	261,875	359,953
Crosscare	908,900	678,403	1,587,304
Depaul Trust	1,821,294	1,351,864	3,173,158
Dublin City Council	454,606	2,352,813	2,807,420
Family Services in B&Bs	109,588	–	109,588
Focus Ireland	1,838,150	3,782,574	5,620,724
Little Flower	–	20,700	20,700
Direct Health Service Provision	4,191,750	–	4,191,750
HAIL	134,974	110,229	245,203
Haven House	341,550	227,700	569,250
Legion of Mary Morning Star	37,831	–	37,831
Legion of Mary Regina Coeli	52,713	–	52,713
Merchants Quay Ireland – Failtiu Centre	592,977	955,876	1,548,854
Miss Carr's	38,243	49,491	87,734

continued...

Organisation	HSE 2005 Allocation €	LA 2005 Allocation €	2005 Total Allocation €
Private Premises – Abbey Street	207,000	433,620	640,620
Private Premises – Sancta Maria	213,710	557,530	771,240
Respond	500,000	237,950	737,950
Salvation Army	2,142,498	2,212,255	4,354,752
Simon	2,418,406	1,766,113	4,184,519
Sisters of Our Lady	170,968	341,958	512,925
Sonas	439,422	402,638	842,061
Sophia	423,105	452,330	875,435
Tallaght Homeless Advice Unit	–	112,479	112,479
Teach Mhuire	48,000	155,250	203,250
Tenancy Support Services	–	40,615	40,615
Vincentian Housing Partnership – Rendu	259,966	191,747	451,713
Subtotal Homeless Agency Funding	17,921,925	17,107,678	35,029,603

Local Authority Section 10 Funding		
Aoibhneas		268,180
Cherish		24,380
Daisyhouse	–	91,425
Iveagh Hostel		268,000
Life		42,665
Bru na bhFiann		121,900
Vergemount		36,570
Subtotal Section 10 Funding	–	853,120

Homeless Agency Total	17,921,925	17,960,798	35,882,723
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In 2005, €14,454,853 was also allocated to the four Dublin Local Authorities for the provision of private sector emergency accommodation and other services and €1,598,789 was allocated by the four Dublin Local Authorities to the Homeless Persons Unit.

Homeless Agency Expenditure 2005

Overview

The Homeless Agency managed its operations within a budget of €1,348,628 in 2005.

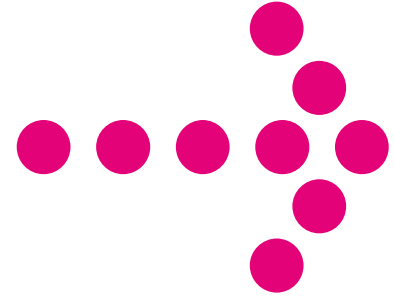
Expenditure 2005	€
Salaries and Wages	580,399
Action Plan/Research/Consultancy	334,737
Running Costs e.g: Bank Charges, Recruitment Advertising, Tender and General Advertising, Computer Software and Hardware, Computer Repairs and Maintenance, Telephone/fax, Mobile Phone, Postage/Courier, Web Services, Gas, Electricity, Fuel, Memberships/Subscriptions, Contributions, Wayleaves, Construction/Refurbishment Materials, Stores Issues, Materials – Joinery Workshop, Purchase of Tools and Equipment, Purchase of Furniture, Purchase of Library Stock, Clothing, Cleaning Supplies, Electrical Supplies, Food Supplies, Gardening Supplies, Periodicals/Newspapers/Journals, Stationery/Printing, Petty Cash Expenses, Rates, Electrical Repairs and Maintenance, Plant and Equipment Repairs and Maintenance, Lift Maintenance, General Repairs and Maintenance, Waste Disposal, Recycling, Catering Services, Cleaning Services, Security Services, Xerox Managed Service, General Service Contracts, Travel/Mileage, Subsistence, Medical Exams, Supports for Service Users	313,085
Learning and Performance Programme for Homeless Sector employees	95,419
Conferences/Seminars	24,988
Total	1,348,628

Back row (from left to right)

Don Comiskey, Dermot Kavanagh, Patricia O'Connor, Pat Doherty, Vincent Healy, Declan Jones, Pat Jennings, Patricia Cleary, Muireann Morris, Vivian Geiran, Martina O'Connor, Jo Ahern, Orla Barry, Sinead Hanly, Brendan Hynes, Declan O'Donoghue, Lisa Cuthbert, Kathleen Holohan, Leonie O'Neill, Ciaran Dunne.

Front row (from left to right)

Sr Angela Burke, Frank Mills, Liz Clifford, Alice O'Flynn, Derval Howley, Eddie Matthews, Teresa Nolan, Anne Helferty, Mary Martin, Clare Schofield, Eamonn Martin, Alan Carthy.



Board Members 2005 and Consultative Forum Members 2005



Board Members 2005

In 2005, the Homeless Agency Board set the strategic policy framework to address homelessness in Dublin. It proposes plans to the Cross Department Team and also to the relevant Local Authority Strategic Policy Committees and Councils; to the Health Service Executive and other statutory agencies, which are partners in its arrangements. The members of the Board are as follows:

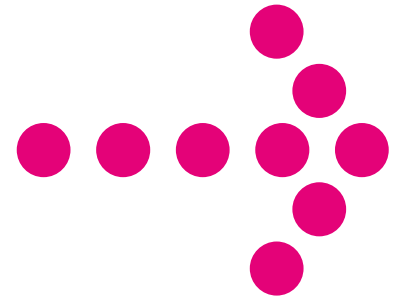
- Kathleen Holohan – Chair** Director of Housing, Dun Laoghaire-Rathdown County Council
- Alan Carthy** Director of Housing, Fingal County Council
- Alice O'Flynn** Assistant National Director Social Inclusion Unit, Health Service Executive
- Brendan Kenny** Assistant City Manager, Dublin City Council
- Declan Jones** Homeless Network Representative (Focus Ireland)
- Dermot Kavanagh** Homeless Network Representative (Merchants Quay Ireland)
- Eddie Matthews** Director of Social Inclusion, Health Service Executive Dublin North East
- Leonie O'Neill** Director of Social Inclusion, Health Service Executive Dublin Mid Leinster
- Leonora O'Reilly** Adult Education Organiser, CDVEC
- Pat Doherty** Homeless Network Representative (De Paul Trust)
- Sinead Hanley** Chair, Consultative Forum, Independent
- Vivian Geiran** Deputy Director of Operations – Homeless Offenders Strategy Team
- Donal McManus** Executive Director, Irish Council for Social Housing
- Philomena Poole** Director of Housing, South Dublin City Council

Consultative Forum Members 2005

In 2005, the Consultative Forum had the task of monitoring the implementation of the action plan from a service delivery and operational perspective. The Forum provided a mechanism for the promotion and development of partnership between organisations and sectors, which underpins the approach of the Homeless Agency.

Members of the Consultative Forum include:

Sinead Hanley – Chair	Independent
Orla Barry	Director of Services, Focus Ireland
Sister Angela Burke	Director, Vincentian Housing Partnership
Patricia Cleary	Director, HAIL Housing Association
Liz Clifford	Homeless Co-ordinator, Dun Laoghaire-Rathdown County Council
Lisa Cuthbert	Director, PACE
Theresa Dolan	Assistant Director, Capuchin Day Centre
Yvonne Fleming	Manager, CentreCare
Joanne Fenton	Psychiatrist, Health Service Executive
Brendan Hynes	Homeless Co-ordinator, South Dublin County Council
Vincent Healy	Senior Executive Officer, Dublin City Council
Anne Helferty	Senior Housing Welfare Officer, Dublin City Council
Eamon Martin	Joint Chief Executive, Sophia Housing Association
Mary Martin	Social Inclusion Manager, Health Service Executive Dublin North East
Frank Mills	Director of Social Inclusion, Health Service Executive Dublin Mid Leinster
Muireann Morris	Director, Sonas Housing Association
Martina O'Connor	Homeless Co-ordinator, Fingal County Council
Patricia O'Connor	Director, Drugs Strategy Team
Don Comiskey	Director, The AIDS Fund
Ciaran Dunne	Executive Manager, Dublin City Council
Pat Jennings	Senior Probation and Welfare Officer, HOST
Declan O'Donoghue	Senior Employment Services Officer, FAS
Claire Schofield	Education Co-ordinator, CDVEC



Homeless Agency Networks

To promote effective partnership and coordination between services, the Homeless Agency has established service-specific networks, which include representatives from relevant organisations working in partnership to address their areas of service. Emerging issues are identified at these networks and proposals to provide solutions are developed on an operational and strategic level.

The networks, which were coordinated by the Homeless Agency in 2005 included:

- Emergency Outreach
- Emergency Accommodation Providers
- Transitional Accommodation
- Settlement
- Family
- Information
- Learning and Performance

Homeless Agency Working Groups

The Homeless Agency commissions a wide range of research into various aspects of homelessness within the context of its action plan. Working groups are established to work together to address particular issues. Projects often involve time limited steering groups, focus groups and/or discussion meetings, and all include representatives from the voluntary and statutory sectors. In 2005, the following working groups included:

- CornerStone Advisory Group
- Research Advisory Group
- Assessment of Homelessness Group
- Habitual Residence Condition Group
- Dublin City Tenancy Sustainment Group
- Competency Framework Group

Seminars

In addition to the formal structure, networks and working groups, there are regular seminars on particular issues that bring together relevant participants from both statutory and voluntary organisations. The following seminars took place in 2005:

- Tenancy Sustainment
- Definitions on Homelessness

Assessment Panel

The Assessment Panel consists of the Director and Finance Officer of the Homeless Agency, a representative from each of the local authorities and three representatives from the Health Service Executive. Funding of homeless service is shared on an agreed basis between the local authorities and the Health Service Executive. Each year the Homeless Agency invites expressions of interest from the homeless sector for developments in line with the action plan.

Homeless Network

The Homeless Network is the umbrella body representing the community and voluntary sector organisations that provides services to people experiencing, or at risk of homelessness. The 21 members of the Homeless Network encompass a wide range of services: including day centres, accommodation providers, housing associations and information and advocacy services. All members are in the Dublin area, and some of the larger national organisations also have a national presence.

The Homeless Network plays the following role within the Homeless Agency partnership structure:

- Provides a mechanism to nominate/ elect representatives to sit on a wide range of fora including the Consultative Forum and Board of the Homeless Agency, Dublin City Council local homeless forums and working groups and steering groups convened by the Homeless Agency. As nominated representatives of the Network, these representatives feedback on a regular basis to the Network.
- Agreeing formal written policy positions by consensus on issues relating to homelessness.
- Significant milestones for the Network in 2005 included securing funding to employ a co-ordinator and also revising its terms of reference.

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Email homeless@dublincity.ie
Web www.homelessagency.ie

The logo for the Homeless Agency, featuring the words "HOME", "LESS", and "agency" stacked vertically. "HOME" and "LESS" are in a bold, black, sans-serif font, while "agency" is in a smaller, lowercase, black, sans-serif font. The text is set against a light blue square background.

**HOME
LESS**
agency