

In a report to DCC Housing SPC in February 2009 by Bernie Doherty it is stated that:

There are a total of 2714 beds for homeless people directly by Dublin City Council or through the Voluntary Sector as follows;

Private Emergency	1,352
DCC Hostels	88
<u>Voluntary Sector</u>	<u>1,274</u>
Total	2,714

And that there was an average of 14 beds free each night

5th of December 2011 I put in the following question:

To ask the City Manager the total number of beds that are provided for people experiencing homelessness directly by Dublin City Council, including beds provided through the private or the Voluntary sector and if he will comment on the adequacy of provision.

Response

There are 1542 beds available for people who are experiencing homelessness in Dublin. This includes a breakdown of bed capacity in Supported Temporary Accommodation, Temporary Emergency Accommodation and Private Emergency Accommodation.

The Pathway Accommodation Support System (PASS) confirmed that during the first two weeks in November, there were on average 11 available and unoccupied beds on a nightly basis across homeless accommodation providers.

During the second two weeks in November, there have been on average 33 beds available on a nightly basis across homeless accommodation providers.

Representations on Homelessness (2) - Motion to Dublin City Council January 2011 - Motion received unanimous support

That this council supports the introduction of a moratorium on limitations to access to emergency services with regard to nationality and status for the duration of the homeless services 'cold weather strategy' and/or a where an appeal is pending against a finding of non-compliance with the Habitual Residency Condition. This moratorium would be subject to review.

Question to City Manager

City Council Meeting 05/12/2011

Q58. COUNCILLOR CLAIRE O'REGAN

To ask the City Manager the total number of beds that are provided for people experiencing homelessness directly by Dublin City Council, including beds provided through the private or the Voluntary sector and if he will comment on the adequacy of provision.

CITY MANAGER'S REPLY:

There are 1542 beds available for people who are experiencing homelessness in Dublin. This includes a breakdown of bed capacity in Supported Temporary Accommodation, Temporary Emergency Accommodation and Private Emergency Accommodation.

The Pathway Accommodation Support System (PASS) confirmed that during the first two weeks in November, there were on average 11 available and unoccupied beds on a nightly basis across homeless accommodation providers.

During the second two weeks in November, there have been on average 33 beds available on a nightly basis across homeless accommodation providers.

PASS is an online system that generates vital information in terms of managing access to accommodation. The system provides 'real-time' information in terms of homeless presentation and bed occupancy across the Dublin region. It provides a more enhanced and up-to-date way of enumerating the number of people in accommodation services and accessing day services on a 'live' basis.

There are two structures in place that continually monitor the information from the PASS system, in terms of 'provider organisation experience', these include:

1. An Intersectoral Accommodation Coordination Group which includes senior management from voluntary and statutory homeless accommodation providers who are experts in the area of managing the level of capacity and occupancy within homeless service provision. They ensure that there is sufficient capacity in place at all times to meet presenting need. The group routinely address any operational concerns or procedural blockages that may be in place across temporary accommodation provision and ensure that there is a standardised approach in terms of policy and practice across all homeless accommodation providers.
2. The Intersectoral Accommodation Coordination Group works under the guidance of the Implementation Advisory Group (IAG), which is in place to oversee the implementation of a Pathway to Home. Representation includes the Dublin local Authorities, the Homeless Network and the DRHE (Dublin Region Homeless Executive).

Contact: Lisa Kelleher, Dublin Region Homeless Executive

Tel: 703 6106

COLD WEATHER INITIATIVE

2011 - 2012

November 2011 - March 2012

Response Plan for People who are Rough Sleeping in the Dublin Region

Information for people who are sleeping rough or at risk of sleeping rough in severe cold weather conditions, homeless service providers, mainstream services and concerned individuals who are in contact with persons sleeping rough in the Dublin region. This document outlines the following:

1. Impact of the cold weather on persons rough sleeping
2. What are the main principles of the Cold Weather Initiative (CWI) and how does it work?
3. Who is the CWI targeted at?
4. Service provision during cold and severe weather conditions
5. Timeframe - when does the CWI begin and finish?
6. Who is responsible for the coordination of the CWI?
7. Who is working together to provide the CWI?
8. The importance of a case management approach during the CWI
9. Inclusion policy
10. Who to contact if you require further information?
11. Information handout outlining key information and helplines for persons rough sleeping across the Dublin region

1. Impact of the cold weather on persons rough sleeping

The impact of severe weather can be immediately life threatening to people who are rough sleeping or at risk of rough sleeping and it is critically important to have a service coordinated response plan in place for the duration of the cold weather period.

Services operate throughout the year to support persons who are sleeping rough, however, there is an increased emphasis on the level of service provision in place from November 2011 to March 2012, in order to mitigate against the health risks that people can be exposed to through rough sleeping in severe weather conditions.

2. What are the main principles of the CWI and how does it work

The main aim of the CWI is to support people who are rough sleeping into accommodation.

The CWI provides a response mechanism for homeless service providers and mainstream services to respond to the needs of people who are rough sleeping in Dublin.

It is critical for all service providers to work in partnership to ensure services are not duplicated during the cold weather and a consistent message is being given to people who may be rough sleeping.

It is important that all homeless service providers encourage those who are rough sleeping and who may be service resistant to access temporary accommodation and to be made aware of the health risks that they are exposed to, if they sleep rough.

Accommodation capacity is monitored on a daily basis, with adequate provision in place for people who are rough sleeping. The cold weather period provides different opportunities for engaging with entrenched rough sleepers and hard-to-reach groups and increased support needs to be available.

The CWI is based on the following two principles:

1. Ensure adequate capacity of emergency beds to meet presenting need and provision of a harm reduction approach to people who are rough sleeping and who may not be in regular contact with homeless emergency accommodation providers.
2. Ensuring a collaborative and coordinated response to managing emergency presentations of homelessness during periods of very cold weather.

3. Who is the CWI aimed at

The CWI is aimed at all persons rough sleeping with specific emphasis on those who are entrenched in rough sleeping despite being offered options by homeless service providers over a sustained period of time.

4. Service provision during cold and severe weather conditions

This year the provision of accommodation is different to that of previous years, there won't be a specific cold weather 'facility', the provision of accommodation will be available across existing homeless service provision. The level of bed capacity will be increased by a minimum of 20 beds across homeless services and will be monitored daily and adjusted where required to facilitate the need of priority beds given over to persons who are entrenched in rough sleeping. This will include adequate provision for single men, single women and couples.

The process for ensuring these beds are filled will include the following:

If person is rough sleeping

Regional Outreach and Contact Service (RCOS) will engage with person rough sleeping and contact the Central Placement Service (CPS) to organise bed placement.

If person is known to be rough sleeping and in contact with day service

Day services to encourage persons in contact with their services and known to be rough sleeping to present to the Central Placement Service to access accommodation. If the person is resistant to this, service to contact RCOS to support person in presenting to the Central Placement Service.

5. Timeframe - when does the CWI begin and finish

The CWI will commence on Thursday November 10th 2011 and will continue until end of March 2012. This timescale is based on previous experience in relation to the implementation of the CWI, but the below trigger mechanism gives a specific indication of when the CWI will be required.

The trigger mechanism for the CWI is when the temperature reaches 0° at midday the CWI will be implemented.

Met Eireann have provided a link to their minimum/maximum temperature five day forecast <http://worldweather.wmo.int/067/c00188.htm> which is updated daily at 10am. All teams involved in the implementation of the CWI will access this link daily to be informed about potential severe weather conditions in order to inform interventions with persons sleeping rough.

6. Who is responsible for the coordination of the CWI

The Dublin Region Homeless Executive in conjunction Dublin City Council will be the lead statutory authority with responsibility for coordinating the CWI. Core supporting voluntary providers include the RCOS specifically, in addition to temporary accommodation providers and day services.

The CWI is managed through the governing structure of the Accommodation Coordination Group, which includes senior management from voluntary and statutory homeless accommodation providers, who are experts in the area of managing the level of capacity and occupancy within homeless service provision. The group meet on a weekly basis and other stakeholders may be adopted to attend as necessary depending on the matter being addressed. The CWI is monitored on a daily basis and will be reviewed on an on going basis for the duration of the period that it is place.

The Pathway Accommodation and Support System (PASS) operated by the Dublin Region Homeless Executive (DRHE) generates vital information in terms of managing access to accommodation. The system therefore provides 'real-time' information in terms of homeless presentation and bed occupancy, therefore allowing emergency provision to be reviewed and necessary planning to be undertaken, in terms of adjusting bed space capacity.

The following key stakeholders will also play a vital role in providing assistance during the cold weather period including: An Garda Siochana and Faith Based Groups who are engaging with people who are rough sleeping on a regular basis.

7. Who is working together to provide the CWI and what are they doing

Core Services

Regional Contact Outreach Service

In the context of the CWI and in keeping with the principle of harm reduction, the role of the RCOS will be to ensure that an 'assertive outreach' approach is taken in terms of contact with people sleeping rough. The service will provide high input interventions with the key aim of preventing rough sleeping during the CWI. The service will contact those rough sleeping as often as possible with the specific goal of moving people into accommodation. Whilst in accommodation, staff will adopt a case management approach and engage with the person to identify supports that may need to be put in place.

Centralised Placement Service

Dublin City Council Area

The local authority Centralised Placement Service (CPS) including the 24 hour FREEPHONE 1800 707 707 helpline will play a central role in the placement of all persons who are homeless into temporary accommodation. The CPS will work collaboratively with the RCOS to ensure responses are in place for all people sleeping rough, with particular emphasis on those regarded as being 'entrenched' in rough sleeping.

Dún Laoghaire-Rathdown County Council Area

Assessment and Placement Service, Housing Department, Dún Laoghaire-Rathdown County Council

Fingal County Council Area

Assessment and Placement Service, Housing Department, South Dublin County Council Area

South Dublin County Council Area

Assessment and Placement Service, Housing Department, South Dublin County Council

Day Services

Day services play an important role in engaging with people who are rough sleeping and who may not be in contact with accommodation services. Day services will work to ensure that people who are known to their service to be sleeping rough are encouraged to present to the CPS or linked in with the RCOS who will support them to access accommodation through the CPS.

Housing First

The Dublin 'Housing First' Demonstration Project seeks to end the need to sleep rough for entrenched rough sleepers with significant support requirements, who have over a number of years not engaged with the range of available accommodation/ social care/ primary care services. This project provides self-contained independent housing for each participant, with the services of an intensive case management team provided on a visiting support basis to the person in their home.

Supporting Services

There are a range of services that are in regular contact with people who are rough sleeping including a number of faith based organisations that provide soup runs and support to people who are rough sleeping. These organisations will be provided with the information outlined in section 11 of this document, specifically for people who are rough sleeping and will link in with the RCOS and CPS.

In addition, mainstream and information services such as An Garda Síochána, Citizen Information Service etc will also be provided with information outlined in section 11 of this document for broad circulation to people that they are coming in contact with and maybe experiencing or at risk of rough sleeping.

8. The importance of a case management approach during the CWI

The CWI will adopt an integrated and coordinated approach in particular between RCOS and the CPS and designated CWI priority beds across homeless accommodation providers. This will include regular and planned case conferences for individuals who have been experiencing 'entrenched rough sleeping'.

The RCOS will be the lead service in adopting a case management approach for persons who have been rough sleeping and will work closely with the CPS to put support plans in place, with the aim of providing more long-term stable solutions for persons in terms of their accommodation options.

9. Inclusion Policy

During the CWI, it is important to maintain placements for individuals in homeless services. Homeless service providers will work to transfer service users rather than exclude, should a service user present with challenging behaviour that may require exclusion. Homeless services to consider the following:

1. Internally work to manage behaviour
2. Plan for short-term day time exclusions to manager behaviour

3. Contact other service providers to agree transfer opportunities, maintaining contact with the CPS during this time- transfers should be done in a partnership approach and information passed on in terms of:
 - a) Name
 - b) Date of birth
 - c) Length of transfer
 - d) Presenting risk issues

If there is no possibility of a transfer, contact should be made with the CPS and the RCOS to plan alternative options.

10. Who to contact if you require further information

Please contact the RCOS if you have any concern about an individual who may be rough sleeping or at risk of rough sleeping during severe weather conditions on 01 8720185.

Please contact the Dublin Region Homeless Executive on lisa.kelleher@dublincity.ie/homeless@dublincity.ie or 01 7036106 if you require any further detail in relation to the CWI.

If you require information on homeless services or other support services in Dublin please log onto www.casemanagementguidebook.ie

11. Information handout outlining key information and helplines for persons rough sleeping across the Dublin region

(to follow and also available as separate document)



FIND THE HELP YOU NEED TO ACCESS ACCOMMODATION AND SUPPORT

This information outlines the services that are available for you if you are rough sleeping or at risk of rough sleeping in the Dublin region.

The Regional Contact and Outreach Service (RCOS) can provide you with immediate help to access emergency accommodation through the Central Placement System.

Regional Contact and Outreach Service



01 872 0185



Monday, Wednesday, Friday

8am to 12 midnight

Tuesday, Thursday

6am to 12 midnight

Saturday, Sunday

3pm to 12 midnight

Central Placement Service

Providing Temporary Accommodation in the Dublin City Council Area

Women & Families attend 10am – 12 noon and Men attend 2pm- 4pm from Monday to Friday



1800 707 707 (24 Hour FREEPHONE)



capelstreetinfo@dublincity.ie



160 Capel Street, Dublin 1



Monday to Friday

10.00am – 12.00 noon (women and families)

2.00pm – 4.00pm

Dún Laoghaire- Rathdown County Council

Providing Temporary Accommodation in the Dún Laoghaire- Rathdown County Council area



01 2054700



Housing Department, Dún Laoghaire- Rathdown County Council, County Hall, Marine Road, Dún Laoghaire, Co. Dublin



Monday to Friday

10.00am to 4.00pm

Fingal County Council

Providing Temporary Accommodation in the Fingal County Council Area



01 8905000



Housing Department, Fingal County Council, Grove Road, Blanchardstown, Dublin 15



Monday to Friday

10.00am – 12.30pm, 2.30pm to 4.00pm

South Dublin County Council

Providing Temporary Accommodation in the South Dublin County Council Area



01 4149000



Housing Department, South Dublin County Council, County Hall, Tallaght, Dublin 24



Monday to Friday

10am to 12.00 noon, 2.00pm to 4.00pm

Housing First Project



Contact Louisa Santoro, Stepping Stone on 086 7833232

Homeless Persons Unit (Women & Families)

Providing payments under the Supplementary Welfare Allowance Scheme

Women & Families attend 10am – 12 noon from Monday to Friday



1800 724 724



41 Castle Street, Dublin 2



Monday to Friday

10am – 12.00 noon

Homeless Persons Unit (Men)

Providing payments under the Supplementary Welfare Allowance Scheme

Men attend 10am – 12 noon from Monday to Friday



1800 724 724



Oisín House, 212-213 Pearse Street, Dublin 2



Monday to Friday

10am – 12.00 noon

New Communities/Asylum Seekers Unit

Confirm eligibility for Supplementary Welfare Allowance Scheme

Attend 10am – 11.30 am and 2pm to 3.30pm



01 8585100



77 Upper Gardiner Street, Dublin 1



Monday to Friday

10.00am – 11.30am, 2.00pm to 3.30pm

Merchants Quay Ireland Open Access Service



01 5240927



Open Access, Merchants Quay Ireland, Cook Street, Dublin 8



Monday to Friday 7.30am – 4.30pm

Saturday 7.30am – 1.00pm

Sunday 7.15am -1.15pm

Focus Ireland Coffee Shop, Eustace Street



01 6712555



15 Eustace Street, Temple Bar, Dublin 2



Monday, Tuesday, Thursday, Friday

10.30am – 5.00pm

Wednesday

11.30am – 5.00pm

Saturday to Sunday

11.30 – 3.00pm

Extended Day Services

Provided by Focus Ireland and Merchant's Quay Ireland



01 5250240



John's Lane West, Dublin 8



Monday to Sunday

5.00pm to 9.00pm

Capuchin Day Centre



01 8720770



29 Bow Street, Dublin 7



Monday to Saturday

Breakfast 9.00am – 11.30am

Lunch 1.00pm -3.00pm

(Food parcels available on Wednesday morning)

Crosscare Housing and Welfare Information



01 8726775



1 Cathedral Street, Dublin 1



Tuesday, Thursday, Friday

9.30am – 1.30pm, 2.00pm – 4.30pm

Wednesday

2.00pm – 4.30pm

Multi-Disciplinary Health Link Teams (Northside Team)

Helping people who are homeless to access health services



01 8747503

Multi-Disciplinary Health Link Teams (Southside Team)

Helping people who are homeless to access health services



01 7036100

Health Service Executive Information Line

Health service entitlements, how to gain a medical card, GP visit cards, drug payment scheme, long-term illness scheme etc



1850 241 850

Citizens Information

Information about social welfare entitlements, tax, housing and employment



1890 777 121

Safetynet

Primary Health Care Service for people who are homeless



01 7036147

If you are aged under 18

The Health Service Executive (HSE) has responsibility to respond to your needs if you are homeless or at risk of homelessness and aged under 18 years. A social worker with the HSE will help you if you go to your local area health office.

If after 5pm (i.e. the local area health office is closed), go to your local Garda Station and they will contact the on duty social worker for the HSE area you are in so that emergency accommodation can be arranged.