

Homeless Strategy National Implementation Plan

**Department of the Environment,
Heritage & Local Government**



Comhshaol, Oidhreacht agus Rialtas Áitiúil
Environment, Heritage and Local Government





1. Introduction


Implementation of the Homeless Strategy will be carried out primarily through the local homeless action plan process. These will be put on a statutory basis through the Housing (Miscellaneous Provisions) Bill. The local action plans will set out how actions committed to in the strategy and other related measures will be carried out by the agencies responsible for planning and delivery of services over the period of the strategy. The present document is a national implementation plan, designed to provide a framework to guide the action required at national level to promote and support effective implementation locally.

Accordingly, the actions outlined in this document relate, to a significant degree, to the development of policy initiatives, issuing of requirements, guidance, etc, in relation to local actions and monitoring of progress. Roles, timelines and performance indicators in the document must be viewed accordingly.

While the Homeless Strategy itself is quite specific about actions that need to be undertaken and many of the timescales involved, it is primarily a “high-level” document, designed to outline the vision and strategic objectives involved in addressing homelessness. The implementation plan is a more action focussed document, developing the key actions to a greater level of detail in a structured manner, taking account of relevant linkages, as well as assigning lead roles and timelines. It sets out the strategic aims, key approaches, priority actions and constituent/supporting measures required, while identifying functional responsibilities, timelines and performance indicators, as appropriate. The plan reflects, as appropriate, findings and recommendations in the reports published by the Homeless Agency in December 2008 on homeless services in Dublin - *Evaluation of Homeless Services, Review of Finances and Expenditure and Counted In 2008* and matters raised in submissions. The timing of completion of the Plan reflects the need to take account of these. It also brings to bear on the implementation process important considerations such as efficiency, value for money, organisational and financial streamlining and the roles of various agencies.

2. Vision

The vision set out in the Homeless Strategy is: “from 2010, long-term homelessness and the need for people to sleep rough will be eliminated throughout Ireland. The risk of a person becoming homeless will be minimised through effective preventative policies and services. When it does occur homelessness will be short term and all people who are homeless will be assisted into appropriate long term accommodation.” The elimination of long-term homelessness by 2010 was included in the *Towards 2016* Partnership Agreement as an objective, recognising that this would involve addressing the needs of up to 500 households. However, the total that will need to be addressed would appear to be



considerably higher on the basis of the findings of the *Counted In* survey, published by the Homeless Agency in December 2008, which indicated that there was a minimum of 942 households in Dublin in emergency accommodation for longer than 6 months. The challenge involved in achieving the objectives of *Towards 2016* and the Homeless Strategy is, therefore, higher than had been envisaged. Accordingly, the 2010 target will need to be pursued as vigorously as possible by all parties involved.

3. Strategic Aims 2008-2013

The extensive resources and efforts devoted by Governmental and non-Governmental agencies towards addressing homelessness can be viewed collectively as having two basic all-embracing purposes; firstly, to assist those experiencing homelessness as far as possible and secondly, to minimise the duration and occurrence of homelessness. These basic objectives are elaborated further in the Homeless Strategy in the form of a key number of strategic aims as outlined under. The core objectives involved are as follows:

1. Reduce homelessness through preventative measures

As well as seeking to prevent homelessness among people being discharged from State care, measures will also be developed in each local area to identify households at risk of homelessness and to prevent them becoming homeless.

2. Eliminate any need for people to sleep rough

Significant progress has been made in reducing levels of rough sleeping and this must be maintained through achievement of adequate availability of accommodation in suitable emergency facilities and other responses in each area.

3. Eliminate long term homelessness and reduce the length of time people spend homeless

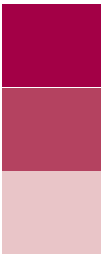
People who are currently in emergency accommodation for six months or more will be identified locally and arrangements made to facilitate their progression to appropriate long term accommodation. In future, all homeless services will be focussed on ensuring that no one is homeless for more than six months.

4. Meet long term housing needs of people progressing out of homelessness

This objective relates particularly to single people who account for 80% of homeless households and local authorities will be required to address their housing needs particularly by maximising available units in the social and private sectors. The provision of tenancy support services, as necessary, is integral to increasing housing options.

5. Ensure services for homeless people are effective

The successful implementation of this strategy depends on the effectiveness of services available to people who experience homelessness. Improved support and



guidance will be provided to local services on the development and implementation of action plans and a more robust system of monitoring local action and effectiveness will be developed. A national quality standards framework will be developed to ensure consistency around the country and improvements will be made to the knowledge and understanding of homelessness, particularly through the application of a national data system.

6. Improve funding arrangements and re-orientate resources in line with the objectives of the Strategy

A proportion of available funding will be assigned specifically for long term housing/supports for people moving from homelessness. New funding arrangements and procedures will be introduced, whereby funding for homeless services, both capital and current, will be co-ordinated and allocated on the basis of rigorous appraisal at local level. Approval and funding of projects and services, including services provided through the voluntary sector, will be based on evidenced need. Funding will also be conditional on the full operation of service level agreements, including full participation in the national data system and will be subject to close monitoring of expenditure to ensure maximum effectiveness and value for money.

The implementation plan is structured in relation to these headings, together with two further complementary themes that are important for the effective implementation of the strategy, namely:

- Data and Information Strategy.
- Arrangements for Monitoring and Implementation.

4. Approaches

The strategy will be implemented through the following approaches in particular:

- Enhancing or adapting existing services rather than establishing new ones.
- Refocusing resources on long-term solutions and preventative measures.
- Maximising value for money and cost effectiveness in the funding and operation of services.
- Effective implementation through local action plans and structures, supported by national guidance and direction and partnership approaches at local and national level across and within the voluntary and statutory sectors.
- Effective monitoring and evaluation focussed on achieving the best possible outcomes for homeless people.

5. Priority Actions

The range of actions to be undertaken to implement the Homeless Strategy is quite extensive and many of them involve action at local level. While these will be pursued as fully as possible, the implementation plan identifies a set of Priority Actions which will need to be the particular focus of attention having regard to demands and resources. In order to maximise early progress towards achievement of the key objectives of the Strategy, particularly the elimination of long-term dependence on emergency homeless services, certain measures will need to be put in motion as quickly as possible. Priority areas for attention, particularly in the period January to December 2009, will include the following:

- Action to provide effective long-term solutions for people leaving homelessness, including development of a new scheme of housing and supports (when and where necessary) through leasing or equivalent accommodation supply arrangements
- Re-orientation of investment to support significant increase in suitable accommodation and support for people leaving homelessness
- New arrangements and procedures for funding of homeless services based on needs, priorities and maximising efficiency, quality and value for money
- Urgent follow up to the reports published by the Homeless Agency in December 2008 on homeless services in Dublin - *Evaluation of Homeless Services and Review of Finances and Expenditure*
- Engagement between the relevant Departments and the HSE to identify ways of enhancing effectiveness and best value from resources nationally in relation to homelessness
- Co-ordination of guidance to local authorities, local homeless fora and health services, particularly in the context of formulation of local homeless action plans

6. The Financial Environment

The implementation plan must, necessarily, take account of the significant economic change that has occurred since completion of the Homeless Strategy and particularly the impact of this on the Exchequer. This key factor further reinforces the critical need to maximise effectiveness and value for money in the planning, organisation and delivery of quality homeless services. To this end, the implementation plan is particularly informed by the findings of the *Evaluation of Homeless Services and Review of Finances and Expenditure* recently undertaken in the Dublin area under the aegis of the Homeless Agency. Not all of the issues and findings in these studies are entirely applicable to areas other than Dublin, but many of the principles involved are generally relevant and as such, are reflected, as appropriate, in the implementation plan. Equally, this plan contains actions which are specific to Dublin. This is entirely justified given the significance of Dublin in the context of the homelessness issue.



7. Local Implementation and Performance Indicators

Key performance indicators are set out in the plan in respect of the priority actions to be pursued. In the case of many of the specific actions in the plan, performance indicators are expressed in terms of the overall outcome to be achieved rather than the completion of the specific action. However, in most cases the achievement of those outcomes is dependent on a wider range of factors and action by a number of agencies. While the implementation plan is intended to guide and support the practical realisation of the higher level strategic aims of the Homeless Strategy, there is a limit to the level of task detail which can be addressed in a meaningful and measurable way in a national document, particularly where implementation is largely related to performance under local homeless action plans by the relevant bodies at local level. However, in some cases local actions form an inextricable part of the overall national implementation process and as such, are recognised accordingly, where appropriate, in this document. A three-year homelessness action plan will be developed for each local area – or on a regional basis where this is more appropriate – through the homeless forum.

8. The Inter-Agency Dimension

The successful implementation of the new strategy presents a challenge to all the relevant actors, statutory and voluntary, national and local. The battle against homelessness must be a collaborative effort. Homelessness tends to be seen as an accommodation issue, but its prevention requires a multi-faceted approach to address the underlying causes. This requires involvement by the lead Departments responsible for housing and health and other relevant bodies, such as the welfare, prison, probation, education and training services and bodies directly involved in the provision of services to homeless people, both non governmental and statutory. Accordingly, this plan outlines roles for a number of statutory bodies, including Government departments, local authorities and the HSE, as well as continued input from NGOs working in the area. Its success will be influenced, to a significant degree, by all of the relevant agencies working in an effective and integrated manner, at national level through the Cross Departmental Team on Homelessness (CDT) and the National Homeless Consultative Committee (NHCC), and at local level through the local homeless fora. While the Department of the Environment, Heritage and Local Government is assigned the lead role in the majority of instances, in many cases this is largely a co-ordinating role and is dependent, to a significant degree, on input of other agencies.



Strategic Aim 1

Reduce homelessness through preventative measures

Introduction

There are clear links at both structural and individual level between homelessness and a range of factors, including poverty, poor education attainment, discharge from State institutions, addiction, mental health issues and family breakdown. These factors help to identify the sort of action required to help prevent homelessness and to make interventions at an early stage. These interventions can be more effective and less expensive than measures needed to address homelessness when it has occurred.

Key approaches:

- Effective interagency approach between local mainstream and homeless services
- Strong working relationships between government departments and other relevant national bodies to ensure policy is aligned with prevention of homelessness
- Prevention of homelessness to be a particular focus of the work of the Cross Departmental Team in 2009, including development of effective guidance for local authorities, HSE, etc
- Monitoring and evaluating the effectiveness of preventative measures
- Development of the evidence base for causative factors and pathways into homelessness through improved identification and monitoring of causes of homelessness
- Ensuring adequate support for formerly homeless people to prevent recurrence of homelessness
- Input from relevant non-governmental organisations through NHCC at national level and homeless fora at local / regional level
- Maximising funding relevant to prevention of homelessness from various agencies

Priority Action 1.1 – Education, training and work

Development of national guidance on delivery of educational, training and work opportunities for people who are homeless

Constituent / supporting measures

- 1.1.1 Homeless people to continue to be a target group for the Back to Education Initiative (in 2007, 101 homeless people took part in this programme).
- 1.1.2 Homeless people should be encouraged to participate in other Adult and Further Education Programmes, including, the Adult Literacy and Community Education programme.
- 1.1.3 Continue roll out of the action plan for educational inclusion, *Delivering Equality of Opportunity in Schools, 2005 – 2010*, which focuses on addressing the needs of children and young people from disadvantaged communities.
- 1.1.4 FÁS will contribute to an inter-agency approach to ensure appropriate referrals to specific skills training and employment programmes, thereby incorporating the necessary supports to remove barriers to access and participation in training and the labour market. Piloting of this approach, initially in Dublin, with a view to national roll out.
- 1.1.5 Maintain investment by training, education agencies (e.g. VECs) to address needs of homeless people and to maintain the interagency approach to ensure appropriate referrals and supports for homeless people to access a wide range of FÁS programmes.

Lead roles: Department of Education and Science; FÁS

Timeline: Guidance to be completed by Q3 2009

KPI: Guidance completed on time. Protocols in place for ensuring that people have access to education, training and work opportunities when they are homeless.

Priority Action 1.2 – Addiction, mental health and other treatment services

Development of national guidance on delivery of addiction, mental health and other treatment services for people who are homeless

Constituent / supporting measures

- 1.2.1 Department of Health and Children and HSE to develop jointly national guidance on accessing addiction, mental health and other treatment services by people who are homeless or at risk of becoming homeless (Q2 2009).
- 1.2.2 The HSE to ensure that the mental health services, through the proposed community mental health teams and integrated care approach, will target those who are homeless.
- 1.2.3 The HSE addiction services to continue to target the needs of those who are homeless or at risk of homelessness.
- 1.2.4 Ensure access to the full range of appropriate addiction services, including harm reduction, detoxification and rehabilitation services for those with either drug or alcohol addiction to prevent people becoming homeless and to assist people move out of homelessness.
- 1.2.5 Continued focus on implementation of the mental health strategy *A Vision for Change*.
- 1.2.6 Minimise the impact of problem substance abuse for homeless people and people at risk of homelessness through the development of an integrated interagency response that addresses housing, health and welfare needs together.
- 1.2.7 Ensure, where possible, that homeless people with addiction issues are provided with a stable housing/living environment that maximises the potential for a positive health outcome.
- 1.2.8 Ensure that the appropriate welfare payments¹ to homeless people with addiction issues are met in a timely fashion to minimise the possibility of regression.
- 1.2.9 Ensure that implementation of the *Report of the Working Group on Drugs Rehabilitation* (DCRGA 2007), the *Report of the HSE Working Group on Residential Treatment and Rehabilitation* (HSE, May 2007), the existing National Drugs Strategy and other key reports, targets the needs of homeless people and people at risk of homelessness.

¹ Welfare payments in this context refers to either mainstream social welfare payments or payments made by the CWO such as the supplementary welfare allowance.

- 1.2.10 Develop the continuum of care and key worker models to address the needs of problem drug users in line with the reports at 1.2.9 above.
- 1.2.11 Complete the development of the new National Drug Strategy to cover the period 2009-2016 (Q2 2009).
- 1.2.12 Ensure that the management group of the local homeless forum, utilising the statutory and voluntary membership of the local homeless forum, promote cross cutting engagement with the appropriate statutory, voluntary and community partners, including the Local/Regional Drugs Task Forces, to address identified and emerging need.

Lead roles: Department of Health and Children/HSE, Department of Community, Rural and Gaeltacht Affairs; Department of Social and Family Affairs

Timeline: 1.2.1, 1.2.11 as above; others ongoing

KPI: Guidance completed on target. Trends in participation in health services and treatment services by people while they are homeless.

Priority Action 1.3 – Discharge planning - health services

Improve effectiveness of discharge planning and its focus on preventing homelessness for all individuals leaving childcare, hospital and other residential settings, to include identification of housing needs and follow-up supports, through close links with housing providers and community based services (including health and welfare services)

Constituent / supporting measures

- 1.3.1 The HSE to put in place appropriate and effective discharge policies/procedures for homeless people being discharged from acute hospitals and mental health facilities.
- 1.3.2 HSE to ensure that children leaving care will not move into homelessness through proper assessment of need and care management. HSE to implement fully aftercare guidelines.
- 1.3.3 Ensure that local authorities liaise with the HSE, through the local homeless fora, in relation to people approaching their discharge date.
- 1.3.4 HSE to monitor the effectiveness of discharge policies.

Lead role: HSE

Timeline: Q3 2009

KPIs: Trends in people discharged from acute hospitals and mental health facilities into homelessness.

Trends in adults who had been in care becoming homeless

Priority Action 1.4 – Discharge planning, prisons

Improve discharge planning for all individuals leaving prisons to include identification of housing needs and follow up supports, through close links between those discharging institutions and housing providers and community based services

Constituent / supporting measures

- 1.4.1 Irish Prison Service to put in place appropriate discharge procedures for homeless people from prisons.
- 1.4.2 Ensure that local authorities and the Irish Prison Service liaise, through participation in the local homeless forum, in relation to accommodation options for homeless people approaching their discharge date.
- 1.4.3 Continue work of the prison Inreach Service in identifying prisoners who do not have accommodation available to them on release to enable them access emergency accommodation on release.
- 1.4.4 Continue work of probation service Homeless Offender's Team (HOT) of community based Probation Officers which assesses and supervises community based homeless offenders in the greater Dublin area referred by the courts. This team aims to address the factors contributing to this population's risk of re-offending.
- 1.4.5 Update circulars to local authorities in relation to housing allocations and discharge from prisons.

Lead roles: Irish Prison Service; Probation Service

Timeline: ongoing

KPI: Number of people at risk of homelessness for whom an accommodation assessment has been carried out and a discharge plan addressing accommodation and support needs has been put in place. Overall outcome: trends in people discharged from prisons into homelessness.

Priority Action 1.5 –Preventative action for other specific target groups

Co-ordinate the provision of guidance and monitor action on issues relevant to the occurrence of homelessness among specific groups, with particular reference to those listed under. Guidance to be issued to agencies relevant to the particular groups by the appropriate central authority, subject to co-ordination, as necessary, by the CDT, and monitoring of action to be similarly organised

Constituent / supporting measures

1.5.1 Persons homeless/at risk of homelessness due to anti-social behaviour

Issue guidance to and monitor action by local authorities on relevant actions including: appropriate preventative measures to be incorporated in housing authorities' anti-social behaviour strategies; identification of extent of homelessness due to anti-social behaviour in each area and utilisation of relevant resources to assist preventative action, including the Centre for Housing Research good practice guidelines* on preventing and combating anti-social behaviour; anti-social behaviour policy developed by Irish Council for Social Housing; funding for programmes to improve estate management, tenant liaison and training initiatives under the Housing Management Initiative scheme; and support for local authorities to tackle anti-social behaviour through the Sustainable Communities Fund.

1.5.2 Risk of homelessness among social housing tenants due to rent arrears

Require timely action by housing authorities and housing associations to prevent arrears building up, including implementation of an arrears management plan and a realistic payments schedule; liaison with relevant agencies e.g. MABS, Community Welfare Service; ICSH.

1.5.3 Preventative measures in relation to family problems

Examination of the role of family-related problems, (for example, family/relationship breakdown (identified in Homeless Agency reports as a primary immediate cause of homelessness), young persons leaving home becoming homeless, inability to provide accommodation for family members), as a causative factor in the occurrence of homelessness and possible preventative measures.

1.5.4 Identification of supports/resources: quantify, as far as possible, the totality of resources available to help, directly or indirectly, to address family problems and weaknesses.

* Good Practice in Housing Management - Guidelines for Local Authorities Preventing and Combating Anti-Social Behaviour (December 2003)

- 1.5.5 Development of planned interagency intervention to support households and increase the focus of family-related supports specifically in relation to addressing possible risks of homelessness due to family weaknesses or problems. Engagement with the Family Support Agency regarding the potential role of the agency and its associate resource centres throughout the country in preventing the occurrence of homelessness.
- 1.5.6 The local homeless fora to seek to ensure that families or individuals at risk of homelessness are identified at an early stage and that appropriate preventative health care measures are put in place.
- 1.5.7 Action to reduce homelessness caused by domestic violence: Cosc to continue work in relation to homelessness caused by domestic violence and engage with CDT and constituent organisations with the aim of reducing occurrence of such homelessness, minimise its duration and ensure that victims are facilitated to move into long term accommodation as soon as possible. Research on the links between domestic violence and homelessness, how it can be prevented and development of preventative measures.
- 1.5.8 **Sex offenders as a category at risk of homelessness:** Liaison between local homeless fora and the Multi-Agency Group on Sex Offenders (MAG) with a view to ensuring a range of effective measures to prevent, as far as possible, the incidence of persons convicted of sexual offences becoming homeless. MAG to develop and co-ordinate cross-agency integrated strategy to address incidences of homelessness amongst sex offenders in Dublin (Q2 2009). Implications of this strategy for outside Dublin to be considered (end 2009).

Lead roles: CDT; Homeless Agency; Department of Social and Family Affairs; Family Support Agency; Probation Service; Multi-Agency Group on Sex Offenders

Timeline: Throughout 2009

KPI: Implementation of above actions. Overall outcome: trends in occurrence of homelessness in relevant target groups.

Priority Action 1.6 - Identification of functions relating to prevention

Through CDT, identify functions of agencies which have potential role in preventing homelessness and increase awareness of this role amongst these agencies

Constituent / supporting measures

- 1.6.1 Identify clearly the roles of various agencies and how they can assist more in prevention.
- 1.6.2 Identify streams of funding (in addition to the DEHLG and HSE) that contribute to prevention of homelessness including funding being sought from Dormant Accounts Fund e.g. in the area of life skills, training, education and preparation for employment.
- 1.6.3 CDT to develop concrete proposals on how these roles and resources can target those at risk of homelessness and increase interagency awareness of functions and roles.

Lead role: CDT

Timeline: Q2 2009

KPI: List of relevant functions and funding streams identified

Other key actions

The following further actions will also be pursued subject to priority demands / through guidance on local actions.

- Co-ordinate the provision of guidance to local authorities, health services and homeless fora and provide support on developing early intervention and preventative measures and interagency working
- Monitor and evaluate progress in each area in the reduction of the occurrence of homelessness
- Monitor process of proofing policies in poverty impact assessments against homelessness
- Use findings from data on pathways into homelessness to inform development of preventative measures nationally and locally
- Preventative action in relation to particular groups, other than those listed in priority action 1.5, with particular reference to non-Irish nationals, vulnerable tenants and people new to an area
- Examine issues concerning the potential of youth homelessness to act as a route into adult homelessness and develop measures to address them



Strategic Aim 2

Eliminate need to sleep rough

Introduction

Rough sleeping in Ireland is on a relatively small scale and, mainly, confined to Dublin and other large urban centres. However, people who sleep rough are among the most marginalised of all homeless people. The aim is to ensure that no one *needs* to sleep rough through actions to ensure both adequate supply of suitable accommodation and access to this accommodation for rough sleepers.

Key approaches:

- Appropriate supply of good quality emergency accommodation to be achieved, in the main, through freeing accommodation in emergency facilities by ending long-term occupation (see Strategic aim 3)
- Consideration of the potential for rough sleepers to move to mainstream accommodation, with supports as necessary (see Strategic aim 4)
- Local responses to be tailored to help rough sleepers to access services and accommodation
- Accommodation services not to exclude those with high needs and challenging behaviour
- Two-way information flow: accurate information on the whereabouts of rough sleepers and reasons for rough sleeping; adequate information to rough sleepers on available accommodation and effective intervention through outreach to rough sleepers
- Input from relevant non-governmental organisations through NHCC at national level and local homeless fora at local level

Priority Action 2.1 - Monitoring of rough sleeping

Monitor and evaluate progress in each area in implementation of measures to eliminate the need to sleep rough

Constituent / supporting measures

- 2.1.1 Monitor progress on the implementation of measures to eliminate need to sleep rough, through examination of local action plans and six monthly reports from local authorities.
- 2.1.2 Inform local homeless fora of requirements on information collection on rough sleepers to form part of proposed national data system.
- 2.1.3 Issue guidelines to local authorities including information on counting rough sleepers through the assessment of housing needs and other counts. (Q2 2009)
- 2.1.4 Implement system of "spot check" monitoring of local authority policies in areas with entrenched rough sleepers (ongoing).
- 2.1.5 Review operation of existing special cold weather responses. (Q2 2009)

Lead role: DEHLG

Timeline: as above

KPI: Progress in implementation of preventative measures to address rough sleeping by local authority area. Overall outcome - trends in rough sleeping

Priority Action 2.2 - Accommodation management system

Follow up to recommendations in Homeless Agency reports (December 2008) regarding accommodation management system in Dublin and consider implications outside Dublin

Constituent / supporting measures

- 2.2.1 Decide on recommendations for the management of accommodation, including resumption of bed management system, for homeless people and require implementation accordingly. (Q2 2009)
- 2.2.2 Provision of funding for accommodation to be conditional on use of agreed system.
- 2.2.3 Monitor implementation through quarterly reports.
- 2.2.4 Consideration to be given to situation outside of Dublin. In particular possible under-occupancy in emergency hostels and pre-booked private emergency accommodation to be monitored by local authorities through quarterly reports. (Q4 2009)
- 2.2.5 Follow up issues identified in Homeless Agency reports in relation to rough sleepers in particular issues relating to non-nationals. (Q4 2009)

Lead roles: DEHLG; Homeless Agency; Dublin City Council; agencies responsible for non-nationals; other local authorities – this action is primarily related to performance under the local homeless action plans

Timeline: As above

KPI: Effective system in use by end 2009

Other key actions

The following further actions will also be pursued subject to priority demands / through guidance on local actions

- Provide local authorities, health services and homeless fora with guidance and support on eliminating the need to sleep rough
- Follow up recommendations of Homeless Agency 2008 reports in regard to access to emergency hostels in the Dublin area
- Complete review of street outreach services and follow up recommendations as appropriate
- Review and monitor implementation of admissions policies of all emergency accommodation
- Consider provision of alternative accommodation to those who choose not to access emergency hostels but who are capable of independent living with supports.



Strategic Aim 3

Eliminate long term homelessness

Introduction

Eliminating long-term homelessness is a core objective of the homeless strategy and of the *Towards 2016* partnership agreement. It requires homeless services to ensure that no one is in occupation of emergency homeless accommodation for longer than six months including those who may move between hostels and other emergency accommodation.

This section is primarily concerned with the identification of people who are long term homeless and the assessment and planning required to address their housing and other needs. Strategic aim 4 deals with the provision of long-term housing options for such people.

Key approaches:

- Identification of people who have been homeless for six months
- A system to facilitate progression by people who are more than, or approaching, 6 months in emergency accommodation to long-term housing: e.g. a “move-on” plan based on needs assessments as part of the overall care and case management approach, where necessary
- Redesignation of emergency or transitional accommodation as long-term if it is considered to comply with required specifications for these purposes
- Input from relevant non-governmental organisations through NHCC at national level and local homeless fora at local level.

Priority Action 3.1 - Identification of long term homelessness

Require and monitor the identification by housing authorities of people who are currently longer than 6 months in emergency accommodation and on an on-going basis, those who are approaching 6 months in emergency accommodation and development of a focused plan to enable and facilitate their progression to long-term housing, based on needs assessments

Constituent / supporting measures

- 3.1.1 Issue guidance on eliminating long-term occupation of emergency accommodation and require local authorities to carry out an assessment of need for each person who has been homeless for longer than 6 months or approaching 6 months. The assessment should include their health, social and housing needs and consideration of their preferences and potential. (Q2 2009)
- 3.1.2 Results of assessments, to inform the local homeless action plan, so that the plan is focussed on meeting identified needs of homeless people in each area.
- 3.1.3 Monitor process of identification and assessment of long-term needs.
(ongoing)

Lead role: DEHLG; Possible role for the Homeless Agency to be considered regarding monitoring this process.

Timeline: Initial identification process to be completed by Q2 2009; focused plan for each individual to be in place by Q3 2009.

KPI: Guidance issued Q2 2009

Priority Action 3.2 - Redesignation

Redesignation of existing emergency or transitional accommodation where appropriate, as long-term accommodation

Constituent / supporting measures

- 3.2.1 Housing authorities to be advised to ensure that, where accommodation currently regarded as "emergency" (including private emergency accommodation) is actually providing suitable long-term accommodation, with supports, as necessary, it is redesignated as such and that the appropriate funding and management arrangements are in place to achieve this (Q4 2009).
- 3.2.2 Redesignated accommodation to become part of long-term housing provision, and residents of such accommodation no longer regarded or counted as "homeless". The needs of such people to be recorded and planned for in the long-term. The HSE will support their access to mainstream health services.
- 3.2.3 Housing authorities to be required to have regard to specification for long-term accommodation in establishing which properties are suitable for designation as long-term accommodation.
- 3.2.4 In Dublin, the Homeless Agency "audit" of emergency accommodation and transitional housing premises to form the basis for assessing the suitability of accommodation for alternative uses and potential for reclassification. (Q2 2009).

Lead roles: DEHLG; Homeless Agency

Timeline: As above

KPI: Overall outcome - % of properties redesignated as long term accommodation

Priority Action 3.3 - Follow up to recommendations in Homeless Agency reports

Arrange follow up in relation to the recommendations in the December 2008 Homeless Agency reports regarding:

1. audit of emergency accommodation (including private emergency) and transitional accommodation in Dublin and
2. other recommendations in relation to management / operation of private emergency accommodation in Dublin

Constituent / supporting measures

- 3.3.1 Consider the findings of the audit and recommendations on the more efficient use of accommodation.
- 3.3.2 Homeless Agency to establish, oversee and monitor operation of an effective system to manage the private emergency accommodation by Dublin City Council including 6 monthly reports.
- 3.3.3 Apply findings to funding arrangements and decisions on configuration of services.
- 3.3.4 Monitor the application of appropriate charges for this accommodation and an effective system for their collection. Monitor implementation on a six monthly basis.
- 3.3.5 Consider review of emergency accommodation outside Dublin using methodologies developed for Dublin, where applicable.

Lead role: DEHLG; Homeless Agency Implementation Steering Group and High Level Liaison Group

Timeline: From Q2 2009 and taking account of timelines in Dublin action programme. Completion of Dublin Implementation Steering Group work Q2 2009

KPI: follow up to Dublin report completed and national implications considered



Other key actions

The following further actions will also be pursued subject to priority demands / through guidance on local actions.

- Ensure that the National Housing Strategy for People with a Disability and the work of the Cross Department Team on Sheltered Housing for Older People take into account and make provision for the needs of people who are currently homeless
- Co-ordinate the provision to local authorities and health services of detailed guidance and support to eliminate the long-term occupation of emergency accommodation
- Require monitoring and evaluation of progress in each area in implementation of measures to eliminate long-term homelessness
- Develop guidance on the homeless rental accommodation scheme (RAS) and new scheme of housing/support to ensure that service providers promptly nominate suitable people to take up available units in these schemes



Strategic Aim 4

Meet long term housing needs of persons moving out of homelessness

Introduction

An adequate supply of appropriate long term accommodation, with supports, as necessary, for people progressing out of homelessness is a requirement of any plan to tackle and prevent homelessness. The priority elements of a programme of action in this regard are set out below.

Key approaches:

- Adequate supply of housing, appropriate to needs and conducive to being sustained in the long term, with particular emphasis on the needs of single people, including local authority, voluntary and private rented housing, RAS, new housing / support scheme
- Appropriate performance measurements in relation to supply of accommodation to be included in local action plans, in light of relevant assessments of needs and accommodation stock
- The provision of settlement and tenancy support services, as necessary, integral to the successful settlement of people out of homelessness, to support the sustainment of independent tenancies or as part of on-site services to residential supported housing, as the case may be
- All homeless services to be strongly focused on helping people to move out of homelessness
- Support and/or nursing care to be provided, as necessary, for formerly homeless people who are unable to live independently
- Input from relevant non-governmental organisations through NHCC at national level and local homeless fora at local level

Priority Action 4.1 - Access to social housing

Action to achieve adequate access to social housing lettings by local authorities and voluntary housing associations for people moving out of homelessness, having regard to needs

Constituent / supporting measures

- 4.1.1 Require housing authorities and voluntary housing bodies in all areas to review current trends and policies and their waiting lists and implement effective arrangements, appropriate to local circumstances, through homeless action plans and letting policies, to ensure adequate access to lettings of social housing for people leaving homelessness.
- 4.1.2 Include provisions in local homeless action plans to meet long-term housing needs through social housing.
- 4.1.3 Monitor the allocation of social housing to homeless people annually.
- 4.1.4 Good practice in this area to be examined by the CDT in association with the DEHLG and the CCMA to see what lessons can be learned from implementation of targets for lettings.
- 4.1.5 Require housing authorities to liaise with voluntary bodies and other service providers to ensure that persons using homeless services are registered for social housing support where this is appropriate. (ongoing)
- 4.1.6 ICSH to examine promotion of allocations of voluntary housing to homeless people, particularly outside Dublin.

Lead role: DEHLG; CDT

Timeline: throughout 2009

KPI: Overall outcome - the number and percentage of formerly homeless households settled by household type, by tenure (local authority, voluntary and co-operative) by area etc; proportion of social housing lettings to formerly homeless people

Priority Action 4.2 - Rental accommodation scheme

Promote and support the rental accommodation scheme (RAS) in housing people leaving homelessness who have no or low support needs

Constituent / supporting measures

- 4.2.1 Complete review of homeless pilot projects using RAS to house people from homeless services. (Q2 2009)
- 4.2.2 Extend nationwide the homeless RAS pilot. (Q2 2009)
- 4.2.3 Promote and monitor the use of RAS to accommodate people leaving homelessness through the RAS website and at information and training seminars. (Ongoing)
- 4.2.4 Refine measurement systems of formerly homeless households settled through RAS by household type, area, etc.

Lead role: DEHLG

Timeline: As above

KPI: Pilot RAS extended by Q2 2009

Priority Action 4.3 - New housing and support scheme through leasing etc.

Develop and implement new arrangements to provide suitable long-term housing, with support, for people leaving homelessness through leasing and other suitable arrangements

Constituent / supporting measures

- 4.3.1 Complete details of new scheme involving arrangements to procure accommodation through leasing and other suitable arrangements, on a long term basis, with a graduated range of tenancy supports designed to smooth the homeless person's transition from homelessness into mainstream housing. A voluntary body / private company / local authority would procure, let and manage accommodation and provide relevant supports (or contract some of these functions to another specialist agency).
- 4.3.2 Monitor and adjust level of supports to taper off, where possible, as the person progresses to full independent living.
- 4.3.3 Issue guidance on new scheme to local authorities and arrange for commencement in 2009 through a competitive tendering process. (Q2 2009)
- 4.3.4 Arrange for Homeless Agency (homeless fora outside of Dublin) to monitor and evaluate operation in Dublin including required support levels. (ongoing)

Lead role: DEHLG; Homeless Agency

Timeline: Design of scheme in Q1 2009. Scheme details finalised Q2 2009.

KPI: Project commenced Q2 2009. Target of 300 units in 2009.

Priority Action 4.4 - Long-term supported residential accommodation

Ensure that an adequate supply of long-term supported residential accommodation will be available for formerly homeless people who are unable to live independently, which can embrace a range of different accommodation arrangements to cater for the range of needs arising

Constituent / supporting measures

- 4.4.1 Require housing authorities and HSE to identify residents of emergency accommodation or rough sleepers who will need long term supported residential accommodation and plan for meeting those needs (Q3 2009). The HSE recognises that a certain number of persons will never be able to live independently and will require ongoing and various levels of support and it will provide necessary health related supports.
- 4.4.2 Adaptation of existing emergency or transitional accommodation, where appropriate. (Q4 2009)
- 4.4.3 Determine funding arrangements for this type of accommodation (see Strategic aim 6 - funding). (Q4 2009)
- 4.4.4 Consider also the scope for providing some long-term supported accommodation through the proposed new scheme in 4.3.1

Lead role: DEHLG; HSE

Timeline: As above

KPI: Trends in expenditure on long-term accommodation. Trends in numbers of formerly homeless people in long-term supported residential accommodation and consequential change in number counted as homeless.



Other key actions

The following further actions will also be pursued subject to priority demands / through guidance on local actions.

- Provide local authorities and health services with detailed guidance and support in planning to meet long-term housing needs
- Develop a specification for accommodation suitable for long-term occupation
- Promote the use of private rented housing to meet the needs of people who are leaving homelessness, through guidance to local authorities
- Issue guidance to housing authorities/local homeless fora to establish the need for any proposed emergency accommodation and to ensure that it is capable of being adapted to provide other services (such as long-term supported housing) in the future, as needs change
- Monitor and evaluate progress in each area in meeting long term housing needs, including identifying obstacles to progress
- Develop framework for determining support needs and monitoring the provision of supports, where required, in mainstream housing to assist formerly homeless people to maintain tenancies, including appropriate funding and guidance
- Coordinate the provision of guidance regarding measures to provide for the needs of people who may be difficult to place in housing
- Consider need to review existing tenancy sustainment services to ensure that resources are being used in the most effective manner, to meet the needs of the most vulnerable and with the priority being to ensure that people who have been homeless are facilitated to maintain tenancies



Strategic Aim 5

Effective homeless services

Introduction

While the Homeless Strategy is focused, to a significant extent, on preventing or reducing homelessness, it also places particular emphasis on ensuring that the services used by people who are actually homeless are effective in addressing their needs in a comprehensive way, while assisting them to move out of homelessness and into appropriate housing as quickly as possible. An integral part of ensuring effectiveness and consistency is the provision of information and guidance to local services and maintaining a robust system for monitoring and evaluating interventions, including the application of a national quality standards framework.

Key approaches:

- The practice of care and case management where appropriate
- The sharing of data, good practice and application of learning nationally
- Continued partnership between Government and NGOs (through existing structures and arrangements e.g. local homeless fora, Housing Forum, NHCC) to facilitate constructive and objective review and improvement of services, within budgetary constraints
- Views of homeless people regarding service requirements, based on their needs and experiences to be taken into account, as appropriate
- Input from relevant non-governmental organisations through NHCC at national level and local homeless fora at local level

Priority Action 5.1 - National quality standards and good practice guidelines

The Homeless Agency will develop/update national quality standards and good practice guidelines, building on their already significant work in this area, in relation to:

- prevention and early intervention
- street outreach
- emergency accommodation
- supported housing
- tenancy sustainment
- settlement services
- housing advice
- care and case management and interagency working.

The Homeless Agency will implement relevant measures relating to standards and quality of services in Dublin arising from consideration of the reports on *Evaluation of Services* and *Review of Finances and Expenditure*.

Constituent / supporting measures

- 5.1.1 Finalise and issue quality standards and good practice guidelines following updating of existing standards, review of good practice and consultation (Q4 2009) and incorporate into funding and monitoring arrangements, as appropriate. (Q4 2009)
- 5.1.2 Monitor application of standards (annually).
- 5.1.3 Homeless Agency to undertake other action in relation to standards and quality of services in Dublin, including, review of health and safety compliance in homeless services; agreement of quality standards for services funded; reconfiguring services to meet changing needs; taking specific action in relation to services that are below standard, including possible reduction / withdrawal of funding; helping small organisations to share or access specialist services.
- 5.1.4 Provide appropriate ongoing support to housing authorities in relation to the application of standards and good practice in homeless services.
- 5.1.5 Homeless Agency to organise a series of best practice briefings and establish best practice quality groups in Dublin (Q4 2009).

Lead role: DEHLG; Homeless Agency; HSE.

Timeline: as above

KPI: All guidance completed on schedule. Effective follow up to recommendations in Homeless Agency (2008) reports.

Priority Action 5.2 -Operational definition of homelessness

While there will not be a change in the statutory definition of homelessness, the Homeless Agency is undertaking a review of how the statutory definition of homelessness is applied for operational purposes in Dublin

Constituent / supporting measures

- 5.2.1 Complete review in conjunction with the Centre for Housing Research. (Q2 2009)
- 5.2.2 The implications of the findings of this review to be considered in conjunction with the data sub group of the NHCC having regard to other on-going work (see Strategic aim 7 regarding Data) in a national context. (Q2 2009)
- 5.2.3 Local authorities to apply the definition of homelessness in a consistent manner following consideration of the Centre for Housing Research position paper. (from Q2 2009)

Lead role: DEHLG; Homeless Agency

Timeline: as above

KPI: Review completed within specified timeframe and consistent operational application implemented from Q2 2009.

Priority Action 5.3 - Follow up to service recommendations in Homeless Agency reports

Homeless Agency and Dublin local authorities to pursue effectiveness of homeless services in Dublin through appropriate implementation of recommendations relating to homeless services in the Homeless Agency reports on *Evaluation of Homeless Services* (EHS) and *Review of Finances and Expenditure* (RFE) and consider possible scope to apply nationally insofar as appropriate

Constituent / supporting measures

- 5.3.1 Implementation Steering Group and High Level Liaison Group to be established to ensure early decisions on recommendations and prioritise implementation (See Strategic aim 8 regarding Monitoring, Evaluation and Implementation). (Q1 2009)
- 5.3.2 Early decisions to be made in relation to the proposals contained in the reports and reflected in a clear programme of action, with particular reference to the following recommendations relating to effectiveness of services for homeless people:
- EHS Recommendation 4: "Existing teams providing housing support should be merged into a small number of Housing Support Teams organised on an area basis.
 - EHS Recommendation 8 and RFE Recommendation 4: identify ways to reduce concentration of services in Dublin city through greater localisation of services throughout the Dublin area.
 - EHS Recommendation 9: The existing free-phone and placement service should be developed into a Homeless Information and Placement Service (HIPS) with primary functions of providing information and placement services.
 - EHS Recommendation 11: All people who become homeless should have a basic assessment carried out and their details should be entered on the LINK system as soon as is practicable.
 - EHS Recommendation 12: Emergency accommodation services should be configured to ensure that there is adequate provision both for people who have complex 'low threshold' needs and people who require a 'higher threshold' drug/alcohol free environment.
 - EHS Recommendation 14: Transitional support should be provided in long-term housing by Housing Support Teams rather than in transitional housing services as they are currently configured.
 - EHS Recommendation 15: Dublin City Council should carry out an audit of all private emergency accommodation.

- EHS Recommendation 15: Dublin City Council should, as a matter of urgency, establish an effective accommodation management system that will ensure the most efficient use of private emergency accommodation.
- EHS Recommendation 16: Dublin City Council should review the level of charges paid by private emergency accommodation residents, and put in place an effective system for collection of charges.
- EHS Recommendation 19: Recommendations in *Report of the HSE Working Group on Residential Treatment and Rehabilitation (Substance Abuse)* should be implemented without delay, and the provision of specialist low threshold emergency accommodation for those who require it, and community detoxification facilities for active drug users should continue.
- EHS Recommendation 20: The provision of independent information, advice and advocacy to homeless people and people at risk of homelessness should be established in all Dublin local authorities and all services in receipt of funding through the Homeless Agency should actively participate in the LINK system and ensure that the details of all homeless service users are accurately entered on the system.
- EHS Recommendation 23: See Action 5.1.4 regarding standards and quality in homeless services.
- RFE Recommendation 5: Roll out of Homeless Agency's care and case management strategy in Dublin.
- EHS Recommendation 7: Prioritisation of revised guidance manual for developing quality services, auditing and performance management.
- EHS Recommendation 8: Development of revised Service Level Agreement.
- EHS Recommendation 10: Development of a new unit costing system and quality framework method.
- EHS Recommendation 11: Non-statutory service providers should actively pursue changes to share back office resources that aim to reduce duplicate expenditure on administrative and overhead costs and save money.

5.3.3 Consider potential/need to apply findings in Dublin reports, insofar as relevant, nationally.

Lead role: Homeless Agency; Implementation Steering Group and High Level Liaison Group; DEHLG.

Timeline: Action programme for Dublin arising from reports to be completed by Q2 2009. Changes to be made as appropriate throughout 2009. Implications for outside Dublin to be considered by end 2009.

KPI: Early decisions on recommendations in reports and effective follow up arrangements. Overall outcome - effectiveness of services maximised

Priority Action 5.4 - Re-structuring, rationalisation and co-operation

Potential to increase efficiency through re-structuring, rationalisation or greater co-operation between services to be pursued

Constituent / supporting measures

- 5.4.1 Where a service is underutilised or there is no longer need for a service, local homeless fora will examine the possibility of reconfiguring or rationalising services within a local authority area, or where possible, on a regional basis.
- 5.4.2 In Dublin, need for changes in services arising from the Evaluation of Services report will be examined by the Implementation Steering Group.
- 5.4.3 Results of audit of services in Dublin will be considered for potential rationalisation of services (see action 3.3).

Lead role: Homeless Agency; Implementation Steering Group and High Level Liaison Group; DEHLG. The implementation of this action is primarily related to performance under local homeless action plans.

Timeline: In Dublin following results of audit; nationally, to consider in development of local homeless action plans – Q3 and ongoing.

KPI: Overall outcome - maximum effectiveness in homeless services

Other key actions

The following further actions will also be pursued subject to priority demands / through guidance on local actions.

- Undertake evaluation of homeless services where necessary to ensure they meet current needs and that maximum efficiency and value for money are achieved (See also Strategic aim 6 - Funding)
- Action to address services which do not meet standards to be implemented by the Homeless Agency in Dublin and homeless fora in other areas
- Ensure effective health services for homeless people
- Support local homeless fora in the development of measures in local action plans to help ensure that services for homeless people are effective, particularly in terms of good quality, focus on needs of people who are homeless and aimed at helping them to move quickly out of homelessness



Strategic Aim 6

Better coordinated funding arrangements and proposals for new funding arrangements

Introduction

The strategy was developed on the understanding that the costs involved would be met by the agencies/Departments from within existing/planned budgets. This is underpinned by the strategy's clear focus on maximising efficiency and effectiveness from the significant funding which the State is already providing to address adult homelessness (over €620 million from 2000 - 2008), a further 5% increase was announced by the Minister for Housing, Urban Renewal and Developing areas following the 2009 Budget in October 2008. This would bring to over €62 million funding for the provision of accommodation-related costs in 2009.

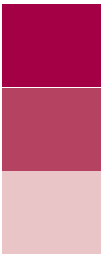
This refers only to direct funding for homeless services from the DEHLG and the HSE. Both these bodies also provide funding from other sources indirectly to homeless people e.g. CAS funding (which provides capital funding for housing for people with special needs), RAS (a homeless pilot is ongoing in the Dublin region), primary health care, etc. Funding is also provided explicitly to homeless people through a number of other Government departments e.g. VEC homeless projects, dormant accounts, family resource centre. Homeless people also receive significant payments through the social welfare system for the full range of mainstream social welfare services e.g. supplementary welfare allowance, rent supplement, rent deposits, etc.

The priority with regard to resources at this stage is to ensure that this expenditure is used in the most appropriate and efficient way possible, with the focus, at all times on achieving the best possible outcomes for every homeless person.

Funding arrangements will also be adapted to advance the other strategic aims, notably the ending of long-term homelessness and provision of long-term accommodation and the need to take account of the Homeless Agency *Evaluation of Homeless Services and Review of Finances and Expenditure* reports and the prevailing serious financial constraints.

Key approaches:

- Maximising availability of, and value and effectiveness from, all resources available to address homelessness, including redirecting funding from any less efficient services in order to help achieve the strategic objectives of the Homeless Strategy
- Targeting resources (including savings) to where they are most needed in accordance with evidenced need and priorities

- 
- Ensuring co-ordination between all funding streams including capital and revenue, accommodation and health/care
 - Avoiding duplication of services and pursuing co-operation where possible
 - Following up on the findings in the Homeless Agency *Evaluation of Homeless Services* and *Review of Finances and Expenditure* reports in the context of Dublin and considering possible scope for applying relevant aspects nationally in light of the work of the Implementation Steering Group and High Level Liaison Group (see Strategic aim 8)
 - Engagement between the relevant Departments and the HSE to identify ways of enhancing effectiveness and best value from resources nationally in relation to homelessness
 - Input from relevant non-governmental organisations through NHCC at national level and local homeless fora at local level

Priority Action 6.1 - Funding for long-term accommodation and related supports

A ring fenced proportion of available funding to be assigned towards long-term accommodation and accommodation related support for formerly homeless people

Constituent / supporting measures

- 6.1.1 Analyse the existing assignment of funding for the different categories of costs/services relating to homeless expenditure under section 10. (Q2 2009)
- 6.1.2 Consider estimated requirements for 2009 for different categories of expenditure in this area (such as the new housing and support scheme, residential supported accommodation and tenancy supports for formerly homeless persons) having regard particularly to estimates and targets for long-term accommodation and to the aims of the strategy. (Q2 2009)
- 6.1.3 Following the process at 6.1.2, reflect the appropriate assignment of funding in 2009 budgetary decisions including the assignment of a "ring-fenced" proportion of funding for long term accommodation and related supports. (Q4 2009)

Lead role: DEHLG

Timeline: As above

KPI: Trends in funding for long-term accommodation and supports

Priority Action 6.2 – Develop a more effective funding system for homeless services

Development of a more devolved allocation-based system for the provision of accommodation-related funding to housing authorities with emphasis on increased decision making at local level, in lieu of the existing individual project based arrangements, to improve overall efficiency, value for money and greater local decision making in homeless services

Constituent / supporting measures

- 6.2.1 Funding for homeless services will be based on actual costs, not bed night rates in all services going forward.
- 6.2.2 To provide for the development of a new allocation based system, retain the existing detailed project/service based costing/budget system in 2009. Existing funding and costings of services will be rigorously examined in tandem with follow up to the Homeless Agency *Evaluation of Homeless Services and Review of Finances and Expenditure* reports. Firm budgets will be established on the basis of this examination and audits / service evaluations where appropriate.
- 6.2.3 Apply the new allocations based arrangements for 2010. Responsibility for rigorous assessment, appraisal and decision making in relation to proposals and funding of particular services within the available allocations will rest primarily with the local housing authority/management group of the local homeless forum.
- 6.2.4 From 2010, budgets / allocations will be finalised and communicated in the first quarter of the year, subject to full information being received by the statutory funding body to enable decisions to be made.

Lead role: DEHLG

Timeline: Develop new arrangements during 2009 for implementation in 2010

KPI: New arrangements in place for 2010

Priority Action 6.3 – New procedures/guidance on appraisal and approval of funding applications for existing and new services

Guidance to be issued outlining the procedures and requirements to be followed in relation to funding applications. This guidance will emphasise the need for rigorous appraisal at local level of applications for capital and current funding, with decisions on approval of projects and services to be based strictly on evidenced need and priorities and identify where resources can be resourced. Guidance will also deal with the role of the local homeless forum and management group in relation to examination and approval of projects, in accordance with the aims of the strategy.

Constituent / supporting measures

- 6.3.1 Requirement of rigorous assessment of funding applications by local homeless forum management group (see Strategic aim 8).
- 6.3.2 Provision for service providers to have a decision reviewed by the management group of the local homeless forum and the management group to provide full details of the process of evaluation and reasons for applications being refused.
- 6.3.3 Rigorous ongoing process of review/evaluation of services by local homeless forum to ensure maximum efficiency and value for money and establish continuing need for the service.
- 6.3.4 To facilitate on-going evaluation, services to submit annually, or more frequently if requested, detailed income and expenditure reports; audited accounts where applicable; full details of staff including job description, hours and salary; details of admission policy, occupancy levels, and outcomes for clients, including length of stay.
- 6.3.5 Service providers to confirm to local authority/ HSE that proper accounting procedures are in place and that clear and transparent measures are in place ensuring that all funding is accounted for. Local authorities to ensure satisfactory control mechanisms in relation to services they provide.
- 6.3.6 Breakdown of all "head-quarters" costs, including salaries, administration costs, marketing costs, public relations functions, etc and breakdown of all income to be available to the statutory funding bodies to ensure that costs funded by the exchequer are fully transparent and directly related to service provision.

Lead role: DEHLG to issue guidance/directions. Management group of local homeless forum to ensure procedures set out in guidance are used in examining applications for funding and increases in funding.

Timeline: Guidance to be issued Q2 2009

KPI: Guidance issued to local authorities. Overall outcome: more effective procedures used for all funding applications.

Priority Action 6.4 – Co-ordination of homeless funding

Ensure maximum co-ordination in decisions on capital and revenue funding provided by the DEHLG and between DEHLG and HSE funding

Constituent / supporting measures

- 6.4.1 Amend CAS application form to include a section specifically for homeless projects to ascertain if the project will need current funding, for either accommodation related or care costs and to confirm that the requirements at 6.4.2 and 6.4.3 under in relation to appraisal and funding have been complied with.
- 6.4.2 The justification for the proposal and the nature and extent of facilities and services involved must be clearly established on the basis of a rigorous assessment process carried out through the Homeless Forum, having regard to evidenced needs in the area and costs.
- 6.4.3 Where revenue funding will be required, the housing authority and the HSE, as appropriate, must confirm on the form that they are satisfied that the necessary funding is likely to be made available, either through an appropriate provision in the allocations process or through savings in other services, or a combination of both.
- 6.4.4 Review the assignment of responsibility between the DEHLG and the Department of Health and Children in relation to funding of non-core care functions having regard to the need for adequate budgets.

Lead role: DEHLG; HSE

Timeline: CAS form to be amended by Q2 2009: other requirements to be applied to all approvals from Q2 2009.

KPI: Requirements in place on schedule

Priority Action 6.5 – Efficiency and value for money

Requirements/guidance to be issued requiring local homeless fora/housing authorities to introduce effective measures to maximise efficiency and value for money in services

Constituent / supporting measures

- 6.5.1 Require local homeless fora / housing authorities to monitor closely expenditure to ensure maximum effectiveness and value for money in all services.
- 6.5.2 Require housing authorities to ensure optimal configuration of services locally (and regionally, where appropriate) to ensure efficiency and value for money with particular reference to increased focus on long-term accommodation and reduced reliance, especially on a long-term basis, on emergency accommodation (see Strategic aims 3 and 4).
- 6.5.3 Guidance to include also the following specific measures to ensure that maximum efficiency is pursued by housing authorities and local homeless fora:
- eliminating any overlap or duplication of services and consolidating current facilities, where appropriate;
 - ensuring streamlined and integrated services, and rigorous assessment of what services are required;
 - developing an optimum model for delivery of homeless services, allowing for local and regional variation and flexibility to respond to new and emerging trends;
 - rationalisation/refocusing of resources towards more efficient facilities;
 - increasing co-operation between different local authorities and voluntary service providers including possible delivery of services on a regional basis;
 - addressing variation in costs of services between different providers; and
 - integrating services e.g. food services, day services, information and advice centres with residential services.
- 6.5.4 Follow-up to the recommendations in the Dublin reports regarding audit of emergency accommodation and unit costings and consider potential application nationally of funding of this exercise, in so far as applicable.

Lead role: DEHLG; Homeless Agency

Timeline: guidance to issue by Q2

KPI: guidance issued on schedule



Other key actions

The following further actions will also be pursued subject to priority demands / through guidance on local actions.

- Develop a model outline service agreement to be issued to all local authorities
- Examine the potential for adapting the protocol on support costs for social housing projects for people with a disability, which is currently being finalised, for application to the homeless sector
- Develop and apply methodologies to assess cost effectiveness and value for money in homeless services
- Redeploy resources from emergency homeless interventions to settlement to prevent reoccurrence of homelessness and early interventions to prevent homelessness in the first place
- Identify and quantify sources of statutory funding (in addition to that provided by DEHLG and HSE) that are available to address homelessness, directly or indirectly and update periodically to indicate progress on input from relevant bodies/agencies in addressing homelessness
- Input from relevant non-governmental organisations through NHCC at national level and local homeless fora at local level



Strategic Aim 7

Data and information strategy

Introduction

The importance of data and information on all aspects of homelessness underlies the Strategy and is reflected throughout this implementation plan, with this Strategic Aim specifically intended to ensure that sufficient attention is focused on this developing area.

A range of actions will be progressed to ensure the availability of good quality, timely data on homelessness, which is specifically relevant to a number of the key aims of the Homeless Strategy. It is essential to identify pathways into and out of homelessness and any barriers that lie therein.

It is also important to ensure an evidence base for all homeless services. Service providers must be able to show that their service is meeting an established and continuing need. For the development of local homeless action plans, it is essential to have information on all homeless people in an area and their needs.

Key approaches:

- Commitment from all homeless services in receipt of State funding to participate fully in the new shared database client registration system
- Continued development of links between various agencies (including the CSO) that collect data so that a better picture of homelessness can be gained
- Build on work already undertaken by various agencies and have regard to relevant developments at EU level
- Input from relevant non-governmental organisations through NHCC at national level and local homeless fora at local level

Priority Action 7.1 - National data system

Develop and implement a single integrated national data information system on the use of homeless services

Constituent / supporting measures

- 7.1.1 Homeless Agency to devise and implement a new client based data system in Dublin initially, taking into account ease of use, compatibility and possible future technological developments. (Q2-Q4 2009)
- 7.1.2 Develop detailed guidance of the use of the system. (Q4 2009)
- 7.1.3. Complete a training programme for homeless service staff/volunteers. (within 4 months of the system being developed)
- 7.1.4 Require service providers to enter their activity data on new system. (ongoing)
- 7.1.5 Roll out the new system referred to in 7.1.1 on a national basis (6 months after commencement in Dublin) following consultation with data subgroup of NHCC.
- 7.1.6 Establish effective arrangements to monitor operation of new data system.
- 7.1.7 Consider resource implications of the establishment of a data quality management function within the HA to ensure information on the new database system is accurate and relevant.
- 7.1.8 Work with other government organisations that collect and maintain relevant statistics and / or service provider data (e.g. CSO, Dublin local authorities, Dept of Health and Children, Dept of Social and Family Affairs etc) to enhance the new client database with existing data that could be of relevance to service providers, policy makers and / or researchers in homeless policy. (ongoing)
- 7.1.9 Require service level agreements to ensure that use of data system is conditional on provision of exchequer funding.

Lead role: DEHLG; Homeless Agency; NHCC

Timeline: As above

KPI: Rollout of new system in Dublin initially and then nationally within timelines

Priority Action 7.2 - Homeless Counts

Continue regular counts of homeless people. Address any issues relating to quantification of homelessness e.g. interpretation and methodology by local authorities in the statutory Housing Needs Assessment and reconciliation between Housing Needs Assessment and *Counted In* surveys

Constituent / supporting measures

- 7.2.1 Continue to undertake periodic homeless counts as part of the statutory housing needs assessment. (ongoing)
- 7.2.2 Homeless Agency to carry out a smaller-scale of the *Counted In* survey in 2009 and 2010, including verification of persons/households using homeless services and comparison with those included in local authority assessments by the local authorities.
- 7.2.3 Continue to undertake periodic rough sleeper counts. (ongoing)
- 7.2.4 Regulations and guidance to be prepared in accordance with the new provisions relating to Housing Needs Assessment in the Housing (Miscellaneous Provisions) Bill. (Q4 2009)
- 7.2.5 Application of the statutory definition of homelessness for operational purposes. (Q3 2009)
- 7.2.6 Keep up to date with and participate in, as appropriate, developments at EU level which impact on measuring homelessness, particularly through the MPHASIS project. (ongoing)

Lead role: DEHLG

Timeline: As above

KPI: Comprehensive counts of people who are homeless and greater consistency in approach by housing authorities in their statutory needs assessment and reconciliation between *Counted In* surveys and statutory needs assessment



Other key actions

The following further actions will also be pursued subject to priority demands / through guidance on local actions.

- Ensure accurate data/information is available to monitor and evaluate the progress of each local homeless forum in relation to strategic aims of prevention, elimination of need to sleep rough, elimination of long term homelessness and meeting long term housing needs
- Make use of relevant sources of data to gain a clearer picture of existing data and identify links with data collection bodies such as the Central Statistics Office
- Examine the potential and need to extend and broaden the range of directories of homeless services
- Examine core variables currently in use by Homeless Agency in their shared client registration system in the context of the variables recommended in the EU MPHASIS project before major changes are made to its information system



Strategic Aim 8

Arrangements for monitoring and implementation

Introduction

Achievement of the key objectives of the strategy is dependent on the effectiveness of implementation at national, regional and local level. This chapter sets out the range of actions and arrangements to ensure that implementation progresses well and is informed by a systematic process of monitoring and evaluation to provide an accurate picture of the trends, issues, challenges and opportunities facing Departments, agencies, housing authorities and non governmental organisations in pursuing the objectives of the Homeless Strategy.

Key approaches:

- Co-ordination across all relevant government departments to ensure the strategy interacts with and complements existing government policy
- Effectiveness of structural mechanisms e.g. local homeless fora and local action plan process at local level (with regional focus as required), Cross Departmental Team and National Homeless Consultative Committee and the Implementation Steering Group and the High Level Liaison Group in relation to the follow-up to the *Evaluation of Homeless Services* and *Review of Finances and Expenditure* studies in Dublin
- Examine how findings of Dublin reports and work of the Implementation Steering Group and the High Level Liaison Group relate to the rest of the country
- Ongoing monitoring and evaluation of implementation
- A strong partnership approach, giving all statutory and voluntary sector providers opportunities for meaningful input into the implementation process
- A high level of accountability, particularly through Oireachtas processes and formal Departmental review and reporting mechanisms
- Input from relevant non-governmental organisations through NHCC at national level and local homeless fora at local level

Priority Action 8.1 - Local Homeless Action Plans

Local Homeless Action Plans to be prepared by each housing authority through the fora (regionally if appropriate)

Constituent / supporting measures

- 8.1.1 Initial guidance issued by the DEHLG on local action plans to be augmented as necessary in relation to preparation, adoption and review of plans taking account of legislative provisions and guidance to be developed under the key actions relating to the main strategic aims. (Q3 2009)
- 8.1.2 Homeless Action Plans to be put on a statutory basis in the Housing Miscellaneous Provisions Bill 2008. (Q2 2009)
- 8.1.3 Require Local Homeless Fora to oversee the implementation of local action plans from an operational perspective and provide progress reports in that regard in the context of reporting mechanism.

Lead role: DEHLG

Timeline: Local action plans to be in place Q2 2010; fora to monitor implementation of action plans on a quarterly basis.

KPI: Guidance on local action plans to be issued by Q3 2009 and local action plans in place by Q2 2010

Priority Action 8.2 - National support and monitoring system

Commission a review of the best model of a system to support local action and to support and monitor nationally action on homelessness and have a recommended model in place at an early date

Operate an effective system of ongoing monitoring of implementation and progress of the Homeless Strategy, involving coherent, regular reporting arrangements as set out under

Constituent / supporting measures

- 8.2.1 Consideration to be given to how the work carried out by the Homeless Agency in Dublin can best be applied nationally, insofar as relevant.
- 8.2.2 The role of the Homeless Agency to be considered in the context of the new High Level Liaison Group, with particular focus on how it can best contribute to implementation of the Homeless Strategy and its potential to provide a support service to local authorities generally.
- 8.2.3 Develop appropriate arrangements to support implementation and monitoring nationally in relation to the homeless strategy. (Q2 2010)
- 8.2.4 DEHLG and CDT to monitor and evaluate progress in each area in relation to the strategic aims in chapters 1 to 5 particularly through the reporting mechanisms set out under:
- reports by service providers to the local homeless forum (see Action 8.4) and input by representative organisations at national level through the NHCC;
 - reports by homeless forum to local authority (including internal reporting arrangements to the relevant Strategic Policy Committee) and HSE;
 - reports by housing authority to DEHLG;
 - reports by DEHLG to CDT;
 - reports through Oireachtas channels, as required, including the Cabinet Committee on Social Inclusion and through formal Departmental reporting mechanisms such as the Annual Report and strategic management processes; and
 - special reporting arrangements for the Dublin area (see Action 8.3).

Lead role: DEHLG; CDT

Timeline: Q4 2009

KPI: Reports submitted on schedule

Priority Action 8.3 - Special implementation arrangements for the Dublin area

Special organisational arrangements have been established in the Dublin area to ensure prompt and effective follow up to the recommendations in the reports published by the Homeless Agency in December 2008, through a clear programme of action and close engagement with central Government

Constituent / supporting measures

- 8.3.1 An Implementation Steering Group was established to formulate an action programme within 3 months, consisting of nominees of the Chief Executive of the HSE and the Dublin City Manager and representation from the Homeless Network and the Homeless Agency. (Q1 2009)
- 8.3.2 To ensure that the implementation agenda is carried forward in full alignment with the Homeless Strategy, a High Level Liaison Group, involving the Department of the Environment, Heritage and Local Government, the Department of Health and Children and the Homeless Agency has been established, chaired by a senior DEHLG official. (ongoing)

Lead role: Homeless Agency; DEHLG

Timeline: Action programme to be prepared within 3 months

KPI: Action programme prepared within deadline

Priority Action 8.4 - Arrangements relating to service providers

Require the Homeless Agency or local homeless forum to maintain appropriate arrangements with regard to service providers in receipt of funding to ensure that their activities are fully aligned with the Homeless Strategy and this Implementation Plan and that their structures and services promote maximum effectiveness, efficiency, quality, value for money and cost minimisation having regard to needs, priorities and resources

Constituent / supporting measures

- 8.4.1 Where the Homeless Agency or local homeless forum considers it warranted, request service providers to submit a strategic plan to address relevant issues relating to services, including:
- details of the services provided and how these align with current needs and priorities having regard to available resources;
 - arrangements and measures to reflect and support the aims of the Homeless Strategy implementation plan and local homeless action plan;
 - goals for the service, with detailed actions, costings, timelines and KPIs to ensure that these goals and actions are achieved, including targets for moving people into long term accommodation, where appropriate;
 - mechanism for clearly measuring each service's progress towards achieving the objectives of the homeless strategy and the local homeless action plan; and
 - provision to ensure efficiency and value for money in the service.
- 8.4.2 Homeless Agency or local homeless forum to request service providers, to consider reconfiguration of services, where necessary, to meet current needs and priorities.
- 8.4.3 Homeless Agency or local homeless forum to request service providers, where appropriate, to review their overall structures and operations so as to maximise efficiency in relation to homeless services.
- 8.4.4 Requirement to have service level agreement.
- 8.4.5 Requirement to participate in national data system (see key action 7.1).
- 8.4.6 Value for money and efficiency requirements (6.3.3 to 6.3.5) to be implemented.

Lead role: Primarily related to performance under local homeless action plans.

DEHLG; HSE

Timeline: Requirements to issue to Homeless Agency and local authorities Q2 2009

KPI: Above timeline met. Overall outcome – services fully aligned with strategy and current needs; efficiency and value for money maximised. Primarily performance at local level.



Other key actions

The following further actions will also be pursued subject to priority demands / guidance on local actions

- Measures to achieve more effective operation of the local homeless fora, which provide the primary structural vehicle for implementation of the strategy at local level
- Effective processing arrangements to ensure the successful implementation of the strategy through a collaborative effort from the statutory and voluntary, national and local bodies. This will require all relevant agencies working in an effective and integrated manner at national level through the CDT and NHCC and at local level through the local homeless fora.



Bibliography

Towards 2016 –Ten-Year Framework Social Partnership Agreement 2006-2015

Counted In, 2008 – A report on the extent of homelessness in Dublin, Homeless Agency, 2008

Evaluation of Homeless Services, 2008 Series – Homeless Agency, 2008

Review of Finances and Expenditure for Homeless Services in Dublin – Homeless Agency, 2008

A Vision for Change - Report of the Expert Group on Mental Health Policy, 2006

Report of the Working Group on Drugs Rehabilitation - DCRGA, May 2007

Report of the HSE Working Group on Residential Treatment and Rehabilitation - HSE, May 2007

National Drugs Strategy (existing strategy) - Department of Community, Rural and Gaeltacht Affairs

National Drugs Strategy (new, 2009 – 2016, due March 2009) – Department of Community, Rural and Gaeltacht Affairs

National Housing Strategy for People with a Disability: The Housing Strategy for People with a Disability will provide a broad framework to inform the future development of local authority Housing Action Plans, and will support the provision of tailored housing and housing supports for people with a disability, and have particular regard to adults with significant disabilities and people who experience mental health issues.

Report of the HSE Working Group on Residential Treatment and Rehabilitation (Substance Abuse): O’Gorman A and Corrigan D (2007) Dublin: HSE

Delivering Equality of Opportunity in Schools - Department of Education and Science, 2005.



Glossary of Terms

Capital Assistance Scheme (CAS) - Under this scheme, voluntary housing bodies provide accommodation to meet special housing needs such as those of the elderly, people with a disability, homeless, returning emigrants or smaller families. The approved voluntary housing bodies are responsible for tenancy allocations in consultation with the local authorities. A minimum of 75% of the houses in each project are reserved for persons whose applications for local authority housing have been approved by the local authority, homeless persons, or local authority tenants and tenant purchasers who return their dwellings to the local authority. However, one third of these may be allocated to eligible elderly returning emigrants. The remaining houses in a project are let to people nominated by the voluntary housing body. Rents are determined having regard to tenants' means and the cost of managing and maintaining the dwellings.


CCMA: County and City Managers' Association

Centre for Housing Research - The Centre for Housing Research's role is to promote improvement in the management of the social and affordable housing sectors through research, training and policy advice. It is a joint initiative between the Department of the Environment, Heritage and Local Government, local authorities and the voluntary and co-operative housing sector. It is administered through the Institute of Public Administration.

Community Welfare Services are administered by Community Welfare Officers (CWOs) in the HSE. The majority of the work carried out by Community Welfare Officers involves the administration of the Supplementary Welfare Allowance Scheme which is funded and regulated by the Department of Social and Family Affairs and administered by the HSE. The types of payments made under this scheme include: weekly Supplementary Welfare Allowance, Rent Supplement, Mortgage Interest Supplement, Diet and Heating Supplements, Back to School Clothing and Footwear Scheme and exceptional needs payments for items such as buggies, clothing, funeral costs etc.

Cosc: the National Office for the Prevention of Domestic, Sexual and Gender-based Violence, established in June 2007 as an office of the DJELR. Its vision is to reduce the incidence of this abuse against women, men and older people in Irish society.

Cross Department Team on Sheltered Housing for Older People: A cross-departmental team on sheltered housing for older people, chaired by the DEHLG, was established in 2007 to develop and oversee policy and to agree, as a priority, local structures and protocols for integrated management and delivery of housing and related care services for older people.



Cross Departmental Team on Homelessness – a committee of relevant statutory bodies with a remit “to develop an integrated response to the many issues which affect homeless people including emergency, transitional and long-term responses as well as issues relating to health, education, employment and home-making”

DCRGA: Department of Community, Rural and Gaeltacht Affairs

DEHLG: Department of Environment, Heritage and Local Government

DJELR: Department of Justice, Equality and Law Reform

DSFA: Department of Social and Family Affairs

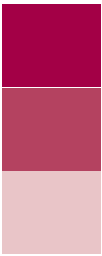
Family Support Agency, which was set up under the Department of Social & Family Affairs is responsible for the Family and Community Services Resource Centre Programme, the Scheme of Grants to Voluntary Organisations providing Marriage, Child and Bereavement Counselling Services, the Family Mediation Service and Research and Information on matters related to its functions.

High Level Liaison Group - to ensure that the implementation agenda of the Homeless Agency 2008 reports is carried forward in full alignment with the Homeless Strategy. Includes representatives of the Department of the Environment, Heritage and Local Government (DEHLG), the Department of Health and Children and the Homeless Agency.

Homeless Agency – the Homeless Agency is a partnership body responsible for planning, co-ordination and administration of funding in relation to the provision of quality services to people who are homeless in Dublin and for the development of responses to prevent homelessness.

Homeless Information and Placement Services (HIPS): Recommendation 9 of HA Evaluation of Homeless Services recommended that the existing freephone and placement service should be developed into a 24-hour Homeless Information and Placement Service (HIPS) covering all four Dublin local authorities

Homeless Offenders Team - a team of community based probation officers which assesses and supervises community based homeless offenders in the greater Dublin area referred by the courts.



Housing Management Initiative Scheme: The scheme was initiated in 1995 to provide assistance to local authorities for practical pilot projects, which would enable them to improve their housing management performance and to improve the quality of the service being delivered. Projects approved included staff and tenant training in estate management, research support, production of tenant handbooks and the employment of Tenant Liaison Officers, Estate Management Officers and Community Liaison Officers. The scheme has been subsumed into the Sustainable Communities Fund.

Housing Needs Assessment is a statutory assessment of the need for social housing support of persons who require it and are unable to provide it from their own resources.

Housing Support Teams: (Recommendation 4, HA Evaluation of Homeless Services 2008) "Existing teams providing housing support (e.g. community settlement, settlement, tenancy sustainment, transitional and other existing housing supports) should be merged into a small number of Housing Support Teams organised on an area basis, providing all housing support within a defined geographical area. These teams will be responsible for providing all short-term and long-term housing support services to tenants in their area that need it"


HSE: Health Service Executive

Implementation Steering Group – established to ensure the implementation of the Homeless Agency reports and complete the action programme within 3 months. Consisting of senior officials of the HSE and Dublin City Council and a non-governmental organisation

Irish Council for Social Housing - The Irish Council for Social Housing (ICSH) was formed in 1982 by housing and hostel organisations in Ireland to act as a national representative, promotional, information and advisory federation of non profit and other affiliated social housing organisations.

LINK System: In 2001, the Homeless Agency put in place a shared client database system, named LINK, which was to be used across the homeless sector in Dublin. A version is also used in Cork.

Local Homeless Action Plans are local three year action plans on homelessness which provide a focus for locally sensitive and relevant action. The local authority in consultation with the management group of the local homeless forum will be required to produce and formally adopt three year action plans. Statutory provision for local homeless action plans is being included in the Housing (Misc Provisions) Bill.



Local Homeless Fora – under the first homeless strategy (2000), each county established a local homeless forum for the delivery of homeless services consisting of representatives from local authorities, the HSE and voluntary bodies operating in the county. Statutory provision for homeless fora will be included in the Housing (Misc Provisions) Bill.

Local/ Regional Drugs Task Forces - Local Drugs Task Forces comprising a partnership between the statutory, voluntary and community sectors, were established in 1997 in the areas experiencing the worst levels of opiate misuse

Money Advice and Budgeting Service (MABS) - The Money Advice and Budgeting Service (MABS) is a free and confidential service for people in Ireland with debt problems and money management problems. There are 52 MABS offices in Ireland.

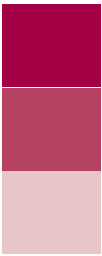
Multi – Agency Group on Sex Offenders: In addressing the issue of accommodation, and as part of the work of the Homeless Agency, the Probation Service participates in a Multi Agency Group on Homeless Sex Offenders (MAG). This group has twelve partner agencies including the Garda Síochána, Prison Service, HSE, local authorities and voluntary agencies and efforts are being made to develop an interagency strategy and associated protocols.

National Homeless Consultative Committee – a committee of voluntary and statutory homeless service providers with a remit to provide input into ongoing government policy on addressing homelessness.

NGOs: non-governmental organisations

Prison Inreach Service - involves community welfare officers liaising with prisoners at risk of homelessness prior to their release date; provision of information on emergency, transitional and local authority housing and explanation of the rent supplement scheme, rent deposits etc. Clients are met by the CWO on their release day and provided with direct access to the social welfare scheme, including basic income support payment, exceptional needs payment, applications for medical cards and advised of their placement into pre-booked accommodation.

Rental Accommodation Scheme (RAS): this scheme, which commenced in 2005, involves local authorities sourcing accommodation in the private rented sector to meet the long-term housing needs of households dependent on rent supplement.



Sustainable Communities Fund: The sustainable communities fund introduced in 2007 provides funding to local authorities on a project by project basis for a defined period of up to three years, subject to conditions, to support the achievement of sustainable communities through initiatives that provide for housing renewal and improvement of the housing stock and living environment. The provision for the scheme in 2009 is €3 million.

