

Draft 31/03/2015

# **Local Homeless Action Plan for Galway City**

**May 2014 to December 2016**

## Theme: Preventing homelessness

No.	Actions	Who Should take Lead Responsibility and who else has a role to play	What outcomes these actions should contribute to achieving within the next two years	Time line
1	<p><b><u>Identification of at risk individuals /Households</u></b></p> <ul style="list-style-type: none"> <li>• Development and introduction of a check-list which will be extended to all agencies</li> <li>• Mapping and signposting to supporting agencies</li> <li>• Dissemination of Information</li> <li>• Assessment tool of at risk households, to be both self assessment and professional assessment</li> <li>• Development of a Homeless Identification Tool kit to assess the likelihood of homelessness for people leaving institutions and care situations to include prisons, child care facilities, mental health services etc.</li> <li>• This tool to be administered well in advance of planned discharge dates to trigger early discharge planning with relevant agencies.</li> <li>• Pilot Scheme at Galway City Councils</li> </ul>	<ul style="list-style-type: none"> <li>• Homeless Forum Team ultimately responsible and a sub group to be created to deliver and implement the tool</li> <li>• Local Authorities</li> <li>• HSE</li> <li>• TUSLA</li> <li>• Prison Authorities</li> <li>• Mental Health Services</li> <li>• Child Care Services</li> <li>• Voluntary service Providers</li> <li>• Homeless Services and other services (e.g. MABS, St VdeP)</li> </ul>	<ul style="list-style-type: none"> <li>• Early identification of those at risk. Priority given to those at risk so that household are not presenting at the 11<sup>th</sup> hour.</li> <li>• Also creates awareness.</li> <li>• Reduction in homelessness following discharge or release.</li> <li>• Evidence of improved early discharge or release planning.</li> <li>• Reduction in Crisis Discharges with improved and safer outcomes for clients. Consider convening meetings with referral bodies 2/12</li> </ul>	

	<p>Housing Counter to redirect potential at risk families or individuals to supporting agencies</p> <ul style="list-style-type: none"> <li>• Develop and distribute an information pack - to include; Poster outlining services, An awareness check list and signposting to appropriate services</li> <li>• Note discussion on use of Website /IT media</li> <li>• Note discussion on use of Website /IT media</li> </ul>			
2	<p><b><u>Establishment of a Tenancy Protection Service</u></b></p> <ul style="list-style-type: none"> <li>• Develop a Tenancy Protection Service in line with that running in Dublin.</li> <li>• This would be an advertised dedicated service that would serve as an accessible resource to people at risk of losing tenancies.</li> <li>• It would serve as a timely referral source to agencies that can support the individuals involved.</li> <li>• In addition for families and individuals at risk of homelessness an interim Tenancy Sustainment Protocol will be put in place in conjunction with The Department of Social Protection</li> </ul>	<ul style="list-style-type: none"> <li>• Threshold</li> <li>• Voluntary Service Providers</li> <li>• Approved Housing Bodies</li> <li>• Local Authorities</li> <li>• DSP</li> </ul>	<ul style="list-style-type: none"> <li>• Early identification of difficulties in relation to tenancies.</li> <li>• Evidence of solutions to problems other than evictions.</li> <li>• Evidence of planned transitions from tenancy to tenancy</li> <li>• Reduction in homelessness as a result of tenancy breakdown.</li> </ul>	

3	<p><b><u>Formalise current Care and Case Management practices</u></b></p>	<ul style="list-style-type: none"> <li>• GCC</li> <li>• HSE</li> </ul>	<ul style="list-style-type: none"> <li>• Individualised support for individual households who's cases are complex.</li> <li>• C+C management to include complex at risk cases to prevent admission into emergency acc.</li> </ul>	
4	<p><b><u>Youth Homeless Project</u></b></p> <ul style="list-style-type: none"> <li>• Develop a six bedded provision for Young Homeless people between the ages of 18 and 25.</li> <li>• This will be either apartment or small house provision.</li> <li>• 2 beds will serve as an emergency provision and 4 as transitional accommodation for young people with more complex needs.</li> <li>• Project will aim to provide post discharge Outreach support to prevent re- entry to services</li> </ul>	<ul style="list-style-type: none"> <li>• Galway Simon Community will take Lead responsibility working in conjunction with St. Vincent de Paul, Galway Diocesan Youth Service, HSE</li> <li>• Galway City Council and Other services may be involved through their work with this particular group.</li> </ul>	<ul style="list-style-type: none"> <li>• Diversion of some young people from mainstream homeless services.</li> <li>• Reduction in use of other emergency services.</li> <li>• Reduction in re-entry to services</li> <li>• More effective inter agency working in relation to this group.</li> <li>• KPIs and outcomes to be developed</li> </ul>	2 <sup>nd</sup> /3 <sup>rd</sup> Quarter 2015
5	<p><b><u>Identify the Contribution of the current model of Tenancy Sustainment</u></b></p> <ul style="list-style-type: none"> <li>• in the protection of and re entry into Homeless Services</li> </ul>	<ul style="list-style-type: none"> <li>• Galway City Council</li> <li>• Service Providers</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>	

## Theme: Eliminating the need to sleep rough

No.	Actions	Who Should take Lead Responsibility and who else has a role to play	What outcomes these actions should contribute to achieving within the next two years	Time line
1	<p><b><u>Ensure the Cold Weather Initiative is continued</u></b></p> <ul style="list-style-type: none"> <li>with provision to respond to at risk categories e.g. Non HRC and Stamp 4</li> </ul>	<ul style="list-style-type: none"> <li>GCC</li> <li>Service Providers</li> </ul>	<ul style="list-style-type: none"> <li>Eligibility protocols to be agreed annually prior to commencement of Cold Weather Initiative</li> </ul>	
2	<p><b><u>Rough Sleeper Count</u></b></p> <ul style="list-style-type: none"> <li>To Be taken seasonally in conjunction with voluntary organisations using an agreed format</li> </ul>	<ul style="list-style-type: none"> <li>GCC</li> <li>Service Providers</li> </ul>	<ul style="list-style-type: none"> <li>Collection of Accurate Data</li> </ul>	Quarter 3

## Theme: Eliminating long term homelessness

No.	Actions	Who Should take Lead Responsibility and who else has a role to play	What outcomes these actions should contribute to achieving within the next two years	Timeline
1	<p><b><u>Pilot a Housing First project</u></b></p> <ul style="list-style-type: none"> <li>• (based on DRHE model for entrenched homeless) for those currently long-term homeless (i.e. in emergency accommodation for six months or longer consecutively or cumulatively on the past 12 months who have complex needs) with the housing being provided via social housing allocations from Galway City Council and/or AHB's</li> <li>• Assessment of support being provided through a combination of homeless services support staff and various health disciplines including members of the MDT – Subject to available resources</li> <li>• 1-2 allocations per annum – Local action group that understand demand – Pilot in the City to be adapted to the need</li> <li>• Access to private finance for Voluntary bodies – LA's to support AHB to get private finance. Release of land by GCC to AHB</li> </ul>	<ul style="list-style-type: none"> <li>• Care and Case Management structure headed up by Galway City Council</li> </ul>	<ul style="list-style-type: none"> <li>• Eliminate the reliance of emergency accommodation services to accommodate clients who are long-term homeless (i.e.&gt;6 months) with high support needs</li> <li>• Protocol re voluntary and council that we all have agreed priorities re. Target groups</li> <li>• Acquisition of units</li> </ul>	

2	<p><b><u>Investigate the need for the provision of a low threshold response</u></b></p> <ul style="list-style-type: none"> <li>• Conduct a feasibility study to investigate feasibility of a low threshold response for people with complex care needs.</li> </ul>	<ul style="list-style-type: none"> <li>• Service Providers</li> <li>• Galway City Council</li> </ul>	<ul style="list-style-type: none"> <li>• Aim to deliver 6 – 7 more beds responding to those who are most entrenched in homelessness</li> </ul>	<p><b>Quarter 2 - Quarter 3</b></p>
3	<p><b><u>Ensuring that the Housing need for Homeless persons is prioritised to enable them to avail of Social Housing support</u></b></p> <ul style="list-style-type: none"> <li>• Assessments – Housing needs Assessments for homeless persons carried out within 3-5 days</li> <li>• Allocations prioritised in accordance with Galway City Councils current Social Housing Allocations Scheme and as per circular 6/2015 'Housing Allocations Ministerial Direction'</li> <li>• Record all allocations in this category for reporting purposes to the Homeless Steering Committee and the DOEC&amp;LG</li> <li>• Housing authorities and voluntary housing bodies e.g. Tuath, Cluid and Respond to recognise Homeless Persons as a specific target group for allocation of social units and allocations schemes to be amended to reflect this goal</li> </ul>	<ul style="list-style-type: none"> <li>• Galway City Council</li> <li>• Service Providers</li> </ul>	<ul style="list-style-type: none"> <li>• Note: some safeguards need to be incorporated so as to negate the perverse incentive whereby people present as homeless so as to be prioritised.</li> <li>• An increase in allocations to long-term homeless. Permanent secure housing to long-term homeless</li> </ul>	<p><b>Quarter 3 and An Annual review</b></p>

<p>4</p>	<p><b><u>Transitional homeless accommodation</u></b></p> <ul style="list-style-type: none"> <li>• Provision of units as required from Galway City Councils Social Housing Stock to the voluntary bodies under a service level agreement to assist with move on's from emergency services as the need arises.</li> </ul>	<ul style="list-style-type: none"> <li>• Galway City Council — funding through CAS and CALF</li> <li>• Service Providers</li> </ul>	<ul style="list-style-type: none"> <li>• Reduce long-term occupancy in emergency accommodation</li> <li>• Needs Based support: For example, support regarding development of life skills for long-term homeless, in order to support move to permanent accommodation</li> </ul>	<p><b>Ongoing</b></p>
<p>5</p>	<p><b><u>Tenancy Sustainment</u></b></p> <ul style="list-style-type: none"> <li>• Reference point 5 in Preventing Homelessness</li> </ul>	<ul style="list-style-type: none"> <li>• Service Providers</li> <li>• Galway City Council</li> </ul>	<ul style="list-style-type: none"> <li>• Targeted support/ Outcomes focused for entrenched/long-term homeless to support them in secure tenancies</li> </ul>	



## Theme: Meeting long term housing needs

No.	Actions	Who Should take Lead Responsibility and who else has a role to play	What outcomes these actions should contribute to achieving within the next two years	Timeline
1	<p><b><u>Provision of appropriate housing units for homeless under the Capital Housing Scheme</u></b></p> <ul style="list-style-type: none"> <li>• To be provided under capital build programme over the next 4 years from 2014-2018 to include all capital schemes SHIP, CAS, CALF and Part V of the planning Act 2000</li> <li>• Reference point 3 of Eliminating Long Term Homelessness</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Lead:</b> Galway City Council</li> <li>• Service Providers</li> </ul>	<ul style="list-style-type: none"> <li>• Greater availability of housing for homeless individuals and families</li> </ul>	
2	<p><b><u>Continue to provide support to homeless people and people at risk of homelessness</u></b></p> <ul style="list-style-type: none"> <li>• To access housing through Rental Accommodation Scheme, Long Term Leasing and Private Rented etc.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Lead:</b> Galway City Council</li> <li>• Service Providers</li> </ul>	<ul style="list-style-type: none"> <li>• Tenancies are sustained and a reduction in the numbers of people re-entering homeless services</li> </ul>	

## Theme: Ensuring effective services for homeless people

No.	Actions From First Discussion	Who Should take Lead Responsibility and who else has a role to play	What outcomes these actions should contribute to achieving within the next two years	Timeline
1	<p><u>National quality standards and good practice (DECLG, Homeless Agency, HSE)</u></p>	<ul style="list-style-type: none"> <li>• Galway City Council</li> <li>• Service Providers</li> <li>• HSE</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure best practice in all dealings with Homeless Persons</li> <li>• Continue to up skill staff working with Homeless persons in relation to mental health, Drug Addiction, Counselling, motivational Skills</li> <li>• Ensuring Homeless Persons to be facilitated to have access to health services - Ensure that health needs of homeless persons are being addressed</li> <li>• Service Level Agreements Templates to continue to be utilised which will manage all services provided, both Emergency Accommodation and Tenancy Sustainment - Explore the possibility of developing and implementing joint Service Level Agreements between Local Authority, HSE and Service Providers</li> <li>• Ensure the availability of an after-hours service</li> </ul>	

2	<p><b><u>Transparent Exclusion Policies to be part of all service Level Agreements for provision of emergency accommodation</u></b></p>	<ul style="list-style-type: none"> <li>• Galway City Council Service Providers</li> </ul>		
3	<p><b><u>Protocols between City &amp; County Councils = vision = HAT</u></b></p> <ul style="list-style-type: none"> <li>• Need decision where we are going.</li> <li>• Clear roles and responsibilities for all organisations to be written</li> </ul>	<ul style="list-style-type: none"> <li>• Galway City Council</li> <li>• Service Providers</li> </ul>	<ul style="list-style-type: none"> <li>• More Transparency – what part of the puzzle you contribute to</li> </ul>	
4	<p><b><u>Conduct an independent review of the Day Centre Service and resources to access capacity to continue to deliver homeless services</u></b></p>	<ul style="list-style-type: none"> <li>• Galway City Council</li> <li>• HSE</li> <li>• Service Providers</li> </ul>		