



**Homelessness Strategy  
2017-22**  
**ANNUAL PROGRESS  
REPORT**  
**2020/21 & 2021/22**

*ending homelessness **TOGETHER***

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# Foreword

**It is my pleasure to introduce the fourth and fifth Annual Progress Reports on the Homelessness Strategy 2017-22 ‘Ending Homelessness Together’. Tracking progress from April 2020 to March 2022 this report will bring to a conclusion our work in delivering the Homelessness Strategy 2017-22. The vision of the strategy ‘Ending Homelessness Together’ reflects the need for the sector to work collaboratively in delivering our Homelessness Strategy and it is appropriate to introduce this report with a huge note of thanks to the vast array of individuals and organisation from within and outside the homelessness sector as we seek to support those households most in need.**

Our previous Annual Progress Report acknowledged the collaborative efforts as we all faced the initial challenges posed by the pandemic and I would like to use this foreword to pay tribute to the continued selfless efforts that have been displayed by all who work in our sector. The pandemic has continued to cause difficulties for our most vulnerable households and in the most challenging of circumstances the homelessness sector has embraced collaboration and innovation to ensure those who are most in need received support and assistance.

The previous Annual Progress Report tracked progress up to March 2020 and while at that stage it was impossible to ignore the predicted impacts of the pandemic, the true effect of the pandemic on the demand for our services became increasingly apparent in the time subsequent to lockdown arrangements in March 2020, particularly in regards to temporary accommodation. From 2019/20 to 2020/21 there was a 115% increase in the number of placements in temporary accommodation and these pressures continued in to 2021/22 with a 105% increase in demand from 2019/20. Meeting

a demand that would previously have been unthinkable was delivered and it is testament to how we as a sector responded that we have been able to meet such a demand.

Coupled with the increase in demand for temporary accommodation was the requirement to facilitate self-isolation and associated public health guidance. I would like to acknowledge the role of our colleagues in the health sector who have provided support and guidance to all of the statutory and voluntary organisations tasked with assisting those who are homeless or threatened with homelessness.

While this report will outline progress on our delivery of the Homelessness Strategy across 2020/21 and 2021/22 it is apt to note that a significant focus over this period has been on our COVID-19 response and The Way Home – Homelessness Response to COVID-19, published in November 2020. The development and delivery of this action plan is testimony to the ingenuity of the homelessness sector in responding to the challenges presented by the pandemic. While the publication of the Reset Plan is one of our key achievements delivered during 2020/21 and 2021/22 other significant achievements included:

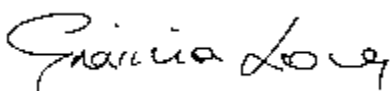
- The continued provision of a Homelessness Prevention Fund with an increase from 29 projects in 2019/20 to 39 projects in 2020/21 receiving support that totalled £840k. Our commitment to homelessness prevention further increased with £1.43m supporting 47 projects during 2021/22.
- The continued delivery of all our implementation groups which have proved so vital in supporting the delivery of the Strategy. While it was not possible to meet in person the collaborative efforts that guided the first three years of the Strategy set the foundations for continued

delivery of our Homelessness Local Area Groups and the partnership working they bring to the fore.

- A significant increase in our temporary accommodation portfolio and an increase in the range of support services to meet the unparalleled demand over these two years.
- The development of the Homelessness Strategy 2022-27 and Strategic Action Plan for Temporary Accommodation, both of which were subject to public consultation in late 2021/early 2022.

Further detail on these actions can be found in the Progress Report section of this document.

I would like to conclude this foreword with a note of thanks to staff from across the sector. While the Housing Executive is the organisation tasked with responding to homelessness as part of our statutory duties, we would not be in a position to do so if it was not for the many individuals across our statutory and voluntary partners who time and time again go above and beyond what is expected. As we emerge into the delivery of a new strategy I hope that we take so many of the positives that the challenges of the pandemic has brought and build on them as a sector as we work towards Ending Homelessness Together.



**Grainia Long**

CHIEF EXECUTIVE



# Introduction

The Housing Executive is identified in the 1988 Housing (NI) Order (as amended) as the organisation tasked with responding to homelessness in Northern Ireland. Among the homelessness duties placed upon the Housing Executive is the duty to produce a Homelessness Strategy, laying out a plan on how to address homelessness and we do this on a five year basis.

## Changes to the Strategy

In previous years the Annual Progress Report has noted any changes that have been made to reflect any amendment to, or addition of, actions to reflect a change in the Housing Executive's approach for any emerging needs given the Strategy and original actions were published in April 2017. Over the course of 2020/21 and following the addition of actions to reflect our pandemic response and the development of a new Homelessness Strategy 2022-27, as noted in the Year 3 Annual Progress Report, it has not been deemed necessary to make any amendments in respect of additional actions ahead of 2021/22.

The Central Homelessness Forum and Homelessness Strategy Steering Groups continue to act as monitoring groups to ensure the effective delivery of the Strategy while our network of Homelessness Local Area Groups are also updated on progress on delivery of the Strategy.

## Other Progress

Work during 2020/21 was guided by a Year 4 Implementation Plan with progress subject to monitoring and reporting to groups such as the Central Homelessness Forum and Homelessness Strategy Steering Group. The Year 4 Implementation Plan contains 19 actions with 17 accommodation led actions delivered by the Housing Executive and 2 non-accommodation led actions delivered by the Department for Communities. Over the course of 2020/21 there was a significant impact from the pandemic on the delivery of the Strategy with seven actions subject to delay. All delayed milestones have been brought forward to the Year 5 Implementation Plan for completion.

The delayed actions are noted below:

- Action 1 - Identify pre crisis 'homeless indicators' and commission training package for relevant key front line workers.
- Action 2 - Implement a Housing Solutions and Support approach for homeless prevention.
- Action 3 - Develop effective communication strategy to ensure households approaching crisis can access the right support quickly

- Action 4 - Ensure homeless households are supported to assist with tenancy sustainment
- Action 5 - Carry out strategic review of temporary accommodation and support needs of homeless clients
- Action 12 - Establish Service User Forum
- Action 14 - Review the Housing Solutions and Support approach
- Action 18 - Develop a Homelessness Strategy 2022-27

At the conclusion of the strategy on March 31st 2022 the majority of actions had reached a stage whereby progress had aligned with that as anticipated in the Year 5 Implementation Plan. A number of milestones within actions were not completed by 31st March 2022 as noted below:

- Action 1 – A milestone on homelessness awareness videos was not completed as originally anticipated.
- Action 4 – A milestone to complete a review of the Prisons Protocol was not completed. While a draft protocol was in place final sign-off was not completed.
- Action 5 - While a draft Strategic Action Plan for Temporary Accommodation was subject to public consultation from November 2021 to January 2022 work on completing and publishing a revised version of the Action Plan was delayed due to the need to focus resources within homelessness on the ongoing Ukrainian response in the final months of 2021/22.

While the above actions were largely complete apart from a specific milestone on each action, the commitment to deliver a Service User Forum as per Action 12 remained outstanding due to difficulties in facilitating in person meetings in the context of public health guidance. While it has not been possible to facilitate this involvement within various restrictions, Homeless Connect were able to facilitate a workshop with an existing group (Regional Service User Network) and this enabled service users to contribute to a consultation response on the Homelessness Strategy 2022-27.

Further details on all 19 actions are included in the Progress Report chapters of this report. It should be noted that the actions subject to delay as of 31st March 2022 were recorded as incomplete due to the delay to single milestones within wide ranging actions and the progress report outlines the full scale of each action.

Furthermore, the Housing Executive commissioned an independent evaluation of the Homelessness Strategy 2017-22<sup>1</sup> and this highlighted a range of key achievements with the table below noting key achievements across a range of themes and areas, along with additional commentary on any areas which were deemed as not having been achieved.

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<sup>1</sup> Fiona Boyle & Nicholas Pleace (Commissioned by the Housing Executive), Evaluation of the Homelessness Strategy for Northern Ireland 2017 - 2022 Ending Homelessness Together - <https://www.nihe.gov.uk/getattachment/f8808560-25d0-4f49-a2d6-e32e888aced8/an-evaluation-of-the-homelessness-strategy-for-northern-ireland.pdf>

# Homelessness Strategy 2017 - 22, Key Achievements and areas of non-achievement

Theme or Area	Key Achievements	Noted weaknesses or non-achievement
<b>Homelessness Prevention and awareness raising</b>	Development and evaluation of e-learning package for front-line workers, albeit difficulties in taking this live.	Difficulties identified in terms of IT issues including systems used by other agencies not supporting the package.
	Development of suite of four videos for social media and other platforms on topics including health and wellbeing, financial hardship, young people and the prevention of repeat or chronic homelessness.	Partially and ongoing.
	Development and piloting of awareness training package by Housing Community Network and at local level for community groups.	Fully achieved.
	Ongoing implementation of the Housing Solutions and Support approach for homeless prevention.	Fully achieved.
	Provision of the Homeless Prevention Fund from Year 3 of the Strategy onwards, with recorded delivery and impact. The internal evaluation of this Fund indicated its success and impact.	Fully achieved.
	Working towards agreeing a sectoral wide definition of homelessness prevention.	Work on this was delayed because of the response to Covid-19. Definition agreed by CHF in Year 5, using P1E definition used by English local authorities and Housing Rights. Intention to be implemented in Year 1 of new Homelessness Strategy.
	Development and implementation of a Communications Strategy to raise general awareness of homelessness, to enable an inter-agency approach to delivery of the Homelessness Strategy and to ensure communication networks across agencies.	Fully achieved.

Table continues

Theme or Area	Key Achievements	Noted weaknesses or non-achievement
<b>Secure sustainable accommodation &amp; appropriate support solutions for homeless households</b>	Amendment of the housing and homelessness assessment form, in order to reflect an assessment of the support needs of homeless applicants. Rolled out across all HE offices.	Fully achieved.
	Work on the development of a Common Assessment Framework (CAF) and piloting of same; then extension of CAF to all providers. Work on the development of a Central Access Point (CAP), including shared system for all temporary accommodation providers and a bespoke real-time IT system, albeit this was delayed because of the Covid-19 pandemic. Development of the Homelessness Tracker app, in response to Covid-19 and development of Local Services Directories.	Partially achieved. CAF was produced by Year 3, with a trial and evaluation of same. Work started to extend the CAF to all providers and areas. Work on specifying a CAP was developed, although progress was delayed because of the response to Covid-19; work carried forward into Year 5 and the new Homelessness Strategy.
	Ongoing work with the DoJ and other partners in the development of a prisoner's protocol seeking to ensure accommodation arrangements for clients exiting prison.	Ongoing.
	Commitment to introduce Financial Inclusion Officers for Homelessness service provision.	Fully achieved.
	Completion and publication of research project - a Strategic Review of Temporary Accommodation – followed by consultation on a draft Strategic Action Plan for Temporary Accommodation.	Fully achieved.
	Internal evaluation of the Private Rented Sector Access scheme, plus externally commissioned research, conducted by Housing Rights on barriers to accessing and sustaining tenancies in the PRS.	Fully achieved, albeit no funding commitment to resourcing the provision of a private rented sector access scheme.
	Direction of funding from the Homeless Prevention Fund to projects to assist clients to access the PRS.	Fully achieved.
	<b>Further understand &amp; address chronic homelessness</b>	Production of the CHAP in February 2019, and follow-up actions including exploratory work on the HE's Housing Management System to record data relating to chronic and repeat homelessness. Development of an associated Repeat Homelessness Dashboard.

Table continues



Theme or Area	Key Achievements	Noted weaknesses or non-achievement
	External commissioning and production of research on the Impact of chronic homelessness on women, and the Role of Day services in delivering support to those experiencing chronic homelessness.	Fully achieved.
	Evidence-based street counts for rough sleepers in Belfast, Derry and Newry. Evidence-based street estimates were carried out in other council areas.	Fully achieved.
	Direction of funding from the Homeless Prevention Fund to projects to chronic homeless individuals.	Fully achieved.
	The development and delivery of the ‘Everyone In’ approach and the MoU between HE, DfC and DoH ensuring that temporary accommodation was offered and provided to all rough sleepers during the pandemic.	Fully achieved.
<b>Have the right mechanisms to oversee &amp; deliver the Strategy</b>	HE input to the DfC led Inter-departmental Homelessness Action Plan and monitoring role of the Department led HSSG.	HE input achieved. Work of IDHAP was delayed because of the response to Covid-19, work carried forward into Year 5 and the new Homelessness Strategy.
	Establishment and delivery of nine LAGs across Northern Ireland and Local Action Plans including development of communication and working relationships, and production of Local Services Directories.	Fully achieved.
	Involvement of the LAGs in the consultation for the next Homelessness Strategy for 2022 – 27.	Fully achieved.
	Support for the establishment of a Service User Forum (facilitated by CHNI), which inputted to a variety of consultations and research projects.	Fully achieved.
	Support for the development of the NI Youth Forum Peer Support project.	Fully achieved.
<b>Measurement &amp; Monitoring – to inform development of services</b>	Development of new Homelessness measures to support the provision of data for the SP programme. Also establishment of the SP Thematic Group on Homelessness.	Fully achieved.

Table continues

Theme or Area	Key Achievements	Noted weaknesses or non-achievement
	Commencement of work on review of Housing Solutions and Support approach.	Fully achieved.
	Ongoing monitoring of emerging issues and development of appropriate strategies, including the Covid-19 response and the 'Everyone In' plan	Fully achieved.
	Specific work on themes such as clients with no recourse to public funds, the impact of Welfare Reform, customer journeys and the rural perspective. HE engagement on issues relating to adverse childhood experiences and emerging links between modern slavery and homelessness.	Fully achieved.
	Ongoing review of homelessness trends, including work with the GSS Homelessness and Rough Sleeping Statistics Working Group and production of externally commissioned research including Homelessness Service User journeys, the impact of chronic homelessness on women and an evaluation of the role of day services in delivering help to people experiencing chronic homelessness.	Fully achieved.
	HE commenced work with a number of researchers to cross reference health and homelessness data over a number of years to improve the understanding of the health needs of homeless presenters.	Fully achieved.
	Production of four Annual reports outlining progress on the Homelessness Strategy for 2017 – 22.	Fully achieved.

# The Way Home – Homelessness Response to COVID-19 2020/21 & 2021/22

The Housing Executive along with the wider sector continued to adopt a co-ordinated response to address the impacts of COVID-19 in terms of homelessness in Northern Ireland during 2020/21 and 2021/22. The actions taken since early March 2020 have mirrored much of our existing strategic commitments but the pandemic necessitated faster progress on key fronts and this was evident throughout the final two years of the Homelessness Strategy 2017-22. As part of our pandemic response, the Housing Executive developed a Reset Plan<sup>2</sup> which was approved by our Board in October 2020. The Reset Plan acted as a framework for our pandemic response as we sought to address the lasting impacts on homelessness of COVID-19.

The inception of the COVID-19 pandemic presented key challenges in relation to homelessness in Northern Ireland, bringing forward additional risks posed to individuals threatened with and/or experiencing homelessness. The Housing Executive's primary response was to;

- i) safeguard as many homeless people as we can against COVID-19 ensuring they have the same chance as other vulnerable people to self-isolate and receive care; and
- ii) ensure that homeless services can continue to operate safely and effectively this includes both our own statutory services and services in the broader homeless sector.

The Housing Executive implemented a plan to address the impacts of the pandemic, which included; pressures on homelessness services, demand for temporary accommodation and the need for emergency provision to those previously ineligible for homelessness support.

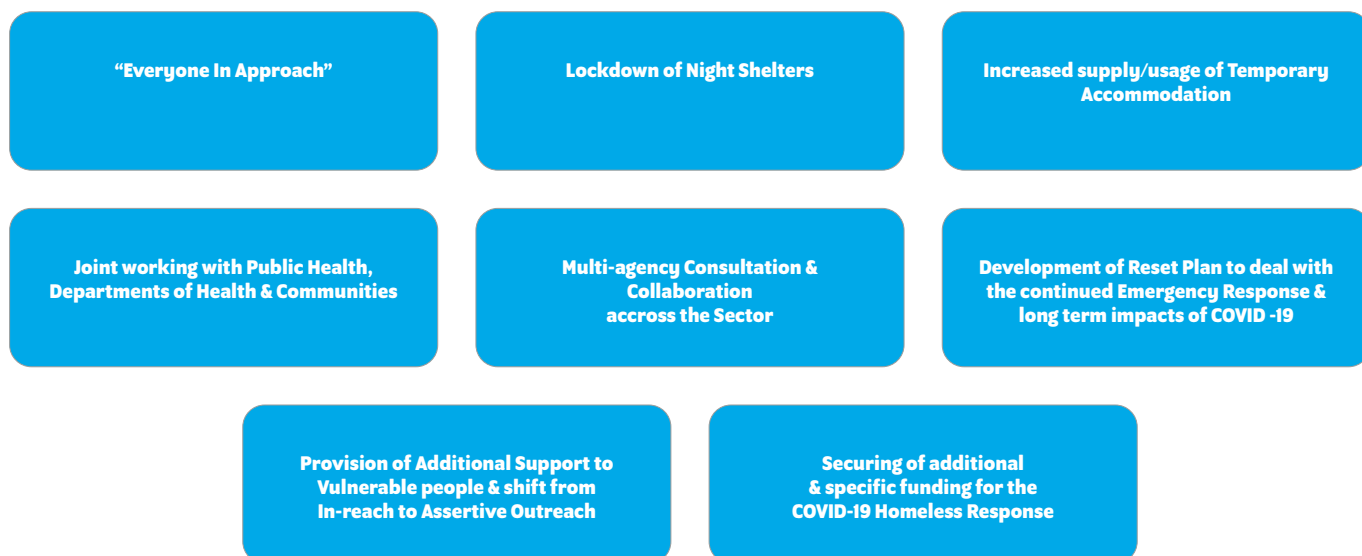
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<sup>2</sup> Housing Executive, The Way Home – Homelessness Response to COVID-19 - <https://www.nihe.gov.uk/Documents/Homelessness/homelessness-reset-plan-the-way-home.aspx?ext>.

The Reset Plan focused on five priority areas as noted below.



A number of actions have been carried out as part of the overall response to the pandemic and the following diagram provides a summary of key aspects of the Housing Executive’s pandemic response up to March 2022;



# The Reset Plan

To ensure an effective response to the impacts of COVID-19 the Housing Executive developed the Reset Plan – “The Way Home” in line with key points already acknowledged in our Homelessness Strategy “Ending Homelessness Together” 2017–2022. The Reset Plan provides an effective framework emphasising the need to maintain key services, protect homeless households and have a post COVID-19 plan in place. The Reset Plan incorporates our strategic priorities and the challenges which are outlined in the 5 key themes; Rough Sleeping; Temporary accommodation; Prevention; Homeless Services & Collaborative Working.

## Theme 1 - Rough Sleeping

*“Our ambition is to ensure everyone has access to somewhere safe and appropriate to stay regardless of their immigration status. We will seek to prevent a return to previous levels of rough sleeping experienced before the COVID-19 pandemic.”*

A Memorandum of Understanding (MoU) was agreed between the Housing Executive, the Department for Communities and the Department of Health to facilitate the “Everyone In” approach which would mean that no one in Northern Ireland would be left on the streets; including those with no recourse to public funds. The Memorandum of Understanding was still in place at the conclusion of Year 5 of the Homelessness Strategy 2017-22.

In order to support those households placed in temporary accommodation the Housing Executive sought to provide appropriate advice and support, with funding of Housing Led support and COVID specific duties for outside agencies a key tenet of this. Our pandemic response saw a renewed focus on Housing First in recognition of the impact it has on our most vulnerable households. This renewed focus resulted in the increased provision of Housing First being recognised as a key priority in the Homelessness Strategy 2022-27 published in March 2022.

The Reset Plan also ensured that research commissioned as part of the Homelessness Strategy 2017-22 considered the impacts of the pandemic, including on rough sleepers. Such research included The Role of Day Services in delivering support to those experiencing Chronic Homelessness<sup>3</sup> and The Impacts of Chronic Homelessness for Women<sup>4</sup>.

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<sup>3</sup> Ruth Flood Associates (Commissioned by the Housing Executive), Role of Day Services in delivering support to those experiencing Chronic Homelessness - <https://www.nihe.gov.uk/getattachment/a0c8224f-bc32-42d6-8d71-6e21afc17b55/Day-Services-and-Chronic-Homelessness.pdf>  
<sup>4</sup> Fiona Boyle Associates (Commissioned by the Housing Executive), The Impacts of Chronic Homelessness for Women - <https://www.nihe.gov.uk/getattachment/66e7e3a3-2240-495f-9e5e-c72eeefa65d/Impacts-of-Chronic-Homelessness-for-Women.pdf>

## Theme 2 – Temporary Accommodation

*“Our ambition is to create the capacity to provide all customers with accommodation which meets both their accommodation and support needs at the point of that need. Focusing initially on immediate accommodation needs but ultimately must include how we improve the long term housing options for homeless households.”*

The temporary accommodation portfolio was maximised during the pandemic comprising of voluntary sector hostels, Housing Executive temporary accommodation, Dispersed Intensively Managed Emergency (DIME) accommodation, private sector single lets and as a last resort the usage of Hotel/B&B accommodation. This work enabled the Housing Executive and our partners to meet the significant increase in demand caused by the pandemic with an increase of 115% from 4,527 placements in 2019/20 to 9,752 in 2020/21. This significant increase in demand also continued in 2021/22 with 9,265 placements representing a 105% increase from 2019/20.

In order to assist those households placed in temporary accommodation the Housing Executive supported the delivery of wraparound support. Further efforts to sustain placements in temporary accommodation placements were evidenced through collaborative working with stakeholders such as Homeless Connect and voluntary sector providers as the sector sought to sustain placements as far as possible and reduce the number of exclusions from temporary accommodation, thereby minimising the number of service users having to move between placements during the pandemic.

Collaborative working in the provision of temporary accommodation was also evidenced in the COVID-19 Operational Group supporting the development and delivery of Principles of Mutual Aid which sought to assist providers in dealing with outbreaks of COVID-19 in homelessness services.

In recognition of the risks faced by individuals and providers, the Housing Executive acquired a range of temporary accommodation units which were exclusively used for clients who were needing to self-isolate. Over the course of our pandemic response the Housing Executive worked to increase our portfolio of temporary accommodation options ranging from increasing contracted provision of options such as DIME (Dispersed Intensively Managed Emergency Accommodation) in Belfast to acquisition of a range of block-booking arrangements with a range of Single Let and non-standard providers.

The pandemic and the collaborative efforts of the Housing Executive and our partners across the sector played a vital role in shaping the draft Strategic Action Plan for Temporary Accommodation<sup>5</sup> which was subject to public consultation in late 2021/early 2022.

<sup>5</sup> Draft Strategic Action Plan for Temporary Accommodation, Housing Executive - <https://www.nihe.gov.uk/getattachment/158d56de-76f6-4a16-a57b-fe9d051f49ad/Draft-Strategic-Action-plan-for-Temporary-accommodation-2022-27.pdf>

## Theme 3 - Prevention

“Prioritising homeless prevention to create maximum capacity to make a long term commitment to the extension of Housing Led and Housing First provision”.

In 2019/2020 the Homelessness Prevention Fund was established after the Housing Executive secured funding from the Department for Communities to support our delivery of objective 1 of the Homelessness Strategy 2017-22 in which we intend to prioritise the prevention of homelessness. The success of the fund in 2019/20 saw the delivery of further funding in 2020/21 and 2021/22 with this being a key part of both the strategy and COVID-19 Reset Plan as a means of supporting those households who were threatened with homelessness. Applications were sought within the following five categories based on the aims set out within the Homelessness Strategy 2017–2022;



The focus of the fund was on models that directly benefit the customer and the front line staff within the sector. Applications which included, but were not limited to, the following models were invited:

- a) *Intervention models* - (either by mediation and/or counselling or through direct financial support);
- b) *Training models* - (to empower and equip sector workers who have been identified as working with those at risk of homelessness);
- c) *Personal development models* – (to provide a structured training programme to empower and equip participants who have been identified as at risk of homelessness) and;
- d) *Awareness Models* - (which seek to raise awareness of the complex nature of homelessness and available support services among the general public, sector workers

or individuals who have been identified as at risk of homelessness).

e) *Social Enterprise model* – (to improve communities, tackle social issues and provide access to employment and skills training for individuals identified as at risk of homelessness). These projects are separate from those funded through the Social Enterprise fund and can be viewed as complementary to these where the focus is on preventing vulnerable individuals becoming homeless.

The 2020/21 Homelessness Prevention Fund initiated funding to 39 projects which delivered prevention services to over 2,200 beneficiaries through the range of models as outlined in the diagram above. The evaluation of the 2020/21 fund noted that intervention models through intervention and counselling were most effective in terms of number, scope and flexibility.

The importance of homelessness prevention to our pandemic response was reflected in COVID-19 specific projects being sought in the delivery of our Homelessness Prevention Fund in 2021/22 which was allocated to respond to need and alleviate pressure within the homeless sector. Potential providers were identified by the Homelessness Prevention team who carried out an evaluation of all 2020/21 projects, and offered those providers who had operated particularly effectively within the COVID-19 environment the opportunity to apply. Funding was available for 9 months with project budgets of up to £40,000.

The Homelessness Prevention COVID-19 Response Fund enabled 11 projects across the region to deliver prevention services such as counselling services, rent deposit schemes and personal development programmes to households including families, young people and multiple client groups over a 9 month period which commenced from the 1st July to 31st March 2022. This was part of a wider Homelessness Prevention Fund which is further detailed later in this report.

The 2021/22 Homelessness Prevention Fund focused on the five preventative models mentioned above but also with a focus on the priority areas outlined in the Reset Plan: The Way Home which included;

- Youth homeless including former care leavers;
- Victims of domestic abuse;
- Intergenerational repeat homeless;
- Those whose mental health has been negatively impacted by the pandemic and;
- Those at risk of losing private rented sector accommodation.

While Housing First had relevance to theme 2 of temporary accommodation, extensive research has established that the Housing First model can effectively address homelessness and prevent recurring homelessness for some of the most chronic homeless individuals. The commitment to develop Housing First will also support the Housing Executive's commitments to prevention of homelessness as we emerge from the pandemic.

A further means by which the Housing Executive sought to prevent homelessness during the pandemic is through the introduction of Financial Inclusion Officers providing advice



and assistance to Housing Executive tenants. The success of this model saw the extension of this service to our Housing Solutions departments in order to provide financial advice and support for customers regardless of tenure.

## Theme 4 - Homeless Services

*“Ensuring that our statutory homeless services including the Out of Hours Service continue to be delivered safely and effectively by applying of measures to reduce the risk of COVID-19 transmission, targeting of services to meet the needs of particular vulnerable groups and appropriate combination and safe delivery of remote and face to face support.”*

A key focus since March 2020 has been supporting staff across the sector in order to ensure that vital frontline services remained unaffected despite the scale of the challenges faced as public health restrictions dictated that immediate changes to service delivery were needed. Over the course of 2020/21 and 2021/22 there was extensive engagement between the Housing Executive and our partners across the statutory and voluntary sectors in meeting the challenges that we as a sector faced.

The update on Theme 2 notes the significant efforts that sought to meet the unprecedented increase in demand for temporary accommodation. These efforts ensured that we were able to meet the ongoing delivery of statutory homelessness services. Lockdown arrangements and public health guidance necessitated a new service delivery model with homelessness assessments and temporary accommodation referrals provided via remote service and/or on an appointment basis where it was safe to so in the context of any guidance/restrictions.

Within the voluntary sector arrangements were made to lock down night shelters which were used as a more conventional hostel model to limit transmission of COVID-19. Extensive efforts were made to engage with rough sleepers with a view to encouraging the uptake of accommodation offers in order to safeguard individuals and reduce risks of transmission.

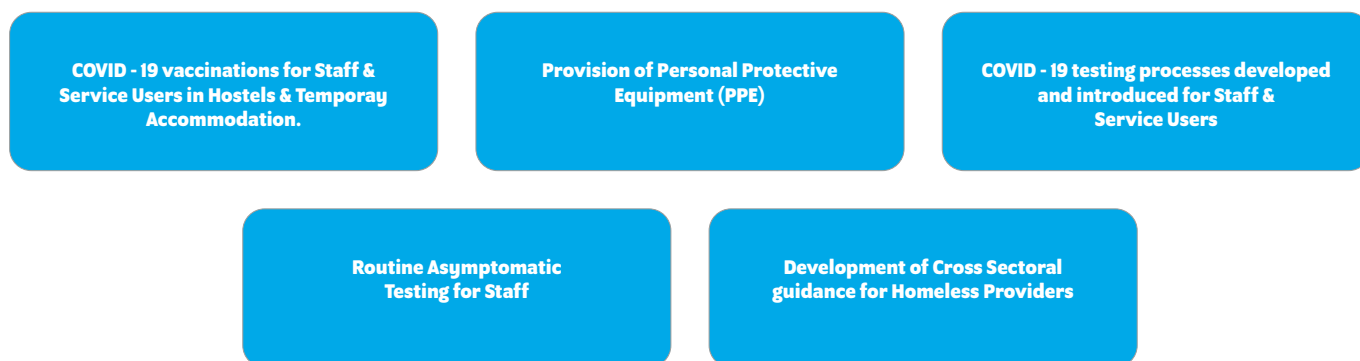
As previously noted, wraparound support was provided and measures were in place to provide Personal Protective Equipment across the sector. This work was coordinated via collaborative efforts with statutory partners such as the Public Health Agency and voluntary sector organisations such as Homeless Connect and a range of accommodation providers who sit on the COVID-19 Operational Group.

## Theme 5 - Collaborative Working

*“Our ambition is to maintain the momentum of multi-agency collaboration which has been established to support homeless households. Homelessness is rarely just a housing need and our priority is to ensure the increased cross-sector working between housing, health and the homeless sector continues and is embedded long term.”*

In recognition that those who are homeless were at greater risk of contracting COVID-19

and contributing to the broader community transmission, an interdepartmental approach with health was adopted early on in the pandemic with strong joint working and direction from the Public Health Agency and a collaborative approach between funders (Housing Services and Supporting People), homeless service providers, Public Health Agency and the Departments for Communities and Health; the strong response led to key deliverables being achieved, some of which are noted below;



Going forward the Housing Executive is committed to maintaining the collaborative working relationships that have been established throughout the past two years.

## Challenges and issues

Many of the challenges which have been presented over the initial stage of the pandemic were already acknowledged in our Homelessness Strategy but the pandemic has brought them into sharper focus, including for example, the need to more effectively link housing, health and wellbeing at both strategic and operational levels.

The COVID-19 homelessness response has only been possible due to the availability of additional in year funding alongside the significant efforts of staff across the sector who have played a key role in implementing the homelessness response. As noted above, there have been dramatic increases in demand for temporary accommodation.

It is difficult to predict future demand and the longer term impacts of the pandemic but we have planning assumptions in place which we continually monitor and review. Given the resources available we want to ensure we use experiential evidence to target prevention work, reduce use of non-standard accommodation, better targeted support for specific issues e.g. domestic abuse, mental health, securing appropriate accommodation such as Housing First and dispersed support.

# Homelessness Data 2020/21

Appendix 1 of this report provides a detailed breakdown of the data summarised throughout this section.

It should be noted that the pandemic has resulted in a significant impact on previous trends with a reduction in presenters and acceptances accompanied by a significant increase in demand for temporary accommodation. The pre-COVID position is noted below:

New homeless presentations remained largely steady over 5 year period
Total numbers of FDA applicants on waiting list was increasing year on year
Top reasons for homelessness remained consistent (accommodation not reasonable, sharing breakdown and loss of rented accommodation)
Proportion of homeless acceptances was increasing (67% in 2019/20) reflecting the increasing complexity of client needs
Demand for emergency accommodation was outstripping supply (reflected in the increasing use of hotel/B&B accommodation)
Around 70% of those leaving temporary accommodation move on to permanent social housing
There was a mismatch in temporary accommodation supply and demand both in terms of locations and client support needs; there were clients in supported accommodation who no longer needed support, whilst others with support needs were in unsupported accommodation, with the most complex often in hotels/B&Bs due to a shortage of accommodation for this cohort
Move on accommodation was identified as a significant blockage within the system
There are increasingly complex support needs associated with homelessness presentations with mental health and addictions the most prevalent
Total numbers of repeat homelessness presentations increasing marginally year on year, including a prevalence of single person homeless amongst repeat presentations

The main impacts of the pandemic on the homelessness system can be summarised as follows:

Homelessness presentations have reduced by around 5% in 2020/21 compared with 2019/20
Breakdown of sharing overtook accommodation not reasonable as the top reason for homelessness
Temporary accommodation demand increased dramatically (placements increased by 115%), particularly among single households

Throughput from temporary accommodation has been reduced due to fewer social housing allocations during the pandemic
Young people have been particularly impacted, especially in Belfast where the number of placements quadrupled in 2020/21 compared with 2019/20
The 'Everyone In' approach was adopted to accommodate persons from abroad (PFA) who were ineligible for housing assistance
Supported housing capacity reduced to allow for Public Health Agency (PHA) guidance around social distancing and self-isolation
Night Shelters were adapted to operate as 'ordinary' hostels in the interests of public health concerns
An additional 650 units of temporary accommodation has been acquired to meet the demand
The number of households in non-standard accommodation (hotels or bed and breakfast facilities) each night has doubled when compared with pre-pandemic levels
Repeat homelessness presentations have increased by around 8% in 2020/21 compared with 2019/20

## Outcomes Based Accountability – Indicators

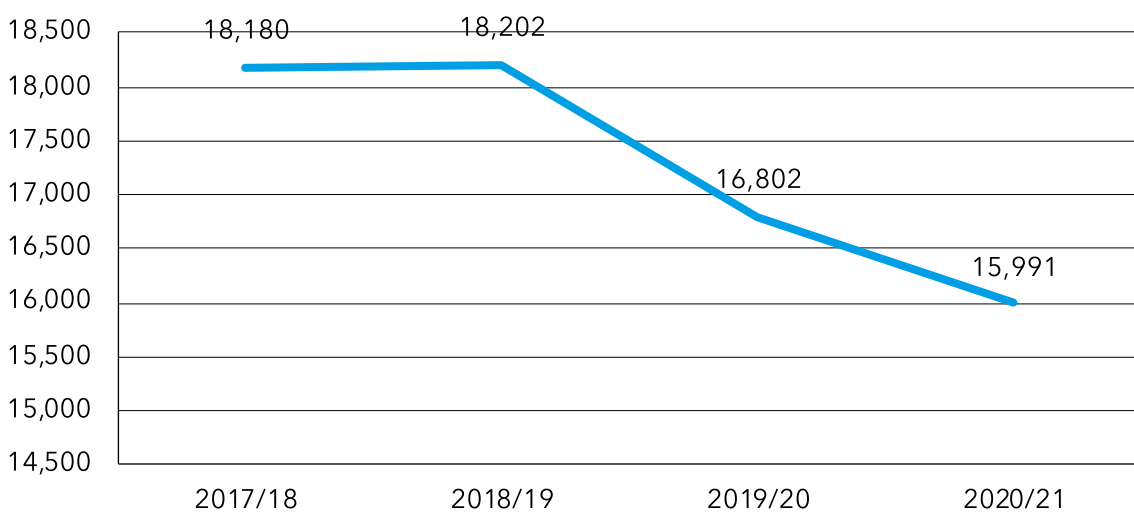
This Strategy aligned with the draft Programme for Government (PfG) by adopting an outcomes approach to support the draft PfG outcome of 'we care for others and help those in need'. The outcomes and indicators for this Strategy are outlined in the table below:

Outcome	Indicator(s)
We have support that prevents us from becoming homeless	Number of households presenting to the Housing Executive as homeless
We live in suitable homes	Average length of time spent in temporary accommodation
	Number of Full Duty Applicant (FDA) discharged
We have the support we require to access and/or sustain a home	Number of instances of repeat homelessness

# Outcome 1 - We have support that prevents us from becoming homeless

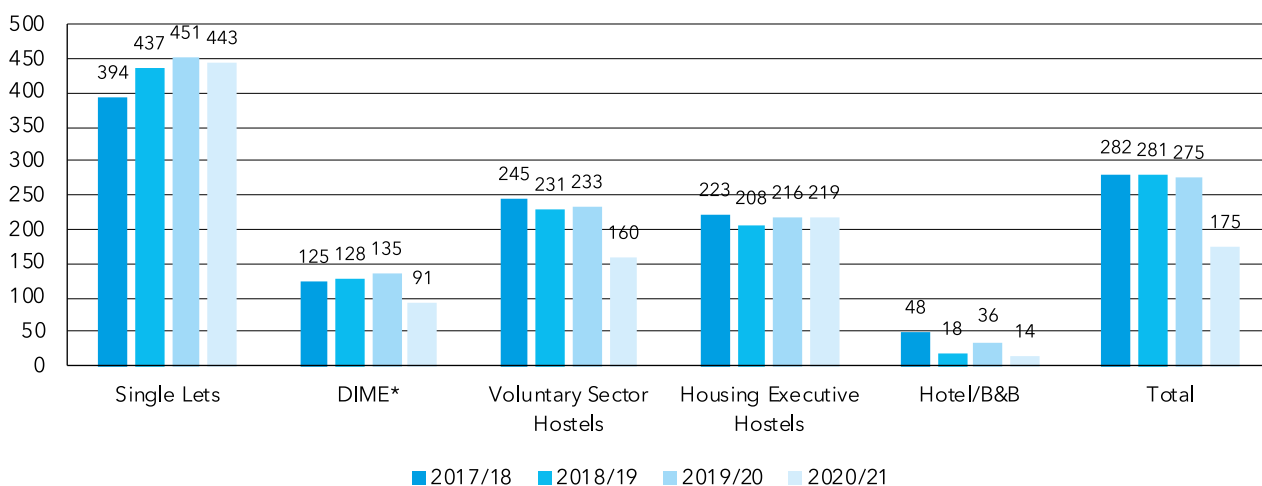
The graph below outlines the indicator for 'We have support that prevents us from becoming homeless' and the baseline figure for this indicator was 18,180 which is the number of presentations in 2017/18 and the figure for 2020/21 (15,991) represents a decrease of 12.04% from the baseline figure.

## Total Number of Presenters



# Outcome 2 – We live in suitable homes

## Average Length in Temporary Accommodation

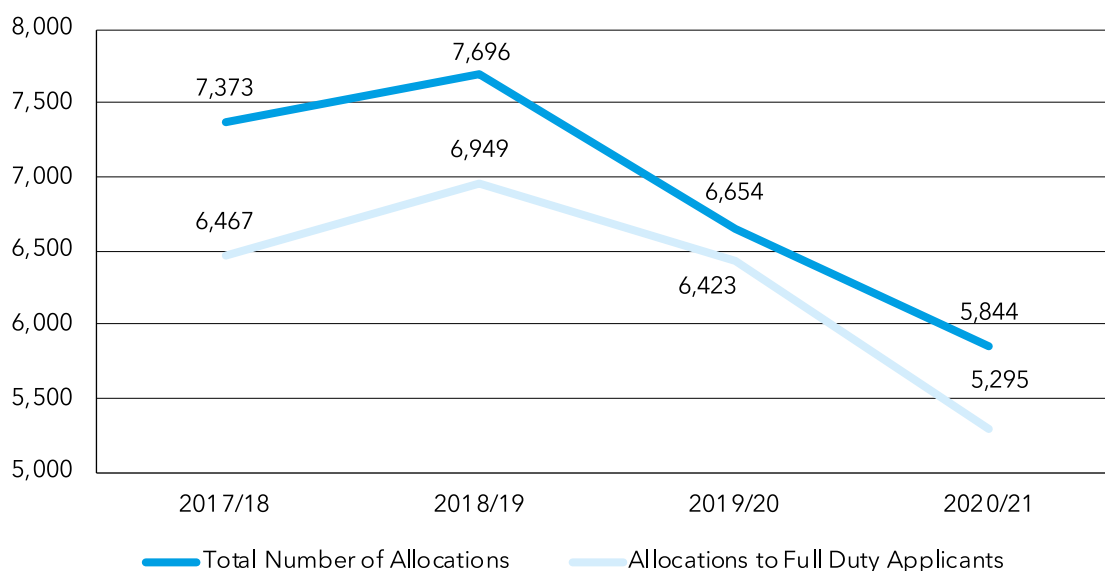


\*DIME refers to Dispersed Intensively Managed Emergency Accommodation

The graph above outlines the average length of stay in temporary accommodation in days by type of accommodation.

The initial baseline figure of 282 days in 2017/18 has significantly reduced to 175 days in 2020/21, however it is important to note that the significant increase in short-term placements over the first year of the pandemic has impacted upon these figures. The requirement for temporary accommodation, including a significant number of short-term placements, increased as COVID restrictions were implemented. Household bubbles for example, meant that there were fewer alternatives available to people who may have chosen to stay with families or friends pre-pandemic and therefore they had to avail of the temporary accommodation options we provide. A significant number of those households requiring temporary accommodation had previously been accepted as statutorily homeless.

### Social Housing Allocations

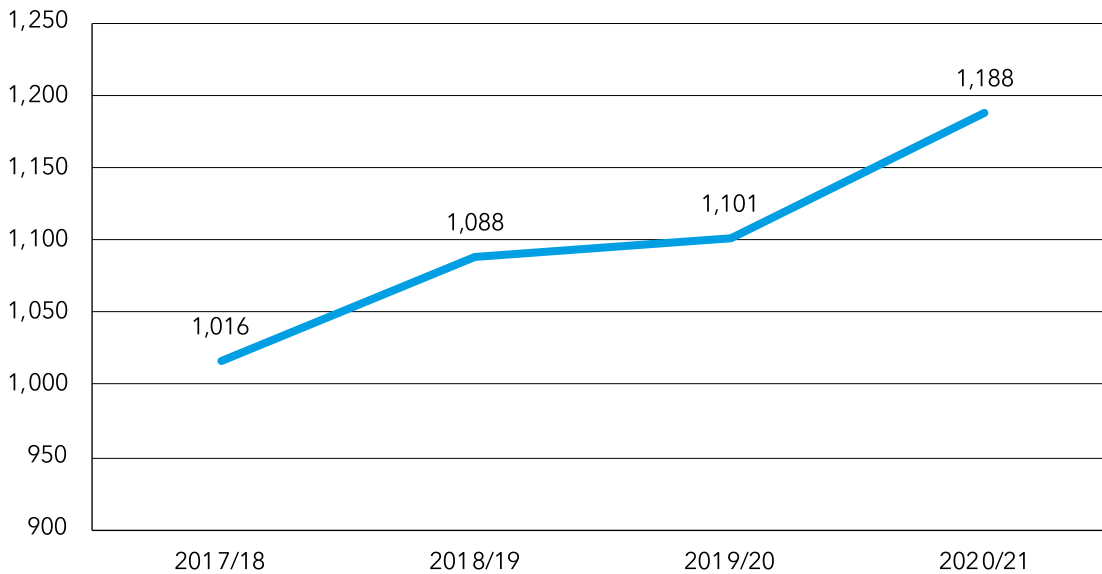


The number of Full Duty Applicants (FDA) who had their statutory homelessness duty discharged due to the allocation of a social rented property is outlined in the graph above.

The figure in 2020/21 has decreased to 5,295 FDA duties being discharged via an allocation of a social rented property representing an 18.12% decrease in comparison to the baseline figure in 2017/18 of 6,467. Furthermore 90.6% of the 5,844 allocations for social housing properties were made to Full Duty Applicants in 2020/21 when compared to 88% in 2017/18. The impact of the pandemic is again evidenced in the number of allocations during 2020/21 as turnover of social rented property reduced and there were challenges in completing change of tenancy repairs as public health guidance impacted upon the ability of contractors to carry out repairs with the same efficiency that was possible before the pandemic.

# Outcome 3 – We have the support we require to access and/or sustain a home

## Repeat Homelessness



The figure above represents the numbers of repeat homelessness presentations (where the previous application had been subject to a presentation less than 12 months before the current homeless application) during the past four years and notes an increase of presenters when compared to the baseline position of 1,016 repeat homelessness presentations in 2017/18. The number of repeat homelessness presentations recorded during 2020/21 was 1,188 which signifies an increase of 16.93% repeat presentations which is 7.43% of the overall total of homelessness presentations in 2020/21.

# Homelessness Data 2021/22

The following table provides an overview of the key homelessness trends identified during 2021/22.

In 2021/22 homelessness presentations decreased by 1.46% from the previous year
The top 3 homelessness presentation reasons during 2021/22 was Accommodation not Reasonable followed by Sharing Breakdown/Family Dispute and Loss of Rented Accommodation
The number of placements in temporary accommodation slightly decreased from 2020/21 however levels of demand for temporary accommodation remained high
In 2021/22 a total of 5,379 FDA duties were discharged through the allocation of a social rented tenancy which is a slight increase (1.59%) of duties discharged in comparison to 2020/21
There was an increase in homelessness presentations of both family and pension households households.
Average length of stay in temporary accommodation increased
The number of repeat homelessness presentations have decreased by 7.41% compared with figures recorded in 2020/21

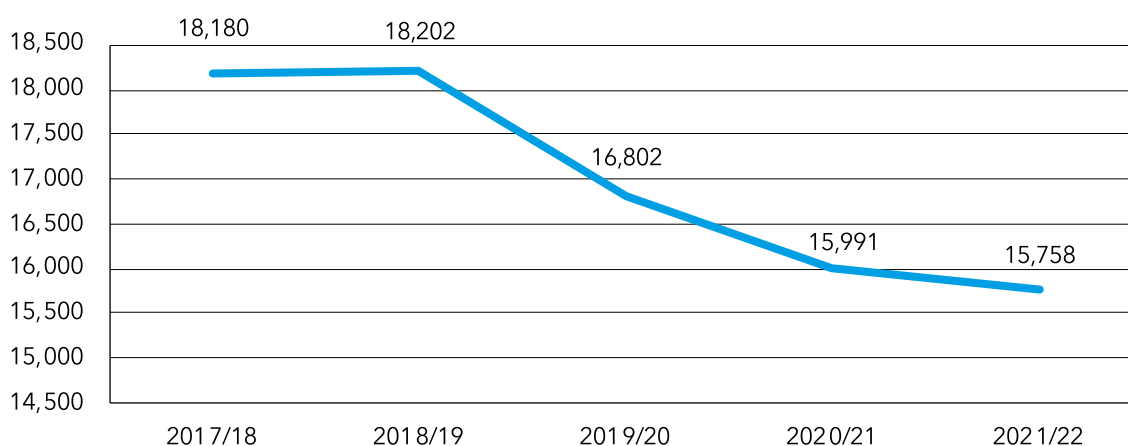
The following section provides a brief overview of key homelessness data over the previous five years of the Homelessness Strategy 2017-22, offering direct comparisons between 2017/18 and 2021/22. The key data focuses on the three outcomes and associated indicators which are used to quantify the progress of the Homelessness Strategy.

One of the key messages from reviewing our homelessness data over the five years is the focus on continuing to improve the analysis and reporting of our data going forward which will be one of the key functions/actions within the new Homelessness Strategy 2022-27.



# Outcome 1 - We have support that prevents us from becoming homeless

## Total Number of Presenters



The above diagram shows the indicator ‘We have support that prevents us from becoming homeless’ and outlines the number of homelessness presentations over the course of the five years from 2017/18 to 2021/22. Overall the number of presentations have gradually decreased, with the baseline figure of 18,180 captured in 2017/18 compared to 15,758 presentations recorded in 2021/22, this represents an overall 13.3% decrease from the baseline figure. While homelessness presentations have decreased it is important to note that these reductions coincide with the time frame of the COVID-19 pandemic.

## Outcome 2 – We live in suitable homes

The chart below is linked to the second outcome, ‘We live in suitable homes’ and represents the indicator of the ‘average length of stay in temporary accommodation’.

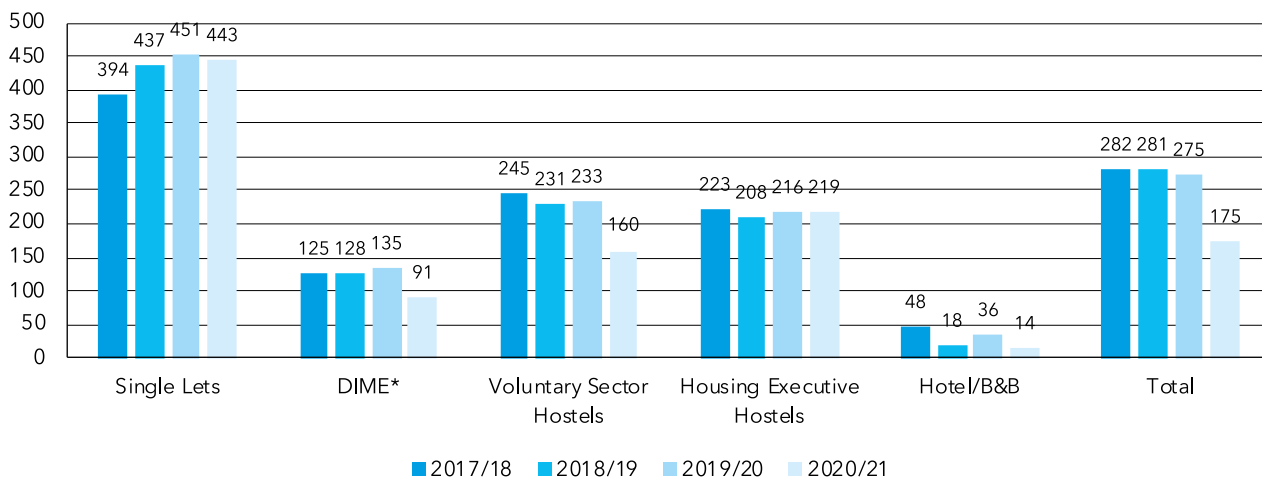
While the overall length of stay in temporary accommodation in 2021/22 has reduced to 217 days from the initial baseline figure of 282 days in 2017/18, it is important to note that the impact of the pandemic due to COVID restrictions resulted in an increase in the demand for temporary accommodation and led to a rise in short-term placements as noted in the figures previously referenced for 2020/21.

The average length of stay in Single-Let accommodation (a self-contained property like a house or a flat, sourced via the private rented sector, where the household are sole occupants) significantly increased in 2021/22 to 541 days, exceeding the baseline figure of 391 days in 2017/18. Most importantly Housing Advisors dedicate significant time in providing advice and solutions to households placed in temporary accommodation. Housing Advisors ensure households have appropriate support around them and suitable move on options are discussed regardless of tenure.

The Homelessness Strategy 2022-27 alongside the delivery of the ‘Homeless to Home’

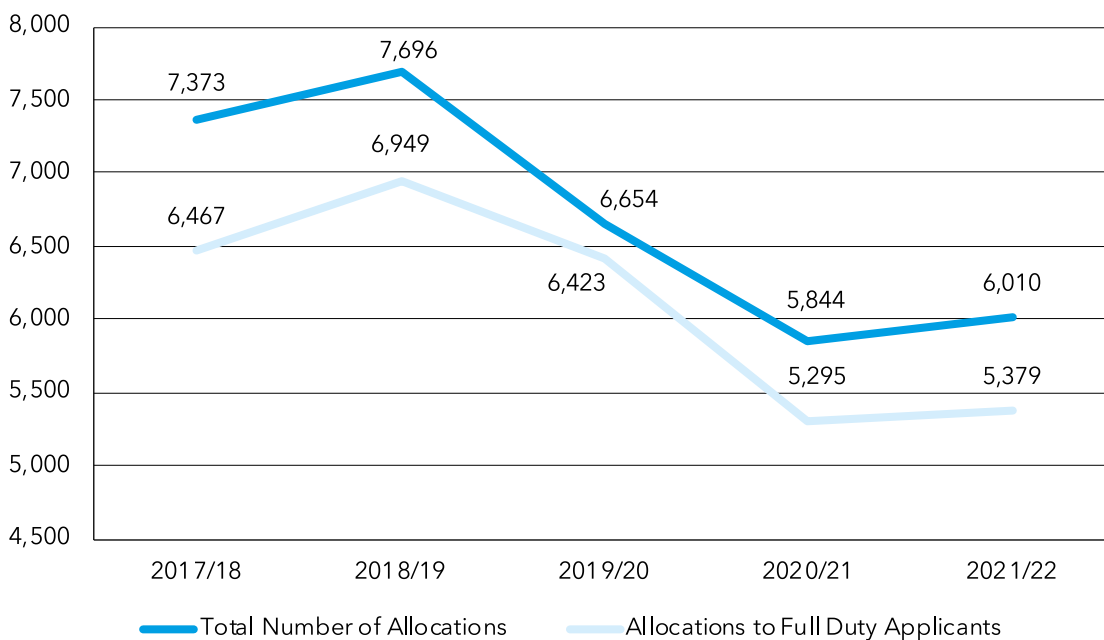
Strategy Action for Temporary Accommodation 2022-27 will ensure that significantly fewer people spend time in temporary accommodation; and that those who do require temporary accommodation spend significantly less time in it before moving on to an appropriate settled home, with the support they need.

### Average Length in Temporary Accommodation



\*DIME refers to Dispersed Intensively Managed Emergency Accommodation

### Total Number of Allocations and Total Number of Allocations to Full Duty Applicants (FDA)



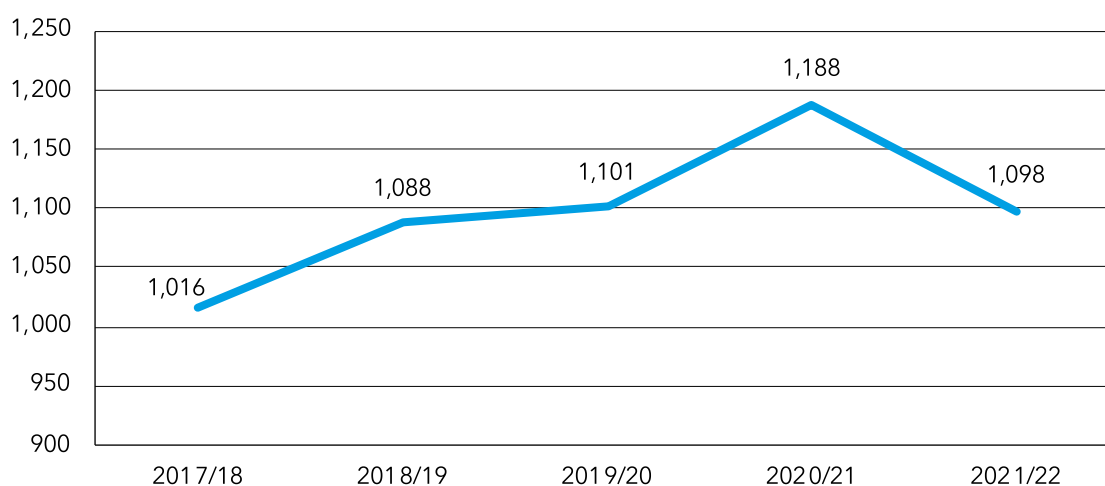
The line graph above outlines the second indicator linked to Outcome 2, 'We live in suitable homes' and provides an overview of the number of Full Duty Applicants who have had their statutory homelessness duty discharged through the allocation of a social

rented property. In 2021/22 a total of 5,379 FDA duties were discharged which represents a slight increase (1.59%) in duties discharged when compared to the figure of 5,295 recorded during the previous year (2020/21).

The baseline figure in 2017/18 was recorded as 88% of social housing allocations was offered to Full Duty Applicants and in 2021/22, 90% of allocations for social housing properties were made to Full Duty Applicants.

## Outcome 3 – We have the support we require to access and/or sustain a home

### Repeat Homelessness



Outcome 3 'We have the support we require to access and/or sustain a home' is displayed in the line graph above and outlines the final indicator 'Number of instances of repeat homelessness' (where the previous application had been closed less than 12 months before the current homeless application). During 2021/22 a total number of 1,098 repeat homelessness presentations were recorded and shows an increase in comparison to the baseline figure of 1,016 in 2017/18. However the number of repeat homelessness presentations has decreased by 7.58% in the figures recorded in 2020/21.

The carry-over of relevant actions from the Chronic Homelessness Action Plan alongside the Complex Lives Project are a vital part of the new Homelessness Strategy 2022-27 and will aim to address repeat homelessness presentations and the challenges faced by those identified as experiencing chronic homelessness.

# Tackling rough sleeping in Northern Ireland: Key facts and figures 2020/21 & 2021/22

As part of our commitment to regularly monitor and measure the extent of rough sleeping throughout Northern Ireland, the Housing Executive have been conducting annual rough sleeping counts and estimates since 2018. Prior to 2018, the Housing Executive carried out snapshot counts only in areas where there was an identified need, which were primarily urban areas such as Belfast and Newry. The approach since 2018 has enabled the Housing Executive to publish information on rough sleeping across Northern Ireland as outlined in this update. This snapshot also allows the Housing Executive to track progress, consider whether current measures are effective in tackling rough sleeping and/or if new approaches are needed.

To ensure consistency each year and to gather data which is comparable with other jurisdictions, the Housing Executive conduct the rough sleeping counts and estimates using Homeless Link's Rough Sleeping Estimate guidance<sup>6</sup>.

This section outlines findings from the Rough Sleeper Street Counts/Estimates carried out by the Housing Executive in partnership with a range of voluntary and statutory partners during November 2020 and November 2021. In areas where a Rough Sleeper Street Count was not carried out, the Housing Executive along with our partners, sought to estimate the number of rough sleepers in order to provide a snapshot of rough sleeping numbers across Northern Ireland.

## Rough Sleeper Street Counts

As per Homeless Link's guidance, rough sleepers are identified using the definition below:

People sleeping, about to bed down (sitting on/in or standing next to their bedding) or actually bedded down in the open air (such as on the streets, in tents, doorways, parks, bus shelters or encampments). People in buildings or other places, not designed for habitation (such as stairwells, barns, sheds, car parks, cars, derelict boats, stations or 'bashes').

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<sup>6</sup> Homeless Link, 'Rough Sleeping Estimates Toolkit 2021 – A guide for Local Authorities' - [https://homelesslink-1b54.kxcdn.com/media/documents/Rough\\_Sleeping\\_Estimates\\_Toolkit\\_2021\\_4FyGfJw.pdf](https://homelesslink-1b54.kxcdn.com/media/documents/Rough_Sleeping_Estimates_Toolkit_2021_4FyGfJw.pdf)

Due to the impact of the COVID-19 pandemic, the Housing Executive engaged with a range of partner agencies in order to identify areas in which a rough sleeper street count was required in 2020. As a result of this engagement, it was agreed that a street count would take place in Belfast with estimates to take place across all other areas. In November 2021, street counts took place in Belfast, Derry/Londonderry and Newry with estimates carried out in all other areas.

The rough sleeper street counts took place on the following dates:

	<b>2020</b>	<b>2021</b>
<b>Belfast</b>	26th leading into 27th Nov	24th leading into 25th Nov
<b>Derry/L'derry</b>	-	22nd leading into 23rd Nov
<b>Newry</b>	-	17th leading into 18th Nov

The Housing Executive carried out the Belfast and Newry counts alongside staff from the Welcome Organisation. The count for Derry/Londonderry was carried out alongside staff from First Housing Aid and Support Services (FHASS). Both partner organisations have expert knowledge of rough sleeping and provide daily support and assistance to individuals who are rough sleeping in the cities.

## Rough Sleeper Street Estimates

In 2020 an evidence-based approach was used in all areas across Northern Ireland, except for Belfast, to gather rough sleeping estimates. In 2021, an evidence-based approach was used in all areas except Belfast, Derry/Londonderry and Newry. This approach is intelligence-led and involves working with partner agencies, including local Housing Executive offices, PSNI, Local Councils, Health Trusts and relevant community and voluntary agencies. These agencies record and report how many people are rough sleeping in their area on a chosen night.

It is important to emphasise that the purpose of the estimate is to assess the numbers of people rough sleeping on the typical night chosen, rather than a larger sample of street activity, hidden homelessness or people using homelessness services. This means that, for example, a person who sometimes sleeps rough but sometimes has accommodation/shelter is not included in the estimate unless there is evidence that they did sleep rough on that night.

In 2020 the rough sleeper street estimate took place on the night of the 26th November, leading into the morning of the 27th November 2020. The chosen night for the 2021 street estimate across Northern Ireland was the evening of Monday 29th November, leading into the morning of Tuesday 30th November 2021.

## Headline Figures

In 2020 a total of 18 people were estimated to be sleeping rough in Northern Ireland across the street counts/estimates outlined above. In 2021, this figure rose to 23 people, representing an increase of 27%.

The use of a methodology that is consistent with England enables a comparison to be made in respect of overall numbers. When a direct comparison is made, numbers of rough sleepers in Northern Ireland are substantially lower than the figures provided for England, where it was noted that there were 2,440 people estimated to be sleeping rough on a single night in autumn 2021.

Further details on rough sleeper data for other UK jurisdictions is contained within the links below:

- [England](#) – Rough sleeper counts/estimates using a similar methodology to Northern Ireland.
- [Scotland](#) – Rough sleeping data is provided via the number of households who at the point of application reported as rough sleeping the night before and in the previous 3 months.
- [Wales](#) – Since 2020 local authorities’ base rough sleeping data on local intelligence, instead of a one-night count.

## Rough sleeping by area

The table below outlines the number of rough sleepers by Local Government District (LGD).

Council	2018	2019	2020	2021
<b>Antrim &amp; Newtownabbey</b>	0	0	0	0
<b>Ards &amp; North Down</b>	0	0	0	0
<b>Armagh, Banbridge &amp; Craigavon</b>	0	4	0	1
<b>Belfast</b>	16	28	10	18
<b>Causeway Coast &amp; Glens</b>	4	0	0	0
<b>Derry City &amp; Strabane</b>	13	1	2	0
<b>Fermanagh &amp; Omagh</b>	0	1	0	0
<b>Lisburn &amp; Castlereagh</b>	0	0	0	0
<b>Mid &amp; East Antrim</b>	0	1	0	0
<b>Mid Ulster</b>	0	0	0	0
<b>Newry, Mourne &amp; Down</b>	5	1	6	4
<b>Total</b>	<b>38</b>	<b>36</b>	<b>18</b>	<b>23</b>

## Everyone In

As part of our response to the COVID-19 pandemic the Housing Executive, along with the Department of Health and Department for Communities adopted the 'Everyone In' approach. The 'Everyone In' approach sought to minimise the risk of those individuals, who were rough sleeping, contracting or spreading COVID-19. In conjunction with sector partners, including assertive outreach in Belfast, all identified rough sleepers were engaged with.

The 'Everyone In' approach included the development of a Memorandum of Understanding (MoU) with the Department for Communities and Department of Health to assist those persons from abroad/ineligible for housing assistance who are rough sleeping. The 'Everyone In' approach has been a significant factor in the lower numbers of rough sleepers identified in both 2020 and 2021 and is reflective of partnership working with organisations such as Depaul, Extern and Welcome Organisation.

## Acknowledgements

The Housing Executive would like to note the assistance of Welcome Organisation (for Belfast and Newry) and First Housing Aid and Support Service (for Derry/Londonderry) in both the preparation and completion of each of the street counts. Additionally, the Housing Executive acknowledges the wide range of organisations who supported the completion of the estimates in all other areas.

# Chronic Homelessness Action Plan 2019-2022

## Introduction

Objective three of the Homelessness Strategy 2017-22 undertook *'To further understand and address the complexities of chronic homelessness across Northern Ireland'*. Three key high level actions were identified under objective three which were to:

- Review and implement Belfast and Derry/Londonderry Rough Sleepers Strategy
- Identify chronic homelessness need outside Belfast and Derry/Londonderry and devise an appropriate action plan to tackle any issues
- Ensure appropriate housing models for chronic homelessness clients.

Objective four of the Strategy undertook to create a network of Homelessness Local Area Groups to assist with the delivery of the aim of Ending Homelessness Together. It was the task of the Homelessness Local Area Groups to devise local plans to address specific issues within the locality, however, feedback from the groups quickly highlighted a growing complexity among clients across all areas with similar themes of diverse needs such as physical and mental health, addictions, complex behavioural issues and engagement with criminal justice systems. It was apparent that rough sleepers, while at the extreme end of homelessness, were a subset of a much wider cohort of clients that required a more strategic response. The evidence from the Homelessness Local Area Groups was communicated via the Central Homelessness Forum to the Homelessness Strategy Steering Group. Specific case studies, outlining the intense, multi-agency input required to address the needs of clients experiencing chronic homelessness were provided. In response, in 2018, the Housing Executive committed to the development of a specific Chronic Homelessness Action Plan which would incorporate a range of actions to deliver a strategic response not only to rough sleeping, but to the growing issue of chronic homelessness.

Through consultation with the Homelessness Local Area Groups and a wide range of stakeholders, the Chronic Homelessness Action Plan (CHAP) was developed with a draft action plan published for consultation in May 2019 with the final document approved by Board in November 2019. A Chronic Homelessness Action Plan Steering Group was convened to monitor and ensure delivery of the action plan.

This document provides a summary of progress over the three years of the Plan which was brought to a conclusion in March 2022, at which stage actions relevant to chronic homelessness were incorporated in to annual action plans developed as part of the Homelessness Strategy 2022-27. The COVID-19 pandemic response significantly impacted on the delivery of the Chronic Homelessness Action Plan. While there were unavoidable



delays and necessary changes to the plan which are outlined in the progress report, it equally led to innovative solutions and new approaches. While some actions remain incomplete due to the pandemic, these will be brought forward to the Homelessness Strategy 2022-27 Year 1 Action Plan and will continue to be delivered through the lifetime of the strategy.

It should be noted that through the consultation to develop the Homelessness Strategy 2022-27, the consensus view was that while the Chronic Homelessness Action Plan was required at the time of development, the progress made in our understanding and acceptance of the specific needs of this cohort meant that a separate plan was no longer required and that actions related to resolving chronic homelessness should be incorporated into the overall Homelessness Strategy 2022-27 Year 1 Action Plan.

## Chronic Homelessness Action Plan (CHAP) Aims and Objectives

The Chronic Homelessness Action Plan has 4 aims and 7 Objectives with 32 associated actions.

### Aims

- Improve the measurement and understanding of the scale of chronic homelessness and establish a baseline

This aim is addressed with actions under Objective 1: Define specific criteria for measuring chronic homelessness to identify existing and emerging needs to inform the development of appropriate responses to address and prevent chronic homelessness.

- Promote early intervention and prevention of chronic homelessness

This aim is addressed with actions under Objective 2: Develop mechanisms across agencies for the early identification of those at risk of homelessness or chronic homelessness and implement preventative measures as appropriate and Objective 3: Implement a range of support services to help people sustain their accommodation.

- Provide a rapid response to chronic homelessness to ensure interventions are effective and well targeted

This aim is addressed with actions under Objective 4: Implement arrangements to ensure services engage with people who are experiencing chronic homelessness as quickly as possible, subject to the needs of the client, Objective 5: Make the stay in temporary accommodation as short as possible, subject to the needs of the client and Objective 6: Consider a range of housing options for clients experiencing chronic homelessness including a Housing First Model and ensure they are supported into permanent accommodation as quickly as possible subject to the needs of the client.

- Promote a cross departmental and interagency approach to addressing chronic homelessness

This aim is addressed with actions under Objective 7: Promote interagency issues and actions required to address chronic homelessness. Ensure mechanisms are in place to monitor and oversee the implementation of actions contained within the Chronic Homelessness Action Plan.

## Progress Report

### Objective One: Define specific criteria for measuring chronic homelessness to identify existing and emerging needs to inform the development of appropriate responses to address and prevent chronic homelessness

Action	Status
1. Identify chronic homelessness numbers collectable by the Housing Executive using standard Indicators  Sub actions: <ul style="list-style-type: none"> <li>• Amend HMS</li> <li>• Create reports</li> <li>• Produce trend analysis</li> </ul>	The consultation process in the development of the CHAP had led to an agreed set of chronic homelessness indicators. From these, a module for the Housing Executive Housing Management System (HMS) was designed. Following consultation with several Housing Solutions and Support Teams, staff guidance on the application of the indicators was drafted. In consultation with the Housing Policy Team, amendments to the Housing Application form were agreed to include the indicators as part of the Homelessness Assessment. However, in March 2020 public health guidance for all staff to work from home where possible was issued in relation to the COVID-19 pandemic. The CHAP Steering Group agreed that given the massive adjustment that staff were having to make to facilitate customer service from home, the implementation of the CHAP Indicator Module should be postponed. The Housing Executive engaged with our IT providers and at the conclusion of the CHAP work on the development of the relevant IT modules was ongoing and brought forward as part of the Homelessness Strategy 2022-27.
2. Review nature and format of indicators	It was intended to review the chronic homelessness indicators after a period of one year to ensure their continued relevance. However, the delay in the creation of the HMS module means that the review of the indicators will be brought forward and implemented once in use for one year. This will be facilitated as part of the annual action plans developed as part of the Homelessness Strategy 2022-27.
3. Conduct annual street counts in Belfast and L'Derry and other towns as identified by the Homelessness Local Area Groups	The Housing Executive carries out annual street counts in November. Consultation with Homelessness Local Area Groups indicated that a second count in May was not required. The methodology for the street counts is broadly similar to the process followed by Local Authorities in England and Wales and therefore consistent with data submitted to the Ministry of Housing, Communities and Local Government.

*Table continues*

Action	Status
<p>Sub actions:</p> <ul style="list-style-type: none"> <li>Organise annual counts</li> <li>Assess need for second count</li> </ul>	<p>During the street count rough sleepers were identified using the following definition ‘People sleeping, about to bed down (sitting on/in or standing next to their bedding) or actually bedded down in the open air (such as on the streets, in tents, doorways, parks, bus shelters or encampments). People in buildings or other places, not designed for habitation (such as stairwells, barns, sheds, car parks, cars, derelict boats, stations or ‘bashes’)’.</p> <p>An earlier chapter of this report outlines the results of street counts/estimates carried out over the course of the Homelessness Strategy 2017-22.</p>
<p>4. Establish methodology for chronic homelessness counts across other agencies</p>	<p>In order to harmonise data collection on chronic homelessness across all agencies, it was intended for the Housing Executive to utilise the indicators for a period of one year and then review and evaluate. The delay in introducing the module has meant that standard collection methods have not yet been agreed across the sector. However, commissioned independent research into The Impact of Chronic Homelessness on Women has identified relevant data sets across a range of agencies but notes variations in analysis. The conclusions and recommendations of this report will feed into the development of harmonised reporting mechanisms going forward, facilitated through the annual action plans aligned to the Homelessness Strategy 2022-27.</p>
<p>5. Obtain qualitative data via engagement with service users</p> <p>Sub actions:</p> <ul style="list-style-type: none"> <li>Identify relevant data sets collected across all agencies</li> <li>One meeting of the service user forum per annum to focus on chronic homelessness</li> </ul>	<p>Three commissioned independent research projects have engaged directly with service users to obtain qualitative and quantitative data. These projects are:</p> <ul style="list-style-type: none"> <li>Impact of Chronic Homelessness on Women</li> <li>The Role of Day Services in Delivering Support to those Experiencing Chronic Homelessness</li> <li>Service User Journeys<sup>7</sup></li> </ul> <p>It was intended that one meeting per annum of the Service User Forum should focus on chronic homelessness. However, no meetings of the Service User Forum took place due to the COVID-19 pandemic as given the vulnerability of the client group, face to face meetings are the most appropriate method and it was not felt that an online approach via Webex would be appropriate.</p>
<p>6. Review the causes of repeat homelessness</p>	<p>Repeat homelessness presentations was identified as a key indicator for chronic homelessness. To contribute to the understanding of chronic homelessness in the absence of the indicator module, a four year analysis of repeat homelessness was undertaken providing information on client groups by household, tenure, reasons, length of time between presentations etc. The report was provided to all Homelessness Local Area Groups improving understanding of this element of chronic homelessness. The report has also formed the basis of shared working in relation to tenancy sustainment. A repeat homelessness dashboard has been created to facilitate ongoing analysis of repeat homelessness. Reports can be created at Northern Ireland and Local Council levels to identify variations across Northern Ireland.</p>

Table continues

<sup>7</sup> Fiona Boyle Associates (Commissioned by the Housing Executive), Homelessness Service User Journeys - <https://www.nihe.gov.uk/getattachment/a159dab9-9dcc-40c0-9837-b50889a221ea/Homelessness-Service-User-Journeys.pdf>

Action	Status
7. Conduct research to understand the specific impacts of chronic homelessness on women	This research was undertaken during 2021 and was completed with some delays due to the pandemic making face to face contact with service users difficult. However, a comprehensive report was submitted to the Housing Executive in September 2021 and subsequently circulated to a wide range of stakeholders including the Homelessness Local Area Groups, Central Homelessness Forum and Supporting People colleagues to inform service development.
8. Conduct Street Needs Audits	<p>Following consultation with the Homelessness Local Area Groups it was agreed that Street Needs Audits were required in Belfast, Derry/Londonderry and Newry.</p> <p>The objectives for the Street Needs Audit are:</p> <ul style="list-style-type: none"> <li>• Undertake action research on individuals engaged in rough sleeping and street drinking activity overnight.</li> <li>• Proactively engage with individuals to assess immediate needs at the point of contact.</li> <li>• Actively assist individuals to return to their accommodation including referral to the most appropriate support services.</li> <li>• Identify the nature and frequency of contacts with individuals to inform a case management approach.</li> <li>• Identify barriers to service entry.</li> <li>• Promote partnership working around managing and addressing begging and street drinking.</li> <li>• Inform the reconfiguration of homelessness services including assessing the adequacy of crisis and outreach services and informing commissioning priorities.</li> <li>• Identify non-accommodation based issues that impact on street activity.</li> <li>• In working with the Housing Solutions teams in the three cities, the Street Audit will seek to improve the response in meeting the needs of the very complex individuals identified.</li> </ul> <p>It has not been possible to commence the audits by March 2022 but these have been brought forward as part of the Homelessness Strategy 2022-27. Upon completion a report will be circulated to all relevant agencies.</p>

**Objective Two: Develop mechanisms across agencies for the early identification of homelessness or chronic homelessness and implement preventative measures as appropriate**

Action	Status
<p>9. Promote prevention/ early intervention</p> <p>Sub actions:</p> <ul style="list-style-type: none"> <li>• Develop advice and assistance for prevention</li> <li>• Support DoE initiatives through Interdepartmental Action Plan</li> <li>• Raise awareness of the link between adverse childhood experiences and chronic homelessness</li> <li>• Work with Health and Social care to review research to understand application to homelessness prevention</li> <li>• Ensure appropriate allocation of prevention funding to chronic homelessness</li> </ul>	<p>A leaflet on homelessness prevention was developed following consultation with the Service User Forum and was uploaded to the Housing Executive website. It details a range of organisations who can provide support to clients entering or experiencing homelessness. Through the Homelessness Local Area Groups, Local Service Directories have also been created and uploaded to the Housing Executive’s website.</p> <p>The development of the Chronic Homelessness Action Plan has in itself raised awareness of the increasing complexity of need of clients experiencing chronic homelessness and the sector, through the Homelessness Local Area Groups has supported the recognition and acceptance of this cohort. The inclusion of the CHAP update on the agenda for all Homelessness Local Area Groups has ensured that the profile of clients experiencing chronic homelessness remains high.</p> <p>Working with the Northern Ireland Youth Forum through the Peer Mentoring Scheme, their report “kNowhere to go? A peer approach to preventing homelessness in Northern Ireland” was launched in September 2021.</p> <p>Working alongside the Safeguarding Board, the Housing Executive has carried out work on developing a Trauma Informed Practice Steering Group and associated Action Plan which seeks to embed Trauma Informed Practice, including awareness of adverse childhood experiences within all frontline service delivery.</p> <p>An action to review research with Health and Social Care was delayed due to the need to focus resources on the pandemic response. This action will be brought forward in the delivery of annual action plans for the Homelessness Strategy 2022-27.</p> <p>Chronic Homelessness has been a clear priority for the delivery of the Homelessness Prevention Fund. In 2020/21, 18.4% of the prevention fund was allocated to projects linked to chronic homelessness. In 2021/22, 3 projects were awarded funding of £135,596 from the Covid-19 Response fund to deliver prevention projects related to chronic homelessness. Additionally 9 projects were awarded funding of £233,846.36 from the Homelessness Prevention Fund to deliver projects related to chronic homelessness.</p>
<p>10. Address the needs of particular groups on an interagency basis</p>	<p>The Homelessness Local Area Groups provide the platform for a multi-agency approach to addressing client need.</p>

*Table continues*

Action	Status
Sub Actions: <ul style="list-style-type: none"> <li>Review protocols which address the needs of particular groups</li> </ul>	The Housing Executive is engaged with partners such as the Department of Justice and Housing Rights in reviewing the Prisons Protocol.
11. Improve accessibility for marginalised groups including advice to PFA who are ineligible for housing assistance  Sub Actions: <ul style="list-style-type: none"> <li>Work with other agencies to establish methods to identify this group</li> <li>Explore improved data collection across all agencies</li> <li>Ensure staff are trained to provide assistance to this group</li> <li>Use communication strategy to promote public awareness regarding support, advice and assistance</li> </ul>	<p>The Housing Executive now publishes data on homeless clients that have been rejected due to ineligibility by reason. The Street Needs Audit will seek to gather additional data on clients that may be ineligible and who are engaged in street activity. Outcomes from the Street Needs Audit will be used to identify gaps in service provision and seek to create services which address those gaps.</p> <p>Work to identify additional data, gathered by other agencies was postponed as focus shifted to the pandemic response. This work will be brought forward via the Homelessness Strategy 2022-27.</p> <p>The Housing Executive’s Staff Excellence team continue to review and update Housing Advisor training packages as necessary and as any relevant legislative changes occur. Presentations have also been given on eligibility to the Homelessness Local Area Groups as appropriate.</p> <p>During the pandemic Persons From Abroad (PFA) with No Recourse to Public Funds (NRPF) were identified as a group at particular risk due to the likelihood of sleeping rough. A Memorandum of Understanding between the Housing Executive, Department for Communities and Department of Health was introduced to ensure that the Housing Executive could accommodate all clients including ineligible clients through the Everyone In approach.</p> <p>This has subsequently led to the development of a Severe Weather Emergency Protocol (SWEP) which replicates to the approach taken in neighbouring jurisdictions.</p>
12. Promote services which help build skills and confidence of chronic homelessness including rough sleepers  Sub Actions: <ul style="list-style-type: none"> <li>Promote services which help build skills and help access training and employment</li> </ul>	<p>Initially a bid was made to the DfC Change Fund to create apprentice job opportunities for clients experiencing chronic homelessness in partnership with the Housing Executive’s Social Enterprise Scheme. However, the bid was halted due to the focus on the COVID-19 response. However, subsequently the terms of the Homelessness Prevention Fund were amended to allow Social Enterprises to bid for funding to create job opportunities, related to the prevention of repeat homelessness and to assist clients to break a cycle of chronic homelessness. In 2020/21, 4 agencies successfully bid to the prevention fund to create job opportunities. In 2021/22 a further 3 agencies were granted funding to create job opportunities.</p>

### Objective Three: Implement a range of support services to help people sustain their accommodation

Action	Status
<p>13. Formal mechanisms to ensure support is targeted at those identified as experiencing chronic homelessness within the Housing Executive and other agencies</p> <p>Sub Actions:</p> <ul style="list-style-type: none"> <li>Examine existing support referral mechanisms and seek opportunities via mechanisms such as protocols to ensure rapid provision for households experiencing chronic homelessness</li> </ul>	<p>The Common Assessment Framework (CAF) Form has been implemented across all offices and is also utilised by Out Of Hours staff. Implementation includes most accommodation/support providers and work is ongoing to ensure the form is adopted by all providers. The Strategic Action Plan for Temporary Accommodation contains an action in year one to ensure the continued implementation of the Common Assessment Framework as noted below.</p> <ul style="list-style-type: none"> <li>Continue to embed CAF as a main tool to assess and record need on an ongoing basis.</li> </ul> <p>As noted at action 10 above, work continues to deliver a revised Prisons Protocol.</p>
<p>14. Review case management of households experiencing chronic homelessness</p> <p>Sub Actions:</p> <ul style="list-style-type: none"> <li>Utilise Customer journey research to improve, where possible case management of clients experiencing chronic homelessness</li> </ul>	<p>The COVID-19 pandemic caused delays in the delivery of the Homelessness Service User Journey research. The need to engage with vulnerable service users face to face meant that the lockdowns stalled engagement. However, the research was completed in August 2021.</p> <p>In August 2021 the Housing Executive sought approval to create a Complex Lives Team, in recognition of the intense and multi-agency approach required to address the needs of clients experiencing chronic homelessness. Complex Lives Whole System approach is about bringing the breadth of agencies and services together in a shared, agreed, and sustainable way of working, to engage with people and improve outcomes. The complex lives approach has been in operation since August 2021. Initially the team engaged with 60 clients and they are currently utilising the chronic homelessness indicators to identify clients.</p>
<p>15. Continue to promote prevention work by Housing Advisors and Patch Managers</p>	<p>In order to ensure standard recording of all prevention, work commenced to agree a sectoral wide definition of homelessness prevention. For the purposes of a pilot exercise the P1E definition was used with the agreement of the Central Homelessness Forum. The definition notes ‘A successful P1E outcome is where you are satisfied that your positive intervention on behalf of a client is likely to result in homelessness being prevented or relieved for at least 6 months.’</p>

Table continues

Action	Status
<p>Sub Actions:</p> <ul style="list-style-type: none"> <li>• Create robust mechanism to record and report on Patch Manager homelessness prevention activity</li> <li>• Ensure all Housing Advisor prevention work is appropriately recorded and use evidence base to enhance service delivery</li> <li>• Create housing solutions and tenancy sustainment through the private rented sector. Linked to Objective 2 of the Homelessness Strategy 2017-22</li> </ul>	<p>Work to finalise the implementation of the definition of Homelessness Prevention will continue in the delivery of the Homelessness Strategy 2022-27.</p> <p>A range of new codes have been developed for the Housing Management System to allow Patch Managers to record all tenancy sustainment activity.</p> <p>The Housing Executive has also introduced a Sustaining Tenancies Fund which aims to invest £1.5 million in the voluntary and community sector through grants between £5k and £50k for this purpose.</p>
<p>16. Promote the Private Rented Sector and security of tenure</p> <p>Sub Actions:</p> <ul style="list-style-type: none"> <li>• Explore new options for affordable housing. This may include shared accommodation model for permanent accommodation (may require legislation)</li> <li>• Explore options and methods by which landlords can be incentivised to provide properties for clients experiencing chronic homelessness</li> <li>• Provide relevant information on chronic homelessness to inform the development of a Housing Strategy</li> </ul>	<p>The impact of the pandemic on this action was significant. While safeguards were put in place during the pandemic to stop evictions within the private rented sector, these were time bound and the Reset Plan notes the likelihood of increased evictions going forward. The pandemic also resulted in unprecedented demand for temporary accommodation and the focus necessarily shifted to ensuring that all clients could be provided with accommodation at point of need. Over the course of 2021/22 the Housing Executive has continued to work closely with the Department for Communities in their development of a Housing Supply Strategy.</p> <p>Housing Supply across all tenures remains a key theme within the Homelessness Strategy 2022-27 and mechanisms to increase supply will continue to be examined throughout the lifetime.</p> <p>As part of the Homelessness Prevention Fund the Housing Executive provided funding to 7 projects which directly intervened to assist clients access the private rented sector.</p> <p>Given the impact of COVID-19 during the delivery period of the funding, providers were very successful in adapting and continuing to provide support. A total of 51 beneficiaries were supported into new private tenancies (82% of the projected target), through provision of the funding compared to 11 new tenancies achieved during 2019/20. Part of this success could be attributable to the fact that all, apart from one, were renewing providers who had applied lessons learned from the previous year, however COVID-19 complicated the process and required providers to re-think and adapt their strategies in a high demand, low availability market.</p> <p>The Homelessness Prevention Fund allows for projects to assist with accessing and sustaining private tenancies.</p>

Table continues



Action	Status
<p>17. Ensure Patch Managers work with most vulnerable tenants promoting health, wellbeing and resettlement skills</p> <p>Sub Actions:</p> <ul style="list-style-type: none"> <li>• Ensure continued maintenance of local service directories</li> <li>• Provide presentations to Team Leader Forums about new initiatives as appropriate</li> <li>• Liaise with Staff Excellence Team as necessary to update formal training for Patch Managers as necessary</li> </ul>	<p>Local Service Directories were created through the Homelessness Local Area Groups and uploaded to the Housing Executive’s website. Updates to local services are provided to all through the Groups’ regular meetings. Services are added to the directories as necessary.</p> <p>Staff guidance and a training package have been developed on the use of the chronic homelessness indicators, however, this has not been rolled out due to the delay in the indicators being added to the Housing Management System. It will be rolled out to all relevant staff as soon as the module has been created.</p> <p>The Staff Excellence Team continue to monitor developments and update training as necessary.</p>
<p>18. Identification of service gaps and prioritisation of service development through SP commissioning and/or grant funding</p> <p>Sub Actions:</p> <ul style="list-style-type: none"> <li>• Provide relevant data on chronic homelessness to inform development and/or realignment of SP services</li> <li>• Consider the use of mapping technology to identify gaps in service provision</li> </ul>	<p>As noted previously chronic homelessness data is not yet available, however, repeat homelessness data as a key indicator can be provided. Repeat homelessness analysis has been provided to all relevant groups.</p> <p>Once the module has been developed, full chronic homelessness data sets will be provided to assist in evidence based service development. This will be brought forward via the Homelessness Strategy 2022-27.</p>

**Objective Four: Implement arrangements to ensure services engage with people who are experiencing, or at risk of experiencing chronic homelessness as quickly as possible, subject to the needs of the client.**

Action	Status
<p>19. Improve prevention work through interagency working</p> <p>Sub Actions:</p> <ul style="list-style-type: none"> <li>• Support the implementation of the recommendations from the Health and Homelessness Task and Finish Group on improving access to Health and Social Care for people experiencing chronic homelessness</li> <li>• Housing Executive to support the creation of a Homelessness Hub pilot in Belfast with access to services including housing and health</li> </ul>	<p>Links between Belfast Housing Solutions and Support Team and the Homelessness Hub have been established.</p> <p>The Housing Executive are represented on a Strategic Leadership Group (SLG) aimed at addressing homelessness and the inter-related societal challenges linked to drugs, alcohol and mental health in Belfast. Partners include Health (PHA &amp; BHSC), Housing (Housing Executive), Probation (PBNI), PSNI, Local Government (Belfast City Council) and the Community and Voluntary Sector primarily via the Belfast Drug and Alcohol Coordination Team (BDACT).</p> <p>The Housing Executive, following from this partnership group, has developed a Complex Lives approach within Belfast. The Whole System approach is about bringing the breadth of agencies and services across housing, health, criminal justice, employment and skills and other support together in a shared, agreed, and sustainable way of working, to engage with people and improve outcomes. This includes all sectors, recognising especially the vital role that statutory and community and voluntary sectors play. The approach was created in Doncaster in 2017, where The Doncaster Complex Lives Alliance is a partnership of support agencies working to engage with and help people who are caught in a cycle involving rough sleeping, addiction and mental ill-health. The approach will be evaluated following operation for one year with a view to roll out subject to funding.</p>
<p>20. Consider how we develop services in the Housing Executive, e.g., counter services that can respond quickly and appropriately to clients experiencing chronic homelessness</p> <p>Sub Actions:</p> <ul style="list-style-type: none"> <li>• Review Counter Services to ensure timely and appropriate response to clients experiencing chronic homelessness</li> </ul>	<p>This action was significantly impacted by the pandemic. Delivery of front line services changed dramatically to a work from home model which delayed any review. Furthermore, the agency allocated to carry out a review of counter services ceased trading due to the pandemic. However, Business Consultancy Services (BCS) has now been appointed to carry out the review and any actions arising from the evaluation will be taken forward via the delivery of the Homelessness Strategy 2022-27.</p>

Table continues

Action	Status
<p>21. Review Out of Hours provision for homelessness including wider partnership approach to delivery</p> <p>Sub Actions:</p> <ul style="list-style-type: none"> <li>• Out of Hours being delivered by the Housing Executive</li> <li>• Review partnership approach to out of hours support to access accommodation</li> </ul>	<p>The Housing Executive commenced implementation of the Out of Hours service in January 2020.</p>
<p>22. Promote the prevention of rough sleeping through emergency housing arrangements. Where rough sleeping cannot be prevented, support no second night out approach</p> <p>Sub Actions:</p> <ul style="list-style-type: none"> <li>• Implement no second night out model. New rough sleepers to be placed promptly in appropriate temporary accommodation and supported to ensure they do not need to sleep out for a second night</li> <li>• Ensure rapid assessment (case management) by all agencies of those found to be rough sleeping or involved in street activity</li> </ul>	<p>This action was significantly impacted by the pandemic. A Memorandum of Understanding between Department of Health, Department for Communities and the Housing Executive allowed the implementation of an ‘Everyone In’ approach where all rough sleepers could be provided with accommodation including those who were ineligible. As the pandemic restrictions eased, there has been some return to street activity which will be examined through a Street Needs Audit to be brought forward as part of the Homelessness Strategy 2022-27. From the pandemic response, the Housing Executive developed a Severe Weather Emergency Protocol to ensure that all clients can be provided shelter through periods of extreme weather.</p> <p>The development of the Complex Lives approach explores a holistic approach to all clients experiencing chronic homelessness. Additional options to address rough sleeping will be considered through this approach going forward.</p>
<p>23. Consider the role of day centres in delivering help to clients experiencing chronic homelessness</p>	<p>A comprehensive report with recommendations into The Role of Day Services was completed and issued for consideration to all Homelessness Local Area Groups, Central Homelessness Forum and Supporting People (SP) partners.</p>

## Objective Five: Make the stay in temporary accommodation as short as possible, subject to the needs of the client

Action	Status
<p>24. Review current provision to identify service gaps and service effectiveness</p> <p>Sub Actions:</p> <ul style="list-style-type: none"> <li>Independent Strategic Review of Temporary Accommodation</li> <li>Support a person centred approach</li> </ul>	<p>An independent review of temporary accommodation was carried out by Campbell Tickell through 2019 and published in October 2020<sup>8</sup>.</p> <p>The document was circulated to all Homelessness Local Area Groups, Central Homelessness Forum and all relevant partners for consideration. The findings of the report were considered in the development of the Strategic Action Plan for Temporary Accommodation which was subject to consultation alongside the Homelessness Strategy 2022-27.</p> <p>The Housing Executive's Housing Solutions Teams embed a person centred approach, devising individual plans for all clients.</p>
<p>25. Ensure access to safe emergency accommodation with support is available by ensuring adequate provision and improving move on to improve throughput</p> <p>Sub Actions:</p> <ul style="list-style-type: none"> <li>Ensure any action plan following the review of temporary accommodation incorporates actions to address chronic homelessness</li> <li>Ensure adequate emergency accommodation for those that need it in appropriate locations that includes a mixed model of temporary accommodation</li> </ul>	<p>The Housing Executive maintains a wide portfolio of temporary accommodation including:</p> <ul style="list-style-type: none"> <li>Housing Executive Hostels</li> <li>Voluntary Sector Hostels</li> <li>Dispersed Intensively Managed Emergency (DIME) accommodation</li> <li>Private single lets</li> </ul> <p>The Housing Executive will also where necessary utilise non-standard accommodation such as Hotels/B&amp;B, however, this should be exceptional and for as short a period as possible in normal circumstances.</p> <p>The pandemic had a major impact on temporary accommodation with demand increasing significantly and an associated drop in bed spaces due to the need of social distancing – loss of 150 hostel units vacant. Innovative approaches to acquiring temporary accommodation were devised. During the Pandemic additional temporary stock was added through various COVID-19 initiatives.</p> <p>Alongside this, and due to the increased need for non-standard accommodation, the Dispersed Outreach support model, which was introduced in 2019 as part of the Housing Executive's housing led response, helped to address pressures created by the pandemic. This service had a particular focus on providing a wraparound support service for vulnerable individuals who were placed in temporary accommodation settings where there was previously no support available. The model could be described as more intensive than floating support in terms of the level of support provided and also aimed more at addressing immediate crisis and achieving stability as quickly as possible, whereas floating support is lower level and aimed where required at maintaining stability.</p>

Table continues

<sup>8</sup> Campbell Tickell (Commissioned by the Housing Executive), Strategic Review of Temporary Accommodation - <https://www.nihe.gov.uk/getattachment/48f61a4a-780b-47f8-bb0a-f94417c93555/Strategic-Review-of-Temporary-Accommodation.pdf>

Action	Status
<ul style="list-style-type: none"> <li>Work with Supporting People (SP) to ensure tolerance levels within temporary accommodation meet the needs of the clients experiencing chronic homelessness</li> <li>Implement recommendations of CAF/CAP projects to ensure temporary accommodation is being fully utilised in the most appropriate manner</li> </ul>	<p>The Strategic Review of Temporary Accommodation project also had a focus on understanding the customer and provider experiences of temporary accommodation and the development of a draft Strategic Action Plan for Temporary Accommodation will build on this work.</p> <p>A range of considerations ranging from homelessness prevention mechanisms, the experiences of customers that have used temporary accommodation, and the experiences of providers of temporary accommodation have helped inform the development of a draft Strategic Action Plan for Temporary Accommodation that will cover the period from 2022-2027. The draft action plan sets out the key ambitions and enablers over the 5 year period and details the criteria for success linked to each. There are 30 key actions for Year 1 and a commitment that actions from Year 2 onwards will be developed to take account of progress and changing needs and priorities. A final Year 2 Action Plan will be published following analysis of the consultation responses and will be provided to Homelessness Local Area Groups.</p>
<p>26. Move to a rapid rehousing approach. Rapid rehousing means a settled, mainstream housing option as quickly as possible</p> <p>Sub actions:</p> <ul style="list-style-type: none"> <li>Ensure rapid assessment by all agencies of those found to be rough sleeping (see action 22)</li> </ul>	<p>The pandemic significantly impacted this action as there was a necessary shift towards the provision of temporary accommodation to meet the unprecedented demand. Also, issues with the supply of appropriate and affordable accommodation has delayed the approach. However, some progress was made on the upscale of Housing First as a first step in the move to a rapid rehousing approach and work undertaken is outlined under Action 28. The move to a rapid rehousing approach will continue throughout the lifetime of the Homelessness Strategy 2022-27.</p>
<p>27. Work with partners to identify housing outcomes to reduce the length of time in temporary accommodation</p> <p>Sub Actions:</p> <ul style="list-style-type: none"> <li>Review access and referral arrangements for temporary accommodation via CAF/CAP projects</li> </ul>	<p>The Common Assessment Framework (CAF) Pathfinder was evaluated. The objectives of the CAF element of the project were to:</p> <ul style="list-style-type: none"> <li>Work collaboratively with accommodation and support providers to identify a Common Assessment Framework (CAF) for homelessness / housing customers</li> <li>Test a CAF form and agree an implementation approach</li> </ul> <p>The evaluation report was submitted to the CHAP Steering Group. The Strategic Action Plan for Temporary Accommodation contains two actions to ensure the continued roll out of CAF and exploration of mechanisms to advance a Central Access Point (CAP):</p>

Table continues

Action	Status
<ul style="list-style-type: none"> <li>Evaluate HOME model (Housing Options Made Easier) with a view to extending beyond Belfast</li> </ul>	<ul style="list-style-type: none"> <li>The Common Assessment Framework CAF Form has been implemented across all offices and is also utilised by Out Of Hours staff and includes the vast majority of providers.</li> <li>The Strategic Action Plan for Temporary Accommodation includes the following two actions in relation to CAF/CAP: <ul style="list-style-type: none"> <li>Continue to embed Common Assessment Framework as main tool to assess and record needs on an ongoing basis (Customer receives appropriate accommodation and support at the point of need - Year 1 Action)</li> <li>Continue to develop specification for digital solutions to support implementation of common assessment framework, provision of bed availability information, producing meaningful measures and data analysis. Routinely communicate performance, budgetary, and trend information to stakeholders in user friendly formats (Enablers Action)</li> </ul> </li> </ul>

**Objective Six: Consider a range of housing options for clients experiencing chronic homelessness including Housing First model and ensure they are supported into permanent accommodation as quickly as possible, subject to the needs of the client**

Action	Status
<p>28. Adopt a Housing First approach for people with multiple needs beyond housing</p> <p>Sub Actions:</p> <ul style="list-style-type: none"> <li>Investigate the feasibility of the provision of additional services including Housing First in Belfast and throughout N.I</li> </ul>	<p>The Housing First model is currently provided in Northern Ireland by Depaul in Belfast and Derry/Londonderry. They currently provide 61 units of accommodation and support, funded via the Supporting People programme.</p> <p>Capacity for an additional 25 units with Depaul were introduced in Belfast as part of our COVID-19 response although there were some external factors which led to difficulties in delivering the 25 units.</p> <p>Work on upscaling Housing First will continue throughout the lifetime of the Homelessness Strategy 2022-27.</p>
<p>29. Explore other Housing Led models to address chronic homelessness</p> <p>Sub Actions:</p> <ul style="list-style-type: none"> <li>Undertake research on housing led models to address chronic homelessness</li> </ul>	<p>Work has been ongoing to investigate the possibility of making a number of allocations to applicants experiencing chronic homelessness within Rule 84 of the Housing Selection Scheme. If successful this would be a social housing model of Housing First. Rule 84 is the mechanism to facilitate allocations outside the general rules of the Housing Selection Scheme. It permits the Board of the Housing Executive, after consultation with the Department, to make allocations otherwise than in accordance with the Scheme. The Rule is concerned with the promotion of social inclusion; the chronically homeless are one of today's most socially excluded groups. Subject to approval, the Rule would be applied in areas where there are</p>

Table continues

Action	Status
<ul style="list-style-type: none"> <li>Provide relevant information to commissioning structures</li> </ul>	<p>high levels of repeat tenancy failures, and repeat temporary accommodation placements, with the goal of improving the stability and sustainability of tenancies. In turn this should improve the stability and sustainability of the relevant communities. Work is also ongoing on the development of a Housing First type support model to assist in sustainment of social tenancies.</p>

**Objective Seven: Promote interagency cooperation to address chronic homelessness and ensure mechanisms in place to implement and oversee the CHAP**

Action	Status
<p>30. Government Departments to continue working together to deal with chronic homelessness including DfC, DoH and DoJ. Housing Executive and Health Trusts to work collaboratively to support those experiencing chronic homelessness</p> <p>Sub Actions:</p> <ul style="list-style-type: none"> <li>Interdepartmental Action Plan to consider the inclusion of relevant non accommodation based issues to address chronic homelessness.</li> <li>Identify and promote good practice and ensure staff across agencies have sufficient knowledge and training to ensure appropriate and timely signposting for individuals so they have access to the help they require.</li> </ul>	<p>Link to the published Interdepartmental Homelessness Action Plans and Reports can be found on the DfC website <sup>9</sup>.</p> <p>The plans continues to support delivery of the Homelessness Strategy.</p> <p>A range of agencies from across the homelessness sector alongside statutory agencies sit on the Homelessness Local Area Groups. All groups are updated quarterly on homelessness trends as well as developments in service provision to facilitate signposting. The groups also provide a platform for complex case management. Training and presentations on new initiatives are provided as necessary.</p>

Table continues

<sup>9</sup> Department for Communities, Interdepartmental Homelessness Action Plans - <https://www.communities-ni.gov.uk/publications/interdepartmental-homelessness-action-plans#:~:text=It%20focuses%20on%20addressing%20gaps,mot%20at%20risk%20of%20homelessness>.

Action	Status
31. Link in with Homelessness Strategy governance mechanisms as per Homelessness Strategy Objective 4	CHAP update have been provided at all relevant Strategy delivery groups as and when necessary.
32. Link to Interdepartmental Homelessness Action Plan for non-accommodation based issues	The Chair of the CHAP Steering Group Chair sits on groups relevant to the Interdepartmental Homelessness Action Plan with issues relevant to chronic homelessness raised as and when necessary.

## Homelessness Strategy 2022-27 Actions

The table overleaf outlines the relevant actions in the Homelessness Strategy 2022-27 Year 1 Action Plan which will bring forward the incomplete CHAP actions. It should be noted, that the plan is iterative and renewed annually and each of these actions will be further developed throughout the lifetime of the Strategy.

Action	Proposals on bringing actions forward	Relevant Action In Year One Action Plan
1. Work with Health and Social care to review research and understand its application to homelessness prevention	Three new research projects have been completed during the year – The Impact of Day Centres on Chronic Homelessness, the Impact of Chronic Homelessness on Women and Homelessness Service User Journey research. As these projects all touch on a range of health and well-being issues experienced by participants, it is proposed to review the recommendations from these research projects in conjunction with PHA Central Homelessness Forum Member with a view to bringing forward joint actions.	Action 4: We will review and consider the findings for the following projects which were completed and/or commenced in 2021/22; <ul style="list-style-type: none"> <li>- Review prevention funded projects</li> <li>- Accommodation needs of Prisoners</li> <li>- Challenges facing sector in terms of retention &amp; recruitment of staff</li> <li>- BCS Housing Solutions Scoping Review</li> <li>- Understanding tenancy terminations</li> <li>- Experiences of Youth Homelessness</li> </ul>

*Table continues*



Action	Proposals on bringing actions forward	Relevant Action In Year One Action Plan
<p>2. Develop Housing Solutions and tenancy sustainment through the private rented sector. Linked to objective 2 Homelessness Strategy</p>	<p>While the pandemic rightly shifted focus to the provision of temporary accommodation due to the significant increase in demand, it remains the intention of the Housing Executive to continue to explore options to utilise the private rented sector as a viable, long term housing option for homeless clients. This will remain part of the Homelessness Strategy 2022-27. The upscale of Housing First will also explore options within the private rented sector.</p>	<p>Action 33: We will explore the alignment of sustainment projects to sustain tenancies in the private rented sector.</p> <p>Action 34: We will evaluate interventions to support access to and sustainment of tenancies in the private rented sector, including the impact of work carried out by Financial Inclusion Officers.</p> <p>Action 42: We will seek to support schemes focused on tenancy sustainment, such as Home Starter Packs.</p>
<p>3. Explore new options for affordable housing. This may include shared accommodation model within permanent housing (potential policy or legislative development required)</p>	<p>The pandemic necessarily shifted focus to temporary accommodation provision however, the Housing Executive provided input to the development of an Intermediate Rental Model which was subject to public consultation after the conclusion of the CHAP. Consultation on the new Homelessness Strategy 2022-27 has highlighted the need for a focus on supply within the strategy and this will be examined with relevant stakeholders and is recognised in the Homelessness Strategy 2022-27.</p>	<p>Action 15: We will liaise with the Department for Communities in identifying potential legislative amendments.</p> <p>Action 40: We will seek to expand Housing First provision. (This will include the exploration of acquisition of private sector properties at affordable rates).</p>
<p>4. Explore options and methods by which landlords can be incentivised to provide properties for individuals experiencing chronic homelessness</p>	<p>Options to work with landlords will be pursued through the development and upscaling of Housing First. The Homelessness Strategy 2022-27 also lists funding as an enabler to delivery of the strategy and undertakes to adopt a test and learn approach to make best use of funding. Initiatives to utilise the private rented sector could fall within this undertaking.</p>	<p>Action 18: Funding Enabler - We will support the delivery of new/reconfigured homelessness services through the identification of business need and the development of options to address these needs.</p>

Table continues

Action	Proposals on bringing actions forward	Relevant Action In Year One Action Plan
5. Review counter services to ensure timely and appropriate response to clients experiencing chronic homelessness utilising all relevant options	The massive shift to home working through the pandemic changed service delivery completely and delayed a review. National Practitioner Support Service, the company originally identified to undertake a review of the Housing Solutions approach, ceased trading in the first year of the pandemic.	Business Consultancy Services have carried out this review and any relevant recommendations or actions will be brought forward as part of the annual action plans for the Homelessness Strategy 2022-27.
6. Implement no second night out model. New rough sleepers to be placed promptly in appropriate temporary accommodation and supported to ensure they do not need to sleep out a second night	The no second night out model is a specific model focussed on first time rough sleepers with a back-up multi agency support and assessment network. Reviews of the approach in other jurisdictions would suggest that the model defaults to dealing with all rough sleepers and in Northern Ireland given the low numbers, a more holistic rough sleeping approach may be more appropriate. The recent development of a Complex Lives approach employing a multi-disciplinary team to deal with the most complex cases including rough sleepers could now be utilised to develop the holistic approach to addressing rough sleeping in Northern Ireland. The CHAP indicators have been provided to the team to assist with identification of clients.	Action 41: We will evaluate and extend (subject to a successful evaluation of a pilot) the Complex Lives project.
7. Ensure rapid assessment and case management by all agencies of those found to be rough sleeping or involved in street activity	This action should be linked to action above and delivered via the Complex Lives approach.	Action 42: We will evaluate and extend (subject to a successful evaluation of a pilot) the Complex Lives project.

*Table continues*

Action	Proposals on bringing actions forward	Relevant Action In Year One Action Plan
<p>8. Move to a rapid rehousing approach. Rapid rehousing means a settled, mainstream housing option as quickly as possible. Time spent in temporary accommodation reduced to a minimum, with minimal transitions. When temporary accommodation is needed, the optimum type is mainstream, furnished and within the community</p>	<p>As there is a significant cross over with this and Housing First, the initial focus will primarily be on embedding Housing First across Northern Ireland with rapid rehousing being explored through the duration of the next strategy in conjunction with the Department for Communities.</p>	<p>Action 40: We will seek to expand Housing First provision. (This will continue to be built upon as we move towards a rapid rehousing approach throughout the lifetime of the Homelessness Strategy 2022-27).</p>

# Progress Report 2020/21

This section will outline progress in delivering the 17 actions within the Homelessness Strategy.

	Actions	Progress at March 2021
<b>STRATEGY OBJECTIVE 1</b>		
<b>To prioritise homelessness prevention</b>		
1	Identify pre crisis 'homeless indicators' and commission training package for relevant key front line workers	<p>Following an evaluation of the E-Learning Package on Homelessness Awareness and subsequent amendments based on feedback from NIHE staff, it was the intention of the Housing Executive to make the Homelessness Prevention E-Learning Package available to a wide range of stakeholders who may regularly engage with clients in their own homes or may encounter a range of clients through work or in a voluntary capacity. Exploration of this option identified a range of IT issues including systems used by other agencies not supporting the format of the package. It was subsequently decided that while ongoing efforts were made to resolve the IT issues, a suite of videos should be created and made available via social media and other platforms as well as forming the basis of face to face or online awareness sessions. Development work has begun to deliver a suite of 4 homelessness prevention awareness videos which will focus on:</p> <ul style="list-style-type: none"> <li>• Health and wellbeing</li> <li>• Financial hardship</li> <li>• Young people</li> <li>• Prevention of repeat or chronic homelessness</li> </ul> <p>An awareness training package has also been developed for engagement with the Housing Community Network. This was piloted online as pandemic restrictions were still in place.</p> <p>Four groups took part in the initial exercise:</p> <ul style="list-style-type: none"> <li>• Mourneview and Grey Residents Assoc – South</li> <li>• East End Residents Assoc – East</li> <li>• Mulburn Community Association – North</li> <li>• Ardoyne Association – Belfast</li> </ul> <p>Feedback overall was positive and it was agreed that this was beneficial for raising awareness of homelessness and crucially, helping our communities identify trigger signs of homelessness so that appropriate support can be sought at the earliest possible opportunity to assist homelessness prevention. A key priority during 2021/22 will be the continued delivery of this awareness training across all regions.</p>

*Table continues*

	Actions	Progress at March 2021
		<p>Priorities in the Year 5 Implementation Plan are to deliver the training to community groups on a larger scale along with the development of awareness videos that can be shared online to raise awareness of what households should do if they are homeless or threatened with homelessness.</p>
2	<p>Implement a Housing Solutions and Support approach for homeless prevention</p>	<p>Over the course of 2020/21 the Housing Solutions and Support approach has been fully operational across all Housing Executive offices. As part of the Local Area Groups, outlined in Action 11, all relevant data from the Housing Solutions teams is reviewed to assist stakeholders in responding to any particular trends within a given area.</p> <p>Work commenced to agree a sectoral wide definition of homelessness prevention. For the purposes of a pilot exercise the P1E definition used under English Legislation was used - A successful P1E outcome is where you are satisfied that your positive intervention on behalf of a client is likely to result in homelessness being prevented or relieved for at least 6 months.</p> <p>Two Housing Executive offices and five external agencies applied this definition to their workload and submitted case studies using this definition to determine if it could be applicable to all forms of prevention. The feedback was in the majority supportive of this definition whilst also acknowledging there were challenges for homelessness prevention for client groups such as domestic abuse victims. This feedback replicates experience elsewhere and will be considered in the development of a final homelessness prevention definition.</p> <p>The continuing pandemic response has delayed this action however, analysis of the results is underway and will be presented to the Central Homelessness Forum for discussion and ratification during 2021/22.</p> <p>A key support to our Housing Solutions and Support approach has been the continuation of a Homelessness Prevention Fund during 2020/21.</p> <p>During the second year of the Homelessness Prevention Fund, there was greater investment, with £839k allocated which enabled a significant increase in the amount of positive outcomes for individuals and families. Overall, 39 projects were approved and there were 2,273 cases where at least one positive outcome was achieved through the intervention and personal development models. Intervention through Mediation and Counselling was most effective in terms of number, scope and flexibility.</p> <p>In line with our Reset Plan (The Way Home) the priority areas that we have identified for the Prevention fund to focus on in 2021/22 have included;</p> <ul style="list-style-type: none"> <li>• Youth homeless including former care leavers;</li> <li>• Victims of domestic abuse;</li> <li>• Intergenerational repeat homeless;</li> <li>• Those whose mental health has been negatively impacted by the pandemic and;</li> <li>• Those at risk of losing private rented sector accommodation.</li> </ul> <p>The key priority for this action in Year 5 will be the agreement of a definition for homelessness prevention following the trial exercise in 2020/21. The agreement of a sectoral definition will be key to further improving our understanding of what prevention activities are most effective.</p>

Table continues

	Actions	Progress at March 2021
3	Develop effective communication strategy to ensure households approaching crisis can access the right support quickly	<p>The Housing Executive continues to implement a Communication Action Plan which seeks to raise awareness of homelessness and the support which is available to those households which are homeless or threatened with homelessness.</p> <p>In addition to implementation of the Communication Action Plan there are a number of projects relevant to improving communication around homeless which have been effective over the course of 2020/21 as noted below.</p> <ul style="list-style-type: none"> <li>• The Housing Executive has created additional links on their website to various advice agencies such as Advice NI.</li> <li>• Local Area Group agendas have been amended to ensure all agencies can share best practice at the groups and to identify new services available, for example, through prevention funding.</li> <li>• The Housing Executive continues to work with the NI Youth Forum to promote homelessness prevention with young people and has undertaken to engage specifically on how the Housing Executive can work with young people as part of the Homelessness Strategy 2022-27 consultation due to take place next year.</li> <li>• The Housing Executive uses social media to issue relevant messages which may impact on homelessness, for example, weather messages which impact rough sleepers as well as useful information related to benefits etc.</li> <li>• Pre-consultation began on the development of the 2022/27 Homelessness Strategy with presentations delivered to all Homelessness Local Area Groups.</li> </ul> <p>The Homelessness Prevention Fund also facilitated awareness raising as part of a number of engagement projects. While some of the intended events were impacted by COVID-19 projects amended their focus to ensure they met their objectives.</p> <p>The Year 5 Implementation Plan will continue to promote homeless via a range of communication methods.</p>
<b>STRATEGY OBJECTIVE 2</b>		
<b>To secure sustainable accommodation and appropriate support solutions for homeless households</b>		
4	Support clients through to sustainable accommodation with appropriate support solutions using suitable housing led pathway models	<p>Over the course of 2020/21 the Housing Executive has continued to provide support to clients with the support of our voluntary sector partners crucial to delivering this support. Key actions completed in Year 4 of the Homelessness Strategy 2017-22 have included:</p> <ul style="list-style-type: none"> <li>• Staff from the Homelessness Policy &amp; Strategy Unit regularly engage with Team Leaders via forums which are held on a regional basis every three weeks. This engagement has been vital in ensuring the continued delivery of the Housing Executive's statutory duties during the ongoing pandemic. Additionally, this regular communication allows any issues to be identified and addressed earlier.</li> <li>• The Housing Executive continues to work with the Department of Justice and other partners in the development of a Prison's Protocol seeking to ensure accommodation arrangements for clients exiting prison.</li> <li>• Work continues on the roll out of the Common Assessment Framework and specifying a Central Access Point, although progress has been slower due to the pandemic response.</li> </ul>

Table continues

Actions		Progress at March 2021
		<ul style="list-style-type: none"> <li>Local Service directories continue to be reviewed to ensure new services are included</li> <li>Review of the use of Financial Inclusion Officers in relation to tenancy sustainment has led to a commitment to introduce similar for Homelessness Service provision.</li> </ul> <p>The main focus on this action in the Year 5 Implementation Plan will be the delivery of a revised protocol for the management of the accommodation and related support needs of people in custody in Northern Ireland.</p>
5	Carry out strategic review of temporary accommodation and support needs of homeless clients	<p>Work on the delivery of this action was paused during 2020/21 due to the challenges presented by the pandemic, and specifically the immediate need to acquire significant numbers of additional temporary accommodation units.</p> <p>The Year 5 Implementation Plan includes a commitment to carry out a public consultation on a draft Strategic Action Plan for Temporary Accommodation.</p>
6	Continue to assist clients in accessing the Private Rented Sector	<p>As part of the Homelessness Prevention Fund the Housing Executive provided funding to 7 projects which directly intervened to assist clients access the private rented sector. Given the impact of COVID-19 during the delivery period of the funding, providers were very successful in adapting and continuing to provide support. A total of 51 beneficiaries were supported into new private tenancies (82% of the projected target), through provision of the funding compared to 11 new tenancies achieved during 2019/20. Part of this success could be attributable to the fact that all, apart from one, were renewing providers who had applied lessons learned from the previous year, however COVID-19 complicated the process and required providers to re-think and adapt their strategies in a high demand, low availability market.</p>
<b>STRATEGY OBJECTIVE 3</b>		
<b>To further understand and address the complexities of chronic homelessness across Northern Ireland</b>		
7	Develop and Implement a Chronic Homelessness Action Plan	<p>The Housing Executive has continued to implement our Chronic Homelessness Action Plan with key achievements noted below:</p> <ul style="list-style-type: none"> <li>The pandemic caused delays to the inclusion of chronic homelessness indicators into the Housing Management System, however work continues to ensure these are added so that an effective evidence base for chronic homelessness can be established.</li> <li>An evidence based street count for rough sleepers took place in Belfast with evidence based estimates taking place in all other areas. 12 rough sleepers were identified in Belfast with a further 6 identified in Newry. Further details on the approach to evidencing rough sleeper numbers are noted earlier in this report.</li> <li>An analysis of repeat homelessness has been completed. An associated Repeat Homelessness Dashboard has also been developed.</li> <li>Publication of research on the Impact of Chronic Homelessness on Women and The Role of Day Services in Delivering Support to Those Experiencing Chronic Homelessness.</li> </ul>
8	Ensure appropriate Housing Models for chronic homeless clients	

Table continues

	Actions	Progress at March 2021
		<ul style="list-style-type: none"> <li>While 18.4% of the Homelessness Prevention Fund in 20/21 was directly attributable to projects which dealt with clients experiencing chronic homelessness, a range of additional mediation and awareness raising projects will also have an impact. A bid to the DfC Change Fund to create job experience opportunities for clients experiencing chronic homelessness was halted due to the Pandemic, however, the 20/21 Prevention Fund was expanded to allow Housing Executive Funded Social Enterprises.</li> <li>The Everybody In approach adopted through the Pandemic and further facilitated by the Memorandum of Understanding between DfC and Department of Health meant that the Housing Executive was in a position to offer temporary accommodation to all rough sleepers and has continued to be able to do so during 2021/22.</li> <li>The new COVID response Housing First service was funded and initiated in Belfast. Significant progress has been made in developing the partnership between Depaul and Housing Executive staff within the Housing Solutions team to establish a mutual understanding of appropriate referrals and assessment procedures.</li> </ul>
<b>STRATEGY OBJECTIVE 4</b>		
<b>To ensure the right mechanisms are in place to oversee and deliver this strategy</b>		
9	Department for Communities will engage with other relevant Government Departments to identify specific areas requiring Interdepartmental cooperation and will develop appropriate Homelessness Action Plan	<p>The Inter-Departmental Homelessness Action Plan which was first published in November 2017 has been developed to complement the Housing Executive’s Homelessness Strategy. It focuses on addressing gaps in those non-accommodation services that have the most impact, or have the potential to more positively impact, on the lives and life chances of people who are homeless and those who are most at risk of homelessness.</p> <p>The plan was developed in an integrated way with other government departments (including the Departments of Health, Justice, and Education), statutory partners, homelessness service providers and service users.</p> <p>Further details on the Interdepartmental Homelessness Action Plan can be found on the DfC website<sup>10</sup>.</p>
10	Interdepartmental Homelessness Strategy Steering Group will oversee implementation of the Homelessness Strategy and the Interdepartmental Homelessness Action Plan	The Homelessness Strategy Steering Group have continued to review and consider regular updates regarding Year 4 of the Homelessness Strategy and the Interdepartmental Homelessness Action Plan. In scrutinising progress against activities in the Homelessness Strategy, the Homelessness Strategy Steering Group sought to steer timely and effective delivery of the agreed outcomes and evaluate progress throughout 2020/21.

Table continues

<sup>10</sup> Department for Communities, Interdepartmental Homelessness Action Plans - <https://www.communities-ni.gov.uk/publications/interdepartmental-homelessness-action-plans#:~:text=It%20focuses%20on%20addressing%20gaps,most%20at%20risk%20of%20homelessness.>



	Actions	Progress at March 2021
11	Establish Local Inter-agency Homelessness Strategy Implementation Groups	<p>The Local Area Groups continued to meet on a quarterly basis through the Pandemic, moving to an online format with high levels of attendance. They proved a vital network to provide support and share best practice. The work of each group is guided by an Action Plan which is based on the overall objectives of the Homelessness Strategy 2017-22. The work of the groups incorporate numerous different actions across the Strategy such as the delivery of the Communications Action Plan, the development of local service directories, work on protocols that improve the transition between services and from a general perspective building on effective local partnership working that incorporates the vision of ‘Ending Homelessness Together’.</p> <p>The Local Area Groups provide an essential conduit between the Housing Executive and stakeholders/service users for all research projects we commission to ensure that the wide range of views from across homelessness sector have the opportunity to inform the recommendations of such research and any associated policy or strategy development that takes place.</p> <p>The Local Area Groups have begun the process of consultation on the development of the Homelessness Strategy 2022-27 with presentations given to all groups on the development process and feedback taken on the key challenges which the Strategy will need to address. The Local Groups will continue to feed into the development process in the Year 5 Implementation Plan.</p>
12	Establish Service User Forum	<p>As outlined earlier in this report, the Northern Ireland Youth Forum Peer Support Project which also arose from the Service User Forum goes from strength to strength. The apprentices undertook research during the pandemic and delivered a presentation to the Central Homelessness Forum in August 2020 on the challenges young people face as a result of the ongoing pandemic – findings from their online survey.</p> <p>3 Research projects are also seeking the input of service users directly:</p> <ul style="list-style-type: none"> <li>• Impact of chronic homelessness on women;</li> <li>• Impact of day centres in delivering outcomes for chronic homeless clients;</li> <li>• Homelessness Service User Journeys.</li> </ul> <p>All of the engagement noted above will inform policy and strategic decision making process and the Housing Executive is committed to strengthening this partnership approach with our Service User Forum during 2021/22.</p> <p>The Housing Executive has committed to quarterly engagement with the Service User Forum on a formal basis with any additional informal engagement facilitated as and when required. Unfortunately, Service User meetings were unable to take place as engagement with this group is ideally on a face to face basis and due to public health restrictions it was agreed that online engagement was not appropriate.</p> <p>While Service User Forums did not take place the Housing Executive has sought other means of engagement with those who have lived experience of homelessness, such as the research projects listed above. Widening the focus of engagement with those who have lived experience of homelessness will continue in the Year 5 Implementation Plan.</p>

*Table continues*

Actions		Progress at March 2021
<b>STRATEGY OBJECTIVE 5</b>		
<b>To measure and monitor existing and emerging need to inform the ongoing development of appropriate services</b>		
13	Ensure the Homelessness Strategy 2017-22 links in to the SP Thematic Group on Homelessness	<p>During 2020/21 work has continued on the implementation of commissioning structures for Housing Services to identify strategic homeless priorities for both directly funded services (across Homelessness budget headings) and revised mechanisms to ensure these priorities can feed in to the pre-established Supporting People structures (Regional Thematic Group (RTG) on Homelessness and Strategic Advisory Board (SAB) for Supporting People funded services.</p> <p>Over the course of 2020/21 the Scheme Assessment Committee/Clearing House continued to meet as part of the implementation of these structures.</p> <p>The group has played a key role in the development of services that have been crucial to the Housing Executive's response to the pandemic. This work will continue in the delivery of the Year 5 Implementation Plan.</p>
14	Review the Housing Solutions and Support approach	<p>While an initial assessment based in Belfast was carried out by National Practitioner Support Service (NPSS) and a subsequent action plan was implemented, a roll out across further offices was not completed during 2020/21 as NPSS ceased operating due to challenges presented by the pandemic.</p> <p>This action will be brought forward to the Year 5 Implementation Plan whereby an alternative provider will be sought to review delivery of Housing Solutions across the Housing Executive.</p>
15	Monitor emerging issues and develop appropriate strategies as necessary	<p>In March 2020 the pandemic hit and a crisis response was implemented. Homelessness Trends were impacted by the pandemic and as a result the Housing Executive developed a Reset Plan in response to the new and emerging trends, implementation of which is ongoing. The Reset Plan can be found on <a href="#">this link</a><sup>11</sup>.</p> <p>The Housing Executive included a further action for 'Housing Executive/Department for Communities/homelessness sector to respond to challenges presented by COVID-19 in 2020/21.' An overview of work to deliver this action can be found earlier in this report.</p>
16	Examine homeless trends and develop new measures.	<p>As part of the ongoing work of the Local Area Groups outlined in Action 11 an overview of data/qualitative analysis for has been produced on a quarterly basis in an effort to provide a qualitative analysis of the range of data summarised in the Homelessness Data Analysis section of this report.</p> <p>Research projects have been completed on the following topics:</p> <ul style="list-style-type: none"> <li>• Homelessness Service User Journeys;</li> <li>• Examine the impacts of chronic homelessness on women;</li> <li>• Evaluation of the role of day services in delivering help to chronic homelessness.</li> </ul> <p>The Housing Executive is represented on the GSS Homelessness and Rough Sleeping Statistics Group which meets quarterly with a view to improving consistency on data that is published across the UK. Work has been undertaken to harmonise rough sleeping data as well as work related to the harmonisation of other data sets and</p>

Table continues

<sup>11</sup> Housing Executive, Reset Plan The Way Home, Homelessness response to COVID-19 - <https://www.nihe.gov.uk/Documents/Homelessness/homelessness-reset-plan-the-way-home>

	Actions	Progress at March 2021
		<p>homelessness reasons. Some difficulties remain due to the variation in legislation across the jurisdictions. However, the Housing Executive also works with the Centre for Homelessness Impact who have produced the SHARE website which highlight data sets which can be compared and outlines differences in data also.</p> <p>The Housing Executive is also working with researchers with a view to cross referencing health and homelessness data over a number of years to improve the understanding of the health needs of households who are presenting as homeless. A key focus in the Year 5 Implementation Plan is progressing work to enable this research.</p>
17	Produce an annual report outlining progress on the Homelessness Strategy 2017-22	The Year 3 Annual Report was published in February 2020 and can be found on <a href="#">this link</a> <sup>12</sup> .
18	Develop a Homelessness Strategy 2022-27	The Year 5 Implementation Plan included an additional action to support the delivery of a Homelessness Strategy 2022-27, in line with our statutory duty to public a new strategy by April 2022. Initial work completed during 2020/21 included preparation for an independent evaluation of the Homelessness Strategy 2017-2022 while initial engagement with key stakeholders took place in the final quarter of 2020/21.

<sup>12</sup> Housing Executive, Homelessness Strategy 2017-22 Year 3 Annual Progress Report - <https://www.nihe.gov.uk/Documents/Homelessness-Strategy-Progress-Report/Homelessness-Strategy-2017-22-Annual-Progress-Repo.aspx>

# Progress Report 2021/22

Actions	Progress at March 2022
<b>STRATEGY OBJECTIVE 1</b> <b>To prioritise homelessness prevention</b>	
1 Identify pre crisis 'homeless indicators' and commission training package for relevant key front line workers	<p>The Housing Executive have been working to develop a collection of homelessness prevention and awareness videos. Internal discussions have taken place to involve the Housing Information &amp; Tenancies team with regards to provision of videos aligned to both the Homelessness Strategy and Customer &amp; Tenancy Sustainment Strategy. Themes are subject to confirmation and work is ongoing with the Housing Executive's Information Department.</p> <p>A business case has been drafted to commission a training package regarding domestic abuse for delivery to Housing Executive staff ahead of a procurement exercise. The package will offer training to circa 400 staff, primarily across Housing Advisor and Patch Manager roles. This will ensure that key staff dealing with homelessness applicants and Housing Executive tenants will have an increased awareness of processes such as MARAC/DASH. This action also reflects a commitment in the COVID-19 Reset Plan in respect of addressing any trends arising from the pandemic. This action will be brought forward to 2022/23 (subject to budget) as it was not possible to commission the training package prior to 31st March 2022 due to budget availability.</p> <p>The Housing Executive has been working with Supporting Communities to deliver homelessness awareness presentations via Housing Community Networks with these awareness presentations open to groups aligned to Supporting Communities. The presentations have resulted in positive feedback/engagement and the Housing Executive will seek to build on this over the course of Year 1 of the Homelessness Strategy 2022-27.</p>
2 Implement a Housing Solutions and Support approach for homeless prevention	<p>The Housing Solutions and Support Teams are fully operational across all Housing Executive offices. All homelessness data recorded by Housing Solutions Team is provided to all Homelessness Local Area Groups and is part of each quarterly meeting agenda. The data presented is relevant to each area including homelessness prevention data recorded by both Housing Solutions staff and Patch Managers via the Customer Management System. Each group has the opportunity to view the data and discuss ongoing and upcoming trends and find solutions.</p> <p>The Central Homelessness Forum has agreed, in principle, to adopt the P1E definition for homelessness prevention. This was agreed at the meeting of the Central Homelessness Forum in February 2022, with members having had the opportunity to provide written feedback on the proposed definition and approach ahead of further work by the Housing Executive in finalising arrangements.</p> <p>Invitations for the Homelessness Prevention Fund were invited in July 2021 with a review of applications having taken place in August 2021 as per Executive Team approval.</p>

Table continues

	Actions	Progress at March 2022
		<p>In line with our Reset Plan (The Way Home) the priority areas that were identified for the 2021/22 Homelessness Prevention Fund included;</p> <ul style="list-style-type: none"> <li>• Youth homeless including former care leavers;</li> <li>• Victims of domestic abuse;</li> <li>• Intergenerational repeat homeless;</li> <li>• Those whose mental health has been negatively impacted by the pandemic and;</li> <li>• Those at risk of losing private rented sector accommodation.</li> </ul> <p>Preference was also given to projects that incorporated ‘Direct Intervention’ mechanisms of mediation and/or counselling services or financial assistance in order to maximise immediate and longer-term benefits to service users.</p> <p>In total, the 2021/22 Homelessness Prevention Fund achieved an overall funding budget of almost £1.43m, including just over £400k in COVID-19 response funding. This was a significant increase on the 2020/21 allocated funding total of £839.3k, and enabled 47 projects to be supported, which included 11 COVID-19 response projects. The COVID-19 Response projects operated over a 9 month period, with 31 projects operating over 7 months and 5 reserve projects which were approved for 6 months funding. These funding timeframes represented a significant improvement on the previous funding timeframe of 5/6 months.</p> <p>Final data shows that in 2021/22 a total of 7,788 high intensity interventions and short-term interventions were delivered, along with an additional 1,398 participants benefitting from training or awareness sessions.</p> <p>Furthermore 6 projects supported a total of 50 beneficiaries into new private tenancies through provision of direct financial interventions such as rent deposits. There is a likelihood that a portion, or possibly all of these beneficiaries would have required temporary accommodation had this assistance not been made available to them. In addition ‘Outcomes Table’ results submitted by Homelessness Prevention providers reported that through their interventions 1,825 clients (including individuals and families) were able to sustain their current accommodation, and therefore prevented them from experiencing homelessness crisis.</p> <p>The reported outcomes achieved demonstrate that the Fund is targeting the correct vulnerable groups, delivering key interventions and positively impacting clients to achieve positive outcomes.</p>
3	Develop effective communication strategy to ensure households approaching crisis can access the right support quickly	<p>Improving communication of homelessness information has continued into the final year of the Homelessness Strategy. The work of the Homelessness Local Area Groups continued with quarterly meetings which have included information sessions on the Homelessness Prevention Fund to raise awareness of projects, including new and current services in each of the respective areas to ensure best practice and information is shared to aid homelessness prevention and awareness.</p> <p>Work continued with the Northern Ireland Youth Forum via the DfC Change Fund, Peer Support Project to develop the report on ‘kNOwwhere to go’ which highlights challenges young people face in accessing homelessness services. The report was launched in September 2021.</p>

Table continues

	Actions	Progress at March 2022
		As part of the consultation process on the Homelessness Strategy 2022-27 a range of key stakeholders were invited to engage with the Housing Executive in respect of increasing awareness of homelessness and to seek to establish areas of interest where collaboration would be beneficial.
<b>STRATEGY OBJECTIVE 2</b>		
<b>To secure sustainable accommodation and appropriate support solutions for homeless households</b>		
4	Support clients through to sustainable accommodation with appropriate support solutions using suitable housing led pathway models	<p>The Housing Executive has continued to work together with the Department of Justice and Housing Rights to develop a Prisons Protocol. The following aspects of a Protocol have been completed:</p> <ul style="list-style-type: none"> <li>• Development of a Data Sharing Agreement;</li> <li>• Development of a Rural Needs Impact Assessment;</li> <li>• Engagement in respect of reviewing comments from each signatory organisation on a revised Protocol;</li> <li>• Review and amendment of all flowcharts associated with the implementation of the Protocol;</li> <li>• Development of an operational procedural framework that will accompany the implementation of the revised Protocol;</li> </ul> <p>While the above actions have been progressed there is still an outstanding action to bring this together as part of a revised Protocol and work on this will be brought forward as part of the Homelessness Strategy 2022-27.</p> <p>Local Service Directories continue to be updated with local area teams who have been reviewing the directory relevant to their area, and ensuring new services are included and all contact details are up to date.</p> <p>Over the course of 2021/22 regular updates and presentations were delivered to the Housing Services Forum such as the Homelessness Prevention Fund and Team Leader Forums, including updates on Landlord Services Advice Notes such as Temporary Accommodation Offer Letters to ensure the appropriate information is shared and issues identified.</p> <p>In subsequent meetings there have been presentations to consider development of the Homelessness Prevention Fund, the draft Homelessness Strategy 2022-27 and the draft Strategic Action Plan for Temporary Accommodation.</p> <p>Financial Inclusion Managers were introduced in Housing Services in 2019/20 to help Housing Executive tenants with money worries, debt advice and/or benefits, with an overall aim of assisting tenants to maximise their income, reduce money worries and assist tenants to prioritise their rents.</p> <p>Two new additional Housing Solutions &amp; Support Financial Inclusion Managers have commenced roles within the Homeless Prevention Team aligned to Housing Solutions Teams and have been in post since October 2021. The aims of the Financial Inclusion Managers around homeless prevention are to assist Housing Advisors with applicants who have presented as homeless due to financial hardship or who are experiencing difficulties with financial exclusion.</p>

Table continues

Actions		Progress at March 2022
		<p>Applicants will be assisted to (but not exclusively):</p> <ul style="list-style-type: none"> <li>• Maximise their income</li> <li>• Reduce their outgoings</li> <li>• Complete benefit checks to ensure applicants (both in work and out of work) are getting all benefits they are entitled to</li> <li>• Help with arrears</li> <li>• Assist with money management</li> <li>• Referred to other appropriate support</li> </ul> <p>With the overall aim that they can sustain their existing housing situation and prevent homelessness.</p>
5	Carry out strategic review of temporary accommodation and support needs of homeless clients	The draft Strategic Action Plan for Temporary Accommodation and the draft Homelessness Strategy 2022-27 were submitted and approved by Board on 27th October 2021. A 12 week public consultation launched on 2nd November 2021 and closed on 25th January 2022. The final version of the Strategic Action Plan for Temporary Accommodation was published in the early months of 2022/23.
6	Continue to assist clients in accessing the Private Rented Sector	Through the delivery of the Homelessness Prevention Fund 2021/22, 6 projects supported a total of 50 beneficiaries into new private tenancies through provision of direct financial interventions such as rent deposits. There is a likelihood that a portion, or possibly all of these beneficiaries would have required temporary accommodation had this assistance not been made available to them. Furthermore 'Outcomes Table' results submitted by Homelessness Prevention providers reported that through their interventions 1,825 clients (including individuals and families) were able to sustain their current accommodation, and therefore prevented them from experiencing homelessness crisis.
<b>STRATEGY OBJECTIVE 3</b>		
<b>To further understand and address the complexities of chronic homelessness across Northern Ireland</b>		
7	Develop and Implement a Chronic Homelessness Action Plan	<p>The Chronic Homelessness Action Plan was implemented over the course of 2019 – 2022 and the overall progress and achievements delivered via the Chronic Homelessness Action Plan have been documented earlier in this report.</p> <p>Through the consultation to develop the Homelessness Strategy 2022-27, the consensus view was that while the Chronic Homelessness Action Plan was required at the time of development, the progress made in our understanding and acceptance of the specific needs of this cohort meant that a separate plan was no longer required and that actions related to resolving chronic homelessness should be incorporated into the overall Homelessness Strategy 2022-27.</p>
8	Ensure appropriate Housing Models for chronic homeless clients	

*Table continues*

Actions		Progress at March 2022
<b>STRATEGY OBJECTIVE 4</b>		
<b>To ensure the right mechanisms are in place to oversee and deliver this strategy</b>		
9	Department for Communities will engage with other relevant Government Departments to identify specific areas requiring Interdepartmental cooperation and will develop appropriate Homelessness Action Plan	<p>The Inter-Departmental Homelessness Action Plan which was first published in November 2017 has been developed to complement the Housing Executive's Homelessness Strategy. It focuses on addressing gaps in those non-accommodation services that have the most impact, or have the potential to more positively impact, on the lives and life chances of people who are homeless and those who are most at risk of homelessness.</p> <p>The plan was developed in an integrated way with other government departments (including the Departments of Health, Justice, and Education), statutory partners, homelessness service providers and service users.</p> <p>Further details on the Interdepartmental Homelessness Action Plan can be found on the DfC <a href="#">website</a>.</p>
10	Interdepartmental Homelessness Strategy Steering Group will oversee implementation of the Homelessness Strategy and the Interdepartmental Homelessness Action Plan	The Homelessness Strategy Steering Group have continued to review and consider regular updates regarding Year 4 of the Homelessness Strategy and the Interdepartmental Homelessness Action Plan. In scrutinising progress against activities in the Homelessness Strategy, the Homelessness Strategy Steering Group sought to steer timely and effective delivery of the agreed outcomes and evaluate progress throughout 2020/21.
11	Establish Local Inter-agency Homelessness Strategy Implementation Groups	<p>The Local Area Groups continued to meet on a quarterly basis and over the course of 2021/22 played a key role in the development of the Homelessness Strategy 2022-27. The work of each group continued to be guided by Action Plan which is based on the overall objectives of the Homelessness Strategy 2017-22.</p> <p>An online survey was developed and circulated to all Homelessness Local Area Group members to complete and provide feedback on the performance of the groups. Additionally this will be considered in the ongoing evaluation of the Homelessness Strategy 2017-22. Initial feedback from the evaluation has been supportive of the role of the Homelessness Local Area Groups and their continued implementation in the Homelessness Strategy 2022-27. Findings from the survey concluded that over 90% of the participants agreed that the Homelessness Local Area Groups are an asset in the locality.</p>

*Table continues*



	Actions	Progress at March 2022
12	Establish Service User Forum	<p>The Housing Executive met with Homeless Connect in regards to reinitiating a Service User Forum. Initial discussions agreed that such a meeting should take place in person and while it was intended to pursue this the onset of the Covid-19 Omicron variant and associated restrictions meant that a face to face meeting was not possible.</p> <p>While it has not been possible to facilitate this involvement with current restrictions, Homeless Connect were able to facilitate a workshop with an existing group (Regional Service User Network) and this enabled service users to contribute to a consultation response on the Homelessness Strategy 2022-27.</p> <p>The reinstatement of the Service User Forum, delivered as part of a wider commitment to Lived Experience in the Homelessness Strategy 2022-27, will be brought forward with the relaxation of restrictions and the associated ability to deliver a face to face meeting for the group.</p> <p>Consideration of the views of those with lived experience of homelessness will be a key focus of the Homelessness Strategy 2022-27. Completion of this milestone has contributed to the outline of how the next Strategy will facilitate the views of those with lived experience of homelessness.</p> <p>The conclusions of the Homelessness Service User Journeys project have been considered in the development of the Homelessness Strategy 2022-27.</p> <p>In addition the <a href="#">Experiences of Youth Homelessness</a><sup>13</sup> project has been published and recommendations will be considered in the delivery of the Homelessness Strategy 2022-27.</p>
<p><b>STRATEGY OBJECTIVE 5</b></p> <p><b>To measure and monitor existing and emerging need to inform the ongoing development of appropriate services</b></p>		
13	Ensure the Homelessness Strategy 2017-22 links in to the SP Thematic Group on Homelessness	Staff from the Homelessness Strategy team continue to be represented on the Supporting People (SP) Thematic Group on Homelessness which met over the course of 2021/22. The group continues to play a key role in the development of services and representation from the Homelessness Strategy team ensures that any relevant issues raised within the Homelessness Strategy implementation structures are brought forward for consideration.
14	Review the Housing Solutions and Support approach	Business Consultancy Services completed a review of the Housing Solutions and Support approach following the previously noted difficulties caused by a previous provider ceasing trading. The delivery of any actions arising from this report will be brought forward as part of the Homelessness Strategy 2022-27 as and when necessary.
15	Monitor emerging issues and develop appropriate strategies as necessary	The Housing Executive included a further action for 'Housing Executive/Department for Communities/homelessness sector to respond to challenges presented by COVID-19 in 2020/21.' An overview of work to deliver this action can be found earlier in this report.

Table continues

<sup>13</sup> Fiona Boyle & Professor Nicholas Pleace (Commissioned by the Housing Executive), Experiences of Youth Homelessness - <https://www.nihe.gov.uk/getattachment/b587df37-64cb-4094-8260-cf1e57b69906/Experiences-of-Youth-Homelessness.pdf>

	Actions	Progress at March 2022
16	Examine homeless trends and develop new measures	<p>The Housing Executive has been working with the Centre for Public Health, Queens University Belfast and Business Services Organisation to better understand the background, needs and outcomes of those who are experiencing homelessness in Northern Ireland.</p> <p>A Data Sharing Agreement has been drafted and is due to be signed imminently on behalf of the Housing Executive and Business Services Organisation. As part of this project the Housing Executive will share case level data with Business Services Organisation which will subsequently be cross referenced with a range of health and social care data before analysis to deliver the following sample research objectives:</p> <ul style="list-style-type: none"> <li>• What proportion of looked after children become homeless; does this vary by type of care?</li> <li>• What is the relationship between ill-health and homelessness? How much does pre-existing chronic ill health or acute downturns in health contribute to homelessness presentations?</li> <li>• To what extent does homelessness exacerbate ill health?</li> <li>• How does mortality risk for people experiencing homelessness compare with the rest of society?</li> <li>• How does the health service usage of those who are homeless compare to the rest of society?</li> <li>• What can local variations in policy/practice and outcomes tell us about what works?</li> </ul> <p>Homelessness Local Area Groups continued to meet online over the course of 2021/22 with homelessness data circulated and discussed during each quarterly meeting. A recommendation from the online survey in regards to the data included, providing the current status of Temporary Accommodation placements by scheme type in each respective area which would provide a recent snapshot of placements alongside the placements by scheme type over the year.</p> <p>In addition the Housing Executive is represented on the GSS Homelessness and Rough Sleeping Statistics Group which meets quarterly with a view to improving consistency on data that is published across the UK.</p>
17	Produce an annual report outlining progress on the Homelessness Strategy 2017-22	The Year 4 Annual Progress Report Year has been incorporated into this report.

*Table continues*

	Actions	Progress at March 2022
18	Develop a Homelessness Strategy 2022-27	<p>The draft Homelessness Strategy 2022-2027 was subject to a public consultation which commenced on the 2nd November 2021 and closed on the 25th January 2022. Over the course of the consultation process the Housing Executive received a total of 30 written responses. In addition, the Housing Executive facilitated a number of online consultation events which included a presentation which provided an overview of the Strategy as well as a series of workshops for consultees to express their opinions on the vision, aim, principles, objectives and enablers of the draft Homelessness Strategy 2022 – 2027.</p> <p>The results of the consultation process were subject to a quantitative and qualitative analysis and following analysis, these results have not resulted in the need for any significant changes from the draft version of the Homelessness Strategy 2022-27.</p> <p>A revised Homelessness Strategy 2022-27 and the Year 1 Action Plan was submitted to the Housing Executive Board in February 2022 with the intention to publish the Strategy before Purdah commenced on 28th March 2022.</p> <p>The Housing Executive met its statutory duty and published the <a href="#">Homelessness Strategy 2022-27</a><sup>14</sup> alongside our <a href="#">Year 1 Action Plan</a><sup>15</sup> on 23rd March 2022.</p>

<sup>14</sup> Housing Executive, Ending Homelessness Together, Homelessness Strategy 2022-27 - <https://www.nihe.gov.uk/getattachment/73313718-aa0e-4aae-b122-6573dcab88c7/Ending-Homelessness-Together-Homelessness-Strategy-2022-27.pdf>

<sup>15</sup> Housing Executive, Ending Homelessness Together, Homelessness Strategy 2022-27 Year 1 Action Plan - <https://www.nihe.gov.uk/getattachment/5016a957-f93e-4480-ac05-81b4dc76fcff/Homelessness-Strategy-2022-27-Year-1-Action-Plan.pdf>

# Appendices

# Appendix One – Homelessness Data

**Table 1 – Presenters by reason**

<b>Reason</b>	<b>Sharing break-down/family dispute</b>	<b>Marital/relationship break-down</b>	<b>Domestic abuse</b>	<b>Loss of rented accomm</b>	<b>No accomm in Northern Ireland</b>	<b>Intimidation</b>	<b>Accommodation not reasonable</b>	<b>Release from hospital/prison/other institution</b>	<b>Fire/flood other emergency</b>	<b>Mortgage default</b>	<b>Bomb/fire damage civil disturbance</b>	<b>N’hood harassment</b>	<b>Other reason</b>	<b>No data</b>	<b>Total</b>
<b>2017/18</b>	3,744	1,776	917	2,679	1,404	558	4,201	402	132	181	44	1,494	528	120	18,180
<b>2018/19</b>	3,890	1,804	1,174	2,779	1,245	481	4,588	339	54	123	44	1,448	174	59	18,202
<b>2019/20</b>	3,650	1,683	1,147	2,327	1,304	335	4,239	361	44	89	46	1,415	88	74	16,802
<b>2020/21</b>	4,166	1,752	1,222	1,689	1,012	286	3,576	366	63	37	53	1,639	81	49	15,991
<b>2021/22</b>	3,606	1,611	1,110	2,463	966	180	3,781	311	30	47	45	1,435	47	126	15,758

**Table 2 – Presenters by household**

Household Type	Single males				Single females				Couples	Families	Pensioner Households	Undefined	Total
	16-17 yrs	18-25 yrs	26-59 yrs	Total	16-17 yrs	18-25 yrs	26-59 yrs	Total					
<b>2017/18</b>	69	1,552	4,350	5,971	106	1,274	1,749	3,129	827	5,805	2,445	3	18,180
<b>2018/19</b>	66	1,429	4,353	5,848	89	1,252	1,874	3,215	794	5,843	2,502	0	18,202
<b>2019/20</b>	68	1,322	4,245	5,635	90	1,195	1,722	3,007	751	5,093	2,237	79	16,802
<b>2020/21</b>	50	1,457	4,312	5,819	84	1,285	1,673	3,042	687	4,595	1,802	46	15,991
<b>2021/22</b>	46	1,233	4,096	5,375	50	1,133	1,623	2,806	658	4,733	2,090	96	15,758

**Table 3 – Top Three Reasons (Presenters)**

Year	Presenters Top 3 Reasons		
	Accommodation Not Reasonable	Family/Sharing Breakdown	Loss of Rented Accommodation
<b>2017/18</b>	23.1%	20.6%	14.7%
<b>2018/19</b>	25.2%	21.4%	15.3%
<b>2019/20</b>	25.2%	21.7%	13.8%
<b>NB – Top 3 reasons changed during 2020/21 and 2021/22 as noted below</b>			
	Family/Sharing Breakdown	Accommodation Not Reasonable	Marital/relationship breakdown
<b>2020/21</b>	26%	22.4%	11%
	Accommodation Not Reasonable	Sharing Breakdown/Family Dispute	Loss Of Rented Accommodation
<b>2021/22</b>	23.9%	22.8%	15.6%

**Table 4 – Acceptances by Reason**

Reason	Sharing breakdown/family dispute	Marital/relationship breakdown	Domestic abuse	Loss of rented accomm	No accomm in Northern Ireland	Intimidation	Accommodation not reasonable	Release from hospital/prison/other institution	Fire/flood other emergency	Mortgage default	Bomb/fire damage civil disturbance	N'hood harassment	Other reason	Total
<b>2017/18</b>	2,106	867	904	1,502	764	355	3,674	286	77	99	27	952	264	11,877
<b>2018/19</b>	2,307	929	1,124	1,681	710	374	3,955	236	38	65	31	931	131	12,512
<b>2019/20</b>	2,135	846	1,088	1,375	707	255	3,606	240	24	51	27	899	70	11,323
<b>2020/21</b>	2,173	748	1,101	985	430	256	2,794	217	30	21	26	1,067	41	9,889
<b>2021/22</b>	1,956	734	1,006	1,586	481	171	3,096	190	19	15	22	830	29	10,135

**Table 5 – Acceptances by Household**

Household Type	Single males				Single females				Couples	Families	Pensioner Households	Undefined	Total
	16-17 yrs	18-25 yrs	26-59 yrs	Total	16-17 yrs	18-25 yrs	26-59 yrs	Total					
<b>2017/18</b>	31	681	2,225	2,937	56	799	1,220	2,075	532	4,306	2,027	0	11,877
<b>2018/19</b>	33	655	2,373	3,061	53	828	1,351	2,232	545	4,535	2,139	0	12,512
<b>2019/20</b>	32	666	2,248	2,946	44	776	1,198	2,018	492	3,979	1,888	0	11,323
<b>2020/21</b>	17	594	2,096	2,707	36	781	1,092	1,909	440	3,451	1,374	8	9,889
<b>2021/22</b>	27	559	2,045	2,631	21	706	1,105	1,832	406	3,643	1,621	2	10,135

**Table 6 – Top Three Reasons (Acceptances)**

Year	Acceptances Top 3 Reasons		
	Accommodation Not Reasonable	Family/Sharing Breakdown	Loss of Rented Accommodation
2017/18	30.9%	17.7%	12.6%
2018/19	31.6%	18.4%	13.4%
2019/20	31.8%	18.8%	12.1%
<b>NB – Top 3 reasons changed during 2020/21 and 2021/22 as noted below</b>			
	Family/Sharing Breakdown	Accommodation Not Reasonable	Marital/Relationship Breakdown
2020/21	28.3%	22%	11.1%
	Accommodation Not Reasonable	Sharing Breakdown/ Family Dispute	Loss Of Rented Accommodation
2021/22	30.5%	19.3%	15.6%

**Table 7 – Presentations by Council Area**

Council	2017/18	2018/19	2019/20	2020/21	2021/22
Antrim & Newtownabbey	1,229	1,336	1,201	1,353	1,199
Ards & North Down	1,659	1,565	1,276	1,276	1,228
Armagh, Banbridge & Craigavon	1,259	1,253	1,099	1,144	1,127
Belfast	5,879	5,747	5,270	4,573	4,553
Causeway Coast & Glens	1,002	1,001	949	885	1,064
Derry & Strabane	1,996	2,079	1,994	2,084	2,049
Fermanagh & Omagh	691	672	669	609	563
Lisburn & Castlereagh	1,045	946	1,034	845	894
Mid & East Antrim	1,515	1,516	1,427	1,298	1,319
Mid Ulster	770	843	669	659	685
Newry, Mourne & Down	1,135	1,244	1,214	1,265	1,077
<b>Total</b>	<b>18,180</b>	<b>18,202</b>	<b>16,802</b>	<b>15,991</b>	<b>15,758</b>



**Table 8 – Acceptances by Council Area**

<b>Council</b>	<b>2017/18</b>	<b>2018/19</b>	<b>2019/20</b>	<b>2020/21</b>	<b>2021/22</b>
<b>Antrim &amp; Newtownabbey</b>	904	1,052	936	952	873
<b>Ards &amp; North Down</b>	1,160	1,156	947	931	880
<b>Armagh, Banbridge &amp; Craigavon</b>	593	790	694	608	606
<b>Belfast</b>	3,940	3,790	3,325	2,686	2,820
<b>Causeway Coast &amp; Glens</b>	716	689	690	579	746
<b>Derry &amp; Strabane</b>	1,203	1,315	1,222	1,146	1,212
<b>Fermanagh &amp; Omagh</b>	432	467	467	353	366
<b>Lisburn &amp; Castlereagh</b>	675	716	756	552	569
<b>Mid &amp; East Antrim</b>	997	1,088	1,051	928	895
<b>Mid Ulster</b>	468	542	388	362	419
<b>Newry, Mourne &amp; Down</b>	789	907	847	792	749
<b>Total</b>	<b>11,877</b>	<b>12,512</b>	<b>11,323</b>	<b>9,889</b>	<b>10,135</b>

In addition to the data over 5 years outlined in previous tables, the tables below are based on the overall homelessness presentation and acceptance figures for additional data breakdowns. In coming years, these tables will be updated so that further analysis can be carried out over a five year period of time.

**Table 9 – Accommodation Not Reasonable Breakdown (Presentations)**

<b>Reason</b>	<b>Accommodation not reasonable*</b>	<b>ANR: Financial hardship</b>	<b>ANR: Mental health</b>	<b>ANR: Other</b>	<b>ANR: Over-crowding</b>	<b>ANR: Physical health/ Disability</b>	<b>ANR: Property unfitness</b>	<b>ANR: Violence</b>	<b>Total</b>
<b>2018/19</b>	719	193	460	227	162	2,548	162	117	4,588
<b>2019/20</b>	22	233	572	260	169	2,660	168	155	4,239
<b>2020/21</b>	0	190	628	194	206	2,028	148	182	3,576
<b>2021/22</b>	2	160	636	193	199	2,261	162	168	3,781

\*It should be noted that the introduction of sub-categories for Accommodation Not Reasonable in 2018/19 resulted in a subsequent decrease in the use of Accommodation Not Reasonable to the point that it is no longer used.

**Table 10 – Intimidation Breakdown (Presentations)**

Reason	Intimidation- ASB	Intimidation- Disability	Intimidation- Paramilitary	Intimidation- Racial	Intimidation- Sectarian	Intimidation- Sexual Orientation	Total
2017/18	61	1	425	19	42	10	558
2018/19	60	3	377	15	19	7	481
2019/20	51	0	246	18	14	6	335
2020/21	27	1	236	6	9	7	286
2021/22	17	1	142	4	14	2	180

**Table 11 – Accommodation Not Reasonable Breakdown (Acceptances)**

Reason	Accommodation not reasonable*	ANR: Financial hardship	ANR: Mental health	ANR: Other	ANR: Over-crowding	ANR: Physical health/ Disability	ANR: Property unfitness	ANR: Violence	Total
2018/19	269	104	468	203	140	2,540	130	101	3,955
2019/20	0	134	541	195	141	2,375	96	124	3,606
2020/21	0	91	561	146	146	1,647	72	131	2,794
2021/22	1	85	571	133	156	1,902	98	150	3,096

\*It should be noted that the introduction of sub-categories for Accommodation Not Reasonable in 2018/19 resulted in a subsequent decrease in the use of Accommodation Not Reasonable to the point that it is no longer used.

**Table 12 – Intimidation Breakdown (Acceptances)**

Reason	Intimidation- ASB	Intimidation- Disability	Intimidation- Paramilitary	Intimidation- Racial	Intimidation- Sectarian	Intimidation- Sexual Orientation	Total
2017/18	31	0	286	10	25	3	355
2018/19	49	2	297	7	12	7	374
2019/20	13	0	212	13	11	6	255
2020/21	12	1	230	4	5	4	256
2021/22	9	0	149	4	6	3	171

**Table 13 – Acceptances by Priority Need**

Year	Dependent Children	Emergency	Pregnant	Violence	Vulnerable	Total
2018/19	3,516	63	454	1,591	6,888	12,512
2019/20	2,992	36	384	1,634	6,277	11,323
2020/21	2,702	95	377	1,644	5,071	9,889
2021/22	2,811	27	385	1,490	5,422	10,135

**Table 14 – Social Housing Allocations**

Year	Total Number of Allocations	Allocations to Full Duty Applicants	% of allocations to Full Duty Applicants
2017/18	7,373	6,467	87.7%
2018/19	7,696	6,949	90.3%
2019/20	6,654	6,423	96.5%
2020/21	5,844	5,295	90.6%
2021/22	6,010	5,379	89.5%

**Table 15 – Number of Instances of Repeat Homelessness**

Year	Number
2017/18	1,016
2018/19	1,088
2019/20	1,101
2020/21	1,188
2021/22	1,100

# Appendix Two – Temporary Accommodation

**Table 16 – Average Length of Stay in Temporary Accommodation**

The table below outlines the average length of stay in temporary accommodation in days by type of accommodation

Year	Bespoke Facility of Temporary Accommodation	Crash: Voluntary Sector	Single Lets	DIME*	Voluntary Sector Hostels	Housing Executive Hostels	Hotel/B&B	Total
2017/18	N/A	N/A	394	125	245	223	48	282
2018/19	N/A	N/A	437	128	231	208	18	281
2019/20	N/A	N/A	451	135	233	216	36	275
2020/21	32	20	443	91	160	219	14	175
2021/22	76	63	541	43	169	277	21	217

\*DIME refers to Dispersed Intensively Managed Emergency Accommodation

**Table 17 – Placements in Temporary Accommodation**

Year	2017/18	2018/19	2019/20	2020/21	2021/22
<b>Total</b>	3,024	3,354	4,527	9,752	9,265

# Appendix Three – Financial Investment

**Table 18 – Financial Investment in Homelessness**

	<b>Temporary Accommodation</b>	<b>Homelessness Services</b>	<b>Voluntary Sector Funding</b>	<b>Supporting People</b>	<b>Private Rental Sector Access Scheme</b>	<b>Misc</b>	<b>COVID-19 Funding</b>	<b>Total</b>
	<b>Top Up and Supporting People Costs</b>	<b>Furniture Storage &amp; Taxi</b>	<b>Homelessness Services</b>	<b>Floating Support for homelessness projects &amp; schemes</b>	<b>Facilitate creation and sustainment of private sector tenancies</b>	<b>Misc</b>		
<b>2017/18</b>	£26.6m	£1.7m	£2.4m	£6.0m	£483k			£37.1m
<b>2018/19</b>	£24.8m	£1.8m	£2.3m	£6.0m	£360k			£36.2m
<b>2019/20</b>	£27.2m	£1.8m	£3.35m	£6.1m	£10k	£100k		£39.6m
<b>2020/21</b>	£28.0m	£1.6m	£3.6m	£6.1m	£46k	£43k	£6.6m	£47.2m
<b>2021/22</b>	£29.0m	£2.0m	£4.4m	£6.3m	£0	£56k	£14.3m	£56.1m

The following caveats are applicable to the above table:

- Figures above are rounded to one decimal place which may result in overall total not aligning to figures of various funding streams.
- COVID funding represents all costs across the programme that were funded through COVID specific funding and therefore include temporary accommodation costs, furniture storage etc.

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