



**Homelessness Strategy**  
**2017-22**  
ANNUAL PROGRESS  
REPORT 2017-18

ending homelessness **TOGETHER/**

# Contents

**1**

Foreword

**2**

Introduction

**3**

Homelessness Data

**9**

Financial Information

**13**

Progress Report

**34**

Appendix 1

**37**

Appendix 2

**39**

Appendix 3

# FOREWORD

We are delighted to present the Annual Progress Report 2017-18 for 'Ending Homelessness Together', the Homelessness Strategy for Northern Ireland 2017-22. Launched in April 2017 the Strategy adopted an outcomes-based approach with a commitment to the Housing Executive working with statutory and voluntary partners to assist households who are faced with homelessness.

The Strategy contains 18 actions, 16 of which are led by the Housing Executive with a further 2 led by the Department for Communities. Action has commenced on all 18 actions and 15 of the 18 have been completed to the milestones associated with Year 1 of the Action Plan within the Homelessness Strategy.

The vision of the Homelessness Strategy is 'Ending Homelessness Together' and this is reflective of the need outlined in the development of this strategy for the Housing Executive to work with colleagues across the sector to assist those households who may find themselves homeless or threatened with homelessness. We are pleased to note that the implementation of actions in year 1 of the strategy have included extensive working with our partners across the sector and we look forward to building on this in 2018/19.

The report summarises our progress to date, highlighting our key achievements which include:

- The creation of 9 inter-agency homelessness Local Area Groups which ensure this Strategy is effective at a local as well as regional level;
- The development of a communications strategy which focuses on ensuring those who are threatened with homelessness are aware of the assistance available at the earliest possible stage;
- The development of a training package which identifies pre-crisis 'homeless indicators'.

In November 2017 the Northern Ireland Audit Office published a report 'Homelessness in Northern Ireland'<sup>1</sup>. This report examined the scale and nature of homelessness in Northern Ireland and focuses on how effective the Housing Executive Homelessness Strategy 2012-17 had been in addressing this issue. The report outlined 9 recommendations and in recent months we have begun work with the Department for Communities to ensure these recommendations are actioned.

We would like to take this opportunity to thank all those who have been involved in the delivery of the first year of the Strategy. The partnership working at the core of this Strategy is particularly evident in the groups outlined in Objective 4 which have been a key mechanism in the implementation of actions within this Strategy. We look forward to building on the foundations laid out in year 1 of this Strategy and to work with our partners to continue to address the challenges associated with homelessness in Northern Ireland.



Professor Peter Roberts, Interim Chair



Clark Bailie, Chief Executive

<sup>1</sup> Homelessness in Northern Ireland, Northern Ireland Audit Office (2017) <https://www.niauditoffice.gov.uk/publications/homelessness-northern-ireland-0>

# INTRODUCTION

The Housing (NI) Order 1988 (as amended) identifies the Housing Executive as the organisation with responsibility for responding to homelessness in Northern Ireland. The Housing Executive's Homelessness Strategy 2017-22 was published in April 2017 and launched at an event with stakeholders across the homelessness sector in May 2017.

The first Annual Progress Report summarises the progress that has been made between April 2017 and March 2018 against the 18 actions contained within the Strategy. These actions all contribute to our aim of achieving the five objectives within the Homelessness Strategy which are:

- To prioritise homelessness prevention.
- To secure sustainable accommodation and appropriate support solutions for homeless households.
- To further understand and address the complexities of chronic homelessness across Northern Ireland.
- To ensure the right mechanisms are in place to oversee and deliver this Strategy.
- To measure and monitor existing and emerging need to inform the ongoing development of appropriate services.

The Strategy identifies issues impacting upon households who are homeless or threatened with homelessness and the actions within the Strategy aim to ensure that the needs of such households are addressed. To assist in meeting the needs of those households £9.5m of funding has been spent in 2017/18, excluding Supporting People funding.

Of the 18 actions in the Strategy 15 have been completed to the milestones noted in the year 1 action plan contained within the Strategy. Three actions have been subject to delay and these actions are noted below:

- Action 5 – Carry out strategic review of temporary accommodation and support needs of homeless clients;
- Action 6 – Continue to assist clients in accessing the Private Rented Sector;
- Action 7 – Review and implement Belfast and Derry/Londonderry Rough Sleepers Strategy.

A full overview of actions, and the reasons behind any delays in achieving year 1 implementation, is included later in this document.

# HOMELESSNESS DATA

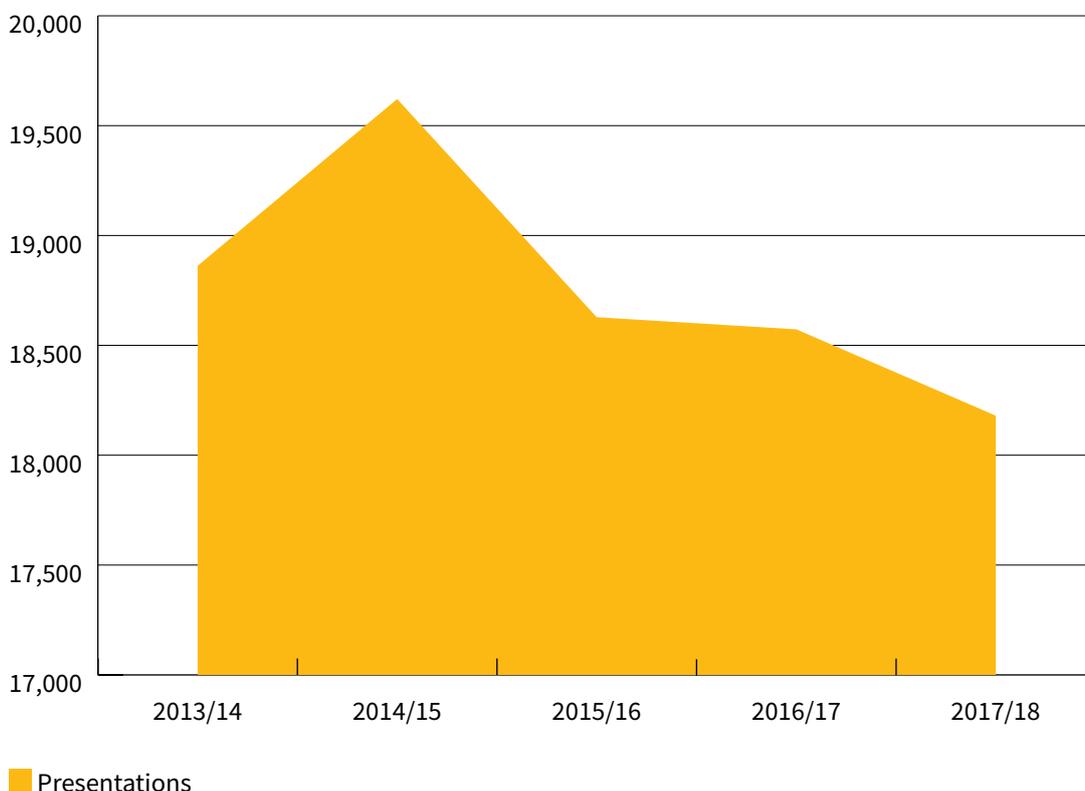
## Outcomes Based Accountability – Indicators

This Strategy aligned with the emerging 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 shows that over the past five years there has been a marginal decrease in the number of households presenting as homeless to the Housing Executive. The baseline figure for this indicator will be 18,180 which is the number of presentations in 2017/18 and represents a decrease of 2.1% from the 2016/17 figure of 18,573. In the context of recent years this continues an encouraging trend of decreases in the number of households presenting as homeless from a recent peak of 19,621 in 2014/15.



## Outcome 2 – We live in suitable homes

The table below outlines the first indicator for this outcome which is the average length of time spent in temporary accommodation for each household in 2016/17 and 2017/18. The baseline figure for this indicator will be the figures found in 2017/18.

Accommodation Type	Year	Average Length of Placement (Days)	% difference from 2016/17 to 2017/18
Single Lets	2016/17	419	-6% (decrease of 25 days)
	2017/18	394	
DIME*	2016/17	113	10.6% (increase of 12 days)
	2017/18	125	
Voluntary Sector Hostels	2016/17	239	2.5% (increase of 6 days)
	2017/18	245	
Housing Executive Hostels	2016/17	223	0% (Figure consistent for both years)
	2017/18	223	
Hotel/B&B	2016/17	66	-27% (decrease of 18 days)
	2017/18	48	
Total	2016/17	303	-6.9% (decrease of 21 days)
	2017/18	282	

\*DIME refers to Dispersed Intensively Managed Emergency Accommodation

Housing Executive staff will engage with all households in temporary accommodation with a view to ensuring the duration of the placement is as short as possible. This emphasis on minimising the length of placement is particularly relevant to hotel/B&B placements which are used in emergency cases only and in the absence of any other suitable accommodation. Unfortunately, for those households who are seeking accommodation in areas of exceptionally high demand there is no other option beyond providing a placement in temporary accommodation for a significant period of time.

The second indicator for outcome 2 is the number of Full Duty Applicants (FDA) duties discharged. In 2017/18 there were a total of 6,467 FDA duties discharged via an allocation for a social rented property. This represents an increase of 21 from the 2016/17 figure of 6,446. In 2016/17 84% of all social housing allocations were made to Full Duty Applicants and in 2017/18 this rose to 88% (6,467 of 7,373 allocations). The baseline figure for this indicator will be the 2017/18 figure of 6,467.

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

The indicator for the final outcome is the number of repeat homelessness presentations which refers to the number of presentations where the previous application had been closed less than 12 months before the current homeless application. In 2016/17 there were 1,246 repeat presentations (6.7% of total presenters) while 2017/18 saw a decrease of 18.5% to a total of 1,016 repeat presentations (5.6% of total presenters). The baseline figure for this indicator will be the 2017/18 figure of 1,016.

## Presentations and acceptances

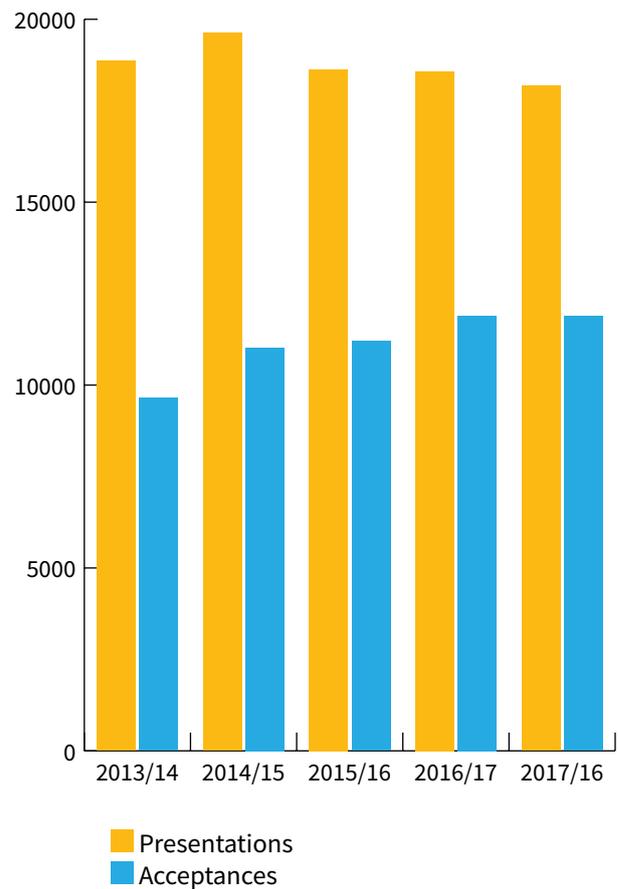
The chart to the right notes that households presenting as homeless totalled 18,180 in 2017/18 and of these 11,877 were accepted as Full Duty Applicants. In Northern Ireland the Housing (NI) Order 1988 (as amended) identifies the Housing Executive as the agency tasked with responding to homelessness. The Order places a statutory duty on the Housing Executive to provide interim and/or permanent accommodation for certain homeless households, dependent upon investigations and assessment of their circumstances.

In order to be “accepted” as statutorily homeless, a household must meet the four tests of:

- Eligibility
- Homelessness
- Priority Need
- Intentionality

Any household that meets these four tests will be accepted as a “Full Duty Applicant” and will be owed a full housing duty. The full housing duty includes ensuring that accommodation is made available for the household as well as the provision of temporary accommodation where necessary and assistance with the protection of the household’s belongings.

Whilst the number of households presenting as homeless has decreased in recent years the number of households accepted as homeless has increased over the past five years from 9,649 in 2013/14 to 11,877 in 2017/18, an increase of 23%. This increase in acceptances is reflective of the increasing complexity and vulnerability associated with homeless households. We are seeking to improve the data we gather to improve our understanding of the complexities associated with homeless households which will enable us to plan appropriate services going forward to respond to these complexities.

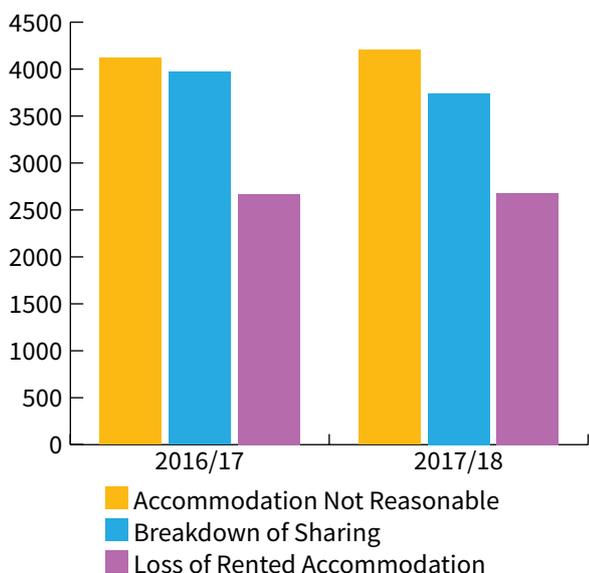


The table below shows that there has been a year on year increase in the percentage of applicants accepted as Full Duty Applicants over the past five years. This again points to an increasing proportion of applicants presenting with vulnerabilities. The Housing Executive's research programme for 2017/18 contains a project to investigate the circumstances around the increase in homelessness acceptances in recent years.

Year	2013/14	2014/15	2015/16	2016/17	2017/18
Presentations	18,862	19,621	18,628	18,573	18,180
Acceptances	9,649	11,016	11,202	11,889	11,877
% of applications accepted	51%	56%	60%	64%	65%

## Presentation Reasons

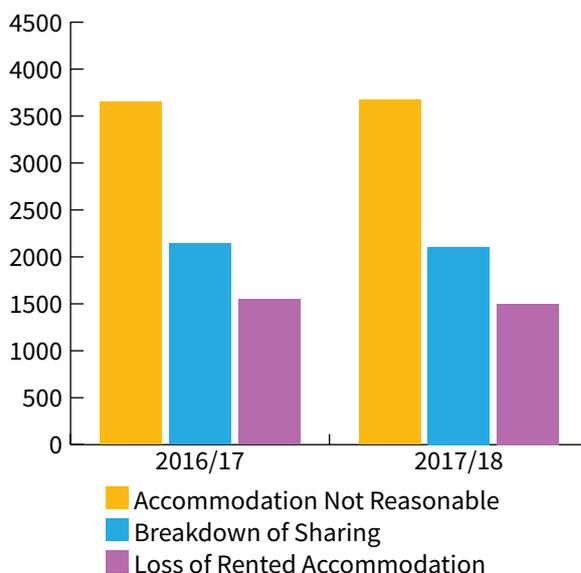
The top three reasons for presenting as homeless have again remained consistent with Accommodation Not Reasonable (4,201 in 2017/18), Breakdown of Sharing/Family Dispute (3,744 in 2017/18) and Loss of Rented Accommodation (2,679 in 2017/18) again the top three reasons for presenting as homeless.



In terms of percentage of presentations there has been a marginal increase in Accommodation Not Reasonable from 22.2% of all presentations in 2016/17 to 23.1% of all presentations in 2017/18. Both Breakdown of Sharing/Family Dispute and Loss of Rented Accommodation saw a marginal decrease in terms of the percentage of presentations with Breakdown of Sharing decreasing from 21.4% of all presentations in 2016/17 to 20.6% of all presentations in 2017/18. Loss of Private Rented Accommodation increased from 14.4% of all presentations in 2016/17 to 14.7% of all presentations in 2017/18. The Housing Executive's research programme for 2017/18 includes a project to investigate the circumstances around the increase in Accommodation Not Reasonable as a reason for homelessness presentations and acceptances in recent years.

## Acceptance Reasons

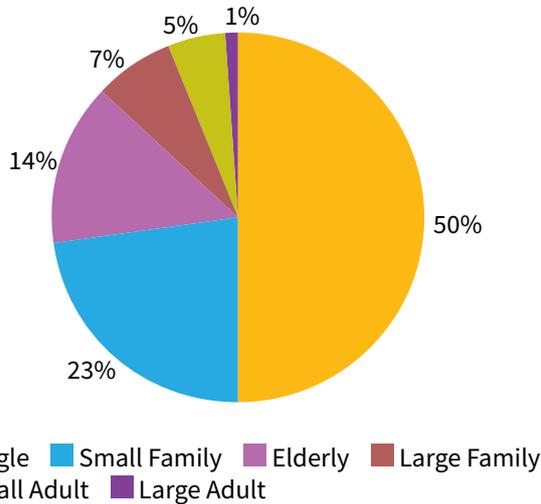
The top three reasons for acceptance as Full Duty Applicants have also remained consistent with Accommodation Not Reasonable, Breakdown of Sharing/Family Dispute and Loss of Rented Accommodation the top three reasons for acceptance as a Full Duty Applicant.



In terms of percentage of acceptances there has been a marginal increase in Accommodation Not Reasonable from 30.7% of all acceptances in 2016/17 to 30.9% of all acceptances in 2017/18. Both Breakdown of Sharing/Family Dispute and Loss of Rented Accommodation saw a marginal decrease in terms of the percentage of presentations with Breakdown of Sharing/Family Dispute decreasing from 18% of all acceptances in 2016/17 to 17.7% of all acceptances in 2017/18. Loss of Rented Accommodation decreased from 13% of all acceptances in 2016/17 to 12.6% of all acceptances in 2017/18.

## Homeless Presentations by Household Type

The chart below outlines homelessness presentations by household type and this presents a consistent pattern with the past number of years. Singles remain the household type with the highest percentage of total presentations which is at 50% for 2017/18, a decrease of 1% from the figure for 2016/17.



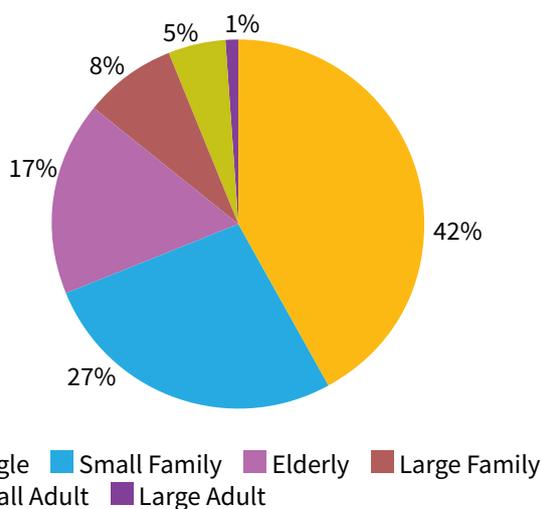
## Homelessness by age of Head of Household

The table below outlines the percentage of presentations which are subsequently accepted by the age of the head of household. The increasing percentage of acceptances in the older age categories is reflective of the increasing vulnerability, and in many cases, unsuitable accommodation, amongst older households.

Age Band	Presenters	Acceptances	% Accepted
16-17	104	42	40.38%
18-25	3996	2341	58.58%
26-39	6294	3955	62.84%
40-49	2806	1794	63.93%
50-59	2252	1510	67.05%
60-69	1385	1056	76.25%
70-79	829	716	86.37%
80+	514	463	90.08%

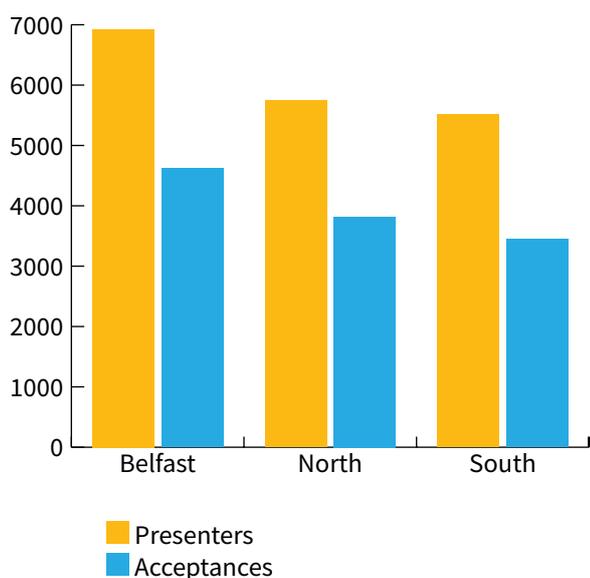
## Homeless Acceptances by Household Type

The chart below outlines homelessness presentations by household type and this presents a consistent pattern with the past number of years. Singles remain the household type with the highest percentage of total presentations which is at 42% for 2017/18.



## Presenters and Acceptances by Region

The table below outlines the presenters and acceptances by Housing Executive region. Belfast is the region with the highest number of households presenting as homeless with 6,924 households presenting in 2017/18 while North region has 5,724 households presenting and South region providing 5,514 presentations. Compared to 2016/17 Belfast experienced a decrease of 2% in presentations during 2017/18 (7,095 presentations in 2016/17) while North experienced a decrease of 3.6% (5,943 presentations in 2016/17) and South experienced a decrease of >1% (5,535 presentations in 2016/17).



In terms of acceptances Belfast region had 4,615 households who were Full Duty Applicants while North region awarded 3,820 acceptances and South region provided 3,442 acceptances. Compared to 2016/17 Belfast experienced an increase of 2% in acceptances during 2017/18 (4,521 acceptances in 2016/17) while North experienced a decrease of 6.4% (4,080 acceptances in 2016/17) and South experienced an increase of 4.6% (3,288 acceptances in 2016/17).

In Belfast region 66.7% of households were accepted as Full Duty Applicants in 2017/18 while the figure was 66.7% in North region and 62.4% in South region. The corresponding figure for 2016 was 63.7% for Belfast, 68.6% for North region and 59.4% for South region. The Housing Executive's research programme for 2017/18 contains a project to investigate the variation in acceptances across our three regions over recent years.

## Rough Sleeping Data

As part of our work to achieve objective 3 of this strategy the Housing Executive is seeking to improve the data we publish in relation to rough sleeping. In 2017/18 we carried out a rough sleeping street count in both Belfast and Newry. In Belfast a street count identified five rough sleepers while the Newry street count identified three rough sleepers. We have committed to organising future street counts in any areas where persistent rough sleeping is identified by the Local Area Groups outlined in objective 4 and these will take place in October/November 2018. These street counts are examples of multi-agency working both in their delivery and in the subsequent support offered to individuals encountered.

# FINANCIAL INFORMATION

Over the course of the past year we have provided total funding of approximately £37.1m for homeless services across Northern Ireland, with figures listed below:

- £4.968m on temporary accommodation, including DIME (Dispersed Intensively Managed Emergency);
- £1.718m for storage of personal belongings;
- £2.84m on outside agencies in the voluntary sector;
- £27.6m on Supporting People funding of homelessness services.

The Housing Executive funds a range of outside agencies to provide services that assist in delivering the objectives of this Strategy. An overview of the services provided is listed below:

- Housing Rights Service
  - [housingadviceNI.org](http://housingadviceNI.org): HousingadviceNI is a regularly updated website providing detailed advice and information on housing to members of the public. It aims to prevent homelessness and housing problems by providing people with 24/7 access to information and advice, supported by an email advice service and a directory of local advice agencies.
  - Housing Advice in Prisons: This service assists with the prevention of homelessness amongst those entering and leaving prison. It enhances the opportunities for rehabilitation and community integration and contributes to the reduction of homelessness and re-offending.
  - Beyond the Gate: This service assists with the prevention of homelessness by providing specialist support to sustain tenancies/ access accommodation for chronic homeless (offenders) across NI.
  - Community Housing Advice Partnership: CHAP has been developed by a consortium of agencies comprising of AdviceNI, Citizens Advice and Housing Rights. This partnership enhances the capacity of 24 providers to deliver high quality housing advice to those who are homeless and/or in housing need.

- Simon Community NI (SCNI) – HOME TEAM
  - SCNI provide an innovative programme to meet the changing needs of a growing homeless population, working in close partnership with the Housing Executive’s Housing Solutions teams in Belfast. SCNI staff co-ordinate floating support services in Belfast to ensure wraparound support for people previously homeless or at risk to sustain their tenancies. They will also facilitate homeless people to access affordable housing options in the private rented sector to boost move on within their hostels.
  - Council for the Homeless: Council for the Homeless is an umbrella organisation which assists 76 member organisations to meet the aims and objectives of the Homelessness Strategy. They do this through information, engagement, developing workplace capacity, promoting active involvement and campaigning.
  - Extern Multi-disciplinary Homeless Support Team: The MDHST are qualified social-workers providing support services to those who are homeless, threatened with homelessness and have complex needs across: Mental Health, Addiction, Families/Children, Learning Disability, Older People, Offenders, Physical Disability, Floating Support, Refugee Resettlement. Staff specialise in practice areas, supplemented with in-depth mental health and addictions expertise, and work across the sector. They help to reduce homelessness by helping hard-to-reach individuals improve health, social well-being and access support services to secure and sustain independent accommodation.
  - East Belfast Mission – Street Soccer: Street Soccer NI is a project working with homeless people and marginalised groups in Northern Ireland by using football to tackle homelessness. The project provides housing support, education, training, employability and volunteer opportunities which empower players to break out of homelessness and to achieve sustainable tenancies.
  - NIACRO Base 2: The Base 2 project provides a verification service by assessing the risk of paramilitary or community threats to people who are homeless or at risk of homelessness

and provides the Housing Executive with information to assist with the assessment of homelessness applications under the Housing Order (1988) NI. Base 2 also offers support and mediation to families at risk of violence or exclusion from their community.

- Foyle Haven: Operated by Depaul in Derry/Londonderry, Foyle Haven is a 365 days per year service that offers a direct access, low threshold harm reduction drop-in centre for people with substance misuse or addiction issues. The service provides assessments and interventions to vulnerable homeless people.
- The MARC Project: The MARC Project is delivered by the Link Family and Community Centre in Newtownards and provides a low threshold service to individuals who experience difficulties with substance misuse and other complex needs such as housing issues, mental and physical health problems and poverty. The project aims to support clients who are homeless or are at risk of homelessness through prevention and early intervention work.
- Welcome Organisation Drop In Centre: The Drop in centre in Belfast provides services to extremely vulnerable people who are traditionally hard to reach and have historically faced multiple exclusions and restricted access to mainstream services as a result of behavioural challenges linked to poor mental health, alcohol dependency, substance misuse and dual diagnosis. All services are delivered on a very low threshold, high tolerance model based on the principles of harm reduction.

- Welcome Organisation Street Outreach: The Street Outreach service delivers a city wide, 7 days per week, day and night service that assists extremely vulnerable groups with a range of complex needs and challenging behaviours associated with chaotic lifestyles associated with homelessness, rough sleeping and street drinking in Belfast.
- Reactive Support Initiatives: Over the past 12 months a number of smaller grants were awarded for a range of homelessness focused activities including Council for Homelessness Northern Ireland Home Starter Packs given to homeless applicants to facilitate the transition from temporary and hostel accommodation into permanent housing.

In line with a recommendation from the Northern Ireland Audit Office the Housing Executive is currently working to establish outcomes for the services we fund through our homelessness budgets. This work will be taken forward with a view to services providing outcomes in 2019/20.



*Awareness raising during Homelessness Awareness Week.*



*Helping to raise awareness of the support that is available across the statutory and voluntary sector.*



# PROGRESS REPORT

## STRATEGY OBJECTIVE 1 To prioritise homelessness prevention

	Actions	Progress at March 2018
1	Identify pre crisis 'homeless indicators' and commission training package for relevant key front line workers.	<p>The Central Homelessness Forum acted as a consultative forum for the development of a training package which identifies pre crisis 'homeless indicators'. This training package builds on work carried out in the previous strategy by key stakeholders, and aims to help participants:</p> <ul style="list-style-type: none"> <li>• Understand issues surrounding homelessness in Northern Ireland</li> <li>• Identify barriers that exist to services that exist for a homeless person</li> <li>• Signpost persons to support services/Housing Executive</li> </ul> <p>The training package identifies wider factors in society, family background factors or individual factors that can contribute to a household becoming homeless. The key aim of the training is to ensure that participants are aware of intervention opportunities to assist households who are threatened with homelessness at the earliest possible stage.</p> <p>In year 2 we will begin delivering this training package to relevant groups.</p> <p>Case Study 1 demonstrates the impact of this action.</p>
2	Implement a Housing Solutions and Support approach for homeless prevention.	<p>As of March 2018 the Housing Solutions and Support approach is operational in all Housing Executive offices.</p> <p>Over 140 new frontline Housing Advisor roles were created across the province. There has been a significant investment in recruiting and training staff to provide a customer focussed service employing a case management approach. New IT tools have been developed to support the new approach and which provides valuable insight into housing prospects and supports active and effective case management.</p> <p>Training for Housing Advisors has covered a range of areas to ensure customers' needs are clearly understood, that our statutory duties are fulfilled and that excellent and accountable services are consistently delivered across every office. The outcome of this is that staff are able to support customers to make decisions on realistic solutions to their housing issue and that services are provided to the customer when required and shaped around them.</p> <p>Case Study 2 demonstrates the impact of this action.</p>
3	Develop effective communication strategy to ensure households approaching Crisis can access the right support quickly.	<p>In 2017/18 we developed a communication strategy which aims to raise awareness of homelessness to ensure that households approaching crisis can access the right support quickly. The communication strategy is divided into three sections which aims to:</p> <ul style="list-style-type: none"> <li>• Raise general awareness of homelessness</li> <li>• Adopt an inter-agency approach to delivery of the Homelessness Strategy</li> <li>• Develop communication networks across agencies</li> </ul> <p>Examples of specific instances where we have sought to improve awareness of homelessness include attendance at the Balmoral Show to improve awareness of rural homelessness and attendance/delivery of presentations at other forums and groups across Northern Ireland. We will look to build on these opportunities in 2018/19 at a strategic level and also locally through our Local Area Groups which are outlined in objective 4.</p> <p>Case Study 3 demonstrates the impact of this action.</p>

*Opposite: Providing advice and assistance on homelessness as part of our Communication Strategy.*



Multi agency Information Day in the Local Shopping Centre: South West Area.



Raising awareness of homelessness at the Balmoral Show.

## Outcomes: Objective 1 - Prevention & Communication

It is acknowledged in the Homelessness Strategy that homelessness cannot be resolved by one agency in isolation and a range of statutory, voluntary and community sectors must work together to provide long term, sustainable solutions for clients.

For each objective we have provided case studies to demonstrate the difference the strategic approach is making in people's lives.

### Case Study 1 - Training Case Study

In the Homelessness Strategy the Housing Executive has undertaken to develop suitable training packages to raise awareness of homelessness across all sectors and among the general public. Working with Housing Rights NI and the Central Homelessness Forum an e-learning package was developed. The Rural Resident's Forum agreed to act as a consultative forum to see if the messages in the training would help key workers and the public gain a better understanding of Homelessness in Northern Ireland.

The Rural Resident's Forum is part of the Housing Executive's Housing Community Network. It is made up of a range of community representatives from across Northern Ireland and is facilitated by the

Rural Community Network. The Forum provides valuable feedback to the Housing Executive as new policies and procedures are developed with a particular focus on how rural difference could be addressed. The Homelessness Strategy Team visited the Rural Resident's Forum to consult on the e-learning package. The aim was to find out if the information contained in the presentation was useful, relevant and if it would help participants to feel more confident if they were homeless, threatened with homelessness or knew someone who may be homeless and wanted to help.

### Outcomes

The Forum members are used to being consulted on housing and homelessness and would have a reasonable understanding of the issues. However, it was encouraging to note that 100% of participants felt that their awareness had improved from somewhat or moderately aware to extremely aware. They were also so encouraged by the presentation that they

asked how they could use their networks to help the Housing Executive to continue to raise awareness of homelessness. The Homelessness Strategy Team are now working with the Rural Strategy Team, the Rural Resident's Forum and the Rural Community Network to find more ways to engage with relevant agencies and the public to raise homelessness awareness.

***“The presentation was very informative and the interagency approach sounds very effective”***

Forum Member

## Case Study 2 - Prevention Case Study

The loss of a home can have a devastating and long term impact on a family. When a household in crisis presents to the Housing Executive as homeless, our main priority is to explore all options, where appropriate, to help them maintain their current accommodation if that will be the best outcome for them. Claire tells us about her experience.

### Housing Executive Housing Solutions Causeway: Homelessness Prevention

#### Claire's Story\*

Family with 5 children

Claire presented as homeless with her family in March 2018. She had received a Notice to Quit from her Landlord due to rent arrears. From November to February Claire's husband took up temporary

employment and following that, Claire had some issues as her benefits changed and payments were delayed causing her to fall into arrears at the property. The Landlord was contacted and stated that Claire was in arrears with her rent and he had issued the Notice To Quit to prevent further debt occurring.

### What Housing Executive did to prevent homelessness

The Housing Advisor discussed with the Landlord the possibility of letting the customer stay in property if Housing Benefit could be sorted out and an agreement reached to pay off the outstanding arrear. The Landlord was happy to consider this arrangement.

The Housing Advisor worked with Claire to complete housing benefit forms and a request for back dating

was also completed. Claire agreed to pay £50.00 per week to her landlord to include the £16.58 shortfall between Housing Benefit entitlement and the actual rent, and £33.42 towards the arrear that had built up. Landlord was contacted and he agreed to this arrangement. Housing Benefit Unit was contacted and asked for a quick response to the HB claim and request for back dating to allow payment to Landlord as quickly as possible.

### Outcome

Claire was able to remain in her private rental. The tenancy was sustained and homeless application was concluded. Claire was delighted with this outcome as a move from their home would have been a major upheaval for the family.

***“I am happy that we could remain at home and were not faced with the stress of a move which would have been really difficult particularly for the children”***

Claire

### Case Study 3 - Communication Case Study

Devenish College in Enniskillen contacted the Housing Executive to ask about what support the Housing Executive can provide to households experiencing a range of issues such as domestic violence, poverty, addiction, abuse etc. . They were completing a project as part of the Health and Social Care element of the curriculum. As all of these would be indicators for homelessness or things which could result in a household becoming homeless it presented a key opportunity to talk to young people about homelessness prevention and how the Housing Solutions approach adopted at the front line of the Housing Executive could intervene to stop clients from ending up homeless.

The Homelessness Strategy Team visited the school to talk directly to the students. The presentation outlined how homelessness is not just about bricks and mortar and how a huge range of agencies from the statutory, voluntary and community sector come together to assist households. It outlined how early intervention is key to resolving issues and how the Housing Executive had developed a Homelessness Communication Strategy to help raise awareness of homelessness.

### Outcome

The students provided very positive feedback. At the end of the presentation 100% of participants reported that they felt they were better equipped to recognise the signs of homelessness early and would be more confident to talk to friends that they felt may benefit from some assistance. The Housing Executive will now target more schools to talk to young people about homelessness.

If you feel your organisation would benefit from a Homelessness Awareness presentation contact [homelessness.strategy@nihe.gov.uk](mailto:homelessness.strategy@nihe.gov.uk)

***“The content was very detailed and provided me with an insight into homelessness”***

Pupil

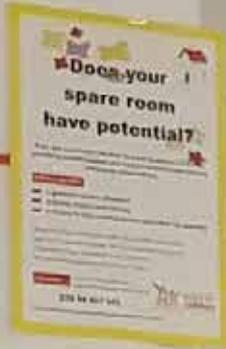
***“The presentation was very informative”***

Pupil

# Action for Children Floating Support Service

By working alongside young people to tackle the underlying issues which can lead to homelessness.

By helping young people feel safe and secure wherever they live.



HOW



## STRATEGY OBJECTIVE 2

### To secure sustainable accommodation and appropriate support solutions for homeless households

	Actions	Progress at March 2018
4	Support clients through to sustainable accommodation with appropriate support solutions using suitable housing led pathway models.	<p>The Housing Executive housing and homelessness assessment form has been amended to reflect an assessment of the support needs of homeless applicants presenting to the Housing Executive as homeless. This has been implemented across the organisation in line with the implementation of Housing Solutions and Support in Action 2.</p> <p>Our action plans for the Local Area Groups in objective 4 have all included the development of local service directories and work has commenced on these as part of Action 12. These groups are also developing joint working protocols/guidance manuals in 2018/19.</p> <p>Please see case studies 4, 5 and 6 for examples of the impact of this action.</p>
5	Carry out strategic review of temporary accommodation and support needs of homeless clients.	<p>A research project to carry out a Strategic Review of Temporary Accommodation is included in the Housing Executive's research programme for 2018/19. Work to guide the requirements of this project is currently ongoing with a view to commissioning research in the autumn of 2018/19.</p>
6	Continue to assist clients in accessing the Private Rented Sector.	<p>An internal evaluation of the current Private Rented Sector Access Scheme was carried out in 2017. The evaluation concluded that there are varying levels of difficulty in accessing private rented accommodations in different locations e.g. in areas of high demand access to private rented properties may be limited. The current Smartmove contract expires later this year and a business case is being prepared to determine the most effective service delivery model for the future. We will be engaging with all stakeholders to ensure that any future scheme is reflective of the needs of the Housing Executive and our customers.</p>

## Outcomes: Objective 2 - Sustaining Accommodation

Many young people can have difficulty coping as they transition to adulthood. They can make some bad choices or lash out if they feel they are unheard and their mental health can suffer. Often they can spiral downwards and the result can be homelessness. Floating Support Services can provide valuable help in turning a young person's life around meaning they will attain the necessary skills to be able to take up and sustain a tenancy of their own. This is Stacey's Story.

### Case Study 4 - Stacey's Story: Case study provided by Action for Children (AFC)

#### How, when, where and why did you first come into contact with Action for Children?

A couple of months ago. I'm from Omagh and I was referred by the Housing Executive here because I was claiming homelessness because my mum was kicking me out. I was referred to Action for Children for some support. She's been brilliant. Everyone has been lovely.

Thinking back to when you were a child, what issues can you remember facing at that age?

I used to get bullied. It made me feel ugly and depressed. My mum used to come up and help me but at the end of the day I'd to stand up for myself. I used to be fighting and the next day tried to be friends. Those people who bullied me called me

names, beat me up, teased me and take my money. I had a terrible time in primary school. There'd be days when I'd be fine but days they'd ask me to do things like steal for them. I wasn't allowed into town but I'd go and steal for them just to be their friend. My auntie says that's why she thinks I'm so offensive. I can't let anyone in or trust them now because they destroy me and then I get depressed and feel low.

At the start I thought Action for Children was just going to be another thing for me. When I met my worker I started thinking this was the best thing ever to have happened me. I'm completely different now.

#### What practical support did you get?

They'd ring up places for me. They helped me try for the Slate programme which I didn't get and I'm waiting for the reason why but I think it was because I'd taken drugs in the past and I had said I couldn't guarantee I wouldn't take them in the future. I know now I have to change my ways. The Slate programme, it was for accommodation like a flat and you get a key worker. When I met my AFC Worker she told me taking drugs wasn't good. My relationship with my mum broke down and my relationship with my dad too. My worker & and I talk to each other. It feels good I can chat to mum when my worker is there without arguing. Mum doesn't want anything to do with me

until I sort myself out. I'm staying with my auntie in the meantime. I was meant to go to a hostel in Armagh and then Derry. I really wanted to go to Derry but my worker explained things properly to me, like I could understand. When I thought realistically about Derry I realised it wouldn't mean my problems would go away. I love coming here to Action for Children. It's brilliant here. It makes me feel brilliant about myself. Everyone is so friendly. They're helping me to get a job and find a house. When I first got in contact with Sinead it was for housing. She made me realise there's more to life than drinking and drugs. When I come here I know I have support.

#### What emotional support did you get?

I'm starting counselling. At the start I couldn't open up to my AFC Worker but now I'm more comfortable with her than my family. I never felt I needed counselling for drugs and alcohol until I met her. I never admitted to my worker at the start that they played such a big part and that they wrecked my

head. I have no friends because they drink and take drugs. My worker helped me realise there's more to life than that, she said in a couple of months I'll be thinking that's not cool and I'm beginning to feel that way. Before I'd no-one to talk to. I'd no-one to trust. I can trust my AFC Worker, I see her twice a week and I can ring her anytime I need to if I feel down.

## Has the support you received from Action for Children influenced your hopes/ aspirations in any way?

Definitely. Before I came here I couldn't have thought I was capable of doing anything and I'd still be doing what I had been doing and feeling, even thinking, the

way I had been. When I speak with my worker I feel brilliant. Now I want to work in an office and have a nice house and have nice friends.

## If you had to sum up the value of Action for Children to others, what would you say?

I'd say to really consider it. They're friendly. They help you a lot. It's good support. I'd say it'll help you build up your confidence.

## Outcome

Stacey said: "At the start I thought Action for Children was just going to be another thing for me. When I met my key worker Sinead I started thinking it was the best thing ever to have happened me. I'm completely

different now. It's brilliant here. It makes me feel brilliant about myself. Everyone is so friendly. They're helping me to get a job and find a house. When I come here I know I have support."



Young People complete Action For Children's LGBT Awareness Training.

***"When I met my key worker Sinead I started thinking this is the best thing ever to have happened to me. I am completely different now"***

Stacey

## Case Study 5 - Homeless Young people supported to enhance their skills/ education and gain access to employment.

Case Study provided by Eileen Best Director of Operations First Housing Aid & Support Services

First Housing Aid and Support Services and Business in the Community recently received almost half a million pounds in Lottery Funding to tackle the barriers our young people face in relation to accessing education training and employment. This funding will be focused firmly on Young People who live in supported Housing provided by the Housing Executive in Jefferson Court, Francis Street, Shepherds View and YASP Floating Support Services who are homeless or threatened with homelessness. With the focus for the future firmly on outcomes this initiative is timely. It will help some of the most vulnerable young people cope with the challenges in their lives and build their resilience for the future allowing them to successfully sustain accommodation in the community and take their rightful place in society.

The project #WorkItOut is driven by our young people and offers a new innovative approach to service delivery. Young people themselves identify their outcomes and they are firmly in control. The project has a 3 stage approach in that First Housing will carry out a needs assessment identify barriers, but being solution focused it is our hope

that breaking the barriers will be driven by a multiagency approach. This funding will enable the flexibility necessary for our young people to access training, identify education options and take part in workplace preparation initiatives with Business in the Community. Business in the Community are vital to this change in that for the first time vulnerable young people have access to flexible employers, they will work with our young people and give them chances they would not ordinarily receive. "We are delighted to receive this National Lottery funding from the Big Lottery Fund.

First Housing firmly recognises the real contribution delivered by the Housing Executive through the delivery of quality supported accommodation in the recognition that without housing nothing else happens. Housing really is the launching pad to the future for many vulnerable young people. First Housing feels that homelessness cannot be solved by one agency alone. It is our view that all of us working together can make a real difference in the lives of our young people.

Forum of Young People #Workitout at Francis Street

### Outcomes

The young people voiced their support for the programme.

"I now feel as if I can really improve my employability skills and progress to further education"

**"Great. At last I feel someone is listening to me. The project will help me create a better mind set for a better lifestyle"**

Project Participant

Photo (L) - Forum of Young People #Workitout at Francis Street.  
R) Being healthy as part of #Workitout.



## Case Study 6 - Homelessness Relief: North Down and Ards Housing Solutions case study

Statutory Homelessness requires households to meet the four tests of homelessness, eligibility, priority need and intentionality.

When a client does not meet all of the homelessness/threatened with homelessness criteria, they may still be homeless but not owed a Full Housing Duty. In these cases, the Housing Solutions Teams try to work with clients to relieve the situation. This is Michael's\* story.

Michael lived in "tied" accommodation that came with his job. When he unfortunately lost his job, the property was withdrawn. As a temporary measure he went to stay with a friend and also presented to

the Housing Executive as homeless. The assessment determined that Michael had no priority need and he therefore didn't meet the statutory criteria so was not awarded Full Duty Applicant status.

The Housing Advisor continued to work with Michael to look at all of his options. She carried out a financial assessment and was able to locate a suitable private rented property where the rent was affordable for Michael; however, he was unable to provide the required deposit. The Housing Advisor, with Michael's agreement referred him to Smartmove, the Private Rented Sector Access Scheme. They were able to help Michael with the deposit and he was able to take up the tenancy.

### Outcome

Michael subsequently withdrew his housing application as he was happy that he was rehoused to his satisfaction.

***"I'm happy in my new home"***

Michael



\*names changed



### STRATEGY OBJECTIVE 3

To further understand and address the complexities of chronic homelessness across Northern Ireland

Please see Case Study 7 for an example of the impact of this objective.

	Actions	Progress at March 2018
7	Review and implement Belfast and L'Derry Rough Sleepers Strategy.	<p>Over the course of 2017/18 the Housing Executive has engaged with a wide range of stakeholders on the issue of rough sleeping and chronic homelessness. The Homelessness Strategy 2017-22 noted the definition of those who are chronically homeless as 'a group of individuals with very pronounced and complex support needs who found it difficult to exit from homelessness'. Our engagement with statutory and voluntary partners, particularly through our Local Area Groups, has noted the need for a focus on chronic homelessness. In the context of this feedback this action will be amended to 'Develop a Chronic Homelessness Strategy (including a Belfast and Derry/Londonderry Rough Sleepers Strategy) for Northern Ireland'.</p> <p>Work has commenced on this strategy and a key priority will be to review and implement Belfast and Derry/Londonderry Rough Sleepers Strategies.</p> <p>We have carried out rough sleeping street counts in Belfast and Newry where the numbers of rough sleepers was recorded at 5 and 3 respectively. In 2018/19 we will commit to organising future street counts in any areas where persistent rough sleeping is identified by the Local Area Groups outlined in Action 12.</p>
8	Identify chronic homeless need outside Belfast and L'Derry and devise appropriate action plan to tackle any issues.	<p>Our Housing Solutions team in Belfast Region have developed a draft methodology by which we can identify the number of chronically homeless applicants in Northern Ireland. This methodology will be incorporated in to the previously mentioned 'Chronic Homelessness Strategy (including a Belfast and Derry/Londonderry Rough Sleepers Strategy) for Northern Ireland' which is currently being developed.</p>
9	Ensure appropriate Housing Models for chronic homeless clients.	<p>The Housing Led approach is currently provided by Depaul through schemes in both Belfast and Derry/Londonderry. The scheme was subject to an evaluation<sup>2</sup> on its social return on investment (SROI) which noted the success of the scheme. Our Housing Solutions team in Belfast has been gathering information on clients who may fall within the chronic homelessness category and this has noted that in such cases there can be multiple failures of temporary accommodation which Housing Led models may be appropriate for. This analysis of such clients, who may fall in to the category of chronic homelessness, will be extended to all offices across Northern Ireland in 2018/19 which will in turn, inform the potential commissioning of any future housing led models.</p>

*Opposite: Outreach worker engaging with client on the street.*

<sup>2</sup> THE EFFICIENCY AND EFFECTIVENESS OF THE HOUSING FIRST SUPPORT SERVICE PILOTTED BY DEPAUL IN BELFAST, FUNDED BY SUPPORTING PEOPLE: AN SROI EVALUATION, North Harbour Consulting (2016) [https://www.nihe.gov.uk/housing\\_first\\_evaluation.pdf](https://www.nihe.gov.uk/housing_first_evaluation.pdf)



The team prepare for the rough sleeper count, Belfast.

***“Street counts are an important action for us to identify numbers of rough sleepers and to ultimately help rough sleepers avail of accommodation and support.”***

Richard Tanswell  
Strategy Manager

## Outcomes: Objective 3 - Chronic Homelessness

Chronic Homelessness can often manifest as rough sleeping or long term sofa surfing and is perhaps the most severe and visible form of homelessness. Many clients experiencing chronic homelessness often have multiple complex needs which make it difficult for them to exit from homelessness. This client group often require intensive multi agency support sometimes over a long period of time. This is M's story.

### Case Study 7 - Provided by Extern under the The Dual Diagnosis Rough Sleepers Project funded by PCSP Safer Cities and Public Health Agency

Male M aged 18 - 25 homeless over 5 years, long history of rough sleeping with a few short placements in temporary accommodation, which have always broken down. M has a dual diagnosis – poly substance use and PTSD with episodes of psychosis. M experiences NI conflict-related issues that impact on his ability to feel safe anywhere and which dominate where he is able to reside. M does not do well in communal environments due to significant paranoia, low self-worth and aggression. Establishing a rapport with this vulnerable man took over 6 months of him watching his Dual Diagnosis/Rough Sleeper social worker interact with his peers before he would engage on any level. Work is person-centred and set

at his pace, which changes depending on his mental state at any given time.

M previously did not engage with services for a number of years while he slept rough or in squats and in the properties of others. It took a significant period of time to establish a working relationship where he trusted services to support him to re-register with the Housing Executive and to engage with medical services because he was so paranoid about services and about making his whereabouts traceable to those who may cause him harm. Harm reduction and crisis-led intensive support is central to engaging this young man.

### Outcome

Remains in state of chronic homelessness as no suitable housing option has yet been found for M. However, there is improved engagement with services. Aggression can be de-escalated when empathy and respect are demonstrated to M.

***“It took a significant period of time to establish a working relationship where he trusted services to support him”***

Support Worker



*The launch of the Causeway Interagency Homelessness Local Action Plan.*

## STRATEGY OBJECTIVE 4

### To ensure the right mechanisms are in place to oversee and deliver this strategy

	Actions	Progress at March 2018
10	Department for Communities will engage with other relevant Government Departments to identify specific areas requiring Interdepartmental cooperation and will develop appropriate Homelessness Action Plan.	A DfC led Inter-Departmental Homelessness action plan was published on 27th November 2017. The plan focuses on addressing gaps in services that have the most impact or have the potential to more positively impact on the lives and life chances of people who are either homeless or most at risk of homelessness. The plan was developed in an integrated way with other government departments (including the Departments of Health, Justice, Infrastructure and Education), statutory partners, homelessness service providers and service users. The first iteration of the action plan contains nine tangible actions which have been identified as priorities for NI departments and their statutory partners. The plan and its progress is monitored via the Department led Homelessness Strategy Steering Group (HSSG).
11	Interdepartmental Homelessness Strategy Steering Group will oversee implementation of the Homelessness Strategy and the Interdepartmental Homelessness Action Plan.	<p>The HSSG has been reviewed during the first year of the Homelessness Strategy, and its terms of reference have been revised. The Group now meets at a quarterly frequency.</p> <p>In 2017 HSSG considered and endorsed the Year 1 Homeless Strategy Implementation Plan and the Year 1 Homelessness Interdepartmental Action Plan.</p>
12	Establish Local Inter-agency Homelessness Strategy Implementation Groups.	<p>Groups have been established in the following areas:</p> <ul style="list-style-type: none"> <li>• Belfast Region (Including Lisburn &amp; Castlereagh)</li> <li>• Causeway</li> <li>• Mid-Ulster</li> <li>• North Down &amp; Ards</li> <li>• South</li> <li>• South Antrim and Mid &amp; East Antrim (This combines two area offices due to the overlap in services between the two offices)</li> <li>• South Down</li> <li>• South West</li> <li>• West</li> </ul> <p>Please see Case Study 8 for an example of the impact of this action.</p> <p>Case Study 9 also provides an example of the inter-agency working that is at the core of this Strategy.</p>
13	Establish Service User Forum	<p>A Service User Forum, facilitated by the Council for the Homeless Northern Ireland (CHNI), was established in 2017/18. The Service User Forum aims to:</p> <ul style="list-style-type: none"> <li>• Act as a consultative forum on developing actions associated with key themes in the Strategy;</li> <li>• Ensure service user perspective is provided, where necessary in the development of Local Action Plans.</li> <li>• Identify emerging issues from a service user perspective</li> </ul> <p>The Service User Forum had its first meeting in March 2018 and the theme of this meeting was 'What does prevention look like?'. This theme allowed members of the Service User Forum to identify what statutory and voluntary agencies could do to prevent homelessness at an earlier stage. The discussions provided have helped to inform our work in year 2 of the Strategy and the group will continue to meet in 2018/19.</p>

## Case Study 8 - Working Together to End Homelessness – Local Area Groups

The Evaluation of the Homelessness Strategy 2012 – 17 concluded that while there was good evidence of inter-agency working ongoing under the Homelessness Strategy, the Structures in place to oversee the delivery of the Strategy were somewhat ineffective due to the large geographical areas covered by the North, South and Belfast Regional Groups. It was agreed through the consultation on the new Strategy that a more local approach to delivery should be adopted which led to the formation of 9 Homelessness Local Area Groups across Northern Ireland.

The Groups are:

- Belfast/Lisburn
- West
- Causeway
- South
- South Down
- North Down and Ards
- South West
- South Antrim and Mid & East Antrim
- Mid Ulster

The groups are made up of some 150 individuals from over 40 different agencies within the Voluntary, Community and Statutory Sectors. Each group has been tasked with bringing forward an Action Plan comprising actions designed to improve service delivery to our customers who may be homeless or threatened with homelessness.

### Outcomes

Work is already underway in many areas and incorporates

- Establishing working protocols between agencies to speed up the gathering of information and case processing
- Developing local service directories to ensure all agencies and clients know what help is available within their area
- Raising awareness of homelessness through information days and other events
- Evidence gathering to inform service development
- The Local Action Plans are currently in development and will become available on the Housing Executive website in the coming months.



*North Down & Ards Interagency Homelessness Local Action Plan launch.*

## Case Study 9 - One Stop Shop – Domestic and Sexual Violence

### Background

Women seeking to leave domestic violence/abuse situation have numerous agencies and professionals to negotiate and access for information, help, advice and support.

The barriers for women leaving abusive and violent relationships are extremely challenging and daunting .... Fear of her safety from the perpetrator, fear of accessing and engaging with the civil and criminal justice system, dealing with impact and effects of traumatic psychological and physical wounds, economic factors, the distress and fear of homelessness, impact of abuse and separation on children and the emotional burdens of shame, guilt, grief and loss.

On the 19th September 2017, North Down and Ards Women's Aid launched the Domestic and Sexual Violence One Stop Shop in Newtownards. We have seen a powerful door open for victims of domestic and sexual violence throughout the Ards and North Down area.

The key aims of delivering the multi-agency domestic and sexual violence drop in service are:

- To provide women access to priority, face-face, safe and confidential advice and information in a secure, friendly environment.
- To provide access to the direct, key, crisis response agencies under one roof to provide immediate, tailored, specialised support and information.

North Down and Ards Women's Aid is the lead agency and initially funding was secured the Ards and North Down Police and Community Safety Partnership (PCSP) to set up a pilot project for six months. We are currently operating from a private donation by Thriving Life Church however are negotiating longer term sustainable funding to ensure the continuation of this extremely effective project. Thriving Life Church has provided excellent facilities and operates a food bank which women attending the One Stop Shop can benefit if in need.

### The agencies involved are as follows:

**Housing Executive** - to address the various housing issues that arise from domestic violence/abuse including homelessness.

**Police Service Northern Ireland** - to offer support and advice on reporting crimes or incidents and to support with current investigations.

**Solicitor** - to offer the free provision of legal advice, options around domestic and sexual violence legislation, particularly in relation to emergency orders and court representation. To offer follow up support if required.

**Citizen's Advice Bureau** - To assist with benefit and financial support and entitlements, debt and support to make any additional claim. To offer follow up support if required.

**Crime Prevention Officer** - To provide information and support to enhance safety within the home. To offer follow up home safety assessment if required and issues a safety pack for each individual seeking advice.

**Womens Aid** - A WA support worker provides immediate emotional support and will be able to signpost and refer into relevant agencies accordingly.

In addition: there is a **creche** facility to provide a safe and comfortable play area whilst a woman will be in session. This separate area provides children protected from the further traumatising of experiencing mother distressed. The creche facility is delivered by specialist Women's Aid children's workers.

## Outcomes

Collectively the agencies are delivering effective and specialist services in a warm, safe, and non-threatening environment. We have also seen new and improved collaborative partnership working between the agencies that can begin to target re-victimisation.

However most powerful are the results – the impact for the women who have accessed support and who, along with their children are living in safer, homes free from violence and abuse.

To date the project has supported over 80 women offering support, information and guidance from all the agencies involved. There were over 60 children attached to these women including 3 pregnant women.

The youngest woman to access support was 18 and the oldest to date 76 years old. Women have fed back the following-

“It was amazing...I am blown away. The amount of support was overwhelming and to get to speak to everyone. They were warm and sensitive. I have been rehoused and continuing to engage with the criminal justice system.” (Pregnant woman)

“Very helpful. I have now been rehoused and no longer living in fear or isolated. At my stage of life, I didn't know where to turn or what to do...I am now settled in my apartment, content and happy.” (65+ woman recovering from a serious illness.)

***“Leaving the One Stop Shop I felt as though a large weight had been lifted of my shoulders... I never thought I could have received so much support so quickly ...myself and my children were rehoused into emergency accommodation the next day and aware of all the financial entitlements to move forward, amazing!”***

Woman and 3 children

## STRATEGY OBJECTIVE 5

To measure and monitor existing and emerging need to inform the ongoing development of appropriate services

	Actions	Progress at March 2018
14	Ensure that the Supporting People Programme is provided with robust data to inform strategic planning of services.	The development of new Homelessness Measures (Action 17) will assist in the provision of data to the SP Homelessness Thematic Group. Homelessness Local Area Groups will also seek to assist, if required, in the identification of any gaps in service to be examined by the commissioning group when operational.
15	Review the Housing Solutions and Support approach.	There is no action required on this for year 1 as the evaluation will be carried out upon full implementation of the Housing Solutions and Support approach.
16	Monitor emerging issues and develop appropriate strategies as necessary.	<p>Many of the agencies taking part in the Homelessness Local Area Groups, particularly the groups with charitable arms, have identified that there appears to be an increase in the number of clients with no recourse to public funds accessing charitable donations such as food and clothing. Through the groups, the Housing Executive will endeavour to compile an evidence base on this client group.</p> <p>Local Groups have also identified a lack of suitable, affordable accommodation particularly for young and single clients. Many are hostel residents who are “tenancy ready” but cannot move on and are silting up hostel spaces. The Housing Executive will report to Homelessness Strategy Steering Group and input relevant data to the formation of any NI Housing Strategy. This issue will also be taken into consideration in the development of any future Private Rented Sector Access Scheme.</p>
17	Examine homeless trends and develop new measures.	<p>An examination of data produced by other jurisdictions has been undertaken and a range of new reports are in production to allow better analysis of homelessness trends. Sub Categories have been added to the Homelessness Category “Accommodation Not Reasonable” which will provide a detailed breakdown of the reasons this is being used to inform any future action that may be required to tackle this as it is consistently the top reason for homelessness acceptances.</p> <p>“Loss of rented accommodation” has also had sub categories added which will help identify what, if any, impact Welfare Reform is making.</p>
18	Produce an annual report outlining progress on the Homelessness Strategy 2017-22.	This document is the first annual report outlining the year 1 implementation of the Homelessness Strategy 2017-22. The Housing Executive will continue to publish annual reports for future years.

*Identifying future housing need with the help of local school children.*



# APPENDIX ONE – STATISTICAL ANALYSIS

**Table 1 – Presenters by reason**

Reason	Sharing breakdown/ family dispute	Marital/ relationship breakdown	Domestic violence	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	No Data	Total
<b>2013/14</b>	3,549	1,789	831	2,568	1,399	666	3,173	449	62	421	29	1,142	701	2,083	<b>18,862</b>
<b>2014/15</b>	3,891	1,849	956	2,841	1,458	590	3,663	471	84	387	27	1,516	791	1,097	<b>19,621</b>
<b>2015/16</b>	3,671	1,531	845	2,480	1,212	544	3,922	431	93	216	36	1,357	638	1,652	<b>18,628</b>
<b>2016/17</b>	3,971	1,739	865	2,668	1,406	661	4,119	435	72	188	53	1,519	668	209	<b>18,573</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	<b>18,180</b>

**Table 2 – Presenters by household**

Household Type	Single males			Single females			Total	Couples	Families	Pensioner Households	Undefined	Total
	16-17 yrs	18-25 yrs	26-59 yrs	16-17 yrs	18-25 yrs	26-59 yrs						
<b>2013/14</b>	162	2,027	4,588	6,777	179	1,408	1,792	868	5,870	1,968	0	<b>18,862</b>
<b>2014/15</b>	185	2,013	4,663	6,861	176	1,436	1,934	874	6,194	2,146	0	<b>19,621</b>
<b>2015/16</b>	139	1,868	4,336	6,343	160	1,388	1,822	794	5,887	2,234	0	<b>18,628</b>
<b>2016/17</b>	102	1,606	4,336	6,187	122	1,366	1,843	813	5,851	2,335	56	<b>18,573</b>
<b>2017/18</b>	69	1,552	4,350	5,971	106	1,274	1,749	827	5,805	2,445	3	<b>18,180</b>

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

	Presenters Top 3 Reasons		
	Accommodation Not Reasonable	Family/Sharing Breakdown	Loss of Rented Accommodation
<b>2013/14</b>	16.80%	18.80%	13.60%
<b>2014/15</b>	18.70%	19.80%	14.40%
<b>2015/16</b>	21.00%	19.70%	13.30%
<b>2016/17</b>	22.20%	21.40%	14.40%
<b>2017/18</b>	23.10%	20.60%	14.70%

**Table 4 – Acceptances by Reason**

Reason	Sharing breakdown/family dispute	Marital/relationship breakdown	Domestic violence	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>2013/14</b>	1,673	754	721	1,307	524	380	2,782	256	33	208	21	667	323	<b>9,649</b>
<b>2014/15</b>	1,912	778	832	1,479	584	405	3,117	288	59	199	18	952	393	<b>11,016</b>
<b>2015/16</b>	2,084	706	750	1,460	582	414	3,413	293	65	122	30	902	381	<b>11,202</b>
<b>2016/17</b>	2,140	796	852	1,546	708	387	3,652	295	63	102	29	988	331	<b>11,889</b>
<b>2017/18</b>	2,106	867	904	1,502	764	355	3,674	286	77	99	27	952	264	<b>11,877</b>

**Table 5 – Acceptances by Household**

Household Type	Single males				Single females				Couples	Families	Pensioner Households	Undefined	Total		
	16-17 yrs		18-25 yrs		16-17 yrs		18-25 yrs							26-59 yrs	Total
	77	594	1718	2389	94	666	959	1719							
<b>2013/14</b>	89	650	1953	2692	100	738	1134	1972	469	395	3645	1499	2	<b>9649</b>	
<b>2014/15</b>	72	716	1984	2772	94	775	1164	2033	469	469	4182	1701	0	<b>11016</b>	
<b>2015/16</b>	52	678	2212	2942	74	816	1238	2128	497	497	4346	1941	35	<b>11889</b>	
<b>2016/17</b>	31	681	2225	2937	56	799	1220	2075	532	532	4306	2027	0	<b>11877</b>	

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

	Acceptances Top 3 Reasons		
	Accommodation Not Reasonable	Family/Sharing Breakdown	Loss of Rented accommodation
<b>2012/13</b>	25.80%	18%	13%
<b>2013/14</b>	28.80%	17.30%	13.50%
<b>2014/15</b>	28.30%	17.30%	13.40%
<b>2015/16</b>	30.40%	18.60%	13%
<b>2016/17</b>	30.70%	18.00%	13%
<b>2017/18</b>	30.90%	17.70%	12.60%

# APPENDIX TWO – TEMPORARY ACCOMMODATION

**Table 7 - Supported Accommodation Services**

	Accommodation Services		Floating Support Services		Total
	No. of Services	No. of Units	No. of Services	No. of Units	
<b>North Region</b>					
Domestic Violence	8	72	5	428	<b>47 Services</b> <b>1,226 Units</b>
Single Homeless	12	228	2	215	
Homeless Families	12	95	2	80	
Addictions	4	58	1	40	
Generic	1	10	0	0	
<b>Total</b>	<b>37</b>	<b>463</b>	<b>10</b>	<b>763</b>	
<b>South Region</b>					
Domestic Violence	4	33	3	315	<b>30 Services</b> <b>1,154 Units</b>
Single Homeless	11	195	0	0	
Homeless Families	3	28	5	451	
Addictions	1	50	1	18	
Generic	0	0	2	64	
<b>Total</b>	<b>19</b>	<b>306</b>	<b>11</b>	<b>848</b>	
<b>Belfast Region</b>					
Domestic Violence	2	33	1	420	<b>42 Services</b> <b>1,754 Units</b>
Single Homeless	13	386	3	197	
Homeless Families	9	181	0	0	
Addictions	6	128	2	91	
Offenders	4	89	2	229	
<b>Total</b>	<b>34</b>	<b>817</b>	<b>8</b>	<b>937</b>	

## Additional Temporary Accommodation

### Housing Executive Hostels:

No. of Services	No. of Units
<b>14</b>	<b>120</b>

### Single Lets:

Circa 1245 as @ February 2018

Single lets are acquired as necessary and the number in use at any point in time may vary

Additionally the Housing Executive has the discretion to use B&B or Hotel accommodation in exceptional circumstances and for short durations in response to crisis.

## Table 8 – Placements in Temporary Accommodation

Total Number of Placements in Temporary Accommodation					
Year	2013-14	2014-15	2015-16	2016-17	2017-18
Total	2989	2817	2890	2746	3024

\*Data for temporary accommodation was migrated from the TAABBS computer system to HMS computer system mid-year 2013/14 – data is therefore taken from both systems

# APPENDIX THREE - FINANCIAL INVESTMENT

**Table 9: Financial Investment in Homelessness**

	Temporary Accommodation	Homelessness Services	Voluntary Sector Funding	Supporting People	Leased Properties	Private Rental Sector Access Scheme	Total
	Top Up and Supporting People Costs	Furniture Storage & Taxi	Homelessness Services	Floating Support for homelessness projects & schemes	Private Sector emergency accom.	Facilitate creation and sustainment of private sector tenancies	
<b>2013/14</b>	£22.9m	£1.1m	£2.7m	£5.5m	£956k		<b>£33.2m</b>
<b>2014/15</b>	£25m	£1.3m	£2.1m	£6.4m	£956k	£114k	<b>£35.9m</b>
<b>2015/16</b>	£24.3m	£1.4m	£2.2m	£6.4m	£956k	£360k	<b>£35.6m</b>
<b>2016/17</b>	£26.7m	£1.4m	£2.3m	£5.8m	£956k	£450k	<b>£37.6m</b>
<b>2017/18</b>	£25.6m	£1.7m	£2.4m	£6.0m	£958k	£483k	<b>£37.1m</b>





This document is available in alternative formats.

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**Housing**  
Executive

SEPTEMBER 2018

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