

**Homelessness Strategy  
2017-22**

**ANNUAL PROGRESS  
REPORT 2019-20**

*ending homelessness **TOGETHER**/*

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# FOREWORD

It is our pleasure to introduce the third Annual Progress Report on the Homelessness Strategy 2017-22 'Ending Homelessness Together'. Under normal circumstances the focus of our comments would be on highlighting the achievements in delivering the Homelessness Strategy during 2019/20 but given the consequences of the ongoing coronavirus pandemic, and the impact the introduction of lockdown arrangements on 23rd March has had on homelessness services, it would be remiss of us not to highlight the excellent work that has been carried out during 2020/21 in responding to COVID-19.

This report will provide an outline of how we have performed in the delivery of the Homelessness Strategy during 2019/20. We have also outlined how the Housing Executive and homelessness sector has responded to COVID-19 as this is a major focus of our work on homelessness at the time of publication of this report. As with previous iterations of this report we have also provided a detailed analysis of some of the key trends around homelessness presentations and acceptances.

Key achievements during 2019/20 include:

- The provision of a Homelessness Prevention Fund which supported 29 projects across Northern Ireland in support of Objective 1 of this Strategy, to prioritise homelessness prevention.
- The continued development of a Common Assessment Framework which aims to provide a single assessment tool which the Housing Executive and other partner agencies use to share information relating to the background of, accommodation and/or support needs of individuals subject to their agreement. A trial of this approach has taken place in our Belfast and Causeway offices.
- The publication of a Chronic Homelessness Action Plan (CHAP) in January 2020 following an extensive 13 week public consultation. The delivery of a Chronic Homelessness Action Plan is a significant achievement for the Housing Executive as this represents the first plan of its type across the UK or Ireland with other jurisdictions focusing on general homelessness or rough sleeping rather than chronic homelessness.

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

While this report will outline progress on delivering the Strategy we would like to note our thanks to staff and organisations across the homelessness sector, and to those many statutory organisations on the periphery of

the homelessness sector, for the way in which you have all responded to the many significant challenges posed by COVID-19.

Despite the challenges presented by complying with lockdown arrangements and social distancing guidance we as a sector have ensured the continued provision of homelessness assessments and provision of temporary accommodation. This assistance to those households who are homeless or threatened with homelessness would not have been possible were it not for voluntary sector organisations continued provision of outreach services, advice and assistance, floating support and temporary accommodation, often delivering innovative solutions to many unique challenges posed by the current pandemic.

The vision of the Strategy is 'Ending Homelessness Together' and this has been more than evident in our sector's response to COVID-19. Our foreword in last year's report noted a continued commitment to forging new and innovative partnerships, developing new initiatives and new approaches to service delivery and ensuring our clients and their needs are central to everything we do. The response of everyone across the sector has delivered that and more.

Finally, while aspects of service delivery across the sector have been provided remotely in response to the various restrictions that have been in place, we would like to pay particular tribute to the many staff working within homelessness who have ensured that where required, face to face services continued to be delivered. In recent months much has been made of the commitment of key workers who continued to deliver despite the risks of COVID-19 and we would like to end our introduction to this report by paying tribute to staff across the sector who have ensured that the most vulnerable in our society continued to receive valued and much needed support in the midst of the greatest challenge we as a society have faced in generations.



Professor Peter Roberts  
Chair



Clark Bailie  
Chief Executive



*Clark Bailie, Chief Executive presents awards to winners of Homelessness Service and Support Awards*

# INTRODUCTION

The Housing Executive is identified in the 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

The Homelessness Strategy noted that the Housing Executive would be reactive of circumstances at any given stage over the five years of this Strategy. As the Strategy was published in April 2017 the Housing Executive recognised that over the course of the Strategy there may be a need to amend actions or add additional actions in order to meet any developing challenges associated with homelessness.

The Central Homelessness Forum acts as a monitoring group to ensure the effective delivery of the Strategy and, along with the Housing Executive Board, has agreed to the amendment of Action 4 and the addition of 2 further actions for inclusion in the Year 4 Implementation Plan.

## What does this mean?

Action 4 has been amended to 'Ensure homeless households are supported to assist with tenancy sustainment' from its previous description of 'Support homeless clients through to sustainable accommodation solution with appropriate support using suitable housing led pathway models'. This amendment is reflective of feedback from stakeholders who felt that the description of the action should provide a clear and concise link to tenancy sustainment.

Action 15B has been added to note the need for the 'Housing Executive/Department for Communities (DfC)/homelessness sector to respond to challenges presented by COVID-19 in 2020/21'. This additional action will allow the Housing Executive to link significant work-streams delivered in response to COVID-19 directly to the Homelessness Strategy. Action 15 notes a need to 'Monitor emerging issues and develop appropriate strategies as necessary' but owing to the impact of COVID-19 it is felt that this merits an action in its own right.

Action 18 has been added to 'Develop a Homelessness Strategy 2022-27'. The Housing Executive has a statutory duty to publish a Homelessness Strategy by 1 April 2022 and the addition of Action 18 will incorporate the development of the Homelessness Strategy 2022-27 in to the current Homelessness Strategy.

## Other Progress

Work during 2019/20 was guided by a Year 3 Implementation Plan with progress subject to

monitoring and reporting to groups such as the Central Homelessness Forum and Homelessness Strategy Steering Group. The Year 3 Implementation Plan contains 17 actions with 15 accommodation led actions delivered by the Housing Executive and 2 non-accommodation led actions delivered by the Department for Communities. Over the course of 2019/20 three actions were subject to delay with delayed milestones brought forward to the Year 4 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 6 - Continue to assist clients in accessing the Private Rented Sector

Further details on all 17 actions are included in the Progress Report chapter of this report.

## Challenges

The Housing Executive notes the support provided by the Department for Communities throughout 2019/20, particularly with regard to funding which allowed the Housing Executive to support initiatives such as the Homelessness Prevention Fund and the delivery of an increased number of placements in temporary accommodation.

While overall funding for homelessness has increased from £36.2m in 2018/19 to £39.6m in 2019/20, the increase in funding has been met with a considerable increase in demand for services from those households who are homeless or threatened with homelessness. In particular the significant additional demand for temporary accommodation adds to the budgetary pressure. This demand is evidenced by the increase in temporary accommodation placements from 3,354 placements in 2018/19 to 4,527 in 2019/20 (an increase of 35%).

The demand for temporary accommodation has been fundamentally impacted by the Housing Executive assuming responsibility for the delivery of the out of hours homelessness service on 1st January 2020 which provides emergency accommodation to homeless households after 5pm on weekdays, weekends and public holidays. The service was previously delivered by Belfast Trust as part of the Regional Emergency Social Work Service. The demand for the service steadily increased from January and exponentially following lockdown. This demand again highlights the increasing number of homeless households who also require emergency accommodation. The next chapter will outline the specific challenges in addressing COVID-19 with demand for temporary accommodation increasing exponentially as a result of the pandemic.



*Warm applause from the audience at the Causeway Homelessness Awareness week seminar held at the Vineyard, Coleraine*



# PARTNERSHIP AND PLANNING KEY TO TACKLING HOMELESSNESS DURING COVID-19

Coronavirus presented huge challenges to us all. For the Housing Executive, a key focus was delivering services for some of the most vulnerable in our society and those most in need, those experiencing homelessness. This section will outline the steps taken to protect those experiencing homelessness during our response to the pandemic and how partnership work, enshrined in the Homelessness Strategy, Ending Homelessness Together, proved key.

Since the implementation of lockdown arrangements in March, our aims from the outset have been to safeguard as many people experiencing homelessness as we can and to ensure that we could enable homelessness services to operate effectively and respond safely.

The scale of the challenge we, as a sector, faced and continue to face is unprecedented. We've worked closely with local homelessness sector service providers, as well as our sponsoring department, the Department for Communities, along with the Department for Health and the Public Health Agency in Northern Ireland to put our plans into action.

The Housing Executive, along with our partners across the sector, quickly recognised that the pandemic could potentially impact on how we deliver our statutory duties in providing services to those experiencing homelessness and we put in place alternative working arrangements.

Our initial priority was limiting the transmission of the virus among those experiencing homelessness. This started with a commitment that no-one - anywhere in Northern Ireland - would be left on the streets, including those with no recourse to public funds. This move was supported by our Board and support for such individuals was delivered as a result of a Memorandum of Understanding between the Housing Executive, Department for Communities and Department of Health.

The Housing Executive worked with homelessness service providers to ensure social distancing guidelines

were, and continue to be, applied. We looked at services where it was difficult for people to practice social distancing or self-isolation, such as night shelters and day centres and these organisations quickly took action to alter how they deliver services. Accommodation and floating support services were also reconfigured to enable this to happen.

With the added challenge of the bulk of our staff working from home to comply with social distancing protocols, this was all achieved. Although challenging, to date no services have ceased operations.

## Planning for a pandemic

In early March, the general public became alarmed when Europe's major cities - like Milan and Madrid - started to lockdown. Our entire organisation moved quickly into contingency planning mode as we began preparing for a rapidly approaching time when Northern Ireland would face a similar situation.

A Central Co-ordinating Group was established - supported by our senior management team and Board - to deliver our response. By mid-March, we had developed a surge plan for homelessness services which set out comprehensive contingency arrangements and escalation measures to support services to continue during the containment and surge phases of the outbreak.

This co-ordination, in conjunction with the Supporting People Programme and its providers, enabled contingency planning across the sector. It ensured delivery with other statutory bodies, including the Public Health Agency, and copper fastened communication and engagement with our key stakeholders.

Our arrangements had two basic aims. The first was safeguarding those experiencing homelessness from COVID-19. The second was ensuring homelessness services continued to operate effectively and safely. The diagram overleaf summarises some of the key actions taken in the Housing Executive response up to July 2020.

Lockdown of Night Shelters	Acquisition of additional single lets	Vacant Housing Executive properties furnished for TA
Increase of DIME units from 77 to 102	Block-bookings and retainers to secure non-standard accommodation	The development of IT tools to monitor supply and demand pressures
Appointment of a Co-ordinator and an Emergency Relief Panel	Rough sleepers accommodated including those with no recourse to public funds	New arrangements for multi-agency consultation and collaboration

*Please note that TA refers to Temporary Accommodation and DIME refers to Dispersed Intensively Managed Emergency Accommodation.*

## Information Provision

Our Supporting People team shared Public Health Agency (PHA) and Central Government Guidance with all service providers; to guide planning, preparation and coordination around COVID-19, including relevant guidance on social distancing and information allowing homeless people who tested positive for COVID-19 to self-isolate.

While each service provider had responsibility for its own business continuity and safety measures during the COVID-19 outbreak, our advice and guidance was consistent.

## The Way Home - Homelessness Response to COVID-19

The Housing Executive has adopted a co-ordinated response to address the impacts of COVID-19 in terms of homelessness in Northern Ireland. The actions taken since early March 2020 have mirrored much of our existing strategic commitments but the pandemic has forced faster progress on key fronts. We need to protect this progress while also considering the wider strategic impacts and as part of our response we have developed a Reset Plan<sup>1</sup> which was approved by our Board in October 2020. The Reset Plan acts as a framework for our pandemic response as we seek to address the lasting impacts on homelessness of COVID-19.

1. Northern Ireland 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=>.







*A screening of I, Daniel Blake, to promote homelessness awareness with members of Community Groups, HCN and staff.*

# HOMELESSNESS DATA ANALYSIS

This section of the Annual Progress Report provides an overview of key homelessness data with a focus on discussing trends over the past five years along with a direct comparison between 2018/19 and 2019/20. In general, presentations have remained relatively consistent in from 2015/16 to 2018/19 while acceptances have shown a steady increase over the same period of time. The relative consistency in trends from 2015/16 to 2018/19 ended last year with a significant decrease in presentations and acceptances. This analysis will, where possible, seek to identify any contributory factors arising from a comparison between the data for 2018/19 and 2019/20.

Appendix 1 of this report provides detailed breakdown of the data summarised throughout this section. In addition to providing annual data breakdowns for the past five years, we have also provided five year averages for many of the tables on homelessness presentations and acceptances.

As part of our work on achieving recommendations within the Northern Ireland Audit Office Report on Homelessness, particularly recommendation 1 (which notes a need for the Housing Executive to be more innovative in its analysis, interpretation and presentation of the homelessness data it collects) additional data fields are being added to this report on an annual basis.

The provision of this additional data represents one minor part of how the Housing Executive is continuing to be more innovative in our data analysis with such analysis set to be a major focus of the delivery of the Homelessness Strategy during 2020/21.

## Outcomes Based Accountability - Indicators

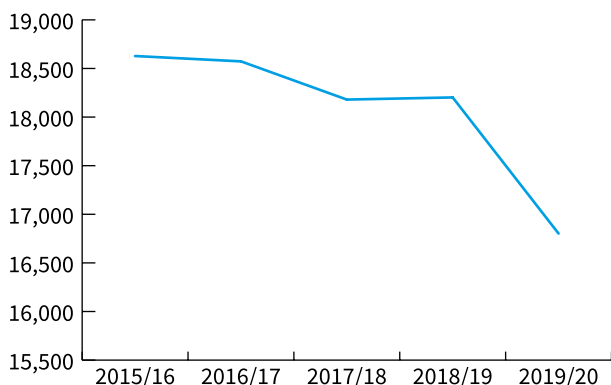
This Strategy aligned with the draft Programme for Government (PfG) by adopting an outcomes approach to support the draft PfG outcome of 'we care for others and help those in need'. The outcomes and indicators for this Strategy are outlined in the table below:

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 Applicants (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

*Total Number of Presenters*



The graph above outlines the indicator for 'We have support that prevents us from becoming homeless' and shows that since 2014/2015 there has been a marginal decrease in the number of households presenting as homeless to the Housing Executive. The baseline figure for this indicator was 18,180 which is the number of presentations in 2017/18 and the figure for 2019/20 represents a decrease of 7.6% from the baseline. In the context of recent years, however the overall trend across the longer term shows a decrease in presenters from a recent peak of 19,621 in 2014/15.

In response to the decrease in presentations and acceptances outlined in this section we have sought to gather information with our frontline teams and our partners to try and understand what potential contributory factors could be. Some suggestions put forward to date are:

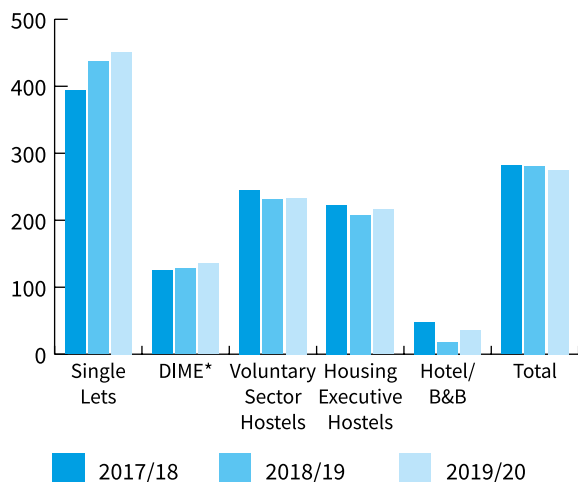
- The overall impact of the introduction of Housing Solutions and Support Teams (HSST) with an increased focus on homelessness prevention. Across the Local Area Groups aligned to the Strategy many stakeholders have noted improved, direct relationships with Housing Advisors which is improving the level of assistance and cooperation in evidence.
- The provision of the Homelessness Prevention Fund as outlined in the Progress Report section of this paper.
- The improvement in interagency cooperation gained via the Local Area Groups - this is evidenced by the development of strengthening of protocols and other relationships across agencies that are being established through the groups.
- The shift in focus across all agencies to prevention including the Housing Executive's HSSTs.
- Increased work on early interventions, particularly around Accommodation Not Reasonable where adaptations may be pursued as an alternative option.
- Households choosing not to move accommodation as they do not wish to move from Housing Benefit to Universal Credit which is resulting in households remaining in current accommodation. A number of sectoral representatives on our Local Area Groups have strongly advocated this as a potential reason and we will be following up with our Welfare Reform Project Board to identify additional evidence to substantiate this reason.
- The impact of floating support providers who help prevent homelessness through the provision of support to maintain tenancies.

## 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.

#### Average Length in Temporary Accommodation



\*DIME refers to Dispersed Intensively Managed Emergency Accommodation.

While the overall length of stay in temporary accommodation has reduced from a baseline of 282 days in 2017/18 to 275 days in 2019/20 it should be caveated that there has been a significant increase in the number of B&B/Hotel placements during 2019/20. This increase in the number of B&B/Hotel placements, which are used in the absence of alternative options being available and are short-term in nature, has caused a reduction in the overall average length of stay as outlined in Appendix 1. While data for 2020/21 will outline a significant impact on temporary accommodation due to the COVID-19 pandemic there was an influence in the final months of 2019/20 as the initial effects began to become clear, particularly with regards to the additional demand for placements which has resulted in an increased use of B&B/Hotel placements.

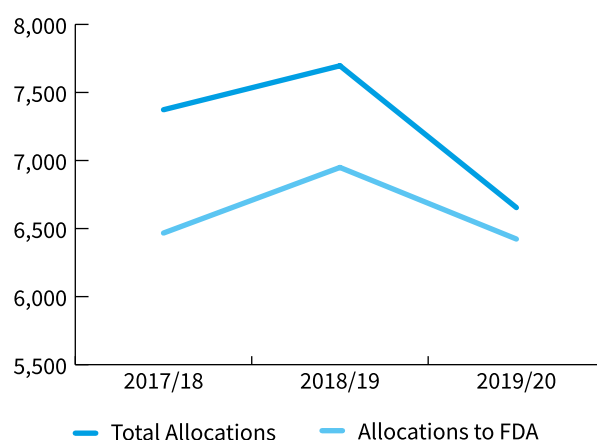
The average length of stay in single-let (a self-contained property like a house or flat, sourced via the private rented sector, where the household are sole occupants) accommodation has increased from a baseline of 394 days in 2017/18 to 451 days in 2019/20. Housing Advisors devote considerable time to ensuring that households in temporary accommodation, regardless of the length of placement, have appropriate support and regularly discuss move on options.

It should be noted that in the vast majority of cases the discharge of our statutory homelessness duty is only possible via the provision of a social housing tenancy or the refusal of three reasonable offers which impacts on the ability of staff to assist with move on options. As part of our Housing Solutions approach staff will look at all options regardless of tenure and 70% of those who move on from temporary accommodation will move on to social housing tenancies.

The Year 2 Annual Progress Report noted 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 and that commentary is still applicable for 2019/20. Additionally, single-lets are very often in areas where there is a high demand for social housing and this in turn, makes move on difficult which impacts on the length of stay in temporary accommodation.

As part of work to achieve Action 4 of this Strategy the Housing Executive is carrying out work on a Strategic Review of Temporary Accommodation which will seek to explore and deliver innovative solutions in terms of temporary accommodation and longer term housing options.

#### Social Housing Allocations

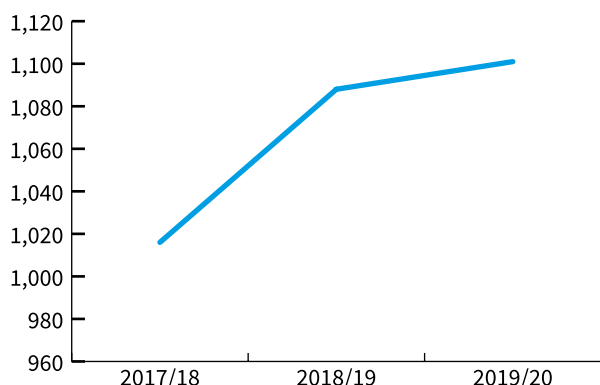


The second indicator for outcome 2 is the number of Full Duty Applicants (FDA) who have had their statutory homelessness duty discharged via the allocation of a social rented property as outlined in the graph above. In 2017/18 there were a total of 6,467 FDA duties discharged via an allocation of a social rented property and this was the baseline figure for this indicator. In 2018/19 the figure was 6,949 while the figure for 2019/20 was 6,423 which represented a decrease of 0.7% from the 2017/18 baseline. Therefore, 96.5% of the 6,654 allocations for social housing properties were made to Full Duty Applicants in 2019/20 compared to 88% in 2017/18.

### Outcome 3

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

##### Repeat Homelessness

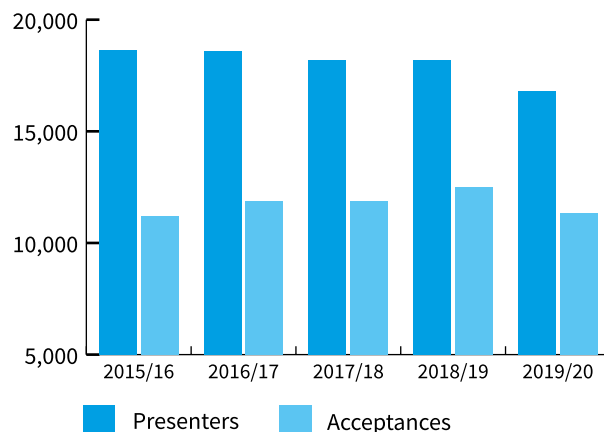


The indicator for the final outcome is the number of repeat homelessness presentations (where the previous application had been closed less than 12 months before the current homeless application). The figure of 1,016 (5.6% of total presenters) for 2017/18 provided the baseline figure for this indicator. There has been an increase of 89 cases during 2019/20 bringing a total of 1,101 repeat homelessness presentations (6.5% of total presenters). The Chronic Homelessness Action Plan includes an action to review the causes of repeat homelessness and an initial analysis by reason and household type can be found in the chapter on the Chronic Homelessness Action Plan later in this report.

### Presentations and acceptances

The chart below outlines the number of presentations and acceptances from 2015/16 to 2019/20. In 2019/20 there were a total of 16,802 presentations with 11,323 accepted as statutorily homeless.

##### Presenters and Acceptances



In Northern Ireland the Housing (NI) Order 1988 (as amended) identifies the Northern Ireland 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.

The data for homelessness presenters and statutory acceptances in 2019/20 represents a decrease when compared to recent years. From 2015/16 to 2018/19 presentations ranged from 18,628 to 18,202 which highlight the significant decrease witnessed in 2019/20 where there were 16,802 presentations.



While presentations were relatively consistent in the period from 2015/16 to 2018/19 acceptances within the same period were showing a consistent increase as noted in 2015/16 (11,202) to 2018/19 (12,512). The 11,323 acceptances in 2019/20 counter the recent trend of year on year increases in acceptances.

A number of exercises have been carried out to identify potential factors behind the decrease in presenters and acceptances in 2019/20. These exercises have involved the provision of comparative data for 2018/19 and 2019/20 to operational staff and key stakeholders with a request for contributory factors to be submitted.

## NIAO Report on Homelessness

In 2017, the NI Audit Office (NIAO) published a report entitled 'Homelessness in Northern Ireland'. In part one of the report, the NIAO focused on the level of homeless presenters and the increasing levels of Full Duty Applicant Status acceptances. The document noted legislative differences between UK jurisdictions and it was suggested that a number of societal factors in NI, may have resulted in an increase in presenters and acceptances, especially in relation to Accommodation Not Reasonable. The Housing Executive recognised a need for research to gain an understanding of and respond to Recommendation 1 of the NIAO report, which asked why the level of statutory homeless acceptances in NI are significantly higher than in other UK jurisdictions.

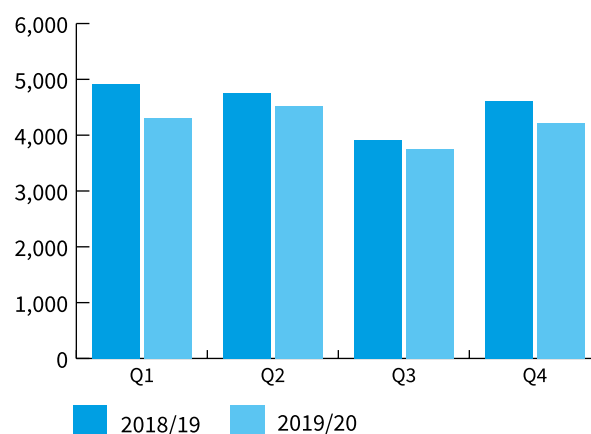
This piece of research was externally commissioned by the Housing Executive and undertaken by lead consultant, Fiona Boyle, with support from the Housing Executive via the Research Unit and the Homelessness Policy & Strategy Unit. In addition, specialist knowledge and expertise on homelessness policy and data for the rest of the United Kingdom has been provided by Professor Nicholas Pleace, Centre for Housing Policy, The University of York. This report was completed in 2019/20 and is available on the Housing Executive website<sup>1</sup>.

1. Fiona Boyle, Fiona Boyle Associates with Professor Nicholas Pleace Centre for Housing Policy, The University of York (Commissioned by Northern Ireland Housing Executive) Analysis of Homeless Presenters and Acceptances Report - <https://www.nihe.gov.uk/Documents/Research/Homelessness/analysis-of-homeless-presenters-and-acceptances.aspx?ext=>.

## Presentations by quarter - 2018/19 and 2019/20

The chart below outlines presentations during 2018/19 and 2019/20 broken down by quarter. While there was an overall decrease of 8% in presentations across 2019/20 when compared with 2018/19 the decrease is 14%, 5%, 4% and 9% for each respective quarter as noted in the chart below. While there was an overall decrease of 1,400 cases the significant decrease in Q1 accounted for 614 cases (44% of the overall decrease).

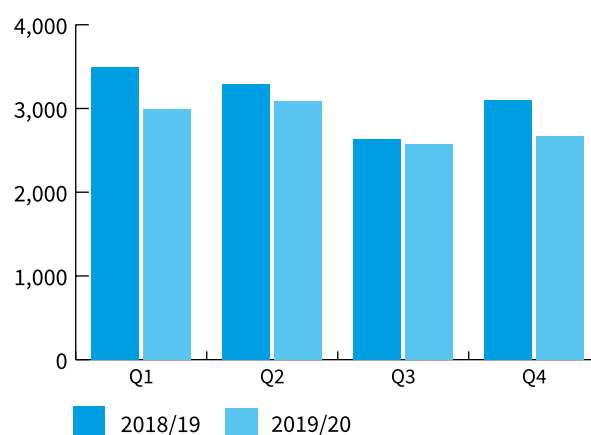
Presenters by Quarter - 2018/19 and 2019/20



## Acceptances by quarter - 2018/19 and 2019/20

The chart below outlines acceptances during 2018/19 and 2019/20 broken down by quarter. While there was an overall decrease of 10% in acceptances across 2019/20 when compared with 2018/19 the decrease is 17%, 6%, 2% and 16% for each respective quarter as noted in the chart below.

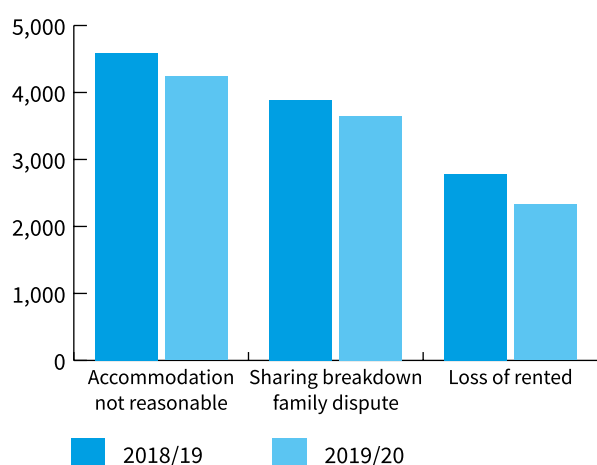
Acceptances by Quarter - 2018/19 and 2019/20



## Presentation Reasons

While the earlier section of this chapter noted a decrease of 8% in presentations between 2018/19 and 2019/20 there were outlying reasons which were significant factors in this decrease. Loss of rented accommodation decreased from 2,779 in 2018/19 to 2,327 in 2019/20 which represented a decrease of 16%. Intimidation decreased from 481 to 335 over the same period of time which represented a decrease of 30%. While other reasons showed a decrease which, in percentage terms, is greater than the overall decrease of 8% these are for reasons where there are small numbers of presentations e.g. Mortgage default reduced from 123 presentations to 89 which represented a 28% decrease.

### Top Three Reasons - Presentations



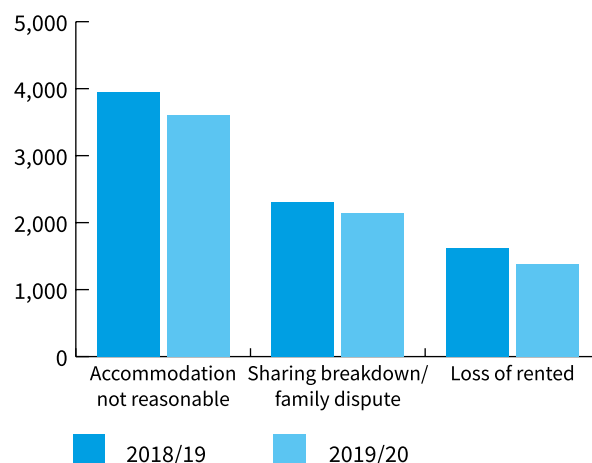
## Acceptance Reasons

In terms of acceptances the majority of reasons were in line with the overall decrease of 10% when comparing 2018/19 to 2019/20. The exceptions were loss of rented accommodation where there was a 22% decrease (from 1,681 to 1,375) and intimidation where there was a 47% decrease (from 374 to 255).

The Homelessness Strategy Year 4 Implementation Plan contains a commitment to develop a Homelessness Data Action Plan to improve our analysis of data and improve links between Housing Executive strategies with a view to reducing homelessness presentations.

While presentations and acceptances have both decreased significantly the proportion of applications accepted has shown a marginal decrease from 68% to 67%. This follows a number of years where there was a year on year increase in the proportion of applications accepted as noted in the table below.

### Top Three Reasons - Acceptances



As a proportion of total presentations, sharing breakdown/family dispute has shown a modest increase over the past five years providing 19.7% of presentations in 2015/16 and 21.7% of presentations in 2019/20. Loss of rented accommodation has also remained relatively consistent providing 13.3% of presentations in 2015/16 and 13.8% of presentations in 2019/20.

In terms of acceptances over the past five years the number of acceptances for Accommodation Not Reasonable as a proportion of all acceptances has shown a marginal increase from 30.4% of all applications in 2015/16 to 31.8% of all applications in 2019/20.

For sharing breakdown/family dispute there has been a relatively consistent percentage of all acceptances with 18.6% in 2015/16 to 18.8% in 2019/20.

The figure for loss of rented accommodation has decreased from 15.27% in 2015/16 to 12.1% in 2019/20 with this decrease being relatively unexpected in the context of many stakeholders across the sector expecting this to increase significantly as a result of Universal Credit Welfare Reform despite the mitigation measures in place for Northern Ireland.

### Proportion of Applications Accepted

Year	2015/16	2016/17	2017/18	2018/19	2019/20
Presentations	18,628	18,573	18,180	18,202	16,802
Acceptances	11,202	11,889	11,877	12,512	11,323
% of applications accepted	60%	64%	65%	68%	67%

### ***Presentations by Household Type***

Household Type	Singles	Couples	Families	Pensioners	Undefined	Total
% of presentations (No. of presentations) 2015/16	52.1% (9,713)	4.3% (794)	31.6% (5,887)	12% (2,234)	0% (0)	100% (18,628)
% of presentations (No. of presentations) 2019/20	51.5% (8,642)	4.5% (751)	30.3% (5,093)	13.3% (2,237)	>1% (79)	100% (16,802)

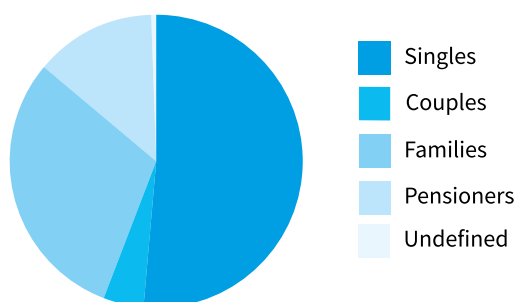
### ***Acceptances by Household Type***

Household Type	Singles	Couples	Families	Pensioners	Total
% of acceptances (No. of acceptances) 2015/16	42.9% (4,805)	4.2% (469)	36.6% (4,100)	16.3% (1,828)	100% (11,202)
% of acceptances (No. of acceptances) 2019/20	43.8% (4,964)	4.3% (492)	35.1% (3,979)	16.7% (1,888)	100% (11,323)

## **Presentations and Acceptances by Household Type**

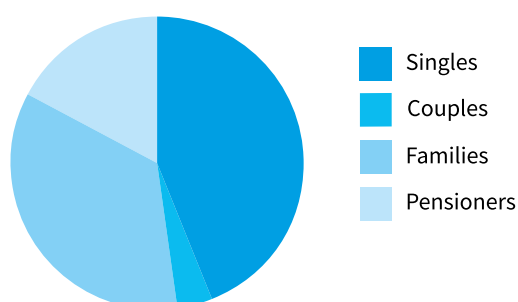
The chart below outlines homelessness presentations by household type based on the 16,802 households who presented as homeless during 2019/20. While overall there was an 8% decrease in presentations from 2018/19, in terms of specific household groups families saw a 15% decrease (5,843 to 5,093) and pensioners saw a 12% decrease (2,502 to 2,237).

### ***Presenters by Household***



The chart below outlines homelessness acceptances by household type based on the 11,323 households who were accepted as homeless during 2019/20. While overall there was an 10% decrease in acceptances there was less variation amongst the individual household groups, when compared with presentations with all in and around the 11% decrease.

### ***Acceptances by Household***



The table above outlines a comparison, between 2015/16 and 2019/20, of presentations by household type.

Trends in terms of household groups (the proportion of applications/acceptances from each respective household group as a percentage of all applications) show a relatively consistent pattern from previous years despite the decrease in presentations and acceptances.

## **Presentation and Acceptance Reasons by Household Type**

As part of our efforts to improve our analysis and understanding of homelessness trends across Northern Ireland this report provides an overview of the main presentation and acceptance reasons for each respective household group. Analysis such as this will help inform which services are most effective for each household group and where we need to target prevention activity. The tables below reflect the reasons by household group during both 2018/19 and 2019/20 to enable a comparison to be made.

As part of our work on data during 2020/21 we will be carrying out work to identify potential factors that lead to, for example, Accommodation Not Reasonable providing over a quarter of presentations amongst the single female 26-59 household groups in both 2018/19 and 2019/20. As an example of where prevention work may be most effective this analysis highlights the prevalence of sharing breakdown/family dispute as the top reason for presentations amongst both single males and females of 18 to 25 years. This suggests that homelessness prevention activity for these household groups should be targeted at this reason. Work is already underway to explore and develop schemes such as community hosting, shared tenancies and supported lodgings.

Acceptance reasons also provide some trends which will be further investigated during 2020/21, particularly the prevalence of Accommodation Not Reasonable as a reason for single male and females of 26 to 59 years.

In summary, in 2018/19 the main reason for presentations within the household groups are as follows:

HH Group	Top Reason for Presentation	Second Reason for Presentation	Third Reason for Presentation
Single Female 16-17 yrs	Sharing Breakdown/Family Dispute (76%)	Release from Hospital/Prison/ Other Institution (10%)	Domestic Abuse (4%)
Single Male 16-17 yrs	Sharing Breakdown/Family Dispute (65%)	Release from Hospital/Prison/ Other Institution (20%)	Intimidation (5%)
Single Female 18-25 yrs	Sharing Breakdown/Family Dispute (60%)	Domestic Abuse (9%)	Accommodation Not Reasonable (6%)
Single Male 18-25 yrs	Sharing Breakdown/Family Dispute (49%)	No accommodation in NI (12%)	Neighbourhood Harassment (8%)
Single Female 26-59 yrs	Accommodation Not Reasonable (27%)	Sharing Breakdown/Family Dispute (15%)	Domestic Abuse (14%)
Single Male 26-59 yrs	Sharing Breakdown/Family Dispute (20%)	Marital/Relationship Breakdown (18%)	Accommodation Not Reasonable (16%)
Couples	Accommodation Not Reasonable (27%)	Sharing Breakdown/Family Dispute (18%)	Loss of Rented Accommodation (17%)
Families	Loss of Rented Accommodation (23%)	Accommodation Not Reasonable (22%)	Sharing Breakdown/Family Dispute (15%)
Pensioners	Accommodation Not Reasonable (68%)	Loss of Rented Accommodation (9%)	Sharing Breakdown/Family Dispute (5%)

Similarly, in 2018/19 the main reasons for acceptances within the household groups are as follows:

HH Group	Top Reason for Acceptance	Second Reason for Acceptance	Third Reason for Acceptance
Single Female 16-17 yrs	Sharing Breakdown/Family Dispute (62%)	Release from Hospital/Prison/ Other Institution (21%)	Domestic Abuse (8%)
Single Male 16-17 yrs	Sharing Breakdown/Family Dispute (42%)	Release from Hospital/Prison/ Other Institution (30%)	Intimidation (15%)
Single Female 18-25 yrs	Sharing Breakdown/Family Dispute (56%)	Domestic Abuse (12%)	Accommodation Not Reasonable (7%)
Single Male 18-25 yrs	Sharing Breakdown/Family Dispute (43%)	Neighbourhood Harassment (12%)	No accommodation in NI (10%)
Single Female 26-59 yrs	Accommodation Not Reasonable (34%)	Domestic Abuse (18%)	Sharing Breakdown/Family Dispute (13%)
Single Male 26-59 yrs	Accommodation Not Reasonable (24%)	Sharing Breakdown/Family Dispute (17%)	Marital/Relationship Breakdown (12%)
Couples	Accommodation Not Reasonable (42%)	Sharing Breakdown/Family Dispute (14%)	Loss of Rented Accommodation (11%)
Families	Accommodation Not Reasonable (23%)	Loss of Rented Accommodation (21%)	Sharing Breakdown/Family Dispute (17%)
Pensioners	Accommodation Not Reasonable (72%)	Loss of Rented Accommodation (8%)	Sharing Breakdown/Family Dispute (5%)

In summary, in 2019/20 the main reason for presentations within the household groups are as follows:

HH Group	Top Reason for Presentation	Second Reason for Presentation	Third Reason for Presentation
Single Female 16-17 yrs	Sharing Breakdown/Family Dispute (63%)	Release from Hospital/Prison/ Other Institution (19%)	Accommodation Not Reasonable (7%)
Single Male 16-17 yrs	Sharing Breakdown/Family Dispute (65%)	Release from Hospital/Prison/ Other Institution (21%)	No Accommodation in NI (6%)
Single Female 18-25 yrs	Sharing Breakdown/Family Dispute (58%)	Domestic Abuse (9%)	Accommodation Not Reasonable (7%)
Single Male 18-25 yrs	Accommodation Not Reasonable (27%)	Sharing Breakdown/Family Dispute (14%)	Domestic Abuse (14%)
Single Female 26-59 yrs	Sharing Breakdown/Family Dispute (20%)	Marital/Relationship Breakdown (19%)	Accommodation Not Reasonable (16%)
Single Male 26-59 yrs	Accommodation Not Reasonable (24%)	Sharing Breakdown/Family Dispute (17%)	Marital/Relationship Breakdown (12%)
Couples	Accommodation Not Reasonable (36%)	Sharing Breakdown/Family Dispute (19%)	Loss of Rented Accommodation (16%)
Families	Accommodation Not Reasonable (22%)	Loss of Rented Accommodation (20%)	Sharing Breakdown/Family Dispute (16%)
Pensioners	Accommodation Not Reasonable (69%)	Loss of Rented Accommodation (9%)	Sharing Breakdown/Family Dispute (5%)

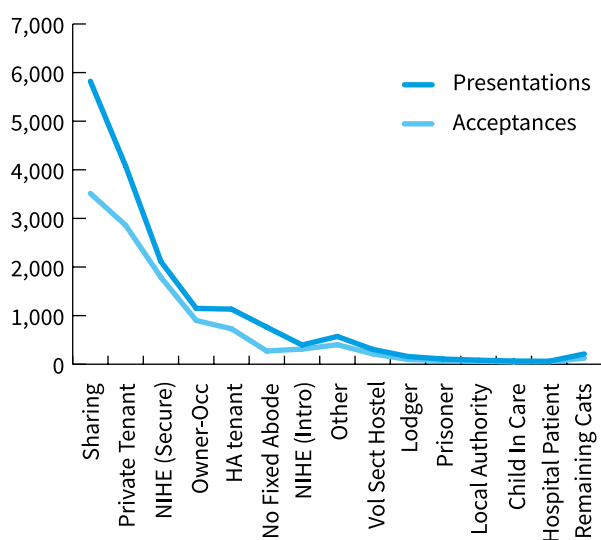
Similarly, in 2019/20 the main reasons for acceptances within the household groups are as follows.

HH Group	Top Reason for Acceptance	Second Reason for Acceptance	Third Reason for Acceptance
Single Female 16-17 yrs	Sharing Breakdown/Family Dispute (38%)	Release from Hospital/Prison/ Other Institution (30%)	Domestic Abuse (14%)
Single Male 16-17 yrs	Sharing Breakdown/Family Dispute (50%)	Release from Hospital/Prison/ Other Institution (31%)	No Accommodation in NI/ ANR (Both equal at 6% each or 13% aggregated)
Single Female 18-25 yrs	Sharing Breakdown/Family Dispute (54%)	Domestic Abuse (14%)	Accommodation Not Reasonable (8%)
Single Male 18-25 yrs	Sharing Breakdown/Family Dispute (46%)	Neighbourhood Harassment (11%)	No accommodation in NI (10%)
Single Female 26-59 yrs	Accommodation Not Reasonable (35%)	Domestic Abuse (18%)	Sharing Breakdown/Family Dispute (12%)
Single Male 26-59 yrs	Accommodation Not Reasonable (24%)	Sharing Breakdown/Family Dispute (18%)	Marital/Relationship Breakdown (13%)
Couples	Accommodation Not Reasonable (45%)	Sharing Breakdown/Family Dispute (15%)	Loss of Rented Accommodation (12%)
Families	Accommodation Not Reasonable (24%)	Loss of Rented Accommodation (19%)	Sharing Breakdown/Family Dispute (17%)
Pensioners	Accommodation Not Reasonable (73%)	Loss of Rented Accommodation (8%)	Sharing Breakdown/Family Dispute (5%)

## Presentations and Acceptances by Tenure Type

The graph below shows presentations and acceptances by tenure type. The three main tenure types by presentation are sharing which represented 34.7% of presenters (5,822 presenters), private rented which represented 24.3% of presenters (4,076 households) and social rented which represented 21.7% of presenters (2,507 households from Housing Executive tenancies and 1,133 from Housing Association tenancies). As part of the Housing Executive's work on homeless data during 2020/21 the tenure of homeless applicants will be a focus to see how the Housing Executive can link in other policies and strategies with a view to preventing homelessness and sustaining tenancies, particularly for those presenting within the social rented sector.

**Presentations and Acceptances by Tenure**

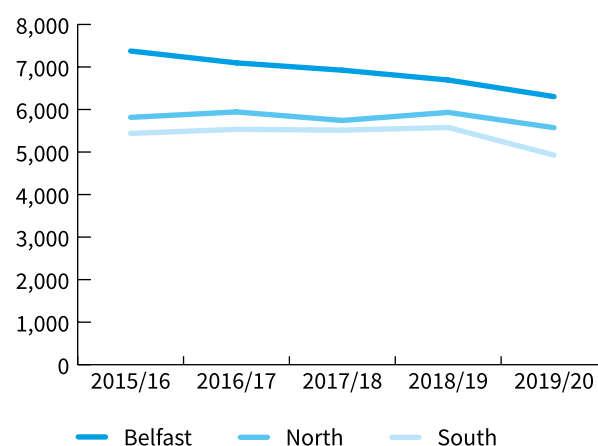


For acceptances the three main tenure types by presentation are sharing which represented 31.0% of presenters (3,514 presenters), private rented which represented 25.2% of presenters (2,858 households) and social rented which represented 24.9% of presenters (2,100 households from Housing Executive tenancies and 729 from Housing Association tenancies). Staff involved in the implementation of the Homelessness Strategy are working with colleagues responsible for the delivery of the Customer Support and Sustainment Strategy to identify actions to reduce the number presentations from Housing Executive tenancies. The table above is particularly useful for highlighting the differing proportions of acceptances across each tenure type and this is again something we will look at in further detail as part of our data work during 2020/21.

## Presentations by Region

The Northern Ireland Audit Office Report on Homelessness noted that there was a regional variation in acceptances and the Housing Executive commissioned Housing Executive commissioned independent research during 2019/20 to identify reasons behind this. The final research project will be published during 2020/21. The graph below outlines presentations by region from 2015/16 to 2019/20.

**Presenters by Region**



With 6,303 presentations in 2019/20 Belfast region shows a decrease of 14.5% from 2015/16 where there were 7,375 presentations and 5.8% from 2018/19 where there was 6,693 presentations. The figures for North region where there was 5,572 presentations in 2019/20 show a decrease of 4.2% from the 2015/16 figure of 5,815 presentations and a 6.1% decrease from the 5,932 presentations in 2018/19. During 2019/20 there was a total of 4,927 presentations in South region which represents a decrease of 9.4% from the 5,438 presentations in 2015/16 and a decrease of 10.9% from the 5,577 presentations in 2018/19.

In 2015/16 Belfast region accounted for 39.6% of all presentations with North region and South region accounting for 31.2% and 29.2% respectively. During 2019/20 South region presentations as percentage of all presentations were relatively consistent accounting for 29.3% while Belfast region had decreased to 37.5% of presentations with North region increasing to 33.2% of all presentations.

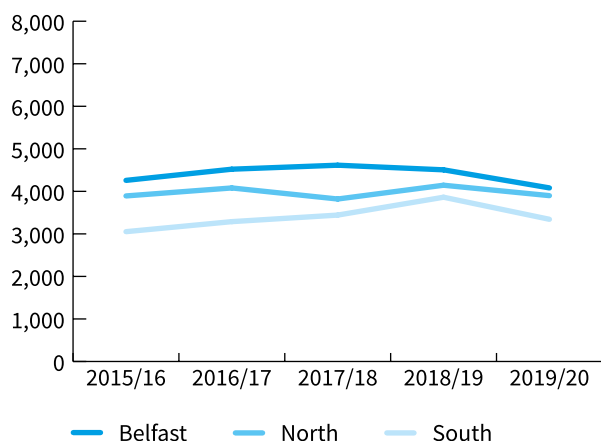


## Acceptances by Region

With 4,081 acceptances in 2019/20 Belfast region shows a decrease of 4.2% from 2015/16 where there was 4,258 acceptances and 9.4% from 2018/19 where there was 4,506 acceptances. The figures for North region where there were 3,899 acceptances in 2019/20 show an increase of 0.2% from the 2015/16 figure of 3,892 acceptances and a 5.9% decrease from the 4,144 acceptances in 2018/19. During 2019/20 there was a total of 3,343 acceptances in South region which represents an increase of 9.5% from the 3,052 acceptances in 2015/16 and a decrease of 13.4% from the 3,862 acceptances in 2018/19.

In 2015/16 Belfast region accounted for 38.0% of all acceptances with North region and South region accounting for 34.7% and 27.2% respectively. During 2019/20 the figure for Belfast region had decreased to 36.0% while North region provided a figure of 34.4% with South increasing to 29.5% of all acceptances.

### Acceptances by Region



## Priority Need Reason

As previously noted, in order to be accepted as statutorily homeless a household must meet four criteria including Priority Need. The Priority Need Test determines if a household has some vulnerability which would make them less able to cope with homelessness than an average household. There are a range of categories which would mean a household would be in priority need. These include:

- A household with dependent children. These would include children under 16 where their primary residence is with the applicant or children up to 19 that are still in full time education.
- A household that has been made homeless due to an emergency such as a fire or flood
- A person who is pregnant
- A person that has been subjected to violence or a real threat of violence
- A person who is vulnerable for some other reason - for example:
  - you are elderly and vulnerable
  - you have a disability
  - you have mental health issues
  - you have health problems which mean you would be less able to cope with homelessness than a person who did not have these problems

The Housing Executive will seek evidence to determine if a household meets the Priority Need Test.

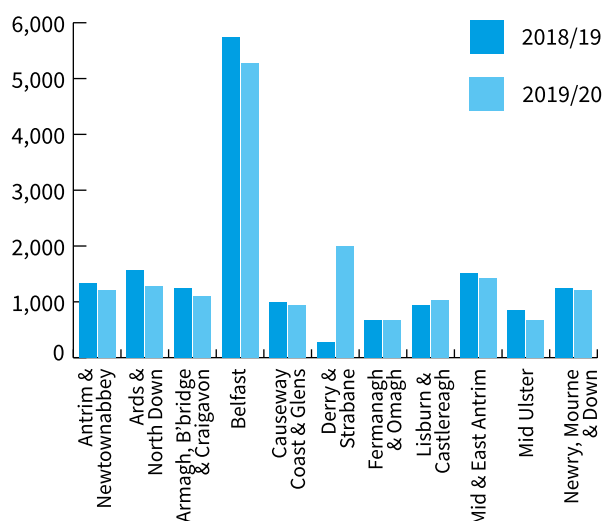
The table below outlines the reason households accepted as homeless met the Priority Need criteria in 2018/19 and 2019/20 with both years showing a relative consistency in terms of the percentages attributed to each Priority Need Reason.

	2018/19	2019/20
Dependent Children	3,516 (28.1%)	2,992 (26.4%)
Emergency	63 (>1%)	36 (>1%)
Pregnant	454 (3.6%)	384 (3.4%)
Violence	1,591 (12.7%)	1,634 (14.4%)
Vulnerable	6,888 (55.0%)	6,277 (55.4%)
Total	12,512	11,323

## Presentations by LGD

The chart below details presentations in 2018/19 and 2019/20 by Local Government District (LGD).

*Presentations by Local Government District*

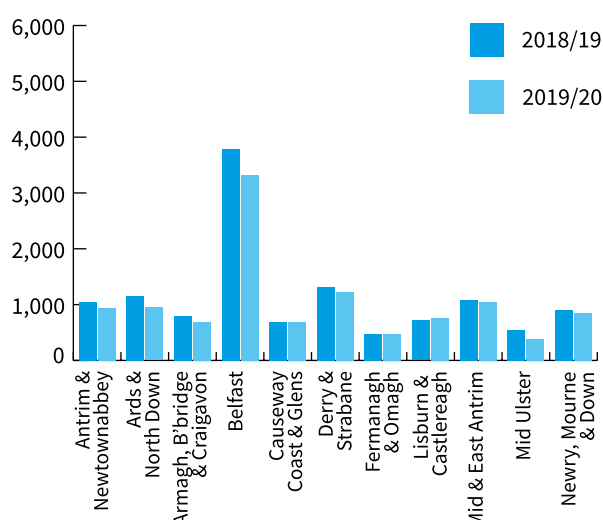


While overall figures noted a decrease of 8% in presentations there was some variation across the respective areas ranging from a decrease of 18.5% in Ards and North Down to a decrease of 0.45% in Mid-Ulster. A full breakdown of presentations by LGD is available in Appendix 1.

## Acceptances by LGD

The chart below details acceptances in 2018/19 and 2019/20 by Local Government District (LGD).

*Acceptances by Local Government District*



While overall figures noted a decrease of 10% in acceptances there was some variation across the respective areas ranging from a decrease of 18.0% in Ards and North Down to an increase of 5.6% in Lisburn and Castlereagh. A full breakdown of acceptances by LGD is available in Appendix 1.

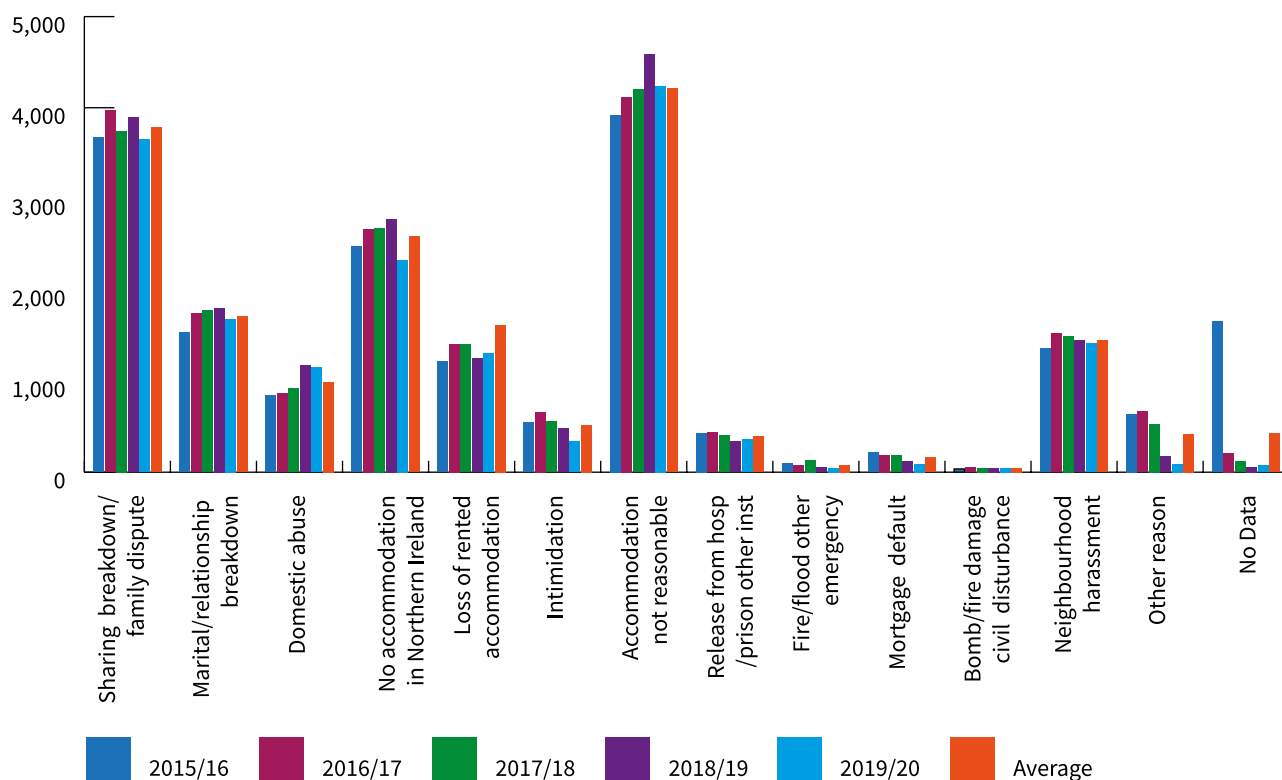
## Summary

The following graphs provide a summary of presentations and acceptances by reason and household type from 2015/16 to 2019/20 with an additional figure provided which outlines the five year average. Tables containing the data provided in these graphs can be found within Appendix 1 of this report.

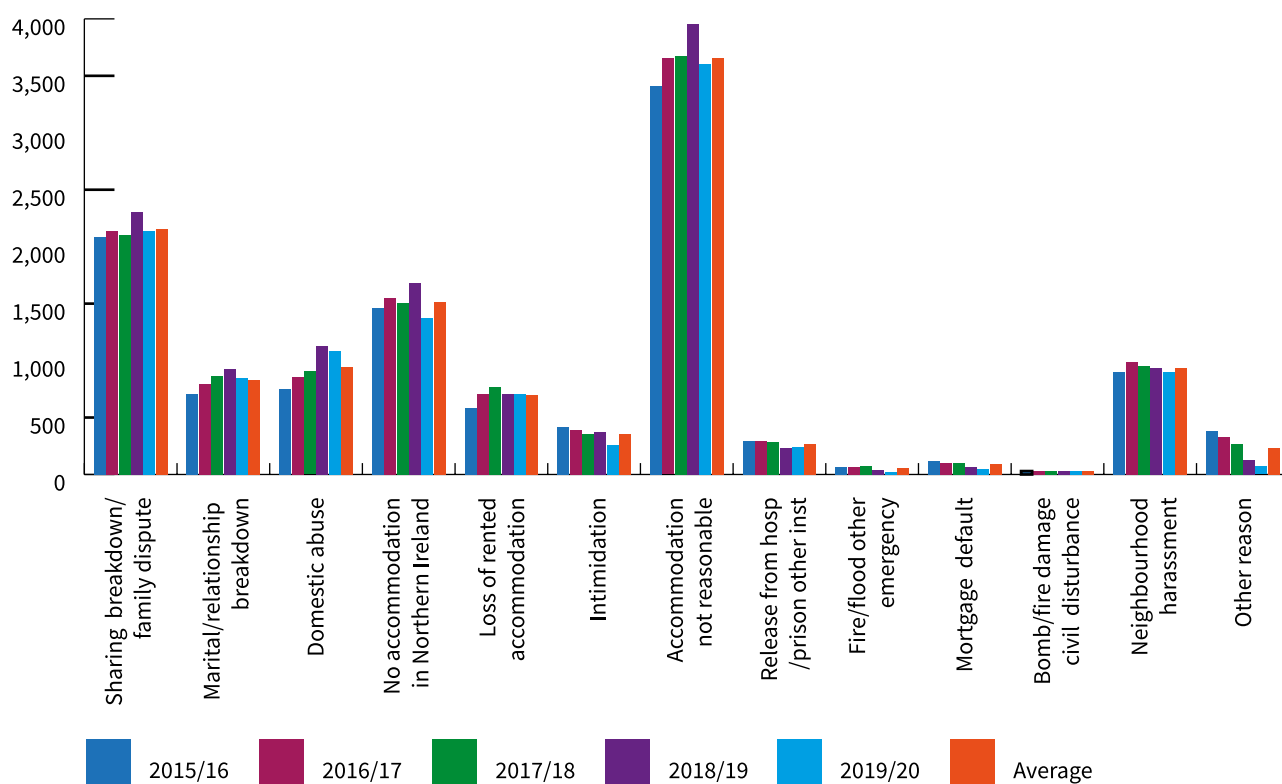
With particular consideration given to the decrease in both presentations and acceptances during 2019/20 when compared with previous years these graphs are particularly useful in identifying any outliers which may have contributed to data trends over the past five years.

- Figure 1 - This graph shows presentations by reason with the figures presented in such a manner to identify any outlying variations in reasons. This graph shows there are no major outliers in terms of trend information for presentation reasons. There has been a significant reduction in cases where no data was recorded and continued work in terms of compliance with guidance and system changes will ensure minimal cases of no data for presentation.
- Figure 2 - This graph shows acceptances by reason with the figures presented in such a manner to identify any outlying variations in reasons. This graph shows there are no major outliers in terms of trend information for acceptance reasons.
- Figure 3 - This graph shows presentations by reason with the figures presented in such a manner to show trend lines for each homelessness reason and any associated increase or decrease. This graph shows there are again no major outliers in terms of trends by presentation reason.
- Figure 4 - This graph shows acceptances by reason with the figures presented in such a manner to show trend lines for each homelessness reason and any associated increase or decrease. This graph shows there are again no major outliers in terms of trends by presentation reason.
- Figure 5 - This graph shows presentations by household type with presentations from single males and families being in 2019/20 identified as relative outliers. All other household types have shown relatively consistent trends over the past five years.
- Figure 6 - This graph shows acceptances by household type with acceptances from single males in the 26-59 age group during 2019/20 identified as a relative outlier. All other household types have shown relatively consistent trends over the past five years.

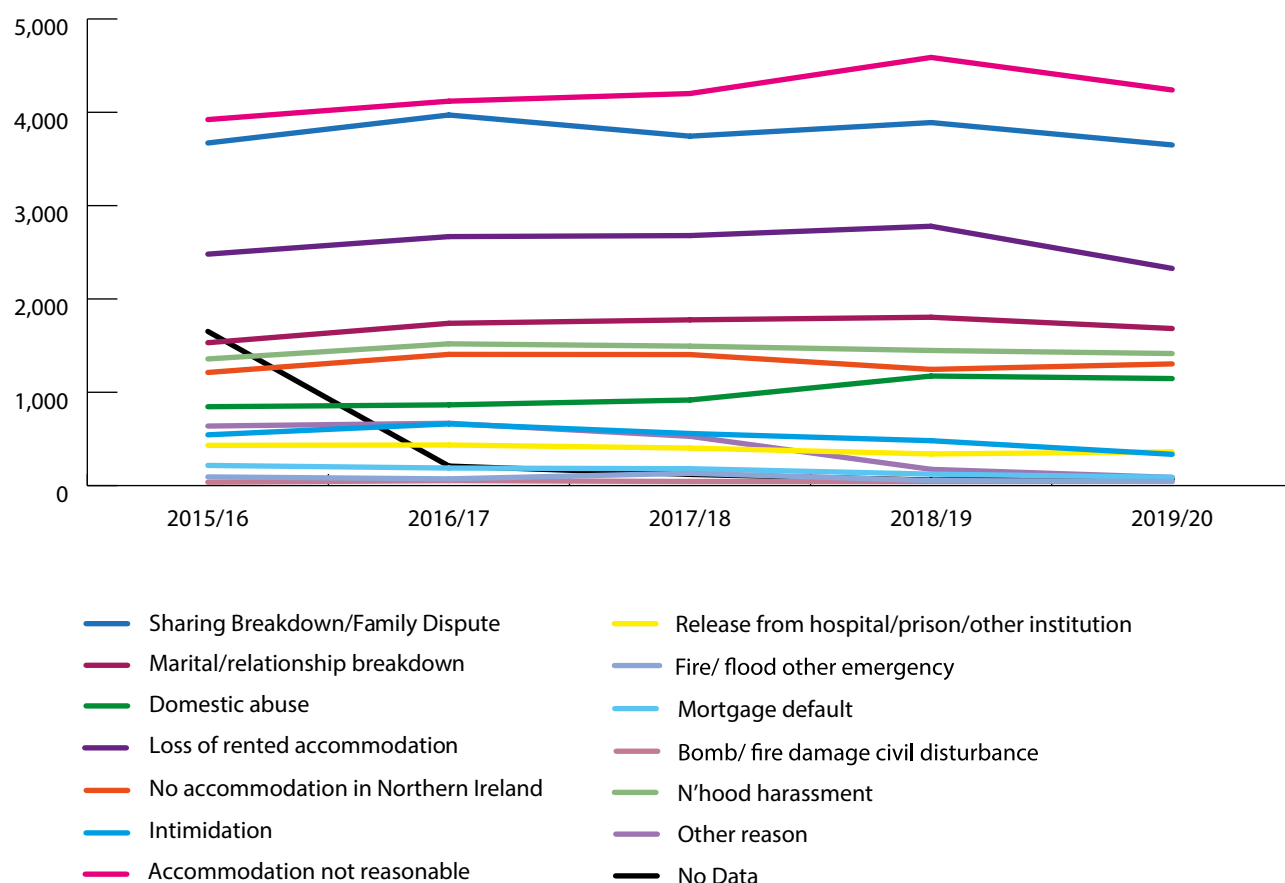
**Figure 1: Presentations by Reason 2015/16 to 2019/20**



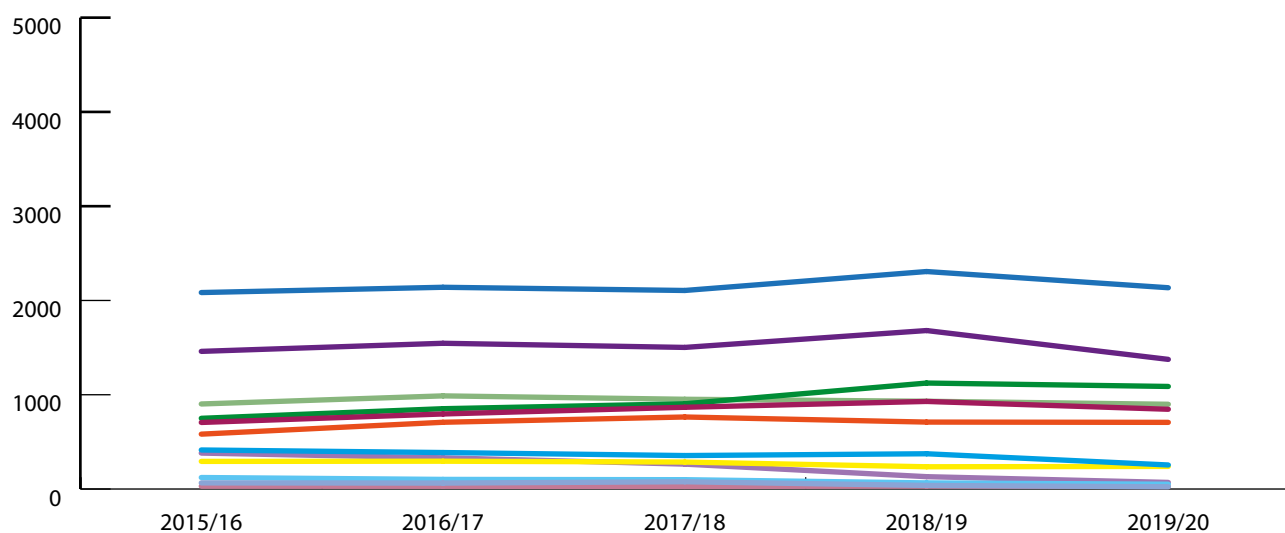
**Figure 2: Acceptances by Reason 2015/16 to 2019/20**



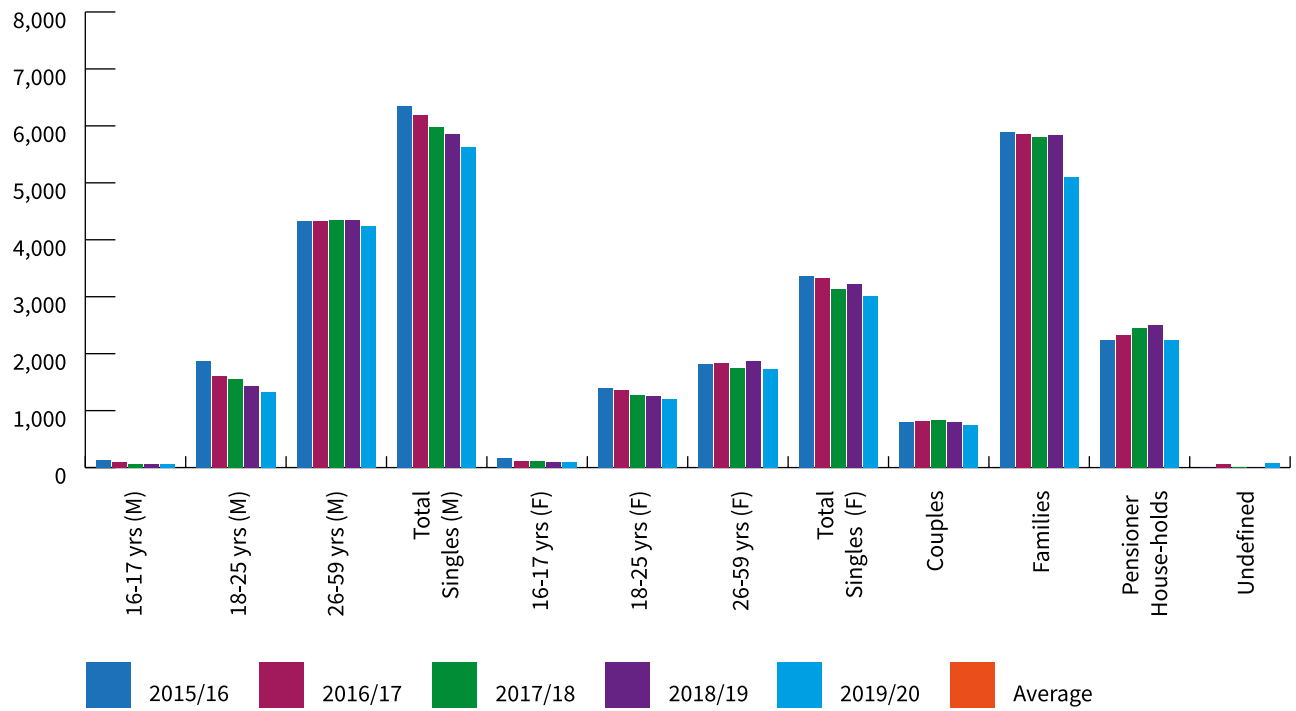
**Figure 3: Presentations by Reason 2015/16 to 2019/20**



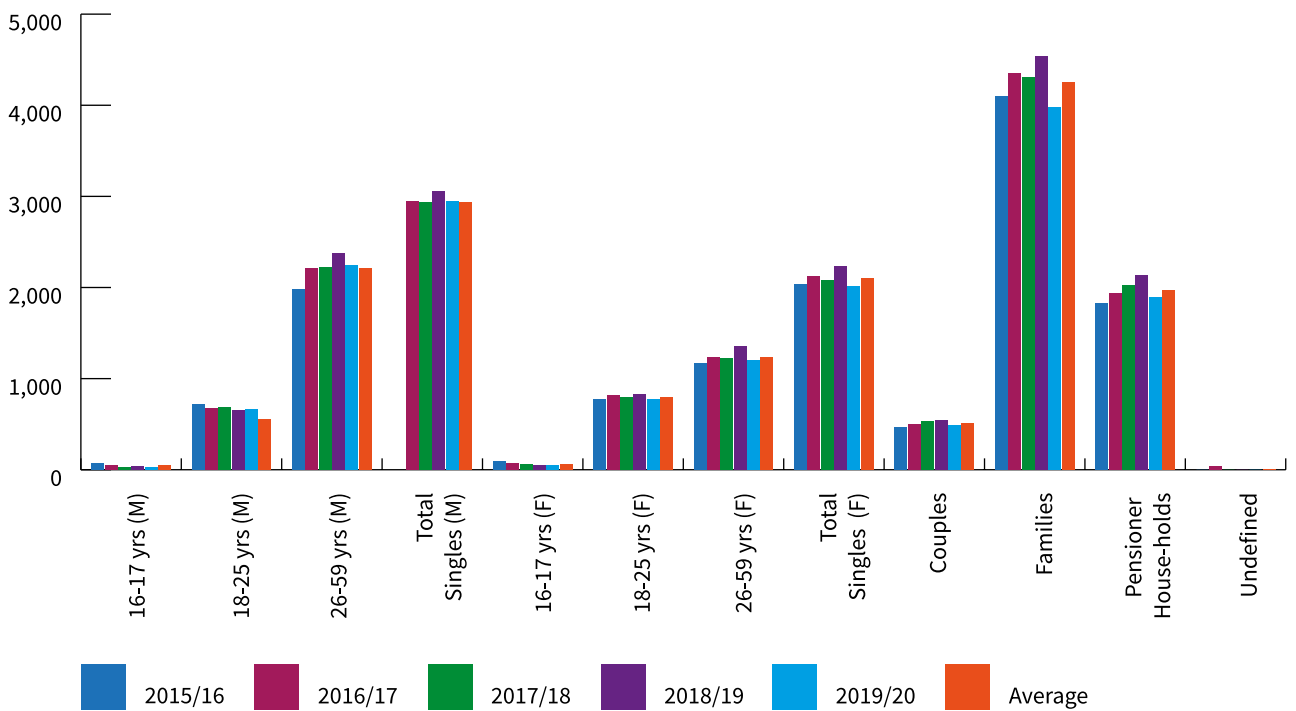
**Figure 4: Acceptances by Reason 2015/16 to 2019/20**



**Figure 5: Presentations by Household Type 2015/16 to 2019/20**



**Figure 6: Acceptances by Household Type 2015/16 to 2019/20**





*The Mayor of the Causeway Coast and Glens Borough Council pictured with speakers at the Causeway Homelessness Awareness week seminar held at the Vineyard Coleraine. Included are Florence Hand, Saoirse McEvoy, Amanda Stewart, Carolyn Crawford, Ricky Wright, Jonathan Lamb and Richard Tanswell.*



# TACKLING ROUGH SLEEPING IN NORTHERN IRELAND:

## KEY FACTS AND FIGURES

This section outlines findings from the Rough Sleeper Street Counts carried out by the Housing Executive in partnership with a range of voluntary and statutory partners during November 2019. 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.

As part of our response to the Northern Ireland Audit Office Report on Homelessness the Housing Executive is committed to the continued delivery of Recommendation 9 which noted that the Housing Executive, in partnership with other service providers, develops improved systems for regularly monitoring and measuring the extent of rough sleeping throughout Northern Ireland to determine if action currently being taken is adequate.

### Background

Rough sleeping is widely acknowledged as the most visible form of homelessness and evidence confirms that for those affected this in turn leads to a deterioration in mental and physical health, often linked to weather conditions, sleep deprivation, addiction, depression and anxiety and poor access to general health and social care services.

We work closely on a daily basis with outreach services to move people from the street into appropriate temporary accommodation. It is important to note that previous street counts have identified that not all rough sleepers are without accommodation and this emphasises the need for the Housing Executive to work with our partner agencies to help individuals who are rough sleeping avail of the range of accommodation that is available.

As part of our statutory duty to homeless households we provided a total of 4,527 placements in temporary accommodation during 2019/20.

### Rough Sleeper Street Counts

The Housing Executive and partner organisations carried out rough sleeper street counts in Belfast, Derry/Londonderry and Newry during November

2019. 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. During the street count rough sleepers were 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').

The Housing Executive works collaboratively with others in the sector to ensure it meets its statutory obligations to homeless households including due regard to emergency and temporary housing with additional temporary accommodation provided over the course of 2019/20.

Further detail on the three street counts is provided below:

- **Belfast Street Count**

The Belfast Rough Sleeper Street Count took place between 2am and 5am on Thursday 14th November 2019 and was coordinated by the Housing Executive and the Welcome Organisation. The street count involved six teams comprising of volunteers from the Housing Executive and Welcome Organisation. During the Belfast Street Count a total of 25 rough sleepers were identified which was a significant increase on the 16 identified in the previous year. All individuals identified during the Belfast street count were known to the street outreach service provided by The Welcome Organisation.

- **Derry/Londonderry Street Count**

The Derry/Londonderry Rough Sleeper Street Count took place between 2am and 4am on Friday 29th November 2019 and was coordinated by the Housing Executive and First Housing Aid and Support Services. The street count involved two teams of volunteers from the Housing Executive and First Housing Aid and Support Services. The two teams involved covered an area around the city centre and a number of other areas across the city where rough sleeping may take place.

On the night of the street count there were no rough sleepers identified and this was consistent with anecdotal evidence provided around the time of the street count which suggested that rough sleeping was not seen on the scale of 2018/19 where the Derry/Londonderry Street Count identified a total of 13 rough sleepers.

- Newry Street Count

The Newry Rough Sleeper Street Count took place between 2am and 4:30am on Wednesday 20th November 2019 and was coordinated by the Housing Executive and The Welcome Organisation. The street count involved three teams of volunteers from the Housing Executive and The Welcome Organisation with areas covered both within the city centre and a number of outlying areas where rough sleeping may occur. During the Newry Street Count there was one rough sleeper identified.

In the context of the Newry Street Count it is acknowledged that this particular count was not representative of anecdotal evidence which suggested several additional rough sleepers in the weeks leading up to the street count. The street count took place after a period of sustained rainfall and those who may have been rough sleeping may have sought additional arrangements to shelter from the weather conditions which led to a lower than expected number being identified as rough sleeping on the night of the street count.

## **Rough Sleeper Street Estimates**

In areas where the need for a street count was not identified we used an estimate to identify the number of rough sleepers using consultation with our local partners. To gather data in areas where a street count is not taking place we contacted local partners, including the PSNI, asking for the Housing Executive to be notified of any rough sleepers on the night of Thursday 28th November 2019. As with the rough sleeper street counts this is again consistent with the approach taken in neighbouring jurisdictions.

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 will not be included in the estimate unless there is evidence that they did sleep rough on that night. As with 2018/19 a rough sleeper street estimate was used to identify the number of rough sleepers in all areas across Northern Ireland apart from Belfast, Derry/Londonderry and Newry where the previously outlined street counts were used to identify numbers of rough sleepers.

In 2018/19 a total of 4 rough sleepers were identified using the rough sleeper street estimates with all four being identified in Coleraine. In 2019/20 a total of 6 rough sleepers were identified as noted below with all individuals falling within the criteria for rough sleeping such as sleeping in cars, sleeping in tents or bedded down in the open air e.g. doorways.

- Derry City and Strabane District Council area - 1 rough sleeper was identified in the Strabane area.
- Fermanagh and Omagh District Council area - 1 rough sleeper was identified in the Omagh area.
- Armagh, Banbridge and Craigavon District Council area - 4 rough sleepers were identified across the district.
- Mid and East Antrim Council Area - 1 rough sleeper was identified.

In all cases where rough sleeping is identified the Housing Executive will work closely with our partners across the voluntary and statutory sectors to assist such individuals in securing alternative accommodation and the support required to ensure that any solutions are sustainable.

## **Rough sleeping during the COVID-19 pandemic**

While this report focuses on work carried out during 2019/20 the onset of lockdown arrangements on 23rd March 2020 as a result of the COVID-19 required a particular response to ensure those who were sleeping rough were assisted to avoid any additional risks arising from the pandemic.

As part of the Housing Executive's ongoing response to COVID-19 temporary accommodation has been provided to those individuals or households who are sleeping rough but are believed to have No Recourse to Public Funds and therefore, under normal circumstances, would be ineligible for housing assistance. This assistance has been made possible, initially with the consent of the Housing Executive's Board and then formally as a result of a Memorandum of Understanding between the Housing Executive, Department for Communities and Department of Health. The Memorandum of Understanding was agreed to facilitate necessary arrangements for support for people with no recourse to public funds (NRPF) for the duration of the current COVID-19 emergency.

The Housing Executive has begun to consider the way forward in the context of our Reset Plan for the current arrangements which actively looks to reset our approach to dealing with rough sleeping and learn from the current initiatives and also outlines our contingency plans to meet any future threat. This work is something

that will be taken forward with our partners and may require an evaluation, review, and extension of the existing Memorandum of Understanding for the support provided to those persons from abroad who are ineligible for housing assistance, building on what has been learned across the sector. This will require cross sectoral backing for any future arrangement, as these will necessitate practical and financial considerations in terms of their support needs in addition to sourcing and securing accommodation for these individuals. It should be noted that continued support of this nature in the long-term will require the introduction of new regulations/legislation.

From the introduction of lockdown arrangements on 23rd March to 31st July 2020 a total of 59 rough sleepers were identified across Northern Ireland. All rough sleepers requiring accommodation were provided with a placement while some chose to make their own arrangements with friends or family.

## Summary

In total the recent street counts and estimates identified a total of 36 rough sleepers across Northern Ireland which represents a marginal decrease from the 2018/19 figure of 38.

Furthermore, the use of a methodology that is consistent with England and Wales enables a comparison to be made with neighbouring jurisdictions. When a direct comparison is made numbers of rough sleepers in Northern Ireland are substantially lower than the most recent figures provided where it was recorded that there were 4,266<sup>1</sup> rough sleepers in England and 176<sup>2</sup> in Wales. Scotland records rough sleepers using a different methodology. (Please note the figures in this relate to street counts carried out in England in November 2018 while the figures for Wales reflect a November 2017 total as these are the most recent figures available at the time of publication)

The Housing Executive had previously carried out a Street Needs Audit over a twelve week period in 2016. Many of the people identified in street activity by the Street Needs Audit were characterised by chaotic lifestyles and poor health and well-being, they often proved difficult to engage with and resistant to offers of assistance. These entrenched individuals were more likely to require an emergency services response than to try to access crisis beds or other services. The majority of individuals encountered during the

recent street counts have exhibited similar patterns of behaviour. As part of the Chronic Homelessness Action Plan there is a commitment to carry out street needs audits in Belfast, Derry/Londonderry and Newry in 2020/21. The street needs audits will be key driver in informing the reset plan as the delivery of our services evolve from responding to COVID-19.

It is clear from the street counts that these individuals face many challenges and that they require intense packages of support alongside access to accommodation. All the statutory and voluntary agencies involved in dealing with homelessness across Northern Ireland are committed to continue to work together to ensure support is coordinated and improved.

The Homelessness Strategy 2017-22 noted a definition of chronic homelessness as 'a group of individuals with very pronounced and complex support needs who found it difficult to exit from homelessness.' The majority, if not all of those 38 individuals encountered during the recent street counts/estimates are experiencing chronic homelessness. As noted earlier in this report the Housing Executive has developed a Chronic Homelessness Action Plan which contains 31 actions on chronic homelessness and these actions will play a key role in addressing rough sleeping in Northern Ireland. Further details on these actions are outlined in the progress report of Objective 3 later in this document. This report also contains an overview of the consultation process carried out from May to August 2019 on the draft Chronic Homelessness Action Plan.

Council	2018/19	2019/20
Antrim & Newtownabbey	0	0
Ards & North Down	0	0
Armagh, Banbridge & Craigavon	0	4
Belfast	16	28
Causeway Coast & Glens	4	0
Derry City & Strabane	13	1
Fermanagh & Omagh	0	1
Lisburn & Castlereagh	0	0
Mid & East Antrim	0	1
Mid Ulster	0	0
Newry, Mourne & Down	5	1
<b>Total</b>	<b>38</b>	<b>36</b>

1. MCHLG, 2020, <https://www.gov.uk/government/publications/rough-sleeping-snapshot-in-england-autumn-2019/rough-sleeping-snapshot-in-england-autumn-2019>

2. Welsh Government, 2020, <https://gov.wales/sites/default/files/statistics-and-research/2020-02/national-rough-sleeper-count-november-2019-814.pdf>



*Raising Awareness with Landlords  
in Ards and North Down.*

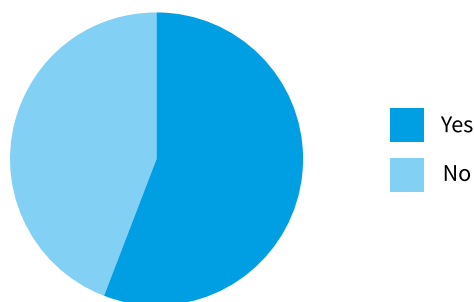
# DEVELOPMENT OF A CHRONIC HOMELESSNESS ACTION PLAN

The Chronic Homelessness Action Plan was approved by the Housing Executive's Board in November 2019 following an extensive 13 week public consultation. This, and future iterations of the Homelessness Strategy Annual Progress Report, will provide an annual update on the Housing Executive's implementation of the action plan. This section provides background information on aspects such as the objectives of the plan while the Progress Update section of this report provides updates on the 31 actions within the Chronic Homelessness Action Plan.

As part of the consultation exercise written responses were received from 28 individuals and organisations during the consultation period. Also, as part of the consultation process, 3 well attended consultation events were held in venues across Northern Ireland. In addition to the consultation events presentations were delivered to a range of organisations across the statutory and voluntary sectors

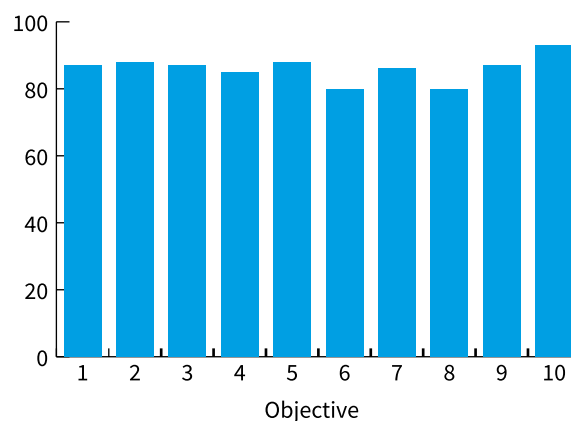
The tables below indicate the responses from those consultees who completed the response template.

**Chronic Homelessness Indicators % Agreement**



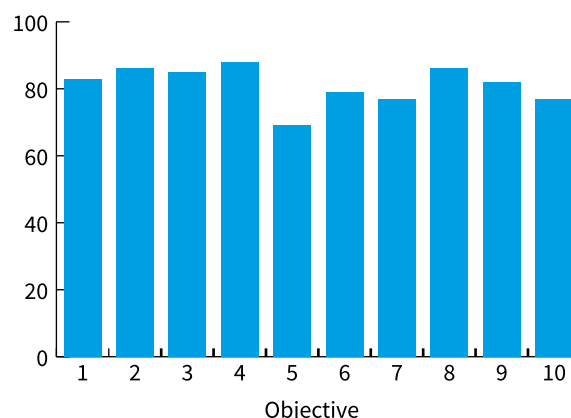
While the acceptance rate for the indicators was initially lower than the acceptance of objectives and actions, this indicated how complex the issues around chronic homelessness can be and prompted further review and discussion. Some revisions were included to take account of the comments received. The amended criteria were subsequently accepted and ratified by the Central Homelessness Forum. The full criteria can be found in the published Chronic Homelessness Action Plan<sup>1</sup>.

**Percentage Acceptance Rate for Objectives**



While there were high levels of agreement with the objectives of the Plan, it was noted that there was repetition within some of the objectives and actions. This was accepted and the Plan has been streamlined accordingly. There are now 7 Objectives instead of 10, however, the scope and range of actions remains broad.

**Percentage Acceptance Rate for Actions**



1. Housing Executive, 2020, <https://www.nihe.gov.uk/Documents/Chronic-homelessness/Chronic-Homelessness-Action-Plan.aspx>





*Players from Northern  
Ireland's Belfast and  
Derry men's teams,  
Olympia Leisure Centre.*



# MAIN PROGRESS TO DATE ON THE CHRONIC HOMELESSNESS ACTION PLAN

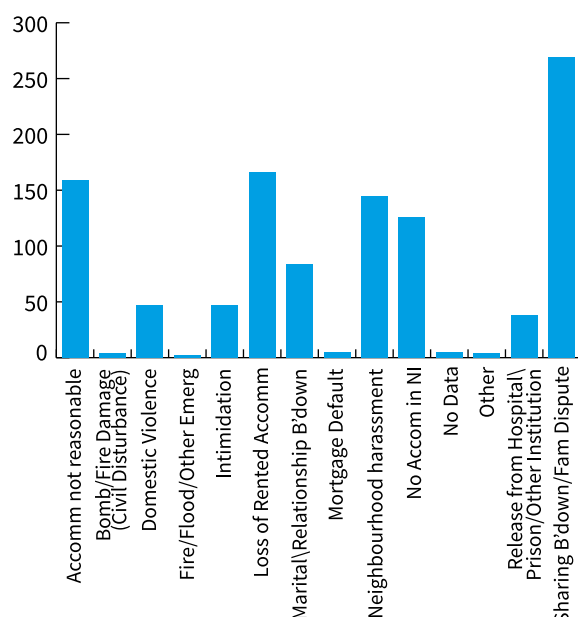
## Objective One: Design specific criteria for measuring chronic homelessness to identify existing and emerging needs to inform development of appropriate responses to address and prevent chronic homelessness

The Housing Executive's Housing Management System was due to be amended to include the indicators in March 2020, however, this was delayed due to the COVID-19 Pandemic. The system will be amended as soon as possible to enable the collection of data to commence.

### Rough Sleeping

Street counts were undertaken in November 2019 as noted in the previous section of this report. The pandemic response allowed the Housing Executive to offer temporary accommodation to all rough sleepers including Persons from Abroad with no recourse to public funds following the drafting of a Memorandum of Understanding. The CHAP Actions in relation to rough sleeping will be reviewed in the context of the Reset Plan with the ultimate aim of eliminating rough sleeping.

Repeat Presentations by Reason 19/20



## Repeat Homelessness

Analysis has begun on examining the causes of repeat homelessness with a view to identifying key trends and with the help of the CHAP Steering Group, devising appropriate responses. The tables below show the main household types and reasons for repeat homelessness presentations. These would indicate that the breakdown of sharing arrangements is the most likely reason for repeat presentations with the household type most likely to have repeated homeless presentations being single males aged 26-59.

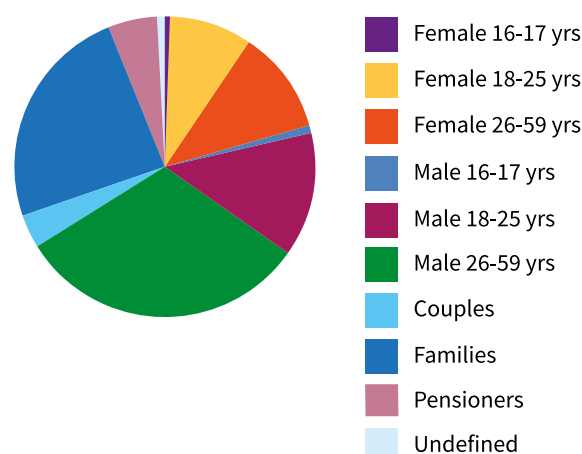
### Evidence Gathering

Three key research projects are underway to further examine trends related to chronic homelessness.

- Examine the impacts of chronic homelessness on women
- Evaluation of the role of day services in delivering help to those who are experiencing chronic homelessness
- Examination of the service user journey, incorporating a range of service user experiences including those experiencing chronic homelessness.

The Pandemic has impacted both timescales for delivery of these projects and in some instances, the objectives. For example, the service delivery has changed in day centres throughout the Pandemic and may not return to the pre-COVID model.

Repeat Presenters by Households 19/20



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

**Chronic Homelessness Prevention**

This action straddles both the Homelessness Strategy and the Chronic Homelessness Action Plan. An update on the prevention work can be found in the Progress Update section of this report.

Specifically related to chronic homelessness prevention, the CHAP Project Lead met with representatives from Northern Health Trust and Ballymena College in February 2020 with a view to developing a Chronic Homelessness Prevention Intervention model for students. This will take the form of a pilot interactive presentation with both Housing and Health input with the college facilitating access to the student and working to promote homelessness prevention alongside the Housing Executive and Northern Trust.

The indicators for Chronic Homelessness as agreed by the sector highlighted that young people and particularly those that end up in care are more likely to experience chronic homelessness in the longer term. By highlighting to young people the triggers for homelessness and providing them with some information and strategies to avoid these triggers, it is hoped that chronic homelessness can be prevented. Once developed, the presentation will be assessed by the CHAP Steering Group and the Central Homelessness Forum.

Ballymena College have agreed to trial the presentation with their students who will provide feedback on its effectiveness and value allowing it to be enhanced for future roll out to other schools and colleges. The Housing Executive will work with its partners on the Inter departmental Group to explore options for roll out.

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

The Housing Solutions and Support approach is designed to ensure that both the housing and the support needs of each client are identified at the outset and the relevant referrals made to ensure the correct package of measures are in place to support the client out of homelessness. As understanding of chronic homelessness grows and new services and responses are developed, appropriate referral mechanisms and protocols will be developed as necessary to ensure the right support is available to the right client at the right time.

In some ways the COVID-19 pandemic has impacted this action as system changes have had to be delayed, hampering data and evidence gathering to inform service development, however, in other ways it has accelerated some responses in terms of temporary accommodation provision such as block bookings, furnished lettings etc. There has been improved agency engagement for many clients that can be difficult to reach as well as extensive, new and innovative COVID-19 response interagency cooperation etc. Key to these successes has been the joined up approach between Housing, Health and the Delivery Agencies on the ground. The Reset Plan will include actions to evaluate these approaches with a view to broader roll out in future.

**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.**

**Out of Hours Service**

The Housing Executive has been delivering the Out of Hours Service since 1st January 2020 and a review of operations is planned to take place during 2020/21. This review will take account of staffing issues, operational challenges as well as a review of all available data.

**No Second Night Out**

Rough sleeping is discussed in detail previously in this report. The COVID-19 Pandemic allowed the “Everybody In” approach and all rough sleepers were able to be offered temporary accommodation including PFA with no recourse to public funds.

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

**Temporary Accommodation Provision**

A Strategic Review of Temporary Accommodation is underway. Independent research<sup>2</sup> on the current temporary accommodation portfolio has been completed assessing its suitability in terms of type, cost effectiveness, location, quality etc. This research will inform the development of a Temporary Accommodation Provision Strategy.

The COVID-19 pandemic has driven the development of new approaches to acquisition and provision of temporary accommodation including Block Leasing, the use of Housing Executive stock, furnished lettings and extension of Dispersed Intensively Managed Emergency Accommodation (DIME) etc. These measures will be monitored and evaluated and will inform exit planning and the development of new services or new approaches as lockdown is eased.

**Supported Move On**

The Common Assessment Framework Pathfinder has sought to streamline the access process for placement in supported temporary accommodation. Access criteria for accommodation providers was reviewed and combined into one standard form which ensured all required information could be captured at one time and negate the need to complete multiple forms. Further details on the Common Assessment Framework are provided in the Progress Update section of this report.

The case management approach adopted by the Housing Solutions Teams ensures that clients are provided with Housing Plans and that placements are continually reviewed to ensure they remain appropriate. Availability of good quality, affordable housing across Northern Ireland remains a major challenge in the delivery of this action.

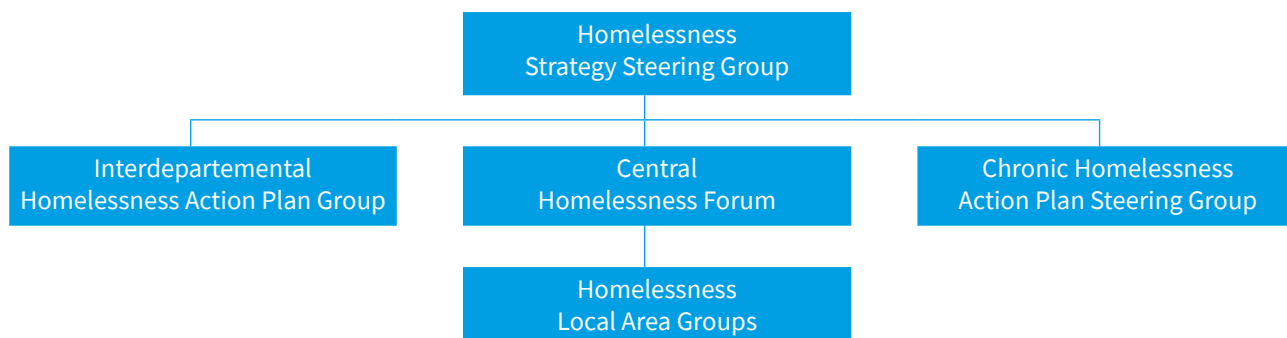
**Objective Six:**  
**Consider a range of housing options for clients experiencing chronic homelessness including Housing First Model and ensure they are supported into permanent accommodation as quickly as possible, subject to the needs of the client.**

A Housing First model is currently in operation in Northern Ireland operated by Depaul. Currently, the Depaul Housing First Service receives Supporting People funding which funds 3 managers and 5 support workers who deliver support to up to 61 clients at any one time.

**Objective Seven:**  
**Promote inter-agency cooperation to address chronic homelessness and ensure mechanisms are in place to implement and oversee the Chronic Homelessness Action Plan**

The Chronic Homelessness Action Plan is overseen by the existing structures in place to oversee and implement the Homelessness Strategy as noted in the diagram below – with a specific CHAP Steering Group established from across the relevant strategies within the Housing Executive.

Quarterly reports on the Chronic Homelessness Implementation Plan will be provided to all relevant groups.



2. Campbell Tickell (Commissioned by Northern Ireland Housing Executive, Strategic Review of Temporary Accommodation - <https://www.nihe.gov.uk/Documents/Research/Homelessness/Strategic-Review-of-Temporary-Accommodation-2020.aspx?ext=>



Open day breakfast  
at Tafelta Hostel.

# PROGRESS REPORT

This section will outline progress in delivering the 17 actions within the Homelessness Strategy. Stakeholders involved in our various implementation groups were invited to submit case studies which show the impact that organisations have in delivering

positive outcomes for those who are homeless and threatened with homelessness. If your organisation would like to submit a case study for inclusion in our Year 5 Annual Progress Report please email your case study to [homelessness.strategy@nihe.gov.uk](mailto:homelessness.strategy@nihe.gov.uk)

## STRATEGY OBJECTIVE 1 To prioritise homelessness prevention

	Actions	Progress at March 2020
1	Identify pre crisis 'homeless indicators' and commission training package for relevant key front line workers.	<p>The Housing Executive's E-learning Package has been subject to an evaluation based on feedback from Housing Executive staff with 97% of staff noting the e-learning as being useful. While the Housing Executive has staff who engage daily with households who are homeless or threatened with homelessness there are a wide range of roles where staff can make a difference through knowing the signs of homelessness and where support can be provided.</p> <p>A specific example can be found in the role of Maintenance Officers who will carry out inspections on properties where they may identify a tenant who requires floating support. The ability to identify and refer a tenant could ultimately prevent homelessness where they may be encountering difficulties in maintaining their tenancy'.</p> <p>As a result of this evaluation the Housing Executive committed to amending the e-learning package to reflect feedback from staff and this was a delayed milestone in 2019/20. This milestone will be brought forward to 2020/21 where we will also seek to use any lessons learned from the response to COVID-19 and any changes in demand on homelessness services.</p> <p>The provision of DfC Change Funding has enabled the Housing Executive to appoint a member of staff whose role focuses on raising awareness and addressing domestic abuse and this will complement the work on the e-learning package due to the links between domestic abuse and homelessness.</p> <p>This funding will also enable the Housing Executive to support the 'Northern Ireland Stopping Domestic and Sexual Violence and Abuse Strategy - Year 5 Action Plan' through the provision of an independent research project as part of the action to 'Devise an action plan to address recommendations of the research project which considered the extension of the Sanctuary Scheme, to provide victims with the choice to remain safely in their homes or seek re-housing, to all Housing Executive tenants.' Other actions include:</p> <ul style="list-style-type: none"> <li>• Work with PSNI and other key stakeholders in order to coordinate the response to the increase in domestic abuse reported in other countries during the pandemic</li> <li>• Working with voluntary organisations to ensure the needs of all gender groups are afforded equality in service provision</li> <li>• Working with MARAC (Multi-Agency Risk Assessment Conference) coordinators to share best practice</li> <li>• Implementing any new requirements following the enactment of the Domestic Abuse Bill (NI) 2020. (The overarching purpose of the new offence is to capture and criminalise patterns of non-physical behaviour - that is coercive or controlling behaviour that amounts to psychological, emotional or financial abuse)</li> </ul> <p>During 2020/21 the focus on this action will be to explore how this can be shared with other organisations beyond the Housing Executive in order to continue raising awareness of how non-housing and homelessness staff can assist in homelessness prevention.</p>

## CASE STUDY

While this action focuses on the delivery of training to Housing Executive staff, and particularly those who do not work with homelessness on a daily basis, the impact of how additional training can be effective across the sector can be found in this case study.

Action for Children Floating Support Service secured some additional funding through the Housing Executive's Homelessness Prevention Fund to aid in the prevention of homelessness.

All staff received accredited mediation training, upskilled in this area which focuses on a solution focused approach, enabling us as a project to be able to use these skills within everyday working life. It has enabled the team to support young people and families where there is a risk of homelessness to try to come to a resolution and repair fractured relationships, ensuring both sides had a voice and were listened to.

In addition to this, Action for Children also have a participation worker who has been working with all the young people to promote their self-esteem, increase independence and reduce isolation. The participation worker and Floating Support staff have been working with local community groups and schools to promote our service but more importantly making people aware of homelessness and hidden homelessness, to advise this is happening in their local communities but also making them aware of the support available should they know of someone who is experiencing this. This piece of outreach work provided information to over 1,000 young people and adults within the Fermanagh and Omagh area.

During the current COVID-19 crisis the Action for Children service continues to operate and support is still available to all service users. Action for Children initially adapted our service and had been working remotely, we set up a Facebook page which was beneficial on gaining our captive audience of young people to be able to get information out effectively and this has proven to be a valuable tool for the service.



## STRATEGY OBJECTIVE 1

### To prioritise homelessness prevention

	Actions	Progress at March 2020
2	Implement a Housing Solutions and Support approach for homeless prevention.	<p>Over the course of 2019/20 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.</p> <p>During 2020/21 a key focus on this action will be to work with the Central Homelessness Forum and other stakeholders in developing a definition of prevention that can be used by the Housing Executive and partner agencies. This will help inform the range of prevention work across the sector and also, identify what forms of homelessness prevention are most effective.</p> <p>A key support to our Housing Solutions and Support approach has been the provision of a Homelessness Prevention Fund during 2019/20. The provision of this funding was facilitated following a successful bid to the Department for Communities for funding specifically for in year homeless prevention projects. These initiatives are in line with objective one of the Homelessness Strategy 2017-22 to prioritise homeless prevention. The delivery of this funding has been a key success in the delivery of the Homelessness Strategy over the past year and has been vital in terms of achieving actions one to three within the Strategy.</p> <p>A total of 29 projects were successful with 25 of the 29 projects fully complete at the end of March 2020 at which point they have been subject to a full evaluation (the remaining 4 projects run into 2020/21 (subject to the availability of funding) and will be subject to evaluation once complete).</p> <p>Initial indications are that overall the projects are very successful with the overall fund subject to an evaluation which noted that:</p> <ul style="list-style-type: none"> <li>• There was a total of 1,191 individuals impacted by schemes supported by this funding.</li> <li>• 572 individuals were found to have benefited from 1 or more positive outcomes.</li> <li>• 619 individuals engaged in awareness/training events.</li> <li>• There was significant engagement with individuals, in many cases for 6 to 10 weeks during the intervention and personal development projects.</li> </ul> <p>This funding supported the growing argument that prevention models should be considered central to the delivery of the Chronic Homelessness Action Plan, the broader Homelessness Strategy, and the Homeless and Young People themes within the draft Supporting People Strategy. The Housing Executive will be providing a Homelessness Prevention Fund during 2020/21.</p> <p>This action was noted as being delayed as a milestone to have an agreed definition of homelessness prevention was not achieved by 31st March 2020. This milestone has been brought forward to the Year 4 Implementation Plan.</p>

## CASE STUDY

*This case study will outline some of the individual schemes which supported positive outcomes as a result of the Homelessness Prevention Fund.*

Habitat House from Home project: Stuart is a mature gentleman who has led a chaotic lifestyle and deemed as meeting the definition of experiencing chronic homelessness. He has been well known to homelessness, health and justice services across the city where he had a vicious cycle of homelessness, ricocheting around hostels for over a decade. Moving from the streets to independent accommodation presented a new set of challenges, ownership and 'buy-in' to his new situation was essential to Stuart's successful transition. While furniture had been provided as part of the 'housing first' package there were minor repairs required and needed to be undertaken, decoration throughout was very 'tired'.

Given Stuart's lack of capacity and diminished skill set it wasn't realistic that he would be in a position to tackle tasks which under 'normal' circumstances would be undertaken by the householder. A referral was made by the Depaul team and Habitat's Construction supervisor made a site visit and discussed what needed to be done, involving Stuart in the process by agreeing the works and his choice of materials and colours. The process and date for the works were agreed giving Stuart ownership.

Client engagement was essential to ensure Stuart felt in control, started to see the accommodation as his long term home and improved the chance of his sustaining this tenancy where other attempts had failed. Stuart's engagement in the process was very positive for both himself and the Habitat team who received the following acknowledgement: 'To all the wonderful staff and volunteers from Habitat, thank you for transforming my home.'

## STRATEGY OBJECTIVE 1

### To prioritise homelessness prevention

	Actions	Progress at March 2020
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 homelessness which have been effective over the course of 2019/20 as noted below.</p> <p>The Housing Executive is represented on the Steering Group of the Relentless Change Project which is run by the Northern Ireland Youth Forum. Further details on this project are included as a case study.</p> <p>As part of Action 11 a number of our Local Area Groups, comprising of partners across the statutory and voluntary sectors, organised events during Homelessness Awareness Week. The Homelessness Prevention Fund also facilitated a number of events relevant to raising awareness and the evaluation of this project will help inform future reviews of the Communication Action Plan and any further events where we seek to raise awareness of early signs of homelessness and available support. Key priorities for this action during 2020/21 will be engaging with Supporting Communities, elected representatives and councils to improve awareness of homelessness with a view to reaching those most in need of assistance at the earliest possible opportunity in order to prevent homelessness.</p>

#### CASE STUDY 1

*This case study highlights the impact of our Local Area Groups and specifically, the hosting of a multi-agency event which linked in to the Communication Action Plan within Objective 1 of this strategy and the Local Area Groups outlined in Objective 4.*

Held to raise awareness on homelessness issues as part of Homelessness Awareness Week 2019 in Causeway Area, the event also acknowledged the collaborative working with partner agencies alongside the Housing Executive to combat homelessness within the Causeway area.

Attendees were updated on the progress made during the year on the Housing Executive's Ending Homelessness Together Strategy (2017-2022). Presentations were also delivered by the Housing Executive, NI Youth Forum, the Northern Health and Social Care Trust and Vineyard Compassion. Housing Executive Causeway Area Manager, Mark Alexander, said: "Preventing homelessness is a top priority for the Housing Executive - the impact of losing the most basic need of a home is devastating on the future well-being of the individuals affected.

"It is essential that our efforts to reduce homelessness are part of a bigger picture, which includes tackling the causes of social and economic exclusion, and improving access to health and social care services. Greater emphasis on prevention and early intervention through multi-agency work must continue, including sharing resources and constantly looking for creative and innovative solutions."

Ricky Wright of Vineyard Compassion, said: "This event has been very successful and builds on the formation of the Causeway Regional Homelessness Group last year. It is so important that all sectors continue to work together to alleviate homelessness, as well as highlighting the complexity of homelessness. The wide range of agencies that must come together to support households to find sustainable housing and support solutions can never be underestimated. Being able to reflect on how we can work together to support those experiencing homelessness is crucial in the campaign to respond effectively and bring about eventual change."

#### CASE STUDY 2

*This case study outlines the impact that the Young Person's Peer Support Project, delivered by the Northern Ireland Youth Forum is having on preventing homelessness.*

This project has been funded, through the Department for Communities Change Programme. This funding has resulted in two youth apprentices being appointed to lead a five year programme whereby they could use their own experience of homelessness to assist others who are homeless or threatened with homelessness. The success of this project was noted with a shortlisted nomination for a CIH Northern Ireland 'Working in Partnership' award in February 2020. The peer mentoring project includes:

- Targeted presentations to youth related organisations with a youth homelessness conference which was due to take place in March 2020 but was subject to cancellation as a result of COVID-19.
- The development of a training course by the Housing Executive for the peer mentors and the opportunity for the peer mentors to influence future training courses delivered to Housing Advisors.
- The delivery of training to a range of community representatives, charitable organisations and volunteers that may encounter vulnerable clients.

## STRATEGY OBJECTIVE 2

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

	Actions	Progress at March 2020
4	Support clients through to sustainable accommodation with appropriate support solutions using suitable housing led pathway models.	<p>A key achievement in this action during 2019/20 has been the development of a Common Assessment Framework which aims to provide a single assessment tool which the Housing Executive and other partner agencies use to share information relating to the background of, accommodation and/or support needs of individuals subject to their agreement. This ultimately helps improve the process in terms of removing duplication, minimising distress for vulnerable applicants and assisting organisations in facilitating quicker decisions.</p> <p>During 2019/20 the Pathfinder/trial of Common Assessment Framework commenced on 1st July 2019 and is now operational across both Belfast (May Street) and Causeway offices for all new and existing customers requiring temporary accommodation and/or floating support, from the eight providers signed up to the data sharing agreement in the pathfinder.</p> <p>An evaluation of the pathfinder exercise was carried out with some of the general findings identified to date noted below:</p> <ul style="list-style-type: none"> <li>• The CAF form was well received by Housing Advisors/Patch Managers and service providers.</li> <li>• Customers rated the CAF referral process highly.</li> <li>• The Housing Executive is exploring the extension of the CAF to all temporary accommodation schemes along with extending the CAF to all Housing Executive offices, to streamline the referral process and reduce duplication.</li> <li>• The CAF form covers all the categories of information required by service providers to make a decision about a referral. However, some providers would like to see an improvement in the quality of information provided.</li> <li>• Most refusals resulted from a lack of vacancies. This was further exacerbated by some providers receiving multiple referrals per vacancy.</li> </ul> <p>Work has been conducted to develop a specification for a Central Access Point (CAP) system; the objective of a CAP system is to incorporate a service directory, a mechanism to facilitate the arrangement/management of placements and referrals to temporary accommodation and floating support providers, to provide real time service availability to all stakeholders and allow for client tracking of customers across services and providers.</p> <p>In response to COVID-19 a Homelessness Tracker App has been developed which we will evaluate as part of the overall Common Assessment Framework/Central Access Point in order to further develop the specification for the Central Access Point.</p> <p>Another key milestone within this action has been the continued development of Local Service Directories, each tailored to the services within each Housing Executive area. The Local Service Directories are available on the Housing Executive website and have been shared with statutory and voluntary partners in an effort to prevent homelessness and sustain tenancies. The Local Service Directories provide households which are homeless or threatened with homelessness with contact details and information for all of the support available in a given area. The directories are also beneficial to providers in improving knowledge of additional services available.</p> <p>Key priorities for this action in 2020/21 will be the continued development of the Common Assessment Framework and Central Access Point along with continuing to work with partner agencies in the development of a Prisoner Protocol which aims to improve the transition for released prisoners who may have to present as homeless.</p>

## STRATEGY OBJECTIVE 2

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

	Actions	Progress at March 2020
5	Carry out strategic review of temporary accommodation and support needs of homeless clients	<p>This report has noted the increasing demand on temporary accommodation and in the context of this increasing demand there is a specific project led by a team within the Housing Executive which has been carrying out a Strategic Review of Temporary Accommodation which will, in turn, inform the development of a Temporary Accommodation Action Plan.</p> <p>As part of the response to COVID-19 the Housing Executive has engaged in a number of responses which have delivered innovative solutions which are relevant to the Strategic Review of Temporary Accommodation, with the crisis response provided during the pandemic making these solutions possible when otherwise this may not have been the case. As noted earlier in this report, our response has included the provision of significant additional accommodation, block-booking arrangements and use of vacant Housing Executive stock for temporary accommodation. Learning from the delivery of our response to COVID-19 will be invaluable as we develop this action going forward.</p> <p>Over the course of 2019/20 independent research on a Strategic Review of Temporary Accommodation was completed by Campbell Tickell with the final report published in 2020/21<sup>3</sup>. This research has analysed the current temporary accommodation portfolio in terms of assessing its suitability in terms of type, cost effectiveness, location, quality etc. All of the work on temporary accommodation, carried out during 2019/20 and also 2020/21 as part of our response to COVID-9 will inform the development of a Temporary Accommodation Action Plan. It is the Housing Executive's intention to bring forward a Temporary Accommodation Action Plan prior to the conclusion of this Homelessness Strategy in 2022 and while this will be a focus during 2020/21 it is important to acknowledge the impact that the Housing Executive's response to COVID-19 will have on any development over the course next year.</p>
6	Continue to assist clients in accessing the Private Rented Sector.	<p>The Year 3 Implementation Plan included a milestone for the provision of a Private Rented Sector Access Scheme during 2019/20 and this action was noted as not completed due to funding pressures.</p> <p>As part of the Homelessness Prevention Fund the Housing Executive provided funding to Housing Rights for a research project titled 'Preventing Homelessness and Sustaining Tenancies in the Private Rented Sector: Scoping Project'. Further details on this are project are included as a case study.</p> <p>In the delivery of this action during 2020/21 the Housing Executive will also consider lessons learned from schemes delivered as part of the Homelessness Prevention Fund during 2019/20 as a number of these schemes included the provision of support to households seeking to access the PRS.</p> <p>As part of our ongoing response to COVID-19 and the implementation of a Reset Plan, as outlined earlier in this report, the development of a scheme which provides support for those who seeking to access or maintain private rented accommodation will be a priority for the Housing Executive.</p> <p>Additionally, it is vital that the Housing Executive considers the impact of the Fundamental Review of Allocations as any decision to discharge to the statutory homelessness duty to the PRS will significantly influence on support available for those living in this sector.</p>

3. Campbell Tickell (Commissioned by Northern Ireland Housing Executive, Strategic Review of Temporary Accommodation - <https://www.nihe.gov.uk/Documents/Research/Homelessness/Strategic-Review-of-Temporary-Accommodation-2020.aspx?ext=>

## CASE STUDY 1

*This case study identified a number of lessons which the Housing Executive will consider in development of any future scheme which provides support for those who seeking to access or maintain private rented accommodation.*

The report identified the following barriers to accessing and sustaining tenancies in the Private Rented Sector (PRS) based on existing literature:

- Affordability issues due to Local Housing Allowance Rates
- The impact of low-income/insecure employment
- Issues faced by young renters
- The Impact of fuel costs/poor condition of 'affordable' properties
- Mortgage and insurance conditions preventing landlords from renting to benefit claimants

The report identified the following barriers to accessing tenancies in the Private Rented Sector (PRS) based on evidence from Housing Rights advisers and clients:

- Deposits and rent in advance as a barrier to accessing accommodation
- Access costs experienced by foreign nationals
- Difficulties with deposit returns
- Guarantors and references as a barrier to accessing accommodation
- Upfront fees and other access charges
- Availability of affordable accommodation
- Differences between Universal Credit and Housing Benefit for prospective PRS tenants
- High turnover in PRS requiring speed of application.

The report identified the following barriers to sustaining tenancies in the Private Rented Sector (PRS) based on evidence from Housing Rights advisers and clients:

- The impact of viewing rent payments as a priority
- Fuel efficiency issues impacting affordability
- Arrears in the PRS
- The impact of low income and insecure employment on affordability
- The impact of welfare reform on ability to access and sustain tenancies
- The impact of relationship breakdown on sustaining tenancies

The issues noted above are explored in further detail throughout the Housing Rights report and the Housing Executive will work with Housing Rights to ensure that addressing these issues is a key consideration in work to develop a Private Rented Sector Access Scheme during 2020/21. The report from Housing Rights also highlighted a number of solutions with some of these viable for inclusion in a Private Rented Sector Access Scheme and others which will require work with stakeholders beyond the Housing Executive.

## CASE STUDY 2

This case study outlines the impact of a scheme delivered by Choice and Simon Community NI who have partnered to better tackle homelessness by making private renting a reality.

With homelessness trends outlined earlier in this report, the creation of a Tenancy Liaison service, partially funded by Choice, plans to help the most vulnerable in society enter the private rented sector and live independently and happily.

The new service sees support workers and team leaders from Simon Community regularly work with clients to identify those individuals and families who are 'tenancy ready' but do not have the means to afford a private sector deposit or the first month's rent.

Louise Davies, who has been involved in the scheme with Choice and the Simon Community overcame addiction issues and poor mental health after the death of her mother, was the first client to avail of the service. Praising the tenancy sustainment service, Louise said "Working with Simon Community saved my life. I wouldn't be alive today and have this beautiful house, if it wasn't for them. I have never known kindness like it. I went through a really difficult stage in my life and found myself at rock bottom. This service has been instrumental in helping turn my life around. I've went from complete darkness to actually living my life."

Davies continued "The world needs selfless people like those in the Simon Community to continue to help and they need support from companies such as Choice to provide the required funding to allow them to continue the lifesaving work they do. Thanks to Simon Community, I've overcome my demons. Without Choice Housing's investment into the scheme, I would not have been able to afford the security deposit for my new home."

Through an investment of £10,000 from Choice, the service will provide housing clinics across six Simon Community NI projects with a dedicated Tenancy Liaison Officer operating across Northern Ireland. To date, the scheme has seen three individuals move into private rented properties with a further four clients currently waiting to find a suitable properties to match their individual needs.

Lawrence Jackson, Choice Group Director of Organisational Development said "Our aim is to go beyond bricks and mortar and working with Simon Community NI is an expression of our commitment to improve our services and create more inclusive communities. Everyone deserves the right to sleep in a warm bed each night. The expense of private renting can be an incredibly difficult barrier to overcome. Creating this alternative pathway is an innovative step forward that will act as a vital lifeline for those in need."

Jim Dennison, Simon Community NI's Chief Executive, added "We know that the best way to break the cycle of homelessness is to help people find and move into a home for the long term. At a time when social housing waiting lists are growing and demand for temporary accommodation rising, the private rented sector is an increasingly important source of housing for people moving out of hostels. Too often the expense involved means private renting is beyond the reach of people who are vulnerable and on low incomes or benefits. Choice Housing has provided funding to our Tenancy Liaison Service to help find solutions to that problem, allowing our charity to identify and secure tenancies for clients."

The development of Tenancy Sustainment Service was initially made possible thanks to a Nationwide Community Grants of £50,000.

The Housing Executive is also working with Simon Community NI to extend the Tenancy Sustainment Programme between the Simon Community NI and NIHE Housing Solutions Teams, making it accessible to users of other housing support services. This funding will create two Homelessness Prevention Coordinator posts who will work with the private rental sector to assist "tenancy ready" clients into their own tenancies.



## STRATEGY OBJECTIVE 3

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

	Actions	Progress at March 2020
7	Develop and Implement a Chronic Homelessness Action Plan	<p>Actions 7 and 8 are both outlined in further detail in the Chronic Homelessness Action Plan which was published in January 2020. As the Chronic Homelessness Action Plan was formally launched in January 2020 the updates in this report will reflect on work which has been carried out up to the end of March 2020. The next Annual Progress Report, due for publication in late 2021, will contain a summary of all actions completed during 2020/21 by which stage there will be a full year of implementing the Action Plan.</p>
8	Ensure appropriate Housing Models for chronic homeless clients.	<p>In the first three months of implementing the Chronic Homelessness Action Plan key achievements have included:</p> <ul style="list-style-type: none"> <li>• The commissioning of independent research projects on the impact of chronic homelessness on women and an evaluation of day services. Both projects are due for completion by March 2021.</li> <li>• The review of the causes of repeat homelessness.</li> <li>• The development of work experience and opportunities for those who are homeless, including those who are experiencing chronic homelessness.</li> <li>• Exploratory work on amending the Housing Executive's Housing Management System so the number of individuals meeting the criteria for chronic homelessness can be reported on and analysed.</li> </ul> <p>In addition to the work outlined in the Chronic Homelessness Action Plan there has been significant work on chronic homelessness as part of the Housing Executive's overall response to COVID-19. These actions have included:</p> <ul style="list-style-type: none"> <li>• The 'Everyone In' approach which relates to the provision of temporary accommodation throughout the pandemic response but particularly to those who were rough sleeping. This approach will align with the provision of temporary accommodation for individuals with No Recourse to Public Funds via a Memorandum of Understanding with the Department for Communities and Department of Health.</li> <li>• An assertive outreach model which aims to minimise any possibility of rough sleeping.</li> <li>• Additional wraparound support and food provision for those rough sleepers who have been provided with temporary accommodation.</li> <li>• Additional provision of Housing First.</li> <li>• Positive working relationships with the Department of Health and Public Health Agency in addressing the health needs of those who are homeless or threatened with homelessness. This work has included the appointment of a dedicated homelessness lead within the Public Health Agency.</li> </ul> <p>While many of these have been necessary as part of the response to COVID-19 their relevance to the Chronic Homelessness Action Plan has resulted in a focus on how the Housing Executive can incorporate these as part of our core activities and this work will form part of the Reset Plan outlined throughout this report.</p>

## CASE STUDY

This case study outlines the impact that Housing First can have in assisting those who are experiencing chronic homelessness.

Depaul's Housing First service in Belfast has been in operation since 2013 and to date has had a huge impact on people's lives. The service supports people who are living with chronic complex needs and have experienced homelessness during their lifetime.

Stephen had a long history of chronic homelessness, moving between hostels, prison, sofa surfing, sleeping on the streets of Belfast. He suffered from addiction and undiagnosed mental health issues that contributed to offending behaviour. He was caught in a cycle of homelessness and prison.

Stephen was referred and accepted into Depaul's Housing First service in March 2017. Staff helped secure accommodation for him and he moved into his new tenancy in May 2017. Referrals were made by Housing First to other agencies in order to provide wrap around support and help him sustain his tenancy. Stephen had a floating support service visit him on a daily basis and a harm reduction worker assisting him with his addiction issues.

Stephen's mental health dramatically deteriorated causing problems with a neighbour and the local community. Due to the fact he did not have a formal diagnosis he did not meet the criteria for support from mental health services. His mental health seriously deteriorated to the point that he was admitted to hospital where he stayed for a short period. Due to this crisis situation he was allocated a Mental Health Social Worker who managed to link him in with a psychiatrist and he was finally given a diagnosis.

During this time Stephen had been issued an eviction notice by the Housing Association due to the ongoing issues and Housing First staff had been liaising with them to try and find an alternative solution. On the advice of his then Mental Health Social Worker he terminated the tenancy. The tenancy ended in September 2018.

During the period from September 2018 to February 2020 Stephen was again caught in the cycle of going from hostel to hostel to prison and round again. His mental health was deteriorating again as he was not medicating properly which in turn led to further offending behaviour.

All the while Housing First staff were continually working hard to access accommodation for Stephen to help him find a home and stabilise his addiction and mental health. New accommodation was secured in February 2020. Stephen is now taking his medication regularly; he has been referred to a floating support service for which he is on a waiting list.

Housing First provide interim floating support to ensure he is able to sustain his tenancy. He is engaged with a harm reduction service and works closely with Housing First staff to adhere to his alcohol management agreement. He has a Budget Plan in place that helps him manage his benefits. Support is also provided with regards to diet and nutrition and he now has plans to start exercising at a local leisure centre.

There are regular appointments with his Mental Health Social Worker and reviews with his psychiatrist. Stephen is supported to attend all appointments by Housing First and information, with Stephens consent, is shared between all services in his support network to ensure he receives the most appropriate support in all areas of need. There are regular Case Conferences that Stephen 'chairs' and he gets the opportunity to advise services what is working for him and what he would like to achieve.

## STRATEGY OBJECTIVE 4

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

	Actions	Progress at March 2020
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.	The DfC led Inter-Departmental Homelessness action plan Year 2 was published in June 2019. 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, and Education), statutory partners, homelessness service providers and service users. Year 2 of the action plan contains ten 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). HSSG reviewed the first three quarterly progress reports on the Action Plan with quarter four delayed due to the COVID-19 pandemic. HSSG will be asked to review the quarter 4 progress report and sign off on the year 2 results at HSSG in September 2020. HSSG endorsed the Department's approach on development of the third year Action Plan and the 5 priority areas for action remain the same for the Year 3 Plan.
10	Interdepartmental Homelessness Strategy Steering Group will oversee implementation of the Homelessness Strategy and the Interdepartmental Homelessness Action Plan.	The Homelessness Strategy Steering Group (HSSG) has been refocussed under revised terms of reference. HSSG have continued to review and consider regular updates regarding the Interdepartmental Homelessness Action Plan (IDHAP) and the Year 3 Homelessness Implementation Plan. In scrutinising progress against these activities HSSG members sought to steer timely and effective delivery of the agreed outcomes and evaluate progress on each of these plans throughout 2019/20.  The HSSG will be presented with the Homelessness Strategy Annual Report following Housing Executive Board Approval in June 2020 and will sign off on year 2 results of IDHAP in September 2020.
11	Establish Local Inter-agency Homelessness Strategy Implementation Groups.	The Local Area Groups continued to meet on a quarterly basis with a view to ensuring the Strategy is effective and relevant at a local level. The work of each group is guided by an Action Plan which is based on the overall objectives of the Homelessness Strategy. The work of the groups incorporate numerous different actions across the Strategy such as the delivery of the Communication 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'.  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.  In addition to the work aligned to the implementation of action plans the Local Area Groups seek to raise awareness of the services available to those who are homeless or threatened with homelessness. During Homelessness Awareness Week events were hosted by the Belfast, South Down, South West and Causeway Local Area Groups. The Causeway event was particularly effective as it involved a networking event hosted by Vineyard Compassion where a number of presentations were delivered to approximately sixty delegates across the community, statutory and voluntary sectors.  The Local Area Groups will be seen as a key consultative forum in the development of the next Homelessness Strategy with work on this due to commence in 2020/21. The Housing Executive will also seek to produce an outcomes report on the work of the Local Area Groups and ensure that they continue to be effective in coming years with their success to date being a reflection on the involvement of statutory and voluntary agencies and the associated partnership working that all members have committed to.

## STRATEGY OBJECTIVE 4

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

	Actions	Progress at March 2020
12	Establish Service User Forum	<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.</p> <p>Over the course of 2019/20 a meeting was held directly with the Service User Forum to consult on the development of the Chronic Homelessness Action Plan. Valuable feedback on the indicators for chronic homelessness was given along with insights from clients with lived experience of many of the issues involved with chronic homelessness.</p> <p>As a result of a recommendation from the Service User Forum the Housing Executive developed a homelessness prevention leaflet which is for use across medical centres across Northern Ireland. Members of the Service User Forum felt that provision of such a leaflet would be effective in raising awareness to households to seek assistance at the earliest possible opportunity.</p> <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 have spoken at events over the past year and have continued to raise awareness on behalf of service users through the pandemic taking part in online surveys and lobbying events as well as maintaining an online presence for vulnerable young people seeking help and advice.</p> <p>As part of the Causeway Homelessness Awareness Week event a service user perspective was also provided with Vineyard Compassion clients speaking directly to the audience to outline their experiences and how they felt the delivery of homelessness services could be improved.</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 2020/21.</p>

## STRATEGY OBJECTIVE 5

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

	Actions	Progress at March 2020
13	Ensure the Homelessness Strategy 2017-22 links in to the SP Thematic Group on Homelessness	<p>During 2019/20 work has continued on the implementation of commissioning structures for Housing Services to identify strategic homeless priorities for both directly funded services (across Homeless 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 2019/20 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 the criteria for the Homelessness Prevention Fund which is referred to in Actions 1 and 3 in addition to the development and implementation of a number of schemes which commenced in 2019/20.</p> <p>The Housing Executive will seek to build on the foundations this group has provided to develop more services during 2020/21, particularly in the context of any innovative solutions arising from our response to COVID-19.</p>
14	Review the Housing Solutions and Support approach	<p>Over the course of 2019/20 delivery of this action focused on implementation of the recommendations of a National Practitioner Support Service Peer Review which was carried out with Belfast Housing Solutions in 2018/19. Delivery of these recommendations includes the delivery of an action plan on a range of homelessness service which includes strategy and website overviews, review of receptions and interview rooms and reviews of operational aspects of homelessness delivery such as customer interview observations.</p> <p>Arrangements were made for a peer review of Causeway Housing Solutions to be completed before 31st March 2020 but this was delayed as a result of the lockdown implemented on 23rd March 2020. It is expected that, subject to being compatible with any guidance around COVID-19, the peer review of Causeway Housing Solutions will take place during 2020/21. A further two peer reviews were due to be carried out during 2020/21 but prior to publication of this report the Housing Executive has been advised these will not be completed due to the pandemic resulting in the closure of the company appointed to carry these out.</p>

## STRATEGY OBJECTIVE 5

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

	Actions	Progress at March 2020
15	Monitor emerging issues and develop appropriate strategies as necessary.	<p>A key emerging issue with regards to the delivery of the Homelessness Strategy is welfare reform. Welfare reform is a fundamental change to the benefit system with the potential to have wide-ranging repercussions for tenants, landlords and those experiencing homelessness. The Housing Executive's work on welfare reform is guided by the Welfare Reform Project Team and key highlights over the past year are noted below.</p> <p>Those living in supported accommodation or temporary accommodation continue to receive Housing Benefit for their housing costs. This is something that the Welfare Reform Project Team worked hard to deliver for those who are homeless and/or vulnerable.</p> <p>On 1st March 2020, a new 13 week protection was introduced in response to COVID-19 to provide additional financial assistance for tenants living in the private rented sector and in receipt of the housing costs element of Universal Credit. The Discretionary Housing Payment can now be considered for the difference between the LHA (Local Housing Allowance) rate and their actual rent charge for 13 weeks. The 13 week protection was already in place for those in receipt of Housing Benefit.</p> <p>In March 2020, the Chancellor of the Exchequer announced that the LHA freeze would be lifted. Following on from this in response to the COVID-19 outbreak, the LHA rates were increased in April 2020 so that all bedroom rates are now equal to the 30th percentile and the Move to UC has also been postponed.</p> <p>The Housing Executive's Welfare Reform Project Team continues to work closely with a variety of stakeholders to minimise the impacts of welfare reforms on tenants, landlords and those experiencing homelessness; working closely with our counterparts in DfC, as well as the Advice Sector.</p> <p>During 2019/20 the Housing Executive also engaged with organisations on issues such as Adverse Childhood Experience and emerging links between modern slavery and homelessness. While COVID-19 may have an impact on the scale of any engagement during 2020/21 a key priority will be engaging with organisations such as Safeguarding Board NI and Project TILI to further develop our response to such issues.</p> <p>The Housing Executive will continue to address any issues raised through our implementation structures and the addition of an additional action for 2020/21 noting a need for the 'Housing Executive/Department for Communities/homelessness sector to respond to challenges presented by COVID-19 in 2020/21' is evidence of the Strategy reacting to and addressing issues raised in Action 15.</p>



## CASE STUDY

In 2019, the Housing Executive made a five year policy commitment to raising awareness of childhood adversity across the Housing Executive and wider housing sector through a strengths based approach to implementing trauma informed care strategically. This commitment has further been evidenced within the Housing Executive's Homelessness Strategy for 2017-2022 and associated Interdepartmental Homelessness and Chronic Homelessness Action Plans.

Since early 2019, the Housing Executive has made significant progress in raising awareness of the links between childhood adversity and homelessness across their workforce and has given consideration to how they would like to strategically implement a trauma review across the Housing Executive.

The EITP Trauma Informed Practice Project were invited to host an ACE awareness and Trauma Informed capacity building workshop at the Northern Ireland Housing Executive's Annual Conference in September 2019. This workshop was joined by representatives from across government departments, the Housing Executive and Supporting People service providers. This conference provided the momentum to begin the implementation of trauma informed practice in the housing sector.

From this, the Housing Executive joined the statutory and non-statutory sector senior representatives on the Trauma Informed Be the Change Leadership Programme and evidenced significance progress of implementing trauma informed practice strategically across the organisation with a clear and measurable vision of where the organisation would anticipate reaching as they work towards becoming a trauma informed agency.

The journey of becoming trauma informed has just begun within the Housing Executive however there have been several significant achievements over the last year;

- A regional Housing Executive stakeholder engagement workshop to determine the training needs of the workforce
- A regional training pilot of the Level One ACE Awareness & Level Two Trauma Sensitive Approaches to Practice training with 60 Housing Executive staff
- The completion of the Trauma Informed Practice Train the Trainer Programme with 7 Housing Executive staff to sustain training delivery within the Housing Executive and across the housing sector
- Applying knowledge of trauma informed practice the Housing Executive collaborated with the NI Prison Service and HSC Trusts to develop a discharge protocols for service users in advance of exiting services.

At the Northern Ireland ACE Conference 2020, the Housing Executive presented on the journey of the Executive to date and underpinned the need to create a trauma informed approach to service user needs through the impactful video pinball. The awareness raising tool (funded by the Housing Executive) was developed by young people through the Northern Ireland Youth Forum to demonstrate the inconsistency of support across statutory services for children and young people who become homeless or are removed from their home in response to the adversities presenting within their household. The video demonstrated the importance of the system communication and collaborating effectively to become a trauma informed nation in Northern Ireland.

As the Housing Executive continues to progress the implementation of this work it will be underpinned through several thematic domains:

1. Strategic Commitment and Practice
2. Workforce Training & Development
3. Creating staff safety and wellbeing across the workforce through a compassionate, empathetic management structure and psychological safe services

The EITP Trauma Informed Practice Project will continue to provide guidance and support this trauma review process that will be taken forward by the Housing Executive's senior management and underpinned by the application of a sequential intercept model and universal service delivery process.

## STRATEGY OBJECTIVE 5

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

	Actions	Progress at March 2020
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>Over the course of 2019/20 independent research projects commenced 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 above projects are expected to be completed in 2020/21.</p> <p>A significant focus in terms of research during 2019/20 was the completion of a project on the Increase in Accommodation Not Reasonable/Regional Variation in Acceptances<sup>4</sup>. This project represented part of the Housing Executive's response to the NIAO Report on Homelessness where recommendation 1 noted that 'NIHE needs to be more innovative in its analysis, interpretation and presentation of the homelessness data it collects. We recommend that, to fully understand the causes of homelessness, NIHE:</p> <ul style="list-style-type: none"> <li>• carries out research to determine why the level of statutory homeless acceptances in Northern Ireland are significantly higher than in other UK jurisdictions;</li> <li>• analyses the reasons for variations in acceptances across its regions; and</li> <li>• analyses the data relating to the accommodation not reasonable category.</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. A key topic brought forward over the course of the year meeting was the development of exercises carried out on health and homelessness data in neighbouring jurisdictions which identified key trends on the health needs of those presenting as homeless. This is an exercise which the Housing Executive hopes to replicate as noted below.</p> <p>Initial discussions have taken place 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. The Housing Executive has noted their support in principal for this project which will be further developed in 2020/21. Initially, this may take the form of a specific data set within health and homelessness rather than an overall analysis.</p> <p>An analysis of homelessness data from 2016/17 to 2018/19 has been carried out and work is ongoing to ensure the development of actions, involving a range of Housing Executive departments, with a view to developing an internal action plan to address any issues raised in this data analysis. Analysis for 2019/20 will be added to the analysis for 2016/17 to 2018/19 as part of this exercise.</p>
17	Produce an annual report outlining progress on the Homelessness Strategy 2017-22.	<p>The Year 2 Annual Progress Report was approved by the Housing Executive Board in June 2019. The Year 2 Annual Progress Report was launched at an event in Waterfoot Hotel, Derry/Londonderry on Thursday 17th October 2019.</p>

4. Fiona Boyle, Fiona Boyle Associates with Professor Nicholas Pleace  
Centre for Housing Policy, The University of York (Commissioned  
by Northern Ireland Housing Executive) Analysis of Homeless  
Presenters and Acceptances Report - [https://www.nihe.gov.uk/  
Documents/Research/Homelessness/analysis-of-homeless-presenters-  
andacceptances.aspx?ext=](https://www.nihe.gov.uk/Documents/Research/Homelessness/analysis-of-homeless-presenters-and-acceptances.aspx?ext=)





# APPENDIX ONE

## Homelessness Data (Please note all averages refer to a five year average)

Table 1: Presenters by Reason

Reason	Sharing breakdown/family dispute	Marital/relationship breakdown	Domestic abuse	Loss of rented accomm	No accomm in Northern Ireland	Intimidation	Accomm 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
2015/16	3,671	1,531	845	2,480	1,212	544	3,922	431	93	216	36	1,357	638	1,652	18,628
2016/17	3,971	1,739	865	2,668	1,406	661	4,119	435	72	188	53	1,519	668	209	18,573
2017/18	3,744	1,776	917	2,679	1,404	558	4,201	402	132	181	44	1,494	528	120	18,180
2018/19	3,890	1,804	1,174	2,779	1,245	481	4,588	339	54	123	44	1,448	174	59	18,202
2019/20	3,650	1,683	1,147	2,327	1,304	335	4,239	361	44	89	46	1,415	88	74	16,802
Average	3,785	1,707	990	2,587	1,614	516	4,214	394	79	159	45	1,447	419	423	18,077

Table 2: Presenters by Household

Household Type	Single males				Single females				Couples	Families	Pensioner House-holds	Undefined	Total
	16-17 yrs	18-25 yrs	26-59 yrs	Total	16-17 yrs	18-25 yrs	26-59 yrs	Total					
2015/16	139	1,868	4,336	6,343	160	1,388	1,822	3,370	794	5,887	2,234	0	18,628
2016/17	102	1,606	4,336	6,187	122	1,366	1,843	3,331	813	5,851	2,335	56	18,573
2017/18	69	1,552	4,350	5,971	106	1,274	1,749	3,129	827	5,805	2,445	3	18,180
2018/19	66	1,429	4,353	5,848	89	1,252	1,874	3,215	794	5,843	2,502	0	18,202
2019/20	68	1,322	4,245	5,635	90	1,195	1,722	3,007	751	5,093	2,237	79	16,802
Average	88.8	1555.4	4324	5996.8	113.4	1295	1802	3210.4	795.8	5695.8	2350.6	27.6	18,077

Table 3: Top Three Reasons (Presenters)

Year	Accommodation Not Reasonable	Family/Sharing Breakdown	Loss of Rented Accommodation
2015/16	21.0%	19.7%	13.30%
2016/17	22.2%	21.4%	14.40%
2017/18	23.1%	20.6%	14.70%
2018/19	25.2%	21.4%	15.30%
2019/20	25.2%	21.7%	13.8%
Average	23.34%	20.96%	14.30%

**Table 4: Acceptances by Reason**

Reason	Sharing breakdown/ family dispute	Marital/ relationship breakdown	Domestic abuse	Loss of rented accomm	No accom in Northern Ireland	Intimidation	Accomm 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
2015/16	2,084	706	750	1,460	582	414	3,413	293	65	122	30	902	381	11,202
2016/17	2,140	796	852	1,546	708	387	3,652	295	63	102	29	988	331	11,889
2017/18	2,106	867	904	1,502	764	355	3,674	286	77	99	27	952	264	11,877
2018/19	2,307	929	1,124	1,681	710	374	3,955	236	38	65	31	931	131	12,512
2019/20	2,135	846	1,088	1,375	707	255	3,606	240	24	51	27	899	70	11,323
Average	2,154	829	944	1,513	694	357	3,660	270	53	88	29	934	235	11,761

**Table 5: Acceptances by Household**

Household Type	Single males				Single females				Couples	Families	Pensioner House-holds	Undefined	Total
	16-17 yrs	18-25 yrs	26-59 yrs	Total	16-17 yrs	18-25 yrs	26-59 yrs	Total					
2015/16	72	716	1984	2,772	94	775	1,164	2,033	469	4,100	1,828	0	11202
2016/17	52	678	2212	2,942	74	816	1,238	2,128	497	4,346	1,941	35	11889
2017/18	31	681	2225	2,937	56	799	1,220	2,075	532	4,306	2,027	0	11877
2018/19	33	655	2373	3,061	53	828	1,351	2,232	545	4,535	2,139	0	12,512
2019/20	32	666	2248	2,946	44	776	1198	2,018	492	3,979	1,888	0	11,323
Average	44	559.2	2208.4	2931.6	64.2	798.8	1234.2	2097.2	507	4253.2	1964.6	7	11760.6

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

Year	Accommodation Not Reasonable	Family/Sharing Breakdown	Loss of Rented Accommodation
2015/16	30.4%	18.6%	13.0%
2016/17	30.7%	18.0%	13.0%
2017/18	30.9%	17.7%	12.6%
2018/19	31.6%	18.4%	13.4%
2019/20	31.8%	18.8%	12.1%
Average	31.08%	18.30%	12.82%



**Table 7: Presentations by Council Area**

Council	2015/16	2016/17	2017/18	2018/19	2019/20	Average
Antrim & Newtownabbey	1,530	1,398	1,229	1,336	1,201	1,339
Ards & North Down	1,408	1,483	1,659	1,565	1,276	1,478
Armagh, Banbridge & Craigavon	1,317	1,262	1,259	1,253	1,099	1,238
Belfast	5,664	5,395	5,879	5,747	5,270	5,591
Causeway Coast & Glens	1,020	1,050	1,002	1,001	949	1,004
Derry & Strabane	1,920	1,936	1,996	2,079	1,994	1,985
Fermanagh & Omagh	613	754	691	672	669	680
Lisburn & Castlereagh	1,711	1,701	1,045	946	1,034	1,287
Mid & East Antrim	1,345	1,559	1,515	1,516	1,427	1,472
Mid Ulster	817	829	770	843	669	786
Newry, Mourne & Down	1,283	1,206	1,135	1,244	1,214	1,216
<b>Total</b>	<b>18,628</b>	<b>18,573</b>	<b>18,180</b>	<b>18,202</b>	<b>16,802</b>	<b>18,077</b>

**Table 8: Acceptances by Council Area**

Council	2015/16	2016/17	2017/18	2018/19	2019/20	Average
Antrim & Newtownabbey	1,099	1,029	904	1,052	936	1,004
Ards & North Down	946	986	1,160	1,156	947	1,039
Armagh, Banbridge & Craigavon	435	542	593	790	694	611
Belfast	3,316	3,593	3,940	3,790	3,325	3,593
Causeway Coast & Glens	811	789	716	689	690	739
Derry & Strabane	1,209	1,259	1,203	1,315	1,222	1,242
Fermanagh & Omagh	299	418	432	467	467	417
Lisburn & Castlereagh	942	928	675	716	756	803
Mid & East Antrim	773	1,003	997	1,088	1,051	982
Mid Ulster	480	481	468	542	388	472
Newry, Mourne & Down	892	861	789	907	847	859
<b>Total</b>	<b>11,202</b>	<b>11,889</b>	<b>11,877</b>	<b>12,512</b>	<b>11,323</b>	<b>11,761</b>

In addition to the data over 5 years outlined in previous tables, the tables below are based on the overall 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)** \*2018/19 includes cases before addition sub-categories were added

Reason	Accomm not reasonable*	Financial hardship	Mental health	Other	Overcrowding	Physical health/ Disability	Property unfitness	Violence	Total
2018/19	719	193	460	227	162	2,548	162	117	4,588
2019/20	22	233	572	260	169	2,660	168	155	4,239

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

Reason	ASB	Disability	Paramilitary	Racial	Sectarian	Sexual Orientation	Total
2016/17	98	0	477	28	45	13	661
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

**Table 11: Accommodation Not Reasonable Breakdown (Acceptances)** \*2018/19 includes cases before addition sub-categories were added

Reason	Accomm not reasonable*	Financial hardship	Mental health	Other	Overcrowding	Physical health/ Disability	Property unfitness	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

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

Reason	ASB	Disability	Paramilitary	Racial	Sectarian	Sexual Orientation	Total
2016/17	49	0	310	13	10	5	387
2017/18	31	0	286	10	25	3	355
2018/19	49	2	297	7	12	7	374
2019/20	51	0	246	18	14	6	357

**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

**Table 14: Presentations by Household Type 2018/19**

Household Group	Accomm not reasonable	Bomb\Fire Damage (Civil Disturb)	Domestic abuse	Fire\Flood\Other Emergency	Intimidation	Loss of Rented Accom	Marital\Relationship Breakdown	Mortgage Default	N'hood harassment	No Accom in Northern Ireland	No Data on Reason For Presentation	Other	Release from Hosp\Prison\Other Inst	Sharing Breakdown\Fam Dispute	Grand Total
Single Female 16-17 Yrs	2	0	4	0	1	1	2	0	0	2	0	0	9	68	89
Single Male 16-17 yrs	1	0	1	0	3	1	1	0	2	1	0	0	13	43	66
Single Female 18-25 yrs	80	2	112	2	15	75	52	0	60	61	4	8	24	757	1,252
Single Male 18-25 yrs	69	1	29	1	87	103	65	0	116	166	7	9	73	703	1,429
Single Female 26-59 yrs	505	7	254	5	34	242	209	14	166	117	3	27	17	274	1,874
Single Male 26-59 yrs	676	12	60	10	193	645	764	23	368	496	14	39	178	875	4,353
Couples	260	3	41	3	27	138	31	8	80	49	3	6	4	141	794
Families	1,289	12	604	26	112	1,343	563	51	591	268	22	58	7	897	5,843
Pensioners	1,706	7	69	7	9	230	117	27	65	85	7	27	14	132	2,502
Grand Total	4,588	44	1,174	54	481	2,778	1,804	123	1,448	1,245	60	174	339	3,890	18,202

**Table 15: Acceptances by Household Type 2018/19**

Household Group	Accomm not reasonable	Bomb\Fire Damage (Civil Disturb)	Domestic abuse	Fire\Flood\Other Emergency	Intimidation	Loss of Rented Accom	Marital\Relationship Breakdown	Mortgage Default	N'hood harassment	No Accom in Northern Ireland	Other	Release from Hosp\Prison\Other Inst	Sharing Breakdown\Fam Dispute	Grand Total
Single Female 16-17 Yrs	1	0	4	0	0	1	1	0	0	2	0	11	33	53
Single Male 16-17 yrs	1	0	0	0	5	1	0	0	1	1	0	10	14	33
Single Female 18-25 yrs	62	2	102	1	17	41	33	0	41	34	4	25	466	828
Single Male 18-25 yrs	46	1	28	0	50	39	14	0	77	65	7	49	279	655
Single Female 26-59 yrs	454	4	242	4	29	129	112	6	110	60	17	10	174	1,351
Single Male 26-59 yrs	581	6	59	10	145	279	282	9	225	233	20	110	414	2,373
Couples	231	2	33	4	28	61	19	4	48	29	5	4	77	545
Families	1,039	9	585	16	93	963	390	29	383	222	48	5	753	4,535
Pensioners	1,540	7	71	3	7	167	78	17	46	64	30	12	97	2,139
Grand Total	3,955	31	1,124	38	374	1,681	929	65	931	710	131	236	2,307	12,512

**Table 16: Presentations by Household Type 2019/20**

Household Group	Accomm not reasonable	Bomb\Fire Damage (Civil Disturb)	Domestic abuse	Fire\Flood\Other Emergency	Intimidation	Loss of Rented Accom	Marital\Relationship Breakdown	Mortgage Default	N'hood harassment	No Accom in Northern Ireland	No Data on Reason For Presentation	Other	Release from Hosp\Prison\Other Inst	Sharing Breakdown\Fam Dispute	Grand Total
Single Female 16-17 Yrs	6	0	4	0	0	0	3	1	1	0	1	0	17	57	90
Single Male 16-17 yrs	1	0	3	0	0	0	0	0	2	4	0	0	14	44	68
Single Female 18-25 yrs	81	1	109	0	14	61	51	1	64	75	1	3	36	698	1,195
Single Male 18-25 yrs	64	1	26	2	43	78	77	0	118	150	3	5	77	678	1,322
Single Female 26-59 yrs	473	7	236	8	31	229	167	12	162	116	3	11	25	242	1,722
Single Male 26-59 yrs	662	10	77	9	123	584	790	12	379	524	21	24	172	858	4,245
Couples	270	3	41	2	19	117	22	11	72	41	4	5	1	143	751
Families	1,128	19	585	15	98	1,042	465	39	537	307	20	25	4	809	5,093
Pensioners	1,550	4	64	6	5	210	104	13	70	79	6	11	9	106	2,237
Unidentified	4	1	2	2	2	6	4	0	10	8	15	4	6	15	79
Grand Total	4,239	46	1,147	44	335	2,327	1,683	89	1,415	1,304	74	88	361	3,650	16,802

**Table 17: Acceptances by Household Type 2019/20**

Household Group	Accomm not reasonable	Bomb\Fire Damage (Civil Disturb)	Domestic abuse	Fire\Flood\Other Emergency	Intimidation	Loss of Rented Accom	Marital\Relationship Breakdown	Mortgage Default	N'hood harassment	No Accom in Northern Ireland	Other	Release from Hosp\Prison\Other Inst	Sharing Breakdown\Fam Dispute	Grand Total
Single Female 16-17 Yrs	4		6			1			2	1		13	17	44
Single Male 16-17 yrs	2		1						1	2		10	16	32
Single Female 18-25 yrs	65	2	110		10	34	17		42	40	4	33	419	776
Single Male 18-25 yrs	50	1	27		35	26	25		70	68	4	55	305	666
Single Female 26-59 yrs	415	7	218		25	114	96	5	96	62	10	11	139	1,198
Single Male 26-59 yrs	544	4	72	7	86	250	290	6	251	224	12	107	395	2,248
Couples	220	2	36		15	61	14	6	41	16	8		73	492
Families	935	9	554	11	79	746	336	25	345	236	22	2	679	3,979
Pensioners	1,371	2	64	6	5	143	68	9	51	58	10	9	92	1,888
Grand Total	3,606	27	1,088	24	255	1,375	846	51	899	707	70	240	2,135	1,1323

**Table 18: Presentations by Tenure**

Tenure	2018/19	2019/20
B&B/Hotel	65	46
Caravan	44	43
Child In Care	32	66
HM Forces	13	3
Hospital Patient	64	61
Housing Assoc tenant	1,226	1,133
Institution	20	17
Local Authority	51	83
Lodger	361	159
NIHE Hostel Resident	9	8
NIHE Tenant (Introd)	423	396
NIHE Tenant (Secure)	2,181	2,111
No Data	0	13
No Fixed Abode	632	762
Other	434	359
Owner-Occupier	1,372	1,149
Possession - Use & Occ	42	49
Prisoner	121	107
Private Tenant	4,762	4,076
Sharing	5,985	5,822
Squatter - Use & Occ	3	6
Tied Accommodation	14	22
Traveller	7	5
Voluntary Sector Hostel	339	306
No tenure	2	0
Grand Total	18,202	16,802

**Table 19: Acceptances by Tenure**

Tenure	2018/19	2019/20
B&B/Hotel	40	23
Caravan	27	25
Child In Care	30	48
HM Forces	9	1
Hospital Patient	52	52
Housing Assoc tenant	831	729
Institution	18	14
Local Authority	33	61
Lodger	231	96
NIHE Hostel Resident	9	7
NIHE Tenant (Introd)	338	312
NIHE Tenant (Secure)	1,847	1,788
No Data	0	5
No Fixed Abode	250	272
Other	349	277
Owner-Occupier	1,086	900
Possession - Use & Occ	28	28
Prisoner	88	78
Private Tenant	3,375	2,858
Sharing	3,637	3,514
Squatter - Use & Occ	0	3
Tied Accommodation	6	17
Traveller	6	1
Voluntary Sector Hostel	221	214
No tenure	1	0
Grand Total	12,512	11,323

**Table 20: 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%

**Table 21: Number of Instances of Repeat Homelessness**

Year	Number
2017/18	1,016
2018/19	1,088
2019/20	1,101

# APPENDIX TWO

## Temporary Accommodation

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

**Table 22: Average Length of Stay in Temporary Accommodation**

Year	Single Lets	DIME*	Voluntary Sector Hostels	Housing Executive Hostels	Hotel/B&B	Total
2017/18	394	125	245	223	48	282
2018/19	437	128	231	208	18	281
2019/20	451	135	233	216	36	275

\*DIME refers to Dispersed Intensively Managed Emergency Accommodation

**Table 23: Supported Accommodation Services**

	Accommodation		Floating Support		Totals	
	Number of Services	Number of Units	Number of Services	Number of Units	Number of Services	Number of Units
Homeless Families with Support Needs	24	301	7	531	31	832
Offenders or People at risk of Offending	5	102	2	229	7	331
People with Alcohol Problems	10	198	3	119	13	317
People with Drug Problems			1	30	1	30
Single Homeless Crisis Accommodation Service	2	31			2	31
Single Homeless with Support Needs	31	886	7	487	38	1,373
Traveller			1	31	1	31
Women at Risk of Domestic abuse	14	139	9	1,173	23	1,312
Young People	21	224	10	490	31	714
Total	107	1,881	40	3,090	147	4,971

### Single Lets

Circa 1,650 as of March 2020

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

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

**Table 24: Total Number of Placements in Temporary Accommodation**

Year	2015/16	2016/17	2017/18	2018/19	2019/20
Total	2,890	2,746	3,024	3,354	4,527



# APPENDIX THREE

## Financial Investment

**Table 25: Financial Investment in Homelessness**

	Temporary Accommodation	Homelessness Services	Voluntary Sector Funding	Supporting People	Leased Properties	Private Rental Sector Access Scheme	Misc	Total
	Top Up and Supporting People Costs	Furniture Storage and Taxi	Homelessness Services	Floating Support for homelessness projects and schemes	Private Sector emergency accommodation	Facilitate creation and sustainment of private sector tenancies	Misc	
2015/16	£24.3M	£1.4M	£2.2M	£6.4M	£956K	£360K		£35.6M
2016/17	£26.7m	£1.4m	£2.3m	£5.8m	£956k	£450k		£37.6m
2017/18	£25.6m	£1.7m	£2.4m	£6.0m	£958k	£483k		£37.1m
2018/19	£24.8m	£1.8m	£2.3m	£6.0m	£989k	£360k		£36.2m
2019/20	£27.2m	£1.8m	£3.35m	£6.1m	£1.05m	10k	£100k	£39.6m

*\*NB: Figures above are rounded to one decimal place which may result in overall total not aligning to figures of various funding streams.*

This report can be found on the Housing Executive website: **[www.nihe.gov.uk](http://www.nihe.gov.uk)**

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