

NORTHERN AREA HEALTH BOARD

Report No 29/2003

HOMELESS PERSONS UNIT

REPORT ON EMERGENCY ACCOMMODATION PLACEMENT SERVICE

OCTOBER 2003

CONTENTS

1. STATUS AND FUNDING OF PLACEMENT SERVICE

2. DEMAND AND NUMBERS PRESENTING

A. ADDRESS OF ORIGIN BY COUNTRY

B. ADDRESS OF ORIGIN BY COUNTY

C. ADDRESS OF ORIGIN BY LOCAL AUTHORITY WITHIN ERHA REGION

D. ADDRESS OF ORIGIN BY HEALTH BOARD WITHIN ERHA REGION

E. ADDRESS OF ORIGIN BY COMMUNITY CARE WITHIN ERHA REGION

3. CRITERIA FOR PLACEMENT IN EMERGENCY ACCOMMODATION

4. SUPPLY OF EMERGENCY ACCOMMODATION.

5. FREEPHONE SERVICE

6. MISCELLANEOUS

Appendices

1. ASSESSMENT PROCESS

2. DETAILED BREAKDOWN OF B+B ACCOMODATION

3. BREAKDOWN OF REASONS HOMELESS

4. EXPENDITURE ON RENT DEPOSITS

STATUS AND FUNDING OF PLACEMENT SERVICE.

The Homeless Unit operates a placement service to emergency accommodation on an agency basis for the four local authorities in the greater Dublin area.

The unit also operates an income maintenance service to homeless people under the Supplementary Welfare Scheme.

The unit currently operates 3 central units; one for single men in James St; one for single women and families in Wellington Quay; and one for clients of no fixed abode (NFA's) and clients without a patch/outreach CWO in Oisín House.

There are 10 patch or outreach CWO's dealing with the bulk of clients in emergency accommodation.

The cost of placement is funded in full by the local authorities under section 10 of the 1988 Housing Act which obliges Local Authorities to provide for the homeless population in their respective areas. Dublin City Council contributes 67% of this funding and the other three local authorities, Fingal, Dun-Laoghaire- Rathdown and South Dublin County Councils contribute 11% each.

Our Board manages this Homeless Unit on behalf of the three Area Health Boards in the Eastern Region. The Health Boards and Local Authorities fund the administration and staff salaries of the unit on a 50/50 basis. The health boards' share of these costs is recouped from the Department of Social and Family Affairs.

The main function of the unit is to assess and place people in emergency accommodation. It is the responsibility of the four local authorities to source that accommodation. ***Currently, DCC (Dublin City Council) is the only local authority which directly sources accommodation and as a consequence, the unit relies on the City Council in the main to supply emergency accommodation.***

Unfortunately, this restricts flexibility in placement, and has led to a 'ghettoizing' of the problem. However, in recent months, DCC has begun to source some accommodation outside the city area, while simultaneously closing some properties within the city centre. This process has been facilitated by a review of all non-capitation stock i.e. B & B's that had been sourced by the HPU. This task is being undertaken by the unit at present and has already resulted in consolidating as much of the client base as possible in capitation stock (i.e. Local Authority contracts out a full premises, and pays a flat rate, whether room is used or not – our Board endeavors to ensure high occupancy rates in these premises). This has resulted in enhanced Value For Money.

DEMAND AND NUMBERS PRESENTING

Trends in Case Composition for January-September over 3 year period 2001-2003

FAMILY COMPOSITION	2001	2002	2003
Single Female	226	261	331
Single Male	1055	1592	1558
Couple	69	93	69
Couple and Children	96	122	56
Single Parent Family	232	268	194
Total cases	1678	2336	2238

Trends in case presentation								
Cases and People	2003				2002			
Family Type	Cases	Ad	Ch	People	Cases	Ad	Ch	People
Single Man	1588	1588	0	1588	1592	1592	0	1592
Single Woman	331	331	0	331	261	261	0	261
One Parent Family	194	194	342	536	268	268	468	736
Couple and Children	56	112	103	215	122	244	198	442
Couple	69	138	0	138	93	186	0	186
<i>Total</i>	<i>2238</i>	<i>2363</i>	<i>445</i>	<i>2808</i>	<i>2336</i>	<i>2551</i>	<i>666</i>	<i>3217</i>
Cases for 2003 as a percentage of 2002								
Family Type	Cases	Cases	Ad	Ch	People	% of Total		
Single Man	1588	99.75%	99.75%		99.75%	70.96%		
Single Woman	331	126.82%	126.82%		126.82%	14.79%		
One Parent Family	194	72.39%	72.39%	73.08%	72.83%	8.67%		
Couple and Children	56	45.90%	45.90%	52.02%	48.64%	2.50%		
Couple	69	74.19%	74.19%		74.19%	3.08%		
<i>Total</i>	<i>2238</i>	<i>95.80%</i>	<i>92.63%</i>	<i>66.82%</i>	<i>87.29%</i>			

Cases presenting

for the period 01/01/2003 to 30/09/2003

Area of Origin

(Includes Country, County, Local Authority, Healthboard, Community Care Area)

A. ADDRESS OF ORIGIN BY COUNTRY.(JAN-SEPT 2003)

Country of Origin

Country	Cases	Ad	Ch	SM	SW	CPL	OPF	CPL+Ch
EU-Ireland	1881	1982	370	1321	286	54	173	47
EU-UK	228	244	70	168	25	7	19	9
EU	68	73	1	51	11	5	1	0
Other	61	64	4	48	9	3	1	0
Total	2238	2363	445	1588	331	69	194	56

B. ADDRESS OF ORIGIN BY COUNTY. (JAN-SEPT 2003)

**County of Origin within
Ireland**

County of Origin	Cases	Ad	Ch	SM	SW	CPL	OPF	CPL+Ch
DUBLIN	1637	1726	345	1134	255	45	159	44
KILDARE	39	41	6	28	5	1	4	1
GALWAY	21	21	1	19	1	0	1	0
WICKLOW	21	24	0	15	3	3	0	0
CORK	19	19	1	12	6	0	1	0
MEATH	17	17	2	14	1	0	2	0
LOUTH	15	16	4	10	4	0	0	1
LIMERICK	15	16	0	13	1	1	0	0
WEXFORD	10	10	1	7	2	0	1	0
WATERFORD	9	10	0	7	1	1	0	0
MAYO	9	9	0	8	1	0	0	0
DONEGAL	8	8	0	7	1	0	0	0
WESTMEATH	6	9	3	2	0	2	1	1
KERRY	6	6	0	6	0	0	0	0
CARLOW	5	6	1	1	2	1	1	0
KILKENNY	5	5	0	5	0	0	0	0
TIPPERARY	5	5	0	5	0	0	0	0
OFFLEY	4	4	0	3	1	0	0	0
OFFALY	4	4	0	4	0	0	0	0
SLIGO	3	3	0	3	0	0	0	0
ROSCOMMON	3	3	0	3	0	0	0	0
MONAGHAN	3	3	0	3	0	0	0	0
CLARE	3	3	3	2	0	0	1	0
CAVAN	3	3	2	2	0	0	1	0
LAOISE	3	3	1	1	1	0	1	0
LEITRIM	2	2	0	2	0	0	0	0
DOWN	2	2	0	2	0	0	0	0
ATHLONE	1	1	0	1	0	0	0	0
LONGFORD	1	1	0	1	0	0	0	0
Total	1879	1980	370	1320	285	54	173	47

**C. ADDRESS OF ORIGIN BY LOCAL AUTHORITY WITHIN ERHA REGION.
(JAN-SEPT 2003)**

Local Authority within ERHA Region

LocalAuthority	Cases	Ad	Ch	SM	SW	CPL	OPF	CPL+Ch
Dublin CC	1057	1114	230	728	173	27	99	30
South Dublin CC	324	344	67	223	46	11	35	9
Fingal CC	127	131	23	94	15	3	14	1
Dunlaoghire Rathdown CC	115	123	25	76	20	4	11	4
Kildare CC	38	40	6	27	5	1	4	1
Wicklow CC	21	24	0	15	3	3	0	0
Total	1682	1776	351	1163	262	49	163	45

**D. ADDRESS OF ORIGIN BY HEALTH BOARD WITHIN ERHA REGION.
(JAN-SEPT 2003)**

Health Board within ERHA Region

HealthBoard	Cases	Ad	Ch	SM	SW	CPL	OPF	CPL+Ch
SWAHB	772	817	171	531	115	25	81	20
NAHB	744	780	147	521	119	17	68	19
ECAHB	166	179	33	111	28	7	14	6
Total	1682	1776	351	1163	262	49	163	45

**E. ADDRESS OF ORIGIN BY COMMUNITY CARE WITHIN ERHA REGION.
(JAN-SEPT 2003)**

Community Care Area within ERHA Region

Community Care Area	Cases	Ad	Ch	SM	SW	CPL	OPF	CPL+Ch
7 (NAHB)	294	310	52	204	52	8	22	8
5 (SWAHB)	294	311	59	211	37	10	29	7
6 (NAHB)	276	291	68	190	43	6	28	9
4 (SWAHB)	235	250	61	154	36	7	30	8
3 (SWAHB)	204	215	45	138	37	7	18	4
8 (NAHB)	167	172	25	124	22	3	16	2
1 (ECAHB)	81	84	22	53	14	1	11	2
2 (ECAHB)	65	72	11	44	11	3	3	4
9 (SWAHB)	39	41	6	28	5	1	4	1
10 (ECAHB)	20	23	0	14	3	3	0	0
5 (NAHB)	7	7	2	3	2	0	2	0
Total	1682	1776	351	1163	262	49	163	45

CRITERIA FOR PLACEMENT IN EMERGENCY ACCOMMODATION.

On presenting to the unit each case is thoroughly assessed to establish the integrity of their homeless status.

1. Minors presenting are referred to our Child Care Services. Young people presenting who are over eighteen, contact is made in the first instance with the family home.
2. All cases presenting are investigated to ensure that there is no permanent accommodation available to client which he/she can reasonably occupy. (See Appendix 2 -Assessment Process)
3. Hostel accommodation is the primary form of emergency accommodation offered by the unit.
4. Where there is no suitable hostel accommodation or where all hostel accommodation are full, bed and breakfast accommodation is the next option. For example, there is no hostel available for family units.
5. In practice, priority is given to those cases who are most vulnerable consequently, the majority of cases placed in bed and breakfast are women and families with children. There is an increasing trend towards more and more single men with medical, mental health or other special needs also presenting for whom hostel accommodation is not suitable, who are placed in Bed and Breakfast type accommodation.
6. These factors combined with the decrease in the number of emergency beds available in hostels and the trends towards larger stays within hostels means that there are in practice fewer beds available to single men.
7. The statistics illustrate that there has been a 27% increase in the number of single women presenting, and as is the case with single men, an increasing number are only appropriate for placement in B&B accommodation for reasons referred to, as set out in paragraph 5.

SUPPLY OF EMERGENCY ACCOMMODATION

MENS HOSTELS	NO. OF PLACES
CEDAR HOUSE	50
SANCTA MARIA	56
WHITWORTH RD	16
BACKLANE	70
CROSSCARE (Longford Lane)	22
DUBLIN SIMON	4 (Approx)
The remaining beds are occupied on a more permanent basis.	
TOTAL (MENS HOSTEL PLACES)	318

The following men's hostels now accommodate mostly long stay residents so are no longer available for emergency accommodation placement.

IVEAGH HOSTEL

YORK HOUSE

ABBEY ST

CLANCY

AUNGIER ST

WOMENS HOSTELS	NO.OF PLACES.
HAVEN HOUSE.	15 (SINGLE UNITS APPROX) 15 (FAMILY UNITS APPROX)
REGINA COELI	35 (SINGLE UNITS APPROX) 15 (FAMILY UNITS)
SIMON	4/5(SINGLE UNITS)
MISSIONARY SISTERS	4/5(FAMILY UNITS)
ABBEY ST.	30 (SINGLE UNITS)
TOTAL (WOMENS HOSTEL BEDS)	80 SINGLE UNITS APPROX 40 FAMILY UNITS APPROX

BED AND BREAKFASTS (See Appendix 3 for detailed breakdown of accommodation)

NUMBER OF PLACES FOR SINGLE MEN (CAPITATION & NON-CAP)	152
NUMBER OF PLACES FOR SINGLE WOMEN AND FAMILIES (CAPITATION & NON-CAP)	1440
TOTAL NO. OF PLACES	1592

As can be seen from Appendix 3, the configuration of B+B accommodation units does not lend itself to achieving maximum occupancy. For example, there is some under utilization of larger units which can accommodate families of 4, 5, or 6. However, within these constraints the best use is made of available resources. This means on occasion, placing single people in either shared rooms or alone in a room for a family unit. However, this in itself adds to the workload as these type of placements can only be of a very temporary nature i.e. 1 - 2 days max, as they have to be moved to single units as soon as they become available. At any one time, there would be no more than 5 - 10% of units left unoccupied.

Freephone Service

The unit also has responsibility for the operation of a free phone facility to provide an out of clinic service. The Free phone is available 15 hours a day from 10 a.m. to 1 a.m. by ringing 1800 724 724.

This service provides advice and information; responses to queries in relation to payments, accommodation and services; arranges appointments for the Oisín House clinic and makes emergency referrals to accommodation. The service is staffed by Community Welfare Officers and is available to the general public and service providers as well as those who are already clients of the Homeless Persons Unit.

The pattern of demand on the service varies throughout the week. During business hours (10 a.m. – 5 p.m. Mon - Fri), calls primarily relate to client payments and organising next-day appointments for clients not covered by an outreach location who wish to see a CWO at the Oisín House clinic. Advice and information is also given in relation to homeless issues, and links with health and other services made. Referral to emergency accommodation is not a major part of the day service.

By evening & night (5 p.m. – 1 a.m.) and during the weekend, the focus shifts. Income queries tend not to feature as highly as services to deal with them are not immediately available. Though the provision of advice and information is still a factor, the main business of the free-phone during this time is dealing with emergency accommodation queries.

This involves locating suitable available accommodation, possibly negotiating with accommodation providers when a client is barred or owes rent and negotiating with clients when they may be reluctant to access the accommodation options available.

The service also liaises with the DCC bus service, street outreach workers and accommodation providers who may either have no room for a client or have barring issues with them.

The night service also takes referrals for Asylum Seekers and Women fleeing violence.

The figures presented, which cover the four week workday period 1st September to 28th September inclusive, indicate the numeric demand placed on the service in terms of incoming calls.

The pattern of demand is not consistent. As would be expected of any 15 hour day business, there are peaks and troughs corresponding to busy and less busy or quiet times.

During the week, the figures indicate a very high demand early in the morning which reduces towards lunchtime, followed by another peak immediately after lunch and other peaks during the hours of 7pm & 10pm. The weekend figures indicate a lower demand during the day, but more sustained demand during the evening and night.

During the day, the primary demand is for appointments in relation to SWA and payments. As this may be a relatively immediate issue from the clients' point of view, they will possibly try to arrange it first thing in the morning.

During the evening, demand for accommodation is most acute from 7pm to 11pm when people are considering where to spend the night.

The overall volume of calls indicates that there is a significant demand for the service, that it meets a need and that the pattern of calls though subject to dramatic fluctuation is such that at least two persons are required to efficiently answer calls.

Accurate reports on calls made to this service can now be produced thanks to the recent installation of an upgraded phone/computer system.

ACD Figures for the first four weeks of September 2003

Total Calls within the period

Period	TotalReceived		
Total	12481		

Calls during working hours

Period	TotalReceived	Taken	NotTaken	%Taken
Work Hrs	11057	6040	5017	54.63%

Calls by part week during working hours

WkPart	TotalReceived	Taken	NotTaken	%Taken
Wk	9190	4784	4406	52.06%
WkEnd	1867	1256	611	67.27%

Calls by day part during working hours

Shift	TotalReceived	Taken	NotTaken	%Taken
Day	4711	2261	2450	47.99%
Night	6346	3779	2567	59.55%

Calls by shift during working hours

Shift	TotalReceived	Taken	NotTaken	%Taken
1 Morn	2538	1123	1415	44.25%
2 Aft	2173	1138	1035	52.37%
3 Eve	4231	2557	1674	60.43%
4 Ngt	2115	1222	893	57.78%

Calls by workday during working hours

Workday	TotalReceived	Taken	NotTaken	%Taken
Mon	1559	923	636	59.20%
Tue	2107	994	1113	47.18%
Wed	1883	1075	808	57.09%
Thu	2121	967	1154	45.59%
Fri	1520	825	695	54.28%
Sat	908	618	290	68.06%
Sun	959	638	321	66.53%

Calls by hour and week part during working hours (but including lunch)

WkPart	Hour	TotalReceived	Taken	NotTaken	%Taken
Wk	10	1077	387	690	35.93%
Wk	11	768	391	377	50.91%
Wk	12	530	238	292	44.91%
Wk	13	335	0	335	0.00%
Wk	14	733	347	386	47.34%
Wk	15	689	338	351	49.06%
Wk	16	630	295	335	46.83%
Wk	17	638	371	267	58.15%
Wk	18	519	353	166	68.02%
Wk	19	768	428	340	55.73%
Wk	20	627	357	270	56.94%
Wk	21	709	379	330	53.46%
Wk	22	889	446	443	50.17%
Wk	23	542	357	185	65.87%
Wk	0	275	163	112	59.27%
WkEnd	10	52	30	22	57.69%
WkEnd	11	54	43	11	79.63%
WkEnd	12	57	34	23	59.65%
WkEnd	13	61	20	41	32.79%
WkEnd	14	106	58	48	54.72%
WkEnd	15	107	76	31	71.03%
WkEnd	16	133	102	31	76.69%
WkEnd	17	201	167	34	83.08%
WkEnd	18	180	129	51	71.67%
WkEnd	19	181	108	73	59.67%
WkEnd	20	200	117	83	58.50%
WkEnd	21	208	148	60	71.15%
WkEnd	22	206	136	70	66.02%
WkEnd	23	132	89	43	67.42%
WkEnd	0	71	31	40	43.66%

Top 5 number calls withn 15min period

Date	EndTime	Total Received
01/09/2003	22:15:00	44
02/09/2003	21:45:00	44
02/09/2003	22:15:00	106
04/09/2003	10:15:00	189
09/09/2003	19:45:00	54

MISCELLANEOUS

CASES PRESENTING OUTSIDE OF THE D.C.C. AREA.

The statistics of cases presenting by address of origin demonstrate a substantial number of families are now presenting from outside the Dublin city area. Many of these families have children attending schools in their area of origin and are linked to other local supports. In order to preserve these links and minimize disruption, particularly to the children involved, many professionals and organisations dealing with these families have requested that they be placed in bed and breakfasts close to their address of origin. As the three county councils involved have still not sourced accommodation directly in their areas, the unit has to date taken responsibility for sourcing and paying this accommodation in order to facilitate families from these areas. DCC has, to its credit, begun to source capitation units in the other Local Authority areas.

As one of the principles of the Homeless Strategy is to develop local responses to homelessness, the three local county councils in the Dublin area should explore the possibility of taking some or all of the bed and breakfast currently paid by the unit into a capitation arrangement.

PROVISION OF HOSTEL BEDS FOR SINGLE MEN

The number of hostel beds for single men has decreased due to a number of factors. Most of the places in male hostels are filled by long-term residents and in reality, few are available to the placement service. York House, which reopened with extra beds following refurbishment, is no longer regarded as emergency accommodation. Dublin Simon also have a significant number of more long stay residents, and it is increasingly difficult to place people here. The Iveagh Hostel does not take referrals from our Board, but accepts self referrals, and interviews applicants directly.

Single men are generally low priority on local authority housing list, so they stay longer in emergency accommodation, which adds to the shortage of accommodation for this group. This is a cause of serious concern. During the year, there was a reduction in the numbers of emergency places e.g. (35 places) following a fire in the Back Lane hostel. The unit managed to re-accommodate all the men who were displaced but this situation added to the overall strain on the system. There was a further reduction of approximately 10 places to the emergency service with the closure of the hostel in Dorset St.

Back Lane is due to reopen very soon which will ease the pressure somewhat, and there are two new Transitional Housing units due to come on stream, one for single men in High Park (Respond) and one for 18-25 year olds in Marrowbone Lane (Cara)

MOVE ON ACCOMMODATION

Together with their colleagues in the assessment centres, the patch or outreach CWO (who visit clients in the main accommodation centers) builds on the initial assessment profile and develops suitable responses in respect of each case.

This may involve seeking to stabilise clients within emergency accommodation until they are ready to move on. The options range from an offer of local authority accommodation or otherwise within the private rented sector or transitional/supported accommodation.

The number and value of deposits paid by the unit is a good indicator of the movement into the private rented area – (see appendix 5), which shows that 324 rent deposits have been paid to clients to assist them to move onto private rented accommodation in the first six months of this year. A number of clients would also have been moved to more appropriate local authority housing within this period.

The Assessment Process in the Central Units of the H.P.U.

Definition of homelessness governing the assessment process.

A case presenting is deemed homeless by the unit if the applicant has no accommodation which he/she can reasonably occupy or remain in occupation of and if he/she cannot provide emergency or long-term accommodation from his/her own resources.

A condition of placement in emergency accommodation is that the client registers for local authority accommodation if entitled and that he/she submit to a means test.

Objective

The assessment has several objectives: -

1. Firstly it identifies the client. The validity of any future investigation or information gathered depends on the correct identification of the client. The homeless status of the client presenting is examined to establish if he or she meets the service entitlement criteria. This is a critical part of the assessment, as effectively it provides a clearing process to other services including emergency accommodation.
2. It determines the clients options for local authority accommodation and status vis-a-vis the housing list and the range of move-on options that are available in each case.
3. It determines that client's means are relevant to their accommodation options and to their classification as homeless.
4. It determines the financial needs which may need to be met through the S.W.A. service and identifies relevant welfare and health needs that may need to be addressed including the client's status vis-a-vis health cover (e.g. medical card, referral to appropriate service).

Accommodation Units currently available for placement

03/10/2003

Figures for Non Hostel beds

Number and Location of Accommodation Units

Local Authority	No of Accom Units	No. Cap Bedspaces	No. Comm Bedspaces
Dublin CC	45	1304	50
Dunlaoghire Rathdown (2	87	0
Fingal CC	2	26	40
South Dublin CC	7	77	0
Total	56	1494	90

Total Cap + Comm Bedspaces **1584**

Capitation beds by Room Type

Type of Room	Number of Rooms	Bedspaces in Room
Single	68	68
Twin	88	186
Double	103	205
Family	276	945
Other	48	90
Total	583	1494

Capitation beds by Case Type Accepted

Accepts	Number of Rooms	Bedspaces in Room
All	546	1422
SM only	33	62
SW only	4	10
Total	583	1494

Non Capitation (SM only)

Accommodation	Number of Rooms	Bedspaces
Ardeeven	40 rooms	40
Connolly Lodge	20 rooms, 5 Apts	50
Total		90

APPENDIX 3

Summary Reasons Given

CategoryDiscription	Cases	Ad	Ch	SM	SW	CPL	OPF	CPL+Ch
Family breakdown	551	589	140	321	113	22	79	16
Dependency issues	348	353	19	312	20	4	11	1
Moving	247	267	34	183	34	11	10	9
Forced leave	247	268	80	151	42	8	33	13
Institution	171	173	2	158	11	1	0	1
Financial issues	160	162	4	148	8	2	2	0
Other	148	153	9	133	9	1	1	4
Violence	88	100	86	26	23	6	27	6
Jobseeker	63	68	8	46	9	3	3	2
SWA related	44	46	3	21	19	2	2	0
Misc	43	45	35	14	11	2	16	0
Barring issues	40	42	3	36	0	2	2	0
Health issues	38	39	2	16	19	1	2	0
Antisocial	25	31	19	7	7	2	5	4
LifeStyle	23	25	0	15	6	2	0	0
Tourist	1	1	0	1	0	0	0	0
Child issues	1	1	1	0	0	0	1	0
Total	2238	2363	445	1588	331	69	194	56

Detailed Reasons Given	Cases	Ad	Ch	SM	SW	CPL	OPF	CPL+Ch
(FBREAK)Marriage/Re-ship breakdown	298	315	70	196	46	11	39	6
(DEP) Drug problem (Client)	217	221	13	197	8	3	8	1
(FBREAK) Asked to leave family home	199	211	38	122	43	5	22	7
(FLEAVE) Surrendered Tenancy - PR	182	200	63	103	34	7	27	11
(FINANCE) Employment issue	133	135	0	124	7	2	0	0
(MOVE) Ex UK Other	132	142	13	109	10	6	3	4
(INST) EX Prison	132	134	2	122	8	1	0	1
(OTH) Other	129	132	4	123	3	1	0	2
(DEP) Alcohol use (Client)	111	111	0	103	8	0	0	0
(JS) Job seeker	63	68	8	46	9	3	3	2
(FBREAK) Family Breakdown	54	63	32	3	24	6	18	3
(VIOL) Intimidation	47	57	28	23	6	5	8	5
(MOVE) Ex UK Returned emigrant	47	53	14	25	13	2	3	4
(MOVE) Ex other part of Ireland	45	47	3	36	5	1	2	1
(VIOL) Domestic violence	41	43	58	3	17	1	19	1
(BARR) Barring Order	37	37	3	35	0	0	2	0
(INST) EX Hospital	36	36	0	33	3	0	0	0
(FLEAVE) Eviction - LA Other	35	37	11	27	4	0	2	2
(SWA) SWA Basic issue	34	34	2	15	18	0	1	0
(HEALTH) Mental Health (Client)	33	34	0	13	19	1	0	0
(FLEAVE) Family home sold	28	29	5	20	4	1	3	0
(AS) Anti-Social Issues	25	31	19	7	7	2	5	4
(LFSTYLE) Rough sleeper	23	25	0	15	6	2	0	0
(FINANCE) Financial issue	18	18	2	16	1	0	1	0
(MOVE) Ex Other Country	14	14	4	8	4	0	2	0
(MISC) Fire	13	13	15	7	2	0	4	0
(DEP) Alcohol use (Family)	13	14	6	6	3	1	3	0
(MISC) Overcrowding	13	14	9	3	4	1	5	0
(OTH) Not proper to HPU	11	12	4	8	1	0	1	1
(MOVE) Ex EU Country	9	11	0	5	2	2	0	0
(FINANCE) PR Rent increase	9	9	2	8	0	0	1	0
(SWA) SWA Rent issue	9	11	0	6	1	2	0	0
(OTH) Unknown	8	9	1	2	5	0	0	1
(MISC) Pregnancy	6	6	2	0	4	0	2	0
(MISC) Sexual abuse	5	6	3	0	1	1	3	0
(MISC) Bereavement	5	5	1	4	0	0	1	0
(DEP) Drug Problem(Family)	5	5	0	4	1	0	0	0
(BARR) Barred B&B	3	5	0	1	0	2	0	0
(HEALTH) Mental health (Family)	3	3	2	1	0	0	2	0
(INST) EX Care	3	3	0	3	0	0	0	0
(DEP) Gambling Problem(Client)	2	2	0	2	0	0	0	0
(HEALTH) Physical Health (Client)	2	2	0	2	0	0	0	0
(FLEAVE) Eviction - PR RentArrears	1	1	0	1	0	0	0	0
(FLEAVE) Surrendered Tenancy - LA	1	1	1	0	0	0	1	0
(MISC) Accom Unfit	1	1	5	0	0	0	1	0
(CHILD) Childcare Issues	1	1	1	0	0	0	1	0
(SWA) SWA Deposit	1	1	1	0	0	0	1	0
(TS) Tourist	1	1	0	1	0	0	0	0
Total	2238	2363	445	1588	331	69	194	56

Issues by Area of Origin

Category/Description	Cases	NAHB	SWAHB	ECAHB
Family breakdown	483	217	232	34
Dependency issues	305	112	166	27
Forced leave	217	97	86	34
Institution	126	58	57	11
Other	116	70	34	12
Financial issues	112	58	41	13
Moving	64	25	29	10
Violence	52	22	25	5
Misc	41	17	20	4
SWA related	39	16	20	3
Barring issues	38	19	18	1
Health issues	27	10	13	4
Antisocial	24	8	12	4
Jobseeker	23	7	13	3
LifeStyle	15	8	6	1

Appendix 4:

Exceptional Needs

Year to date expenditure for HPU. (up to 30/6/03)

RENT DEPOSIT	324	€168,806.30
RENT IN ADV	103	€1,358.00

M. Windle
Chief Executive**16th October, 2003**

NON CAPITATION SAVINGS

DCC	07.12.02	04.04.03	DIFF	SAVINGS	13.05.03	DIFF	SAVINGS	23.09.03	DIFF	SAVINGS	
PROPERTY				6 MONTHS			6MONTHS			6 MONTHS	
1	HARDLEA RD	1	0	-1	7,098	0	0	0	0	0	
2	BEAUMOUNT RD	4	0	-4	32,760	0	0	0	0	0	
3	BEACH HILL AVE	2	0	-2	16,380	0	0	0	0	0	
4	BELMOUNT AVE	6	3	-3	28,938	3	0	0	2	-1	1383
5	BOLTON STREET	34	32	-2	11,648	27	-5	28992	22	-5	2899
6	BUCKINGHAM ST	31	31	0	0	31	0	0	25	-6	7534
7	FAIRVIEW AVE	1	0	-1	6,916	0	0	0	0	0	0
8	GARDINER ST LR	2	2	0	0	3	1	-8190	3	0	0
9	HARDWICK ST	10	5	-5	33,670	6	1	0	0	-6	5915
10	MANOR ST	10	10	0	0	8	-2	15020	4	-4	4004
11	PARKGATE ST	1	1	0	0	0	-1	8190	0	0	0
12	PILLAR	17	13	-5	DCC AGR	13	0	DCC AGR	0	-13	15000
13	HOLLYHEAD	16	19	3	DCC AGR	18	-1	DCC AGR	0	-18	20400
14	DELMA HOUSE	44	14	-30	163,800	6	-8	26936	0	-6	3276
15	PALM.LODGE	3	5	2	-18,190	4	-1	9100	4	0	0
16	ST RITA'S	3	3	0	0	3	0	0	2	-1	840
17	CAULFIELDS	3	1	-2	24,752	0	-1	12376	0	0	0
	Sub total	188	139	-50	307772	122	-17	92424	62	-60	61252

FINGAL	07.12.02	04.04.03	DIFF	SAVINGS	13.05.03	DIF	SAVINGS	23.09.03	DIFF	SAVINGS	
1	ARDEEVIN	40	40	0	0	37	-3	20748	34	-3	2074
2	HOMESTEAD	38	20	-18	226,044	0	-20	251160	0	0	0
3	IONA	1	3	2	-18,200	5	2	-18200	0	-5	9114
	Sub total	79	63	-16	207844	42	-21	253708	34	-8	11189

DUN LA/RATH	07.12.02	04.04.03	DIFF	SAVINGS	13.05.03	DIF	SAVINGS	23.09.03	DIF	SAVINGS	
1	TARA HALL	2	0	-2	9,241	0	0	0	0	0	0
2	AVONDALE	5	9	4	-9,214	5	-4	18429	0	-5	4095
3	LISSADELL 1	25	17	-7	27,729	17	0	0	3	-14	6723
	Sub total	32	26	-5	27,756	22	-4	18429	3	-19	10818

TOTAL NON CAP	07.12.02	04.04.03	DIFF	SAVINGS	13.05.03	DIFF	SAVINGS	23.9.03	DIF	SAVINGS
	299	228	-71	543,372	186	-42	364561	99	-87	83260

Pending Cap	07.12.02	04.04.03	DIFF	SAVINGS	13.05.03	DIFF	SAVINGS	23.09.03	DIF	SAVINGS	
1	WOODBINE PK	4	CAPITATION	-4							
2	FERN HOUSE	26	27	1	7280	27	0		16	-11	6552
3	HILL STREET	36	CAPITATION	-36							
	Sub total	66	27	-39	7280	27			16	-11	6552

TOTAL	365	255	-110	550652	213	-42	364561	115	-98	89812
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TOTAL SAVINGS TO DATE 1,813,335