



Homeless Services Support Information

Dublin City South Children & Young Peoples
Services Committee (DCS CYPSC)



Homeless Services Support Information

Background

Children and Young People's Services Committees are a key structure identified by Government to plan and co-ordinate services for children and young people in every country in Ireland. Their age remit spans all children and young people aged from 0 to 24 years.

The purpose of the CYPSC is to ensure effective interagency co-ordination and collaboration to achieve the best outcomes for all children and young people in their area. Dublin City South CYPSC area is the Local Authority area, south of the River Liffey.

DCS CYPSC Safe & Secure subgroup

The purpose of this Homeless Services Support Information document is to provide a resource for professionals who work with families and children who are navigating the supports for Housing, Tenancy or Homeless services to give appropriate advice and referrals.

I wish to thank all those who contributed to this document and acknowledge the ongoing work of our colleagues and organisations in supporting the needs of children & families in the community.

*Maria Hayes
DCS CYPSC Safe & Secure Subgroup Chair.
TUSLA Dublin South Central*

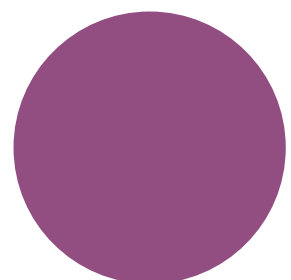
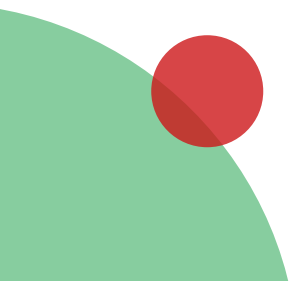


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What is Homelessness?

Under the Housing Act 1988 you are considered homeless if one of the following applies to you:

- There is no accommodation available that, in the opinion of the Local Authority, you and any other person who normally lives with you, can reasonably stay or remain in
- You are living in a hospital, county home, night shelter or other such institution, and you are living there because you have no suitable accommodation
- You are, in the opinion of the Local Authority, unable to provide accommodation from your own resources

In general, you may be considered homeless if you are:

- Sleeping rough
- Staying in an emergency hostel or refuge
- Staying in bed and breakfast or hotel accommodation on a temporary basis
- Staying temporarily with friends or family because you have nowhere else to go
- Squatting (occupying a building illegally)

Who is responsible for housing homeless people?

Local Authorities do not have a statutory obligation to house people, however they do have general responsibility under the Housing Act 1988 to **provide housing for adults who cannot afford to provide it for themselves**. They may help with accommodation either by providing housing directly or through arrangements with voluntary housing organisations and other voluntary bodies. They may also provide funding to voluntary bodies for emergency accommodation and for long-term housing for homeless people.

The **Health Service Executive (HSE)** has **general responsibility for the health and in-house care needs of homeless people**. In terms of funding, this means that

Local Authorities are responsible for the costs of providing accommodation while the HSE provides funding for the care and welfare needs of homeless people, including in-house care.

Tusla (the Child and Family Agency) has responsibility under the Child Care Act 1991 for **providing accommodation for children under the age of 18 who are homeless or in need of care**. It may also provide aftercare facilities for young people aged over 18.

In Dublin, the **Dublin Region Homeless Executive** is responsible for the co-ordination of services for homeless people.

Lisbon Declaration

The 2021 Lisbon Declaration on the European Platform on Combatting Homelessness commits Ireland and other signatory countries to work towards the ending of homelessness by 2030 so that:

- No one sleeps rough for lack of accessible, safe and appropriate emergency accommodation
- No one lives in emergency accommodation longer than is required for successful progress to a permanent housing solution.
- No one is discharged from any institution (e.g. prison, hospital, care facility) without an offer of appropriate housing.
- Evictions should be prevented whenever possible and no one is evicted without assistance for an appropriate housing solution, when needed.
- No one is discriminated against due to their homelessness status.

Government Housing Policy

The Government's policy on homelessness is based on a housing-led approach, Housing for All - a New Housing Plan for Ireland' is the Government's housing plan to 2030¹.

It is a multi-annual, multi-billion euro plan which will improve Ireland's housing system and deliver more homes of all types for people with different housing needs.

The overall objective is that every Citizen in the State should have access to good quality homes:

- *to purchase or rent at an affordable price*
- *built to a high standard and in the right place*
- *offering a high quality of life*

The Government's vision for the housing system over the longer term is to achieve a steady supply of housing in the right locations with economic, social, and environmental sustainability built into the system.

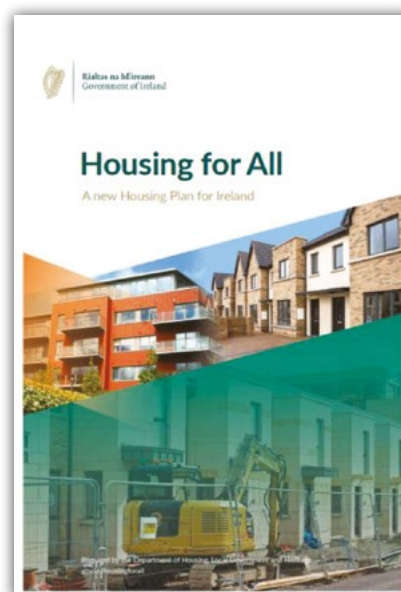
The policy has four pathways to achieving housing for all:

- *supporting home ownership and increasing affordability*
- *eradicating homelessness, increasing social housing delivery and supporting social inclusion*

- *increasing new housing supply*
- *addressing vacancy and efficient use of existing stock*

The pathways contain actions to be taken by Government Departments, Local Authorities, State agencies and others. The pathways are supported by actions to enable a sustainable housing system.

Housing for All contains 213 actions which will deliver a range of housing options for individuals, couples and families.



¹Housing for All, Published September 2021.

The Housing Agency

The Housing Agency was set up as a Government body a non-commercial state agency working with the Department of Housing, Local Government and Heritage, Local Authorities and Approved Housing Bodies (AHBs) in the delivery of housing and housing services.

It was established under [Statutory Instrument SI 264 of 2012](#), and [Statutory Instrument SI 265 of 2012](#), under the [Local Government Services \(Corporate Bodies\) Act 1971 \(as amended\)](#). The Agency's purpose is to provide expertise and solutions to help deliver sustainable communities throughout Ireland.

This is done in three ways:

- i. Supporting stakeholders with evidence-informed insights and data to develop a sustainable Irish housing system.*
- ii. Enabling supply and demand solutions throughout the housing system.*
- iii. Ensuring the Agency and its stakeholders have the capacity and agility to respond effectively to challenges in the housing system.*

The Agency's vision is to achieve an integrated housing system, meeting the nation's housing needs and promoting sustainable communities.

The function of the agency is to provide the services for, and on behalf of, the Minister of Housing, Local Government and Heritage, and each Local Authority in the performance of their functions under the Housing Acts.

These services include:

- Housing Research and Analysis
- Housing Supply Supports and Advice
- Local Authority Services
- Approved Housing Body Services
- Mortgage Supports
- Acquisitions Programme
- Housing Projects and Procurement Services
- Pyrite Remediation



Local Authorities Social Housing Support Overview

Local Authorities are the main providers of Social Housing supports in Ireland. The main purpose of the Housing Services Department in Local Authorities is to facilitate the provision of suitable, cost effective, quality accommodation and housing support for people who need it.

Social Housing Support is Housing provided by a Local Authority or an approved Housing Body to people who are assessed as being unable to afford housing from their own resources

Local Authority Housing Support can be provided in a number of ways:

- *A rented tenancy in a property owned and managed by the Local Authority*
- *A rented tenancy leased (long term leasing) for 10-20 years by the Local Authority or approved housing body*
- *Housing Assistance Payment (HAP) where a Local Authority will make a monthly payment to a private landlord, subject to terms and conditions including rent limits, on a HAP tenant's behalf*
- *Rental Accommodation Scheme (RAS) tenancy where the Local Authority leases with private landlords for homes*
- *A rented tenancy in homes owned and managed by an approved housing body*
- *Specific accommodation for homeless people, older people and Travellers*
- *Adapting existing Local Authority homes to meet specific household needs*
- *Grants to increase accessibility in private homes for people with disabilities and special needs*

Dublin City Council

www.dublincity.ie/residential/housing

Address:

Civic Offices, Wood Quay,
Dublin 8
D08 RF3F
Ireland

Telephone Number:

01 222 2222

Email Address:

customerservices@dublincity.ie

Homeless Accommodation Type Provided by the Local Authority

Hotel Private Emergency Accommodation (PEA)

Hotels are privately owned. Several hotels have onsite support services, some provide cooking facilities, laundry services or communal areas.

Other Private Emergency Accommodation (PEA)

Smaller private PEA's have smaller capacity than hotels or large B&Bs. No on-site support. In most cases no dedicated communal areas.

Family HUBS operated by Non-Government Organisations (NGOs)

Family HUBS run by NGOs with on-site wrap around support teams; weekly key-working sessions offered to families. Cooking & laundry facilities are provided. Families have access to communal areas which include homework & TV rooms. Includes night-time security.

Own Front Door Accommodation

Tenants are provided with their 'own front door' accommodation. The provision is mostly apartments and affords service users independence, do not have the rules that PEAs have such as 'curfews' etc. Families have access to own cooking & washing facilities and in most cases lounge/living area. Family have no tenancy agreements to the apts.

Hostels

Hostels are mostly provided for single people. Hostels can be short-term and/or long-term. Some provide dormitories and/or single rooms and some include meals and other services. Some may charge for accommodation on a nightly or weekly basis.

**Homeless
FREEPHONE: 1800 707 707**

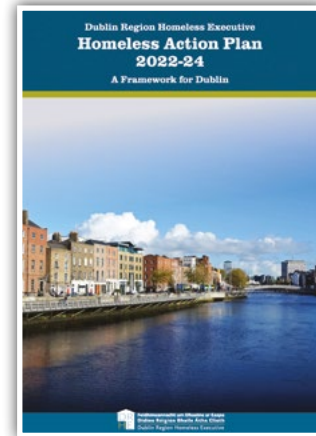
**for access to emergency
accommodation out of hours
for the Dublin Region**

**Extended hours:
10.00am to 10.00pm**

7 days a week



Dublin Regional Homeless Executive



The DRHE is a shared service operation, operating under the aegis of Dublin City Council as the lead Statutory Authority in the Dublin Region in respect of the co-ordination of responses to homelessness. The DRHE provides a range of supports and services to the Dublin Joint Homelessness Consultative Forum and Management Group.

It has specific responsibilities for the operational coordination of this Homeless Action Plan, regional service provision and the disbursement of Section 10 funding for homeless services and in commissioning new service provision.

It also provides a range of shared services to the sector as well as to Government Departments via the implementation of a National Shared Client Database (PASS) and the development of Quality Standards for Homeless Services. The [Homeless Action Plan 2022 – 2024](#) is the first of 3 plans to bring the Dublin Region to the national goal of resolving long-term homelessness by 2030.

The plan recognises the current challenges to reducing homelessness and the high level of homelessness experienced in the Dublin Region.

Dublin Regional Homeless Executive Accessing Homeless Accommodation

Central Placement Service for singles and couples:

Tel: **01 - 222 6944**
Monday to Friday: 10.00am - 4.00pm
Email: homelesscps@dublincity.ie

Central Placement Service for families:

Tel: **01 - 222 6977**
Monday to Friday: 10.00am - 4.00pm.
Email: family.support@dublincity.ie

Housing Support Officers; providing housing advice and move on options to families in emergency accommodation:

Tel: **01 222 7414**
Monday to Friday: 10.00am - 4.00pm.
Email: housingsupport@dublincity.ie

Homeless HAP

Tel: **01 - 222 6955**
Monday to Friday: 10.00am - 1.00pm and 2.00pm - 4.00pm.
Email: homelesshap@dublincity.ie

Further Information please contact: homeless@dublincity.ie



Tenancy Advice

Threshold - Tenancy Protection Service

The Tenancy Protection Service (TPS) provided by Threshold is a national service providing advice and support to individuals, couples and families living in private rented. The TPS seeks to protect existing tenancies, keeping tenants in their own home and preventing you from having to access homeless services.

The TPS can apply for an enhanced rent supplement payment above existing rent caps where a person in receipt of rent supplement and are at risk of homelessness due to a rent increase.

- **Immediate guidance about rights** as tenants and landlord obligations
- **Negotiation between tenant and landlord** to resolve problems and take further action if needed, including referral to the Residential Tenancies Board.
- **For rent supplement customers, an application of uplift in payment** can be made to the Department of Social Protection for families/couples or individuals, who are facing a rent increase and who are at risk of becoming homeless.

The Department of Employment Affairs and Social Protection (DEASP) provides a state-wide service for customers who are in receipt of rent supplement. Where required the DEASP can provide additional financial support above existing maximum rent limits. If you are having difficulty with your rent

supplement you should contact a DEASP representative at your local office immediately.

Working alongside the DEASP, Threshold TSP also has an agreement in place whereby they can make an application on your behalf for an enhanced rent supplement payment above existing rent caps where you are in receipt of rent supplement and are at risk of homelessness, due to a rent increase.

To help you find what a person in receipt of support are looking for information is divided into the three key stages in the lifespan of a tenancy:

- *seeking private rented accommodation,*
- *dealing with problems during your tenancy,*
- *ending a tenancy*

If you need to talk directly to an advisor, you can contact your nearest office or national free phone helpline 1800 454 454 Monday to Friday to 9pm or avail of web chat service from 9.30am – 5pm via www.threshold.ie

NGO Tenancy Support

Simon Information

[Tenant Information & Support Service | Dublin Simon Community \(dubsimon.ie\)](#)

Simon Supported Living

[Support to Live Independently | Dublin Simon Community \(dubsimon.ie\)](#)



Threshold - Weblink Resources

Threshold also provides a wide range of information, advice and downloads on their website.

Seeking Private Rented Accommodation

- [Can a landlord refuse to rent to me?](#)
- [What information can a landlord request from me?](#)
- [Be careful of rent scams](#)
- [Private Rented Accommodation & Pets](#)
- [Letting Agents](#)
- [Do I have to sign a lease?](#)
- [Paying a deposit](#)
- [Does my tenancy have to be registered?](#)
- [Should I be given a rent book or lease?](#)
- [What bills and charges will I have to pay?](#)
- [Housing Assistance Payment \(HAP\)](#)
- [Rent Supplements Sharing with your Landlord /Renting from a Tenant Advice for students](#)

Dealing with problems during your tenancy

- [How to deal with rent increases](#)
- [Rent Pressure Zones \(RPZs\) Having a problem paying the rent?](#)
- [Standards and repairs](#)
- [Fire safety](#)
- [Access to your home](#)
- [Anti-social Behaviour & Noise Issues](#)
- [Security of tenure](#)
- [Has a receiver taken over the property you rent?](#)
- [Tax Issues](#)
- [Preparing for cold weather](#)
- [How you can take further action](#)

Ending a tenancy

- [Getting someone to replace you](#)
- [How can you get your deposit back](#)
- [Ending your tenancy](#)
- [How your landlord may end your tenancy](#)
- [Illegal eviction](#)
- [What happens if I have been given notice but do not leave](#)
- [Enforcement of RTB determination orders](#)
- [Advice for students](#)

The Residential Tenancies Board



The Residential Tenancies Board was set up under the Residential Tenancies Act 2004. It was formerly called the *Private Residential Tenancies Board (PRTB)* but its name was changed to the Residential Tenancies Board (RTB), under its remit by the Residential Tenancies (Amendment) Act 2015.

The central role of the RTB is to support the rental housing market and to resolve cheaply and speedily disputes between landlords and tenants, affording protection to both parties without having to resort to the Courts.

As a statutory body, the RTB is responsible for the operation of a national registration system for all private residential tenancies and for all tenancies provided in the Approved Housing Body Sector. These are generally social rented tenancies provided by not-for-profit housing providers, often referred to as housing associations. One of the core functions of the RTB is also to provide for both tenants and landlords, a timely and cost-effective dispute resolution service.

As well as this the RTB publishes the rent index for private rented accommodation, disseminate information, carries out research and offers policy advice regarding the rental housing sector **The Board's mission is to develop and support a well-regulated residential rental sector in Ireland for the equal benefit of landlords, tenants and society at large through the provision of a high quality national register of tenancies,**

the provision of modern professional mechanisms to resolve tenancy disputes in a timely cost-effective and equitable manner, and the provision of information and advice which enhance the knowledge and understanding of the sector.

The RTB's main functions are to:

- Maintain a register of private residential tenancies, tenancies of approved housing bodies and student-specific accommodation tenancies
- Provide a dispute resolution service for tenants and landlords
- Carry out research into the private rented sector
- Provide policy advice to the Government on the private rented sector

The RTB website provides easy access for customers to information relating to residential tenancies www.rtb.ie

Housing Assistance Payment



Housing Assistance Payment (HAP) is a national social housing support for all applicants on Local Authority housing list. Over time, HAP will replace rent supplement for those with a long-term housing need. Short term rent supplement will continue to be managed by the Department of Employment Affairs & Social Protection.

What is HAP?

The introduction of HAP means that Local Authorities can now provide housing assistance for households who qualify for social housing support, including many long-term rent supplement recipients.

Under HAP, Local Authorities will make payments, subject to rent limits, on behalf of the HAP recipient directly to the landlord in respect of rent. The HAP recipient will then pay a rent contribution to the Local Authority. The rent contribution is a differential rent – that is, a rent set by the Local Authority based on income and the ability to pay.

Who is eligible for HAP?

- Any household that qualifies for social housing support will be eligible to apply for HAP
- Current rent supplement recipients who qualify for social housing support will be transferred from rent supplement to HAP on a phased basis

How does HAP work?

In order to qualify for HAP, a household must be qualified for social housing support by their Local Authority, which means the household must qualify to go on the Local Authority housing waiting list

- HAP recipients, like Rent Supplement recipients, are responsible for finding their own accommodation in the private rented market
- The Landlord must agree to rent their property to a HAP recipient
- The Local Authority will then pay the rent in full directly to the landlord, on the last Wednesday of each month, subject to terms and conditions including rent limits
- The HAP recipient pays their rent contribution to the Local Authority. To begin with, rent contributions will generally be made through An Post's Household Budget Scheme. All HAP financial transactions are made electronically.

In the past, you could apply for **Rent Supplement** if you were qualified for social housing support and were on the Local Authority's housing list. However, people in this situation should now apply for the **Housing Assistance Payment (HAP)**.

What benefits has HAP?

For HAP recipients: HAP allows recipients to take up full-time employment, while still receiving housing support. The rent contribution payable by the HAP recipient will be based on the differential rent scheme for their Local Authority. This scheme links the rent contribution a household must pay to the household income and the ability to pay.

HAP will help to regulate the private rental sector and improve standards of accommodation. Properties will be inspected to make sure that they meet the required standards HAP recipients will be able to avail of other social housing supports and options, if they so choose.

Local Authorities will be responsible for all housing supports in their area.

For landlords/agents: The Landlord or his agent will receive prompt payments directly from the Local Authority on a monthly basis, subject to the HAP recipient paying the Local Authority their rent contribution. All payments will be made electronically; there will be no need for rent collection from tenants who are HAP recipients leading to administrative savings for landlords

To qualify, the Landlord must undertake to make the accommodation available to qualifying tenants for a **minimum of three years**, and the undertaking must be

registered with the Residential Tenancies Board (RTB). Further information is also available from the Revenue Commissioners on www.revenue.ie

Who will continue to receive Rent Supplement?

Rent Supplement will continue to be paid to tenants who have already been in private rented accommodation for at least six of the previous 12 months before applying. Tenants may also qualify if they have received rent supplement at any time during the 12 months before applying. This payment will be paid by the Department of Social Protection as before. These recipients will qualify without being assessed for housing need.

Are HAP clients able to access other housing supports?

HAP recipients will have access to other social housing supports offered by Local Authorities, such as Local Authority housing or housing provided by Approved Housing Bodies.

For more information, see a link to the Tenant and Landlord HAP information booklets and the information leaflet below

[HAP Tenant Booklet](#)

[HAP Landlord Booklet](#)

[HAP Information Leaflet](#)

Homeless HAP - Dublin Regional Homeless Executive (DRHE)

Homeless Housing Assistance Payment (HAP)

If you are homeless* and registered with one of the Dublin Local Authorities, you can apply to the homeless section of your Local Authority to access Homeless Housing Assistance Payment.

The Homeless HAP scheme operated by the Dublin Region Homeless Executive (DRHE) on behalf of the Dublin Local Authorities, provides discretion to exceed the HAP rent limits for homeless households, if this is necessary in order to source suitable accommodation. *To qualify for HAP under this scheme, a household must be accepted as homeless within the meaning of [section 2 of the Housing Act 1988](#) by one of the 4 Dublin Local Authorities.

The Dublin Place Finder Service supports homeless households in the Dublin region to find a tenancy using HAP. If you are in emergency homeless accommodation, your Local Authority may help with any deposit or advance rental payments needed to get accommodation under the HAP scheme. You should contact the housing section of your Local Authority for further information on this.

If the risk of homelessness is immediate (within a month) the Dublin Region Homeless Executive (DRHE) has agreed that Homeless

HAP rates may be approved to prevent homelessness where possible. This allows for the maximum discretion of 50%.

Homeless HAP

The office telephone number is 01 222 6955 and this number is attended Monday to Friday 10am – 4pm.

Email: homelesshap@dublincity.ie

**You must be residing in homeless accommodation and be registered as homeless with one of the Dublin Local Authorities*

The Dublin Place Finder Service will help support households who are homeless to find a tenancy using the dedicated Housing Assistance Payment (HAP)

If you are homeless* and registered with one of the Dublin Local Authorities, you can apply to the homeless section of your Local Authority to access HAP.

- Dublin City Council (01) 222 6955
- Dun Laoghaire Rathdown County Council (01) 205 4700

- Fingal County Council (01) 890 5090
- South Dublin County Council (01) 414 9364

The Dublin Place Finder Service will work for you to:

- Fast track your application to ensure that the new tenancy starts as soon as possible
- Arrange to pay the deposit for a property on your behalf to the landlord/agent
- Pay one month's rent in advance on your behalf to the landlord/agent
- Arrange to pay the monthly rent in advance to your landlord/agent each month
- Arrange for a support service called Support to Live Independently (SLI) to visit you in the first weeks/months of your tenancy to make sure everything is going smoothly
- If you have a key worker, your key worker can discuss your housing needs with the Dublin Place Finder team for consideration when properties become available.

How does becoming a HAP tenancy affect your application for social housing in Dublin?

When you become a HAP tenant you are in receipt of social housing support and are no longer homeless. You remain eligible to apply for other social housing options. Your time to date on any of Dublin's social housing waiting list is not lost. It continues to build and your application is registered on the social housing transfer waiting list of your Local Authority.

This does not affect your right to receive offers of social housing as they come up in your area of choice.

Please contact the [Dublin Place Finder Service](#) by email on placefinders@dublincity.ie for further information

Housing Advice - Long Term Supported Housing

Dublin Regional Homeless Executive

DRHE are now operating an open referral system for LTA/LTSH (long term supported accommodation) Please see table below for the different categories in LTSH and the services in those categories which means that referrals will be accepted at any time. DRHE Housing Support Officers; are providing housing advice and move on options to families in emergency accommodation.

Tel: 01 222 7414

Monday to Friday: 10.00am - 4.00pm.

Email: housingsupport@dublincity.ie

Supported Housing Housing & Community

Clerical Officer -
Homeless Allocations Section,
Parkgate Hall, 6-9 Conyngham Road,
Dublin 8, Ireland.

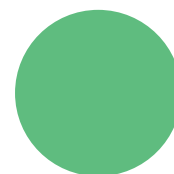
Tel: 01 222 7437

Email: LTA@dublincity.ie.

Dublin City Council Social Housing

For Social Housing
Support contact:

[DCC Housing
Allocations Section](#)



Housing Bodies Non-Government Organisations / Homeless Charities

Approved Housing Bodies

Approved Housing Bodies are Independent non-profit making organisations that provide rented housing for people who cannot afford to buy their own homes, and specialist housing such as housing for older people or homeless people. They are also known as *Voluntary Housing Associations* or housing co-operatives. An approved housing body may provide housing by:

- Building new houses
- Buying existing homes
- Leasing private houses

They use private finance to pay for housing development or to buy property. They also get state funding through Local Authorities to help provide housing. To become a tenant of an approved housing body, you must apply through your Local Authority using the same application form used for Local Authority housing.



Crosscare supports people and families when they face difficult challenges in life and when they find it hard to get the help they need. Crosscare focuses on helping people when they need it most or when they can't find support anywhere else.

www.crosscare.ie



Peter McVerry Trust is a national housing and homeless charity committed to reducing homelessness and the harm caused by substance misuse and social disadvantage.

www.pmvtrust.ie



Depaul provides low threshold, specialist services for those experiencing homelessness.

www.depaulcharity.ie

FOCUS Ireland

Focus Ireland works with people who are homeless or at risk of losing their homes across Ireland. They offer individuals, and families, advice, support, education and housing to help people to have and keep a home. *Everyone has a right to a place they can call home and campaign to address the causes of homelessness.*

www.focusireland.ie



The Simon Communities are a network of eight local communities providing homelessness services across the country. Each community posts volunteering and employment opportunities on their websites. **Dublin Simon Community** offer services and support to people who are homeless or at risk of homelessness.

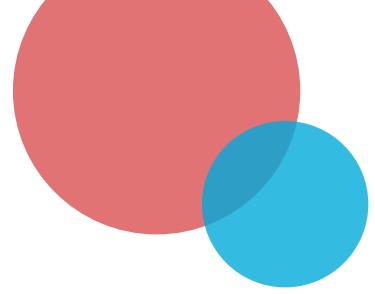
www.simon.ie



Sophia Housing

Sophia work with people who, for any number of reasons find themselves out of their own home. They provide individuals and families with support and housing to meet their own individual needs. Services are holistic in nature and support people to reach their own potential at their own pace.

www.sophia.ie



Respond are Ireland's leading **housing association** who seek to create a positive future for people by alleviating poverty and creating vibrant, socially integrated communities. This is provided through access to education, childcare, community development programmes, housing and other support. Respond has provided homes for traditional families, lone-parent families, older persons, the homeless and people with disabilities.

www.respond.ie



In Dublin, The Salvation Army operates six residential centres (Lifehouses) for single adults, couples and families.

www.salvationarmy.org.uk/ireland



Novas is a voluntary organisation and Approved Housing Body working with families and single adults who are disadvantaged and socially excluded; primarily those who are homeless or at risk of being homeless. They provide a range of services and accommodation for marginalised households throughout Ireland. We offer bespoke, client-centred services, based on empirical evidence of more than 20 years experience of working with people who are homeless in Ireland.

www.novas.ie

Statutory Homeless Supports for Children

Childcare

Additional Homeless support is available through the [National Childcare Scheme](#) sponsored childcare for children of families who are in homeless services. Children under the age of 5 whose parents are homeless (or are transitioning from homelessness to permanent accommodation) can get free childcare for 25 hours a week. This includes 15 hours of free pre-school (ECCE) where children are eligible, or school hours. It also includes a daily meal. Parents should not be asked to pay any top-up or co-payment for these part-time hours.

www.ncs.gov.ie/en/

Tusla Education Support Service (TESS)

- Tusla Education Support Service (TESS) works with parents and young people to ensure their children attend school.
- TESS has three strands:
 - In DEIS schools (those with designated disadvantage status), the Home School Community Liaison Scheme (HSCL) works with parents to support their child's attendance and participation in school. Contact with the HSCL Officer can be made through the school.

- In DEIS schools the School Completion Programme (SCP) provides a range of interventions to young people in school, after school, out of school and during school holidays to support participation and retention in school. Contact can be made with the SCP Coordinator through the school.
- The Educational Welfare Service (EWS) is the statutory arm of TESS and receives referrals from schools, parents and other professionals where young people have poor attendance or are without a school place. There is a dedicated Educational Welfare Officer (EWO) for homeless families with the key role of supporting parents in homelessness to find school places where they have had to move. The dedicated email address to make contact with this EWO is ewohomelessfamilies@tusla.ie



School Transport

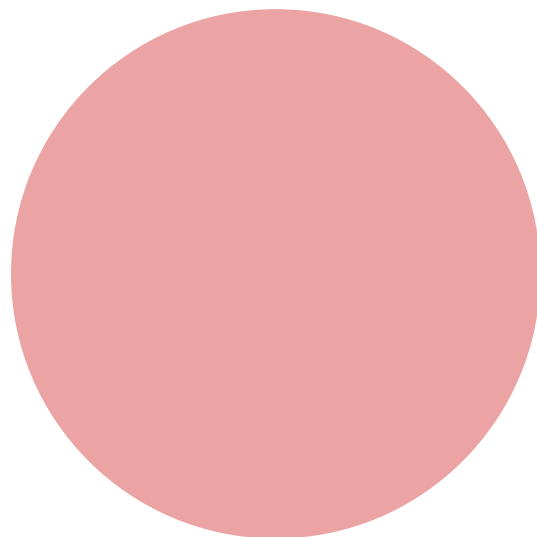
LEAP cards “free public transport for school journeys”, Leap cards are issued by **DRHE to families in homeless accommodation**, via the family support teams in those S10 funded services:

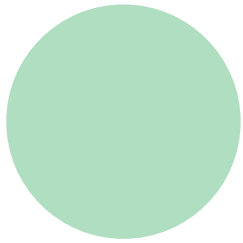
The LEAP card aims to support children and young people attend school. The scheme allows for every child between 4 – 19 years of age attending school and registered as homeless to a LEAP card to facilitate travel to and from school. The scheme also allows for a LEAP card for one parent or guardian per family to help their children to get to school. Each LEAP card will have €150 credit on it after which it will be replaced with a new card. For more detailed information on the scheme, please see the attached document entitled ‘*overall information sheet on the LEAP card scheme*’.

The cards are being provided on a temporary basis for the academic/ school year, as the purpose of these cards is to provide assistance for children to attend school.

Cards will be signed out to Senior Managers within each NGO who will ensure cards will be distributed to families who meet the following criteria:

- The family **must** be residing in homeless accommodation.
- The family **must** have dependent children residing with them in the homeless accommodation
- The family **must** be homeless for at least one month. This is to ensure prevention options have been fully explored.





Health Services

The HSE Homeless Health Link Teams aim to ensure that those experiencing homelessness have access to the most appropriate available health care services, ideally through linking and liaising with mainstream health services; including liaising with Primary Care Teams, hospitals, non-statutory services and any local care services. The teams recognise the complexities of homelessness and the need to work in partnership with all agencies to ensure appropriate access to holistic care.

Teams do not provide direct clinical care.

The team is the single point of contact between the 4 Dublin Councils and PHN services to keep children under 4 years of age connected with PHN services.

HSE Homeless Health-Link Team

Parkgate Hall, 6-9 Conyngham Road,
Dublin 8

North Side Team

(CHO 9: Dublin North, Dublin North
Central, Dublin North West)
Tel: **01 703 6122**

South Side Team

(CHO 7: Dublin South,
Kildare & West Wicklow)
Tel: **01 703 6146**

Email: homeless.nrpf@hse.ie



Addiction

Merchants Quay, Ireland

Merchants Quay Ireland (MQI) is the largest non-profit drug service provider in Ireland, well established and with a proven track record in providing residential drug and alcohol treatment. A national voluntary organisation founded by the Franciscans in 1969, Merchants Quay provides a range of care and treatment services for homeless men and women and for drug users.

MQI's goal is to build a society where the incidence of drug related harm – such as crime, poverty, HIV and homelessness – is greatly reduced, and the range and quality of drugs services are maximised.

MQI's mission is to provide the steppingstones for every point of a man's or woman's journey out of homelessness and addiction, and toward a drug free life, from a cup of tea and a hot meal, to needle exchange services aimed at reducing harm related to drug use, to help with housing and employment, to detox and drug free rehab services, settlement and aftercare support.

www.mqi.ie

Local Services Information

There are a number of services provided across the City to support people experiencing problematic drug and alcohol use. These are based locally and offer a range of services from drop-in, key-working, referral to other services as needed, family support, parenting support as well as advice and guidance as to how to address the impact your drug and alcohol use is having.

All services are professionally run and will use a case management approach working alongside other agencies you are working with as required.

Details of the range of services can be found on:

www.drugs.ie/

www.hse.ie/eng/services/list/5/addiction/drugshivhelpline/

www.ballyfermotldatf.ie/

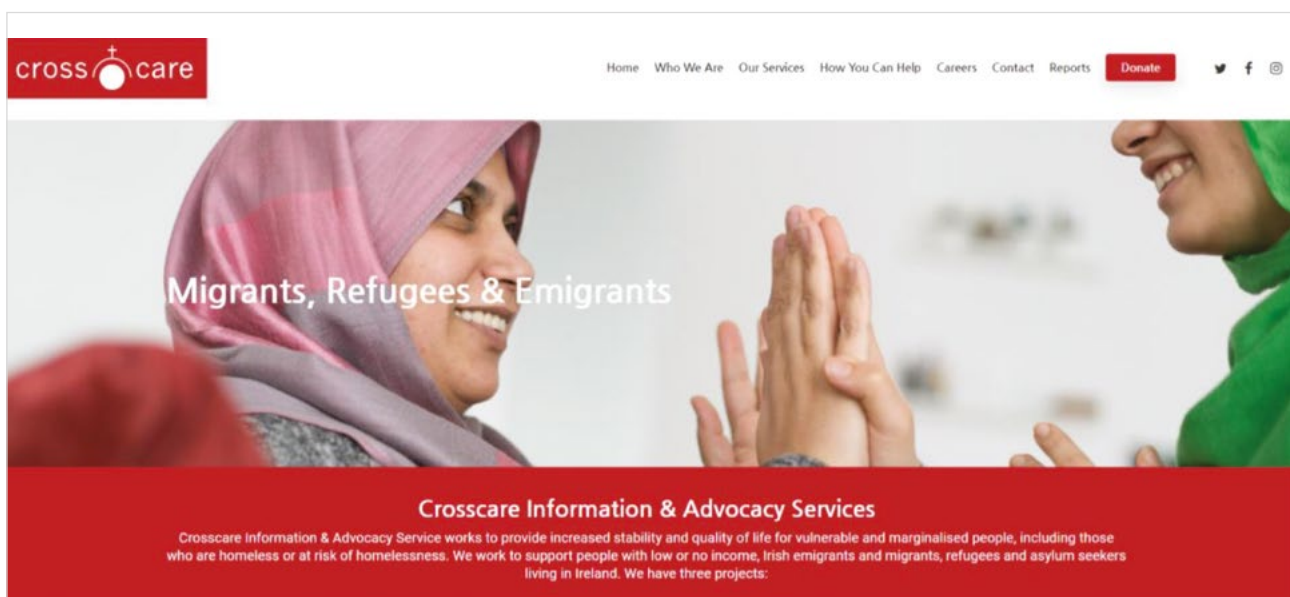
www.dublin12ldatf.ie/

Other useful websites:

www.makethechange.ie/

www2.hse.ie/living-well/alcohol/

Crosscare Migrant Family Support



Working with:

- Refugees, family members of refugees, programme refugees, people with subsidiary protection and leave to remain, international protection applicants and naturalised Irish citizens
- We provide culturally sensitive information, advice, support on a range of issues including health & wellbeing, homelessness and housing, social welfare, international protection and immigration processes
- We assist clients obtaining and renewing their Irish Residence Permit and with their application for travel documents, family reunification, visas and citizenship

The Women's Group, supports women who have been through the international protection process or who have come to Ireland through family reunification.

Provision of a Somali language clinic with interpreters

Provision of phone, video, email and in-person meetings by appointment

Contact:

Email: refugeeservice@crosscare.ie

Mobile: 086 065 6618

Tel: 01 8732844

www.livinginireland.ie

Crosscare Migrant Project

Working with:

- Irish emigrants- before leaving, when abroad and when returning home. Provision of support and access to services on return to Ireland and bringing non-EU family members home. Also provision of assistance in crisis return cases.
- Migrants into Ireland, who are from outside of the EU or who have non-EU family members, Provision of support on immigration permission, family visas and citizenship & residency
- There is a Chinese- language clinic with interpreters

Research, policy develop and training is undertaken. There is also a service to provide training to organisation working with the client groups.

Phone, Video, email and in-persons meetings are available by appointment.

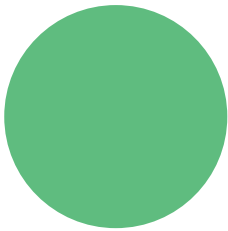
Contact:

Email: migrantproject@crosscare.ie

Tel: 01 873 2844

www.migrantproject.ie &

www.livinginireland.ie



Crosscare Housing & Welfare Information

Working with:

- People at risk of, and experience homelessness and struggling to access state and other supports.
- With a focus on social protection, housing, homelessness and health, provides information on rights and entitlements and offer advocacy where access to rights are delayed or denied.
- Providing a Roma, Romanian and Polish language clinics with interpreters

There is a specific focus on migrant rights and entitlements, both EU and non-EU.

There is a comprehensive training to organisations working with the client group. Migrant issues are represented on various forums working to promote the advancement of migrants and their inclusion in Irish society.

Service is provided by phone, video, email and in-person meetings by appointment.

Contact:

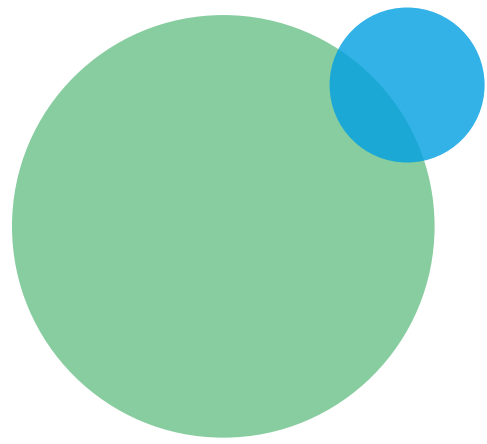
Email: Housingandwelfare@crosscare.ie

Tel: 01 872 6775

www.livinginireland.ie

www.migrantproject.ie/immigration-information





Financial Supports

The Department of Social Protection (DSP) provides a state wide service for customers who are in receipt of rent supplement.

Where required the DSP can provide additional financial support above existing maximum rent limits. If you are having difficulty with your rent supplement you should contact a DSP representative at your local office immediately.

[MABS - the Money Advice and Budgeting Service](#)

Abhaile – Free mortgage arrears support

If someone is already in serious mortgage arrears, they can get support from MABS under the Abhaile scheme.

Depending on the situation, they can get financial, legal, or insolvency advice.

A dedicated adviser will work with client and lender to find the best solution for the situation.

Supports available:



Queries regarding Social Welfare entitlements information is available from Social Welfare (www.gov.ie) or Citizens Information (www.citizensinformation.ie)



TUSLA

The Child and Family Agency

Local supports and services

To report child protection or welfare concerns please contact local Social Work Teams below:

Dublin South West, Kildare and West Wicklow ISA : 045 839300

- Crumlin, Rathfarnham, Tallaght, Kildare, West Wicklow

Dublin South Central ISA : 087 3981713

- Ringsend, South Inner City, Inchicore, Rathmines, Rathfarnham (lower), *Lucan*, *Clondalkin*, *Rathcoole*

TUSLA PPFS

Prevention, Partnership and Family Support, PPFS is a comprehensive suite of early intervention and preventative services being undertaken by Tusla and its partner agencies. The aim of the PPFS is to prevent risks to children and young people arising or escalating through early intervention and family support.

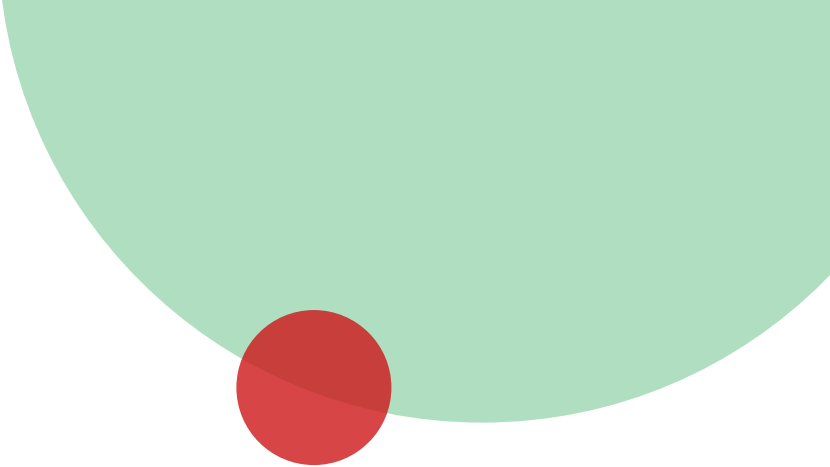
Supporting families and keeping children and young people safe is everyone's business.

Child and Family Support Networks (CFSNs) help families experience services as easily as possible in their own area. They support this by taking a localised, area-based approach.

The local CFSNs consist of all services that play a role in the lives of children and families. This includes local statutory service providers and local voluntary and community services.

Any query or concern in relation to children **out of hours** should be reported to An Garda Siochana.

For more information
www.tusla.ie/children-first/report-a-concern/



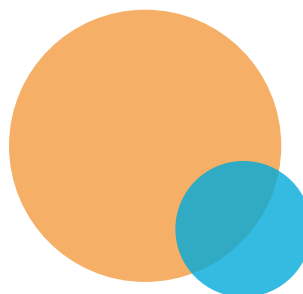
CFSNs work effectively with families to make sure:

- There is “no wrong door” for families
- All families in their locality receive easily accessible support, appropriate to meet their identified needs.

If a family presents to one of the services within the network and that service isn't equipped to meet their needs, that network member will effectively re-direct the family to the network member that is most appropriate to their needs.

The Child & Family Support Network Coordinator is a key role in the CFSN, supporting the development of the Network and also overseeing the Meitheal process.

Meitheal is a Tusla-led Early Intervention Practice Model designed to ensure that the strengths and needs of children and their families are effectively identified, understood and responded to in a timely way so that children and families get the help and support needed to improve children's outcomes and realise their rights. It is an early intervention, multi-agency response, tailored to the needs of the individual child or young person. Meitheal is voluntary and can only be undertaken when the parent/carer agrees to engage with the process.



DCS Area

Local TUSLA PPFS Contacts

Dublin South Central

Area Title	Title	Name	Localities / Town	E-mail
Dublin South Central	PPFS Manager	Maria Hayes	Dublin South Central	mariat.hayes@tusla.ie
Dublin South Central	Senior CFSN Coordinator	Lorraine Doherty	Dublin South City	lorrainef.doherty@tusla.ie
Dublin South Central	Senior CFSN Coordinator	Grainne Finnegan	Dublin West	Grainne.Finnegan2@tusla.ie
Dublin South Central	CFSN Coordinator	Miriam Schweigard	Ballyfermot	miriam.schweigard@tusla.ie
Dublin South Central	CFSN Coordinator	Heather McLoughlin	Dublin South City	heatherm.mcloughlin@tusla.ie

Dublin South West/Kildare/West Wicklow

Area Title	Title	Name	Localities / Town	E-mail
Dublin South West	PPFS Manager	Caroline Sheehan	Dublin South West, Kildare, West Wicklow	caroline.sheehan@tusla.ie
Dublin South West	Senior CFSN Coordinator	Mary O'Brien		mary.nolan@tusla.ie
Dublin South West	CFSN Coordinator	Caroline Moore	Dublin 12 Crumlin Drimnagh	Carolinep.moore@tusla.ie

DCS Children & Young Peoples Services Committee

Children and Young Peoples Services Committees (CYPSC) bring together a diverse range of statutory, community & Voluntary service providers at Local Authority level. Their role is to enhance interagency cooperation and to improve the five national outcomes set out in BOBF. CYPSCs support implementation at a local level.

They are the strategic interagency structure that brings together the main statutory, community and voluntary providers of services for children, young people and families in the county and Local Authority area.

Dublin City South CYPSC

Co-ordinator:
Nuala Nic Giobúin

Tel: **086 0470848**

Email: nuala.nicgiobuin@tusla.ie

Address:

Tusla - Child and Family Agency, 21-23 Lord Edward Street, Dublin 2

Website:

www.cypsc.ie/your-county-cypsc/dublin-city-south

Dublin City South CYPSC

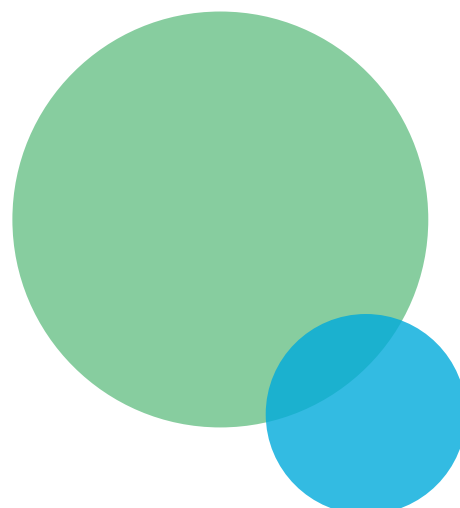
Coiste na Seirbhísí do leanaí & do dhaoine Óga Chathair Baile Átha Cliath Theas

Carnegie Centre, 21-25 Lord Edward Street, D02 AE14

Ionad Carnegie, 21-25 Sráid Thiarna Éide, D02 AE14

www.cypsc.ie/DublinCitySouth

www.dublincypscdirectory.ie



Family Resource Centres

The aim of the Family Resource Centre, FRC programme is to combat disadvantage and improve the functioning of the family unit.

Each FRC operates autonomously working inclusively with individuals, families, communities, and both statutory and voluntary agencies.

FRCs are an integral part of the TUSLA's Local Area Pathways model and act as a first step to community participation and social inclusion. The programme emphasises involving local communities in tackling the problems they face, and creating successful partnerships between voluntary and statutory agencies at community level.

Website: [Family Resources Centres](#)

Dublin South City

1. **F2 Family Resource Centre**,
3 Rueben Plaza, Rialto, Dublin 8.
Tel: 01 4716700
2. **School St Family Resource Centre**,
The Liberties, Dublin 8.
Tel: 01 4547018
3. **Ballyfermot Resource Centre**,
Lynch's Lane, Ballyfermot, Dublin 10.
Tel: 01 6264147
4. **St. Matthews Family Resource Centre**,
5 Drumfinn Park, Ballyfermot, Dublin 10.
Tel: 01 6268370
5. **The Bungalow, Cherry Orchard FRC**,
28 Elmdale Drive, Cherry Orchard
Tel: 01 6231367
6. **St. Andrews FRC**,
Pearse St. Dublin 2,
Tel: 01 677 1930

Domestic, Sexual, Gender Based Violence

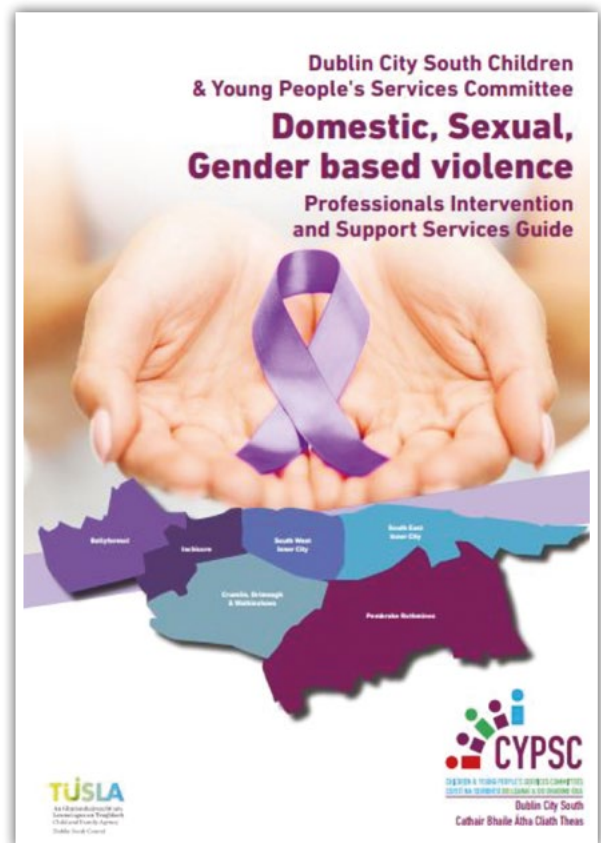
Dublin City South CYPSC Publication

Women and children who are experiencing domestic violence may be accommodated in dedicated refuges.

www.safeireland.ie/get-help/where-to-find-help/

Dublin City South CYPSC

[Domestic, Sexual, Gender Based Violence Professionals Intervention & Support Services Guide](#)



Dublin CYPSC Directory

[The Dublin CYPSC Directory](#), is a centralised directory for 5 CYPSCs in the Dublin Area, Dublin City South; Dublin City North; Fingal; Dún Laoghaire - Rathdown & South Dublin areas.

The directory aims to provide up-to-date information on supports and services for children & families in the greater Dublin Area.



