

# Waterford Integrated Homeless Services (WIHS)

- The Homeless Hub was opened in February 2019 in Waterford City
- It is an Integrated Service developed in partnership between Waterford Council, the Health Service Executive, Focus Ireland and Southeast Simon Community.
- It's located in the city (bus route) in a former Bank of Ireland premises at 28 Parnell Street
- It is a 'one-stop- shop' of agencies providing a range of services to those experiencing or at risk of homelessness.



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## Background:

- We were conscious that we were spread throughout various parts of the city.
- We wanted a one-stop-shop, where people can come into one place, tell their story only once and have access to all the services they need.
- People no longer need to go to the council's customer service desk to get help.
- During 2019 we had over 800 people presenting to the Councils offices as homeless. That footfall was transferred to a designated service at 28 Parnell Street.
- On site Clinical room

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## Services Based at HUB

### Waterford City and County Council;- Homeless Services Team

- Southeast Homeless Lead - Waterford Lead Authority for the Southeast region
- Homeless Co-ordinator
- Homeless Prevention Officers ( SCW)
- HAP Place finder
- Admin – HAP and Finance /Admin PASS and Lead Authority

### Focus Ireland –Advice and Information Services

- Advice and Information Services – Project Workers

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## Services Based at HUB

### Housing First Team

Southeast Simon Community

- Southeast Simon – Housing First Manager
- Southeast Simon – Housing First Project Workers

### Housing First MDT – HSE

- HSE Lead – Social Inclusion CH05
- Housing First Psychologist
- Housing First Clinical Nurse
- Housing First Outreach

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## Services Based at HUB

### Tenancy Sustainment and Settlement Supports

- Focus Ireland – TSSS Project Worker

### Substance Misuse Team– HSE

- Social Care/Outreach Worker - Substance Misuse Services

### Tenancy Settlement Supports (2023)

- Tinteán AHB – TS Project Worker

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## Services Based at HUB- Statistics

Service	2020	2021	2022	2023	2024 (May) - 5 mths
Focus A&I	488	471	569	766	337
Focus TSS	100	120	117	65	40
HAP PlaceFinder	799	733	712	680	245
WCCC Homeless Services	1267	1140	1331	1427	610
HAP Sign Ups* (Sign ups and assessments combined)	60	-	-	-	-
HSE SMS	431	532	488	165	72
South East Simon	599	520	401	367	118
HSE Outreach	474	388	326	249	183
<b>Totals</b>	<b>4218</b>	<b>3904</b>	<b>3944</b>	<b>3719</b>	<b>1605</b>

# Waterford Integrated Homeless Services (WIHS)

## Our Challenges:

Properties – Social (LA and AHBS) and PRA

Costs – rentals with HHAP

Complex presentations – size of families (large families),

Specialised Properties - health needs etc

Blocks to move on from Emergency Accommodation – longer stays

Private Sublets implications of a NTQ to main tenant

Wrap around supports aside from general tenancy supports