



To: Cathaoirleach and Each Member of Kilkenny County Council

**Re: Homeless Services Policy Document
Own Front Door Procedure**

Date: 8th November 2021

A Chara

Kilkenny County Council and other statutory agencies work together to provide appropriate accommodation and supports for homeless persons.

The purpose of this Homeless Services Policy Document and Own Front Door Procedure is to provide persons who find themselves homeless with a clear understanding of the services provided by the Council in terms of Emergency Accommodation and the support they will receive in terms of exiting homelessness.

These policies were prepared in collaboration with Kilkenny Homeless Action Team and were presented to SPC 3 Housing on 21st October 2021.

I recommend adoption of the Homeless Services Policy and Own Front Door Procedure.

Michael Leahy
Senior Executive Officer
Housing Dept.



**KILKENNY COUNTY COUNCIL
OWN FRONT DOOR TEMPORARY TRANSITIONAL ACCOMMODATION
PROCEDURE:**

1. Own Front Door Accommodation is Temporary Transitional Accommodation provided to service users moving from Emergency Homeless Accommodation to assist them transition from EA to more long-term housing solution.
2. All Own Front Door properties need to be agreed in advance by Kilkenny County Council.
3. Nominations for Own Front Doors are to be issued by Kilkenny County Council following discussion and agreement with Kilkenny Voluntary Housing Association.
4. Service User to be notified in writing of nomination to Own Front Door by landlord
5. A licence agreement is issued to Service User for the Own Front Door property. The maximum agreement is for 6 months. One copy of the signed licence is retained by Kilkenny County Council &/or Kilkenny Voluntary Housing Association and the Service User is provided with a copy for their records.
6. Refusal of Own Front Door must be provided in writing to Kilkenny Voluntary Housing Association and a copy forwarded to Kilkenny County Council for records. Emergency Homeless Accommodation service will cease if offer of Own Front Door accommodation is refused. (In making an offer, all reasonable efforts will be made by Kilkenny County Council to ensure that the accommodation meets the needs of the individual/family)
7. In entering Own Front Door Temporary Transitional Accommodation, the Service User is discharged from Homeless Emergency Accommodation and a formal discharge form is forwarded to Kilkenny County Council.
8. The Terms and Conditions of stay in Own Front Door include:
 - a. Persons will agree to terms and conditions of licence agreement. The same terms and conditions to be used by Kilkenny Voluntary Housing Association and Kilkenny County Council and should be attached to the procedure.
 - b. Service User will agree to engage with appropriate support services and provide evidence of same.
 - c. Service User will demonstrate that they are actively seeking alternative accommodation.

- d. Own Front Door accommodation will be withdrawn if engagement is not demonstrated.
 - e. If Own Front Door is withdrawn due to non-compliance with terms and conditions, no alternative accommodation or no Emergency Homeless Accommodation will be provided
 - f. Further supports may be considered following a review meeting at a date and time as relayed to Service User at time of withdrawal of Own Front Door. Outreach community support services will continue to be made available.
9. All data is updated on PASS. On receipt of Discharge Form – PASS is updated accordingly to show
 - a. An exit from Emergency Accommodation.
 - b. The service user is now in Own Front Door – the specific OFD is named
10. Support via Care and Case Management continues to be provided to Service User for duration of stay in Own Front Door.
 - a. For Kilkenny County Council Own Front Door properties this support will be provided through the Homeless Prevention & Support Worker.
 - b. For Kilkenny Voluntary Housing Association Own Front Door properties, support will be provided through Kilkenny Voluntary Housing Association Tenancy Support Team
11. All Own Front Door service users will be referred to HAP Place Finder Service with monthly updates provided to the Homeless Prevention and Support Worker.
12. Kilkenny Voluntary Housing Association and Kilkenny County Council will review progress with Own Front Door clients monthly as part of Monthly Review Meeting.
13. Own Front Door Exit Strategies will be managed by Kilkenny County Council HAP Place Finder Service and Homeless Prevention & Support Worker.