

**Housing tenancy  
sustainment among  
Focus Ireland  
customers**

**Are you  
still ok?**

A woman with long brown hair, seen from behind, is holding a young child in a teal shirt. They are in a hallway with yellow walls. In the bottom left, another child is visible, looking down. The overall mood is one of concern and support.

**FOCUS**  
Ireland

**Challenging  
homelessness.  
Changing lives.**





**95%**

**of respondents remained  
in secure housing after  
six months**



**Housing tenancy  
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Focus Ireland  
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**Are you  
still ok?**

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September 2018

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# Contents

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Introduction	1
Background	3
Methodology	4
History of service engagement	5
Demographic profile	6
Living situation at follow-up	8
Housing concerns	9
Security and the risk of returns to homelessness	10
Support received from Focus Ireland	12
Analysis of whether respondent was engaged with prevention or exit services	13
Conclusion	15
Appendix 1 – Telephone survey	16

# Acknowledgements

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Sincere thanks to the staff of Focus Ireland services who provided the customer consents and contact details on a monthly basis. The Focus Ireland Advocacy, Research and Communications team would like to also acknowledge the commitment and professionalism of the peer researchers – Paul Haughan, Emma Richardson and Kathleena Twomey – who enabled the organisation to execute this project successfully.

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# Introduction

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In 2017, Focus Ireland embarked on a unique and innovative programme to better understand the impact of its services on the people it sets out to support. This report outlines the conclusions of that year-long investigation.

Traditionally, homeless organisations have measured their success by the number of people they ‘help’, measured by the meals they serve or the number of nights emergency shelter they provide. In recent years, a small number of organisations, including Focus Ireland, have started to report the number of people they have supported to move out of homelessness or who have been prevented from becoming homeless by the interventions of the organisation. In our 2017 Annual Report we record supporting 1,065 households out of homelessness – the organisation’s most successful year ever.

This impact measurement is a crucial component of a movement away from ‘managing homelessness’ towards an evidence-based commitment to bring homelessness to an end. But reporting the number of people we believe we have supported is quite limited: it is based on the situation of the person or family on the day they stopped using our services. Who knows what happens next? Do families, which services have worked so hard to find a home for, end up returning to homelessness because of the pressures of the rental market or the re-emergence of the same problems that rendered them homeless in the first place? In any case, who says that the organisation claiming the ‘success’ is actually responsible? Maybe the individual does not feel the homeless service helped at all and attributes moving out of homelessness to some entirely different organisation or indeed to their own efforts?

To answer some of these questions and to better understand the longer-term impact of our services, Focus Ireland set out in 2017 to contact every household we had supported out of homelessness or prevented from becoming homeless, six months after they disengaged from our services.

Not every person we had supported gave permission for us to contact them in six months time. Understandably, many people who have been through the ‘homeless system’ want to say good bye to homeless services and all that it reminds them of. Some people who had given permission were not accessible when we went to call them. But overall, we were able to have detailed conversations with 288 of the people we had supported.

The lessons were reassuring for our services:

- 95% of the people we had disengaged from our services were still in secure housing six months later, with only 5% having become homeless, mostly living with family or friends in insecure arrangements.
- 79% believed that Focus Ireland had helped with their housing situation and 88% would recommend Focus Ireland.
- 86% were either satisfied or very satisfied with the service they received.



In the middle of a housing and homelessness crisis, these are important responses for our front-line services to hear. We really are 'challenging homelessness and changing lives.'

There are of course lessons for us to learn. How can we support the 5% who returned to homelessness? Of course, we linked them up with a new wave of support (where they were not already back in contact), but what else could have been done? The lessons for those who were not satisfied with the service have been fed back into our management systems. Perhaps most worrying of all is that more than half of the people who had made their new homes in the private rented sector reported that they were worried about becoming homeless again in the next 6 months. This demonstrates the need to create more security in that sector, not only for those who have been homeless but for the 1-in-5 of the population who call the private rented sector 'home'.

The project had one other unique feature – the front-line work of phoning former customers was carried out by a team of peer researchers – people who have themselves had lived experience of homelessness and have now trained as researchers. The role of the peer researchers was an important feature of the project and contributed significantly to its success.



**95%**

**of respondents remained  
in secure housing after  
six months**



**86%**

**overall satisfaction rate  
with Focus Ireland services**



# Background

Focus Ireland's recent Strategic Plan 2017–2020<sup>1</sup> sets out 7 Key Performance Indicators (KPI) across its 70+ services around the country. One of these KPIs relates to the sustainment of tenancies for customers who engaged with Focus Ireland to prevent homelessness, and a second KPI relates to sustainment of tenancies where a homeless customer was supported to secure a new home.

In 2017, Focus Ireland initiated a process of verifying whether these tenancies were still in place six months after they disengaged from services (i.e. planned disengagements). The data was collected through monthly telephone surveys with customers who had consented to such contact.

The data collection was conducted by a team of three peer researchers<sup>2</sup> over a 12-month period and was coordinated by a member of the Research Team in Focus Ireland.

The principle aims of this exercise are to:

- a) Ascertain how many customers *remain* in secure homes 6 months after they disengaged with Focus Ireland services.
- b) Capture customer satisfaction in relation to the support they received from Focus Ireland services.

Key demographic information and perceptions of housing security were also captured in the survey.

The following report presents tenancy sustainment data from a total sample of **288 respondents** who disengaged with Focus Ireland services between January and December in 2017. This represents **47%** of the total number of customers who gave their consent to be contacted by the research team at point of disengagement from our services (n=609) and 15% of the total number of customers from whom we disengaged (n=1,897).



<sup>1</sup> Focus Ireland Strategic Plan 2017–2020 can be accessed here: <https://www.focusireland.ie/organisational-strategy/>

<sup>2</sup> 'Peer researchers' are individuals with lived experience of the issue being studied. This team of Focus Ireland peer researchers has engaged in a number of research projects within Focus Ireland. The peer researchers were employed on to Focus Ireland's Staff Relief Panel and were paid for the work they carried out.

# Methodology

From the beginning of 2017, service staff requested consent from customers at the time of their disengagement from Focus Ireland services to permit future contact from the research team. Not all customers gave consent for follow up and not all customers were contactable six months later (see Table 1).

**Table 1: Breakdown of customer disengagement and consents**

2017	Number
Customers who disengaged from Focus Ireland services	1,897
Valid 'YES' consents and phone numbers obtained for survey	609
Phone numbers not in service six months later	112
Customer unresponsive (i.e. 3 unsuccessful attempts at contact)	147
Language barrier (thus, survey was not completed)	19
Customers who chose not to participate at point of survey	33
Other	10
Number of completed surveys	288
Percentage (%) of YES consenters who participated in surveys	47%

Surveys were administered by a team of three peer researchers via telephone and the project was co-ordinated by a Focus Ireland Research Officer.<sup>3</sup>

The telephone survey targeted the following items: current housing; risk of repeat homelessness; service satisfaction levels; and demographics.

The customers were made aware at both initial disengagement and follow-up phone call that involvement in the study was entirely voluntary and that they were under no obligation to participate. Thirty-three customers who had originally given consent chose not to participate at the point of follow-up contact.

The surveys typically took around ten minutes, but sometimes calls were longer – depending on the level of detail offered by participants themselves.

In cases where respondents sought information in relation to their current homelessness or housing situation, they were provided with the relevant contact number of the Focus Ireland Advice and Information service. Where respondents were perceived to be vulnerable (by the peer researchers conducting the calls), the supervising Research Officer made the appropriate services aware of this in order to offer follow-up support.

All data was inputted and analysed using a combination of Survey Monkey (peer researchers inputted data through this software), Excel and Statistical Package for the Social Sciences (SPSS) Version 24. Focus Ireland's Data Protection and Customer Confidentiality policies, as well as the organisation's Ethical Guidelines for Conducting Research, were adhered to at all times in the completion of this study.

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<sup>3</sup> All peer researchers were trained in key research methods (such as conducting telephone surveys and data entry) and were supported by the member of staff throughout the process, for example in cases where there was a difficult telephone call.



# History of service engagement

The majority of the **288 survey respondents** were previously engaged in either a Case Management (120; 42%) or Tenancy Support and Settlement (93; 32%) capacity within Focus Ireland. A smaller number of respondents had been engaged with Advice and Information (52; 18%), Aftercare Residential (14; 5%), Short-Term Housing (5; 2%) and Housing First (4; 1%). Table 2 below provides a breakdown.

**Table 2: Breakdown of service engagement among customers surveyed**

Type of Focus Ireland service	Total	
	n=	%
Case Management	120	42%
Tenancy Support & Settlement	93	32%
Advice & Information	52	18%
Aftercare Residential Services	14	5%
Short-Term Housing	5	2%
Housing First	4	1%
Total	288	100%



# 79%

**felt that  
Focus Ireland  
helped with their  
housing situation**



# Demographic profile

The customers which were surveyed varied in profile.<sup>4</sup> The majority were female (over two thirds), and three quarters of the survey respondents were Irish-born. As noted in Table 1 previously, 19 respondents were not able to complete the survey due to language barriers, so it is likely that migrants are underrepresented in this sample. 70% of the sample were currently unemployed, while over 80% of the sample had children.

## Gender

- › 197 were female (69%)
- › 90 were male (31%)

## Age

- › 47 (17%) of the respondents were aged between 18 and 25 years
- › 81 (28%) were 26 to 34 years
- › 105 (37%) were aged between 35 and 46 years
- › 52 (18%) were 47 years or older

## Nationality and ethnic/cultural background

- › 208 (73%) of the respondents were born in Ireland
- › 51 (18%) were from countries within the EU
- › 27 (9%) were from outside the EU

## Employment status of respondents

- › 200 (70%) were currently unemployed
- › 28 (10%) were in full-time employment
- › 35 (12%) were in part-time employment
- › 15 (6%) were in full-time education
- › 6 (2%) respondents were retired

## Family type

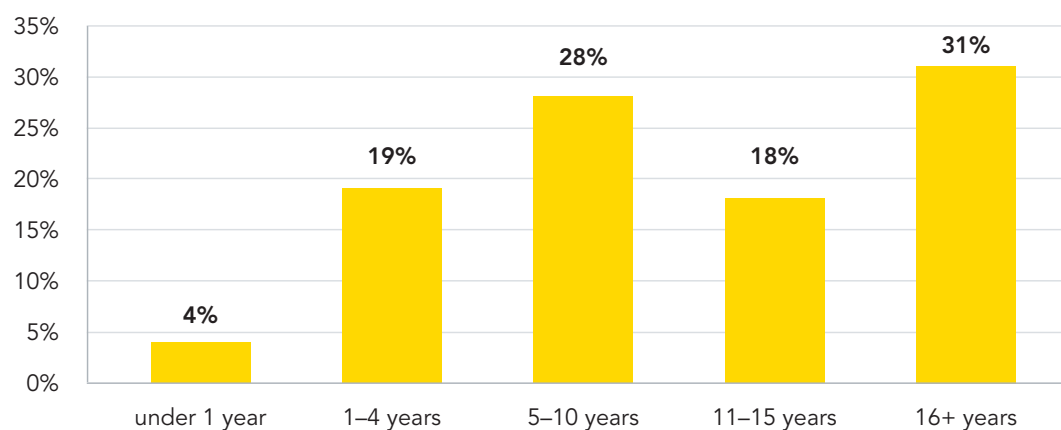
- › 168 (59%) respondents were single; 104 (37%) were in a relationship; and 12 (4%) chose 'other' when asked were they single or in a relationship
- › 42 (15%) respondents had no children
- › Of those who had children (n=241, 84%), there were 582 children in total
- › There were 134 one-parent households (56% of respondents with children). 111 of these one-parent households were headed by a female (83%)

---

<sup>4</sup> There were some incidences where data was missing from surveys. Percentages included in this section refer to valid percentages.

In respect of children's ages, those 16 years and older are the largest recorded group (180; 31%). This is followed closely by children aged in the 5-10 year age category (164; 28 %). There is a smaller amount in both the 1 to 4 year (108; 19%) and 11 to 15 year age group (104, 18%); while children aged under 1 year of age are the lowest recorded age group (26, 4%).

**Graph 1: Ages of children**



**65%**

**felt that Focus Ireland  
helped with avoiding  
homelessness**





# Living situation at follow-up

Six months after disengaging with Focus Ireland services, 95% of the respondents (273 of the 288 surveyed) *remained* in secure housing. This highlights that in the vast majority of cases, tenancy sustainment was achieved; whilst also verifying the tenancy sustainment KPI within the organisation's strategy.

## Housing tenure at follow-up survey

The majority of customers were living in either private rented accommodation (43%) or local authority housing (35%). Below is a breakdown of their current living situations, six months after disengaging from Focus Ireland services.

- 102 (35%) respondents were living in local authority housing
- 96 (33%) were in private rented sector accommodation with the housing assistance payment (HAP)<sup>5</sup>
- 33 (12%) were residing in Approved Housing Body (AHB) housing (i.e. housing associations)
- 15 (5%) were in private rented sector accommodation with rent supplement (RS)
- 12 (4%) were residing in Focus Housing (Focus Ireland's AHB)
- 10 (4%) were renting privately, independently *without* rental subsidies (IND)
- 3 (1%) were residing in privately-owned property
- 2 (1%) were living in transitional accommodation

**Fifteen** (5%) respondents were homeless at time of survey:

- 11 respondents were staying with **friends/family**<sup>6</sup>
- 4 respondents were living in **emergency accommodation**<sup>7</sup>

With the customer's consent, the peer researcher alerted the Focus Ireland Research Officer if the customer had returned to homelessness and an appropriate member of services linked back in with the customer. In many cases, however, the customer was already back in contact with Focus Ireland services staff.

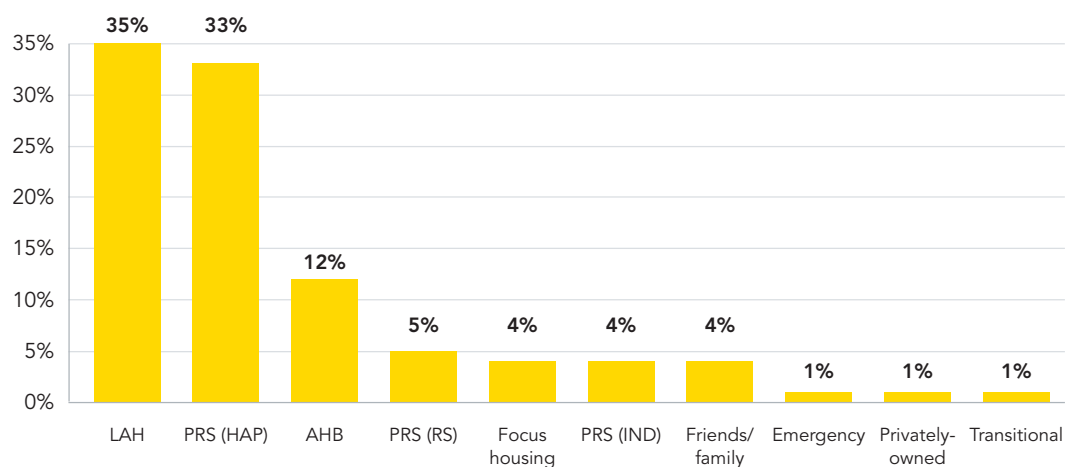
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<sup>5</sup> Housing assistance payment (HAP) is a rental subsidy payment administered by the local authority to households who are eligible for social housing.

<sup>6</sup> 6 respondents were living in the family home; 5 were living with friends – all identified that they were still in need of housing.

<sup>7</sup> In the interim 6-month period between service disengagement and time of survey **3 out of these 4 respondents** had *lost* tenancies in the private rented sector before returning into emergency accommodation.

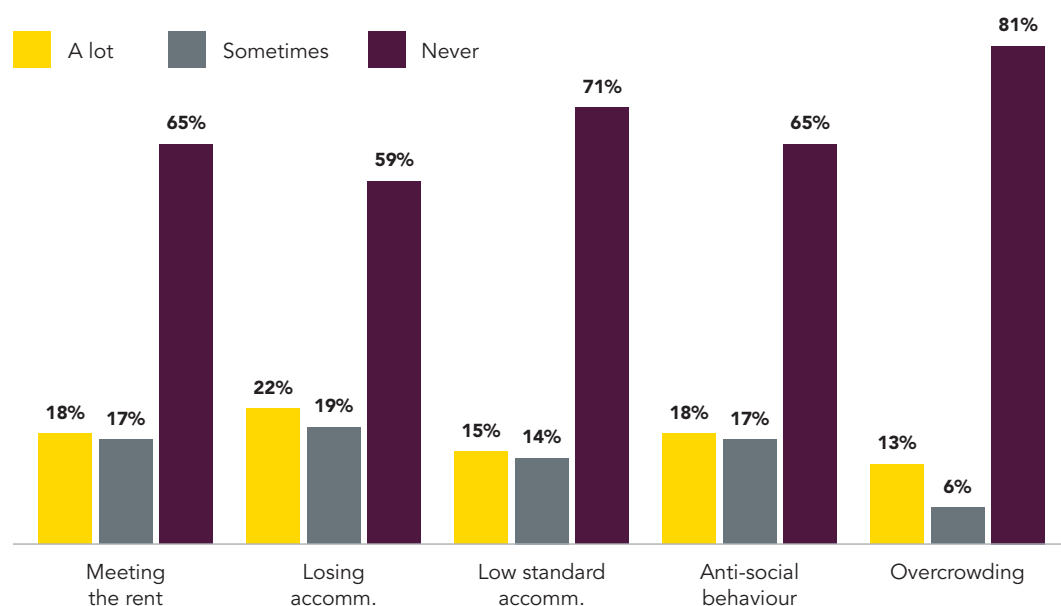
Graph 2: Living situation at time of survey (percentage)



## Housing concerns

Respondents were asked about a range of housing concerns that they may have. Generally across all aspects of housing, the majority of respondents reported that they 'never' worried. However, there remained a sizable group who reported concerns in terms of housing security. For example, **over a third of respondents were worried about losing their accommodation** (22% said they worry 'a lot' about this, while 19% said they worry about it 'sometimes'), while 35% were worried about anti-social behaviour in their local community (18% said they worry 'a lot' while 17% said they worry about it 'sometimes'). Graph 3 below illustrates the concerns across meeting rental payments, possibility of losing accommodation, standard of accommodation, anti-social behavior and overcrowding.

Graph 3: Housing concerns – 'do you worry about....?'



# Security and the risk of returns to homelessness

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Survey respondents were asked on a scale of 1–10 how ‘secure’ they felt in their current accommodation (10 being very secure). The average score for the respondents was **7.6**. However, this varied according to housing tenure type:

- Respondents in social housing (LA and AHB housing including Focus Ireland housing): **8.7**
- Respondents in the PRS: **7.0**

These reports of perceived housing security can be compared with such perceptions in the general population through a survey undertaken by the Irish Charity Engagement Monitor (ICEM) in April 2018 in which 1,000 respondents over the age of 16 years of age and residing in Ireland were surveyed, using the same question about housing security. Among those surveyed, 57% were residing in privately-owned homes, 24% were in the private rented sector, and 6% of respondents were residing in local authority or approved housing body housing. This ICEM sample is broadly in line with the distribution of housing tenure in the general population.

The ICEM reported the following self-reported score of ‘security’ in housing.

- Respondents in privately-owned homes: **8.4**
- Respondents in local authority housing: **7.3**
- Respondents in the PRS: **5.9**

The former Focus Ireland customers who had recently exited or avoided homelessness report a higher sense of housing security than people in similar tenures in the general population. Specifically, former Focus Ireland customers now living in the private rental sector reported higher levels of housing security (7.0) than private rented tenants in the general population (5.9).

Similarly, former Focus Ireland customers who are now social housing tenants report higher levels of housing security (8.7) than home owners in the general population (8.4).

However, for a significant proportion of the Focus Ireland cohort a return to homelessness remains a very real fear. When asked the question ‘Do you worry about becoming homeless in the next 12 months?’ **97 (34%) applicable respondents reported that they did.**



Those in social housing were far more likely to report lower levels of fear about a return to homelessness: only 15% (22 of 147 respondents residing in social housing) expressed worry about becoming homeless in the next 12 months, which highlights the comparative feeling of stability felt by social housing tenants. By contrast, of the 121 respondents in the private rented sector, more than half (n=65) expressed worry about becoming homeless in the next 12 months.

The surprisingly high levels of perceived housing security in former Focus Ireland customers requires further investigation to be fully understood. One reason could be the psychological after-effect of extreme insecurity in homelessness. Another explanation for the sense of security for those in the private rented sector could be the extent to which HAP payments protect them from the rental burden of the general private rental population. The divergence between the 'worry about returning to homelessness' question and the reported sense of security, suggests that 'sense of security' is drawing out a range of different feelings in addition to fear of eviction.



**54%** of respondents residing in the private rented sector worry about becoming homeless in the next 12 months. This compares to only 15% of those in local authority housing.



# Support received from Focus Ireland

## Impact of Focus Ireland on housing

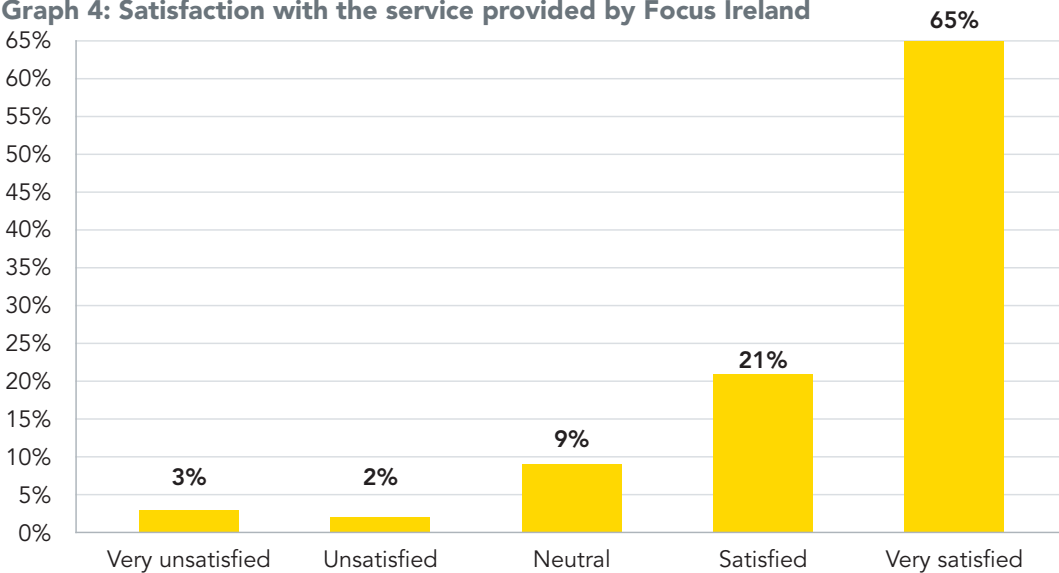
Feedback from respondents was very positive in respect of the support they received from Focus Ireland:

- 253 (88%) **would recommend** Focus Ireland to a friend
- 227 (79%) felt that Focus Ireland **helped with their housing** situation
- 187 (65%) felt that Focus Ireland **helped with avoiding homelessness**
- 166 (58%) said Focus Ireland helped with **linking** them up with other services (which specialised in other areas)

## Service satisfaction

A majority of respondents reported as being ‘very satisfied’ with quality of service received (186, 65%). 59 respondents (21%) said they were ‘satisfied’, 15 (5%) respondents said they were either ‘unsatisfied’ (n=7) or ‘very unsatisfied’ (n=8) with the service they received. While 25 (9%) respondents reported as ‘neutral’ to this question (see graph 4 below).

Graph 4: Satisfaction with the service provided by Focus Ireland



# Analysis of whether respondent was engaged with prevention or exit services

Focus Ireland's Strategic Plan 2017–2020 addresses homelessness in two key ways: preventing homelessness and achieving sustained exits out of homelessness. Customers who were surveyed were in contact with services pertaining to one of these pillars. The majority of respondents were categorised as *Sustained Exits* pathway (191; 67%). While a third of respondents were categorised as *Prevention* pathway (97; 33%).

**Table 3: Respondents' pathways according to organisation's Strategic Plan 2017–2020**

Pathway	Number of respondents	%
Sustained Exit	191	67%
Prevention	97	33%
<b>Total</b>	<b>288</b>	<b>100%</b>

## Prevention pathway and housing outcome

Of the 97 (33%) respondents on a *Prevention* pathway, 88 were housed in a combination of housing tenure types – 56% were living in the private rented sector:

- 40 (41%) were in the private rented sector with HAP
- 26 (27%) were in local authority housing
- 8 (8%) were in the private rented sector without financial supports
- 7 (7%) were in private rented sector accommodation with rent supplement
- 4 (4%) were in an approved housing body property
- 2 (2%) were living in privately-owned housing
- 1 (1%) was in Focus Ireland housing

9 (9%) *Prevention* respondents were categorised as homeless at time of survey call: 8 living with either a friend/s or family and 1 living in emergency accommodation.

44 (45%) respondents from this group worried about becoming homeless in the next 12 months, a relatively high number perhaps reflecting the predominance of those in private rented accommodation.

Similarly, those who were prevented from becoming homeless felt an average of 6.8 out of 10 in relation to housing security; comparatively lower than the *Sustained Exit* cohort.

75 (77%) *Prevention* respondents felt Focus Ireland helped with their housing situation, while 61 (63%) felt Focus Ireland helped them to avoid homelessness.

65 (67%) respondents reported being very satisfied or satisfied with the service they received from Focus Ireland.



## Sustained exit pathway and housing outcome

Of the 191 respondents who were aligned to a *Sustained Exit* pathway, 116 (or 61%) were residing in social housing; comparatively higher than the *Prevention* pathway (32% of the this sample).

- 76 (39%) were in local authority housing
- 56 (29%) were in the private rented sector with HAP
- 29 (15%) were in an approved housing body property
- 11 (6%) were in Focus Ireland housing
- 8 (4%) were in the private rented sector with rent supplement
- 2 (1%) were in the private rented sector without financial supports
- 2 (1%) respondents were living in transitional accommodation

6 (4%) respondents were homeless at time of survey call: 3 were living with either a friend/s or family and 3 were living in emergency accommodation.

Respondents' sense of security averaged a score of 8.0 when asked on a scale of 1–10 how secure they felt in their current accommodation. This was significantly higher than the *Prevention* pathway (6.8), again reflecting the security of tenure offered to social housing tenants comparative to privately renting tenants.

53 (28%) respondents from this group worried about becoming homeless in the next 12 months, lower than the 47% equivalent among *Prevention* customers.

151 (79%) respondents felt Focus Ireland helped with their housing situation, while 125 (66%) felt Focus Ireland helped them to avoid homelessness.

120 (63%) respondents reported being very satisfied while 37 (19%) were satisfied with the service they received from Focus Ireland.

# Conclusion

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Since its foundation in 1985, Focus Ireland has actively invested in research to inform effective policy-responses and our own service delivery. With the publication of the organisation's Strategic Plan 2017–2020 (emphasizing prevention and sustained exits), the research team in Focus Ireland have also pursued a programme of monitoring and evaluation to verify its strategic objectives and service outcomes.

This project marks the first phase of this work. Its main objective was to ascertain whether tenancies were still in place 6 months after customers disengaged with our services. In doing so, we could verify what we claim to do.

Through regular telephone survey data collection with a sample of customers each month, we were able to ascertain that 95% (n=273) of those who disengaged from Focus Ireland services remained in stable housing six months later. 9% of customers who sought support to prevent themselves from becoming homeless were homeless 6 months after disengaging with Focus Ireland services, while only 4% of customers who had been supported out of homelessness had returned to homelessness 6 months later.

In total, 15 of the 288 customers surveyed were homeless six months later (with 11 staying with friends or family and 4 in emergency accommodation). These customers self-identified as continuing to have an unmet housing need. With their consent, the services team linked back in with these customers to support them in their housing (in cases where the customer had not already linked back already).

Levels of concern in relation to respondents' housing and feeling of security was significantly influenced by tenure type. Tenants of local authority or other forms of social housing felt a much greater sense of security and well-being (indeed, they reported marginally higher levels of security than home-owners in a study of the general population).

By contrast those who were in private rented accommodation reported lower levels of security and more than half were fearful of returning to homelessness within the next 12 months.

Focus Ireland will continue to innovate in their monitoring and evaluation over the course of the organisation's Strategic Plan 2017–2020 (and beyond). The importance of tracking and verifying customer outcomes can both feed into the design and delivery of our services and also inform a wider evidence base on service interventions. The inclusion and employment of peer researchers in the process is particularly novel and can be replicated in other organisations – both within the homeless sector and beyond.

# Appendix 1 – Telephone survey

## SECTION ONE: INTRODUCTION

### Q1a Can I start by asking what type of accommodation are you living in TODAY?

(choose one of the following options with a ✓ TICK)

- |  |                          |
|--|--------------------------|
| (1) Local Authority Housing  | <input type="checkbox"/> |
| (2) Focus Ireland housing  | <input type="checkbox"/> |
| (3) Approved Housing Body (e.g. Clúid, Tuath...)                           | <input type="checkbox"/> |
| (4) Private rented sector (landlord) <b>with</b> HAP                       | <input type="checkbox"/> |
| (5) Private rented sector (landlord) <b>with</b> Rent Supplement           | <input type="checkbox"/> |
| (6) Private rented sector (landlord) <b>without</b> HAP or Rent Supplement | <input type="checkbox"/> |
| (7) 'Moving between' places  | <input type="checkbox"/> |
| (8) Staying with friends/family  | <input type="checkbox"/> |

Would you consider yourself to be homeless?

Yes/No

- |   |                          |
|---|--------------------------|
| (9) Emergency accommodation                           | <input type="checkbox"/> |
| (10) Transitional accommodation                       | <input type="checkbox"/> |
| (11) Rough sleeping                                   | <input type="checkbox"/> |
| (12) Other (please specify): <input type="checkbox"/> |                          |

### Q1b How long have you lived in your CURRENT accommodation for?

- |                         |                          |
|-------------------------|--------------------------|
| (1) Less than 6 months  | <input type="checkbox"/> |
| (2) 6 months – 1 year   | <input type="checkbox"/> |
| (3) Between 1 – 2 years | <input type="checkbox"/> |
| (4) More than 2 years   | <input type="checkbox"/> |

### Q1c What TYPE of housing or accommodation were you living in before your current accommodation?

- |  |                          |
|--|--------------------------|
| (1) Local Authority Housing  | <input type="checkbox"/> |
| (2) Focus Ireland housing  | <input type="checkbox"/> |
| (3) Approved Housing Body (e.g. Clúid, Tuath...)                           | <input type="checkbox"/> |
| (4) Private rented sector (landlord) <b>with</b> HAP                       | <input type="checkbox"/> |
| (5) Private rented sector (landlord) <b>with</b> Rent Supplement           | <input type="checkbox"/> |
| (6) Private rented sector (landlord) <b>without</b> HAP or Rent Supplement | <input type="checkbox"/> |
| (7) 'Moving between' places  | <input type="checkbox"/> |
| (8) Staying with friends/family  | <input type="checkbox"/> |

Would you consider yourself to be homeless at that time?

Yes/No

- |   |                          |
|---|--------------------------|
| (9) Emergency accommodation                           | <input type="checkbox"/> |
| (10) Transitional accommodation                       | <input type="checkbox"/> |
| (11) Rough sleeping                                   | <input type="checkbox"/> |
| (12) Other (please specify): <input type="checkbox"/> |                          |



**Q1d** What do you consider to be the main reason for leaving the accommodation you WERE LIVING IN AT THAT TIME?

- (1) No longer afford accommodation ☐
- (2) Of low standard ☐
- (3) Family conflict ☐
- (4) Domestic violence ☐
- (5) Offer of Local Authority housing ☐
- (6) Found improved accommodation ☐
- (7) Landlord returning to property ☐
- (8) Landlord selling property ☐
- (9) Bank repossession ☐
- (10) Other (please specify): ☐ \_\_\_\_\_

**Q2a** On a scale of 1–10, in your own opinion, how 'SECURE' do you feel in your current housing? (1 being very insecure; 10 being very secure)

Insert number (1–10) \_\_\_\_\_

**Q2b** In relation to your CURRENT HOUSING, I'm going to ask you some questions about things that you may worry you and if you could answer with either 'A LOT', 'SOMETIMES' or 'NEVER' (✓)

'Do you worry about...'	A lot	Sometimes	Never
... being able to meet rent every week/month	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
... losing your accommodation for any reason	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
... accommodation being of low standard	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
... anti-social behaviour in the area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
... overcrowding	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other: ☐ \_\_\_\_\_

Details (if they **voluntarily** give that information):

OK, with the next question, if you could answer either YES or NO

**Q3** Do you worry about BECOMING HOMELESS in the next 12 months?

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

## SECTION TWO: SUPPORT RECEIVED FROM FOCUS IRELAND

**Q4a** How would you describe your overall satisfaction with Focus Ireland services? (list out answers) (✓ only one)

Very unsatisfied	Unsatisfied	Neutral	Satisfied	Very satisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<b>Q4b</b>	Do you feel that Focus Ireland helped you with your HOUSING SITUATION?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Don't know <input type="checkbox"/>	N/A <input type="checkbox"/>
	Do you feel that Focus Ireland helped you to AVOID becoming homeless?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Did Focus Ireland link you up with OTHER organisations / services?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Finally would you RECOMMEND Focus Ireland to a friend?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### SECTION 3: DEMOGRAPHIC PROFILE

<b>Q5</b>	Can I start by confirming your gender? (✓)	Male <input type="checkbox"/>	Female <input type="checkbox"/>	Other _____
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<b>Q6</b>	What age are you? (✓)	0–17 <input type="checkbox"/>	35–46 <input type="checkbox"/>
		18–25 <input type="checkbox"/>	47+ <input type="checkbox"/>
		26–34 <input type="checkbox"/>	

<b>Q7</b>	What country are you originally from? (✓)	Ireland <input type="checkbox"/>	EU <input type="checkbox"/>	Non-EU <input type="checkbox"/>
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<b>Q8a</b>	What is your current employment status? (If unemployed, ask Q8b) (✓)	Unemployed <input type="checkbox"/>	Part-time employment <input type="checkbox"/>	Full-time employment <input type="checkbox"/>	Retired <input type="checkbox"/>	Student <input type="checkbox"/>
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<b>Q8b</b>	If unemployed, are you in receipt of a weekly social welfare payment? (✓)	Yes <input type="checkbox"/>	No <input type="checkbox"/>
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<b>Q9</b>	Are you single or in a couple? (✓)	Single <input type="checkbox"/>	In a couple <input type="checkbox"/>	Other <input type="checkbox"/>
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<b>Q10a</b>	Do you have any children? (✓) (If yes, please answer 10b and 10c, if no skip to Q11)	Yes <input type="checkbox"/>	No <input type="checkbox"/>
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<b>Q10b</b>	How many children do you have? (✓)	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5+ <input type="checkbox"/>
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<b>Q10c</b>	How many children live with you? (✓)	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5+ <input type="checkbox"/>
	Comment: _____						

<b>Q10d</b>	What age are your children? (insert number of children in relation to age categories)	Age in years	Number of children
		Under 1 year	_____
		1–4	_____
		5–10	_____
		11–15	_____
		16+	_____

Focus Ireland would like to acknowledge that the prevention and tenancy sustainment services whose work is reflected in this report are funded by a range of statutory authorities and supporters. Support is received from Dublin Region Homeless Executive, Carlow County Council, Clare County Council, Cork City Council, Kildare County Council, Kilkenny County Council, Limerick City and County Council, Monaghan County Council, Sligo County Council, Tipperary County Council, Waterford County Council, Wexford County Council, Bord Gais Energy, Tusla (the Child and Family Agency), City of Dublin Youth Services Board and the HSE (Social Inclusion).

**In 2017 Focus Ireland services supported 14,500 people.**

During 2017 Focus Ireland was funded from the following sources:

**44% Income from Statutory funders**

**42% Fundraised income**

**8% Rent from our tenants**

**6% Other**

More detail of Focus Ireland sources can be found in our annual report at [bit.ly/2017FOCUS](http://bit.ly/2017FOCUS)

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A photograph of a woman with long brown hair, seen from behind, holding a young child with light brown hair. The child is looking over the woman's shoulder towards the camera. They are standing in front of a bright yellow wall. In the bottom left corner, the back of another child's head is visible as they look down. The overall mood is intimate and focused on the subjects.

**FOCUS**  
Ireland

**Challenging  
homelessness.  
Changing lives.**