

Focus Ireland

Insights into Family Homelessness Number 2

Survey of the families that became homeless during July 2015

Authors: Sinead McGinley
Mike Allen
Alison Connolly

Visit **focusireland.ie**
Find us on 

CHY 7220

***‘Quarterly Study of Families Allocated to the Family
Homeless Action Team –
July 2015’***

March 2016

1. Introduction

Since 2012, there has been a significant increase in the incidence of family homelessness in Ireland. In 2012, an average of 8 new families were presenting as homeless in Dublin every month. The numbers presenting has risen rapidly every quarter since then with an average of 32 families becoming homeless each month in 2014. This figure has now more than doubled again, with around 70 families each month becoming homeless in 2015.

During the last week of July 2015, there were a total of 556 families in homeless accommodation in Dublin, up from 531 in June 2015, and 1,185 children were homeless within these 556 family units.

Focus Ireland has been the lead non-government agency working with homeless families over this period, designated as the Homeless Action Team (HAT) for families by the Dublin Region Homeless Executive (DRHE), and has responsibility for working with and supporting the vast majority of homeless families in the four Dublin local authority areas (Dublin City, Fingal, Dun Laoghaire/Rathdown and South Dublin).

Over this period, Focus Ireland has regularly analysed the data collected by this team to help inform understanding of the factors driving this rise in family homelessness, and so help to bring forward appropriate policy responses. This analysis has consistently shown that the overwhelming majority of families becoming homeless had previously lived in private rented accommodation (Monthly Snapshots of Families becoming homeless, Focus Ireland, 2015). The reasons for homelessness were primarily economic: either related to the finances of the tenant (e.g. inability to afford market rents, Rent Supplement issues) or those of the landlords (e.g. landlord repossession or landlord reclaiming property for other uses). Most the families becoming homeless had no previous experience of homelessness and very few experienced the psycho-social problems typically linked with families that became homeless during previous peak in family homelessness in the late 1990s¹. The picture emerging from the Focus Ireland analysis was also reflected in a larger-scale study commissioned by the Housing Agency on family homelessness (Walsh & Harvey, 2015)².

In May 2015, Focus Ireland undertook telephone interviews with families that were allocated to the HAT by the four local authorities in Dublin during April 2015³. Arising from this study, it was agreed to repeat the exercise for the families that became homeless in July 2015, applying the lessons from the April study.

The April study and other analysis focused on the last accommodation in which the family was living immediately prior to becoming homeless. However, it emerges strongly from Walsh and Harvey (2015) that many families go through a prolonged period of unstable accommodation between losing a secure home and coming into contact with homeless services.

This study builds on this work by looking in greater depth at the longer-term accommodation trajectory from secure housing to contact with homeless services, and the implications for preventative strategies which arise from this.

¹ Focusing on B&Bs: The Unacceptable Growth of Emergency B&B Placement in Dublin (Focus Ireland, 2000) <http://www.focusireland.ie/files/publications/Focusing%20on%20B&Bs.pdf>

² Family Experiences of Pathways into Homelessness The Families' Perspective, Dr Kathy Walsh & Brian Harvey (September 2015), Housing Agency, Dublin <https://www.housing.ie/getattachment/Our-Publications/Latest-Publications/Family-Experiences-Report-PDF.pdf>

³ Come back when you are homeless. Focus Ireland 2015

2. Methodology

Feedback concerning the April study was received from the Focus Ireland Research Advisory Group (RAG), the DRHE and other voluntary organisations. This led to a substantial revision of the questionnaire which had been used for the April study (see Appendix 1). The most significant changes were to explore the nature of the last four housing tenures of the families, to better understand the longer trajectory into homelessness. A number of questions which had not produced reportable information were omitted (for instance where families said that they were unable to recollect certain interactions or where the reports were too subjective).

At first meeting with each family who have presented as homeless, a Focus Ireland HAT staff member conducts an initial assessment to attain an overview of each family's housing and support needs. Families are invited to sign a three-part 'consent pack' in which Focus Ireland's data protection policy is also stated. This includes a section on how anonymised information may be used by Focus Ireland for the purpose of improving services and public policies. Details of the 77 families who first made contact with the HAT team during July 2015 were communicated to the researcher, however telephone numbers were acquired for only 65 families (the team did not at the time of this research have telephone numbers for twelve families).

The researcher was able to make contact with 52 of these families. Upon initial phone contact, the purpose and scope of the study was explained after which the researcher obtained verbal consent from 46 families to take part in a telephone interview. Although 15 families agreed to complete the telephone questionnaire immediately, the majority of families (37) requested that the researcher contact them at another date/time to complete the interview, and a suitable date was agreed upon. The researcher then re-contacted these 37 families at the agreed date, but was only able to make renewed contact with 14 (or 37.8%) of these families to conduct the interview. Six families declined to participate in the study.

Table 1: Breakdown of families contacted and interviewed

July 2015	Number
Total number of families allocated to Family HAT	77
Contact details available	65
Initial contact made with families by researcher	52
Number of families who agreed to do an interview	46
Number of families who declined to do an interview	6
Interview conducted immediately with family	15
Interview conducted at a later date with family	14
Total number of interviews conducted	29

2.1 Representativeness of the sample.

The interviews took place with 38% of the total number of families which were allocated to the Focus Ireland HAT team during July 2015. In relation to number of children and percentage of single parents, the sample is similar to the overall cohort.

2.2 Ethical considerations

The following ethical considerations were adhered to for the telephone interviews with families which were informed by Focus Ireland's published ethical guidelines (Focus Ireland, 2011):

- The need to ensure that the families felt in no way under any obligation to participate in the interview, and that they fully consented to the process.

- The need to ensure that the families understood that if they chose not to participate in the study, this would in no way impact on services they would receive from Focus Ireland.
- The need to ensure that those who did wish to participate were comfortable with the process, that the interview only explored issues of relevance to the study, and that they should answer only those questions that they were comfortable with.
- The need to protect the anonymity of the participants.
- The need to ensure that participants could, at any stage during the interview or prior to report write-up, withdraw from the research process.

3. Profile of Families Interviewed for this study

3.1 Nationality

Of the 29 families who participated in an interview as part of this study, 9 (31%) were non-Irish nationals. Two families (7%) were from the Irish Traveller community.

3.1 Household Structure

24 (over 80%) of the families interviewed were one-parent families. 12 (40%) of the families had one child, and three of the families had four children. There were a total of 56 children in the families interviewed, an average of less than per family which is very similar to the average family size in the overall population of families experiencing homelessness in Ireland (2.1% in August 2015).

4. Accommodation Prior to Becoming Homeless

The interviews 'mapped' the type of tenure and movement between tenures of the 29 families. The majority of families had moved accommodation a number of times prior to officially presenting as homeless. A total of 77 accommodations were identified among the 29 families – indicating the extent of these accommodation transitions.

The trajectory into homelessness was analysed for the 29 families, starting with an analysis of the accommodation type occupied immediately prior to becoming homeless.

4.1 Successive accommodation types prior to becoming homeless

The 6 families who had lived in the private sector immediately before experiencing homelessness had been living there for a minimum of three years, suggesting a degree of stability in the private rented sector prior to their homelessness in 2015 - the shortest being 3 years (since leaving the family home) and the average being 6.5 years. It is clear from this that the private rented sector was the last occupancy for these families of significant duration.

However, in the case of the other 23 families (79%) whose final tenure before homelessness was *not* in the private rented sector, it was evident that homeless families had sought alternative accommodation prior to presenting as homeless.

Table 2: Accommodation type immediately prior to homelessness

Type of Tenure	Most Recent Tenure before homelessness	% of Total
Living with family/parents	10	34.5 %
Private rented accommodation	6	20.6%
Living with friends	6	20.6%
Slept in car	3	10.3%
Women's refuge	2	6.9%

Hospital	1	3.4%
Slept in church	1	3.4%
Total	29	100%

Of the ten families who had been living in the private rented sector as the penultimate accommodation prior to becoming homeless, 8 had lived in this accommodation for longer than 2 years. In one case the family had lived in the private sector for 6 months and had previously lived with the parents of the mother i.e. the home in which the mother of homeless family had herself grown up. In the final case the family had lived in the private rented accommodation for 8 months and had previously lived with the grandparents. This family had a complex trajectory into homelessness – the mother reported a history of domestic abuse and a pattern of living with grandparents and private rented sector accommodation.

Table 3: Accommodation type prior to the final accommodation before homelessness (Final -1)

Type of Tenure	Last-but-one tenure prior to becoming homeless (where most recent was not PRS)	% of Total
Private rented accommodation	10	43.4%
Living with family/parents	5	21.7%
Living with friends	2	8.7%
Women's refuge	1	4.4%
Hospital	1	4.4%
Social housing	1	4.4%
Caravan	1	4.4%
Homeless Accommodation	1	4.4%
Ex-partner	1	4.4%
Total	23	100%

The 13 families whose penultimate tenure before homelessness was not in the private rented sector were then analysed

Table 4: Accommodation type prior to the last-but-one accommodation before homelessness (Tenure Final -2)

Type of Tenure	Last-but-two tenure prior to becoming homeless (where most recent was not PRS)	% of Total
Private rented accommodation	6	46.1%
Living with family/parents	3	23.0%
Living with friends	1	7.7%
Women's refuge	2	15.4%
Accommodation for asylum seekers	1	7.7%
Total	13	100%

For 5 of the families who had lived in the private rented sector at this stage, this had been their last secure housing tenure and they were in these accommodations for over a year and an average of 3.5 years. In the case of the remaining family (56), the last long-term tenure had been with family

(grandparents). They reported moving out of the 'family home' due to overcrowding and taking up accommodation in the private sector after securing rent supplement. However the tenancy only lasted two months and the reason for leaving was given as 'poor quality accommodation, damp and mould'. After this the family returned to the 'family home' (i.e. the home of the grandparents of the children) and entered homeless services on the basis that this was overcrowded.

The previous accommodation tenure of the seven families who 'final -2 tenure' was not the private sector were then analysed.

Table 5: Accommodation type prior to the last-but-two accommodation before homelessness (Tenure final -2)

Type of Tenure	Last but three home before homelessness (where previous was not PRS)	% of Total
Private rented accommodation	2	28.6%
Living with family/parents	2	28.6%
Living with friends	1	14.3%
Social housing	1	14.3%
Accommodation for asylum seekers	1	14.3%
Total	7	100%

For one of the two families that reported living in the private rented sector at this point, this had been their last secure occupancy, lasting for 5 years. In the other case the tenancy appears to have been in the partner's name (who was receiving Rent Supplement) and the cause of homelessness appears to have been family breakdown and mental health issues experienced by the mother.

Of the five families who did not report living in the private rented sector at this point:

- The two families which report that they had previously been 'living with family' had been previously living with their own parents (i.e. with the family in which they themselves had grown up), and both these cases appears to be a failed attempts at new household formations.
- The family which reported living in social housing had been doing so for 3 years, prior to this they had lived in the private rented sector and their reason for leaving this was 'got social housing'. Their reported reason for moving out of the social housing was domestic abuse.
- The family which reported living with friends are non-Irish nationals and had been living with friend for 1½ years, having previously lived in Spain and had never held their own tenure in Ireland.
- The family which reported living in accommodation for asylum seekers had previously been living in Refugee and Integration Agency (RIA) housing and reported they had been required to leave on success of their asylum application

4.2 Timescales of trajectories

The time taken from the families to move from secure accommodation into homeless services varied enormously. On one side of the spectrum, 6 of the families moved directly from secure

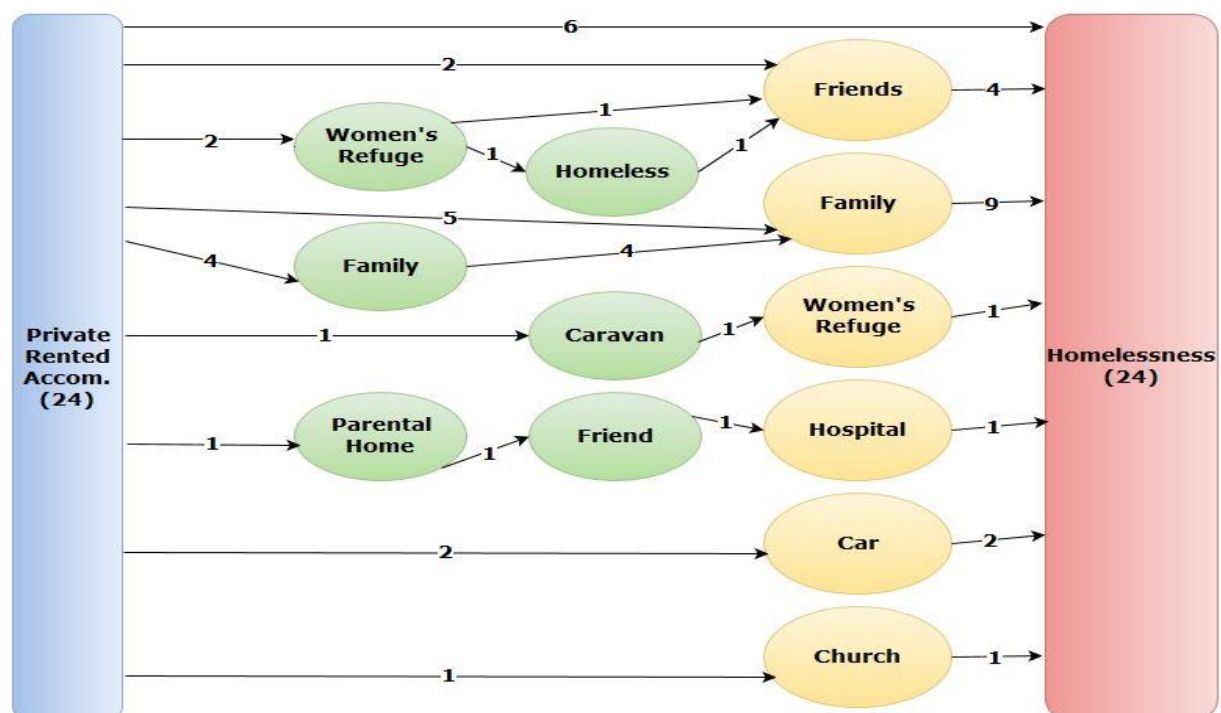
private rented accommodation into homeless services, while one family never had secure tenancy since arriving in Ireland 2 years earlier (during which time they stayed with friends).

10 of the families reported staying with family (parents or siblings) for significant periods of time (over one month), with stays ranging from 1 month to 2 years. The average length of stay with families for these 10 families was 8 months. Three of the families reported staying for a period in a domestic violence refuge (in one case on two occasions). Stays in a domestic violence refuge were typically short, e.g. from 1 to 3 days.

4.3 Summary of trajectories

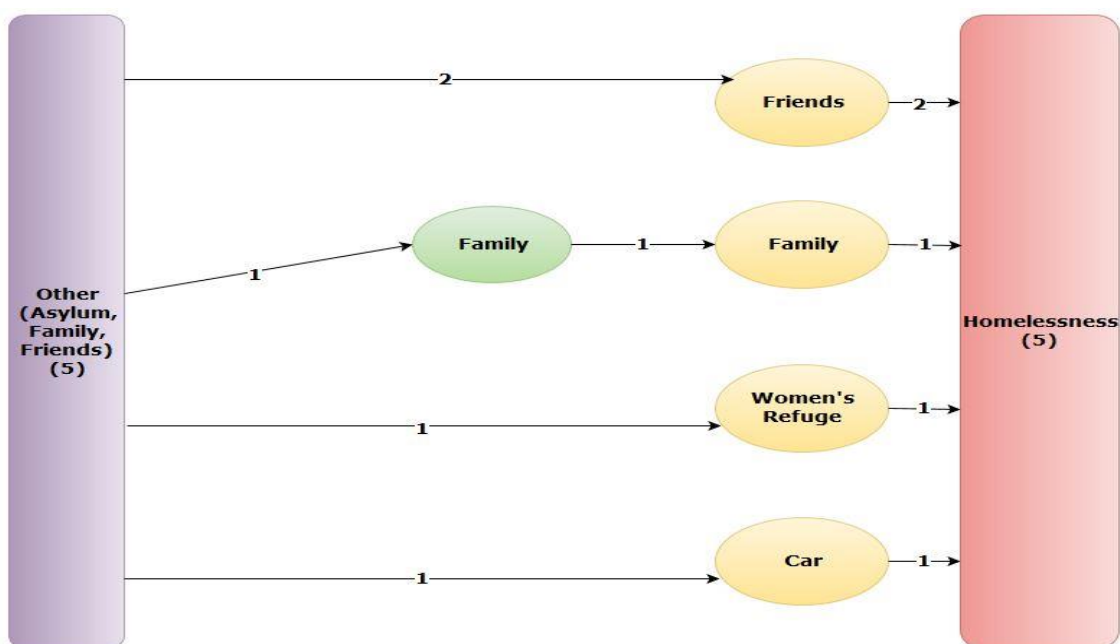
Of the 29 families interviewed, 24 had lived for a period in the private rented sector, with the private rented sector providing a long-term secure tenure – with median length of tenancies being almost 5 years.

Only 6 (25%) of those who had lived in the private rented sector had moved directly from their private rented accommodation into homelessness, with the remaining 75% moving through a number of intermediary stages, most significantly involving family and friends (18 families). The other key stages involved women's refuges (3 families), cars (3) and hospital (2).



For those who did not move directly into homelessness the trajectory took between 1 day (in car) and over two years (with a variety of friends). Most of the pathways took several months from the loss of the original home. 10 of the families who had lived in the private rented sector (42%) spent long periods of time living with family members (parents or siblings) before entering homeless accommodation – an average of 8 months.

The five families whose last home of significant duration was not in the private sector appear to have more direct trajectories into homeless services.



5. Reasons for Leaving Last Secure Accommodation

Termination of tenancies among 12 (50%) of the families who lived in the private rented sector were related to landlords who were selling or reclaiming the property, or in the case of two landlords - bank repossession.

Only 4 of the families gave the reason for their homelessness as rising rents (16%) with the same number becoming homeless due to disputes with the landlord (primarily around conditions in the accommodation).

Table 6: Reasons for leaving last secure accommodation

Repossession of property		12
Of which		
Landlord reclaiming property		3
Landlord selling property		7
Bank repossessing property		2
Dispute with landlord (conditions etc.)		4
Increased rent		4
Family breakup, domestic violence etc.		3
Not given		1
Total		24

6. Rent Levels and Rent Supplement

22 of the 24 families which lived for a period of time in the private rented sector reported receiving Rent Supplement, while in the other two cases the families note that a former partner received Rent Supplement.

The rent supplement maximum levels at the time were €950 per month for a family with one child in Dublin city. Rent levels ranged from €850 per month to €1,050, with an average of €960. Some families reported a pattern in which rents fell a few years ago and rose again in recent years ("was €1,300, down to €1,120, €1,100, then up to €1,200", while others (with shorter tenancies) only reported increases.

The families report making contributions to the rent ranging from €50 to €350 per month, with the average being €266 per month.

7. Homeless Prevention Advice and Support Sought

7.1 Information and help sought

The families reported a wide range of services where assistance was sought prior to them becoming homeless, the most common being local authority sources (either staff or councillors).

The references to consulting the GP were often reported as being related to stress. The 'other' organisations consulted included solicitors, social workers in hospitals and the Gardaí.

Only three of the families were aware of the Department of Social Protection 'text' messages about the rent supplement flexibility available. In each case they reported that the information arrived too late to be useful in their circumstances

Table 7: Organisations approached for advice prior to homelessness (note: only services mentioned more than once are included here)

Local authority	25
Threshold/Freephone service	15
Local Councillor/TD	13
Community Welfare Officer	12
Community information Centre	7
PRTB	5
General Practitioner	3
Focus Ireland	3
Other	10

Twelve of the families reported contacting the CWO when they were in difficulty with their rent (50% of those living in private rented accommodation), and of these 8 report that the CWO declined their request for an increase in their rent supplement level.

Four reported that the CWO offered to increase the Rent Supplement, but three reported that the offered increase was insufficient to meet the actual rent level. In the remaining case the payment was adequate but the family subsequently moved to another area, where the tenancy broke down.

The 12 families who were in receipt of Rent supplement and who had not contacted their CWO were asked why they had not done so. The majority said they did not contact the CWO prior to becoming homeless as the landlord was evicting them to repossess the housing, however 7 responded in terms of their reasons for not contacted the CWO about getting *alternative* accommodation and stated that they were caught in a 'catch 22': i.e. they could not get a RS uplift until they had identified a new home and they could not secure a new home without the uplift. Two reported anxieties about contacting the CWO because it might result in a reduction in what they were currently receiving. Two reported that they did not think of contacting their CWO.

Twenty-three of the 29 families (80%) reported that they were aware of the DRHE-led advertising campaign on homeless prevention. Four of the five families that had not lived in the private rented sector had seen the campaign but correctly recognised that the service was not relevant to their needs. Of the 24 families that had lived in the private rented sector 19 were aware of the campaign (80%), however 7 of these families only became saw the campaign after they became homeless

and 5 had already made contact with prevention services. Only 2 families made contact with prevention services as a result of seeing the campaign. Care needs to be taken in interpreting this response as the interviews were only with families that became homeless: a much larger number of families may have contacted prevention services as a result of seeing the campaign and, as a result, not ended up homeless.

Table 8: Awareness and response to DRHE prevention campaign (families from PRS)

What could have prevented you losing your home?	
Already homeless when saw campaign	7
Already in contact with services when saw campaign	5
Not aware of campaign	5
Made contact on foot of seeing ad	2
Aware of campaign but took no action	5
Total	24

Fifteen of the families reported that they had made phone contact with the Tenancy Sustainability Service of Threshold. Some families reported that this had delayed their homelessness (e.g. the original Notice of Termination was successfully challenged as invalid, but this was followed by a valid NoT) or, in one case, that Threshold were continuing to support the family with a case for illegal eviction. Others reported that the contact came too late in their trajectory or that the ground for their eviction was legal (e.g. landlord's family member moving into the accommodation).

7.2 What would have made a difference?

Almost half of the families believed that no intervention could have prevented them losing their home or could not think of such an intervention. The most strongly supported intervention (5 families) was increased Rent Supplement or Rent Control, with 3 families citing 'better advice'.

Table 9: What could have prevented you losing your home?

What could have prevented you losing your home?	
Nothing	7
Don't know	7
Increased RS/Rent controls	5
Better advice	3
Tenant should have acted earlier	3
Incentivise/force landlords to take RS	2
Vet landlords in advance	1
Longer period of Notice	1
Total	29

8. Conclusions

8.1 Family homelessness continues to be driven by a crisis in the private rented sector

Twenty-four of the 29 families interviewed had their last secure housing tenure in the private rented sector before they began their pathway into homelessness. Most of these families had held their tenancy in the private rented sector for several years.

8.2 Landlords withdrawing from the market

Half of the families which had lived in the private rented sector cited their landlord withdrawing from the market as the cause of the loss of that tenancy. The largest reason within this was that the landlord was 'selling the property' with family taking over home or repossession by the bank also featuring. These families became homeless prior to the new regulations governing landlords who terminate tenancies on these grounds, and the facts behind these cases have not been explored (although one family reported that Threshold were following up on the case).

8.3 Escalating rents and inadequate rent supplement continue as a key problem

Homelessness caused by rising rents represented as smaller proportion of the causes of homelessness than was found in previous studies (16%). However this factor, along with inadequate levels of Rent Supplement, featured strongly as an explanation for why families were unable to find alternative accommodation when they had lost their existing home.

Furthermore, the reports from the family indicate that illicit rent 'top-ups' are now an almost universal feature of the private rented sector for low income families.

8.4 Indirect routes into homelessness

Very few families moved straight from secure accommodation to homelessness, with the majority going through long pathways of increasingly precarious accommodation before presenting themselves as homeless. During this period the families report seeking alternative private rented accommodation, the high level of failure in this reflects the very constrained availability of such accommodation and the fact that these families are locked out of it by high rents, inadequate levels of rent supplement and the absence of discretionary rent supplement measures for families that are not either existing tenants or already homeless. The significant number of families which experienced months of unstable accommodation before presenting to homeless services suggests that there are very large numbers of families who have already lost their homes and are on a pathway towards homeless services. This raises a number of challenges for designing and implementing homeless prevention strategies,

8.5 High degree of awareness of prevention services

The families reported a much higher degree of awareness of the homeless prevention services that are now in place – although for the majority this came too late (they were already homeless or had already contacted the services). Given the long trajectories into homelessness for many of the families may have become homeless prior to the campaign and more recently homeless families may have a more timely awareness of the services. The impact of this higher awareness is further diminished as a significant number of the families became homeless for reasons which are beyond the impact of the existing homeless prevention system (e.g. apparently legal evictions due to landlords/lenders reclaiming the property).

8.6 Domestic violence/abuse

While the majority of families became homeless as a result of what are economic or structural factors, there continues to be small but significant proportion of families entering homelessness

from psycho-social factors including domestic violence or domestic abuse. While the numbers are small, it is striking that the 4 (14%) families, for whom domestic violence refuges were part of the route into homelessness had a strikingly complex pathway through insecure accommodation, including refuges, until they arrived in mainstream homeless services. Particularly given the recent separation of Departmental responsibility for homelessness (Department of Environment/Local authorities) and domestic violence (Department of Children and Youth/Tusla), it is crucial that this aspect of the problem, and the resourcing of the services designed to respond to it, is not neglected because of massive increase in economic homelessness.

Appendix 1: Telephone Questionnaire

Question 1:

Where were you living prior to becoming homeless? How long were you living there for? (*Record at least last 3 tenures*)

	Tenure type	Length of stay
Tenure 1		
Tenure 2		
Tenure 3		
Tenure 4		
Tenure 5		

Question 2:

If renting prior to becoming homeless (in any of the tenures listed above)...

Who were you renting from?

- A private landlord ☐
- As part of the RAS scheme ☐
- A local/voluntary housing authority ☐
- Other (*please specify*) ☐ _____

Question 3:

Were you in receipt of rent supplement in order to help pay your rent?

- Yes ☐
- No ☐
- Don't know ☐

Question 4:

If 'Yes', in receipt of rent supplement...

- How much was the rent per month?

- How much rent supplement did you receive per month?

- What was your contribution to the rent per month?

- During the period you were renting, did your rent ever change (i.e. go up or down)?

Yes ☐

No ☐

Don't know ☐

If 'Yes'...

- Did the rent go up or down, and by how much?

Question 5:

If 'No', not in receipt of rent supplement...

Did you ever apply for rent supplement (while residing in any of the tenures listed above)?

• Yes ☐

• No ☐

• Can't remember ☐

If 'Yes'...

What was the outcome of this application?' (i.e. refused due to family member working, not on housing list, lost accommodation before application was fully processed etc.)

If 'No'...

Why not? (i.e. in employment, landlord would not accept it, thought would not be entitled for it etc.)

Question 6:

What do you think were the main triggers/contributing factors for you and your family leaving your last 3-5 tenures?

Main reason	Further breakdown of reasons	Tenure 1	Tenure 2	Tenure 3	Tenure 4	Tenure 5
Notice of Termination due to property no longer being available	<ul style="list-style-type: none"> • Landlord sold property • Landlord went bankrupt/property repossessed • Landlord required property back for his own need 					

Notice of Termination due to in affordability of rent	<ul style="list-style-type: none"> Increased rent/could not afford rent Tenant no longer in receipt of rent supplement/ rent supplement reduced/ refused Landlord refused or no longer accepting rent supplement/ reduced rent allowance rate 					
Could not locate affordable PRA						
Relationship Breakdown/Changes in Family Circumstances	<ul style="list-style-type: none"> Relationship with parents broke down Relationship with partner ended Other 					
Overcrowding	<ul style="list-style-type: none"> At friends accommodation Overcrowding in the family home Other 					
Unsuitability of accommodation	<ul style="list-style-type: none"> Accommodation of poor quality 					
Domestic Violence						
Anti-social behaviour/intimidation	<ul style="list-style-type: none"> Included threatening behaviour/threats against the family Fell out with neighbours Other 					
Moved accommodation	<ul style="list-style-type: none"> Moved to cheaper accommodation in same/different area Moved home for personal reasons Other 					
Other						

Question 7:

When did you first realise that you were in difficulty/at risk of becoming homeless?

Question 8:

When you first realised that you were in serious difficulty, or that you may be at risk of becoming homeless, who did you contact? *(tick all that apply)*

- Local Councillor/T.D. ☐
 - Local Authority ☐
 - CWO ☐
 - CIC ☐
 - MABS ☐
 - Landlord ☐
 - PRTB ☐
 - Threshold TPS/Freephone ☐
 - Other *(please specify)* ☐
-
- Did not contact anyone/seek help ☐
 - Can't remember ☐

Question 9:

If contacted a person/service/organisation...

How did you hear about this person/service/organisation?

How many times did you contact them?

What advice did they give you?

Did they refer you to any other services/organisations?

- Yes ☐
- No ☐
- Can't remember ☐

If 'Yes'...

Which other services/organisations did they refer you to? *(tick all that apply)*

- Local Councillor/T.D. ☐
 - Local Authority ☐
 - CWO ☐
 - CIC ☐
 - MABS ☐
 - Landlord ☐
 - PRTB ☐
 - Threshold TPS/Freephone ☐
 - Other (*please specify*) ☐
-
- Did not contact anyone/seek help ☐
 - Can't remember ☐

How many times did you contact them?

What advice did they give you?

Question 10:

If contacted the CWO...

Did you receive a rent supplement increase/discretion from the CWO?

- Yes ☐
- No ☐
- Don't know/can't remember ☐

If did not contact the CWO...

Why not?

Question 11:

If did not contact anyone/did not seek help...

If you did not seek help, why not?

Question 12:

Did you receive any communication (e.g. text, letter) from the Department of Social Protection about getting advice/help/what to do if you were having difficulty in paying your rent?

- Yes ☐
- No ☐
- Don't know/can't remember ☐
- Not applicable ☐

If 'Yes'...

What was your understanding of this communication?

Did you do anything with this information/seek help?

- Yes ☐
 - No ☐
 - Don't know/can't remember ☐
-

Question 13:

Are you aware of/have you seen the current advertisement campaign?

- Yes ☐
- No ☐
- Don't know/can't remember ☐
- Not applicable ☐

If 'Yes'...

How did you hear about it/where did you see it?

Question 14:

Is there anything you can think of that might have helped your family and possibly prevented you from becoming homeless?

- Yes ☐
 - No ☐
 - Don't know ☐
-

Question 15:

What is your nationality?

- Irish ☐
- Other nationality (*please specify*) ☐ _____

How would you describe your ethnicity?

- Irish ☐
- Irish Traveller ☐
- Other White ☐
- Black Irish ☐
- Black ☐
- Asian ☐
- Roma ☐
- Other ☐ _____
- Don't know ☐

The Focus Ireland Family Homeless Action Team is funded by:



Comhshaol, Pobal agus Rialtas Áitiúil
Environment, Community and Local Government



Comhairle Contae
Fhine Gall
Fingal County
Council



Focus Ireland work to prevent family homelessness is also supported by:



The accuracy of the information and analysis contained in this report, and any judgements made, are entirely the responsibility of Focus Ireland. The views do not necessarily reflect the views of the funders.

**Focus Ireland
Head Office**
9–12 High Street
Christchurch
Dublin 8

Tel 01 881 5900
LoCall 1850 204 205
Fax 01 881 5950
Email info@focusireland.ie
focusireland.ie

Registered charity CHY 7220

