

NGO

SLA 2

2025

SLA REF NO. NGO/01/2025

Service Provider	
Service Name	
Start Date	
Accommodation Type	
Service Type	
Service Specifics	
Capacity No. of units No. of beds	
Caseload	
Target Group	
Local Authority Area	
Accommodation Charge	
CEO	
Manager	
DRHE Services Manager Contacts	
DRHE Finance Manager Contacts	

Signatories

Signature: Deputy Director DRHE: _____

Signature of CEO: _____

Signature of Chair, Board of Directors _____

Name (in Block Capitals): _____

Date agreed: _____

Service Level Agreement:

Part 2: Schedule for Supported Temporary Accommodation (STA)

Single Male, Female and Couples

Service Provider: Organisation		STA Service Name	SLA Ref No.
			NGO/01/2025
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Key Contacts

Key contacts: Role	Name		Email	Phone
Senior Service Manager				
Service Manager On site				
Deputy Service Manager				
Finance Contact				
DRHE - Service Manager				

1. The Service Level Agreement

This Service Level Agreement Part 2 ("SLA") documents the agreement between Dublin Region Homeless Executive ("the Contracting Authority") and STA ("the Service Provider") in relation to the provision of Services.

The objectives of this SLA are to:

- Provide a guide on the day-to-day operation of the contract.
- Establish a detailed mutual understanding of the services to be delivered by the Service Provider and the Contracting Authority's expectations for each aspect of the contract.
- Define a system of objective service level monitoring.
- Provide a system for appropriate contract management and reporting.

This SLA will become effective from 1st January 2025 and will continue until the expiry date 31st December 2025 or earlier termination of the contract.

This agreement may be updated at any time by agreement of the parties and will be subject to review yearly at minimum.

2. SLA Review

Service performance against this SLA will be reviewed yearly (minimum) - from commencement.

The purpose of this review is to monitor:

- Service performance against agreed service levels.
- Any significant variations from agreed service expectations and the cause for these.
- Any foreseen significant events which may have an impact on the service or the targets during the next reporting period.
- Any requirements to amend current services – either scope of services, or the process by which they are performed.
- Agree amendments to the SLA to reflect such changes.
- Validate targets for the next reporting period.

The required review inputs are:

- Agenda
- Review of Financial Performance
- Review of agreed Key Performance Indicators ("KPI") (including any corrective actions)
- Current SLA between the parties
- All contracts performed by Service Provider on behalf of the Contracting Authority

- Any relevant documentation which pertains to the proposed amendments to the SLA

The required review outputs are:

- Revised KPIs, if necessary
- Financial Variances
- Review minutes
- Service Level Agreement amended with any agreed changes, if required.

3. Introduction and context

STA forms part of the provision of emergency accommodation and support services in the Dublin Region, in line with current National and Regional Homeless & Housing Strategy. This schedule provides detail of service requirements and is to be implemented in conjunction with the SLA Part 1 and Funding Renewal Form 2025.

This schedule has been developed in full cognisance of the separate Health Service Executive Social Inclusion Service Level Agreement for 2025 and any other state funders including TUSLA, which fund this service. As such STA will deliver services set out in this Schedule in conjunction with the agreed role and responsibility for healthcare provision contained in Section 39 of the HSE SLA.

4. Outline of Supported Temporary Accommodation Category (STA)

Supported Temporary Accommodation (STA) is the provision of quality temporary accommodation and effective supports for persons who are homeless and who may have specialised health, care and support needs or complex needs.

STA will operate on a 24/7 basis, 365 days p.a, and is low threshold. It will provide a full suite of programmes and activities to the service users or households to meet their temporary accommodation and support needs.

The overarching aim of STA is to minimise the length of time spent in temporary homeless accommodation and to support the people/households to access more permanent social housing supports as soon as possible after initial presentation to homeless services.

4.1. Placement Process

All placements will be made by, or with the approval of the Dublin Local Authorities' assessment and placement services, and recorded via Pathway Accommodation & Support System (PASS). The Local Authority's Assessment & Placement Service reserves the right to make the final decision on any placement.

4.2. Timeframes for placements

STA placements will be for a period up to 6 months. Extending this period of duration will only be possible due to exceptional circumstances, or as requested by the Local Authority's Assessment & Placement Service. When a placement is close to a duration of six months, STA will consult with the Placement Service and/or the Quality Standards team, to discuss any reasons why the household cannot move on.

4.3. Bed Lists and Returns

STA will comply with requests from The Local Authority's Assessment & Placement Service (CPS) with regard to returns of Bed lists and vacancies. Bed assignments and occupancy should be reported on a weekly basis to CPS. All vacant beds will be returned to the Freephone on a nightly basis, unless expressly agreed with The Local Authority's Assessment & Placement Service in advance.

4.4. Target Group

The target group for this STA will comprise of:

- Single Male & Female - 18 years and over

4.5. Low Threshold service provision:

STA provision will be available to all homeless households, where prevention has not been successful, and includes the following target groups:

- Persons with support needs related to mental ill health
- Persons with needs related to enduring drug / alcohol dependency
- Persons fleeing domestic violence
- Persons discharged from institutional care
- Young Persons leaving care

STA support staff will also link the service user with mainstream housing, healthcare, welfare, education and training (etc.) services, as appropriate.

4.6. Housing Led approach

STA will ensure that all service users have an up to date Housing Needs Assessment and are currently on the Social Housing Waiting List of one of the 4 Dublin Local Authorities.

STA will employ a 'Housing -Led' approach through a regular case management system. Supports and programmes will be centred on minimising the length of stay in homeless services and achieving housing outcomes with the requisite supports for service users. Housing outcomes would include the following tenancy types, with or without support services:

- HAP
- Private Rented
- AHB
- LA
- CBL
- Long Term Supported Housing

Having ensured that all service users are on a Local Authority Housing List, STA will place heavy emphasis on move-ons to HAP and/or private rental accommodation. This will be underpinned by:

- HAP One to one support
- Internal HAP workshops
- HAP role-play exercises
- Regular property searches
- HAP Visual supports, Housing boards,
- Landlord and agent relationship building

4.7. Housing Targets

STA will provide supports to service users to access housing. The minimum target tenancy achievement rate for STA service providers is **18% of service capacity per quarter/ 72% of service capacity per annum** based on Private Rented move on's only.

Within the overall tenancy target rate, the minimum target rate for Housing Assistance Payment (HAP) tenancies to be achieved is:

- 7 (18%) households per quarter moved on to HAP, and
- 28 (72%) households per annum moved onto HAP.

4.8. Internal organisational and project specific policies governing service delivery.

STA are requested to provide a list of internal organisational and STA specific policies governing service delivery using the form in **Appendix 1.**

4.9. Placement Sustainment

STA will adhere to the DRHE Placement Sustainment Strategy 2012 or as updated going forward.

4.10. Participate in Evaluations as required

STA will participate in evaluations as set out by DRHE (refer to SLA Part 1). Managers will ensure that access for scheduled and un-scheduled visits will be granted to all DCC, DRHE and agents acting on their behalf to carry out site visits and inspections of Section 10 funded services.

4.11. Neighbourhood Management

STA will ensure good neighbourhood management and practices are employed within the facility and in the immediate vicinity of the facility. Particular care will be taken to ensure all local residents and visitors have the peaceful enjoyment of the neighbourhood at all times and any issues raised with the facility are addressed and reasonable resolutions communicated in a timely manner.

4.12 Recording of Adverse Incidents

STA commits to informing the DRHE of any serious incident (outside the norm) that may happen within their service to residents, staff or affecting the Neighbourhood.

4.13 Recording of Complaints

STA will adhere to the complaints reporting process as requested by the DRHE. Complaints to be input as directed on PASS V2 using the categories listed on PASS V2. All complaints of alleged criminal nature must be reported to An Garda Síochána and the Complaints Officer of the DRHE within 48 hours.

5. Outline of STA Service requirements

5.1. Number of Accommodation Units and Bed Capacity

STA will provide temporary accommodation and supports for 51 individuals on any night, as follows:

Unit type		No of Units		Total bed spaces
Single bedroom				
Double bedroom				
Triple Bedroom				
Quadruple bedroom				
Family bedroom(s)				
Self-contained Units/ apartments				
Houses				
Other				
Total				

Under the arrangements of the SLA, STA accommodation units listed above will be made available upon demand to the Local Authority Assessment & Placement Service and the Homeless Helpline, in accordance with PASS and the Bed Management System. The exceptions to this are where the accommodation is;

- not accessible to people with different forms of physical disability and/or mobility issues
- Affected by damage (fire, water, etc.)
- undergoing cyclical maintenance
- poses an immediate health & safety risk

5.2. Caseload and Support Plans & PASS Recording

The caseload of support staff will be (max/ min) support staff member per service user ratio. Support plans and assessments must be in place and reviewed regularly for all service users.

It is mandatory for each service user to have an active support plan, updated on PASS V2 as it progresses.

All service user should have the following on PASS:

1. Active Keyworker identified
2. Comprehensive assessment completed
3. Support plan completed and regularly reviewed
4. Case notes updated regularly.
5. If applicable, exclusions updated

5.3. Staff structure

The staffing structure will be in line with STA funding Renewal Form 2025 and a monthly service specific roster/rota of all staff in the service is to be submitted as per **Appendix 2**. Managers are obliged to reflect all staff in each individual project in PASS V2.

Staffing arrangement as per 2025 funding sheet

Position	Status	Comments

5.4. Food – STA service will provide:

- Breakfast, lunch and dinner

5.5. Laundry

In so far as possible, service users will be responsible for their own laundry.

- Laundry facilities for residents on site

5.6. Fire Compliance

An annual fire risk assessment is to be completed by a Fire Consultant for STA. A copy of the Fire Consultants report on compliance is to be forwarded to the DHRE on receipt of the service receiving same. All quarterly/annual servicing of fire equipment must be available for review by the DRHE or representing organisation.

5.7. Property Ownership & Maintenance

Building Ownership – The building is owned by HSE

Building Maintenance

All maintenance issues are flagged by the service to the DRHE Property and Facilities team.

5.8. Additional Facilities/ services to be provided

Additional facilities/ services to be provided can be listed in Appendix 5.

5.9. Accommodation Charge

It is the policy of the DRHE that all service users pay an accommodation charge and these charges will be agreed as part of STA Funding Renewal process 2025.

The 'Accommodation Charge' will apply to all residents, and is to be managed by the Service Manager Onsite and will be in line with Local Authority Differential Rents.

STA accommodation charge breakdown is as follows: please fill in the

Licence fee is calculated on Social Welfare payment received weekly, the payment is calculated as follows:
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5.10 KPI Returns

KPI's will be returned Quarterly by no later than the following dates. See **Appendix 4**

Quarter 1 – 11th April 2025

Quarter 2 – 11th July 2025

Quarter 3 – 10th October 2025

Quarter 4 – 16th January 2026

6. **Commencement and Duration**

STA will continue to operate, as required by the DRHE, throughout 2025.

7. **Variations**

Any variations to procedures or information noted above must be approved by the DRHE in advance.

APPENDIX 1: Internal organisational and STA Service Specific Policies Governing Barks and their Service Delivery

[illegible]

APPENDIX 2: Service Specific Staff Roster/Rota STA

Please note: A monthly live roster/rota containing staff names, grades/job titles as per STA Funding Renewal Form 2025 DRHE/Generic Job Title.

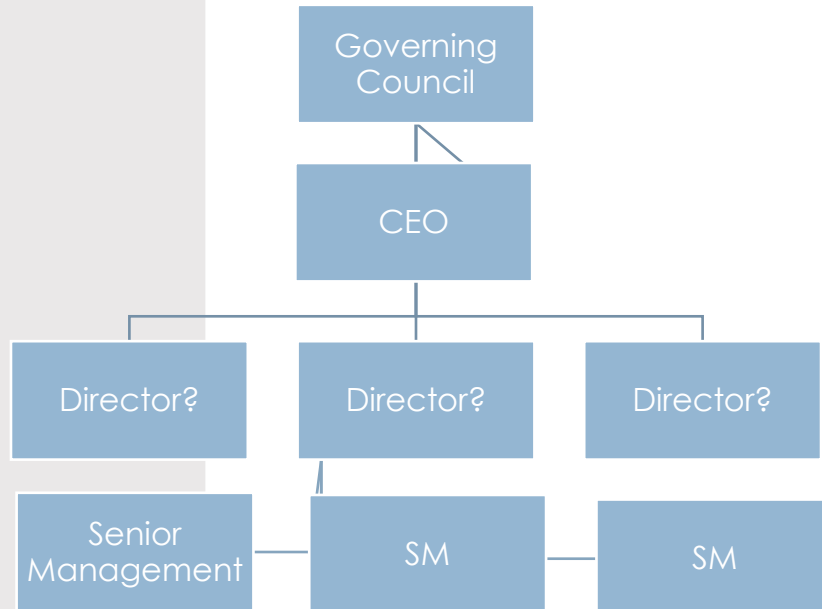
Example:

Job Title	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Manager	9am-5pm	8am-4pm	11am-7pm				
Senior Project Worker 1	8am-4pm						
Senior Project Worker2		10am-7pm					
Project Worker 1	9am-8pm					10am - 7pm	
Project Worker 2							
Shift Attendant 1	7.30pm - 8am						
Shift Attendant 2							
Reception							
Administration officer		9am-5pm					

APPENDIX 3: Organogram & Governance

Emergency Accommodation services must submit an organogram below as Appendix 3. Information to be provided on Governance Structures within the service detailing:

- How each project/ service in receipt of state funding fits into the organization
- The structure from Board of Directors / CEO down to each project
- All staff posts: names and job titles
- Governance
 - Structure
 - Operational Management Overview
 - Charitable Status
 - Audits & Accounts



APPENDIX 4: KPIs for STA

KPI Returns

KPI's will be returned Quarterly by no later than the following dates.

- Quarter 1 – 11th April 2025
- Quarter 2 – 11th July 2025
- Quarter 3 – 10th October 2025
- Quarter 4 – 16th January 2026

KPI No.	Quarterly Performance Indicators	Data Source
1	No. of unique service users this quarter	PASS/Self Report
2	No. of unique service users in this project more than 6 months	PASS/Self Report
3	No. of unique service users with an active support plan in place	PASS/Self Report
4	No. of unique service users with a current medical card	PASS/Self Report
5	No. of service users who moved to tenancy this quarter by Tenancy type; HAP HAP with Visiting Support Private Rented Private Rented with Visiting Support Long Term Supported Housing Approved Housing Body (AHB) AHB with Visiting Support Local Authority (LA) LA with Visiting Support	PASS/Self Report
7	No. of moves to tenancy in the previous quarter	PASS/Self Report
8	Of those who moved to tenancy in the previous quarter No. that have returned to homelessness:	PASS/Self Report
9	No. of exclusions from service this quarter by length of exclusion: Up to 1 week 1 week - 1 month 1-2 months 2-6 Months Permanent/>6 months	PASS/Self Report
10	No. of referrals to Long term supported Housing this Qtr.	PASS/Self Report
11	No. of staff who have received training this quarter (excluding fire warden training)	PASS/Self Report
12	No. of complaints: • Received this Quarter • Resolved this Quarter (including outstanding complaints from previous Quarters) • Unresolved this Quarter	PASS/Self Report

14	Number of times that service capacity was reduced this Qtr.	PASS/Self Report
15	No. of critical incidents this quarter: Death of a Service User	PASS/Self Report
16	No. of child and welfare reports submitted to Tusla per quarter	PASS/Self Report
17	Service Specific Safety Statement in place and reviewed	PASS/Self Report
18	No. of fire drills this quarter	PASS/Self Report
19	No. of unscheduled fire alarm activations this quarter	PASS/Self Report
19	No. of fire alarm/emergency lighting/fire extinguishers inspections by competent maintenance provider this quarter	PASS/Self Report
20	No. of staff received training in this quarter (fire warden/designated person in charge)	PASS/Self Report
21	Compliance with Part 1 of the Service Level Agreement in relation to key Headings • Finance Protocols and Management – The Public Spending Code • Indemnity and Insurance • Data Protection/Research/Media/Freedom of Information • Facility Management – Fire Safety • Contingency Plans in case of a Major Event • Compliance with relevant Legislation • Any other deemed relevant at the time of Inspection	To be discussed and confirmed during inspections/Meetings and in Quarterly Returns

APPENDIX 5: List of Additional Facilities/ Services to be provided

[illegible]