

# Active Inclusion Newcastle

## Newcastle Homelessness Prevention Briefing 2016-17 Q3

We want preventing homelessness in the city to be everyone's business and our quarterly briefings aim to build consensus and a cooperative approach by providing information on:

- **data and narrative that tell us about the causes of homelessness**
- **the perceptions of clients, partners and workers**
- **the outcomes and what works for people supported by homelessness services**
- **new initiatives, policy and legislative changes**

This will help us to work together to consider how to:

- **make the most of our resources to prevent homelessness and respond to crisis**
- **build on what is working well to identify and meet our challenges**
- **create opportunities to intervene earlier, build resilience and prevent homelessness**
- **revise the city's statutory Homelessness Strategy [action plan](#)**

The emphasis of our Homelessness Strategy is to maximise the value of our resources to prevent homelessness. To aid analysis we have created five groupings of homelessness:

- **people owed the full homelessness duty**
- **people living with housing support**
- **people facing multiple exclusion and rough sleepers**
- **people at risk of homelessness**
- **young people at risk of homelessness**

We recognise that these groupings have limitations and that people may not exactly fit the definitions, but differentiating between the risks of homelessness helps us to develop realistic options that include the wider aspects of social and financial inclusion, wellbeing and health. We have found that homelessness is best prevented through coordinated support that provides consistent information, advice and support to support the foundations for a stable **life**:

- somewhere to live
- an income
- financial inclusion
- employment opportunities

Our primary challenge is to maintain our high levels of homelessness prevention in the face of the largest public sector and welfare cuts in 60 years. We work with partners to innovate, reduce duplication, increase prevention and provide more effective responses for vulnerable people. More information is provided in [Newcastle's Homelessness Strategy 2014-19](#).

### Headlines for this quarter (2016-17 Q3)

- Newcastle and Gateshead were successful with a joint bid to the [Entrenched Rough Sleeping Social Impact Bond](#) part of the Department for Communities and Local Government's (DCLG's) Homelessness Prevention Programme
- The approach for Newcastle's 'early adopter' Homelessness Prevention Trailblazer was agreed by Newcastle City Council's Cabinet on [13 February 2017](#)
- The Universal Credit 'full service' will be in all Newcastle Jobcentres by March 2017. Information on the support arrangements for the digital and budgeting aspects of Universal Credit is available online [here](#)
- The Homelessness Reduction Bill has passed the relevant stages in the House of Commons and has now moved to the House of Lords. There is more information on the progress of the bill available online [here](#)

# 1. People who are owed the full homelessness duty

## 1a. Table 1 – Household types and social needs

<b>Total households</b>	<b>2015-16</b>	<b>16-17</b>	<b>16-17</b>	<b>16-17</b>	<b>16-17</b>	<b>2016-17</b>
		<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	
Households owed the full duty	178	51	50	39		140
<b>Household type (top 3)</b>						
Lone parent with dependent child	84	28	23	20		71
Couple with dependent children	57	10	11	10		31
Single person household aged 18+	17	9	10	8		27
<b>Social needs (confirmed)</b>						
Mental health	35	13	16	15		44
Physical health	41	9	18	10		37
Persons from abroad	43	5	1	1		7

Table 1 shows a decrease in the number of households we have accepted the full homeless duty for in Q3. This follows the pattern for Q3 in previous years.

Table 2 (below) shows that loss of private rented accommodation remains the highest reason for homelessness and accounted for 36% of all acceptances.

Re-housing to a Your Homes Newcastle (YHN) tenancy remains the highest outcome for households where we have accepted the full homeless duty.

## 1b. Table 2 – Causes of homelessness and outcomes

<b>Causes of homelessness</b>	<b>2015-16</b>	<b>16-17</b>	<b>16-17</b>	<b>16-17</b>	<b>16-17</b>	<b>2016-17</b>
		<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	
Loss of private rented	52	27	19	14		60
Parents asked to leave	27	8	6	3		17
Violent relationship breakdown	23	5	3	6		14
Required to leave Home Office (asylum support) accommodation	18	0	4	1		5
Relatives / friends asked to leave	14	3	4	5		12
<b>Outcomes</b>						
Rehoused to YHN	125	29	30	36		95
Rehoused to housing association	10	6	4	1		11
Rehoused to private rented	4	0	2	2		4
Refused offer	6	1	0	0		1

Table 3 (below) shows that the numbers of households placed into Cherry Tree View (CTV) due to a statutory duty for temporary accommodation are consistent. There is an increase in the use of other accommodation to meet our duty for temporary accommodation.

Table 3 shows an increase from Q2 in CTV's use as a prevention hub for households where a duty for temporary accommodation was not owed. Q3 covers part of the period when the Cold Weather Plan was in operation and rough sleepers were offered accommodation. There were also 5 placements into CTV in Q3 from the police following action undertaken in response to modern slavery. This demonstrates the important contribution that CTV makes to the council's resilience planning.

### 1c. Table 3 – Use of temporary accommodation

Statutory use of temporary accommodation	2015-16	16-17 Q1	16-17 Q2	16-17 Q3	16-17 Q4	2016-17
Cherry Tree View (CTV)	182	29	29	30		88
Other accommodation	170	40	30	36		106
Domestic violence refuges	13	1	2	1		4
Total	370	70	61	67		198
Other CTV placements	99	29	30	36		95
CTV preventative outreach clients – admits:	150	65	31	74		170
• CTV move on cases	28	26	13	15		54
• Homelessness prevention	20	12	6	13		31
• Sustaining tenancies referrals	12	27	20	46		93

The case study below demonstrates the breadth of the support available for households who are placed in CTV.

#### Case study – Placement in Cherry Tree View

A single female aged 61 years old had been evicted from her private rented tenancy for rent arrears whilst in hospital for a leg injury. She was dependent on alcohol and suffered from depression. On discharge from hospital she was placed in Cherry Tree View where staff:

- Liaised with the other agencies involved (GP, Department for Work and Pensions, landlady, hospital Social Worker, Community Response and Reablement Team, Occupational Therapist) about discharge and future accommodation needs
- Accompanied her to appointments with her GP to collect prescriptions and sick notes
- Took her shopping for groceries as she was unable to do so unaided due to mobility issues
- Liaised with the YHN co-ordinators to secure the most suitable accommodation for her in the area where she has support
- Applied for benefits and assisted her to secure a furniture pack and items from the Supporting Independence Scheme (SIS)

The outcomes were:

- She received a direct let in a block in the area she is familiar with and has support
- She was awarded backdated Housing Benefit which cleared all of her rent arrears
- She is now physically well, fully mobile and addressing her alcohol dependency

Table 3 shows an increase in the number of admits to the preventative outreach service, 62% of which are Sustaining Tenancies Guidance referrals where additional support has been offered to those tenants at risk of eviction from YHN. As part of our ongoing development of this review we will start to include outcome information for placements into CTV and for the placements to the preventative outreach service.

Below is a case study which highlights the homelessness prevention work of the preventative outreach service.

### Cherry Tree View – Preventative outreach service

A single male aged 26 years old was living in a private rented tenancy and was at risk of homelessness due to affordability issues. He had been served a section 21 notice and was also experiencing anxiety and felt unsupported by his GP. Staff at Cherry Tree View:

- Liaised with his landlord to advise that someone was working with him and would be seeking to address the affordability issues in short term until he could move. His landlord agreed to this, helping to avoid a housing crisis
- Applied for a Discretionary Housing Payment, which was awarded
- Submitted a direct let request following discussion with the YHN coordinator, requesting a lower level flat which would be more suitable due to his anxiety and mental health issues
- Linked him with a Mental Health Social Worker and helped him to register with a different GP. This is ongoing and he has started to re-engage with addressing his mental health issues

The outcome was:

- He has moved into his new home, assisted by the Supporting Independence Scheme for the move and provision of essential household items

## 2. People at risk of homelessness

Table 4 (below) shows there has been no change in Q3 in the numbers of out of hours calls or firstpoint advice given at the Housing Advice Centre (HAC). It does show an increase in the number of general HAC calls received. Casework numbers in Q3 were consistent with Q2 and single people make up the majority of general casework clients. In contrast to this, presentations at Shelter for clients at risk of homelessness saw a higher number of households with dependent children, which made up 45% of their presentations. We are working with Shelter and other partners in the city to see how best we can ensure that their advice and casework outcomes contribute to a true picture of the level of homelessness prevention in the city. Shelter noted that this quarter they have seen an increase in clients presenting who claim to be literally homeless. This is discussed in more detail in section 5.

2a. Table 4 – People at risk of homelessness contacting the Housing Advice Centre

People at risk of homelessness	2015-16	16-17 Q1	16-17 Q2	16-17 Q3	16-17 Q4	2016-17
Emergency out of hours calls	663	170	168	163		501
General HAC calls		454	521	678		1,653
Firstpoint advice	818	215	223	218		656
HAC casework	2,231	539	409	396		1,344
Household type – Casework clients (top 3)						
Single male aged 18+	1,162	295	208	197		700
Household with dependent children	493	105	94	85		284
Single female aged 18+	354	74	65	65		204

Table 5 (below) shows that the top reason for presenting as homeless remains the loss, or the fear of the loss, of a private rented tenancy. In presentations to Shelter there was a slightly higher number of presentations from private rented (24) than from social housing (20).

**Table 5 – Causes of homelessness and outcomes for people at risk of homelessness receiving casework interventions at the Housing Advice Centre**

<b>Reasons for presenting (top 3)</b>	<b>2015- 16</b>	<b>16-17 Q1</b>	<b>16-17 Q2</b>	<b>16-17 Q3</b>	<b>16-17 Q4</b>	<b>2016-17</b>
Loss or fear of loss of private rented	380	88	71	35		194
Relatives / friends asked to leave	262	80	55	29		164
Parents asked to leave	190	69	59	10		138
<b>Outcomes</b>						
Advice – remain in accommodation	604	108	135	142		385
Rehoused to supported housing	400	68	73	73		214
Rehoused to independent tenancy	307	64	83	73		220

Table 5 shows that in Q3 the highest outcome was that people were offered advice that allowed them to remain in their existing accommodation. The case study below demonstrates the interventions that can contribute to this. This client was engaged with a non-housing support worker prior to their presentation to HAC. We are using this case to see if there were any earlier opportunities to intervene to inform our primary prevention activities, such as information provision and training.

**Case study – Homelessness prevention**

A Places for People tenant contacted HAC to advise that she was due to lose their property. She had lived in the property with her partner but had left after an instance of domestic violence and had only moved back in when her partner received a custodial sentence. Her partner had not been paying the rent and arrears had accrued. She was working with a domestic violence support worker and wanted to remain in the property, if possible.

- A Money Matters Debt Adviser suspended the possession claim and made a backdated claim for a Discretionary Housing Payment (DHP)
- A Homelessness Prevention Officer liaised with Places for People who were happy for her to remain in the property if the rent arrears were cleared
- The claim for a backdated DHP was successful, which cleared the rent arrears. A DHP was awarded up to April 2017
- She is now working with Changing Lives’ floating support to help her to maintain her tenancy

Table 6 (below) shows homelessness prevention information for Q3. The reporting now shows the type of intervention that prevented homelessness, as opposed to the agency involved in the work. There has been a slight decrease in the numbers of homelessness preventions carried out. However, the projected number for 2016-17 is a potential increase on 2015-16. This quarter we have collected information from more partners on homelessness prevention. Crisis have reported 58 homelessness preventions, achieved through a combination of benefits advice, negotiation with landlords and debt and budgeting advice. We will continue to work with partners to improve our collective reporting in future quarters.

Table 6 also shows that evictions from YHN continue to remain low with 12 this quarter.

However, there is an increase in the number of evictions and notifications of court action from Byker Community Trust (BCT). The BCT is a Housing Association which was established in July 2012 following the ballot of Byker residents, supporting the proposal to transfer the estate from Newcastle City Council and YHN. In December 2016, 3 households presented to HAC following an eviction that HAC had not been informed of. All 3 households were subsequently accommodated in CTV. We have since been notified of a further 15 households at risk. We are working to extend the Sustaining Tenancies Guidance to BCT and, in partnership with Shelter, are offering advice and support to at risk tenants.

## 2c. Table 6 – Homelessness prevention

<b>Homelessness prevention</b>	<b>2015-16</b>	<b>16-17</b>	<b>16-17</b>	<b>16-17</b>	<b>16-17</b>	<b>2016-17</b>
		<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	
<b>Total homelessness preventions</b>	<b>3,775</b>	<b>1,087</b>	<b>1,035</b>	<b>977</b>		<b>3,099</b>
Homelessness prevented	3,647	1,058	980	917		2,955
Homelessness relieved	128	29	55	60		144
<b>Prevention activities (top 3)</b>						
Rehoused to supported accommodation	1,345	343	330	236		909
Resolving rent / service charge arrears	68	271	248	268		787
Resolving Housing Benefit problems	797	193	183	178		554
<b>Use of DHP</b>						
DHP awards	193	10	2	2		14
<b>Social housing evictions</b>						
YHN evictions	48	14	12	12		38

## 2d. Prison and hospital discharges

Table 7 (below) shows a decrease in referrals from hospitals in Q3.

## 2e. Table 7 – Hospital discharge referrals (direct from hospital)

<b>Hospital discharge referrals</b>	<b>2015-16</b>	<b>16-17</b>	<b>16-17</b>	<b>16-17</b>	<b>16-17</b>	<b>2016-17</b>
		<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	
<b>Total number of referrals</b>	<b>79</b>	<b>11</b>	<b>17</b>	<b>15</b>		<b>43</b>
General (RVI and Freeman)	47	6	9	9		24
Mental health	33	4	8	6		19
<b>Outcomes</b>						
Accommodation secured	34	5	5	6		16
Returned to friends and family	4	0	0	0		0
Returned to own tenancy	10	0	4	2		6
Admitted to CTV	7	2	0	0		2
Homelessness presentation – no notice	0	0	1	0		1
Out of area case – referred back	21	3	3	5		11
Residential care	1	0	0	0		0
Advance notice – not yet ready for discharge	2	1	4	2		7

We continue to liaise on a weekly basis with the Emergency Care Facilitator for Newcastle upon Tyne Hospitals NHS Foundation Trust and the Discharge Facilitators within the Bed Management Service for Northumberland, Tyne and Wear NHS Foundation Trust

Included below is a case study that highlights the work done to ensure a smooth transition from hospital to accommodation, showing the importance of early communication between the hospital and HAC.

**Case study – Hospital discharge**

A male was an in-patient at Collingwood Court following a suicide attempt. The discharge facilitator contacted HAC as he had no accommodation to be discharged to. He had a history of alcohol misuse but had detoxed whilst in hospital and was keen to keep up with the support offered from Lifeline. Due to his age and vulnerability he was admitted to CTV on discharge from hospital.

- The Lead Practitioner raised his case at the monthly YHN co-ordinators meeting and he was awarded a direct let in over 50s accommodation
- Staff at CTV supported him to view properties and applied for household items for him from the Supporting Independence Scheme
- He is now living in his own tenancy and is receiving ongoing support from the Community Mental Health Team and Lifeline

Table 8 (below) shows a decrease in the number of clients presenting to HAC from custody. These figures come with the caveat that they relate to those where leaving prison is the direct reason for their presentation.

**2f. Table 8 – Prison release referrals**

<b>Prison release referrals</b>	<b>2015-16</b>	<b>16-17</b>	<b>16-17</b>	<b>16-17</b>	<b>16-17</b>	<b>2016-17</b>
		<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	
Number of referrals to HAC	65	11	12	11		34
<b>Outcomes</b>						
Accommodation secured	43	8	10	10		28
Out of area case – referred back	3	1	0	1		2
Refused accommodation offer	10	2	2	0		4
Recalled to prison	6	0	0	0		0
Returned to previous accommodation	3	0	0	0		0
Homeless presentation – no notice	0	0	0	0		0

**3. People living with housing support**

Table 9 (below) shows a decrease in the number of admissions (and individuals) this quarter, although admits to the 5 emergency beds in the city have remained unchanged.

In 2012-13 there were 277 admits to supported accommodation where the reason for admission was not known or not recorded. This decreased to 58 in 2015-16 and looks set to decrease further in 2016-17.

Table 9 shows that one of the highest reasons for admission to crisis accommodation was discharge from an institution. This category is wider than people leaving prison or

hospital and also covers those leaving local authority care and asylum seekers and refugees. The majority of admissions to supported accommodation come as a result of a planned move from other provision.

**3a. Table 9 – Supported accommodation admits, reason for admission and social needs**

<b>Supported accommodation admissions</b>	<b>2015-16</b>	<b>16-17 Q1</b>	<b>16-17 Q2</b>	<b>16-17 Q3</b>	<b>16-17 Q4</b>	<b>2016-17</b>
<b>Total number of admits</b>	<b>1,396</b>	<b>365</b>	<b>349</b>	<b>276</b>		<b>990</b>
• Crisis accommodation	447	100	144	111		355
• Supported accommodation	763	210	170	128		508
• Emergency beds	186	55	35	37		127
Total number of individuals	<b>1,036</b>	<b>296</b>	<b>280</b>	<b>233</b>		
<b>Reason for admission (crisis)</b>						
Not recorded / not known	28	8	5	4		17
Move from another hostel	171	63	39	31		133
Relationship breakdown	129	45	42	31		118
Discharge from institution	106	31	28	37		96
<b>Reason for admission (supported)</b>						
Not recorded / not known	30	5	3	2		10
Moved from another hostel (planned)	145	57	53	42		152
Relationship breakdown	136	29	26	14		69
Discharge from institutions	52	13	16	10		39

The case study below highlights the complexities of the client group placed in crisis and supported accommodation, but that positive outcomes can be gained during placements.

**Case study – Living with housing support**

A female fleeing domestic violence was admitted to Francis House as a place of safety. She suffered with anxiety, depression and low self-esteem due to having been in a violent relationship. At the time of her admission, she was not permitted to have any contact with her 2 children following a charge of child neglect and they were in the care of her mother.

- She was supported to access appropriate crisis support following a sanction on her Employment and Support Allowance (ESA). She was also supported to appeal the sanction decision, which was successful
- Once her Probation Order was finished, staff worked with her and Children’s Social Care so that she could resume contact with her children
- She accessed mental health services and was eventually able to sign off ESA and make a claim for Jobseeker’s Allowance. She was referred to a work placement at a local bakery, which she completed, and she was successful in obtaining part-time employment
- She was supported to make an application to YHN and staff worked closely with YHN’s pathways and housing options teams. After 8 months at Francis House, she was able to secure a tenancy near to her family and children. When she left Francis House she was in regular contact with her children and rebuilding relationships with them

Table 10 (below) shows the measures used to report on the Supported Housing Move On Protocol. It shows a decrease in the number of applications to Tyne and Wear Homes, which was expected after the high number of applications in Q2.

### 3b. Table 10 – Supported Housing Move On Protocol

<b>Move on assessments completed in the quarter</b>	<b>2015-16</b>	<b>16-17 Q1</b>	<b>16-17 Q2</b>	<b>16-17 Q3</b>	<b>16-17 Q4</b>	<b>2016-17</b>
<b>Total assessments added</b>		<b>473</b>	<b>534</b>	<b>636</b>		
• Number of 'red' (likely to require long-term support)		83	92	148		
• Number of 'amber' (further support required)		278	352	372		
• Number of 'green' (ready to move to independent living)		112	90	116		
<b>Tyne and Wear Homes applications submitted in the quarter</b>						
<b>Total applications submitted</b>		<b>25</b>	<b>69</b>	<b>29</b>		<b>123</b>
• Number of 'qualifying'		13	16	6		35
• Number of 'non qualifying'		0	8	3		11
• Awaiting decision		12	25	14		51
• Information not given		0	20	6		26
<b>Move on destination</b>						
<b>Total number of discharges</b>		<b>362</b>	<b>332</b>	<b>302</b>		<b>694</b>
• Supported accommodation		109	107	103		216
• Friends and family		61	73	34		134
• Independent tenancy		59	43	59		102

Table 10 shows that there was a 37% increase in the moves from supported accommodation to an independent tenancy this quarter, although a move within supported accommodation remains the most likely outcome.

The case study below shows the type of support required to help someone to move on

#### **Case study – Move on from supported housing**

A male lived in Changing Lives dispersed accommodation after leaving National Asylum Support Service accommodation. He was unable to speak or read English and staff used translation services to communicate with him.

- Using translation services staff set up a budgeting plan to help him to manage when to pay his rent, gas and electric
- A member of staff accompanied him to Jobcentre interviews and ensured that an interpreter was made available for him there
- Staff supported him to register at Newcastle College on a literacy course. He passed his level 1 and was encouraged to register for the higher level
- Staff applied to Tyne and Wear Homes for him and referred him to a Pathways Advice and Support Worker
- Staff supported him to make weekly bids for accommodation and accompanied him to view properties
- He is now living in a shared tenancy with friends he made through the college course and is maintaining his independence

successfully to independence.

Table 11 (below) reports on the measures used to monitor the Prevention of Eviction from Supported Housing Protocol. It shows that the numbers of evictions continue to decrease. In 2008-9, before the introduction of the protocol, there were 307 evictions.

Table 11 also shows that the majority of evictions (65%) are from crisis accommodation. In the main, violence or disruptive behaviour was the reason given.

### 3c. Table 11 – Prevention of Eviction from Supported Housing Protocol

	2015-16	16-17 Q1	16-17 Q2	16-17 Q3	16-17 Q4	2016-17
<b>Total number of evictions</b>	<b>251</b>	<b>57</b>	<b>50</b>	<b>40</b>		<b>147</b>
• Evictions from crisis accommodation		28	34	26		88
• Evictions from supported accommodation		16	11	9		36
• Evictions from accommodation for young people		13	5	5		23
<b>Total number of Notice to Quits (NTQ) issued</b>		<b>65</b>	<b>64</b>	<b>86</b>		<b>215</b>
• NTQs resulting in eviction		17	19	13		49
• NTQs issued and client still in accommodation		48	45	73		166
<b>Reason for eviction (served NTQ)</b>						
• Violence to staff or other residents		24 (2)	18 (4)	9 (3)		51
• Disruptive behaviour		10 (2)	13 (4)	13 (5)		36
• Drug / alcohol abuse		2 (0)	3 (0)	6 (0)		11
• Rent arrears		9 (7)	6 (6)	7 (4)		22
• Theft		3 (2)	6 (1)	2 (1)		11
• Other		9 (4)	4 (4)	3 (0)		16
<b>Move on destination</b>						
• Crisis or supported accommodation		4	3	4		11
• No forwarding address		37	40	23		100
• Friends and family		10	7	8		25

Table 11 (above) shows that there has been an increase in the numbers of Notice to Quits (NTQ) issued in Q3. It is positive that of the 86 people served with a NTQ, 73 are still in the accommodation and working with the providers to address issues. In the main, it is those people who were asked to leave because of violence who were not given advance notice of their eviction.

Of the 23 individuals evicted this quarter where no forwarding address was given, 30% were back in supported accommodation within 2 weeks of their eviction. It is also worth noting that only 2 of those evicted this quarter were found rough sleeping following their eviction.

Table 12 (below) shows a decrease in the number of people admitted to floating support in Q3. There is still work to do to improve the recording of floating support on the Newcastle Gateway and this is reflected in the fluctuation in the reason for admits.

### 3d. Table 12 – Floating support admissions and reasons for admission

<b>Floating support admissions</b>	<b>2015-16</b>	<b>16-17 Q1</b>	<b>16-17 Q2</b>	<b>16-17 Q3</b>	<b>16-17 Q4</b>	<b>2016-17</b>
Total number of admits	619	157	108	109		374
<b>Reasons for admission</b>						
Move from another support setting	128	26	19	3		48
Discharge from institution	151	45	14	42		101
Relationship breakdown	44	9	6	7		22

### 3e. Table 13 – Discharges and outcomes for people leaving floating support

<b>Discharges from floating support</b>	<b>2015-16</b>	<b>16-17 Q1</b>	<b>16-17 Q2</b>	<b>16-17 Q3</b>	<b>16-17 Q4</b>	<b>2016-17</b>
Total discharges	566	117	179	112		296
<b>Outcomes (in the quarter)</b>						
Maintain independent tenancy	290	76	74	63		150
Move to other supported accommodation	76	9	9	3		18
Family / friends	44	12	11	8		23
No information given	100	13	63	12		76
Other	40	8	3	4		11

Table 13 (above) shows a decrease this quarter in people being discharged from floating support. Whilst the numbers who are maintaining their tenancy when discharged remains consistent, the instances where the outcome information has not been recorded on the Newcastle Gateway has returned to the level it normally is following last quarter when all clients from a decommissioned service were closed on the Newcastle Gateway.

## 4. Young people at risk of homelessness

Table 14 (below) shows a decrease in the number of 16 and 17 year olds presenting in housing need in this quarter. It shows that no 16 or 17 year old was accepted under the full homeless duty in this quarter and that again in the majority of cases clients were supported to remain in their existing accommodation (predominantly with family) or, where that was impossible to maintain, were supported into alternative accommodation.

### 4a. Table 14 – 16 and 17 year olds in housing need (YHN's Young People's Service)

<b>Young people in housing need</b>	<b>2015-16</b>	<b>16-17 Q1</b>	<b>16-17 Q2</b>	<b>16-17 Q3</b>	<b>16-17 Q4</b>	<b>2016-17</b>
Total referrals to service	270	55	54	36		146
Total admits to service		56	51	30		137
<b>Presentation source</b>						
Application to Tyne and Wear Homes	101	18	17	6		41
Housing Advice Centre	92	17	24	10		51
Referrals from 16+ team	77	21	10	14		45

<b>Outcomes (case closed in the quarter)</b>	<b>2015-16</b>	<b>16-17 Q1</b>	<b>16-17 Q2</b>	<b>16-17 Q3</b>	<b>16-17 Q4</b>	<b>2016-17</b>
Remained in existing accommodation	59	18	10	9		37
Referred to supported accommodation	38	7	8	8		23
Non-engagement – no further contact	50	1	2	7		10
Under 18 year old care leaver – floating support	41	11	4	4		19
Statutory homelessness	0	0	0	0		0

Table 15 (below) shows no change in the number of young people admitted to the provision expressly commissioned for 16 to 24 year olds. It shows that relationship breakdown accounts for 40% of admissions, with just 15% of clients moving from another supported accommodation setting.

#### **4b. Table 15 – Admits to supported housing (16 to 24 year olds)**

<b>Admits to supported housing (16 to 24 year olds)</b>	<b>2015-16</b>	<b>16-17 Q1</b>	<b>16-17 Q2</b>	<b>16-17 Q3</b>	<b>16-17 Q4</b>	<b>2016-17</b>
Total number of admits	271	54	57	52		163
<b>Reasons for admit (top 3)</b>						
Relationship breakdown (parents / family)	151	23	23	21		67
Moving from another support setting	38	10	15	8		33
Crisis	29	13	7	3		23

Table 16 (below) shows that the main outcome in Q3 was a move to live with family and friends, with an associated decrease in the number moving to other supported accommodation. It also shows the increase in the number moving to an independent tenancy this quarter.

#### **4c. Table 16 – Discharges and outcomes from supported housing (16 to 24 year olds)**

<b>Outcomes from supported housing (16 to 24 year olds)</b>	<b>2015-16</b>	<b>16-17 Q1</b>	<b>16-17 Q2</b>	<b>16-17 Q3</b>	<b>16-17 Q4</b>	<b>2016-17</b>
Total number of discharges	246	64	62	50		176
<b>Move on destination</b>						
No forwarding address	32	14	11	6		31
Family or friends	84	18	24	13		55
Other supported accommodation	82	21	14	16		36
Independent tenancy:	46	8	2	10		20
• YHN	27	5	1	6		12
• Private rented	10	2	0	2		4
• Housing association	9	1	1	2		4

Table 17 (below) shows the discharges from YHN's Young People Service's floating support provision, showing that 71% of those discharged maintained their independent tenancy when support ended.

#### 4d. Table 17 – Discharges and outcomes from floating support (16 to 24 year olds)

Outcomes from floating support (16 to 24 year olds)	2015-16	16-17 Q1	16-17 Q2	16-17 Q3	16-17 Q4	2016-17
Total number of discharges	193	53	54	52		107
<b>Outcome</b>						
Maintain independent tenancy	90	31	48	37		116
Move to other supported housing	24	5	1	4		10
Family / friends	28	7	5	9		21
Custody	2	0	0	0		0
No forwarding address given	25	1	0	0		1
Other	6	5	0	0		5

#### 5. Multiple exclusion and rough sleeping

Table 18 shows a 36% decrease in the number of individuals recorded rough sleeping in Q3, with the average found per night decreasing to 3. The official rough sleeping count carried out on 17 November 2016 found 5 individuals.

Feedback (including from members of the User and Carer Forum) suggests a possible correlation with increased police targeting of beggars and a suggestion that rough sleepers are moving further to the outskirts of the city. With this in mind, we continue to ask all partners to inform us if they have knowledge of where people may be sleeping rough. Any reports or concerns can be emailed to [roughsleeping@newcastle.gov.uk](mailto:roughsleeping@newcastle.gov.uk)

#### 5a. Table 18 – People sleeping rough and social needs

Rough sleepers	2015-16	16-17 Q1	16-17 Q2	16-17 Q3	16-17 Q4	2016-17
Average found per night	6	6	5	3		6
<b>Individuals:</b>	<b>302</b>	<b>99</b>	<b>72</b>	<b>46</b>		<b>171</b>
• Stock	158	56	28	24		84
• Flow	125	35	36	16		71
• Return	17	8	7	6		15
No Second Night Out eligible / compliant	9/9	2/2	2/2	4/4		8/8
<b>Social needs (confirmed)</b>						
Drugs	153	46	38	28		115
Alcohol	77	25	24	20		72
Mental health	48	15	12	14		41
Offending	113	39	32	24		98

Table 18 (above) shows that for this quarter we met our No Second Night Out commitment.

Shelter have noted an increase in the number of people that they have seen this quarter who are self-reporting as sleeping rough. Whilst a number of presentations relate to clients with a connection elsewhere because they are a regional office, they report 31 clients in Q3 (compared to 29 in Q2) who were street homeless. It is likely that a number (if not all) of those clients are included in the individuals counted in table 18.

**5b. Table 19 – Reasons for rough sleeping and outcomes**

<b>Reasons for rough sleeping</b>	<b>2015-16</b>	<b>16-17</b>	<b>16-17</b>	<b>16-17</b>	<b>16-17</b>	<b>2016-17</b>
		<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	
Evicted / abandoned accommodation	153	29	30	16		59
Unknown	198	44	27	11		71
Relationship breakdown	39	19	14	15		33
Discharge from institutions	21	7	6	0		13
<b>Outcomes</b>						
Accommodation secured	67	12	11	9		23
No further contact / disappeared	49	33	44	20		77
Returned to existing accommodation	6	4	9	1		13

Table 19 shows a decrease this quarter in the number of people rough sleeping where the reason remains unknown. In addition, a further 3 people were reconnected back to their area of connection this quarter.

**Table 20 – Housing First admits – reason for admission and social needs**

<b>Housing First admissions</b>	<b>2015-16</b>	<b>16-17</b>	<b>16-17</b>	<b>16-17</b>	<b>16-17</b>	<b>2016-17</b>
		<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	
Admissions to Housing First	30	0	5	0		5
Clients in prep work at the end of Q2		11	11	11		
Clients in tenancy at the end of Q2		34	31	31		
<b>Reason for admission</b>						
Not known / not recorded	9	0	0	0		0
Moving from a hostel	11	0	0	0		0
Crisis / rough sleeping	7	0	5	0		5
Relationship breakdown	5	0	0	0		0
<b>Social needs</b>						
Offending	15	0	3	0		3
Alcohol	6	0	0	0		2
Drugs	13	0	2	0		2
Mental health	6	0	1	0		1

Table 20 shows that no new clients were admitted to the Housing First service in Q3. 31 referrals were made to the service in Q3; of these 26 were refused for not meeting the criteria for the service. Of the other 5, 3 referrals were withdrawn and 2 clients were accepted but weren't admitted to the service in Q3.

**Table 21 – Housing First discharges**

<b>Discharges and outcomes – Housing First</b>	<b>2015-16</b>	<b>16-17</b>	<b>16-17</b>	<b>16-17</b>	<b>16-17</b>	<b>2016-17</b>
		<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	
Total number of discharges	23	4	5	5		14
<b>Outcome</b>						
Maintain independent tenancy	7	0	1	1		2
Move to other supported housing	3	1	1	2		4
Custody	2	0	1	0		1
No forwarding address given	4	1	0	0		1
Other	4	2	1	1		4
Deceased	0	1	1	1		3

Table 21 (above) shows the discharges and outcomes from the Housing First service. Due to the small numbers it is difficult to determine any particular trends.

## 6. What we are doing

Previously we have listed ongoing actions and responses under each grouping above. In order to show the cross-cutting nature of many of our interventions and to move away from a grouped silo response to issues, we are highlighting the main interventions here. All of our ongoing actions to address the issues raised in these quarterly briefings, at the Homelessness Prevention Forum and from ongoing consultation with partners are all detailed in our Homelessness Strategy [action plan](#).

### Longer-term prevention

- [Homelessness Prevention Trailblazer](#) – Newcastle’s approach was agreed by the Newcastle City Council’s Cabinet on [13 February 2017](#). This programme will run for two years from January 2017 with £936k of government funding to strengthen our citywide culture to make the prevention of homelessness everyone’s business and homelessness crisis the exception. This includes:
  - Inclusion plans – based on our Universal Credit Triage Trial (agreed by Cabinet in September 2014), to support a citywide approach to creating the foundations for a stable life by routinely identifying the risk of homelessness and promoting early intervention to mitigate the risk
  - Workforce development – to support implementing the Inclusion Plans
  - A multi-disciplinary team – to support the embedding of integrated casework on housing, financial and employment issues
  - Governance arrangements – to integrate services, with an Inclusion Board involving senior level representatives of all relevant organisations
  - Analytics, cost benefit analysis and exception reporting – to strengthen evidence and feedback loops to enable us to identify opportunities for prevention and to develop consensual monitoring
  - Outcomes based commissioning – leading to payment by results
- [Homelessness Reduction Bill](#) – which will increase local authorities’ duties to prevent and respond to homelessness, including for single people currently defined as not being in statutory need. This will require local authorities to take comprehensive and proactive approaches to preventing homelessness, based on understanding the needs of their residents and developing proportionate responses to reduce risk. Newcastle already works in this way and we are well placed to meet these challenges. However, we must do this in the context of reducing resources and likely increased demand.
- Reviewing the [Sustaining Tenancies Guidance](#) – this will include extending the guidance to Byker Community Trust and developing a partnership response with Shelter to offer advice and assistance to affected tenants.
- Developing wider homelessness prevention measures for non-commissioned partners. This quarter we have included information on homelessness prevention work carried out by Crisis. This work is still in a formative stage. We will continue to work with partners to refine the information collected and this will develop with work being done to implement the Homelessness Prevention Trailblazer.

### Crisis responses

- Consolidating [Preventing Evictions from Supported Housing and Supported Housing Move On Protocols](#) – we are developing a reporting framework of measurable outcomes for each protocol that links to contract compliance and accountability. In

addition, we will be hosting a reflective practice session with supported housing providers on evictions and move on in April 2017.

- [Entrenched Rough Sleeping Social Impact Bond](#) – on 21 December 2016 the DCLG announced £1.5m of funding for Newcastle for an Entrenched Rough Sleeping Social Impact Bond, which will complement our Homelessness Prevention Trailblazer programme. There will be an update on this at the Homelessness Prevention Forum meeting on 1 March 2017.

### **Welfare reform, austerity and destitution**

- Introduction of lower benefit cap – The lower benefit cap for newly affected households was implemented in Newcastle from 26 December 2016. Before the implementation the families on the DWP’s estimated list of those who would be affected were offered support to improve their financial situation from the Council’s Active Inclusion Service (private and Registered Social Landlord (RSL) tenants) and YHN (their own tenants). This coordinated citywide approach to support has included checking for exemptions, providing budgeting and debt advice (including liaising with landlords) and providing employment support. Both the Active Inclusion Service and YHN are continuing to support affected households.
- Proposal for joint homelessness prevention initiative with the DCLG and the DWP – Our response to Universal Credit includes providing Personal Budgeting Support and access to digital support to help residents to make and maintain online claims, and collocating 3 YHN workers in the jobcentres. As part of the Homelessness Prevention Trailblazer programme we are working with the DCLG and the DWP to develop Universal Support, such as improving the alignment of the Claimant Commitment (the agreement that the DWP has with claimants) with our local support planning arrangements. An outline proposal was presented to the Ministerial Working Group on Homelessness in February 2017. There will be an update on this at the Homelessness Prevention Forum meeting on 1 March 2017.
- Newcastle Employment Support Compact – In May 2016 we established this compact with the DWP and employment support providers in the city to:
  - Identify the interconnected barriers to employment and support residents affected by the welfare reforms to access employment support at the earliest opportunity to prevent crisis
  - Improve the referral system to access benefit, budgeting, debt and housing-related support using an integrated assessment process to match residents’ needs to support provision
  - Monitor and review employment support service provision

## **7. Consultation**

This document formed the basis of discussions at the Newcastle Homelessness Prevention Forum on the 1 March and there was broad agreement on the issues raised and actions listed within the action plan. The table discussions focused on the presentation delivered on Universal Credit and asked those present to consider how they can best support residents to make the transition to Universal Credit.

The main points raised

- All acknowledged the importance of communication to residents and clients about their responsibilities when claiming and the increased expectations on client. The inevitability would should lead to discussion about behaviour change and a recognition of the importance that seeking employment now has. The change to Universal Credit would be a big change for a lot of clients and some felt that as support workers they needed to recognise the emotional dimension and that for many clients this would be

a frightening time. Communication with professionals on this subject through a formal planning framework was to be welcomed.

- Providers may need to consider upskilling workers to support with Universal Credit claims specifically helping them to understand the requirements of using the online journal. The fully digital system was of some concern to providers who felt the implications of this could perversely affect clients without easy access to the internet. There was a suggestion from Crisis that there could be a potential role for the Crisis' IT suite in offering support and access, this was with the caveat of needing support from DWP and considering implications on capacity. The Crisis IT suite was also mentioned in context of being a venue that clients excluded from, or uncomfortable with using the library could access. The Active Inclusion Unit will follow up on this.
- Some providers noted that they were considering applying for Alternative Payment Arrangements as standard for the clients they work with and those who did support planning with clients considering building in questions specific to the operation of Universal Credit around bank accounts, setting up email accounts and digital access. YHN YPS noted that this was something they had already begun to do.
- One provider noted that one of their main experiences is “unrealistic” claimant commitments, the Active Inclusion Unit will follow up with this provider to get examples and numbers of where they believe this is the case.
- Many present thought it was important that expectations over the support that could be offered was managed and that those most in need of support to make a claim and manage it were prioritised by services.

## 8. How to get involved

Please discuss the issues raised in this briefing with residents and service users. Staff from the Active Inclusion Newcastle Unit are happy to attend team meetings / service user groups if there are any specific issues that people would like to raise or discuss in more detail. You can also comment on the Homelessness Strategy action plan and our progress towards the actions and on the protocols and procedures we have developed with partners to tackle homelessness. Copies of the action plan, the protocols and our governance arrangements are available online [here](#).

Please contact Sarah Blakey (Active Inclusion Officer) on 0191 277 1733 or email [activeinclusion@newcastle.gov.uk](mailto:activeinclusion@newcastle.gov.uk) if you have any comments or would like to get more involved.

**March 2017**

**Contact Officer:** Sarah Blakey, Active Inclusion Officer

[sarah.blakey@newcastle.gov.uk](mailto:sarah.blakey@newcastle.gov.uk) / 0191 277 1733