



Newcastle Homelessness Prevention Forum

(10am – 12pm - 10 March 2021)

Councillor Linda Hobson: *Portfolio Holder for Housing*
Neil Munslow: *Service Manager, Active Inclusion*
Steve McKinley: *Tyne Housing*





Welcome – getting the most out of a Teams meeting & meeting format

- If possible turn your camera on to provide some face-to-face experience
- Mute your microphone when not talking to reduce background noises
- If you want to talk let us know by using the “raising your hand” function, you can also make comments & raise questions on the chat function. There will be opportunities for questions or comments throughout the presentation
- After the presentation you will be asked to split into smaller discussion groups. Join by clicking on the second link when advised





Today we'll cover:

- Our purpose & context
- Homelessness Review update from Q3 2020-21
- Challenges & Opportunities to work together to prevent homelessness – a Tyne Housing perspective
- Breakout discussion groups



Active Inclusion Newcastle partnership approach to homelessness prevention & financial inclusion – statement of intent:

Our aim is to make it everyone's business to prevent homelessness & financial exclusion at the earliest opportunity to better support residents to have the foundations for a stable **LIFE**:

- Somewhere to **L**ive – a home
- **F**inancial inclusion – debt & budgeting
- An **I**ncome – benefit entitlement
- **E**mployment – inclusive growth



Newcastle received the [World Habitat Awards 2020](#) Gold Award for our homelessness prevention work .
The judging panel said:



“Newcastle’s approach has prevented over 24,000 households from becoming homeless since 2014. Poverty & deprivation were already long-standing issues in the city before a decade-long programme of austerity.”

“There are things that others can learn from this project, in particular linking housing, homelessness, the voluntary sector, social care & welfare – there’s no way you can end homelessness unless you make those links.”

Newcastle's Homelessness & Rough Sleeping Strategy: our strategic approach to working towards our aim of ending homelessness



1 Building a place-based & housing-led approach to ending homelessness

2 Ensuring all residents have suitable & sustainable homes

3 Developing proportionate partnership responses to residents' needs

4 Reviewing our debt collection processes to help us move from collection to connection

5 Consolidating our Active Inclusion Newcastle partnership approach



Our context challenges & opportunities to respond



£119m

An estimated **annual loss of £119m in working age benefits** by the end of 2025-26

£345m

An estimated **£345m reduction in Newcastle City Council's budget by 2023**, due to government cuts & increasing Coronavirus cost pressures

£5.20m

Your Homes Newcastle (YHN) rent arrears by March 2020 (£3.41m increase from 2012)

38,557

Residents fed by the Westend Foodbank April to Dec 2020

35,872

Residents on Universal Credit – **12,840 more on Universal Credit a 56% increase** between Mar 2020 & Nov 2020

Known responses in 2019-20 *

3,745

cases of homelessness prevented

22,920

residents helped to secure £28.6m of welfare benefits

3,853

residents received debt advice

3,779

awards for discretionary funding (Crisis Support Scheme, Discretionary Housing Payments & Supporting Independence Scheme)

69,199

visits to Active Inclusion Service website pages

50

YHN evictions (75% decrease since 2008)

74%*



652 instances of people found rough sleeping April 2020 to Jan 2021 (2,462 instances June 2019 to Mar 2020)

Prevention – supply

- YHN 27,000 homes, 75+ Support & Progression, Financial Inclusion Team
- Money Matters – 5
- Welfare Rights – 20
- Multidisciplinary Team – 5
- Floating support
- CTV preventative outreach partnership with JCP
- Private Rented Service
- LAASLOs – 2

Relief – supply

Major issue daily headroom to respond to crisis demand

- City Road drop in
- 779 supported accommodation rooms
- 600+ staff
- Cherry Tree View
- Housing First
- Complex needs / Dual diagnosis – 4 staff

Advice & advocacy support

- Faith & community groups
- Crisis Skylight – 56 staff
- Shelter – 17 staff

Homelessness demand assessment – 7 HPOS

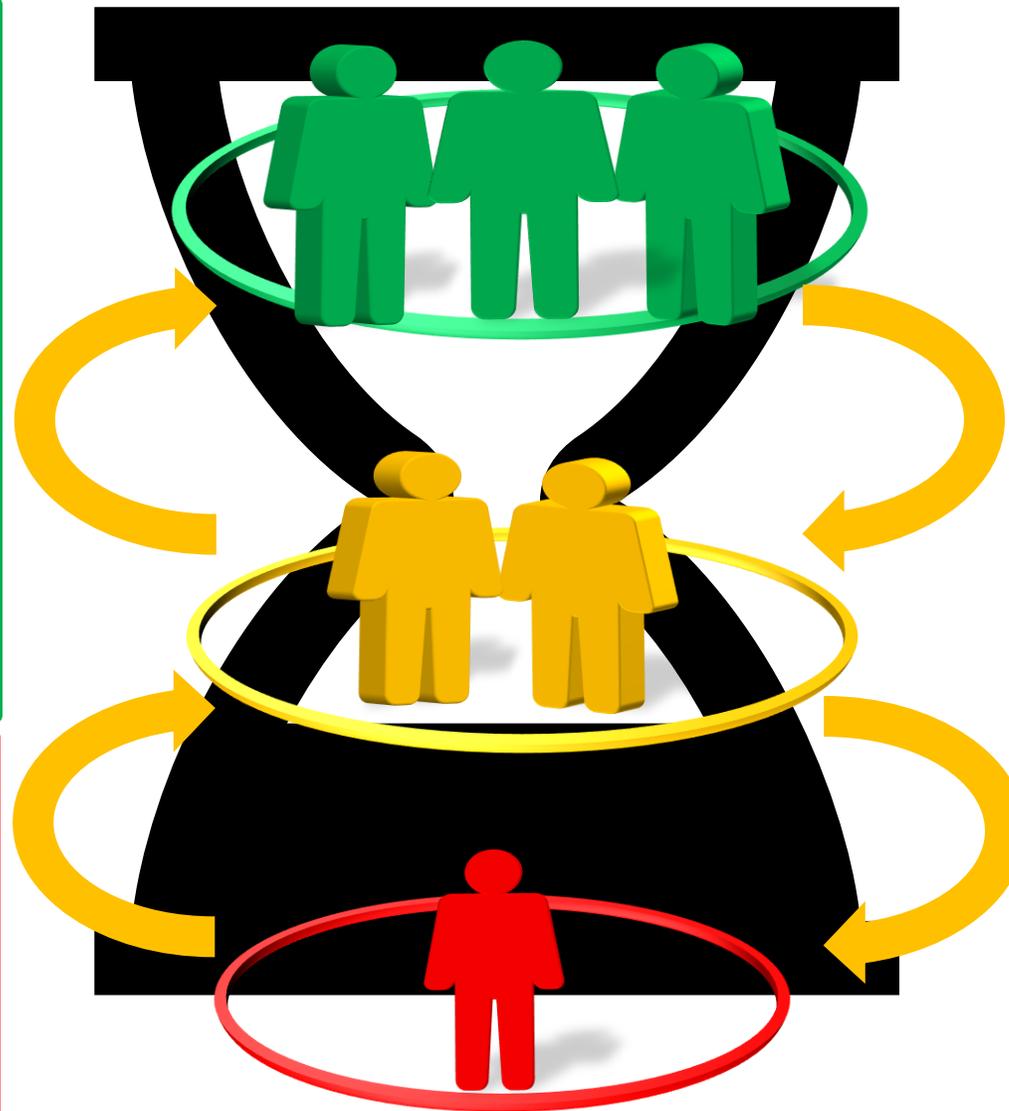
3 Seniors, 8 rough sleeping outreach workers & Rough Sleeping Coordinator

Infrastructure support

- Active Inclusion Unit 13, NCC Commissioning 3, Crisis 3

Homelessness & health related provision

- Joseph Cowan Healthcare Centre
- CNTW Gateshead/Newcastle Homeless Service (4 CPN's)
- Newcastle Treatment & Recovery (NTaR) – including Plummer Court / Harm min outreach worker



Homelessness in Newcastle Q3 2020-21 risk, threatened & crisis of not having a suitable & sustainable home



At risk (primary) – over 57 days prevention upstream' responses before the [Homelessness Reduction Act](#) 56 days

- YHN Homelessness preventions – **573** (Q2 2020-21: 615), YHN evictions – **0** (Q2 2020-21: 0)
- **7,268** website visits to homelessness & homelessness prevention pages on Council website (Q2 2020-21: 7,362)

Threatened (secondary) – within 56 days prevention & relief duties under the [Homelessness Reduction Act](#)

- HAC: current or alternative housing secured for **69 (62%)** of prevention duties ended (Q2 2020-21: 54), prevention duty closed in Q3: **108** (111 in Q2 2020-21)
- Supported housing: admits: **347** (Q2 2020-21: 387), individuals admitted **280** (Q2 2020-21: 261,)
 - evictions: **33** (Q2 2020-21: 34) account for 12% of discharges
 - **281** discharges: other supported accommodation **84** (Q2 2020-21: 131), independence **53** (Q2 2020-21: 45) family & friends **38** (Q1 2020-21; 38)

Crisis – literally homeless our [Street Zero](#) partnership

- People found sleeping rough reduced by 74%
 - **64** individuals (62 in Q2 2020-21) range per night 0-13 (0-8 in Q2 2020-21), average **4** per night (1 in Q2 2020-21) On **5** days in the quarter no one found. **11** accommodated **16** accepted accommodation, **13** accepted reconnection, **4** refused accommodation, **7** refused reconnection, **10** unidentified
 - Between 1 April 2020 & 1 March 2021 **176** vulnerable people were known to be placed in Newcastle hotels by other councils, **4** people in 2019-20
- Admissions into Cherry Tree View – **32** households (40 Q2 2020-21)

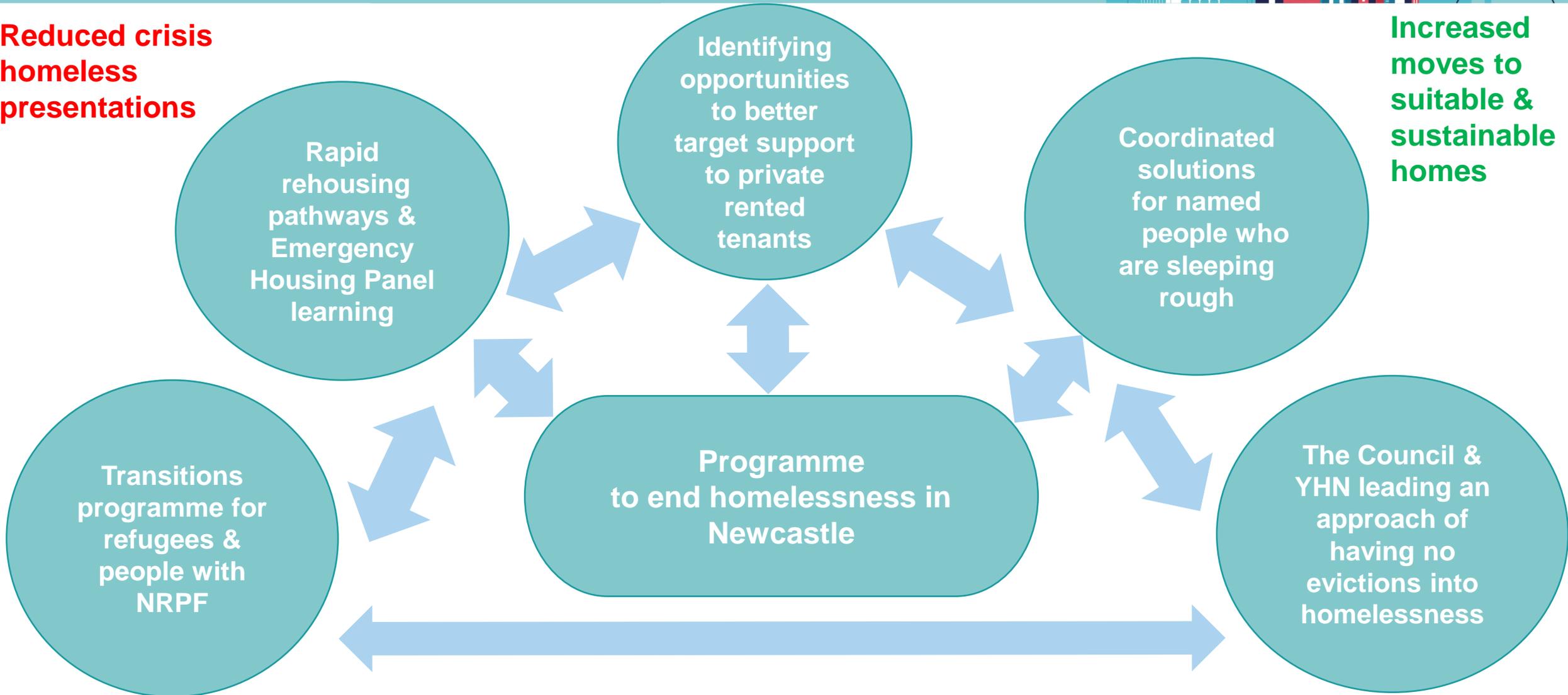


Newcastle's Homelessness & Rough Sleeping Strategy & coronavirus (COVID-19) recovery next steps – challenges & opportunities



Reduced crisis homeless presentations

Increased moves to suitable & sustainable homes



Q3 2020-21 update: Transitions programme – refugees & people with no recourse to public funds (NRPF)



What we're doing & going to do

Current work & progress from December HPF

- Developed a programme of work to **build on our understanding & responses to the issues experienced by residents seeking asylum, with refugee status & with no recourse to public funds**, focused on supporting them to integrate into the community & have the foundations for a stable life
- **Identifying residents who may need to apply to the European Union Settlement Scheme** & targeting advice & support to them

The next steps

- **Progressing the programme**, starting with the development work related to the **Local Authority Asylum Seeker Liaison Officer role**, the links with **YHN & statutory homelessness advice & assessments**, & the provision of **specialist welfare benefits advice**
- **Co-ordinate support & transitions** for people with NRPF as Next Steps Accommodation Programme funding ends – utilising a **case management** & **checklist** approach

The upcoming opportunities

- Securing **additional accommodation** to match **unpredictable demand**
- **Using the learning from the approach to this programme of work to inform how we support residents at other points of transition**, such as leaving local authority care, an institution (such as a hospital or prison) or the armed forces; & those who have slept rough or experienced illness, bereavement, separation, eviction & / or unemployment



What we're doing & going to do

Current work & progress from December HPF

- Complex Case **panel is operational**, 6 month review undertaken in December 2021
- **Frontline survey with staff completed, engagement with residents to commence as part of customer journey.**
- Detailed work is underway in **specialist areas such as older persons/LD** to understand more about needs
- **Finalising the visualisation of the housing system with the Design Council**

The next steps

- Monitoring of **Complex Case Panel** into Housing Policy Programme Board.
- Obtain **residents & service user insights** into housing options & Housing pathways.
- Development of communication routes & materials to **improve customer journey & housing outcomes**
- Finalise visualisation of **housing pathways**
- Complete **housing needs & future care needs analysis**

The upcoming opportunities

- Develop a **register of dedicated homes** for responding to homelessness
- Allocate into **NSAP properties**
- Improve & **better target information** on properties through housing pathways & customer journey review
- Use of **housing & care needs requirements information to develop future options**

Q3 2020-21 update: Identifying opportunities to better target support to residents living in private rented tenancies



What we're doing & going to do

Current work & progress from December HPF

- Agreeing the **mapping of advice & support** provided to residents living in private rented tenancies to help them to sustain their tenancies
- **Targeted proactive advice & support through the Active Inclusion multidisciplinary team via prioritised 'routes' where residents are identified as being at potential risk of homelessness**
- **Understanding the opportunities** (data & partnership arrangements) **to proactively target** those residents who we know may be at an increased risk of homelessness

The next steps

- **Improve our understanding** of the potential gaps in advice & support that may exist & where the greatest potential risks of homelessness are
- Agree any **strengthening of partnership arrangements** & / or whether there are any **priority areas for the proactive targeting of advice & support** to residents living in private rented tenancies, including how capacity could be aligned & / or secured to meet those gaps if the risks are deemed significant enough

The upcoming opportunities

- **Using data & partnership arrangements to build on & maximise the use of touch & trigger points**, such as debt to & awards of discretionary support by services & organisations
- **Developing coordinated arrangements** for the above across partners, taking into account the differentiation between roles & who is best placed to target advice & support / respond

Q3 2020-21 update: Newcastle City Council & Your Homes Newcastle leading an approach of having no evictions into homelessness



What we're doing & going to do

Current work & progress from December HPF

- **Implementing the process to review & update the Sustaining Tenancies guidance**, as an extension to the Council & Your Home Newcastle's (YHN's) work on the corporate debt review
- **Held workshops** with YHN's Income Collection, Financial Inclusion & Support & Progression teams on their internal processes **to capture frontline staff insights**

The next steps

- **Reviewing the processes related to receiving & acting upon Sustaining Tenancies notifications & any additional opportunities to intervene** (using the findings from the 2019-20 evictions) with the Active Inclusion Service, Early Help, Children's Social Care & Adult Social Care
- **Implementing the recommendations of the corporate debt review** agreed by Cabinet in January (standardising income & expenditure assessments, identifying & responding to vulnerability, & increased partnership working between collection & advice teams)

The upcoming opportunities

- **Incorporating the learning** from the YHN & by the Fairer Housing Unit (e.g. on changes to the rent escalation policy & on 'customer journeys')
- **Informing other related pathways to & from advice & support**, e.g. with housing associations as part of supporting them to adopt the guidance & the necessary supporting processes & resources, targeted to their context
- **Building on the priority in the Newcastle Safeguarding Adults Board Strategic Annual Plan** to explore poverty & the risk of experiencing abuse & neglect

Q3 2020-21 update: Coordinated solutions for named people who are sleeping rough



What we're doing & going to do

Current work & progress from December HPF

- **Analysing processes & services** involved in identifying & responding to rough sleeping
- **Reviewed & simplified daily Gateway recording** – initial changes made
- **Establishing & refining criteria for 'by name list'** – the 'multiply excluded' group at risk
- **Adapted daily sign-off processes** to create additional structure to the discussion & recording of individual circumstances & responses
- **Sharing learning** & linking in with other teams, including Safeguarding

The next steps

- **Conclusive coordinated individual support plans** – with key caseworkers to get “everyone in”
- **Next Steps Accommodation Programme** – 41 x 1 bed flats (previous long term voids) & private rented to address 2 bed affordability
- **Establishing & refining criteria for 'by name list'** to focus on wider 'multiply excluded' group
- **Crisis Housing First has started - £3m over 3 years to** – for up to 80 people at risk of sleeping rough

The upcoming opportunities

- **Complement general needs housing with a register of dedicated homes** for homeless people
- **Working with the Police** – Operation Luscombe
- **Charter** for working with faith & community groups
- **Rough Sleeping Initiative 4** – extended funding of existing projects & new funding for supporting people to stay off the street & reconnections



Rough sleeping & literal homelessness

- 1 person found sleeping rough
- 16 rooms empty – headroom available to respond to crisis
- Headroom – move-on from homelessness slowing down
- Room for residents ‘excluded’ from homeless services
- Reconnection for people who can safely return

Homelessness prevention

- 19 families in temporary accommodation
- Sustaining tenancies & no evictions into homelessness
- Asylum related demand & need for predictive supply
- People with no recourse to public funds & EUSS challenges



Newcastle's Homelessness & Rough Sleeping Strategy 2020-2025

For information about homelessness, see:

www.newcastle.gov.uk/homelessnesspreventionforprofessionals

For information about financial inclusion, see:

www.newcastle.gov.uk/financialinclusionforprofessionals

Email: activeinclusion@newcastle.gov.uk



- **Homelessness Prevention Forum** – meets quarterly
 - Next meeting: Wednesday 9 June 2021
- **Newcastle Advice Compact** – meets monthly
 - Next meeting: Wednesday 17 March 2021 (online meeting)
- **Financial Inclusion Group seminar** – meets quarterly
 - Next seminar: Thursday 25 March 2021 focusing on collaborative working to promote financial inclusion



1. Do you see your work reflected in Newcastle's Homelessness & Rough Sleeping Strategy 5 priority area plans & are there other things we should be considering that could be impactful ?

2. Tyne Housing questions:

- a. What would it take for the local authority to see commissioned providers as strategic partners in achieving their long term objectives?
- b. How can the Commissioner / provider relationship mature, in order to realise shared objectives?
- c. What opportunities are there for a strategic partnership approach to better standards in non-commissioned supported housing?

3. What would you like to see covered at future Newcastle Homelessness Prevention Forums & have you any ideas to improve the Forum?

