



# Newcastle Homelessness Prevention Forum

## (10am – 12pm, 8 December 2021)

- Councillor Linda Hobson: *Portfolio Holder for Housing*
- Neil Munslow: *Service Manager, Active Inclusion*
- Gemma Shiel: *Senior Manager, Support & Progression, YHN*



### **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 split into smaller discussion groups. You will move automatically in to these groups, you no longer require a separate link





Today we'll cover:

- Feedback from September's HPF
- HPF programme 2022
- Our purpose & context
- Homelessness Review update from Q2 2021-22
- YHN & homelessness prevention
- Breakout discussion groups





## **Feedback from temporary suspension of City Road rough sleeping drop in on trial basis**

At the last HPF we discussed Changing Lives' proposal to pilot closing the drop-in. This went ahead & the increased outreach provision has resulted in more positive engagement with people sleeping rough. The pilot has been extended until 15 January 2022. Any concerns or queries please email

[activeinclusion@newcastle.gov.uk](mailto:activeinclusion@newcastle.gov.uk)

## **Whole Housing System approach**

Fairer Housing Unit are holding workshops to gather views on practices to develop a more person centred whole system approach. This will be used to design the workforce development programme, extending the Sustaining Tenancies Guidance, strengthening the Housing Panels & the Allocations & Lettings Review

## **Move on from supported accommodation / headroom to responding to rough sleeping**

- 35 tenancies created in RSAP (YHN) out of 40, & funding secured for an additional 10 flats
- Tyne Housing Supporting Independence Move On Accommodation 16 new flats coming online
- Crisis Housing First have 5 YHN properties

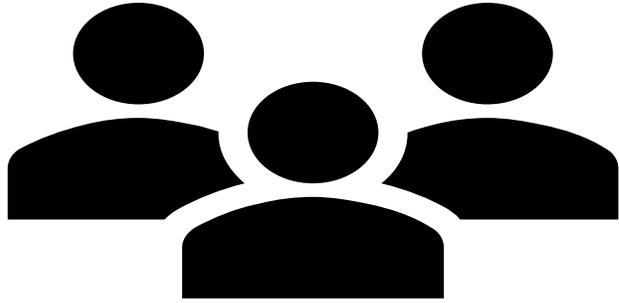


Professor Suzanne Fitzpatrick warned in the [Homelessness Monitor 2011](#) **“Welfare reform – in combination with the economic downturn seems certain to drive homelessness up in England, as it will undermine the safety net that usually provides a ‘buffer’ between a loss of income, or a persistently low income, & homelessness”**

[Doctor Joel Halligan](#) said the welfare reforms can create **‘ontological insecurity’**, people feel deep fear at the risk of homelessness & destitution, which adversely affects their physical & mental health

This warning proved to be true in many parts of the UK. The [Local Government Association](#) estimate that council B&B expenditure increased by 430% between 2011 & 2020. In June 2021 Birmingham had 6,931 children in temporary accommodation, Manchester 3,368 & Nottingham 560. **There were 44 children in Newcastle temporary accommodation, & we have not used bed & breakfast to meet our homeless duties since 2006**

[Leilani Farha](#) ex UN Special Rapporteur, World Habitat judge & renowned human rights lawyer said: **“The impact of the Newcastle project has been really quite phenomenal. What struck me is how integrated it was. That is, I can say flat out, very unique”**



## Meeting dates for 2022

- Wednesday 9 March (10am to 12pm)
- Wednesday 8 June (10am to 12pm)
- Wednesday 14 September (10am to 12pm)
- Wednesday 14 December (10am to 12pm)

## Suggested themes for the HPF to cover:

- Asylum, refugees & migration
- Safeguarding, risk management & multiagency problem solving
- Inclusive economy & employment
- Newcastle's whole housing system
- Touch, trigger & transition points – making proactive homelessness prevention everyone's business
- Key performance indicators, values & data
- Collaborative Newcastle

# Our Active Inclusion Newcastle Partnership Approach



Our aim is to make it **everyone's business to prevent homelessness & financial exclusion**. Built on our collective strengths, particularly our council housing, to better **coordinate support for residents to have the foundations for a stable LIFE:**

**L** Somewhere to **Live** – suitable & sustainable homes

**I** An **Income** – benefit entitlement

**F** **Financial inclusion** – life without excessive debt

**E** **Employment** – inclusive economy

**The challenges for a city of 300,000 & the role of the local state as the national state withdraws**

**£105m**

Estimated **annual loss in working age benefits** by the end of 2025-26

**£345m**

Estimated reduction **in Newcastle City Council's budget by 2023**, due to government cuts & cost pressures

**£4.65m**

Your Homes Newcastle (YHN) rent arrears by March 2021 (£3m increase from 2012)

**51,371**

Residents fed by the Westend Foodbank in 2020-21 an increase of 61% on 2019-20

**36,531**

Residents on Universal Credit – **13,499 more on Universal Credit a 59% increase** between Mar 2020 & Mar 2021



# Active Inclusion Newcastle – visualising our system’s aims & outcomes

## Our approach – understanding & connecting with residents' touch & trigger points

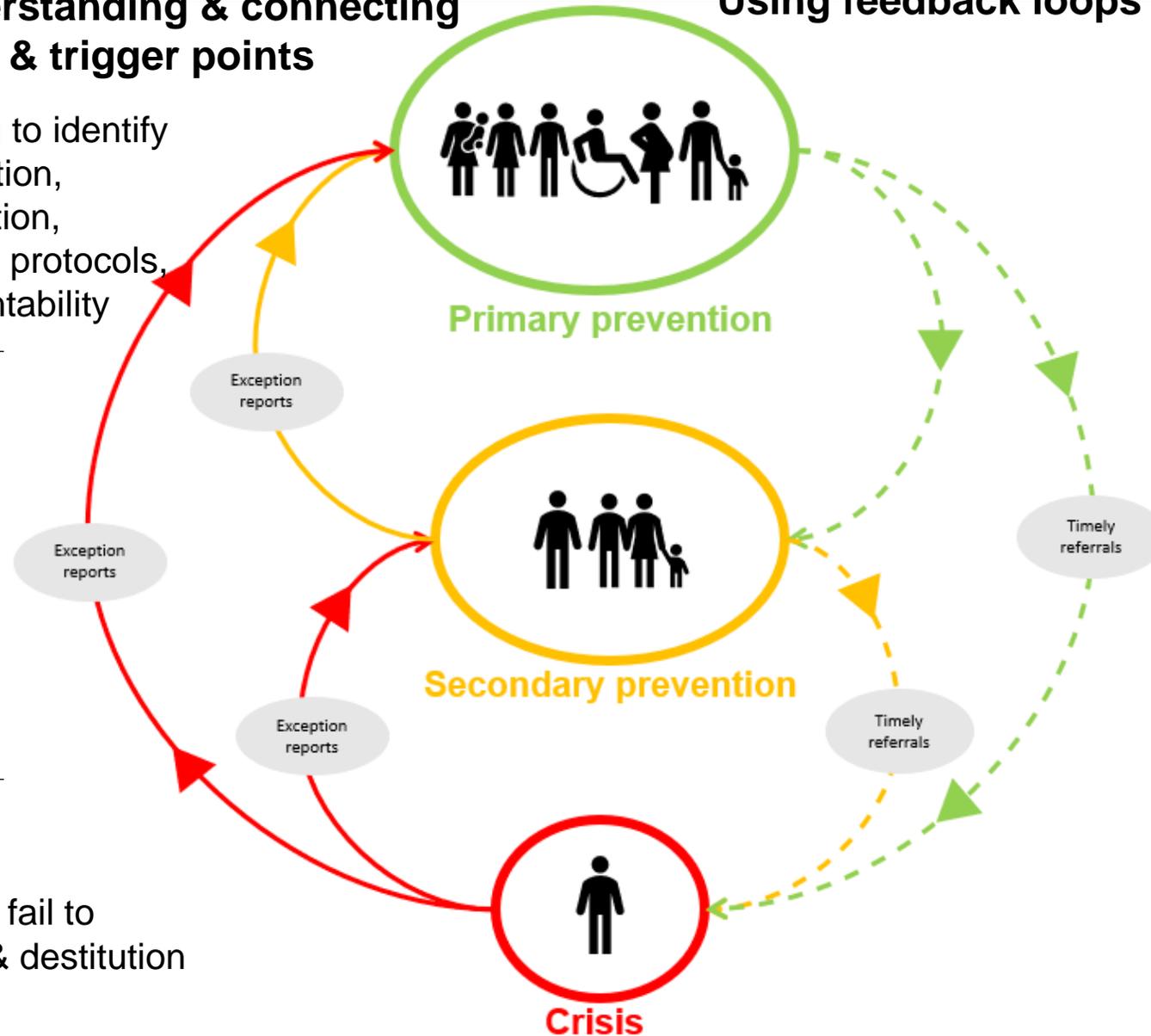
- Collaborating & adapting to identify & prevent crisis: information, training, evidence collection, reviews, to inform policy, protocols, commissioning & accountability

- Targeting specialist advice & support to vulnerable groups

- Exception reports, to identify prevention opportunities

- Catching residents if we fail to prevent homelessness & destitution

## Using feedback loops to learn from failures



## Examples 2020-21

- 125,346 website visits
- 3,638 information subscribers
- 279 people trained
- 142 partner agencies

- 31,466 residents advised
- 4,110 cases of homelessness prevented
- 20,351 residents helped to secure £25,611,181
- 2,773 residents received debt advice
- 985 non-emergency admits to supported accommodation

- 126 individuals found sleeping rough – all offered somewhere safe to stay
- 0 B&B use
- 0 YHN evictions
- 429 emergency bed admits

# Visualising supply to meet demand

Our provision – understanding & connecting residents with service provision

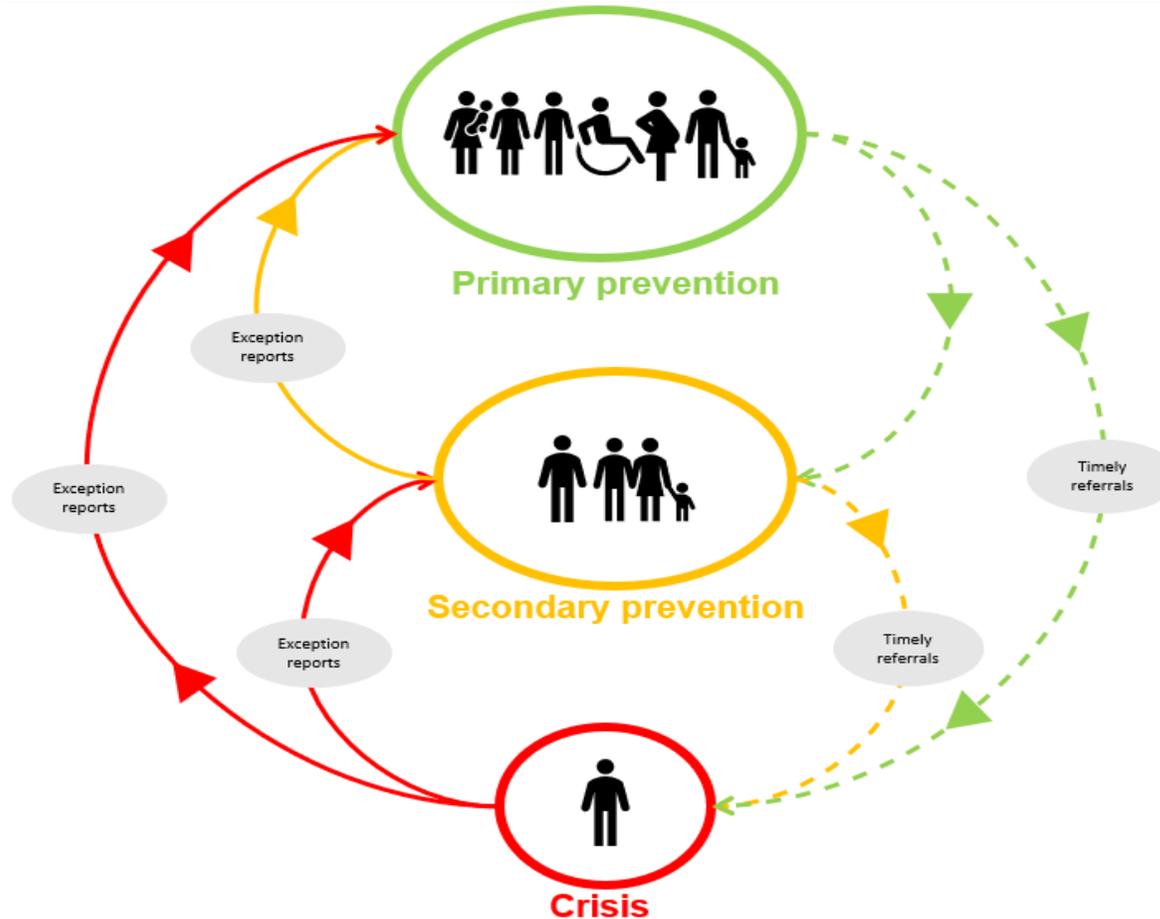
## Prevention – supply

- YHN 26,789 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

Daily headroom to respond to crisis demand

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



Primary prevention

Secondary prevention

Crisis

## 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

## 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 Q2 2021-22 at risk, threatened & crisis



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

- YHN Homelessness preventions – **443** (Q1 2021-22: 551), YHN evictions – **0** (Q1 2021-22: 0 )
- **8,129** website visits to homelessness pages on Council website (Q1 2021-22: 7,280)

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

- HAC: current or alternative housing secured for **54 (49%)** of prevention duties ended
- Prevention duty closed Q2: **109** (79 in Q1 2021-22) top reason: loss of private rented (39%)
- Supported housing: admits: **441** (Q1 2021-22: 448), individuals admitted **310** (Q1 2021-22: 319)
  - evictions: **42** (Q1 2021-22: 49) 10% of discharges – **6** subsequently found sleeping rough
  - **409** discharges: other supported accommodation **155** (Q1 2021-22: 125), independence **52** (Q1 2021-22: 72) family & friends **36** (Q1 2021-22; 40)

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

- **118** individuals (79 in Q1 2021-22) range per night 0-18 (0-12 in Q1 2021-22), average **6** per night (5 in Q1 2021-22) **50** accommodated, **18** accepted accommodation, **8** accepted reconnection, **7** refused accommodation, **7** refused reconnection, **6** recalled to prison, **1** hospital admit **20** no further contact, **1** no offer available due to behaviour, now a Crisis Housing First client
- Admissions into Cherry Tree View – **60** households (Q1 2021-22: 53)
- Emergency Homeless Service contacts **221** (Q1 2021-22 280)

# Using Key performance indicators & making preventing homelessness everyone's business



## Making change happen – clear measures

**Off the street** – no one sleeping rough or returning to the street

**Into a home** – no B&B & limited time in homeless accommodation

**Sustain a home** – no evictions into homelessness or the street

**Clear headline measures, but a problem solving culture, infrastructure & convening for developing nuanced, collaborative personalised responses for:**

### **Safety, stability, security & sustainability for:**

- Residents
- Communities
- Staff
- Organisations

- **Balance** – individual, community, staff & organisations
- **Ethics & fairness** – transparent, democratic, legal, budgeted
- **Deliverability** – whilst ambitious, accountable & affordable
- **Flexibility** – maximising the 'housing offer' but understanding its limits & where more support is needed
- **Collaboration** – proactive, proportionate responses to making preventing homelessness everyone's business



# Challenges, responses & opportunities



## Challenges

- Pressure on temporary accommodation: potential of B&B & use for people with higher risk to self, staff & residents
- Welfare reform: poverty related risks of homelessness
- Rough sleeping: most people have accommodation
- Maintaining headroom in commissioned accommodation
- Infrastructure to fairly balance individual advocacy, competing residents' demands & community safety

## Existing examples – responses, services & processes

- YHN Support & Progression / YHN Refugee Move-on Team / YHN Young People's Service
- Homelessness Prevention Trailblazer pilot with JCP
- City of Sanctuary
- Sustaining Tenancies & Corporate Debt Review
- Whole housing system: Homeless Supported Housing Move-on / Complex Case Housing Panels

## Extending our touch & trigger points

- Foodbank: Pathways out of Hunger
- Family Hubs
- Revs & Bens: discretionary payments
- YHN proactive housing management

## Future opportunities

- Housing associations & private rented: no evictions into homelessness
- Safe & sustainable homes allocations for people who have slept rough
- RSI5 3 year funding & Collaborative Newcastle multiagency pilot
- Safeguarding principles & alignment with counting down \ by name list
- World Habitat knowledge exchange
- Centre for Homelessness Impact





Newcastle Advice Compact – meets monthly (to be held online)  
Next meeting: Wednesday 15 December 2021

Financial Inclusion Group seminar – meets quarterly (to be held online)  
Next seminar: Tuesday 20 January 2022: Affordable Homes

For information about homelessness, see:  
[www.newcastle.gov.uk/homelessnesspreventionforprofessionals](http://www.newcastle.gov.uk/homelessnesspreventionforprofessionals)

For information about financial inclusion, see:  
[www.newcastle.gov.uk/financialinclusionforprofessionals](http://www.newcastle.gov.uk/financialinclusionforprofessionals)

Email: [activeinclusion@newcastle.gov.uk](mailto:activeinclusion@newcastle.gov.uk)

**Supporting people *to access a home, keep a home, prevent homelessness & promote financial inclusion.***

Gemma Shiel, Senior Manager – Support & Progression.

# What will be covered



1. Your Homes Newcastle – an overview

2. Support & Progression – iteratively improving services & systems to respond to local individual & community demand

3. Support & Progression – services & support available

4. Support & Progression – impact evidence

5. Support & Progression – collaboration, next steps & contact information

# A little bit about YHN!



# A long-term commitment to homelessness prevention



Your Homes  
Newcastle

## YHN Inception

High level commitment given to reduce evictions & sustain tenancies. Refugee Move on Team set up to stop newly granted refugees presenting as homeless

2004



2007



## Pathways to Independence Protocol developed

To increase move on from supported accommodation into general needs tenancies for over & under 18's

2008



2009/10



## Homelessness Prevention Trailblazer

Increased focus on 'upstream prevention'. Evictions reduced by 75% since 2007, 2.5 x + lower eviction rates, Housing First, Rapid Rehousing, Next Steps Accommodation Programme

2018-21



## Sustaining Tenancies Protocol developed

Evictions 200+ per annum. Dedicated services for young people including floating support & accommodation-based services established

## Hospital Discharge Protocol developed

Services to support customers with enduring mental health issues also developed

# Our approach to supporting people to *access, make & keep a home – safe, secure, stable for residents & neighbourhoods*



## Community based - services



Support for **adults & families** experiencing difficulties that might impact on their ability to **live independently & sustain their tenancy.**

### Typical support includes:

- Advice & support on benefits, debt & budgeting
- Practical help & support to keep a home
- Person-centred approaches to improving wellbeing & emotional health
- Family support & support for people experiencing domestic violence
- Access to other YHN services eg employment
- Feedback loops to influence policy

## Pathways & transitions



Support to help people **access independent & sustainable homes** in the community.

### Typical support includes:

- Work with NCC's Housing Panels to support people to move on from short term crisis accommodation into independent accommodation via dedicated pathways **Housing led (Next Steps Accommodation Project – NSAP) & Housing First** approaches to supporting people off the streets & out of crisis accommodation
- Support for people being **discharged from hospital** (both general needs & mental health)
- Support for people leaving the **Armed Forces**

# Our approach to supporting people to *access, make & keep a home – safe, secure, stable for residents & neighbourhoods*



Your Homes  
Newcastle

## Young Persons accommodation-based services



**Supported accommodation** for young people (16-21) across two sites; 1) **a crisis response** to young people 2) **move on accommodation** to help further develop independent living skills.

### Typical support includes:

- Support to access an income & manage a budget
- Support to access training, education &/or employment
- Support to improve relationships
- Support to improve living skills
- Support to feel healthy & happy

## Young Persons community-based services



**Community-based support** for young people (up to 25) who are **leaving the care system & who are at risk of homelessness.**

### Typical support includes:

- Support to access & sustain a home
- Support to access an income & manage a budget
- Support to access training, education &/or employment
- Support to improve relationships
- Support to improve living skills
- Support to feel healthy & happy

# Our approach to supporting people to *access, make & keep a home – safe, secure, stable for residents & neighbourhoods*



Your Homes  
Newcastle

## Refugee Services



Housing- support services to refugees who have been given leave to stay in the country.

### Typical support includes:

- Support to access & make a home
- Support to access important local services; a school, GP, Dentist
- Support to access an income & to set up household bills
- Support to help with integration & connection with others

**Specialist schemes to support the resettlement & integration of people from abroad:**

### **Vulnerable Persons Resettlement Scheme (VPRS):**

Support for people fleeing Syria .

### **Afghan Locally Employed Staff:**

Support for Aghan nationals who have supported British troops.

### **Afghan Spouses:**

Support to reunite families of those who have resettled in the UK.

### **EUSS:**

Support to people from Europe to apply for settled status following on from BREXIT.

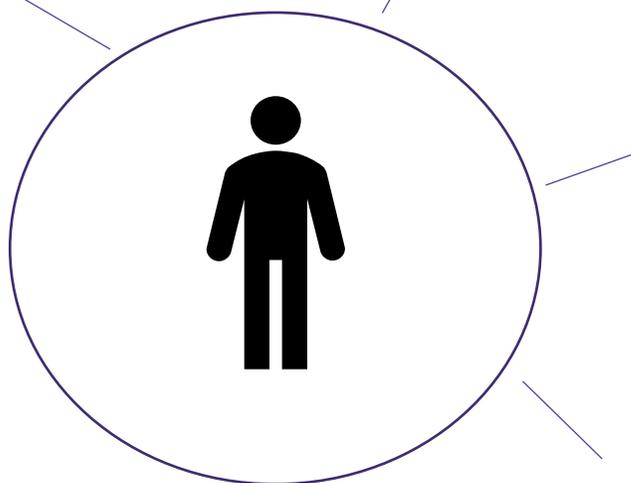
# Supporting residents with the foundations for a stable **LIFE**



Your Homes  
Newcastle

1<sup>st</sup> independent tenancy since leaving foster care, struggling to manage his money & in rent arrears.

Limited confidence & motivation to make changes



No work experience or qualifications

Isolated & struggling with mental health making it difficult to regulate emotions & communicate with others

Smoking cannabis & a victim of 'cuckooing'

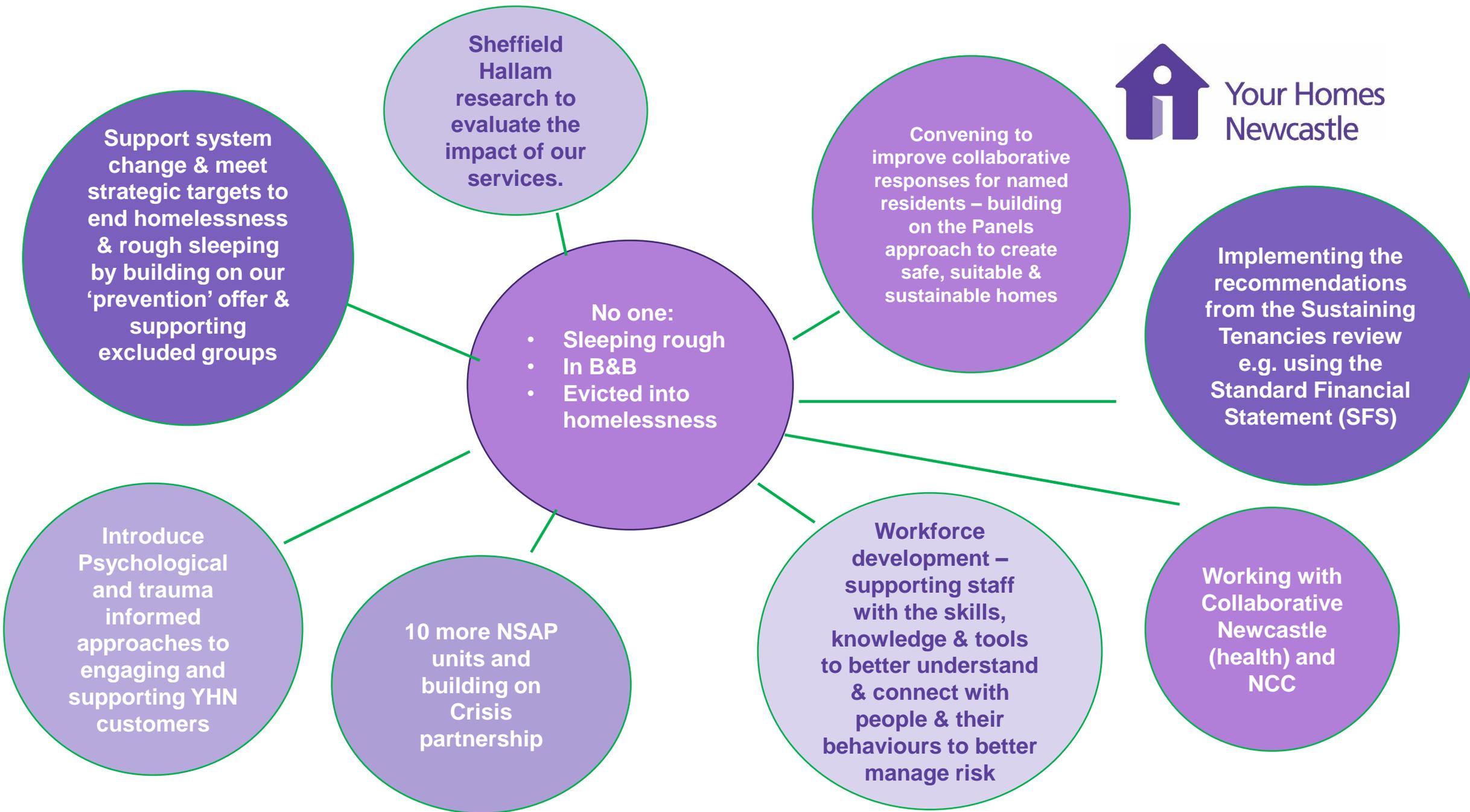
## ***Supporting a vulnerable care leaver overcome barriers to sustaining a home & securing employment***

- Proactive & persistent engagement to help build a trusting relationship
- Referred into counselling which helped to provide some coping strategies to better manage intense emotions
- Referred to Princes Trust for a film making and photography course.
- Joined a youth-based photography and film making group.
- Supported to rebuild links with his family.
- Referred to YHN's Employability Team
- Support on a warehouse course where he gained three qualifications & the successful with YHN 'Your Homes Your Jobs Programme'.

***Six months on the resident is still employed and successfully living independently.***



Your Homes  
Newcastle



# How well do we do?



Your Homes  
Newcastle

- In 2020/21 generated **£4,160.967** income through unclaimed benefits, housing costs & grants (since 2018/19 the total income generated is £18,325,818.87)
- Supported residents to stay in their home by reducing their rent arrears by an average of £150 per household
- Helped to reduce evictions for rent arrears from **106 in 2017 to 47 in 2019/20 to 0 in 2020/21**
- Supported 1,951 residents with debt & budgeting advice & access to crisis payments for utilities, food & other essential household items in the last year.
- Winners of the UK Housing Awards for Best Supported Housing Landlord 2019/20
- Winners of the UK Housing Awards for homelessness prevention 2020

**“I feel like I have been helped with the fresh start that I needed.”**

***Feedback from a resident***

**“I am very grateful for all your help, you have been wonderful. I would give you 5 stars!”**

***Feedback from a resident***

***‘X has a really good understanding of complex trauma & how an adverse childhood has lifelong implications for our clients in adulthood. X always goes the extra mile & recognises that this is long term work & that small steps with realistic achievable goals are best so that clients are not overwhelmed’***

***Feedback from a stakeholder***

# Contact details

[gemma.shiel@YHN.org.uk](mailto:gemma.shiel@YHN.org.uk)

**Support & Progression general enquiries:**

[supportandprogression@yhn.org.uk](mailto:supportandprogression@yhn.org.uk)



**“It is safety & stability that made me feel at home & made me feel that I was born again.”**

Bridges, Bonds and Belonging  
Northumbria University 2020



1. What would you like to see 2022 HPF's cover from the themes suggested?  
Is there anything else you want to hear about or you want to present on ?
2. Are we missing anything in your work that shows your contribution to preventing homelessness, do you feel appreciated, do you feel safe ?
3. Do you agree with the 3 KPIs & what could your role be in contributing to achieving these ?
4. How can you work with YHN to support residents to have suitable & sustainable homes in safe communities ?