



# Newcastle Homelessness Prevention Forum

(10am – 12pm, 9 March 2022)

- Councillor Joyce McCarty
- Neil Munslow: *Service Manager, Active Inclusion*
- *Rob Anderson: Centre for Homelessness Impact*



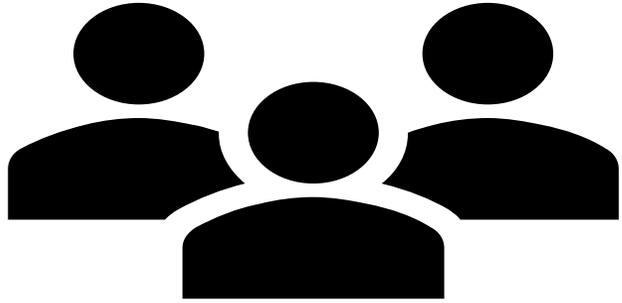
## **Welcome – getting the most out of a Teams meeting & meeting format**

- 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:

- HPF programme for 2022
- Feedback from December's HPF
- Our purpose & context – challenges
- Homelessness Review update from Q3 2021-22
- Homelessness KPI's – Centre for Homelessness Impact
- Breakout discussion groups



## Meeting dates for 2022

- Wednesday 9 March (10am to 12pm) - Homelessness Quarterly Review for Q3 2021-22 & Homelessness KPI's
- Wednesday 8 June (10am to 12pm) – Homelessness Quarterly Review for Q4 2021-22 & Homelessness & Equalities
- Wednesday 14 September (10am to 12pm) – Homelessness Quarterly Review for Q1 2022 -23 & Whole Housing System
- Wednesday 14 December (10am to 12pm) – Homelessness Quarterly Review for Q2 2022 -23 Homelessness & Health



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

The increased outreach provision has continued to result in more positive engagement with people sleeping rough. This way of working will now continue. Any queries please email [activeinclusion@newcastle.gov.uk](mailto:activeinclusion@newcastle.gov.uk)

## **Whole Housing System approach**

- No evictions in to homelessness: Home Group signing up with YHN, next private & housing association landlords
- Sustaining Tenancies Guidance: revised guidance introduced at the February Financial Inclusion group.
- Workshops to be held in the summer to take forward key work areas & feedback on customer journey reviews

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

- YHN (RSAP) all 40 properties now allocated (28 tenants previously non-qualifying for YHN, 7 now employed)
- McGowan Ct integrated hub funding approved (subject to local consultation)
- RSI 5 bid: 3 year funding programme from 2022/23 to 2024/25. Bid for continuity of existing interventions & a number of new areas that are focussed around prevention & recovery including clinical support, tenancy sustainment & support for accommodation services to manage risk

## **KPI's**

Agreed KPI's on homelessness. 3 March 2022 Housing Minister announced Newcastle as 1 of 5 early adopter trailblazers to work with Centre for Homelessness Impact to make rough sleeping rare, brief & non-recurring





- Continue to work alongside AIN to implement the recommendations of the Sustaining Tenancies Guidance & to work collaboratively to achieve the 0 evictions into homelessness
- The Centre for Regional Economic & Social research (CRESR) at Sheffield Hallam University will start the 'fieldwork' to evaluate YHNs Support & Progression services in March 2022
- Task & Finish Group to be established in Q1 2022/23 to support the implementation of Psychological & Trauma informed practice across YHNs Customer Service Directorate
- DLUHC & Homes England funding awarded in 2021/22 (Q3) to increase NSAP capacity by an additional 10 units (to be ready for the start of Q1 – 22/23)
- Work to continue with key partners in the city to help with the implementation of a dedicated Housing First citywide panel to support sustainable tenancies

# 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 | 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 2026-27

£345m

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

£5.32m

Your Homes Newcastle (YHN) rent arrears at Sept 2021 a £3.5m increase on 2012

51,371

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

34,140

Residents on Universal Credit – **11,108 more on Universal Credit a 48% increase** between Mar 2020 & Dec 2021





Prof Suzanne Fitzpatrick [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”**

[Dr Joel Halligan](#) the welfare reforms create **‘ontological insecurity’**, people feel deep fear at the risk of homelessness & destitution, which adversely affects 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 September 2021, Birmingham had 7,267 children in temporary accommodation, Manchester 3,449 & Nottingham 702. **There were 41 children in Newcastle temporary accommodation, & we have not used B&B to meet our homeless duties since 2006**

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

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

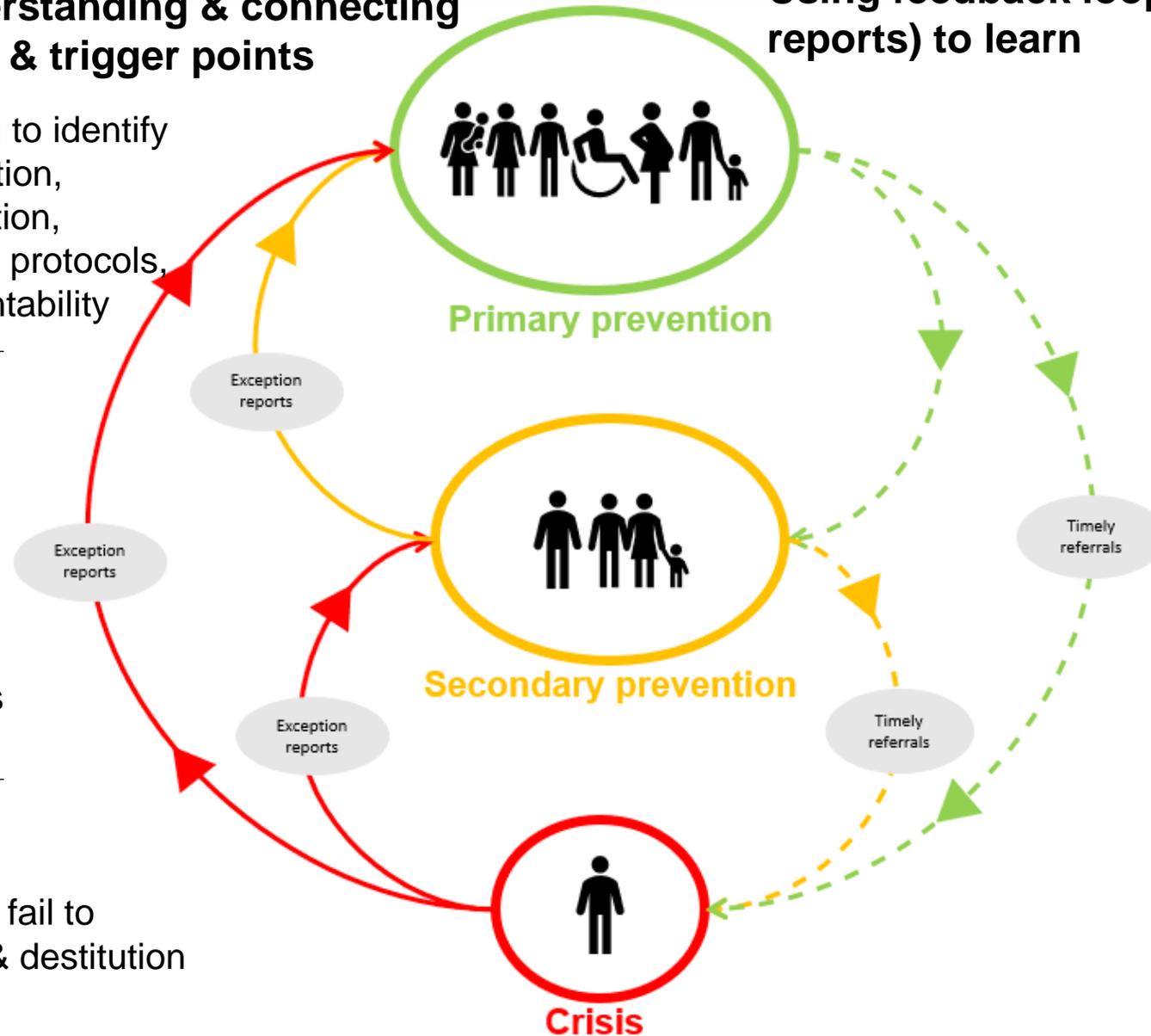
- Collaborating & adapting to identify & prevent crisis: information, training, evidence collection, reviews, to inform policy, protocols, commissioning & accountability

- Targeting specialist advice & support to vulnerable groups

- Exception & escalation reports, to identify prevention opportunities

- Catching residents if we fail to prevent homelessness & destitution

## Using feedback loops (exception & escalation reports) to learn



## 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

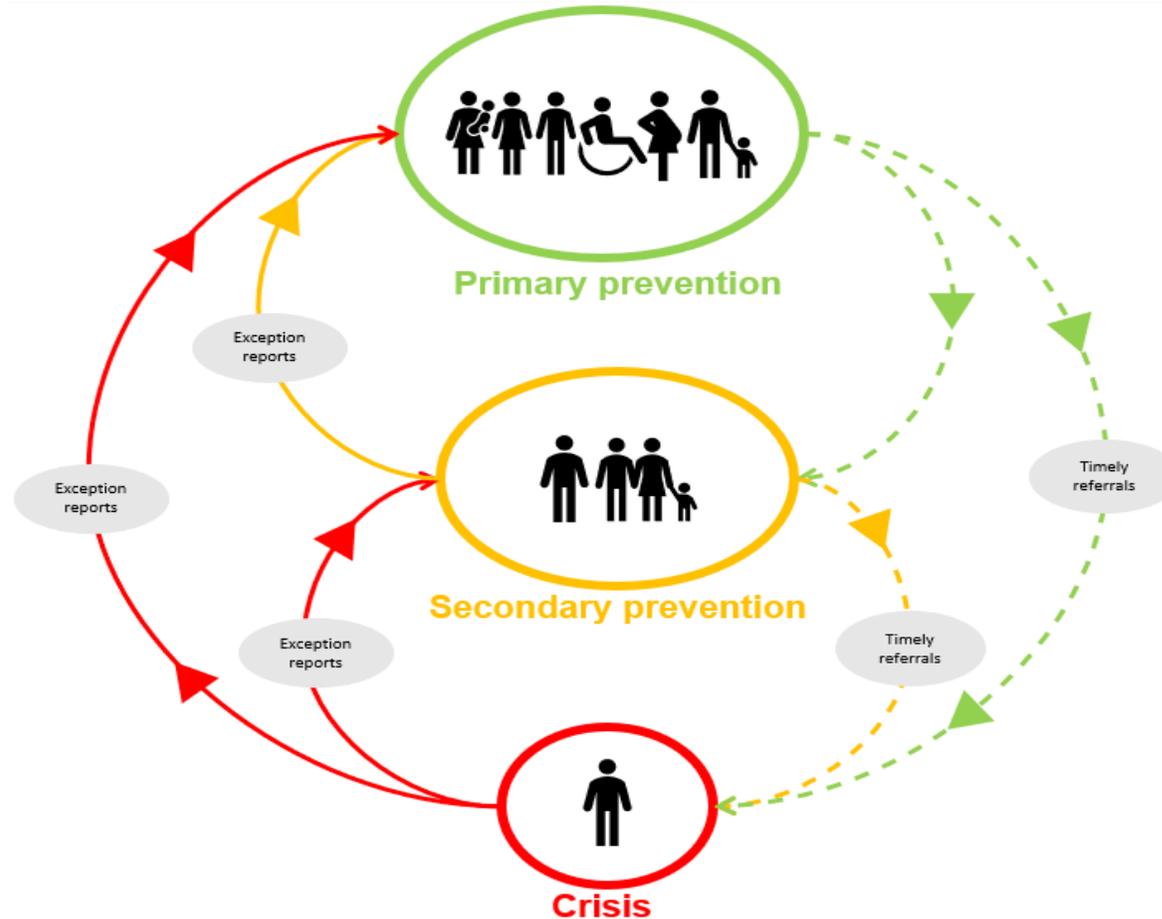
## Prevention – supply

- 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

- 365 day outreach
- 764 supported rooms &
- 99 self contained flats including Housing First. 155 by end of 2022
- 600+ staff
- Cherry Tree View
- Complex needs – 2 staff



Primary prevention

Secondary prevention

Crisis

## Advice & advocacy support

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

**Homelessness demand assessment** – 10 HPOs, 1 manager, 2 seniors, 1 Rough Sleeping Coordinator 7 8 rough sleeping outreach workers

**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 Q3 2021-22 at risk, threatened & crisis



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

- YHN Homelessness preventions – **501** (Q2 2021-22: 443), YHN evictions – **0** (Q2 2021-22: 0 )
- **7,769** website visits to homelessness pages on Council website (Q2 2021-22: 8,129)

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

- HAC: current or alternative housing secured for **88 (63%)** of prevention duties ended
- Prevention duty closed Q3: **140** (109 in Q2 2021-22) top reason: loss of private rented (43%)
- Supported housing: admits: **415** (Q2 2021-22: 441), individuals admitted **298** (Q2 2021-22: 310)
  - evictions: **40** (Q2 2021-22: 42) 10% of discharges
  - **382** discharges: other supported accommodation **137** (Q2 2021-22: 155), independence **55** (Q2 2021-22: 52) family & friends **29** (Q2 2021-22; 36)

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

- **90** individuals (118 in Q2 2021-22) range per night 0-12 (0-18 in Q2 2021-22), average **5** per night (6 in Q2 2021-22) **45** accommodated, **4** accepted accommodation, **10** accepted reconnection, **3** refused accommodation, **7** refused reconnection, **7** recalled to prison, **13** no further contact, **1** no offer available due to violent behaviour towards staff & other residents (currently in custody)
- Admissions into Cherry Tree View – **58** households (Q2 2021-22: 60)
- Emergency Homeless Service contacts **223** (Q2 2021-22: 221)

# 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



# Citywide approach to responding to the cost of living crisis



In 2022, a “cost of living crisis” is widely anticipated due to changes to taxation, benefits, & increased living costs.

## Cabinet report 17 January 2022

- Implement the Sustaining Tenancies Guidance review
- Extend the approach of no evictions into homelessness to housing associations & private rented tenancies
- Pilot personalised multiagency responses to residents at risk of homelessness with Collaborative Newcastle
- Deliver the World Habitat knowledge exchange with the Design Council to consolidate & share our learning
- Consolidate our whole housing system approach to make the best use of all of the city’s general needs & supported housing to better meet residents’ changing circumstances
- Maintain our partnership framework to promote inclusion to respond to touch, trigger & transition points e.g. discretionary payments, Food Poverty Network, Family Hubs & City of Sanctuary
- Review employability, skills & learning support to help mitigate the welfare reforms
- Prepare for Universal Credit Managed Migration to the most vulnerable claimants who are still on legacy benefits

## Mitigations & support (via Active Inclusion Newcastle Partnership)

- Tenancy support
- Support with rent & council tax from the Council
- Welfare Rights Advice
- Employment support
- Fuel poverty & energy advice
- Debt advice



# More information & how to get involved



Newcastle Advice Compact – meets monthly (to be held online)  
Next meeting: Wednesday 16 March 2021

Financial Inclusion Group seminar – meets quarterly (to be held online)  
Next seminar: TBC

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)

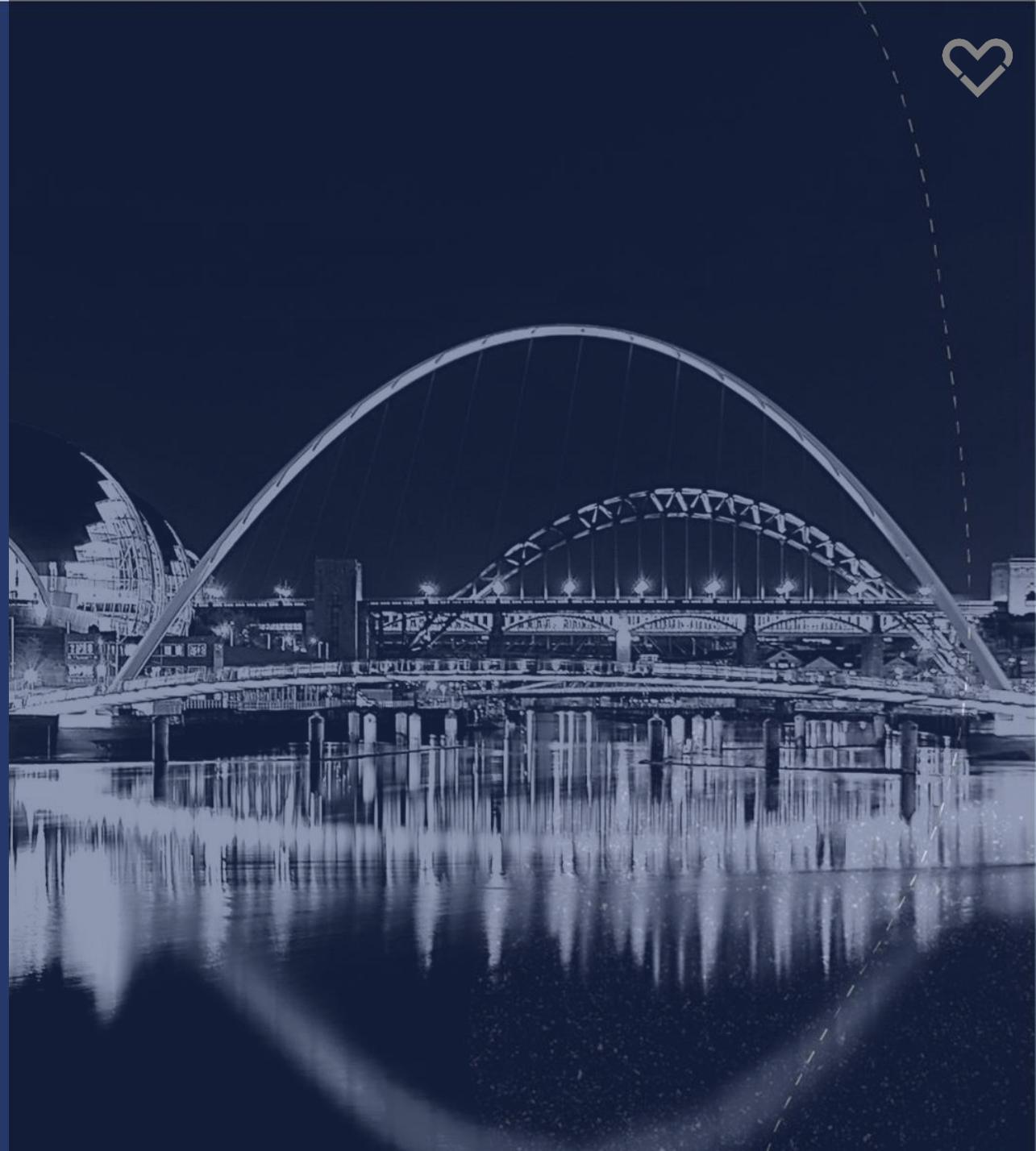


# Ending Homelessness in Newcastle

From vision to reality

Our common goal

# Ending homelessness **for good** in Newcastle





The City continues to make great progress on street homelessness, achieving comparably low rates for a major city.

The 2021 Snapshot showed that 9 people (3 per 100,000 population) were experiencing street homelessness. That is a 31% decrease from 2020, and 57% reduction on 2019. This rate is notably lower than the national average (despite Newcastle's size), and is comparable to rates seen in the early 2010s.



We believe that it is absolutely the right thing for Newcastle to aim to go where no comparable city has gone before - ending homelessness and 'making it everyone's business'.

History shows – whether dramatically reducing smoking, alcohol-related traffic fatalities, or deaths from malaria – that bold goals seem impossible until they aren't. We also know that systems cannot continue to improve by simply doing more of what brought them past success.



# + + CHI Interviews and Workshop Summary

1

Teams and systems:  
who's doing what?



Need for clarity and sharing across the system to improve interventions

2

Data and indicators:  
how do we know  
what's working?



Need to focus and prioritize what is important in tracking progress

3

Ending homelessness:  
what does it look like?

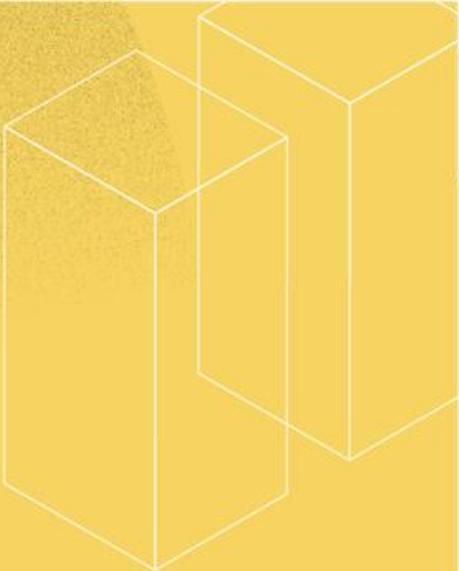


It's **hard to envision** what ending homelessness in Newcastle would look like in data terms.



## DATA-LED FRAMEWORK

# How to deliver better outcomes for people experiencing homelessness

- 
- 1 Adopt a clear vision and definition
  - 2 Decide success measures and collect data
  - 3 Decide on your level of ambition and set a small number of well-designed goals (and benchmarks)
  - 4 Check for perverse or unintended consequences
  - 5 Communicate more and better (share successes and learning points)



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Opportunity 1: Introducing a clear (memorable) definition

Ending homelessness

=

A society in which homelessness is  
prevented or is rare, brief and non-  
recurring.



## Prevention

Prevent those at risk of homelessness from experiencing it.

Potential success measure could include successful prevention activities, the numbers discharged from prison or other institutional settings into stable accommodation, and upstream activities to prevent homelessness (e.g. achieving no evictions into homelessness from accommodation providers)



Rare

Reduce the number of people experiencing homelessness to a measurable indicator which is zero or as close to zero as possible.

Newcastle could seek to achieve a rate of lower than 1 per 100,000 people experiencing street homelessness, a rate which no city or urban area in England currently achieves.

Similarly, Newcastle could seek to continue to improve on the very low rates of Temporary Accommodation in the City e.g. a return to rates seen in 2018 of c. 15 households in TA per 100,000 population.



Brief

A person's experience of homelessness of any form should be brief.

In cases where homelessness cannot be prevented, the priority should be to ensure that people are supported off the streets as quickly as possible and that stays in emergency or temporary accommodation should be as short as reasonably possible. We know that the longer the experiences of homelessness are, the larger the barriers and support needs can become.

Data is not routinely collected and reported in this way, and there is an opportunity for Newcastle to set an explicit data-led focus on ensuring experiences of homelessness are brief. This should incorporate an emphasis on move-ons into suitable quality accommodation e.g. via the Council's 'Suitable and Sustainable Housing Checklist'



Non-recurring

## No one should experience multiple episodes of homelessness

People who experience multiple episodes of street homelessness are more likely to become 'chronic' homeless, with all the associated human and financial costs. A data-led framework should

A success measure that sets a minimum length of tenancy sustainment for those rehoused following an episode of homelessness and an ambitious % success target could also be developed.





## WHERE DO WE GO FROM HERE? SUGGESTED NEXT STEPS



Incorporate suggestions from Homelessness Prevention Forum.



Newcastle City Council to work with CHI to continue to refine success measures and options for data reporting.



Work to develop a prototype dashboard with minimum core data against framework.



Test initial set of measures and build out dashboard.



Thank you for listening.

# Questions and Reflections





## 1. Clear headline measures with KPIs

- **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**
- Would your organisation adopt these KPIs?
- How can we show your actions to meet these KPIs ?
- What will you do differently to meet these KPIs?

## 2. Cost of living crisis

- How is your organisation preparing to support residents?
- Have we missed anything in our approach?