

Active Inclusion Newcastle

Newcastle Homelessness Prevention Briefing Q1 2015-16

We want all partners in the city to play a part in preventing homelessness. Our quarterly briefings help to build consensus and a cooperative approach by providing information on:

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

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

- **make the most of our resources to prevent homelessness and to 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 on maximising the value of our resources to prevent homelessness. To aid analysis we have created 5 groupings of homelessness:

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

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

- **an income**
- **financial inclusion**
- **somewhere to live**
- **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 will work with partners to innovate, reduce duplication, increase prevention and provide more effective responses for vulnerable people. More information is provided in the Newcastle Homelessness Strategy 2014-19 which can be found [here](#).

Headlines

- **Lowest level of evictions by Your Homes Newcastle (YHN) since introduction of Sustaining Tenancies Guidance in 2007-08 – 12 in quarter 1 of this year**
- **People moving from supported housing to a social housing tenancy more than doubled this quarter from 19 to 52**
- **Increase in evictions from supported housing this quarter from 56 to 65 – only 7 notifications of notice to quits**
- **There has been a 35% fall in the number of individuals sleeping rough**

1. People who are owed the full homelessness duty

1a. Table 1 - household types and social needs

Total households	2014- 15	Q4	Q1	Q2	Q3	Q4
		14-15	15-16	15-16	15-16	15-16
Households owed the full duty	161	29	50			
Household type (top 3)						
Lone parent with dependent children	96	17	23			
Couple with dependent children	35	9	16			
Single person household 18+	24	2	6			
Social needs						
Mental health	41	5	17			
Physical health	40	5	5			
Persons from abroad	27	8	16			

Statutory acceptances for quarter 1 of this year have risen by 72% when compared to the previous quarter. The number of acceptances in the corresponding quarter of 2014-15 was 44 so we are currently still within the range of acceptances that has been the norm for the last year. It is still concern to see this figure rise as these cases all reflect a crisis presentation for a household and would be something we would always seek to avoid.

There is a rise in the number of single person households accepted this quarter and we looked in detail at these cases to see whether this was attributable to the recent Supreme Court ruling, reported on in the last briefing note, that altered the way local authorities must look at vulnerability for the purposes of deciding priority need under homelessness legislation. After looking at the 6 acceptances for this quarter for single people none of these cases were accepted as result of this change and we will continue to monitor in future quarters. We consult each quarter with Shelter and we are confident following our discussions with them that we have not missed any clients for whom this change in the case law would impact upon.

1b. Table 2- causes of homelessness and outcomes

Causes of homelessness	2014- 15	Q4	Q1	Q2	Q3	Q4
		14-15	15-16	15-16	15-16	15-16
Loss of private rented	48	12	12			
Relatives / friends asked to leave	18	3	3			
Parents asked to leave	17	0	10			
Non-violent relationship breakdown	11	1	1			
Violent relationship breakdown	17	2	10			
Violence from others	12	1	4			
Required to leave NASS	11	3	6			
Outcomes						
Re-housed by YHN	112	25	27			
Re-housed by housing assoc'	7	2	5			
Re-housed in private rented	6	1	2			
Refused offer	3	2	2			

Loss of private rented accommodation continues to be the main reason for homelessness for those that we accept a statutory duty for. However there the rise in parents asked to leave

and violent relationship breakdown as a reason for homelessness and these are a concern. For the latter there are limits to how and when we might have been able to intervene earlier and a close look at the decisions in these cases show almost no opportunity where we could have avoided the need for an emergency presentation. However for those asked to leave the parental home it may be that we are missing opportunities to resolve issues earlier. This category doesn't just include young people being asked to leave the family home it also covers those situations where adult children, and often with their children, are asked to leave. We will look closely at whether there is more we can do to identify those households that are under pressure in this way. The development of the Active Inclusion offer for example to our partners in health is one way in which we would seek to harness the skills that their staff have to identify issues and help them with referral routes to advice and support before there is a relationship breakdown leading to a crisis presentation.

1c. Table 3 – use of temporary accommodation

Statutory use temporary accommodation	2014-15	Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16
Cherry Tree View (CTV)	181	48	55			
Other accommodation	138	36	44			
Domestic violence refuges	19	4	6			
Other Cherry Tree View placements	84	15	14			

Table 3 shows us that the use of Cherry Tree View has remained consistent, with a slight rise in this last quarter which reflects in part the rise in the number of households for whom we have accepted a statutory duty. Cherry Tree View continues to provide an important service in offering accommodation outside of those cases where a statutory duty is owed demonstrating its central role as a 'Prevention Hub' in helping to prevent homelessness in the city.

1d. Ongoing delivery

- Quarterly review of all acceptances.
- Procedures changed to reflect the change in vulnerability case law following the Supreme Court ruling in Hotak v Southwark LBC, Kanu v Southwark LBC and -Johnson v Solihull MBC

1e. What we are doing next

- We will look at the geographic spread of cases where we accept the full homelessness duty. This will help us to target existing support services with the Active Inclusion Newcastle offer in these areas with of aim of increasing prevention opportunities.
- We will look at opportunities to work with colleagues in the Family Insight projects and other partners to develop in a systematic way the learning from cases placed in CTV so that we can better develop changes to systems and process to better benefit the clients we support.

2. People at risk of homelessness

Table 4 (below) shows us that there has been a fall in the numbers of casework clients that the Housing Advice Centre (HAC) have taken on in this quarter. There has been a rise in the numbers of households with children at the same time as the presentations from single people have fallen. That the majority of these households are being dealt with before a statutory homeless presentation is made demonstrates the value of early interventions in supporting households to avoid a crisis homelessness presentations.

2a. Table 4 – people at risk of homelessness receiving casework interventions at HAC

People at risk of homelessness	2014-15	Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16
HAC casework	2,221	564	535			
Household type (top3)						
Single male 18+	1,191	284	265			
Household with dependent children	471	114	132			
Single female 18+	402	102	90			
Social needs (top 3)						
Offending	674	168	168			
Mental health	717	171	164			
Physical health	565	139	124			

Table 5 (below) shows us that presentations from private rented remains the biggest driver for people seeking to access advice and support from HAC. Indeed whilst other reasons for presenting have fallen slightly the loss of private rented as a concern has seen a 33% increase.

2b. Table 5 – causes of homelessness and outcomes for people at risk of homelessness receiving casework interventions at HAC

Reasons for presenting (top 3)	2014- 15	Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16
Loss of private rented	292	69	92			
Relatives/ friends asked to leave	287	89	58			
Parents asked to leave	196	58	53			
Outcomes						
Advice – to remain in accommodation	623	153	118			
Rehoused to supported housing	468	92	100			
Rehoused to YHN	289	58	46			
Rehoused to private rented	64	21	14			

In consultation with Shelter we looked at the numbers of people who presented to their service and who were at risk of homelessness. In quarter 1 Shelter saw 46 individuals with a Newcastle connection, 25 of whom were single people without dependent children. This quarter they saw a rise in the numbers of people who were presenting from private rented accommodation and a slight fall in those living in social housing. As with the Housing Advice Centre those who presented from private rented accommodation were in the main seeking advice after a notice had been served and the issues faced by this group reflect the lack of protection that is offered to private tenants and the limitations of the responses that are available to us and our partners to prevent homelessness for these tenants.

Table 6 (below) shows us that there has been a fall in the number of homelessness preventions this quarter as compared to the preceding quarter, and indeed compared to the corresponding quarter of 2014-15. There has been, as we saw in table 4, a fall in the number of casework clients that HAC have taken on, but also there has been a small fall in the numbers of preventions carried out by YHN Advice and Support workers. We can see in table 6 that the number of evictions from YHN continues to fall, with 12 evictions in the last quarter a testament to the approach now taken by YHN and partners in ensuring that an eviction is absolutely the last resort.

2c. Table 6 - homelessness prevention activity

Homelessness Prevention Activity	2014-15	Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16
Total preventions	4,192	984	881			
Homelessness prevented	3,901	952	851			
Homelessness relieved	291	32	30			
Prevention Activities (top 3)						
HAC	1,595	355	333			
YHN Advice & Support	1,504	350	321			
Commissioned services via Gateway	503	103	136			
Use of DHP						
DHP awards	244	100	19			
Social Housing Evictions						
YHN evictions	62	21	12			

It is also worth highlighting the fall in Discretionary Housing Payment (DHP) awards that is reported in table 6. In previous quarters we have seen higher numbers, partly as a result of increased funding made available to mitigate the impact of the “bedroom tax.” and the need to maximise the spend at the end of the financial quarter. The challenge we face in relation to DHP going forward is managing the transition of those households who are in receipt of their third or fourth round of DHP and for whom this is not a sustainable position.

2d Prison and hospital discharges

2e. Table 7 - hospital discharge referrals (direct from hospital)

	Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16
Total number of referrals	14	20			
General (RVI and Freeman)	8	12			
Mental health	6	8			
Outcomes					
Accommodation secured	7	11			
Returned to friends and family	1	0			
Returned to own tenancy	1	2			
Admit to CTV	2	2			
Homeless	0	0			
Out of area case – referred back	3	5			

Table 7 shows there has been a rise in referrals being made in relation to people who are being discharged from hospital. Again the majority of the referrals coming from the RVI and Freeman hospitals. You can see that the majority of people were able to have accommodation secured for them and we had no homeless presentations from people leaving hospital this quarter. As with previous quarters there continues to be a number of referrals for those with a connection outside the area, in these cases advice was offered regarding the services in the relevant area. We agree on a weekly basis with staff in the hospitals cases of concern and as route of exception reporting those cases where delays are impacting upon when a client can be discharged.

2f. Table 8 - prison release referrals

	Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16
Number of referrals to HAC	22	12			
Outcomes					
Accommodation secured	16	5			
Out of area case -referred back	2	1			
Refused accommodation offer	3	5			
Recalled to prison	-	1			

Table 8 shows that there was a fall in the numbers of cases presenting to the Housing Advice Centre from custody. These figures come with the caveat that they relate to those where leaving prison is the direct reason for their presentation. We accept that there will be others can present weeks after their release where the reality is that the release from prison was the catalyst for the issue they actually present with. Our recording systems are not currently sophisticated enough to always reflect this.

2g. Ongoing delivery

- As part of the Active Inclusion Newcastle offer and to support the spectrum of advice on housing and homelessness we will be offering homelessness prevention training to those at tier 1 and tier 2 who would like to gain more knowledge. These sessions will be held quarterly and will be delivered by Active Inclusion Newcastle. You can find out more about these sessions on our website, [here](#).

2h. What we are doing next

- We will build on the Universal Credit Triage Trial to better target our preventative outreach services at those who will be impacted by upcoming Welfare Reform changes.
- We will widen the specific consultation we hold with partners who fulfil a 'system safeguarding' role in order to test our established responses in this area.

3. People living with housing support

3a. Table 9- number of admits, reason for admission and social needs

Housing Related Support (accommodation based)	2014- 15	Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16
Total admits	1,435	263	363			
Emergency bed admits			38			
Total number of individuals	946	234	304			
Reason for admission						
Not recorded / not known	221	22	20			
Lost existing accommodation	180	7	17			
Relationship breakdown	443	83	125			
Moved from other hostel	132	83	117			
Social needs						
Offending	358	87	93			
Drugs	185	38	53			
Mental health	204	43	62			

Alcohol	236	33	23			
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Table 9 shows us that there has been a rise in the numbers of admits to supported accommodation and a rise in the number of individuals that this relates to. The additional 100+ admits between the two quarters are due to increased turnover system-wide, but is predominantly in the crisis accommodation provision with an increase of 62 admits. There have been no reports from providers that provision is unusually stretched by the demand so may well be that quarter 4's lower than usual turnover was a blip and on closer inspection of Q3 of 2014-15 there were 360 admits which is within the range that we are looking at this quarter.

Table 9 also shows that the number of admissions where the reason for admission is not known or not recorded has continued to fall and a closer inspection of those 20 cases shows us that they are predominantly for placements that weren't initially referred through the Gateway and include those specialist provision services such as Action Housing (refugees) and AKT Outpost (LGBT) for whom referrals are often made via routes other than Gateway.

Five beds of emergency accommodation are now offered across the city which are direct access short term placements and from which the client will be moved on to more appropriate accommodation in short space of time. The aim being that an individual can be accommodated outside of normal working hours. This process began in April 2015 and table 9 shows us that there were 38 admits in to this provision in quarter 1. This helps to demonstrate the value of the supported accommodation sector in helping the city to respond to homelessness and to allow the council to meet its duties to those for seeking accommodation.

3b. Table 10 – snapshot of move on assessments completed by end of each quarter

Move on assessments	Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16
Number of 'red' (likely to require long term ongoing support)	95	99			
Number of 'amber' (further intervention or support required)	230	229			
Number of 'green' (ready to move to independent living)	80	79			

Table 10 shows us the number of 'move on assessments' that were completed for clients in supported accommodation by the end of the reporting quarter. This traffic light system combined with a monthly move on meeting allows us to monitor the readiness to move on of those living in our commissioned supported accommodation.

3c. Table 11 - outcomes for people leaving supported housing

Move-on destinations	2014-15	Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16
No forwarding address	336	72	82			
Other supported accommodation	418	75	99			
Independent tenancy	261	42	77			
• YHN	109	15	38			
• Private rented	74	17	17			
• Housing association	31	4	14			
Evictions						
Evicted	296	56	65			
NTQ recorded on Gateway	-	2	7			

Table 11 shows us the main outcomes for people leaving supported accommodation in the city, on a positive note there has been an 83% increase this quarter in the numbers of people moving to an independent tenancy, with the vast majority taking up a YHN tenancy. There has also been a rise in those moving to an RSL property in the city with the numbers opting for private rented remaining static. We can also see in table 11 that there was a rise of 32% in the numbers of people who moved on to another form of supported accommodation, this ties in with the point made above in relation to the increase in admits generally this quarter.

Of concern is the rise in the number of evictions (up 9 on the previous quarter) but of particular concern is the lack of notice to quits (NTQ) recorded on the Gateway system. The process agreed with the providers was that a record of these being issued would be made on the client's Gateway record at the time that they were being served. That they aren't doesn't necessarily mean that clients aren't receiving this notice but without the record on Gateway we are currently unable to report that residents in supported housing are being the afforded the basic legal protection that they are entitled to.

3d. Table 12 – admits, reason for admission and social needs (floating support)

Housing Related Support (floating support)	2014- 15	Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16
Total admits	562	142	138			
Total number of individuals	542	139	168			
Reason for admit						
Not recorded / not known	340	60	31			
Move from other support setting	103	31	33			
Discharge from institution	43	26	43			
Relationship breakdown	48	13	13			
Social needs						
Offending	39	16	7			
Drugs	24	5	9			
Mental health	62	20	17			
Alcohol	19	3	3			

Table 12 shows us that there continues to be an improvement in those instances where no reason is given for the clients need to receive floating support with a 48% increase from the last quarter where reason for admit was either not recorded or not known.

There has been a rise in the number of admits to a floating support service where 'discharge from an institution' was the reason given. The Council commissions a number of specialist floating support that covers people leaving hospital, drug treatment and asylum accommodation, all of which would be covered by this definition in the recording so a high number doesn't not constitution a concern about the numbers of people leaving institutions and needing support. The move from other support setting refers to those people leaving supported housing and floating support in these cases provides an important role in helping individuals to make what can be a difficult move to independence. This support can be crucial in ensuring that we are not setting people up to fail in their tenancies.

3e. Table 13 - outcomes for people leaving floating support

Discharges and outcomes	2014-15	Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16
Total discharges	677	156	120			
Outcome						
Maintain independent tenancy	436	102	69			
Move to other supported	88	17	21			

Family / friends	71	19	8			
Custody	2	1	-			
No information given	63	13	16			
Other	17	4	6			

Table 13 shows us that fewer people have left a period of floating support in this quarter but again for those that did we can see that the majority ended that support at a point when they were able to maintain an independent tenancy without a programme of support which is positive and was the ultimate aim when the support began.

3f. Ongoing delivery

- Quarterly Sanctions briefings – We are continuing to work in partnership with Jobcentre Plus (JCP) to reduce the number of benefit sanctions awarded in Newcastle through these quarterly briefing sessions.
- Spectrum of advice – To support the spectrum we will be offering homelessness prevention training to those at tier 1 and tier 2 who would like to gain more knowledge. These sessions will be held quarterly and will be delivered by Active Inclusion Newcastle. You can find out more about these sessions on our website, [here](#).

3g. What we are doing next

- We will present the first stage of our process to review the Supported Housing Move On protocol at the next contract managers meeting in October
- We will look in detail at those cases where people are moving from supported accommodation to the private rented sector and the reasons for it.
- We will look to develop a stronger alignment with drug and alcohol treatment providers following the new contract arrangements for their delivery from October 2015.
- We will work with the DWP to align the requirements of the claimant commitment with support planning

4. Young people at risk of homelessness

In our last briefing note we began to include information on young people at risk of homelessness as we felt this had been a gap in our previous reviews. We initially began this work by just including the work that the YHN Young People’s Service (YPS) do in supporting young people aged 16-24 who have been or are at risk of homelessness and again we have asked them to contribute information on their work for this briefing note. In an attempt to widen the information we present and to begin to demonstrate the range of provision for young people facing homelessness in the city we have included a breakdown of supported housing admits and outcomes from those services that are specifically commissioned to provide services for this age group. This information is included below with the caveat that the other commissioned crisis and supported accommodation also accommodate 18-24 year olds.

4a Homeless Prevention (16-17yr olds)

The YPS work with all young people aged 16-17 who present in housing need either in crisis at HAC, who submit an application for social housing through Tyne and Wear Homes or who are referred by another agency.

The primary aim of the YPS is to support young people and their families so that the young person is able to remain living in the family home, where it is safe to do so.

The numbers of 16-17 year olds presenting has remained consistent over the last couple of quarters, with an almost equal spread between those who present via the Housing Advice Centre and those who submit applications to Tyne and Wear Homes. Table 14 shows that the most likely outcome is that the client is able to remain in their existing accommodation this is obviously a positive result for the young person and avoids for them the disruption of a move in to supported accommodation

4b. Table 14 - 16-17 year olds presenting in housing need (YHN YPS homelessness prevention)

Young People presenting in housing need	2014-15	Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16
Total Presentations	312	80	78			
Presentation source						
Applications via Tyne and Wear Homes	130	33	31			
Presenting at the Housing Advice Centre	108	34	29			
Other referral sources	74	13	18			
Outcomes (Top 3)						
Remained in existing accommodation	51	12	17			
Referred to supported accommodation	50	9	14			
Under 18 care leaver – floating support	-	-	14			

For the purposes of clarity this quarter did see a 16 year old present and be accepted under our statutory duty, however they were part of a couple with a dependent child and as per the recording guidelines from central government their priority was obtained by virtue of this and not as a result of their age.

The outcome in table 14 for under 18 care leavers referred to floating support relates to the work that the YPS do in partnership with Children’s Services, 16+ Team to support and prepare young people who are preparing to leave the care system. These figures have only been counted separately from non-care leaver referrals to floating support from this quarter hence us not being able to report on this outcome for 2014-15.

4c. Table 15 - floating support provided by YHN YPS, referrals and outcomes

Number of referrals	2014- 15	Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16
Total referrals	228	51	63			
Referrals by age of client						
16 and 17 year olds	66	15	27			
18-21 year olds	131	33	30			
22 -24 year olds	31	4	6			
Outcomes						
Tenancy sustained	206	46	37			
Tenancy not started	21	21	14			
Move to other supported	-	-	8			

Table 15 shows us information on the YHN YPS floating support delivered to 16-24 year olds. We can see from this that there the majority of their support is delivered to those aged between 16 and 21, with the rise in support delivered to 16 and 17 year olds linking in with the work being done with the 16+ team to prepare young people for independent living.

Table 15 also shows us that the majority of those who are supported by the YPS do sustain their tenancy which is a positive outcome. In relation to the outcome ‘Tenancy not started’

this would cover those instances where the YPS homelessness prevention team have carried out pre tenancy prep work with clients and often it is determined that a tenancy is not the best outcome for a client.

4d – Table 16- admits to supported housing (16-24 year olds)

Volume	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16	2015-16
Total admits	72				
Reasons for admit (top 3)					
Not recorded / not known	2				
Moving from other support setting	8				
Relationship breakdown (parents / family)	45				
Social needs					
Offending	17				
Drugs	3				
Mental health	8				
Alcohol	1				

From this quarter and for the purposes of seeking to widen the debate about the provision for young people at risk of homelessness we have sought to include information on provision in addition to that provided by YHN YPS. These figures relate to that provision explicitly commissioned for 16-24 year olds. Table 16 shows us the number of admits and top 3 reasons for admission. The breakdown of this information by age has only been readily available for reporting purposes from the start of this reporting year, hence there not being reciprocal data from 2014 -15 in the table.

By the far the biggest reason for admission in to these services is as a result of a relationship breakdown with parents or family members and this is to be expected when considering the age group that we looking at. The low level of not recorded / not known for admission to these services is positive though we would still seek to see this number reduced to zero.

4e – Table 17- outcomes from supported housing (16-24 year olds)

Volume	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16	2015-16
Total discharges	66				
Move on destination					
No forwarding address	5				
Family or friends	18				
Other supported accommodation	24				
Independent tenancy	15				
• YHN	8				
• Private rented	5				
• Housing association	2				

Table 17 shows us the discharges for quarter 1 and that the most likely move from this accommodation is to another supported accommodation placement. The low level of moves to no forwarding address is also a positive for this client group who we would seek to support to move out of this form of accommodation in positive and planned manner.

4f Ongoing delivery

- YHN YPS are working closely with the Gateway team to develop and maintain a structured reporting regime
- Joint support planning and delivery with Children's Services to deliver support to those moving on from the care system

4g What we are doing next

- We are developing a citywide approach to preventing homelessness for young people that includes looking at the opportunities for improving outcomes through considering the commissioning requirements for young people currently managed separately by adults and children's services. We are hosting a young people's transitions to independence seminar on November 4th that will include the start of a consultation on a market position statement.

5. Multiple exclusion and rough sleeping

5a. Table 18 - numbers of rough sleepers

Move-on destinations	2014- 15	Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16
Average per night	5	5	6			
Individuals	182	77	50			
• Stock	79	36	20			
• Flow	72	39	25			
• Return	31	2	2			
NSNO eligible / compliant	24/24	7/7	2/2			

Table 18 shows us that whilst there has been a slight rise in the average number of people found sleeping rough each night there has been a 35% fall in the number of individuals that this relates to, with this figure representing the core group of individuals with multiple support needs for whom we are seeking positive outcomes. We have continued to meet our obligations under No Second Night Out this quarter.

5b. Table 19- reasons for rough sleeping and outcomes

Reasons for rough sleeping	2014-15	Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16
Evicted / abandoned accommodation	108	42	22			
Unknown	78	15	15			
Relationship breakdown	22	9	4			
Custody release	16	6	4			
Outcomes						
Accommodation secured	49	14	11			
No further contact /disappeared	91	25	24			
Returned to existing accommodation	42	16	4			

As with previous reporting periods the main reason given for rough sleeping, in those cases where a reason can be ascertained, is leaving accommodation in a less than planned way, i.e. through abandonment or eviction. Again this is not surprising given the complex and chaotic nature of this client group. The figure for unknown has remained constant over the last two quarters and this is noted with the recognition that this information is often difficult to obtain from people who are found bedded down despite the very best efforts at engagement from the outreach team

5c. Table 20 - Housing First

Volume	Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16	2015-16
Number of admits to Housing First	7	6				
Reason for admission						
Not known / not recorded	5	4				
Moving from a hostel	2	1				
Crisis / rough sleeping	-	1				
Social needs						
Offending	1	1				
Alcohol	2	1				
Drugs	3	1				
Mental health	3	1				
No confirmed needs	2	3				

Information in table 20 relates to the provision of Housing First and is the information on admissions as held by the Newcastle Gateway. From the information in table 20 we can see that the numbers of admits to the service where the reason for admission was not recorded or not know was too high for a service that was commissioned to meet a specified need. Likewise the high number, relatively speaking, of clients admitted with no confirmed support needs. This may be a recording issue but will need to be addressed if we are to demonstrate the added value that this service brings to the sector.

5d. Ongoing delivery

- Housing First – we are continuing to work with Changing Lives to improve the information we have available on this service.
- Ongoing dedicated street outreach service

5e. What we are doing next

- We are developing our multiple exclusion reporting process to ensure that future reporting demonstrates the needs and demands of the client group and better matches the available resources to those needs
- The learning from the High Risk Complex Needs Task and Finish Group will continue to inform our strategic approach to reducing multiple exclusion.
- We will continue to review the efficacy of our hostel progression model and how this relates to the Housing First offer with the aim of reducing the number of people locked into cycles of hostels and rough sleeping. We will link to this through our ongoing review of supported housing move on
- “Sounding Off: Placing Homelessness in context - This project builds upon, but also extends, an earlier ESRC Festival of Social Sciences project– *Imaging Homelessness in a City of Care* – which mapped the spaces and places of homelessness in Newcastle. You will have an opportunity to hear more about this at the next Newcastle Homelessness Prevention Forum on September 9th.

6. Issues to consider

A draft of this briefing note with an accompanying presentation was delivered at the Newcastle Homelessness Prevention Forum (HPF) on 9 September 2015. We asked those attending to consider some specific questions and their feedback is summarised below. Where specific actions have been raised and agreed we have included these in the Homelessness Strategy action plan which is updated each quarter to reflect both our current and new priorities.

Q1: Reducing sanctions - proposal for joint work with DWP. How can we best work together?

This followed a presentation delivered at the Forum. All attending felt that the proposal for closer working between the DWP and support agencies was a good one and would lead to better outcomes for clients. Some specific issues were raised during subsequent table discussions and these are detailed below and will be fed back to those looking to develop this work further

- Most in attendance felt that communication was key and that it was established at an early stage what information the DWP would want support workers to share and that it would be vital to set early boundaries about what should be shared. However this was to be seen in the context of closer working together ultimately benefiting the client. In addition it would be important we need to make sure that clients understand from the outset what a claimant commitment is and what role their support worker will play in assisting them and about the information being shared. This would be important in maintaining good client relations.
- There were already pockets of good work across the city with individual projects and support workers attending initial appointments with clients to help make sure that the claimant commitments agreed are realistic. It was thought that it might be helpful to identify this work in more detail so that it could be shared across the sector.
- A specific question related to the availability of translators at the jobcentre was raised on the day and Clive Davies from the DWP who was present at the forum was able to answer this directly, for clarity we have included it here. The DWP don't as a matter of course have translation services available and where possible would be happy to have someone attend with the client who could translate for them, if this wasn't possible then they would seek to find an external translator.
- Support workers need to have more / improved pre-discussions with clients to prepare them for their responsibilities under the claimant commitment. In order to do this staff need to have a better idea of the type of questions clients will be asked and what this means for them. Could we look to develop information / awareness sessions for staff?
- A couple of attendees felt it would be beneficial to have a better understanding of the requirements of individual benefits. These individuals were advised about the programme of training being delivered by Active Inclusion Newcastle which included introduction to benefits training involving both an online module and quarterly face to face sessions.
- Clients must be involved in this process. Client involvement was not discussed in the presentation delivered but was acknowledged that what had been delivered was only a short update and couldn't cover everything.

Q2 Review of supported housing move on

There was a short update at the Forum on the changes that were looking to be made to the Supported Housing Move On Protocol. Again the main points raised during the discussion are outlined below and will be incorporated into the review of the protocol which will start in October.

- There needs to be greater structure to ensure that a similar level of support is being offered between organisations and between support workers. This could include the development of a checklist / framework to support organisations provide a similar level of support to clients.
- Wider multi-agency partnership working to discuss specific client needs and the support which could help to strengthen the 'move on' process. This could include probation, drug / alcohol services etc.

- Support plans need to address the idea of move on from the outset – clients need to be made aware that the end goal is independent living and that support will be provided in order to get people to this point. It was recognized that this can be difficult as clients don't always like change. The benefits of independent living sometimes needs to be sold to clients.
- Move on examples of good practice include visits to new accommodation before moving, meeting new staff and involving clients in the process from the beginning. Would it be possible to develop a collection of best practice information to share across the sector? An example of good practice give at the Forum was the monthly meeting between staff from HAC and Cherry Tree View with YHN Housing Managers to look at moving homeless applicants into social housing, some in attendance wondered if something like this could be replicated for supported housing though with the caveat that the numbers involved would obviously be greater.
- More information needed about Tyne and Wear Homes – eligibility criteria and challenges. Could the pathways workers be invited to future meeting to discuss Tyne and Wear Homes' process, or could some training on this for staff? In relation to these points those commenting were also advised of the Active Inclusion Newcastle training offer which would delivering a face to face session on housing and homelessness in Newcastle and that this would include applying to Tyne and Wear Homes and the roles of the pathways workers.
- Some issues were raised around inconsistencies between housing offices when applying to Tyne and Wear Homes, people were reminded that we had agreed at an earlier forum (and reflect this in the Homelessness Strategy action plan) that we would include supported housing in the exception reporting process. Specific examples of problems could be raised at the monthly move meetings at HAC or could be sent to activeinclusion@newcastle.gov.uk

Q3: Notice to quit

The low levels of 'notice to quits' being issued to people threatened with eviction in supported housing were highlighted earlier in this note and during a presentation on the quarterly figures at the forum. During the discussion groups at the forum we asked people what they thought was an explanation for the low level of 'notice to quits' being issued and recorded on the Gateway?

- In a number of cases those attending felt that the low levels recorded were due to information not being recorded rather than notice not being given
- The wording 'notice to quit' was thought by some to be issue as there was a concern that some might believe that this only applies to evictions which have been through a court process. A suggestion was made that we changed the question being asked to 'has a period of notice been issued' as it was felt that this would better reflect what was being asked of the providers and was they felt being done in most cases. It was always suggested that the question be made mandatory on Gateway as part of the discharge process, this way it must be completed.

Q4: Sounding Off project

Adele Irving from Northumbria University attended the HPF and spoke about a project she was currently working on, "Sounding Off: Placing Homelessness in context" which was looking to develop a homelessness-themed 'sound walk' where about 10-15 QR codes would be attached to buildings around the city. Each QR, when scanned with a smartphone, would give the public access to information about why that space/place is important to homelessness. Those attending the forum were asked their views on the project.

- A number of people were concerned that this could be seen as promoting a problem we don't t have in Newcastle, and that they hoped the project would be developed sensitively

so that it doesn't create an incorrect picture of homelessness. Strong messages were needed to demonstrate the breadth of homelessness prevention work undertaken in Newcastle.

- A concern was raised regarding the vulnerability of those who may be sleeping rough and the need for them to be protected within this project so that any increased visibility didn't lead to them being targeted in a negative fashion.
- Outside of the specific concerns raised above, others were positive about the project and a number of people attending had already been in touch directly with Adele to help with identifying locations and participants.

7. Active Inclusion Newcastle

The Newcastle Homelessness Prevention Forum is part of the Active Inclusion Newcastle (AIN) partnership approach that responds to the growth in demand for information, advice and support to promote social and financial inclusion and to reduce the risk of homelessness with reduced resources. AIN facilitates partners at the following levels:

Primary prevention activities – To support making prevention “everybody’s business” AIN has the following primary prevention ‘offer’ to support partners:

- consultancy advice for professionals and volunteers
- information for staff and public – financial inclusion examples online: [here](#)
- briefing sessions for professionals and volunteers
- spectrum of advice
- training for professionals and volunteers
- protocols and policies, e.g. sustaining tenancies
- recording information, monitoring and reporting
- regular performance reviews

Secondary prevention activities – specialist advice and accommodation services that community based primary services can turn to when they need help.

Crisis activities – These services support people when community and preventative support fails to prevent crises. These acute services support people facing destitution

8. How to get involved.

Please feel free to discuss the issues raised in this briefing with your residents and services users. Staff from the Active Inclusion Unit would be happy to attend team meetings / service user groups you have if there are any specific issues that people would like to raise or discuss in more detail. You can contact Sarah Blakey (Active Inclusion Officer) on 0191 277 1733 or email activeinclusion@newcastle.gov.uk to arrange this.

You can 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 by contacting activeinclusion@newcastle.gov.uk and copies of the action plan and the protocols and our governance arrangements can be found [here](#).

Sarah Blakey - September 2015

Contact Officer: Sarah Blakey – sarah.blakey@newcastle.gov.uk / 0191 277 1733