

# Active Inclusion Newcastle

## Newcastle Homelessness Prevention Briefing 2018-19 Q3

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

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

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

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

Our [Active Inclusion Newcastle partnership approach](#) seeks to create the partnership arrangements to prevent homelessness through coordinated support that provides consistent information, advice, and support to develop the foundations for a stable **life**:

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

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

### 1. Our homelessness prevention system




Newcastle's approach to responding to homelessness is based on prevention wherever possible and humanely responding to crisis where not. This means understanding demand and the causes of homelessness and intervening upstream to prevent the threat of homelessness turning into a crisis. We work in this way because it's the right thing to do for our residents and it's cost effective, it also means making the most of our limited resources.

In Newcastle, there are two broad 'groups' who are at risk of homelessness: thousands of residents who are at risk of a crisis in their lives, mainly due to poverty exacerbated by the welfare reforms; and a much smaller group who live a life in crisis, who have had a life of severe and multiple disadvantage that leads to repeated social exclusion over the life course. The needs of the most at-risk residents who sleep rough are complex, e.g. 80% have drug addictions, 55% mental health problems and 95% an offending history. For both groups, lives are dominated by uncertainty and homelessness is more a symptom of the underlying issues that cause homelessness. Hence, our approach is based on developing coordinated advice and support for residents to have the foundations for a stable life: somewhere to live, an income, financial inclusion and employment opportunities.

Our approach to preventing homelessness is to intervene early. This means building on the value of a secure home as a foundation for a stable life, aligning our systems to further improve the identification of the risk of homelessness and the effectiveness of our responses and consolidating our upstream interventions.

Our homelessness prevention system operates at following levels:

- Primary prevention: for those residents who may be at risk of homelessness in the future, but are not immediately threatened in the next two months
- Secondary prevention: for those residents who are threatened within the statutory definition of the Homelessness Reduction Act 2017
- Crisis: for those residents who are 'literally' homeless (they do not have any accommodation they can reasonably occupy)

Risk timescale		
<b>At risk</b>	Over 57 days 	Residents identified through our “upstream” prevention projects and those who we identify using predictive data and information received from other “touch points” to target those at greater risk of homeless. These include residents who present direct to services and had we offered no support they would require statutory homeless assistance in the future. Many resident’s self-present to services unaware there is a threat of homelessness if issues remain unaddressed.
<b>Threatened</b>	Within 56 days 	Residents identified by our specialist services through “case finding” or self-identification to services and partner agencies. These will be residents where without intervention homelessness is likely to occur within 56 days. .
<b>Crisis</b>	Already homeless 	Residents presenting in crisis to statutory services having become, or are already, homeless.

As this briefing shows we are making good progress in developing a whole city systemic approach to proactively identifying and responding to the risk of homelessness by working with partners in the voluntary, business, church and public sector to maximise the value of our collective investment to better resolve our common aim to end homelessness. We are using the learning from our [Homelessness Prevention Trailblazer](#) to improve crisis responses. This requires developing a learning framework approach, based on a common evidence base and a common understanding of residents needs so we can collectively understand the individual, systemic and structural causes of homelessness and the effectiveness of our responses.

## 2. Primary prevention: for those residents who may be at risk of homelessness in the future, but are not immediately threatened in the next two months

In this section we will look at those interventions that the council and partners undertake to identify and target households who may be at risk of homelessness.

The Homelessness Prevention Trailblazer has provided opportunities to test new ways of working to upstream the prevention of homelessness, to make the identification and prevention of homelessness everyone’s business and to improve the outcomes for those residents experiencing homelessness, the following provides a summary of this work as examples of our case finding and targeted partnerships.

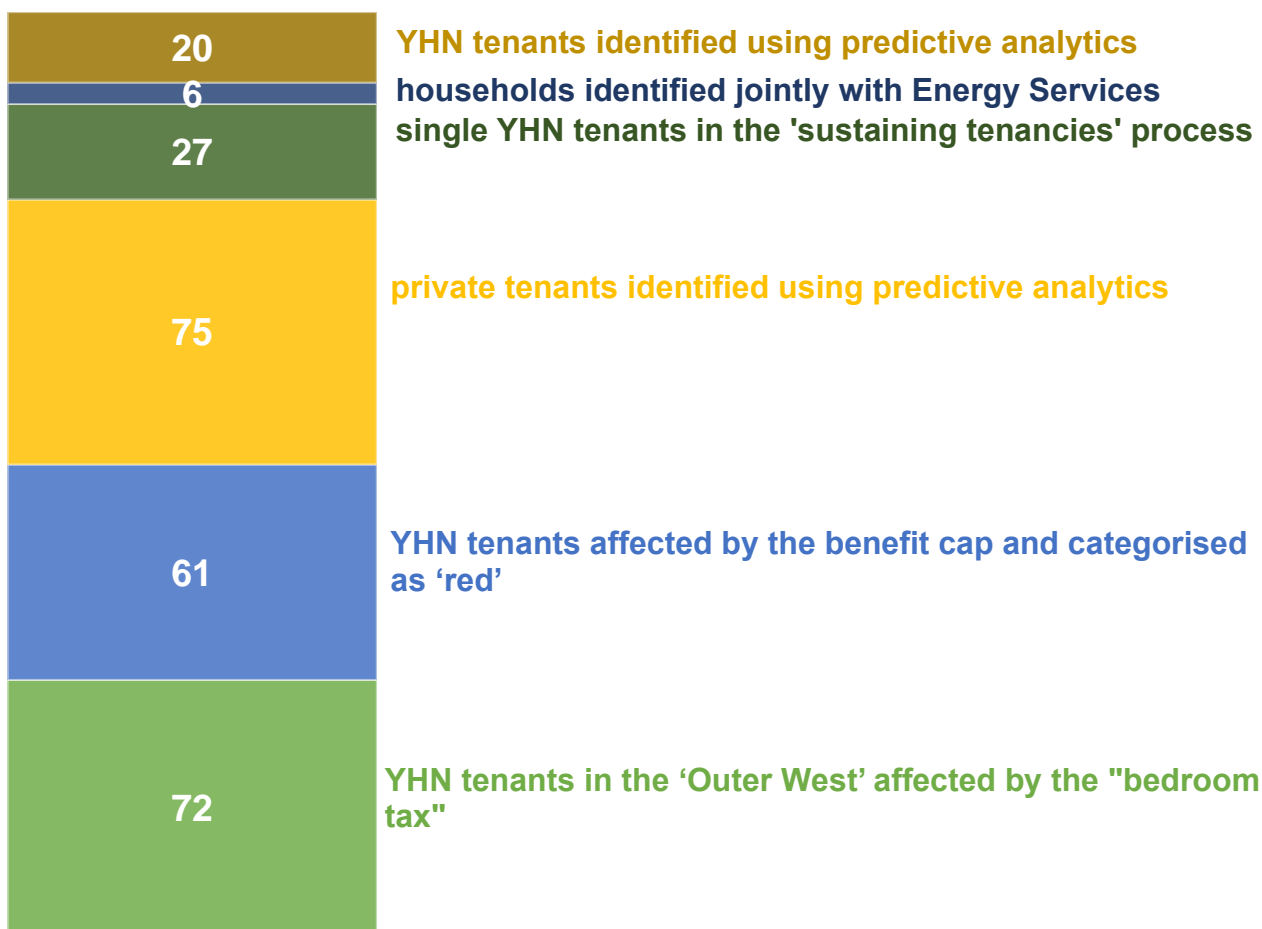
- Multidisciplinary Team (case finding team targeting those impacted hardest by welfare reform)
- Homelessness Prevention Trailblazer (in partnership with DWP, Jobcentre Plus, Crisis and YHN)
- Sustaining Tenancies Process

### Multidisciplinary team

As part of our Homelessness Prevention Trailblazer programme, we developed and appointed a multidisciplinary team who started working together on 9 October 2017. There are 3 primary aims of the team

- To deliver integrated casework on housing, financial and employment issues for residents facing certain issues or changes in circumstances, or where existing services aren’t designed to meet the intensity of support required
- To provide infrastructure support to help services and organisations to adapt to meet the challenges of a reduced welfare state and to strengthen our local system
- To capture the learning from the team’s ways of working and to contribute to evidence on the issues that residents are experiencing and the challenges they face to inform local and national policy and practice

The team began approaching residents on 12 November 2017 and have so far (up to 9 January 2019) identified 261 residents to approach with support. The routes by which households have been identified are listed below



The Homelessness Prevention Trailblazer funding provides an opportunity to test ideas and different ways of working over the course of the programme. This means that the operating model for the multidisciplinary team will be flexible and may change at review points during the pilot.

Learning is captured across various aspects of the team's work and so far, there are 3 key messages to share about their work with residents;

- The multidisciplinary team seek to identify and intervene at an earlier stage. However, many residents are already in very challenging circumstances. Benefit and housing policy decisions often add complexity to those circumstances, making vulnerable residents less able to cope than they could do before impacting not only on their lives, but on the services supporting them. 86% of residents approached were identified as having additional needs beyond the immediate specialisms of the multidisciplinary team
- As the team begin to intervene at an earlier stage their work becomes broader, requiring greater collaboration with the Department of Work and Pensions, Early Help, Adult and Children's Social Care and health (both mental and physical health). The top three types of needs or issues identified among households approached by the team were
  - Mental health issues (25%)
  - Victim of harassment or abuse (most commonly domestic abuse) (19.3%)
  - Children's services' involvement (14.3%)
- Finding sustainable solutions requires time and effort to unpick the often complex and interconnected problems residents face and to support them to understand and adapt to the changes happening to them, often because of government policy.

### **Newcastle Homelessness Prevention Pilot with Jobcentre Plus**

The pilot seeks to respond to the risk of homelessness that can occur if we fail to respond to the interconnected challenges of poverty and unemployment. This was summed up by [Lord Freud at the Work and Pensions Committee on 8 February 2017](#) who said "there is a lot of support for people who are vulnerable but it is incoherent". We aspire to create more coherence through our Active Inclusion Newcastle partnership approach that brings over 100 agencies together to work together to help residents to have more stable lives.

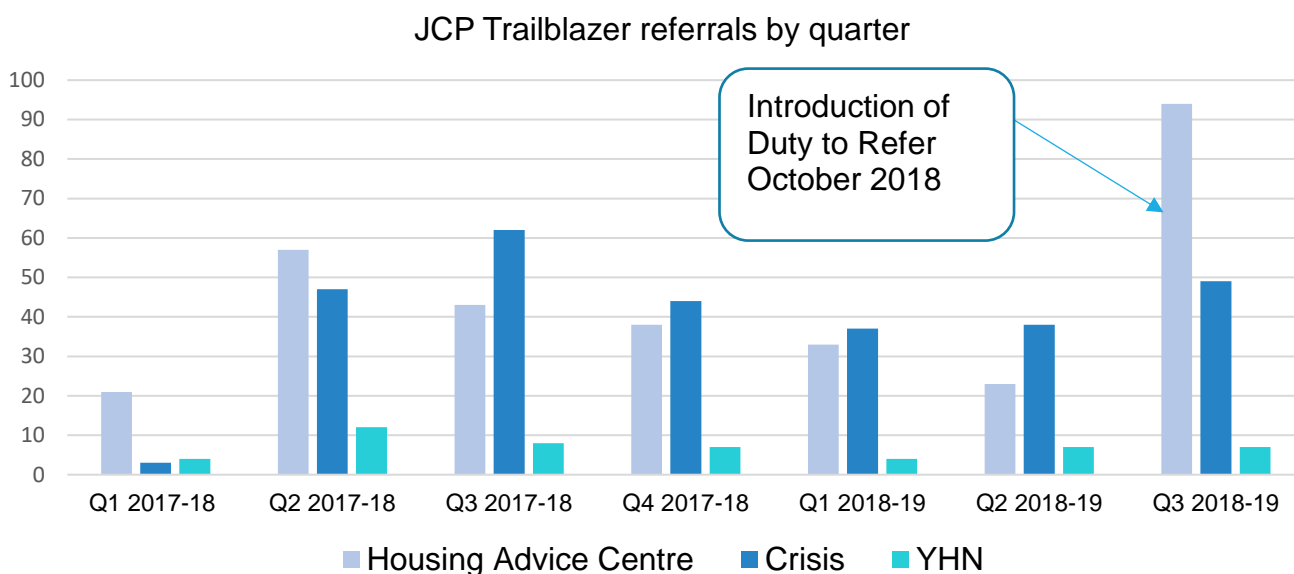
The pilot aims, through partnership working, to:

- identify claimants who are homeless or at risk of homelessness through JCPs
- identify appropriate DWP protections needed not to put claimants that fall under the DWP's 'vulnerability' category at further risk of housing instability or homelessness
- test a delivery model that better aligns housing, financial and employment support to prevent the risk of homelessness by strengthening the alignment between the Claimant Commitment and support plans
- work proactively with residents who are known to be at risk of homelessness due to worklessness, e.g. those in receipt of Discretionary Housing Payments (DHP) and those struggling to transition to the welfare reforms
- help residents to make the transition to the welfare reforms and Universal Credit by helping them to adjust to new aspects and new challenges
- extend partnership working in the spirit of the intended duty to cooperate rather than the minimum national standard of the Duty to Refer

The pilot brings together the Council (through the Housing Advice Centre), Crisis and YHN and the table below shows how referrals from the two Jobcentres in the city have been allocated between our partners. YHN referrals are lower than other partners due to their collocation and early interventions for tenants transferring to Universal Credit, with YHN staff being able to intervene often before a referral via this route is required.

<b>Referrals received from JCP by partners (5 June 2017 – 31 December 2018)</b>	
Newcastle City Council	309
Crisis Skylight	280
Your Homes Newcastle	49
<b>Total</b>	<b>638</b>

The graph below shows how the referrals have progressed quarter on quarter since the introduction of the pilot. We can also see the increase in referrals in this last quarter and coincides with the introduction of the [Duty to Refer](#) which requires specified public authorities (which includes Jobcentres) to identify and refer a resident who is homeless or may be threatened with homelessness, to a local housing authority of the residents choice.



The pilot's focus on the prevention and relief of homelessness by developing positive relationships between JCP staff and partners has succeeded in creating a partnership framework to better understand and improve our responses to residents with complexity in their lives who face obstacles to a stable life. The pilot has not responded to all the challenges set by the Ministerial Working Group or resolved all the issues that residents face. It has, however, helped identify 638 residents at risk of homelessness earlier, preventing the need for them to present in a crisis and demonstrated the value of a partnership approach as a more effective use of public and charitable resources through working together as part of a more coherent system than would have been achieved by the partners working in isolation.

As part of the partnership working an Active Inclusion Officer has been provided to support the JCP Local Partnership Managers. This has established a closer working relationship between NCC and the Jobcentres. The Active Inclusion Officer's key role has been to oversee the Homelessness Prevention Trailblazer pilot by establishing a referral process, weekly progress reports, monitoring and analysis of the pilot, case coordination and system improvements. This officer also acts as a point of contact between Newcastle City Council and JCP and has

streamlined the process for case level interventions, examples of these interventions are given below

- a resident who was living in a backpacker's hostel was supported to register for Tyne and Wear Homes and awarded a higher banding on his application due to the insecure nature of his accommodation. He secured a local authority flat through the allocations scheme and went on to gain full-time employment in a call centre in the city
- a resident living in housing association accommodation was at risk of eviction due to a delay in housing cost payments from his Universal Credit. The housing costs were backdated yet the landlord continued the eviction process due to outstanding court costs. A fast track referral was made to Money Matters who assisted him in completing court paperwork. He was supported at court and the judge suspended the warrant and insisted on a minimal repayment plan rather than the maximum permitted

### Sustaining Tenancies and YHN prevention of homelessness

The tables below show a breakdown of the homelessness prevention and relief cases reported to us by YHN Support and Progression service, the headings and definitions used below are those provided by Ministry of Housing Communities and Local Government for homelessness recording.

<b>YHN homelessness preventions</b>	<b>18-19 Q1</b>	<b>18-19 Q2</b>	<b>18-19 Q3</b>	<b>18-19 Q4</b>	<b>2018-19</b>
Housing related support to sustain accommodation	295	236	217		748
Resolved benefit problems	258	142	143		543
Debt advice	58	30	34		122
Negotiation/mediation work to secure return to family or friend	3	0	7		10

We can see from the table above that most of the interventions to prevent homelessness fall in to two categories, housing related support where additional support is given to tenants to help them to maintain their tenancies, this could include support to attend appointments and referrals to additional support where required.

The YHN Support and Progression team are looking at different ways of engaging with tenants around homeless prevention and identifying those life events for tenants that can lead to them to being at risk of losing their home. A specific piece of work is currently being undertaken by the Support and Progression Service around terminal illness and bereavement in the hope of supporting tenants through a difficult personal time and ensuring that a risk of losing home is not something a household also has to deal with.

The table below covers their contribution towards homelessness relief, as they work for a landlord it is inevitable that these numbers will be lower, and it in the main reflects the work that the pathways team within the service do to help those leaving institutions (hospital, supported accommodation, asylum accommodation) find permanent suitable and sustainable accommodation.

<b>YHN homelessness relief</b>	<b>18-19 Q1</b>	<b>18-19 Q2</b>	<b>18-19 Q3</b>	<b>18-19 Q4</b>	<b>2018-19</b>
Accommodation secured by local authority or organisation delivering housing options service	86	49	100		235

Negotiation/mediation work to secure return to family or friend	1	3	18		22
Other activity through which accommodation secured	4	8	4		16

The table below shows that this quarter saw a rise on the number of evictions from YHN, whilst still low in relation to the size of the overall housing stock held by YHN these evictions represent those cases where every opportunity to avoid an eviction had been exhausted. Overall since the introduction of the Sustaining Tenancies Guidance (previously the Prevention of Eviction Protocol) there has been a 69% fall in the number of evictions from YHN and these evictions represent those cases where every intervention has been exhausted.

	2017-18	18-19 Q1	18-19 Q2	18-19 Q3	18-19 Q4	2018-19
Evictions from YHN	61	18	10	19		47

The role of Cherry Tree View in upstream homelessness prevention is shown in the table below which shows us the admits to the Preventative Outreach Service and subsequent discharge information. We can already see that this year will see a rise in admits to this service compared to those admitted in 2017-18. Sustaining Tenancies referrals still account for the highest number of referrals and as part of an ongoing review of the outreach service we will be looking in more detail at those referrals and whether the outreach service is picking up referrals at the correct stage in the process to be able to intervene. The review will also put on a more formal footing the referral process in general for the outreach service and provide clarity in their role and their work alongside other services in the city.

<b>Admits to Cherry Tree View preventative outreach</b>	2017-18	18-19 Q1	18-19 Q2	18-19 Q3	18-19 Q4	2018-19
Total admits	133	79	42	53		174
• Sustaining Tenancies referral	63	56	30	33		119
• CTV move on	53	16	6	12		34
• HAC homelessness prevention cases	17	7	6	8		21
<b>Discharges from preventative outreach</b>	2017-18	18-19 Q1	18-19 Q2	18-19 Q3	18-19 Q4	2018-19
Total discharges in the quarter	138	30	21	52		103
• Tenancy sustained / YHN engaging with client	107	23	17	26		66
• Service failed to engage with client	28	4	2	8		14
• Evicted – no further contact	6	2	2	0		4

We can also see from above that in most cases, the outreach service is able to close their involvement at a point where the client is able to sustain their tenancy, or they have begun to re-engage with another support provider. Again, part of the review of this service will look at the definitions used for the closure of cases and to ensure consistency in reporting.

### What are we doing (Homelessness Review actions)

- We will capture in a document the partnership work with YHN and the city council to ensure consistency with how other partnership work is described and to better demonstrate its value

- YHN Support and Progression developing joint working framework with Karbon Homes (to seek to include Byker Community Trust) which will include workforce development, and shared training and induction programme
- Undertaking a review of the Sustaining Tenancies Guidance

### 3. Secondary prevention: for those residents who are threatened within the statutory definition of the Homelessness Reduction Act 2017

This category we will cover those people presenting to the Housing Advice Centre (HAC) at risk of homeless, but also information on those people accessing accommodation commissioned by the council to respond to homelessness. It includes information on the work of the Housing Advice Centre to prevent homelessness, information on the work done to relieve the homelessness of clients is included in section 4.

With the introduction of the Homelessness Reduction Act 2017 (HRAct) which started on 3 April 2018, a new reporting system, Homelessness-Case Level Information Collection (H-CLIC), was also introduced by the Ministry of Housing, Communities and Local Government (MHCLG). The changes within this new recording system include standardised options imposed as a part of the H-CLIC requirements which have not captured the issues experienced locally. Further improvements are being made to capture more locally relevant data in conjunction with the national requirement.

Since the introduction of the HRAct there has been an increase in all forms of presentations to HAC, the table below shows the rise, particularly in emergency out of hours (EHO) calls this year with both this and general contacts to HAC already higher in the first 3 quarters then the whole of 2017-18. The rise in the EHO calls in the last quarter includes a proportion of calls that were made during the cold weather by members of the public about people they believed were rough sleeping. We are working to improve the information available to the public and partners on how they can best contact us and the distinction in roles between the rough sleeping helpline and the EHO number. There has been some anecdotal evidence from HAC that this year has seen an increase in calls to the EHO from statutory services such as the police, a number of these are often for people who have a connection to another area but have been taken to a police station within Newcastle leading to a call to our EHO officer.

<b>Volume</b>	<b>2017-18</b>	<b>18-19</b>	<b>18-19</b>	<b>18-19</b>	<b>18-19</b>	<b>2018-19</b>
		<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	
Emergency out of hours calls	675	204	221	265		690
General HAC contacts	2,075	555	747	829		2,131
HAC casework	2,017	658	602	620		1,880
<b>Support needs (top 3)</b>						
Mental health	934	289	290	299		878
Physical health	618	215	231	223		669
Offending history	782	220	214	202		636

Under the HRAct local authorities have two main duties,

- The “prevention” duty: In cases of threatened homelessness the local authority must take ‘reasonable steps’ to help them avoid becoming homeless
- The “relief” duty: In cases where the resident is actually homeless the local authority must take ‘reasonable steps’ – to help applicants to secure accommodation for at least six



months. We have included the figures on this in section 4, which covers those residents who are 'literally' homeless (they do not have any accommodation they can reasonably occupy)

The table below shows the number of cases where the prevention duty was owed and the reasons why the resident presented to HAC and there has been a fall each quarter of this year, we will see in section 4 that the numbers of homelessness relief cases have risen and outstrip the number of prevention presentations highlighting that often by the time a client presents to the Housing Advice Centre they may well have already lost their accommodation.

	2017-18	18-19 Q1	18-19 Q2	18-19 Q3	18-19 Q4	2018-19
Prevention duties owed		208	147	104		459
<b>Top 5 reasons for presenting</b>						
End of private rented tenancy		65	47	11		123
Other		43	25	21		89
Family no longer willing or able to accommodate		30	15	19		64
Relationship with partner ended (non-violent)		18	15	6		39
Violence or harassment (non-racially motivated)		7	8	4		19

We can see from the table above that as with presentations under the old legislation the end of a private rented tenancy continues to be the biggest reason for presentations over all this year despite a large fall this quarter in the number presenting. The category 'other' is included in the table above as under the H-CLIC reporting schedule several situations that were listed separately and in more detail under the previous reporting schedule are now grouped in to 'other'. These include people who are living in student accommodation and those returning from abroad. The number remains higher than we would expect even taking that in to account and though it has continued to fall as a reason for presenting we are still working on ensuring that that those cases are properly recorded.





	2017-18	18-19 Q1	18-19 Q2	18-19 Q3	18-19 Q4	2018-19
Prevention duties ended		62	116	154		332
<b>Top 5 prevention activities</b>						
Advice and information provided		23	55	26		104
Accommodation secured		14	36	37		87
Mediation with friends / family		6	6	4		16
Negotiation / mediation / advocacy to prevent eviction		8	5	13		26
Supported housing provided		3	4	2		9
<b>Top 5 outcomes</b>						
Alternative accommodation secured for 12 months or more		12	27	26		65
Contact lost		5	30	27		62
Prevention duty failed		22	10	10		42
Alternative accommodation secured for 6 months or more		9	20	36		65
Secured existing accommodation		7	12	24		43

The table above shows the number of cases where the prevention duty was ended in the quarter and both the main activity carried out and the outcomes. In 52% of cases the prevention duty was ended with the resident either able to remain in their existing accommodation or able to move to other suitable and sustainable accommodation without the need for a crisis response.

It is a concern that ‘contact lost’ has risen over the last two quarters but every attempt is made by the Homeless Prevention Officers to continue to engage with households and it is the nature of the service that some households will disengage from the process, in some cases finding their own solution to the problem.

In addition, in this quarter there were 10 cases marked above as “prevention duty failed” all these cases moved to become relief duty cases and will be included in the numbers reported in section 4.

### Secondary prevention case study

	<p>The resident lived with his wife and non-dependant adult son</p>		<p>The resident was living in private rented tenancy and had been served a possession notice in May 2018 but landlord agreed to suspend on the basis rent arrears started to be repaid.</p>
	<p>Resident was unemployed and acting as unofficial carer to partner.  No claim for Universal Credit had been made as resident believed receiving an army pension would disqualify him</p>		<p>They were seen at HAC in October 2018 when landlord decided to continue with possession proceedings after arrears hadn't been addressed</p>

<p><b>Work done</b></p>	<ul style="list-style-type: none"> <li>Household placed in to Cherry Tree View when it became apparent they could no longer remain in tenancy</li> <li>Resident was encouraged to make a claim for Universal Credit by YHN Armed Forces Advisor and that an army pension didn't disqualify him</li> <li>Housing Support Officer at Cherry Tree View helped the resident and his wife to make a claim for Personal Independence Payment (PIP) and advised resident if successful he could make a claim for Carers Allowance</li> <li>Money Matters debt advisor worked with household to address the debts and the rent arrears incurred</li> </ul>
<p><b>Outcome</b></p>	<ul style="list-style-type: none"> <li>In January 2019 household was made an offer of a YHN tenancy which they accepted</li> <li>Personal Independence Payment was awarded in January 2019 and a backdated payment of £1,016 made. Carer's Allowance also awarded at the end of Jan 2019 and backdated in line with start date of the PIP award. Resident is now receiving the carer's element of Universal Credit and no longer needs to be available for work</li> </ul>

As often with case studies it can be difficult to highlight the personal complexities of household situations, with the case above it is apparent that their situation both financially and in terms of their accommodation is now more settled and they have expressed their gratitude to the workers at Cherry Tree View and that they feel they are in a much better place now than

before. From our perspective we need to look at whether there was more that could have been done at an earlier stage that would still have placed the household in the position they are in now, without the need for the disruption that a placement in to temporary accommodation can entail. It is difficult to get the same early identification of issues for tenants in private rented accommodation than we get from YHN but that won't stop us trying to develop different ways in which we could. Some, like the offer we have made to private landlords to fast-track tenants to advice and support have been detailed in earlier briefings.

This section also includes information about those people accessing our commissioned homeless accommodation. The table below shows us the number of admits in to services for Q3 2018-19, broken down by crisis, supported and emergency accommodation and the reason for admission to crisis and supported accommodation (More detail on the emergency bed admits is given in section 4) It is positive to note that "not recorded / not known" being given as a reason for admit has fallen this quarter and regular liaison meetings with the contract providers and commissioning will continue to work towards this number continuing to fall.

<b>Supported accommodation admissions</b>	<b>2017-18</b>	<b>18-19 Q1</b>	<b>18-19 Q2</b>	<b>18-19 Q3</b>	<b>18-19 Q4</b>	<b>2018-19</b>
<b>Total number of admits</b>	<b>1,307</b>	<b>377</b>	<b>382</b>	<b>394</b>		<b>1,153</b>
• Emergency beds	160	121	108	118		355
• Crisis accommodation	497	110	121	124		451
• Supported accommodation	621	146	153	152		347
Total number of individuals	<b>829</b>	<b>280</b>	<b>288</b>	<b>290</b>		
<b>Reason for admission (crisis)</b>	<b>2017-18</b>	<b>18-19 Q1</b>	<b>18-19 Q2</b>	<b>18-19 Q3</b>	<b>18-19 Q4</b>	<b>2018-19</b>
Not recorded / not known	61	26	41	25		92
Move from another hostel	151	25	26	25		76
Relationship breakdown	57	14	18	18		50
Discharge from institution	64	18	12	19		49
<b>Reason for admission (supported)</b>	<b>2017-18</b>	<b>18-19 Q1</b>	<b>18-19 Q2</b>	<b>18-19 Q3</b>	<b>18-19 Q4</b>	<b>2018-19</b>
Not recorded / not known	50	10	18	9		37
Moved from another hostel (planned)	200	50	49	63		162
Relationship breakdown	128	47	45	34		126
Discharge from institutions	80	12	16	18		46

There will be degree of double counting with the admits to the emergency, crisis and supported accommodation on the basis that there will have been a subsequent admit in to crisis or supported accommodation in that quarter and we have included more detail on the emergency bed admits in section 4 of this briefing. We can see from the table above that there continues to be a strong churn within the sector, with the majority of admits in to supported accommodation being a move from another supported or crisis accommodation placement. In some of these cases this will be a positive move towards a reduction in support and for greater independence but in other cases may appear to be a sideways move for the client to a similar level of supported accommodation. We are monitoring the level of these moves through the Gateway assessment approval process.

As part of the Homelessness Prevention Trailblazer programme a Service Improvement Lead has been funded to work with providers to ensure that access to accommodation to prevent

and relieve homelessness is available to meet the council's aim that no one need be homeless. They have three main areas of focus,

- Increase access to beds - to ensure all accommodation placements fulfil our statutory duties and political expectations to prevent and relieve homelessness, and to ensure that no-one sleeps rough due to a lack of available accommodation
- Reduce evictions from accommodation – working towards a planned and consensual approach to ensure any evictions do not result in people rough sleeping and to also improve our understanding of why evictions happen and what interventions could prevent them
- Increased and improved move-on from accommodation to increase access to accommodation by ensuring the approach and culture within services supports people to move-on to suitable and sustainable accommodation, through conversations early in the support plan process that positively promotes move-on but recognising and responding to barriers that prevent move-on

In relation to move on the table below shows us the measures recorded under the Supported Housing Move On protocol and shows that there has been a fall in in the numbers of discharges this quarter accompanied by a fall in the numbers of people moving to independence. As fits with the admit detail above 32% of discharges this quarter are for people moving on to another supported accommodation placement.

<b>Move on assessments completed in the quarter</b>		<b>17-18 Q4</b>	<b>18-19 Q1</b>	<b>18-19 Q2</b>	<b>18-19 Q3</b>	
<b>Total assessments added</b>		<b>508</b>	<b>545</b>	<b>568</b>	<b>566</b>	
• Number of 'red' (likely to require long-term support)		135	129	118	140	
• Number of 'amber' (further support required)		279	308	343	312	
• Number of 'green' (ready to move to independent living)		94	108	107	114	
<b>Tyne and Wear Homes applications submitted in the quarter</b>		<b>17-18 Q4</b>	<b>18-19 Q1</b>	<b>18-19 Q2</b>	<b>18-19 Q3</b>	
<b>Total applications submitted</b>		<b>28</b>	<b>20</b>	<b>24</b>	<b>21</b>	
• Number of 'qualifying'		6	6	8	7	
• Number of 'non-qualifying'		1	4	2	2	
• Awaiting decision		15	9	12	10	
• Information not given		6	1	2	2	
<b>Move on destination</b>		<b>2017-18</b>	<b>18-19 Q1</b>	<b>18-19 Q2</b>	<b>18-19 Q3</b>	<b>2018-19 Q4</b>
<b>Total number of discharges</b>	<b>1,118</b>	<b>369</b>	<b>414</b>	<b>383</b>		<b>1,159</b>
• Supported accommodation	302	135	138	124		397
• Friends and family	141	38	46	50		134
• Independent tenancy	201	52	56	45		153

We have long acknowledged the need to improve the level of move on to independence from supported accommodation, and this is reflected in the focus given to this work through the Service Improvement Lead. Following an internal review and consultation with providers we have begun to test a new approach to the move on panel (a key component of the Protocol) and to focus in detail on those clients highlighted as green in their provider 'RAG' rating and

greater involvement from YHN Support and Progression team. We are reviewing this on a quarterly basis with providers and the success will be judged in the reporting of moves to independence in future quarters. We have always seen a move to YHN as a priority due to the level of security of tenure and support available for potentially vulnerable tenants however, this is tempered with recognition that supply of accommodation within YHN has limit, to this end the review of the move on process is also looking at how best to engage with other social landlords in the city and with accredited private landlords.

The table below covers the measures recorded as part of the Prevention of Eviction from Supported Housing Protocol and shows us that there has been a rise this quarter in the numbers of people being evicted. As with previous quarters the majority, 61%, coming from crisis accommodation and violence and disruptive behaviour again accounts for the most evictions, 63% this quarter. Again, addressing the level of evictions from commissioned provision is one of the main areas of focus for the Service Improvement Lead and they have undertaken a review of the protocol in line with Homeless Link principles around managing risk in accommodation and will be relaunching the protocol following a period of test and learn with one of our crisis accommodation hostels in the city. In addition to this we will strength the Prevention of Eviction from Supported Housing Protocol and the notice to quit process by requiring written confirmation of each eviction and the actions taken to address the behaviour.

	2017-18	18-19 Q1	18-19 Q2	18-19 Q3	18-19 Q4	2018-19
<b>Total number of evictions</b>	<b>187</b>	<b>44</b>	<b>63</b>	<b>67</b>		<b>174</b>
• Evictions from crisis accommodation	118	28	45	41		114
• Evictions from supported accommodation	67	13	15	21		
• Evictions from accommodation for young people	14	3	3	5		
<b>Reason for eviction</b>						
• Violence to staff or other residents	66	11	19	20		50
• Disruptive behaviour	50	15	22	22		59
• Drug / alcohol abuse	16	3	5	6		14
• Rent arrears	25	4	1	7		12
• Theft	3	1	1	2		4
• Other	28	10	15	10		35
<b>Move on destination</b>						
• Crisis or supported accommodation	<b>17</b>	2	1	5		8
• No forwarding address	<b>146</b>	33	44	41		118
• Friends and family	<b>11</b>	0	6	15		21

## What we are doing (Homelessness Review actions)

- Newcastle will develop its own measure locally outside of the H-CLIC reporting to ensure “reason for homelessness: other” is reported better

- We will continue to expand the ranges of services available on and using Gateway as their case management resource to contribute to our aim of seamless progression for residents and as an aid to the sharing of support planning between multiple services
- We will include floating support services in future review reporting
- Review of the Supported Housing Move On Protocol and to increase the focus on the actions being done to facilitate move on by providers
- All those being evicted from supported accommodation to be given written notification of the reasons why

#### 4. Crisis: for those residents who are ‘literally’ homeless (they do not have any accommodation they can reasonably occupy)

The table below shows that the main reason people presented to us already homeless and in need of the ‘relief’ duty was because of family no longer being able to accommodate. As with the prevention figures in section 3 above there are the same limitations with a reason for presenting being given as other, but ‘other’ is at a higher level here and we will need to address that.

	2017-18	18-19 Q1	18-19 Q2	18-19 Q3	18-19 Q4	2018-19
Relief duties owed		346	254	314		914
<b>Top 5 reasons for presenting</b>						
Family no longer willing or able to accommodate		68	63	62		193
Other		50	40	52		142
Relationship with partner ended (non-violent)		42	24	36		102
Eviction from supported housing		32	23	20		75
End of private rented tenancy		37	17	12		66

The table below shows that the outcome for 67% of people under the relief duty was the securing of accommodation for at least 6 months (the minimum requirement under the Act)

	2017-18	18-19 Q1	18-19 Q2	18-19 Q3	18-19 Q4	2018-19
Relief duties ended		96	238	370		704
<b>Top 5 relief activities</b>						
Supported housing provided		45	113	166		324
No activity / advice and information provided		17	58	110		185
Accommodation secured		18	44	59		121
Other activity through which accommodation secured		12	10	18		40
Negotiation / mediation to secure return to friends / family		2	8	8		18
<b>Top 5 outcomes</b>						
Secured accommodation for 6 months		49	96	162		307
Contact lost		9	66	83		158
Secured accommodation for 12 months or more		10	47	39		96

Local connection referral accepted by other LA		16	10	46		72
Withdrew application / applicant deceased		10	10	18		38

'Contact lost' accounts for 22% of the outcomes for those owed the relief duty and perhaps even more so than with those under the prevention duty reflects the often chaotic nature of those presenting who are literally homeless.

The table below represents our drive towards a real time reporting of literally homeless presentations to the Housing Advice Centre. Our aim in Newcastle is to ensure there is at least one offer of accommodation to all those who present with nowhere to go that night, whilst accepting there are some limitations to this. The table below shows the total numbers of presentations by people who are literally homeless. The information show what offer was made to them and whether accepted or if no offer was made, why not.

	October 2018	November 2018	December 2018	Q3 2018-19
<b>Literally homeless presentations</b>	<b>148</b>	<b>152</b>	<b>108</b>	<b>408</b>
<b>Accommodation offered</b>	<b>86</b>	<b>110</b>	<b>75</b>	<b>271</b>
• Accepted by applicant	72	101	62	235
• Refused by applicant	14	9	13	36
<b>No accommodation offer made</b>	<b>9</b>	<b>12</b>	<b>13</b>	<b>34</b>
• No accommodation available	3	4	5	12
• Accommodation providers refusing to accept	6	8	8	22
<b>HAC not seeking accommodation</b>	<b>45</b>	<b>26</b>	<b>15</b>	<b>86</b>
No local connection	29	20	10	59
• Reconnection accepted by applicant	19	16	9	44
• Reconnection refused by applicant	10	4	1	15
Other	16	6	5	27
• Serious unacceptable behaviour	0	0	1	1
• Exhausted all legal duty	16	6	4	26
<b>Not legally eligible for assistance</b>	<b>8</b>	<b>4</b>	<b>5</b>	<b>17</b>

The table below shows the number of admits to Chery Tree View temporary accommodation. We have aggregated the admits showing those that came via the Housing Advice Centre and after an assessment under the Homelessness Reduction Act and those that were placements outside of this duty and include temporary moves requested by YHN and placements in an emergency by social care. In most cases these placements were of a short-term nature to help agencies facilitate a more permanent placement elsewhere and this quarter accounted for 17% of admits.

Admits to Cherry Tree View temporary accommodation	2017-18	18-19 Q1	18-19 Q2	18-19 Q3	18-19 Q4	2018-19
<b>Total admits</b>		<b>65</b>	<b>73</b>	<b>87</b>		<b>225</b>
• HRAct admits		55	60	72		187
• Non HRAct admits		10	13	15		38

The table below shows the admits to the NIDAS refuge ([Newcastle Integrated Domestic Abuse Service](#)) so far this year and has broken down where those admits came from a referral at the

Housing Advice Centre, and where the admits was an out of area placement. The nature of the resource makes it inevitable that several admits every quarter will be out of area or direct emergency placements made outside of a presentation to the Housing Advice Centre.

<b>Admits to NIDAS refuge</b>	<b>2017-18</b>	<b>18-19</b>	<b>18-19</b>	<b>18-19</b>	<b>18-19</b>	<b>2018-19</b>
		<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	
<b>Total admits</b>		<b>12</b>	<b>8</b>	<b>8</b>		<b>28</b>
• Admits via HAC		2	2	4		8
• Out of area admits		5	1	4		10

As we have already noted previously there has been an increase in 2018-19 in the use of emergency beds as part of our response to the HRAct. The table below gives some more detail on their use in terms of the discharges from the emergency beds and where people moved on to. 22% abandoned their placement and these correspond in part with those noted above where there was contact lost with relief cases.

<b>Admits to emergency beds</b>	<b>2017-18</b>	<b>18-19</b>	<b>18-19</b>	<b>18-19</b>	<b>18-19</b>	<b>2018-19</b>
	<b>18</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	
Total admits	146	121	108	118		
<b>Outcomes</b>						
Total discharges in quarter		116	109	119		
• Moved to crisis accommodation		41	29	33		
• Moved to supported accommodation		33	35	35		
• Abandoned placement		29	29	26		

57% of those in an emergency bed moved on to another placement in either crisis or supported accommodation with 81% of placements in the emergency beds lasting less than 7 days. We have used the emergency beds to meet our aim of offering immediate accommodation to all those who are eligible who present as literally homeless and our desire that an offer is made available to all who present in crisis. For those presenting without a local connection our offer would be support and reconnection back to the area of their connection.

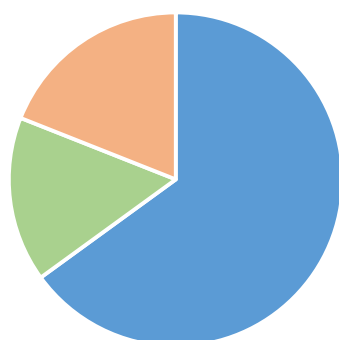
For those found sleeping rough the table below shows us that there has been an increase in quarter 3 in terms of both the number of individuals found but also in the average number of people found per night. Quarter 3 also saw the City Council submit the official estimate of 15 people sleeping rough which was verified by Homeless Link. This figure was a rise from the 10 submitted in the previous year. Whilst noting this rise it is also the case that these numbers represent a relatively small percentage of the overall homeless population and Newcastle has the lowest levels of rough sleeping presentations compared to the other core cities and whilst any number is too high, evidence shows that people sleep rough because of a complex mix of health and social issues and not simply because of a shortage of accommodation.

<b>People sleeping rough</b>	<b>2017-18</b>	<b>18-19</b>	<b>18-19</b>	<b>18-19</b>	<b>18-19</b>
		<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Average found per night	6	6	4	6	
<b>Individuals:</b>	<b>254</b>	<b>77</b>	<b>68</b>	<b>83</b>	
• Stock	121	47	39	58	
• Flow	110	20	21	17	
• Return	28	10	8	8	



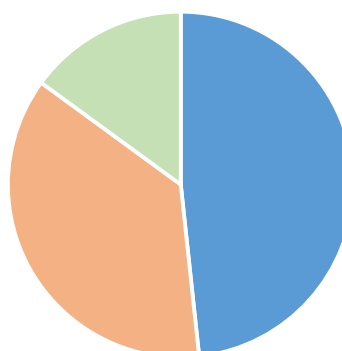
The charts below given an indication of the presenting needs of those found by the street outreach. On local connection, whilst most of those found did have a connection to Newcastle there was a not small proportion for whom a connection lay elsewhere. Differing levels of provision and services across authorities will often mean people finding their way to Newcastle which has retained relatively high levels of accommodation provision. Those found who do have a connection elsewhere will be offered advice and support to be reconnected to their area of connection. As already noted rough sleeping is rarely a result of a lack of accommodation alone and we can see that substance misuse is an issue for a number of those found by the outreach team along with mental health issues.

Local connection of those found sleeping rough in Q3 2018-19



■ Newcastle      ■ Tyne and Wear  
 ■ Rest of UK

Support needs identified by outreach team Q3 18-19



■ Substance misuse   ■ Offending  
 ■ Mental Health

The Information about people sleeping rough in Newcastle is recorded on the Newcastle Gateway and the main source of the information is from Newcastle’s street outreach service based on their daily contacts with people who are found in the city centre and surrounding areas. This has limitations and might not capture everyone that is rough sleeping. However, it does provide a good indication based on verified contacts with people who are bedded down as opposed to self-reports.

Alerts from members of the public are also received via our dedicated email address ([roughsleeping@newcastle.gov.uk](mailto:roughsleeping@newcastle.gov.uk)) and telephone number (0191 278 3899) if there are concerns that a person might be sleeping rough. A newly appointed Rough Sleeper Co-Ordinator took up their post in December to lead the work in this area and their main focus will be to;

- coordinate activity to reduce rough sleeping of the relatively small number of people known to be sleeping rough now and to focus on the core street lifestyle group
- work towards to make a positive difference by ending these people’s rough sleeping by testing the efficacy of existing resources and procedures
- identifying opportunities based on individual casework for system improvement and workforce development

The rough sleeping coordinator will also work closely with a new Rough Sleeping Learning Framework lead and their role to develop an understanding the impact of Newcastle’s policy aim to prevent homelessness and end rough sleeping and the effectiveness of our responses in meeting this aim. Their role will also be a link with the [Street Zero](#) approach, A movement

for Newcastle to become a city where no one has to sleep rough and which seeks to bring together the city's collective investment, commitment and resources and to make it everyone's business to end rough sleeping by 2022. A Street Zero Partnership Board has been established providing an opportunity for these partners to provide the place-based leadership to improve our collective understanding of the causes of rough sleeping and ensure that all our investments respond to these causes.

## **What we are doing (Homelessness Review actions)**

- Development of Street Zero (as above)
- Appointment of new Rough Sleeper Co-ordinator, who as part of role will look at re-establishing contact with 4<sup>th</sup> sector / charity groups that operate in the city
- We will strengthen the flow of information between the outreach reports of those sleeping rough and the response from HAC to get one figure of those literally homeless regardless of the reporting route
- YHN rapid rehousing and proactive move on support bringing enhanced support for 25-55 year olds

## **5. How can you get involved**

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

Copies of the action plan, protocols and governance arrangements are available online [here](#)

Some of the issues raised in this briefing will be discussed at the [Homelessness Prevention Forum](#) on 13 March 2019 where you will have opportunity to feedback but if you are unable to attend the Forum and have comments you would like included please contact Sarah Blakey (Active Inclusion Officer) on 0191 277 1733 or email [activeinclusion@newcastle.gov.uk](mailto:activeinclusion@newcastle.gov.uk) if you have any comments or would like to get more involved.

March 2019