

Active Inclusion Newcastle

Newcastle Homelessness Prevention Briefing 2016-17 Q1

We want preventing homelessness in Newcastle 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 residents supported by homelessness services**
- **new initiatives, policy and legislative changes**

This helps 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 Newcastle's statutory Homelessness Strategy [action plan](#)**

The emphasis of our Homelessness Strategy is to maximise the value of our resources to prevent homelessness. To aid our analysis we have created five groupings of homelessness:

- 1. People owed the full homelessness duty**
- 2. People at risk of homelessness**
- 3. People living with housing support**
- 4. Young people at risk of homelessness**
- 5. People facing 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, wellbeing and health. We have found that homelessness is best prevented through coordinated support that provides consistent information, advice and support to enable people to secure:

- **an income**
- **somewhere to live**
- **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 are working with partners to innovate, reduce duplication, increase prevention and provide more effective responses for vulnerable residents. More information is in [Newcastle's Homelessness Strategy 2014-19](#).

Headlines:

- 1,087 cases of homelessness prevention by Newcastle City Council and partners
- Only 14 evictions from Your Homes Newcastle (YHN)
- Communities and Local Government Committee published a [report](#) advocating a renewed strategy to tackle homelessness
- [Homelessness Reduction Bill](#) (Private Members' Bill) proposed by Bob Blackman, MP
- Discretionary Housing Payment (DHP) process updated to align advice and support with conditionality
- Newcastle Employment Support Compact established and Newcastle Employment Support Protocol drafted for consultation
- Supported Housing Move On Protocol revised for consultation
- Newcastle City Council Crisis Response 2017-18 budget proposal consultation started
- 'People, Pavements & Properties' event on perceptions of homelessness (9 December 2016)

1. People owed the full homelessness duty

Table 1: Household types and social needs

Total households	2015-16	Q4 15-16	Q1 16-17	Q2 16-17	Q3 16-17	Q4 16-17
Households owed the full duty	178	43	51			
Household type (top 3)						
Lone parent with dependent child	84	20	28			
Couple with dependent children	57	15	10			
Single person household 18+	17	3	9			
Social needs (confirmed)						
Mental health	35	13	13			
Physical health	41	10	9			
Persons from abroad	43	10	5			

Table 1 shows an increase in the number of households where the Council has accepted the full homelessness duty in Q1 of 2016-17.

Table 2: Causes of homelessness and outcomes

Causes of homelessness	2015-16	Q4 15-16	Q1 16-17	Q2 16-17	Q3 16-17	Q4 16-17
Loss of private rented tenancy	52	12	27			
Parents asked to leave	27	8	8			
Violent relationship breakdown	23	2	5			
Required to leave Home Office (asylum support) accommodation	18	6	0			
Relatives / friends asked to leave	14	3	3			
Outcomes						
Re-housed to YHN	125	31	29			
Re-housed to housing association	10	2	6			
Re-housed to private rented	4	0	0			
Refused offer	6	3	1			

Table 2 shows that the loss of a private rented tenancy accounted for 52% of all homelessness acceptances in Q1 of 2016-17. This continues to mirror the national position and reflects the low level of statutory protection in this tenure.

Table 3 (below) shows 31% less households were placed into Cherry Tree View (CTV), the Council's statutory emergency accommodation, due to a statutory duty for temporary accommodation. This, in part, is a result of the high numbers of people who presented as homeless from private rented accommodation who were able to remain in that accommodation whilst their notice to quit is running as "homeless from home" before moving from that property straight to the accommodation secured under the full homelessness duty (without needing to stay in temporary accommodation).

Table 3 also shows a 33% increase in the use of accommodation other than CTV to meet the Council's statutory duty to provide temporary accommodation. This is mainly for cases of single adults with support needs, in many of these cases the resident chooses to remain in supported accommodation.

Table 3 also shows that CTV's use for households for other purposes than statutory homelessness, this demonstrates CTV's role in supporting partners to meet their clients' accommodation needs eg social care placements and YHN management moves.

Table 3: Use of temporary accommodation

Statutory use of temporary accommodation	2015-16	Q4 15-16	Q1 16-17	Q2 16-17	Q3 16-17	Q4 16-17
Cherry Tree View	182	42	29			
Other accommodation	170	30	40			
Domestic violence refuges	13	1	1			
Total	365	73	70			
Other Cherry Tree View placements						
Other Cherry Tree View placements	99	30	29			
Cherry Tree View preventative outreach clients	150	60	65			
• Cherry Tree View move on cases		28	26			
• Homelessness prevention		20	12			
• Sustaining tenancies referrals		12	27			

Case study from the Housing Advice Centre and Cherry Tree View

Ms A is a single parent of three who was living with parents. The Housing Advice Centre was contacted by Ms A's health visitor who was concerned about the family's living arrangements and alleged exploitation of the client by family members.

The staff at the Housing Advice Centre and Cherry Tree View (CTV):

- Liaise with the health visitor and supported the client to move to CTV when the living arrangements became untenable
- Supported the client to secure accommodation away from the family and to change the children's schools
- Ensured the client received essential household items from the Supporting Independence Scheme

Ms A and her children have moved into their new tenancy with ongoing support from the preventative outreach service at CTV. This case demonstrates the importance of joint working with non-housing specialist services to prevent crisis homelessness, building trust to create stability and providing support to move to independence in a planned way.

What we are doing:

- Reviewing all of the cases where the Council has accepted the full homelessness duty to identify opportunities to prevent homelessness eg establishing if the loss of private rented accommodation could be prevented and checking whether there is any social care involvement to look for opportunities to improve early interventions

What next:

- Working with the Cabinet Office and the Department for Communities and Local Government (DCLG) to develop typologies for homelessness with the aim of making it easier for partners to identify the risk of homelessness
- Using the learning from the preparation for the introduction of the "bedroom tax" and the original benefit cap and the Universal Credit Triage Trial to develop a triage

approach to identifying need and supporting residents to adapt to the challenges that the lower benefit cap will bring. The Council's Active Inclusion Service are delivering this to support private rented and Registered Social Landlord (RSL) tenants who will be affected by this welfare reform change to complement the work that YHN are doing with their tenants

- Using exception reporting to better identify why services and support have failed to prevent homelessness or destitution, to help to better target the Active Inclusion Newcastle offer of support

2. People at risk of homelessness

Table 4: People at risk of homelessness contacting the Housing Advice Centre

People at risk of homelessness	2015-16	Q4 15-16	Q1 16-17	Q2 16-17	Q3 16-17	Q4 16-17
Emergency out of hours calls	663	149	170			
Firstpoint advice	818	239	215			
Homelessness casework	2,231	533	539			
Household type – casework clients (top 3)	2015-16	Q4 15-16	Q1 16-17	Q2 16-17	Q3 16-17	Q4 16-17
Single male 18+	1,162	250	295			
Household with dependent children	493	121	105			
Single female 18+	354	75	74			

Table 4 shows a 14% increase in the number of emergency out of hours calls received by the Council's Housing Advice Centre (HAC) in Q1 of 2016-17. However, the number remains consistent with levels previously experienced and there is no change in the level of homelessness casework from Q4 2015-16.

Table 5: Causes of homelessness and outcomes for people at risk of homelessness who have received casework from the Housing Advice Centre

Reasons for presenting as homeless (top 3)	2015-16	Q4 15-16	Q1 16-17	Q2 16-17	Q3 16-17	Q4 16-17
Loss or fear of loss of private rented tenancy	380	85	88			
Relatives / friends asked to leave	262	60	80			
Parents asked to leave	190	53	69			
Outcomes of casework						
Advice – remain in accommodation	604	172	108			
Rehoused to supported housing	400	90	68			
Rehoused to independent tenancy	307	86	64			

Table 5 shows that the top reason for presenting as homeless remains the loss, or the fear of the loss, of a private rented tenancy. However, there has been a 32% increase in the total number of people presenting as homeless because their friends, family or parents have asked them to leave in Q1 of 2016-17. In addition to the outcomes listed in table 5, 79 residents were given one-off general housing options advice or specific advice about their private rented tenancy. As HAC is an open access service many residents will call in and receive a single piece of advice.

Table 6: Homelessness prevention

Homelessness prevention	2015-16	Q4 15-16	Q1 16-17	Q2 16-17	Q3 16-17	Q4 16-17
Total homelessness preventions:	3,775	972	1,087			
• Homelessness prevented	3,647	919	1,058			
• Homelessness relieved	128	53	29			
Prevention activities (top 3)						
YHN Advice and Support	1,581	388	597			
HAC	1,219	277	264			
Commissioned services via Newcastle Gateway	572	194	186			
Use of DHP						
DHP awards	193	71	10			
Evictions from social housing						
YHN evictions	48	18	14			

Table 6 shows a 12% increase in homelessness preventions in Q1 of 2016-17 compared with Q4 of 2015-16. The 54% increase reported by YHN Advice and Support has been attributed to a more accurate recording process for housing-related preventions.

Case study from Newcastle City Council’s Welfare Rights Service

Mr W was referred for specialist welfare benefits advice by his local ward councillor following a long spell in hospital. During that period Mr W’s Housing Benefit, Council Tax Reduction and Employment and Support Allowance entitlement had stopped, resulting in rent arrears, a Housing Benefit overpayment and the risk of homelessness and destitution. This caused distress for Mr W and his family because having a home was important for his recovery and they felt let down by the lack of coordination between services.

A Welfare Rights Officer:

- Recognised the complexity of overpayment legislation in relation to the new benefit Universal Credit and its interaction with the other benefits, and was able to devise a way forward
- Met Mr W’s landlord and Revenues and Benefits who agreed that Mr W’s Housing Benefit would be reinstated given the complex circumstances and adverse impact that recovering the Housing Benefit overpayment would have on his mental health, and potential that recovery processes would lengthen his stay in hospital

The support provided by the Welfare Rights Officer resulted in:

- A backdated Housing Benefit payment of £1,248 for Mr W’s landlord, ending the threat of eviction and reducing the risk of homelessness
- A £819 credit for Council Tax
- The reinstatement of Employment and Support Allowance
- A referral to Money Matters for support with wider problem debt issues

Following this, the Council’s Active Inclusion Service met with social care colleagues and agreed a programme of awareness raising and training to reduce the risks of this happening again.

As part of the Active Inclusion Newcastle approach to make homelessness prevention “everyone’s business” we are developing a reporting framework to highlight the work the sector contributes towards the prevention of homelessness which we can’t include in the information that the Council reports to the DCLG due to the restrictions of the reporting template. As agreed at the Homelessness Prevention Forum meeting in June 2016, partners will contribute to this. We intend to begin reporting this information in the briefing note for Q3 of 2016-17.

Table 6 also shows that evictions from YHN continue to remain low with only 14 in Q1.

Hospital and prison discharge

Table 7: Hospital discharge referrals (direct from hospital)

Hospital discharge referrals	2015-16	Q4 15-16	Q1 16-17	Q2 16-17	Q3 16-17
Total number of referrals:	79	15	11		
• RVI and Freeman	47	6	6		
• Mental health	33	9	4		
Outcomes					
Accommodation secured	34	6	5		
Out of area case – referred back	21	6	3		
Admitted to Cherry Tree View	7	3	2		
Returned to own tenancy	10	0	0		
Returned to friends and family	4	0	0		
Admitted to residential care	1	0	0		
Homeless	0	0	0		
Advice sought, client not yet ready for discharge	2	0	1		

Table 7 shows a decrease in referrals from hospitals in Q1 of 2016-17. We continue to liaise weekly with the Emergency Care Facilitator for Newcastle upon Tyne Hospitals NHS Foundation Trust and the Discharge Facilitators within the Bed Management Service for Northumberland, Tyne and Wear NHS Foundation Trust about the cases where there are concerns or where delays are impacting upon when someone can be discharged.

Table 8: Prison release referrals

Prison release referrals	2015-16	Q4 15-16	Q1 16-17	Q2 16-17	Q3 16-17
Number of referrals to HAC	65	15	11		
Outcomes					
Accommodation secured	43	11	8		
Refused accommodation offer	10	2	2		
Out of area case – referred back	3	0	1		
Recalled to prison	6	0	0		
Returned to previous accommodation	3	2	0		
Homeless	0	0	0		

Table 8 shows a decrease in clients presenting to HAC from prison. These figures come with the caveat that they only relate to those cases where leaving prison is the reason for their presentation as homeless. We accept that there will be others who will present as homeless weeks after their prison release where there may be a connection between the

prison resettlement arrangements and their homelessness. We are looking at ways to refine our recording so that we our reporting better reflects the cause of homelessness.

What we are doing:

- Consolidating the Active Inclusion Newcastle offer of support to non-specialist agencies by identifying gaps and targeting the relevant teams
- Reviewing the [Sustaining tenancies guidance for social landlords](#) to reflect conditionality

What next:

- Working with the Cabinet Office and the DCLG to develop typologies for homelessness with the aim of making it easier for partners to identify the risk of homelessness
- Taking a coordinated citywide approach to supporting households affected by the introduction of the lower benefit cap (as described in section 1)
- Developing better identification and verification of prison release cases

3. People living with housing support

Table 9 (below) shows a 17% increase in admissions to supported accommodation in Q1 of 2016-17. The emergency bed admissions shown in the table are included in the total admissions. There is also a small increase in the total number of individuals admitted. In Q1 of 2016-17 58 individuals had 2 placements in the quarter and 14 individuals had 3 placements. This doesn't include internal transfers within the same service.

Table 9 also shows that the number of admissions following a move from another hostel has increased by 54% in Q1 of 2016-17. Whilst this also includes planned moves to greater independence from crisis accommodation to supported accommodation. This is a large increase and one that we will explore further

Table 9: Supported accommodation admissions and social needs

Supported accommodation admissions	2015-16	Q4 15-16	Q1 16-17	Q2 16-17	Q3 16-17	Q4 16-17
Total admissions:	1,396	312	365			
• Emergency bed admissions	186	45	55			
Total number of individuals	1,036	276	296			
Reason for admission						
Moved from another hostel	398	92	142			
Relationship breakdown	407	94	98			
Not recorded / not known	86	9	8			
Loss of general needs accommodation	54	12	8			
Social needs (confirmed)						
Offending	391	97	134			
Mental health	242	58	62			
Drugs	198	48	50			
Alcohol	99	28	35			

Table 10: Snapshot of move-on assessments completed by end of each quarter

Move-on assessments	Q4 15-16	Q1 16-17	Q2 16-17	Q3 16-17	Q4 16-17
'Red' (likely to require long-term support)	92	123			
'Amber' (further support required)	251	309			
'Green' (ready to move to independent living)	109	73			

Table 10 shows the completed move-on assessments for clients in supported accommodation. As discussed at the Homelessness Prevention Forum, we are reviewing the Supported Accommodation Move-on Protocol with the aim of improving the level of move-on from the sector.

Table 11 (below) shows a 9% decrease in clients moving to an independent tenancy. 24% of moves to independent tenancies were to private rented accommodation. An aim of the revised protocol will be to ensure that where those moves do happen clients are aware of the nature of private rented tenancies and the moves are not to properties on the Interventions List of landlords the Council has concerns about. The list is held by the Council's Private Rented Service and its purpose is to identify those landlords and agents operating in the private rented sector where serious concerns have been raised over either the physical standards of their properties or the general management standards of that landlord or agent. The list is updated quarterly and shared with partners at the quarterly Private Rented Sector meeting but information can also be accessed outside of this meeting by contacting privaterentedservice@newcastle.gov.uk

Table 11 also shows that the main move-on destination for people leaving supported accommodation remains another placement in supported accommodation. As noted earlier, this will include some people moving from crisis accommodation to supported accommodation as part of a planned move. However, it will also include individuals who have repeated placements in supported accommodation. Of the 67 individuals who were discharged to no forwarding address in Q1 of 2016-17, 19 were subsequently readmitted to a supported accommodation placement.

Table 11 also shows there has been no change in the number of evictions from supported accommodation. All of those who were evicted for rent arrears were served with a 'notice to quit' (NTQ). Of the 57 evictions in Q1, no notice was recorded on the Newcastle Gateway in 43 cases. Feedback from members of the Homelessness Prevention Forum is that clients are being given NTQs, but without this being recorded on the Newcastle Gateway we are unable to report it. We will continue to work with providers on this.

Table 11: Outcomes for people leaving supported accommodation

Move-on destinations	2015-16	Q4 15-16	Q1 16-17	Q2 16-17	Q3 16-17	Q4 16-17
Other supported accommodation	365	83	109			
No forwarding address	297	65	67			
Independent tenancy:	261	65	59			
• YHN	153	38	32			
• Private rented	61	15	14			
• Housing association	36	9	13			
Evictions						
Number of evictions (with a NTQ):	251 (35)	59 (6)	57 (14)			
• For rent arrears (with a NTQ)	60	14	10 (10)			
• For violence (with a NTQ)	57	11	24 (14)			
NTQ issued but no eviction	128	46	45			

Table 12: Floating support admissions and social needs

Floating support admissions	2015-16	Q4 15-16	Q1 16-17	Q2 16-17	Q3 16-17	Q4 16-17
Total admissions	619	135	157			
Reason for admission						
Discharge from an institution	151	31	45			
Not recorded / not known	173	40	43			
Move from another support setting	128	32	26			
Relationship breakdown	44	11	9			
Social needs (confirmed)						
Mental health	77	22	21			
Offending	36	7	14			
Drugs	26	8	14			
Alcohol	19	5	10			

Table 12 shows a 16% increase in admissions to floating support for Q1 of 2016-17 but we acknowledge that there is still more work to do in terms of recording referrals to floating support and the information given, especially because the reason for admission was not recorded or not known for 27% of the admissions. Discharge from institutions has remained high, which is expected given the specific floating support provision for those leaving hospital, rehabilitation and asylum accommodation. In this context discharge from institutions relates to people leaving, hospital, prison, asylum or refugee accommodation or leaving local authority care.

Table 13: Discharges from floating support and outcomes

Floating support discharges	2015-16	Q4 15-16	Q1 16-17	Q2 16-17	Q3 16-17	Q4 16-17
Total discharges	566	165	117			
Outcomes						
Independent tenancy maintained	290	69	76			
No information given	100	52	13			
Moved to live with Family / friends	44	9	12			
Moved to supported accommodation	76	23	9			
Other	40	9	8			
Admitted into custody	4	1	1			

Table 13 shows that 64% of clients were discharged from floating support at a point where they were maintaining their independent tenancy. We still have work to do to improve the quality of the reporting on floating support provision. It is positive that there was a reduction of 60% in Q1 of 2016-17 in the number of people where their floating support ended due to them moving to supported accommodation.

What we are doing:

- Working with Social Finance to consider what the optimum level of crisis accommodation is
- Reviewing the Supported Accommodation Move-on Protocol including segmenting the supported accommodation population to identify those individuals who have been in supported accommodation for the long-term and don't have a move-on option. The principles and stages of the reviewed protocol were discussed at the September 2016 meeting of the Homelessness Prevention Forum and the protocol has been circulated for consultation.
- Developing wider homelessness prevention measures to reflect the work carried out by non-commissioned partners.

What next:

- Developing a new market position statement for homelessness prevention and commissioning Crisis Response services for 2017-18
- Developing a stronger alignment between homelessness prevention and drug and alcohol support services
- 'People, Pavements & Properties' project on the perceptions of homelessness, with an event on 9 December 2016

4. Young people at risk of homelessness

Homelessness prevention for 16 and 17 year olds

Table 14 (below) shows a 13% decrease in the number of 16 and 17 year olds presenting as homeless in Q1 of 2016-17. YHN's Young People's Service (YPS) believe that this reduction is partly due to the impact of the welfare reforms on families and the emphasis on reconciling young people with their families. The highest reason for referrals remains

young people leaving local authority care. The YPS has increased their capacity for working with the Council's 16+ team to respond to this demand.

Table 14: 16 and 17 year olds in housing need

Homeless presentations by 16 and 17 year olds	2015-16	Q4 15-16	Q1 16-17	Q2 16-17	Q3 16-17	Q4 16-17
Total presentations	270	63	55			
Presentation source						
Referrals from 16+ Team	76	25	21			
Application to Tyne and Wear Homes	108	23	18			
Presenting at HAC	83	15	17			
Outcomes						
Remained in existing accommodation	59	20	18			
Under 18 care leaver – referred to floating support	41	13	11			
Referred to supported accommodation	38	10	7			
Non-engagement – no further contact	50	2	1			
Statutory homelessness	0	0	0			

Table 15: Admissions to Council commissioned supported accommodation from 16 to 24 year olds

Admissions to supported accommodation from 16 to 24 year olds	2015-16	Q4 15-16	Q1 16-17	Q2 16-17	Q3 16-17	Q4 16-17
Total admissions	271	73	54			
Reasons for admission (top 3)						
Relationship breakdown (parents / family)	151	38	23			
Crisis	29	6	13			
Move from another support setting	38	15	10			
Social needs (confirmed)						
Offending	66	23	17			
Mental health	16	3	9			
Drugs	17	6	6			
Alcohol	16	5	1			

Table 15 shows that admissions decreased by 26% in Q1 of 2016-17, with the main reason remaining a relationship breakdown. Members of the Homelessness Prevention Forum have raised that the figures for social needs seem to under report the scale of the needs of the young people they accommodate. This information is taken from completed Newcastle Gateway assessments. Confirmed needs refers to those instances where a client is involved with a secondary service or a professional agency has 'verified' their support need and reflects those needs beyond those self-declared.

Table 16 (below) shows the main outcome destination for 16 to 24 year olds from supported accommodation was a move to another form of supported accommodation.

Table 16 also shows that there was increase in evictions this quarter. This partly relates to a serious incident at one service when five young people were asked to leave immediately.

Table 16: Discharges from supported accommodation by 16 to 24 year olds

Discharges from supported accommodation by 16 to 24 year olds	2015-16	Q4 15-16	Q1 16-17	Q2 16-17	Q3 16-17	Q4 16-17
Total discharges	246	70	64			
Move-on destination						
Another supported accommodation	82	19	21			
No forwarding address	32	12	14			
Family or friends	84	21	18			
Independent tenancy:	46	12	8			
• YHN	27	6	5			
• Private rented	10	3	2			
• Housing association	9	3	1			
Evictions						
Number of evictions (with a NTQ):	20	5 (3)	13 (2)			
• For rent arrears (with a NTQ)	3	1 (1)	2 (2)			
• For violence (with a NTQ)	3	2 (0)	6 (0)			
NTQ issued but no eviction	4	2	1			

Table 17: Floating support provided by YHN's YPS

Discharges from floating support by 16 to 24 year olds	2015-16	Q4 15-16	Q1 16-17	Q2 16-17	Q3 16-17	Q4 16-17
Total discharges	193	55	53			
Outcomes						
Maintained independent tenancy	90	21	31			
Moved to live with family / friends	28	7	7			
Moved to another supported accommodation	24	6	5			
Other	6	0	5			
No forwarding address given	25	6	1			
Admitted into custody	2	1	0			

Table 17 shows the discharges from YHN's YPS's floating support provision and shows that 58% of those discharged maintained their independent tenancy when their support ended.

What we are doing:

- YHN's YPS have completed the work with the Newcastle Gateway team to move from their own system of recording statistics to using the Newcastle Gateway. Future reporting will use information from this system.

What next:

- 'Improving Life Chances', the Council's review of all services for 16 to 24 year olds, aims to better understand how the Council and the city responds to young people at risk of becoming, or who are already, not in education, employment or training (NEET) and to address the life chances of 'at risk' groups in a more holistic way with a new

model of support for young people. The next step is to test the initial ideas with partners and to further develop the model. More information on this is available by emailing andrew.graham@newcastle.gov.uk

- Developing a better understanding of the support delivered to young people in homelessness accommodation by the 16+ Team, Youth Offending Team and Children's Social Care

5. People facing multiple exclusion and rough sleepers

Table 18: People sleeping rough and social needs

Rough sleepers	2015- 16	Q4 15-16	Q1 16-17	Q2 16-17	Q3 16-17	Q4 16-17
Average per night	6	6	6			
Individuals:	302	61	99			
• Stock	158	32	56			
• Flow	125	23	35			
• Return	17	4	8			
No Second Night Out eligible / compliant	9 / 9	3 / 3	0 / 0			
Social needs (confirmed)						
Drugs	153	26	46			
Offending	113	17	39			
Alcohol	77	13	25			
Mental health	48	8	15			

Table 18 shows that there was an increase in the number of individuals found sleeping rough this quarter. Shelter have also reported an increase in the number of individuals presenting to them who are claiming to be sleeping rough. Of the 59 clients who presented to them in Q1 of 2016-17, 27 said they were sleeping rough. The caveat with this figure is that there is undoubtedly some crossover with the clients who present to them and those shown in table 18 who are found and reported by the outreach team.

Table 18 shows a correlation with sleeping rough and having a high level of social needs, particularly around drugs and offending which have both seen an increase on the level reported in Q4 2015-16. This level of need is to be expected with this particularly complex group of individuals but it probably is still under reported.

Table 19: Reasons for rough sleeping and outcomes

Reasons for rough sleeping	2015-16	Q4 15-16	Q1 16-17	Q2 16-17	Q3 16-17	Q4 16-17
Unknown	198	24	33			
Evicted / abandoned accommodation	153	15	27			
Relationship breakdown	39	11	18			
Discharge from institutions	21	6	7			
Outcomes						
No further contact / disappeared	49	27	33			
Accommodation secured	67	12	12			
Returned to existing accommodation	6	3	4			

Table 19 shows again that the reason for rough sleeping remains unknown for a number of individuals found by the Outreach Team. It is acknowledged that it can be difficult to get information during outreach sessions. However, we need to develop a better sense of the reasons for rough sleeping. Table 19 also shows that 7 people reported that they were sleeping rough as a result of being discharged from institutions, which is of concern as we have protocols and arrangements to help to facilitate discharge from institutions. However, whilst the clients involved all had a period in prison or hospital in their recent history they had been in accommodation immediately before their presentation as rough sleeping or had accommodation available to them, which highlights the inconsistency in what an individual may say is the reason for their homelessness.

Table 20: Housing First admissions and social needs

Housing First admissions	2015-16	Q4 15-16	Q1 16-17	Q2 16-17	Q3 16-17	Q4 16-17
Admissions to Housing First	30	9	0			
Clients in preparation work at the end of Q1			11			
Clients in a tenancy at the end of Q1			34			
Reason for admission						
Moving from a hostel	11	6	0			
Not known / not recorded	9	0	0			
Crisis / rough sleeping	7	3	0			
Relationship breakdown	5	0	0			
Social needs						
	2015-16	Q4 15-16	Q1 16-17	Q2 16-17	Q3 16-17	Q4 16-17
Offending	15	6	0			
Drugs	13	3	0			
Alcohol	6	3	0			
Mental health	6	2	0			

Table 20 shows that no new clients were admitted to the Housing First service in Q1 of 2016-17. 40 referrals were made to the service in Q1 but of these 21 were refused and 15 were withdrawn by the referrer. Of the other 4, 2 clients were accepted by the service and 2 clients were housed by another provider after the referral was made.

Table 21: Housing First discharges

Discharges from Housing First	2015-16	Q4 15-16	Q1 16-17	Q2 16-17	Q3 16-17	Q4 16-17
Total discharges	23	8	4			
Outcome						
Other	4	2	2			
No forwarding address given	4	0	1			
Moved to another supported accommodation	3	2	1			
Maintained independent tenancy	7	3	0			
Admitted into custody	2	1	0			

Table 21 has been added this quarter to show the number of individuals discharged from Housing First and their outcomes reported to the Newcastle Gateway. The numbers involved are still too small to identify any discernible trends from the outcomes.

What we are doing:

- Changing Lives is reviewing its outreach and Housing First services
- Improving our analysis of single homeless people with complex needs

What next:

- Developing a new market position statement for homelessness prevention and commissioning Crisis Response services for 2017-18
- Reviewing Housing First against the 'Fidelity' model. More information on this model can be found online [here](#)
- Working with the Council's Regulatory Services and the Police to provide a better understanding of the needs of those found begging and those found rough sleeping

6. Active Inclusion Newcastle

The Homelessness Prevention Forum is part of the Active Inclusion Newcastle partnership approach that responds to the growth in demand for information, advice and support to promote social and financial inclusion and to prevent the risk of homelessness with reduced resources. The Active Inclusion Newcastle partnership coordinates responses to the welfare reforms, austerity and destitution by creating the conditions for stability:

- **An income**
- **Somewhere to live**
- **Financial inclusion – life without excessive debt**
- **Training & employment opportunities**

The Active Inclusion Newcastle partnership provides and supports partners to deliver:

Primary prevention activities – to support making the prevention of homelessness and destitution 'everyone's business':

- Information for professionals, volunteers and the public – homelessness prevention examples are available online at www.newcastle.gov.uk/homeless
- Consultancy advice for professionals and volunteers – contact details are available online at www.newcastle.gov.uk/financialinclusionforprofessionals
- Briefing sessions for professionals and volunteers – to request a briefing, email activeinclusion@newcastle.gov.uk
- Spectrums of advice – details are available online at www.newcastle.gov.uk/homelessnesspreventionforprofessionals
- Training for professionals and volunteers – details of face to face training sessions are available online at www.newcastle.gov.uk/homelessnesspreventionforprofessionals
- Protocols and policies – details are available online at www.newcastle.gov.uk/homelessnesspreventionforprofessionals
- Partnerships and governance – details are available online at www.newcastle.gov.uk/homelessnesspreventionforprofessionals
- Copies of previous quarterly reviews are available online at www.newcastle.gov.uk/housing/housing-advice-and-homelessness/information-for-professionals/active-inclusion-forum

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

Crisis activities – services that support people facing destitution when community and preventative support fails to prevent crisis

7. Next steps and how to get involved

The issues raised in the draft version of this briefing were discussed at the Newcastle Homelessness Prevention Forum meeting on 7 September 2016 and feedback will be incorporated into this document for presenting to the Portfolio Holder for Housing and Public Health and published on the Council website [here](#)

You can comment on the Homelessness Strategy action plan and our progress towards the actions and on the protocols we have developed with partners to prevent homelessness by emailing activeinclusion@newcastle.gov.uk. Copies of the action plan and the protocols and our governance arrangements can be found online [here](#).

As part of our ongoing work to better identify issues that could lead to homelessness we ask partners to inform us of cases where you're working with individuals and the current methods for preventing homelessness have not worked. You can raise these issues by emailing activeinclusion@newcastle.gov.uk. Our intention is for this to complement, not replace, our existing means of liaising with partners, where you can raise issues in person. However, we appreciate that it's not always possible for people to get to all meetings.

For more information on homelessness prevention, visit www.newcastle.gov.uk/homelessnesspreventionforprofessionals or contact Sarah Blakey by phone on 0191 277 1733 or email sarah.blakey@newcastle.gov.uk.