

Active Inclusion Newcastle

Newcastle Homelessness Prevention Briefing Q4 2014-15

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:

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

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

- Supreme Court Judgement (Hotak v Southwark LBC, Kanu v Southwark LBC and Johnson v Solihull MBC) offers new ruling on vulnerability under the Housing Act 1996.
- Lowest level of evictions from Your Homes Newcastle (YHN) since introduction of Sustaining Tenancies Guidance (formerly Prevention of Eviction Protocol) from 197 in 2007-8 to 62 in 2014-15, a fall of 69%.
- Evictions from supported housing have fallen by 24% from 391 in 2013-14 to 296 in 2014-15, a fall of 24%.

1. People who are owed the full homelessness duty

1a. Table 1 - household types and social needs

Total households	2013- 14	Q1	Q2	Q3	Q4	2014-15
Households owed the full duty	165	44	54	34	29	161
Household type (top 3)						
Lone parent with dependent children	93	26	32	21	17	96
Couple with dependent children	34	4	12	10	9	35
Single person household 18+	31	12	9	1	2	24
Social needs						
Mental health	44	12	15	9	5	41
Physical health	45	13	13	9	5	40
Persons from abroad	37	3	8	9	8	27

Statutory acceptances for 2014-15 match those of the previous years. This indicates that presentations now predominantly represent crisis presentations where it would not be easy to have prevented homelessness. We will continue to review all acceptances to ensure that we identify any opportunity to prevent homelessness.

The Supreme Court in Hotak v Southwark LBC, Kanu v Southwark LBC and -Johnson v Solihull MBC held that, in deciding whether a person is “vulnerable as a result of old age, mental illness or handicap or physical disability or other special reason” for the purposes of s.189 (1) (c), Housing Act 1996, the authority are required to compare the applicant with an “ordinary person who is homeless” rather than with an “ordinary homeless person”. Authorities should also take into account support that the applicant gets from other persons, including family members. We are adapting our processes to be compliant with this ruling.

1b. Table 2- causes of homelessness and outcomes

Causes of homelessness	2013- 14	Q1	Q2	Q3	Q4	2014-15
Loss of private rented	36	11	16	9	12	48
Relatives / friends asked to leave	18	7	6	2	3	18
Parents asked to leave	28	5	6	5	0	17
Non-violent relationship breakdown			6	4	1	11
Violent relationship breakdown			6	9	2	17
Required to leave NASS			6	2	3	11
Outcomes						
Re-housed by YHN	146	30	35	22	25	112
Re-housed by housing assoc'	9	1	2	2	2	7
Re-housed in private rented	3	0	5	0	1	6
Refused offer				1	2	3

Loss of private rented accommodation continues to be the main reason for homelessness for those that we accept a statutory duty for. This mirrors the situation nationally and reflects the lower level of statutory protection in this tenure. In quarter 3 we noted an increase of three presentations of people who were homeless as a result of a violent relationship breakdown. We said we would monitor this to see if there was an upward trend, in quarter 4 the figure has fallen, we will continue to monitor this and will work with partners to ensure that anyone in such a situation is found alternative safe and secure housing.

1c. Table 3 – use of temporary accommodation

Statutory use temporary accommodation	2013- 14	Q1	Q2	Q3	Q4	2014-15
Cherry Tree View (CTV)	171	38	49	46	48	181
Other accommodation	141	33	30	34	36	138
Domestic violence refuges	20	5	5	5	4	19
Cherry Tree View – “Prevention Hub”	87	26	14	29	15	84

We have widened the information presented in table 3 to show us where Cherry Tree View was used to provide temporary accommodation beyond where a statutory duty was owed. This included cases of management moves within YHN, the operation of the Cold Weather Plan when rough sleepers were given accommodation and when supported accommodation was full. These figures demonstrate the importance of Cherry Tree View in providing accommodation to respond to crises and the role it plays in offsetting the national funding regime of supported housing that incentivises 100% occupancy, which reduces their capacity to respond to crises. In future we will also include monitoring information on the use of the emergency beds in supported housing.

1d. Ongoing delivery

- Quarterly review of all homelessness acceptances – We will continue review on a quarterly basis all cases of statutory homeless acceptances, this combined with our consultation with Shelter allows us not only to be confident that we are meeting our duty in all cases but also helps to identify opportunities to prevent homelessness.
- Universal Credit Triage Trial – we are extending the work done with the Newcastle Families Programme to help make the prevention of homelessness routine.

1e. What we are doing next

- Identifying opportunities to better support vulnerable people living in private rented accommodation. We can do little to alter the national legislation that governs private rented accommodation but we can look to develop better support systems for those who chose this as an option and find better ways of identifying earlier when problems arise.
- Reviewing opportunities to work with health and social care partners to explore opportunities to prevent homelessness with existing clients.

2. People at risk of homelessness

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

People at risk of homelessness	2013- 14	Q1	Q2	Q3	Q4	2014-15
HAC casework	2,209	587	576	494	564	2,221
Household type (top3)						
Single male 18+	1,210	315	314	278	284	1,191
Household with dependent children	470	133	122	102	114	471
Single female 18+	350	104	112	84	102	402
Social needs (top 3)						
Offending	833	192	165	149	168	674
Mental health	700	186	187	173	171	717
Physical health	570	166	140	120	139	565

We have seen a small rise in the number of clients seen at the Housing Advice Centre (HAC) on a casework basis, and within that a rise in the number of single females. There is no obvious reason for this and we will continue to monitor the situation. Aside from that the

picture remains consistent in terms of the overall numbers of people who present and that single males continue to be the largest single cohort in this group. There has also been a fall in the number of people who have presented with an offending background that has been recorded from 2013-14 to 2014-15.

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

Reasons for presenting (top 3)	2013- 14	Q1	Q2	Q3	Q4	2014-15
Relatives/ friends asked to leave	367	28	72	98	89	287
Parents asked to leave	278	20	57	61	58	196
Loss of private rented	364	71	82	70	69	292
Outcomes						
Advice – to remain in accommodation	525	177	184	105	153	619
Rehoused to supported housing	571	111	142	123	92	468
Rehoused to YHN	243	63	85	83	58	289
Rehoused to private rented	120	2	27	14	21	64

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 4 Shelter saw 47 individuals, the majority of whom, mirroring HAC's experience, were single males (25). Where they differed was that the proportion of people in private rented was relatively low and they had more presentations from social housing. They attributed this to the greater opportunity to challenge an attempt to evict an individual from social housing and therefore more of an incentive to seek expert advice and assistance in that matter.

At HAC the team attributed the increase in the numbers of people being supported to remain in their accommodation to cases being brought to their attention earlier giving them more opportunity to intervene positively and to having the Active Inclusion Debt Advisors based at HAC and as result having good access to debt advice.

2c. Table 6 - homelessness prevention activity

Homelessness Prevention Activity	2013- 14	Q1	Q2	Q3	Q4	2014-15
Total preventions	4,529	1,098	992	1,118	984	4,192
Homelessness prevented	4,152	1,053	860	1,079	952	3,831
Homelessness relieved	377	45	62	39	32	291
Prevention Activities (top 3)						
HAC	1,442	397	427	416	355	1,595
YHN Advice & Support	1,567	397	338	419	350	1,504
Commissioned services via Gateway	428	137	134	129	103	503
Use of DHP						
DHP awards	286	33	46	65	100	244
Social Housing Evictions						
YHN evictions	97	14	13	14	21	62

The level of evictions from YHN has continued to fall and indeed the 62 recorded for 2014-15 is the lowest number recorded since the introduction of the Sustaining Tenancies Guidance (previously the Prevention from Eviction Protocol). Every eviction from YHN is reviewed by the Head of Income to ensure that there was no other option and that the tenant was offered advice and support. The reduction in evictions is attributed to this approach and the targeting of advice and support to those at risk of eviction.

2d. Prison and hospital discharges

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

	Q3 2014 – 15	Q4 2014-15
Total number of referrals	12	14
General (RVI and Freeman)	9	8
Mental health	3	6
Outcomes		
Accommodation secured	8	7
Returned to friends and family	0	1
Returned to own tenancy	3	1
Admit to CTV	1	2
Homeless	0	0
Out of area case – referred back	0	3

We continue to work with our partners in health at the Freeman and Royal Victoria Infirmary and on the mental health wards to ensure that nobody is discharged from hospital to homelessness and our agreed processes on those patients with insecure accommodation or no accommodation is followed to ensure that no one is discharged homeless from hospital and nobody this quarter presented from hospital as homeless. Quarter 4 showed a small increase in the number of people who were referred to HAC when their connection was to another local authority. With a number of regional centres of health excellence based in Newcastle it is perhaps inevitable that this will occur on occasions.

2f. Table 8 - prison release referrals

	Q3 2014 – 15	Q4 2014-15
Number of referrals to HAC	22	22
Outcomes		
Accommodated in supported housing	12	16
Out of area case -referred back	4	2
Refused accommodation offered, no further contact.	5	3
Recalled to prison	1	1

We work closely with the Shelter team in local prisons to ensure that those being released back to Newcastle who identified that they had no accommodation were referred to HAC as soon as possible and where possible accommodation was found and held for them. We encourage the use of the prison discharge grant to be applied for by staff in the prison to pay the cost of a bed being held in advance of a release date. It's worth noting that from the summer of 2015-16 onwards there will be a change to the organisations providing housing advice in the prisons in the region and we will be looking to work with these new providers to ensure that we can offer a similar response going forward.

2g. Ongoing delivery

- Extending the Universal Credit Triage Trial – the trial has been extended to ISOS, Single Homeless Fund providers and all supported housing providers. At the centre of this is a common triage process which is being used to assess and support residents to overcome their obstacles to preparing for Universal Credit. A budgeting support programme for staff, including resources for residents, has been developed to complement the trial.
- Walker Discretionary Housing Payments (DHP) project - We are working in partnership with colleagues in Revenues and Benefits and YHN to deliver this project which is providing financial capability support for people who have received two or more DHPs.

- Active Inclusion offer - We are continuing to deliver this offer which provides secondary support to “non-specialist” partners to help them to obtain the best outcome for their client and to prevent avoidable crisis. For more information on the offer click [here](#).

2h. What we are doing next

- Improving differentiation between case work, case management and intensive support to improve the outcomes for people with repeat presentations.
- Reviewing our knowledge on the triggers for people losing private rented accommodation.

3. People living with housing support

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

Housing Related Support (accommodation based)	2013- 14	Q1	Q2	Q3	Q4	2014-15
Total admits	1,565	396	416	360	263	1,435
Total number of individuals		315	354	312	234	946
Reason for admission						
Not recorded / not known	309	78	83	38	22	221
Lost existing accommodation	226	57	58	58	7	180
Relationship breakdown	411	80	130	150	83	443
Moved from other hostel			65	43	83	132
Social needs						
Offending	444	78	105	88	87	358
Drugs	223	43	57	47	38	185
Mental health	198	45	64	52	43	204
Alcohol	137	19	49	35	33	136

There has been a drop in the number of admits to supported accommodation services overall between 2013-14 and 2014-15. We have started to include the numbers of individuals admitted as a number of people have been admitted more than once in a quarter. For example 103 people had more than 3 admits in the last quarter of 2014-15. Where we have recorded people leaving existing accommodation this means people leaving accommodation outside of the supported housing sector, this low number (7) chimes with the number of multiple admits in to supported housing as demonstrating that the vast majority of movement in to supported accommodation comes from people already living within that provision.

On a positive note the numbers of people admitted to accommodation where the reason for that is not recorded or recorded as not known continues to fall significantly over the last 2 quarters of this year. The numbers are now low enough for us to work with those providers where the information is not being recorded to better understand why they don't know why their service is being used.

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

Move on assessments	Q4 13-14	Q1	Q2	Q3	Q4
Number of ‘red’ (likely to require long term ongoing support)	96	86	94	80	95
Number of ‘amber’ (further intervention or support required)	315	255	235	249	230
Number of ‘green’ (ready to move to independent living)	109	118	101	99	80

Table 11 shows us the numbers of people being evicted from supported housing has fallen by 24% from 2013-14 to 2014-15. Whilst this is to be welcomed the numbers of instances where providers are recording a notice to quit via the Gateway, as agreed, still remains very low and we will be working with providers over the coming months to ensure that this is done for every individual who is threatened with eviction from supported housing.

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

Move-on destinations	2013- 14	Q1	Q2	Q3	Q4	2014-15
No forwarding address	486	110	86	68	72	336
Another hostel	418	152	91	100	75	418
Independent tenancy	270	75	75	69	42	261
• YHN	99	31	35	28	15	109
• Private rented	81	29	15	13	17	74
• Housing association	20	10	15	3	4	31
Evictions						
Evicted	391	95	78	66	56	296
Evictions not notified to HAC	11	23	26	11	10	70
NTQ recorded on Gateway				5	2	7

As we have seen the loss of private rented accommodation is the main reason that people present to HAC for advice so we were concerned at the numbers of people leaving supported accommodation and moving in to private rented. Changing Lives reviewed the 24 people who left their Newcastle projects in the first 3 quarters of 2014-15 and moved to private rented. Their reasons as to why this option was chosen were:

- Firstly, there were 12 people who wanted to move on as soon as possible. In the majority of instances, residents also had issues relating to eligibility e.g. previous rent arrears. In these instances clients viewed the time that would be taken to become eligible once again for social housing as a significant factor in choosing private rented as a perceived quicker route to independence.
- Secondly a number of individuals moved from their hostels into their Housing First tenancies which are predominantly sourced from private landlords. These were individuals who have high levels of support needs and demonstrated a previous lack of engagement with support agencies.

We will continue to work with Changing Lives and other supported accommodation providers to help them support clients to address the causes for being made ineligible for social housing.

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

Housing Related Support (floating support)	2013- 14	Q1	Q2	Q3	Q4	2014-15
Total admits	577	174	123	123	142	562
Total number of individuals		173	123	123	139	542
Reason for admit						
Not recorded / not known	403	112	86	82	60	340
Move from other support setting	96	39	13	20	31	103
Relationship breakdown	36	10	14	11	13	48
Discharge from institution	29	6	4	7	26	43
Social needs						
Offending	28	4	7	12	16	39
Drugs	18	10	1	8	5	24
Mental health	48	11	9	22	20	62
Alcohol	11	6	4	6	3	19

We are now including the figures for those people receiving floating support services in the city. Our monitoring arrangements for these services are being developed but we felt that in order to demonstrate the full range of support that is commissioned by the city that they should be included. From the table above we can see that there is still work to be done with providers to ensure that the reasons why people require floating support is better recorded in future quarters. As with supported housing provision this is an expensive resource and it is important that we get a full picture of the people who are accessing it and why. It is worth noting that whilst the figure above for 'discharge from institution' seems high, we commission a number of services via YHN to provide floating support for people leaving hospital, rehabilitation and who are leaving asylum support accommodation and all of these cases would be recorded as leaving an institution for the purposes of this reporting.

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

Discharges and outcomes	2013-14	Q1	Q2	Q3	Q4	2014-15
Total discharges	613	212	164	145	156	677
Outcome						
Maintain independent tenancy	371	128	107	99	102	436
Move to other supported	67	23	24	24	17	88
Family / friends	57	27	9	16	19	71
Custody	7	0	1	0	1	2
No information given	99	26	21	3	13	63
Other	12	8	2	3	4	17

When floating support for a client ends in the majority of cases it is because the individual can continue to maintain their independent tenancy without a more intensive level of support. We will be working with providers to improve the instances where no information is given as this is an area that need improvement. The level of instances where no information is given is something that we will be working on with providers. We will also monitor the numbers of people who were receiving floating support and have moved back to supported accommodation and the reasons why this has happened to a rising number of individuals this year as compared to previous.

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 are reviewing the Supported Housing Move on Protocol. In last two quarters we have worked closely with contract managers to review the Prevention of Eviction (supported housing) Protocol we will adopt a similar approach to the Supported Housing Move On Protocol of working to improve the outcomes and moves to independence for those living in supported housing. This work will start at the next quarterly meeting with Commissioning on the 1st July.

4. Multiple exclusion and rough sleeping

4a. Table 14 – numbers of rough sleepers

	2013-14	Q1	Q2	Q3	Q4	2014-15
Average per night	5	4	6	7	5	6
Individuals	182	61	76	60	77	274
• Stock	79	20	23	26	36	105
• Flow	72	28	41	33	39	141
• Return	31	13	12	1	2	28
NSNO eligible / compliant	24/24	13 /13	10/10	6/6	7/7	36/36

There has been a rise this year in the average number of people sleeping rough found each night, and in quarter 4 there was a rise in the number of individuals found. Shelter reported when that they saw 18 people in the quarter who said that they were currently sleeping rough in the city. Shelter further advised that their impression was that a number of those who presented were persons from abroad and a number had no access to public funds.

4b. Table 15- reasons for rough sleeping and outcomes

Reasons for rough sleeping	2013-14	Q1	Q2	Q3	Q4	2014-15
Relationship breakdown	14	1	7	5	9	22
Unknown	58	20	20	23	15	78
Evicted / abandoned accommodation	81	21	22	23	42	108
Custody release	2	5	2	3	6	16
Outcomes						
Hostel accommodation secured	67	9	15	11	14	49
No further contact /disappeared	52	26	23	17	25	91
Returned to existing accommodation	18	8	8	10	16	42
Housing First accommodation						

As with previous quarters the main reason for rough sleeping is eviction from supported housing. We would also note that whilst custody release is recorded here their release from prison was often historical and that there has been intervening periods in accommodation rather than large numbers of people being released direct from custody to the streets. This was discussed at the User and Carer Forum and their view was that people leaving custody may a) not want to disclose where they were intending to go on release, which made it difficult for any housing advisor to help them plan their discharge but b) often arrangements that people felt were in place for their discharge often fell through a couple of weeks or so after release.

4c. Table 16 - Housing First

	Q3 2014 – 15	Q4 2014-15
Number of admits to Housing First	6	7
• Number of admits via Gateway	2	1
• Number of admits not via Gateway	4	6
Reason for admission		
Not known / not recorded	2	5
Moving from a hostel	2	2
Crisis / rough sleeping	n/k	n/k

This is the first quarter that we have recorded Housing First within the multiple exclusion information. The detail in table 16 relates to the information currently held on the Gateway about the service and for 2015-16 we will be looking to improve the information presented.

4d. Ongoing delivery

- High Risk Complex Needs Task and Finish Group – the Council's Director of Wellbeing Care and Learning chairs this group which aims to improve the local understanding of the challenges specialist and non-specialist services experience in managing the requirements of those adults presenting with high risk and complex needs; and will help us to agree a set of common principles required to be able to better support people with multiple needs across all public services.
- Housing First – we are working with Changing Lives to improve the information we have available on this service.
- Civil Injunctions – the council has obtained injunctions against 3 persistent beggars and as a result they have been banned from asking for money anywhere in the city centre. We are continuing to work with them to offer solutions to any accommodation issues they may have and to support them to access drug and alcohol services where appropriate.

4e. What we are doing next

- We are developing reporting to highlight the distinction between those people who are street homeless because there is no accommodation available and those who are excluded from accommodation. Our aim is to better understand why people sleep rough when accommodation is available.
- The learning from the High Risk Complex Needs Task and Finish Group will inform our strategic approach to reducing multiple exclusion.
- We have worked with Northumbria University on a successful bid to the Economic and Social Research Council for a geography project that will engage the public in considering their perceptions of homelessness and of the council and its partners' responses.
- 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.

5. Young people at risk of homelessness

We have identified that a weakness of previous briefing notes was the failure to include specific reference to young people aged 16-24 who are at risk of homelessness.

The YHN Young People's Service (YPS) supports young people aged 16-24 who have been or are at risk of homelessness and we have asked them to contribute information on their work for this briefing note, we present their information below whilst also acknowledging that they aren't the only service in the city offering support to young people facing homelessness. For 2015-16 we will revise our reporting in each of the categories to reflect what is happening with regards to young people in the sector.

5a 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. YPS understand that by the time a young person presents in crisis as homeless or in housing need it is an indication that the relationship between the young person and their parents has reached crisis and support is needed to repair this.

5b. Table 17 - 16-17 year olds presenting in housing need

Young People presenting in housing need	2013-14	Q1	Q2	Q3	Q4	2014-15
Total number of 16 -17yr olds referred	317	84	73	75	80	312
Applications via Tyne and Wear Homes	153	31	31	35	33	130
Presenting at the Housing Advice Centre	104	29	15	30	34	108
Other referral sources (including self-referrals)	60	24	27	10	13	74

Table 17 shows us the total number of young people aged 16-17 who have been seen by YHN YPS and the route by which they presented.

5c. Table 18 – top outcomes for 16-17 year olds presenting in housing need

Outcomes	2013-14	Q1	Q2	Q3	Q4	2014-15
No further action / service refused	118	23	18	15	20	76
Referred to YPS floating support	71	22	15	14	15	66
Referred to supported accommodation	57	15	13	13	9	50
Remained in existing accommodation	52	16	16	12	12	56
	2013-14	Q1	Q2	Q3	Q4	2014-15
Statutory homeless acceptances	0	0	0	0	0	0

Table 18 shows us the main outcomes for the 16-17yr olds supported by YPS. The figure for ‘no further action / service refused’ whilst down in 2014-15 compared to the previous year is still the highest outcome. This figure would cover all those young people who make an initial application and then decide not to proceed (in some cases this may be for a positive reason) as well as those young people who fail to engage with the service and this may well be indicative of the sometimes chaotic nature of young people. It is important to note that for the last two years we have not had to assist any 16-17 year olds via the statutory homeless route, a housing solution has been found to avoid the need for such an intervention and this is a positive outcome of the work done by YPS at HAC.

5d Floating support provided by YHN YPS

The YPS also provide floating support for people aged 16-24.

5e. Table 19: referrals to floating support (F/S) by age

	2013-14	Q1	Q2	Q3	Q4	2014-15
No of 16 -17yr olds referred to F/S	71	22	15	14	15	66
No of 18-21 yr olds referred to F/S	162	39	38	21	33	131
No of 22-25 yr olds referred to F/S	51	12	10	5	4	31
All floating support new referrals	284	73	63	40	51	228

YPS have seen a decline in the number of young people referred for floating support. The YPS attribute this to the better provision of support to prepare people for independence.

5f. Table 20: floating support outcomes

	2013-14	Q1	Q2	Q3	Q4	2014-15
Tenancy maintained	176	30	60	70	46	206
Tenancy not started	0	0	0	0	21	21
Disappeared	3	0	0	0	0	0
Evicted	0	0	0	0	0	0

YPS know that for the young people supported by their service there was a high success rate in terms of tenancy sustainment and this has been fairly consistent over many years. Part of the reason for the success is the time spent in the preparation stage of the support as this enables the worker and the young person to establish a relationship. YPS also systematically prepare the young person for the emotional and practical responsibilities 'of managing a tenancy. This includes understanding the rights and responsibility of managing a home, budgeting and furnishing a home as well as support with parenting, emotional wellbeing, and health and employability issues.

In discussion about the concerns facing young people in the city around their housing one of the biggest causes for concern was around proposed benefit changes that would impact on those aged 18-21 and that it was causing young people real worry as to what this would mean for their ability to be able to maintain their tenancy. We await more detailed information on these proposed changes and what exemptions, if any, will apply.

5g Ongoing delivery

- Support planning with Children's Social Care – YPS are working with the council to review support planning for young people in care aged over 14. This work has begun with children living in the council's residential units with the aim that all young people who are approaching the time they will be leaving care are trained in life skills in order to equip them for independent living.

5h What we are doing next

- The council is 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.

6. Issues to consider

A draft of this briefing note with an accompanying presentation was delivered at the Newcastle Homelessness Prevention Forum (HPF) on 10 June 2015. We asked those attending to consider a 4 specific questions and their feedback is summarised below.

How do we improve sustainable move on for people in supported housing?

- There was a request from some in attendance that we need to acknowledge that no matter how ready an individual is for independence the move from supported accommodation to living in one's own tenancy can be culture shock, not just financially but also on a social level and that we need to ensure that there is adequate support to help people adjust. "What happens when they shut their door?" was raised by one participant who felt that the social isolation felt by many on leaving a communal living facility could have an adverse effect on their ability to maintain a tenancy.
- Related to the above was that many at the Forum felt that there needed to be better integration with floating support services so people knew who to contact if or when things went wrong. It was agreed that we would extend the Active inclusion Newcastle exception reporting model to allow support providers to raise specific concerns to enable us to better help the person that they know is in need but don't know how to help.
- In relation to the Supported Housing Move on Protocol a number of people highlighted that whilst it is clear about the process to follow in order to support someone to move out of supported accommodation the protocol should itself should be extended to make reference to all the support that is available to help that person maintain their independence. This relates to the previous information about improving the supported

- housing providers support planning process to promote sustainable move on and the improvement of information about floating support.
- There was praise for the work done by the YHN Pathways Advice and Support Workers in providing support to accommodation providers around applying to Tyne and Wear Homes and the eligibility process. This approach has helped to speed up the application process and it would be important that this work was acknowledged when the move on process was reviewed.
- Some felt that that it was important to recognise that whilst the majority of people might want a YHN tenancy there would always be those for whom private rented was the desired move on choice and that this should be reflected in any move on process with a clear demand that services need to help people make the right choice to find a sustainable option.

We will bear these comments in mind during the review of the Supported Housing Move on Protocol and we will feedback to the HPF on the progress of this work.

How do we improve the outcomes for people facing severe and multiple disadvantage?

- A number of people expressed the view that we shouldn't expect chaotic people to respond to situations in the same way a non chaotic person would do, for example to be able to keep to appointments in the same way. We need a different response from all services and for them to adapt their ways of working to better respond to this client group.
- Concern was expressed about the rise in the number of EU nationals who were ineligible for public assistance.
- Many highlighted a need to focus on improving relationships with health services but also look at whether there are alternatives to the traditional counselling / talking therapies as a chaotic client group could find this type of engagement difficult.
- Many felt one of the real challenges we faced was to get behind the figures and use this information to challenge the perceptions that the public might hold about begging and homelessness in the city.
- We need to do more to understand the reasons for rough sleeping and why people choose to do this rather than take up the offer of accommodation.

How do we reduce homelessness for people living in the private rented sector?

- Could we do more to promote the recent Deregulation Bill and to *reduce 'revenge evictions'*? The Bill proposes a new tool that we could promote to landlords and make sure that tenants know about the improved protection available.
- We should do more to encourage landlords not currently engaged with services to join in and find ways to better engage with those landlords who we don't currently work with.
- In many cases people only present to services when in crisis – could we be smarter about using data we hold? For example is any data held by housing benefit about where people in private rented accommodation are applying for DHP?

Spectrum of advice for housing and homelessness training – what areas would you particularly like to know more about?

- There was support for this training and a recognition that it would be a useful contribution especially for those staff where their main area work was not housing.
- In the main people asked that the training be Newcastle specific, because whilst it would be good to get a background on the national legislation etc it would be of more use to people have information and contacts on what practical steps they could take to support their clients and residents.

We also presented a draft of the reviewed Supported Accommodation Drug Management Protocol and opened consultation on that document. We have included below comments that were raised at the forum, there was:

- A consensus that the existing protocol was already well embedded but that this was a good reminder of the principles and the shorter document was welcomed as was proposal of to produce a simple flow chart for staff.
- A need to ensure engagement of police to ensure that they have effective communication routes with supported housing providers
- Support for the inclusion of legal highs, which was seen as extremely positive.
- Concern that Police responses to queries / bag and tag requests was not always happening and an acceptance that this wasn't necessarily a Police priority
- Request for a return to a single point of Police contact
- Work needs to be done on both sides to improve working relationship between providers and the police and help to understand each other's roles and responsibilities
- The need for better links with treatment providers and many wanted an opportunity to meet with new providers and welcomed the October 2015 consultation event.
- Support for the training that was referred to particularly for new staff in sector
- The view strongly expressed on a number of tables that we need to ensure that service users also understand the process and what is required from them, and the possibility of sessions for service users on the protocol being led by peer support projects.
- A need to ensure that staff and service users understand how to safely dispose of drugs and paraphernalia

Consultation on this document will remain open until 31st July 2015 and any comments can be sent to activeinclusion@newcastle.gov.uk

7. 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](#).

Future Dates

Our next Homelessness Prevention Forum will be held on Wednesday 9th September

Sarah Blakey July 2015

Contact Officer: Sarah Blakey – sarah.blakey@newcastle.gov.uk 0191 2111733