

Active Inclusion Newcastle

Newcastle Homelessness Prevention Briefing Q4 2015-16

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

- **data and narrative that tell us about what works and the causes of homelessness**
- **the perceptions of clients, partners and workers**
- **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 to maximise the value of our resources to prevent homelessness. To aid analysis we have created 5 groupings of homelessness:


- **people owed the full homelessness duty**
- **people at risk of homelessness**
- **people living with housing support**
- **young people at risk of homelessness**
- **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, 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 for this quarter (Q4 2015-16)

- 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 48 in 2015-16, a fall of 76%
 - 8% increase in statutory temporary accommodation placements from 338 in 2014-15, 365 in 2015-16
 - Homelessness preventions in 2015-16 have fallen 9% from 2014-15
 - 15% fall in evictions from supported housing in 2015-16 from 2014-15
 - Homelessness prevention duty not extended as expected in Queens Speech
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1. People who are owed the full homelessness duty

1a. Table 1 – household types and social needs

Total households	2014- 15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16	2015-16
Households owed the full duty	161	50	45	40	43	178
Household type (top 3)						
Lone parent with dependent child	96	23	22	19	20	84
Couple with dependent children	35	16	12	14	15	57
Single person household 18+	24	6	2	6	3	17
Social needs						
Mental health	41	17	7	10	13	35
Physical health	40	5	12	7	10	41
Persons from abroad	27	16	7	5	10	43

Table 1 shows that statutory acceptances for 2015-16 have remained consistent with the previous year and continue to predominantly represent crisis presentations. It also shows that there has been a rise in the numbers of people reported as being persons from abroad; we are refining our future reporting to ensure that this information can be broken down to distinguish between migrants and former asylum seekers.

1b. Table 2 – causes of homelessness and outcomes

Causes of homelessness	2014- 15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16	2015-16
Loss of private rented	48	12	14	14	12	52
Parents asked to leave	17	10	7	2	8	27
Violent relationship breakdown	17	10	4	7	2	23
Required to leave Home Office (asylum support) accommodation	11	6	3	3	6	18
Relatives / friends asked to leave	18	3	6	2	3	14
Outcomes						
Re-housed by YHN	112	27	39	28	31	125
Re-housed by housing association	7	5	0	3	2	10
Re-housed in private rented	6	2	2	0	0	4
Refused offer	3	2	0	1	3	6

Table 2 shows that loss of private rented accommodation continues to be the main reason for homelessness for those that we accept a statutory duty for. This continues to mirror the national position and reflects the low level of statutory protection in this tenure.

Table 2 also shows that there has been a rise in the number of cases accepted after households were required to leave Home Office (asylum support) accommodation and where parents asked their child to leave. We have begun work with the Family Insights team to establish whether any of the households we accept a duty for have had any prior involvement with social care services. This will help us identify areas where prevention opportunities can be targeted.

1c. Table 3 – use of temporary accommodation

Statutory use of temporary accommodation	2014-15	Q1 15-16	Q2 14-15	Q3 15-16	Q4 15-16	2015-16
Cherry Tree View (CTV)	181	55	47	38	42	182
Other accommodation	138	44	56	40	30	170
Domestic violence refuges	19	6	2	4	1	13
Total	339	105	105	82	73	365
Other Cherry Tree View placements	84	14	30	25	30	99
Cherry Tree View Preventative outreach clients		28	37	25	60	150
• CTV move on cases					28	28
• Homelessness prevention					20	20
• Sustaining tenancies referrals					12	12

Table 3 shows that the use of Cherry Tree View (CTV) has matched the previous year. The use of other supported accommodation to meet our duty for the provision of temporary accommodation has risen from 2014-15. This demonstrates the importance of this sector in meeting statutory duty and the challenges of any future cuts to the sector. Table 3 now also includes a breakdown of the type of referral to the CTV preventative outreach service and we will continue to include this information in future reporting in order demonstrate the reach of this service. An example of the work done after receipt of a Sustaining Tenancies Guidance referral is given below.

Case Study – CTV Preventative Outreach

CTV preventative outreach service following a Sustaining Tenancies Guidance referral from YHN. Client was single parent of 2 children under 16 and had held a YHN tenancy for 15 years. Client had mental health issues and had disengaged from services

Staff at CTV

- Negotiated with YHN to hold further action against the tenant until contact made by worker from CTV
- Carried out a home visit and undertook a benefit check for the family
- Supported client to reinstate claim for benefit, applied for backdated benefits and ensured Housing Benefit was paid
- Undertook budgeting work with client to agree payment to YHN that was affordable and sustainable

YHN agreed to accept revised payments from client and eviction was prevented. Client is receiving ongoing support to ensure that plan is maintained and to ensure benefits continue to be paid.

1d. Ongoing delivery

- Quarterly review of all accepted homeless cases, exception reporting and referrals to CTV preventative outreach service

1e. What we are doing next

- Analysing households accepted for full duty who are also known to Adults' and Children's Social Care
- Improving our understanding of households accepted from private rented to better show where no intervention could be made due to legal process of terminating a tenancy

2. People at risk of homelessness

Table 4 shows client contacts at the Housing Advice Centre (HAC). There has been a fall in emergency out of hours calls and rise in Firstpoint advice clients from quarter 3. The 2015-16 figure shows that, as with previous years the majority of clients are single males with a rise in the numbers of households with dependent children.

2a. Table 4 – people at risk of homelessness contacting HAC

People at risk of homelessness	2014-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16	2015-16
Emergency out of hours calls		155	185	174	149	663
Firstpoint advice		203	218	158	239	818
HAC casework	2,221	535	592	571	533	2,231
Household type – casework clients (top 3)	2014-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16	2015-16
Single male 18+	1,191	265	325	322	250	1,162
Household with dependent children	471	132	118	122	121	493
Single female 18+	402	90	101	88	75	354

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

Reasons for presenting (top 3)	2014-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16	2015-16
Loss or fear of loss of private rented	292	92	110	93	85	380
Relatives/ friends asked to leave	287	58	72	72	60	262
Parents asked to leave	196	53	50	34	53	190
Outcomes						
Advice –remain in accommodation	623	118	147	167	172	604
Rehoused to supported housing	468	100	110	100	90	400
Rehoused to independent tenancy	353	60	90	71	86	307

Table 5 shows a 30% increase in the numbers of people presenting where the loss of private rented or fear of loss of private was cited as the reason for presenting. This reflects the national picture and highlights the difficulty we have in addressing this as an issue when it relates to the low level of statutory protection for private tenants.

2c. Table 6 – homelessness prevention

Homelessness prevention	2014- 15	Q1	Q2	Q3	Q4	2015-16
		15-16	15-16	15-16	15-16	
Total preventions	4,192	881	1,031	891	972	3,775
Homelessness prevented	3,901	851	1,005	872	919	3,647
Homelessness relieved	291	30	26	19	53	128
Prevention activities (top 3)						
YHN Advice and Support	1,504	321	440	432	388	1,581
HAC	1,595	333	325	284	277	1,219
Commissioned services via Gateway	503	136	159	83	194	572
Use of DHP						
DHP awards	244	19	41	62	71	193
Social housing evictions						
YHN evictions	62	12	10	8	18	48

Table 6 shows that evictions from YHN continue to remain low, with 48 this year being the lowest number we have recorded since the introduction of the Sustaining Tenancies Guidance. This guidance is currently being reviewed and will incorporate the learning from the work on aligning Discretionary Housing Payments (DHP) and support planning.

Table 6 shows that total homelessness preventions fell by 9% in 2015-16, with the main fall being amongst the preventions from HAC. The Active Inclusion Newcastle (AIN) approach has been to prevent homelessness wherever possible and AIN facilitates all partners, by supporting them to be part of identifying and preventing the risks their clients face by a life course approach to creating the foundations for stability. This means not just expecting specialist homelessness agencies to do more to prevent homelessness, but proactively supporting non-specialist agencies to do more. One measure of how successful we are being could be a reduction in those preventions carried out by HAC as an intervention had already been successful before the need for a presentation. The development of the AIN matrix to map the engagement of services with the Active Inclusion offer will help us to better understand the impact of this work.

Case Study – Homelessness Prevention

A single man with mental health and alcohol issues presented to HAC after walking out on his private rented tenancy. Client had relapsed and abandoned (alcohol) treatment, his Employment Support Allowance had stopped and he had been unable to complete his claim for Universal Credit (UC).

Staff at HAC

- Liaised with landlord who was happy for client to return now he was getting support
- Encouraged client to engage with landlord and return to his tenancy
- Referred to Welfare Rights Service for assistance in restarting benefit claim and for an assessment for Personal Independence Payment
- Supported to contact Moneywise and set up account for payment of UC (Moneywise to pay rent and plus an amount negotiated with landlord towards arrears)

Client acted on advice and returned to his tenancy

2d Prison and hospital discharges

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

Hospital discharge referrals	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16	2015- 16
Total number of referrals	20	20	24	15	79
General (RVI and Freeman)	12	13	16	6	47
Mental health	8	7	9	9	33
Outcomes					
Accommodation secured	11	7	10	6	34
Returned to friends and family	0	2	2	-	4
Returned to own tenancy	2	4	4	-	10
Admit to CTV	2	1	1	3	7
Homeless	0	0	0	0	0
Out of area case – referred back	5	3	7	6	21
Residential care	0	1	-	-	1

We continue to liaise with the discharge liaison staff for the RVI and Freeman and the mental health inpatient wards weekly to identify and agree those clients where housing is an issue for patients. Table 7 (above) shows that there was a slight fall this quarter in the numbers reported.

Table 8 (below) shows a fall in the numbers of presentations to HAC from custody. This figure comes with the caveat that there will be others who can present weeks after their release from prison who may have left prison to unsecure accommodation. This quarter Shelter reported anecdotally that they are seeing a rise in people stating they have been released from custody. In response to this we will replicate the weekly reporting used with the hospitals with Shelter to ensure that we are capturing all those cases.

2f. Table 8 – prison release referrals

Prison release referrals	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16	2015- 16
Number of referrals to HAC	12	19	19	15	65
Outcomes					
Accommodation secured	5	14	13	11	43
Out of area case -referred back	1	1	1	-	3
Refused accommodation offer	5	3	0	2	10
Recalled to prison	1	0	5	-	6
Returned to previous accommodation	0	1	0	2	3
Homeless	0	0	0	0	0

2g. Ongoing delivery

- Consolidating the analyse of data and exception reporting to inform the Active Inclusion Newcastle matrix of support to non-specialist agencies to identify gaps and target offer to relevant teams

2h. What we are doing next

- Reviewing housing and homelessness spectrum of advice face to face training to non-specialist partners to help them to prevent homeless
- We are applying the principles of the DHP pilot to align advice and support services with the DHP award process in Newcastle

3. People living with housing support

Table 9 (below) shows a 2% fall in the number of admits to supported accommodation this year compared to 2014-15 but that the number of individuals that this relates to rose by 9% in the same period. 1,036 individuals were admitted in 2015-16. This is the total of individuals admitted for the whole year and will differ from the number gained if you add up all the individuals per quarter. This is mainly as the same individual may come in twice but in different quarters. The use of the emergency beds in Crisis accommodation has remained static over the last two quarters and demonstrates the value of this provision.

Table 9 shows a 63% fall this year in the numbers of people admitted to supported accommodation where the reason for admission was either not known or not recorded. This is positive as we should always be aware of the reasons that such an important resource is required and also helps us to better target prevention opportunities.

3a. Table 9 – number of supported accommodation admits, reason for admission and social needs

Supported accommodation admissions	2014-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16	2015-16
Total admits	1,435	364	359	361	312	1,396
Emergency bed admits	-	38	58	45	45	186
Total number of individuals	946	304	281	281	276	1,036
Reason for admission						
Not recorded / not known	221	20	41	16	9	86
Relationship breakdown	443	125	102	86	94	407
Moved from other hostel	132	117	105	84	92	398
Loss of general needs accom	180	17	18	7	12	54
Social needs (confirmed)						
Offending	358	93	102	99	97	391
Drugs	185	53	42	55	48	198
Mental health	204	62	65	57	58	242
Alcohol	136	23	29	19	28	99

Table 9 shows that the majority of admits to supported accommodation are due to a relationship breakdown or a move from another supported accommodation placement. Our recording of the reasons for admissions has changed in 2016-16 and as such we are unable to make a true comparison with the figures in 2014-15. For example in 2014-15 we used the generic loss of accommodation to cover loss of general needs, and all moves from supported accommodation (including those moves that were unplanned) so for 2015-16 the number of moves from another hostel is noticeably higher than for 2014-15 which reflects the truer movement in the sector. The high level of reason not recorded moves in 2014-15 will also include a number of moves between projects.

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

Move on assessments	Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16
Number of 'red' (likely to require long term support)	95	99	91	107	92
Number of 'amber' (further support required)	230	229	239	223	251
Number of 'green' (ready to move to independent living)	80	79	104	99	109

Table 10 shows us a snapshot of the RAG rating of clients currently living in supported housing. As part of the review and subsequent relaunch of the Supported Housing Move On Protocol providers are reviewing those clients assessed as red and in services in excess of 5 years to establish whether there are move on options for those clients. The revised procedures for the move on meeting will start from July 2016 and the revised protocol will be completed and available at the September Homelessness Prevention Forum.

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

Move-on destinations	2014- 15	Q1 14-15	Q2 15-16	Q3 15-16	Q4 15-16	2015-16
No forwarding address	336	82	77	73	65	297
Other supported accommodation	418	99	108	75	83	365
Independent tenancy	261	77	61	58	65	261
• YHN	109	38	42	35	38	153
• Private rented	74	17	11	18	15	61
• Housing association	31	14	8	5	12	36
Evictions						
Evicted	296	65	65	62	59	251
Evictions for rent arrears	-	12	20	14	14	60
Evictions for violence	-	12	15	19	11	57
Evictions with prior NTQ	-	7	18	4	6	35
Total NTQ issued in quarter	-	32	51	28	52	163

Table 11 shows no change in 2015-16 in people moving to independence although within that there was a 40% increase in the numbers of people who moved to a YHN tenancy. When we consider that the biggest reason for people presenting for assistance is loss or fear of loss of private rented it is positive that more of our potentially vulnerable clients are moving to YHN with the additional support that can offer. At the June Newcastle Homelessness Prevention Forum a representative of the providers will present the completed revision of the Move On protocol and the work providers are doing to support move on.

Table 11 shows a 15% fall in evictions from 2014-15 to 2015-16 and there has been a rise in the number of notices to quit served in quarter 3. However only 6 of those actually evicted were recorded as having had notice served. We continue to work with providers to ensure that this is done for every client at risk of eviction from supported housing and that this minimum degree of protection is being given.

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

Floating support admissions	2014- 15	Q1 14-15	Q2 15-16	Q3 15-16	Q4 15-16	2015-16
Total admits	562	138	192	154	135	619
Reason for admit						
Not recorded / not known	340	31	54	48	40	173
Move from other support setting	103	33	29	34	32	128
Discharge from institution	43	43	42	35	31	151
Relationship breakdown	48	13	13	7	11	44
Social needs						
Offending	39	7	11	11	7	36
Drugs	24	9	4	5	8	26
Mental health	62	17	22	16	22	77
Alcohol	19	3	5	6	5	19

Table 12 shows a rise in the total admits to floating support in 2015-16 from 2014-15. Discharge from institution in this context refers to any client leaving asylum support accommodation and local authority care and the high number seen in table 12 reflects the specific contracts and services designed to meet the support needs of these groups.

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

Discharges and outcomes – people leaving floating support	2014-15	Q1 14-15	Q2 15-16	Q2 15-16	Q3 15-16	2015-16
Total discharges	677	120	150	131	165	566
Outcome						
Maintain independent tenancy	436	69	85	67	69	290
Move to other supported	88	21	18	14	23	76
Family / friends	71	8	17	10	9	44
Custody	2	-	2	1	1	4
No information given	63	16	16	16	52	100
Other	17	6	12	13	9	40

Table 13 shows a 16% fall in people discharged from floating support services in 2015-16 compared to 2014-15. The largest outcome remains maintaining an independent tenancy but there was rise this year in no outcome given and this is of concern and highlights an area in which we need to strengthen our the recording and reporting of services delivering floating support.

3f. Ongoing delivery

- Working with providers to implement the revised Move on Protocol

3g. What we are doing next

- Analysis of supported housing residents to identify those long term stayers without a move on option
- Developing a stronger alignment with drug and alcohol treatment providers

4. Young people at risk of homelessness

4a Homeless Prevention (16-17yr olds)

Table 14 (below) shows young people aged 16-17 who have been seen by the Young People's Service (YPS) and the route by which they presented. All 16-17 year olds who make an application to Tyne and Wear Homes are referred to YHN YPS regardless of housing need. Table 14 also shows us that no 16 or 17 year old was accepted as homeless via the statutory homeless route.

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

Young People in housing need	2014-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16	2015-16
Total presentations	312	78	80	49	63	270
Presentation source						
Application to Tyne and Wear Homes	130	31	38	16	23	108
Presenting at the Housing Advice Centre	108	29	23	16	15	83
Other referral sources	74	18	16	17	25	76
Outcomes						
Remained in existing accommodation	51	17	11	11	20	59
Referred to supported accommodation	50	14	11	3	10	38
Non engagement – no further contact	76	11	22	15	2	50
Under 18 care leaver – floating support	-	14	8	6	13	41
Statutory homelessness	0	0	0	0	0	0

Table 15 (below) shows admits to services commissioned to provide supported accommodation for 16 -24 year olds. This is the first full year that we have presented information for this group separately; the majority of admits (55%) of admits in 2015-16 followed a relationship breakdown, with only 10% as a result of a crisis presentation

4c – Table 15 – admits to supported housing (16-24 year olds)

Admits to supported housing (16 – 24 year olds)	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16	2015-16
Total admits	72	59	67	73	271
Reasons for admit					
Relationship breakdown (parents / family)	45	35	33	38	151
Moving from other support setting	8	6	9	15	38
Crisis	9	5	9	6	29
Social needs					
Offending	17	12	14	23	66
Drugs	3	2	6	6	17
Mental health	8	2	3	3	16
Alcohol	1	7	3	5	16

Table 16 (below) shows that the most likely move from this accommodation is to family and friends (34%) or a move to another form of supported accommodation (33%).

4d. – Table 16 – outcomes from supported housing (16-24 year olds)

Outcomes from supported housing (16-24 year olds)	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16	2015-16
Total discharges	66	45	65	70	246
Move on destination					
No forwarding address	5	4	11	12	32
Family or friends	18	13	32	21	84
Other supported accommodation	24	18	21	19	82
Independent tenancy	15	7	12	12	46
• YHN	8	7	6	6	27
• Private rented	5	-	2	3	10
• housing association	2	-	4	3	9
Evictions					
Evicted	4	3	8	5	20
Evictions for rent arrears	1	0	1	1	3
Evictions for violence	-	0	1	2	3
Evictions with prior NTQ	0	0	2	2	4
Total NTQ issued	0	0	2	6	8

Table 17 (below) shows the YHN YPS floating support for 16-24 year olds as recorded on the Newcastle Gateway at the point the support ended. The highest outcome is that the client was able to end the period of support and remain in their accommodation.

4e. Table 17 – floating support provided by YHN YPS, discharges and outcomes

Discharges and outcomes – people leaving floating support	Q1 14-15	Q2 15-16	Q3 15-16	Q4 15-16	2015-16
Total discharges	54	47	36	55	192
Outcome					
Maintain independent tenancy	31	18	20	21	90
Move to other supported housing	9	5	4	6	24
Family / friends	7	8	6	7	28
Custody	-	1	-	1	2
No forwarding address given	4	12	3	6	25
Other	3	-	3	-	6

4f. Ongoing delivery

- YHN YPS working with Gateway to improve recording and reporting requirements
- Working with 16+ team to support clients to independence

4g. What we are doing next

Improving Life Chances – 16-24 transitions review of all services.

This project will look 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 based on:.

- An active focus on beginning the groundwork for a successful transition early, with a focus on a young person's resilience and emotional wellbeing, educational attainment, aspirations and life skills. For some young people, it may also involve therapeutic support to overcome trauma.

- Achieving the foundations for stability in adulthood: an income, financial inclusion, access to employment opportunities and somewhere to live.
- Early targeting of those at risk of not making a successful transition as well as intensive support for those in crisis.

The next step will be to test these initial ideas with partners and to further develop the model with their help.

5. Multiple exclusion and rough sleeping

5a. Table 18 – numbers of people sleeping rough and social needs

Rough sleepers	2014- 15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16	2015- 16
Average per night	6	6	4	8	6	6
Individuals	274	50	80	111	61	302
• Stock	105	20	44	62	32	158
• Flow	141	25	33	44	23	125
• Return	28	5	3	5	4	17
NSNO eligible / compliant	36/36	2/2	2/2	2/2	3/3	9/9
Social needs						
Drugs	112	27	40	60	26	153
Alcohol	92	21	19	24	13	77
Mental health	37	15	13	12	8	48
Offending	94	25	29	42	17	113

Table 18 shows a rise of 59 individuals who have been found rough sleeping in 2015-16 compared to 2014-15. Shelter also reported to us that they have seen a rise in people claiming to be sleeping rough in the last two quarters of this year.

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

Reasons for rough sleeping	2014-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16	2015- 16
Evicted / abandoned accommodation	108	22	24	18	15	79
Unknown	78	15	41	54	24	134
Relationship breakdown	22	4	10	14	11	39
Custody release	16	4	4	7	6	21
Outcomes						
Accommodation secured	49	11	24	20	12	67
No further contact /disappeared	91	24	31	33	27	115
Returned to existing accommodation	42	4	2	7	3	16

Table 19 shows that for the majority of people, 134, found sleeping rough the Outreach Team could not find out the reason why, a rise of 56 cases from 2014-15 to 2015-16. This is a complex client group and we need to improve our understanding what leads people to this crisis point. Table 19 also shows us a rise in the number of people where there was no further contact after that first presentation.

Table 20 – Housing First admits – reason for admission and social needs

Housing First admissions	Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16	2015-16
Number of Housing First clients	7	6	8	7	9	30
Reason for admission						
Not known / not recorded	5	4	3	2	-	9
Moving from a hostel	2	1	1	3	6	11
Crisis / rough sleeping	-	1	1	2	3	7
Relationship breakdown	-		3	2		5
Social needs						
	Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16	2015-16
Offending	1	1	2	6	6	15
Alcohol	2	1	2	-	3	6
Drugs	3	1	5	4	3	13
Mental health	3	1	2	1	2	6

Table 20 shows the admit information for Housing First. As clients start to work with this service before a tenancy is identified not all of these clients will currently be accommodated by Housing First.

5d. Ongoing delivery

- Housing First – Changing Lives working to improve access, outcomes and reporting
- Improving analysis of single homelessness people with complex needs

5e. What we are doing next

- Apply the learning from the High Risk Complex Needs Task and Finish Group
- Consideration of extension of Psychologically Informed Environments (PIE) approach to multiple exclusion work.

6. Issues to consider

This document formed the basis of discussions at the Newcastle Homelessness Prevention Forum on the 1 June where we asked people to focus on the questions below;

1. Do you agree with the data presented in this review and the future actions noted and to be included in the action plan? Is there anything we have missed that you would like to see included? Could your service provide evidence on the prevention of homelessness?

There was positive feedback on the briefing note with the following specific points being made:

- A concern was raised that the social needs figure for young people being admitted to supported housing was low and the experience of staff working in this environment was that the needs, specifically around drug and alcohol were actually much higher. The social needs information in this briefing is captured from information completed on the Gateway assessment form for admits to supported housing and is therefore dependent on the referral agent completing this information. Once a client is admitted to a service that assessment can be updated by the provider if they feel the needs have not been properly recorded.

- It was felt positive that the number of cases where the reason for admission was not known had fallen 63% from the figure in 2014-15, many present however felt that this should be even lower and that a reason should be given for each admit. We will continue to work with providers so that this figure continues to fall.
- One the rise in acceptances from those leaving NASS accommodation, it was suggested by one attendee that this correlated with a push from Home Office to increase the number of decisions made. With decisions being made quicker than in previous quarters it was sometimes not always possible for accommodation to be found in time. We will continue to monitor this in upcoming quarters to see if this is a trend that continues

There was agreement that all partners should provide evidence of how their services contribute to homelessness prevention in the city, particularly information around tenancy sustainment and felt that this linked well with the ongoing work to revise the Move on Protocol.

2. With regards to the proposed Government plans (announced in November 2015 Spending Review) to extend Local Housing Allowance (LHA) limits to supported housing and social landlords how are services responding and what support could the Council offer?

Neil Baird (Changing Lives) presented at the Forum and outlined some of the cost and social implications to the sector and the city should the extension of LHA limits be introduced to the sector. The following points were raised during the table discussions

- Many present at the forum expressed concern at this proposed change and a number of people put forward the concern that could lead to the closure of a number of vital services in the city.
- Concern was also raised that this could lead to some clients having to move back in to residential care as result of these changes making semi-independent placements in the community unsustainable and this would place demands on already stretched services.
- A number of services advised that until there was clarity on this issue (beyond the years grace) they would be unable to develop future services and had postponed some developments

This was not an issue could be responded to in isolation and it was agreed that the Council would continue to support partners in the sector to represent their case

3. Move on from supported housing: can your service help supported housing providers to move people to sustained independence?

Sarah Anderson (Home) presented an update on the changes to the Supported Housing Move On protocol and the work done by the supported housing sector as a whole to support move on and support clients to sustain that independence. The following points were raised during the table discussions

- Some queried if other relevant support providers could attend the move on meetings. Our aim in revising the monthly meeting to focus on coordinating support to sustain the client and relevant partners can attend the meetings.
- Issue of non-qualifying clients for Tyne and Wear Homes were raised, those present from advice agencies offered their support where appropriate in

challenging decisions, but all present were reminded that by collecting evidence on decisions via recording on Gateway would help with reporting exceptions and evidencing if there was an issue.

7. Active Inclusion Newcastle (AIN)

The Newcastle 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 reduce the risk of homelessness with reduced resources. AIN seeks to coordinate activity at the following levels:

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

- Financial Inclusion Triage
- Consultancy advice for professionals and volunteers
- Information for staff and public – examples online: [here](#)
- Briefing sessions for professionals and volunteers
- Spectrum of advice
- Training for professionals and volunteers
- Protocols and policies, e.g. Sustaining Tenancies
- Recording information, monitoring and reporting
- Regular performance reviews

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

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

8. How to get involved.

Please feel free to discuss the issues raised in this briefing with your residents and services users. Staff from the Active Inclusion Unit would be happy to attend team meetings / service user groups you have if there are any specific issues that people would like to raise or discuss in more detail. You can contact Sarah Blakey (Active Inclusion Officer) on 0191 277 1733 or email activeinclusion@newcastle.gov.uk to arrange this. You can comment on the Homelessness Strategy action plan and our progress towards the actions and on the protocols and procedures we have developed with partners to tackle homelessness by contacting activeinclusion@newcastle.gov.uk and copies of the action plan and the protocols and our governance arrangements can be found [here](#).

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

Contact Officer: Sarah Blakey, Active Inclusion Officer

sarah.blakey@newcastle.gov.uk / 0191 277 1733