

# Active Inclusion Newcastle

## Newcastle Homelessness Prevention Briefing 2017-18 Q1

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

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

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

- **make the most of our resources to prevent homelessness and respond to crisis**
- **build on what is working well to identify and meet our challenges**
- **create opportunities to intervene earlier, build resilience 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 five groupings of homelessness:

- **people owed the full homelessness duty**
- **people living with housing support**
- **people facing multiple exclusion and rough sleepers**
- **people at risk of homelessness**
- **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 us 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 develop the foundations for a stable life:

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

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

### Headlines for this quarter (2016-17 Q1)

- 1,374 cases of homelessness prevention by Newcastle City Council and partners
- Only 19 evictions from Your Homes Newcastle (YHN)
- Crisis have marked their 50<sup>th</sup> year anniversary by launching a major consultation to find out what's needed to end the worst forms of homelessness. You can contribute to the consultation [here](#)
- Department for Work and Pensions (DWP) and Newcastle City Council pilot began in June 2017. This pilot will trial and strengthen systematic joint working between Jobcentre Plus, the local authority, and partner organisations in Newcastle. You can hear more about the pilot at the Newcastle Homelessness Prevention Forum on 13 September

# 1. People who are owed the full homelessness duty

1a. Table 1 – Household types and social needs

<b>Total households</b>	<b>2016-17</b>	<b>16-17 Q4</b>	<b>17-18 Q1</b>	<b>17-18 Q2</b>	<b>17-18 Q3</b>	<b>17-18 Q4</b>
Households owed the full duty	182	42	42			
<b>Household type (top 3)</b>						
Lone parent with dependent child	91	20	27			
Couple with dependent children	43	12	10			
Single person household aged 18+	32	5	4			
<b>Social needs (confirmed)</b>						
Mental health	49	5	10			
Physical health	51	14	10			
Persons from abroad	10	3	7			

Table 1 shows that statutory acceptances for 2016-17 have remained consistent with the previous year and continue to predominantly represent crisis presentations. There are relatively low levels of persons from abroad recorded but as part of the drive to being an inclusive city we will seek to offer, with the support of partners, the opportunity for people to access ESOL classes. This will be an offer to all persons from abroad who are accessing HAC, not just those to whom we owe the full duty.

1b. Table 2 – Causes of homelessness and outcomes

<b>Causes of homelessness</b>	<b>2016-17</b>	<b>16-17 Q4</b>	<b>17-18 Q1</b>	<b>17-18 Q2</b>	<b>17-18 Q3</b>	<b>17-18 Q4</b>
Loss of private rented	70	10	22			
Parents asked to leave	20	3	3			
Violent relationship breakdown	21	7	5			
Required to leave Home Office (asylum support) accommodation	10	5	2			
Relatives / friends asked to leave	16	4	4			
<b>Outcomes</b>						
Rehoused by YHN	120	25	45			
Rehoused by housing association	14	3	1			
Rehoused by private rented	4	0	0			
Refused offer	1	0	0			

Table 2 shows that loss of private rented accommodation continues to be the main reason for homelessness for those owed a statutory duty, accounting for 52% of acceptances in this quarter. A closer look at these cases shows us that the majority (15) had been living in the accommodation for more than 3 years, and were stable in that accommodation before the landlord had served notice. In 16 of these 22 cases notice was served due to the landlord wanting to sell or move back into the property themselves. We don't have a measure or routinely collect information on the routes into private rented accommodation. In Q3 (the next full quarter) we will broaden our information and datasets on the use of private rented by collecting information from all those presenting from private rented or on their route into private rented.

We have reached the limits of what our existing data sets can tell us about the causes of homelessness in Newcastle. We will continually seek to broaden our analysis by working with colleagues to look at the crossover with social care data sets to expand our knowledge of those potentially facing homelessness. This analysis will look at all households with a casework intervention at HAC and not just those for who we owe the full duty.

Table 3 (below) shows no change in those accommodated due to a statutory duty for temporary accommodation, with just a slight fall in those placed in provision other than Cherry Tree View. The numbers of these placements are still low enough for us to look in detail at the clients offered these placements and we are looking in more detail at those placed in to accommodation other than Cherry Tree View.

**1c. Table 3 – Use of temporary accommodation**

<b>Statutory use of temporary accommodation</b>	<b>2016-17</b>	<b>16-17 Q4</b>	<b>17-18 Q1</b>	<b>17-18 Q2</b>	<b>17-18 Q3</b>	<b>17-18 Q4</b>
Cherry Tree View (CTV)	109	21	28			
Other accommodation	154	48	42			
Domestic violence refuges	5	1	1			
<b>Total</b>	<b>268</b>	<b>70</b>	<b>71</b>			
<b>Other CTV placements</b>	<b>131</b>	<b>36</b>	<b>35</b>			

The case study below is an example of the breadth of the day to day support and interventions offered to those in Cherry Tree View.

**Case study: Cherry Tree View temporary accommodation**

M was admitted into CTV following a fire at their accommodation where he had been living for 6 years. M was experiencing a number of serious health issues & limited mobility.

- M was supported at CTV with food, toiletries & all his belongings that were saved from the fire were collected by the fire service
- Following his experience, a personal evacuation plan was completed with M. Reassurance was given to M that there were sprinklers in CTV and that all staff and emergency services would be aware of his health conditions and limited mobility
- A Tyne & Wear application was completed with M. CTV liaised with YHN to ensure he was allocated age appropriate accommodation. YHN identified accommodation and M viewed & signed for his own tenancy within a month of being in CTV
- Housing Support Officer (HSO) at CTV applied to the Supporting Independence Scheme (SIS). Support was given via YHN furniture pack and SIS
- HSO supported M on the day he moved. Ensured that his kitchen appliances and kitchen items were unpacked, his bed was made and that he was comfortable before a follow up visit arranged
- Move on support continues and all utilities were set up. A council tax reduction was completed for M as he did not have any liability at previous address
- M is now settled into his own accommodation and at the last home visit he had painted the flat and was very happy in his new home, he thanked all the staff at CTV and was extremely grateful for the support he had received

Cherry Tree View continues to provide an important service in offering accommodation outside of those cases where a statutory duty is owed, demonstrating its central role as a 'Prevention Hub' in helping to prevent homelessness in the city. Whilst there has been no change in the numbers admitted to CTV outside of our statutory duty, the characteristics of those placements differ in their predominantly short term nature. For non-statutory placements the average length of stay in CTV is 10 days (19 of the 35 were there less than 5 days) reflecting the short term emergency nature of the cases. For statutory use of CTV the average length of stay of households is 43 days.

Aside from the provision of accommodation with support at Cherry Tree View, the preventative outreach service operating out of CTV seeks to work with households identified at risk of homeless. This service provides the same level of support and interventions for clients in the community as those living in CTV.

Table 4 (below) shows us that in Q1 of this year there has been a fall in admits to the service, compared to the previous quarter. . It is felt that the 46 admits better reflects the capacity of the service to respond. Referrals from YHN and Byker Community Trust (BCT) under the Sustaining Guidance in part led to the high level of admits last quarter. These referrals are now being triaged in a different way to ensure a more consistent approach in the response offered.

**1d Table 4 - Admits to Cherry Tree View preventative outreach**

CTV preventative outreach clients – admits and reason for admit	2016-17	16-17 Q4	17-18 Q1	17-18 Q2	17-18 Q3	17-18 Q4
Total admits to service	270	90	46			
• CTV move on cases	71	17	16			
• Homelessness prevention	40	7	6			
• Sustaining tenancies referrals	159	66	24			

Currently the routes into the preventative outreach service are closed to wider partners, with referrals all being made via the Housing Advice Centre or through a Sustaining Tenancies referral from YHN or BCT. As part of our ongoing development of this service we are looking at how we can open up referral routes to other partners

Table 5 (below) shows us how many people have been discharged from this service in this quarter and their outcomes. At the time of discharge from the service, 74% of clients were sustaining their tenancy. This demonstrates the strength of the approach taken by the team with only a small number of households (15%) failing to engage with the offer of support or where an eviction couldn't be avoided (9%).

**1e Table 5 - Discharges from Cherry Tree View preventative outreach**

CTV preventative outreach clients – Discharges	2016-17	16-17 Q4	17-18 Q1	17-18 Q2	17-18 Q3	17-18 Q4
Total discharges from service	151	51	47			
• Client sustaining tenancy	99	35	35			
• Client failed to engage	27	10	7			
• Rehoused to supported accommodation	2	2	0			
• Evicted – no further contact	8	4	4			

The figure for 2016-17 for Preventative Outreach only covers the first 3 quarters of the year, when information began to be collated on this service.

## 2. People at risk of homelessness

Table 6 (below) shows that there has been a fall in terms of emergency out of hours calls, general HAC calls, and firstpoint advice but a small rise in HAC casework. This latter fact correlates with additional staff coming in to post in Q1 at HAC.

**2a. Table 6 – People at risk of homelessness contacting the Housing Advice Centre**

<b>People at risk of homelessness</b>	<b>2016-17</b>	<b>16-17 Q4</b>	<b>17-18 Q1</b>	<b>17-18 Q2</b>	<b>17-18 Q3</b>	<b>17-18 Q4</b>
Emergency out of hours calls	700	199	157			
General HAC calls	2,365	712	635			
Firstpoint advice	1,051	395	328			
HAC casework	1,815	471	496			
<b>Household type – Casework clients (top 3)</b>						
Single male aged 18+	900	200	227			
Household with dependent children	391	107	108			
Single female aged 18+	279	75	86			

Table 4 also shows there has been an 18% fall in HAC casework figures in 2016-17. This fall should be understood in the context of the rise in firstpoint contact cases and the rise in homelessness preventions (which we discuss below) but also in terms of a temporary reduction in staffing at HAC.

**Table 7 – Causes of homelessness and outcomes for people at risk of homelessness receiving casework interventions at the Housing Advice Centre**

<b>Reasons for presenting (top 3)</b>	<b>2016-17</b>	<b>16-17 Q4</b>	<b>17-18 Q1</b>	<b>17-18 Q2</b>	<b>17-18 Q3</b>	<b>17-18 Q4</b>
Loss or fear of loss of private rented	235	41	45			
Relatives / friends asked to leave	222	58	45			
Parents asked to leave	172	34	44			
<b>Outcomes</b>						
Advice – remain in accommodation	502	117	111			
Rehoused to supported housing	294	80	100			
Rehoused to independent tenancy	286	66	93			

In March of this year Newcastle was asked to be a pilot city for preventing the risks of homelessness related to benefit administration and unemployment. This builds on Newcastle City Council (NCC) being an early adopter Homelessness Prevention Trailblazer. The pilot will also seek to reduce the impact that unstable housing can have on residents' capacity to search for work.

The pilot began in June of this year and in partnership with the three Jobcentres in the city aims to:

- prevent the risks of homelessness related to benefit administration and unemployment
- reduce the impact that unstable housing can have on residents' capacity to search for work

As part of the pilot, NCC in partnership with the Newcastle Jobcentre Plus office, Your Homes Newcastle, and Crisis agreed a set of referral arrangements and customer pathways to help track the effectiveness of the interventions all partners could offer.

We will be in a position to report in more detail on the outcomes of the pilot next quarter. However, the case studies below give an indication of some of the issues that have been raised so far.

**Case studies - Newcastle City Council Homelessness Prevention Trailblazer – working in partnership with Jobcentre Plus**

- Trailblazer referral from Jobcentre, client was living in overcrowded private rented property but was registered on Tyne & Wear Homes and had been bidding. HAC liaised with housing office and requested a higher banding due to overcrowding. Client has been rehoused to a social housing tenancy
- Trailblazer referral from Jobcentre and telephone interview arranged. Client was staying with friends and would rather do that than go in to hostel. Client was active on Tyne & Wear Homes so Homelessness Prevention Officer arranged for client to be awarded a higher band and client was successful in obtaining tenancy with Bernicia (housing association). Client is working with Active Inclusion debt advisor to liaise with creditors and to apply for a Debt Rehabilitation Order
- Trailblazer referral from Jobcentre. Client unable to return to mother's YHN tenancy. Client came to Housing Advice Centre for an assessment and was accepted for a vacancy in supported accommodation. Client has moved in and is engaging with support workers

Table 8 (below) shows homelessness prevention information for Q1. Compared to the previous quarter, there has been a 29% rise in Q1 in overall homelessness preventions from NCC and partners. The big change in the numbers recorded for 'resolving rent/service charge arrears' is attributable to a change in how the YHN Advice and Support team recorded outcomes and which teams they recorded information from.

The low level of Discretionary Housing Payment (DHP) this quarter continues to be a feature we think of recording classifications and that many of the cases counted within 'resolving rent/service charge arrears' will be successful outcomes as result of DHP awards

Table 8 also shows that there has been negligible change in evictions from YHN in Q1 compared to the previous quarter. In the context of the level of the stock of YHN this continues to remain a low figure, particularly in the face of the challenge posed by austerity and welfare reform.

We are continuing to build on the information we collect from partners such as Shelter and Crisis on homeless prevention. Whilst their numbers can't be included in the official homelessness prevention return they do reflect important partnership work to prevent homelessness

In terms of the 50 preventions reported by Crisis this quarter, 28 were cases where a client was supported to remain in their existing accommodations whilst 22 clients were assisted to find accommodation.

For Shelter, the 40 preventions represented clients who were given advice to remain in accommodation. This is to be expected if we acknowledge the potentially different client groups accessing these services. In addition, a Shelter advisor is currently working on a health and housing project specifically aimed at offering advice and support to help households to sustain accommodation.

**2c. Table 8 – Homelessness prevention**

<b>Homelessness prevention</b>	<b>2016-17</b>	<b>16-17</b>	<b>17-18</b>	<b>17-18</b>	<b>17-18</b>	<b>17-18</b>
		<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
<b>Total homelessness preventions</b>	<b>4,164</b>	<b>1,065</b>	<b>1,374</b>			
Homelessness prevented	3,975	1,020	1,342			
Homelessness relieved	189	45	32			
<b>Prevention activities (top 3)</b>						
Rehoused to supported accommodation	1,169	260	293			
Resolving rent / service charge arrears	1,057	270	382			
Resolving Housing Benefit problems	759	205	195			
<b>Use of DHP</b>						
DHP awards	28	14	18			
<b>Social housing evictions</b>						
YHN evictions	58	18	19			
<b>Partner homeless preventions</b>						
Crisis		35	50			
Shelter			40			

As with previous quarters, one issue that partners continue to raise is supporting clients with the implementation of Universal Credit. Crisis have highlighted the delay in payments as an issue for clients whose landlords vary in tolerance levels. When these issues have been raised, we have taken the opportunity to remind partners of the current routes by which they can escalate issues with benefit administration. However, as part of the Homelessness Prevention Trailblazer partnership with Jobcentre Plus pilot (referenced above) we have developed referral routes for other agencies working with people at risk of homelessness where all other options have been exhausted.

In order to broaden our prevention offer we will be working with [Relate](#) to develop an offer of support to households at risk of homelessness due to a relationship breakdown.

## 2d. Prison and hospital discharges

### 2e. Table 9 – Prison release referrals

Prison release referrals	2016-17	16-17 Q4	17-18 Q1	17-18 Q2	17-18 Q3	17-18 Q4
Number of referrals to HAC	44	10	11			
<b>Outcomes</b>						
Accommodation secured	36	8	9			
Out of area case – referred back	2	0	2			
Refused accommodation offer	4	0	0			
Recalled to prison	1	1	0			
Returned to previous accommodation	1	1	0			
Homeless presentation – no notice	0	0	0			

Table 9 (above) shows no change in the number of clients presenting to HAC from custody. These figures come with the caveat that they relate to those where leaving prison is the direct reason for their presentation.

Outside of presentations to HAC from those in custody, there were 24 placements into supported accommodation via Gateway for clients leaving custody where their referral was made by probation or Shelter resettlement teams within the prison.

### 2f. Table 10 – Hospital discharge referrals (direct from hospital)

Hospital discharge referrals	2016-17	16-17 Q4	17-18 Q1	17-18 Q2	17-18 Q3	17-18 Q4
Total number of referrals	65	22	22			
General (RVI and Freeman)	39	15	12			
Mental health	26	7	10			
<b>Outcomes</b>						
Accommodation secured	27	11	15			
Returned to friends and family	1	1	1			
Returned to own tenancy	7	1	2			
Admitted to CTV	4	2	0			
Homelessness presentation – no notice	1	0	0			
Out of area case – referred back	16	5	2			
Residential care	0	0	0			
Advance notice – not yet ready for discharge	8	2	2			

Table 10 (above) shows no change in the numbers of referrals received from the hospitals, with a slight rise in cases referred from mental health wards.

We continue to liaise on a weekly basis 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.



### 3. People living with housing support

Table 11 (below) shows a fall in the number of admissions this quarter and in the number of individuals that this relates to. There was an 8% fall in the number of admits from Q4 2016-17 to Q1 of this year with the number of individuals also down by 8%.

There has also been a fall this quarter in the use of the emergency beds which is down 23%.

Table 11 shows that the majority of admissions to supported accommodation this quarter come as a result of a planned move from other provision in the context of the fall in the number of individuals this suggests a number of people moving within provision rather than moving out to independence. We will present this information next quarter in a way that shows the progression of clients through provision.

The number of admits where the reason for admit was unknown continues to remain low, although as table 11 shows, there has been a slight increase in supported accommodation where the reason was unknown, these were spread across the provision.

#### 3a. Table 11 – Supported accommodation admits, reason for admission and social needs

<b>Supported accommodation admissions</b>	<b>2016-17</b>	<b>16-17 Q4</b>	<b>17-18 Q1</b>	<b>17-18 Q2</b>	<b>17-18 Q3</b>	<b>17-18 Q4</b>
<b>Total number of admits</b>	<b>1,307</b>	<b>317</b>	<b>292</b>			
• Crisis accommodation	497	109	101			
• Supported accommodation	621	160	154			
• Emergency beds	160	48	37			
<b>Total number of individuals</b>	<b>829</b>	<b>262</b>	<b>242</b>			
<b>Reason for admission (crisis)</b>						
Not recorded / not known	18	1	2			
Move from another hostel	168	35	33			
Relationship breakdown	159	41	23			
Discharge from institution	125	29	23			
<b>Reason for admission (supported)</b>						
Not recorded / not known	13	3	6			
Moved from another hostel (planned)	200	48	54			
Relationship breakdown	137	68	46			
Discharge from institutions	63	24	15			

Table 12 (below) shows the measures used to report on the Supported Housing Move on Protocol. The figures for the number of assessments completed and the RAG rating fluctuate over the year. The figures given here are a snapshot of those assessments completed as of the last day of each quarter.

### 3b. Table 12 – Supported Housing Move on Protocol

<b>Move on assessments completed in the quarter</b>	<b>2016-17</b>	<b>16-17 Q4</b>	<b>17-18 Q1</b>	<b>17-18 Q2</b>	<b>17-18 Q3</b>	<b>17-18 Q4</b>
<b>Total assessments added</b>		<b>459</b>	<b>632</b>			
• Number of 'red' (likely to require long-term support)		117	158			
• Number of 'amber' (further support required)		275	356			
• Number of 'green' (ready to move to independent living)		67	118			
<b>Tyne and Wear Homes applications submitted in the quarter</b>						
<b>Total applications submitted</b>		<b>26</b>	<b>37</b>			
• Number of 'qualifying'		5	8			
• Number of 'non qualifying'		1	0			
• Awaiting decision		16	26			
• Information not given		4	3			
<b>Move on destination</b>						
<b>Total number of discharges</b>	<b>1,315</b>	<b>319</b>	<b>275</b>			
• Supported accommodation	454	135	91			
• Friends and family	208	40	31			
• Independent tenancy	224	63	44			

Table 12 shows that the number of discharges this quarter has fallen by 13% when compared to the previous quarter. There was a 32% fall in the numbers of people who moved to another supported accommodation placement. This taken with a similar fall in the numbers of people moving to independence, suggests a static population within supported accommodation this quarter. With Commissioning we will be looking at support plan compliance in relation to the discrepancy between ready to move-on cases (green) and the low numbers of people who are recorded as registered with Tyne and Wear Homes.

Of those moving to independence, 45% made the move to a YHN tenancy with 16% moving to private rented. At the July Newcastle Advice Compact some concerns were raised regarding people moving from supported housing to an independent tenancy in a manner which caused a break in their benefit claim. This break, combined with the subsequent move on to Universal Credit caused a delay in rent payments. We are working with the YHN Advice and Support team to develop guidance for workers on how to avoid breaking claims in this manner and the implications for clients. We will also discuss further at the supported housing move on meetings and with supported housing providers in their contract meetings.

Table 13 (below) reports on the measures used to monitor the Prevention of Eviction from Supported Housing Protocol. It shows that there was no change in the numbers of evictions compared to the previous quarter.

Table 13 also shows that the majority of evictions (52%) continue to be from crisis accommodation and that in the main (68%) violence or disruptive behaviour was the reason given.

### 3c. Table 13– Prevention of Eviction from Supported Housing Protocol

	2016-17	16-17 Q4	17-18 Q1	17-18 Q2	17-18 Q3	17-18 Q4
<b>Total number of evictions</b>	<b>191</b>	<b>44</b>	<b>44</b>			
• Evictions from crisis accommodation	119	31	23			
• Evictions from supported accommodation	43	7	16			
• Evictions from accommodation for young people	29	6	5			
<b>Total number of Notice to Quits (NTQ) issued</b>	<b>266</b>	<b>51</b>	<b>53</b>			
• NTQs resulting in eviction	63	14	9			
• Evictions without NTQ	128	30	35			
• NTQs issued and client still in accommodation	203	37	44			
<b>Reason for eviction (served NTQ)</b>						
• Violence to staff or other residents	62	11	19			
• Disruptive behaviour	54	18	11			
• Drug / alcohol abuse	13	2	1			
• Rent arrears	28	6	4			
• Theft	13	2	1			
• Other	21	5	3			
<b>Move on destination</b>						
• Crisis or supported accommodation	13	2	3			
• No forwarding address	132	32	30			
• Friends and family	30	5	3			

Table 13 (above) shows that 53 NTQs were issued this quarter with 17% of those resulting in the eviction of the client, but in the majority of cases where an NTQ was served the client remained in that accommodation within the recording quarter. However, it should be noted that 35 people were evicted this quarter without a notice being served.

Table 13 also shows that this quarter that whilst there was a fall in the evictions from crisis accommodation, evictions from supported accommodation rose and there was a rise in the numbers of evictions for violence to staff or other residents

#### 4. Young people at risk of homelessness

Table 14 (below) shows that there has been only a slight decrease in the number of 16 and 17 year olds presenting in housing need in Q1 of this year compared to Q4 2016-17

Previous analysis from YHN Young Peoples Service (YPS) who provide this service indicates that welfare reform has led to a decrease in the numbers of 16 and 17 year olds who are asked to leave the family home. They also suggested that publicity around the welfare reform changes aimed at 18-21 year olds has also had an impact in deterring

young people from seeking accommodation outside the family home. We will continue to monitor this cohort to see if the number continues to fall.

#### 4a. Table 14 – 16 and 17 year olds in housing need (YHN's Young People's Service)

Young people in housing need	2016-17	16-17 Q4	17-18 Q1	17-18 Q2	17-18 Q3	17-18 Q4
Total referrals to service	191	45	42			
Total admits to service	178	41	38			
<b>Presentation source</b>						
Application to Tyne and Wear Homes	56	17	14			
Housing Advice Centre	68	15	19			
Referrals from 16+ team	58	13	5			
<b>Outcomes (case closed in the quarter)</b>						
Remained in existing accommodation	48	11	14			
Referred to supported accommodation	30	7	8			
Non-engagement – no further contact	17	7	4			
Under 18 year old care leaver – floating support	23	4	0			
Statutory homelessness	0	0	0			

There was a slight rise in Q1 in the numbers of young people who came to the attention of the Young People's Service via the Housing Advice Centre. However, there continues to have been no homelessness acceptances for this age group. Table 14 shows that for cases they closed this quarter, the majority of young people were supported to remain in their existing accommodation and that there was a relatively low level of non-engagement as with previous quarters.

Table 15 (below) shows a 13% fall in the number of young people admitted to the provision expressly commissioned for 16 to 24 year olds with a relationship breakdown accounting for 52% of admissions.

#### 4b. Table 15 – Admits to supported housing (16 to 24 year olds)

Admits to supported housing (16 to 24 year olds)	2016-17	16-17 Q4	17-18 Q1	17-18 Q2	17-18 Q3	17-18 Q4
Total number of admits	225	62	54			
<b>Reasons for admit (top 3)</b>						
Relationship breakdown (parents / family)	108	41	28			
Moving from another support setting	42	9	10			
Crisis	27	4	7			

Table 16 (below) shows that the main outcome in Q1 was a move to other supported accommodation. There was also an increase in this quarter in the numbers of people who were discharged to no forwarding address. We know from Table 13 that there has been no increase in numbers of young people evicted from provision commissioned for them, which often accounts for the no forwarding address. Therefore, the high figure this quarter is more likely as a result of abandonments of placements or misreporting. As the numbers are still relatively low we will look at those individual cases to determine the explanation.

#### 4c. Table 16 – Discharges and outcomes from supported housing (16 to 24 year olds)

Outcomes from supported housing (16 to 24 year olds)	2016-17	16-17 Q4	17-18 Q1	17-18 Q2	17-18 Q3	17-18 Q4
Total number of discharges	226	50	51			
<b>Move on destination</b>						
No forwarding address	37	6	13			
Family or friends	64	9	12			
Other supported accommodation	76	25	17			
Independent tenancy:	26	6	5			
• YHN	14	2	3			
• Private rented	5	1	2			
• Housing association	6	2	0			

The case study below is an example of the work done by the Young Peoples Service in supporting clients.

#### Case study – YPS Homelessness prevention

R was 17 & after being asked to leave home had spent three months sofa surfing between her boyfriend's family home & other school friend's houses before being referred to YHN Homeless Prevention service.

- R was referred to YHN supported accommodation & within a week of moving in to her own flat issues related to her boyfriend's controlling behaviour began to emerge. R had felt obliged to him for what she perceived as his support toward her following the time she spent with him after she left her family home
- Staff at the project worked with R to support her to realise the dangers of the relationship. Other YHN staff supported the boyfriend to engage with professional help through Barnardo's (Protect: male perpetrators of DV programme) whilst R was supported to attend the West End Women & Girls Safe for Life Project
- Over a period of eight months R learned to manage her tenancy in terms of budgeting, benefit entitlements & maintenance. R was also supported by her key worker into a training course run by Age UK related to health & social care. Her self-esteem & confidence increased during this time & she re-established family links
- R secured a work placement but issues related to her boyfriend's controlling behaviour re-surfaced & she lost her work placement as a result of his behaviour. Following this R sought to permanently distance herself from him & she was supported by her key worker to take out a restraining order against him
- Twelve months after moving into supported accommodation R was supported by her key worker to move to full independence into an YHN tenancy. She secured a job as a full time carer at this time & she is now living independently in the community without support. R has continued to maintain links with her family who are supportive & no longer has any contact with her former boyfriend

Table 17 (below) shows the discharges from YHN's Young People Service's floating support provision, showing that 92% of those discharged were maintaining their independent tenancy when support ended.

#### 4d. Table 17 – Discharges and outcomes from floating support (16 to 24 year olds)

Outcomes from floating support (16 to 24 year olds)	2016-17	16-17 Q4	17-18 Q1	17-18 Q2	17-18 Q3	17-18 Q4
Total number of discharges	161	54	49			
<b>Outcomes (top 3)</b>						
Maintain independent tenancy	148	32	22			
Move to supported housing	16	6	6			
Family / friends	32	11	8			

YHN Young Peoples Service have been responding to the changes in Welfare Reform impacting on 18-21 year olds who no longer have automatic right to have their housing costs paid for through housing benefit. They have assessed and contacted all young people who are live and able to bid on property through Tyne & Wear Homes to see if they fit the exempt criteria set by Government and the early indicators are that the majority of applicants are exempt, mainly as they have a child, are care leavers or have already lived in a hostel. There are a smaller number who are working and can afford to maintain a tenancy.

The smaller number who are not in the exempt category have been advised of the changes and their application either closed with their agreement or left pending until their circumstances change due to employment and affordability.

## 5. Multiple exclusion and rough sleeping

Table 18 shows us that there has been an increase in the number of individuals found sleeping rough, with over double the number of individuals this quarter as compared to the last. This has led to the average number of people found each night rising from 4 to 7.

Of the 95 individuals found this quarter, 57% had a connection to Newcastle with the rest gravitating to the city from surrounding authorities, and only 32% of the flow rough sleepers this quarter had a connection to Newcastle. In addition, the city centre (and surrounding area) has seen ongoing issues this last quarter related to the supply and use of Spice, an NPS and we can see in table 18 a sharp rise in those sleeping rough with a confirmed drugs need.

#### 5a. Table 18 – People sleeping rough and social needs

	2016-17	16-17 Q4	17-18 Q1	17-18 Q2	17-18 Q3	17-18 Q4
Average found per night	5	4	7			
<b>Individuals:</b>	<b>260</b>	<b>42</b>	<b>95</b>			
• Stock	121	18	47			
• Flow	110	19	34			
• Return	28	5	14			
No Second Night Out eligible / compliant	10/10	2/2	1/1			
<b>Social needs (confirmed)</b>						
Drugs	139	24	71			
Alcohol	84	12	28			
Mental health	46	5	18			
Offending	118	20	50			

Table 19 shows that in Q4 the biggest reason for rough sleeping was that people had been evicted from or abandoned supported accommodation. Of the people in table 13 who were evicted in this quarter only 3 were subsequently found rough sleeping which suggests a high number of people abandoned accommodation they were able to remain in.

### 5c. Table 19 – Reasons for rough sleeping and outcomes

<b>Reasons for rough sleeping</b>	<b>2016-17</b>	<b>16-17</b>	<b>17-18</b>	<b>17-18</b>	<b>17-18</b>	<b>17-18</b>
		<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Evicted / abandoned accommodation	91	16	33			
Unknown	90	8	22			
Relationship breakdown	55	7	13			
Discharge from institutions	18	5	5			
<b>Outcomes (top 3)</b>						
Accommodation secured	50	4	15			
No further contact / disappeared	131	20	38			
Returned to existing accommodation	18	0	15			
Reconnection	9	2	1			

Table 19 shows us that for a majority of those found the engagement ended with no further contact or the individual disappeared. This reflects in part the transient nature of some of those found. As highlighted at the start of section 5, 43% of those found have an area of connection other than Newcastle and may have returned to their home area. It is also important to note that this client group is particularly difficult to engage.

Through the Homelessness Prevention Trailblazer (see section 6 below) we will seek to strengthen our evidence and understanding of this client group through the use of 'real time' data to help us identify opportunities for prevention and reduce the flow of rough sleepers through targeted interventions, allowing us to identify those most at risk of ending up on the streets. This will be done in partnership with the rough sleeping social impact bond which will focus on the entrenched rough sleepers and hostel users and offer a multi-disciplinary support team to support clients.

Table 20 (below) shows us the information collected on the Gateway on admits to Housing First. 24 referrals were made to the service in Q1 but no new clients were admitted to the Housing First service in Q1.

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

<b>Housing First admissions</b>	<b>2016-17</b>	<b>16-17</b>	<b>17-18</b>	<b>17-18</b>	<b>17-18</b>	<b>17-18</b>
		<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Admissions to Housing First	5	0	0			
<b>Reason for admission</b>						
Not known / not recorded	0	0	0			
Moving from a hostel	0	0	0			
Crisis / rough sleeping	5	0	0			
Relationship breakdown	0	0	0			
<b>Social needs</b>						
Offending	3	0	0			
Alcohol	2	0	0			
Drugs	2	0	0			
Mental health	1	0	0			

## 6. What we are doing

Previously we have listed ongoing actions and responses under each grouping above. In order to show the cross-cutting nature of many of our interventions and to move away from a grouped silo response to issues, we are highlighting the main interventions here. All of our ongoing actions to address the issues raised in these quarterly briefings, at the Homelessness Prevention Forum and from ongoing consultation with partners are all detailed in our [Homelessness Strategy Action Plan](#).

### Longer Term Prevention

- [Homelessness Prevention Trailblazer](#) – Newcastle’s approach was agreed by the Newcastle City Council’s Cabinet on [13 February 2017](#). This programme will run for two years from January 2017 with £936k of government funding to strengthen our citywide culture to make the prevention of homelessness everyone’s business and homelessness crisis the exception. This includes:
  - Inclusion plans – based on our Universal Credit Triage Trial (agreed by Cabinet in September 2014), to support a citywide approach to creating the foundations for a stable life by routinely identifying the risk of homelessness and promoting early intervention to mitigate the risk. This work has begun and updates will be given as it develops at future Newcastle Homelessness Prevention Forums
  - Workforce development – to support implementing the Inclusion Plans
  - A multi-disciplinary team – to support the embedding of integrated casework on housing, financial and employment issues. This team has now been recruited and will begin work in the next month. We will include updates on their progress in future quarterly briefings.
  - Governance arrangements – to integrate services, with an Inclusion Board involving senior level representatives of all relevant organisations
  - Analytics, cost benefit analysis and exception reporting – to strengthen evidence and feedback loops to enable us to identify opportunities for prevention and to develop consensual monitoring
  - Outcomes based commissioning – leading to payment by results
- The [Homelessness Reduction Act 2017](#) received Royal Assent on 27 April 2017 and will be implemented in April next year. The Act will increase local authorities’ duties to prevent and respond to homelessness, including for single people currently defined as not being in statutory need. This will require us to take comprehensive and proactive approaches to preventing homelessness, based on understanding the needs of their residents and developing proportionate responses to reduce risk. A draft copy of the guidance for the legislation is expected in September and will help us further in preparing for implementation of the Act
- Developing wider homelessness prevention measures for non-commissioned partners. This quarter we have included information on homelessness prevention work carried out by Crisis. We will continue to work with partners to refine the information collected and this will develop with work being done to implement the Homelessness Prevention Trailblazer. We have included figures from Crisis and Shelter in this briefing
- Examine how the preventative outreach service can fit with homelessness criteria and help to capture the client’s journey in to and out of crisis and to measure the long term sustainability of those we assist
- Newcastle City Council Homelessness Prevention Trailblazer – working in partnership with Jobcentre Plus. Expansion of referral sources to include homelessness prevention partners and to aid alignment of work coach’s activity with homelessness prevention



## **Crisis responses**

- Consolidating [Preventing Evictions from Supported Housing and Supported Housing Move On Protocols](#) – we are developing a reporting framework of measurable outcomes for each protocol that links to contract compliance and accountability
- Rough Sleeping Social Impact Bond, which will complement our Homelessness Prevention Trailblazer programme and will work with entrenched rough sleepers and hostel users
- Reviewing our communications on rough sleeping, including the information we have our website to show where people can get help and how the public can help and report where they have concerns

## **Welfare reform, austerity and destitution**

- Introduction of lower benefit cap – The lower benefit cap for newly affected households was implemented in Newcastle from 26 December 2016. Before the implementation, the families on the DWP's estimated list of those who would be affected were offered support to improve their financial situation from the Council's Active Inclusion Service (private and Registered Social Landlord (RSL) tenants) and YHN (their own tenants). This coordinated citywide approach to support has included checking for exemptions, providing budgeting and debt advice (including liaising with landlords) and providing employment support. Both the Active Inclusion Service and YHN are continuing to support affected households
- As part of the Homelessness Prevention Trailblazer programme we are working with the DCLG and the DWP to develop Universal Support, such as improving the alignment of the Claimant Commitment (the agreement that the DWP has with claimants) with our local support planning arrangements
- Newcastle Employment Support Compact (established in May 2016) continues to work in partnership with the DWP and employment support providers in the city to Identify the interconnected barriers to employment and support residents affected by the welfare reforms to access employment support at the earliest opportunity to prevent crisis

## **7. Consultation at Newcastle Homelessness Prevention Forum**

### **How can people be prevented from becoming homeless in the first place?**

- All agreed that Newcastle's approach of making homelessness everyone's business and intervening as early as possible was the correct approach.
- All also agreed that homelessness should be understood as part of wider social problems, most easily summarised as poverty. In general, there was a consensus that wider structural problems, particularly welfare reforms were key drivers of homelessness risk. Any prevention agenda must therefore include pressure to change damaging government policies.
- For families prevention of homelessness would mean focusing on community and family hubs, health visitors and other professionals who come into contact with families.
- For single people focusing on developing relationships with jobcentres, drug treatment services etc. would be good ways of identifying groups who may be at risk of homelessness.
- All agreed that more focused interventions for young people would be central to an approach to preventing homelessness. This would include awareness raising as well as more targeted support for particular groups who we know are at greater risk of homelessness.

- Focusing on family mediation. One respondent noted the benefit of the Nightstop service in providing rest bite to parents as a means of preventing older children being 'kicked out'.
- One respondent noted that for certain groups, such as migrants with no recourse to public funds focusing on professional services may not be sufficient. These groups are mainly supported through 4th sector organisations due to fear of authority, deportation. These groups will be destitute and homeless in some form and therefore require support.
- All of these interventions should be underpinned by better data around pathways into homelessness. These pathways need to go back beyond immediate trigger of homelessness to explore the wider risk factors present in people's lives.

### **How can we design more effective rapid responses for people who have become homeless?**

- All agreed that it is important to identify and engage with all points of contact, including fourth sector organisations who those who are 'hidden' may access.
- In line with an understanding of homelessness as a symptom of a wider problem, all agreed that a multi-agency response was very important involving a range of organisations and services across different disciplines. Deciding who should be involved in this multi-agency response should be underpinned by improved understanding of which factors are causing, and sustaining homelessness.
- Some respondents felt that services such as mental health needed to be more flexible in order to overcome barriers to progression out of homelessness.
- There was a feeling that in general other services needed to be upskilled to deal with challenging behaviours some homeless individuals (particularly those with complex needs) present.
- All agreed that emergency accommodation was necessary to provide a rapid response to 'rooflessness'. However, more effort is required to ensure rapid move on from this form of accommodation to allow individuals to develop stable lives, rather than being left to stagnate in temporary accommodation.
- It was agreed that more work needs to be done to include the perspectives of those who have been through the 'homelessness accommodation system'.
- Again, all agreed that responses should be underpinned by strong data systems which can identify issues with move on and remedy these.
- Through inventive commissioning look at how to incentivise prevention across the system.

### **How can we create permanent solutions for people who need some form of ongoing support?**

- It is important to identify who requires ongoing support and what level and type of support this will be. Essentially identify need and tier support.
- Need to develop a culture whereby professionals do not see 'closing' cases as success unless they have identified that no further support will be required.
- There was a clear recognition that some individuals (those often classified as having 'multiple and complex' needs) will require support throughout their lives and that this may be intensive. These individuals may not demonstrate notable 'successes' but the cost of stopping support will be greater.
- All agreed that for those who do not need specific ongoing support, a strong preventative approach would prevent individuals who have become homeless in the past from falling back into homelessness.

- Important to not underestimate the value of offering a social housing response to people. Council housing remains one of the biggest forms of state support that we have access to.

## 8. How to get involved

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

Please contact Sarah Blakey (Active Inclusion Officer) on 0191 277 1733 or email [activeinclusion@newcastle.gov.uk](mailto:activeinclusion@newcastle.gov.uk) if you have any comments or would like to get more involved.

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