

Homelessness in Newcastle – Winter 2019

Our aim is to ensure that no one in Newcastle needs to be homeless and that preventing homelessness in the city is “everyone’s business”. We recognise that this is complicated by personal circumstances, statutory duties and funding arrangements for different categories of people at risk of homelessness. The aim of this note is to provide a brief explanation of how we respond to homelessness in Newcastle, more information can be found online: [here](#).

We believe we can best reduce the risk of homelessness by working in partnership to:

- understand the causes of homelessness
- wherever possible prevent homelessness
- agree priorities to prevent homelessness
- learn from preventable crisis and make the most of our resources to respond to crisis

A. How we prevent homelessness in Newcastle



Many of the people at risk of homelessness won't be visible. When someone becomes homeless it can be preceded by events which we can all look out for, these can include losing a job, illness, relationship breakdown or problems with benefit administration and previous episodes of homelessness.

If someone has existing accommodation, their own tenancy or are staying with friends and family and they are worried about losing this, Newcastle City Council's Housing Advice Centre (HAC) offers advice and support to either help them to remain in their home or, where that isn't possible, to find alternative accommodation. The earlier someone gets in touch, the more likely it is that they can get help. We will always try to prevent people from becoming homeless in the first place but where this isn't possible, we may provide emergency accommodation. Whatever their situation we will try to find a solution and offer housing options to make sure that you have a safe place to stay.

If you know someone who is worried about losing their home, contact HAC by:

Phone **0191 277 1711**

Email housingadvicecentre@newcastle.gov.uk



If someone has nowhere to go that night, they can contact the emergency out of hours number (after 5.30pm or any time at a weekend): **0191 278 7878, speak to the operator and ask for the Emergency Homeless Officer (EHO)**

If you are in contact with someone who is sleeping rough who has nowhere to go that night contact the emergency out of hours number (as above) In most cases, they will need to speak directly to the person to discuss the options available. The EHO may not always be able to provide accommodation for everyone (for example if they are ineligible for public funds or their connection is to another area) but they will assess the circumstances of everyone who contacts them in order to see what options they can provide.

The most visible aspect of homelessness is rough sleeping. In Newcastle we have a Street Outreach Team that goes out to look for people who are asleep on the streets or who look as if they have been rough sleeping. The Street Outreach Team also engages with people who are begging in the city to find out if they need accommodation or support from other services.

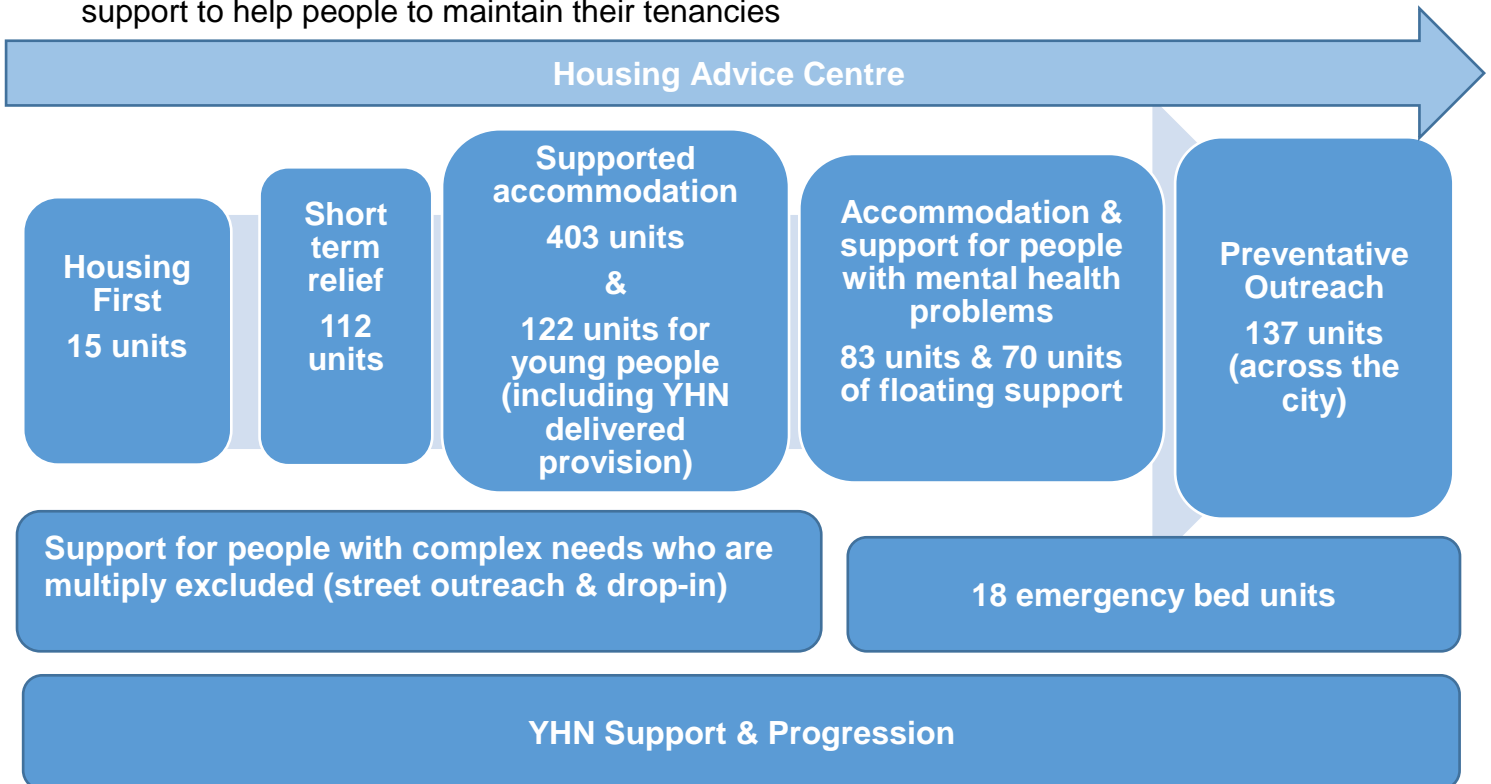
If you see someone who you think may be sleeping rough:

Phone **0191 278 3899** (if there are serious concerns about a person's immediate health or welfare then contact should always be made with the emergency services)

Email roughsleeping@newcastle.gov.uk

B. The services in Newcastle that prevent homelessness

The Council commissions a range of services for people at risk of homelessness including those with complex needs. This is either in supported accommodation or by providing floating support to help people to maintain their tenancies



In addition to the above the Council directly provides 45 units of statutory emergency accommodation at Cherry Tree View.

C. What are we doing (Q2 2019-20)



- **Homelessness prevention** – 924 (945 Q1 2019-20)
- **Supported housing admits** – 382 (381 in Q1 2019-20)
- **Average number of rough sleepers** – 10 per night (7 in Q1 2019-20) (121 individuals in Q2, 130 in Q1)
- [Newcastle Gateway](#) - helps to match 21,644 clients with 74 services by 502 staff users
- **Admissions into Cherry Tree View** – 65 households (59 Q1 2019-20)
- **Emergency Homeless Out of Hours calls** – 214 (207 Q1 2019-20)
- **Evictions from Your Homes Newcastle** – 13 (2 Q1 2019-20)

D. Get involved



Whilst we appreciate how hard many organisations and volunteers work in the city to prevent and respond to homelessness we know that this doesn't always work for everyone and we encourage people to come forward with ideas of how to make things better. If you would like to be part of this then please come to our Homelessness Prevention Forum, see online: [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.