

Newcastle Homelessness Prevention Forum 8 June 2022

Neil Munslow: *Service Manager, Active Inclusion*

Chloe Rose: Senior Government Delivery Manager, BEAM

Jo Keegans: *Housing Partnership Officer, Fairer Housing Unit*





Welcome – getting the most out of a Teams meeting & meeting format

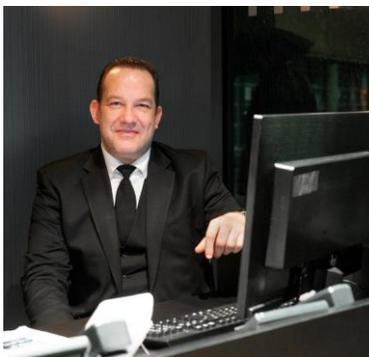
- If possible turn your camera on to provide some face-to-face experience
- Mute your microphone when not talking to reduce background noises
- If you want to talk let us know by using the “raising your hand” function, you can also make comments & raise questions on the chat function. There will be opportunities for questions or comments throughout the presentation
- After the presentation you will be split into smaller discussion groups. You will move automatically in to these groups, you no longer require a separate link

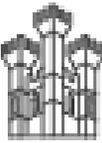


Today we'll cover:

- BEAM
- Our purpose, context & challenges
- Feedback from March's Forum
- Homelessness Review update from Q4 2021-22
- Newcastle Whole Housing System approach
- Breakout discussion groups





Newcastle
City Council 

beam

Beam & Newcastle:
**Working together to
help people avoid
homelessness**

May 2022

Andreea has started work



£2,472
raised of £2,472
35
supporters

Andreea's campaign has funded!
[Support someone else to get back on their feet.](#)

Share

100%

WHAT WE DO AT BEAM

Beam empowers people affected by homelessness to improve their life through starting stable work

1. **Funding** → Crowdfunding helps overcome the **financial barriers**
1. **Support** → Beam caseworkers provide **personalised 1:1 support**, plus supportive **messages from the public**

Andreea has started work with the NHS. Read [Andreea's story here.](#)

CASE STUDY

Steven's Beam story

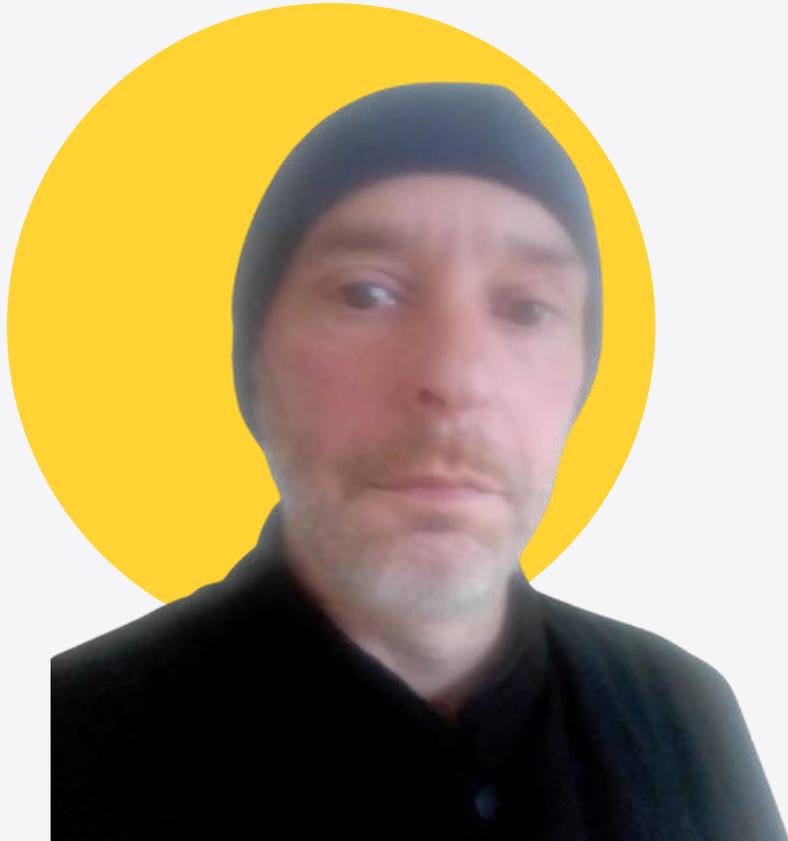
Steven lost the pub he owned due to struggles with alcoholism, and spent time rough sleeping.

Beam helped Steven:

- Raise £1,097
- Find work as a warehouse operative

“My situation now is incomparable to what it was at the beginning of this year.”

Whether you have helped me with good wishes, messages of support, or with financial assistance, please be assured that I am immensely grateful. In short I will always remember that when I was down you cared to pick me up.”



View Steven's Crowdfunding page [here](#)

CASE STUDY

Jessica's Beam story

Jessica was a single mother who lost her job during COVID and was at risk of homelessness.

Beam helped Jessica:

- Complete carer training
- Raise £2,134 towards a smartphone, a safeguarding training, travel to work, work attire, childcare and a DBS check
- Find work as a carer with Beam's employer partner, BUPA.
- Lift the benefit cap

"I am very excited! The flexibility is exactly what I need. My dream is to be a psychologist. Now, I'd love to pay debts and buy my house off the council."

"I've always felt alone and I've been told that I aim too high, that I can't have it all, I'm either a mother or I work. I came to accept my fate and expect the worst. Now I'm fighting back, I want to be a working mother, to provide a better life for my children. The fact that people are supporting me in this is amazing."

View Jessica's Crowdfunding page [here](#)

HOW DOES BEAM WORK?

Beam is a **employment service** for people who are **homeless** or **at risk of homelessness**



01/

Person referred

People who are experiencing homelessness are referred to Beam by housing officers and support workers from commissioned services

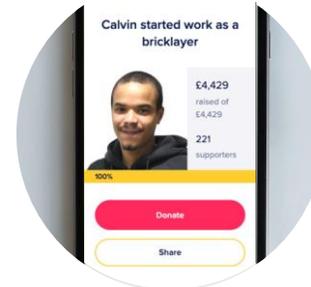
beam.org/refer



02/

Caseworker supports

Each person is supported by a Beam caseworker to plan a career personalised to their ambitions



03/

Costs crowdfunded

Beam fundraises costs required to remove financial barriers, including training courses, travel, digital access, work attire, childcare etc

100% of campaigns fund fully

Person accesses Beam Hub for community support and local jobs.



04/

Find and sustain work

Clients receive Beam's personalised job support, which matches them with roles based on their strengths

Ongoing support is provided for 3 months.

Digital-first delivery

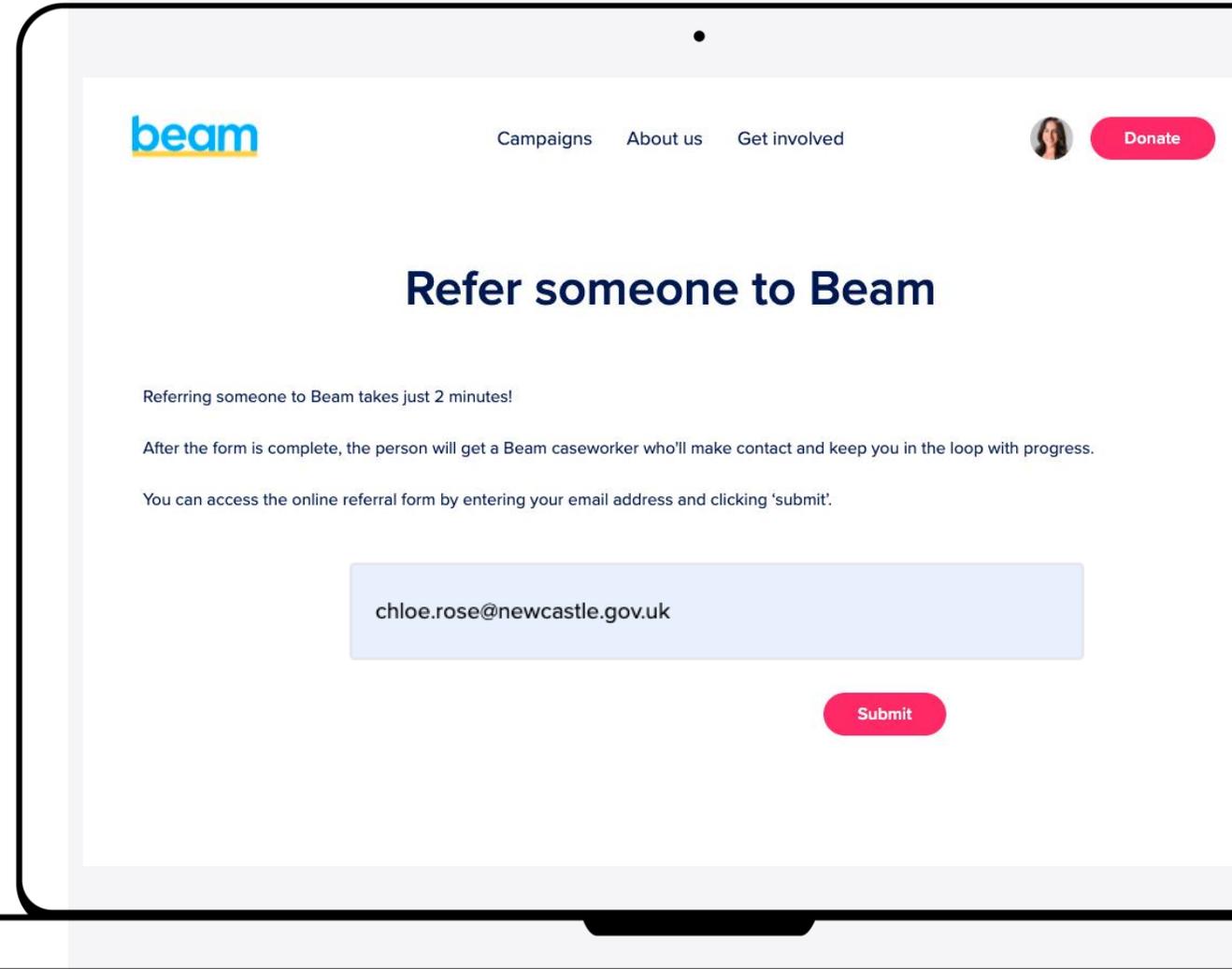
Where someone does not have access to a laptop or smartphone, Beam crowdfunds them



HOW DO STAFF MAKE REFERRALS?

Referrals take two minutes:

1. Go to beam.org/refer
2. Enter your email address
3. Complete the online referral form
4. Staff are kept updated on service-user engagement via regular email updates



HOUSING

What housing situations means someone is eligible for Beam?

Homeless

Someone not having a home:

- Temporary accommodation
- Hostel/Hotel/B&B
- Supported housing
- Sofa surfing
- Night shelters
- Rough sleeping

**O
R**

Homeless in the last 12 months

People who were homeless (in any of the above housing situations) in the past 12 months

**O
R**

At risk of homelessness

In any type of housing (including Social & PRS) but:

- Falling behind on rent
- Unable to clear debts and arrears
- Been asked to leave their current home
- Received eviction notices
- Unsuitable housing situation or overcrowding
- Affected by the benefit cap
- Dependents over 18 years old in TA

Beam is best for Newcastle residents who...

Excited

- **Ready:** keen to start work in the next 3 months
- **Responsive:** knows they are being referred to Beam and ready to hear from us!

Essential

- **Age:** Adults, 18+
- **ID:** Legal right to work in the UK
- **Housing:** homeless currently or in the last 12 months, or at risk of homelessness
- **English:** can communicate independently

Safe

- **Drugs & Alcohol:** 12 weeks of abstinence is previous problematic use (consuming alcohol responsibly is fine)
- **Mental & physical health:** current level isn't a barrier to sustaining work / tenancy
- **Convictions:** Not currently in prison or high level, sexual or violent offences

Questions ?

beam.org/refer

beam

Contact

Chloe Rose
chloe.rose@beam.org
07743 752 179



Sabrina
Beam service-user now in work

Make it everyone's business
to prevent homelessness &
financial exclusion

By coordinating support for
residents to have the
foundations for a stable **LIFE**

Huge challenges = changes to
policy, services & mindsets

L

Somewhere to Live
Suitable & sustainable homes

I

An Income
Financial stability

F

Financial inclusion
Life without excessive debt

E

Employment
Inclusive economy

Newcastle context

Why prevention matters to mitigate poverty & trauma related crisis
The challenges for a city of 300,000 & the role of the local state as the national state withdraws

Annual loss in working
age benefits

£105m

Estimated by the end of
2026-27



Reduction in Newcastle
City Council's budget

£345m

Estimated by 2023



Residents fed by the
West End Foodbank

51,371

2021



Residents on Universal
Credit

33,869

47% increase from Mar
2020 to Feb 2022



Newcastle context

December 2021, children in temporary accommodation

Birmingham

7,735

0.6% of population

Manchester

3,506

0.6% of population

Newcastle

41

0.01% of population

Committed political leadership
& resource allocation

27,789 council homes, 764
supported housing rooms, 99
dedicated move on flats, daily
outreach

Clarity of purpose & aims

Off the street

Rare, no one sleeps rough or returns
to the street

Into a home

Brief, no B&B, limited time in
homelessness accommodation

Sustain a home

Nonrecurring, no evictions into
homelessness

Active Inclusion Newcastle – visualising our system's aims & outcomes

Our approach – understanding & connecting with residents' touch & trigger points

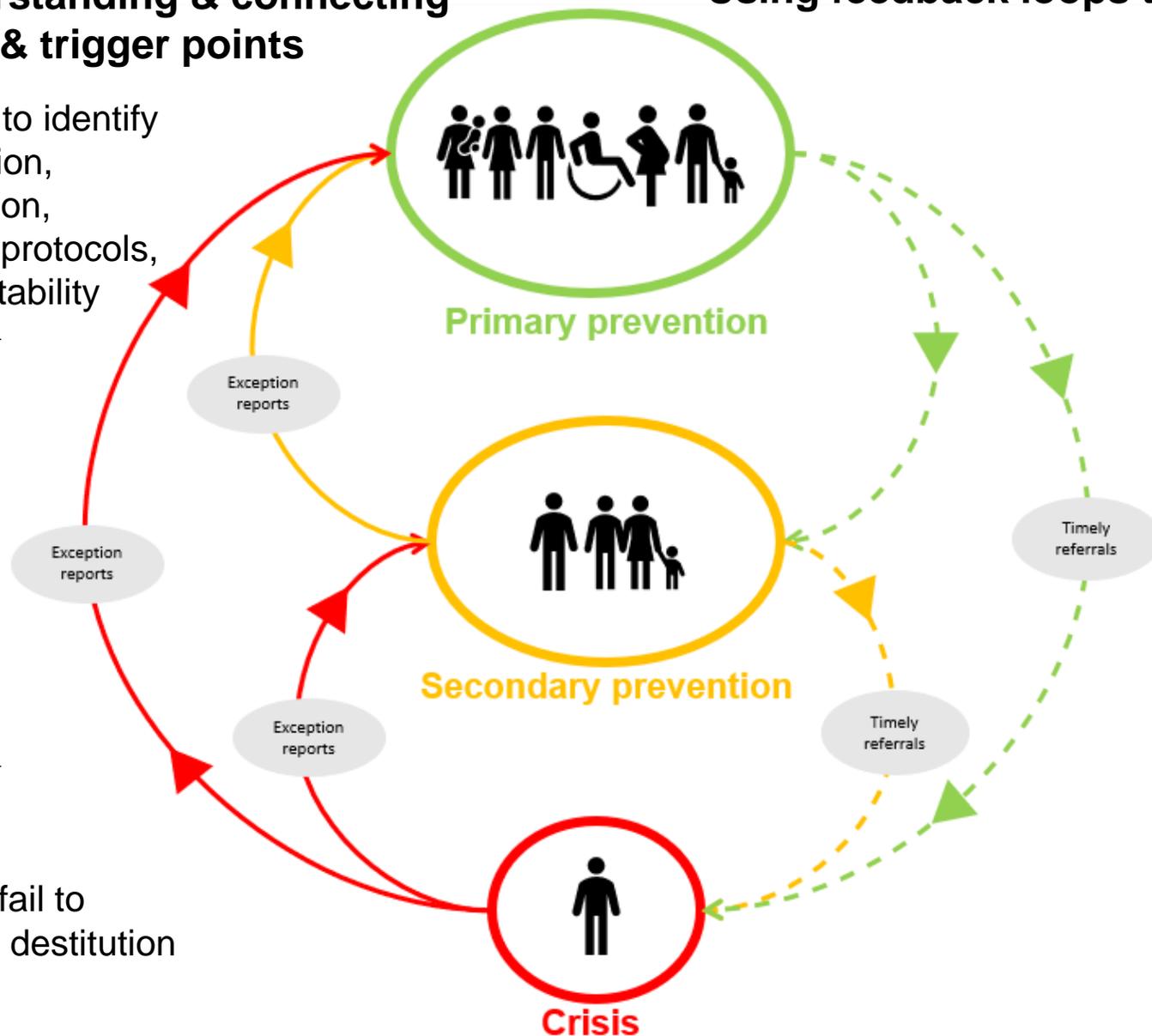
- Collaborating & adapting to identify & prevent crisis: information, training, evidence collection, reviews, to inform policy, protocols, commissioning & accountability

- Targeting specialist advice & support to vulnerable groups

- Exception reports, to identify prevention opportunities

- Catching residents if we fail to prevent homelessness & destitution

Using feedback loops to learn from failures



Examples 2021-22

- 92,994 website visits
- 3,586 information subscribers
- 392 people trained
- 144 partner agencies

- 27,555 residents advised
- 4,569 cases of homelessness prevented
- 19,360 residents helped to secure £20,276,427
- 3,452 residents received debt advice
- 1,073 non-emergency admits to supported accommodation

- 250 individuals found sleeping rough – all offered somewhere safe to stay
- 0 B&B use
- 0 YHN evictions
- 429 emergency bed admits

Using key performance indicators & making preventing homelessness everyone's business Q4 2021-22



Off the street – 93 people found sleeping rough

- **38** found only once but **13** found more than 10 x
- **42** accommodated
- **13** accepted accommodation
- **10** refused accommodation
- **10** no further contact
- **7** recalled to prison
- **6** accepted reconnection
- **5** refused reconnection
- **5** refused accommodation

Into a home – 0 B&B use

- Average time in CTV: **75** days
- Average stay in commissioned accommodation @ 31 Mar 2022
 - Emergency beds: **22** days
 - Short Term Relief: **142** days
 - Supported accommodation: **358** days
 - Mental Health Integrated Service: **2,238** days

Sustain a home – 0 YHN & Home Group evictions into homelessness

- **35** evictions from supported accommodation
 - **2** found sleeping rough post eviction





Supply & demand

- Successful bid for Rough Sleeping Initiative (round 5) £1.9 m over 3 years
- Ukraine response
- 8 new units of temporary dispersed accommodation (with a plan for additional 2)

Cost of living crisis

- North of Tyne Combined Authority funding for welfare rights / child poverty work in schools
- [Information updated](#) to make it easier to navigate advice & support for housing & money issues & aligning with information provided by libraries staff
- Active Inclusion Newcastle: support for people struggling with the cost of living crisis – live monthly briefings for NCC social care staff

KPI's

- Part of early adopter working group on rough sleeping measures. Initial findings reported back to other local authorities on 7 June 2022

World Habitat Knowledge Exchange

- Presentation at UN & FEANTSA & development of shared resources on homelessness prevention approach in Newcastle

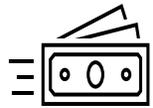
Partnerships for People & Place project

- Based on earlier work between Safeguarding & Active Inclusion to raise awareness & facilitate connection between voluntary & statutory sector partners with the aim of understanding & preventing homelessness, financial exclusion, financial exploitation & safeguarding concerns

Additional challenges & opportunities



Additional £20m cost pressure on Council budget
– less money to respond to more demand



Cost-of-living crisis

- Increased energy costs – 1 April, **54% increase**
- Rent & tax increases
- **Inflation forecast to be at 8%**



Higher than average unemployment

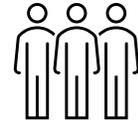
NOMIS data shows Newcastle's **unemployment rate as 7.3%**, higher than the UK average of 4.8%

Increase demand for accommodation & support

- Rise in asylum seekers placed in Newcastle
- **89% increase** in number of people found sleeping rough from Q4 2020-21 to Q4 2021-22. People with more complex needs

Universal Credit (UC) migration

- Managed migration 2022-2024, starting. **13,053 households** in Newcastle on legacy benefits – some will be worse off



Employment Review to build a stronger & simpler approach to sustainable employment in the city



Consolidating **whole housing system** responses to cost of living crisis & welfare reforms **eg no evictions into homelessness**



Partnerships for People & Place – integration with Foodbank, Safeguarding & Government



Formalising partnerships eg aligning information at Libraries, Information Now & advice services



World Habitat Gold Award **knowledge exchange**



Changes to the Council Tax Support to support poorer households



8 new **temporary dispersed accommodation (TDA) units** & RSI & RSAP with rigorous evidence collection for **escalation to enforcement & health**



Bringing back long term voids – ready for living

- Started Jan 2021
- Average void time 3.1 years, rent loss £647,732
- 40 voids, 38 in multistorey blocks & 2 flats, 10 more planned
- Weekly allocation meetings: shared decisions, compromises & learning
- 1:10 ratio of support workers to customers
- Client led & psychologically informed
- 90% successful sustainable homes



More information & how to get involved



Newcastle Advice Compact – meets monthly (to be held online)
Next meeting: Wednesday 15 June 2021

Financial Inclusion Group seminar – meets quarterly (to be held online)
Next seminar: TBC

For information about homelessness, see:
www.newcastle.gov.uk/homelessnesspreventionforprofessionals

For information about financial inclusion, see:
www.newcastle.gov.uk/financialinclusionforprofessionals

Email: activeinclusion@newcastle.gov.uk



Newcastle City Council

Whole Housing System Introduction



let's talk
Newcastle

What is changing?

We want to transform how all the city's housing works for Newcastle residents . We can achieve this by:

- Developing a Whole Housing System approach – aligning our housing offers to create sustainable homes
- Reviewing our Allocations & Lettings Policy, processes and systems – to proactively respond to demand
- Creating local policy to meet local values – no evictions into homelessness
- Strengthening governance – proportionate partnership responses e.g. move-on, Complex Case and STAR panels

The aim of this transformation is to:

- Put people at the heart of housing and homes at the heart of communities by making it:
- Normal for partners to work together to support residents to have suitable and sustainable homes
- Easier for people to apply for and access housing in Newcastle
- Easier for staff to understand applicants needs and make the right allocation first time
- Easier for customers to use and access the allocations policy
- Normal that we use of all the city's housing to make customers' homes and neighbourhoods work for them

Whole Housing System

Aspire to have a whole housing system that builds resilience and places people at the heart of decision making frameworks

Create an environment that promotes and encourages listening, so we understand people's needs and concerns and work with them to find sustainable housing solutions

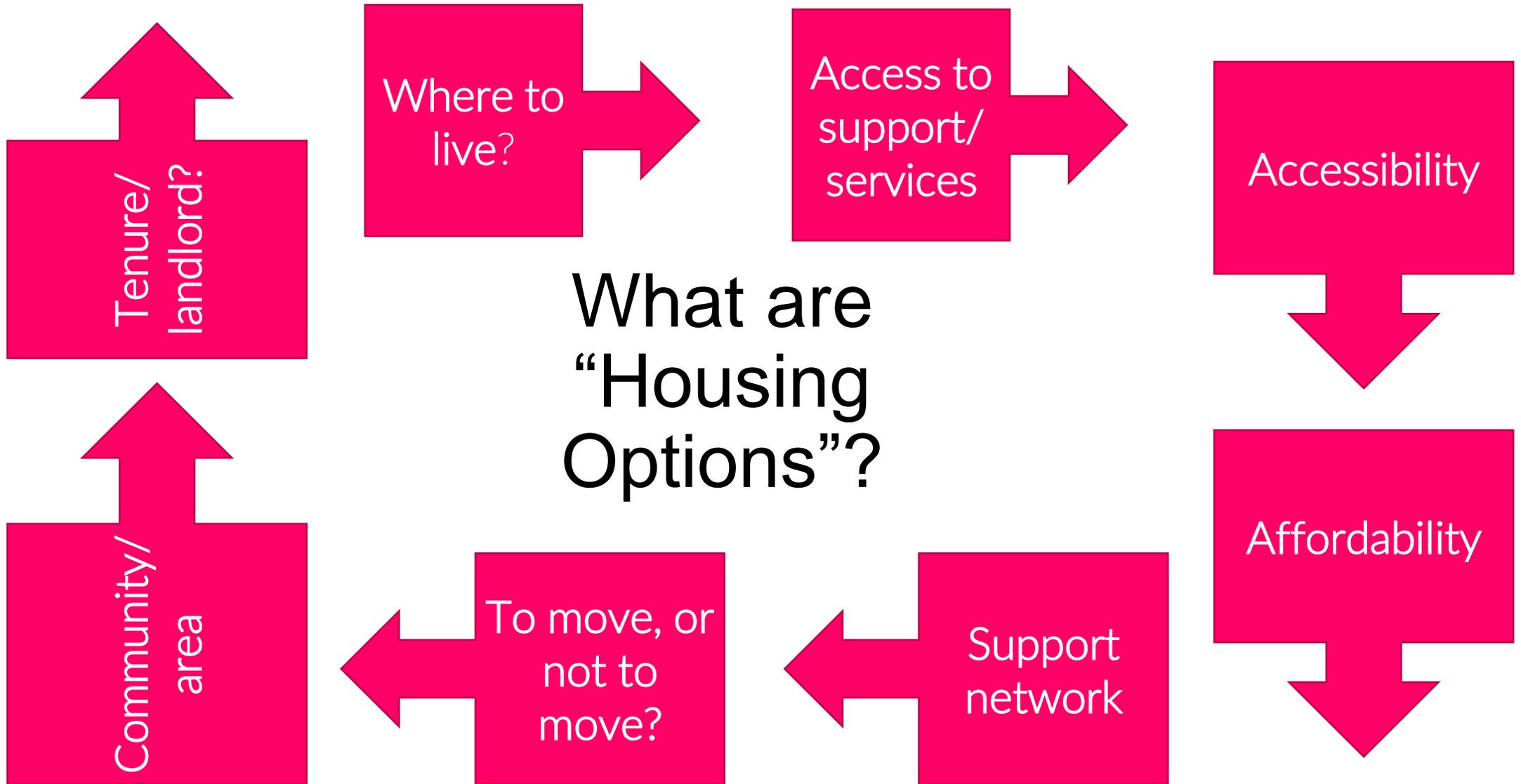
Bridging the gap between supported housing and suitable and sustainable homes

Customers at the heart of the journey, less crisis response and more sustainable actions.

Sustainable homes

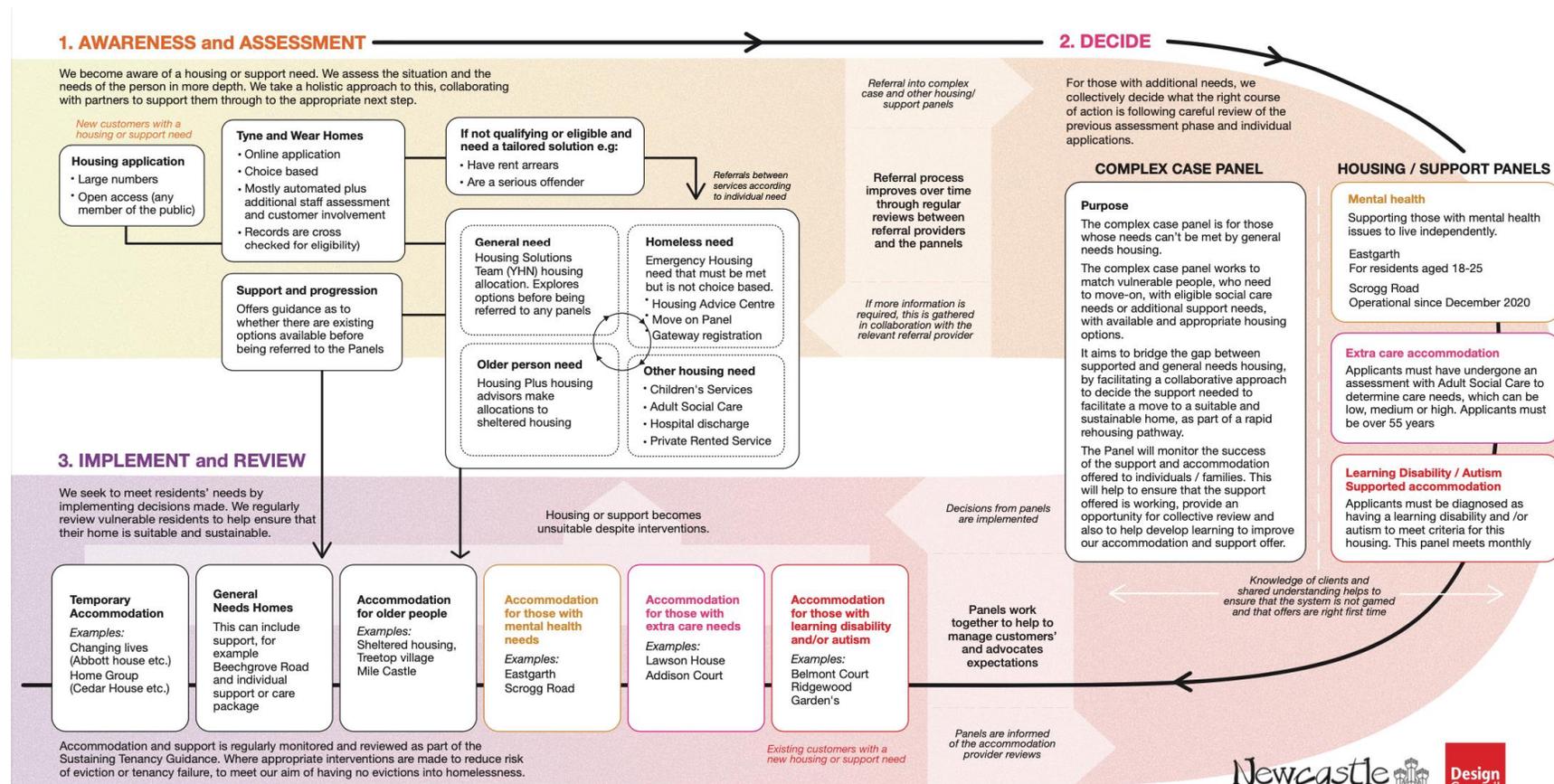
Facilitating residents to get the support they need to have suitable and sustainable homes through collaborative partnership and proactive and flexible approaches centred around making the most of our collective investment to support residents.

Housing is everyone's responsibility and that we need to provide genuine housing options.



Service blueprint

A visualisation of the services and processes that bridge the gap between supported housing and suitable and sustainable homes



OUR GUIDING PRINCIPLES

Principles are aspirational and conceptual they provide a framework for considering what we could do better. These are the defining characteristics of our services when operating at their best. Working to principles complements our procedures as they give us permission to think and behave more flexibly and appropriately.



Guiding Principles

1. Be person centred
2. Offer continuous flexible support
3. Take a systemic view
4. Collective review and learning
5. Encourage distributed decision making
6. Seek resolution and conclusion
7. Enable collective compromise

Thank you for listening





1. On the Whole Housing System, What should our next steps be & which should be our priority?
2. How will you work with BEAM to support your clients into work?
3. Do you agree with the summary of additional challenges that residents are facing & the responses ? Is there anything else?