



# Newcastle Homelessness Prevention Forum

## (10am – 12pm, 9 June 2021)

- Councillor Linda Hobson: *Portfolio Holder for Housing*
- Neil Munslow: *Service Manager, Active Inclusion*
- Andy Hayes: *Operations Manager, Home Group*





## **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 asked to split into smaller discussion groups. Join by clicking on the second link when advised



## Today we'll cover:

- Our purpose & context
- Homelessness Review update from Q4 2020-21
- “Off the streets” Coordinated solutions for named people who are sleeping rough
- Home Group presentation
- Breakout discussion groups





## Active Inclusion Newcastle partnership approach to homelessness prevention & financial inclusion – statement of intent

Our aim is to make it everyone's business to prevent homelessness & financial exclusion at the earliest opportunity to better support residents to have the foundations for a stable **LIFE**:

- Somewhere to **L**ive – a home
- **F**inancial inclusion – debt & budgeting
- An **I**ncome – benefit entitlement
- **E**mployment – inclusive growth

# Our context challenges & opportunities to respond



**£119m**

An estimated **annual loss of £119m in working age benefits** by the end of 2025-26

**£345m**

An estimated **£345m reduction in Newcastle City Council's budget by 2023**, due to government cuts & increasing Coronavirus cost pressures

**£4.65m**

Your Homes Newcastle (YHN) rent arrears by March 2021 (£3m increase from 2012)

**51,371**

Residents fed by the Westend Foodbank in 2020-21 an increase of 61% on 2019-20

**36,531**

Residents on Universal Credit – **13,499 more on Universal Credit a 59% increase** between Mar 2020 & Mar 2021

## Known responses in 2020-21

**4,110**

cases of homelessness prevented

**20,351**

residents helped to secure £25.6m of welfare benefits

**2,773**

residents received debt advice

**4,170**

awards for discretionary funding (Crisis Support Scheme, Discretionary Housing Payments & Supporting Independence Scheme)

**125,346**

visits to Active Inclusion Service website pages

**0**

YHN evictions (197 in 2007-8, year Sustaining Guidance was first introduced)

**68%**



1,000 instances of people found sleeping rough April 2020 to April 2021 (3,129 instances March 2019 to April 2020)



## 3 stages of opportunities to collaborate to prevent & relieve homelessness

- **Off the street** – no one sleeping rough. Personalised coordinated plans to help people sleeping rough off the street
- **In to a home** – move on from homeless accommodation. Move-on \ Complex Case Housing Panels, rapid rehousing pathways, Transitions programme
- **Sustaining a home** – no evictions into homelessness. Sustaining Tenancies, YHN Support & Progression, Active Inclusion Multidisciplinary team, Corporate Debt Review, extending approach to private rented sector prevention

# Visualising our Active Inclusion Newcastle partnership approach

**Primary prevention activities – adapting services to identify & prevent crisis with protocols, reviews, information, training & support – systematic evidence collection & reviews to inform policy & commissioning:**

[www.newcastle.gov.uk/financialinclusionforprofessionals](http://www.newcastle.gov.uk/financialinclusionforprofessionals) & [www.newcastle.gov.uk/homelessnesspreventionforprofessionals](http://www.newcastle.gov.uk/homelessnesspreventionforprofessionals)

**Primary prevention examples 2020-21:** 125,346 website visits, 3,638 information subscribers, 279 people trained, 142 AIN partners

**Exception reports: learning from crisis to inform primary prevention activities**

**Targeted offer to support staff supporting those in crisis**

**Exception reports: learning from crisis to identify prevention opportunities**

**Exception reports: informing primary prevention activities**

**Targeted offer for high volume risks**

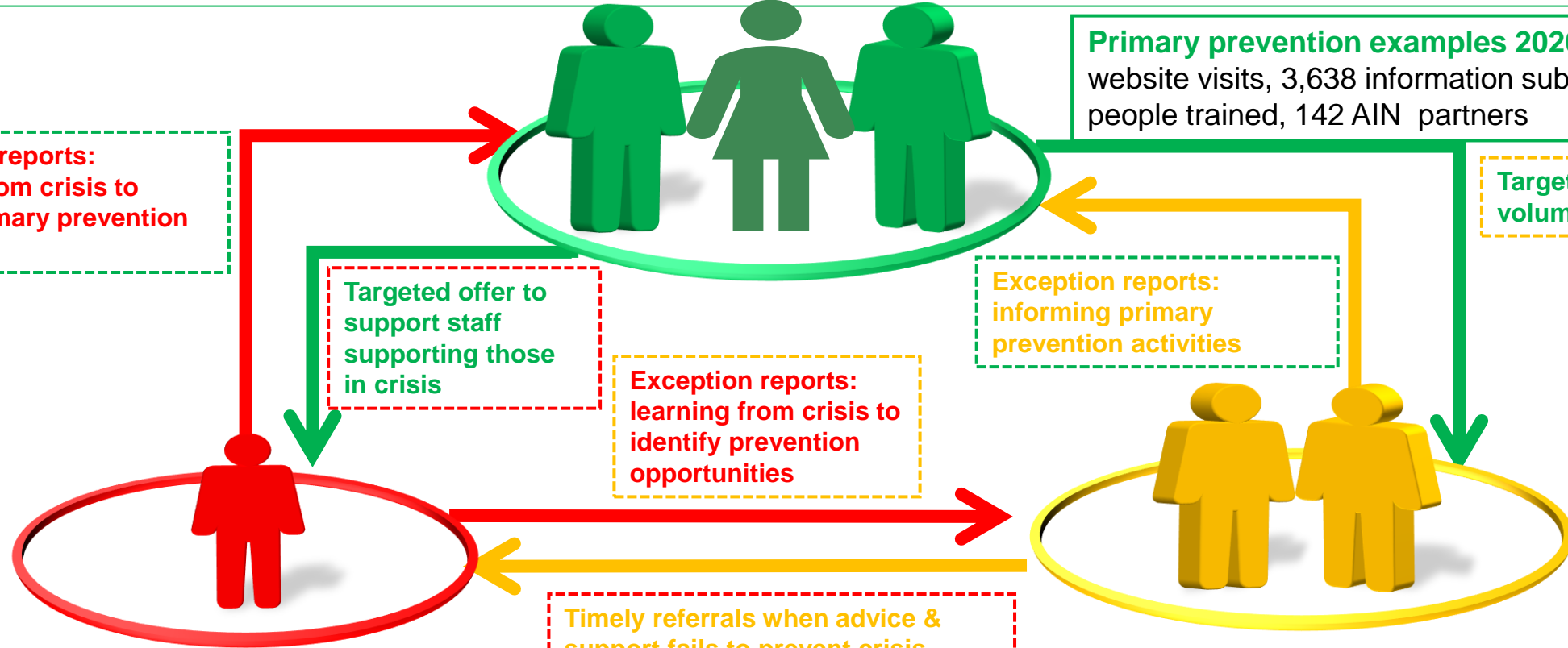
**Timely referrals when advice & support fails to prevent crisis**

**Crisis activities – catching residents if we fail to prevent homelessness & destitution**

**Secondary prevention activities – targeting specialist advice & support to vulnerable residents**

**Crisis examples in 2020-21:** 126 individuals identified sleeping rough, 0 YHN evictions, 429 admits to emergency beds, 142 households accommodated in Cherry Tree View to meet statutory duties

**Secondary prevention examples in 2020-21:** 31,466 residents advised, 4,110 cases of homelessness prevented, 20,351 residents helped to secure £25,611,181, 2,773 residents received debt advice, 985 non emergency admits to supported accommodation



## Prevention – supply

- YHN 27,000 homes, 75+ Support & Progression, Financial Inclusion Team
- Money Matters – 5
- Welfare Rights – 20
- Multidisciplinary Team – 5
- Floating support
- CTV preventative outreach partnership with JCP
- Private Rented Service
- LAASLOs – 2

## Relief – supply

Major issue daily headroom to respond to crisis demand

- City Road drop in
- 779 supported accommodation rooms
- 600+ staff
- Cherry Tree View
- Housing First
- Complex needs / Dual diagnosis – 4 staff

## Advice & advocacy support

- Faith & community groups
- Crisis Skylight – 56 staff
- Shelter – 17 staff

## Homelessness demand assessment – 7 HPOS

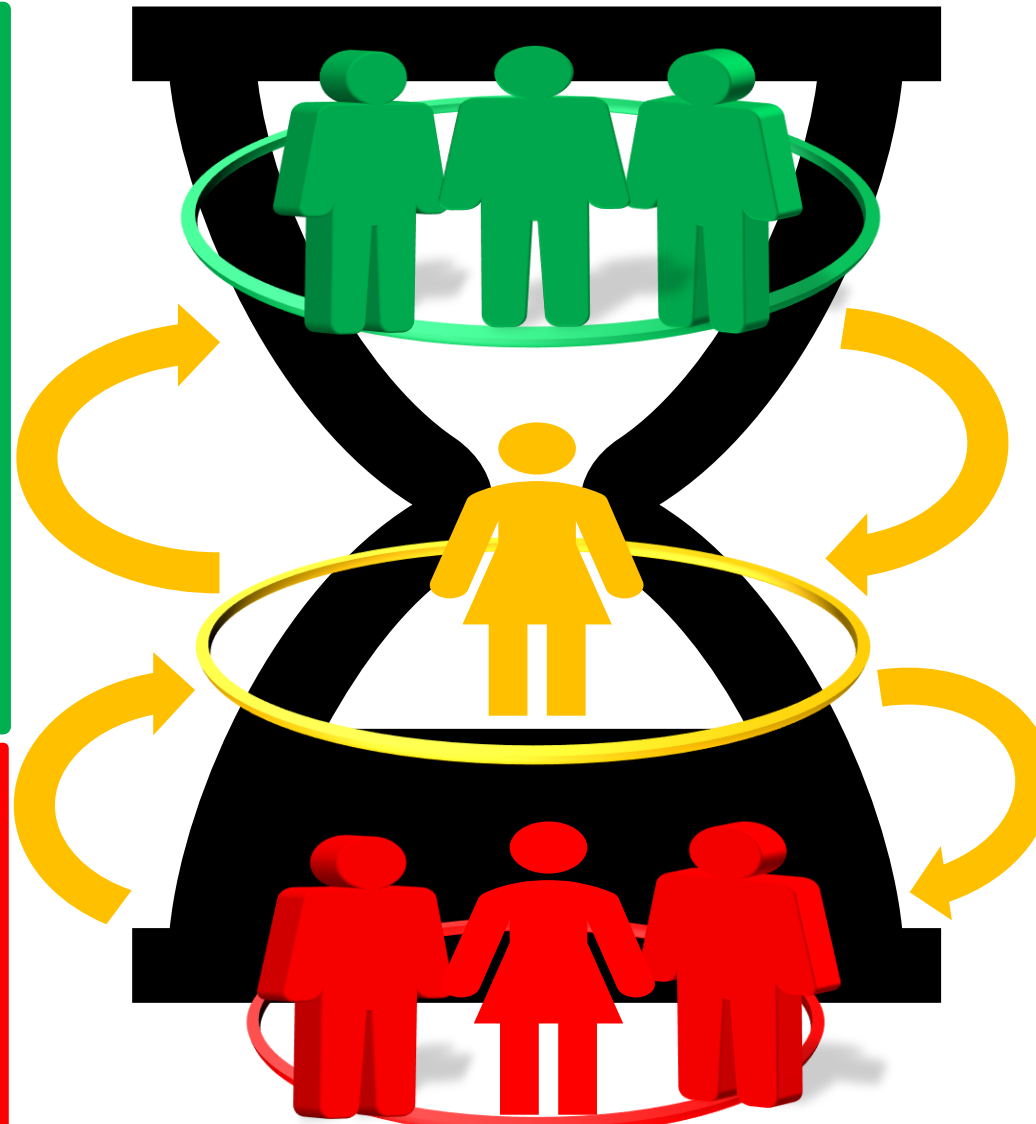
3 Seniors, 8 rough sleeping outreach workers & Rough Sleeping Coordinator

## Infrastructure support

- Active Inclusion Unit 13, NCC Commissioning 3, Crisis 3

## Homelessness & health related provision

- Joseph Cowan Healthcare Centre
- CNTW Gateshead/Newcastle Homeless Service (4 CPN's)
- Newcastle Treatment & Recovery (NTaR) – including Plummer Court / Harm min outreach worker





# Homelessness in Newcastle Q4 2020-21 risk, threatened & crisis of not having a suitable & sustainable home



**At risk (primary) – over 57 days prevention** upstream' responses before the [Homelessness Reduction Act](#) 56 days

- YHN Homelessness preventions – **710** (Q3 2020-21: 573), YHN evictions – **0** (Q3 2020-21: 0 )
- **8,375** website visits to homelessness & homelessness prevention pages on Council website (Q3 2020-21: 7,268)

**Threatened (secondary) – within 56 days prevention & relief** duties under the [Homelessness Reduction Act](#)

- HAC: current or alternative housing secured for **38 (57%)** of prevention duties ended (Q2 2020-21: 69), prevention duty closed in Q4: **67** (108 in Q3 2020-21)
- Supported housing: admits: **371** (Q3 2020-21: 347), individuals admitted **252** (Q3 2020-21: 280,)
  - evictions: **26** (Q3 2020-21: 33 ) account for 12% of discharges
  - **352** discharges: other supported accommodation **129** (Q3 2020-21: 84), independence **57** (Q3 2020-21: 53) family & friends **35** (Q3 2020-21; 35)

**Crisis – literally homeless** our [Street Zero](#) partnership

- People found sleeping rough reduced by 68%
  - **49** individuals (64 in Q3 2020-21) range per night 0-7 (0-13 in Q3 2020-21), average **3** per night (4 in Q3 2020-21) On **10** days in the quarter no one found. **18** accommodated **7** accepted accommodation, **6** accepted reconnection, **3** refused accommodation, **5** refused reconnection, **5** no engagement, **3** recalled to prison, **2** disappeared
  - Between 1 April 2020 & 31 March 2021 **256** vulnerable people were known to be placed in Newcastle hotels by other councils, **4** people in 2019-20
- Admissions into Cherry Tree View – **28** households (Q3 2020-21: 32)

# Developments & progress updates since March 2021 HPF



- RSAP \ RSI funding – Successful RSI 4 award, RSAP funding opportunities in July & September rounds
- Collaborative Newcastle
- World Habitat knowledge exchange

Tyne Housing update since the presentation of **draft** strategic plan at last forum;

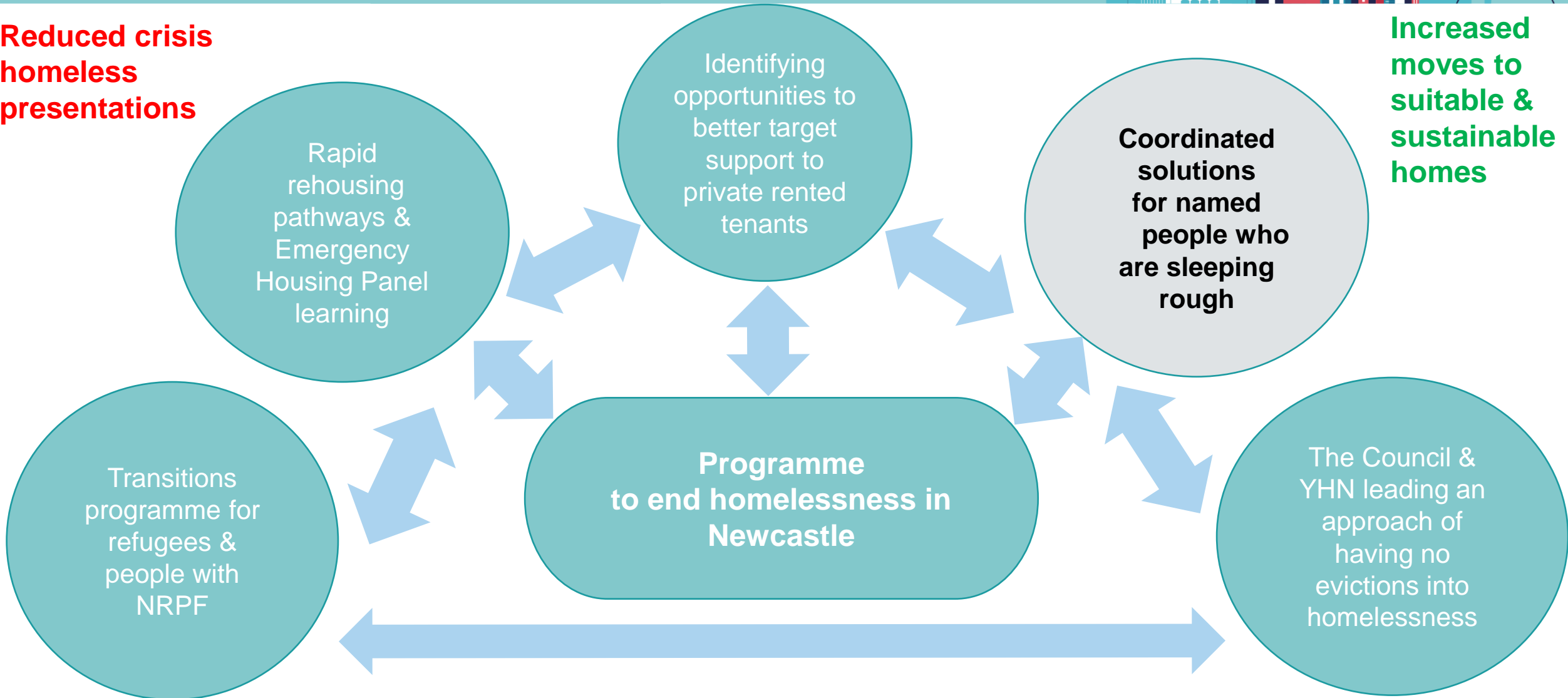
- 2021-26 Strategic Plan was signed off by Tyne Board 29th April. Four themes of Housing, Wellbeing, Community, Learning. Now commencing a communications process with key stakeholders and partners.
- Tyne Housing to present their strategy & development plans to the Housing Policy Programme Board – developing the concept of a strategic housing partner to create opportunities for purpose built accommodation for people experiencing multiple exclusion.
- Tyne Housing are working with colleagues in NCC to develop a shared understanding of the impact of the Somewhere Safe to Stay Hub. Indications are that the first year has made a significant contribution to improved move-on rates at Byker Bridge House, alongside a reduction in repeat presentations. Funding has been agreed with MHCLG for a further 12 months for the Rapid Rehousing Coordinator.
- Newcastle City Council successfully bid for RSAP with Tyne Housing to deliver 16 self-contained move-on flats, with support, for people who have slept rough
- Tyne Housing are working with Public Health & partners to test out a small scale accommodation-based abstinence offer, after this need was identified by Tyne's Resident Consultation Group.
- Tyne Housing have aligned their work on Wellbeing with the Council's Collaborative Newcastle homelessness stream.

# Newcastle's Homelessness & Rough Sleeping Strategy & coronavirus (COVID-19) recovery next steps – challenges & opportunities



**Reduced crisis homeless presentations**

**Increased moves to suitable & sustainable homes**



# Coordinated responses for named people who are sleeping rough: Off the street



- **Aim:** no one sleeping rough in Newcastle
- **Measure:** number of people found sleeping rough
- **Process:** test accommodation & reconnection offer for all, engagement & support to take up offer, joint Homelessness, Mental Health & Care Act assessments
- **Services:** Outreach & Complex Needs Team, 779 rooms, Housing First, Police, CNTW Homeless Team, Joseph Cowen Medical Centre, faith & community groups
- **Challenges:** headroom, multiple exclusion, reconnection, choice, public perception
- **Opportunities:** personalised responses from Multidisciplinary Integrated Team – in reach support & rapid response outreach, Rough Sleeping Initiative 4 & PHE funding
- **Governance & review:** statutory [Homelessness & Rough Sleeping Strategy](#), Street Zero, Commissioning, Collaborative Newcastle



# Coordinated responses for named people who are sleeping rough: Off the street



**49** individuals in **Q4 2020-21**, range per night **0-7**, average **3** per night (4 in Q3 2020-21)

## Current work & progress from March HPF

- Developed a prototype 'by name list' tool to **identify people experiencing multiple exclusion homelessness** & at greater risk of rough sleeping.
- **Daily sign-off processes for coordinated individual support plans** to create additional structure to the discussion & recording of individual circumstances & responses
- **Shared learning** & linking in with other teams, including Safeguarding
- **Crisis Housing First** has identified its first cohort of tenants & are looking to identify the first properties & established a frontline practice sharing group between Housing First services in the city
- **Move on & Complex Case Housing Panels** – facilitate move on, align support & manage risk

## The next steps

- **Establishing & refining criteria for 'by name list'** to focus on wider 'multiply excluded' group. Align existing assessments, support plans & resources to respond to named individuals
- **Complement general needs housing with a register of dedicated homes for homeless people** – 76 self contained flats
- **Rough Sleeping Initiative 4**

## The upcoming opportunities

- **RSAP 4 July bidding** – additional capital & revenue
- **Working with the Police** – Operation Luscombe
- **PHE funding** – extended funding of existing projects & new funding for supporting people to stay off the street & reconnections
- **Collaborative Newcastle** – Integrated Rough Sleeping Team
- **A hub & spoke model** – capital for a Cherry View type resource

# Coordinated responses for named people who are sleeping rough: Off the street



## Rough Sleeping Accommodation Programme (RSAP) – 2020/21

- 40 YHN furnished 1 x bed flats – 30 long term voids have been bought back into use
- Initial high levels of refusals has tailed off – better targeting of the clients through the move on panel to identify those most suitable

## Rough Sleeping Accommodation Programme (RSAP) – 2021/22

- Focussing on provision of long term move-on accommodation for known people rough sleeping
- Prospectus published by MHLCG & coproduction with partners & Homes England

## MHLCG Rough Sleeping Initiative Year 4

Maintain current interventions for 2021/22

- Additional interventions to improve our offers & responses across the homelessness system:
  - Building on learning from the Move-on & Complex Case Panels - increasing access to accommodation
  - The Fairer Housing Unit leading a whole system housing approach – bridging the gap between supported & general needs
  - Leading & coordinating more integrated health, social care & housing approach to homelessness & rough sleeping – working with key partners & people with lived experience to develop / improve pathways & identify opportunities to create or influence system change across health, social care & housing agendas
- Respond to ongoing accommodation demand:
  - Repurposed accommodation
  - Additional accommodation





## Off the street – existing & potential resources (1)



- Rough Sleeping Coordinator
- 779 commissioned rooms, (incl 15 x Housing First units)
- 365 day Outreach service
- Joseph Cowan Healthcare Centre
- CNTW Gateshead/Newcastle Homeless Service 4 x CPN's
- Newcastle Treatment & Recovery (NTaR) – including Harm min outreach worker
- PHE funded Complex Needs Team 2 x CPNs, 2 x SWs
- 40 YHN Next Steps Accommodation Programme flats
- Up to 80 Crisis Housing First units
- Bidding for 16 x Rough Sleeping Accommodation Programme Tyne Housing flats
- Addiction, Diversion, Disruption, Enforcement & Recovery ADDER TBC
- PHE Rough Sleeping Drug & Alcohol Treatment Grant 2021-22 TBC





### **RSI 4, 9 months: July 2022 – March 2022**

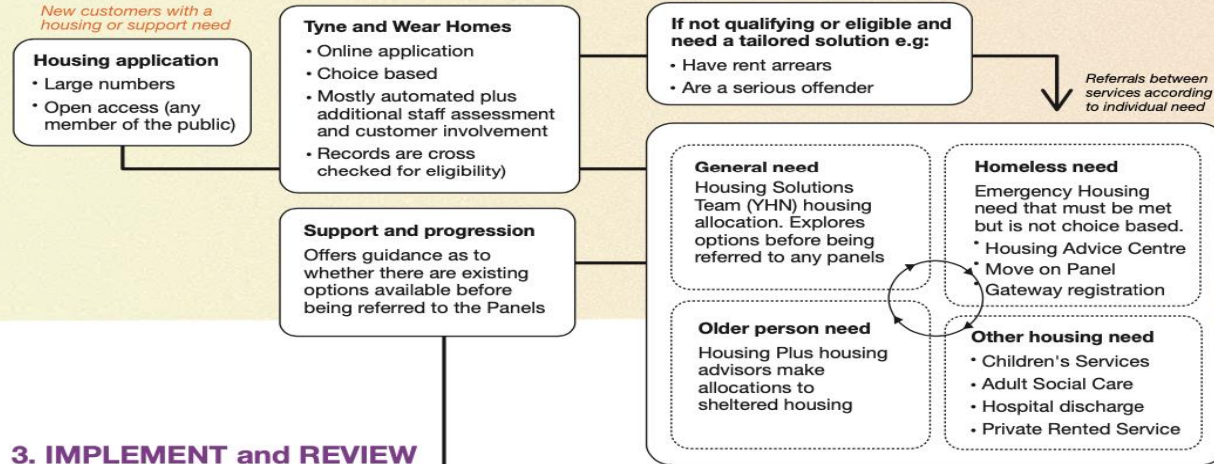
- Housing First
- Rapid Rehousing Pathways support
- 1 FTE Harm Reduction Outreach Worker
- Navigators: 4 FTE x Changing Lives Navigators
- Somewhere Safe to Stay Hub
- Reconnections Navigator
- Personalisation fund to sustain accommodation
- Headroom funding – ensuring availability of accommodation
- Accommodation procurement & management (1 FTE Housing Lead Specialist)
- 1 FTE Health & Social Care Integration Programme Lead
- Provision of temporary accommodation



# Bridging the gap between supported housing & suitable & sustainable homes

## 1. AWARENESS and ASSESSMENT

We become aware of a housing or support need. We assess the situation and the needs of the person in more depth. We take a holistic approach to this, collaborating with partners to support them through to the appropriate next step.



## 2. DECIDE

For those with additional needs, we collectively decide what the right course of action is following careful review of the previous assessment phase and individual applications.

### COMPLEX CASE PANEL

#### Purpose

The complex case panel is for those whose needs can't be met by general needs housing.

The complex case panel works to match vulnerable people, who need to move-on, with eligible social care needs or additional support needs, with available and appropriate housing options.

It aims to bridge the gap between supported and general needs housing, by facilitating a collaborative approach to decide the support needed to facilitate a move to a suitable and sustainable home, as part of a rapid rehousing pathway.

The Panel will monitor the success of the support and accommodation offered to individuals / families. This will help to ensure that the support offered is working, provide an opportunity for collective review and also to help develop learning to improve our accommodation and support offer.

### HOUSING / SUPPORT PANELS

#### Mental health

Supporting those with mental health issues to live independently.

Eastgarth  
For residents aged 18-25  
Scrogg Road  
Operational since December 2020

#### Extra care accommodation

Applicants must have undergone an assessment with Adult Social Care to determine care needs, which can be low, medium or high. Applicants must be over 55 years

#### Learning Disability / Autism Supported accommodation

Applicants must be diagnosed as having a learning disability and /or autism to meet criteria for this housing. This panel meets monthly

## 3. IMPLEMENT and REVIEW

We seek to meet residents' needs by implementing decisions made. We regularly review vulnerable residents to help ensure that their home is suitable and sustainable.



Accommodation and support is regularly monitored and reviewed as part of the Sustaining Tenancy Guidance. Where appropriate interventions are made to reduce risk of eviction or tenancy failure, to meet our aim of having no evictions into homelessness.

*Decisions from panels are implemented*

*Panels work together to help to manage customers' and advocates expectations*

*Panels are informed of the accommodation provider reviews*

*Knowledge of clients and shared understanding helps to ensure that the system is not gamed and that offers are right first time*

## OUR GUIDING PRINCIPLES

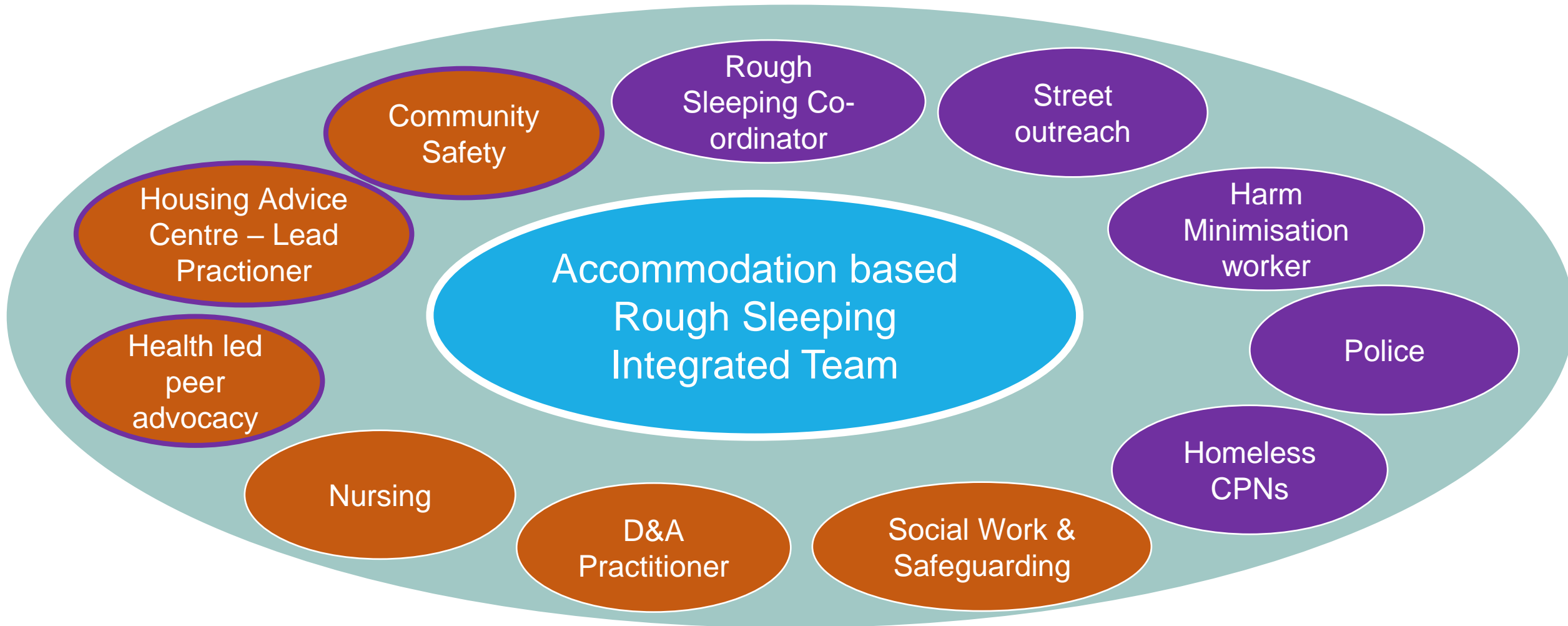
Principles are aspirational and conceptual they provide a framework for considering what we could do better. These are the defining characteristics of our services when operating at their best. Working to principles complements our procedures as they give us permission to think and behave more flexibly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



# Coordinated solutions for named people who sleep rough: Proposed Integrated Rough Sleeping Team



Phased development, starting with the existing dedicated resources, in **purple** below





## Newcastle's Homelessness & Rough Sleeping Strategy 2020-2025

For information about homelessness, see:

[www.newcastle.gov.uk/homelessnesspreventionforprofessionals](http://www.newcastle.gov.uk/homelessnesspreventionforprofessionals)

For information about financial inclusion, see:

[www.newcastle.gov.uk/financialinclusionforprofessionals](http://www.newcastle.gov.uk/financialinclusionforprofessionals)

Email: [activeinclusion@newcastle.gov.uk](mailto:activeinclusion@newcastle.gov.uk)





- **Homelessness Prevention Forum** – meets quarterly (venue tbc)
  - Next meeting: Wednesday 8 September 2021
- **Newcastle Advice Compact** – meets monthly (to be held online)
  - Next meeting: Wednesday 16 June 2021
- **Financial Inclusion Group seminar** – meets quarterly (to be held online)
  - Next seminar: Thursday 24 June 2021 - **Accessing information about trusted advice & support to help increase residents' financial inclusion**

The Home Group logo is a teal circle containing the words "home" and "group" in white, lowercase, sans-serif font, stacked vertically.

home  
group

A large teal circle containing white text, positioned in the lower-left foreground of the image.

**A clinical  
approach to  
tackling  
homelessness**







# Why change?



- Home Group Strategy - Integrate Health, Social Care and Housing
- Changing pressures in Newcastle & Eradicate Street Homelessness
- Mental Health Crisis (quantitative research March 2018)
  - 63% of customers were reported as having diagnosed mental health (MH) conditions
  - 12% of customers were reported as having undiagnosed MH conditions
  - = 75% of all customers had some form of mental health issues
- Mental Health Crisis (quantitative research March 2021)
  - 72% of customers were reported as having diagnosed mental health (MH) conditions
  - 8% of customers were reported as having undiagnosed MH conditions
  - = 80% of all customers had some form of mental health issues





# Why do we want a Psychologically Informed Environment?

## Customer focus group

- Stuck in the system
- Loss of identity
- Fear of change/ staying the same
- Not understood
- Not heard
- Unsafe

## Colleague focus group

- Stuck
- Alone/dumped on
- Unclear boundaries
- Whole is not valued
- Uncared for
- Fearful of repercussions

# The five ingredients



- Psychological framework
- Environment
- Relationships
- Colleague support
- Evaluation and outcomes



# LIFE model

Living Independently  
Feeling Enabled

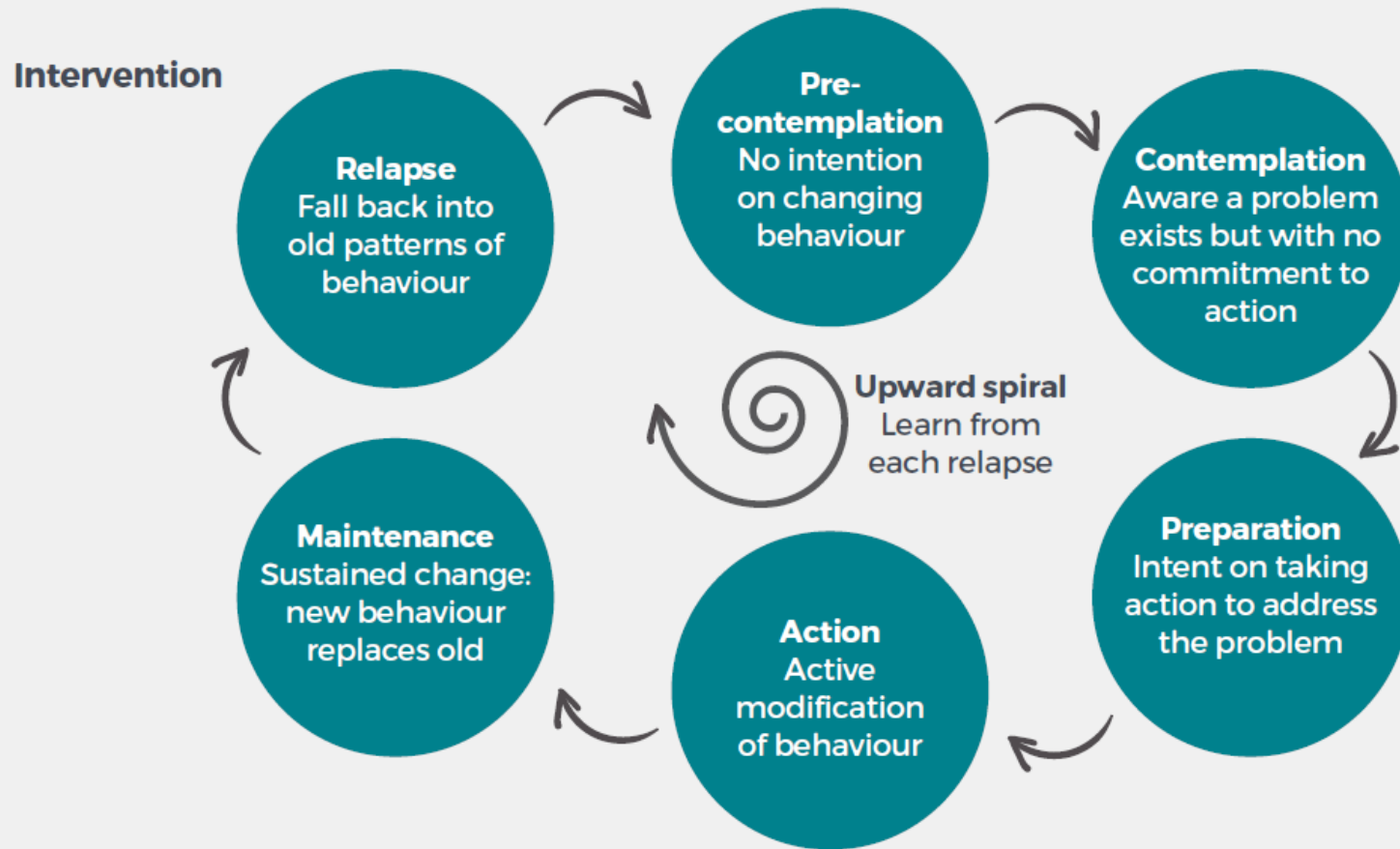




# Psychological framework

- The framework considers the underlying psychological make up that shapes current behaviour and presentation
- Influences the language, and approach of a service to improve communication and good practice
- Designed to be trauma-informed; recognising the high levels of trauma within our customer group and embedding an understanding of the links between trauma and homelessness and developing colleagues understanding of attachment theory to help inform our work with customers
- Our framework draws on aspects of three main psychological approaches in support of this: CBT DBT CAT

# Transtheoretical model (Prochaska & DiClemente)





# Physical environment

- A sense of safety and security across the service for both customers and staff
- Appropriate/ safe therapeutic space for 1:1's
- Opportunities to engage with meaningful activity
- Sensory considerations re the physical environment
- Aesthetically pleasing to create a sense of value and self-worth (hotel at home)



# Managing relationships

- Staff and customers to feel valued
- Clear boundaries and communication around roles and responsibilities
- Greater understanding of challenging behaviour and trauma responses to facilitate therapeutic relationship
- Avoiding further exclusion



# Colleague support and training



Relevant and engaging training



Covering different learning styles, workshops, e-learning



Reflective practice



Supervision case management



Peer support



Lived experiences

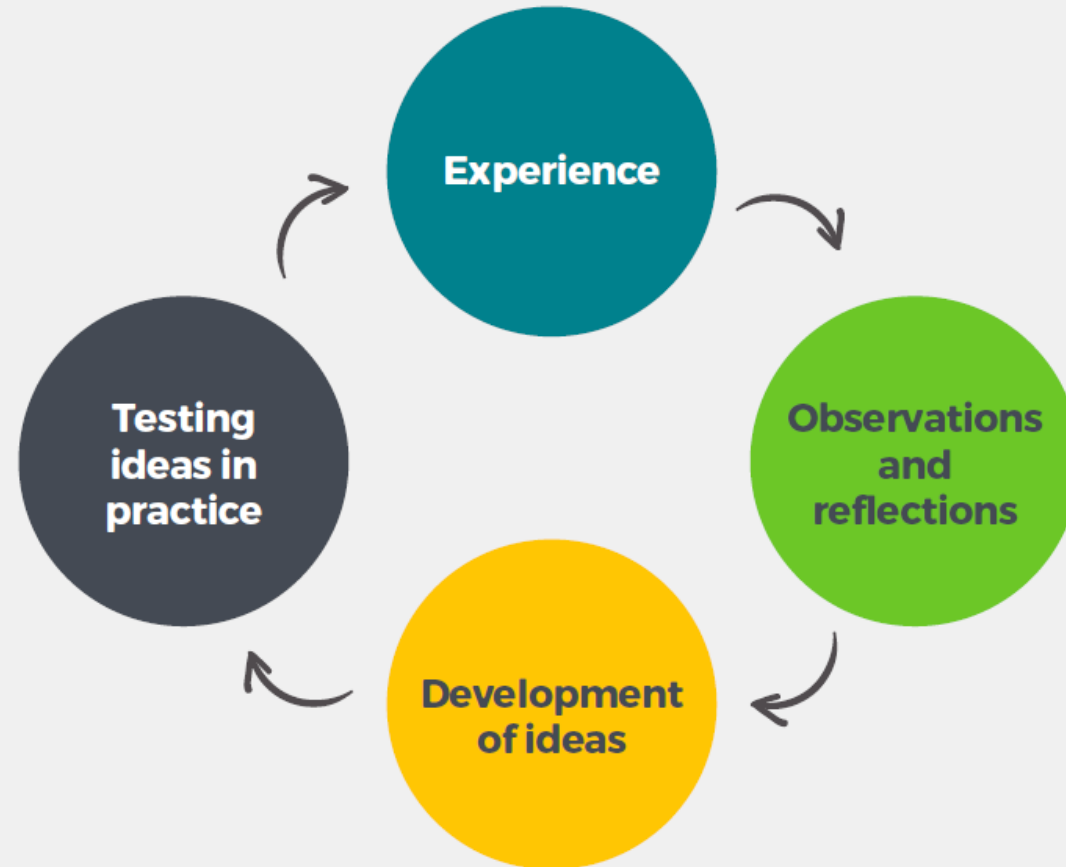


Brilliant conversations with management

# Reflective practice



- Spending time thinking about what has happened
- Build on previous experience
- Growing as a person



# Evaluation and outcomes



- Measure our progress against our success criteria – HG values (Caring, Accountable, Energised & Commercial)
- Share good practice and learning
- Meet contractual obligations
- Meet Home Group's Customer Promise
- Staff wellbeing and engagement – Great Place to Work survey
- Is PIE working – reduction in risk to customers, staff and property, revolving door, improvement in customer self-sufficiency, responsibility and consequences of decision making
- = reduction in homelessness and no street homelessness



# Dashboard highlights



## Outcomes and social value

**62%**

Average improvement in customer wellbeing

**71%**

Average improvement in customer QoL

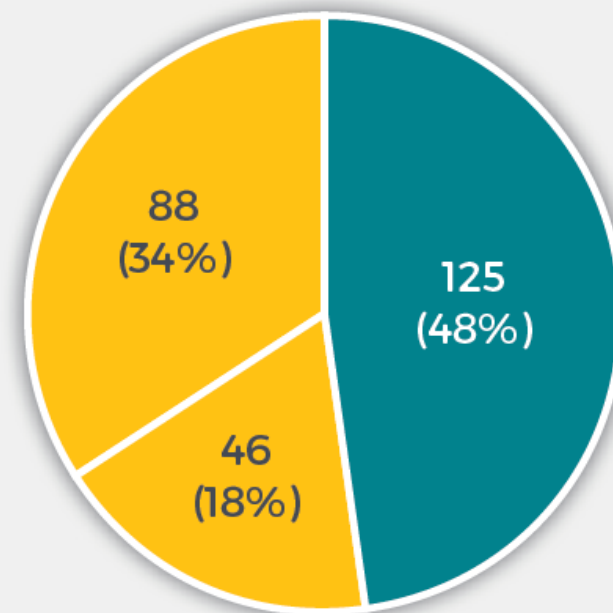
**£1m**

Estimated total social value generated

**£23k**

Estimated average social value per customer

## Move on



● 3.1a ● 3.1b ● Neutral moving on



# Case studies



- RJ - 48 year old male currently living in a 1 bedroom Housing First unit and has had 11 homeless placements with prolonged episodes of street homelessness
- SA - 37 year old male currently living in Hawthorn House and has had 9 homeless placements since 2012.
- EK - 42 year old female previously lived in Cedar House and has had 4 homeless placements since 2009, including period in residential care.





**Any questions?**

**Thank you.**



1. Do you have ideas / suggestions for information / data to be presented that better shows the impact that services in the city are having to prevent homelessness? Does your service have information that you would like to present?
2. What role could your service play in responding to the 3 stages of responding to homelessness?
  - Off the street
  - Into a home
  - Keeping a home
3. Does the Home Group's clinical approach to tackling homelessness look like a positive way forward and how would you like to find out more about how it's working?
4. Does your service / organisation have ideas / programmes that you would like to see covered at Newcastle Homelessness Prevention Forum (the programme for this year is be based around local responses) or do you have any other ideas for what you would like to see or hear about?