



# Newcastle Homelessness Prevention Forum

(10am – 12pm, 8 September 2021)

- Neil Munslow: *Service Manager, Active Inclusion*
- Elaine Thompson / Alan Hodgson: *Changing Lives*





### **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:

- Feedback from June's HPF
- Our purpose & context
- Homelessness Review update from Q1 2021-22
- Changing Lives : Leading from their own front door
- Breakout discussion groups

# Feedback from June HPF



Issue raised – Quarterly review presentation	Response
<p><i>“It’s good to hear about the things that are working well in the city, but maybe we should also look at why things have failed”</i></p>	<p>Weekly exception reporting with advocacy agencies in city to identify issues &amp; trends, will incorporate in to regular reporting at the HPF</p>
<p>Want to see Forum continue to hear from other organisations &amp; on what they see as current challenges, including neighbouring services outside of homelessness-specific provision (e.g. police, Safeguarding, health, DWP).</p> <p><i>“is there a mechanism for issues &amp; questions to be submitted in advance for focus/discussion from partners rather than the discussion questions decided by the Council?”</i></p>	<p>Yes, contact <a href="mailto:sarah.blakey@newcastle.gov.uk">sarah.blakey@newcastle.gov.uk</a> if your organisation would like to present or has ideas for discussions / who you want to hear from</p> <p>We work closely with the Police, Safeguarding, health, DWP at a client level &amp; can arrange presentations for next year</p>
<p>Challenge / opportunity to link commissioned services up with each other &amp; other work around the city (e.g. Floating Support services aren’t at full capacity)</p> <p>(Homelessness Prevention &amp; Rough Sleeping Strategy – priority area)</p>	<p>Agreed to run a pilot to expand commissioned floating support providers to work with family households, will monitor referral demand &amp; outcomes &amp; feedback</p>
<p><b>Feedback on presentation from Home Group – providing psychologically informed environments</b></p> <ul style="list-style-type: none"> <li>• Incredibly positive to hear the outcomes &amp; recognition of importance of staff &amp; clients shaping the service delivery</li> <li>• Key issue, how do we work better together to stop other services withdrawing once accommodation is secured. Feels like current approach assumes that once someone’s homelessness has been ‘fixed’, their other problems will be solved</li> </ul>	

# Our Active Inclusion Newcastle Partnership Approach



Our aim is to make it everyone's business to prevent homelessness & financial exclusion

Our Active Inclusion Newcastle partnership aims to respond to the increased demand for advice, support & accommodation created by the welfare reforms & localism, with the reduced resources created by austerity. Built on our collective strengths, particularly our council housing, to better support residents to have the foundations for a stable **LIFE**:

**L** Somewhere to **live** – a suitable & sustainable home | An **income** – benefit entitlement  
**F** **Financial inclusion** – life without excessive debt | **E** **Employment** – inclusive growth

## Our context & challenge

£119m

Estimated **annual loss in working age benefits** by the end of 2025-26

£345m

Estimated reduction **in Newcastle City Council's budget by 2023**, due to government cuts & 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



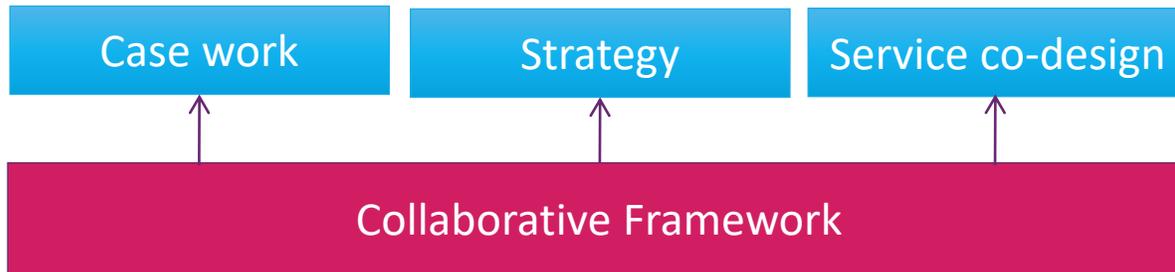
# Collaborative Newcastle – bringing the city’s anchor institutions together



Collaborative Newcastle Joint Delivery Group agreed the work below which will inform our city-wide approach & translating this into our Newcastle Neighbourhoods work



## 1 Creating a collaborative framework



Our collaborative framework will underpin our work, inform policy, practice, & join up responses at key transitional stages where we can support everyone to have a stable LIFE & to be a City of Sanctuary

We will use our collaborative framework to make joint decisions, compromises, & to learn & improve together. Working together we have a greater chance of sustainably responding to financial exclusion & the risk of homelessness

## 2 Focusing on prevention

We emphasise making prevention everyone’s business, based on real people in real time & learn from where we fail to prevent crisis. We will ‘count down’ from actual resident demand, not ‘count up’, from assumed demand – we will move from duplication to personalisation

## 3 Making the change happen

We have established 3 work streams to help make this happen:

Off the street – no one sleeping rough

Into a home – length of stay in homeless accommodation

Sustain a home – no evictions into homelessness



# Visualising our advice & support service supply to respond to demand

## Prevention – accommodation

- YHN 27,000 homes, 75+ Support & Progression, Financial Inclusion Team

## Dedicated homelessness move on

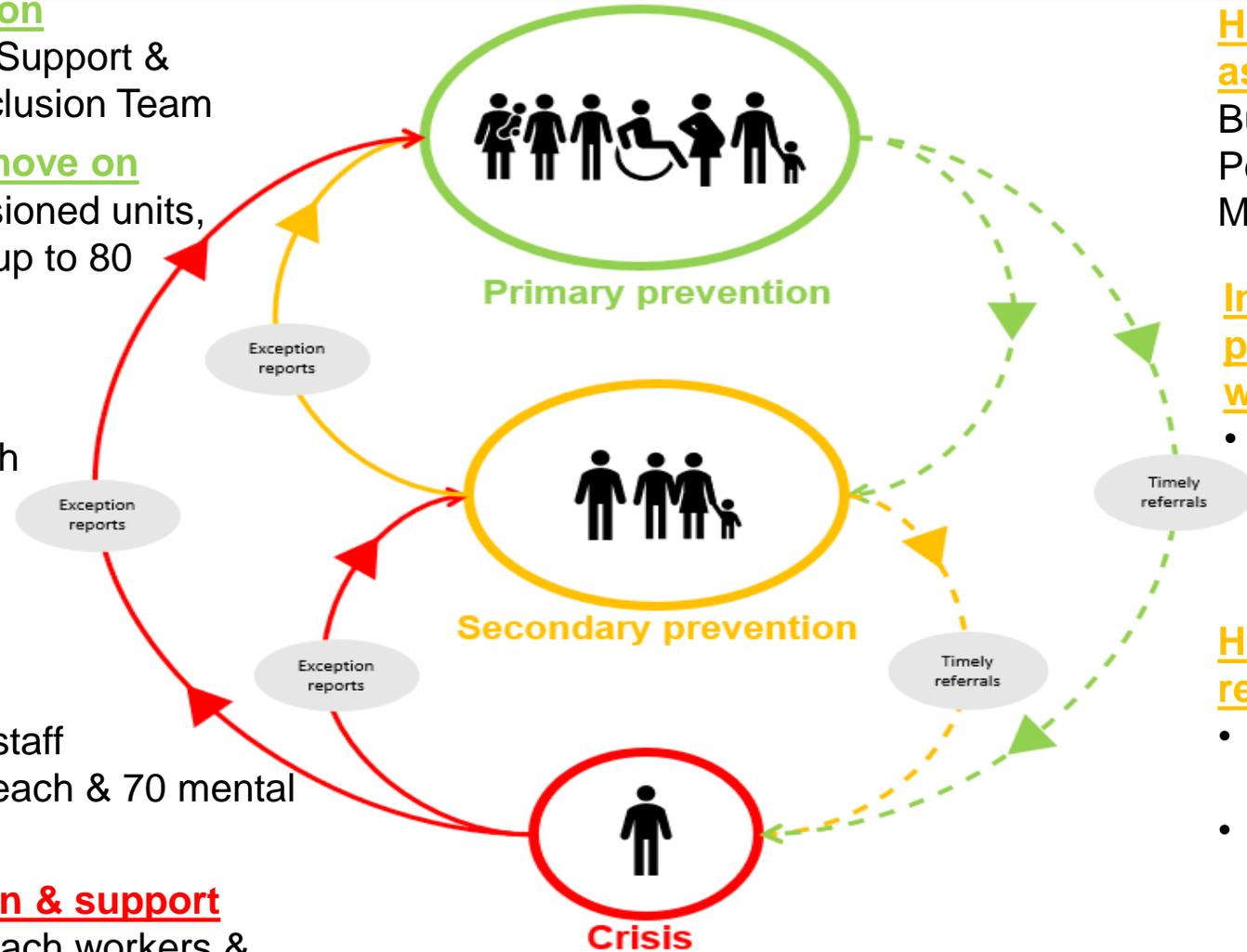
- Housing First 15 commissioned units, YHN 10 RSI units, Crisis up to 80
- YHN RSAP 40 flats
- Bentinck Terrace 36 flats

## Preventative support

- CTV preventative outreach
- Partnership with JCP
- Private Rented Service
- LAASLOs 2 staff
- Welfare Rights 20 staff
- Money Matters 5 staff
- Multidisciplinary Team 5 staff
- Floating support 137 outreach & 70 mental health spaces

## Crisis relief accommodation & support

- City Road drop in, 8 outreach workers & Rough Sleeping Coordinator
- 815 supported housing units & 600+ staff
- Cherry Tree View 45 self contained flats
- Complex Needs Team – 2 staff



## Homelessness demand assessment

- HPOS 7, Business Support 2, Young Persons Worker 1, Seniors 2, Manager 1

## Infrastructure, partnerships, protocols & workforce development

- Active Inclusion Unit 13, Commissioning 1, 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

## Advice & advocacy support

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

# Homelessness in Newcastle Q1 2021-22 at risk, threatened & crisis



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

- YHN Homelessness preventions – **551** (Q4 2020-21: 761), YHN evictions – **1** (Q4 2020-21: 0 )
- **7,280** website visits to homelessness pages on Council website (Q4 2020-21: 8,375)

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

- HAC: current or alternative housing secured for **28 (35%)** of prevention duties ended (Q4 2020-21: 38), prevention duty closed in Q1: **79** (67 in Q4 2020-21)
- Supported housing: admits: **448** (Q4 2020-21: 371), individuals admitted **319** (Q4 2020-21: 252,)
  - evictions: **49** (Q4 2020-21: 26) account for 12% of discharges
  - **396** discharges: other supported accommodation **125** (Q4 2020-21: 129), independence **72** (Q4 2020-21: 57) family & friends **40** (Q4 2020-21; 35)

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

- **79** individuals (49 in Q4 2020-21) range per night 0-12 (0-7 in Q4 2020-21), average **5** per night (3 in Q4 2020-21) on **1** day in the quarter no one found.
- **33** accommodated, **6** accepted accommodation, **10** accepted reconnection, **6** refused accommodation, **8** refused reconnection, **3** recalled to prison, **2** hospital admits **10** no further contact, **1 no offer available**
- Admissions into Cherry Tree View – **53** households (Q4 2020-21: 28)
- Emergency Homeless Service contacts **280** (Q4 2020-21 349)

# Off the street: working collaboratively to make sleeping rough rare



Overarching: apply [By Name List](#) & [Counting Down](#) approaches for specific real time responses for real people. Follow the residents' journey with continuity of support planning to facilitate a more stable LIFE & apply #HealthNow principles for access to healthcare. **Measure** – number of people sleeping rough

- **every person has a single integrated personalised plan** to end their rough sleeping
- **partners work collectively & accountably to end every named individuals rough sleeping**
- **from support on the street to off the street into safe psychologically informed environments**
- 2 stage approach to creating Integrated Team – **starting with existing dedicated capacity**
- **appoint Health & Social Care Integration Programme Lead**
- **rough sleeping funding demonstrates value for ending named individuals sleeping rough**
- **continuity of assessments & support planning** from off the street, into a home, sustaining a home
- **new CTV type hub accommodation for dedicated rapid rehousing for people who sleep rough**
- identify obstacles to ending individuals rough sleeping, overcome for individuals & escalate if can't overcome with existing resources. Themes identified for preventing & ending rough sleeping & report to Collaborative Newcastle



# Rough sleeping new Government funded resources to support move-on & maintain headroom to respond to crisis



## Accommodation

- 132 additional dedicated flats delivered or in pipeline (MHCLG and Homes England funding) 36@Bentinck Terrace, 10@YHN (RSI - Housing First with CNTW), 40@YHN (RSAP), 16@Tyne Housing (RSAP 2021/22). Current RSAP bid – 10@YHN & Home Group McGowan Court Rough Sleeping Hub 12 bedsits & 8 dispersed flats
- Headroom & additional temporary accommodation – availability of accommodation by keeping some existing units void & repurposing of supported accommodation
- Personalisation Fund to sustain accommodation: used to spot purchase additional support on case by case basis

## Outreach & rapid rehousing

- Navigators: 4 x Changing Lives Navigators, 1 x Reconnections Navigation: NCC
- Rapid Rehousing Pathway Team: 3 x YHN Support & Progression Workers, Somewhere Safe to Stay Hub & Coordinator: Tyne Housing

## Health related support

- Harm Reduction Outreach Worker: supporting people to access treatment services to improve health outcomes
- Newcastle is a Project ADDER Accelerator site: 2 funded posts to work on a step up & step down model working alongside services to help stabilise and retain people at risk of sleeping rough, in services (aka Complex Needs Team)

## Two new roles focussed on strengthening our system: to maximise the value of our collective investment

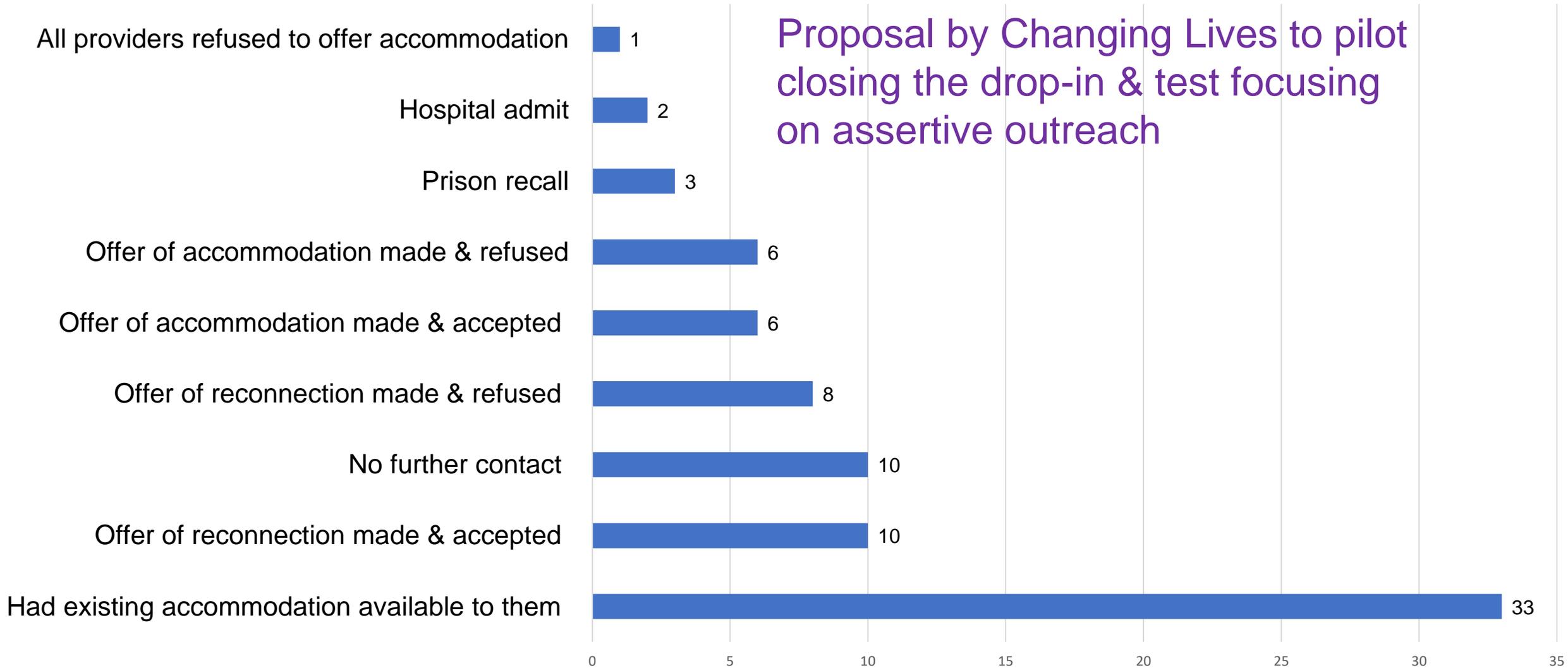
- Accommodation Procurement & Management – creating a whole housing system & coordinating citywide move-on pathway
- Health & Social Care Integration Programme Lead – NHS based post creating integration with health & social care & housing



# Outcome for those found sleeping rough – Q1 2021-22



Proposal by Changing Lives to pilot closing the drop-in & test focusing on assertive outreach



# In to a home : working collaboratively to make homelessness brief



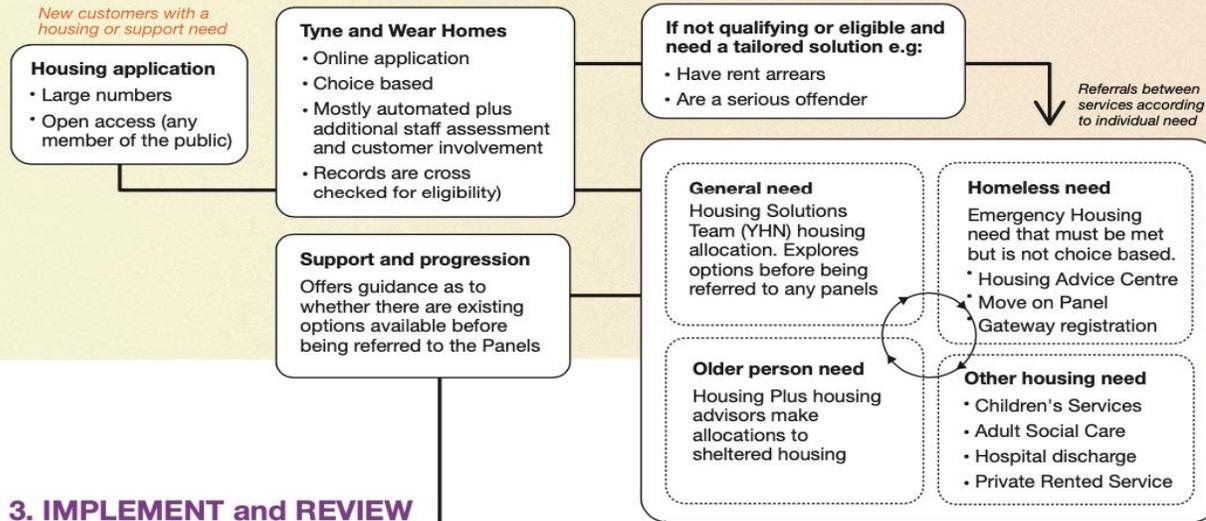
Overarching: apply [By Name List](#) & [Counting Down](#) approaches for specific real time responses for real people. Follow the residents' journey with continuity of support planning to facilitate a more stable LIFE & apply #HealthNow principles for access to healthcare. **Measure:** time in temporary accommodation

- **everyone has a statutory homelessness assessment**
- **move-on pathways:** Move-on & Complex Case Housing Panels
- Design Council **rapid rehousing pathways workforce development programme**
- **learning from Home Groups' Physiologically Informed Environments**
- **Rough Sleeping \ Housing First Panel aligned to register of dedicated housing & support**
- **Transitions Programme for refugees & migrants**
- meet **Domestic Abuse Act 2021 requirements** for people who are homeless due to domestic abuse
- **continuity of assessments & support planning** from off the street, into a home, sustaining a home
- **localised health & police neighbourhood responses to support move on** – prevention culture identify obstacles to individuals move-on, overcome for individuals & escalated if can't overcome with existing resources. Themes identified for improving move-on reported to Collaborative Newcastle



# 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.

Referral into complex case and other housing/support panels

Referral process improves over time through regular reviews between referral providers and the panels

If more information is required, this is gathered in collaboration with the relevant referral provider

## 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.

Housing or support becomes unsuitable despite interventions.

Decisions from panels are implemented



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.

Existing customers with a new housing or support need

Panels are informed of the accommodation provider reviews



## 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.



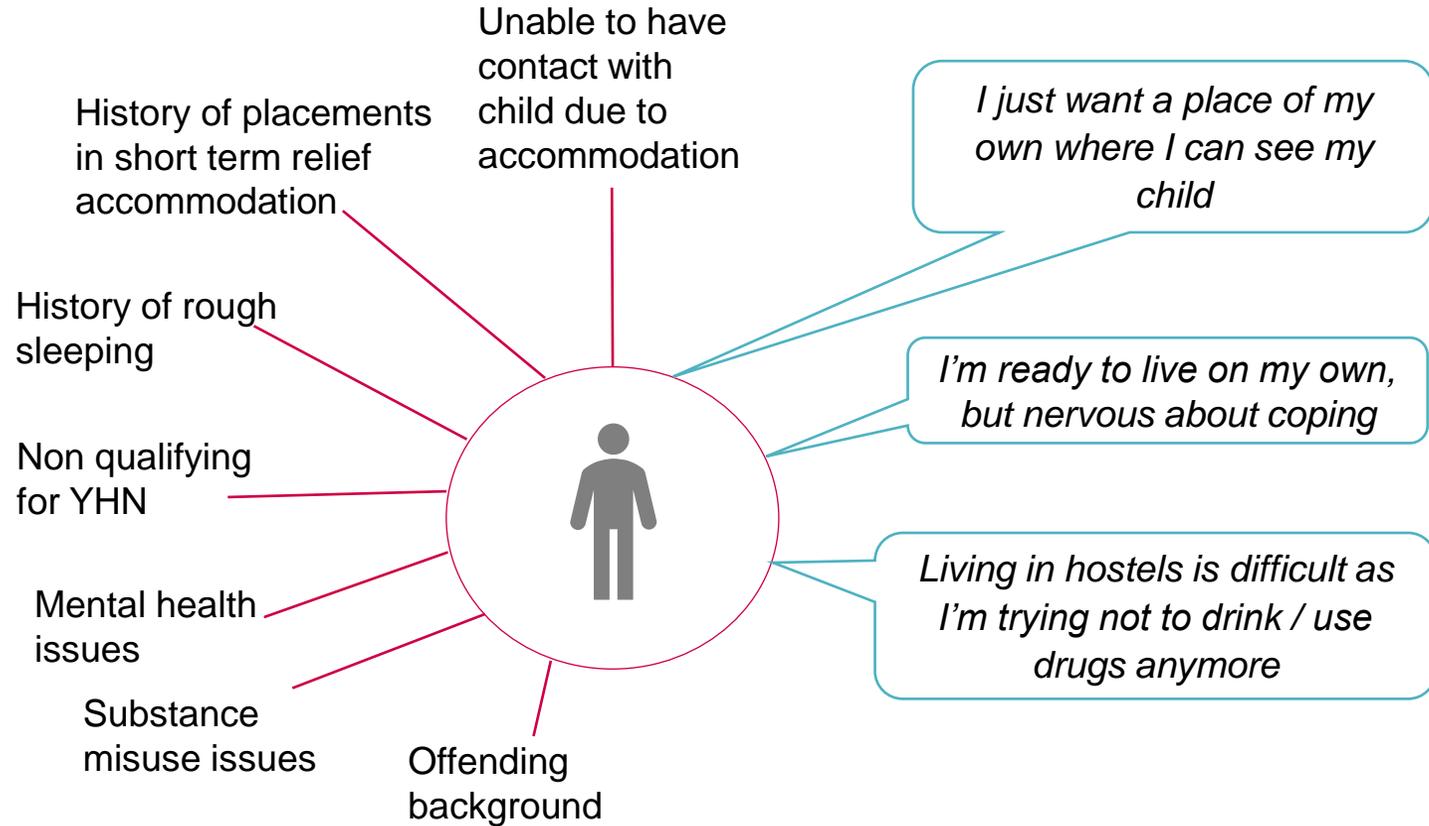
# Rough Sleeping Accommodation Programme

## Weekly Move On Panel

- Referred B to RSAP following discussion with current hostel provider who believed that B would benefit from own accommodation

## YHN RSAP support & progression worker

- Contacted B to offer him the property, after some reluctance he agreed to view the property & seeing it furnished & decorated reduced some of his concerns about moving in
- Assisted B to set up the tenancy & how to manage the bills now living independently
- Supported B at child protection meetings where it was agreed contact could go ahead now he had a safe independent place to live
- Supported to enrol on DWP Work Programme



## 4 months on

- Offered a job at the end of Work Programme
  - Opened first bank account & obtained id
  - Mental health has stabilised
  - Has daily contact with child
- “his child coming home has been the motivation that B needed & RSAP has meant that this is now possible”*

# Sustaining a home: working collaboratively to make homelessness nonrecurring

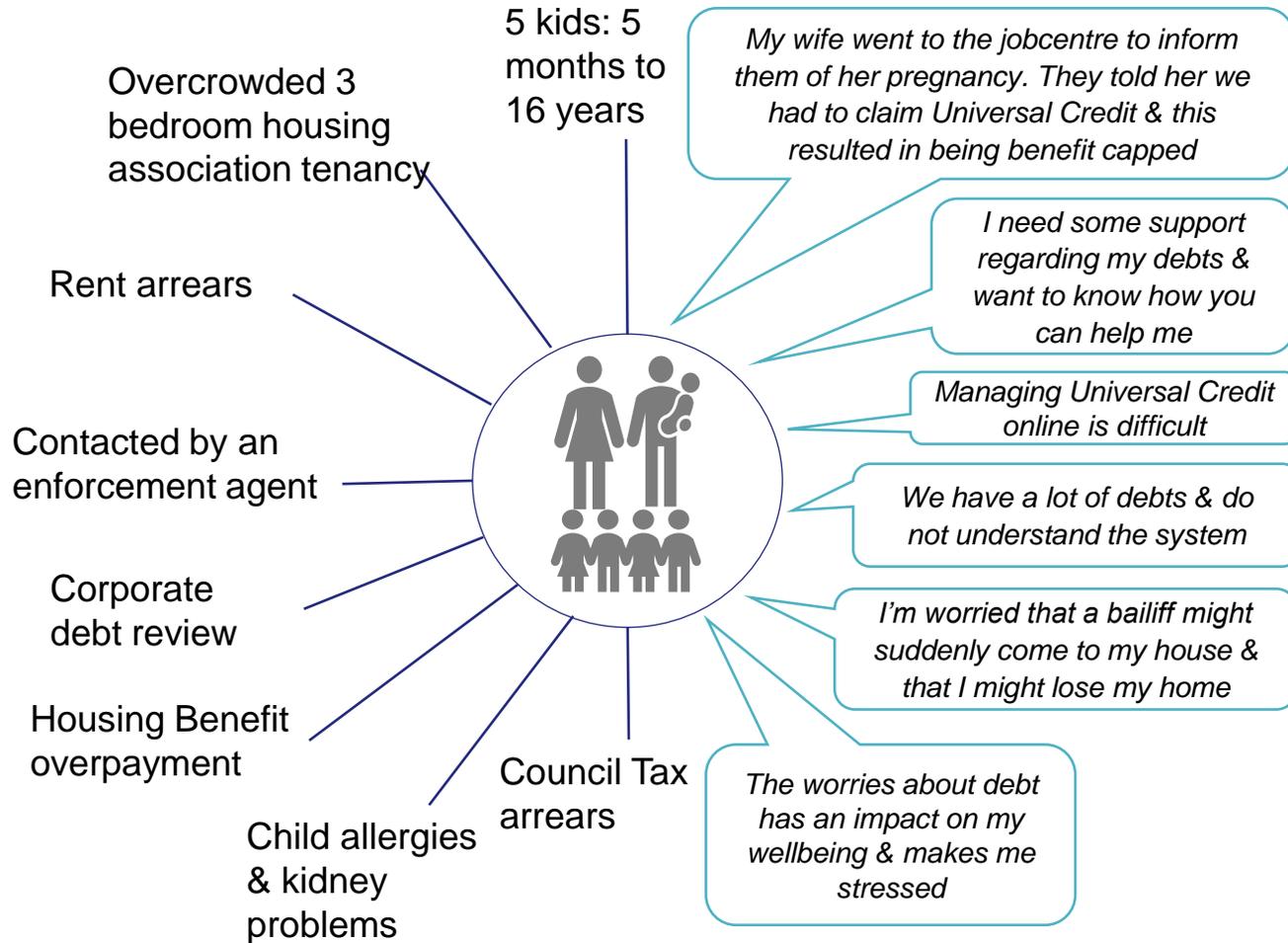


Overarching: apply [By Name List](#) & [Counting Down](#) approaches for specific real time responses for real people. Follow the residents' journey with continuity of support planning to facilitate a more stable LIFE & apply #HealthNow principles for access to healthcare. **Measure** – evictions into homelessness

- **no YHN evictions into homelessness policy & extend to [housing associations](#)**
- consolidate **Corporate Debt & Sustaining Tenancies Guidance** reviews
- learning from [Homelessness Prevention Trailblazer Programme](#) eg case finding & [Multidisciplinary Team](#). **Add housing \ homelessness data to Duplication to Personalisation project**
- **every person has a single integrated personalised single plan to sustain their tenancy**
- **partners work collectively & accountably to sustain resident's tenancy**
- **all funding to sustain a tenancy demonstrates value for sustaining named individuals tenancies**
- **continuity of assessments & support planning** from off the street, into a home, sustaining a home
- identify obstacles to individuals move-on, overcome & escalate if can't overcome with existing resources. Themes identified for improving move-on reported to Collaborative Newcastle



# Example: Family R



**Referral to Active inclusion**



## Assessed the position:

- £2,390.61 priority debts
- £16,367.47 non-priority debts
- Risk of homelessness

## Increased income & support:

- Disability Living Allowance
- Disabled child & carers element of Universal Credit
- Early Help Plan
- Support with school attendance
- Driving lessons via carers wellbeing fund
- Support to understand medical appointment obligations

**Increased annual income by £11,544.52**

## Repayment plans & financial management:

- Repayment plan with landlord
- Capping water bills
- Council Tax direct debit
- Housing Benefit overpayment repayment
- Monthly parking fine repayment

**The family have maintained all of the payment arrangements**

Struggling

Crisis

Active Inclusion support

Financial stability

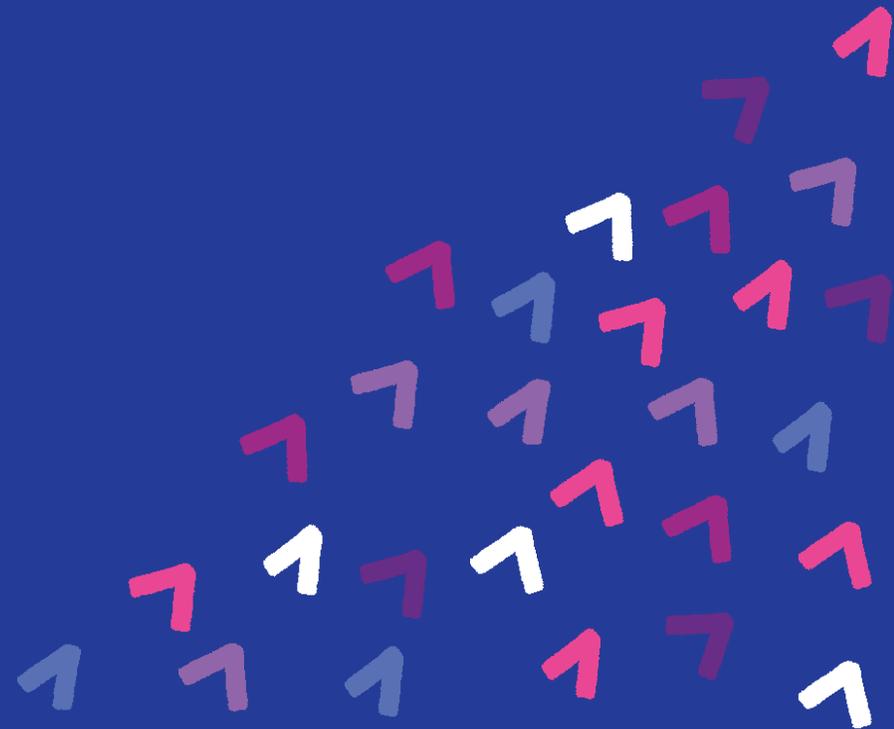
# CHANGING LIVES

Leading from their own  
front door.

## Bentinck Terrace

Presenter | Elaine Thompson & Alan Hodgson

Date | September 2021



# New housing contract

- Elliott House opened in 1990. Agreed to reduce the 52 bed hostel into 36 self-contained flats. Work started February 2020, re-opened on Monday 24 May 2021 as Bentinck Terrace
- The project received £2.2M funding from Homes England to provide better long term solution for people experiencing homelessness
- The goal is to help people transition out of homelessness as quickly & effectively as possible. Self-contained homes provide the best possible chance to do so
- Re-Development of Elliott House into Bentinck Terrace – Recognition that hostel accommodation wasn't fit for everyone
- Development of the dispersed accommodation model alongside the Bentinck development
- Opportunity for all to have their own front door – the right place at the right time
- Allocations lead to support ,move on and allocation into and exiting services



# Shaping the services

- Discussions with staff and residents about what we need to do to make a different offer
- Close working with partners around shaping our services
- Support from Newcastle City Council to re-develop Elliott House and the bring in a new way of working

“I want to be able to use the kitchen in the middle of the night”

“I want my own front door”

“I’d like a space I can make my own”



# The future and developments in accommodation

What we need to end homelessness?

- Move on accommodation to exit the service system with sustainable rents
- Removing barriers for people exiting the service system e.g. previous offending, arrears
- Embedding a culture change of right place and right time
- Continued access to funding



# What we did

- We worked closely with our commissioning teams to look at how we could make this work
- Identified a different much smaller building, Virginia House to offer direct access accommodation in a safer and nicer environment
- Ensure we could meet the demands of people presenting homeless and offer accommodation to people when they needed it
- Successfully secured Homes England Money for a complete re-development of Elliott House



# Closure of Elliott House and the building starts

- Teams working closely together to identify move on accommodation for people to facilitate the decant of 52 people from Elliott House
- In February 2020 the decant started and all residents were successfully moved into alternative accommodation. The building was cleared and closed for 1 year for the building work to take place
- The development of the dispersed accommodation model allowed us to meet the needs by offering those who required it “Their own space” and “Their own front door”
- Changing Lives continued successfully continued to move people through the system into their own homes.
- Move on and building work continued throughout the pandemic.
- The New Bentinck terrace Service opened its doors in May 2021



“Living here has everything you’d want. It provides an opportunity for independent normal living”

Bentinck terrace provides 36 individual flats to support independent living with tailored support plans

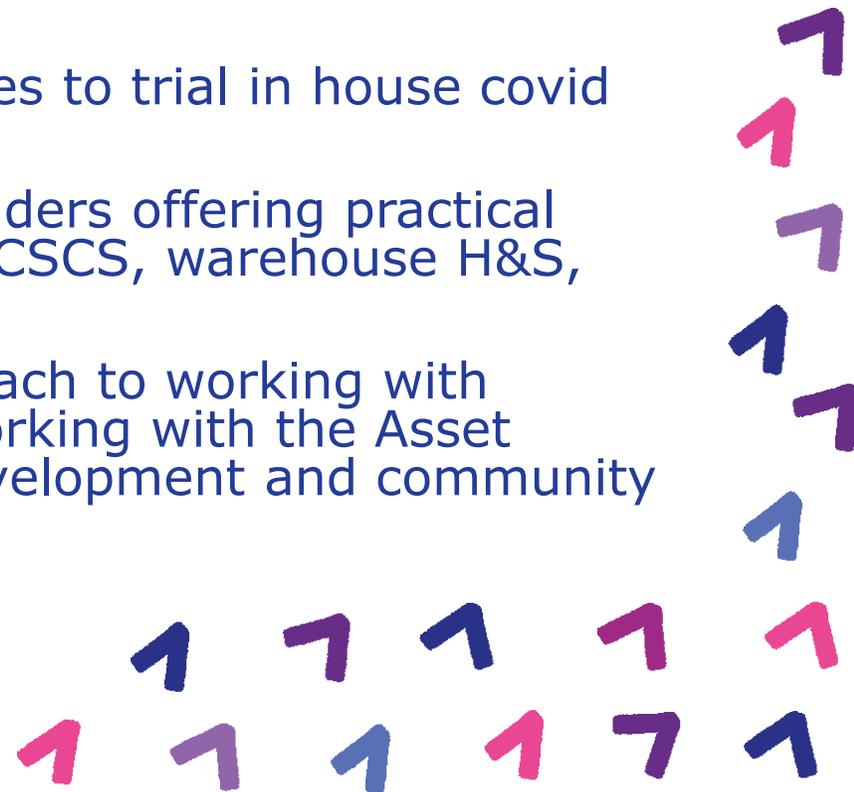
24 hour staffing to provide round the clock support to people when they need it the most and a safe environment for people to live.

Ongoing work with other providers for appropriate move on.

One of the first services to trial in house covid testing

External training providers offering practical training to residents (CSCS, warehouse H&S, employment skills)

Strength based approach to working with residents including working with the Asset coaches to further development and community engagement



# Supporting the community

Community consultations were held throughout the process

Local communities were invited to attend the project prior to opening

Use of a hub within the service for local communities to run groups in Bentinck Terrace.

Spaces for other services to work from and build, relationships with staff and residents.

Formal opening of the service Friday 10<sup>th</sup> September



# The Future

- Continuing to work to our ethos of providing the right place at the right time for people
- Giving everybody the opportunity to have their own front door
- Take a proactive approach to ending rough sleeping in Newcastle
- Effective move on to support people to have their home for life
- Support people to develop the skills they need for independent living and stop the cycle of rough sleeping



**"My flat is beautiful & can take pride in my own space! The staff have been outstanding & so helpful, I am very grateful"**





### [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)



- **Concerns about individuals** –
  - if sleeping rough contact: [roughsleeping@newcastle.gov.uk](mailto:roughsleeping@newcastle.gov.uk)
  - if at risk of homelessness contact: Housing Advice Centre **0800 1707 008** or [housingadvicecentre@newcastle.gov.uk](mailto:housingadvicecentre@newcastle.gov.uk)
- **Homelessness Prevention Forum** – meets quarterly (venue tbc)
  - Next meeting: Wednesday 8 December 2021 (partner presentation from YHN)
- **Newcastle Advice Compact** – meets monthly (to be held online)
  - Next meeting: Wednesday 15 September 2021
- **Financial Inclusion Group seminar** – meets quarterly (to be held online)
  - Next seminar: Tuesday 19 October 2021



1. Do you think we should temporarily close the rough sleeping drop in to allow the outreach team to test the value of providing more assertive outreach for people sleeping rough?
2. What are your views about the whole housing system aim & how this should work?
3. What are your views about the provision of dedicated accommodation & support for people who have slept rough & how this should work?