

Active Inclusion Newcastle

Newcastle Homelessness Prevention Briefing Q2 2015-16

We want all partners in the city to play a part in preventing homelessness. Our quarterly briefings help to build consensus and a cooperative approach by providing information on:

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

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

- **make the most of our resources to prevent homelessness and to 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 on maximising the value of our resources to prevent homelessness. To aid analysis we have created 5 groupings of homelessness:

- **people owed the full homelessness duty**
- **people living with housing support**
- **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 to develop realistic options that include the wider aspects of social and financial inclusion, health and wellbeing. We have found that homelessness is best prevented through coordinated support that provides consistent information, advice and support that enables people to secure:

- **an income**
- **somewhere to live**
- **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 will work with partners to innovate, reduce duplication, increase prevention and provide more effective responses for vulnerable people. More information is provided in the Newcastle Homelessness Strategy 2014-19 which can be found [here](#).

Headlines

- Continued low levels of evictions from YHN tenancies; 10 evictions in quarter 2
- 17% increase in the number of cases of homelessness prevention, 1,031 in quarter 2
- Public concerns about sustained numbers of people begging and rough sleeping
- The Sounding Off project helps the public understand homelessness
- The Council agrees to build on the Universal Credit Triage Trial as the core of mitigating the adverse effects of welfare reform. See ['Newcastle's response to the next five years of the Government's welfare reforms'](#)

1. People who are owed the full homelessness duty

1a. Table 1 – household types and social needs

Total households	2014- 15	Q1	Q2	Q3	Q4	2015-16
		15-16	15-16	15-16	15-16	
Households owed the full duty	161	50	45			95
Household type (top 3)						
Lone parent with dependent child	96	23	22			45
Couple with dependent children	35	16	12			28
Single person household 18+	24	6	2			8
Social needs						
Mental health	41	17	7			24
Physical health	40	5	12			17
Persons from abroad	27	16	7			23

Table 1 shows that in quarter 2 of 2015-16 there was a 10% fall in the numbers of cases where we accepted the full homeless duty. This degree of change is normal for the level of acceptances from quarter to quarter and the numbers of people accepted so far this year would suggest we are on course for a similar number of acceptances for the full year as in 2014-15. In the majority of cases where the duty was accepted the households had dependent children; it is for this reason that we will continue to support services working directly with families to better identify opportunities to prevent homelessness.

1b. Table 2 – causes of homelessness and outcomes

Causes of homelessness	2014- 15	Q1	Q2	Q3	Q4	2015-16
		15-16	15-16	15-16	15-16	
Loss of private rented	48	12	14			26
Relatives / friends asked to leave	18	3	6			9
Parents asked to leave	17	10	7			17
Violent relationship breakdown	17	10	4			14
Violence from others	12	4	0			4
Required to leave Home Office (asylum support) accommodation	11	6	3			9
Outcomes						
Re-housed by YHN	112	27	39			66
Re-housed by housing assoc'	7	5	0			5
Re-housed in private rented	6	2	2			4
Refused offer	3	2	0			2

Table 2 shows that the loss of private rented continues to be the highest reason why households for whom we accept a duty present to us. This situation mirrors the position nationally and is something that, despite our attempts at early intervention, is likely to continue to be the case due to the relatively low level of legislative protection for tenants. We can see from the case study below that the loss of a private rented tenancy can sometimes be for reasons more complex than the landlord choosing to serve notice.

Case Study – Housing Advice Centre (HAC)

Miss F is a single parent who was living in a private rented tenancy where housing benefit was being paid directly to the landlord. She presented to HAC after discovering that the landlord hadn't been paying his mortgage and the lender had been granted possession of the property. The solicitors acting on behalf of the mortgage company advised that the lender was seeking possession and it was unlikely they will be willing to delay.

A Homeless Prevention Officer, working with a Debt Advisor

- Negotiated with the lender for the client to remain in the property on the understanding the tenant paid rent via cheque direct to lender in the interim and that HAC supported her to seek alternative accommodation
- Negotiated for housing benefit to be paid direct to the client instead of the landlord so that she could pay the lender
- Assisted the client to bid on Tyne and Wear Homes

This prevented Miss F's homelessness and she was rehoused via Tyne and Wear Homes.

c. Table 3 – use of temporary accommodation

Statutory use temporary accommodation	2014-15	Q1 15-16	Q2 14-15	Q3 15-16	Q4 15-16	2015-16
Cherry Tree View (CTV)	181	55	47			102
Other accommodation	138	44	56			100
Domestic violence refuges	19	6	2			8
Other Cherry Tree View placements	84	14	30			44
Cherry Tree View Preventative outreach clients		28	37			65

Table 3 shows that there was a fall in the number of statutory admits to Cherry Tree View (CTV), that is, those admits where there is duty to provide temporary accommodation. There was also a rise in the numbers of people who were placed into alternative supported accommodation but also a rise in the numbers of other placements into CTV. This is normally as a result of requests from other organisations for short term placements in order to help resolve a crisis.

We have included figures on the number of preventative outreach clients that CTV work with. This includes resettlement support to households who have moved on from CTV, households who are 'homeless at home' and households facing eviction from social housing and who have been referred to HAC under the Sustaining Tenancies guidance. We have included below an example of this work which demonstrates positive and cost-effective actions to prevent homelessness.

Case Study – Cherry Tree View Preventative Outreach

Miss P was living at her mother's house with her children and had approached HAC for help in obtaining alternative accommodation as this wasn't sustainable. Miss P and the children were working with social services and a care plan was in place for the children. HAC referred Miss P to the service at CTV as they felt she was in need of additional support.

The support worker at CTV

- Worked with Miss P to become active on Tyne and Wear Homes and to bid for suitable properties in liaison with family's social worker
- Helped with budgeting and income and expenditure
- Is continuing to provide support around maximising expenditure in order that the new tenancy is sustainable
- Assisting Miss P to look at training / employment options

Miss P and her children are now living in their own home and working with services to ensure this can be maintained, without requiring the cost and disruption of moving to CTV.

1d. Ongoing delivery

- In depth review of casework on all acceptances and exception reporting to identify options to prevent homelessness
- Consolidating the Active Inclusion Newcastle (AIN) matrix of support to non-specialist agencies working with clients at risk of homelessness

1e. What we are doing next

- Cross referencing clients with dependent children with the Family Insights team
- Establishment of a Welfare Reform Operational Group to apply the learning from the Universal Credit Triage Trial to services working with residents affected by welfare reform

2. People at risk of homelessness

For the first time this quarter we are including in our reporting some of the other contacts made at the Housing Advice Centre. We think this is important to show the range of interactions that staff undertake. Table 4, below, therefore now includes the numbers of people who contact the emergency out of hours service each quarter and the numbers of people who receive what we call Firstpoint advice. This includes phone calls and emails from professionals seeking advice on behalf of clients and also those contacts from members of the public where the query can be dealt with by way of a oneoff piece of advice and doesn't require a casework approach to be taken.

2a. Table 4 – people at risk of homelessness contacting the Housing Advice Centre

People at risk of homelessness	2014-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16	2015- 16
Emergency out of hours calls		155	185			340
Firstpoint advice		203	218			421
HAC casework	2,221	535	592			1,127

Household type (top3) – casework clients	2014-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16	2015-16
Single male 18+	1,191	265	325			590
Household with dependent children	471	132	118			250
Single female 18+	402	90	101			191

Table 4 shows that there has been a 10% increase in HAC casework clients this quarter. As in previous quarters the vast majority of these clients are single men.

2b. Table 5 – causes of homelessness and outcomes for people at risk of homelessness receiving casework interventions at HAC

Reasons for presenting (top 3)	2014- 15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16	2015-16
Loss of private rented	292	92	110			202
Relatives/ friends asked to leave	287	58	72			130
Parents asked to leave	196	53	50			103
Outcomes						
Advice – to remain in accommodation	623	118	147			265
Rehoused to supported housing	468	100	110			210
Rehoused to YHN	289	46	75			121
Rehoused to private rented	64	14	15			29

Table 5 shows a rise in the numbers of people who are assisted through advice to be able to remain in their existing accommodation. Loss of private rented continues to be the main reason that people present for advice and assistance. The example in the case study below gives an indication of the type of negotiation that can take place in order for there to be a positive outcome.

Case study – Housing Advice Centre

Mr S is a 58 year old single male living in private rented accommodation. Mr S had been in full time employment and was paying full rent up until April when he lost his job. Mr S came into HAC after his landlord served a notice to quit on the grounds of rent arrears.

A Homelessness Prevention Officer

- Took a homeless application and advised applicant to make a claim for Housing Benefit (HB) and offered to contact landlord to set up a payment plan
- Contacted the landlord and explained that his tenant has been out of work since April and now he is to make a HB claim which would pay some of the rent, landlord agreed to cancel the notice on the condition his tenant makes a HB claim and starts to pay rent
- Helped landlord to apply for the rent to be paid directly to him to avoid further arrears and to help management of rent payments

The landlord agreed not to pursue possession if tenant made partial payments of rent through HB as the tenant is actively seeking employment and had previously been a good tenant. Client was able to remain in his home.

In our consultation with Shelter this quarter they reported an increase in the number of households they had seen who felt they were at risk of homelessness, seeing 72 clients this quarter as opposed to 46 in quarter 1. The majority of those presenting (38) were single people. Those presenting to Shelter were equally split between those living in private rented accommodation and those with a social housing tenancy. As we noted in earlier briefings, for those living in social housing there is an incentive to seek advice from an agency such as Shelter if threatened with eviction as representation from such an agency during any court hearing can often result in a positive outcome for the tenant. This is less likely for those in private rented due to the difference in legislative framework for such tenancies.

2c. Table 6 – homelessness prevention activity

Homelessness prevention activity	2014- 15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16	2015-16
Total preventions	4,192	881	1,031			1,912
Homelessness prevented	3,901	851	1,005			1,856
Homelessness relieved	291	30	26			56
Prevention activities (top 3)						
YHN Advice & Support	1,504	321	440			761
HAC	1,595	333	325			658
Commissioned services via Gateway	503	136	159			295
Use of DHP						
DHP awards	244	19	41			60
Social housing evictions						
YHN evictions	62	12	10			22

Table 6 shows a 17% increase in the number of preventions from quarter 1 of this year. This is in part due to a 37% increase in the number of preventions reported by the YHN Advice and Support Team. A change in recording processes for that team has resulted in what they feel is a more accurate level of interventions being able to be reported. Table 6 shows that evictions from YHN continue to remain low, with another fall in the numbers this quarter. It seems unlikely, given the ongoing impact of welfare reform that this downward trajectory will continue.

2d Prison and hospital discharges

2e. Table 7 – hospital discharge referrals (direct from hospital)

Hospital discharge referrals	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16	2015-16
Total number of referrals	20	20			40
General (RVI and Freeman)	12	13			25
Mental health	8	7			15
Outcomes					
Accommodation secured	11	7			18
Returned to friends and family	0	2			2
Returned to own tenancy	2	4			6
Admit to CTV	2	1			3
Homeless	0	0			0
Out of area case – referred back	5	3			5
Residential care	0	1			1

Table 7 shows that there has been no rise in the number of referrals being made in relation to people who are being discharged from hospital, and that again the majority came from the RVI and Freeman hospitals. Again this quarter we can report that no-one became homeless as a result of hospital discharge.

Table 8 (below) shows a rise in the numbers of cases 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. We accept that there will be others can present weeks after their release where the reality is that the release from prison was the catalyst for the issue they actually present with. We are looking at ways that we can refine our recording in order that this true level of need can be reported.

2f. Table 8 – prison release referrals

Prison release referrals	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16	2015- 16
Number of referrals to HAC	12	19			31
Outcomes					
Accommodation secured	5	14			19
Out of area case -referred back	1	1			2
Refused accommodation offer	5	3			8
Recalled to prison	1	0			0
Returned to previous accommodation	0	1			1
Homeless	0	0			0

Table 8 shows us that for the vast majority of referrals from custody we are able to secure an offer of accommodation, highlighting the importance of early identification of need by the prison and other support services.

2g. Ongoing delivery

- As part of the AIN 'offer' and to support the spectrum of advice on housing and homelessness we will be offering quarterly homelessness prevention training. You can find out more about these sessions on our website, [here](#)
- Consolidating the AIN matrix of support to non-specialist agencies working with clients at risk of homelessness

2h. What we are doing next

- Establishment of a Welfare Reform Operational Group to apply the learning from the Universal Credit Triage Trial to services working with residents affected by welfare reform

3. People living with housing support

Table 9 shows stability in the total number of admits to supported accommodation this quarter and a slight fall in the number of individuals that this relates to. Table 9 does show a 50% increase in the number of emergency bed admits but as this is a new service we have not yet established the baseline level of need for this provision.

Table 9 also shows that the number of admissions where the reason for admission is not known or not recorded has risen this quarter. A closer inspection of these cases shows that in the majority of cases these are for placements into crisis accommodation and relate to self-referrals and referrals from other providers that haven't been made through

the Gateway. Additionally as in other quarters, this also includes some to specialist provision services such as Action Housing (refugees) and AKT Outpost (LGBT) for whom referrals are often made via routes other than Gateway.

3a. Table 9 – number of supported accommodation admits, reason for admission and social needs

Supported accommodation admissions	2014-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16	2015-16
Total admits	1,435	364	359			723
Emergency bed admits	-	38	58			96
Total number of individuals	946	304	281			585
Reason for admission						
Not recorded / not known	221	20	41			61
Loss of general needs accom	180	17	18			35
Relationship breakdown	443	125	102			227
Moved from other hostel	132	117	105			222
Social needs						
Offending	358	93	102			195
Drugs	185	53	42			95
Mental health	204	62	65			127
Alcohol	136	23	29			52

Table 10 (below) shows us the number of ‘move on assessments’ that were completed for clients in supported accommodation by the end of the reporting quarter. We can see from table 10 that whilst the other categories have remained stable there has been a rise in the numbers of clients who have been assessed as ‘green’.

3b. Table 10 – snapshot of move on assessments completed by end of each quarter

Move on assessments	Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16
Number of ‘red’ (likely to require long term support)	95	99	91		
Number of ‘amber’ (further support required)	230	229	239		
Number of ‘green’ (ready to move to independent living)	80	79	104		

To help facilitate move on from supported housing the YHN pathways advice and support workers offer assistance in the application and verification process for Tyne and Wear Homes as detailed below.

Case Study – YHN Pathways

YHN Advice and Support Workers from the Pathways team now offer a “check and send” service for applications to Tyne and Wear Homes for people in supported housing. When the applicant has completed the application form and supplied all the supporting information, this can all be emailed to the Pathways team who will check them and arrange to complete the Pre Tenancy Assessment. This speeds up the process for applicants, reduces the opportunity for error and allows for a consistent service across the sector. You can contact the Pathways team to discuss any resident’s move on options at pathwayssupportedaccomodation@yhn.org.uk.

3c. Table 11 – outcomes for people leaving supported housing

Move-on destinations	2014- 15	Q1 14-15	Q2 15-16	Q3 15-16	Q4 15-16	2015-16
No forwarding address	336	82	77			159
Other supported accommodation	418	99	108			207
Independent tenancy	261	77	61			138
• YHN	109	38	42			80
• Private rented	74	17	11			28
• Housing association	31	14	8			22
Evictions						
Evicted	296	65	65			130
NTQ recorded on Gateway	-	7	18			25

Table 11 shows a small fall in the numbers of people moving to an independent tenancy from supported housing but on a positive note the numbers securing a social housing place with YHN has continued to rise. Whilst noting that private rented is often an option for people who wish to live in a high demand area the support for (possibly vulnerable) new tenants offered by YHN means that moves to social housing are encouraged.

Table 11 also shows that there has been no fall this quarter in the numbers of people evicted. Whilst there has been slight rise in the numbers of notice to quits recorded on the Gateway this is nothing approaching what we would want to see recorded in line with the Prevention of Eviction from Supported Housing Protocol. It may be the case that the legalistic tone is distracting to some but what we are asking for is that, before any planned eviction, the individual is given notice of this intention and of what they can do to avoid this. We accept that there will be always be some instances where an immediate eviction is necessary, e.g. where the safety of staff or residents may be compromised, but in other instances it should be possible notice to be given and recorded on Gateway.

3d. Table 12 – floating support admits, reason for admission and social needs

Floating support admissions	2014- 15	Q1 14-15	Q2 15-16	Q3 15-16	Q4 15-16	2015-16
Total admits	562	138	192			330
Reason for admit						
Not recorded / not known	340	31	54			85
Move from other support setting	103	33	29			62
Discharge from institution	43	43	42			85
Relationship breakdown	48	13	13			26
Social needs						
Offending	39	7	11			18
Drugs	24	9	4			13
Mental health	62	17	22			39
Alcohol	19	3	5			8

Table 12 shows that there was an increase in the numbers of people being admitted to a floating support service in the city. We are still developing the monitoring of floating support services through the Gateway so it is likely that this figure will continue to rise each quarter until we reach the baseline that reflects all floating support being recorded.

As in the previous quarter, Table 12 shows a high number of admits to a floating support service where 'discharge from an institution' was the reason given. This reflects the specialist floating support for people leaving hospital, drug treatment and asylum accommodation which the Council commissions.

3e. Table 13 - outcomes for people leaving floating support

Discharges and outcomes – people leaving floating support	2014-15	Q1 14-15	Q2 15-16	Q2 15-16	Q3 15-16	2015-16
Total discharges	677	120	150			270
Outcome						
Maintain independent tenancy	436	69	85			154
Move to other supported	88	21	18			39
Family / friends	71	8	17			25
Custody	2	-	2			2
No information given	63	16	16			32
Other	17	6	12			18

Table 13 shows there was rise in the numbers of people that have left a period of floating support in this quarter and for those whose support ended, we can see that the majority were at a point where the client was felt able to maintain that tenancy independently.

3f. Ongoing delivery

- Quarterly Sanctions briefings – we are continuing to work in partnership with Jobcentre Plus (JCP) to reduce the number of benefit sanctions awarded in Newcastle through these quarterly briefing sessions

3g. What we are doing next

- Improving our offer to clients who have 3 or more admits in to supported housing in a quarter
- Developing a stronger alignment with drug and alcohol treatment providers
- Applying the revised Prevention of Eviction (supported housing) protocol
- Review of supported housing providers move on approaches

4. Young people at risk of homelessness

4a Homeless Prevention (16-17yr olds)

The YHN Young Peoples Service (YPS) work with all young people aged 16-17 who present in housing need either in crisis at HAC, who submit an application for social housing through Tyne and Wear Homes or who are referred by another agency. The primary aim of the YPS is to support young people and their families so that the young person is able to remain living in the family home, where it is safe to do so.

Table 14 shows that the most likely outcome is that the client is able to remain in their existing accommodation which is obviously a positive result for the young person, though as Table 14 also shows, a significant number of young people are also referred to supported accommodation when unable to remain at home.

4b. Table 14 - 16-17 year olds in housing need (YHN YPS homelessness prevention)

Young People in housing need	2014-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16	2015-16
Total presentations	312	78	80			158
Presentation source						
Applications via Tyne and Wear Homes	130	31	38			69
Presenting at the Housing Advice Centre	108	29	23			52
Other referral sources	74	18	16			34
Outcomes (Top 3)						
Remained in existing accommodation	51	17	11			28
Referred to supported accommodation	50	14	11			25
Under 18 care leaver – floating support	-	14	8			22

The outcome in Table 14 for ‘under 18 care leavers floating support’ relates to the work that the YPS do in partnership with Children’s Services’ 16+ Team to support young people who are preparing to leave the care system. This number was higher in quarter 1 due to YPS accepting a higher number of referrals to bring their service level agreement into line with agreed numbers. YPS have reported that under 18 care leaver numbers are expected to go up in quarter 3 due to the start of a new service level agreement to support an additional 12 care leavers leaving residential care or foster placements.

4c. Table 15 – floating support provided by YHN YPS, discharges and outcomes

Discharges and outcomes – people leaving floating support	2014-15	Q1 14-15	Q2 15-16	Q3 15-16	Q3 15-16	2015-16
Total discharges	270	54	47			111
Outcome						
Maintain independent tenancy	170	31	18			49
Move to other supported	33	9	5			14
Family / friends	59	7	8			15
Custody	3	-	1			1
No forwarding address given	4	4	12			16
Other	1	3	3			6

Table 15 shows the YHN YPS floating support delivered to 16-24 year olds. From this quarter onwards we will use information submitted to the Newcastle Gateway for our reporting in the same way as all other floating support provision in the city.

4d – Table 16 – admits to supported housing (16-24 year olds)

Admits to supported housing (16 – 24 year olds)	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16	2015-16
Total admits	72	59			131
Reasons for admit (top 3)					
Relationship breakdown (parents / family)	45	35			80
Moving from other support setting	8	6			14
Not recorded / not known	2	5			7
Social needs					
Offending	17	12			29
Drugs	3	2			5
Mental health	8	2			3
Alcohol	1	7			15

Table 16 shows us the number of admits and top three reasons for admission to those services expressly contracted by the city to provide support to those aged 16 -24. We are aware that other contracted provision will also take referrals for those 18-24 but feel it is important to include this information separately as relating directly to young people. The breakdown of this information by age has only been available from the start of this reporting year, hence there not being reciprocal data from 2014 -15 in the table.

The main reason for admission to these services is as a result of a relationship breakdown with parents or family members. With this age group that would be the reason that we would expect to see. Table 16 also shows that the main social need recorded for this age group is offending. As part of a more detailed look at this client group we will look to see if there is crossover between these clients and those being supported by the Youth Offending Team (YOT).

4e. – Table 17 – outcomes from supported housing (16-24 year olds)

Outcomes from supported housing (16-24 year olds)	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16	2015-16
Total discharges	66	45			111
Move on destination					
No forwarding address	5	4			9
Family or friends	18	13			31
Other supported accommodation	24	18			42
Independent tenancy	15	7			22
• YHN	8	7			15
• Private rented	5	-			5
• Housing association	2	-			2
Evictions					
Evicted	4	3			7
Notice to quit logged on Gateway	0	0			0

Table 17 shows that the most likely move from this accommodation is to another supported accommodation placement, closely followed by a return to family or friends with a low level of moves to no forwarding address which we want to keep as low as possible.

4f. Ongoing delivery

- YHN YPS are working closely with the Gateway team to develop and maintain a structured reporting regime
- Joint support planning and delivery with Children’s Services to deliver support to those moving on from the care system

4g. What we are doing next

- We are developing a citywide Market Position Statement considering the commissioning requirements for young people’s accommodation and support needs commissioned by the Council. We are hosting a young people’s transitions to independence seminar on 3rd February 2016 that will include the start of a consultation on a market position statement
- We will look to see if there are opportunities for earlier intervention work with those clients with an offending background who are working with the YOT

5. Multiple exclusion and rough sleeping

Table 18 shows that whilst there has been a fall in the average number of people found sleeping rough each night, there has been an increase in the number of individuals that this relates to. We have broken down this information in to the categories of stock (longer term, more entrenched rough sleepers), flow (those new to the streets) and returners (those who have been rehoused and who return to the street).

The focus of the No Second Night Out (NSNO) approach is to target the flow to ensure a rapid response and offer is made to prevent a second night out on the streets. In those cases where we have been able to establish that someone falls within the definition of NSNO we have met our responsibilities. A closer inspection of some of the flow cases reveals that whilst clients may have been new to the streets, services were unable to engage with those clients in order to carry out an assessment to establish the client's circumstances and seek accommodation or reconnection. It is positive that the returners' number is low demonstrating that once supported off the streets most do not return.

5a. Table 18 – numbers of rough sleepers and social needs

Rough sleepers	2014- 15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16	2015- 16
Average per night	6	6	4			5
Individuals	274	50	80			130
• Stock	105	20	44			64
• Flow	141	25	33			58
• Return	28	2	3			5
NSNO eligible / compliant	36/36	2/2	2/2			4/4
Social needs						
Drugs	112	27	40			67
Alcohol	92	21	19			40
Mental Health	37	15	13			28

Table 19 shows an increase in the numbers of people found rough sleeping where the reason for that was unknown. This is noted with the recognition that this information is often difficult to obtain from people who are found bedded down and that follow up contact is often difficult with a transient client group and would tie in with the high number of people who disappear or for whom there is no further contact after that initial count of their rough sleeping. In our contact with Shelter this quarter they noted that they saw a rise in numbers of people who had claimed to have slept rough in Newcastle who were from neighbouring authorities.

5b. Table 19 – reasons for rough sleeping and outcomes

Reasons for rough sleeping	2014-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16	2015- 16
Evicted / abandoned accommodation	108	22	24			46
Unknown	78	15	41			56
Relationship breakdown	22	4	10			14
Custody release	16	4	4			8
Outcomes						
Accommodation secured	49	11	24			35
No further contact /disappeared	91	24	31			55
Returned to existing accommodation	42	4	2			6

5c. Table 20 – Housing First admits – reason for admission and social needs

Housing First admissions	Q4 14-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16	2015-16
Number of admits to Housing First	7	6	8			13
Reason for admission						
Not known / not recorded	5	4	3			7
Moving from a hostel	2	1	1			2
Crisis / rough sleeping	-	1	1			2
Relationship breakdown	-	-	3			3
Offending	1	1	2			3
Alcohol	2	1	2			3
Drugs	3	1	5			6
Mental health	3	1	2			3
No confirmed needs	2	3	1			4

Table 20 relates to Housing First admissions held by the Newcastle Gateway and shows an increase in admits to this service. In future quarters we would seek to increase the number of referrals to the service through the Multiple Exclusion Complex Case Management Group.

5d. Ongoing delivery

- Housing First – we are continuing to work with Changing Lives to improve the reporting and referrals for this service
- Ongoing dedicated street outreach service
- Cold weather procedure for Winter 2015

5e. What we are doing next

- Apply the learning from the High Risk Complex Needs Task and Finish Group

6. Issues to consider

This document formed the basis of discussions at the Newcastle Homelessness Prevention Forum on the 2nd December, we asked people to focus on 3 areas in particular:

1. Prevention of Eviction from Supported Housing Protocol – did people agree with the revised protocol

Comments were in the main positive and were supportive of the revised document. There were a couple of specific comments raised that were addressed at the forum by the facilitator but have been included below along with the response for clarity.

- There will always be instances in shared accommodation where behaviour of individuals would require an immediate response, this had been agreed during the drafting on the revised protocol and was reflected in the document.
- It was also confirmed that the protocol didn't require notices to be added in retrospect in those instances where there was an immediate eviction

- Feedback was received following the forum noting that there was a need to be clearer in the document that an immediate eviction would not be possible or lawful from all forms of supported accommodation and we have subsequently added information to the protocol to address this concern. All other specific requests for change or for elaboration in the document have also been made and will be seen in the final version of the protocol which will now be published.

Throughout the discussions there was the general sense that the protocol was a good document and that would hopefully contribute to a reduction in the number of evictions. It would help to clarify people's roles and many present were confident that the work outlined in the protocol was already being done by the services but just being not recorded on Gateway. The importance of recording and demonstrating this work was reminded to everyone.

2. High Risk Complex Needs – following a presentation at the Forum did people agree with the approach being outlined?

- There was an acknowledgement from some of the providers present at the forum that there seemed to have been an increase in the numbers of people who were presenting to them with higher support needs and as a result presenting greater risks in housing them. This was seen as challenge for the providers and the suggestion made that any workplace development around working with difficult clients be extended where possible to include supported housing.
- There were suggestions made that work need to be done with people making referrals to supported housing to ensure that the most appropriate accommodation for the level of need was being applied for rather than a sometimes scatter gun approach that is adopted. To address this we are working to ensure the service directory for commissioned services is accurate which should aid referrers in their choices of where to refer to and we encourage providers who receive inappropriate referrals to report these cases to the Active Inclusion Unit in order that we can address this issue at the referral source
- In addition it was important that housing wasn't seen in isolation or as a solution to all problems and those at the forum liked that the approach described here recognised that and the placed an importance on joint working between services.

There was though an agreement that this was a good and important piece of work for the city to have undertaken and good that this kind of forward thinking was being demonstrated to stop other individuals possibly becoming part of this cohort in the future. If anyone would like to know more about this work or discuss any of the issues raised you can contact gemma.waldron@newcastle.gov.uk

3. Did people agree with the issues we had identified in this document and were there any suggestions on areas that may have been missed.

There was positive feedback on the briefing note with the following specific points being made

- People thought the use of case studies was a very good idea as it helped to get the story from behind the numbers and often reveals the complexity of work undertaken that the numbers don't show. It often means more to front line staff so their continued use could help encourage their participation in the process.
- A number of those attending said they shared the document with wider partners as an example of the work being carried out in Newcastle and that they felt it reflected the value of commissioned services which was a good thing. It was noted that the document helped them to see the wider picture in Newcastle and that they felt less like

they working in isolation. The document also helped people to see the direction of change and where things were working well.

- A couple of specific requests were made regarding the presentation of information and there was a request for more detail around some of the information so that the client's full journey through a housing pathway could be seen. In addition it was thought that cases studies from all partners would be a good feature for future documents. There was also a request that as part of future reviews we analyse the needs of the cohort of those who have had multiple evictions. We will seek to respond to these suggestion in future briefing notes. If anyone would like to discuss the inclusion of case studies from their services please contact sarah.blakey@newcastle.gov.uk

7. Active Inclusion Newcastle

The Newcastle Homelessness Prevention Forum is part of the Active Inclusion Newcastle partnership approach that responds to the growth in demand for information, advice and support to promote social and financial inclusion and to reduce the risk of homelessness with reduced resources. AIN seeks to coordinate activity at the following levels:

Primary prevention activities – to support making prevention 'everybody's business' AIN has the following primary prevention 'offer' to support partners:

- Consultancy advice for professionals and volunteers
- Information for staff and public – examples online: [here](#)
- Briefing sessions for professionals and volunteers
- Spectrum of advice
- Training for professionals and volunteers
- Protocols and policies, e.g. Sustaining Tenancies
- Recording information, monitoring and reporting
- Regular performance reviews

Secondary prevention activities – specialist advice and accommodation services that community based primary services can turn to when they need help

Crisis activities – these services support people when community and preventative support fails to prevent crisis. These acute services support people facing destitution.

8. How to get involved.

Please feel free to discuss the issues raised in this briefing with your residents and services users. Staff from the Active Inclusion Unit would be happy to attend team meetings / service user groups you have if there are any specific issues that people would like to raise or discuss in more detail. You can contact Sarah Blakey (Active Inclusion Officer) on 0191 277 1733 or email activeinclusion@newcastle.gov.uk to arrange this.

You can 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 by contacting activeinclusion@newcastle.gov.uk and copies of the action plan and the protocols and our governance arrangements can be found [here](#).

Sarah Blakey – December 2015

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