

Active Inclusion Newcastle

Newcastle Homelessness Prevention Briefing Q3 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 for this quarter (Q3 2015-16)

- Number of individuals found rough sleeping up by 38%
 - 42 out of 44 new rough sleepers found were from outside the area
 - Government announced the 1% rent reduction for social housing will not apply to supported housing for 2016-17
 - Active Inclusion Newcastle (AIN) nominated for Partnership of the Year in the 2016 Local Government Chronicle awards
 - Evidence submitted by Newcastle City Council to the Communities and Local Government Committee's Inquiry into Homelessness can be read [here](#)
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1. People who are owed the full homelessness duty

1a. Table 1 – household types and social needs

Total households	2014- 15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16	2015-16
Households owed the full duty	161	50	45	40		135
Household type (top 3)						
Lone parent with dependent child	96	23	22	19		64
Couple with dependent children	35	16	12	14		42
Single person household 18+	24	6	2	6		14
Social needs						
Mental health	41	17	7	10		22
Physical health	40	5	12	7		31
Persons from abroad	27	16	7	5		33

Table 1 shows that the numbers of households where we have accepted the full homeless duty remains static. Following the change in the interpretation of the case law surrounding vulnerability we haven't seen a subsequent rise in the numbers of individuals accepted.

The case study below is an example of the work done at the Housing Advice Centre (HAC) in partnership with support workers at Cherry Tree View (CTV) to support vulnerable clients and that it isn't just about finding a solution to an immediate housing need but providing a holistic approach that minimises future homelessness

Case Study – Single Homelessness

Mr P was a single man with no dependants. He presented to HAC after being evicted from his housing association tenancy for rent arrears. Client had mental health issues but had dis-engaged from services. Due to client's perceived vulnerability he was admitted to Cherry Tree View

Staff at HAC and CTV

- Helped client to register with a GP and referred him for a social care assessment
- Referred back to mental health services and supported to attend appointments
- Helped client to address his arrears and carried out budgeting work to ensure affordability of future tenancy
- Assisted client to re-establish links with family who were keen to offer support
- Negotiated for client to be awarded a direct let for a property near family support

Client moved in to new flat and is receiving resettlement support to help him establish his new home.

Table 2 (below) shows that the loss of private rented continues to be the highest reason why households for whom we accept a full duty present to us. The concern we must face is that the situation is likely to worsen as future government plans will see the cost of social housing increase and the security of tenure reduced.

1b. Table 2 – causes of homelessness and outcomes

Causes of homelessness	2014-15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16	2015-16
Loss of private rented	48	12	14	14		40
Relatives / friends asked to leave	18	3	6	2		11
Parents asked to leave	17	10	7	2		19
Violent relationship breakdown	17	10	4	7		21
Violence from others	12	4	0	5		9
Required to leave Home Office (asylum support) accommodation	11	6	3	3		12
Outcomes						
Re-housed by YHN	112	27	39	28		94
Re-housed by housing association	7	5	0	3		8
Re-housed in private rented	6	2	2	0		4
Refused offer	3	2	0	1		3

For those clients where we accept the full statutory duty, 98% in 2015-16 have been rehoused to social housing demonstrating how integral this provision is to the prevention of homelessness in the city.

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	38		140
Other accommodation	138	44	56	40		140
Domestic violence refuges	19	6	2	4		12
Other Cherry Tree View placements	84	14	30	25		69
Cherry Tree View Preventative outreach clients		28	37	25		90

Table 3 shows that there was a fall in the number of statutory admits to Cherry Tree View. For the second quarter in a row more people were placed in other alternative supported accommodation than in to CTV, these would in the main be potentially vulnerable single clients and demonstrates the value that this provision offers the city in managing homelessness and supporting the provision at CTV.

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 need to refine our reporting to better reflect the contribution this service makes and the support it offers other partners in the city.

1d. Ongoing delivery

- In depth review of casework on all acceptances and exception reporting to identify options to prevent homelessness. The AIN matrix of support to non-specialist agencies working with clients at risk of homelessness will record both take up of AIN offer and exceptions raised

- Development of the offer of the preventative outreach service at CTV in order to make the best contribution.

1e. What we are doing next

- Cross referencing clients with dependent children with the Family Insights team
- Through our Welfare Reform Operational Group applying the learning from the Universal Credit Triage Trial (now Financial Inclusion Triage) to services working with residents affected by welfare reform
- Develop more sophisticated approach to recording persons from abroad – differentiate between refugees and migrants

2. People at risk of homelessness

HAC saw a fall in contacts in Q3 2015-16 as seen in table 4 (below), in this holiday period where contact is traditionally lower.

2a. Table 4 – people at risk of homelessness contacting HAC

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	174		514
Firstpoint advice		203	218	158		579
HAC casework	2,221	535	592	571		1,697
Household type – casework clients						
Single male 18+	1,191	265	325	322		912
Household with dependent children	471	132	118	122		372
Single female 18+	402	90	101	88		279

Whilst the overall numbers contacting HAC have fallen the numbers of single men presenting has remained constant and the highest single group presenting. Single people represent 77% of the casework client presentations. This figure reflects the homelessness legislation which provides an accommodation safety net for families with children and vulnerable individuals rather than everyone who presents as homeless.

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

Reasons for presenting	2014- 15	Q1 15-16	Q2 15-16	Q3 15-16	Q4 15-16	2015-16
Loss of private rented	292	92	110	93		295
Relatives/ friends asked to leave	287	58	72	72		197
Parents asked to leave	196	53	50	34		137
Outcomes						
Advice – to remain in accommodation	623	118	147	167		432
Rehoused to supported housing	468	100	110	100		310
Rehoused to YHN	289	46	75	55		166
Rehoused to private rented	64	14	15	16		45

Table 5 shows a rise in the numbers of people who are assisted through advice to be able to remain in their existing accommodation and a fall in people rehoused to supported housing. Loss of private rented continues to be the main reason that people present for advice and assistance as is the case in the rest of the UK.

Shelter also reported that issues with private rented form the largest reason that clients facing homelessness present with a slight rise on the previous quarter. In our written submission to the Communities and Local Government Committee's Inquiry into Homelessness earlier this month we asked for increased regulation and resources to improve standards in the private rented sector including extending the security of tenure of tenants to at least three years and to make it a requirement for all landlords to inform the Council if they are seeking to end a tenancy by serving a section 8 or 21 notice, to allow councils to offer support to tenants ahead of the tenancy end date.

Case Study – Homelessness Prevention

Couple with children referred to HAC by Family Support Worker following threat of eviction from their private rented tenancy for non-payment of rent. Clients were from abroad and both adults struggled with English. There was confusion as to their entitlement to benefits which had meant the clients weren't claiming Housing Benefit. On presenting to HAC

- Client was referred to the preventative outreach service at CTV
- Client was referred to Money Matters to address existing debt issues
- A Welfare Rights Officer based at HAC clarified the benefit situation as clients had been previously been advised they weren't eligible for assistance.
- Staff at HAC advocated for the reinstatement and backdating of Housing Benefit and for this to be paid directly to the landlord.

Landlord withdrew notice of eviction after receiving the backdated payments and on confirmation that future payments would be made direct to him. The CTV team are working with the family as it became apparent that a larger home would be needed for the family in the future and they are being supported with an application through Tyne and Wear Homes.

The case study above shows some of the complexities faced by residents and the importance of having coordinating advice and support to preventing homelessness.

2c. Table 6 – homelessness prevention

Homelessness prevention	2014- 15	Q1	Q2	Q3	Q4	2015-16
		15-16	15-16	15-16	15-16	
Total preventions	4,192	881	1,031	891		2,803
Homelessness prevented	3,901	851	1,005	872		2,728
Homelessness relieved	291	30	26	19		75
Prevention activities (top 3)						
YHN Advice and Support	1,504	321	440	432		1,193
HAC	1,595	333	325	284		942
Commissioned services via Gateway	503	136	159	83		378
Use of DHP						
DHP awards	244	19	41	62		122
Social housing evictions						
YHN evictions	62	12	10	8		30

Table 6 shows an 18% decrease in homelessness preventions in quarter 3. HAC preventions have dropped by 12% which is in the context of a 9% reduction in contacts. Preventions by the YHN Advice and Support have remained constant and reflect their change in recording to give a more accurate reflection of their work. Table 6 shows that evictions from YHN continue to remain low, with 8 in quarter 3 being the lowest number we have recorded since the introduction of the Sustaining Tenancies Guidance.

2d Prison and hospital discharges

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

Hospital discharge referrals	Q1	Q2	Q3	Q4	2015-
	15-16	15-16	15-16	15-16	16
Total number of referrals	20	20	24		64
General (RVI and Freeman)	12	13	16		41
Mental health	8	7	9		24
Outcomes					
Accommodation secured	11	7	10		28
Returned to friends and family	0	2	2		4
Returned to own tenancy	2	4	4		10
Admit to CTV	2	1	1		4
Homeless	0	0	0		0
Out of area case – referred back	5	3	7		15
Residential care	0	1	-		2

Table 7 shows a slight rise in the 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. There was a rise in the number of contacts made from the hospital where the client was from another local authority area and we will continue to monitor this. Again this quarter we can report that no-one became homeless as a result of hospital discharge.

Table 8 (below) shows no change in the numbers of cases presenting to HAC from custody. As with previous quarters Table 8 shows us that for the vast majority of referrals from custody we are able to secure an offer of accommodation when advised in time of a release.

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	19		50
Outcomes					
Accommodation secured	5	14	13		32
Out of area case -referred back	1	1	1		3
Refused accommodation offer	5	3	0		8
Recalled to prison	1	0	5		5
Returned to previous accommodation	0	1	0		2
Homeless	0	0	0		0

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, with aim of showing support offered to partners, to identify gaps and then target offer to relevant teams; the success of this approach will be evidenced by reduced exceptions and increased take-up of the AIN offer.

2h. What we are doing next

- Extension of Financial Inclusion Triage approach to drug & alcohol treatment providers, supported housing providers and 16+ Team to support responses to the challenges posed by welfare reform and the introduction of Universal Credit.
- We will improve our recording and presenting of the value of our information and training to non-housing specialist partners to help them to prevent homelessness.

3. People living with housing support

Table 9 (below) shows stability in the total number of admits to supported accommodation this quarter and a fall in emergency bed admits, the relative consistency of its use over the last 3 quarters does give an idea of the level of likely future demand.

Table 9 also shows that the number of admissions where the reason for admission is not known or not recorded has fallen by 60% this quarter, this is positive but we would like to see this number fall even as we should know the reason why clients are in crisis. Those admitted after leaving general needs accommodation continues to fall. The majority of people are now admitted following a relationship breakdown or after leaving another form of supported accommodation.

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	361		1,084
Emergency bed admits	-	38	58	45		141
Total number of individuals	946	304	281	281		866
Reason for admission						
Not recorded / not known	221	20	41	16		74
Loss of general needs accom	180	17	18	7		39
Relationship breakdown	443	125	102	86		308
Moved from other hostel	132	117	105	84		315
Social needs						
Offending	358	93	102	99		294
Drugs	185	53	42	55		150
Mental health	204	62	65	57		184
Alcohol	136	23	29	19		71

Table 10 (below) shows the number of ‘move on assessments’ completed for clients in supported accommodation by the end of the reporting quarter. Work is ongoing to review and revise the move on process.

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	107	
Number of ‘amber’ (further support required)	230	229	239	223	
Number of ‘green’ (ready to move to independent living)	80	79	104	99	

Table 11 (below) shows a small fall in the numbers of people moving to an independent tenancy from supported housing but the numbers moving to a social housing has remained consistent at 66% of those moving to independence. We will through the revision of the Supported Housing Move On Protocol continue to encourage moves to social housing because of the security and support offered and the availability of accommodation.

Table 11 also shows a small fall in the numbers of people evicted and a 45% fall in the numbers of notices of evictions logged on the Gateway. We have included more information on the evictions and that that we have separated out the numbers so that you can see the total of people evicted for rent arrears and those where the reason given was for violence to staff or other residents as these account for just over 50% of those evicted.

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	73		232
Other supported accommodation	418	99	108	75		282
Independent tenancy	261	77	61	58		196
• YHN	109	38	42	35		115
• Private rented	74	17	11	18		46
• Housing association	31	14	8	5		27
Evictions						
Evicted	296	65	65	62		192
Evictions for rent arrears	-	12	20	14		46
Evictions for violence	-	12	15	19		46
Evictions with prior NTQ	-	7	18	4		29
Total NTQ issued	-	32	51	28		111

Whilst wanting the levels of evictions to be lower there is also an acknowledgement of the positive work going on within the sector to manage and support clients with a high level of need. An example of this can be seen in the case study below which highlights the often innovative approach that providers can take to meet the needs of a client.

Case Study – Crisis Accommodation.

Client was a high risk offender who couldn't be placed with females. HAC officers negotiated with a supported housing provider who offered him accommodation in the short term until a more suitable long term placement could be found. Staff at the accommodation agreed to rearrange their shift patterns so that male staff were on duty for his first few days in the project and HAC agreed to spot purchase an additional male sessional worker to offer additional support in the interim period. The placement ended when the client was recalled to custody.

Table 12 (below) shows floating support recorded on the Gateway, there is inconsistency in the reporting and a high proportion of cases where the reason for admit is not known and the social needs not recorded.

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	154		484
Reason for admit						
Not recorded / not known	340	31	54	48		133
Move from other support setting	103	33	29	34		96
Discharge from institution	43	43	42	35		120
Relationship breakdown	48	13	13	7		33
Social needs						
Offending	39	7	11	11		29

Drugs	24	9	4	5		18
Mental health	62	17	22	16		55
Alcohol	19	3	5	6		14

As with the accommodation based services the high number of “not recorded / not known” makes it difficult to understand the demand for these commissioned services. We will continue to work with providers to improve recording.

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	131		401
Outcome						
Maintain independent tenancy	436	69	85	67		221
Move to other supported	88	21	18	14		53
Family / friends	71	8	17	10		35
Custody	2	-	2	1		3
No information given	63	16	16	16		48
Other	17	6	12	13		31

Table 13 shows that again, for those clients recorded, the majority of clients saw their support end when they were at a point where the client was felt able to maintain that tenancy independently. Again “no information given” and “other” remain too high as outcomes for this type of commissioned service and we will address this with providers.

3f. Ongoing delivery

- Consolidating Preventing Evictions from Supported Housing Protocol – monitoring compliance and liaising with Commissioning over non-compliance

3g. What we are doing next

- Improved reporting of commissioned floating support use
- Developing a stronger alignment with drug and alcohol treatment providers
- Review of Supported Housing Move On Protocol

4. Young people at risk of homelessness

4a Homeless Prevention (16-17yr olds)

The YHN Young Peoples Service (YPS) work with young people aged 16-17 who present in housing need 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 to remain living in the family home, where it is safe to do so.

Table 14 (below) shows there was a fall in the number of presentations this quarter with a drop of 26% overall, with the biggest drop being for contacts made via Tyne and Wear Homes.

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	49		207
Presentation source						
Application to Tyne and Wear Homes	130	31	38	16		68
Presenting at the Housing Advice Centre	108	29	23	16		85
Other referral sources	74	18	16	17		51
Outcomes						
Remained in existing accommodation	51	17	11	11		39
Referred to supported accommodation	50	14	11	3		28
Non engagement – no further contact	76	11	22	15		48
Under 18 care leaver – floating support	-	14	8	6		28
Statutory homelessness	0	0	0	0		0

Table 14 shows us the main outcomes for the 16-17 year olds supported by YPS. No 16-17 year olds have become statutorily homeless and it is positive that young people are supported to stay in their existing accommodation.

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	36		138
Outcome						
Maintain independent tenancy	170	31	18	20		69
Move to other supported housing	33	9	5	4		18
Family / friends	59	7	8	6		19
Custody	3	-	1	-		
No forwarding address given	4	4	12	3		9
Other	1	3	3	3		6

Table 15 shows the YHN YPS floating support delivered to 16-24 year olds as recorded on the Newcastle Gateway. The highest outcome is that the client was able to end the period of support and remain in their accommodation.

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	67		198
Reasons for admit					
Relationship breakdown (parents / family)	45	35	33		113
Moving from other support setting	8	6	9		23
Crisis	9	5	9		23
Social needs					
Offending	17	12	14		43
Drugs	3	2	6		11
Mental health	8	2	3		6
Alcohol	1	7	3		18

Table 16 shows us the number of admits and the main reasons for admission to those services expressly contracted by the city to provide support to those aged 16 -24. The main reason for admission to these services (57% of admits) remains as a result of a relationship breakdown with parents or family members. Table 16 also shows that the main social need recorded for this age group is offending.

Table 17 (below) 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.

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	65		176
Move on destination					
No forwarding address	5	4	11		20
Family or friends	18	13	32		63
Other supported accommodation	24	18	21		63
Independent tenancy	15	7	12		34
• YHN	8	7	6		21
• Private rented	5	-	2		7
• Housing association	2	-	4		6
Evictions					
Evicted	4	3	8		15
Evictions for rent arrears	1	0	1		2
Evictions for violence	-	0	1		1
Evictions with prior NTQ	0	0	2		2
Total NTQ issued	0	0	2		2

4f. Ongoing delivery

- YHN YPS are continuing to work closely with the Gateway team to improve reporting
- Development of a citywide Market Position Statement considering the commissioning requirements for young people’s accommodation and support needs.

4g. What we are doing next

- YHN YPS will look for opportunities to provide earlier support to clients with an offending background who are working with the Youth Offending Team.

5. Multiple exclusion and rough sleeping

Table 18 (below) shows an increase in the average number of people found sleeping rough each night alongside a 38% rise in the number of individuals that this relates to. We can also see from this table that we met our No Second Night Out responsibilities. Of the 44 people found who are new to the street, 42 were from outside of the area. In a majority of cases these people are found once or twice and then aren’t found again but

there are a small group who refuse to return to their area of connection (part of the NSNO offer)

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	8		
Individuals	274	50	80	111		241
• Stock	105	20	44	62		64
• Flow	141	25	33	44		58
• Return	28	2	3	5		5
NSNO eligible / compliant	36/36	2/2	2/2	2/2		6/6
Social needs						
Drugs	112	27	40	60		67
Alcohol	92	21	19	24		40
Mental Health	37	15	13	12		28
Offending	94	25	29	42		96

Table 18 shows the high level of social need within this group and as part of our submission to the Communities and Local Government Committee’s Inquiry into Homelessness we recommended they consider the extension of a Troubled Families Programme type approach to single people. This would include additional funding and governance arrangements to better align intensive, individualised support to people with multiple and complex needs for whom existing services do not work. This would allow us to better understand and support these clients, for whom crisis has become entrenched

Table 19 (below) shows an increase in people found rough sleeping where the reason for that was unknown. In our contact with Shelter this quarter they noted 34 people who presented to them this quarter who stated they had nowhere to go that night, this was more than double the number (14) that they had recorded the previous quarter. It is worth clarifying that the Shelter figure is people self-declaring as literally homeless and some may have found accommodation that day however the increase is reflective of a growing issue.

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	18		64
Unknown	78	15	41	54		110
Relationship breakdown	22	4	10	14		28
Custody release	16	4	4	7		15
Outcomes						
Accommodation secured	49	11	24	20		55
No further contact /disappeared	91	24	31	33		88
Returned to existing accommodation	42	4	2	7		13

Table 20 (below) relates to Housing First admissions on the Newcastle Gateway and shows an increase in admits. In future quarters we will report on outcomes from this service.

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			21
Reason for admission						
Not known / not recorded	5	4	3			12
Moving from a hostel	2	1	1			4
Crisis / rough sleeping	-	1	1			2
Relationship breakdown	-	-	3			3
Offending	1	1	2			4
Alcohol	2	1	2			5
Drugs	3	1	5			9
Mental health	3	1	2			6
No confirmed needs	2	3	1			6

5d. Ongoing delivery

- Housing First – working with Changing Lives to improve reporting and referrals processes
- Ongoing dedicated street outreach service
- Improving analysis of complex single homelessness cohort

5e. What we are doing next

- Apply the learning from the High Risk Complex Needs Task and Finish Group
- Consideration of extension of Psychologically Informed Environments (PIE) approach to multiple exclusion work.

6. Issues to consider

This document will form the basis of discussions at the Newcastle Homelessness Prevention Forum on the 2nd March, we would like to focus on:

- Do you agree with the data presented in this review and the future actions noted and to be included in the action plan? Is there anything we have missed that you would like to see included.
- Public perceptions of homelessness - 50 years of homelessness
- Move on from supported housing, do you have any comments on the proposal for changes to the protocol?
- Health and homelessness, how can we work with partners in health to improve outcomes for clients?

7. Active Inclusion Newcastle (AIN)

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 partners:

- Financial Inclusion Triage
- 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](#).

As part of our ongoing work to better identify issues that could lead to homelessness we would ask partners to inform us of cases where you're working with clients but the current methods for preventing homelessness have not worked. You can raise these issues at activeinclusion@newcastle.gov.uk Our intention is for this to add, not replace, our existing means of liaising with partners, where you can still raise issues in person; we appreciate that it's not always possible for people to get to all meetings.

Sarah Blakey – February 2016

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