

# Active Inclusion Newcastle

## Newcastle Homelessness Prevention Briefing 2017-18 Q2

We want preventing homelessness in the city to be everyone's business. Our quarterly briefings aim to build consensus and a cooperative approach by providing information on:

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

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

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

- **people owed the full homelessness duty**
- **people at risk of homelessness**
- **people living with housing support**
- **young people at risk of homelessness**
- **people facing multiple exclusion and rough sleepers**

We recognise that these groupings have limitations and that people may not exactly fit the definitions, but differentiating between the risks of homelessness helps us to develop realistic options that include the wider aspects of social and financial inclusion, wellbeing, and health. We have found that homelessness is best prevented through coordinated support that provides consistent information, advice, and support to develop the foundations for a stable life:

- **somewhere to live**
- **financial inclusion**
- **an income**
- **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 work with partners to innovate, reduce duplication, increase prevention and provide more effective responses for vulnerable people. More information is provided in [Newcastle's Homelessness Strategy 2014-19](#).

### Headlines for this quarter (2016-17 Q2)

- Homelessness Prevention Trailblazer multi-disciplinary team started work
- Rough Sleeping Social Impact Bond started work. You can hear an update on this team's work at the December Homelessness Prevention Forum.
- Government announced that the Local Housing Allowance cap will not apply to supported accommodation or to social housing
- [Draft Homelessness Code of Guidance for Local Authorities](#) published in advance of the Homelessness Reduction Act coming in to force

## Homelessness Reduction Act 2017

There will be an opportunity at the December Homelessness Forum to begin the discussions with partners as to what the impact on services in Newcastle will be as a result of the Act, however we have briefly summarized some of the key changes and duties below.

The Homelessness Reduction Act (HRA) is due to come into force in April 2018. The Act will modify and extend existing homelessness protection in a number of key ways:

1. Improved advice and information about homelessness and the prevention of homelessness
2. Extension of the period 'threatened with homelessness'
3. Introducing new duties to prevent and relieve homelessness for all eligible people, regardless of priority need and intentionality - currently, most prevention and relief work undertaken by a housing authority sits outside of the statutory framework.
4. Introducing assessments and personalised housing plans setting out the actions housing authorities and individuals will take to secure accommodation
5. Encouraging public bodies to work together to prevent and relieve homelessness through a 'duty to refer'

The intention behind the act appears to be to incentivize early identification and thereby early response to the risks of homelessness that residents face. Newcastle has an excellent track record in preventing homelessness and this Act will mean building on that work to move further away from a crisis based response to a more proactive prevention model.

An early change will be to the production and content of this review. We will start to move away from recording and presenting our information in the five groupings of homelessness that we currently use and towards reporting our performance in terms of the prevention and relief duties that the Act will introduce. This will allow us to ensure that our Homelessness Review and by extension Homelessness Strategy action plan are reflective of the changes the Act will bring in.

### 1. People who are owed the full homelessness duty

#### 1a. Table 1 – Household types and social needs

Total households	2016-17	17-18 Q1	17-18 Q2	17-18 Q3	17-18 Q4	2017-18
Households owed the full duty	182	42	66			108
<b>Household type (top 3)</b>						
Lone parent with dependent child	91	27	33			60
Couple with dependent children	43	10	14			24
Single person household aged 18+	32	4	15			19
<b>Social needs (confirmed)</b>						
Mental health	49	10	19			29
Physical health	51	10	20			30
Persons from abroad	10	7	6			13

Table 1 (above) shows us that there has been a rise (57%) in the numbers of households owed the full duty this quarter. Each acceptance is reviewed separately and there is nothing to indicate a particular reason this quarter for the rise nor have any specific

external factors been identified. As it is only rise within one quarter so far we will need to monitor over the next two quarters to see whether this a trend to cause concern.

**1b. Table 2 – Causes of homelessness and outcomes**

<b>Causes of homelessness</b>	<b>2016-17</b>	<b>17-18 Q1</b>	<b>17-18 Q2</b>	<b>17-18 Q3</b>	<b>17-18 Q4</b>	<b>2017-18</b>
Loss of private rented	70	22	19			41
Parents asked to leave	20	3	8			11
Violent relationship breakdown	21	5	8			13
Required to leave Home Office (asylum support) accommodation	10	2	3			5
Relatives / friends asked to leave	16	4	6			10
<b>Outcomes</b>						
Rehoused by YHN	120	45	21			66
Rehoused by housing association	14	1	0			1
Rehoused by private rented	4	0	0			0
Refused offer	1	0	1			1

Table 2 (above) shows that as with previous quarters the main reason for homelessness is loss of private rented. We continue to seek ways of refining the information we hold for this sector and the introduction of the Homeless Reduction Act (as noted above) will see the use of private rented as a key local challenge with the Act and we continue to update partners on the work we are doing to address issues in this sector.

Table 3 (below) shows a rise in those accommodated due to a statutory duty for temporary accommodation who were placed in Cherry Tree View but a fall overall in the numbers when we include those placed in other supported accommodation. We are looking in more detail at those placed in to accommodation other than Cherry Tree View over the last year and tracking the outcomes for those clients.

There was also a rise in the numbers of people placed in CTV where there wasn't a statutory duty, this can include temporary moves requested by YHN and short term placements in an emergency by social care. Over 50% of these non-statutory admits were in CTV for less than 10 days highlights the short term of these placements when compared to those for whom a duty is owed where the average stay is 56 days and the also the important role CTV plays in supporting other areas of the authority and partners.

**1c. Table 3 – Use of temporary accommodation**

<b>Statutory use of temporary accommodation</b>	<b>2016-17</b>	<b>17-18 Q1</b>	<b>17-18 Q2</b>	<b>17-18 Q3</b>	<b>17-18 Q4</b>	<b>2017-18</b>
Cherry Tree View (CTV)	109	28	34			62
Other accommodation	154	42	32			74
Domestic violence refuges	5	1	1			2
Total	268	71	67			138
Other CTV placements	131	35	46			81

The case study below is an example of the breadth of the day to day support and interventions offered to those in Cherry Tree View and the

### Case study – Cherry Tree View

Client was single parent and carer for adult child with disabilities. Admitted to CTV following a management move request after suffering harassment and threats from community.

- Family were involved with a number of different agencies, both statutory (Adult social care / police / probation) and non-statutory (YHN) and CTV helped to support client in dealing with multiple agencies
- Whilst in CTV family were supported to access West End Woman and Girls centre to help address social isolation of living in a new area and assisted to register with new GP and dentist
- Application made for DHP and client supported with application to claim for Personal Independence Payment for adult child
- Contact made with the charity who were fostering their pets to enable the family to visit and check on their well – being

### Outcome

Family moved in to a new build property, supported to obtain furniture and carpets required and that correct benefits were in place and ensured all utilities were set up.

### Issues to note

Significant amount of time provided by CTV assisting the family to clear their old property and there appeared to be a lack of appreciation from other services of the impact the move was having on the emotional well - being of the family and the support the family needed. CTV were unable to obtain support from other organisations to assist with the house clearance and there was limited support given by other services around their emotional welfare and vulnerability

Aside from the provision of accommodation with support at Cherry Tree View, the preventative outreach service operating out of CTV seeks to work with households identified at risk of homeless. This service provides the same level of support and interventions for clients in the community as those living in CTV.

Table 4 (below) shows us that in Q2 of this year there has been a fall in admits to the service, compared to the previous quarter and as the service adapts it is reaching a more realistic level of admits for the service offered.

**1d Table 4 - Admits to Cherry Tree View preventative outreach**

<b>CTV preventative outreach clients – admits and reason for admit</b>	<b>2016-17</b>	<b>17-18</b>	<b>17-18</b>	<b>17-18</b>	<b>17-18</b>	<b>2017-18</b>
		<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	
Total admits to service	270	46	39			85
• CTV move on cases	71	16	14			30
• Homelessness prevention	40	6	2			8
• Sustaining tenancies referrals	159	24	23			47

Currently the routes into the preventative outreach service are closed to wider partners, with referrals all being made via the Housing Advice Centre or through a Sustaining Tenancies referral from YHN or Byker Community Trust. As part of the ongoing development of this service they are looking at how they can open up referral routes to other partners

Table 5 (below) shows us how many people have been discharged from this service in this quarter and their outcomes. In Q2 at the time of discharge from the service, 72% of clients were sustaining their tenancy. This demonstrates the strength of the approach taken by the team with only a small number of households (26%) failing to engage with the offer of support or where an eviction couldn't be avoided (3%).

### 1e Table 5 - Discharges from Cherry Tree View preventative outreach

<b>CTV preventative outreach clients – Discharges</b>	<b>2016-17</b>	<b>17-18 Q1</b>	<b>17-18 Q2</b>	<b>17-18 Q3</b>	<b>17-18 Q4</b>	<b>2017-18</b>
Total discharges from service	151	47	74			121
• Client sustaining tenancy	99	35	53			88
• Client failed to engage	27	7	19			26
• Rehoused to supported accommodation	2	0	0			0
• Evicted – no further contact	8	4	2			6

The figure for 2016-17 for Preventative Outreach only covers the first 3 quarters of the year, when information began to be collated on this service.

## 2. People at risk of homelessness

Table 6 (below) shows that there has been a rise in all forms of contact with the Housing Advice Centre.

### 2a. Table 6 – People at risk of homelessness contacting the Housing Advice Centre

<b>People at risk of homelessness</b>	<b>2016-17</b>	<b>17-18 Q1</b>	<b>17-18 Q2</b>	<b>17-18 Q3</b>	<b>17-18 Q4</b>	<b>2017-18</b>
Emergency out of hours calls	700	157	165			322
General HAC calls	2,365	635	655			1,290
Firstpoint advice	1,051	328	388			716
HAC casework	1,815	496	534			1,030
<b>Household type – Casework clients (top 3)</b>						
Single male aged 18+	900	227	246			523
Household with dependent children	391	108	119			227
Single female aged 18+	279	86	99			185

Table 6 shows there has been an 8% rise in HAC casework figures in quarter 2 and their trend so far this year would suggest that that the overall figure for 2017-18 will see an increase on previous years. This rise should also be seen in the context of the introduction of the Homeless Reduction Act (as above) which is predicted to see a growth in the numbers of contacts to the authority.

**b. Table 7 – Causes of homelessness and outcomes for people at risk of homelessness receiving casework interventions at the Housing Advice Centre**

<b>Reasons for presenting (top 3)</b>	<b>2016-17</b>	<b>17-18 Q1</b>	<b>17-18 Q2</b>	<b>17-18 Q3</b>	<b>17-18 Q4</b>	<b>2017-18</b>
Loss or fear of loss of private rented	235	45	47			92
Relatives / friends asked to leave	222	45	73			118
Parents asked to leave	172	44	38			82
<b>Outcomes</b>						
Advice – remain in accommodation	502	111	121			232
Rehoused to supported housing	294	100	80			180
Rehoused to independent tenancy	286	93	111			204

In March of this year Newcastle was asked to be a pilot city for preventing the risks of homelessness related to benefit administration and unemployment. This builds on Newcastle City Council (NCC) being an early adopter Homelessness Prevention Trailblazer. The pilot will also seek to reduce the impact that unstable housing can have on residents' capacity to search for work.

The pilot began in June of this year and in partnership with the three Jobcentres in the city aims to:

- prevent the risks of homelessness related to benefit administration and unemployment
- reduce the impact that unstable housing can have on residents' capacity to search for work

As part of the pilot, NCC in partnership with the Newcastle Jobcentre Plus office, Your Homes Newcastle, and Crisis agreed a set of referral arrangements and customer pathways to help track the effectiveness of the interventions all partners could offer. Between 5 June 2017 and 30 September 2017 143 residents were identified by Jobcentres in the city as being at potential risk of homelessness with the majority of those being referred being seen by the Housing Advice Centre (55%)

The most common reasons for referral were people concerned about housing costs or reporting rent arrears (29%) and those who were sofa surfing or reporting they were sleeping rough (24%)

The most common outcomes were:

- 14% housing stabilised
- 12% homelessness prevented
- 13% JCP homelessness easements and tailoring the Claimant Commitment
- 5% housing options advice

The pilot is reviewed monthly and this has provided opportunities to focus on where we need to improve e.g. on the identification and delivery of easements to reduce the risk of homelessness. The monitoring has, shown the need for further investment in workforce development to help front line workers to better identify at the earliest opportunity the potential causes of homelessness and the locally available responses to these risks and to continue to work together to make the most of our collective resources.

This pilot is not intended to replace existing arrangements for resolving all issues related to the welfare reforms, Universal Credit and employment support but findings from this will be used to report on

- the effectiveness of our support in preventing homelessness and supporting residents to transition to the welfare reforms and particularly improved employment opportunities
- our preparations for the duty to refer in the Homelessness Reduction Act 2017
- potential savings to the local authority and departmental budgets for reducing the number of homeless recipients and increasing housing stability,
- How data can be shared more readily across departments and agencies to benefit residents with multiple needs

The 4 short case studies below give an indication of the cases being referred via the pilot.

#### **Case studies - Newcastle City Council Homelessness Prevention Trailblazer – working in partnership with Jobcentre Plus**

- At risk of eviction a Byker Community Trust (BCT) tenant advised by Money Matters. He was supported to change energy supplier and to complete a court defence form after BCT refused offer of repayment plan made prior to hearing. The possession order was suspended and an affordable repayment plan agreed at court. He remains in his tenancy
- A private rented tenant with arrears of £3,120 referred to HAC due to the threat of eviction. HAC referred to an Active Inclusion Service Welfare Rights Officer who assisted client in securing a backdated HB award that cleared all of the rent arrears
- Sofa surfing resident with no fixed abode. HAC secured supported housing in Jesmond managed by Tyne Housing, through the Newcastle Gateway
- Resident living between two family members with no housing stability. HAC initially secured supported accommodation with Praxis and she has since moved in to a YHN tenancy with additional support provided by Praxis as she settles in

Table 8 (below) shows homelessness prevention information for Q2. Compared to the previous quarter, there has been a 6% fall in Q2 in overall homelessness preventions from NCC and partners. The big change in the numbers recorded for 'resolving rent/service charge arrears' is attributable to a change in how the YHN Advice and Support team recorded outcomes and which teams they recorded information from. The low level of Discretionary Housing Payment (DHP) this quarter continues to be a feature we think of recording classifications and that many of the cases counted within 'resolving rent/service charge arrears' will be successful outcomes as result of DHP awards

Table 8 shows that there has been no change in evictions from YHN in Q2 compared to the previous quarter. In the context of the level of the stock of YHN this continues to remain a low figure, particularly in the face of the challenge posed by austerity and welfare reform.

We are continuing to build on the information we collect from partners such as Shelter and Crisis on homeless prevention. Whilst their numbers can't be included in the official homelessness prevention return they continue to reflect important partnership work to prevent homelessness

## 2c. Table 8 Homelessness Preventions

Homelessness prevention	2016-17	17-18 Q1	17-18 Q2	17-18 Q3	17-18 Q4	2017-18
<b>Total homelessness preventions</b>	<b>4,164</b>	<b>1,374</b>	<b>1,298</b>			<b>2,672</b>
Homelessness prevented	3,975	1,342	1,254			2,596
Homelessness relieved	189	32	44			76
<b>Prevention activities (top 3)</b>						
Rehoused to supported accommodation	1,169	293	334			627
Resolving rent / service charge arrears	1,057	382	312			694
Resolving Housing Benefit problems	759	195	230			425
<b>Use of DHP</b>						
DHP awards	28	18	6			24
<b>Social housing evictions</b>						
YHN evictions	58	19	19			38
<b>Partner homeless preventions</b>						
Crisis		50	86			136
Shelter		40	50			90

In terms of the 86 preventions reported by Crisis this quarter, 29 were cases where a client was supported to remain in their existing accommodations whilst 57 clients were assisted to find accommodation in the main this was through a supported accommodation placement or assistance to secure a private rented property. For those supported to remain in their existing accommodation a range of interventions were deployed including applications to the Supporting Independence Scheme and negotiating for alternative payment arrangements for those in receipt of Universal Credit housing costs.

For Shelter, the 50 preventions represented those clients with a connection to Newcastle (the Shelter office deals with clients from across the region) who were given advice to remain in accommodation. A Shelter advisor is currently working on a health and housing project specifically aimed at offering advice and support to help households to sustain accommodation.

As with previous quarters, partners have continued to raise issues to be found in supporting clients with the implementation of Universal Credit. Crisis have highlighted the delay in payments as an issue for clients, and have noted the support they have given in helping clients to apply for alternative payment arrangements for their housing costs. As part of the Homelessness Prevention Trailblazer partnership with Jobcentre Plus pilot (referenced above) we have developed referral routes for other agencies working with people at risk of homelessness where all other options have been exhausted. These cover those clients with a current benefit claim and where

- There will be better outcomes for the client by collaborative working between the Work Coach and support worker by aligning their Claimant Commitment with their support planning arrangements, this will require the client's permission.
- Evidence that the client's risk of homelessness will be reduced by the application of JCP easements or alternative payment arrangements or reconsideration of a sanction or benefit deductions



- Evidence that the client is at risk of homelessness due to benefit administration that has not been able to be resolved through the established channels

For more information on this please contact [activeinclusion@newcastle.gov.uk](mailto:activeinclusion@newcastle.gov.uk)

## 2e. Prison and hospital discharges

### 2f. Table 9 – Prison release referrals

Prison release referrals	2016-17	17-18 Q1	17-18 Q2	17-18 Q3	17-18 Q4	2017-18
Number of referrals to HAC	44	11	10			21
<b>Outcomes</b>						
Accommodation secured	36	9	6			15
Out of area case – referred back	2	2	2			4
Refused accommodation offer	4	0	1			1
Recalled to prison	1	0	0			0
Returned to previous accommodation	1	0	1			1
Homeless presentation – no notice	0	0	0			0

Table 9 (above) shows no noticeable change in the number of clients presenting to HAC from custody. As ever these figures come with the caveat that they relate to those where leaving prison is the direct reason for their presentation.

Outside of presentations to HAC from those in custody, there were an additional 19 placements into supported accommodation via Gateway for clients leaving custody where their referral was made by probation or Shelter resettlement teams within the prison.

### 2g. Table 10 – Hospital discharge referrals (direct from hospital)

Hospital discharge referrals	2016-17	17-18 Q1	17-18 Q2	17-18 Q3	17-18 Q4	2017-18
Total number of referrals	65	22	18			40
General (RVI and Freeman)	39	12	10			22
Mental health	26	10	8			18
<b>Outcomes</b>						
Accommodation secured	27	15	7			22
Returned to friends and family	1	1	0			1
Returned to own tenancy	7	2	1			3
Admitted to CTV	4	0	0			0
Homelessness presentation – no notice	1	0	0			0
Out of area case – referred back	16	2	7			9
Residential care	0	0	0			0
Advance notice – not yet ready for discharge	8	2	4			6

Table 10 (above) shows a small fall in the numbers of referrals received from the hospitals, but a rise in the number of out of area cases referred. We would expect a relatively high

number of enquiries like this when considering that both the RVI and Freeman are regional centres for treatment.

We continue to liaise on a weekly basis with the Emergency Care Facilitator for Newcastle upon Tyne Hospitals NHS Foundation Trust and the Discharge Facilitators within the Bed Management Service for Northumberland, Tyne and Wear NHS Foundation Trust. A link that will be developed in light of the duty to refer from other public bodies that will be introduced with the Homelessness Reduction Act.

### 3. People living with housing support

Table 11 (below) shows a fall in the number of admissions this quarter and in the number of individuals that this relates to. There was a 17% fall in the number of admits from Q1 2017-18 to Q2 of this year with the number of individuals down by 14%.

There has also been a fall this quarter in the use of the emergency beds which is down 24%.

Table 11 shows that the majority of admissions to supported accommodation this quarter come as a result of a planned move from other provision in the context of the fall in the number of individuals this suggests a number of people moving within provision rather than moving out to independence. The number of admits where the reason for admit was unknown has risen this quarter in both supported and crisis accommodation (with a greater increase in the latter) Through regular Gateway updates and at the Gateway users forum the importance of recording of why a provision is needed has been stressed and we will continue this figure within quarters.

#### 3a. Table 11 – Supported accommodation admits, reason for admission and social needs

<b>Supported accommodation admissions</b>	<b>2016-17</b>	<b>17-18 Q1</b>	<b>17-18 Q2</b>	<b>17-18 Q3</b>	<b>17-18 Q4</b>	<b>2017-18</b>
<b>Total number of admits</b>	<b>1,307</b>	<b>292</b>	<b>241</b>			<b>533</b>
• Crisis accommodation	497	101	86			187
• Supported accommodation	621	154	127			281
• Emergency beds	160	37	28			65
<b>Total number of individuals</b>	<b>829</b>	<b>242</b>	<b>207</b>			
<b>Reason for admission (crisis)</b>						
Not recorded / not known	18	2	9			11
Move from another hostel	168	33	48			81
Relationship breakdown	159	23	13			36
Discharge from institution	125	23	13			36
<b>Reason for admission (supported)</b>						
Not recorded / not known	13	6	7			13
Moved from another hostel (planned)	200	54	38			92
Relationship breakdown	137	46	31			36
Discharge from institutions	63	15	14			36

Table 12 (below) shows the measures used to report on the Supported Housing Move on Protocol. The figures for the number of assessments completed and the RAG rating fluctuate over the year. The figures given here are a snapshot of those assessments completed as of the last day of each quarter.

Table 12 shows us that there has been a rise this quarter in the applications submitted to Tyne and Wear Homes. This is encouraged through the monthly move on panels that support the move on protocol and social housing, where appropriate, is seen as a preferred move on destination for those potentially vulnerable tenants leaving supported housing.

Table 12 also shows that the number of discharges this quarter has risen 7% when compared to the previous quarter. The numbers of people moving to another supported accommodation placement has again fallen which is to be expected with the number of admits overall falling this quarter. There has been a rise in those moving to an independent this quarter with 67% of those moving to social housing. In the last briefing we reported that concerns were raised via the Newcastle Advice Compact regarding people moving from supported housing to an independent tenancy in a manner which caused a break in their benefit claim. This break, combined with the subsequent move on to Universal Credit caused a delay in rent payments. The YHN Advice and Support team have developed guidance for workers on how to avoid breaking claims in this manner and the implications for clients which will be disseminated to providers.

### 3b. Table 12 – Supported Housing Move on Protocol

<b>Move on assessments completed in the quarter</b>	<b>2016-17</b>	<b>16-17 Q4</b>	<b>17-18 Q1</b>	<b>17-18 Q2</b>	<b>17-18 Q3</b>	<b>17-18 Q4</b>
<b>Total assessments added</b>		<b>459</b>	<b>632</b>	<b>531</b>		
• Number of 'red' (likely to require long-term support)		117	158	141		
• Number of 'amber' (further support required)		275	356	295		
• Number of 'green' (ready to move to independent living)		67	118	95		
<b>Tyne and Wear Homes applications submitted in the quarter</b>						
<b>Total applications submitted</b>		<b>26</b>	<b>37</b>	<b>41</b>		
• Number of 'qualifying'		5	8	8		
• Number of 'non qualifying'		1	0	1		
• Awaiting decision		16	26	30		
• Information not given		4	3	1		
<b>Move on destination</b>						
<b>Total number of discharges</b>	<b>1,315</b>	<b>319</b>	<b>275</b>	<b>293</b>		
• Supported accommodation	454	135	91	62		
• Friends and family	208	40	31	39		
• Independent tenancy	224	63	44	49		

Table 13 (below) reports on the measures used to monitor the Prevention of Eviction from Supported Housing Protocol. It shows that there was an 11% fall in the number of

evictions this quarter and that the trend of the first two quarters of this year would suggest that the number overall for the year will be lower than in previous years

Table 13 also shows that the majority of evictions (54%) continue to be from crisis accommodation and again that in the main (66%) violence or disruptive behaviour was the reason given.

Table 13 shows that there was a rise this quarter in the numbers of people being evicted without being given a notice, whilst appreciating that this may be difficult in those instances of violence that require an immediate eviction this is not the case with all evictions and clients should be served with notice and given the opportunity to put right the behaviour that has led to their placement being in jeopardy. 23 people this quarter were served with a notice and remain in their accommodation.

### 3c. Table 13– Prevention of Eviction from Supported Housing Protocol

	2016-17	17-18 Q1	17-18 Q2	17-18 Q3	17-18 Q4	2017-18
<b>Total number of evictions</b>	<b>191</b>	<b>44</b>	<b>39</b>			<b>83</b>
• Evictions from crisis accommodation	119	23	21			44
• Evictions from supported accommodation	43	16	13			29
• Evictions from accommodation for young people	29	5	5			10
<b>Total number of Notice to Quits (NTQ) issued</b>	<b>266</b>	<b>53</b>	<b>59</b>			<b>112</b>
• NTQs resulting in eviction	63	9	18			27
• Evictions without NTQ	128	35	41			76
• NTQs issued and client still in accommodation	203	44	23			67
<b>Reason for eviction (served NTQ)</b>						
• Violence to staff or other residents	62	19	13			32
• Disruptive behaviour	54	11	13			24
• Drug / alcohol abuse	13	1	4			5
• Rent arrears	28	4	4			8
• Theft	13	1	0			1
• Other	21	3	5			8
<b>Move on destination</b>						
• Crisis or supported accommodation	13	3	2			5
• No forwarding address	132	30	29			59
• Friends and family	30	3	4			7

## 4. Young people at risk of homelessness

Table 14 (below) shows that there has been only a slight decrease in the number of 16 and 17 year olds being admitted to the YHN Young Peoples service for assistance in Q2 of this year. Whilst presentations via Tyne and Wear Homes have fallen the number of presentations at the Housing Advice Centre has remained consistent.

### 4a. Table 14 – 16 and 17 year olds in housing need (YHN’s Young People’s Service)

Young people in housing need	2016-17	17-18 Q1	17-18 Q2	17-18 Q3	17-18 Q4	2017-18
Total referrals to service	191	42	42			84
Total admits to service	178	38	36			74
<b>Presentation source</b>						
Application to Tyne and Wear Homes	56	19	12			31
Housing Advice Centre	68	14	14			28
Referrals from 16+ team	58	5	10			15
<b>Outcomes (case closed in the quarter)</b>						
Remained in existing accommodation	48	14	15			29
Referred to supported accommodation	30	8	5			13
Non-engagement – no further contact	17	4	6			10
Floating support	23	4	8			12
Statutory homelessness	0	0	0			0

#### Case study – YPS Homelessness prevention

B was 16 years old and referred from children services after she became estranged from her parents along with concerns over her safety in the family home. She was currently living with a friend’s family but the social worker was concerned that this arrangement may break down and wanted to explore housing options.

- A joint assessment was carried out at the family home with YHN homeless prevention worker
- Agreed that remaining with the family would be the best option for B
- YHN YPS project worker would complete weekly visits until the situation was stable and B was confident about the living arrangements
- B has maintained her her place at college and was enjoying her studies and will progress to the next level of study in the new academic year
- Friend’s family had been planning to move and included the young person in their plans. YHN project worker supported the friend’s mother to claim all relevant benefits and gave advice in the process relating to accessing a house move via Tyne and Wear homes

B and friend’s family were grateful for the support and thanked the project worker for her support. They all benefitted from having a constant worker around to support them on a regular basis. The case was closed by YHN and children social care with no concerns for the young person’s future safety.

As with previous quarters Table 14 shows that most of the 16-17 year olds who present are supported to remain in their existing accommodation. The case study above gives an example of this. This outcome, where feasible, is obviously more desirable than the young person going in to homeless accommodation.

Table 15 (below) shows a 16% fall in the number of young people admitted to the provision expressly commissioned for 16 to 24 year olds with a relationship breakdown accounting for 38% of admissions.

#### 4b. Table 15 – Admits to supported housing (16 to 24 year olds)

<b>Admits to supported housing (16 to 24 year olds)</b>	<b>2016-17</b>	<b>17-18 Q1</b>	<b>17-18 Q2</b>	<b>17-18 Q3</b>	<b>17-18 Q4</b>	<b>2017-18</b>
Total number of admits	225	54	45			153
<b>Reasons for admit (top 3)</b>						
Relationship breakdown (parents / family)	108	28	17			45
Moving from another support setting	42	10	10			20
Crisis	27	7	9			16

Table 16 (below) shows that the main outcome in Q2 was a discharge to no forwarding address. We know from Table 13 (above) that there has been no increase in numbers of young people evicted from provision commissioned for them, which often accounts for the no forwarding address. The high figure this quarter is more likely as a result of abandonments of placements or potential misreporting. Table 16 also shows an increase in numbers of young people moving to an independent tenancy with the number just over double this quarter when compared to quarter 1.

#### 4c. Table 16 – Discharges and outcomes from supported housing (16 to 24 year olds)

<b>Outcomes from supported housing (16 to 24 year olds)</b>	<b>2016-17</b>	<b>17-18 Q1</b>	<b>17-18 Q2</b>	<b>17-18 Q3</b>	<b>17-18 Q4</b>	<b>2017-18</b>
Total number of discharges	226	51	50			
<b>Move on destination</b>						
No forwarding address	37	13	17			
Family or friends	64	12	10			
Other supported accommodation	76	17	10			
Independent tenancy:	26	5	11			
• YHN	14	3	5			
• Private rented	5	2	2			
• Housing association	6	0	4			

Table 17 (below) shows the discharges from YHN's Young People Service's floating support provision, showing that 56% were sustaining their independence when discharged from the service.

#### 4d. Table 17 – Discharges and outcomes from floating support (16 to 24 year olds)

Outcomes from floating support (16 to 24 year olds)	2016-17	17-18 Q1	17-18 Q2	17-18 Q3	17-18 Q4	2017-18
Total number of discharges	161	49	48			
<b>Outcomes (top 3)</b>						
Maintain independent tenancy	148	22	27			
Move to supported housing	16	6	7			
Family / friends	32	8	6			

#### 5. Multiple exclusion and rough sleeping

Table 18 (below) shows us that there has been a decrease in the number of individuals found sleeping rough this quarter with an average of 6 people found per night. Of those found there is still high proportion with a local connection other than to Newcastle, as the largest city in the region and with the level of support services and accommodation to be found here that is perhaps inevitable. With the changes that the Homelessness Reduction Act will bring with regards local connection we have begun to have discussions with partners in neighbouring authorities as to how this can be best addressed and to ensure vulnerable clients get the support they need

**Table 18 – People sleeping rough and social needs**

	2016-17	17-18 Q1	17-18 Q2	17-18 Q3	17-18 Q4	2017-18
Average found per night	5	7	6			
<b>Individuals:</b>	<b>260</b>	<b>95</b>	<b>47</b>			
• Stock	121	47	21			68
• Flow	110	34	16			50
• Return	28	14	10			24
No Second Night Out eligible / compliant	10/10	1/1	0/0			1/1
<b>Social needs (confirmed)</b>						
Drugs	139	71	25			96
Alcohol	84	28	15			43
Mental health	46	18	20			38
Offending	118	50	6			56

Table 19 (below) shows that in Q2 the biggest reason for rough sleeping was (as in previous quarters) that people had been evicted from or abandoned supported accommodation. Of the people in table 13 who were evicted in this quarter only 4 were subsequently reported by the outreach team as being found rough sleeping which suggests a high number of people abandoning accommodation they were able to remain in.

## 5c. Table 19 – Reasons for rough sleeping and outcomes

Reasons for rough sleeping	2016-17	17-18	17-18	17-18	17-18	2017-18
		Q1	Q2	Q3	Q4	
Evicted / abandoned accommodation	91	33	23			56
Unknown	90	22	12			34
Relationship breakdown	55	13	3			16
Discharge from institutions	18	5	3			8
<b>Outcomes</b>						
Accommodation secured	50	15	7			22
No further contact / disappeared	131	38	23			61
Returned to existing accommodation	18	15	7			22
Reconnection	9	1	1			2

Table 19 shows us that for a majority of those found the engagement ended with no further contact or the individual disappeared. This reflects in part the transient nature of many of those found.

The Rough Sleeping Social Impact Bond team which will work with entrenched rough sleepers and hostel users has now been established and an update on this service will be delivered at the December Homelessness Prevention Forum.

## 6. What we are doing

Previously we have listed ongoing actions and responses under each grouping above. In order to show the cross-cutting nature of many of our interventions and to move away from a grouped silo response to issues, we are highlighting the main interventions here. All of our ongoing actions to address the issues raised in these quarterly briefings, at the Homelessness Prevention Forum and from ongoing consultation with partners are all detailed in our [Homelessness Strategy Action Plan](#).

### Longer Term Prevention

1. [Homelessness Prevention Trailblazer](#) – Newcastle’s approach was agreed by the Newcastle City Council’s Cabinet on [13 February 2017](#). This programme will run for two years from January 2017 with £936k of government funding to strengthen our citywide culture to make the prevention of homelessness everyone’s business and homelessness crisis the exception. This includes:

Inclusion plans – based on our Universal Credit Triage Trial (agreed by Cabinet in September 2014), to support a citywide approach to creating the foundations for a stable life by routinely identifying the risk of homelessness and promoting early intervention to mitigate the risk. This work has begun and updates will be given as it develops at future Newcastle Homelessness Prevention Forums

Workforce development – to support implementing the Inclusion Plans

The Homelessness Prevention Trailblazer is funding the development of a new time-limited multidisciplinary team which has the following aims:

- To deliver integrated casework on housing, financial and employment issues for residents facing certain issues or changes in circumstances, or where existing services aren’t designed to meet the intensity of support required



- To provide infrastructure support to help services and organisations to adapt to meet the challenges of a reduced welfare state and to strengthen our local system

The multidisciplinary team will test new approaches for working with residents who face complex challenges. To do this, learning will be monitored across a number of areas, including:

- The effectiveness of using different approaches to identifying residents who either currently or soon could benefit from intensive integrated casework across the specialisms of the multidisciplinary team
- The effectiveness of the team in engaging and retaining contact with residents
- The effectiveness of providing infrastructure support to other services and organisations through a multidisciplinary team
- The additional benefits of providing integrated triage and casework within a co-located multidisciplinary model, as compared to the current single service approach
- The outcomes for residents who work with the multidisciplinary team
- The nature of the barriers faced by residents in having the foundations of a stable life

Learning from the multi-disciplinary team will be shared with partners and this work has already begun to share initial findings with those responsible for setting up the Rough Sleeping Social Impact Bond

Governance arrangements – to integrate services, with an Inclusion Board involving senior level representatives of all relevant organisations

Analytics, cost benefit analysis and exception reporting – to strengthen evidence and feedback loops to enable us to identify opportunities for prevention and to develop consensual monitoring

Outcomes based commissioning – leading to payment by results

2. The [Homelessness Reduction Act 2017](#) received Royal Assent on 27 April 2017 and will be implemented in April next year. The Act will increase local authorities' duties to prevent and respond to homelessness, including for single people currently defined as not being in statutory need. This will require us to take comprehensive and proactive approaches to preventing homelessness, based on understanding the needs of their residents and developing proportionate responses to reduce risk. A draft copy of the guidance for the legislation is expected in September and will help us further in preparing for implementation of the Act

3. Developing wider homelessness prevention measures for non-commissioned partners. This quarter we have included information on homelessness prevention work carried out by Crisis. We will continue to work with partners to refine the information collected and this will develop with work being done to implement the Homelessness Prevention Trailblazer. We have included figures from Crisis and Shelter in this briefing

4. Examine how the preventative outreach service can fit with homelessness criteria and help to capture the client's journey in to and out of crisis and to measure the long term sustainability of those we assist

5. Newcastle City Council Homelessness Prevention Trailblazer – working in partnership with Jobcentre Plus. Expansion of referral sources to include homelessness prevention

partners and to aid alignment of work coach's activity with homelessness prevention. We have included updates on this work in the briefing

### **Crisis responses**

1. Consolidating [Preventing Evictions from Supported Housing and Supported Housing Move On Protocols](#) – we are developing a reporting framework of measurable outcomes for each protocol that links to contract compliance and accountability
2. Rough Sleeping Social Impact Bond, which will complement our Homelessness Prevention Trailblazer programme and will work with entrenched rough sleepers and hostel users. Staff have all been appointed to this project and the cohort of clients to be worked with have been identified. An update on this work will be given at the December Homelessness Prevention Forum.
3. Reviewing our communications on rough sleeping, including the information we have on our website to show where people can get help and how the public can help and report where they have concerns.

### **Welfare reform, austerity and destitution**

1. Introduction of lower benefit cap – The lower benefit cap for newly affected households was implemented in Newcastle from 26 December 2016. Before the implementation, the families on the DWP's estimated list of those who would be affected were offered support to improve their financial situation from the Council's Active Inclusion Service (private and Registered Social Landlord (RSL) tenants) and YHN (their own tenants). This coordinated citywide approach to support has included checking for exemptions, providing budgeting and debt advice (including liaising with landlords) and providing employment support. Both the Active Inclusion Service and YHN are continuing to support affected households
2. As part of the Homelessness Prevention Trailblazer programme we are working with the DCLG and the DWP to develop Universal Support, such as improving the alignment of the Claimant Commitment (the agreement that the DWP has with claimants) with our local support planning arrangements
3. Newcastle Employment Support Compact (established in May 2016) continues to work in partnership with the DWP and employment support providers in the city to identify the interconnected barriers to employment and support residents affected by the welfare reforms to access employment support at the earliest opportunity to prevent crisis

## **7. Consultation at Newcastle Homelessness Prevention Forum**

This document formed the basis of discussions at the Newcastle Homelessness Prevention Forum on the 13 December and there was broad agreement on the issues raised and actions listed within the action plan.

The table discussions at the Forum focused on the preparations being made for the introduction to the Homelessness Reduction Act

Newcastle was seen as being in a good position to adapt to the changes that the Act would bring and those present were supportive of the actions being taken to prepare for it within the Homelessness Prevention Trailblazer programme, in particular the Inclusion Plans which many felt would help to foster a greater degree of cooperation between organisations when working with clients and very supportive of the idea that this would lead to a continuity of support planning which could only be of benefit to vulnerable clients.

## 8. How to get involved

Please discuss the issues raised in this briefing with residents and service users. Staff from the Active Inclusion Newcastle Unit are happy to attend team meetings / service user groups if there are any specific issues that people would like to raise or discuss in more detail. You can also 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. Copies of the action plan, the protocols and our governance arrangements are available online [here](#).

Please contact Sarah Blakey (Active Inclusion Officer) on 0191 277 1733 or email [activeinclusion@newcastle.gov.uk](mailto:activeinclusion@newcastle.gov.uk) if you have any comments or would like to get more involved.

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