

Commissioning for Crisis Response

Creating a Position Statement for a
Homelessness Support System for
Newcastle

October 2013

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1. What is the purpose of this document?

This document is a Position Statement in relation to commissioning a homelessness support system for Newcastle. It has been produced in the context of a 24% reduction in funding available for housing-related support services to prevent homelessness.

It is intended for use by a range of stakeholders in order to develop a cooperative approach to homelessness prevention in the context of reducing resources and potentially increasing demand:

- **Existing and potential providers of housing-related support** in Newcastle who will be able to use the information presented to identify the role they can play in the intended overall system of housing-related support to prevent homelessness in the city, and to help develop their business plans. We hope that the Position Statement will enable provider partners to respond to the identified service models, as well as bring forward new service models and ways of working.
- **Voluntary and community organisations and community and faith groups** who make a key contribution to building and maintaining individual and community resilience and independence. We hope these partners, who may or may not deliver commissioned services, will be able to use the Position Statement to understand how their offers contribute to the bigger picture of homelessness support system in the city, and will use the information to help inform grant applications and the development of volunteer delivered initiatives.
- **Community stakeholders**, including but not limited to people who need housing-related support, who wish to contribute to the development of a fit for the future homelessness support system for Newcastle. We hope our partners in communities will participate in an ongoing consultative dialogue about how the homelessness support system should evolve.

2. Consultation

We are committed to working cooperatively with our partners to refine and collectively agree what the housing-related support marketplace to prevent homelessness in Newcastle should look like.

This document is the final stage of our consultation with stakeholders prior to procuring relevant services. It has been produced in consideration of consultation to date, including:

- Individual feedback received from providers and stakeholders
- 2 consultation events held in October and November 2012 as part of the 2016 budget consultation process
- An event held in May 2013 to discuss opportunities around collaboration and 'service system' commissioning
- 4 'service system' specific events held in August 2013

These events were aimed at developing a cooperative and collective understanding of the:

- Current range and type of provision;
- Organisation of the sector and the current providers delivering housing-related support;
- Main developments and trends in the sector.

The events were also an opportunity to:

- Gather the views of providers and stakeholders to explore and develop ideas about the future scope, shape and function of the housing-related support marketplace;
- Draw on the ideas and experience of providers and stakeholders and engage them in the commissioning process;
- Help identify unforeseen problems, risks and unintended consequences of the commissioning proposals;
- Develop a collective understanding of impact and equality issues and how adverse impacts may be eliminated or mitigated;
- Help to consider social value.

We would ask that any final responses to this consultation should be sent no later than 24 October 2013 to:

Louise Lane
Commissioner for Inclusion and Prevention
Newcastle City Council
Civic Centre
Newcastle upon Tyne
NE1 8QH

Alternatively, please email louise.lane@newcastle.gov.uk

Feedback received as part of the 2016 Budget Consultation process can be found at <http://www.newcastle.gov.uk/your-council/budget-and-annual-report/crisis-response>. Further information and feedback from the events held in May and August 2013 can be found at www.newcastle.gov.uk/supportingpeople.

3. Newcastle's Homelessness Strategy

This Position Statement complements Newcastle's Homelessness Strategy and Newcastle's Future Needs Assessment. The Homelessness Act 2002 requires all local authorities to review the homelessness situation in their area every five years and to develop a strategy to reduce homelessness.

Our current Homelessness Strategy runs from 2008 - 2013 and we are currently carrying out a review that will inform our 2014 – 2019 Strategy. Our 2014 – 2019 Strategy will be our third strategy and will seek to build on the culture change that the previous strategies have helped to create whereby partners in Newcastle work together to prevent homelessness, promote independence and respond to crisis.

We know that for the majority of people in Newcastle homelessness is not a simple matter of securing accommodation and that our responses require cooperative approaches that help people sustain independence.

We know that the challenge will be maintaining Newcastle's good performance in preventing homelessness. The previous strategies happened in the context of increased funding. Our 2014 – 2019 strategy will be created in the context of significantly reduced resources (a 40% reduction in funding for the Council's directly provided services and 24% for externally commissioned services), reduced access to capital and most significantly the Government's Welfare Reform programme that impacts on around a third of people in Newcastle.

We want to build on the successful partnership work that has led to Newcastle having one of country's the highest levels of homelessness prevention. This has been done by deploying an evidenced based understanding of the potential routes into homelessness and by developing responses with partners to intervene at the earliest opportunity. This includes preventing evictions, prison and hospital release, the development of pathways into independence and innovations like housing first. This approach is based on understanding the:

- pathways into crises (transitions and life changes)
- prevention opportunities
- information, advice and support requirements of individuals and partners
- emergency responses required
- resettlement resources and support services needed to sustain independence

The reduction in resources and the challenges of the Government's Welfare Reforms means that we have to focus on early intervention, prevention and building resilience. We want providers to consider how they can further contribute to the prevention agenda.

4. Our aims

We aim to facilitate a cooperative approach amongst all partners by:

- **Wherever possible preventing homelessness at the earliest opportunity** – based on a consensual understanding of the pathways into and out of homelessness. We will continue to develop interventions that proactively support people at life changing moments e.g. leaving the parental home and institutions or a change in income;
- **Creating options and solutions to meet housing need** – this will mean creating responses to reduced funding and helping people understand their realistic options and how to access them;
- **Responding to crisis** - humanely and effectively supporting people who we fail to prevent becoming homeless;
- **Reducing multiple exclusion** - finding more effective ways of working together to reduce rough sleeping that is caused by multiple problems;
- **Supporting individuals to long term sustainability** – by providing responses not just to people's accommodation needs but also their health, support, care, financial inclusion and employment needs – we will work together to address the causes of homelessness and create opportunities for change;
- **Providing buildings that create hope and inspire change** – despite the reductions in the funding we know that people are more likely to succeed in quality environments.

Outcomes for people

We will seek to maintain the **increases** in the number of people:

- For whom we prevent homelessness and repeat homelessness;
- Who live in improved buildings that services are provided from;
- That move from homelessness to long term sustained independence;
- Being involved in meaningful activities and entering employment;
- Who use homeless services and we engage with to seek their views;
- Making successful transitions from institutions.

We will seek to maintain the **reductions** in the number of people:

- Accepted as homeless, by offering appropriate preventative options;
- Evicted from all forms of housing;
- In statutory temporary accommodation use;
- Who have to sleep rough;
- Placed in bed and breakfast (currently no families with children placed).

The work is based on an understanding of the pathways into crises and developing interventions at the following levels:

- **Primary prevention activities for everyone** – providing information, and support to help at life changing moments, e.g. losing work, retirement, childbirth, bereavement, ill health and disability, old age, divorce and separation.
- **Secondary prevention activities for people at risk of crisis** – predictive support and advice targeted to those at risk of eviction, income loss or crisis due to debt and the provision of transitional support for people leaving institutions.
- **Crisis prevention activities** – supporting those people who are at imminent risk of home or income loss, e.g. crisis support, coordinating responses for rough sleepers, the provision of our statutory emergency accommodation and outreach services.

5. Demanding times: What the Newcastle Future Needs Assessment tells us about current and future need

The Newcastle Future Needs Assessment (NFNA) examines the prevalence, causes and risks of homelessness in the city, how this impacts on health and wellbeing and recommends actions to increase the prevention of homelessness and, where this is not possible, to reduce the most adverse consequences.

Homelessness is used to describe a range of circumstances in which people have no safe and / or secure accommodation. There is ongoing debate nationally and in Europe as to what a common definition is. The reason for this debate is because homelessness, as a working definition, is used to describe more than literal rooflessness; it also describes the range of circumstances in which people may be at risk of homelessness or in which homelessness may be prevented.

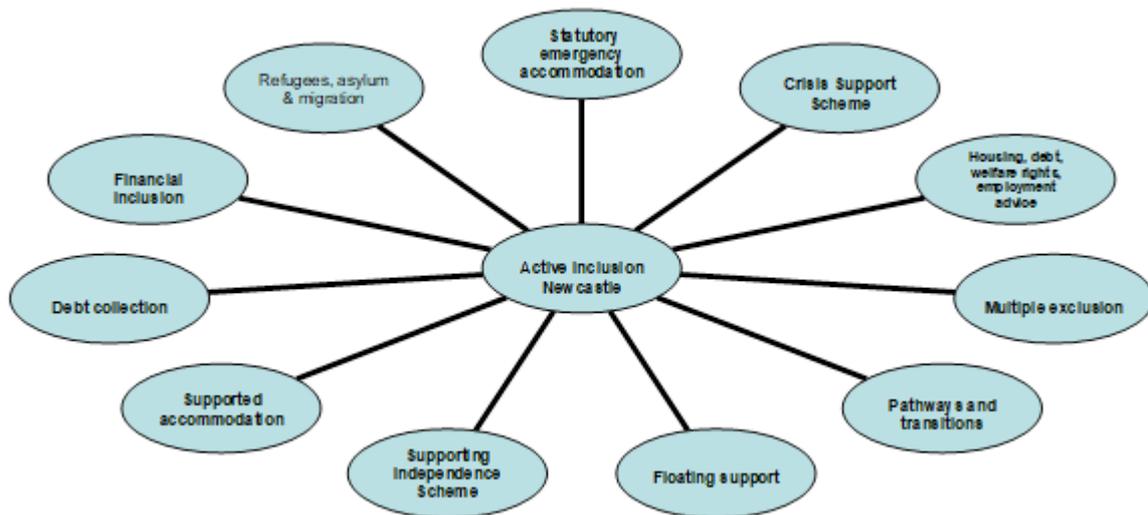
In Newcastle, we have combined these definitions to create a framework that is broadly coterminous with the client groups in need who are categorised as:

- **People who are statutorily homeless** - around 200 households per year are accepted as statutorily homeless and are owed a full duty to secure permanent accommodation under part 7 of the Housing Act 1996;
- **People at risk of homelessness who are living in rented and owner occupied accommodation** - around 3,000 households a year receive housing advice. We do not know the exact number of people at risk of homelessness, but it is likely to be higher than this 3,000. The spectrum of risk changes with changes in the economy, welfare system, lenders' forbearance, interest rates and private rented demand. In 2009 an Experian search estimated that there were 11,000 households in the city who were potentially at risk due to struggling to pay for their accommodation. This group also includes people living in inadequate accommodation which is generally private rented and houses of multiple occupation regulated by Public Health and Environmental Protection;
- **People living in accommodation with support** – at any one time around 800 people live in supported accommodation and 2000 live in general needs accommodation with floating support, supporting around 3,500 people throughout the year;
- **Chronically excluded rough sleepers** – this affects a small number of people – on average eight on any one night and around 180 individuals per year.

The NFNA recognises that in addition to general needs housing, a city's capacity to respond to homelessness is determined by the level of dedicated homelessness accommodation and support.

6. Our approach to the future marketplace

Our approach is based on the Council and its partners providing help to residents to sustain their independence through prevention services, emergency responses and targeted support to avoid repeat episodes of crisis. This means wherever possible proactively supporting people at life changing moments, rather than waiting for them to contact us in crisis. At the core of this are the following services and ways of working:



The Active Inclusion Unit (AIU) will coordinate this activity to make the best use of our resources and capacity. We know that our best hope of maintaining our good performance in the context of significantly reduced resources means even more cooperative working. The AIU will facilitate this consensus by providing the public and partners with:

- Information on available resources - what they do and how they work together;
- Consultancy, briefings and training;
- Resource allocation;
- Reviews, monitoring and evaluation;
- Partnership facilitation;
- Standards;
- Protocols – on how we work;
- Action planning;
- Coordination of migration and asylum seekers support.

In the context of this approach, we have set out below our commissioning proposals in relation to two of the specific elements of the above model: supported accommodation and floating support.

6.1 Marketplace opportunities

We have set out below four ‘service systems’ within which providers may wish to deliver services. However, we recognise that there is overlap between these systems and therefore the ‘service systems’ must be flexible enough to respond to an individual’s needs and future demands.

- **Support for single homeless people and homeless families including those with multiple needs, including, but not limited to, those with problematic drug and alcohol use, offending behaviour, mental health problems, learning disabilities, refugees;**
- **Support for young people aged 16-25 at risk, including those with chaotic lives, young people who are leaving the care system, teenage parents and young LGBT people;**
- **Support for people with mental health problems who need specialist housing related support associated with their mental health needs;**
- **Support for people with complex needs who are multiply excluded.**

We anticipate that each 'service system' will include a range of practical responses in order to respond flexibly to individuals' needs. This may include, but is not limited to service systems that:

- prevent - and where prevention isn't possible - respond to street homelessness;
- develop services and systems which prevent homelessness - particularly those that intervene early at life changing moments;
- prepare people for independence;
- sustain people in independence;
- support those who cannot sustain independence including interaction with other services that build reliance.

However, in commissioning 'service systems' we will actively encourage innovation. The objectives we are seeking to achieve in commissioning 'service systems', rather than individual projects are:

- Improved outcomes from 'service systems' that better represents people's support needs beyond accommodation;
- 'Service systems' that better reflect individuals' pathways and prevention opportunities which improve transitions at life changing moments;
- A systemic approach to improve outcomes for people who don't easily fit within a discrete service area;
- Opportunities for innovation and for services to work together to improve outcomes for individuals;
- A greater emphasis on prevention by creating opportunities which respond to people's needs in more flexible ways and offers more opportunities for service innovation;
- A more effective allocation of resources that recognises that some people facing homelessness have greater or on-going needs.

We will take every opportunity to maximise the value of the funds available for these 'service systems' by aligning with other revenue and additional capital funding.

6.2 The role of the Council's Managing Agent in the housing-related support marketplace

Your Homes Newcastle (YHN) is the Council's Arms Length Management Organisation (ALMO) responsible for managing council homes on behalf of the Council. YHN were set up in 2004 to manage council properties, to improve housing in order to meet the Government's

Decent Homes standard, and to provide a range of support services for Newcastle City Council.

YHN currently manage:

- 26,700 council homes on behalf of the Council
- 1,800 homes on behalf of the Byker Community Trust
- 330 homes on behalf of Leazes Homes.
- 1,500 leasehold properties on behalf of the Council and the Byker Community Trust.

In addition, YHN deliver a range of housing-related support services which operate within one or more of the 'service systems' above. It is proposed that the Council continues to use its ALMO to continue to provide these services for the reasons set out below:

- The actual cost of these services is subsidised by Your Homes Newcastle through its other business ventures. YHN propose to respond to a further reduction to the level of funding it receives from the Council to support these services, which will increase its level of subsidy further.
- YHN staff who are delivering housing-related support are eligible for the Local Government Pension Scheme (LGPS). As TUPE is likely to apply to any future competitive procurement, LGPS is likely to impact on the market's ability to respond due to the costs associated of offering a similar scheme.
- As the largest provider of social housing in Newcastle, there is extensive added value in YHN continuing to directly deliver services. They are positively placed to support people within the accommodation they manage in order to prevent homelessness occurring in the first place. As the landlord, YHN will be able to offer benefits in terms of effective housing management and support for tenants to compliment the supported housing services they provide. The housing support services provided by YHN are intrinsically linked to the established housing management and tenancy arrangements of Council accommodation. They are well placed to support vulnerable people to navigate the Choice Based Lettings system in order to better support access to Council housing stock and more efficient long term planning of the support, linked to their housing management functions. In addition, YHN are well placed to help mitigate the impacts of the Government's welfare reform by aligning their directly provided services to ensure a coordinated approach to this work and make best use of all available resources.

6.3 Structuring our marketplace opportunities

In Section 6.1 above, we have described the four 'service systems' within which providers may wish to deliver services. By structuring support in the context of these four 'service systems', we aim to support the provision of specialist skills and knowledge in order to maximise positive outcomes for clients.

As part of the final stage in our consultation process, we have set out below a number of forthcoming tender opportunities within these four 'service systems' where providers may wish to work together to bid for and deliver contracts in order to provide 'service system' responses.

These opportunities have been developed in the context of maximising opportunities for collaboration whilst at the same time maximising the market's ability to respond.

Support for single homeless people, couples and homeless families including those with multiple needs, including, but not limited to, those with problematic drug and alcohol use, offending behaviour, mental health problems, learning disabilities, refugees

- Crisis accommodation and support in the West
- Crisis accommodation and support in the East
- City wide supported accommodation and resettlement support
- City wide floating support

Support for young people aged 16-25 at risk, including those with chaotic lives, young people who are leaving the care system, teenage parents and young LGBT people

- City wide specialist supported accommodation, resettlement support and crisis responses

Support for people with mental health problems who need specialist housing related support associated with their mental health needs;

- City wide specialist supported accommodation
- City wide specialist floating support

Support for people with complex needs who are multiply excluded.

- City wide specialist support

The proposed tender opportunities above reflect the proposed contracts that we will be put in place following a tender process.

Following this final stage of consultation, the final tender opportunities (“lots”) and associated contract values will be determined prior to procuring relevant services.

We propose that any new contracts arising from this procurement activity will commence on 1st May 2014.

We have consulted separately on our commissioning plans relating to people at risk of, or experiencing domestic violence and abuse. Further information on these plans, along with feedback from the consultation can be found at: <http://democracy.newcastle.gov.uk/documents/g4925/Public%20reports%20pack%2016th-Jul-2013%2010.00%20Cabinet.pdf?T=10>.

7. Commissioning for collaboration

In order to meet our objectives, we would like to explore opportunities for organisations to work together to bid for and deliver contracts in order to provide 'service system' responses. We recognise that achieving a reduction in the number of individual service contracts currently commissioned and creating a cooperative culture within a competitive market is a significant culture change.

The objectives that we are trying to achieve in facilitating environments for collaboration are:

- To maintain a mixed economy in Newcastle in order to deliver high quality provision;
- To maintain existing skills and experience which is firmly placed within communities and is responsive to the needs of service users;
- To deliver efficiencies;
- To draw out innovative proposals for new responses;
- To create financially sustainable solutions, for individuals and 'service systems'.

Social Value

The Public Services (Social Value) Act 2012 places a duty on authorities to consider in their procurement and commissioning processes how public contracts can create wider social, environmental and economic value for the community they serve. We are committed to working with stakeholders to explore how the opportunities described in this document could best be designed to maximise social value, deliver better outcomes and to improve outcomes in the most efficient, effective, equitable and sustainable way and in the best interests of the City's residents.

As part of the procurement process we will consider what social benefits we would expect as a minimum from a provider and in addition, will use our evaluation criteria to review the innovative ideas that will bring added social value to service delivery, including improved employment opportunities, creating skills and training opportunities (e.g. apprenticeships or on the job training), improving access to community facilities, providing additional opportunities for individuals or groups facing greater social or economic barriers, encouraging ethical and fair trade purchasing.

8. Current service provision

We have appended to this Position Statement information in relation to the services currently commissioned to provide housing-related support.

The information is intended to help existing and potential service providers to understand the current market mix and explore opportunities for future collaboration.

The information includes:

- a list of the housing-related support services currently commissioned, along with their service type and service capacity
- a map showing the spread of current accommodation-based services across the city
- information on the utilisation of existing services, drawing upon data already published in Newcastle's Future Needs Assessment
- current spend on commissioned services

Please note that we have provided contextual information on current spend for information purposes.

It is important to note that following this final stage of consultation, final contracts and associated contract values for future provision will be determined.

Appendix 1: Current housing-related support services whose primary client group is young people aged 16-25 at risk

Current Service Provision

The table below lists the primary housing-related support services currently commissioned for young people.

Table 1

Service	Provider	Service type	Service description	Number of units / people supported at any one time
Accommodation-based				
Simonside House	DePaul UK	Non-Emergency access accommodation for young people aged 16-25	Hostel single site with 24hr staffing	11
Simonside Transitional Tenancies	DePaul UK	Transitional tenancies for young people aged 16-25 moving on from supported housing	Single rooms in a shared house.	5 (4 bedsits and 1 bedroom flat)
Tyneside Foyer	Home Group	Emergency and Non-Emergency access accommodation for young people aged 16-25	Hostel single site with 24hr staffing	3 emergency beds and 49 non-emergency beds
Tyneside Foyer – Triangle House	Home Group	Non-Emergency access accommodation for young people aged 16-25	Individual flats single site with 24hr staffing	20
Outpost Housing Project	Outpost	Non-Emergency access accommodation for young LGBT people aged 16-25	Community based accommodation in a single site block. Daytime staffing Monday – Friday	8
Floating support				
DePaul Resettlement	DePaul UK	Floating/visiting support	Floating/visiting support delivered across all tenure	19
Outpost Supported Tenancies	Outpost	Floating/visiting support	Floating/visiting support delivered across all tenure	5

Utilisation of accommodation-based services

In 2012/13, 301 individuals were supported by the accommodation-based provision listed in the Table 1. During 2012/13, there were 234 new admissions to these services, of which:

- 16 were referred from the Council's 16+ Team
- 18 were referred from the current housing provider
- 99 were referred from the Housing Advice Centre (of which 30 were 16-17 year olds seen as part of homeless prevention activity)
- 5 were referred from the probation service
- 2 were referred from the Youth Offending Team
- 3 were referred from Children's Social Care
- 38 were emergency admits
- 2 were internal transfers
- 19 clients' were not admitted through the Gateway and therefore the referral agency was unknown or not stated

Information from the Gateway on the reason for admission shows that 36% of young people required support and/or accommodation due to relationship breakdown (including family breakdown), 32% because of a crisis situation such as fleeing domestic violence, harassment or rough sleeping and 6% as a result of eviction from existing accommodation. Information from Newcastle Gateway also shows that 27% of young people admitted in 2012/13 also had an offending history, 15% had mental health issues, 7% had problematic drug use and 2% had problematic alcohol use.

221 young people moved on from this provision during 2012/13. Of which 138 moved to greater independence, including:

- 29 moved on to an independent tenancy with or without support
- 102 moved to another supported accommodation service
- 61 moved on to live with family or friends

Additionally:

- 3 were taken into custody
- 20 left no forwarding address
- 21 were evicted (of which 86% were asked to leave for anti-social behaviour including violence)

There were 80 residents in supported accommodation services for young people on 31st March 2013. The table below shows the average duration of support for these residents:

Length of stay (of clients in receipt of services on 31 st March 2013)	% of clients
0-3 months	43.8
3-6 months	26.3

6 months – 1 year	22.5
1 year – 2 years	7.5
2 years plus	0

Utilisation of floating support services

Data from Supporting People workbooks show that during 2012/13, 38 clients received a young people's floating support service. The information also shows that during the same period, 16 clients moved on from floating support services.

Financial context

In 2013/14, £722k was spent on housing-related support services with a primary client group of young people.

Appendix 2: Current housing-related support services whose primary client group is people with mental health problems

Current service provision

The table below lists the primary housing-related support services currently commissioned for people with mental health problems.

Table 2

Service	Provider	Service type	Service description	Number of units / people supported at any one time
Accommodation-based				
ISOS Newcastle Supported Housing (Long Term)	ISOS Housing	Non-emergency accommodation (long term more than 2 years)	Community based/dispersed accommodation with visiting support	20
Early Intervention Project	Mental Health Concern	Non-emergency accommodation (short term less than 2 years)	Community based/dispersed accommodation with visiting support	4
Mental Health Concern Supported Housing	Mental Health Concern	Non-emergency accommodation (long term more than 2 years)	Community based/dispersed accommodation with visiting support	10
Mental Health Matters Supported Housing Service	Mental Health Matters	Non-emergency accommodation (long term more than 2 years)	Community based single site accommodation with visiting support	12
Greenfields Project	Mental Health Matters	Non-emergency accommodation (long term more than 2 years)	Community based/dispersed accommodation with visiting support	7
Short term supported housing	Richmond Fellowship	Non-emergency accommodation (short term less than 2 years)	Community based/dispersed accommodation with visiting support	6
Long term supported housing	Richmond Fellowship	Non-emergency accommodation (long term more than 2 years)	Community based/dispersed accommodation with visiting support	12
Floating support				
ISOS Newcastle Supported Housing (Short term)	ISOS Housing	Floating Support	Visiting support – ISOS Housing tenants only	41
Sallyport	ISOS Housing	Floating Support	Visiting support - ISOS Housing tenants only	15
ISOS Outreach Home Support	ISOS Housing	Floating support	Floating / visiting support delivered across all tenure	25
Transitional Support Service	Richmond Fellowship	Floating support	Floating / visiting support delivered across all tenure	5

provision

Utilisation of accommodation-based provision

In 2012/13, 135 individuals were supported by housing-related support services for people with mental health problems.

During the year, there were 34 new admissions to services, of which:

- 10 referrals were from the current housing provider
- 7 were referred from the Housing Advice Centre
- 8 referrals were from mental health services
- 9 clients' referral agency was not known or not stated

Information from the Gateway on the reason for admission shows that 27% of clients required support and/or accommodation due to relationship breakdown (including family breakdown), and 18% as a result of a crisis situation (for example because they were escaping domestic violence or abuse, harassment, or were at risk of sleeping rough). However, the reason for admission was unknown for almost a quarter of clients. Information from NewcastleGateway also shows that 12% of people admitted in 2012/13 also had problematic alcohol use and 8% had an offending history or problematic drug use in addition to their confirmed mental health needs.

17 people moved on from supported accommodation during 2012/13. Of which,

- 5 people moved on to an independent tenancy with or without support
- 3 people moved to another supported accommodation service
- 6 people moved on to live with family or friends
- 2 left no forwarding address
- 1 had a move on reason as 'other'

There were 118 residents in supported accommodation services for people with mental health problems on 31st March 2013, the table below shows the average duration of support:

Length of stay (of clients in receipt of service on 31 st March 2013)	Number of clients
0-3 months	5.1
3-6 months	9.3
6 months – 1 year	15.3
1 year – 2 years	15.3
2 years – 5 years	28.0
5 years plus	27.1

Utilisation of floating support services

Data from Supporting People workbooks show that during 2012/13, 135 clients received a floating support service for people with mental health problems. The information also shows that during the same period, 50 clients moved on from floating support services.

Financial context

In 2013/14, £801k was spent on housing-related support services with a primary client group of people with mental health problems.

Appendix 3: Current housing-related support services whose primary client group is single homeless people, homeless families, refugees, people with drug problems, people with alcohol problems, people at risk of offending and people facing chronic exclusion.

Current Service provision

The table below lists the primary housing-related support services currently commissioned for single homeless people, people with drug problems, people with alcohol problems, people at risk of offending.

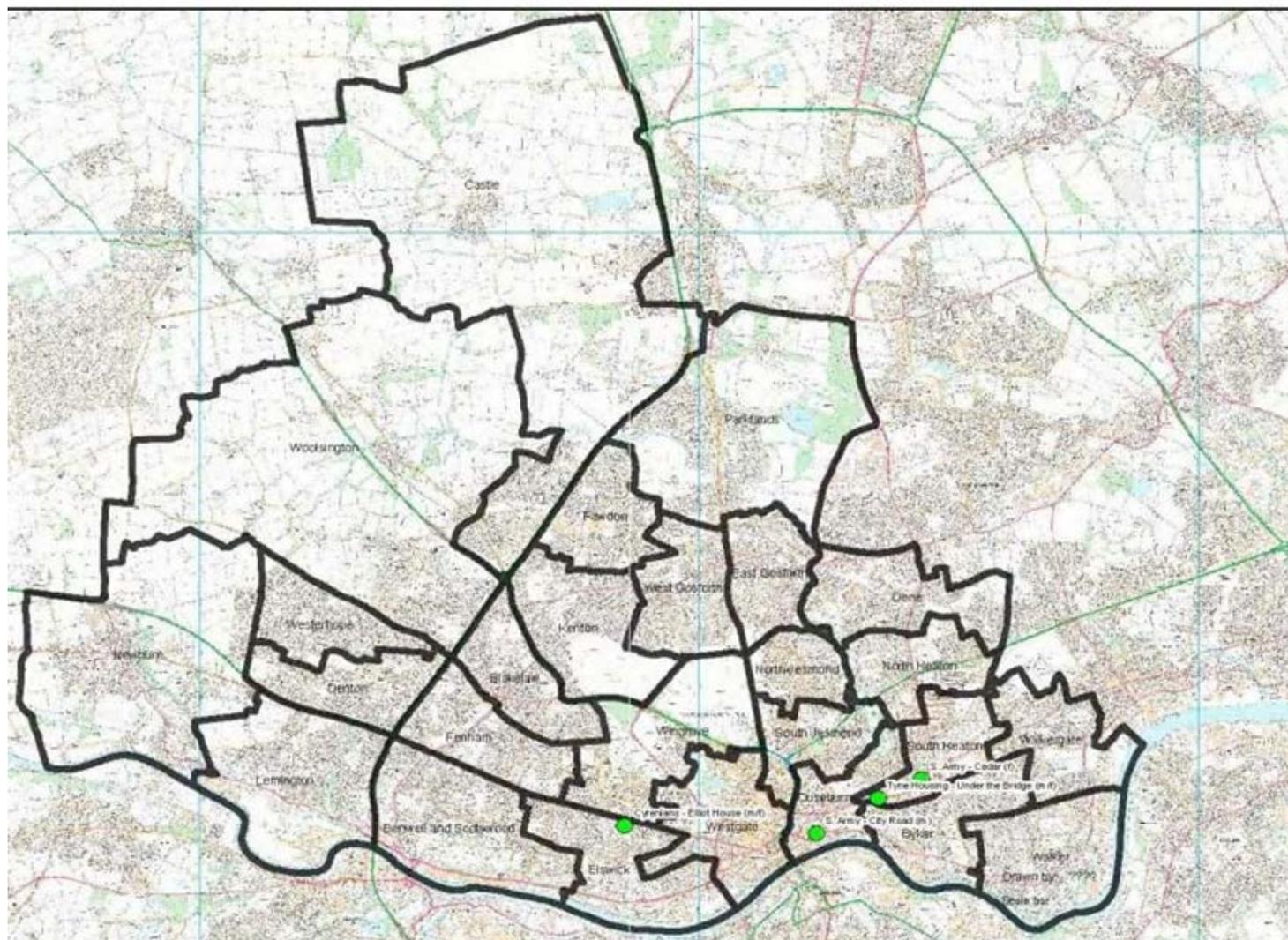
Table 3

Service	Provider	Service type	Service description	Number of units / people supported at any one time
Emergency access accommodation				
Elliott House	The Cyrenians	Emergency access accommodation for men and women	Single site. Individual rooms hostel based accommodation with 24hr staffing	41 (including 3 units to accommodate couples)
City Road Lifehouse	The Salvation Army	Emergency access accommodation for men	Single site. Individual rooms hostel based accommodation with 24hr staffing	56
Cedar House	The Salvation Army	Emergency access accommodation for women	Single site. Individual rooms hostel based accommodation with 24hr staffing	18
Byker Bridge House	Byker Bridge Housing and Support Ltd.	Emergency access accommodation for men and women	Single site. Individual rooms hostel based accommodation with 24hr staffing	31

Service	Provider	Service type	Service description	Number of units / people supported at any one time
Non-emergency access accommodation				
Haven	Tyneside Haven	Accommodation for men and women with visiting support	Community based/dispersed accommodation with visiting support	40
Wavelength	Norcare	Supported accommodation for men	Single site. Individual rooms hostel based accommodation with daytime staffing	9
Cumberland House	Norcare	Supported accommodation for women	Single site. Individual rooms hostel based accommodation with daytime staffing	12
North of England Refugee service	North of England refugee service	Accommodation for men and women with visiting support	Community based / dispersed accommodation with visiting support	20
Resettlement service	Phoenix Futures	Accommodation for men and women with visiting support for people with drug problems	Floating Support/ visiting support 4+ times a week	17
Elswick Lodge	Praxis	Supported accommodation for men and women	Single site. Individual rooms hostel based accommodation with daytime staffing	10
Praxis supported	Praxis	Accommodation for men and women with visiting support	Community based/dispersed accommodation with visiting support up to 4+ times per week	12
Women and Children's project	Praxis	Accommodation for women with their dependent children with visiting support	Single site. Daytime staff, 5 days per week	6
St Vincent New Bridges	St Vincent De Paul Society	Supported accommodation for men	Single site. Individual rooms hostel based accommodation with 24hr staffing	12
Len Woodley Centre (Transitional Support)	St Vincent De Paul Society	Transitional supported accommodation for men	Single site. Individual rooms hostel based accommodation with 24hr staffing	6
Francis House	The Cyrenians	Supported accommodation for women	Single site. Individual rooms hostel based accommodation with 24hr staffing	10
Virginia House	The Cyrenians	Supported accommodation for men and women	Single site. Individual rooms hostel based accommodation with 24hr staffing	17
Cyrenians Supported	The Cyrenians	Accommodation for men and women with visiting support	Community based/dispersed accommodation with visiting support 2-3 times per week	23
Abbott House	The Cyrenians	Supported accommodation for men and women	Single site. Individual rooms hostel based accommodation with daytime staffing	18
Roycroft House	The Cyrenians	Supported accommodation for women	Single site. Individual rooms hostel based accommodation with daytime staffing	6
Westbridge	The Cyrenians	Supported accommodation for vulnerable adults	Single site. Individual rooms hostel based accommodation with daytime staffing	10
City Road resettlement	The Salvation Army	Supported accommodation for men	Single site. Individual rooms hostel based accommodation with 24hr staffing	10
Cedar House resettlement	The Salvation Army	Supported accommodation for women	Single site. Individual rooms hostel based accommodation with 24hr staffing	6

Service	Provider	Service type	Service description	Number of units / people supported at any one time
Bryan Roycroft	Byker Bridge Housing and Support Ltd	Supported accommodation for men and women	Single site. Individual flats with daytime staffing	19
Supported Housing	Byker Bridge Housing and Support Ltd	Accommodation for men and women with visiting support	Visiting support 2-3 times per week for 6 units and daytime residential support for remaining units	111
Floating support				
Vulnerable Adult Support Project	Byker Bridge Housing and Support Ltd	Floating support for people with learning disabilities	Floating Support /visiting support	26
Tenancy Support Newcastle (Probation)	Home Group Ltd	Floating support for offenders of people at risk of offending	Floating Support /visiting support	15
Home Group Community Services (Move on and Prevention)	Home Group Ltd	Accommodation for men and women with visiting support	Accommodation-based floating support	25
Newcastle Housing and Addictions Service (NHAS)	Norcare	Floating support for people with alcohol problems	Floating Support /visiting support	12
North East Council on Addictions Floating Support	North East Council on Addictions	Floating support for people with drug and alcohol problems	Floating Support /visiting support	30
Phoenix Futures Floating Support	Phoenix Futures	Floating support for people with drug problems	Floating Support /visiting support	5
Newcastle Tenancy support	Places for People	Floating support for offenders/people at risk of offending	Floating Support /visiting support	18
Tenancy Sustainment	The Cyrenians	Floating support	Floating Support /visiting support	24
Outreach support				
Adults Facing Chronic Exclusion	The Cyrenians	Outreach service	Assertive outreach to street homeless people and people in temporary accommodation / at risk of homelessness.	30

Map of existing emergency access accommodation



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Utilisation of crisis accommodation-based provision

In 2012/13, 670 individuals were in crisis accommodation in the City. During 2012/13, there were 525 new admissions to these services, of which:

- 4 were referred from the Council's 16+ team
- 41 were referred from the current housing provider
- 325 were referred from the Housing Advice Centre
- 81 were referred from the probation service and proxy agencies
- 1 was referred from specialist social services
- 8 were referred from mental health services
- 26 were emergency admits
- 5 were internal transfers
- 6 were referred from the Young People's Service
- 28 were referred outside of the Gateway process and therefore the clients' referral agency was unknown or not stated

Information from the Gateway on the reason for admission shows that 30% of clients required support and/or accommodation due to eviction from existing accommodation, 15% due to relationship breakdown (including family breakdown), and 18% as a result of discharge from an institution. Of those admitted through Newcastle Gateway, 55% of clients were recorded as having an offending history, 47% had mental health issues, 35% had drug problems and 22% had problematic alcohol use.

530 clients moved on from accommodation-based provision for homeless clients during 2012/13. Of which:

- 7% moved to an independent tenancy with or without support
- 26% moved to another supported accommodation service
- 14% moved on to live with family or friends
- 12% were taken into custody
- 35% left no forwarding address
- 7% did not record a move-on outcome

There were 140 residents in supported crisis accommodation services for homeless people on 31st March 2013, the table below shows the average duration of support:

Length of stay (of clients in receipt of services on 31 st March 2013)	% of clients
0-3 months	50%
3-6 months	25%
6 months – 1 year	14%

1 year – 2 years	7%
2 years – 5 years	4%
5 years plus	0%

Utilisation of non- crisis accommodation-based provision

In 2012/13, 811 individuals were in non-crisis accommodation across the City. During 2012/13, there were 438 new admissions to these services, of which:

- 2 were referred from Children’s Social Services
- 59 were referred from the current housing provider
- 231 were referred from the Housing Advice Centre
- 51 were referred from the probation service and proxy agencies
- 3 were referred from mental health services
- 4 were emergency admits
- 1 was referred from specialist social services
- 43 were internal transfers
- 17 were referred from the Young People’s Service
- 27 were referred outside of the Gateway process and therefore the clients’ referral agency was unknown or not stated

Information from the Gateway on the reason for admission shows that 20% of clients required support and/or accommodation due to eviction from existing accommodation, 24% due to relationship breakdown (including family breakdown), and 7% as a result of discharge from an institution. Of those admitted through Newcastle Gateway, 30% of clients were recorded as having an offending history, 38% had mental health issues, 19% had drug problems and 14% had problematic alcohol use.

449 clients moved on from accommodation-based provision for homeless clients during 2012/13. Of which,

- 20% moved to an independent tenancy with or without support
- 29% moved to another supported accommodation service
- 18% moved on to live with family or friends
- 4% were taken into custody
- 17% left no forwarding address
- 13% did not record a move-on outcome

There were 362 residents in non-crisis accommodation for homeless people on 31st March 2013, the table below shows the average duration of support:

Length of stay (of clients in receipt of services on 31st March 2013	% of clients
0-3 months	33.0
3-6 months	12.0
6 months – 1 year	16.0
1 year – 2 years	14.0
2 years – 5 years	11.0
5 years plus	14.0

Utilisation of floating support services

Data from Supporting People workbooks show that during 2012/13, 280 clients received floating support from the floating support service listed in Table 3. The information also shows that 122 clients moved on from these services.

Financial context

In 2013/14, £ £3.69m was spent on housing-related support services with a primary client group of single homeless people, homeless families, refugees, people with drug problems, people with alcohol problems, people at risk of offending and people facing chronic exclusion.

In addition to the above, there are 2 daytime centres in Newcastle with links to specialised housing and health services. Services include offering refreshments, shower facilities, drop-in sessions and / or assistance to access other services. There is also Housing Transition Fund Support providing intensive outreach provision for clients who are multiply excluded which provides support to clients to access and maintain independent tenancies and link them with other support services where appropriate.