

**GATESHEAD SUPPORTED HOUSING PORTAL
PERFORMANCE REPORT 2015/16**

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The Supported Housing Portal [\(return to contents\)](#)

All referrals for supported accommodation in Gateshead are made via the Supported Housing Portal. The portal acts as a single point of contact for all referrals and distributes the referrals to the appropriate schemes. In addition to this the portal collates basic data on all referrals to produce reports and assist in informing future provision.

Limitations exist as to what data can be captured as this is not a funded service, it is done within existing resources as an additional function. This needs to be taken into consideration when viewing the data.

The commissioned providers and associated schemes that are part of the portal are:

Provider	Scheme Name
Changing Lives	Gifford House
	Eslington House
Oasis Aquila	Naomi Project
	Elisabeth House
	Karis
Thirteen Care & Support	Gateshead Acc. Scheme
	Bibby House
Home Group	Juniper House
	St. Bede's House
Byker Bridge	Byker Bridge
Richmond Fellowship	Richmond Fellowship
Haven	Haven

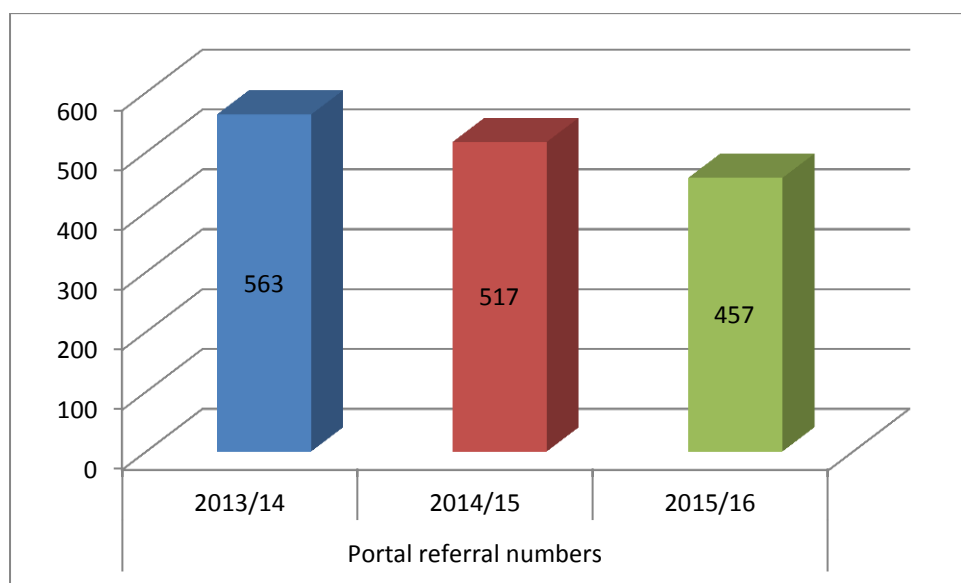
[\(return to contents\)](#)

In addition to the above in 2015/2016, **Phoenix Futures**, a non commissioned service, also accepted referrals from the Supported Housing Portal.

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REFERRAL NUMBERS [\(return to contents\)](#)

In 2015/2016 457 referrals were received by the Portal. This is an 11.6% reduction from the 517 received in 2014/15. This, in part, is a result of improvements within the Portal process. There was a focus on checking the quality of referrals. Applications were not registered until they were adequately completed by the referrer. Only those completed appropriately by referrers, detailing all vulnerabilities were forwarded to providers. This reduces the number of inappropriate referrals being sent to providers and maximises the chances for the person to obtain suitable supported accommodation.

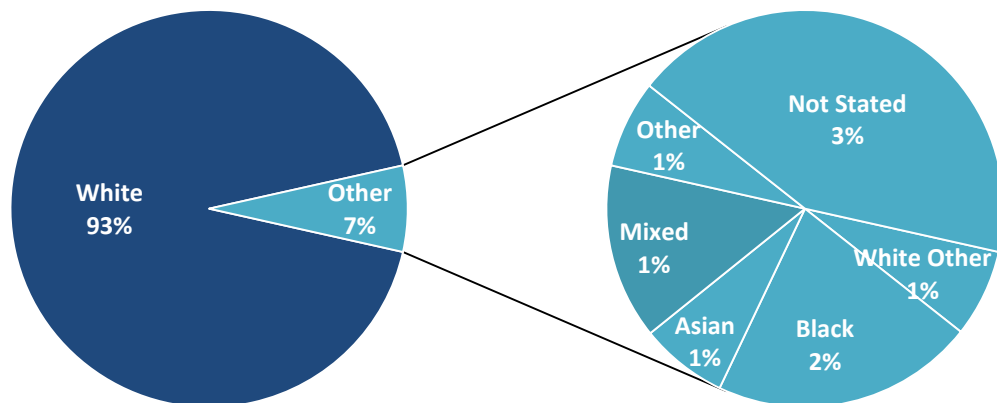


Equality Profile of referrals [\(return to contents\)](#)

To assist with data collection and developing future services we monitor all referrals received through the portal in terms of applicant's ethnicity, sexuality, age and gender.

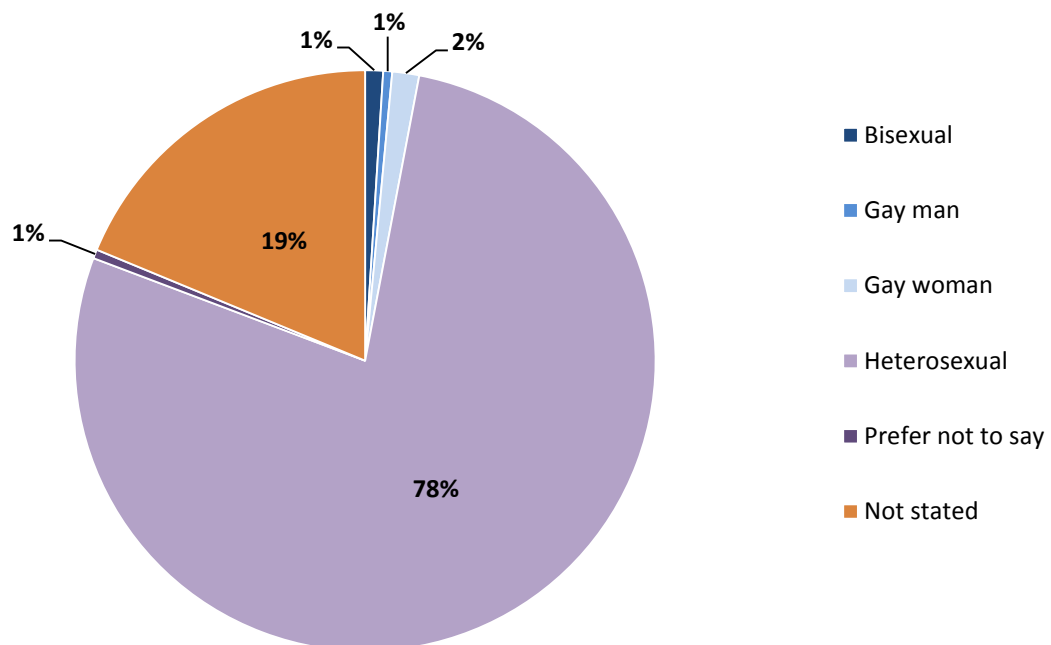
Ethnicity [\(return to contents\)](#)

Portal referrals 2015/16



The majority of referrals received were White British, 423 of the 457 referrals. The breakdown of ethnicity is consistent with previous years and is consistent with the Gateshead equalities profile (see appendix 1)

Sexuality [\(return to contents\)](#)



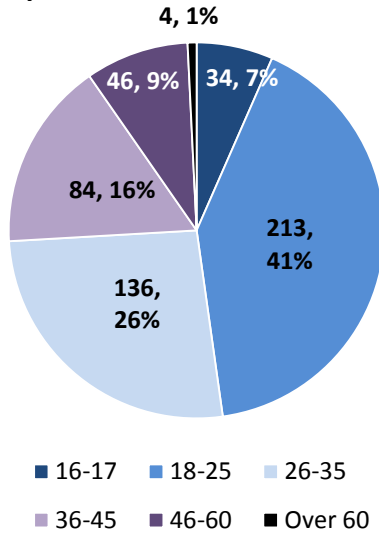
357 of the referrals were for people who identified as heterosexual with small percentages identifying as either gay man, gay woman, bisexual or preferring not to disclose. 19% of people did not answer this question. This could be caused by clients or referrers feeling uncomfortable answering or asking this question.

Age - at the point of referral [\(return to contents\)](#)

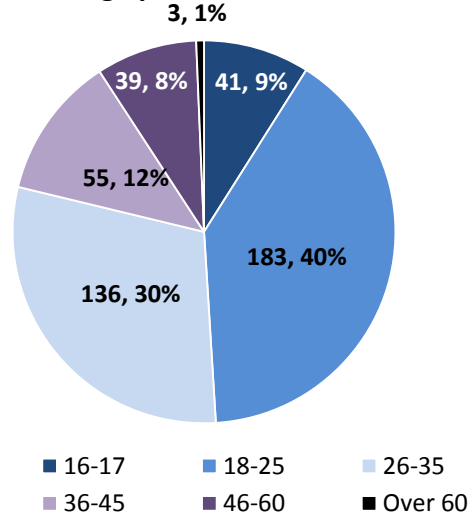
There has been a 14% reduction in the number of referrals received for 18-25 year olds and a slight increase in the numbers of 16-17 year olds referred, going from 34 in 2014/15 to 41 in 2015/16. For those in the 36-45 age band, there has been a 34% decrease in referral numbers. Overall, the percentage proportion split of each age category remains fairly consistent since 2014/15. Comparisons to the Gateshead population age profile are difficult to make because the national statistical information starts from birth and the age bandings are not consistent for comparison. The youngest person referred into the Portal was 16, the oldest 78.

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Age profile 2014/15



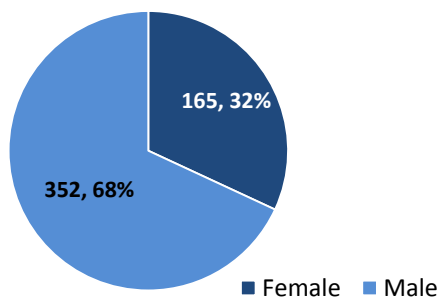
Age profile 2015/16



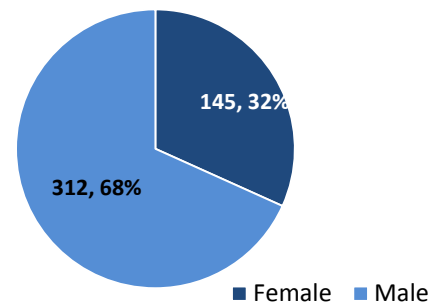
Gender [\(return to contents\)](#)

As stated above there has been an overall reduction in Portal referrals received. The number of men referred has decreased by 11% compared to the 2014/15 report. The number of women referred has decreased by 12% from the previous year. However, the proportion split between males and females referred to the Portal in 2015/16 is exactly the same as the previous year. There were no transgender applicants.

Gender profile 2014/15



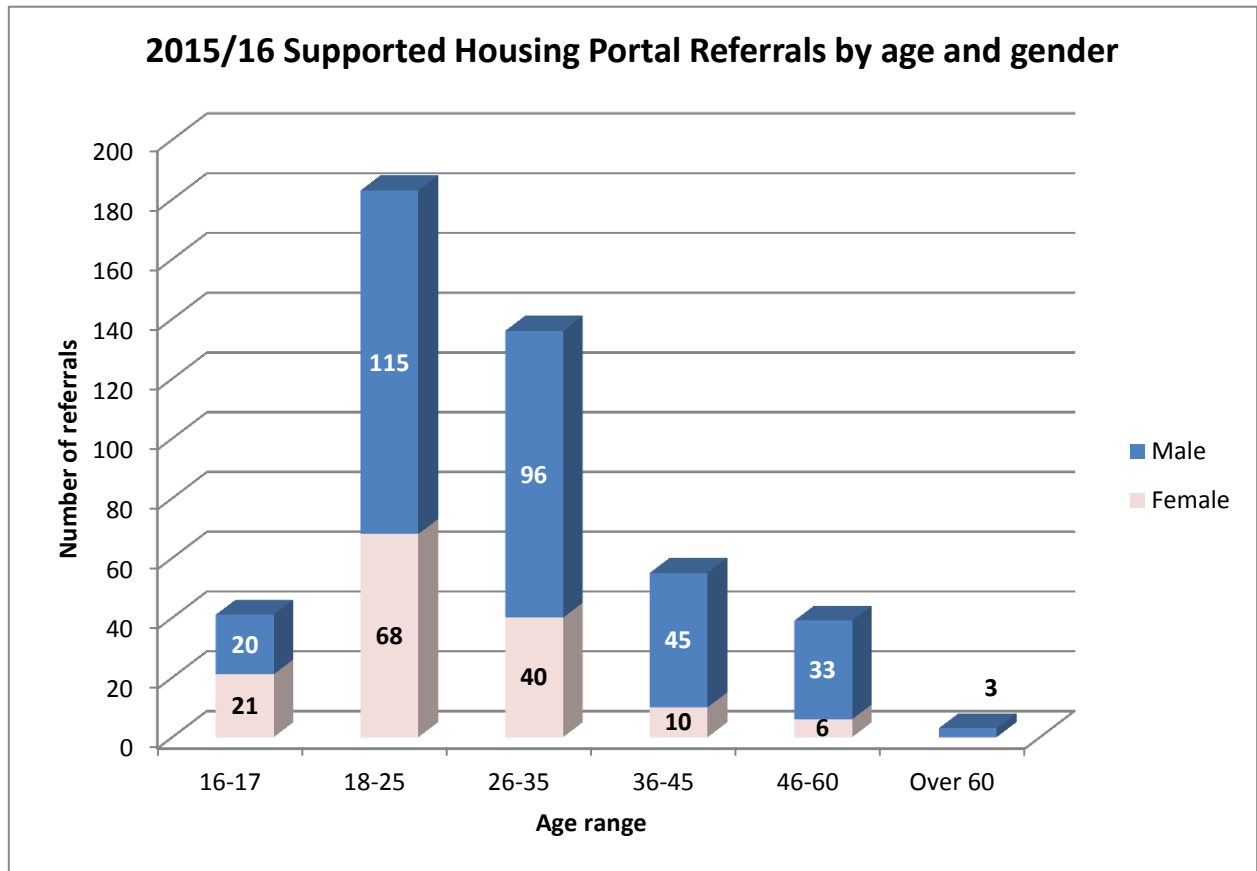
Gender profile 2015/16



A population estimate for Gateshead states a gender make-up of 49.1% male, 50.9% female (Mid-Year Population Estimates 2014, ONS cited in 'Equalities Profile Jul 2015'). By comparison, far more men are referred through the Supported Housing portal than women. This gender imbalance could be explained by anecdotal references but it highlights further work on how we capture reason for loss of last accommodation needs to be improved.

The portal referrals have also been broken down into age groups and gender as per below.

Gender and age banding [\(return to contents\)](#)



GATESHEAD SUPPORTED HOUSING PORTAL PERFORMANCE REPORT 2015/16

Breakdown of referrers



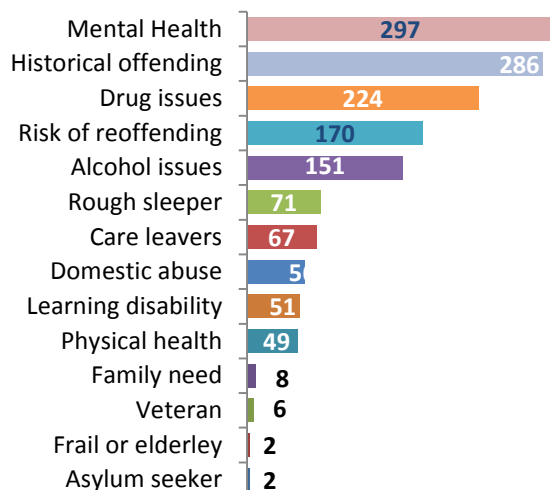
Breakdown of referring agencies

[\(return to contents\)](#)

Agencies making referrals into the Portal have been shown on this chart. The biggest referrer is the Housing Options team (36%). Oasis Aquila are also a big referrer from the Basis project (15%). External services have gone through many changes, resulting in services such as NECA being replaced by Evolve. The various elements of Probation have been combined into one category in this data as 'Probation', who are the third biggest referrer (49).

A partnership between the NHS and Gateshead Council led to two Housing and Mental Health workers and they have made 23 referrals, improving appropriateness for vulnerable people with mental health difficulties.

Breakdown of need for referrals received



Breakdown of need for Portal referrals received

[\(return to contents\)](#)

This chart displays the needs identified by the referrer when they submit the referral form. Many clients present with multiple needs, and the dominant needs are mental health, substance misuse and offending. Of the 457 referrals received, 65% had a need around their mental health. A high proportion of the people referred into the Portal had needs in more than 1 of the top 5 need areas.

Outcomes of referrals made [\(return to contents\)](#)

Of the 457 referrals made through the Supported Housing Portal, 150 people were housed. This equates to 33% of all referrals made. This is a slight increase in the percentage of people housed compared to the previous year. Despite the overall volume of referrals reducing, a higher percentage of referrals have gone on to be housed. This has been influenced by an improvement in the quality and appropriateness of referrals, reducing wasted administrative time on behalf of the providers.

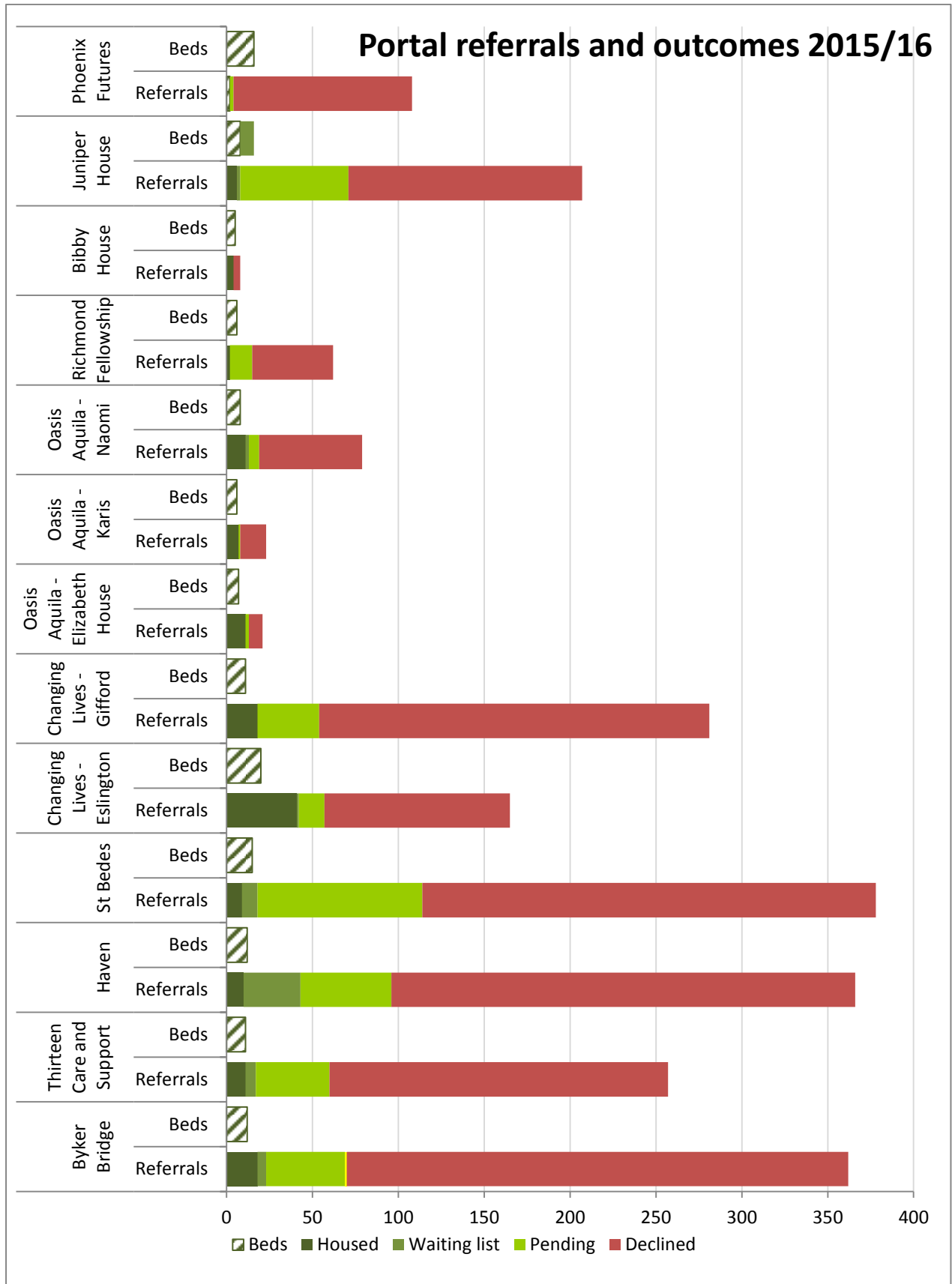
Of the 150 people who went on to be housed, accommodation later ceased for 67 people within that year. This is 45% rate of accommodation ceasing, consistent with last year. Reasons can include eviction, leaving of own accord, planned move-on, moving back in with family and others. A full breakdown for each provider and scheme is below. There are 2 protocols in place to try to ensure a positive move on. These are the 'move-on protocol' and the 'evictions protocol'. There is also a Vulnerable Persons Housing Panel (VPHP) which is set up to discuss those clients who may be rejected from all schemes. This panel is also available to discuss clients who may be at risk of eviction, inappropriately placed or vulnerably housed in some other way.

It can take between 0 and 155 days for a person to be accommodated after being referred via the Portal. From the data available in 2015/16, people stay in schemes from between 7 and 258 days.

For the year, where supported accommodation ceased, 26 people had a planned move-on, moved in with parents or other family or found alternative accommodation.

Outcomes data

The following chart represents providers/schemes, their bed spaces and referral outcomes at year end. For the 'Housed' data, this includes those referrals where a client was housed via the Portal and this later ceased. Portal data is evolving each day; therefore this is a snapshot of the end of the year position.



[\(return to contents\)](#)

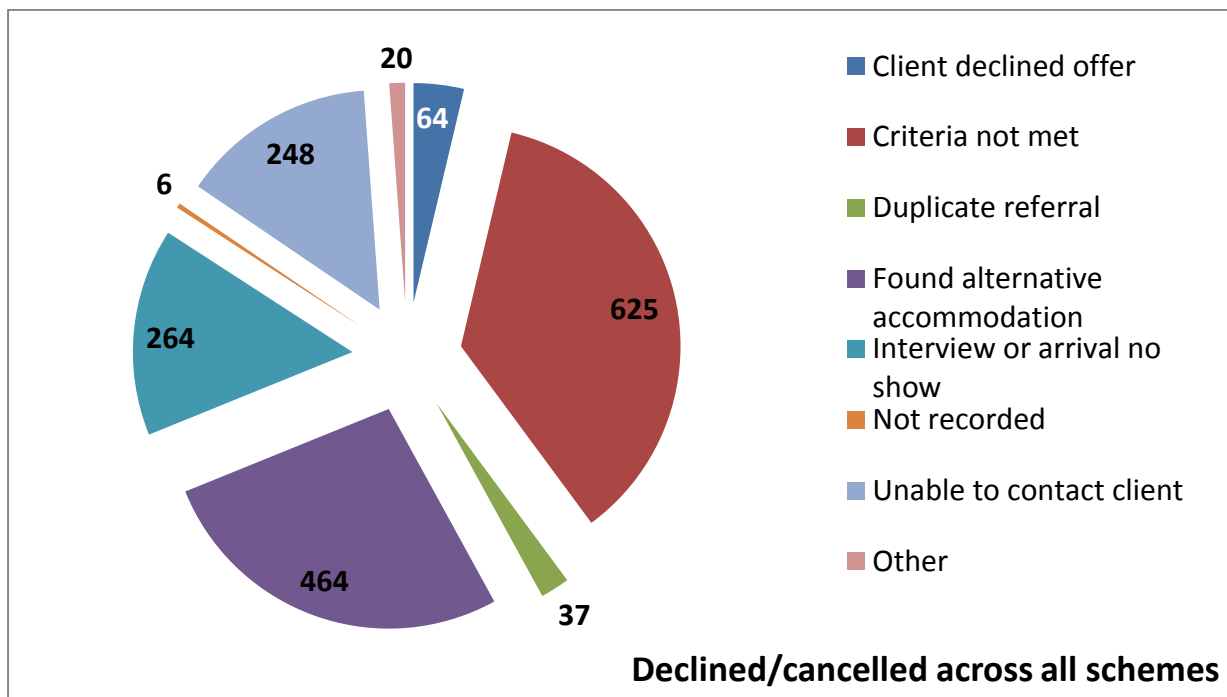
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The table below shows each scheme and their bed spaces and how many people have been housed from the referrals sent to each scheme. [\(return to contents\)](#)

Scheme	Bed spaces	Number referred via Portal	Number housed (including later terminations)	% of referrals housed
Byker Bridge	12	361	18	5%
Thirteen Care & Support	11	257	11	4%
Haven	12	366	10	3%
St. Bedes	15	378	9	2%
Changing Lives - Eslington	20	165	41	25%
Changing Lives - Gifford	11	281	18	6%
Oasis Aquila - Elizabeth House	7	21	11	52%
Oasis Aquila - Karis	6	23	7	30%
Oasis Aquila - Naomi	8	79	11	14%
Richmond Fellowship	6	62	2	3%
Bibby House	5	8	4	50%
Juniper House	8	207	6	3%
Phoenix Futures	16	108	2	2%
Totals:	137		150	

Declined or cancelled referrals

The following chart provides a breakdown of data across all schemes on why referrals were declined, cancelled. There is a further breakdown by scheme at appendix 2.

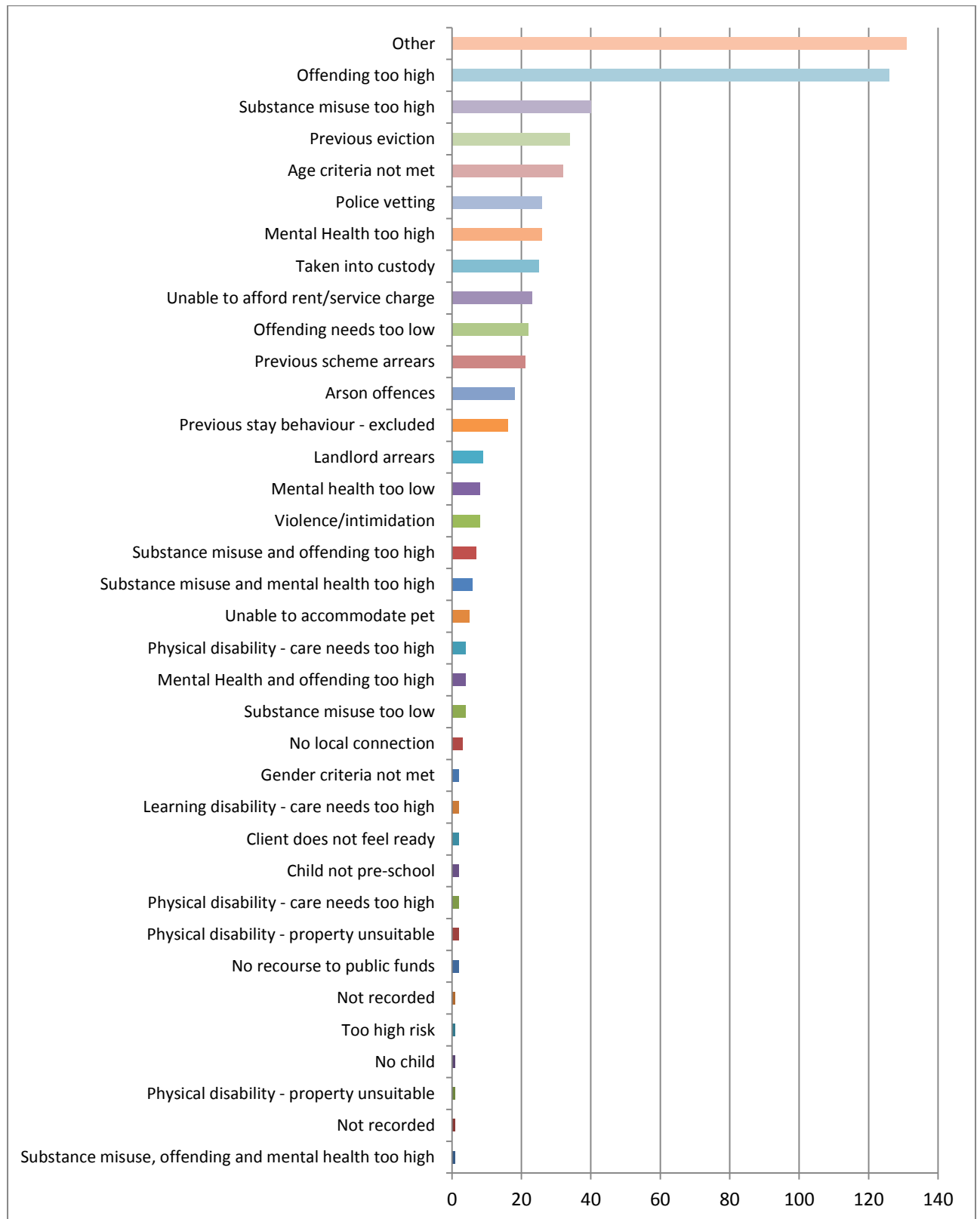


One of the largest areas for the declining or cancellation of referrals is ‘Criteria not met’. When assessing suitability for a provider/scheme, this happens in two stages. Firstly, Portal admin put forward clients who may be suitable for a scheme based on criteria. Then, the provider considers the referral and offers an interview. From some of the data above, there are issues such as ‘age criteria not met’, ‘no child’ or ‘child not at preschool’ as examples. Another reason for referrals being declined is ‘no local connection’ which is also a factor in deciding whether a person should be referred to a Gateshead commissioned provider. These are areas where the Portal could more carefully consider the appropriateness of which schemes the referrals are forwarded to.

However, where rejections come from needs like offending, substance misuse or mental needs being too high or low, only the scheme can assess whether the person is suitable for the placement from the information on the referral form and the interviews they hold.

Below is a chart showing the breakdown of the reasons for ‘criteria not met’ across all schemes (individual scheme breakdown is shown in appendix 2). The most common reason for ‘criteria not met’ is ‘other’. There is a further summary breakdown of these ‘other’ reasons in the chart that follows. Appendix 2 shows these ‘other’ reasons per scheme.

Criteria not met across all schemes [\(return to contents\)](#)



Criteria not met – ‘Other’ reasons across all schemes – summary [\(return to contents\)](#)

Summary across schemes - recurrent reasons for 'other' criteria not met	
Other reason	Number
Offence related - too long ago or offences not serious enough	14
Risks too high to manage	13
Overall support needs too high	11
No vacancy in scheme (Mainly Richmond Fellowship)	11
Client could be at risk from other offenders in scheme	4
Other family member/ex-partner already in project	3
Barred from project	2

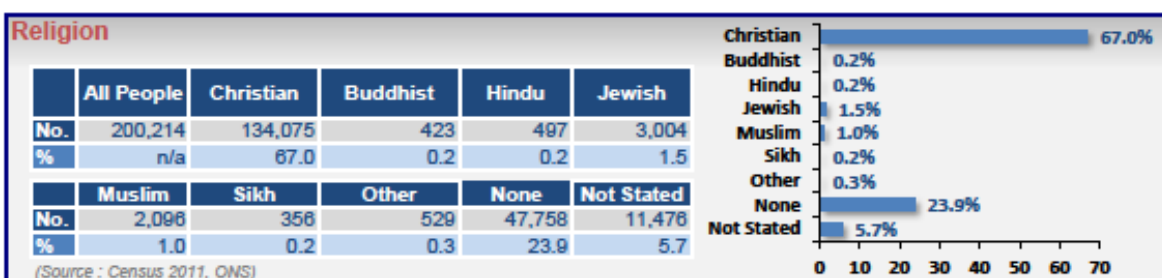
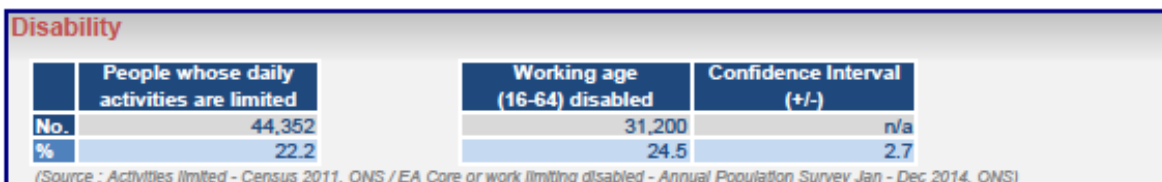
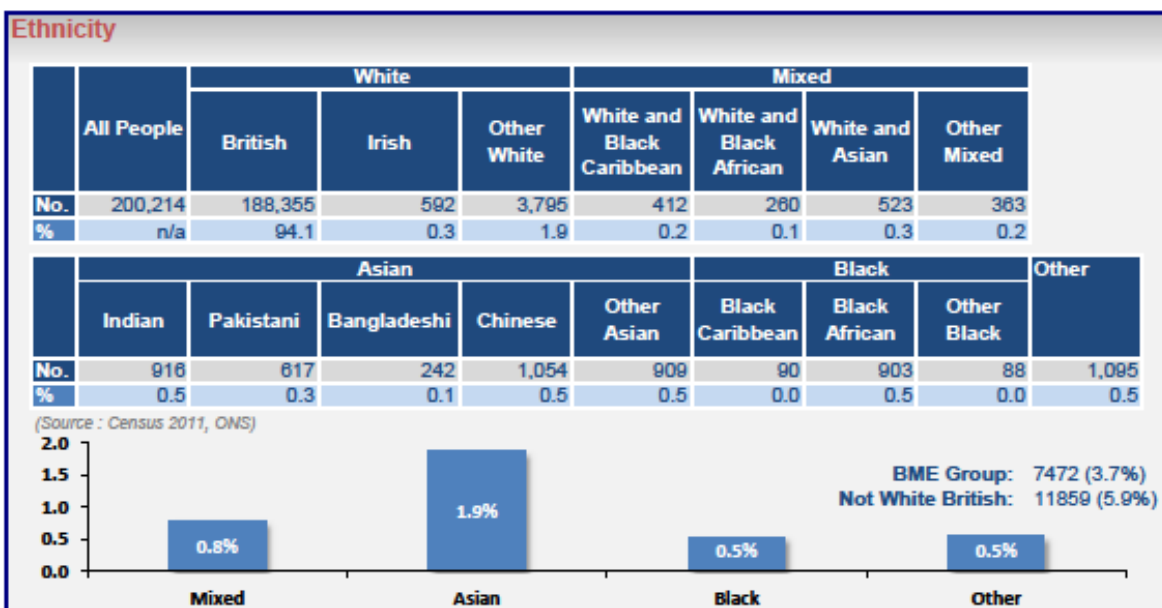
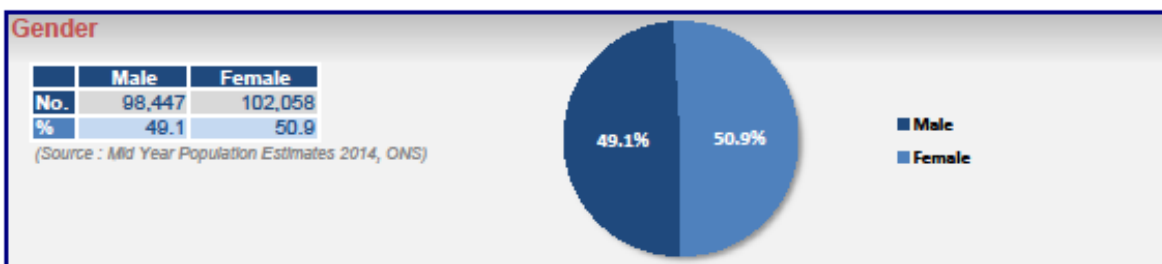
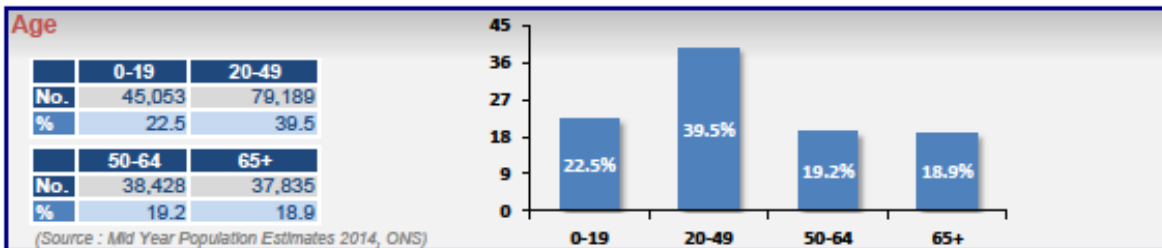
Of the Criteria not met - ‘other’ reasons listed, the above table shows the top reasons across all schemes. Individual reasons per scheme can be seen in appendix 2. There are some clear improvements possible in the categorisation of data and this is something that will be looked into in due course when improving IT systems.

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Appendix 1 – Equalities profile of Gateshead [\(return to contents\)](#)

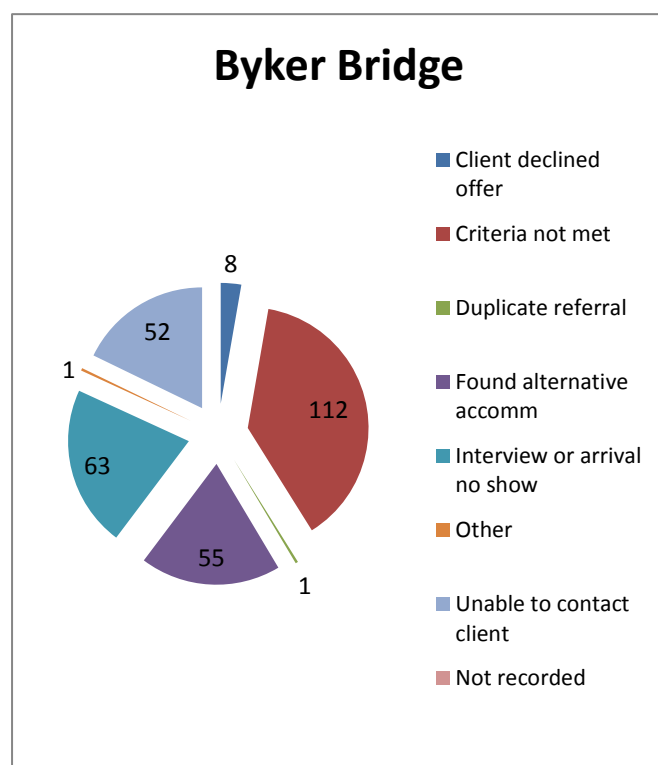
Equalities Profile of Gateshead

(Last Update: July 2015)



Appendix 2 – Scheme breakdown of declined or cancelled referrals [\(return to contents\)](#)

Byker Bridge



Byker Bridge	
Reason criteria not met	No.
Previous scheme arrears	21
Unable to afford rent/service charge	21
Other	17
Taken into custody	16
Substance misuse too high	9
Offending too high	5
Violence/intimidation	5
Mental Health too high	4
Physical disability - care needs too high	3
Substance misuse and mental health too high	3
Substance misuse and offending too high	2
Unable to accommodate pet	2
Mental Health and offending too high	1
No recourse to public funds	1
Not recorded	1
Physical disability - property unsuitable	1

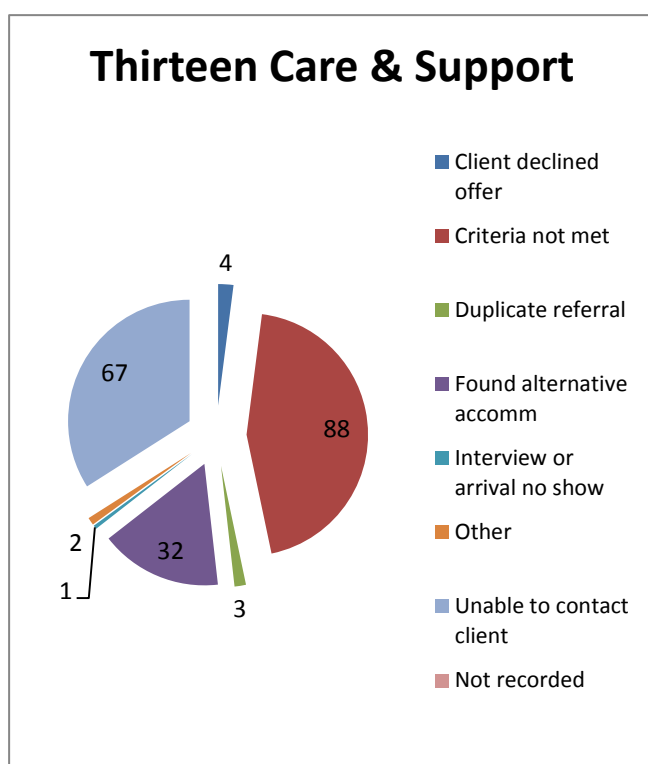
Breakdown of Criteria not met – 'Other'

BYKER BRIDGE	
Other reason for criteria not met	Number
Area is not suitable, discussed with housing mental health officer and Byker	1
Call from changing lives cancelling interview	1
Call with referrer - client is pregnant & wishes to stay where she is	1
Cannot afford PSC	1
Client arrived for interview but stated did not want shared wants own place	1
Client does not want supported accomm at this time	1
Client does not want to live where our properties are situated as too far from family	1
Client stated does not want shared accommodation at all - interview not completed	1
Client states unsure if wants shared/supported, was going to ring back but no further contact	1
Has very young daughter - client not suitable for shared accommodation	1
Poses risk to public and staff	1
Rang client, states she does not want shared accommodation	1

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Referral states not suitable for shared accom due to his chaotic behaviour/alcohol & drug abuse	1
Referrer states may have found accom for client and will let us know no - further contact	1
Wants family accommodation for her and son	1
Wants own tenancy, not shared accom	1
Wants single sex accommodation - unable to guarantee won't house females in shared house	1

Thirteen Care & Support

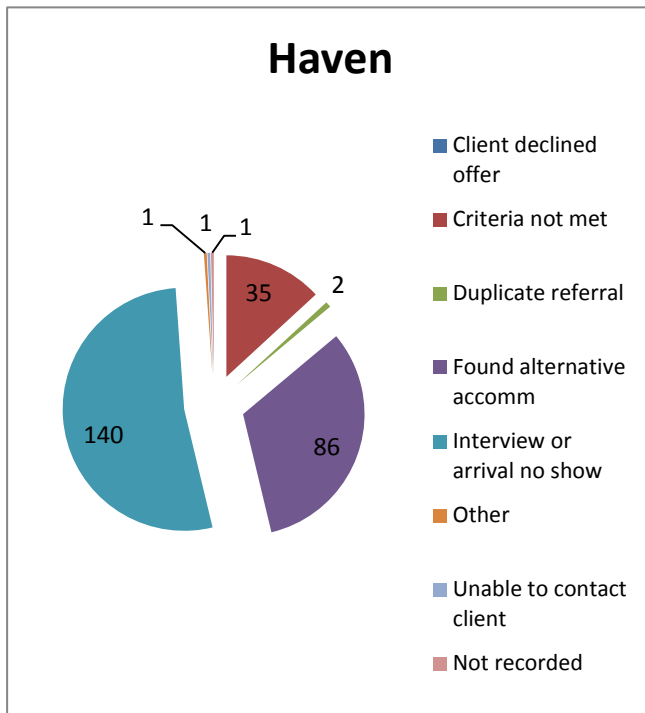


Thirteen Care & Support	
Reason criteria not met	No.
Other	25
Offending needs too low	21
Landlord arrears	9
Mental health too high	9
Previous stay behaviour - excluded	8
Taken into custody	6
Previous eviction	3
Arson offences	2
No local connection	1
No recourse to public funds	1
Substance misuse too high	1
Unable to afford rent/service charge	1

Breakdown of Criteria not met – ‘Other’

THIRTEEN CARE & SUPPORT	
Other reason for criteria not met	Number
not an offender	7
Feel client would be at risk in their supported accommodation due to clients age and the other offenders they accommodate	2
Needs floating support	2
Been on scheme recently had full support package	1
Considered too vulnerable to peer pressure due to age by referrer	1
Currently has own tenancy	1
DNA X 3	1
Does not want support element	1
Lack of info on referral, not enough info around offences, Shelter refusal to provide any contact details and unable to interview	1
No contact number on referral	1
No offences for 13yrs, has own tenancy	1
Not interested in rules/support etc.	1
Not offended for a number of years & currently in shared accommodation	1
Private tenant, don't offer floating support, not an offender	1
Referrer didn't think accomm was suitable	1
referrer withdrew as says SM doesn't want accomm	1
unable to contact client	1

Haven

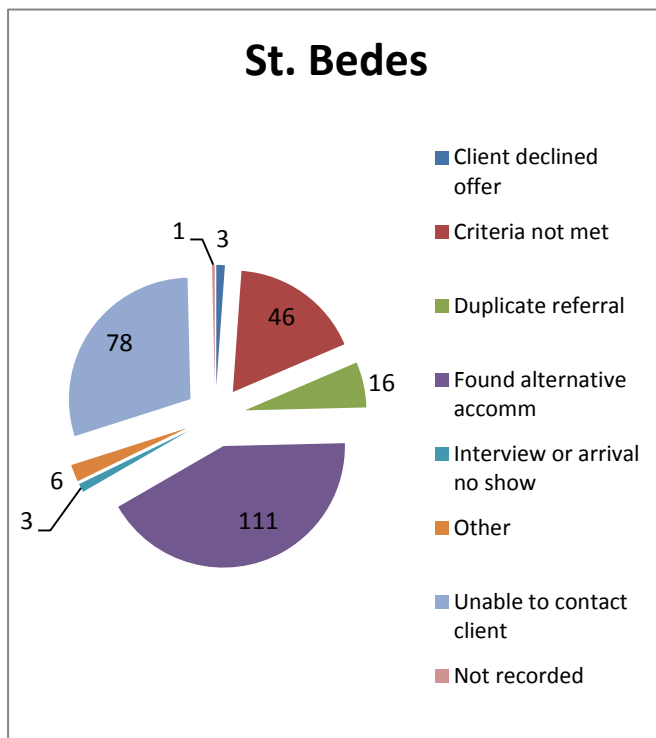


Haven	
Reason criteria not met	No.
Other	18
Arson offences	6
Taken into custody	2
Mental health too high	1
Offending needs too low	1

Breakdown of Criteria not met – ‘Other’

HAVEN	
Other reason for criteria not met	Number
Overall support needs too high	9
6 months since being refused as too high support needs	1
Current tenant at Haven, inappropriate referral	1
Do not accept pets - client has a cat	1
Does not want supported accom, only wants private rent and help with a bond	1
Evicted within the last 6 months	1
Less than 6 months since being refused	1
Only wants shared accommodation - our properties are mostly single flats	1
Requires family accommodation	1
Unable to carry out appropriate checks	1

St. Bedes

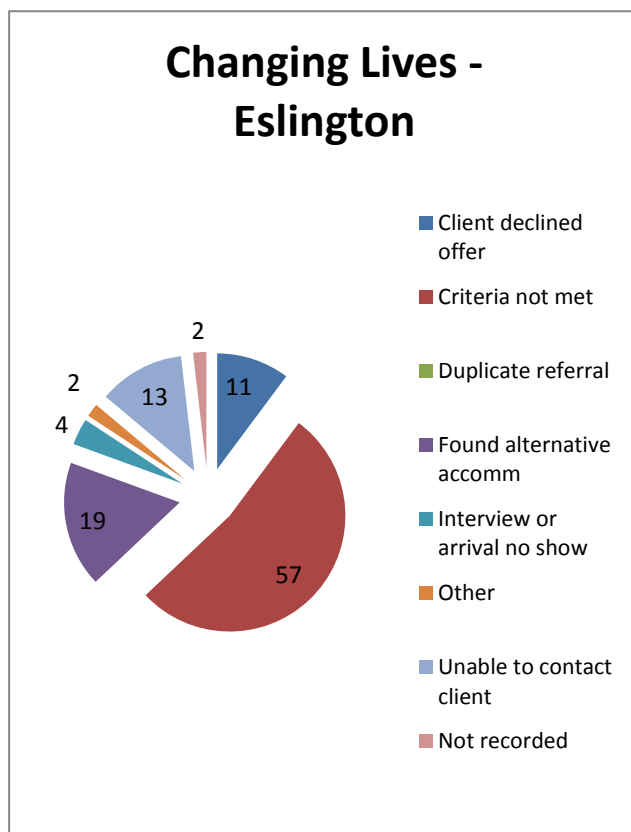


St. Bedes	
Reason criteria not met	No.
Offending too high	21
Arson offences	8
Other	4
Taken into custody	5
Previous eviction issues	3
Age criteria not met	1
No local connection	1

Breakdown of Criteria not met – ‘Other’

ST. BEDES	
Other reason for criteria not met	Number
Need new referral due to length of time	1
No info re. age, DOB, NI number	1
Not suitable, has a child	1
Worker stated St, Bedes not suitable	1

Changing Lives – Eslington

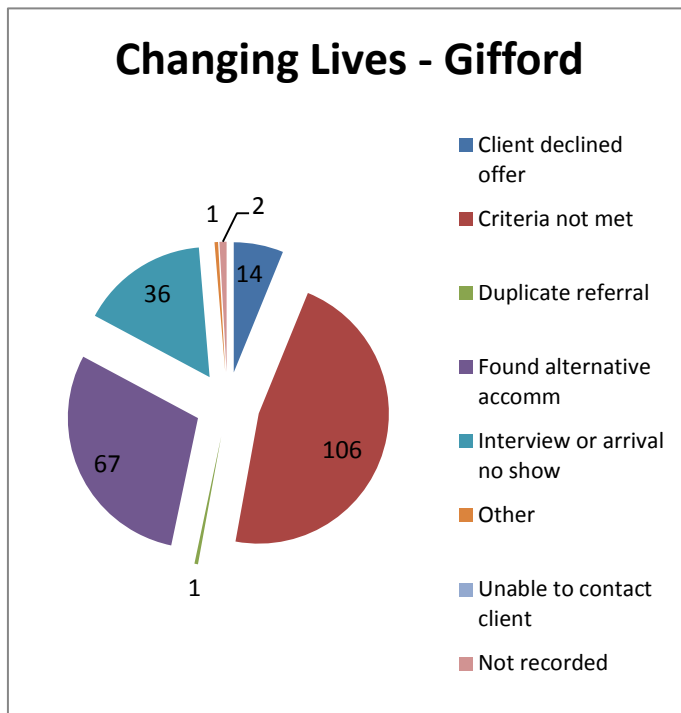


Changing Lives - Eslington	
Reason criteria not met	No.
Age criteria not met	18
Other	11
Offending too high	6
Previous eviction issues	6
Previous stay behaviour - currently excluded	6
Mental Health too high	2
Mental Health and offending too high	1
Police vetting	1
Substance misuse and offending too high	1
Substance misuse too high	1
Taken into custody	1
Unable to afford rent/service charge	1
Violence/intimidation	1

Breakdown of Criteria not met – ‘Other’

CHANGING LIVES - ESLINGTON	
Other reason for criteria not met	Number
Already has a family member in the project	2
Too high risk	2
Arrears and evicted from other project also	1
Client in prison	1
Ex-partner staying at project victim of DV	1
High Risk	1
Made threats towards staff	1
Offence against member of staff	1
Works so does not fit criteria	1

Changing Lives – Gifford

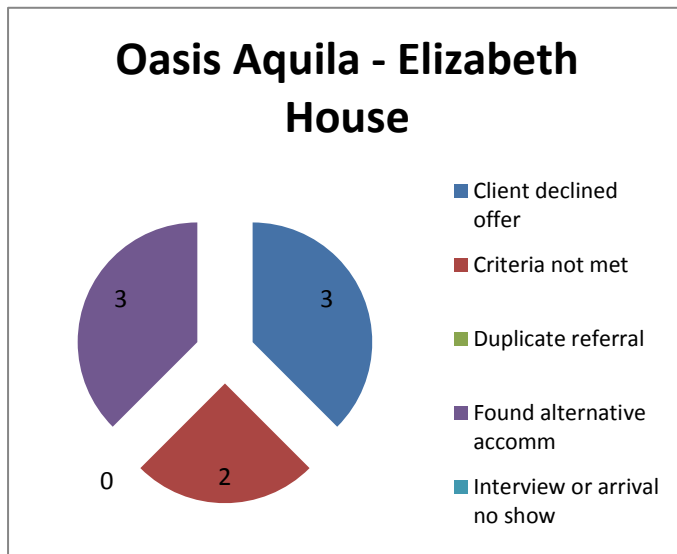


Changing Lives - Gifford	
Reason criteria not met	No.
Offending too high	39
Police vetting	25
Previous eviction issues	19
Other	5
Age criteria not met	5
Previous stay behaviour - currently excluded	2
Arson offences	1
Mental Health too high	1
No local connection	1
Physical disability - property unsuitable	1
Physical disability - care needs too high	1
Substance misuse and mental health too high	1
Substance misuse too high	1
Unable to accommodate pet	1
Violence/intimidation	1

Breakdown of Criteria not met – ‘Other’

CHANGING LIVES - GIFFORD HOUSE	
Other reason for criteria not met	Number
Too high risk	5

Oasis Aquila – Elizabeth House

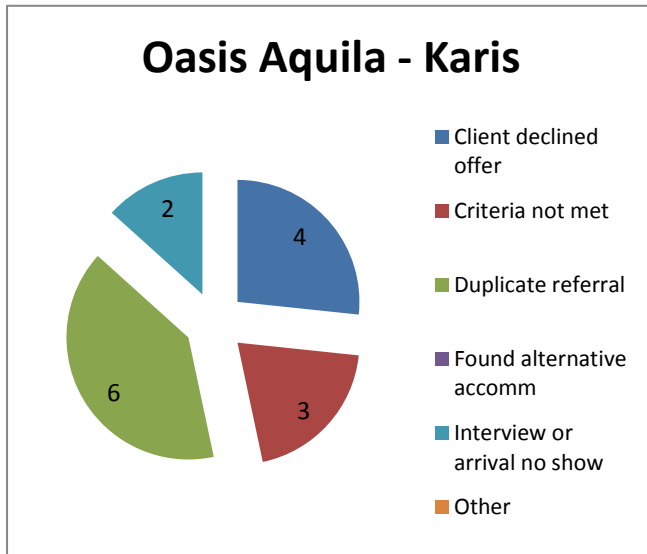


Oasis Aquila - Elizabeth House	
Reason criteria not met	No.
No child	1
Child not pre-school	1

Breakdown of Criteria not met – ‘Other’

OASIS AQUILA - ELIZABETH HOUSE	
Other reason for criteria not met	Number
None	

Oasis Aquila – Karis

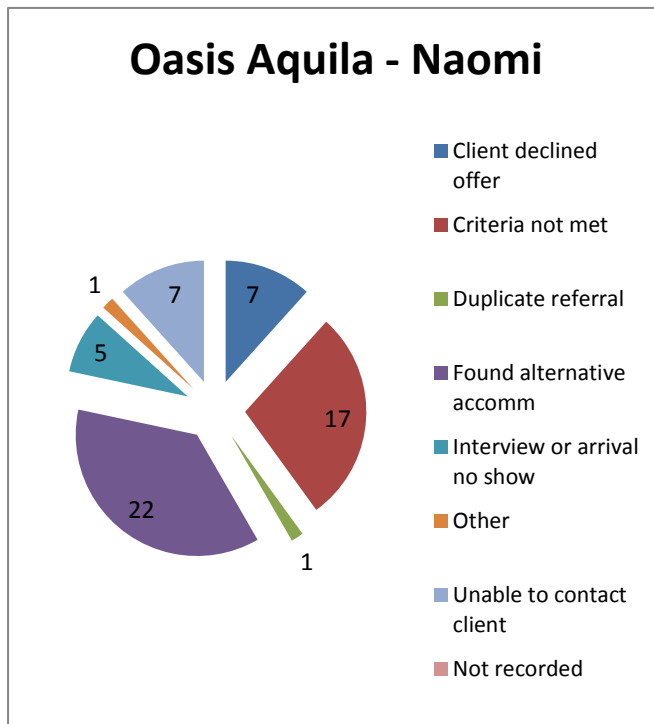


Oasis Aquila - Karis	
Reason criteria not met	No.
Client does not feel ready	2
Child not pre-school	1

Breakdown of Criteria not met – ‘Other’

OASIS AQUILA - KARIS	
Other reason for criteria not met	Number
None	

Oasis – Naomi

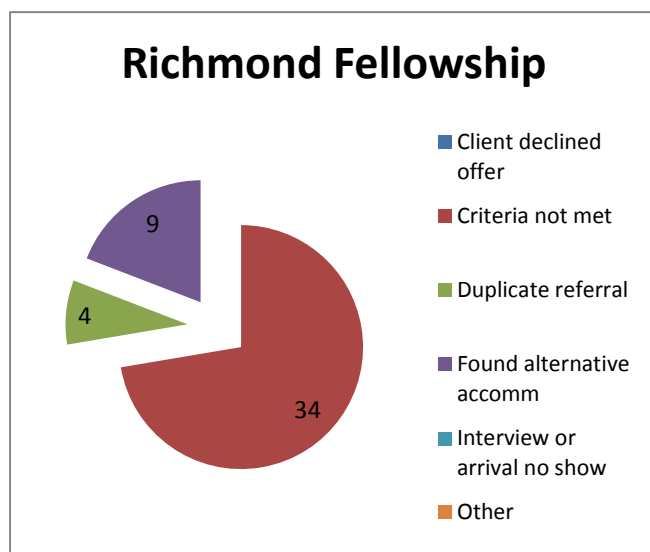


Oasis Aquila - Naomi	
Reason criteria not met	No.
Age criteria not met	7
Offending too high	2
Substance misuse too high	2
Learning disability - care needs too high	1
Mental health too high	1
Mental health and offending too high	1
Other	1
Substance misuse and mental health too high	1
Taken into custody	1

Breakdown of Criteria not met – ‘Other’

OASIS AQUILA - NAOMI	
Other reason for criteria not met	Number
Not honest at interview	1

Richmond Fellowship

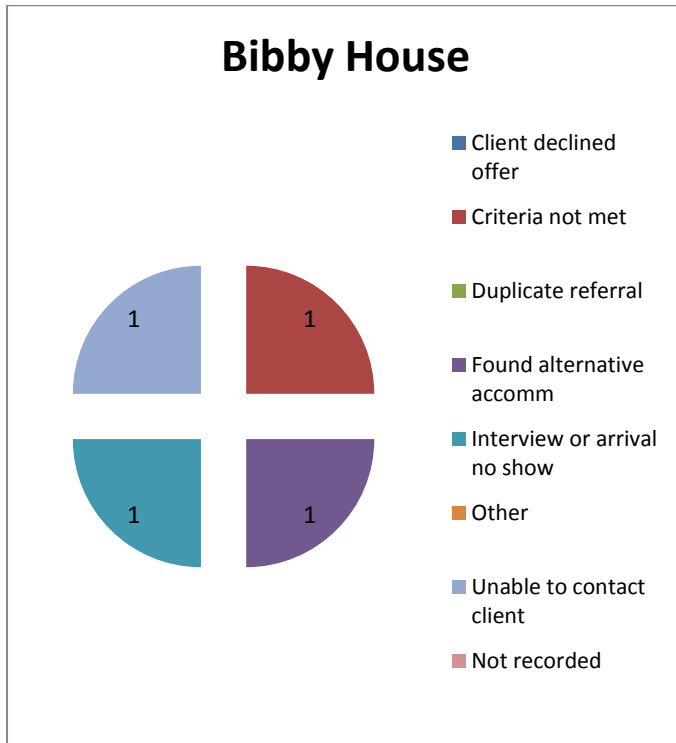


Richmond Fellowship	
Reason criteria not met	No.
Other	17
Substance misuse too high	6
Gender criteria not met	2
Mental health too high	2
Learning disability - care needs too high	1
Mental health too low	1
Offending too high	1
Previous eviction issues	1
Substance misuse and mental health too high	1
Substance misuse, offending and mental health too high	1

Breakdown of Criteria not met – ‘Other’

RICHMOND FELLOWSHIP	
Other' reason for criteria not met	Number
No available vacancy within 6 months - wrote to advise to get in touch if still wants to be held on waiting list	11
Only wants shared accom	2
Referral is older than 6 months old. Wrote to client to advise to get in touch if still wants to be held on assessment waiting list	1
Client is pregnant which we are unable to accommodate	1
Referred to us in error, wanted different scheme	1
Unable to house families, wants to be housed with 8yr old son	1

Bibby House

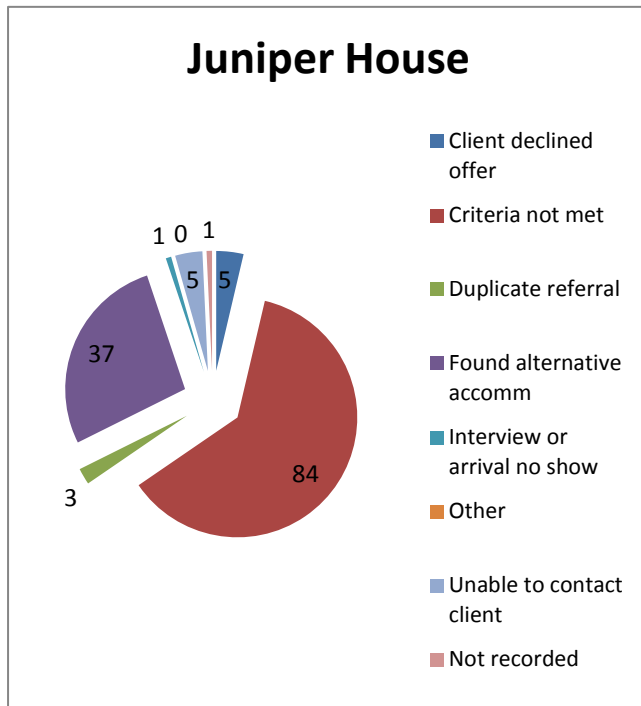


Bibby House	
Reason criteria not met	No.
Too high risk	1

Breakdown of Criteria not met – ‘Other’

BIBBY HOUSE	
Other reason for criteria not met	Number
None	

Juniper House

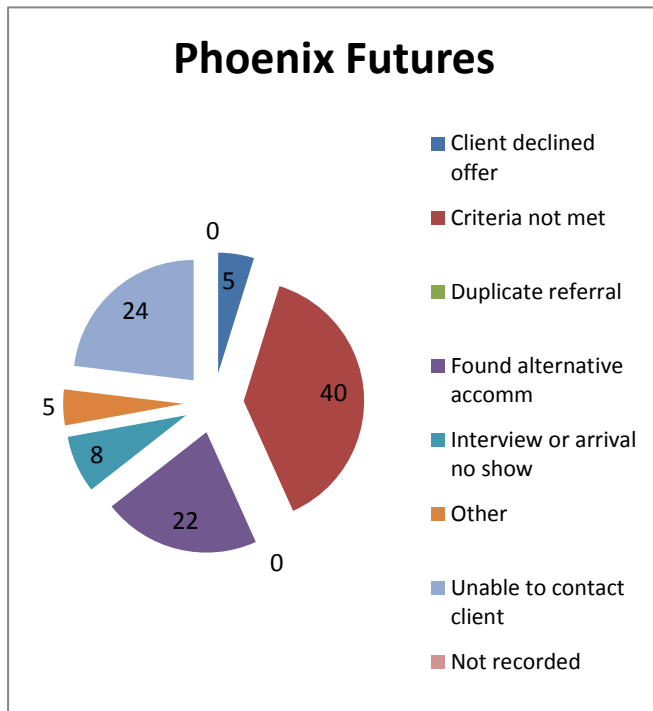


Juniper House	
Reason criteria not met	No.
Offending too high	50
Other	8
Mental health too low	7
Substance misuse too high	5
Mental health too high	4
Substance misuse and offending too high	4
Physical disability - care needs too high	2
Arson offences	1
Unable to accommodate pet	1
Violence/intimidation	1

Breakdown of Criteria not met – ‘Other’

JUNIPER HOUSE	
Other' reason for criteria not met	Number
Client has overnight visiting with children	2
Sex offender	2
Concern over nature of offending	2
Previous client	1
Remains in custody	1

Phoenix Futures



Phoenix Futures	
Reason criteria not met	No.
Substance misuse too high	17
Other	8
Substance misuse too low	4
Mental health too high	2
Offending too high	2
Previous eviction issues	2
Age criteria not met	1
Mental health and offending too high	1
Unable to accommodate pet	1
Not recorded	1

Breakdown of Criteria not met – 'Other'

PHOENIX FUTURES	
Other' reason for criteria not met	Number
Assessed as unsuitable as unable to meet his needs	5
Due to chaotic nature of referral, considered not suitable for service	2
Does not meet admission criteria	1