

**Newcastle Homelessness Prevention
Trailblazer
North East Regional Homelessness
Group**

12 January 2017

What we'll cover today

- Homelessness Prevention Trailblazer
- Active Inclusion Newcastle approach
- Questions

Homelessness Prevention Trailblazer

- On 17 October 2016 the Prime Minister launched a new Homelessness Prevention Programme, announcing that Newcastle is one of only 3 national early adopters for the Homelessness Prevention Trailblazer part of the programme, which is “a fresh government approach to tackling homelessness by focusing on the underlying issues which can lead to somebody losing their home”
- The 3 year public service transformation programme starts in January 2017 & will focus on the prevention of homelessness at an earlier stage by working with a wider group of residents at risk to help them before they reach crisis point

Homelessness Prevention Trailblazer

The government have acknowledged the strength of our Active Inclusion Newcastle (AIN) approach to preventing financial exclusion & homelessness, which aims to maximise our collective resources to make it everyone's business to help residents to maintain the foundations for a stable **life**:

- **somewhere to live**
- **an income**
- **financial inclusion**
- **employment opportunities**

Homelessness Prevention Trailblazer

- The government's welfare reforms & the increased conditionality that comes with welfare benefits mean that residents have limited options to prevent homelessness. We have developed coordinated approaches to aligning welfare rights, employment, debt & housing information, advice & support, & have improved the alignment & coordination of these for vulnerable residents
- The Homelessness Prevention Trailblazer programme will take that work to the next level by helping us to integrate our responses to the demands that residents face by making it everyone's business to identify, assess, respond & review the prevention of homelessness

Homelessness Prevention Trailblazer

- Our trailblazer is based on getting a better understanding of residents' needs & proactively helping them. By organising our interconnected responses to identify risks & to support residents to face their challenges, we create opportunities to prevent crisis. This will enhance our collaborative learning framework at the individual, systemic & structural levels
- The DCLG will provide £936k funding from January 2017 to March 2019 to contribute to maintaining core services & for additional capacity to embed the transition to a whole systems approach. This aims to make the best use of all of our resources to prevent homelessness through integrating responses to create the foundations for a stable life

Homelessness Prevention Trailblazer

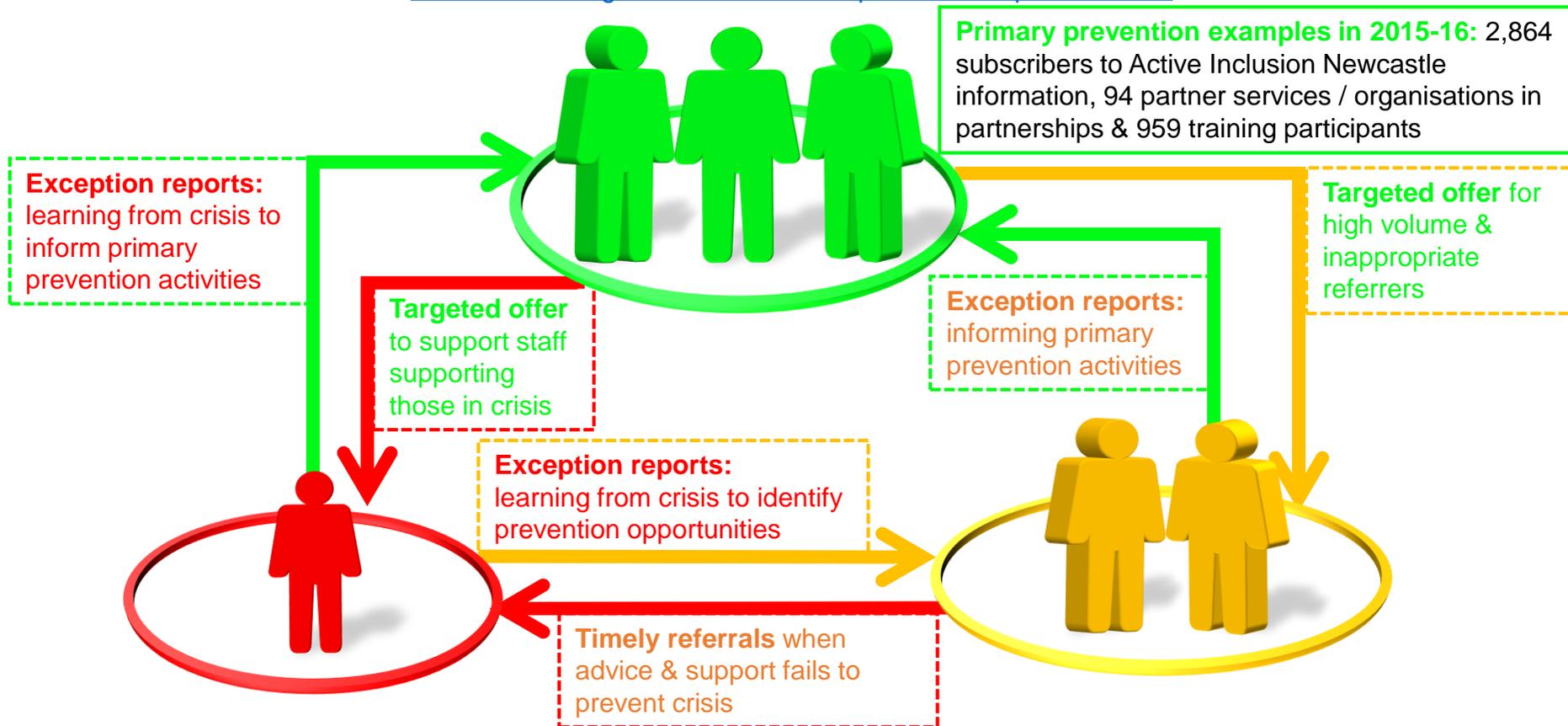
We will prevent homelessness by simplifying processes, communications, governance, workforce development & analysis to:

- **Adapt** core commissioned & directly delivered specialist support, care & therapeutic services for residents who are known to be vulnerable – to enable them to identify & prevent homelessness
- **Target** support to protect the most vulnerable & to prevent crisis – our specialist advice & support services will respond to the trigger points for financial exclusion & homelessness
- **Catch** residents who we don't already know are at risk through open access information & advice services – learning how to identify risk & prevent crisis

Active Inclusion Newcastle systemic cycle

Primary prevention activities – **adapting** services to identify & prevent crisis with information, training & support

www.newcastle.gov.uk/financialinclusionforprofessionals
www.newcastle.gov.uk/homelessnesspreventionforprofessionals



Crisis activities – **catching** residents if we fail to prevent homelessness & destitution

Crisis examples in 2015-16: 281 households accommodated to meet statutory duties & to prevent further crisis; 302 people were found rough sleeping

Secondary prevention activities – **targeting** specialist advice & support to vulnerable residents

Secondary prevention examples in 2015-16: 3,775 cases of homelessness prevented; only 48 evictions from Your Homes Newcastle (YHN); 18,697 residents helped to secure £27,174,682; 4,269 residents received debt advice

Active Inclusion Newcastle partnership arrangements

Strategic partnerships

Homelessness Prevention Forum
Quarterly
Chair: Cabinet Housing Portfolio Holder

Financial Inclusion Group
Quarterly
Chair: Deputy Leader

Cross Council Migration Group
Bi-monthly
Chair: Service Manager: Active Inclusion

Welfare Reform Board
Quarterly
Chair: Director of Resources

Delivery partnerships

Newcastle Advice Compact
Monthly

Private Rented Liaison
Monthly (internal);
Quarterly (external)

Welfare Reform Operational Group
Bi-monthly

Homeless & Lettings
Quarterly

Tyne and Wear Operational Group
Quarterly

Newcastle Employment Support Compact
Bi-monthly

Gateway Working Group
Quarterly

YHN Liaison, Homeless Debt & Welfare Rights
Quarterly

Case management coordination

Multiple Exclusion Common Case Management Group
Weekly

Supported Housing Move-on Panel
Monthly

Temporary Accommodation Move-on Coordination
Monthly

Sustaining Tenancy
As required

Temporary Accommodation Progress
Weekly

Infrastructure support to make homelessness prevention everyone's business

- **Communications & information for public & staff** – 2,864 people get information updates
- **Website** – 16,491 unique page hits across all Active Inclusion Newcastle areas
- **Support for professionals & volunteers who are not experts in homelessness prevention**
 - Briefings for teams
 - Trigger point conversations
 - Financial Inclusion Triage
 - **Spectrum of advice:** 3 tiers to differentiate provision – 32 people participated in face to face training in 2016-17 Q2
- **Partnerships & governance** – 94 partner organisations
- **Newcastle Gateway** – 11,962 clients, 613 active users, 77 services
- **Protocols & policies** – agreed ways of working together
- **Quarterly forums & published reviews** – transparent monitoring & reporting to create consensus about the impact of the cuts & the effectiveness of our responses

Update: Homelessness Strategy Action Plan

Longer term prevention

- Homelessness Prevention Trailblazer
- Reviewing Sustaining Tenancies Guidance
- Formalised alignment of advice & support to conditionality of DHP process
- Developing Community & Information Hubs
- Development of wider homelessness prevention measure to reflect the work of non-commissioned partners
- Early identification process established for referral to support services for private rented tenants

Crisis responses

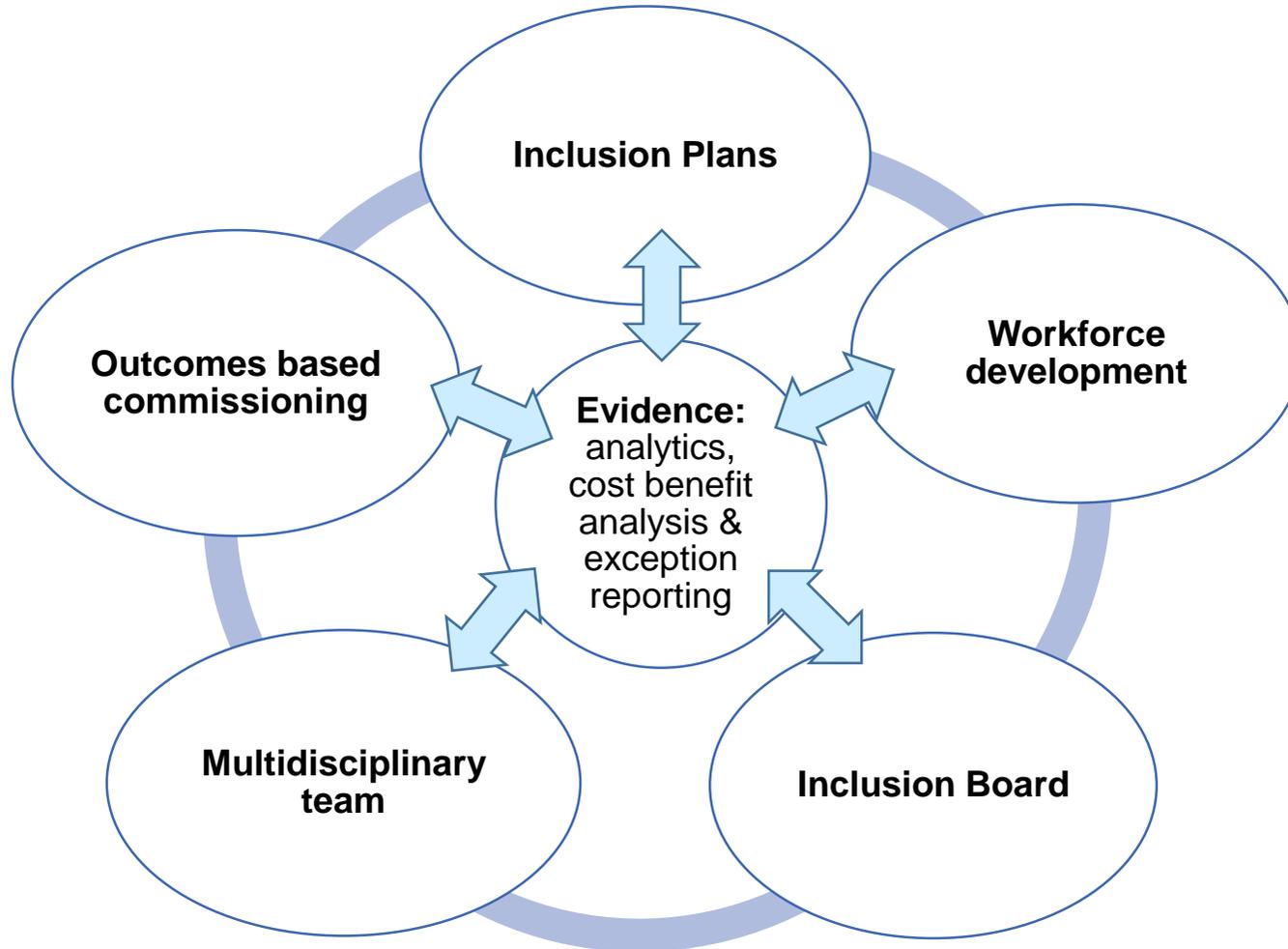
- Consolidating Preventing Evictions from Supported Housing & Supported Housing Move On Protocols
- Commissioning of Crisis Response services & development of a new market position statement for homelessness prevention
- Social Impact Bond to improve outcomes for entrenched rough sleepers & hostel users
- Engagement with 4th sector groups

Welfare reform, austerity & destitution

- Universal Credit 'full service' – all Newcastle Jobcentres from March 2017 (collocated YHN staff)
- Introduction of lower benefit cap – YHN & Active Inclusion Service responding
- Proposal for joint homelessness prevention initiative with the DWP & DCLG
- Reviewing Supporting Independence Scheme & Crisis Support Scheme

Homelessness Prevention Trailblazer

A citywide approach to identifying residents' risks of homelessness related to the foundations for a stable **life**: somewhere to **live**, an **i**ncome, **f**inancial inclusion & **e**mployment opportunities



Homelessness Trailblazer Programme outcomes:

- **Increased homelessness preventions** – without waiting for residents to present themselves as homelessness
- **Increased successful transitions to independence** – for residents who are homeless or at risk of homelessness
- **Increased sustained independence** – for residents who have been homeless or at risk of homelessness
- **Reduced crisis & intentional homelessness** – for residents presenting in crisis & requiring emergency accommodation or who have lost their home through their own acts or omissions
- **Reduced repeat homelessness**
- **Maintained low use of temporary accommodation & no use of bed & breakfast**

Conditions for making preventing crisis everyone's business

- **Local political leadership**
- **Understanding national legislation & policy**
 - housing / homelessness / welfare protection
- **Accommodation & support services**
- **Integrated strategic cycle – evidential & inclusive**
 - case / delivery / strategic
 - resource allocation – matching clients to resources
 - review – evidence, perceptions & effectiveness
- **Governance & partnerships – bringing people together**
 - strategic, delivery & case management
- **Training & workforce development**
- **Culture of trust to support compassionate, innovative & dedicated staff**
- **Principle to demonstrate a measurable difference to improving lives & value**
- **Make considering the foundations for a stable LIFE routine**

Case study: Cherry Tree View proactive prevention

Mrs J 73 year old female Cherry Tree View (CTV) preventative outreach client. A Places for People tenant since 2008. Court date for eviction had been set following build up of arrears

Actions

- Liaison with Housing Benefit to reduce amount paid towards an overpayment
- Discretionary Housing Payment secured
- Supported with appearance at court
- Items awarded via the Supporting Independence Scheme (SIS) to reduce outgoings to catalogues
- Supported with budgeting

Outcome

- Judge suspended warrant (recognised ongoing advice & support from CTV)
- Client remains in property & is engaging with services

Questions?

For more information, visit the following sections of the Newcastle City Council website:

- www.newcastle.gov.uk/financialinclusionforprofessionals
- www.newcastle.gov.uk/homelessnesspreventionforprofessionals