

# Newcastle's 2014-19 Homelessness Strategy on one page

<b>PEOPLE – will be:</b>	<b>NO ONE IN NEWCASTLE NEED BE HOMELESS</b>	<b>PARTNERSHIPS – will aim to:</b>
<ul style="list-style-type: none"> <li>• At the heart of our responses</li> <li>• Listened to &amp; treated with respect &amp; honesty</li> <li>• Appreciated for their strengths</li> <li>• Helped to prevent crisis</li> <li>• Supported when they face a crisis</li> <li>• Involved in decision making</li> </ul>		<ul style="list-style-type: none"> <li>• Understand the causes of homelessness</li> <li>• Learn from preventable crisis</li> <li>• Agree priorities to prevent homelessness</li> <li>• Make the most of our resources</li> <li>• Provide holistic responses</li> <li>• Coordinate &amp; integrate our responses</li> </ul>
<b>PROVIDERS – will aim to:</b>		<b>PRINCIPLES – we work to:</b>
<ul style="list-style-type: none"> <li>• Treat everyone with respect &amp; understanding</li> <li>• Prevent homelessness &amp; promote independence</li> <li>• Provide places that create hope &amp; inspire change</li> <li>• Humanely respond to crisis</li> <li>• Build resilience to prevent crisis</li> <li>• Demonstrate their value</li> </ul>		<ul style="list-style-type: none"> <li>• Intervene early to prevent homelessness</li> <li>• Work cooperatively &amp; flexibly in partnership</li> <li>• Adopt a life course &amp; asset based approach</li> <li>• Meet our statutory duties</li> <li>• Change when what we do doesn't work</li> <li>• We will be transparent, truthful &amp; trustworthy</li> </ul>
<b>CHALLENGES – increase the number of people:</b>		<b>CHALLENGES – decrease the number of people:</b>
<ul style="list-style-type: none"> <li>• For whom we prevent homelessness</li> <li>• With homes &amp; services they believe work for them</li> <li>• Moving to sustained independence</li> <li>• Involved in meaningful activities &amp; employment</li> <li>• Who use homeless services that we engage with</li> </ul>		<ul style="list-style-type: none"> <li>• Becoming statutorily homeless</li> <li>• Evicted from all forms of housing</li> <li>• Requiring crisis accommodation</li> <li>• Who sleep rough &amp; are multiply excluded</li> <li>• Placed in bed &amp; breakfast accommodation</li> </ul>

# Feedback on homelessness services in Newcastle

**The following quotes are from people who have experienced homelessness, or the risk of it, in Newcastle. These quotes illustrate our values and the effect we can have when we help people to overcome their problems.**

“I don’t know what I would have done without you”

“This is a note to say thank you for all your kind consideration and flexibility during our stay here and especially for your thoughtful gestures and support in this difficult period for me”

“No words will ever describe how much we are grateful and indebted to you! Thank you so much for your support, effort, patience and understanding. There is always a question that keeps popping in our heads: are all English people as kind and whole hearted as you? Or are you just some beautiful accidents of nature?”

“Thank you very much, you’re a diamond, done everything for me, thanks special person”

“I appreciate everything you’ve done for me and I’ll never forget you”

“We really appreciate all the help you’ve given us. We don’t know what we would’ve done without your kindness”

“The empathy and assistance I was afforded is something I will never, ever forget. Instead of this period of my life being solely a dark memory, it is also a happy memory, thanks to the kindness of your staff. While the circumstances that led me to that dark time are not something I ever want to repeat, there are huge positives to come out of it. To all the staff I am eternally grateful and will cherish those memories of the kindness and empathy extended to me”

“Thank you for all your support, you are a lovely caring person, there should be more people like you in the world as it would make the world a better place. Thank you so much for all your help and making me feel better in myself”

“Living in hostel for homeless people isn’t the best but I couldn’t be more happy. I would personally like to say a big fat thank you to the entire staff for making it friendly, helpful and easy for me to stay here. I will miss you all and it was really great meeting you and spending some time with you”

“My seventeen year old autistic son presenting himself as homeless after a stressful time & an argument during which things were said that were not meant. Naturally my wife & I were ill with worry. Thanks to them my son returned home after one night at his grandparents & one week on everything is vastly improved. My point is without their input our problems would have seemed insurmountable. His visits to our home & son’s grandparents solved an almost impossible situation & the fact that he returned home with our son (thankfully) could not have been better”