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Policy Conference

FEANTSA @ Towards 2030



NORTE VIDA
ASSOCIAÇÃO PARA A PROMOÇÃO DA SAÚDE



COM O APOIO PARLAMENTAR
DA ASSEMBLEIA DA REPÚBLICA
UNTER DER TRÜBEN FÜRBEREICH DER
PRÄSIDENT DER PORTUGALISCHE REPUBLIC



O Presidente da República



ASSOCIAÇÃO
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FEANTSA
30 YEARS

FEANTSA @
Towards 20 **30**

#FEANTSA2019

Homelessness prevention in Newcastle-upon-Tyne

FEANTSA Policy Conference - Porto

31st May 2019

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NORTE VIDA
ASSOCIAÇÃO PARA A PROMOÇÃO DA SAÚDE



COM O APOIO FINANCIÁRIO
DE SUA EXCELÊNCIA
UNDER THE HIGH PROTECTORSHIP OF THE
PRESIDENT OF THE PORTUGAL REPUBLIC



O Presidente da República



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What we will cover today

- 1. The challenging context in the UK & Newcastle:** *welfare reform, austerity, debt, homelessness*
- 2. Our successes in Newcastle**
- 3. The Active Inclusion Newcastle approach:** *preventing homelessness and promoting financial inclusion*
- 4. Some examples from our Homelessness Prevention Trailblazer:** *mapping our system of response and our multidisciplinary team*

Welfare Reform & Austerity

“Although the United Kingdom is the world’s fifth largest economy, one fifth of its population (14 million people) live in poverty, and 1.5 million of them experienced destitution in 2017. Policies of austerity introduced in 2010 continue largely unabated, despite the tragic social consequences. Close to 40 per cent of children are predicted to be living in poverty by 2021. Food banks have proliferated; homelessness and rough sleeping have increased greatly; tens of thousands of poor families must live in accommodation far from their schools, jobs and community networks; life expectancy is falling for certain groups; and the legal aid system has been decimated.

The social safety net has been badly damaged by drastic cuts to local authorities’ budgets, which have eliminated many social services, reduced policing services, closed libraries in record numbers, shrunk community and youth centres and sold off public spaces and buildings.”

(UN Special Rapporteur on Extreme Poverty and Human Rights, 2019)

Welfare Reform

Since 2010, the UK government have undertaken unprecedented changes to the welfare system ([NAO, 2015](#)):

£27bn

A year, lost from benefits between 2010 – 2021 (equivalent to £690 a year for every adult of working age) As a general rule, the more deprived the area, the greater the financial loss

([Beatty & Fothergill, 2016](#))

£122m

Estimated annual loss in working age benefits amongst 40,000 Newcastle residents by the end of 2022-23 ([NCC, 2018](#))

Austerity (public spending)

Since 2010, the UK government have also implemented large reductions in public spending

31%

Reduction in Department of Work and Pensions spending between 2010/11 and 2015/16 ([NAO, 2015](#))

49%

Reduction in government funding for local authorities in England in real terms between 2010 and 2018 ([NAO, 2018a](#))

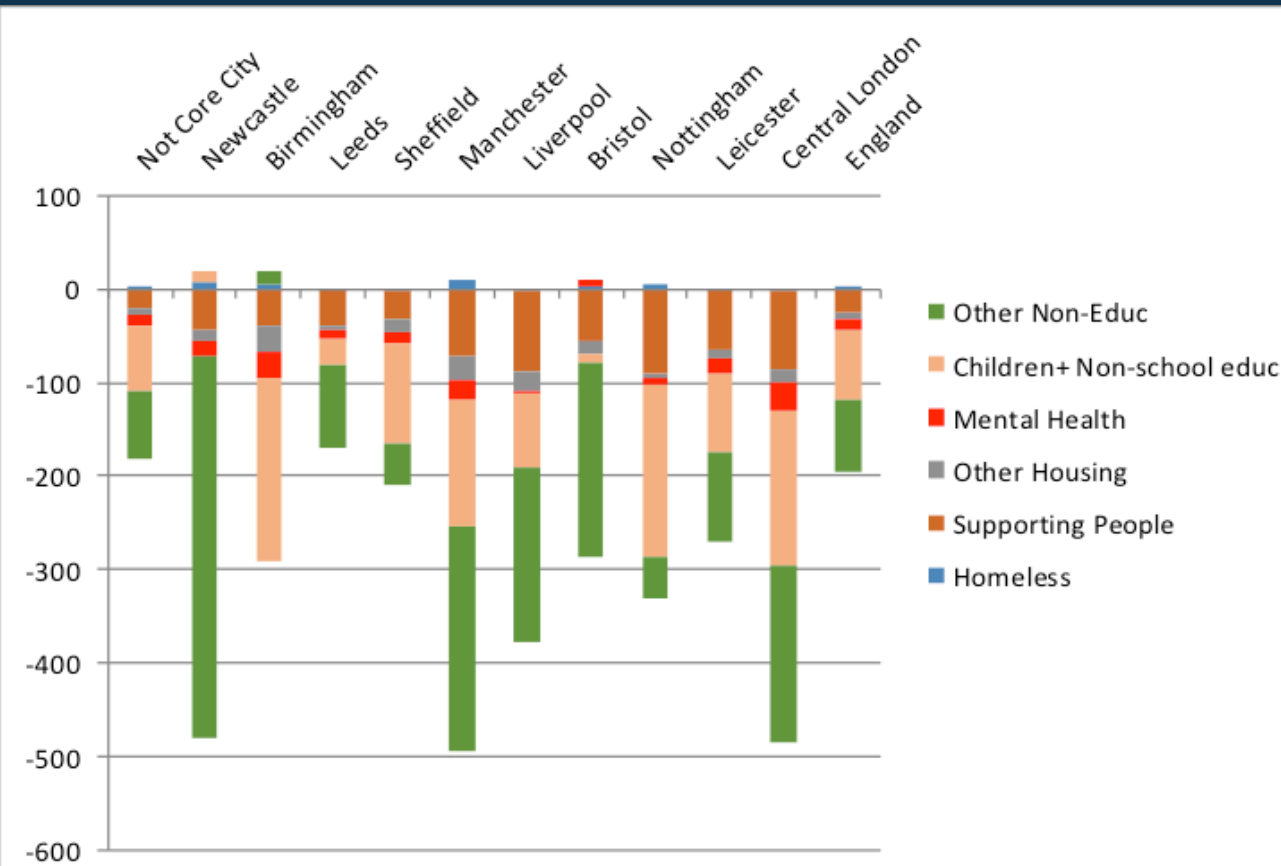
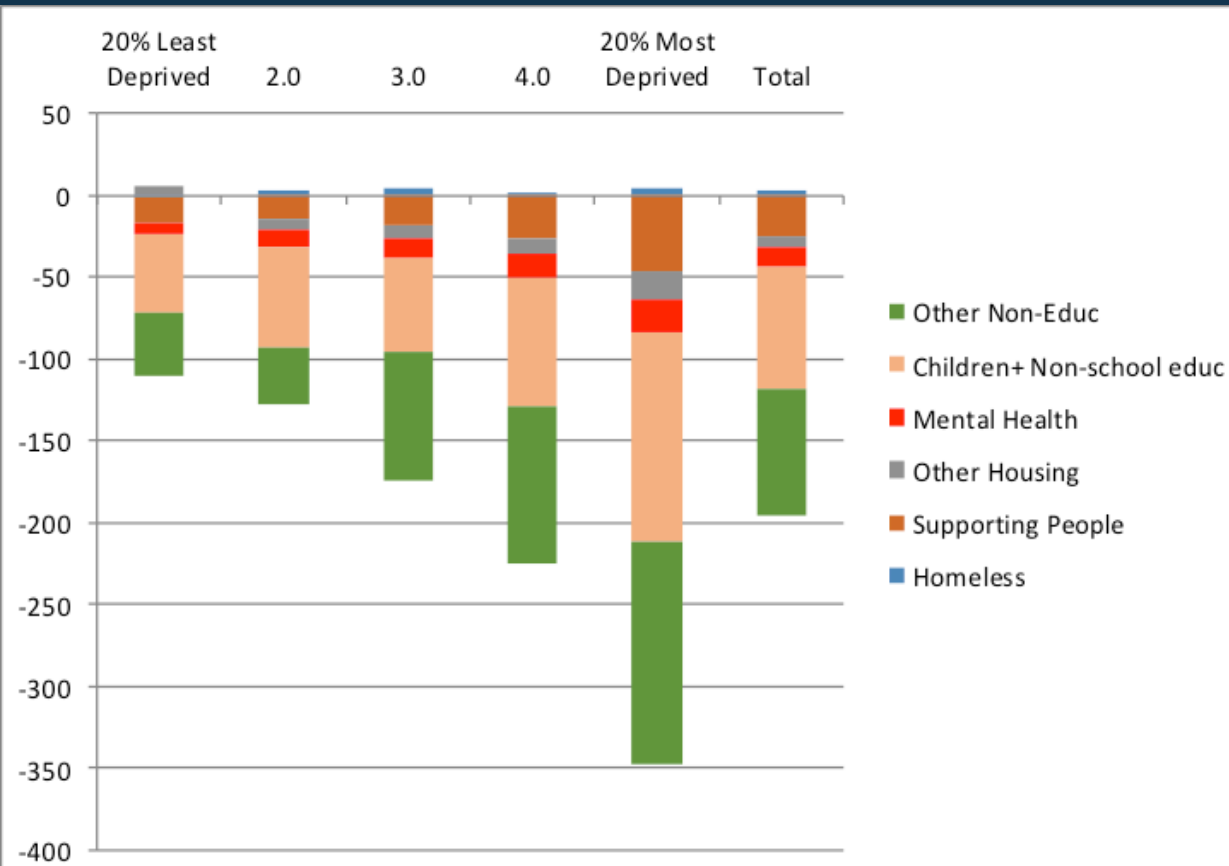
£327m

Estimated reduction in Newcastle City Council's budget by 2022-23 ([NCC, 2018](#))

Austerity

Real terms cuts in Local Government expenditure per capita by relevant service by deprivation level of local authority, 2010-18 (£ per head)

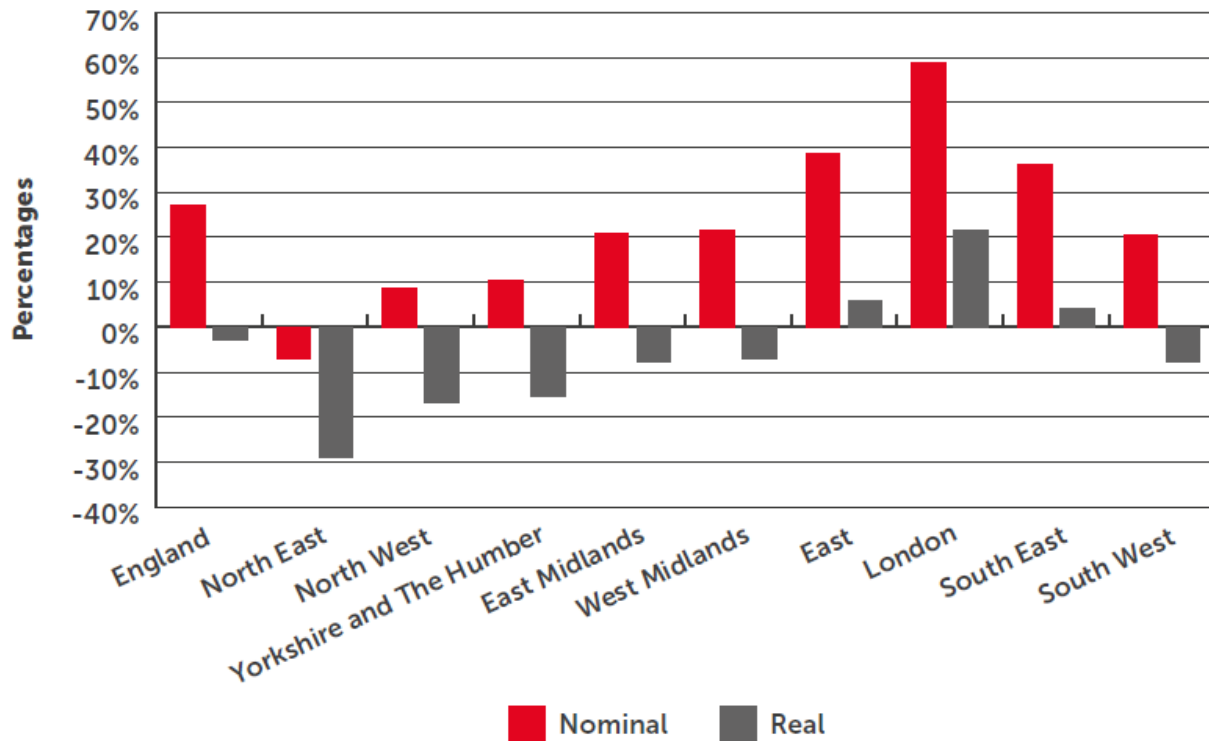
Real terms cuts in Local Government expenditure per capita by relevant service by core city, 2010-18 (£ per head)



(Watts et al., forthcoming – *Homelessness prevention in Newcastle: Examining the role of the 'local state' in the context of austerity and welfare reform*)

Housing Context

Figure 2.4 Percentage changes in nominal and real house prices, September 2007 – December 2018



Source: ONS mix adjusted house price index; CPI [Consumer Price Index]



Over 26,000 units of council housing stock retained in Newcastle



£4.5 million of rent arrears in our council housing (at 22 May 2018)

Relative successes in Newcastle



The **highest proportionate homelessness prevention rate** of the core cities



The **lowest proportionate rough sleeping rate** of the core cities

71%

reduction in council housing evictions since 2008

52%

reduction in supported housing evictions since 2013



No 'bed & breakfast' used since 2006



1 of 3 national 'early adopter' Homelessness Prevention Trailblazers

Our approach in Newcastle

“Labour-run Newcastle city council has been developing a [programme](#) to prevent people losing their homes since 2013 as part of its ambition [to be a homelessness-free city](#). Carefully stitching together a comprehensive early intervention safety net, bringing together a wide range of local agencies, including Jobcentre Plus, to work closely to help households at risk of losing their home. The [guiding principle](#) is to stop debt & poverty escalating into a homelessness crisis.”

[Guardian interview with Councillor Joyce McCarty 21 March 2018](#)

“The headline story in Newcastle then is of a city facing an extremely challenging context but nevertheless managing to maintain extremely low and stable levels of homelessness on almost all measures.”

(Watts et al., forthcoming – Homelessness prevention in Newcastle: Examining the role of the ‘local state’ in the context of austerity and welfare reform)

Active Inclusion Newcastle

Our principles

- We aim to **prevent homelessness at the earliest opportunity**
- If we **fail to prevent homelessness** we aim to **respond humanely to relieve homelessness**

Our partnership approach

To make it everyone's business to prevent homelessness, by developing more collaborative ways to creating the foundations for a stable **life**:

- Somewhere to **L**ive
- An **I**ncome
- **F**inancial Inclusion
- **E**mployment opportunities

Active Inclusion Newcastle

Somewhere
to Live

An Income

Financial
Inclusion

Employment
opportunities

Our
partnership
approach

Targeted information, training, partnership, protocols and reviews across for over 3,000 professionals and volunteers in the city

Our services

Housing Advice
Centre,
commissioned
homeless
accommodation

Welfare Rights
Service

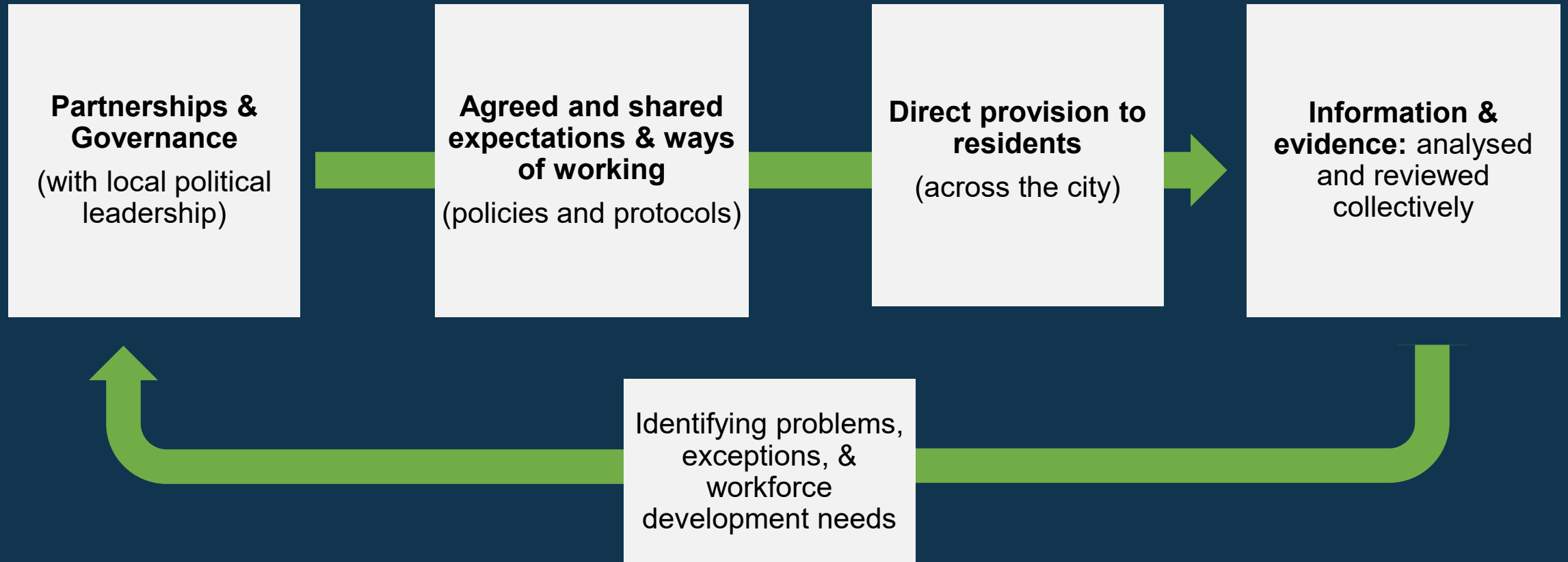
Money Matters
Debt Advisors

Supported
Employment
Service

The Active
Inclusion
Unit

Support review structures, data recording & analysis, & provide training for all partners

Active Inclusion Newcastle: how we improve service delivery



How we target support to residents to prevent homelessness



'At Risk' of Homelessness

They are at general risk of homelessness at some point in the future, but not within the next 2 months



'Threatened' with homelessness

They are likely to be homeless in the next 2 months



'Homeless'

They are already homeless

See [Busch-Geertsema and Fitzpatrick \(2008\)](#) for an overview of similar structure of prevention approaches and [Fitzpatrick et al. \(2011\)](#); [Harding et al. \(2013\)](#) for overviews and evaluations of Newcastle's preventative approach

'At risk' of homelessness: our Homelessness Prevention Trailblazer

- Newcastle is **one of only three national early adopters** for the Homelessness Prevention Trailblazer:
- Our Homelessness Prevention Trailblazer is a public service transformation programme focused 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



£936,000 from Ministry
of Housing, Communities
& Local Government
(MHCLG)



Runs from January
2017 to March 2019

Newcastle's Homelessness Prevention Trailblazer

Inclusion Plan & 'Pathways'

Governance for a homelessness prevention system

Multidisciplinary team – an action research project

Evidence – analytics (including predictive analytics), research & cost benefit analysis

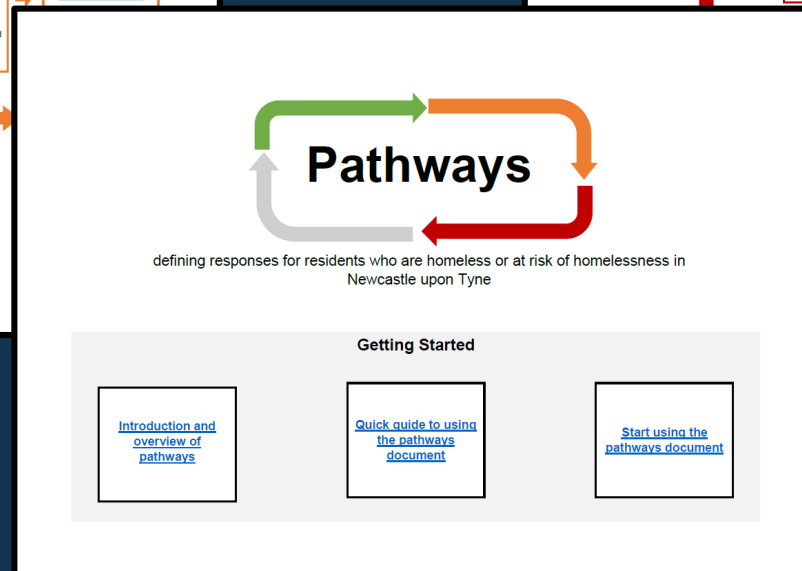
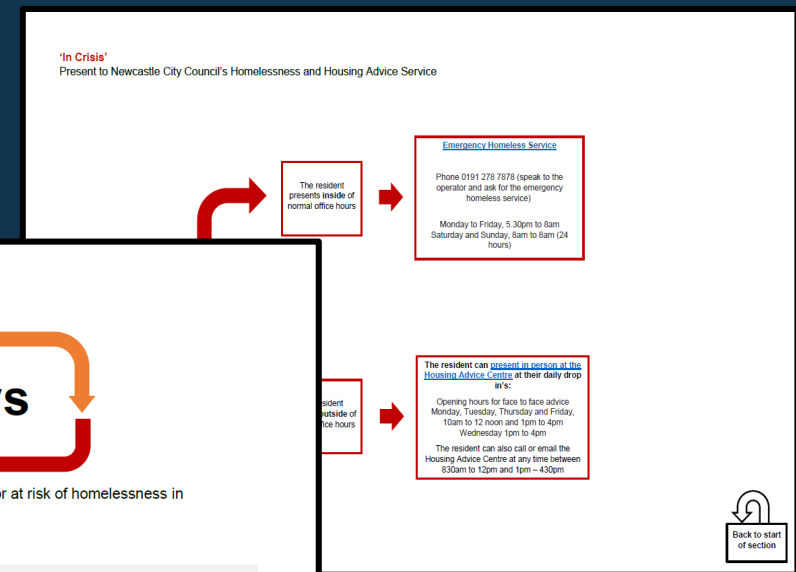
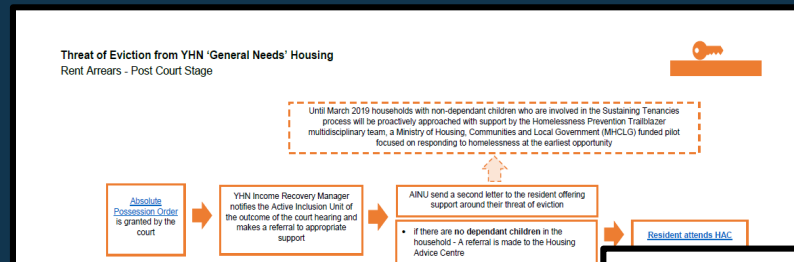
Outcomes focused commissioning

Workforce development

Homelessness Prevention Pilot with Jobcentre Plus

'Pathways': mapping our homelessness system

The 'pathways' project seeks to clarify the pathways for residents in Newcastle who are either homeless or at risk of homelessness



'Pathways': mapping our homelessness system

**Developing a
framework**
January 2018

**Reviewing the
pathways**
March – July 2018

**Testing & refining the
prototype document**
January 2019 – March
2019

**Familiarisation &
scoping**
November 2017 –
January 2018

**Mapping the
pathways**
February – July
2018

**Consolidating the
pathways into a
prototype document**
July – October 2018



Defining responses for residents who are homeless or at risk of homelessness in Newcastle

Getting started

[Introduction and overview of pathways](#)

[Quick guide to using the pathways document](#)

[Start using the pathways document](#)



‘Pathways’: frontline practitioner feedback

“Easy for staff to use”

“When can we have it? I want it now!”

“It’ll be great for someone coming in to the job”

“Little bit scary, in a nice way”

“Just looking at it, it comes across as user friendly and the layout not as daunting and serious as guidance on homelessness can often appear”

“I’ve been a support worker for years and there isn’t much guidance. You learn the options for move-on from other colleagues”

Trailblazer multidisciplinary team

As part of our Homelessness Prevention Trailblazer, we appointed a multidisciplinary team, aligned to the foundations of a stable life:

Somewhere to
Live

**Housing
Specialist**



An **I**ncome

**Welfare Rights
Specialist**



Financial
Inclusion

**Debt & Budgeting
Specialist**



Employment
Opportunities

**Employment
Specialist**



The principles of the multidisciplinary team



The case finding approach

The team use a **case finding approach** to identify residents at greater risk of homelessness by:

- Working with partner organisations
- Using predictive analytics developed with Policy in Practice

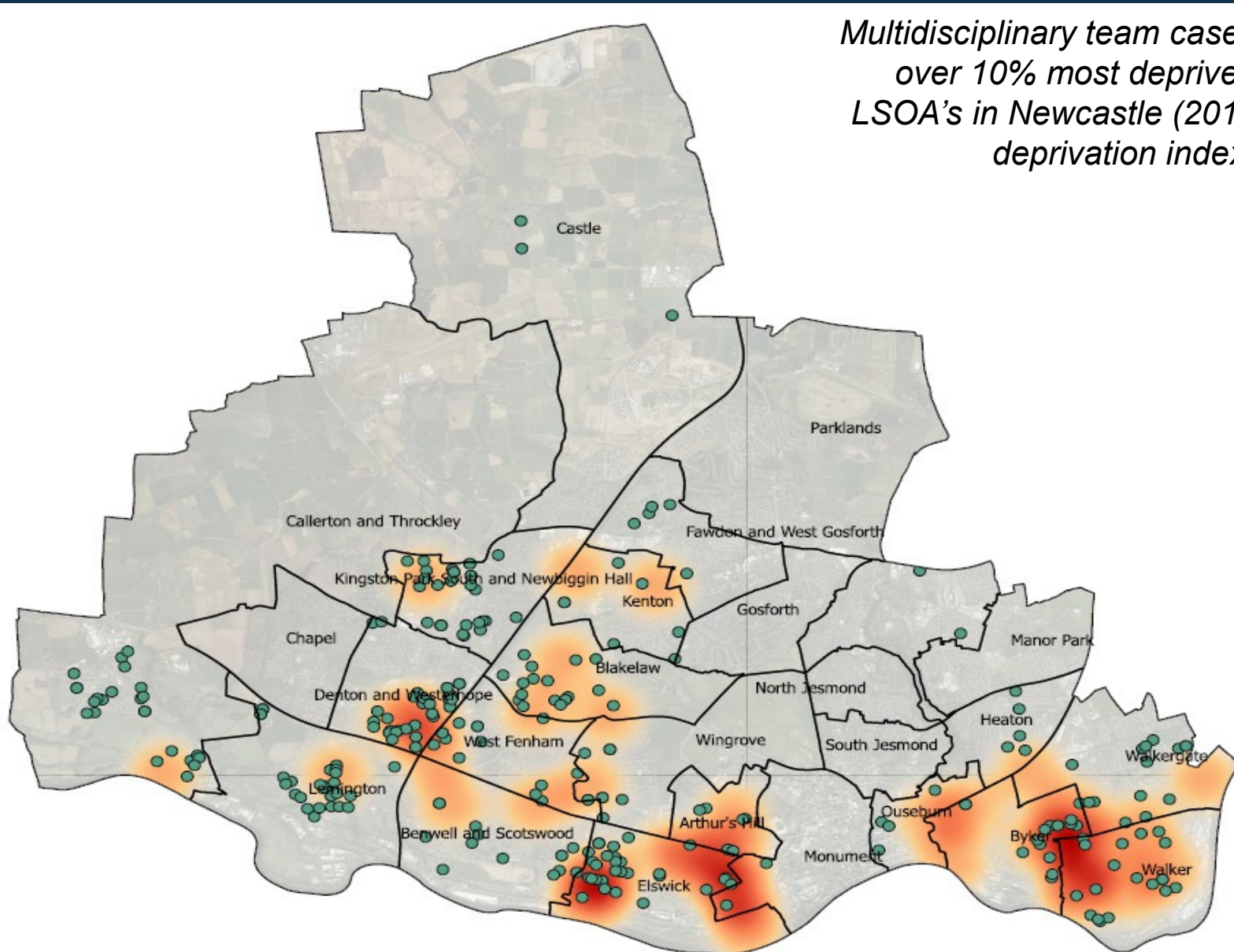


At the end of the pilot the team had approached 296 households (April 2019):

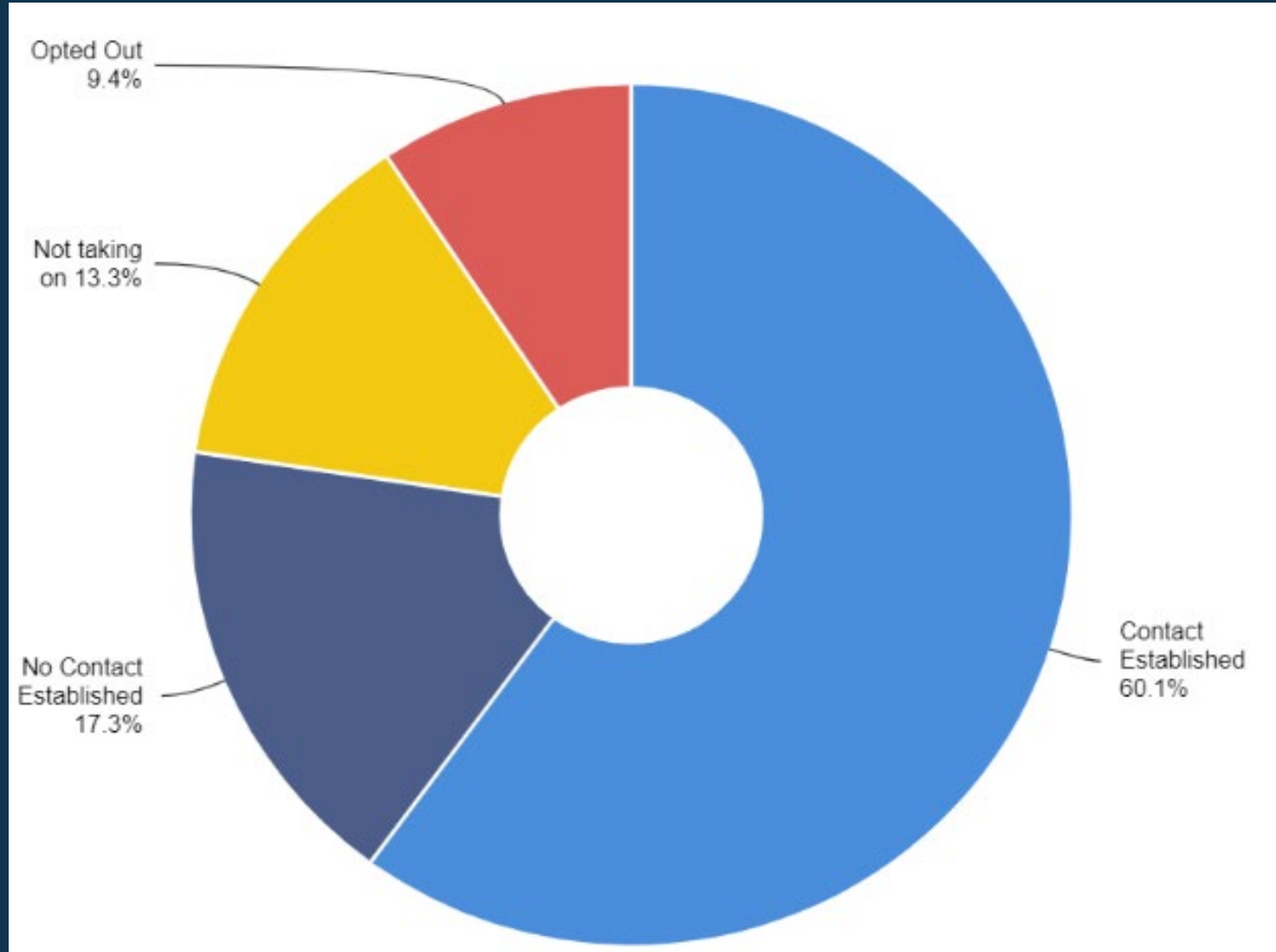


The residents: deprivation

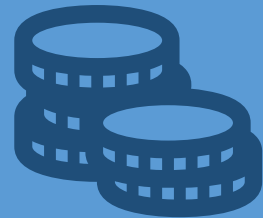
*Multidisciplinary team cases
over 10% most deprived
LSOA's in Newcastle (2015
deprivation index)*



Establishing contact with residents

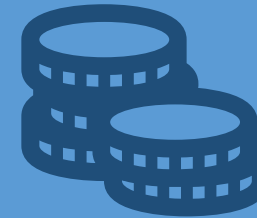


Outcomes: increasing income and reducing expenditure



**£288,960.81 were gained
in benefit entitlements**

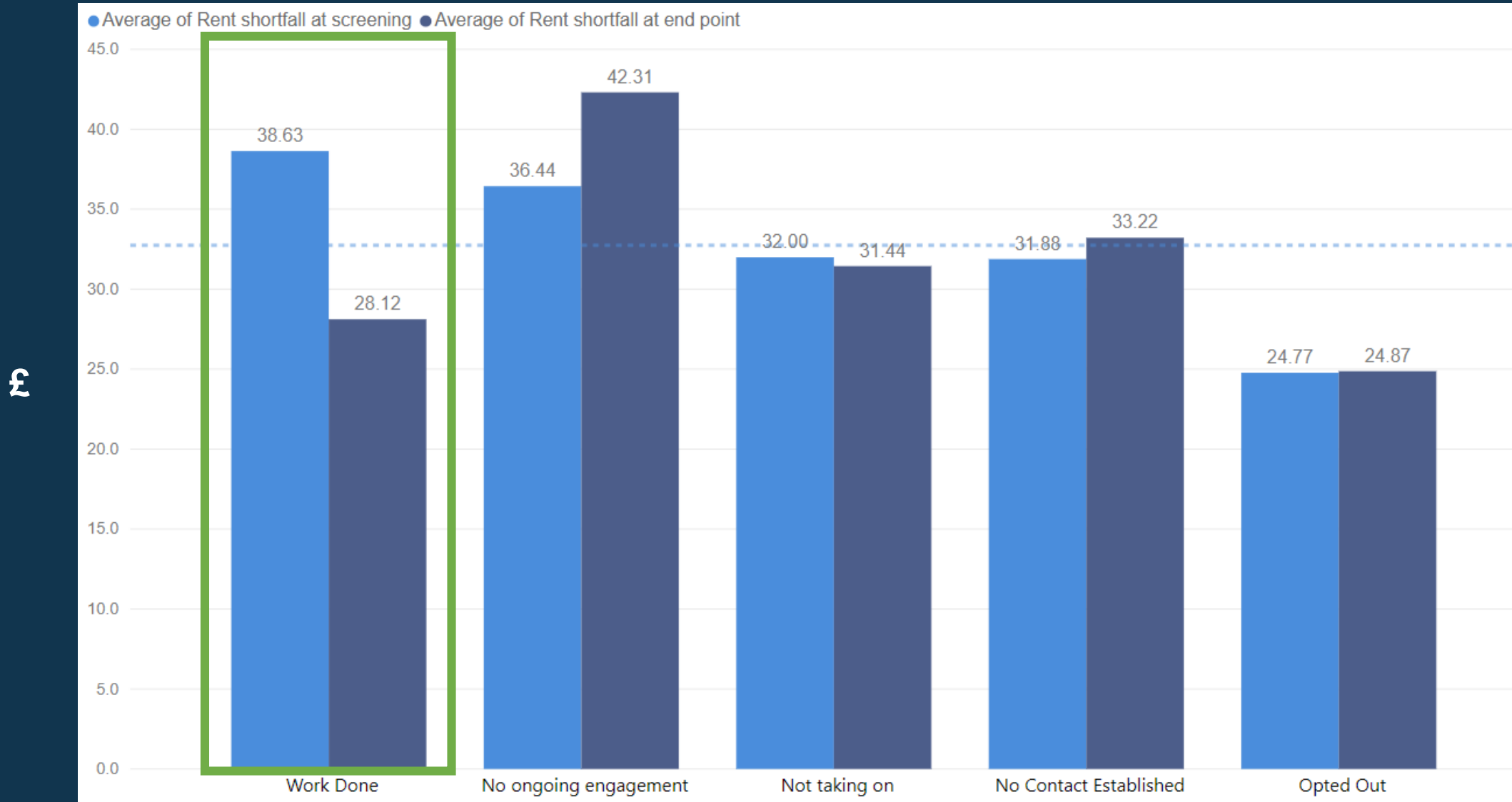
**£27,002.14 in additional
entitlement for one
household**



**£141,026.18 of debts
were written off**

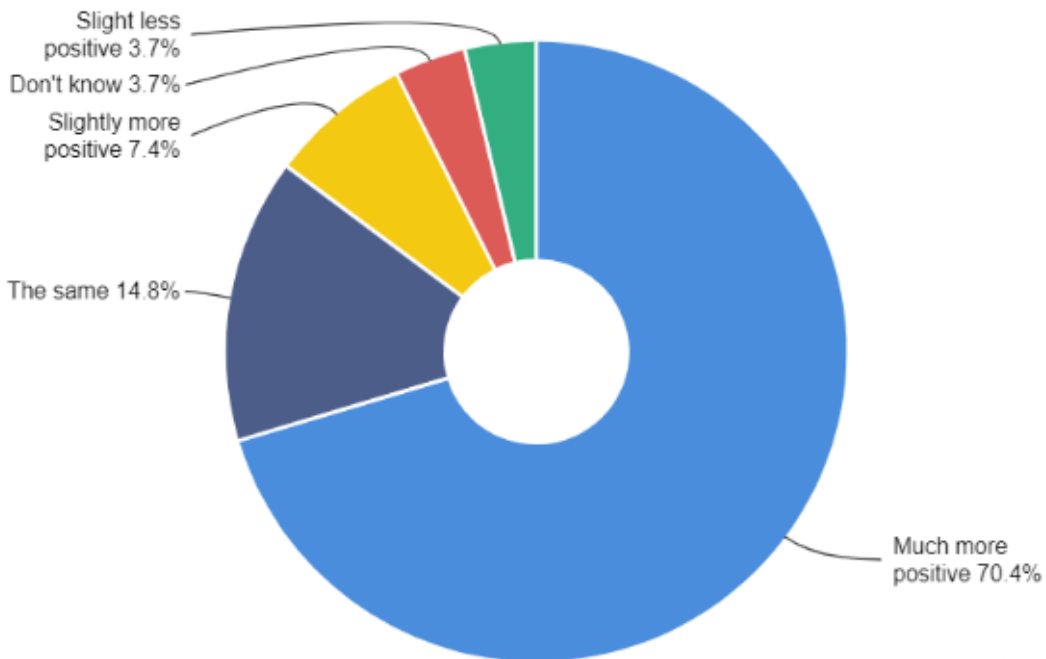
**£20,454.13 for one
resident**

Outcomes: rent accounts



Outcomes: resident's perspectives

Do you feel more or less positive about your life overall since the team started working with you?



zcmcharts

"They are an amazing team for people like myself who struggled and didn't no that help was available"

"Very positive, because of the outcome of everything that has been done. [specialist] has been fantastic, all the work that she's done, she's helped with safeguarding as well, her health as well."

"It'd all been building up and building up and it was getting me upset and now it's not"

"Because if it wasn't for her I wouldn't be here today. I had no cooker or nothing. I would be dead if it wasn't for her, you probably can't put that in your box can you?"

Trailblazer multidisciplinary team – informing policy and practice

