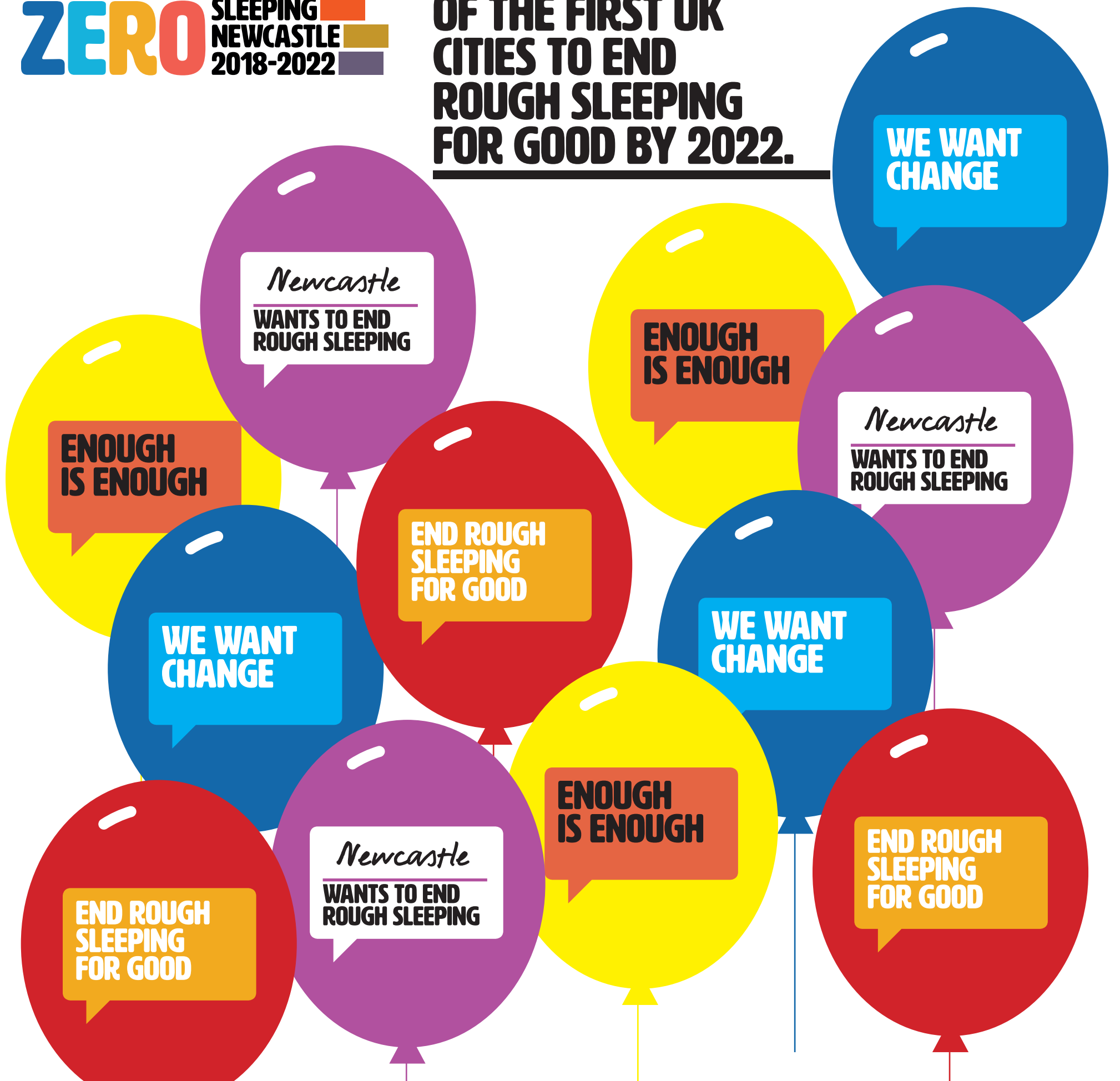


**POISED TO BE ONE OF THE FIRST UK CITIES TO END ROUGH SLEEPING FOR GOOD BY 2022.**



**A PIVOTAL MOMENT!**

**ACCOMMODATION MEETS DEMAND MEANING THAT THERE IS NOW NO NEED FOR ANYBODY TO SLEEP ON THE STREETS OF NEWCASTLE.**

**OVER £90K FROM THE STREET ZERO EMERGENCY FUND GIVEN TO PARTNERS TO SUPPORT THE MOST VULNERABLE**

**OF THE PHONES PROVIDED THROUGH CHANGING LIVES, 75% FACILITATED HOUSING ASSESSMENT CALLS THAT LED TO PEOPLE SECURING ACCOMMODATION**

**PARTNER TYNE HOUSING SAW 88% OF THEIR CENTRE VISITORS FEEL THE SERVICE HELPED IMPROVE THEIR HEALTH, WITH 66% FINDING IMPROVED MENTAL WELLBEING**

## A JOINED-UP RESPONSE

**WORKING TOGETHER AS A CITY, WE ARE POISED TO BE ONE OF THE FIRST UK CITIES TO END ROUGH SLEEPING FOR GOOD BY 2022.**

Street Zero is a not-for-profit partnership between the public sector, businesses, charities, and community organisations – all committed to working together to help people rough sleeping reconnect and make the step change to independent living.

Recognised nationally as an exemplar of partnership working, Street Zero has brought together 16 changemakers who work together to make Newcastle a place where no one sleeps rough.

Together as a city, we can end rough sleeping for good.



## THE APPROACH

**STREET ZERO WILL ACHIEVE ITS GOAL BY FOCUSING ON:**

### PREVENT

Whenever possible, we prevent people from rough sleeping in the first place. If individuals are in housing we endeavour to sustain their tenancy reducing the risk of future eviction.

### RESPOND

Provide daily assertive street outreach to reconnect every individual with supported accommodation and a personalised clinical intervention plan. We focus on establishing trust and building their recovery and personal resilience to help people move on from a hostel environment towards independent living.

### TRANSFORM

Rapid housing helps individuals in recovery sustain their own tenancy while meeting their health-care and welfare needs in the community. We encourage people to develop job-ready skills and build financial stability whilst living independently in a safe place they can call home.



## HELLO SUPPORTERS AND FRIENDS,

We hope this newsletter finds you well and you have enjoyed the summer.

Thank you for continuing to follow Street Zero and the work of the partnership. In June, we reached a huge milestone in support. Over 2,500 people from the North East joined the countdown to zero and signed their name in support of ending rough sleeping for good here, in our city.

We can tell you that Newcastle has now overcome the accommodation shortfall and the city can now meet the demand. From this moment on, there is no need for anybody to sleep on the streets. An incredible achievement as a city! The clock is ticking as we move towards spring of 2022, the end of our four-year campaign, where we hope to see Newcastle as one of the first UK cities to make this monumental shift and support people in securing their own front door.

In this newsletter, we share what we've achieved to date and the work underway to help us transform the lives of those rough sleeping in Newcastle. Together as a city, we can do this!

Thank you for being part of our community. You are helping to change lives for the better. We're extremely grateful.

# Bob

**BOB ELDRIDGE,  
STREET ZERO'S  
VOLUNTEER CHAIR**

Bob Eldridge MBE, whose charity is the Newcastle Homeless Commission, established Street Zero with Newcastle City Council and partners in 2018. The partnership was created as a way to coordinate city-wide efforts to prevent homelessness and ultimately eradicate rough sleeping in Newcastle for good by 2022.

Following the outbreak of COVID-19 in March 2020, Newcastle City Council moved every person who was rough sleeping into hostel accommodation. The city demonstrated that it could end rough sleeping. In 2021, Street Zero's priority has shifted to support people who were rough sleeping by helping them sustain a life away from the streets.

In the 2020 North East Charity Awards, Bob was awarded Charity Leader of the Year.







## THE CITY SPEAKS



The City Speaks campaign marked a pivotal moment in our drive to end rough sleeping in Newcastle. To recognise each and every one of you who pledged their name in the countdown to zero, we created a bright vibrant city centre installation made with over 2,000 balloons each emblazoned with everyone's name, as well as messages calling for Newcastle to be one of the first UK cities to end rough sleeping. The installation filled the window of what was Starbucks on Grainger Street in the city centre, highlighting the scale of support for Street Zero's mission.

It was remarkable to physically see the volume of people and the employers who want to see us achieve our goal.

We couldn't do it without your support - your voice.

Thank you.





## THE RIGHT KIND OF HOME

Earlier this month Street Zero partner, Changing Lives, launched a radical new approach by moving away from delivering large hostel-based accommodation. It has instead committed to providing everyone who needs it with 'their own front door,' which means self-contained accommodation located in the community.

This housing-led approach to homelessness was revealed at the official opening of Bentinck Terrace with Baroness Louise Casey. Last year, it began its ambitious redevelopment project of a hostel formerly known as Elliott House, a 52-bed crisis accommodation unit for people experiencing homelessness across Newcastle. It is now 36 self-contained apartments where each resident has their own living space, kitchen, bedroom and bathroom.

The newly renovated Bentinck Terrace opened in June this year. Here, residents receive one-to-one coaching to support their individual needs, as well as onsite support around developing employability skills, job training and tenancy management.

Research shows that giving people their own living space makes them three times more likely to successfully move on to independent living and that the time they spend in the homelessness system is reduced by a staggering 70%.

Homelessness should only ever be a short transition in someone's life and Changing Lives is calling for an approach that moves people into their own accommodation with their own front door at the earliest possible point.

## MOVING ON

Street Zero is supporting a proposal from partner Tyne Housing to extend its Moving On project until spring 2022. Moving On helps individuals experiencing homelessness by working intensively with people to progress towards independent living, via work, training, education and volunteering. The programme delivers this through one to one coaching, group work and facilitating access to opportunities.

Most importantly, the project helps people transition from supported or crisis accommodation into a more permanent home, supporting everything associated with living independently like managing a budget, bills, looking after a home and, where relevant, coping with the cultural changes associated with a new work or training environment. The project is looking to engage volunteer mentors or buddies who will provide more informal support by becoming positive role models while at the same time building a bigger team to deliver support.

Moving On will work with at least 30 people, engaging them in activities to help them move towards work, training, learning and volunteering. People engaged in the project can expect:

- Improved aspirations, self-confidence and self efficacy
- Improved employability skills
- Increased uptake of training, learning, volunteering and work opportunities
- Development of basic independent living skills, including household budgeting, managing rent and bills and managing a home

This support can result in making a permanent move away from short term and emergency accommodation, supporting the sustained transition into more independent living.

**“ WE ARE COMMITTED TO PROVIDING EVERYONE WHO NEEDS IT WITH THEIR OWN FRONT DOOR ”**

CHANGING LIVES

# STREET ZERO EMERGENCY FUND > TRANSFORMING LIVES



## MAKING A HOUSE A HOME

Earlier this month Street Zero Following the death of her sister who she lived with, Patricia found herself homeless when the housing association would not allow her to succeed in the tenancy. She moved into a hostel after being admitted to an emergency bed. Patricia found the loss of her sister very difficult, with her mental health adversely affected. A communication barrier compounded the difficulty due to English being her second language, although she has a basic understanding, she found it difficult to speak English. Partner, Home Group, enlisted communication support and arranged bespoke support to address her mental health which improved over time. She subsequently began ESOL classes and her spoken English is improving.

Patricia was successful with a bid for her own property with a local housing association and moved in earlier this month. Street Zero funding provided support for basic items that can make a house a home.

Patricia said, "I am very grateful. If it wasn't for the fund I would have to live with bare floors for a long, long time. Thank you, I am very happy, words can't describe." She is hopeful for the future, currently looking to further develop her independence and seek employment.

## PROVIDING A CONNECTION

We provided funding to help partner, Changing Lives, purchase mobile phones. Each phone has supported individuals in making positive improvements to their lives, most importantly preventing further nights sleeping rough.



Charlie was released from prison after spending the majority of his adult life in and out of custody. The team tried several times to support him in accommodation, however negative past experiences made it difficult. There were often concerns for his welfare and barriers to helping Charlie access the most appropriate support. Following much liaison, Charlie agreed that the effects of rough sleeping were impacting his mental state and requested a housing assessment. The mobile phone made it possible to progress this assessment and he was offered a placement in supported accommodation. Charlie has kept in contact with his support agencies and remains in his accommodation utilising the bed daily. He has begun to access treatment services and is making great progress towards a brighter future.

Mark was provided with a phone to complete a housing assessment after being evicted from his private tenancy. Supervised contact with his daughter was put on hold. The housing assessment resulted in a suitable placement being sought and Mark now has a place to call home in which he can see his daughter.

We know that of the phones provided, 75% facilitated housing assessment calls that led to people like Charlie and Mark securing accommodation - their own front door.

## MENTAL HEALTH SUPPORT

Partner, Tyne Housing, run The Joseph Cowen Health Centre in Byker with Newcastle Gateshead CCG and Newcastle City Council. The centre exists to ensure people who are experiencing homelessness or who are not registered with a GP can have access to primary health-care and support services.

Demand for its services skyrocketed during, and as a result of, the pandemic. From March 2020 - April 2021, there were 5,912 visits to the centre - an increase of 41% year on year. Funded by Street Zero, it introduced a new counselling service where visitors can access free confidential mental health support via video link. As a result of the work at the centre, 88% of visitors interviewed said that they feel the services offered have helped improve their health, with 66% finding their mental wellbeing has improved since visiting the centre.

**“IF IT WASN'T FOR THE FUND, I WOULD HAVE TO LIVE WITH BARE FLOORS FOR A LONG, LONG TIME. THANK YOU.”**

**PATRICIA, THROUGH HOME GROUP**



## CREATING A LEGACY

Plans are underway to continue the legacy of the Street Zero partnership beyond 2022 by developing a city hub - a centre of excellence for homelessness in Newcastle, as well as a base for integrated rough sleeping multi-disciplinary teams and outreach services.



This central destination planned to be located in Byker will be a physical manifestation of everything the Street Zero partners deliver. All under one roof. The hub will bring together street outreach, harm minimisation, the police, mental health support, a dedicated nurse, social work, safeguarding, drug and alcohol support, peer advocacy, housing advice and community safety. The integrated support practice model will be based on Cognitive Behavioral Therapy.

The bid for McGowan Court has been submitted with the Ministry for Housing, Communities and Local Government with its opening expected in spring 2022.

## BUILDING A LIFE WITH PURPOSE



In partnership, Newcastle College has launched a range of short courses specifically created for those who are living or have recently lived on the streets. The courses begin in September where people can learn new skills, meet new people and enhance life opportunities overall. People will be fully supported by teaching staff throughout the course who will be on hand to help on every step of the learning journey. The courses available range from hair and beauty to computing and health.

Further details and registration is now live here: [www.ncl-coll.ac.uk/street-zero](http://www.ncl-coll.ac.uk/street-zero).



## THE FENWICK PLEDGE

From the beginning, Fenwick has played an integral role in supporting Street Zero. In 2019, the team ran 13 miles across the city in the Great North Run raising over £35,000 in sponsorship. They completed the challenge again this year and look set to surpass their previous achievement.

All donations raised help partners and charities who work directly with people who are rough sleeping. Fenwick shared more about its role and encouraged other regional businesses to commit their support to end rough sleeping for good in Newcastle at an event held on Roof Thirty Nine showcasing aerial views of the city it is working to impact the most

We are incredibly grateful for the support we have received so far from leading organisations operating in our city. If your business, colleagues or employer would like to join the pledge, please let us know here: [team@streetzero.org](mailto:team@streetzero.org).



## GET INVOLVED

Newcastle is a city that cares. Without the generosity of people like you, our work to directly support people rough sleeping would not be possible. There are many ways to get involved, including ideas on how to fundraise at home. Our new pack full of ideas can be found on the Street Zero website. And, don't forget to spread the word - we've made it easy by making a social media toolkit for you to use. Just scroll down on the campaign page of the website.

## HELP FOR PEOPLE ROUGH SLEEPING

If you see someone sleeping rough, Newcastle City Council can help.

Email [roughsleeping@newcastle.gov.uk](mailto:roughsleeping@newcastle.gov.uk) or call the Rough Sleeping Helpline on **0191 278 3899** and we will take action to offer help and assistance.

The Newcastle City Council freephone Housing Advice Centre number is **0800 1707 00**

The street outreach team will seek to make contact with the person as soon as possible. Please note this number is a public reporting line and not an emergency response service. If there are serious concerns about a person's immediate health or welfare, please contact the emergency services.

Newcastle Council's website provides more advice on issues relating to housing, being at risk of homelessness and rough sleeping: [www.newcastle.gov.uk](http://www.newcastle.gov.uk)

## STREET ZERO

ENDING ROUGH SLEEPING NEWCASTLE 2018-2022

Registered Address:  
Newcastle Homeless Commission  
C/O UNW  
Citygate  
St James' Boulevard  
Newcastle upon Tyne  
NE1 4JE

Registered Charity  
Number: 1179145

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Homeless COMMISSION

Registered with FUNDRAISING REGULATOR

## HOW WOULD YOU LIKE TO SUPPORT STREET ZERO?

- ✓ PLEDGE A DONATION
- ✓ PARTNER
- ✓ CITY HUB
- ✓ FUNDRAISE
- ✓ NEWSLETTER SIGN UP

VISIT [STREETZERO.ORG](http://STREETZERO.ORG) TO GET INVOLVED IN ANY WAY LISTED HERE

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