Commissioned Homeless Accommodation Review

Terms of Reference

April 2024

# Purpose of the review

The purpose of this review is to re-design Newcastle’s commissioned homelessness accommodation offer to ensure it continues to meet the Council's statutory relief duties while best supporting people to move into housing independence as quickly as possible, delivering best value for the city.

We will do this collaboratively, seeking views from people with lived experience, providers, and relevant partners. Collectively these views will inform our commissioning model and contract structure.

# How we will do it

We will deliver this review via the following groups:

* Lived Experience Forum: seeking the views and ideas of people who use the system, have used the system, and their carers. Where relevant, this will link in with existing lived experience groups that providers already have in place.
* Provider sessions: seeking the views of providers on what works well now, what could be improved, and what a viable financial model to deliver a different model would look like. This will include seeking views from frontline workers, as well as an organisational view.
* Partner sessions: to understand what role partners currently play, the barriers to collaborations, the opportunities for further collaboration and different ways of working.
* Wider interest sessions: to gather the voices of people with an interest in the review but who don’t currently work in the system or use it. This may include politicians, local residents, VCS groups, and others.
* Commissioned Homeless Accommodation Review Team Meeting: weekly Council officer meeting to oversee progress against the project plan.
* Intelligence and best practice workstream: to gather data and insights on local practice alongside practice from other areas.
* Let’s Talk: an option for people to provide views and respond to an online survey.

# Who we want to hear from in this review

* People who use temporary accommodation in the city.
* Providers delivering on the current homelessness prevention contracts.
* Key statutory partners such as CNTW, ICB, and Probation.
* Council departments whose service areas often link into temporary accommodation, such as Public Health, Adult Social Care, Children’s Social Care, and YHN (part of the Council from July 24).
* Wider partners with an interest and who can bring best practice examples from other areas. This includes academic partners, politicians, VCS organisations, and others.

# What information we will look at to inform the review

Alongside service data and intelligence, we want people to help us answer the following questions:

* What do people who use the system tell us currently works well?
* What do people who use the system tell us needs to change?
* What do providers tell us works well?
* What do providers tell us needs to change?
* What do partners/ politicians/ other interested groups tell us currently works well?
* What do partners/ politicians/ other interested groups tell us need to change?