CASE STUDY

486 housing staff trained.

One consistent approach to complex tenant needs.

How we helped **Your Homes Newcastle** & **Newcastle City Council** strengthen frontline confidence and deliver more consistent, person-centred housing services.

aneemo

Newcastle City Council

THE CHALLENGE

Housing teams face increasingly complex tenant needs.

Your Homes Newcastle needed to ensure staff across housing and supported living services could:

- Respond **consistently** and **confidently**
- Support tenants experiencing **mental health** and **psychological challenges**
- Maintain **high service quality** and **tenancy sustainment**

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THE ANEEMO APPROACH

A structured, long-term training partnership.

Since 2023, we've partnered with YHN to deliver a **phased training programme**, including:

- Psychologically Informed Environments (PIE)
- Trauma-informed approaches
- Mental health skills
- De-escalation and working with risk
- Positive behavioural support
- Reflective supervision and staff wellbeing

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IMPACT & RESULTS

486 staff trained across YHN and Newcastle City Council

Stronger staff **confidence** and **wellbeing**

Greater use of **psychologically informed practice**

High engagement with reflective workshops and digital learning

More **consistent, person-centred** housing services

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