

Notice of a public meeting of

Decision Session - Executive Leader (incorporating Housing & Safer Neighbourhoods)

To: Councillor Carr (Executive Leader)

Date: Monday, 18 July 2016

Time: 3.00 pm

Venue: The Thornton Room - Ground Floor, West Offices (G039)

AGENDA

Notice to Members – Post Decision Calling In:

Members are reminded that, should they wish to call in any item* on this agenda, notice must be given to Democratic Services by **4:00 pm on Wednesday 20 July 2016**.

*With the exception of matters that have been the subject of a previous call in, require Full Council approval or are urgent which are not subject to the call-in provisions. Any called in items will be considered by the Corporate and Scrutiny Management Policy and Scrutiny Committee.

Written representations in respect of items on this agenda should be submitted to Democratic Services by **5.00pm on Thursday 14 July 2016**.

1. Declarations of Interest

At this point in the meeting, the Executive Leader is asked to declare:

- any personal interests not included on the Register of Interests
- any prejudicial interests or
- any disclosable pecuniary interests

which he might have in respect of business on this agenda.

- 2. Minutes** (Pages 1 - 6)
To approve and sign the minutes of the Decision Session of the Executive Leader (incorporating Housing and Safer Neighbourhoods) held on 20 June 2016.

- 3. Public Participation**
At this point in the meeting, members of the public who have registered their wish to speak at the meeting can do so. The deadline for registering is at **5.00 pm on Friday 15 July 2016**.

Members of the public may register to speak on an item on the agenda or an issue within the Executive Leader's remit.

Filming, Recording or Webcasting Meetings

Please note this meeting may be filmed and webcast and that includes any registered public speakers, who have given their permission. This broadcast can be viewed at <http://www.york.gov.uk/webcasts>.

Residents are welcome to photograph, film or record Councillors and Officers at all meetings open to the press and public. This includes the use of social media reporting, i.e. tweeting. Anyone wishing to film, record or take photos at any public meeting should contact the Democracy Officers (whose contact details are

at the foot of this agenda) in advance of the meeting.

The Council's protocol on Webcasting, Filming & Recording of Meetings ensures that these practices are carried out in a manner both respectful to the conduct of the meeting and all those present. It can be viewed at:

https://www.york.gov.uk/downloads/file/6453/protocol_for_webcasting_filming_and_recording_council_meetingspdf

- 4. Homeless Review 2015 - 2016** (Pages 7 - 40)
This report looks at the activity governed by the Housing Act 1996, the Homelessness Act 2002 and the City of York Council's Homelessness Strategy 2013-2018 in respect of the financial year 2015/16. The primary focus is to report on prevention work, the trends of statutory homelessness and rough sleeper. It also identifies targets and priorities for 2016/17.
- 5. Urgent Business**
Any other business which the Executive Member considers urgent under the Local Government Act 1972.

Democracy Officers:

Catherine Clarke and Louise Cook (job share)

Telephone No- 01904 551031

Email- catherine.clarke@york.gov.uk/louise.cook@york.gov.uk

For more information about any of the following please contact the Democratic Services Officers responsible for servicing this meeting:

- Registering to speak
- Business of the meeting
- Any special arrangements
- Copies of reports and
- For receiving reports in other formats

Contact details are set out above.

This information can be provided in your own language.

我們也用您們的語言提供這個信息 (Cantonese)

এই তথ্য আপনার নিজের ভাষায় দেয়া যেতে পারে। (Bengali)

Ta informacja może być dostarczona w twoim własnym języku. (Polish)

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

یہ معلومات آپ کی اپنی زبان (بولی) میں بھی مہیا کی جاسکتی ہیں۔ (Urdu)

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City of York Council

Committee Minutes

Meeting	Decision Session - Executive Leader (incorporating Housing & Safer Neighbourhoods)
Date	20 June 2016
Present	Councillor Carr (Executive Leader)
In Attendance	Councillor Hunter

1. **Declarations of Interest**

At this point in the meeting the Executive Leader was asked to declare if he had any personal, prejudicial or disclosable pecuniary interests in the business on the agenda. He declared that he had none.

2. **Minutes**

Resolved: That the minutes of the Decision Session held on 23 May 2016 be approved and then signed by the Executive Leader as a correct record.

3. **Public Participation**

It was reported that one Member of Council had registered to speak under the Council's Public Participation Scheme.

Councillor Hunter spoke in respect of Agenda Item 4 (Acomb Green-Public Space Protection Order (PSPO) Consultation Outcome). She spoke about how the green had attracted forms of anti social behaviour over the years and felt that if a PSPO was granted that it should be temporary and reviewed in six months. This was because a PSPO might discourage people from visiting Acomb entirely. She also asked for determined action on enforcing the issuing of fines for dog fouling.

4. Acomb Green - Public Space Protection Order (PSPO) Consultation Outcome

The Executive Leader considered a report which provided him with responses from a recent consultation process and determine whether to introduce a Public Space Protection Order(PSPO). It also requested that he determine whether to introduce a PSPO for Acomb Green.

Officers introduced the report and informed the Executive Leader that in a survey of local residents, there was overwhelming support for a PSPO on Acomb Green. In response to the points raised under Public Participation by the Member of Council Officers stated that;

- Tolerance of unacceptable behaviour had changed over the years. A PSPO was a positive response to modify and change behaviour levels.
- There were no temporary PSPOs. They could have a time limit set on them.
- Although they might work on a temporary basis, Council Officers did not have the power to move on offenders.

The Executive Leader read out a letter from another Member of Council, Councillor Waller, who was in support for granting a PSPO at Acomb Green.

Resolved: That Option 1 be approved and that a PSPO for Acomb Green be introduced to include:

- Banning the drinking of alcohol
- The ability to remove large groups of 3 or more people who are causing anti social behaviour (ASB)
- Banning under 16's from the possession of lighters in the play area
- Setting the amount of any Fixed Penalty Notice (FPN) at £100, which would be reduced to £75 if paid within the first 14 days.

Reason: To ensure that the council actively addresses the issue of anti-social behaviour in our communities.

5. West Bank Park - Public Space Protection Order (PSPO) Consultation Outcome

The Executive Leader considered a report which provided him with responses from a recent consultation process and determine whether to introduce a Public Space Protection Order(PSPO). It also requested that he determine whether to introduce a PSPO for West Bank Park.

The Executive Leader reported that he had received two letters in support of the introduction of a Public Space Protection Order (PSPO) for the park. These suggested;

- Employing park keepers and permanent gardeners
- Closing the park at dusk
- Segregating part of the park for dog users

Officers confirmed that the issue of segregating the park had not been considered, the other suggestions of park keepers / gardeners and closing the parks at dusk had previously been considered by the council as part of a previous service wide review which had resulted in the current service levels. The Executive Leader requested that all PSPOs should be reviewed when they expired.

Resolved: That Option 1 be approved and the introduction of a PSPO within West Bank be authorised to cover:

- Banning motorised bikes
- Banning drinking alcohol in the park
- The ability to remove large groups of 3 or more people who are causing anti social behaviour (ASB)
- A requirement that dogs are kept on a lead between 8.00am and 6.00pm
- Setting the amount of any Fixed Penalty Notice (FPN) at £100, which would be reduced to £75 if paid within the first 14 days.

Reason: To ensure that the council actively addresses the issue of anti-social behaviour in our communities.

6. Proposed Changes to the Traveller Pitch Agreement

The Executive Leader received a report which asked him to approve consultation to the proposed changes to the existing Traveller Pitch agreement.

Resolved: That Option 1 be approved, to consult on the following changes:

- The introduction of flexible tenancy start dates.
- Insert a section regarding Non payment of rent.
- To add a paragraph with regards to the keeping of dogs on the travellers pitch in particular naming the Dangerous Dogs act 1991 and the Dangerous Wild Animals Act 1976
- To add several minor changes to strengthen the Travellers Pitch agreement, these are listed on Annex 1 numbers 3.18 to 6.

Reason: To ensure consistency, as far as is practicable, across the different agreements that are issued in housing services.

7. Granting of additional powers for the Neighbourhood Enforcement Team and changes to existing Fixed Penalty Notice Charges

The Executive Leader considered a report which asked him to grant additional enforcement powers to the Neighbourhood Enforcement team and also to consider changes to two existing Fixed Penalty Notice (FPN) charges issued by the Neighbourhood Enforcement team. These are the FPNs issued for dog fouling and for breach of Community Protection Notice (CPN).

Resolved: That Option 1 be approved to:

- Grant the power for issue of an FPN for low level fly-tipping with a penalty of £400, reduced to £240 for early repayment.
- Grant the power to issue an FPN for advertising for sale two or more vehicles within 500m of each other or repairing vehicles on the public highway, with a penalty of £100, reduced to £75 for early repayment.

- Grant the power to enforce the Micro-chipping of Dogs (England) Regulations 2015 when related to incidents of anti-social behaviour.
- Raise the FPN charge for dog fouling to £75.
- Introduce an early repayment charge of £75 for breach of Community Protection Notice.

Reason: Additional powers have been requested as a result of a review of offences commonly reported to the team against the enforcement powers available to address them. This is to ensure the team have all the necessary enforcement powers at their disposal. The FPN for small scale flytipping is a new power, made available to local authorities from May 2016.

Councillor Carr, Executive Leader (incorporating Housing and Safer Neighbourhoods)

[The meeting started at 3.00 pm and finished at 3.25 pm].

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**Decision Session - Executive Leader
(incorporating Housing & Safer Neighbourhoods)**

18 July 2016

Report of the Assistant Director – Housing & Community Safety

Homeless Review 2015/16

Summary

1. This report looks at the activity governed by the Housing Act 1996, the Homelessness Act 2002 and the City of York Council's Homelessness Strategy 2013-2018 in respect of the financial year 2015/16. The primary focus is to report on prevention work, the trends of statutory homelessness and rough sleeper.
2. The report identifies targets and priorities for 2016/17.
3. The report incorporates the work and contribution of partner agencies to deliver a comprehensive service to homeless households across York, many of whom are the most socially excluded people in society. Each agency contributes to this success and is a vital part of the jigsaw.

Recommendations

4. The Executive Leader (incorporating Housing & Safer Neighbourhoods is asked to:
 - a. Note the contents of the report;
 - b. Agree the priorities and targets for 2016/17 as set out in paragraph 16.

Reason – To ensure the council continues to meet its statutory responsibilities and supports the most vulnerable in society.

Background and overview of service

5. There is a duty on all Local Authorities to provide an advice service to all homeless people and those at risk of homelessness. In addition the Local Authority has a duty to provide temporary accommodation for certain households in accordance with Housing Act 1996.

6. The remit of the work carried out by the Homeless Service (which incorporates Housing Options, Housing Registrations, Resettlement and Temporary Accommodation) is set out in legislation and in the City's Homelessness Strategy 2013-18 '*A City Partnership to prevent homelessness*'. The current action plan identifies actions to tackle homelessness and develop services.
7. **Statutory homelessness** refers to those people who have made a homeless application to their local authority and have met the necessary criteria set out in legislation to be accepted as eligible for assistance (according to immigration status), homeless, in priority need, unintentionally homeless and have a local connection. This group may include families, pregnant women and vulnerable single people.
8. **Non-statutory / non-priority homeless** tend to be single people or childless couples who are not assessed as being in priority need and are only entitled to 'advice and assistance' including support to access private rented accommodation, housing via North Yorkshire Home Choice ('waiting list') or supported housing.
9. **Rough sleepers** are people who are roofless / street homeless. This is a relatively small number of people when considering the wider population of York.
10. In York, homeless prevention services and statutory homelessness assessments are carried out by the council's Housing Options Team, based at West Offices. The Salvation Army, Early Intervention and Prevention Team provide specialist advice to single homeless (18+), the Youth Homeless Workers provide specialist advice to young people aged 16 and 17 that are homeless and the Older Persons Specialist provides housing advice for 60+ age group.
11. The Homeless Strategy 2013-18 sets out 5 strategic aims which have been amended in the Housing Options and Homeless Strategy Action Plan to:
 - a. **Strategic aim 1.** Ensure people who are at risk of homelessness are aware of and have access to the services they may need to prevent it.
 - b. **Strategic aim 2.** Ensure the provision of, and fair access to, accommodation sufficient to meet the identified housing needs
 - c. **Strategic aim 3.** Ensure that people with housing related support needs have these fully assessed and have access to service required to sustain successful independent living and prevent homelessness

- d. **Strategic aim 4.** Ensure the effective multi-agency and partnership working occurs across all services to prevent homelessness and provide appropriate accommodation and support to meet the needs of people who are homeless or at risk of homelessness.
- e. **Strategic Aim 5.** Deliver and develop early intervention strategies to tackle predicted trends in homelessness.

Targets

- 12. The council's targets for the service are based upon The Department for Communities and Local Government (DCLG) priorities and out local priorities as set out in the Homeless Strategy.

Performance Targets - 2015/16

- Target for reducing number of households placed in temporary accommodation for 2015/16 was 62, the actual outturn was 53. This was a significant success given the pressures placed on the service as a result of the Boxing Day Floods. **Target achieved**
- That B&B for families should only be used in emergencies and then for no more than 6 weeks. As of 31/3/16 there was only 1 households in B&B and this was not a family). **Target achieved**
- To maintain rough sleepers at 0 but has not been met as in November 2015 the official submission was 18. This is a significant concern. **Target missed**
- Achieve housing performance targets within departmental service plan around voids and rent arrears. **Target achieved**
- Deliver actions points set out within Homelessness Strategy 2013-18 'A City Partnership to prevent homelessness' action plan within identified time scales; **Ongoing**
- (Gold Standard Challenge) Not to use B&B for 16 or 17 year olds. 1 placement in 2015/16. **Ongoing**
- (Gold Standard Challenge) Not to use B&B for families, other than in emergencies and then for no longer than 6 weeks. No placement for longer than 6 weeks in 2015/16 but **Ongoing**

Priorities set in 2015/16

- To complete an interim review of the Homeless Strategy 2013-18 and action plan and prioritise any relevant actions. **Completed.**
- To continue to tackle rough sleeping, street drinking and begging (in conjunction with Community Safety Hub) and explore need for day facilities and night shelter in light of rising numbers of rough sleepers and associated street drinking and begging. **Ongoing**
- To increase the portfolio and review the business model of YorHome to ensure future sustainability of project. YorHome now manages Tees Valley Properties. **Completed**
- To revisit the option of using the private rented sector to discharge homeless duty to private rented sector as appropriate. Ongoing discussion with private landlords but need to continue this. **Ongoing**
- Re-provision of Ordnance Lane hostel. Currently tender completed, contractor appointed planning application in progress. **Ongoing**
- Work alongside partners to explore opportunities to develop additional specialist mental health accommodation. In discussion with new provider Tees, Esk, Wear Valley NHS Trust (October 2015). **Ongoing.**
- Work towards achieving the 10 'Gold Standard challenges' as set out by DCLG. Achieved Bronze standard during 2015-16. **Ongoing.** Achievements as of 31/3/16

1 Corporate commitment	PASS 15/16
2 Partnership	PASS 16/17
3 Housing Options	PASS 16/17
4 No Second Night Out	PASS 15/16
5. Pathway to housing	PASS 16/17
6 PRS	Submitted 16/17
7 Mortgage Repossessions	PASS 15/16
8 HL strategy	PASS 16/17
9 No YP in B&B	Deferred until June 2016 as 1 young person in B&B in June 2015
10 No family in B&B	Still to be submitted

- Continue to adapt services in light of future legislative changes and welfare reforms. **Ongoing**
- To seek mainstream funding of Older Persons Housing Specialist if appropriate. Post extended until 30/9/16. **Ongoing**

- To work in conjunction with Adult Social Care Commissioners around the transformation of housing related support and ensure services including in house services are fit for purpose. Formal tender process timetabled for June – October 2016. **Ongoing.**
- To analyse and if appropriate work to extend MEAM (Making Every Adult Matter) Project. Project **extended until 31/12/16. Ongoing**
- That YorHome will take over the management of the properties (owned by Thirteen Housing Group) let on intermediate rents (White Swan development). **Completed**
- YorHome will work towards becoming an accredited landlord through CYC Housing Standards and Adaptations. **Completed**

Key Points 2015/16

13. The details of the activity and performance of the service are contained in appendix 1. In light of the current economic situation and changes to services the key points of this report are:

- Homeless prevention (630 homeless prevention cases in 2015/16) remains a vital part of the work and contributes to the reduction in statutory homelessness.
- Statutory homeless continues to reduce, 91 in 2015/16 (11.6% decrease) in contrast to national increase 5.8%
- Housing Options remains busy with 3438 (contacts) of which 1327 are in depth interviews/cases. This is a slight reduction which may be because of improved joint working with Housing Registrations, supported housing providers, tenancy support and ongoing training with external agencies.
- The complexity of immigration law, homeless applications and supported housing referrals via SAP result in staff requiring more detailed knowledge, skills and time to deal with individual cases
- The number of households in temporary accommodation has reduced, the number of homeless acceptances has reduced, however there is still a considerable number of homeless prevention cases and successful resettlement cases. This is an excellent achievement, especially in light of winter floods.

- The Older Persons Housing Specialist exceeded targets and has been extended for further 6 months.

	general contacts / enquiries	level 2 advice and information	level 3 casework
2015/16 (Target) Actual	(1000) 1092	(250) 296	(150) 208

- Despite ongoing work, commitment of agencies, continued resources and new flexible methods of working the number of rough sleepers in York has again increased to 18 (Nov 2015) an increase of 36%. National trends show an increase of 30%.
- National changes bring new challenges into social housing which could lead to the reduction in available affordable housing for rent which is likely to place additional pressures on the service. Ongoing work is taking place to mitigate the impact of this on services and customers.

In Year Service Improvement

14. Throughout 2015/16 significant work has continued both internally and with partner agencies to improve the direct service to customers and the overall provision.
15. A number of significant service improvements were achieved in 2015/16 (further details in appendix 1):
 - The Older Persons Housing Specialist has been extremely successful and funding has been identified until 30/9/16.
 - MEAM (Making Every Adult Matter) pilot extended for a further 12 months until 31/12/16
 - CAN's retained Customer Excellence award
 - CYC Homeless Services achieved 71% in Gold Standard Diagnostic peer review and to date have achieved Bronze Standard (National Practitioner Support Service 'Gold Standard' challenge) completing 8 challenges and passing 4 during 2015/16 (1 deferred, 3 outstanding decisions)
 - Successful tender bid and appointment of contractor to replace Ordnance Lane hostel (statutory homeless hostel) as it no longer fit for purpose

- Successful Salvation Army pilot project private lettings scheme
- White Swan development 18 flats was let as intermediate (affordable 80% market) and managed by YorHome
- Information for customers: developed and publish a Mental Health Guide to Housing, update the Older Persons Housing Guide, update, develop homeless leaflets and website
- Establish 'drop in' sessions for people with Learning difficulties / housing issues or concerns
- Provide housing advice in mosque
- Refocus of elderly persons housing: new Sheltered with Extra Care policy, development of 24 hour provision at Glen Lodge and Auden House, the development of dementia friendly housing at Glen Lodge, respite bed at Marjorie Waite court for elderly to decant, hospital discharge and homeless
- Agreement to employ 3 hostel mental health workers (1 in post as of 31/3/16)
- Extension of Former Arrears Incentive Scheme to all in homeless / resettlement hostels or rough sleepers engaging with Making Every Adult Matter (MEAM)
- Introduction of Housing First model to house complex rough sleepers with support into accommodation
- New temporary accommodation agreement
- New Gypsy and Traveller allocation policy
- Housing Registrations service review – to streamline services and minimise waste
- IDAS – DCLG grant to provide 24 hour staffing an helpline
- CYC new tenancy agreement
- 77 new build properties for social rent

Forthcoming projects and priorities – 2016/17

16. The following work is identified in the Homelessness Strategy Action plan 2013-18 and will be given priority during 2016-17:

- To continue to work to achieve the 10 'Gold Standard challenges' as set out by DCLG
- To develop services / processes to mitigate effects of welfare benefit reforms on homeless
- Review the effectiveness of the information sharing / transfer of complex homeless and resettlement cases into social housing
- In light of Housing and Planning Act, review the use of alternative tenancies e.g. Family Intervention Tenancies and Fixed Term Tenancies (CYC).
- Review the use and consider investment /re-design opportunities of existing social housing stock to meet needs of complex / vulnerable customers in particular to mitigate medium and long term impact of welfare benefit reform.
- Review Nightstop services in lieu of reduced demand
- To continued to explore / work with TEWV to provide appropriate housing / housing support / hospital discharge process for people with mental health issues
- Ordnance Lane re-provision
- To complete review of Housing Registrations Service and implement proposed changes to service and policy
- To prioritise reduction of rough sleeping, street drinking and begging (in conjunction with Community Safety Hub) and explore need for day facilities and night shelter in light of rising numbers of rough sleepers and associated street drinking and begging
- To work with Community Rehabilitation Company (CRC) to improve prison release system if housing is required
- To work with new provider of Housing Related Support contract (following retender by Adult Social Care)
- To work with Adult Social Care on review of mental health housing

- Work with CYC Housing in relation to restructure and new operating model
- To work in conjunction with CYC Childrens Social Care new operating model
- To support the extension of MEAM Project (Arc Light lead agency)
- To secure funding for Older Persons Specialist
- To secure funding for mental health hostel workers if pilot successful
- To review IDAS 24 hour helpline and support IDAS in any funding applications
- Agree targets for 2016/17

	2015/16 target	2015/16 actual	2016/17 target	Reason
No of households in temp accom	62	56	56	Retained at this level as we acknowledge in current financial climate / welfare benefit reforms that vulnerable people will continue to be affected by homelessness but the services will strive to work in a planned / preventative approach
No of households with dependent children in temp accom	45	28	40	Level equivalent to % change in numbers of households in temporary accommodation (above). Service will consider an alterative monitoring criteria to look at outcome not output.

No of households accepted as priority need	105	91	100	
No of rough sleepers	2	18	12	While there is an aspiration to reduce rough sleeping in York to 0, a realistic target based on current situation where some rough sleepers current refuse offers of assistance is 12. Ongoing work will take place with Community Safety Hub to tackle this ongoing issue
Not to use B&B for 16 or 17 year olds	0	1	0	
Not to use B&B for families, other than in emergencies and then for no longer than 6 weeks	0	0	0	

Consultation

17. Consultation has taken place regarding design of Ordnance Lane, Homeless Strategy Action Plan review, Housing First, Former Arrears Incentive Scheme, Peasholme re-provision (staff only), Adult Social Care housing related support, Housing Registration Service Review (staff only)

Options

18. Option 1.

Note the contents of the report and agreed the priorities and targets for 2016/17 as set out in paragraph 16.

19. Option 2 to note the contents of the report but recommend alternative priorities and targets for 2016/17

Analysis

20. The report and appendix identifies current strategic aims (documented in the homeless strategy ' A City Partnership to prevent homelessness' 2013-18) and provides detailed statistics and analysis of the information, to determine the priorities for the forthcoming year

Council Plan

21. The Homeless strategy is closely link to priorities within the Council Plan 2015-19:
 - A prosperous city for all where local businesses can thrive and residents have good quality jobs, housing and opportunities
 - A focus on frontline services to ensure all residents, particularly the least advantaged can access services and community facilities

Implications

Financial Implications

22. There are no direct financial implications to this report, although there is evidence that by not investing in preventative measures there is a greater cost to the city in the long-term through failure to met targets and potential for an increase in homelessness.

Equalities Implications

23. A community impact assessment (CIA)has been completed for the housing options and homeless strategy. Individual CIAs will be completed for major pieces of work outlined in this report.

Legal Implications

24. The provision of a homeless service is a statutory requirement under Housing Act 1996 and Homelessness Act 2002.

25. That services adhere to national Guidance on “Provision of Accommodation for 16 and 17 year old young people who maybe homeless and/or require accommodation”.
26. National good practice states that no young person 16 or 17 should be in B&B, that no family should be placed in B&B unless in an emergency and then for no more than 6 weeks
27. There are financial risks via judicial challenge if the service does not meet its statutory duty and as a result of Ombudsmen complaints if CYC fails to act within its statutory duties regarding homelessness.

Risk Management

28. There is a continued risk that due to current economic climate and changes at a national level, unless mitigation can be put in place to support the most vulnerable, we will see an increase in homelessness within the city. York has seen an increase in rough sleeping despite the commitment of agencies. It is only through the ongoing concerted effort of staff and the resources channelled into homeless that we are able to maintain the current levels.
29. Changes to funding formulas and allocations may impact on the council’s ability to deliver critical services in the future.
30. The risk/s associated with the recommendation of this report are assessed at a net level below 16. The risks have been assessed as moderate at 14, the strategy will be regularly monitored at the Homeless Strategy Steering Group

Contact Details

Author:

Chief Officer Responsible for the report:

Becky Ward

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Dept Name CAN

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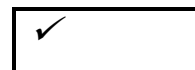
**Report
Approved**



Date 4th July 2016

Wards Affected:

All



For further information please contact the author of the report

Appendix 1

Homeless Review 2015-16 Appendix 1

Background Papers:(provided upon request):

[2013-18 Homelessness Strategy](#)

Glossary:

B&B Bed and Breakfast
BGS Bond Guarantee Scheme
CAB Citizens Advice Bureau
CAN Communities and Neighbourhoods (Directorate)
CBL Choice Based Lettings (North Yorkshire Home Choice)
CIA Community Impact Assessment
CRC Community Rehabilitation Company
CYC City of York Council
DCLG Department Communities and Local Government
IDAS Independent Domestic Abuse Service
MEAM Making Every Adult Matter
NYHC North Yorkshire Home Choice
RSL Registered Social Landlord
SAP Single Access Point
TEWV Tees, Esk, Wear Valleys NHS Trust
YOT Youth Offending Team
YACRO is a supported housing scheme for offenders.

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Homelessness Performance 2015/16

Significant achievements in 2015/16

1. Main achievements of 2015/16 were:

- Develop and publish a Mental Health Guide to Housing
- Update the Older Persons Housing Guide
- Establish 'drop in' sessions for people with Learning difficulties / housing issues or concerns
- Completed and member agreement for interim Homeless Strategy Action Plan (agreed October 2015)
- Open respite bed at Marjorie Waite court for elderly to decant, hospital discharge and homeless
- Agreement to employ 3 hostel mental health workers (1 in post as of 31/3/16)
- Extension of Former Arrears Incentive Scheme to all in homeless / resettlement hostels or rough sleepers engaging with Making Every Adult Matter (MEAM)
- Introduction of Housing First model to house complex rough sleepers with support into accommodation
- New temporary accommodation agreement
- New Gypsy and Traveller allocation policy
- Housing Registrations Service review – to streamline services and minimise waste
- Developed a new young person move on lease with York Housing Association.
- IDAS – DCLG grant to provide 24 hour staffing an helpline
- Agreed new Sheltered Housing with Extra Care (SHEC) policy
- CYC new tenancy agreement
- CYC Housing response to 2015 floods
- Completion of 77 properties for social rent in York
- Making Every Adult Matter (MEAM) pilot extended until 31/12/16
- First Stop funding for Older Persons Housing Specialist 2015/16.
- Relocation of Salvation Army drop-in to Peasholme and improvement in facilities for rough sleepers (shower) to facilitate this
- Passed Gold Standard Diagnostic Peer Review (71%) and commenced 10 challenges. Successfully completed 4 challenges by 31/3/16
- CANS achieved customer excellence standard (February 2016)
- Improved resettlement training, leaflet and website
- Continued decrease in the number of accepted homeless and reduction in use of temporary accommodation – coupled with continued success in homeless prevention and planned moves

Gold Standard

2. A significant part of the work in 2015/16 has been working towards National Practitioner Support Service (NPSS) Gold Standard Challenge providing continuous improvement in front line housing services through the development and delivery of the Gold Standard Challenge. This is funded by the Department of Communities and Local Government and based on the Government report 'Making Every Contact Count'. Initially there was a diagnostic peer review, once achieved this unlocked access to a further 10 challenges.

Challenge	submitted	OUTCOME
1 Corporate commitment	August 2015	PASS 15/16
2 Partnership	December 15	PASS 16/17
3 Housing Options	April 2016	PASS 16/17
4 No Second Night Out	August 2015	PASS 15/16
5. Pathway to housing	March 16	PASS 16/17
6 PRS	March 16	Submitted 16/17
7 Mortgage Repossessions	August 2015	PASS 15/16
8 HL strategy	Jan 16	PASS 16/17
9 No YP in B&B	Nov 2015	Deferred until June 2016 as 1 young person in B&B in June 2015
10 No family in B&B		Still to be submitted

Legal Changes in 2015/16

3. During 2015/16 there have been a number of significant legal changes / case law in respect of housing options, homelessness and housing registrations including:
- Newham V Lewisham – S188 temporary accommodation – the Local Authority no longer needs a court possession where there is no S193 duty to house
 - Temur V Hackney- Reviewer can substitute original decision for a lesser one if circumstances have changed
 - New supplementary guidance to Code of Guidance around Domestic Violence
 - Numerous updates to eligibility criteria for persons from abroad
 - Kanu V Southwark – when assessing vulnerability for Priority Need, a Local Authority can take into account support from family that would still be available if street homeless.

- Farah V London Borough of Hillingdon- LA's should take affordability seriously & give sufficient reasons in reaching their decision & carry out detailed financial assessments
- Private rented –revenge / retaliatory evictions by Landlords came into force in October 2015
- Lettings Agencies – need to register with redress schemes (Ombudsman)
- 2 year Local Connection requirement – being considered
- New allocations regulations have been introduced to prevent local authorities applying a no local connection test to existing social tenants who require to move to a new area for work related reasons.

Resettlement Services

4. During 2015/16 all agencies continue to work hard to tackle rough sleeping. Street walks continue on a regular basis, as does the provision of advice and drop-in services
5. The Salvation Army Early Intervention and Prevention Team (office) remains at Central Methodist Church but the daily drop ins operate out of Peasholme Centre. Salvation Army has provided 257 drop in session, seeing 337 individuals, a total of 2577 contacts.
6. The Salvation Army Early Intervention and Prevention Team carried out 49 early street walks
7. The Salvation Army helped 13 people into private rented accommodation (via Private Lettings Scheme pilot) and provided 30 travel warrants to help people return to / source alternative accommodation. The total cost of travel warrants in 2015/16 was £898.60.
8. York continues to operate No Second Night Out. Salvation Army are the hub for contact, either by direct contact or via the national rough sleeper helpline Street Link 0300 500 0914.
9. There are 4 emergency rooms (1 at Peasholme Centre and 2 at Howe Hill for Young People and 1 at YACRO) and 2 'Bed-a-Head' beds at Arc Light for hospital discharges that are homeless plus Arc Light and YACRO uses short term vacant beds / emergency placements for No Second Night Out (NSNO).
10. Arc Light, Peasholme Centre and Howe Hill for Young People provide emergency accommodation during severe weather to accommodate those sleeping rough.

11. Despite the hard work and flexibility of agencies the number of rough sleepers in York has again increased from 13 in 2014/15 to 18 in 2015/16 (38%). Street count (number of rough sleepers as defined by DCLG definition)

Region	Autumn 2011	Autumn 2012	Autumn 2013	Autumn 2014	Autumn 2015	Change	
						Number	%
York	2	8	9	13	18	+5	38%
Yorkshire and the Humber	150	157	129	126	160	+34	27%
England	2181	2309	2414	2744	3569	+825	30%

12. Nationally there was a 30% increase in rough sleeping, which is compatible to the 27% increase across Yorkshire and Humberside. The significant rise in rough sleeping in York is possibly a result of the ongoing difficulty accessing the private rented sector due to high rents and pressure on services which limits availability of accommodation, the sanctions / disengagement caused by welfare benefit reforms and pressure on social housing. There continues to be an issue with begging but this is not directly linked to rough sleeping.
13. York adopted a Making Every Adult Matter (MEAM) approach to work with complex / entrenched rough sleepers, providing an opportunity to bring together key local stakeholders across all sectors, to focus on fresh thinking towards identifying new approaches to tackling multiple and complex needs in York.
14. The MEAM specialist worker support's a caseload of adults with multiple and complex needs, who have ineffective contact with services, are living chaotic lives and have a history of several problems at the same time, such as mental ill health, homelessness, drug and alcohol misuse, offending and family breakdown.
15. Between 01/04/2015 and 31/03/2016 there have been 25 referrals received of these 14 have been accepted on to the MEAM caseload. Referrals are agreed by the MEAM operational group.
16. At point of referral all were verified rough sleepers. 7 are now in the accommodations, 8 are engaged with substance misuse services, 5 are now engaged with mental health services and offending behaviour and incidents of anti social behaviour has significantly decreased for 8 of these clients

17. Across York services have provided a number of emergency beds as part of No Second Night Out (NSNO) Initiative and the Severe Weather provision. NSNO operated throughout the year, other than when the severe weather protocol was activated during cold / excessively wet periods between November – February. The decision was taken not to run severe weather continually from 1/11/15 – 29/2/16 due to the additional strain placed on services when operating continually over capacity but any rough sleeper seeking advice from Salvation Army would be prioritised for emergency accommodation.
18. 78 individuals were placed during severe weather, providing 791 bed nights.

	2015/16 severe weather:					
	Total	Arclight	Peasholme	YACRO	Howe Hill	Nightstop
BEDNIGHTS	791	257	214	67	166	N/A

19. Hostels in York provided 2881 emergency bed nights for 364 homeless clients. The majority of the referrals done for the NSNO beds were completed by the Salvation Army Early Intervention and Prevention Team, however some referrals were also completed by EDT, Housing Options, Youth Homeless Workers, and the Pathways Team. Please note The number of individuals is the number of customers accessing emergency accommodation *per month*; it is not an accurate reflection of the number of customers who have accessed accommodation for the *entire* year as some people will have been in emergency accommodation more than once, or across multiple months
20. Emergency Bed nights

	Howe Hill	Peasholme	Arclight	YACRO	Nightstop	Total
April	42	161	37	29	13	282
May	42	88	87	31	0	248
June	30	93	47	22	0	192
July	51	115	51	25	0	242
Aug	50	97	13	19	0	179
Sept	33	92	69	37	0	231
Oct	41	66	53	14	0	174
Nov	37	106	59	18	14	234
Dec	56	110	50	22	6	244
Jan	86	81	85	31	0	283
Feb	57	118	104	0	0	279
Mar	84	90	88	31	0	293
Total	609	1217	743	279	33	2881

21. Individuals

	Howe Hill	Peasholme	Arclight	YACRO	Nightstop	Total
April	7	9	12	3	1	32
May	6	10	12	3	0	31
June	7	13	6	3	0	29
July	8	13	8	2	0	31
Aug	10	9	2	3	1	25
Sept	7	8	6	5	1	27
Oct	10	7	5	6	0	28
Nov	8	7	6	4	1	26
Dec	12	13	8	1	1	35
Jan	8	20	14	2	0	44
Feb	9	12	10	0	0	31
Mar	11	4	8	2	0	25
Total	103	125	97	34	5	364

22. This is an increase in use of emergency beds.

	2013/14	2014/15	2015/16
Individuals	138	192	364

23. Arrears have decreased in both Howe Hill for Young People and at Peasholme Centre despite the significant impact that benefit sanctions are having on customers

Current Arrears - D10 Hostels	Mar-12	Mar-13	Mar-14	Mar - 15	March 16
D10 Hostels (Howe Hill for Young People)	£5,786	£6843	£2548	£4511 (revised)	£2321
D10 Hostels (Peasholme)	£1,726	£1174	£1055	£925	£610

24. During 2015/16, 59 people re-housed by CYC / Registered Social Landlord (RSL) via North Yorkshire Home Choice resettlement category. This provides a planned route into permanent housing

	TOTAL housed in year	Resettlement	Young People	Women's Project	Mental health
2010/11	45	35	9	1	N/A
2011/12	34	21	4	2	7
2012/13	59	37	15	1	6

2013/14	55	29	15	2	9
2014/15	56	28	20	2	6
2015/16	59	32	17	1	9

Young Peoples Services

25. Howe Hill for Young People provides 22 bed spaces for young people and young parents. The project incorporates the YEW Project who's aim is to work with young people and Care Leavers (16-21)
26. The YEW project facilitated 455 sessions and worked with 55 young people to prepare them for independent living. The programme includes 'in house training' to develop budgeting and tenancy skills; look at current affairs including specific sessions in the run up to the general election; cooking; employability skills; group work and self esteem, sexual health and pregnancy, developing numeracy and literacy skills; art and craft based projects; raising awareness around offending behaviour and the law.
27. New sessions have been developed including Health Week when outside specialist agencies delivered sessions on sexual health, smoking and substance and physical activity sessions including circuit training, swimming, climbing wall, football, badminton and basketball. These sessions were attended by 15 young people.
28. Just Do It! has been introduced as a weekly session to focus on individual goals and targets aiming to increase motivation and achievement and to tackle outstanding tasks (for example registering with a GP and dentist, going for eye tests, completing job searches) the young people need to address.
29. The young people's sexual health outreach team visit each month to give young people much greater access to sexual health information and services, and Lifeline have set up a fortnightly drop to improve access to substance use information and support.
30. The YEW Project also worked in partnership with The York Museums Trust Project, working with York Castle Museum as part of their Shaping the Body exhibition. There have been two projects over the last year which will culminate in April 2016 the young people creating Bowie inspired pieces for the preview night of this exhibition.
31. 6 young people participated in a 2 night residential and took part in abseiling, caving and a high ropes course. Other activities over the last

year outside of the regular programme have included a visit to National Multi Media Museum in Bradford, kayaking and mountain biking, climbing wall, ice skating, bowling and a visit to York Dungeons.

Housing Options and Prevention

32. It is a legal requirement that a Local Authority provides housing advice. This is generally provided by the Housing Options Team but The Salvation Army Early Intervention and Prevention Team, Youth Homeless Workers and Older Persons Housing Specialist provide specialist advice.
33. The Housing Options Team continues to provide a valuable service to customers offering comprehensive, individual interviews to discuss their housing issues. Housing Options Statistics 2015/16 shows a slight decrease in contacts with Housing Option Team and a reduction in the number of in depth interviews. This may be due to the improved personal approach of Housing Registrations Team, providing more detailed advice and the direct referral to the Older Persons Housing Specialist. Housing Options cases though remain complex and time consuming.

Year	Total	Total In depth interviews
2010/11	1900	
2011/12	3350	
2012/13	4925	1983
2013/14	4572	1626
2014/15	3795	1454
2015/16	3438	1327

34. Prevention remains a fundamental element of the work offered by Housing Options Team and the Salvation Army Early Intervention and Prevention Team. Statistics record complex cases level and show that the number of preventions has reduced but homelessness has not increased (point 25). The main constraint affecting this service is the increasingly difficult to access the private rented sector for our customers, high demand on supported housing places and demand for social housing via North Yorkshire Home Choice. Please note, duty court desk figures are no longer included in these statistics.

Year	Total Preventions
2003/4	121 (cases) 95 prevented
2010/11	631
2011/12	993
2012/13	746

2013/14	683
2014/15	665
2015/16	630

35. The Older Persons Housing Specialist provides advice and information on all aspects of housing and associated needs to people aged 60+. Main work is with older people with additional health and social care needs, their families and other involved professionals. Funding has been secured for further 6 months and work is ongoing to explore opportunities with partners such as health to mainstream this service.
36. Targets for the pilot project were exceeded and funding was secured for 2015/16 from First Stop (DCLG) £25,000, Public Health £2000, Adult Social Care £2000, Homeless Prevention £1000. The First Stop (DCLG) is not available for 2016-17.

		General contacts / enquiries	level 2	level 3 (intensive casework)
Sept 13 – March 15 (Target) Actual	18 months	(1000) 1237	(250) 406	(150) 217
2015/16 (Target) Actual	12 months	(1000) 1092	(250) 296	(150) 208

37. During 2015/16 the project concentrated on providing detailed advice to older people, working in depth with York District Hospital, Adult Social Care and Housing Options / Housing Registrations Team. The project is the gateway to Marjorie Waite Court respite bed.
38. Other prevention tools include the Bond Guarantee Scheme. 10 Households have been provided a bond in 2015/16 and there are a total of 116 bonds now administered through the scheme. There have been 14 claims made in 2015/16 with the council paying out a total of £5256.53 which has then been recharged to the customers. This small number of bonds reflects the difficult in accessing the private rented sector in York.
39. YorHome is the Private Letting Agency run under the umbrella of CYC and is a socially responsible Landlord. YorHome currently manage 42 Properties. These properties are let to customers via Housing Options. Unfortunately the YorHome portfolio has reduced again this year as many Landlords have required possession of properties in order to sell. Feedback from Landlords indicates that recent legislative changes are

making it increasingly difficult to be a Landlord therefore influencing their decisions. YorHome continues to regularly advertise for new Landlords. YorHome now has a presence on social media with a new Facebook page. YorHome manage an additional 37 Tees Valley properties alongside the existing private properties.

	2012/13	2013/14	2014/15	2015/16
YorHome properties	85	74	54	42

40. The Citizens Advice Bureau (CAB) Housing and Debt Project is funded via DCLG Homeless Prevention Grant. The remit of the project is to provide 'fast track' advice service, but with the flexibility to work more intensively with some customers. The project worked with 265 households with housing related debt problems. The majority of customers continue to be Local Authority tenants with a further drop in the number of owner occupiers seeking help.

	PRS	LA	HA	O/O	Hostel / temp	No record
2011/12	16%	52%	8%	20%	3%	
2012/13	12%	56%	6.5%	24%	1%	0.5%
2013/14	15%	51%	10%	24%	0%	
2014/15	10%	68%	11.5%	9.5%	1	
2015/16	11%	72%	13%	4%	1%	

41. Of the 265 CAB customers 205 had council tax arrears, 254 had rent arrears
42. Young Persons Homeless Workers provided advice and support to 163 young people, of these 27 were referred to long term supported accommodation. The rest had support to return home, declined support or accessed advice only. Many of the young people using this service have highly complex needs: offending, substance abuse, self harm, mental health problems, behavioural problems and require intensive work from the youth homeless workers and accommodation providers.

Year	Contacts
2011/12	164
2012/13	178
2013/14	203
2014/15	148
2015/16	163

43. Nightstop provided emergency bed spaces for 18 young people (responsibility of CYC) and 2 who were not responsibility of CYC, totalling 98 (128) bed nights. This continues to be significantly lower than in years prior to the opening of Howe Hill for Young People. While there is a consensus that this service is valuable there are ongoing discussions taking place to ensure this service remains financially viable / effective.

	Young People accommodated (total including charitable places as no recourse to public money / Childrens Social Care placements)	Bed nights
2011/12	60	189
2012/13	53	239
2013/14	56	307
2014/15	12 (19)	73 (128)
2015/16	18 (20)	98(128)

44. The only mortgage rescue scheme is the local scheme co-ordinated by Wakefield MBC (Breathing Space)

	Golden triangle Scheme	CLG Scheme	Breathing Space
2010/11	2	6	0
2011/12	N/A	4	2
2012/13	N/A	5	2
2013/14	N/A	2	1
2014/15	N/A	N/A	2
2015/16	N/A	N/A	0

Statutory homeless

45. Homeless presentations and have homeless acceptances have decrease slightly in 2015/16 which is excellent. The main focus of the work over the last 10 years has been to prevent the need for emergency accommodation through prevention or planned housing moves as noted in point 15.

	2003/4	2011/12	2012/13	2013/14	20014/15	2015/16
Presentations	1430	215	218	180	188	163
Total Accepted Homeless	409	151	146	109	103	91
% acceptances to presentations	29%	75%	67%	61%	55%	56%

46. The statutory homeless figures show us that homeless acceptances in 2015/16 were 91 which is again a reduction on previous year. This is again an exceptional achievement in light of current economic circumstances and winter floods and a result of all the hard work of all staff giving housing advice and support.

Trends of accepted homeless households

Priority Need acceptances	2011/12	2012/13	2013/14	2014/15	2015/16
Households with children or pregnant	79	101	68	68	63
16 and 17 year olds / vulnerable young people	22	2	1	2	0
Old age	0	6	0	1	6
Households with physical illness or disabilities	22	18	17	11	8
Households with mental health issues	13	11	19	17	11
Domestic violence	6	7	4	3	2
Emergency / other	9	1	0	1	2
Asylum Seekers	0	0	0	0	0
Total	151	146	109	103	91

47. The reasons why people were accepted in priority remain fairly constant, that of households with children or who are pregnant. The provision of Howe Hill for Young People ensures that young people are offered a planned route into accommodation rather than via the statutory homeless route and the development of resettlement services ensures that single homeless are offered accommodation via the supported housing route.

Trends over the last few years

48. The number of homeless acceptances has decreased by 11.6% which is in contrast to the increase nationally 5.8%.9%.

	2011/12	2012/13	2013/14	2014/15	2015/16
York % increase in homelessness comparative years	151 -17.5%	146 -4.5%	109 -25.5%	103 -5.5%	91 -11.6%
England	48510	53450	52260	53,410	56500

49. Ethnic monitoring of customers occurs when they present as homeless. There was ethnic monitoring information is available for 92.4% of applications. The majority of who described themselves as white (99%).

2011 census for York indicated a percentage change in population composition, which is partially represented in the homeless statistics (% increase in 'other')

Census figures	White British	White Irish	White Other	Black / Black British	Asian / Asian British	Chinese	Mixed
2001	95.1	0.7	2.1	0.2	0.8	0.6	0.6
2011	88.6	0.7	3.5	1.2	3.4	1.4	1.3

50. Homeless decisions by ethnicity

	White	Afro / Caribbean	Indian, Pakistani, Bangladeshi	Other	Not Known
2014/15	170	2	2	8	6
2015/16	150	1	0	0	12

51. Reasons for homelessness

Reason for homelessness	2003/4	2012/13	2013/14	2014/15	2015/16
Family Licence Termination (parental exclusions)	225	31	28	6	15
Family Licence Termination (other)		13	7	22	12
Relationship breakdown (violent)	81	19	16	17	14
Relationship breakdown (other)		22	9	13	13
Mortgage arrears repossessions	4	2	0	1	3
Rent arrears	8	1	6	5	1
Loss of Assured Shorthold Tenancy	36	28	21	20	13
Loss of other rented accommodation inc NASS	24	6	5	3	6
Other inc left institution or care, emergency, return from abroad, sleeping rough, hostel Violence / harassment	82	24	17	16	14
Total	460	146	109	103	91

52. In terms of **reasons for homelessness**, the main features is that:

- a. Parental exclusion / family licence terminations remain a major cause of homelessness
- b. The number of relationship breakdowns remains high and is also a major cause of homelessness
- c. Homelessness because of the loss of AST tenancies remains high.
- d. The number of mortgage repossessions remains low, although none were eligible / suitable for the mortgage rescue scheme (previous details).

Use of temporary accommodation

53. This table shows the numbers resident in Temporary Accommodation as of a specific date (last day of each quarter) and the total number of placements per annum.

Accommodation type	31.3.12	31.3.13	31.3.14	31.3.15	31.3.16
Bed & Breakfast (B&B)	6	5	7	2	1
Total annual placements into B&B	92	73	65	41	43
B&B use as % of all temp accommodation	6.45%	5%	8.9%	3%	
Total TA placements					225
Of which – families with children/pregnant	2	1	0	1	0
TOTALS in all temp accom	93	99	79	65	56
Temp targets	90	85	90	76	62
B&B annual cost (NB some of this is reimbursed via HB, rent and personal contribution payments)	£121,027	£96,072	£103,422	£50,841	£40,410

54. Bed and Breakfast and is only used when necessary and costs continue to reduce. It should not be used for any 16 or 17 year old young people that are homeless and only for families in emergencies and then for no longer than 6 weeks. The financial contribution from Housing Benefit (2009) has now been incorporated into the baseline budget and used for prevention measures (Spend to Save).
55. The overall numbers of households in temporary accommodation continues to decrease. This is due to ongoing emphasis on prevention and planned housing moves (eg through North Yorkshire Home Choice: potentially homeless category and resettlement / planned housing moves) and work of temporary accommodation team to ensure accepted homeless households move on in a timely manner .This figure includes 5

households still being accommodated as a result of the floods in December 2015.

56. There is a significant decrease in current rent arrears in temporary accommodation although 2014-15 the reported figure was distorted by a late HB payment of £10,310 on 12/6/15

2010/11	2012/13	2013/14	2014/15	2015/16
£8,183	£14,429	£9,389	£13540 (revised)	£6,288

Review of Homeless decisions

57. The number of reviews has decreased but are becoming extremely complex and a small number of the customers requesting a review have Childrens Social care / Adult Social Care / mental health involvement.
58. The Review Officer carries out reviews on behalf of Scarborough Borough Council, Ryedale Borough Council, Hambleton Borough Council and Craven District Council – with income supplementing the spend to save budget, to prevent homelessness. The review Officer was requested to carry out 28 reviews bringing in circa £3800.

	No of review decisions	Upheld	Dismissed	Withdrawn/ out of time/ not homeless	Ongoing	Court cases
2010/11	17	5	10	1	1	0
2011/12	36	12	16	6	2	0
2012/13	28	4	14	5	5	0
2013/14	40 + 5 ongoing	14	15	12	4	0
2015/16	24 + 3 ongoing	4	8	12	3	0

Permanent Re-housing.

59. Single Access Point (SAP) is the referral point for 29 supported housing and floating support providers.
60. In 2015/16 there was an increase in referrals. SAP processed 883 referrals, for 578 individuals. Of the remaining referrals that did not receive support, most were because clients did not engage with the assessment process or no longer needed support/accommodation.

Those referrals that were declined generally had no local connection to York.

Year	Referrals	Individuals
2014/15	757	410
2015/16	883	578

61. North Yorkshire Home Choice (NYHC) is administered in York by the Housing Registrations team. As of 31/3/16 there were 6838 applicants on NYHC, 1612 registered in York.

	Emergency	Gold	Silver	Bronze	TOTAL
Craven	1	21	180	332	534
Hambleton	0	78	339	559	976
Richmondshire	2	40	195	233	470
Ryedale	0	40	299	409	748
Scarborough	4	185	623	1008	1820
Selby	0	50	278	350	678
York	3	213	878	518	1612
Total by Band	10	627	2792	3409	6838

Numbers on NYHC	31/3/13	31/3/14	31/3/15	2015/16
	4695	2311	1546	1612

62. During 2015/16 CYC carried out a comprehensive service review of the Housing Registrations process. Initial aims of the review were to ensure the best possible outcomes for customers, improve job satisfaction for staff and to ensure that the most efficient process was put into place / implemented. All figures are based on data from 2014/15. The most striking finding was the 'waste' created by incorrect self registrations, administrative processing backlogs, that only 6% of those in no housing need (bronze band) were housed and these were almost entirely older people into sheltered schemes.
63. The Register has a tendency to grow over time despite the fact the stock is not growing and due to the proposed changes in the social housing sector will probably decrease in coming years. On average approximately 40 properties per month become vacant in York whilst there are over 200 applications joining the register each month. This

means York has an average turnover rate of 6% (500 – 600 properties pa becoming vacant), and only 33% of customer demand is currently being met. 31% of those registered are assessed as having little or no housing need, when reviewing the service applications were taking 4 – 8 weeks on average to process, there were distinct areas of delay identified, a two tier Housing Registrations team means applications are picked up from one pile processed so far then put on another pile to await further assessment. There is a lot of contacting customers by various media types requesting information, proofs etc. The current tenancy failure rate was identified as being 8% at a typical cost per failure of £7000, £315,000 pa.

64. Quick wins implemented to date included: restructure of the service to adopt a 'case management approach' – so the customer is dealt with by one person, restricting access to NYHC prior to personal interview, since January 2016 all applicants either have a face to face interview with a Housing Registrations Advisor or an over the phone interview before any application can be made, the Advisor who carry's out the interview then assess the application fully, meaning the customer is dealing with one person, where an application is straight forward it can now be active within 24 hours of the customer interview. Further changes will continue on 2016/17.
65. Outcome of the service review to date is: that a decision to have personal contact with all applicants at point of application, to give clear and realistic advice about housing circumstances in relation to NYHC. Advisors give customers facts about their prospects and timescales of being re housed through NYHC, ensuring customers make an informed choice about their housing situation.
66. During 2015/16 there have been 107 offers of accommodation to potentially homeless customers via waiting list (North Yorkshire Home Choice). While this is a reduction from previous years it remains an effective prevention tool and contributing to the reduction in homelessness and use of temporary accommodation
67. The numbers of homeless acceptances decrease in 2015-16 although a slight increase in properties let to this customer group. , During 2015/16 69 of all council homes available to let went to homeless households. This reduction is in part due to the actual reduction in homeless households.
68. In addition 59 properties were let via the resettlement category. If these planned housing and prevention lets were included the number of lets to 'homeless' would be considerably higher.

Year	Total CYC voids (excluding transfers) ¹	Let to potentially homeless (all NYHC)	Let to homeless (all NYHC)	Resettlement (all NYHC)
2010/11	372	148	59 (inc CBL)	45
2011/12	400	266	103	34
2012/13	369	154	128	59
2013/14	435	170	118	55
2014/15	370	172	63	56
2015/16	374	107	69	59

69. There were 77 properties built for social rent, 27 shared ownership and 5 discount for sale

Scheme: 2015/16 completions	Discount Sale	Shared Ownership	Social Rent	Affordable Rent	Intermediate Rent	Supported Housing	Total
Beckfield Lane (CYC)	0	0	9	0	0	0	9
Burnholme Social Club (RP – Broadacres)	2	0	2	0	0	0	4
Derwenthorpe (RP – JRHT)	0	27	37	0	0	0	64
Hewley Avenue Garages (CYC)	0	0	8	0	0	0	8
Lindsey House (CYC)	0	0	14	0	0	0	14
New Lane (RP – Broadacres)	2	0	2	0	0	0	4
Sessions of York (RP – Yorkshire Housing)	1	0	5	0	0	0	6
Total	5	27	77	0	0	0	109

Customer satisfaction

70. CYC carry out customer satisfaction surveys for temporary / resettlement accommodation and for housing options advice
71. During period 1/4/15 – 31/03/16, an unacceptably low number of accommodation surveys were returned (7), none of which were from resettlement services or the main temporary accommodation hostel (Ordnance Lane). The limited number of returns invalidates any

¹In addition, Registered Social Landlords provide circa 200 voids pa

assessment, but reassuring to see that 100% were very / fairly satisfied with the support they received.

72. During period 1/4/15-31/03/16, there was an increase in the number of Housing Options customer satisfaction survey that were returned 56 (increase from 34 previous year). 92% sated it was easy to contact the service, 93% that the prevention advice was good, 95% that the advice when presenting as homeless was good and 87% said the service overall was good.

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