

**Notice of a public**

**Decision Session - Executive Member for Housing & Safer Neighbourhoods**

**To:** Councillor Douglas (Executive Member)

**Date:** Thursday, 21 June 2018

**Time:** 2.00 pm

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

**A G E N D A**

**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 Democracy Support Group by **4:00pm on Monday 25 June 2018.**

\*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 Customer and Corporate Services Scrutiny Management Committee (Calling In).

**Written representations in respect of items on this agenda should be submitted to Democratic Services by 5.00pm on Tuesday 19 June 2018.**

**1. Declarations of Interest**

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

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

which they may have in respect of business on this agenda.

- 2. Minutes** (Pages 1 - 4)  
To approve and sign the minutes of the meeting held on 19 March 2018.

- 3. Public Participation**  
At this point in the meeting, members of the public who have registered to speak can do so. The deadline for registering is **5.00pm on Wednesday 20 June 2018**. Members of the public can speak on agenda items or matters within the Executive Member's remit.

To register to speak please contact the Democracy Officers for the meeting, on the details at the foot of the agenda.

#### **Filming, Recording or Webcasting Meetings**

Please note that, subject to available resources, this meeting will be filmed and webcast, or recorded, including any registered public speakers who have given their permission. The broadcast can be viewed at <http://www.york.gov.uk/webcasts> or, if recorded, this will be uploaded onto the Council's website following the meeting.

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 (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/11406/protocol\\_for\\_webcasting\\_film\\_and\\_recording\\_of\\_council\\_meetings\\_20160809](https://www.york.gov.uk/downloads/file/11406/protocol_for_webcasting_film_and_recording_of_council_meetings_20160809)

**4. Homeless Review 2017/18** (Pages 5 - 36)

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 2017/18. The report identifies the new duties placed on the Local Authority under the Homeless Reduction Act 2017, identifies targets and priorities for 2018/19 and incorporates the work and contribution of partner agencies in delivery of a comprehensive service to homeless households across York.

**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)

Contact details:

- Telephone – (01904) 551031
- Email [catherine.clarke@york.gov.uk](mailto:catherine.clarke@york.gov.uk) and [louise.cook@york.gov.uk](mailto:louise.cook@york.gov.uk)

(If contacting by email, please send to both Democracy Officers named above).

For more information about any of the following please contact the Democracy 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)

 (01904) 551550

City of York Council

Committee Minutes

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Meeting	Decision Session - Executive Member for Housing & Safer Neighbourhoods in consultation with the Executive Member for Education, Children & Young People
Date	19 March 2018
Present	Councillors Douglas (Executive Member for Housing & Safer Neighbourhoods) and K Myers (Executive Member for Education, Children & Young People)

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#### **41. Declarations of Interest**

At this point in the meeting the Executive Members were asked to declare any personal interests not included on the Register of Interests or any disclosable pecuniary interests which they had on the business on the agenda. No additional interests were declared.

#### **42. Minutes**

Resolved: That the minutes of the meeting held on 19 February 2018 be approved and then signed by the Executive Member for Housing and Safer Neighbourhoods as a correct record.

#### **43. Public Participation**

It was reported that there had been no registrations to speak under the Council's Public Participation Scheme.

#### **44. Petitions - Driver Safeguarding Training and Safeguarding Passengers**

The Executive Member of Housing & Safer Neighbourhoods and the Executive Member of Education, Children and Young People considered a report that:

- informed them of a petition from York Hackney Carriage Association, entitled 'Petition to Remove the £40 Fee for the Safeguarding Training' and a petition from York Taxi Trade entitled 'Petition for Safeguarding Passengers'.
- provided details about the introduction of training, which was designed to enable licensed hackney carriage and private hire drivers to demonstrate an awareness of sexual exploitation issues, this being required to meet the criteria of being 'fit and proper' to hold a drivers licence in York.
- provided details related to the recent application determined by Gambling, Licensing and Regulatory Committee regarding Uber Britannia Ltd private hire operator licence and
- provided details of the legal reason why the authority could not prevent out of area licensed vehicles/drivers operating in York.

The Acting Head of Public Protection presented the report and explained the background to introducing a requirement that any new driver applicants must, as part of the application process, complete sexual exploitation awareness training to demonstrate an understanding in this area and that existing licensed drivers should also complete this type of specialist training to ensure York had 'fit and proper' licensed drivers.

Officers confirmed that the training was first offered for free in 2016 but that it soon became apparent to all that this was not an appropriate format and that a new method of delivering the training, in smaller groups, by a specialist trainer, should be developed. The Executive Members noted that the new training packages would be tailored and delivered at different sessions to new and existing drivers at a cost of £40. The new training covered sexual exploitation training and other matters such as disability awareness and customer service.

The Executive Members also noted the content and cost of similar sessions operated by Local Authorities in West Yorkshire and that an existing driver may not have to undergo this training if they could provide evidence that they had undertaken recent

equivalent training that could demonstrate a sufficient level of understanding.

Officers answered the Executive Members questions and it was noted that:

- The Workforce Development Unit arranged the training days, where the week day offered would change each month.
- The courses were receiving bookings and drivers would be encouraged to sign up before their renewals to help improve standards sooner.
- The taxi associations also agreed the free training held in 2016 did not work for drivers.
- The Workforce Development Unit had completed a procurement exercise to ensure they found a trainer who had the specialist skills to deliver high quality training.

The Executive Members considered the fee and agreed this was good value to ensure drivers received the correct training package that would ensure York continued to provide good quality taxi drivers.

The Executive Members also considered the petition from the York Taxi Trade and agreed it warranted a further letter to the Department for Transport to highlight continued concerns with the legislation.

Resolved: That Option 3 be agreed:

- (i) That no further action be required in relation to Petition 1.

Reason: An ongoing review of the training is already timetabled. On the 13 November 2017, the Gambling, Licensing and Regulatory Committee considered a report relating to the review of driver training. The Committee approved the training and the fee and resolved that driver training would be reviewed by the Committee in six months time (scheduled for 21 May 2018).

- (ii) That no further action be required in relation to Petition 2
- (iii) That Officer's write again to the Department for Transport (DfT) asking for reform of the legislation concerning the licensing of taxis and private hire vehicles in England.

Reasons: On the 12 December 2017, the Gambling, Licensing and Regulatory Committee considered a report relating to the renewal of Uber Britannia Ltd private hire operators licence. The Committee resolved to refuse this application and

The Chair and Vice Chair of the Gambling, Licensing and Regulatory Committee, and the Executive Member for Planning and Transport have already written to the two local MPs requesting that they ask the Department for Transport (DfT) to put hackney carriage and private hire reform back on the agenda.

Cllr H Douglas, Executive Member

[The meeting started at 4.00 pm and finished at 4.20 pm].





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**Community Safety and Housing Scrutiny****23<sup>rd</sup> May 2018****Decision Session - Executive Member  
(incorporating Housing & Community Safety)****21<sup>st</sup> June 2018**

Report of the Assistant Director – Housing & Community Safety

**Homeless Review 2017/18****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 2017/18. The primary focus is to report on prevention work, the trends of statutory homelessness and rough sleepers.
2. The report identifies the new duties placed on the Local Authority under the Homeless Reduction Act 2017.
3. The report identifies targets and priorities for 2018/19.
4. The report incorporates the work and contribution of partner agencies in delivery of 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**

5. The Executive Member is asked to:
  - a. Note the progress made by the service;
  - b. Agree the priorities and targets for 2018/19 as set out in paragraph 19.

**Reason** – To ensure the council continues to meet the statutory duties under Housing Act 1996 (as amended) and Homeless Reduction Act 2017 and supports the most vulnerable in society.

### **Background and overview of service**

6. 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 the Housing Act 1996.
7. 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.
8. The Homeless Reduction Act 2017 states that the advice service must be designed to meet the needs of specific groups:
  - Care leavers
  - People released from prison or youth detention centres
  - Former members of the regular armed forces
  - Victims of domestic abuse
  - People leaving hospital
  - People suffering mental illness
  - Any other group identified by the Local Authority as being at particular risk of homelessness
9. Under the Homeless Reduction Act 2017, the statutory duty placed on the Local Authority for anyone who is at risk of homeless within 56 days and eligible, is to help prevent homelessness. No account is taken of local connection, priority need or intentionality at this stage. All customers must have a personal housing plan.
10. If unsuccessful, the Homeless Reduction Act 2017 places a statutory duty to relieve homelessness (assist in finding alternative accommodation) for a further 56 days. Local connection criteria applies at this stage. No account is taken of priority need or intentionality at this stage. All customers must have a personal housing plan.
11. The Local Authority cannot make a decision under s.193 (Main duty), s.191 (Intentionally Homeless) or s.192 (No Priority Need) until the 56 day relief duty has been met.

12. Historically, 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 Specialist Housing adviser (frail elderly and physically disabled).
13. 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 that 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.
14. In the 2013-18 strategy and action plan 74% of the actions have been completed, only 2 have not started and a number of uncompleted actions will be carried over to the 2018-23 strategy.
15. Important completed action points include (see appendix 1)
  - Reviewing and restructuring Housing Registrations to improve process and customer contact
  - Provision of dementia friendly accommodation (Glen Lodge)
  - Re-tender housing support contracts
  - Provision of a women only hostel
  - Set up Intensive Housing Management support scheme
  - Achieved Gold Standard for Housing Options services
  - Improved multi-agency homeless training

- Reduction in use of B&B accommodation

16. The Homeless Strategy 2018-23 'Preventing Homelessness Together' will supersede the current strategy.

## Targets

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

### Performance Targets – 2017/18

- A Local Authority has a statutory duty to give advice to anyone who is homeless or at risk of homelessness. In conjunction with partner agencies the focus is to prevent homelessness / re-house in a planned way. In 2017/18 there were 616 prevention cases and 90 homeless acceptances (under Housing Act 1996) which is below the target of 100. Target achieved.
- The target for reducing the number of households placed in temporary accommodation for 2017/18 was 62. The actual outturn was 49. This is a significant achievement in light of ongoing housing and welfare benefit pressures.
- That B&B for families should only be used in emergencies and then for no more than 6 weeks. As of 31/3/18 there were no households in B&B. Target achieved.
- To reduce rough sleepers to 18. This has not been met as in November 2017 the official submission was 29. A report was presented to Executive to look at ways of tackling this issue, resulting in the securing of additional resources for 2018/19.
- To achieve housing performance targets within departmental service plan around voids and rent arrears. While rent arrears have reduced in Howe Hill and Peasholme, they have increased at Ordnance Lane, due to Universal Credit.
- Deliver actions points set out within Homelessness Strategy 2013-18 'A City Partnership to prevent homelessness' action plan within identified time scales. Target achieved

## Key Points 2017/18

18. The details of the activity and performance of the service are contained in appendix 1 and set out a comprehensive picture of the excellent services provided across York.
19. In light of the current economic situation and changes to services the key points of this report are:

- The number of homeless preventions has stabilised after an exceptional return in 2016-17 (616 cases in 2017/18). Prevention remains a vital part of the work, contributes to the reduction in statutory homelessness and have been integrated into statutory duties' placed on Local Authorities in Homeless Reduction Act 2017.
- Statutory homelessness has decreased in York. There were 90 accepted homeless households in 2017/18, a reduction from 97. The service achieved the target in 2017/18
- Housing Options remains busy with **2747** (contacts) of which **1092** are in depth interviews/cases. A previous report (Homeless Reduction Act 2017 New Burdens Money (second report on 22/11/17) anticipated an increase in footfall – nationally it is estimated a 25% increase. Current caseload is approximately 600 full investigation / cases per annum and a further 400 individual advice cases. This equates to 1250 full investigation cases.
- The Specialist Housing Adviser exceeded targets

	level 2 advice and information	level 3 casework
2017/18 (Target) Actual	(250) 321	(150) 151

- Despite ongoing work, commitment of agencies, continued resources and new flexible methods of working the number of rough sleepers in York has increased to 29 (Nov 2017) and is an area of concern.

## In Year Service Improvement

20. A number of significant service improvements were achieved in 2017/18 (further details in appendix 1):

21. Throughout 2017/18 significant work has continued both internally and with partner agencies to improve the direct service to customers and the overall provision, in particular:
- The severe weather provision was extended into March 2018 due to the extreme weather.
  - Work started on the new temporary accommodation (57 units) at James House. Completion date January 2019.
  - Expansion of CYC resettlement hostels (additional 3 permanent beds).
  - Agreement to employ 2 new workers (Housing Options Worker and Housing Options Support Worker) to meet demands of Homeless Reduction Act 2017.
  - The preparation / training / updating website and leaflets to prepare for Homeless Reduction Act 2017.
  - Agreement following motion at Executive Council on 23/1/18 to appoint a Private Sector Worker and tender for emergency bed provision to assist rough sleepers into accommodation.
  - Achieving the commitment to provide housing for 63 Syrian refugees via private rented sector.
  - Older Persons Worker – reconfigured to Specialist Housing Adviser and permanent funding confirmed.
  - Making Every Adult matter (MEAM) permanent funding confirmed.
  - Next Steps initiative – Peasholme Charity new project with funding from Nationwide Building Society and Police Commissioner.
  - Completion of 61 additional rented units including 27 units at Glen Lodge (Independent Living Community with care).

### **Forthcoming projects and priorities – 2018/19**

22. The following work is identified in the Homelessness Strategy Action plan 2013-18 or in the forthcoming Homeless Strategy action plan 2018-23
- To adopt 2018-23 Homeless Strategy 'Preventing Homelessness Together' (due for sign off June 2018).

- To embed and develop service to meet statutory duties under the Homeless Reduction Act 2017.
- To make a decision about the allocation policy and delivery of housing registrations service (North Yorkshire Home Choice partnership to continue or York only approach to be adopted) (due for consideration July 2018).
- To ensure new proposals under Universal Credit – supported housing payments are introduced.
- Review the use and consider investment /re-design opportunities of existing social housing stock to meet the needs of complex / vulnerable customers in particular to mitigate medium and long term impact of welfare benefit reform.
- To complete and relocate people living in current hostels under Homeless Reduction Act 2017 (relief duty) or Housing Act 1996 (full duty) to James House.
- To reduce rough sleeping in York.
- Agree targets for 2018/19.

	<b>2016/17</b>	<b>2017/18</b>	<b>2018/19 target</b>	<b>Reason</b>
No of households in temporary accommodation	56 (actual 62)	62 (actual 49)	57	Do not know impact of Homeless s Reduction Act
No of households accepted as priority need	100 (actual 97)	100 (actual 90)	100	Do not know impact of Homeless s Reduction Act
No of rough sleepers	12 (actual 18)	18 (actual 29)	15	National target to reduce rough sleepers by 50% by 2022.
Not to use B&B for 16 or 17 year olds	0 (actual 0)	0 (actual 0)	0	
Not to use B&B for families, other than	0 (actual 0)	0 (actual 0)	0	

in emergencies and then for no longer than 6 weeks	0)			
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Statistical reporting will change on 3/4/18 due to Homeless Reduction Act 2017

### Consultation

23. Consultation has taken place with stakeholders, partners and customers regarding Homeless Strategy 2018-23.
24. Consultation has taken place with stakeholders, partners and public including statutory consultation period with registered Social Landlords in respect of proposed allocations policy.

### Options

#### 25. Option 1

Note the contents of the report and agreed the priorities and targets for 2018/19 as set out in paragraph 21.

#### 26. Option 2

Note the contents of the report but recommend alternative priorities and targets for 2018/19.

### Analysis

27. The report and appendix identifies current strategic aims (documented in the homeless strategy ' A City Partnership to prevent homelessness' 2013-18)
28. The report and appendix identifies future targets and action in line with draft Homelessness Strategy 2018-23 'Preventing Homelessness Together' to identify the priorities for the forthcoming year.
29. The work and services provided by the Local Authority and partner agencies within the homeless sector are designed to both prevent homelessness and assist those who are homeless. The targets and priorities are practical actions to assist in meeting this target.

### Council Objectives

30. 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**

31. 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 meet targets and potential for an increase in homelessness.
32. York received £9,000 IT grant and £68,367 new burdens money over 3 years to implement the Homeless Reduction Act 2017 funding an additional Housing Options Worker and Housing Options Support Worker.
33. City of York Council have been invited to bid for central government Rough Sleeper grant. If successful this will help CYC tackle rough sleeping problem in York.

### **Equalities Implications**

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

### **Legal Implications**

35. The provision of a homeless service is a statutory requirement under Housing Act 1996 and Homelessness Act 2002. New statutory responsibilities to prevent homelessness have been placed on Local Authorities in new Homeless Reduction Act 2017 and a new Code of Guidance has been published.
36. Services must adhere to national Guidance on “Provision of Accommodation for 16 and 17 year old young people who maybe homeless and/or require accommodation”.
37. 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

38. 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**

39. 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 an increased number of people rough sleeping despite the commitment of agencies and work to reduce this is a priority. Shelter has predicted national increases in rough sleeping over the next decade.
40. 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:

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### Chief Officer Responsible for the report:

#### Tom Brittain

Assistant Director Housing and Community  
Safety

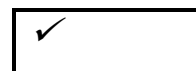
**Report  
Approved**



**Date** 29 May 2018

### Wards Affected:

All



**For further information please contact the author of the report**

## Appendix 1

Homeless Review Appendix1 2017/18

### Background Papers: (provided upon request):

[2013-18 Homelessness Strategy](#) and completed action plan

### Glossary:

B&B - Bed and Breakfast

BGS - Bond Guarantee Scheme

CAY - Citizens Advice York

HHASC – Health, Housing and Adult Social Care (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 (recently renamed  
MHCLG Ministry Housing Communities and Local Government)

IDAS – Independent Domestic Abuse Service

MEAM – Making Every Adult Matter

NPS – National Probation Service

NYHC - North Yorkshire Home Choice

RSL - Registered Social Landlord

SAP – Single Access Point

TEWV - Tees, Esk, Wear Valley NHS Trust

YOT - Youth Offending Team

## Homelessness Performance 2017/18

### 1. Main achievements of 2017/18 were:

- a. The Homeless Reduction Bill became law on 27<sup>th</sup> April 2017 and a significant amount of preparatory work has taken place for the introduction of this new legislation which came into force on 3/4/18.
- b. Carried out consultation and written a draft Homeless Strategy 2018-23 'Preventing Homelessness Together' and action plan (due for sign off 21<sup>st</sup> June 2018).
- c. CYC took on full responsibility for Peasholme Centre (previously joint arrangement CYC and Peasholme Charity).
- d. Tendered the single homeless Early Intervention and Prevention Service (contract awarded April 2018 of commence August 2018).
- e. Carried out consultation in respect of the allocation policy and delivery of housing registrations service (North Yorkshire Home Choice or internal). Decision due July 2018.
- f. Adapted services when Universal Credit was fully rolled out due in York on 12<sup>th</sup> July 2017.
- g. Ordnance Lane re-provision, funding secured, design agreed, contractor appointed and work started on site. Completion date January 2019.
- h. Review CYC Housing Resettlement Service (ongoing).
- i. Worked alongside Community Safety, North Yorkshire Police to tackle rough sleeping, street drinking and begging and explored need for day facilities and night shelter in light of rising numbers of rough sleepers and associated street drinking and begging.
- j. Worked with Adult Social Care on review of mental health housing and support. Ongoing lead is Adult Social Care Commissioning Team.
- k. Worked with Childrens Social Care to identify support / housing / residential pathway for young people with complex needs. Work started but not completed.
- l. Worked with Adult Social Care to identify support / housing / residential pathway for people with complex needs. Work started but not completed.

- m. Worked with Tees, Esk, Wear Valley NHS Trust to improve joint working / service delivery for people that are homeless / at risk of homelessness with mental health issues. Limited progress.
- n. Developed relationships with Changing Lives (Substance contract) to benefit people that are homeless and homeless services as part of outcome based approach.
- o. Funding confirmed and MEAM Project (Changing Lives lead agency) extended to 1.8 FTE posts.
- p. Secured sustainable funding for Older Persons Specialist. Achieved through Adult Social Care. Post designated as Specialist Housing Adviser for frail elderly and physically disabled.
- q. Did not secure sustainable funding for Mental Health Hostel Workers. Unsuccessful.
- r. To explore introducing a reporting system for Homeless Strategy Executive group into Health and Wellbeing Board. Completed a Homeless Health Needs Assessment to be signed off by Health and Wellbeing steering group.
- s. Increase in resettlement beds in CYC resettlement hostels.
- t. Arc Light Charity and YACRO charity merged with Changing Lives (the hostel Arc Light is now referred to as Union Terrace and the YACRO hostel is now referred to as Robinson Court).
- u. Ongoing work to upgrade the CYC shared housing leased to Changing Lives as part of Adult Community Wellbeing contract.
- v. .Severe weather was extended until end March 2018 due to extreme weather conditions.

### **Legal Changes in 2017/18**

2. During 2017/18 the most significant change was the enactment of the Homeless Reduction Act 2017 came into effect on 3/4/18. This will place a 56 day statutory duty on Local Authorities to help a persons who is homeless or at risk of homelessness to prevent homelessness and a further 56 day statutory duty to relieve homelessness (find alterative accommodation). There is a duty to complete a housing assessment and formulate a personal housing plan.

## Resettlement Services

3. During 2017/18 all agencies continue to work hard to tackle rough sleeping. Street walks continue on a regular basis, along with advice and drop-in services but still there were a significant number of reported rough sleepers at the 2017 annual count. The number has risen from 18 to 29.
4. There was considerable concern amongst members of the public and councillors about this issue, resulting in a motion to Executive Meeting on 23/1/18 to look at ways to tackle the problem.
5. Ongoing reporting of rough sleeping via Street Link, Salvation Army and to City of York Council. A number of letters of concern about rough sleeping in York and much time was spent reassuring people that not all beggars are rough sleepers, that hostels do take dogs (national campaign by Care2 petitions 'Stop housing discrimination against homeless people with pets' which suggests that rough sleepers with dogs are excluded from hostel which is not the case in York) and there are support and accommodation options for rough sleepers who want to engage with services.
6. The Salvation Army Early Intervention and Prevention Team (office) temporarily moved to the Raynor Centre and will relocate to permanent offices in Lawrence Street. Currently the daily drop ins operate out of Peasholme Centre but will move to Lawrence Street in summer 2018. Salvation Army has provided 255 drop in session, seeing 466 individuals, a total of 3205 contacts. This is an increase on customer numbers from 2016/17.
7. The Salvation Army Early Intervention and Prevention Team carried out 68 early morning street walks (an increase from 49).
8. The Salvation Army helped 14 people into private rented accommodation and provided 30 travel warrants to help people return to / source alternative accommodation. The total cost of travel warrants in 2017/18 was £927.80.
9. York continues to operate No Second Night Out for rough sleepers. Salvation Army are the hub for contact, either by direct contact or via the national rough sleeper helpline Street Link 0300 500 0914.
10. The number of resettlement bedrooms in Peasholme increased by 1 and the number of resettlement bedrooms in Howe Hill for Young People increased by 2. There is now 1 emergency room at Robinson Court, 1 emergency room at Peasholme and access to 10 emergency bed (5 at

Peasholme and 5 at Howe Hill). There are 2 'Bed- A Head' beds at Union Terrace for hospital discharges that are homeless plus all hostels use short term vacant beds / emergency placements for No Second Night Out (NSNO).

11. Union Terrace, Robinson Court , Peasholme Centre and Howe Hill for Young People provide emergency accommodation during severe weather period November – February to accommodate those sleeping rough. This was extended in 2017 due to the extreme weather in March 2018.
12. Despite all hard work of agencies across York the numbers of rough sleepers increased. The street count (number of rough sleepers as defined by DCLG ) .

Region	2013	2014	2015	2016	2017	Change	
						Number	%
York	9	13	18	18	29	+11	61%
Yorkshire and the Humber	129	126	160	172	207	+135	20%
<b>England</b>	2414	2744	3569	4134	4751	+617	15%

13. Nationally there was a 15% increase in rough sleeping, which is significantly lower than York.
14. The constant high numbers of rough sleepers in York is possibly a result of the ongoing difficulty accessing the private rented sector due to high rents, pressure on services which limits availability of accommodation, the sanctions / disengagement caused by welfare benefit reforms and pressure on social housing. There appears to be an issue with individuals disengaging with benefits and relying solely on begging as a form of income, although not all beggars are homeless.
15. York expanded Making Every Adult Matter (MEAM) approach to work with complex / entrenched rough sleepers. (MEAM) specialist worker supports a caseload of adults with multiple and complex needs. These customers have ineffective contact with services, live chaotic lives and present with multiple complex issues, such as mental ill health, homelessness, drug and alcohol misuse, offending and family breakdown. In 2017/18 MEAM funding was secured and staffing increased to 1.8FTE.
16. During 207/18 MEAM received 25 referrals. 10 of these have been accepted on the MAEM caseload. The current caseload is 18 including 3 new Housing First tenancies.



17. Since the MEAM Worker has been in post (21/5/15) the project has worked with 32 individuals achieving 21 positive outcomes.
18. 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, with additional facilities being provided during severe weather (November – February, extended until March due to weather conditions).

19. Emergency Bed nights (excluding Nightstop)

	Howe Hill	Peasholme	Union Terrace (aka Arc Light)	Robinson Court	Total
Crash pad / NSNO	487	1101	485	248	2321
Severe weather	181	620	335	78	1214
Total	668	1721	820	326	3535

20. Individuals (some will be multiple stays over a period of time)

	Howe Hill	Peasholme	Union Terrace (aka Arc Light)	Robinson Court	Total
Crash pad / NSNO	22	70	23	8	123
Severe weather	161	235	34	17	447

21. During 2017/18 there were 123 individuals placed in emergency accommodation during severe weather, providing 1214 bed nights. This is a significant increase (from 623) in 2016/17 and was a result of the exceptional weather in 2018 and extended provision.
22. Hostels in York provided 2259 NSNO bed nights for 447 individuals that were homeless. The majority of the referrals for the NSNO beds were completed by the Salvation Army Early Intervention and Prevention Team, however some referrals were also completed by the Council's Emergency Duty Team, 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.

23. Changing Lives also operates 'A Bed A Head' to facilitate early discharge from hospital for people that are homeless.
24. During 2017/18 A Bed A Head received 140 referrals from the hospital for 117 individuals; 79 referrals were from the Emergency Department and 63 from inpatient wards. Accommodation was directly provided to 45 individuals on discharge for a total of around 620 bed nights. Bed – A Head worked with a further 22 individuals in hospital to prevent homelessness or source alternative accommodation. The great majority of the remaining referrals were provided with advice and resources as possible. The average length of stay on Bed A Head has increased again from last year to an average of 14 nights, however this number is significantly impacted by several highly entrenched individuals with very complex health needs who were successfully accommodated under ABA for lengthy periods, particularly over winter, to prevent them returning to rough sleeping and therefore becoming critically unwell. The outcomes for those 45 individuals accommodated remain overwhelmingly positive;
- 23 – Ongoing resettlement in York
  - 9 – Accommodation out of area
  - 5 – Statutory provision
  - 2 - Long term hospitalisation
  - 6 – Unknown / abandoned / failed to engage
25. Over this period ABA also supported 13 individuals already within resettlement during their inpatient hospital admissions, as well as supporting attendance for a number of service users at 33 hospital outpatient visits (over 90% attendance) and 47 Primary Care appointments.
26. During the period when CYC employed 2 Hostel Mental Health Workers (in resettlement and statutory hostels) they worked with 86 individuals in a mixture of group and 1-1 sessions. They worked with customers to access mainstream services and provided training for staff. These posts were very beneficial to staff, giving them additional support and confidence to work with individuals with mental health issues and for customers to have access to specialist worked on a regular basis.
27. Resettlement training is now in house at Peasholme Centre and has been remodelled and updated, offering a much broader range of tenancy and budgetary workshops, plus a number of innovative sessions including a news group, sewing machine skills, art sessions. In addition, the service provides weekly drop-in sessions for Salvation Army customers. Customers are also encouraged to occupy their time in the

community of York; using the library, visiting friends/family, enjoying hobbies such as fishing, music, gym etc.. This is seen as a positive on the whole as customers are moving away from homeless services and enjoying community activities which can be continued when they settle into their own homes.

28. Blossom Street (Drug and Alcohol recovery service) deliver a weekly session to people accessing their services. These sessions are to help customers to understand what is available to them via this service and to understand the use and the impact of harmful substances.

Peasholme Resettlement Workshops	151
Customers referred	664
Customers attended	367 (including 41 from Changing Lives/ 7 from Howe Hill/ 15 from Salvation Army)
Salvation Army Drop-in sessions	25 offered
Number of Salvation Army Drop-in customers using the sessions	65

29. Arrears have decreased at both Howe Hill for Young People and Peasholme Centre which is reassuring in light of the complexities of the Universal Credit system, although its impact is less on shared accommodation than self contained due to exception rules.

<b>Current Arrears - D10 Hostels</b>	<b>Mar-14</b>	<b>Mar - 15</b>	<b>March 16</b>	<b>March 17</b>	<b>March 18</b>
D10 Hostels (Howe Hill for Young People)	£2548	£4511 (revised)	£2321	£1984.54	<b>£669</b>
D10 Hostels (Peasholme)	£1055	£925	£610	£1225.24	<b>£864</b>

30. During 2017/18, 49 referrals for resettlement category were made. 43 people commenced tenancies 1/4/17-31/3/18 with Local Authority / Registered Social Landlord (RSL) via North Yorkshire Home Choice resettlement category. This provides a planned route into permanent housing.

	<b>TOTAL housed in year</b>	<b>Resettlement</b>	<b>Young People</b>	<b>Women's Project</b>	<b>Mental health</b>
2013/14	55	29	15	2	9
2014/15	56	28	20	2	6
2015/16	59	32	17	1	9
2016/17	70	40	23	2	5
<b>2017/18</b>	<b>43</b>	<b>29</b>	<b>8</b>	<b>0</b>	<b>6</b>

## Young Peoples Services

31. Howe Hill for Young People now provides 24 bed spaces for young people and young parents. The project incorporates the YEW (Youth Education Worker) Project who's aim is to work with young people and Care Leavers (16-21).
32. 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 and raising awareness around offending behaviour and the law.
33. New sessions have been developed including Health Week when outside specialist agencies delivered sessions on sexual health, smoking and substance misuse and physical activity sessions including circuit training, swimming, climbing wall, football, badminton and basketball. These sessions were attended by 15 young people.
34. 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) the young people need to address for example registering with a GP and dentist, going for eye tests and completing job searches.
35. The young people's sexual health outreach team visit each month to give young people much greater access to sexual health information and services. Lifeline (now Changing Lives) has also set up a fortnightly drop to improve access to substance misuse information and support.
36. The YEW Project also partnered with The York Museums Trust Project, and York Castle Museum as part of their Shaping the Body exhibition. The young people have created Bowie inspired pieces for the preview night of this exhibition.

37. 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

38. 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 Worker (now known as Specialist Housing Adviser) also provide specialist advice.
39. The Housing Options Team continues to provide a valuable service to customers offering comprehensive, individual interviews to discuss their housing issues. Housing options statistics 2017/18 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 Specials Housing Adviser (frail elderly and those with physical disabilities). Housing Options cases though remain complex and time consuming.

Year	Total	Total In depth interviews	Housing Registrations contacts in WO (this does not include phone contacts)
2012/13	4925	1983	
2013/14	4572	1626	
2014/15	3795	1454	
2015/16	3438	1327	
2016/17	2958	1127	1778
<b>2017/18</b>	<b>2747</b>	<b>1092</b>	<b>1611</b>

40. The Homeless Reduction Act 2017 will come into effect on 3/4/18 and there will be a new emphasis on personal advice to prevent homelessness and if this is not possible to help an individual find alternative accommodation. A previous report (Homeless Reduction Act 2017 New Burdens Money (second report on 22/11/17) anticipated an increase in footfall – nationally it is estimated a 25% increase. Current caseload is approximately 600 full investigation / cases per annum and a

further 400 individual advice cases. This equates to 1250 full investigation cases.

41. Housing Registrations Team now offer phone or office interviews to all new customers wishing to register on NYHC and give everyone personalised / realistic housing advice. The figure stated below does not include the interviews conducted that did not result in an application.
42. In addition, single people that are homeless can also seek advice from the Salvation Army Early Intervention and Prevention Team.
43. Statistics show that the number of homeless preventions has stabilised after an exceptional return in 2016-17 but statutory homeless acceptances has reduced slightly. The main concerns in providing a housing options service is the future demands placed on the Local Authority as a result of the Homeless Reduction Act 2017 (we anticipate an increase of 100% work load due to the time spent with each customer to interview them assess their need and develop, monitor and update a personal housing plan), the ongoing problems in accessing the private rented sector for our customers, the high demand on supported housing places and the high demand for social housing via North Yorkshire Home Choice.

Year	Total Preventions
2003/4	121 (cases) 95 prevented
2013/14	683
2014/15	665
2015/16	630
2016/17	752
<b>2017/18</b>	<b>616</b>

44. The Specialist Housing Adviser (Older Persons Worker reconfigured in January 2018) works with frail elderly and those with complex care needs and provides advice and information on all aspects of housing and associated needs. Main work is with older people with additional health and social care needs, their families and other involved professionals.

45.

	level 2 advice	level 3 (intensive casework)
Sept 13 – Mar 15 (Target) Actual	(250) 406	(150) 217
2015/16 (Target) Actual	(250) 296	(150) 208
2016/17 (Target) Actual	(250) 307	(150) 180
2017/18 (Target) Actual	(250) 321	(150) 151

46. A significant part of the work in 2017/18 was working alongside Adult Social Care to ensure that people requiring the additional 27 units at Glen Lodge (Independent living community with 24/7 care on site) were appropriately assessed and accommodated, and assisting in the coordination of the move in process, liaising closely with residents, families and other professionals. This included making best use of the dementia specific accommodation options offered by the new build.
47. City of York Council provides help and advice to people to access the private rented sector. In 2017/18 there were 7 households that were provided with a repayable bond. In addition Rent in Advance has been provided to 7 households. There are now 112 bonds administered through the scheme. There have been 6 claims made in 2017/18 with the council paying out a total of £2,744 which has then been recharged to the customer.
48. YorHome is the Private Letting Agency run under the umbrella of CYC and is a socially responsible landlord. YorHome currently manage 43 properties including the 14 properties let to Syrian Refugee families. In addition, YorHome manages properties for Thirteen Housing Group - 18 are affordable/intermediate rent and 20 are social housing (management agreement).

	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
YorHome properties	85	74	54	42	40 (85 in total)	43 (81 in total)

49. Supported Housing Services have been working with the Refugee Council to rehouse Syrian refugees that York committed to assisting. York now has 14 Syrian families, working closely with the private rented sector to accommodate them. York has successfully fulfilled their quota of accommodating 63 people. We have also received a family reunion case which will be allocated to a suitable property, if this can be sought. York may be asked to accommodate more refugees in the future, surpassing our commitment to housing people under this national programme of resettlement.
50. As well as working with the Refugee Council, we have worked successfully alongside other services to offer a holistic service to accommodate all their needs – Education, York Learning, Housing Benefit and Council Tax, Department of Works and Pensions, NHS, Work With York (interpreters). The families have also been supported by voluntary

and church provisions such as York City Church, Refugee Action York and goodwill from the residents of York.

51. Citizens Advice York (CAY) 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 funding was reduced in 2017 to 50% of previous grant and will end in June 2018. Alternative debt advice is available via CAY.
52. During 2017/18 project worked with 139 households with housing related debt problems. The majority of customers continue to be Local Authority tenants.

	<b>PRS</b>	<b>LA</b>	<b>HA</b>	<b>O/O</b>	<b>Hostel / temp</b>
2012/13	12%	56%	6.5%	24%	1%
2013/14	15%	51%	10%	24%	0%
2014/15	10%	68%	11.5%	9.5%	1
2015/16	11%	72%	13%	4%	1%
2016/17	9.3%	72.5%	9.6%	5.5%	3.1%
2017/18	11.3%	72.4%	11.4%	4.2%	0.7%

53. Total debt throughout the year varies and only 2 customers had debts in excess of £10,000. This may not be indicative of an overall reduction in debt as customers may also be approaching CAY to access other debt services.

	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Total debt	£23130	£90097	£64428	£124786
Average debt	£1615	£662	£6789	£1144

54. Young Persons Homeless Workers provided advice and support to 137 young people, of these 25 were referred to, and accepted, long term supported accommodation. One young person became Looked After (Children Act 1989). 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.



<b>Year</b>	<b>Contacts</b>
2012/13	178
2013/14	203
2014/15	148
2015/16	163
2016/17	131
<b>2017/18</b>	<b>137</b>

55. Nightstop provided emergency bed spaces for 15 young people, totalling 114 bed nights. The use of Nightstop remains low but is invaluable for more vulnerable young people. This service has been integrated into the Supported Lodgings contract.

	Young People accommodated (total including charitable places as no recourse to public money / Childrens Social Care placements)	Bed nights
2013/14	56	307
2014/15	12 (19)	73 (128)
2015/16	18 (20)	98(128)
2016/16	12	169
<b>2017/18</b>	<b>15</b>	<b>114</b>

56. The only mortgage rescue scheme is the local scheme co-ordinated by Wakefield MBC (Breathing Space). There were no mortgage rescues in 2017/18 although there was one referral to Breathing Space but the customer ceased contact. In total there were 6 enquiries/ advice given in relation to homeless prevention for owner occupiers with mortgage arrears.

	<b>CLG Scheme</b>	<b>Breathing Space</b>
2012/13	5	2
2013/14	2	1
2014/15	N/A	2
2015/16	N/A	<b>0</b>
<b>2016/17</b>	N/A	<b>0</b>
<b>2017/18</b>	N/A	<b>0</b>

### **Statutory homeless**

57. The statutory homeless figures show that homeless acceptances in 2017/18 were 90, which is a slight decrease on the previous year. The main focus of the work over the last 10 years has been to negate the need for emergency accommodation through prevention or planned housing

moves (which remains high) as noted in point 44

(<https://www.gov.uk/government/collections/homelessness-statistics>)

	2003/4	2013/14	2014/15	2015/16	2016/17	2017/18
Presentations	1430	180	188	163	186	166
Total Accepted Homeless	409	109	103	91	97	90
% acceptances to presentations	29%	61%	55%	56%	52%	54%

### Trends of accepted homeless households

Priority Need acceptances	2013/14	2014/15	2015/16	2016/17	2017/18
Households with children or pregnant	68	68	63	53	57
16 and 17 year olds / vulnerable young people	1	2	0	0	1
Old age	0	1	6	2	1
Households with physical illness or disabilities	17	11	8	8	16
Households with mental health issues	19	17	11	18	11
Domestic violence	4	3	2	10	2
Emergency / other	0	1	2	5	2
Asylum Seekers	0	0	0	1	0
<b>Total</b>	109	103	91	97	90

### Trends over the last few years

58. The number of homeless acceptances has decreased by 7.2% which is below CYC target (100), statistics relating to national trends will be updated when Q 4 figures are released.

	2013/14	2014/15	2015/16	2016/17	2017/18
York % increase in homelessness comparative years	109 -25.5%	103 -5.5%	91 -11.6%	97 +6.6%	90 -7.2%
England	52260	53,410	57740	59,100	43330 (3 quarters)

59. Ethnic monitoring of customers occurs when they present as homeless. Ethnic monitoring information is available for 97.6% of applications. The

majority of these described themselves as white (92.2%). The 2011 census for York indicated a slightly more diverse population.

Census figures	White British	White Irish	White Other	Black / Black British	Asian / Asian British	Chinese	Mixed
2011	88.6	0.7	3.5	1.2	3.4	1.4	1.3

#### 60. 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
2016/17	169	1	2	4	10
<b>2017/18</b>	<b>153</b>	<b>4</b>	<b>1</b>	<b>4</b>	<b>4</b>

#### 61. Reasons for homelessness

Reason for homelessness	2003/4	13/14	14/15	15/16	16/17	17/18
Family Licence Termination (parental exclusions)	225	28	6	15	19	<b>22</b>
Family Licence Termination (other)		7	22	12	11	<b>1</b>
Relationship breakdown (violent)	81	16	17	14	19	<b>26</b>
Relationship breakdown (other)		9	13	13	10	<b>10</b>
Mortgage arrears repossessions	4	0	1	3	0	<b>1</b>
Rent arrears	8	6	5	1	0	<b>3</b>
Loss of Assured Shorthold Tenancy	36	21	20	13	16	<b>7</b>
Loss of other rented accommodation inc NASS	24	5	3	6	8	<b>8</b>
Other inc left institution or care, emergency, return from abroad, sleeping rough, hostel Violence / harassment	82	17	16	14	14	<b>12</b>
<b>Total</b>	<b>460</b>	<b>109</b>	<b>103</b>	<b>91</b>	<b>97</b>	<b>90</b>

62. In terms of **reasons for homelessness**, the main features are:
- The number of relationship breakdowns due to violence is concerning
  - Parental exclusion / family licence terminations remain a major cause of homelessness
  - Homelessness because of the loss of Assured Shorthold Tenancies has decreased.

### Use of temporary accommodation

63. 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.

<b>Accommodation type</b>	<b>31.3.13</b>	<b>31.3.14</b>	<b>31.3.15</b>	<b>31.3.16</b>	<b>31.3.17</b>	<b>31.3.18</b>
Total TA placements (does not include moves for same customer)				225	204	<b>182</b>
Bed & Breakfast (B&B)	5	7	2	1	2	<b>0</b>
Of which – families with children/pregnant	1	0	1	0	0	<b>0</b>
Total annual placements into B&B	73	65	41	43	16	<b>20</b>
<b>TOTALS in all temp accom</b>	99	79	65	56	62	<b>49</b>
<b>Temp targets</b>	85	90	76	62	56	62
B&B annual cost (NB some of this is reimbursed via HB, rent and personal contribution payments)	£96,072	£103,422	£50,841	£40,410	£37,037	£12.425

64. 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, 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).
65. The overall numbers of households in temporary accommodation has increased but is manageable.

66. There is a significant increase in current rent arrears in temporary accommodation due to the need for some customers (in self contained accommodation) to claim universal credit housing element. This requirement has been amended as of 11/4/18 and customers will in future revert to Housing Benefit, until the new supported housing payment arrangement is introduced.

2013/14	2014/15	2015/16	2016/17	2017/18
£9,389	£13540	£6,288	£5,947	<b>£10503</b>

### Review of Homeless decisions

67. The number of reviews remains constant within York but has increased sub regionally as the Review Officer carries out reviews on behalf of Scarborough Borough Council, Ryedale Borough Council, Hambleton Borough Council and Craven District Council with the income from this funding the rough sleeper personalisation fund. The Review Officer was requested to carry out 32 reviews for other Local Authorities bringing in circa £5300.
68. The Homeless Reduction Act 2017 introduces additional legal decisions and as such additional points when a review can be requested but at present are unsure how this will translate into actual reviews.

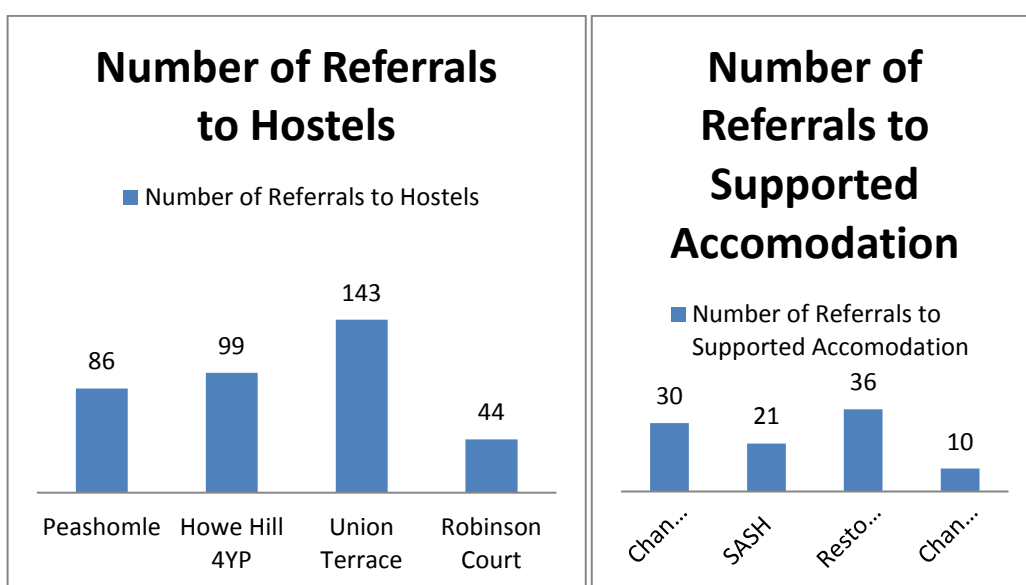
	No of review decisions	Upheld	Dismissed	Withdrawn/ out of time/ not homeless/ lost contact	Ongoing	Court cases
2013/14	45	14	17	14	0	0
2014/15	31	13	10	8	0	0
2015/16	21	4	9	8	0	0
2016/17	36	8	21	7	0	1
<b>2017/18</b>	<b>38</b>	<b>9</b>	<b>22</b>	<b>6</b>	<b>0</b>	<b>0</b>

### Permanent Re-housing.

69. Single Access Point remains the main point of entry into supported housing.
70. Single Access Point (SAP) is the referral point for the majority of supported accommodation and floating support providers. In 2017/18

SAP processed 658 referrals (30% decrease) for 571 individuals. The reason for reduction is likely to be the change in contract and streamlining the SAP process.

Year	Referrals	Individuals
2014/15	757	410
2015/16	883	578
2016/17	927	813
2017/18	658	571



North Yorkshire Home Choice (NYHC) allocations policy and housing register is administered in York by the Housing Registrations team. As of 31/3/18 there were 7019 applicants (increase from 6962) on NYHC, 11540 (decrease from 596) registered in York.

#### Numbers on households registered on NYHC (York)

	Emergency	Gold	Silver	Bronze	Total
Scarborough	4	211	731	1225	2171
York	1	244	874	421	1540
Hambleton	3	83	451	665	1202
Selby	1	51	294	293	639
Ryedale	3	47	266	302	618
Richmondshire	2	50	163	220	435
Craven	1	17	156	240	414
Total by Band	15	703	2935	3366	7019

<b>31/3/13</b>	<b>31/3/14</b>	<b>31/3/15</b>	<b>31/3/16</b>	<b>31/3/17</b>	<b>31/3/18</b>
4695	2311	1546	1612	1596	<b>1540</b>

71. The NYHC housing register remained static due to the pro-active, comprehensive up front assessment of all customers wishing to register. All customers are made aware of the high demand for social housing in York and given realistic advice and time frames regarding any future rehousing.
72. There continues to be a reduction in the number of CYC void / lets (excluding direct exchange or transfers)

<b>Year</b>	<b>Total CYC voids (excluding transfers)<sup>1</sup></b>	<b>Let to potentially homeless (all NYHC)</b>	<b>Let to homeless (all NYHC)</b>	<b>Resettlement (all NYHC)</b>
2013/14	435	170	118 (all NYHC)	55
2014/15	370	172	63 (CYC only)	56
2015/16	374	107	90 (CYC only)	59
	Total CYC introductory tenancy lets			
2016/17	306	117	66 (CYC only)	70
<b>2017/18</b>	<b>282</b>	<b>37</b>	<b>31</b> (all NYHC)	<b>43</b>

73. During 2017/18 there have been a significant reduction in numbers of offers to potentially homeless customers via NYHC (37) but overall preventions remain high (750). There is a slight decrease in the numbers of homeless acceptances in 2017-18 although a significant decrease in properties let to this customer group.
74. In addition 43 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.
75. There were 74 new build properties in 2017/18 which is a decrease in recent years from 2015/16 (109), 2016/17 (90), 2017/18 (74).
76. The number of new affordable homes completed has fallen in recent years due to a shortage of sites whilst the Local Plan process continues, and the impact of national planning policies such as the Vacant Building

<sup>1</sup>In addition, Registered Social Landlords provide circa 200 voids pa

Credit and permitted development for office to residential conversion which reduces affordable home provision through planning gain.

The council is committed to delivery of affordable homes through its own new build programme, and to the inclusion of robust planning requirements as the Local Plan moves towards adoption.

<b>Scheme: 2017/18 completions</b>	<b>Discount Sale</b>	<b>Shared Ownership</b>	<b>Social Rent</b>	<b>Affordable Rent</b>	<b>Intermediate Rent</b>	<b>Supported Housing</b>	<b>Total</b>
Glen Lodge extension	0	0	0	0	0	27	27
Derwenthorpe	0	6	21	0	0	0	27
Fenwick St (William House)	0	0	8	0	0	0	8
New Lane, Huntington	1	0	1	0	0	0	2
Terrys	4	0	4	0	0	0	8
CYC 2 <sup>nd</sup> hand Shared Ownership	0	2	0	0	0	0	2
<b>Total</b>	<b>5</b>	<b>8</b>	<b>34</b>	<b>0</b>	<b>0</b>	<b>27</b>	<b>74</b>

## Customer satisfaction

77. CYC carry out customer satisfaction surveys for temporary / resettlement accommodation and for Housing Options / Housing Registrations advice. In 2017 we changed the method of surveying customers, moving to an online system but this has been problematic and has not provided us with the information required. We will change the system for 2018/19
78. 1573 surveys sent out were returned. 71 were returned of which 81% indicated Housing Options / Housing Registrations were either very easy or easy to contact, 70% of customers were either very satisfied or satisfied with the service although 13% of customers were very dissatisfied or dissatisfied with prevention advice. 72% rated Housing Registrations good or very good, but only 56% rated Housing Options very good or good. This may be because Housing Options give negative legal decisions which may affect customer satisfaction.
79. 300 surveys were sent out to people in temporary accommodation or resettlement accommodation but only 3 were returned. There is no conclusive information.