

**Notice of meeting of  
Decision Session - Cabinet Member for Health, Housing and Adult  
Social Services**

**To:** Councillor Simpson-Laing  
**Date:** Wednesday, 1 August 2012  
**Time:** 4.30 pm  
**Venue:** The Guildhall, York

**A G E N D A**

**Notice to Members - 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:

**4:00 pm on Friday 3 August 2012** , if an item is called in *after* a decision has been taken.

Items called in will be considered by the Corporate and Scrutiny Management Committee.

Written representations in respect of items on this agenda should be submitted to Democratic Services by **5pm** on Friday 27 July 2012.

**1. Declarations of Interest**

At this point in the meeting the Cabinet Member is asked to declare any personal, prejudicial or disclosable pecuniary interests they may have in the business on this agenda.

**2. Minutes**

(Pages 1 - 2)

To approve and sign the minutes of the meeting held on 24 April 2012.

### **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 **5.00pm on Tuesday 31 July 2012**.

Members of the public may register to speak on:

- An item on the agenda;
- An issue within the Cabinet Member's remit;
- An item that has been published on the Information Log for the current session. Information reports are listed at the end of the agenda.

### **4. Changes to Eligibility Criteria for Adult Social Care** (Pages 3 - 58)

This report reflects on public consultation and seeks Cabinet Member approval to change the eligibility criteria for adult social care from Moderate, Substantial and Critical to Substantial and Critical.

### **5. Homeless Review 2011-12** (Pages 59 - 78)

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 2008-13 in respect of the financial year 2011/12. The primary focus is to report on prevention work, the trends of statutory homelessness, Youth Homeless Services and the work of the Resettlement Services and Housing Registrations Team to outline service developments throughout the year and future targets.

### **6. Urgent Business**

Any other business which the Chair considers urgent under the Local Government Act 1972

No items have appeared on the Information Log since the last meeting.

For more information about any of the following, please contact the Democracy Officers responsible for servicing this meeting.

- Registering to speak
- Written representations
- Business of the meeting
- Any special arrangements
- Copies of reports

Democracy Officers:

Names: Catherine Clarke and Louise Cook (job share)

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- Telephone – (01904) 551031
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## **About City of York Council Meetings**

### **Would you like to speak at this meeting?**

If you would, you will need to:

- register by contacting the Democracy Officer (whose name and contact details can be found on the agenda for the meeting) **no later than 5.00 pm** on the last working day before the meeting;
- ensure that what you want to say speak relates to an item of business on the agenda or an issue which the committee has power to consider (speak to the Democracy Officer for advice on this);
- find out about the rules for public speaking from the Democracy Officer.

**A leaflet on public participation is available on the Council's website or from Democratic Services by telephoning York (01904) 551088**

### **Further information about what's being discussed at this meeting**

All the reports which Members will be considering are available for viewing online on the Council's website. Alternatively, copies of individual reports or the full agenda are available from Democratic Services. Contact the Democracy Officer whose name and contact details are given on the agenda for the meeting. **Please note a small charge may be made for full copies of the agenda requested to cover administration costs.**

### **Access Arrangements**

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If you have any further access requirements such as parking close-by or a sign language interpreter then please let us know. Contact the Democracy Officer whose name and contact details are given on the order of business for the meeting.

Every effort will also be made to make information available in another language, either by providing translated information or an

interpreter providing sufficient advance notice is given. Telephone York (01904) 551550 for this service.

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## **Holding the Cabinet to Account**

The majority of councillors are not appointed to the Cabinet (39 out of 47). Any 3 non-Cabinet councillors can 'call-in' an item of business following a Cabinet meeting or publication of a Cabinet Member decision. A specially convened Corporate and Scrutiny Management Committee (CSMC) will then make its recommendations to the next scheduled Cabinet meeting, where a final decision on the 'called-in' business will be made.

## **Scrutiny Committees**

The purpose of all scrutiny and ad-hoc scrutiny committees appointed by the Council is to:

- Monitor the performance and effectiveness of services;
- Review existing policies and assist in the development of new ones, as necessary; and
- Monitor best value continuous service improvement plans

## **Who Gets Agenda and Reports for our Meetings?**

- Councillors get copies of all agenda and reports for the committees to which they are appointed by the Council;
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City of York Council

Committee Minutes

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MEETING	DECISION SESSION - CABINET MEMBER FOR HEALTH, HOUSING AND ADULT SOCIAL SERVICES
DATE	24 APRIL 2012
PRESENT	COUNCILLOR SIMPSON-LAING

**42. DECLARATIONS OF INTEREST**

The Cabinet Member was invited to declare at this point in the meeting any personal or prejudicial interests she might have in the business on the agenda. No interests were declared.

**43. MINUTES**

RESOLVED: That the minutes of the last Decision Session of the Cabinet Members for Health, Housing and Adult Social Services held on 28 March 2012, be approved and signed by the Cabinet Member as a correct record.

**44. PUBLIC PARTICIPATION**

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

**45. 2011 TENANT SATISFACTION SURVEY RESULTS**

The Cabinet Member considered a report that provided the results of the Tenant Satisfaction Survey, a postal survey of City of York Council tenants undertaken during January and February 2012.

Officers gave an update and confirmed that they were pleased to see the improvements in the following three key areas:

- Overall Landlord Service.
- Repairs & Maintenance Service.
- Neighbourhood as a place to Live.

Officers were actively working to improve tenants opportunities to be involved with management and decision making as this area had decreased by 5 points to 53%.

The Cabinet Member suggested officers promote the Residents Association in the next Streets Ahead publication to encourage younger tenants to attend which would engage a more diverse age range.<sup>1</sup>

Officers stated that the Estate Managers were actively promoting their areas to encourage younger tenants to be more involved in their communities and the services on offer.

RESOLVED:

- i. That the contents of the report on tenant satisfaction with Housing Services be noted.
- ii. That the annual housing satisfaction survey be continued.
- iii. That the Residents Association be promoted in Streets Ahead.

Reason: To ensure that the council has up to date information regarding customer satisfaction to enable the housing service to target improvements to the areas identified by its customers.

Action Required

Promote the Residents Associations in Streets Ahead.

TB

Cllr Simpson-Laing, Cabinet Member

[The meeting started at 4.30 pm and finished at 4.40 pm].





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**Decision Session - Cabinet Member for  
Health, Housing and Adult Social Services**

1 August 2012

Report of the Assistant Director (Adult Assessment and Safeguarding)

**Changes to Eligibility Criteria for Adult Social Care**

**Summary**

1. This report reflects on public consultation and seeks Cabinet Member approval to change the eligibility criteria for adult social care from Moderate, Substantial and Critical to Substantial and Critical.

**Background**

2. The Fair Access to Care Services (FACS) framework was introduced in 2003. Its aim was to enable councils to stratify need for social care support in a way that is fair and proportionate to the impact it will have on individuals and the wider community, taking into account local budgetary considerations.
3. Each Council has to decide each year which of four bands of risk it will consider eligible for a community care service funded by the Council. This must be based on its calculation of how much it would be likely to cost to meet every band and then comparing that with the amount of money it has available to spend on adult social services. Annex A provides a summary of the FACS level definitions.
4. Further guidance issued by the Department of Health in 2010 requires Councils to ensure that they are not neglecting the needs of their wider population. For example, people who do not meet the eligibility threshold should still be able to expect adequate signposting to alternative sources of support.
5. In February 2012 the Council set a two year budget which delivers savings of £19.7m across the council.

The budget included growth of £3m, with £1.5m of this allocated to adult social care in recognition of the demographic pressures increasing demand for support. The budget also agreed over £2m of efficiency savings within adult social care including the review of eligibility levels to ensure that we use the resources available in the most cost effective way possible.

6. The Council therefore agreed to undertake consultation on the need to increase the eligibility level for council-funded adult social care in York. Members agreed that if a change was agreed, £150k a year of the savings made (£390k full year) should be reinvested in alternative, community support to those with moderate level needs.
7. The Association of Directors of Adult Social Services has identified that nationally 83% of social service authorities are now operating at Substantial and Critical levels for their eligibility criteria. This reflects the extent to which local authorities have needed to refocus in the light of reduced funding but also changing demographics. For York, Census data released this month shows an increase in those aged in the city between 85-89 of 30% and a 34% increase in aged 90plus residents. The implications of this growth in demand for social care services at a time of continued reductions in national funding requires a local response.

### **Consultation**

8. The consultation has been undertaken with all residents who are actively supported by adult social care, with letters sent to 3861 residents. Good practice would necessitate that any changes to eligibility criteria requires consultation with all who receive services. The information was made available in a number of formats, including Easy Read, CD, and was printed on yellow paper for those with visual impairments. The questionnaire was kept as simple as possible, but because of the technical nature of the issue was not produced in a separate easy read version. Unfortunately some residents did receive the wrong eligibility designation on their letters. There were a number of reasons for this, with some people's needs having changed since the last assessment of their eligibility, and some having been recorded wrongly in the first place. Two hundred people were sent letters of apology when it emerged that an error in the data reports had pulled through the wrong information for them.

This did cause distress and was highly regrettable. The error was corrected as soon as it was discovered

9. The information and the questionnaire were also available on line through the council website and residents in the city were advised of the consultation through the council newsletter, Your Voice, and information was also contained in the newsletter of York LINK.
10. Council partners were invited to respond through our Partnership Boards. Voluntary sector organisations were offered the opportunity to respond through the forums, organised through York Council for Voluntary Service, for mental health, older people and learning disabilities.
11. Communication with senior officers of the Vale of York Clinical Commissioning Group and York Foundation Trust Hospital has taken place at the Long Term Conditions Steering Group.
12. Care Management staff were given the opportunity to comment on the options at two staff conferences in May.
13. A dedicated email address and phone number were set up for any queries or questions from residents. Ninety people made contact and were offered support, reassurance and information they requested. Several of the queries received were concerns about questions in the equality monitoring information.
14. York Independent Living Network (YILN), the Valuing People Partnership Board (VPPB) and York Local Involvement Network (LINK) have raised concerns about the consultation process. These concerns were that people, particularly those with a learning disability, would not be able to understand the information or questions and concerns that the four weeks allowed for return of questionnaires was not enough time. Some individuals have raised similar concerns. Senior officers have met with the representative groups to discuss their concerns and to engage further with them in the consultation process.
15. Annex B contains the summary of the analysis of returned questionnaires. 1234 responses were received, a 31% return rate, giving a confidence level in the results of plus or minus 2.8%. This in comparison to surveys of this nature is judged as an excellent rate of return.

16. Annex C contains written responses from partners. These have been received from York Older Peoples' Assembly, and the Valuing People Partnership Board. York Independent Living Network's submission was a note of a meeting with officers, including the questions asked and answered. The issues raised at the meeting are included in Annex C.

### **Options**

17. Option 1: To agree the change to City of York's Eligibility Criteria to Substantial and Critical and to confirm that £150k a year will be invested in alternative support within the community to help meet moderate level needs. Paragraphs 31-39 of this report demonstrate how agreement to this additional reinvestment of funding would further support the council's commitment to preventative and early intervention services.
18. Option 2: To confirm that the eligibility levels will remain unchanged at Moderate, Substantial and Critical, and require the necessary savings to be found from elsewhere within adult social care budgets. Inevitably this would involve consideration of other reductions in service delivery to social care customers.

### **Analysis**

#### **Consultation responses**

19. 61.8% of respondents to the consultation questionnaire agreed that we need to change the eligibility level to protect those with higher needs. 30% disagreed, 8.2% did not answer.
20. Responses from partners express a disappointment that it is necessary to consider this option, and a preference to avoid it if possible. There is, however, an acceptance that it may be necessary to do so in a time of austerity, with the council's budget so significantly reduced.
21. Responses show concern that those who fall within the moderate levels, who receive support, need that support and concern about the impact on their lives if we do change our eligibility criteria.

There is also concern that peoples needs will increase without early forms of support being in place. These issues are considered in paragraph 27.

22. There were also concerns from partners and from care management staff that increasing our eligibility criteria could limit progress on personalisation and restrict choice and early intervention and prevention. There is, however, a real interest in helping to shape how we would invest the £150k to develop more community and user led universal options. These concerns are considered in paragraphs 31-35.
23. There are also concerns about potential impact on carers if we withdraw support to some residents. This is considered in paragraph 27.

### **Impact on current service users**

24. Annex D provides a summary of a desk top analysis of the needs of residents with a moderate designation when the consultation was undertaken in May. The changes will affect all customer groups. The support currently provided ranges from check visits, to practical advice and support with shopping, bills and paperwork and to day time activities and support to shower or bathe or with meals.
25. In the original budget proposal it was estimated that around 170 people could be affected by any change. This is still a reasonable estimate based on the number of people who are at moderate levels but excluding those who are supported only by equipment and/or telecare, together with those who are entitled to mental health aftercare and those whose needs appear to have changed since the last designation of eligibility (184).
26. It is not proposed to remove equipment or telecare support because it would not deliver any savings. It is also proposed that equipment and telecare will remain as part of our preventive offer, based on evidence that it can and does reduce the need for more intensive support and allows people to retain their independence.
27. The implications for each resident potentially affected will be different and will be considered individually through a personal review of their circumstances with them and their carers.

The review will consider whether their needs have changed and, if they have not, will look at whether support can be withdrawn without increasing their risk level. The position of any carers will be taken into account in this assessment. No carer will be pressured to offer support which they may be unwilling or unable to provide. No support will be removed until the review has taken place and alternative support found. Residents will be able to appeal against the outcome of any review decision.

28. If the York eligibility criteria changes, personal reviews will be planned over the summer and anyone affected will be contacted in August to advise them of the next steps.
29. The review will offer people information about alternative ways they may access the support they need, which may include telecare or equipment, or accessing universal services or support from existing or new community provision. For some people there may be additional costs, but others will be able to use the money they currently contribute to the costs of their support as they choose.
30. Annex E provides a refreshed equality impact assessment for the proposed changes. Within the business of adult social care a change of this nature will inevitably have an impact on the protected characteristic communities. In particular it impacts on older people, disabled people and carers and on women, who tend to live longer and are more likely to be carers. The impact of the changes can be mitigated through the use of the new investment in community and preventive support, as well as our current preventive 'offer'. If the proposal is not agreed alternative savings within adult social care will need to be found and these are also likely to impact adversely on the same communities.

### **Prevention, early intervention and alternative support**

31. The Council already has a strong focus on prevention and early intervention, and a framework of preventive support which is in line with the proposals in the recent White Paper on adult social care. Changes to eligibility criteria will not change or undermine this approach, and investment from the £150k will support further development of community and prevention aspects of the personalisation agenda.

The infographic depicting the current and new care and support system as set out in the Executive Summary of the White Paper is included as Annex F. The White Paper proposes that the proposed new system will provide:

- better information and advice to help people live well
- more support within communities to meet lower level needs
- reablement services and crisis response
- intensive care and support

32. In York, resources have already been realigned within the care management service to increase the resource available at the 'front end' and thereby offer more advice and signposting. New prevention services were also developed in the voluntary sector over the last four years including a signposting service for older people. The new Health Watch organisation will provide additional signposting capacity within the city.
33. The right to a Community Care assessment is not subject to the FACS eligibility criteria. Anyone who may have community care support needs at any level will still be entitled to an assessment. We already have a reablement service which is growing in capacity as a result of a change in provider last year. Access to the six-week reablement assessment service will also not be subject to the eligibility criteria. The reablement service works with a new 'Intensive Support' care management team to help people increase their independence, and reduce the need for ongoing support. This current investment in our expanded reablement service is supporting more people discharged from hospital and any change to the FACS eligibility criteria will not alter or adversely impact on our ability to continue to do so.
34. Signposting and advice will still be available to those whose assessed needs do not meet eligibility levels, and the council has supported the voluntary sector's bid to create a 'one stop shop' or hub, to co-ordinate access to support from the voluntary sector for health and social care organisations. The hub is to be based in the decommissioned elderly persons home, Oliver House.
35. Telecare and equipment will be continue to be part of our preventive approach, and are likely to be one of the solutions for some customers currently at moderate level.

Our use of telecare monitors continues to grow, helping 1500 people at present to live safely in their own homes.

36. There are a range of housing related support services in place providing help to vulnerable citizens with practical tasks and helping people maintain their independence and wellbeing. A new £312k a year service is being commissioned through the Supporting People Programme to start on 5 November 2012. This will provide four levels of long term support to older people and people with physical disabilities in the city. The support can range from a five minute welfare check to 3.5 hours of support per week. People on low income accessing the service will have the support charge paid for through City of York Council funding of the Supporting People programme. The new service will be available to people choosing to remain in their own home regardless of tenure.
37. Alongside this new service, options for the proposed £150k re-investment are currently being developed from this consultation and from analysis of the support currently received by residents at moderated level. User led groups such as York People First and Lives Unlimited have asked to work with us to develop new user led support options. The Clinical Commissioning Group, are keen to help shape community based responses which can work with the developing Neighbourhood Care Teams. These teams will bring together primary and community health with social care and the voluntary sector to work in a more joined up way.
38. In that context and based on the initial ideas these are some of the options for investment. These will need to be developed to understand how we can use the additional £150k resource available to best effect:
  - support with shopping domestic tasks and meals
  - help to enable people to feel safe using community facilities
  - brokerage or advice service to help find support and activities
  - small sparks to help new user led initiatives set up
  - facilitation for peer support groups
  - support and recognition for carers



39. Services and initiatives of this sort would help build stronger communities and open up opportunities for new enterprises.

### **Council Plan**

40. The Council Plan makes an expressed committed to protecting vulnerable people. The issues considered in this report address the need to ensure at changing financial times, protection is provided to services to the most vulnerable residents. At the same time the report recognises the importance of preventative support to those whose needs are not as significant.
41. The option to invest additional money to support those with moderate needs through alternative support arrangements will also support the council's priority to build stronger communities by encouraging new initiatives to enable vulnerable people to access support, both through the voluntary sector and through user led projects.

### **Implications**

#### **Financial**

42. The Council budget assumes an £80k saving this year and £160k saving next year. These savings are net of the proposed £150k reinvestment in alternative support options.
43. If the eligibility levels are not changed alternative savings at these levels will be required. Within adult social care any alternative savings are likely to affect those at higher level needs as well as those at moderate level.
44. There is no indication at this stage of the year that other areas of the council budget are able to make additional savings to avoid the need for this proposal.

#### **Equalities**

45. Annex D contains the equality impact assessment which has been refreshed following the consultation and analysis of residents likely to be affected. Equality issues are summarised in paragraph 30.

46. Any alternative savings options within adult social care would require an EIA, and would also be likely to have equality impacts given the nature of the business.

### **Legal**

47. The recommendations in this report have been arrived at having regard to the statutory guidance from the Department of Health in respect of eligibility criteria. Considerable weight must be placed on that guidance given its status.
48. In reaching a decision the Cabinet Member must apply normal decision making principles giving due weight to all relevant factors and ignoring any which are irrelevant. In doing so, a balance will have to be struck between the council's budgetary requirements and the impact on individuals of any decision. The outcome of the consultation process is something that must be conscientiously taken into account in considering the recommendations.
49. The Cabinet Member is well aware of the requirements of the public sector equality duty which require her to have due regard to the need to eliminate discrimination, promote equality of opportunity and foster good relations between people who share a protected characteristic and those who do not.
50. In having due regard to the need to promote equality of opportunity particular regard must be had to the need to remove or minimise disadvantages suffered by persons who share a relevant protected characteristic that are connected to that characteristic; to taking steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of persons who do not share it and encouraging persons who share a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.
51. In considering these matters the Cabinet Member will need to particularly consider the services which are proposed to be withdrawn, the likely impact on those affected, the mitigation measures described in the report and the arrangements set out in paragraph 27 for assessing the impact on individuals. The impact assessment set out at Annex E will be of assistance in doing so.

52. Regard will need to be had to contractual provisions when making changes to any services delivered under commissioning arrangements. Direct payments agreements require four weeks notice to be given before funding is withdrawn.

### **Other**

53. There are no HR, crime and disorder or information technology implications to this report.

### **Risk Management**

54. The risks associated with this report have been assessed as moderate, within the council's risk framework. These risks will need to be regularly monitored. The risks are:
- **Financial:** If the change is not made there will be a gap in the council budget and alternatives savings will need to be found
  - **Legal:** It is possible for a legal challenge to be made to a decision to change FACS levels. This risk is mitigated by following government guidance, ensuring adequate consultation and consideration of equality impacts.
  - **Stakeholder:** If we change the eligibility criteria and do not ensure alternative support is available to residents currently supported with moderate levels needs we would put people at risk. This can be managed by undertaking individual reviews and ensuring support and advice to find alternative options

### **Recommendations**

55. The Cabinet Member is asked to consider:
- Option 1: To agree the change to City of York's Eligibility Criteria to Substantial and Critical and confirm that £150k a year will be invested in alternative support within the community to help meet moderate level needs.

Reason: To protect the needs of that the needs of those people with higher needs and to develop alternative support for those with moderate level needs that promote their wellbeing and independence. To support the change to more community based and user led support as part of the personalisation agenda.

## Contact Details

### Author:

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### Chief Officer Responsible for the report:

Pete Dwyer  
Director Adults, Children and Education

### Report Approved



Date 23 July  
2012

### Cabinet Member responsible for the report:

Cllr Tracey Simpson-Laing  
Cabinet Member for Health, Housing  
and Adult Social Services

## Specialist Implications Officer(s)

### Financial

Richard Hartle  
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01904 554225

### Legal

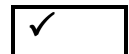
Andy Docherty  
Assistant Director Governance & ICT  
01904 551004

### Equalities

Heather Johnson  
Corporate Equalities Officer  
01904 55 1726

### Wards Affected:

All



For further information please contact the author of the report

## Background Papers

(Prioritising need in the context of *Putting People First: A whole system approach to eligibility for social care. Guidance on Eligibility Criteria for Adult Social Care, England 2010*).

**Annexes**

Annex A: Summary of the FACS level definitions.

Annex B: Summary of the analysis of returned questionnaires

Annex C: Written responses from partners

Annex D: Summary of a desk top analysis of the needs of residents with a moderate designation when the consultation was undertaken in May

Annex E: Equality Impact Assessment

Annex F: Executive Summary of Caring for our future: reforming care and support (White Paper July 2012)

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**Fair Access to Care Definitions****Annex A**

Guidance on Fair Access to Care is that Councils should assess an individual's presenting needs, and prioritise their eligible needs, according to the risks to their independence in both the short- and longer-term were help not to be provided. Councils should take a longer-term preventative view of individuals' needs and circumstances. With regard to their resources and other local factors, Councils should focus help on those in greatest immediate or longer-term need.

The eligibility framework is graded into four bands, which describe the seriousness of the risk to independence or other consequences if needs are not addressed.

The four bands are as follows :

**Critical** – when

- life is, or will be, threatened; and/or
- significant health problems have developed or will develop; and/or
- there is, or will be, little or no choice and control over vital aspects of the immediate environment; and/or
- serious abuse or neglect has occurred or will occur; and/or
- there is, or will be, an inability to carry out vital personal care or domestic routines; and/or
- vital involvement in work, education or learning cannot or will not be sustained; and/or
- vital social support systems and relationships cannot or will not be sustained; and/or
- vital family and other social roles and responsibilities cannot or will not be undertaken.

**Substantial** - when

- there is, or will be, only partial choice and control over the immediate environment; and/or
- abuse or neglect has occurred or will occur; and/or
- there is, or will be, an inability to carry out the majority of personal care or domestic routines; and/or
- involvement in many aspects of work, education or learning cannot or will not be sustained; and/or
- the majority of social support systems and relationships cannot or will not be sustained; and/or
- the majority of family and other social roles and responsibilities cannot or will not be undertaken.

**Moderate** - when

- there is, or will be, an inability to carry out several personal care or domestic routines; and/or
- involvement in several aspects of work, education or learning cannot or will not be sustained; and/or
- several social support systems and relationships cannot or will not be sustained; and/or
- several family and other social roles and responsibilities cannot or will not be undertaken.

**Low** – when

- there is, or will be, an inability to carry out one or two personal care or domestic routines; and/or
- involvement in one or two aspects of work, education or learning cannot or will not be sustained; and/or
- one or two social support systems and relationships cannot or will not be sustained; and/or
- one or two family and other social roles and responsibilities cannot or will not be undertaken.

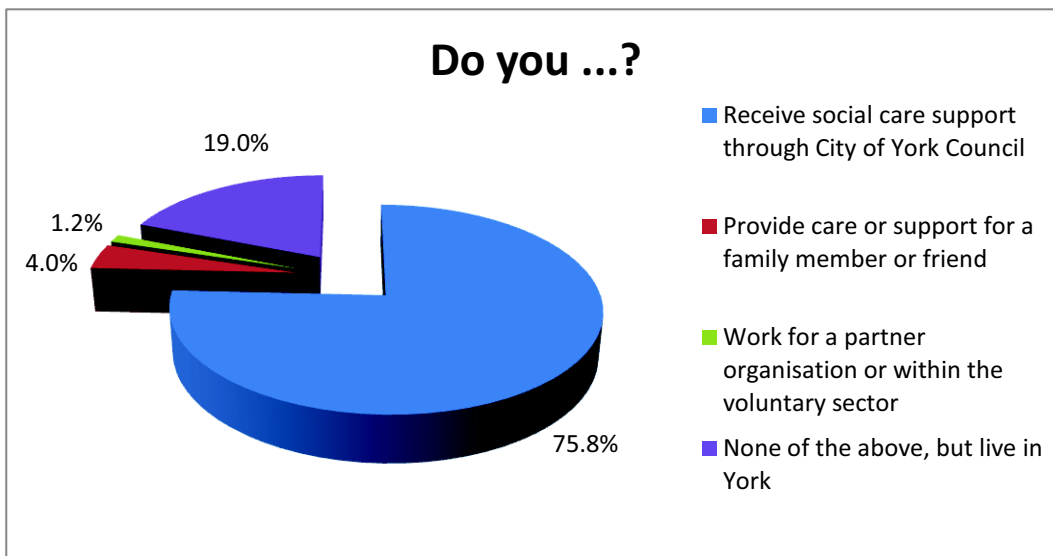


**Fair Access to Care Survey - Consultation results July 2012**

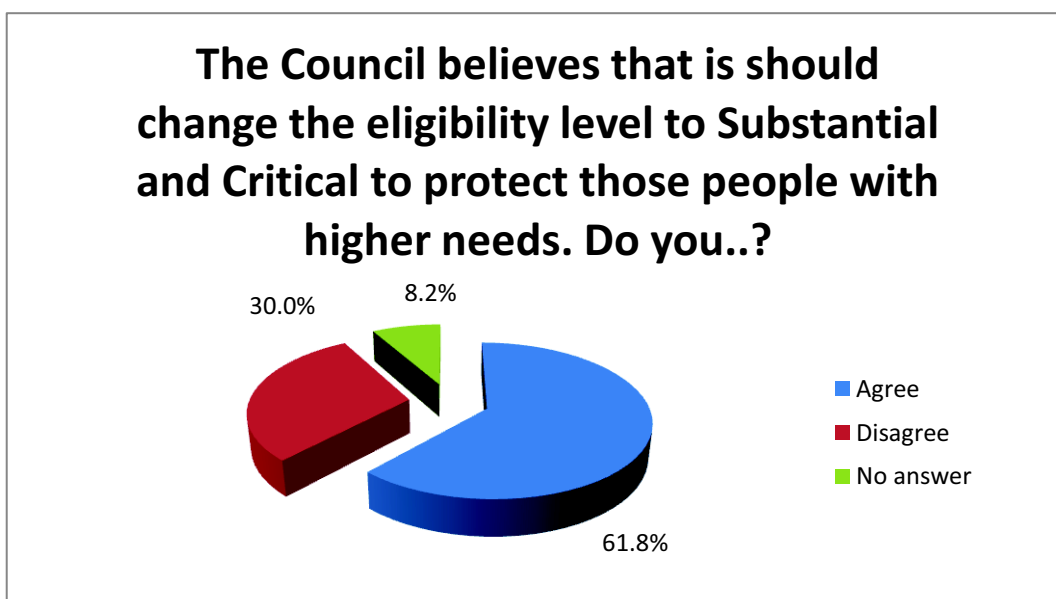
**Sophie Gibson, Business Intelligence Hub**

Each year the council reviews the Fair Access to Care Service (FACs) eligibility criteria for social care support. Since 2008 York has funded care for those with Moderate, Substantial and Critical needs. This year the council believes it needs to change its eligibility level to Substantial and Critical, and no longer provide funding for care and support for moderate and low needs. Before this is decided the Council decided to consult with our customers and ask for their views. During May and June 2012 3700 social care customers received a consultation pack. In total 1,234 respondents took part; 1178 by post and 56 online. For the postal element this is a very good response rate of 32%. Overall the results are accurate to +/-2.8%, which is a good confidence interval level.

Three quarters of respondents to the survey (75.8%) currently receive social care support from the Council, 4% provide care or support for a family member/friend and 19% are general York residents (19%). The remainder work for the Voluntary Sector (1.2%).



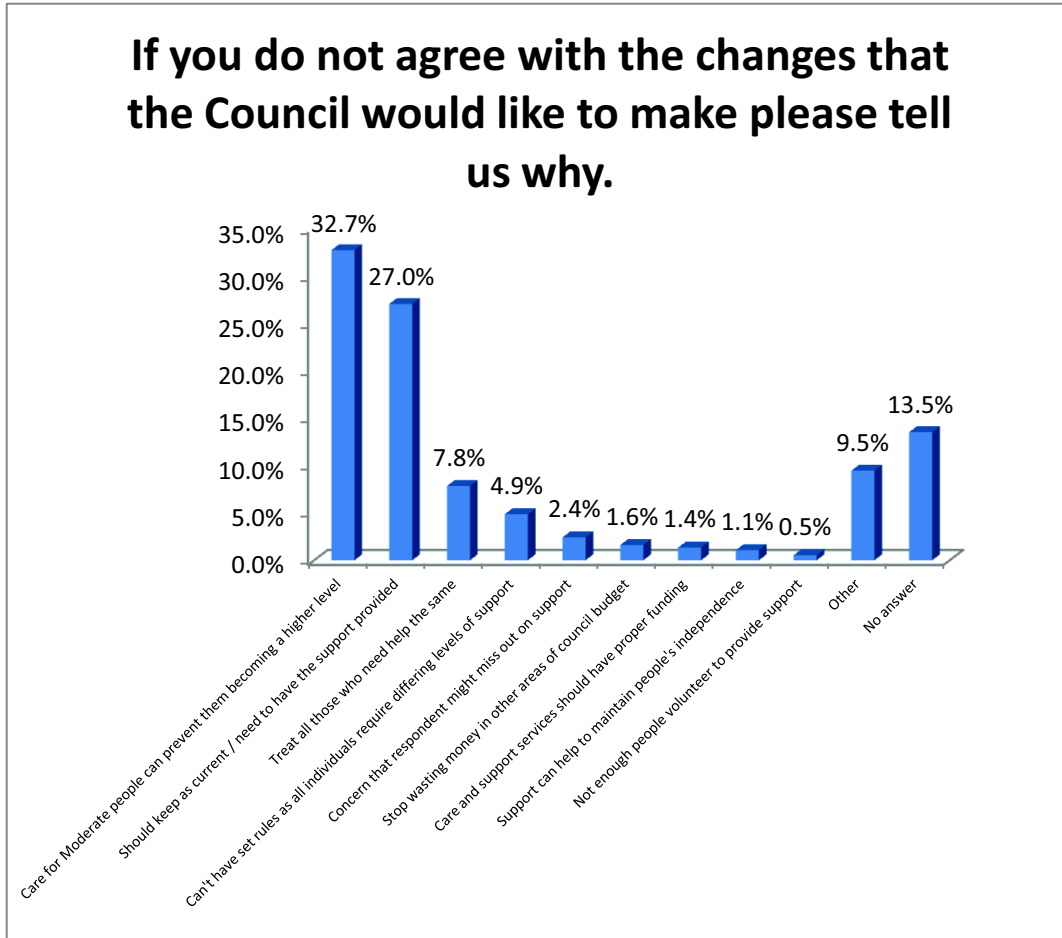
When asked about their support for changing the eligibility to substantial and critical, three-fifths of respondents agreed with this proposal (61.8%), whilst 30% disagreed. Respondents working in the Voluntary Sector (21.4%) and non-disabled respondents (54.4%) were less likely to agree with the change in eligibility level, compared with other respondents.



**Fair Access to Care Survey - Consultation results July 2012**

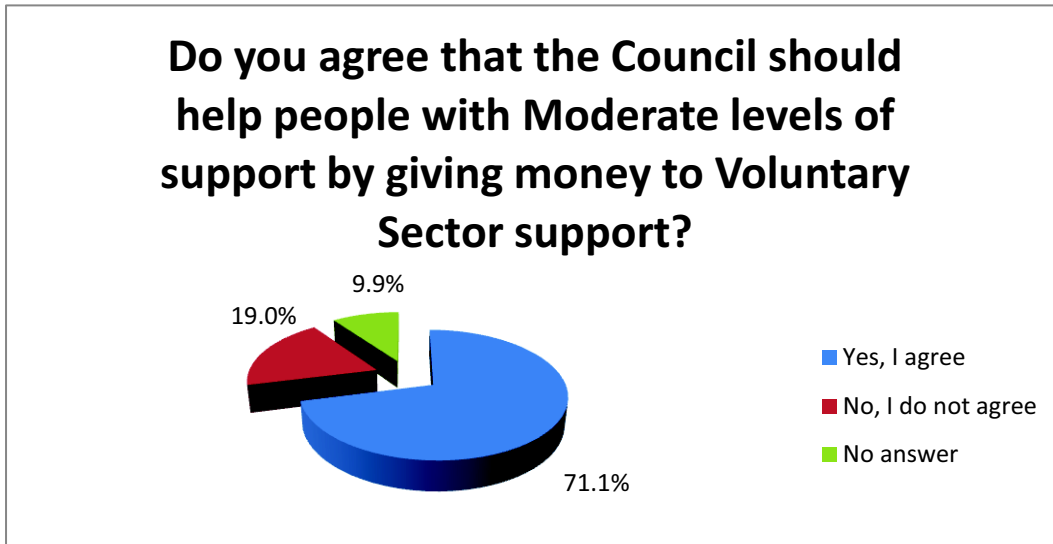
**Sophie Gibson, Business Intelligence Hub**

Among respondents who disagree with a change in eligibility criteria, the biggest concerns were that those with moderate levels of support need care to prevent them from moving into a higher support level (32.7%) and that those currently with moderate needs rely on the support they currently receive (27%). Other comments stated that customers should be treated the same irrespective of their care criteria level (7.8%), rules need to be more flexible as individuals require different levels of support (4.9%) and some customers may miss out on support (2.4%)



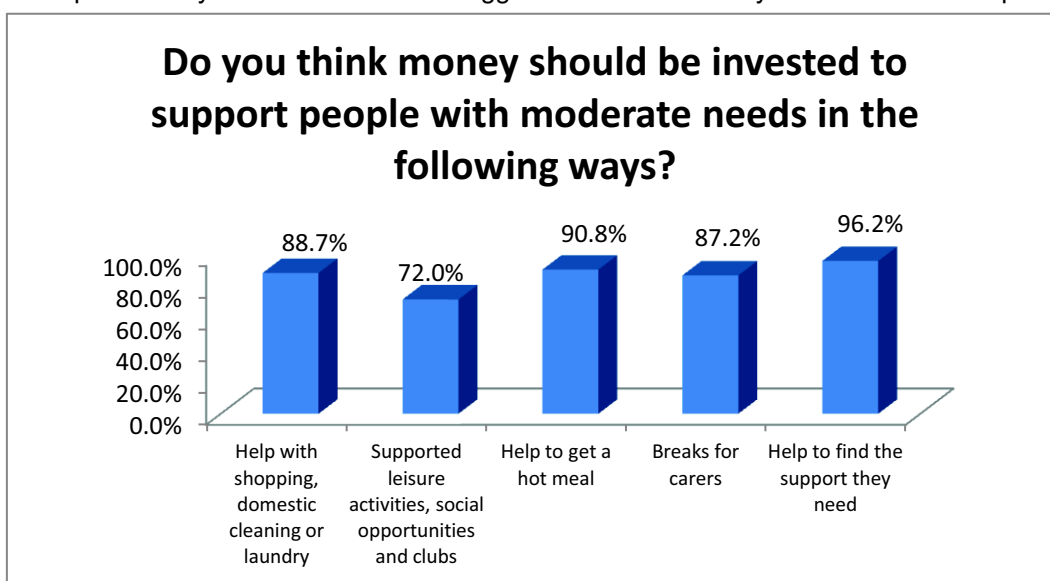
**Fair Access to Care Survey - Consultation Results July 2012**  
**Sophie Gibson, Business Intelligence Hub**

Seven out of ten respondents agree that the Council should help people with moderate levels of support by giving money to the Voluntary Sector (71.1%). A fifth (19%) of respondents disagree. Respondents who care for a family member/friend (53.3%) and those who do not agree with the change in eligibility criteria (55.7%) were less likely to agree with giving money to the Voluntary Sector compared with other respondents.



All investment options were supported by the majority of respondents, but particularly for helping people to find the support they need (96.2%) and helping them to get a hot meal (90.8%). Help with shopping and domestic tasks, breaks for carers and support with leisure activities were also considered important by 88.7%, 87.2% and 72%.

Other suggestions on how money could be spent within the Voluntary Sector included providing transport for trips out/journeys to hospital (2.0%), encouraging more volunteers to provide support (1.5%), providing more help with household tasks such as washing, cooking etc., (1.2%) and running events for people with disabilities (1.1%). A further 1% were opposed to the Voluntary Sector providing this service as they feel it should be provided by the Council. Other suggestions were made by less than 1% of respondents.



**Fair Access to Care Survey - Consultation results July 2012**

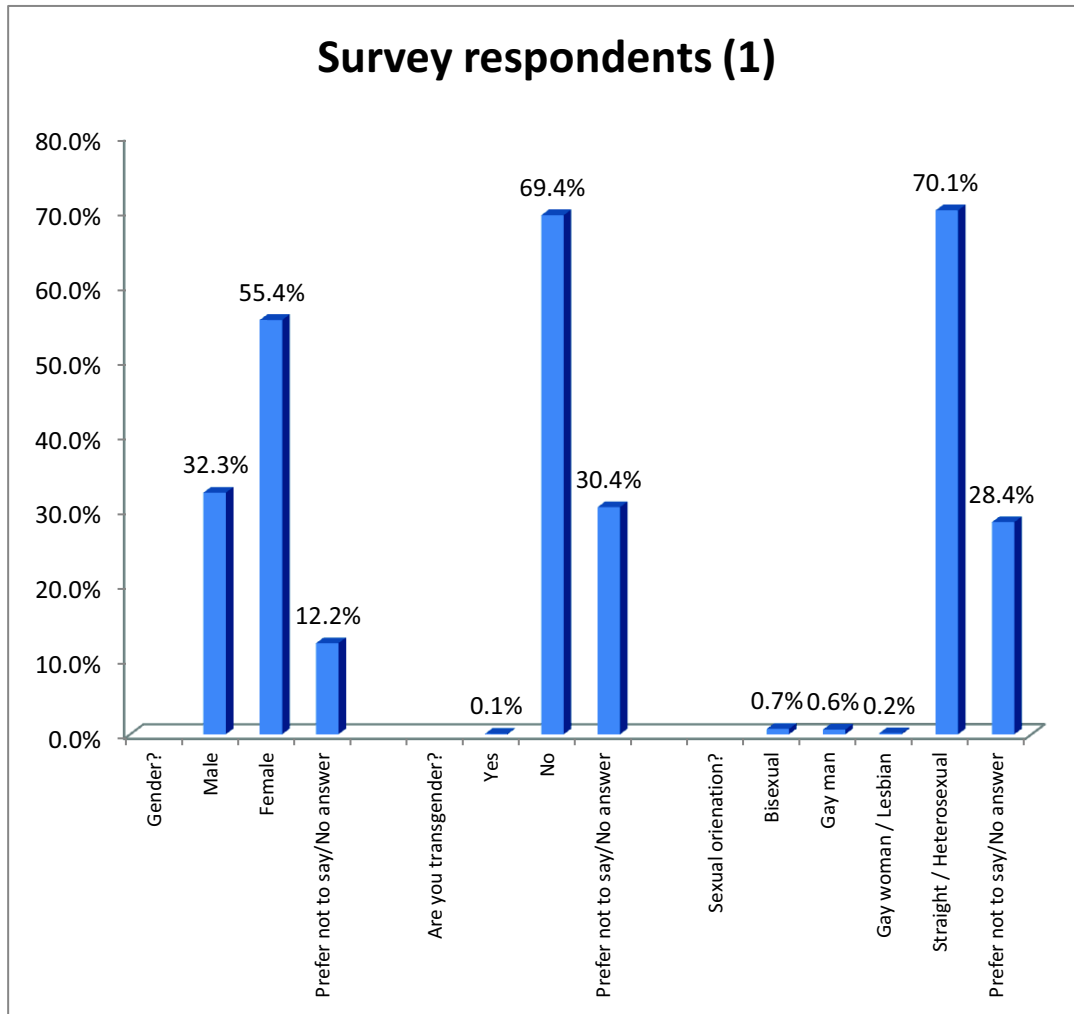
**Sophie Gibson, Business Intelligence Hub**

Respondents were invited to give any additional comments - those made by more than 1% of respondents included requests to keep the current service as it is (3.1%), concern that they could not manage without the help and support they receive from the council (1.7%), requests for more assessments as peoples' needs change (1.5%) and a reduction in spending in other areas of the Council's budget (1.2%).

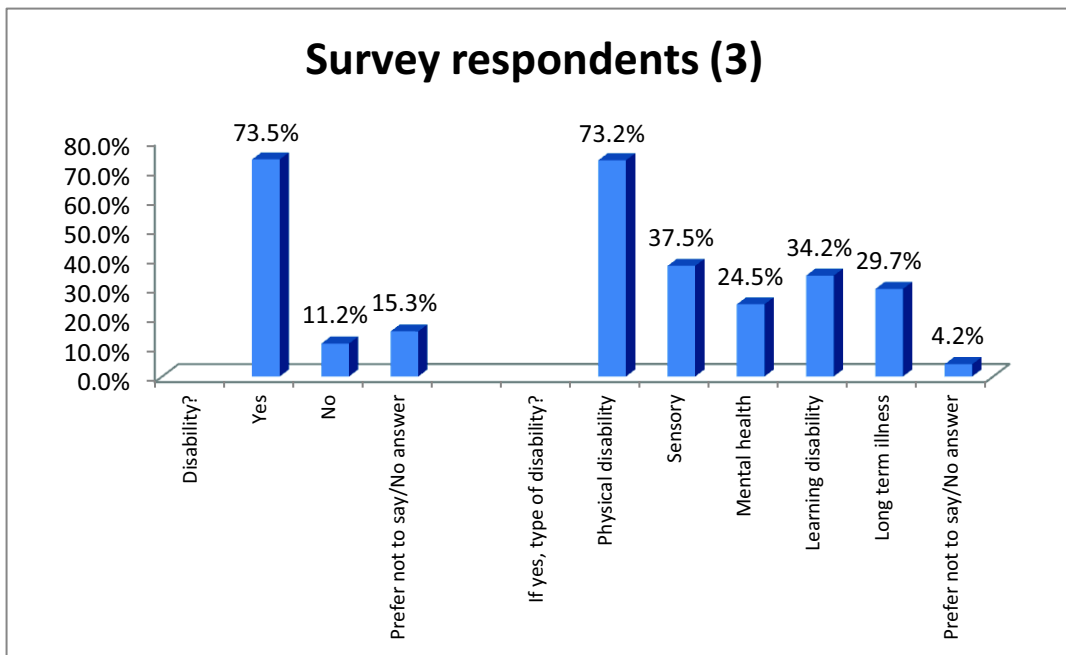
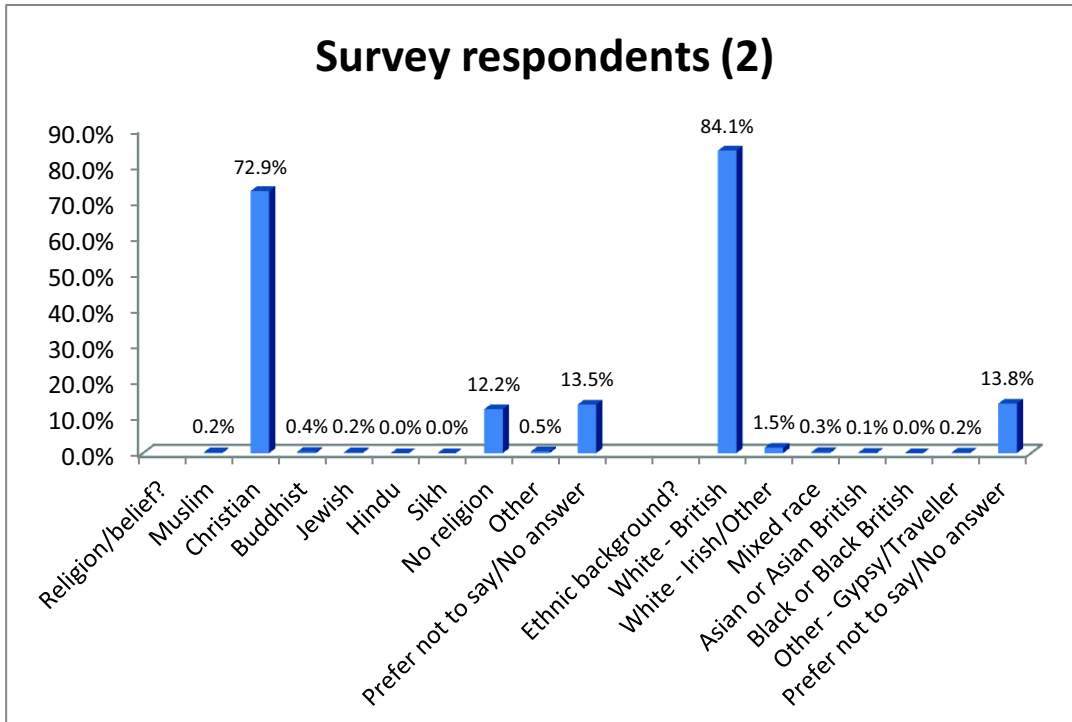
**Fair Access to Care Survey - Consultation results July 2012**  
**Sophie Gibson, Business Intelligence Hub**

Survey profiling shows that were respondents were most likely to be:

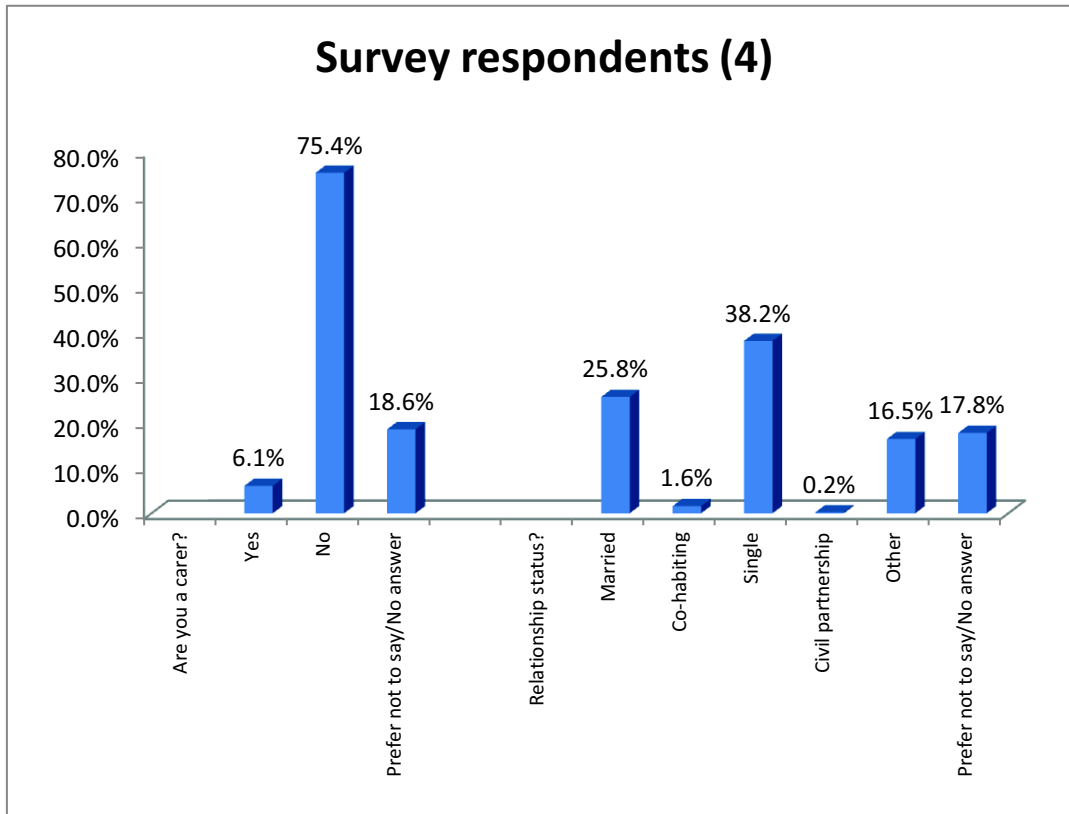
- Female (55.4%)
- Non-transgendered (69.4%)
- Heterosexual (70.1%)
- Christian (72.9%)
- White British (84.1%)
- Have a disability (73.5%) [and of these a physical disability - 73.2%]
- Non-carers (75.4%)
- Single (38.2%)



Fair Access to Care Survey - Consultation Results July 2012  
 Sophie Gibson, Business Intelligence Hub



Fair Access to Care Survey - Consultation results July 2012  
 Sophie Gibson, Business Intelligence Hub



Please note: where responses do not sum 100% this is due to computer rounding, multi-coded questions or no answer responses.

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# York Learning Disability Partnership Board

## Getting the FACs Right- session

26<sup>th</sup> June 2012



### What's it all about?

These are the notes from a session run by the Learning Disability Partnership Board in York. Ruth Hicks and Fiona Walker who are chairs of the board called this meeting.

The aim of the meeting was to give board members and other people a chance to have their say about who should be able to get money to pay for social care in the future in York.

The council have been asking lots of people to share their ideas about this.

There is a presentation that comes with these notes that explains the background to this.

Scott Cunningham from Inclusion North helped run the session.



## Getting started



Fiona Walker welcomed everybody and explained what we would be doing through the day. She then asked Kathy Clark to do a presentation about what might be happening about FACs in York.

FACs is how the government says we should check to see if people should be getting social care support. It also helps us work out how much people should be getting and who should be paying for this.

## The York Picture- Kathy Clark



Kathy Clark is the interim Assistant Director Assessment and Safeguarding.

Kathy did a presentation about what is happening in York and then answered questions.

Lots of what was talked about is covered later in these notes.

## Group work- Things we are worried about



1. Family members and family carers receive very little respite at the moment. We worry that some families will have even more strain placed on them. This may result in crisis and goes against the message of supporting carers to live a life 'beyond caring'.

2. The council needs to make sure that when people with learning disabilities have an assessment it is done together with any carer's assessment.



3. We need to also think about when people with learning disabilities are in a caring role and whether they get carers assessment for this.

4. Some people need a 'little bit' of support to keep them healthy safe and well. This might include budget planning or help with living alone. If this support is taken away will some people become unsafe or unwell or get into crisis?

5. We need to make sure people get the right support in the right place at the right time to stop this happening.



6. There is a worry that York will start to 'lump people together' into services (or service land). This goes against the personalisation agenda including people having real choice and control.

### **Good things that could happen**

This is a chance to get back to the real values of inclusion and 'really' do it.

Part of the £150,000 should be spent on projects such as Small Sparks or 'Seed' money projects. These should be about people using their gifts, skills and connections to make good things happen where they live.



We think that future work and services should support people to get jobs.

Community Connectors- More work should be done on this and we should support providers to have a role in this.

We should 'work together' more. A way to do this is sometimes called co-production. Time banks are a really good way of doing this. We could also set up community kitchens and other people led projects.

There is a presentation about co-production that comes with these notes.

People who plan and buy services should start to think in this way when talking about services and how people are designing their support plans.

We need to tap into services which might not be 'learning disabilities' and make them universal. This might include the job centre, transport or our local Change for Life Programme.

This is a chance to make personalisation really happen. Not just the bit about choice and control but:

1. Early intervention and prevention
2. Social capital (the people and places we have connections to)
3. Universal Services (making sure places like leisure centres, the police or transport are accessible to disabled people)



**Our key messages:**



1. We need to get better in York at how we talk to people about services and what should be happening. We need to get better at asking people what they think and work out how we move beyond this to everybody working together to make good things happen.



2. We need to remember that this is part of a bigger agenda such as localism. For example, we need to know who needs what kind of support in York so that we can make sure this information is in the JSNA. (there is an easy read explanation of what the JSNA is that comes with these notes).



3. We need to work with people who plan and buy services (commissioners) so that inclusion is at the heart of everything we do. There is a good example of how they did this in Lambeth and Inclusion North have a tool which areas can use to tell whether they are doing co-production. This comes with these notes.

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## **Notes from YILN Emergency consultation event – Tang Hall Community Centre – 18<sup>th</sup> June 2012**

### **Letters**

Letters have caused much anxiety over the bank holiday weekend when no one could get hold of anyone in the council

Letters were confusing. Peoples support needs were not taken account of when producing this information. Easy read just had pictures added.

People's assessment levels in some cases were identified wrongly

Letters had patronizing language like please do not worry!

### **Questionnaire**

Questionnaires were very poor – directed towards physical support needs

Some main points were missed by the questionnaire ie. Transportation, collecting and support with managing benefits

The questions were impossible to answer. The questions were ambiguous, confusing and far too general.

Preventative issues are not being picked up.

### **How does this fit with personalisation?**

Equality information was quite intrusive. There was no indication that this was not obligatory

## **Commissioning**

Current commissioning is not creative or efficient - more of a 1 size fits all commissioning

## **Care management**

People who have recently had annual reviews could have been informed that this may happen so people were aware that this was a possibility

Still much mis-trust about people and families making more effective and efficient use of the money. Care managers and their managers still don't understand this can lead to efficiencies.

Personal contributions have just increased. People are really angry that they have been asked to pay considerably more and then been told that funding support may stop altogether.

Much of the issues with the letters could have been avoided if the care managers would have had conversations with people prior to the letters going out.

## **Consultation**

What happens if as a result of the changes you rely too much on family and friends and they can't provide all support any more?

This appears to be an insult to families who provide help and support to their loved one

The consultation questions were loaded, directed and not clear. This consultation is meaningless



# York Older People's Assembly



Holgate Villa, 22 Holgate Road, York YO24 4AB  
Registered Charity 1101018

Tel 01904 634661  
[yorkassembly@btconnect.com](mailto:yorkassembly@btconnect.com)

14 June 2012

Kathy Clark  
Adults Children's and Education  
City of York Council  
10-12 George Hudson Street  
YORK

Dear Kathy,

York Older People's Assembly welcomes the opportunity to be consulted on the proposed changes to eligibility criteria for Social Care Support. The proposals has been discussed at a full meeting of the Executive Committee on Monday 11 June and clarification has been sought on a number of issues at the Older People's Partnership Board on the 12 June.

In general terms we are disappointed that the Council is proposing to restrict future eligibility to those assessed as being in substantial or critical need. We have consistently argued, supported by extensive research evidence nationally, that low level interventions at modest cost have sustained older people's independence for longer and reduced demand on expensive secondary care in hospital. The recent Joint Strategic Needs Assessment places great emphasis on **prevention** as a theme running through many of its 25 recommendations.

We believe that unless resources are shifted from secondary care into Social Care Support that these proposals whilst being dictated by budgetary pressures on the Council will be entirely counter productive. We urge that immediate negotiations be entered into with the Primary Care Trust the Vale of York Commissioning Group and York NHS Foundation Trust to establish a transfer of resources in the way suggested.

-2-

Notwithstanding the above we would want to make the following comments:

- Your absolute assurance that all older people referred to the City Council will continue to be entitled to an initial assessment.
- That the provision of Telecare to existing and potential customers is unaffected by the proposals.
- We seek clarification of the situation where a “care package” consists of elements some of which fall within the substantial or critical category but also include elements which are classified as moderate.

Whilst noting that it is the intention to invest an additional £150k in voluntary sector services we would highlight that currently there are no voluntary sector providers known to us who could provide personal care where that is deemed appropriate. Age (UK) in particular is focussed on providing domestic or practical support to older people.

The priorities identified in the extensive survey conducted in May 2008 relate to “help with shopping and other domestic tasks” and “gardening services” beyond those already adopted as part of the commissioning plans to assist older people to live independently.

Some concerns have been expressed about the voluntary sector being able to respond effectively to more widely scattered village communities falling within the City of York boundaries where instances of support may be isolated or infrequent.

We are reassured that all those currently in the moderate category will be subject of personal contact with them, their carers or relatives **before** any changes to service provision is put in place.

I am copying this response to Age Concern (UK) and the relevant Cabinet Member.

Yours sincerely,

Bob Towner  
Vice Chair

c.c. Age UK  
Cllr T. Simpson Laing

**Moderate level analysis****Annex D**

The following tables are based on the data extracted for the consultation letters. A 'table top' review has been undertaken of each customer's latest assessment and support plan.

**Table 1 Numbers at moderate level**

Numbers at moderate level	Equipment or telecare only	Needs have changed or designation wrong	S117 mental health aftercare	May be affected
660	389	66	21	184

**Table 2 Support received by those who may be affected**

	Physical disability impairment or frailty	Learning disability	Mental health	Other vulnerable
Personal care, bath or shower	23	1	6	3
Meds or check visit	26		2	4
Shopping or domestic	6			2
Meals	8			5
Direct Payment	6	3	1	
Supported employment	1	17	2	
Day support	4	15	20	
Support at home	1	13		3
Professional social work	9	1	25	1
<b>Total</b>	<b>83</b>	<b>42</b>	<b>56</b>	<b>13</b>

Please note: Total is not the same as the numbers who may be affected because people may use more than one type of support

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## Equality Impact Assessment Form

The Equality Act 2010 came into force on the 1<sup>st</sup> October 2010.

Under the Act there is a legal obligation (a “duty”) on the council to **assess the impact** of council policies, processes and behaviours on customers and staff with protected characteristics as identified in the Act.

In addition council has a legal duty to show how our policies and practices would further or have furthered the aims below:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act
- Advance equality of opportunity between people who share a protected characteristic and those who do not
- Foster good relations between people who share a protected characteristic and those who do not

Equality Impact Assessments (EIAs) demonstrate that we meet the legal duties above. To comply with the essence of legislation EIAs should be a comprehensive, formal and structured process and the results should be published. These factors enable us to demonstrate to all stakeholders and regulatory/ enforcement bodies (like the Equality and Human Rights Commission and the Courts) that we have fully addressed equality and diversity within the council.

An Equality Impact Assessment must be done at the development stage of any policy, review, project, service change etc, **before any decision is taken**. It should also be done every time there are changes to policies and practices, **before the changes are finally agreed** by decision makers

1	Name and Job Title of person completing assessment	<b>Kathy Clark Assistant Director Assessment and Safeguarding</b>
2	Name of service, policy, function or criteria being assessed	<b>FACS changes to substantial</b>
3	What are the main objectives or aims of the service/policy/function/criteria?	<p><b>Review the level at which social services will fund support to those needing community care support.</b></p> <p><b>Ensure those people with higher needs can be supported within available social care budgets.</b></p> <p><b>Develop new alternative ways to support people with moderate needs through community and voluntary sector provision</b></p>
4	Date	<b>13/7/12</b>

Stage 1: Initial Screening				
5	<p>What evidence is available to suggest that the proposed service/policy/function/criteria could have an adverse impact <b>on quality of life outcomes</b><sup>1</sup> for people (both staff and customers) with protected characteristics? Document the source of evidence, (e.g. past experience; anecdotal; research, including national or sectoral; results of engagement/consultation; monitoring data etc) and assess relevance of impact as: Not relevant / Low / Medium / High. <i>Please see <a href="http://www.equip.org.uk">www.equip.org.uk</a> for further help with completing this stage.</i></p>			
<b>Protected Characteristic</b>	<b>Impact</b> Not relevant = NR, Low = L, Medium = M, High = H		Source of <b>evidence</b> that there is or is likely to be adverse impact	
	Staff	Customers /Public	Staff	Customers/Public

---

<sup>1</sup> See appendix 1

Race	NR	M	<p>National indication that those from an ethnic minority less likely to access care service – but local data does not indicate this as an issue.</p> <p>Response rate to the consultation reasonably representative which means only a small number of responses from minority groups. Within this noted that there is a lower rate from Asian and British Asian compared to estimated older population for York (0.1% opposed to 0.23-0.83%) (based on Projecting Older People Population Information website).</p>
.Religion / Spirituality /Belief	NR	M	<p>No indication that level of need for social care support is impacted by religion, belief or spirituality. More important is the way support is provided</p>



<p>Gender</p>		<p>M</p>	<p>Any changes will affect both male and female population, but nationally more women live longer so may be more affected, and more women are carers</p> <p>Analysis of those at moderate level in York who may be affected indicates an 50/50 split between male and female</p> <p>Response to consultation was higher from women than men although 12.2% preferred not to answer this question.</p>
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Disability		H	<p>Social care services are primarily provided for those with a disability or life limiting illness so those with moderate levels needs in these groups could be adversely affected by change in FACS criteria.</p> <p>There may be additional costs to individuals if they need to find alternative ways to meet the moderate care needs. Others will need to change the way they access support.</p> <p>Of those who may be affected by the changes 24% are people with a learning disability 30% have a mental health need and 36% are frail or have a physical or sensory disability.</p> <p>The responses to the consultation were representative of our disabled communities. 73% of respondents said they were disabled. 34% of these have a learning disability, 24% have mental health needs and 73% have a physical disability. 37% have a sensory disability.</p>
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Sexual Orientation		L		No indication that level of need affected by sexual orientation.
Age		H		Older people who are frail or disabled or vulnerable are main users of support, particularly those who are over 85. Those at moderate levels could be adversely affected by change in FACS criteria. Please see disability characteristics for issues
Pregnancy/maternity	NR	NR		
Gender Reassignment		L		No indication that level of need affected by gender reassignment
Marriage and Civil Partnership	NR	NR		

Carers of older and disabled people	NR	H	<p>Older people and disabled people are main users of support and services so their carers may be adversely affected by change in FACS criteria if support is removed</p> <p>Where it is the carer's contribution which means someone's eligibility level is designated as moderate the review of need will take account of the carer's ability and willingness to offer any additional support</p> <p>4% of respondents to the consultation were carers, and 6% identified themselves as carers in the equality monitoring and so the results do not necessarily represent the views of carers. However carers views have been fed in through meetings with York Independent Living Network and the Valuing People Partnership Board.</p>
<p>If you assess the service/policy/function as <b>not relevant across ALL the characteristics</b>, please proceed to section 11.</p>			

If you assess the service/policy/function as **relevant for ANY of the characteristics**, continue to Stage 2, Full Equality Impact Assessment.

### Stage 2: Full Equality Impact Assessment

6	Are there any concerns that the proposed or reviewed service/policy/function/criteria may be discriminatory, or have an adverse impact on members of the public, customers or staff with protected characteristics? If so record them here (expand the boxes to take up as much room as you need). See the <a href="#">2 EIA Guidance documents</a> on Colin for help as to what the issues may be.	
a	Public/customers	<p>Consultation has been undertaken with all residents who are actively supported by adult social care, with letters sent to 3861 residents. The information was made available in a number of formats, including Easy Read, CD, and was printed on yellow paper for those with visual impairments. The questionnaire was kept as simple as possible, but because of the technical nature of the issue was not produced in a separate easy read version.</p> <p>The information and the questionnaire were also available on line through the Council website and residents in the city were advised of the consultation through the council newsletter, Your Voice, and information was also contained in the newsletter of York LINK.</p>

		<p>Representatives on the Mental Health , Older Peoples' and Valuing People Partnership Boards were invited to respond through the Boards. Board members include York Foundation Hospital, Vale of York Commissioning Group and representatives of the voluntary sector and service users and carers groups. Voluntary sector organisations were also offered the opportunity to respond through the forums, organised through York Council for Voluntary Service, for mental health, older people and learning disabilities.</p> <p>Communication with senior officers of the Vale of York Clinical Commissioning Group and York Foundation Trust Hospital has taken place at the Long Term Conditions Steering Group.</p> <p>Care Management staff were given the opportunity to comment on the options at two staff conferences in May.</p> <p>Senior officers met with the York Independent Living Network and the Valuing People Partnership Board at their request</p> <p>There are concerns from the consultation that people who receive support a moderate level need that support and they will struggle if the support is not available.</p>
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		<p>There are concerns that withdrawing support to people at moderate level will impact on preventing their needs becoming higher level.</p> <p>There are concerns that carers will feel pressured to provide more support and this will impact on their health and wellbeing.</p> <p>Some Public/Customers will not receive support funded by the Council if the FACS criteria are changed. Some will be able to access universal or targeted prevention support, such as Supporting People services, telecare and equipment. The proposed £150k investment will support additional community based support, based on an analysis of the consultation responses and of the needs of those currently at moderate level. There will be an opportunity for user led groups to shape and help deliver some of the new investments. Current indication is that around 170 people will be directly affected from current customers. That is around 5% of current service users- so assume will impact on 5% of potential future assessments.</p> <p>Change to the eligibility level will reduce access to social care funds, for those at moderate level, but protect support for those with higher level needs.</p>
--	--	--

b	Staff	
7	<p>Can the adverse impact be justified? For example:</p> <ul style="list-style-type: none"> <li>▪ improving community cohesion</li> <li>▪ complying with other legislation or enforcement duties</li> <li>▪ taking positive action to address imbalances or under-representation</li> <li>▪ needing to target a particular community or group e.g. older people.</li> </ul> <p><b>NB. Lack of financial resources alone is NOT justification!</b></p>	
<p>The Local Authority is required by legislation to decide what level of risk, as defined by the Fair Access to Care Guidance, they will provide services and support for, based on the resources available. Targeting those with higher needs will benefit the same communities who could be affected by a change in the eligibility levels by protecting those who are most vulnerable.</p> <p>Alongside this, recent policy direction on Personalisation in social care has been to encourage greater use of community services and support. Changing our eligibility criteria to Substantial and Critical would allow some of the savings made to be reinvested in lower level preventive services, and in more community based supports as part of a wider preventive approach.</p> <p>The Council is already increasing the capacity within the reablement service which will help vulnerable residents needing support to improve their skills and confidence in daily living activities. The service also ensures we can</p>		



still support discharges from hospital.

The Review of Elderly People's Homes has already provided an opportunity to deliver day care for older people in a different way. New services provided from April as a result of the programme are open access. This enabled all who were previously attending care homes to be offered support through the new clubs and increased capacity for others to access. In addition the changes to care homes have released one of the decommissioned care homes for use by the voluntary sector who are planning to develop a voluntary sector hub for health and social care voluntary sector groups. It is hoped this will be possible by March 2013

The Vale of York Clinical Commissioning Group, York People First and Lives Unlimited have so far expressed an interest in working with us to develop new support options in the community

8	What changes will you make to the service/policy/function/criteria as result of information in parts 5&6 above?
---	---

We will review those customer affected by the changes through our care management processes, and ensure we include carers in the review. We will identify anyone whose needs have changes and make sure carers are not pressed to take on additional support that they are unable or unwilling to provide. We will work with customers and their carers to help them find support available through other routes if they remain at moderate level

We will look to invest additional money in low level preventive services working with our user led groups and with our Clinical Commissioning colleagues

9	<p>What arrangements will you put in place to <b>monitor impact</b> of the proposed service/policy/function/criteria on individuals from the protected characteristics?</p>	
<p>We will be able to monitor the impact on current customers through the personal reviews.                  We will still undertake initial Care Assessments for any residents who appear to have community care needs and through this will be able to track how those with moderate needs are able to find support in the future</p>		
10	<p>List below actions you will take to <b>address any unjustified impact and promote equality of outcome (as in appendix 1)</b> for staff, customers and the public from the protected characteristics. The action could relate to:</p> <ul style="list-style-type: none"> <li>▪ Procedures</li> <li>▪ Service delivery</li> <li>▪ Training</li> <li>▪ Improvement projects</li> </ul>	
Action		Lead
		When by?

	<p>We are already on track to increase our capacity to offer an extended assessment ( up to 6 weeks) with access to a reablement care service which will seek to improve levels of independence during that assessment period.</p> <p>We will be providing a new online information service to help people find support (My Life My Choice website)</p> <p>We will invest £150k per annum in additional and new voluntary sector services and community support</p>	<p>K Clark</p> <p>K Clark</p> <p>G Terry</p>	<p>October 2012</p> <p>August 2012</p> <p>October 2102</p>
11	Date EIA completed	09/07/12	
<p>Author: Kathy Clark</p> <p>Position: Assistant Director Assessment and Commissioning</p> <p>Date: 09/0712</p>			
12	Signed off by		

**I am satisfied that this service/policy/function has been successfully equality impact assessed.**

Name:

Position:

Date:

Please send the completed assessment for feedback to [evie.chandler@york.gov.uk](mailto:evie.chandler@york.gov.uk) and [heather.johnson@york.gov.uk](mailto:heather.johnson@york.gov.uk)

Once your EIA has been completed we shall also add it to the corporate register of EIAs. We use the register to publish an annual EIA report on the council's site.

**Appendix 1 - Quality of Life Indicators (also known as “the 10 dimensions of equality”)**

We must ensure there is no adverse impact in terms of:

- ❑ Longevity, including avoiding premature mortality.
- ❑ Physical security, including freedom from violence and physical and sexual abuse.
- ❑ Health, including both well-being and access to high quality healthcare.
- ❑ Education, including both being able to be creative, to acquire skills and qualifications and having access to training and life-long learning.
- ❑ Standard of living, including being able to live with independence and security; and covering nutrition, clothing, housing, warmth, utilities, social services and transport.
- ❑ Productive and valued activities, such as access to employment, a positive experience in the workplace, work/life balance, and being able to care for others.
- ❑ Individual, family and social life, including self-development, having independence and equality in relationships and marriage.
- ❑ Participation, influence and voice, including participation in decision-making and democratic life.
- ❑ Identity, expression and self-respect, including freedom of belief and religion.
- ❑ Legal security, including equality and non-discrimination before the law and equal treatment within the criminal justice system.

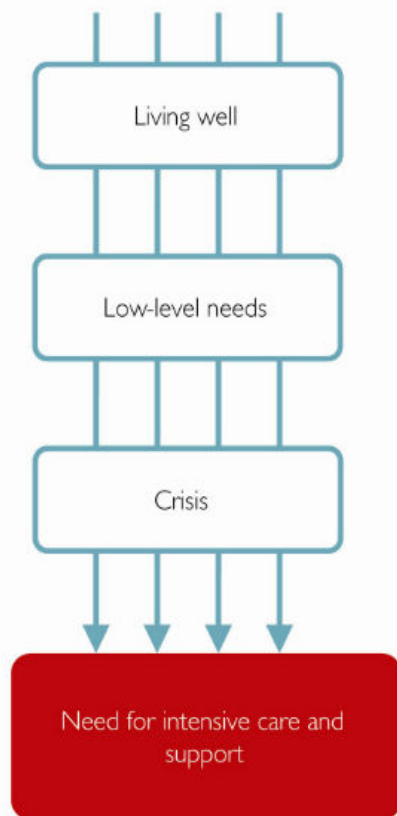
Indicators from: The Equalities Review 2007 and the Equality Framework for Local Government.

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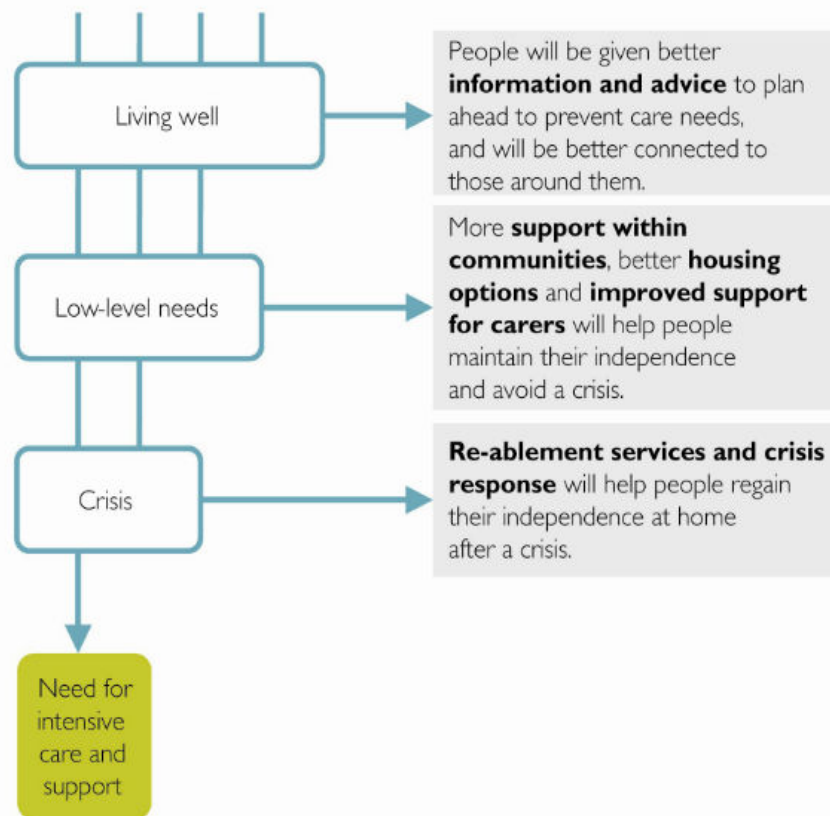
# Current and new system flowchart: Caring for our future: Reforming care and support

## Dh July 20102

The **current system** does not offer enough support until people reach a crisis point



The **new system** will promote wellbeing and independence at all stages to reduce the risk of people reaching a crisis point, and so improve their lives



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**Decision Session – Cabinet Member for  
Health, Housing and Adult Social Services****1 August 2012**

Report of the Assistant Director Housing and Public Protection

**Homeless Review 2011/12****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 2008-13 in respect of the financial year 2011/12. The primary focus is to report on prevention work, the trends of statutory homelessness, Youth Homeless Services and the work of the Resettlement Services and Housing Registrations Team to outline service developments throughout the year and future targets.

**Background**

2. There is a duty on all Local Authorities to provide an advice service to homeless people and those at risk of homelessness in addition to the provision of accommodation for certain households in accordance with Housing Act 1996. The remit of the work is set out in legislation and in the Homelessness Strategy 2008-13 (reviewed in 2011) and the Resettlement and Youth Homeless Action Plans.
3. The Housing Department undertook a restructure in 2011 (ongoing) and responsibilities of services managers changed. The portfolio of the Service Manager Housing Options and Homeless now includes Housing Options, Resettlement Service (Peasholme Centre and Howe Hill for Young People), Housing Registrations, North Yorkshire Home Choice Co-ordinator and Single Access Point. The Supported Housing Service Manager, now has responsibility for sheltered housing, emergency temporary accommodation, traveller sites and YorHome.

4. The Homeless Strategy 2008-13 sets out 4 strategic aims which have been amended in the Housing Options and Homeless Strategy Action Plan 2011-13 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.

### **Current and Ongoing Targets**

5. The Communities and Local Government (CLG) and City of York Council targets for 2011/12 were to:
  - Target for reducing temporary accommodation for 2011/12 was 90 actual 93; Much of this can be attributed to increasingly complex cases and effect of allocations policy which expects customers to make payments to any former arrears
  - Reduce the number of young people accepted as homeless (target 28, actual 22)
  - Ensure the use of Bed and Breakfast for families and young people (16 and 17) is only for emergencies and then for no longer than 6 weeks;
  - Target for number of prevention cases was 663 which was surpassed this year (993);
  - Following publication of 'No One Left Out: Communities Ending Rough Sleeping' by CLG target to eradicate rough sleeping by 2012. Target 0 rough sleepers, actual 2
  - Achieve housing performance targets within departmental service plan (reported elsewhere);

- Deliver actions points set out within Homelessness Strategy 2008-13, Resettlement and Youth Homeless Action plans within identified time scales;

## **Key Points**

6. The details of the activity and performance of the service are contained in appendix 1. In light the current economic situation and changes to services the key points of this report are:
  - The number of homeless preventions (i.e. existing accommodation sustained or alternative accommodation secured) has increased, figures for 2011/12 have increased from 631 cases to 993. This is an excellent result, especially in light of national changes around benefit reforms.
  - There has been a decrease in York of the number of homeless acceptances to 151 (from 183). The national trend has seen an increase in homelessness in England and Wales;
  - While actual numbers of homeless acceptances has decreased, the Housing Options Team has seen an increase in demand for services – evidenced by increase in contacts at Customer Services Centre 3350 (76% increase) and prevention cases.
  - The number of rough sleepers has remained low throughout the year. The quarter 3 submission to government (based on CLG assessment criteria) was 2. Those that remain street homeless are encouraged to work with Salvation Army Early Intervention and Prevention team to resolve their situation.
  - The number of households in temporary accommodation remains high despite a reduction in homeless acceptances and the opening of Howe Hill for Young People. The target for 2011/12 was 90. The final number in temporary accommodation as of 31/3/12 was 93 which, when considered against in the context of the economic climate, it is still a significant achievement.

## **Service improvement during 2011-12**

7. Throughout 2011/12 significant work has continued both internally and with partner agencies to improve the direct service to customers and the overall provision.

8. A number of service improvements were achieved in 2011-12:
- Development and publication of an Easy Read Tenancy Agreement in conjunction with Adult Social Care (Learning Difficulties team)
  - Development and publication of an Easy Read Housing Options Guide in conjunction with Adult Social Care (Learning Difficulties team)
  - Introduction of new sub regional choice based letting scheme – North Yorkshire Home Choice in July 2011. This was a substantial piece of work and involved many different teams, significant training and ongoing monitoring
  - Housing restructure at group and service manager level resulting in some internal changes
  - Developed a Supporting People web based Housing Options and supported housing directory  
[http://www.york.gov.uk/housing/Supported\\_and\\_sheltered\\_housing/Supporting\\_people/04directory/](http://www.york.gov.uk/housing/Supported_and_sheltered_housing/Supporting_people/04directory/)
  - Amalgamation of Housing Options Team to provide generic working
  - Lead authority for sub regional personalisation monies to tackle rough sleeping
  - CYC Resettlement Services and Salvation Army Early Intervention and Prevention Team involved in 'street drinking initiative during 6 week period in summer 2011
  - Amalgamation of Youth Education Programme (YEW) into Howe Hill (formerly Project 92)
  - Provision of education to young people in Howe Hill for Young People by York College
  - Establish working group to look at new government initiative 'No second night out' to tackle 'new' rough sleepers
  - Draft elderly persons housing options leaflet with Adult Social Care
  - Uploaded homeless statistical bulletin onto CYC website

- Worked with 'Restore (York) Ltd' to set up service which provides homes and support for people in York who would otherwise be homeless.
- Developed a new YorHome service level agreement taking account of new financial requirements regarding 'cooling off periods' and safety requirements.
- Opened Howe Hill for Young People on 23/1/12
- Funding agreed for and preparatory work carried out to develop a housing apprentice scheme
- CLG personalisation monies set up 'Through the Gate' scheme for prisoner release

### **Forthcoming projects - 2012/13**

9. The following work is identified in the Housing Options and Homelessness Action plan 2011-13 and will be given priority within the team in 2012/13:

- Work to tackle the issues that are associated with homelessness such as Worklessness, incorporating advice around employment and training into the advice and assistance;
- Developing the Housing Options model to widen the information and advice available to specific groups such as those with disability and the elderly;
- Re-provision of Ordnance Lane – target date 2014
- Continue to be lead Local Authority for sub regional work around rough sleeping and distribution of personalisation monies (Communities and Local Government funded)
- Implement No Second Night Out initiatives and address re-emerging issue of increased rough sleeping
- Joint working with North Yorkshire Police to tackle street drinking in York
- Put systems / initiatives in place to tackle the potential impact as a result of the changes to the benefit system.
- Provision of mental health accommodation

- First annual review of North Yorkshire Home Choice common allocations policy, taking account of Localism Act and forthcoming Allocation Code of Guidance
- Continued expansion of YorHome and development of an arms length delivery model
- Consult and publish Homelessness Strategy 2013-18
- Write Supported Housing Strategy due for completion April 2013
- Set up housing apprentice scheme
- Review multi-agency, specialist provision of Howe Hill for Young People
- CLG Homelessness Suitability of Accommodation consultation

### **Consultation**

10. Joseph Rowntree Foundation have are carrying out extensive evaluation of the new North Yorkshire Home Choice scheme on behalf of the CBL Board
11. Consultation occurred throughout the year with staff, stakeholders and young people in respect of developing Howe Hill for Young People
12. National consultation in respect of Response to Communities and Local Government 'Allocation of accommodation: guidance for local housing authorities in England' (submission 16/4/12)

### **Council Plan**

13. The Homeless strategy is closely link to a number of strategies and priorities with the new Council Plan.

### **Implications**

#### **Financial Implications**

14. 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 trough failure to met targets and pro-actively address homelessness.

### **Equalities Implications**

15. An equalities impact assessment has been completed for the housing options and homeless strategy to ensure that equalities and diversity are at the forefront of the service.

### **Legal Implications**

16. The provision of a homeless service is a statutory requirement under Housing Act 1996 and Homelessness Act 2002.
17. 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”.

### **Risk Management**

18. There is a continued risk that due to current economic climate and national agenda that homelessness will increase significantly. It is only through the ongoing concerted effort of staff and the resources channelled into homeless that we are keeping this at bay.
19. That any future local and national funding cuts will impact on services
20. 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

### **Recommendations**

21. The Cabinet member for Health, Housing and Adult Social Services is asked to:
  - a. note the contents of the report
  - b. Agree the priorities for 2012/13 as set out in paragraph 9, the targets and the forthcoming plan.

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

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**Chief Officer Responsible for the report:**

**Steve Waddington**

Assistant Director Housing and Public  
Protection

**Report  
Approved**



**Date** 8/6/12

**Wards Affected:** *List wards or tick box to indicate all*

**All**

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

**Appendix 1**

Homeless Performance 2011-12

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

2008-13 Homelessness Strategy

2011-13 Housing Options and Homeless Strategy Action Plan (Review)

Temporary Accommodation customer satisfaction survey

Housing Options customer satisfaction survey

**Glossary:**

B&B - Bed and Breakfast

BGS - Bond Guarantee Scheme

CAB - Citizens Advice Bureau

CBL - Choice Based Lettings

CLG - Communities and Local Government (now Department Communities  
and Local Government)

CYC - City of York Council

RSL - Registered Social Landlord

SP - Supporting People

YOT - Youth Offending Team



## Homelessness Performance 2011/12

### Resettlement Services

1. During 2011/12 all agencies have worked hard carrying out early morning street walks, offering advice and drop in services and working together to maximise accommodation and re-location provision. The rough sleepers in York was remained low and the official street count submission to CLG submitted in November 2011 was again 2.
2. Street count (number of rough sleepers as defined by CLG definition)

March 08	June 08	Sept 08	Dec 08
5	1	2	0
March 09	Sept 09	March 10	Nov 10
2 (V) <sup>1</sup>	3	0	2 (new) <sup>2</sup>
Nov 11			
2			

3. This is particularly reassuring as nationally rough sleeper figures have increased by 24.8% and by 30% in Yorkshire and Humber region.

Region	Autumn 2010 <sup>5</sup>	Autumn 2011	Change	
			Number	%
North East	49	32	-17	-34.7
North West	100	149	49	49.0
Yorkshire and the Humber	115	150	35	30.4
East Midlands	121	188	67	55.4
West Midlands	182	207	25	13.7
East of England	206	242	36	17.5
London	415	446	31	7.5
South East	310	430	120	38.7

<sup>1</sup> (V) = verified street count – with CLG present

<sup>2</sup> (New) = new CLG submission criteria

South West	270	337	67	24.8
<b>England</b>	<b>1,768</b>	<b>2,181</b>	<b>413</b>	<b>23.4</b>

4. Winter 2011-12 was reasonably mild and the severe weather procedure was operated for total of 23 nights between November 2011 – March 2012, providing emergency accommodation for 14 people. Arc Light accommodated 11 male customers while Peasholme Centre accommodated 3 female customers – a total of 58 ‘bedspaces’.
5. Salvation Army issued 141 travel warrants to assist people to return home / access accommodation in their local area or out of area placements as part of a planned re-housing process
6. Arrears have increased at both hostels, although the arrears at Howe Hill for Young People may be due to customers in the new service awaiting HB assessments. In addition there are increased sanctions being effected by DWP which affects housing benefit claims.

<b>Current Arrears - D10 Hostels</b>	2010/11	Mar-12
D10 Hostels (Howe Hill)	£2,308	£5,786
D10 Hostels (Peasholme)	£1,104	£1,726
<b>Total D10</b>	<b>£3,412</b>	<b>£7,511</b>

7. During 2011/12, 34 people were re-housed by CYC / Registered Social Landlord (RSL) via North Yorkshire Home Choice resettlement category. This is now extended to mental health projects where residents complete resettlement work.

	TOTAL	Resettlement	Young People	Women's Project	Mental health
2008/9	28	20	6	2	N/A
2009/10	28	25	2	1	N/A
2010/11	45	35	9	1	N/A
2011/12	34	21	4	2	7

## Housing Options and Prevention

8. Housing Options continues to provide a valuable service to customers offering comprehensive, individual interviews to discuss their housing issues. During 1011/12 the role of Housing Options Worker and Housing Caseworker was combined so, wherever possible customers see only one worker.
9. Housing Options Statistics 2011/12 show a marked increase in contacts (76%), although in March 2012 staff re-introduced a duty scheme whereby Housing Options Worker sit on front desk to give condensed advice rather than a full interview.

	TOTAL
2008/9	640
2009/10	1556
2010/11	1900
2011/12	3350

10. Prevention remains a fundamental element of the work offered by Housing Options Team and the Salvation Army Early Intervention and Prevention Team but it is becoming increasingly difficult to access the private rented sector for our customers.

Year	TOTAL preventions
2008-9	645
2009-10	1076
2010-11	631
2011/12	993

11. The Bond Guarantee Scheme provided 60 new bonds during 2011/12. There are a total of 180 bonds now administered through this scheme. There were 7 claims against BGS in 2011/12, total cost £3,770 which is re-charged to customers.
12. We currently have 75 YorHome properties, 20 of which are single units. The target for 31/3/12 was 75 which was met but it was disappointing that such a large proportion were single units.
13. The Citizens Advice Bureau (CAB) Housing and Debt Project assisted 682 households with housing related debt problems. This is above target of 600.

The majority of customers continue to be Local Authority tenants (52%) although this is a reduction from previous year, which is reassuring that other people in need are accessing the service.

	PRS	LA	HA	O/O	Hostel / temp
2009/10	6%	70%	4%	20%	N/A
2010/11	12%	59%	4.9%	23.2%	N/A
2011/12	16%	52%	8%	20%	3%

14. Statistics show that there is a trend that shows that the number of people seeking help is on the increase, although no increase in percentage of customers with debts over £2000

Level of housing debt	Below £500	£501-£1000	£1001-2000	£2001+	Total Customers
2008/9	47.5%	43.5%	7%	2%	347
2009/10	19%	55%	12%	14%	595
2010/11	15.9%	59.6%	13.4%	11.1%	621
2011/12	19.4%	55.1%	15%	10.5%	844

15. Young Persons Homeless Workers (Joint Foundation Housing / Pathway post) provided advice and support to 164 young people 16 and 17 years old ( Supporting People and prevention stats), a further increase from 119 in 2009/10 and 136 in 2010/11
16. Nightstop provided emergency bed spaces for 60 young people amounting to 189 bed nights. This is an increase in referrals (from 47) but decrease in bed nights (from 226)
17. Delivery of mortgage prevention service continued in 2011/12 using CLG grant monies. During 2011/12, 6 households were helped to remain in their homes though detailed negotiation, debt advice and use of mortgage rescue schemes plus 1 which did not need Mortgage Rescue Scheme. A further 4 are in the pipeline

	Golden triangle Scheme	CLG Scheme	Breathing Space
2008/9	8	0	N/A
2009/10	8	3	N/A
2010/11	2	6	0
2011/12	N/A	4	2

### Statutory homeless

18. Presentations and acceptances in 2011/12. The following table shows trends over the last 6 years:

	<b>2005/6</b>	<b>2006/7</b>	<b>2007/8</b>	<b>2008/9</b>	<b>2009/10</b>	<b>2010/11</b>	<b>2011/12</b>
Presentations	619	505	406	326	207	247	215
Total Accepted Homeless	433	213	258	208	130	183	151
% acceptances to presentations	38%	42%	63%	63%	63%	74%	75%

19. Average time to make a decision increased in 2011/12 to 34.2 which includes several complex cases<sup>3</sup> and homeless review cases.

	<b>2009/10</b>	<b>2010/11</b>	<b>2011/12</b>
Decision time (target) days	33	33	33
Decision time (actual)	21.3	17.68	34.2*

\*We are awaiting confirmation from CLG that all these should be included

20. The statutory homeless figures show us that homeless acceptances in 2011/12 were 151 which was due to hard work of all staff giving housing advice and support.

### Trends of accepted homeless households

<b>Priority Need acceptances</b>	<b>2008/9</b>	<b>2009/10</b>	<b>2010/11</b>	<b>2011/12</b>
Households with children	127	73	89	<b>79</b>

<sup>3</sup> Examples of complex cases includes case A: DV case involving health, children's social services and police and case B: applicant providing misleading information and repeated change of circumstances both leading to extended times to make a decision

or pregnant				
16 and 17 year olds / vulnerable young people	39	32	49	<b>22</b>
Old age	1	1	0	<b>0</b>
Households with physical illness or disabilities	17	9	19	<b>22</b>
Households with mental health issues	16	9	18	<b>13</b>
Domestic violence	3	2	4	<b>6</b>
Emergency / other	5	4	4	<b>9</b>
Asylum Seekers	0	0	0	<b>0</b>
<b>TOTAL</b>	<b>208</b>	<b>130</b>	<b>183</b>	<b>151</b>
<b>Target</b>		188	124	No target

21. The reasons why people were accepted in priority remain fairly constant. It is anticipated that the number of young people accepted as homeless will reduce as a result of the specialist facility – Howe Hill for Young People which opened in January 2012. The final quarter of 2011/12 started to show this trend

### **Trends over the last few years**

22. Overall number of homeless acceptances has decreased to 151. This trend is not replicated across England and Wales which has seen a rise in number of homeless acceptances<sup>4</sup> (2009 = 31340, 2010 = 42400, 2011 = 48510) which is a proportional rise of 34%), after previous years of a reduction in homeless acceptances.
23. Ethnic monitoring of customers occurs when they present as homeless and 97% were completed. For the period 2011/12 we monitored 209 people, the majority of whom described themselves as white (98.5%). Awaiting analysis of 2011 census for comparison but CYC Business Intelligence report indicates a significant percentage change in population composition which indicates that the customers in the homeless service are not representative of York's population.

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<http://www.communities.gov.uk/housing/housingresearch/housingstatistics/housingstatistics/homelessnessstatistics/livatables/> table 770

	<b>White British</b>	<b>White Irish</b>	<b>White Other</b>	<b>Black / Black British</b>	<b>Asian / Asian British</b>	<b>Chinese</b>	<b>Mixed</b>
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

## 24. Homeless decisions by ethnicity

	<b>White</b>	<b>Afro / Caribbean</b>	<b>Indian, Pakistani, Bangladeshi</b>	<b>Other</b>	<b>Not Known</b>
2008/9	313	2	1	4	6
2009/10	201	3	0	3	0
2010/11	230	3	3	1	10
2011/12	206	0	0	3	6

**Reasons for homelessness**

<b>Reason for homelessness</b>	<b>2008/09</b>	<b>2009/10</b>	<b>2010/11</b>	<b>2011/12</b>
Family Licence Termination (parental exclusions)	86	66	70	<b>36</b>
Family Licence Termination (other)	30	10	20	<b>20</b>
Relationship breakdown (violent)	18	20	29	<b>25</b>
Relationship breakdown (other)	14	9	16	<b>22</b>
Mortgage arrears repossessions	4	2	1	<b>0</b>
Rent arrears	10	2	2	<b>0</b>
Loss of Assured Shorthold Tenancy	24	10	19	<b>17</b>
Loss of other rented accommodation inc NASS	5	2	6	<b>9</b>
Other inc left institution or care, emergency, return from abroad, sleeping rough, hostel Violence / harassment	17	9	20	<b>22</b>
<b>TOTAL</b>	<b>208</b>	<b>130</b>	<b>183</b>	<b>151</b>

25. In terms of **reasons for homelessness**, the main features are that:

- parental exclusion / family licence terminations continue to be the main reason for homelessness in York but the proportion of parental exclusion has significantly reduced, although relationship breakdowns has increased from 6% to 15%. This may be attributed to the considerable effort staff put into prevention and routes into planned housing rather than emergency presentations, in part due to the introduction of the new CBL scheme
- The number of mortgage repossessions remains low, although several households have been assisted through mortgage rescue schemes (previous details).
- The number households losing their homes due to rent arrears and then being re-housed by the Local Authority was nil last year
- Number of people losing their accommodation through loss of Assured Shorthold tenancy (AST) has stabilised but it is still a concern due to the recent changes to the Local Housing Allowance and welfare benefit changes.

### Use of temporary accommodation

26. 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>31.03.09</b>	<b>31.3.10</b>	<b>31.03.11</b>	<b>31.3.12</b>
Bed & Breakfast (B&B)	10	0	2	<b>6</b>
Total annual placements into B&B	176	60	45	<b>92</b>
B&B use as % of all temp accommodation	6%	0%	2%	<b>2%</b>
Of which – families with children/pregnant	4	0	1	<b>2</b>
<b>TOTALS in all temp accom</b>	167	79	94	<b>93</b>
<b>Temp targets</b>	160	121	75	90
Associated subsidy loss	2008/09 £167,954 loss	2009/10 £39,485 loss	2010/11 £39,366 loss	2011/12 £68,910 loss



27. The use of Bed and Breakfast has increased despite numbers of accepted homeless being reduced This is in part because of the complexity of the investigation (as seen in increase in decision time), increase in reviews when we continue to accommodate. The financial contribution of Housing Benefit since 2009 to the spend to save budget remains cost effective in reducing subsidy losses.
28. The overall numbers of households in temporary accommodation has decreased slightly since this time last year. This is disappointing in light of the reduced acceptances and opening of Howe Hill for Young People. Increased emphasis is required to ensure people move out of temporary accommodation as soon as possible and there are no barriers despite significant effort of agencies across York.
29. That slight increase of rent current arrears is not unexpected in the current economic climate

2008/9	2009/10	2010/11	2011/12
26K	17K	£8183	£9,509

30. Temporary accommodation team contribute to the LA target for void times and maintain a rapid turn around for properties at 1.97 week on average. As of 23/1/12 Howe Hill for Young People are no longer recorded in this statistic.

### Review of Homeless decisions

	No of reviews	Upheld	Dismissed	Withdrawn/ out of time	Ongoing	Court cases
2008/9	22	5	10	5	2	0
2009/10	15	5	5	4	1	0
2010/11	17	5	10	1	1	0
2011/12	36	12	16	6	2	0

31. The number of reviews has increased, in part due to the complexity of the cases but the number of legal challenges remains low, we believe due to the consistency of decisions by Review Officer and good practice adopted by Housing Options Workers.

32. The Review Officer now 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. Carried out 37 reviews bringing in circa £7500.

### **Permanent Re-housing.**

33. There has been increased emphasis on preparing people for independent living through Youth Education Project (YEW) and targeted support provision through Single Access Point. YEW Project remit is to work with young people and Care Leavers (16-21) at Howe Hill for Young People, Southlands Road Hostel and Scarcroft Project. The project facilitated 404 sessions, working with 81 individuals
34. Single Access Point processed 722 referrals for support during year 2011/12. Expanded into a total of 23 services
35. As of 31/3/12 there were 15,198 on North Yorkshire Home Choice list, of which 3972 were registered with York. This is a slight increase since 31/3/11 (3750)

<b>Local Authority</b>	<b>Emergency</b>	<b>Gold</b>	<b>Silver</b>	<b>Bronze</b>	<b>Total of Band</b>
Craven	1	37	288	807	<b>1133</b>
Hambleton	1	139	502	1070	<b>1712</b>
Richmondshire	2	74	313	744	<b>1133</b>
Ryedale	6	91	500	858	<b>1455</b>
Scarborough	4	279	914	2936	<b>4133</b>
Selby	0	72	621	967	<b>1660</b>
York	1	316	1693	1962	<b>3972</b>
<b>Total of Local Authority</b>	<b>15</b>	<b>1008</b>	<b>4831</b>	<b>9344</b>	<b>15198</b>

36. During 2011/12 the numbers of offers to potentially homeless customers via waiting list increased significantly.

Year	Offers of accommodation to potentially homeless
2008/9	23
2009/10	89
2010/11	148
2011/12	266

37. The increase in due in part to the emphasis on the prevention agenda but may also be affected by the change in policy under North Yorkshire Home Choice.
38. 25.75% of all council homes available to let went to homeless households.

Year	Total lets (excluding transfers)	Let to homeless	Percentage
2008/9	554	138	25%
2009/10	478	136	28%
2010/11	372	59 (inc CBL)	16%
2011/12	400	103	25.75%

39. NB. Lets to homeless **does not** include those housed under resettlement category or potentially homeless households (prevention work) but we have recorded on national P1E<sup>5</sup> statistics that 266 lets went to potentially homeless and as previously mentioned 34 to resettlement (although some will be via Registered Social Landlords). If these planned housing and prevention lets were included the number of lets to homeless would be considerably higher.

### Customer satisfaction

40. CYC carry out customer satisfaction surveys for temporary / resettlement accommodation and for housing options advice
41. During period 1/4/11 – 31/23/12, 31 accommodation surveys were returned. 45% from Peasholme and 55% from temporary accommodation.

<sup>5</sup> P1E is the recognised name of the national homeless recording system.

Overall there was an increase in satisfaction – other than around standard of decoration / cleanliness and condition of furniture and fittings and individual comments indicated this was at Ordnance Lane. 100% said the rules were explained to them, they were given a copy and they were easy to understand. Importantly 100% of respondents said staff were approachable and 97% said they were helpful and answered questions clearly

42. During period 1/4/11 – 31/23/12, 14 Housing Options customer satisfaction survey were returned. This was a disappointingly low number despite all customers being sent a questionnaire. The results though were positive – with majority of applicants (all that answered the question) stating they were satisfied with the service.

### **Future Targets**

43. There area number of national initiatives which we anticipate will impact on housing options and homelessness in York namely changes to Welfare befits, changes to the allocation Code of Guidance and changes to the type of tenancies that can be offered. While the City of York has yet to make decisions on some of these matters the impacts could vary sub-regionally which may affect the choice based letting scheme..
44. In addition to preparing for these changes the targets for the forthcoming year 2012/13 remain constant to:
- Continue to reduce use of temporary accommodation – targets of 5% year on year.
  - To continue to refrain from using Bed and Breakfast accommodation
  - Realignment of rough sleeping targets via No Second Night Out to prevent repeat rough sleeping.
  - To achieve other Housing Performance Targets as set out in the service plan namely (see table):
  - To deliver actions points set out within Homelessness Strategy 2008-13, Resettlement action plan, Youth Homeless Action plans and Gypsy and Traveller action plan within identified time scales