

Homelessness Performance 2016/17

1. Main achievements of 2016/17 were:

- Working with Youth Offending Team to provide PACE (Police and Criminal Evidence Act) beds for 16 and 17 year olds as a young person who is officially “detained” in police custody **must never** spend the night in a police cell. The police have a legal responsibility to contact a representative of the Local Authority for emergency PACE bed provision. The young person remains in custody.
- Working with Adult Commissioning regarding contract recommissioning for Community Wellbeing Support Contracts, Family Support contract, Older Persons contract and Supported Lodgings contract.
- Hostel and supported housing provision for young people was extended to cover 16-25 age range.
- Developing an additional 2 respite rooms in sheltered schemes to assist early discharge from hospital, decants when major adaption’s are required in an individuals home or people that are homeless and need temporary accommodation (3 now in total).
- Developing a Mental Capacity / Power of Attorney leaflet.
- Improving Single Access Point form, consent and eligibility.
- Achieving national Gold Standard Challenge (3rd council in the county to do so) part of National Practitioner Support Services
- Involved in DCLG consultation around Homeless Reduction Bill and supported housing funding.
- Transferred and expanded move on flats – now available to all customers group rather than just young people in homeless services.
- Completion of 53 (TBC) properties for social rent in York.
- Making Every Adult Matter (MEAM) pilot extended until 30/9/17.
- Older Persons Housing Worker extended until 30/9/17.
- Hostel Mental Health pilot extended until 30/9/17.
- Working with Syrian Refugees.
- Decision October 2016 to explore withdrawing from NYHC and from Choice Based Lettings (ongoing work).
- Developed a property booklet setting out actual lettings data for customers to make informed decisions about their housing options.

Gold Standard

2. A significant part of the work in 2016/7 has been working towards completing National Practitioner Support Service (NPSS) Gold Standard Challenge providing continuous improvement in front line housing services through the development and delivery of the Gold Standard Challenge. This is funded by the Department of Communities and Local

Government and based on the Government report 'Making Every Contact Count'. Initially there was a diagnostic peer review, once achieved this unlocked access to a further 10 challenges. We achieved Gold Standard (completing all 10 challenges) on 7th December 2016, and were the 3rd council in the country to do so.

Challenge	submitted	OUTCOME
1 Corporate commitment	August 2015	PASS 15/16
2 Partnership	December 2015	PASS 16/17
3 Housing Options	April 2016	PASS 16/17
4 No Second Night Out	August 2015	PASS 15/16
5. Pathway to housing	March 2016	PASS 16/17
6 PRS	March 2016	PASS 16/17
7 Mortgage Repossessions	August 2015	PASS 15/16
8 HL strategy	January 2016	PASS 16/17
9 No YP in B&B	November 2015	PASS 16/17
10 No family in B&B	September 2016	PASS 16/17

Legal Changes in 2016/17

3. During 2016/17 there have been a number of significant legislative developments which will impact on housing:

- Homeless Reduction Bill. Awaiting Royal Assent. This will increase the statutory responsibility of Local Authorities to carry out a homeless assessment 56 days before homelessness (increased from 28 days), there will be a duty to provide a personalised plan for all customers to reduce / prevent homelessness.
- Housing and Planning Act 2016. Ongoing requirement to reduce social housing rents by 1% which has been accounted for in Housing Revenue Account business plan. From 1/4/17 this is also extended to supported housing. There has been no further guidance around flexible tenancies and sale of high value stock. Pay to Stay has been withdrawn.
- Housing White Paper has redefined affordable housing and emphasis on home ownership.
- Ongoing welfare reforms. In 2016/17 a number of changes were introduced including partial introduction of Universal Credit in York (full roll out 12/7/17).

Resettlement Services

4. During 2016/17 all agencies continue to work hard to tackle rough sleeping. Street walks continue on a regular basis, as does the provision of advice and drop-in services.
5. The Salvation Army Early Intervention and Prevention Team (office) remains at Central Methodist Church but the daily drop ins operate out of Peasholme Centre. Salvation Army has provided 255 drop in session, seeing 357 individuals, a total of 2637 contacts. This is a slight increase on customer numbers form 2015/16.
6. The Salvation Army Early Intervention and Prevention Team carried out 49 early morning street walks.
7. The Salvation Army helped 7 people into private rented accommodation and provided 21 travel warrants to help people return to / source alternative accommodation. The total cost of travel warrants in 2016/17 was £436.80.
8. York continues to operate No Second Night Out for rough sleepers. Salvation Army are the hub for contact, either by direct contact or via the national rough sleeper helpline Street Link 0300 500 0914.
9. There are 4 emergency rooms (1 at Peasholme Centre, 2 at Howe Hill for Young People and 1 at Robinson Court) and 2 'Bed- A Head' beds at Arc Light for hospital discharges that are homeless plus all hostels use short term vacant beds / emergency placements for No Second Night Out (NSNO).
10. Arc Light, Peasholme Centre and Howe Hill for Young People provide emergency accommodation during severe weather to accommodate those sleeping rough.
11. Agencies across York, working with rough sleepers have ensured that rough sleeping in the city has not increased. The street count (number of rough sleepers as defined by DCLG).

Region	2013	2014	2015	2016	Change	
					Number	%
York	9	13	18	18	0	0%
Yorkshire and the Humber	129	126	160	172	+12	8%
England	2414	2744	3569	4134	+565	16%

12. Nationally there was a 16% increase in rough sleeping, although only a regional increase of 8% in Yorkshire and Humberside.
13. The constant high numbers of rough sleepers in York is possibly a result of the ongoing difficulty accessing the private rented sector due to high rents, pressure on services which limits availability of accommodation, the sanctions / disengagement caused by welfare benefit reforms and pressure on social housing. There appears to be an issue with individuals disengaging with benefits and relying solely on begging as a form of income, although not all beggars are homeless.
14. York adopted a (MEAM) approach to work with complex / entrenched rough sleepers., This provides an opportunity to bring together key local stakeholders across all sectors, with a focus on fresh thinking and identifying new approaches to tackling multiple and complex needs in York.
15. The Making Every Adult Matter (MEAM) specialist worker supports a caseload of adults with multiple and complex needs. These customers have ineffective contact with services, live chaotic lives and present with multiple complex issues, such as mental ill health, homelessness, drug and alcohol misuse, offending and family breakdown.
16. Between 01/04/2016 and 31/03/2017 there have been 24 referrals received. Of these 8 have been accepted on to the MEAM caseload. Referrals are agreed by the MEAM operational group. Current caseload is 10 (+ 2 pending).
17. At point of referral all were verified rough sleepers. 6 are now in accommodation, 7 are engaged with substance misuse services, and 7 are engaged with mental health services. Offending behaviour and incidents of anti social behaviour has significantly decreased for 7 of these clients.
18. Since the MEAM Worker has been in post (21/5/15) the project has worked with 24 individuals achieving 16 positive outcomes.
19. Across York services have provided a number of emergency beds as part of No Second Night Out (NSNO) Initiative and the Severe Weather provision. NSNO operated throughout the year, with additional facilities being provided during severe weather (November – February).

20. 98 individuals were placed during severe weather, providing 623 bed nights.

	2016/17 severe weather:					
	Total	Arc Light	Peasholme	Robinson Court	Howe Hill	Nightstop
BEDNIGHTS	623	260	237	48	78	N/A

21. Hostels in York provided 2657 NSNO bed nights for 275 individuals that were homeless. The majority of the referrals for the NSNO beds were completed by the Salvation Army Early Intervention and Prevention Team, however some referrals were also completed by the Council's Emergency Duty Team, Housing Options, Youth Homeless Workers, and the Pathways Team. Please note the number of individuals is the number of customers accessing emergency accommodation *per month*; it is not an accurate reflection of the number of customers who have accessed accommodation for the *entire* year as some people will have been in emergency accommodation more than once, or across multiple months.

22. Emergency Bed nights (excluding Nightstop)

	Howe Hill	Peasholme	Arc Light	Robinson Court	Total
Apr	102	134	28	19	283
May	66	133	35	10	244
June	69	145	26	39	279
July	75	112	9	3	199
Aug	90	128	16	27	261
Sept	68	100	10	15	193
Oct	58	129	8	8	203
Nov	95	157	35	2	289
Dec	19	126	15	24	184
Jan	49	147	4	21	221
Feb	30	96	6	12	144
Mar	26	104	10	17	157
Total	747	1511	202	197	2657

23. Individuals

	Howe Hill	Peasholme	Arc Light	Robinson Court	Total
Apr	5	14	2	5	26
May	5	14	4	2	25
June	5	8	3	4	20
July	6	10	3	1	20
Aug	6	13	2	4	25
Sept	4	12	2	2	20
Oct	6	10	2	2	20
Nov	8	19	4	2	33
Dec	2	17	1	5	25
Jan	8	14	2	2	26
Feb	9	1	2	3	15
Mar	6	12	1	1	20
Total	70	144	28	33	275

24. Arc Light also operates 'A Bed A Head' to facilitate early discharge from hospital for people that are homeless. Between 01.04.16 – 31.03.17 A Bed Ahead received 143 referrals for 108 individuals. Emergency accommodation was provided on 60 occasions for an average of about 11 bed nights (this is an increase on previous figures due to some delays moving people on into resettlement, particularly over last winter). On a further 28 occasions over this period individuals were advised & assisted to access alternatives or resolve their housing issues prior to discharge (with an additional 5 referrals either going on to long term hospitalisation or being taken into custody immediately at discharge). Outcomes for those directly accommodated by A Bed Ahead remained at around 80% positive;

- York resettlement system – 26
- Relocation to area of local connection – 13
- CYC statutory duty – 3
- Other non-statutory (family/friends. private rented) – 6
- Unknown; abandoned, failed to engage etc - 12

25. The 2 Hostel Mental Health Workers employed by CYC (in resettlement and statutory hostels) have enable more complex customers to access hostel services and have supported the generic hostel staff to work with individuals with mental health issues. 48 sessions / group work have been facilitated. 35 individuals reported feeling suicidal and interventions provided by Hostel Mental Health Workers have resulted in zero hospital attendance.

26. Arrears have decreased at Howe Hill for Young People but increased by 100% at Peasholme Centre due to awaiting HB payments. No individual has significant or worrying arrears.

Current Arrears - D10 Hostels	Mar-13	Mar-14	Mar - 15	March 16	March 17
D10 Hostels (Howe Hill for Young People)	£6843	£2548	£4511 (revised)	£2321	£1984.54
D10 Hostels (Peasholme)	£1174	£1055	£925	£610	£1225.24

27. During 2016/17, 85 referrals for resettlement category were made. 70 people commenced tenancies 1/4/16-31/3/17 with Local Authority / Registered Social Landlord (RSL) via North Yorkshire Home Choice resettlement category. This provides a planned route into permanent housing.

	TOTAL housed in year	Resettlement	Young People	Women's Project	Mental health
2012/13	59	37	15	1	6
2013/14	55	29	15	2	9
2014/15	56	28	20	2	6
2015/16	59	32	17	1	9
2016/17	70	40	23	2	5

Young Peoples Services

28. Howe Hill for Young People provides 22 bed spaces for young people and young parents. The project incorporates the YEW (Youth Education Worker) Project whose aim is to work with young people and Care Leavers (16-21).
29. The YEW project facilitated 455 sessions and worked with 55 young people to prepare them for independent living. The programme includes 'in house training' to develop; budgeting and tenancy skills, look at current affairs including specific sessions in the run up to the general election, cooking, employability skills, group work and self esteem, sexual health and pregnancy, developing numeracy and literacy skills; art and craft based projects and raising awareness around offending behaviour and the law.

30. New sessions have been developed including Health Week when outside specialist agencies delivered sessions on sexual health, smoking and substance misuse and physical activity sessions including circuit training, swimming, climbing wall, football, badminton and basketball. These sessions were attended by 15 young people.
31. Just Do It! has been introduced as a weekly session to focus on individual goals and targets aiming to increase motivation and achievement and to tackle outstanding tasks) the young people need to address for example registering with a GP and dentist, going for eye tests and completing job searches.
32. The young people's sexual health outreach team visit each month to give young people much greater access to sexual health information and services. Lifeline have also set up a fortnightly drop to improve access to substance misuse information and support.
33. The YEW Project also partnered with The York Museums Trust Project, and York Castle Museum as part of their Shaping the Body exhibition. The young people have created Bowie inspired pieces for the preview night of this exhibition.
34. 6 young people participated in a 2 night residential and took part in abseiling, caving and a high ropes course. Other activities over the last year outside of the regular programme have included a visit to National Multi Media Museum in Bradford, kayaking and mountain biking, climbing wall, ice skating, bowling and a visit to York Dungeons.

Housing Options and Prevention

35. It is a legal requirement that a Local Authority provides housing advice. This is generally provided by the Housing Options Team but The Salvation Army Early Intervention and Prevention Team, Youth Homeless Workers and Older Persons Housing Worker also provide specialist advice.
36. The Housing Options Team continues to provide a valuable service to customers offering comprehensive, individual interviews to discuss their housing issues. Housing Options Statistics 2016/17 shows a slight decrease in contacts with Housing Option Team and a reduction in the number of in depth interviews. This may be due to the improved personal approach of Housing Registrations Team, providing more detailed advice and the direct referral to the Older Persons Housing Specialist. Housing Options cases though remain complex and time consuming.

37. Housing Registrations Team now offer phone or office interviews to all new customers wishing to register on NYHC and give everyone personalised / realistic housing advice. The figure stated below does not include the interviews conducted that did not result in an application.

Year	Total	Total In depth interviews	Housing Registrations contacts in WO (this does not include phone contacts)	Housing Registrations applications on NYHC following a comprehensive interview	Housing Registrations new applications that were not progressed
2012/13	4925	1983			
2013/14	4572	1626			
2014/15	3795	1454			
2015/16	3438	1327			
2016/17	2958	1127	1778	1233	1074

38. The number of Housing Options contacts has reduced as a result of the new working practices adopted by Housing Options and Housing Registrations. These team now share a single West Office contact desk, to ensure that customers are not passed unnecessarily between services and comprehensive advice is given at point of application. In total there were 4736 office contacts in 2016/17 and 2308 housing registrations applications which involved a comprehensive interview. Some of the interviews may also be recorded in Housing Registrations contacts but this figure does not include any detailed interviews which did not result in a housing application. Taken together, these show the high demand for Housing Options and Housing Registration services.
39. In addition, single people that are homeless can also seek advice from the Salvation Army Early Intervention and Prevention Team.
40. Statistics show that the number of homeless preventions has increased, but so has statutory homeless acceptances .. The main concerns in providing a housing options service is the increasingly difficulty in accessing the private rented sector for our customers, the high demand on supported housing places and the high demand for social housing via North Yorkshire Home Choice.

Year	Total Preventions
2003/4	121 (cases) 95 prevented
2012/13	746
2013/14	683
2014/15	665

2015/16	630
2016/17	752

41. The Older Persons Housing Specialist provides advice and information on all aspects of housing and associated needs to people aged 60+. Main work is with older people with additional health and social care needs, their families and other involved professionals.
42. Despite the post being invaluable to Adult Social Care, Housing and health it is currently operating on short term funding and is currently funded until 30/9/17.

	General contacts / enquiries	level 2	level 3 (intensive casework)
Sept 13 – Mar 15 (Target) Actual	(1000) 1237	(250) 406	(150) 217
2015/16 (Target) Actual	(1000) 1092	(250) 296	(150) 208
2016/17 (Target) Actual	No longer recorded was only to promote service.	(250) 307	(150) 180

43. During 2016/17 the service has expanded the coordination of the respite room offer to three units and has been closely involved in the development and expansion of the SHEC allocation panel to include all SHEC schemes. The service continues to work closely with colleagues across health and adult social care to resolve crises and to promote and facilitate active and timely housing interventions.
44. 5 households have been provided a repayable bond in 2016/17 to enable access to private rented accommodation. In addition Rent in Advance has been provided to 12 households. There are now 105 bonds administered through the scheme. There have been 10 claims made in 2016/17 with the council paying out a total of £5211.72 which has then been recharged to the customer.
45. Supported Housing Services have been working with the Refugee Council to rehouse Syrian Refugees that York committed to assisting. York now has 7 Syrian families (31 people) working closely with the private rented sector to accommodate them.
46. YorHome is the Private Letting Agency run under the umbrella of CYC and is a socially responsible landlord. YorHome currently manage 40 properties including the 6 properties let to Syrian Refugee families. In addition, YorHome manages properties for Thirteen Housing Group - 18

are affordable / intermediate rent and 20 are social housing (management agreement).

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

47. Citizens Advice York (CAY) (formally CAB) Housing and Debt Project is funded via DCLG Homeless Prevention Grant. The remit of the project is to provide 'fast track' advice service, but with the flexibility to work more intensively with some customers. The project worked with 345 households with housing related debt problems. The majority of customers continue to be Local Authority tenants with a further drop in the number of owner occupiers seeking help.

	PRS	LA	HA	O/O	Hostel / temp	No record
2012/13	12%	56%	6.5%	24%	1%	0.5%
2013/14	15%	51%	10%	24%	0%	
2014/15	10%	68%	11.5%	9.5%	1	
2015/16	11%	72%	13%	4%	1%	
2016/17	9.3%	72.5%	9.6%	5.5%	3.1%	

48. Total debt. The final quarter figures are substantially higher as CAY have instigated a much more detailed recording system for client debts and figures in this quarter include a small number of clients with substantial debts, in excess of £50,000. CAY report that this level of debt is unusual, but a very worrying trend.

	Q1	Q2	Q3	Q4
Number of debts	179	186	185	643
Total debt	£261,172	£238,471	£210,686	£588,877
Average level rent arrears	£1310	£767	£906	£1046
Level mortgage arrears	£7627	-	£4255	£926
Average debt	£5022	£6121	£1717	£1195

49. Young Persons Homeless Workers provided advice and support to 131 young people, of these 22 were referred to, and accepted, long term supported accommodation. One young person became Looked After (Children Act 1989). The rest had support to return home, declined

support or accessed advice only. Many of the young people using this service have highly complex needs; offending, substance abuse, self harm, mental health problems, behavioural problems and require intensive work from the youth homeless workers and accommodation providers.

Year	Contacts
2012/13	178
2013/14	203
2014/15	148
2015/16	163
2016/17	131

50. Nightstop provided emergency bed spaces for 12 young people, totalling 169 bed nights. This continues to be significantly lower than in years prior to the opening of Howe Hill for Young People but is often invaluable for more vulnerable young people. This service has been integrated into the Supported Lodgings contract.

	Young People accommodated (total including charitable places as no recourse to public money / Childrens Social Care placements)	Bed nights
2012/13	53	239
2013/14	56	307
2014/15	12 (19)	73 (128)
2015/16	18 (20)	98(128)
2016/16	12	169

51. The only mortgage rescue scheme is the local scheme co-ordinated by Wakefield MBC (Breathing Space). There were no mortgage rescues in 2016/17 but there were 8 enquiries/ advice given in relation to homeless prevention for owner occupiers with mortgage arrears.

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

Statutory homeless

52. The statutory homeless figures show that homeless acceptances in 2016/17 were 97, a slight increase on the previous year. This is in line with national trends (estimated figure June 2017). The main focus of the

work over the last 10 years has been to negate the need for emergency accommodation through prevention or planned housing moves as noted in point 41.

	2003/4	2012/13	2013/14	20014/15	2015/16	2016/17
Presentations	1430	218	180	188	163	186
Total Accepted Homeless	409	146	109	103	91	97
% acceptances to presentations	29%	67%	61%	55%	56%	52%

Trends of accepted homeless households

Priority Need acceptances	2012/13	2013/14	2014/15	2015/16	2016/17
Households with children or pregnant	101	68	68	63	53
16 and 17 year olds / vulnerable young people	2	1	2	0	0
Old age	6	0	1	6	2
Households with physical illness or disabilities	18	17	11	8	8
Households with mental health issues	11	19	17	11	18
Domestic violence	7	4	3	2	10
Emergency / other	1	0	1	2	5
Asylum Seekers	0	0	0	0	1
Total	146	109	103	91	97

Trends over the last few years

53. The number of homeless acceptances has increased by 6.6% which is still below CYC target (100) and is not dissimilar to national trends (4.6%).

	2012/13	2013/14	2014/15	2015/16	2016/17
York % increase in homelessness comparative years	146 -4.5%	109 -25.5%	103 -5.5%	91 -11.6%	97 +6.6%
England	53450	52260	53,410	56,500	59,100

54. Ethnic monitoring of customers occurs when they present as homeless. Ethnic monitoring information is available for 92.4% of applications. The

majority of these described themselves as white (99%). The 2011 census for York indicated a percentage change in population composition, which is partially reflected in the homeless statistics (% increase in 'other').

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

55. Homeless decisions by ethnicity

	White	Afro / Caribbean	Indian, Pakistani, Bangladeshi	Other	Not Known
2014/15	170	2	2	8	6
2015/16	150	1	0	0	12
2016/17	169	1	2	4	10

56. Reasons for homelessness

Reason for homelessness	2003/4	12/13	13/14	14/15	15/16	16/17
Family Licence Termination (parental exclusions)	225	31	28	6	15	19
Family Licence Termination (other)		13	7	22	12	11
Relationship breakdown (violent)	81	19	16	17	14	19
Relationship breakdown (other)		22	9	13	13	10
Mortgage arrears repossessions	4	2	0	1	3	0
Rent arrears	8	1	6	5	1	0
Loss of Assured Shorthold Tenancy	36	28	21	20	13	16
Loss of other rented accommodation inc NASS	24	6	5	3	6	8
Other inc left institution or care, emergency,	82	24	17	16	14	14

return from abroad, sleeping rough, hostel Violence / harassment						
Total	460	146	109	103	91	97

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

Use of temporary accommodation

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

Accommodation type	31.3.12	31.3.13	31.3.14	31.3.15	31.3.16	31.3.17
Total TA placements (does not include moves for same customer)					225	204
Bed & Breakfast (B&B)	6	5	7	2	1	2
Of which – families with children/pregnant	2	1	0	1	0	0
Total annual placements into B&B	92	73	65	41	43	16
TOTALS in all temp accom	93	99	79	65	56	62
Temp targets	90	85	90	76	62	56
B&B annual cost (NB some of this is reimbursed via HB, rent and personal contribution payments)	£121,027	£96,072	£103,422	£50,841	£40,410	£37,037

59. Bed and Breakfast and is only used when necessary and costs continue to reduce. It should not be used for any 16 or 17 year old young people that are homeless and only for families in emergencies, for no longer than 6 weeks. The financial contribution from Housing Benefit (2009) has now been incorporated into the baseline budget and used for prevention measures (Spend to Save).
60. The overall numbers of households in temporary accommodation has increased but is manageable.
61. There is a slight decrease in current rent arrears in temporary accommodation despite welfare benefit reforms.

2012/13	2013/14	2014/15	2015/16	2016/17
£14,429	£9,389	£13540 (revised)	£6,288	£5,947

Review of Homeless decisions

62. The number of reviews has increased putting significant pressure on temporary accommodation and the Homeless Review Officer. CYC is often asked for extensions to the legal decision making framework by the customer's legal representative because of difficulty in obtaining co-operation from customers and obtaining information from them.
63. The Review Officer carries out reviews on behalf of Scarborough Borough Council, Ryedale Borough Council, Hambleton Borough Council and Craven District Council with the income from this funding the rough sleeper personalisation fund. The Review Officer was requested to carry out 21 reviews bringing in circa £3800.

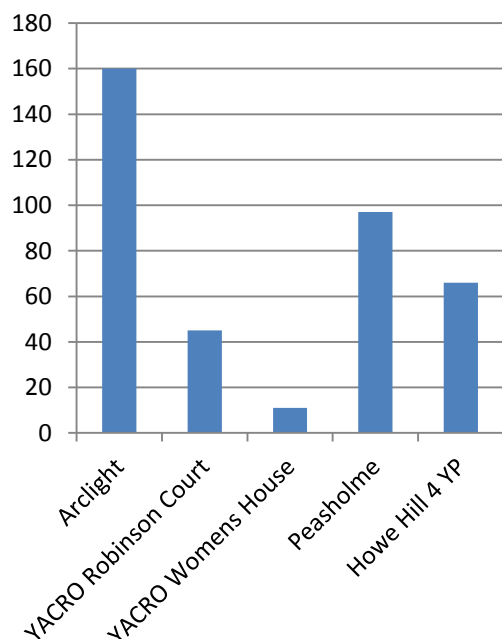
	No of review decisions	Upheld	Dismissed	Withdrawn/ out of time/ not homeless	Ongoing	Court cases
2012/13	28	4	14	5	5	0
2013/14	45	14	17	14	0	0
2014/15	31	13	10	8	0	0
2015/16	21	4	9	8	0	0
2016/17	36	8	21	7	0	1

Permanent Re-housing.

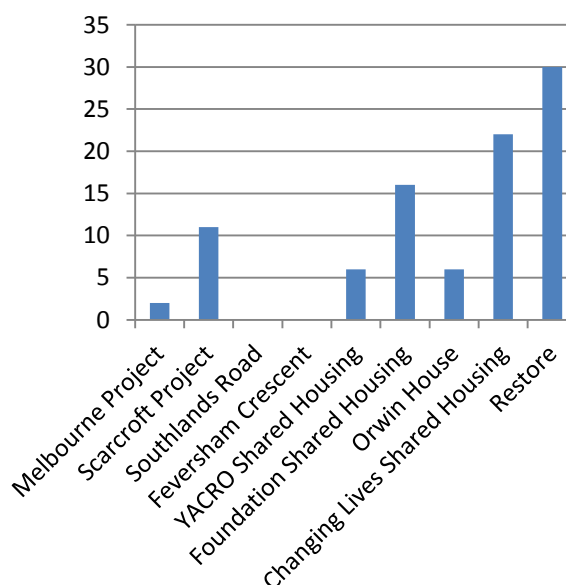
64. During 16/17 there have been a number of tenders and new contracts awarded for supported accommodation and floating support providers via Adult Commissioning.
65. In February 2017 the Adult Community Wellbeing contract commenced, consolidating a number of services (single homeless, offenders, substance misuse, young people and mental health, accommodation and floating support) via a consortium led by Changing Lives. Other providers were unsuccessful in the tender process.
66. As of 1/2/17 the provider for Older Persons and Disability is Yorkshire Housing – floating support.
67. As of 1/2/17 the provider for Young People Supported Lodgings is SASH – accommodation.
68. As of 1/4/17 the provider for Family Community Wellbeing is Community Links (based in Local Area Teams).
69. Single Access Point (SAP) is the referral point for the majority of supported accommodation and floating support providers. In 2016/17 SAP processed 927 referrals (6% increase) for 813 individuals.

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

Number of Referrals to Hostels via the Single Access Point 2016/17



Number of Referrals to Supported Accommodation via the Single Access Point 2016/17



70. North Yorkshire Home Choice (NYHC) allocations policy and housing register is administered in York by the Housing Registrations team. As of 31/3/17 there were 6962 applicants on NYHC, 1596 registered in York.

	Emergency	Gold	Silver	Bronze	TOTAL
Craven	0	16	180	276	472
Hambleton	4	81	399	691	1175
Richmondshire	0	53	177	239	469
Ryedale	0	43	278	332	653
Scarborough	3	203	626	1036	1868
Selby	1	50	306	372	729
York	2	203	939	452	1596
Total by Band	10	649	2905	3398	6962

Numbers on households registered on NYHC (York).

31/3/13	31/3/14	31/3/15	2015/16	2016/17
4695	2311	1546	1612	1596

71. The NYHC housing register remained static in 2016/17 which is, we believe, due to the pro-active, comprehensive up front assessment of all customers wishing to register. All customers are made aware of the high demand for social housing in York and given realistic advice and time frames regarding any future rehousing.
72. During 2016/17 there have been 117 offers of accommodation to potentially homeless customers via NYHC and this is a vital part of the prevention / planned housing service. This contributes to the low number of homelessness acceptances and low useage of temporary accommodation.
73. There is a slight increase in the numbers of homeless acceptances in 2016-17 although a slight decrease in properties let to this customer group.
74. In addition 70 properties were let via the resettlement category. If these planned housing and prevention lets were included the number of lets to 'homeless' would be considerably higher.

Year	Total CYC voids (excluding transfers)¹	Let to potentially homeless (all NYHC)	Let to homeless (all NYHC)	Resettlement (all NYHC)
2012/13	369	154	128	59
2013/14	435	170	118	55
2014/15	370	172	63 (CYC only)	56
2015/16	374	107	90 (amended CYC only)	59
	Total CYC introductory tenancy lets			
2016/17	306	117	66 (CYC only)	70

75. There were 53 properties built for social rent, 21 intermediate rent, 9 shared ownership and 7 discount for sale. This is 19 less than 2015/16

Scheme: 2016/17 completions	Discount Sale	Shared Ownership	Social Rent	Affordable Rent	Intermediate Rent	Supported Housing	Total
Derwenthorpe	0	9	12	0	0	0	21
New Lane, Huntington	5	0	15	0	0	0	20

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

Our Ladys / Hob Stone	0	0	20	0	21	0	41
Pottery Lane CYC	0	0	6	0	0	0	6
Terrys	2	0	0	0	0	0	2
Total	7	9	53	0	21	0	90

Customer satisfaction

76. CYC carry out customer satisfaction surveys for temporary / resettlement accommodation and for Housing Options / Housing Registrations advice. 39 surveys were returned. 33 of these indicated Housing Options / Housing Registrations were either very easy or easy to contact, 33 customers were either very satisfied or satisfied with the service although 5 customers were very dissatisfied or dissatisfied with prevention advice. 25 customers rated Housing Options as very good or good.
77. During period 1/4/16 – 31/03/17, a very low number of accommodation surveys were returned (7), none of which were from resettlement services or the main temporary accommodation hostel (Ordnance Lane). The limited number of returns invalidates any assessment, but reassuringly 100% were very / fairly satisfied with the support they received.