

Notice of a public

Decision Session - Executive Member for Housing & Safer Neighbourhoods

To: Councillor Craghill (Executive Member)

Date: Tuesday, 15 September 2020

Time: 10.00 am

Venue: Remote Meeting

AGENDA

Notice to Members – Post Decision Calling In:

Members are reminded that, should they wish to call in any item* on this agenda, notice must be given to Democracy Services by **5:00 pm** on **Thursday 17th September 2020**.

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

Written representations in respect of items on this agenda should be submitted to Democratic Services by 5.00pm on Friday 11 September 2020.

1. Declarations of Interest

At this point in the meeting, Members are asked to declare:

- any personal interests not included on the Register of

Interests

- any prejudicial interests or
- any disclosable pecuniary interests

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

2. Minutes (Pages 1 - 4)

To approve and sign the minutes of the meeting held on 30 June 2020.

3. Public Participation

At this point in the meeting members of the public who have registered to speak can do so. Members of the public may speak on agenda items or on matters within the remit of the committee.

Please note that our registration deadlines have changed to 2 working days before the meeting, in order to facilitate the management of public participation at remote meetings. The deadline for registering at this meeting is **5:00pm on Friday, 11 September 2020.**

To register to speak please contact Democratic Services, on the details at the foot of the agenda. You will then be advised on the procedures for dialling into the remote meeting.

Webcasting of Remote Public Meetings

Please note that, subject to available resources, this remote public meeting will be webcast including any registered public speakers who have given their permission. The remote public meeting can be viewed live and on demand at www.york.gov.uk/webcasts.

During coronavirus, we've made some changes to how we're running council meetings. See our coronavirus updates (www.york.gov.uk/COVIDDemocracy) for more information on meetings and decisions.

4. Targeted financial support for people living in Council homes (Pages 5 - 26)

This report outlines the Councils approach to financial hardship for people who live in council homes during the COVID-19 pandemic and recovery period and sets out a proposal for creation of a targeted hardship fund.

5. Homeless Review 2019-20 (Pages 27 - 74)

The Executive Member will receive a report which provides an overview of last year's operation and performance against targets within homeless services within the context of the Homeless Strategy 2018-2023 as well as targets for the current financial year.

6. Urgent Business

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

Democracy Officer:

Robert Flintoft

Contact details:

- Telephone – (01904) 555704
- Email robert.flintoft@york.gov.uk

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

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

Contact details are set out above.

This information can be provided in your own language.

我們也用您們的語言提供這個信息 (Cantonese)

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

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

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

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

 (01904) 551550

City of York Council

Committee Minutes

Meeting	Decision Session - Executive Member for Housing & Safer Neighbourhoods
Date	30 June 2020
Present	Councillors Craghill and Widdowson

31. Declarations of Interest

The two Executive Members were asked to declare, at this point in the meeting, any personal interests not included on the Register of Interests or any prejudicial or discloseable pecuniary interest that they might have in respect of the business on the agenda. None were declared.

32. Minutes

Resolved: That the Minutes of the previous Decision Session - Executive Member for Housing & Safer Neighbourhoods, held on 16 January 2020, be approved and then signed by the Executive Member at a later date.

33. Public Participation

It was reported that one registration to speak and one written submission had been received.

The Executive Member read aloud the comments submitted by Cllr Stephen Fenton, Ward Member for Dringhouses and Woodthorpe and Chair of the Council's Housing & Community Safety Policy & Scrutiny Committee. His comments referred to the 24 February Scrutiny committee which received a brief report exploring the different approaches to retrofitting. Members learned that improving an EPC rating from C to B could result in an approximate saving of £700 per annum in fuel bills, which presented a compelling case for all new build properties to be at least B rated. He stated that it was unfortunate that the cancellation of the March and April Scrutiny meetings had meant that further engagement with Scrutiny could not take place before this decision session.

Cllr Pavlovic, Ward Member for Hull Road, highlighted that those who could least afford costly bills currently have cold, poorly insulated properties. To bring those properties to an EPC 'C' energy efficiency standard would represent a saving of approximately £260 on energy bills per property per annum and a saving of 1.1 tons of CO2 emissions. He was disappointed that the recommended Option 3 in the officers report was to achieve EPC 'C' for only 30 properties when there was the prospect of achieving this for 60 properties at Option 1, and urged that the Executive Member instead approved Option 1.

34. Proposed Energy Accelerator Pilot Project

Post Meeting Note: The decision taken in relation to this agenda item was declared invalid.

The Executive Member for Housing and Safer Neighbourhoods in consultation with the Executive Member for Environment and Climate Change considered a report which sought to establish a pilot project to demonstrate retrofit design specifications that can be adopted to maximise the energy efficiency performance of the City of York's existing social housing stock

The Executive Member was asked to consider options regarding the focus of the pilot and the extent of properties that would be included. The options available were:

1. Option 1, Produce retrofit design specifications in collaboration with the Energy Accelerator programme that can be used to bring our worst performing stock up to an EPC 'C' rating; then roll out those models across 60 pilot properties using our existing WYCA 'Better Homes' Contract.
2. Option 2, Produce retrofit design specifications in collaboration with the Energy Accelerator programme that could be used to bring our stock up to EnerPHit standard; then roll out those models across 12 pilot properties using our existing WYCA 'Better Homes' Contract. Target properties would include inter-war terraced properties and 'Dennis Wild' non-traditional homes.
3. Option 3 (recommended option), Design a hybrid project with elements of both Option 1 and 2, focused on Dennis Wilde properties whereby we bring 8 properties up to

ENerPhit standard and as many as 30 homes up to EPC 'C'.

The Executive Member for Housing and Safer Neighbourhoods, in consultation with the Executive Member for Environment and Climate Change were in agreement that bringing 8 properties to ENerPhit standard would provide the opportunity to look at the various techniques involved in bringing a property to a higher energy efficient standard, serving as an exemplar to other authorities. The City of York Council would then be in a stronger position to access funding streams that support this. It was therefore:

Resolved: To design a hybrid project with elements of both Option 1 and 2, focused on Dennis Wilde properties whereby up to 8 properties are brought up to ENerPhit standard and around 30 homes up to EPC 'C'.

Reason: Continuation with the pilot project proposal on the basis of producing retrofit specification models suitable to bring around 30 of the City of York Council's worst performing property archetypes up to EPC level 'C', combined with designs to bring up to 8 properties up to the ENerPHit standard.

Cllr Craghill, Chair

[The meeting started at 11.00 am and finished at 11.27 am].

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15th September 2020

Decision Session: Executive Member for Housing and Public Protection

Report of the Corporate Director of Health, Housing and Adult Social Care

Targeted financial support for people living in Council homes

Summary

1. This paper outlines the Council's approach to financial hardship for people who live in council homes during the COVID-19 pandemic and recovery period and sets out a proposal for creation of a targeted hardship fund.

Recommendation

2. The Executive Member is asked to
 - Note the support currently available to people who live in council homes from the Housing Service.
 - Agree to the implementation of a Housing Hardship Fund as set out in Annex A subject to approval from MHCLG

Reason: To ensure that further targeted support for people who live in council homes can be offered during the Covid recovery period whilst also ensuring appropriate financial controls are in place.

Background

3. At the start of the pandemic in late March 2020 the Council acted quickly to implement a range of generic measures to support the people of York. Details of the full range available can be found at <https://www.york.gov.uk/coronavirus>. Housing Services offered a range of support for people living in council homes including;
 - adhering to legislation around tenancy agreements and legal action
 - suspension of letters and notices forming part of the legal enforcement process for rent arrears

- contacting all people living in council homes to conduct a welfare check connecting people with help networks, volunteers and financial management advice
 - Refunding the first 13 weeks of the annual rent increase for 2020 / 2021 to anyone who did not have this covered by increases in welfare benefit.
4. These measures applied to all living in our homes regardless of individual circumstances. In the next stage of recovery a more targeted approach will be more appropriate. This approach is being proposed across council services. It is proposed that this take the form of a Housing Hardship fund to be targeted at those people living in council homes unable to cover rent and arrears payments as assessed on an individual basis.
 5. The fund will link in to other existing help for individuals and families to ensure help with rent and other needs are addressed. The existing help includes York Financial Assistance Scheme and Council Tax Support, Discretionary Housing Payments and access to food vouchers.

Analysis

6. The proposed fund of £80k will be set up from within the Housing Revenue Account. This is similar to the amount refunded to offset the rent increase during the first 13 weeks of the financial year demonstrating the Council's continued commitment to supporting people through the crisis. The fund will be available until the end of the 2020/21 financial year.
7. The proposals recognise that many of our residents including those living in council homes will continue to have the ability to cover their outgoings including rent but there will be many who will struggle financially. Along with a sympathetic and supportive approach to rent and arrears collecting the hardship fund will enable substantial (up to £500 in most cases) help to individuals and families that most need it.
8. The cumulative impact of reduced public spending and welfare reform including the roll out of Universal Credit has seen an increase in rent arrears in York over the last few years. The impact of the CV19 pandemic has exacerbated this with arrears rising at £20k per week. As lockdown restrictions are lifted it is expected that many will return to work and obtain financial stability. There has been an increase in Universal Credit claims and delays of up to 8 weeks in processing these. Deductions and third party payments from UC were also suspended while the focus has been on processing new claims.
9. Details of the scheme proposed are attached at annex A and include the provision of a one off support to tenants experiencing financial hardship paid directly to rent accounts. This help will be offered in tandem with wider support

and assistance. It will be used to help tenants retain their tenancies long term, develop realistic payment plans and avoid the negative impacts of long term debt. If agreed, work will be undertaken to integrate the application for this scheme in to the single application form for YFAS and related support.

Implications

10. **Finance** - The Housing Revenue Account underspent by £539k in 2019/20, which has been carried forward to 2020/21 to support the financial pressures of the pandemic. As such funding of £80k is available to support the hardship funding initiative. Should further funds be required, this will be the subject of a further report and financial assessment.
11. **Human Resources (HR)** there are no HR implications
12. **Equalities** – Community Impact Assessment done and Annex B
13. **Legal** – The authority may require consent from the Secretary of State to provide financial assistance by way of the Housing Hardship Fund. There is no express legislative provision relating to the funding of discretionary housing payments or similar from the Housing Revenue Account, however, the Ministry of Housing, Communities and Local Government will, on application, issue directions to put the matter beyond doubt for individual authorities.
14. Any funding remains subject to the Department for Work and Pensions rules and limitations.
15. Under the provisions of the Local Government and Housing Act 1989, the authority must ensure that the Housing Revenue Account does not result in a debit balance.
16. **Crime and Disorder** there are no crime and disorder implications
17. **Information Technology (IT)** – No IT implications – payments will be made to accounts through manual adjustments.
18. **Property** there are no property implications
19. **Other** there are no other implications

Risk Management

20. The risks to the Council's financial situation needs to be considered and reviewed alongside the risks to the ongoing financial sustainability of our housing stock and people living in it. By ensuring that support is available to

individuals and families and managed appropriately the council continues to ensure that the costs of this scheme are balanced against the detrimental effects of long term debt for people living in its homes and the potential cost of financial instability and homelessness.

Author responsible for the report: Denis Southall Head of Housing	Chief Officer responsible for the report: Sharon Houlden Corporate Director, Health, Housing and Adult Services			
	Report Approved	✓	Date	7 th September 2020
Wards Affected: <i>List wards or tick box to indicate all</i>			All	X
For further information please contact the author of the report				

Annexes

Annex A – Housing Hardship Fund

Annex B – Community Impact Assessment

CYC Tenant Hardship fund £80,000 Scheme Guidance

This fund will be used to provide targeted financial support to assist City of York Council Tenants. It will help individuals and families meeting rental payments where their finances are adversely affected due to COVID 19 issues from March 20th 2020 onwards.

Many have lost or are on severely reduced income and are unable to claim relevant benefits to make ends meet. This fund will also provide additional support above and beyond Discretionary Housing Payments and YFAS applications.

The main focus of this funding is for unpaid rent and arrears and assisting in supporting repayment plans going forwards. It's about helping people get on a sound financial footing and helping them minimise the effects of longer term debt.

Monitoring:

Reasonable evidence of financial circumstances for the past 4 months must be provided for audit purposes. It is expected that organisations participating will share information held (with consent) rather than asking people to re-submit information across organisations / departments.

Payments will be transferred directly onto the rental account with advice reason shown as CV19 Hardship funding.

The Head of Housing will monitor the scheme monthly and progress can be reported on to relevant meetings.

Proposed scheme:

Summary: A scheme to provide a one off payment to a household identified as needing financial assistance to pay rent arrears accrued since 20th March 2020.

Detail:

Housing to administer the budget – Helen Williamson is the Income Lead and will administer applications and money transfers once agreed.

Grants of up to £500 can be made directly to the rental account.

One payment only per household directly to the rent account.

Further discretionary payment can be made if agreed by the Head of Housing in exceptional circumstances.

Payments are made to assist households on low / no income and will be part of a package to improve the overall financial position.

Approval to be signed off by two officers; a Housing Team Leader or Housing Management Service Manager and Head of Housing.

Requests to be made on the agreed form which will be made available to partners through the Advice York network.

Requests must have evidence of the household's financial situation, assessment of income and outgoings and reasonable activity to improve the current financial position. This will assist not only in facilitating a one off payment but will demonstrate that the household is actively engaging with budgeting advice, debt management, local learning opportunities and signposting to work advice etc.

Requests can be made by any recognised organisation currently working with the household to provide money management and debt advice, support and advocacy.

Examples of these organisations include:

- Citizens Advice York (CAY)
- Organisations providing Housing related support
- CBSS staff operating the DHP scheme or YFAS scheme
- Any Housing staff within Housing Services (Housing Options, Housing Management Officers and Housing Registrations).
- Any Adult Social Care or Children Social Care Officers supporting households.

This is not an exhaustive list and consideration can be given to other referrals as long as evidence of financial hardship can be proven for the household and the household has a CYC tenancy.

It is expected that this grant will be one small part of an overall action plan to secure the longer term financial security of the customer in question.

Staff will ensure that help provided by this scheme will complement the wider efforts of the council and its partners to secure long term financial stability for individuals and families. This can include parallel applications to other help and support schemes such as YFAS, Council Tax Support digital inclusion help etc. and link in to wider community based support.

Examples of how this will assist are:

Remove some of the arrears and assist households to catch up with current payments and maintain repayment agreements going forwards leading to less likelihood of long term debt issues and financial insecurity due to non-payment.

Assist in enabling people living in our homes to access other items such as food, clothing and utilities, digital and social inclusion as well as help with their rent.

Consideration of application

The following will be taken in to consideration when determining the granting of payment:

- Consideration will only be given to arrears accrued during the specified period of 20th March 2020 onwards
- Households must not be in receipt of full HB/UC payments throughout the period.
- Households must not have a current UC/HB application in which is expected to pay arrears in full when assessed.
- Households furloughed since 20th March 2020 will be considered.
- Payments will not be made for non-payment of non-dependent deductions where these could be afforded by the non-dependent.
- We particularly welcome applications from households with children and from those who are considered vulnerable, for example due to long term health conditions or are registered disabled.

Discretion can be applied by the Head of Housing in exceptional circumstances where the above apply.

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SECTION 1: CIA SUMMARY



Community Impact Assessment: Summary

1. Name of service, policy, function or criteria being assessed:

Housing Hardship Fund

2. What are the main objectives or aims of the service/policy/function/criteria?

To provide targeted financial support to assist City of York Council Tenants. It will help individuals and families meet rental payments where their finances are adversely affected due to COVID 19 issues from March 20th 2020 onwards.

This financial support will be available to all tenants working with partners who have/are experiencing severely reduced income and are unable to claim relevant benefits to make ends meet. The main focus of this funding is for unpaid rent and arrears (arrears predating COVID19 will not be taken into account) to help the tenant get on a more sound footing and minimise longer term debt.

3. Name and Job Title of person completing assessment:

Julie Hood, Housing Equalities & Engagement Facilitator

4. Have any impacts been Identified? (Yes/No)

Yes

Community of Identity affected:

All

Summary of impact:

Targeted help for those unable to pay rent during the current crisis

5. Date CIA completed: 17.07.20**6. Signed off by:**

A handwritten signature in black ink, appearing to read 'D Southall'.

7. I am satisfied that this service/policy/function has been successfully impact assessed.**Name: Denis Southall****Position: Head of Housing****Date: 17.07.20**

8. Decision-making body:	Date:	Decision Details:
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Send the completed signed off document to ciasubmission@york.gov.uk It will be published on the intranet, as well as on the council website.
Actions arising from the Assessments will be logged on Verto and progress updates will be required

Community Impact Assessment (CIA)

Community Impact Assessment Title:
Housing Hardship Fund

What evidence is available **to suggest that the proposed service, policy, function or criteria could have a negative (N), positive (P) or no (None) effect** on quality of life outcomes? (Refer to guidance for further details)

Can negative impacts be justified? **For example: improving community cohesion; complying with other legislation or enforcement duties; taking positive action to address imbalances or under-representation; needing to target a particular community or group e.g. older people.** NB. Lack of financial resources alone is NOT justification!

Community of Identity: Age

Evidence	Quality of Life Indicators	Customer Impact (N/P/None)	Staff Impact (N/P/None)
Hardship grants are already provided by the Council and other services and help people through emergency situations to greater financial and personal stability. This is a proven method of targeting help.	Lower long term rent arrears / debt. Wider non-rent help and community support linked in to.	Positive	NA

Partner services can refer in to the scheme including Age Concern York.				
Details of Impact	<i>Can negative impacts be justified?</i>	Reason/Action	Lead Officer	Completion Date
Further option of direct help with rent payments in the form of a lump sum payment to the rent account. This will be linked in to wider help around finances and other help to support individuals and families.		Targeted help with rent payments for CYC tenants has replaced a general refund of this year's rent increase for all regardless of financial circumstances.	Denis Southall, Head of Housing	Date of Executive Member decision session (TBC)

Community of Identity: Carers of Older or Disabled People			
Evidence	Quality of Life Indicators	Customer Impact (N/P/None)	Staff Impact (N/P/None)
Hardship grants are already provided by the Council and other services and help people through emergency situations to greater financial and personal stability. This is a proven method of targeting help.	Lower long term rent arrears / debt. Wider non-rent help and community support linked in to.	Positive	NA

Partner services can refer in to the scheme including those who support carers.				
Details of Impact	<i>Can negative impacts be justified?</i>	Reason/Action	Lead Officer	Completion Date
Further option of direct help with rent payments in the form of a lump sum payment to the rent account. This will be linked in to wider help around finances and other help to support individuals and families.		Targeted help with rent payments for CYC tenants has replaced a general refund of this year's rent increase for all regardless of financial circumstances.	Denis Southall, Head of Housing	Date of Executive Member decision session (TBC)

Community of Identity: Disability

Evidence	Quality of Life Indicators	Customer Impact (N/P/None)	Staff Impact (N/P/None)
Hardship grants are already provided by the Council and other services and help people through emergency	Lower long term rent arrears / debt. Wider non-rent help and community support linked in to.	None	NA

<p>situations to greater financial and personal stability. This is a proven method of targeting help.</p> <p>Partner services can refer in to the scheme including those who support people with disabilities.</p>				
Details of Impact	<i>Can negative impacts be justified?</i>	Reason/Action	Lead Officer	Completion Date
<p>Further option of direct help with rent payments in the form of a lump sum payment to the rent account. This will be linked in to wider help around finances and other help to support individuals and families.</p>		<p>Targeted help with rent payments for CYC tenants has replaced a general refund of this year's rent increase for all regardless of financial circumstances.</p>	<p>Denis Southall, Head of Housing</p>	<p>Date of Executive Member decision session (TBC)</p>

Community of Identity: Gender

Community of Identity: Gender					
Evidence		Quality of Life Indicators		Customer Impact (N/P/None)	Staff Impact (N/P/None)
<p>Hardship grants are already provided by the Council and other services and help people through emergency situations to greater financial and personal stability. This is a proven method of targeting help.</p> <p>Partner services can refer in to the scheme.</p>		<p>Lower long term rent arrears / debt. Wider non-rent help and community support linked in to.</p>		None	NA
Details of Impact	<i>Can negative impacts be justified?</i>	Reason/Action	Lead Officer	Completion Date	
<p>Further option of direct help with rent payments in the form of a lump sum payment to the rent account. This will be linked in to wider help around finances and other help to support individuals and families.</p>		<p>Targeted help with rent payments for CYC tenants has replaced a general refund of this year's rent increase for all regardless of financial circumstances.</p>	<p>Denis Southall, Head of Housing</p>	<p>Date of Executive Member decision session (TBC)</p>	

Community of Identity: Gender Reassignment

Community of Identity: Gender Reassignment					
Evidence		Quality of Life Indicators		Customer Impact (N/P/None)	Staff Impact (N/P/None)
<p>Hardship grants are already provided by the Council and other services and help people through emergency situations to greater financial and personal stability. This is a proven method of targeting help.</p> <p>Partner services can refer in to the scheme including those supporting people who are gender reassigned.</p>		<p>Lower long term rent arrears / debt. Wider non-rent help and community support linked in to.</p>		None	NA
Details of Impact	<i>Can negative impacts be justified?</i>	Reason/Action	Lead Officer	Completion Date	
<p>Further option of direct help with rent payments in the form of a lump sum payment to the rent account. This will be linked in to wider help around finances and other help to support individuals and families.</p>		<p>Targeted help with rent payments for CYC tenants has replaced a general refund of this year's rent increase for all regardless of financial circumstances.</p>	<p>Denis Southall, Head of Housing</p>	<p>Date of Executive Member decision session (TBC)</p>	

Community of Identity: Marriage & Civil Partnership

Community of Identity: Marriage & Civil Partnership				
Evidence		Quality of Life Indicators	Customer Impact (N/P/None)	Staff Impact (N/P/None)
<p>Hardship grants are already provided by the Council and other services and help people through emergency situations to greater financial and personal stability. This is a proven method of targeting help.</p> <p>Partner services can refer in to the scheme.</p>		<p>Lower long term rent arrears / debt. Wider non-rent help and community support linked in to.</p>	<p>None</p>	<p>NA</p>
Details of Impact	<i>Can negative impacts be justified?</i>	Reason/Action	Lead Officer	Completion Date
<p>Further option of direct help with rent payments in the form of a lump sum payment to the rent account. This will be linked in to wider help around finances and other help to support individuals and families.</p>		<p>Targeted help with rent payments for CYC tenants has replaced a general refund of this year's rent increase for all regardless of financial circumstances.</p>	<p>Denis Southall, Head of Housing</p>	<p>Date of Executive Member decision session (TBC)</p>

Community of Identity: Pregnancy / Maternity

Evidence		Quality of Life Indicators	Customer Impact (N/P/None)	Staff Impact (N/P/None)
<p>Hardship grants are already provided by the Council and other services and help people through emergency situations to greater financial and personal stability. This is a proven method of targeting help.</p> <p>Partner services can refer in to the scheme including those supporting those who are pregnant and new parents.</p>		<p>Lower long term rent arrears / debt. Wider non-rent help and community support linked in to.</p>	<p>None</p>	<p>NA</p>
Details of Impact	Can negative impacts be justified?	Reason/Action	Lead Officer	Completion Date
<p>Further option of direct help with rent payments in the form of a lump sum payment to the rent account. This will be linked in to wider help around finances and other help to support individuals and families.</p>		<p>Targeted help with rent payments for CYC tenants has replaced a general refund of this year's rent increase for all regardless of financial circumstances.</p>	<p>Denis Southall, Head of Housing</p>	<p>Date of Executive Member decision session (TBC)</p>

Community of Identity: Race

Community of Identity: Race					
Evidence		Quality of Life Indicators		Customer Impact (N/P/None)	Staff Impact (N/P/None)
<p>Hardship grants are already provided by the Council and other services and help people through emergency situations to greater financial and personal stability. This is a proven method of targeting help.</p> <p>Partner services can refer in to the scheme including those supporting people from ethnic minorities.</p>		<p>Lower long term rent arrears / debt. Wider non-rent help and community support linked in to.</p>		None	NA
Details of Impact	<i>Can negative impacts be justified?</i>	Reason/Action	Lead Officer	Completion Date	
<p>Further option of direct help with rent payments in the form of a lump sum payment to the rent account. This will be linked in to wider help around finances and other help to support individuals and families.</p>		<p>Targeted help with rent payments for CYC tenants has replaced a general refund of this year's rent increase for all regardless of financial circumstances.</p>	<p>Denis Southall, Head of Housing</p>	<p>Date of Executive Member decision session (TBC)</p>	

Community of Identity: Religion / Spirituality / Belief

Evidence		Quality of Life Indicators	Customer Impact (N/P/None)	Staff Impact (N/P/None)
<p>Hardship grants are already provided by the Council and other services and help people through emergency situations to greater financial and personal stability. This is a proven method of targeting help.</p> <p>Partner services can refer in to the scheme including those supporting people of faith and no faith.</p>		<p>Lower long term rent arrears / debt. Wider non-rent help and community support linked in to.</p>	<p>None</p>	<p>NA</p>
Details of Impact	<i>Can negative impacts be justified?</i>	Reason/Action	Lead Officer	Completion Date
<p>Further option of direct help with rent payments in the form of a lump sum payment to the rent account. This will be linked in to wider help around finances and other help to support individuals and families.</p>		<p>Targeted help with rent payments for CYC tenants has replaced a general refund of this year's rent increase for all regardless of financial circumstances.</p>	<p>Denis Southall, Head of Housing</p>	<p>Date of Executive Member decision session (TBC)</p>

Community of Identity: Sexual Orientation

Community of Identity: Sexual Orientation					
Evidence		Quality of Life Indicators		Customer Impact (N/P/None)	Staff Impact (N/P/None)
<p>Hardship grants are already provided by the Council and other services and help people through emergency situations to greater financial and personal stability. This is a proven method of targeting help.</p> <p>Partner services can refer in to the scheme including those supporting people of all sexual orientation.</p>		<p>Lower long term rent arrears / debt. Wider non-rent help and community support linked in to.</p>		None	NA
Details of Impact	<i>Can negative impacts be justified?</i>	Reason/Action	Lead Officer	Completion Date	
<p>Further option of direct help with rent payments in the form of a lump sum payment to the rent account. This will be linked in to wider help around finances and other help to support individuals and families.</p>		<p>Targeted help with rent payments for CYC tenants has replaced a general refund of this year's rent increase for all regardless of financial circumstances.</p>	<p>Denis Southall, Head of Housing</p>	<p>Date of Executive Member decision session (TBC)</p>	

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Decision Session: Executive Member for Housing & Public Protection**15th September 2020**

Report of the Corporate Director of Health, Housing and Adult Social Care

Homeless Review 2019/20**Summary**

1. This report looks at the activity governed by the Housing Act 1996, as amended by the Homeless Reduction Act 2017 and City of York Council's Homelessness & Rough Sleeping Strategy 2018-2023 in respect of the financial year 2019/20. The primary focus is to report on prevention and relief work, main duty decisions and requirements placed on the Local Authority by Ministry of Housing, Communities and Local Government (MHCLG) to reduce rough sleeping.
2. Note should also be taken in respect of other legislation introduced this year which is starting to have an impact on homelessness, namely, the Housing and Planning Act 2016 and the Homes (Fitness for Human Habitation) Act 2018.
3. The report incorporates the work and contribution of partner agencies in delivery of a comprehensive service to homeless households across York, many of whom are the most socially excluded people in society. Each agency contributes to this success and is a vital part of the homeless service delivery.
4. The report identifies targets and priorities for 2020/21. And to consider reporting and target setting process in the context of delivery of services during the Covid 19 pandemic including learning from the experience of the emergency and identifying appropriate responses to the recovery.

Recommendations

5. The Executive Member is asked to:
 - a. Note the progress made by the service;

- b. Agree the priorities and targets for 2020/21 as set out in paragraph 32

Reason – To ensure the council continues to adhere to its statutory duties under the Housing Act 1996 (as amended) and the Homeless Reduction Act 2017, to reduce rough sleeping in the city and supports the most vulnerable in society.

Background and overview of service

6. There is a duty on the Local Authority to provide an advice service to all homeless people and those at risk of homelessness.
7. The **Homeless Reduction Act 2017 (HRA17)** took effect on 3rd April 2018, is now in its second year and we are seeing the impact of it.
8. Under the Homelessness Reduction Act 2017 (HRA17) households who are homeless are owed legal duties that fall into three main categories:
 - I. **Prevention duties** include any activities aimed at preventing a household threatened with homelessness from becoming homeless. This would involve activities to enable an applicant to remain in their current home or find alternative accommodation in order to prevent them from becoming homeless. The duty lasts for 56 days but may be extended if the local authority is continuing with efforts to prevent homelessness.
 - II. **Relief duties** are owed to households that are already homeless and require help to secure settled accommodation. The duty lasts 56 days, and can only be extended by a local authority if the households would not be owed the main homelessness duty.
 - III. **Main homelessness duty** describes the duty a local authority has towards an applicant who is unintentionally homeless, eligible for assistance and has priority need. This definition has not been changed by the 2017 HRA. However, these households are now only owed a main duty if their homelessness has not been successfully prevented or relieved.
9. The Local Authority has a duty to provide temporary accommodation for certain households in accordance with the Homeless Reduction Act 2017
10. Statutory decisions under the Homeless Reduction Act 2017 are made by the council's Housing Options Team, the Youth Homeless Workers and the Specialist Housing Adviser (frail elderly and physically disabled).

11. The reduction of rough sleeping is a priority in York and at a national level.
12. The remit of the work carried out by the Homeless Service (which incorporates Housing Options, Housing Registrations, Resettlement Services and Temporary Accommodation) is set out in legislation and in the City's Homelessness Strategy 2018-23 '*Preventing homelessness and Rough Sleeping together*'. The current action plan identifies actions to tackle homelessness/ rough sleeping and develop services.
13. The Homeless Strategy 2018-23 was adopted on 21st June 2018 and sets out 5 strategic aims in the Action Plan to:
 - **Strategic aim 1.** Reduce Rough Sleeping
 - **Strategic aim 2.** Prevent Homelessness
 - **Strategic aim 3.** Ensure appropriate accommodation for people who are homeless or at risk of homelessness.
 - **Strategic aim 4.** Ensure appropriate support for people who are homeless or at risk of homelessness.
 - **Strategic Aim 5.** Maintain and develop partnership working and strategic direction
14. There is a commitment in the strategy to reduce rough sleeping by providing specialist advice to single homeless (18+) via The Salvation Army Early Intervention and Prevention Team and support and advice via The Complex Needs Rough Sleeper Team, which is a multi-disciplinary / multi agency team. Resettlement accommodation is provided by both CYC and partner agencies.

Targets (general)

15. The council's targets for the service are based upon the local priorities as set out in the Homeless Strategy and The Ministry of Housing and Communities and Local Government (MHCLG) priorities. The City of York Council Plan 2019-24 contains targets / key performance indicators around rough sleeping and use of temporary accommodation.

Key Points 2019/20

16. The details of the activity and performance of the service are contained in appendix 1 and set out a comprehensive picture of the excellent services provided across York.

17. Statutory homeless statistics are not directly comparable to pre 2018 statistics (P1e) as a result of the introduction of the Homeless Reduction Act 2017 (HRA17). The current statistics (Hcllc) are downloaded directly by Ministry of Housing, Communities and Local Government (MHCLG). There is a time delay in publication of final statistics, as of 22nd May 2020 statistics up to end December 2019 are publicly available <https://www.gov.uk/government/statistical-data-sets/live-tables-on-homelessness> (select York)
18. Publicly available statistics for rough sleeping can be viewed at <https://www.gov.uk/government/statistical-data-sets/live-tables-on-homelessness> (Rough sleeping tables)
19. The Homeless Strategy 2018-23 agreed on 21st June 2018 was renamed in October 2019 to recognise the issue of rough sleeping in York. The title is now *'Preventing homelessness and rough sleeping together'*. The strategy and action points remain the same.
20. An updated action plan can be seen on <https://www.york.gov.uk/downloads/download/719/homelessness-action-plan>
21. The key points of this report are:
 - A Local Authority has a statutory duty under HRA17 to give advice to anyone who is homeless or at risk of homelessness. In conjunction with partner agencies the focus is to prevent homelessness / re-house in a planned way.
 - Housing Options remains busy with an increased number of initial assessments where the customer was owed a prevention or relief duty (898). This increase was anticipated following the introduction and establishment of the Homeless Reduction Act 2017. The additional flexible homeless support grant is used to increase capacity. This service will continue to evolve under the impact of the legislation.
 - In 2019/20 there were 275 successful prevention duty cases where accommodation was secured or retained and 192 successful relief duty cases (find alternative accommodation if prevention is not achieved). Statistics are now recorded only by the Local Authority following a statutory decision.
 - Only if prevention and relief is unsuccessful is there a main duty decision. There were 99 accepted homeless households in 2019/20

- Partner agencies continue to provide non statutory prevention interventions which are not recorded in MHCLG statistics (Hcllc)
- The Rough Sleeper Initiative (RSI) and Rapid Response Pathway (RRP) funding, ensures the Complex Needs Rough Sleepers Team has resources and flexibility to work with rough sleepers in York. As of October 2019 there were 7 rough sleepers. This number had reduced to 2 in March 2020 (unofficial) due to additional accommodation being provided as a result of the Covid 19 lockdown.
- The Housing Development Team reports that the number of affordable housing completions have increased over 100% from 60 in 2018/19 to 124 in 2019/20 additional affordable properties. This comprises predominantly new build homes but also includes some properties purchased by the council on the open market through the 2nd hand shared ownership scheme.

In Year Service Improvement

22. A number of significant service improvements were achieved in 2019/20 (further details in appendix 1):
23. Homeless Strategy '*Preventing Homelessness Together*' 2018-23 renamed to '*Preventing Homelessness and Rough Sleeping Together*' 2018-23 this was a requirement of the MHCLG to ensure Local Authorities were paying due diligence to rough sleeping in their homelessness strategies. The York strategy contains a priority section on rough sleeping and the rebranding highlighted our advanced approach to what was once perceived as a non-statutory requirement.
24. Throughout 2019/20 significant work has continued both internally and with partner agencies to improve the direct service to customers and the overall provision, in particular the provision of the Housing Mental Health Worker on a permanent basis. This post is intrinsically linked to Tees Esk and Wear Valley (TEWV), enabling access to relevant health IT systems, inclusion at relevant meetings and TEWV provides appropriate clinical supervision.
25. There is ongoing work with TEWV to restructure the mental health accommodation pathway to include provision for people with complex needs, this will replicate the resettlement pathway and will include provision of a housing first route also.

26. A decision about the allocation policy and delivery of housing registrations service (North Yorkshire Home Choice) was made July 2018 and it was agreed to leave North Yorkshire Home Choice and adopt a CYC allocations policy in conjunction with new CYC IT system. The Business Change Team is still aiming to implement the new system in November 2020 but the date is under review due to the disruption caused across the Council by Covid-19.
27. Regular updating of website, leaflets and social media to promote the service to customers and offer reassurance to members of the public that there are services available for homeless people and how to access them. This has been particularly important with the coronavirus emergency.
28. Reduce rough sleeping in York. The Formal Street Count evidenced a reduction in the amount of people sleeping rough in York on a typical night from 9 to 7, This is due to a number of factors:
 - The effective use of No Second Night out (NSNO) beds and Winter Weather provision ensured rough sleepers were offered emergency accommodation. The Covid 19 pandemic has meant that the services offered were changed to protect staff, volunteers and residents and by offering all rough sleepers accommodation (primarily B&B / aparthotel) has resulted in a dramatic reduction of rough sleepers (as of 31st March 2020 unofficial data indicates 2 rough sleepers).
 - Confirmation in May 2019 of a second round of RSI funding of £251,234 from MHCLG to reduce rough sleeping in the city plus £139,131 Rapid Response Pathway grant. This money funds the Complex Needs Rough Sleeper Team comprising of 2 MEAM staff and 2 additional outreach support workers within the Salvation Army Early Intervention and Prevention Service. It also provides for 3 Street Navigators, 1 Private Sector Worker, a Hostel Mental Health Worker and a part time co-ordinator plus within the Council's homeless service.
 - Next Steps initiative – A Peasholme Charity project working alongside the Complex Needs Mental Health Team.
 - Further money from Government was provided to help rough sleepers into suitable accommodation in response to the Covid 19 pandemic
29. Providing a statutory service under HRA17. Employing 2 new workers (Housing Options Supervisor and from March 2020 a second Housing

Options support worker) with the flexible Homeless Support Grant. This is in addition to the 2 new workers (Housing Options Worker, and Housing Options Support Worker) employed when HRA17 was introduced. This is very important in tackling the increase in main duty homelessness.

30. Provision of New temporary accommodation (57 units) at James House has been completed and households have been moved from our other hostels.

Target reporting for 2019/20

- a) Deliver action points set out within Homelessness Strategy 2018-23 '*Preventing Homelessness and Rough Sleeping Together*' action plan within identified time scales. ONGOING
- b) As required by MHCLG the 2018-23 Homeless Strategy was renamed '*Preventing Homelessness and Rough Sleeping Together*' agreed in October 2019: COMPLETED
- c) To further embed and develop service to meet statutory duties under Homeless Reduction Act 2017, York is working with MHCLG and other Local Authorities to make practical improvements to HRA17 and has employed additional staff to meet demand. COMPLETED
- d) To evaluate the impact of HRA17 and make recommendation for future resources within Housing Options Team: This was completed and agreement made to employ a Housing Options Supervisor (in post) and an additional Housing Options Support Worker for 2020/21. COMPLETED
- e) Review the use and consider investment / re-design opportunities of existing social housing stock to meet the needs of complex / vulnerable customers in particular to mitigate the medium and long term impact of welfare benefit reform: Continued use of Housing First model, a report '*Housing Needs Allocation and Availability*' was considered by Housing and Community Safety Policy and Scrutiny Committee on 23rd December 2019 as was the Older Persons Accommodation Needs (update) on 22nd July 2019. Further action lies may be required in future. ONGOING
- f) To continue to reduce rough sleeping in York and develop services to meet the needs of an ever increasing number of people with complex needs: Additional funding and service redesign has ensured rough sleeping in York remains low. An update about Homeless and Winter Night Provision was made to Housing and Community Safety Policy and Scrutiny Committee on 23rd December 2019. COMPLETED

- g) Re-provision of hostel accommodation to James House: Completed June 2020.
- h) To develop a Homelessness support Hub / day centre provision. This will provide a structured, safe and secure environment for informal food services to operate from, alongside outreach team (RSI and RRP workers) to actively engage hard to reach vulnerable people both homeless and or in tenuous accommodation scenarios, offering support, prevention and meaningful activity. (*Serious consideration will need to be given going forward on this provision, given some of the challenges presented around safe delivery of services due to Covid 19*). ONGOING
- i) Inform the public on how to aid and assist rough sleepers using social media, media and websites, leaflets etc. COMPLETED but always ongoing
- j) Set up cashless donations system to help rough sleepers via Two Ridings Community Foundation. COMPLETED
- k) There were 99 homeless acceptances main duty (HRA17) which is above the target of 80. NOT ACHIVED.
- l) The target for reducing the number of households placed in temporary accommodation for 2019/20 was 65. The reported outturn was 57 in line with MHCLG requirements¹ but the actual figure was 62. TARGET ACHIEVED
- m) B&B for families should only be used in emergencies and then for no more than 6 weeks. As of 31st March 2020 there were no families in B&B for over 6 weeks, although there were 2 families² and 2 households that were pregnant in B&B on this date. B&B has reduced since 2018/19 but remains higher than pre HRA17. TARGET ACHIEVED
- n) To reduce rough sleepers to 6. In October 2019 the official submission was 7. Target not achieved however we are pleased that that it still a reduction on the previous year.
- o) To achieve housing performance targets within departmental service plan around voids and rent arrears. Rent arrears within the service have reduced to £3861.95. This reduction is due to Universal Credit

¹ MHCLG require reporting on 'Households in accommodation arranged by local authorities pending enquiries or after being accepted as homeless under the 1996 Act (includes residual cases awaiting re-housing under the 1985 Act) and as amended by the Homelessness Reduction Act 2018' and so does not include those to whom the LA has no duty (when duty has been discharged and negative decision issued or pending review)

² MHCLG only publish total number of households in B&B with children and resident more than 6 weeks

rules no longer applying to temporary accommodation and the reintroduction of direct payments of housing benefits.

Forthcoming projects and priorities – 2020/21

31. The following work is identified in the Homeless Strategy action plan 2018-23 or in response to service need:

- a) A decision to leave NYHC and adopt a CYC allocations policy was made in July 2018. This will be implemented following the completion of The Housing ICT project.
- b) To open the new facility at James House and relocate people living in current hostels under Homeless Reduction Act 2017 (relief duty) or Housing Act 1996 (full duty) by end May 2020. Previously delayed
- c) To reconfigure supported housing accommodation use in light of future needs and the relocation to James House.
- d) To work with TEWV, to deliver a mental health Housing First Model
- e) To conclude renaming of Peasholme Centre
- f) To develop the role of the extended Housing Options Support Worker Team to reduce main duty homelessness.
- g) To expand the Complex Needs Rough Sleeping Team (identified need for a permanent full time co-ordinator and an additional Private Sector Worker).
- h) To carry out mid-point review of Homeless Strategy Action Plan (completion due December 2020).
- i) To re-establish and manage a full services after Covid 19 pandemic.
- j) To ensure a positive outcome for rough sleepers accommodated into emergency accommodation due to Covid 19.
- k) To review / redesign the use of NSNO emergency beds currently with communal facilities in light of Covid challenges.
- l) To work the UK Resettlement Scheme to rehouse a further 50 Syrian and other refugees (approximately 10 families) over the next 5 years. Completion date 2025, as part of an ongoing programme working with the UK Resettlement Scheme
- m) Agree targets for 2020/21 and data reported (only to report numbers in temporary accommodation to whom the Local Authority has a duty

and only to report families in B&B for over 6 weeks (not those who are pregnant), as detailed in the following table.

	2018/19 target	2019/20 target	2020/21 target	Reason
No of households in temporary accommodation	57(actual 66)	65 (actual 62 but reported to MHCLG 57³)	60 MHCLG reported numbers in temporary accommodation.	York Council Plan - Number of homeless households with dependent children in temporary accommodation (key performance indicator)
No of households accepted as priority need (main duty HRA17)	100 (actual 61)	80 (actual 99)	80	To target prevention and relief work and thus reduce reaching main duty stage.
No of rough sleepers	15(actual 9)	6 (actual 7)	4	National target to reduce rough sleepers by 50% by 2022 and eliminate it by 2027. Benchmark was 29. Continued MHCLG funding and prioritisation
Not to use B&B for 16 or 17 year olds	0(actual 0)	0	0	

³ As footnote 1, MHCLG require reporting on 'Households in accommodation arranged by local authorities pending enquiries or after being accepted as homeless under the 1996 Act (includes residual cases awaiting re-housing under the 1985 Act) and as amended by the Homelessness Reduction Act 2018' and so does not include those to whom the LA has no duty (when duty has been discharged and negative decision issued or pending review)

Not to use B&B for families, other than in emergencies and then for no longer than 6 weeks	0(actual 0)	0	0	Reporting families with children only, not those who are pregnant in line with MHCLG published data.
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Consultation

32. There has been no specific consultation related to Housing Options, Rough Sleeping, Homelessness or Housing Registrations in 2019/20. Staff and people accessing the service have been involved in the interior design of James House project.

Options

33. Option 1

Note the contents of the report and agree the priorities and targets for 2020/21 as set out in paragraph 31.

34. Option 2

Note the contents of the report but recommend alternative priorities and targets for 2020/21

Analysis

35. The report and appendix identifies current strategic aims documented in the City's Homelessness Strategy 2018-23 *Preventing Homelessness and Rough Sleeping Together*.
36. The report and appendix identifies future targets and action in line with Homelessness Strategy 2018-23 '*Preventing Homelessness and Rough Sleeping Together*' for the forthcoming year
37. The work and services provided by the Local Authority and partner agencies within the homeless sector are designed to both prevent homelessness and assist those who are homeless. The targets and priorities are practical actions to assist in meeting this target.
38. MHCLG has changed the data that is published and future Homeless Review reports should reflect this

Council Objectives

39. The Homeless Strategy and action plan contributes to achieving the priorities within the City of York Council Plan 2019 – 2023 by ensuring customers of Housing Options and Support Services have the skills, stability and ability to access relevant support, education, health services and accommodation to benefit from the eight core outcomes, and subsequently to contribute to them. The 8 key components are.

- Well-paid jobs and an inclusive economy
- A greener and cleaner city
- Getting around sustainably
- Good health and wellbeing
- Safe communities and culture for all
- Creating homes and world-class infrastructure. The Housing Options and Support Team along with internal departments and external partners contribute to achieving
 - ✓ Number of homeless households with dependent children in temporary accommodation (key performance indicator)
 - ✓ Prioritise support for rough sleepers and work in partnership with the police and other agencies to develop new initiatives such as the 'Housing Navigators' and improved services for people with complex needs, such as substance abuse and mental health issues, including extended use of the Housing First approach
- A better start for children and young people The Housing Options and Support Team along with internal departments and external partners contribute to achieving
 - ✓ Continue to strengthen the work of communities, local organisations and agencies so that families become more resilient and able to find solutions rather than depending on services
 - ✓ Continue the improvement of children's social care to provide excellent services for vulnerable young people and aim to be excellent corporate parents
- Continue to prioritise gaining improved outcomes for our most disadvantaged children and young people in the city

- ✓ Work with our partners to identify and tackle issues relating to the rise in mental health problems in the city
- An open and effective council

Implications

Financial

40. The Flexible Homeless Grant and the Rough Sleeper Initiative grant and any other grants directed at HRA17 and rough sleepers are used to ensure CYC delivers the relevant services. It is important to note that there is evidence that by not investing in preventative measures there is a greater cost to the city and the people that live in it.
41. The Flexible Homeless Support Grant is retained by the Housing Options and Support Team to fund work associated with HRA17. £205,644k is available for 2020/21
42. City of York Council uses the combined RSI and Rapid Rehousing Pathway grant to continue and expand the work with rough sleepers. £488,756k is available in 2020/21.

Equalities

43. Individual CIAs will be completed for major pieces of work outlined in this report.

Legal

44. The provision of a homeless service by local authorities is a statutory requirement under the Housing Act 1996 as amended by the Homeless Reduction Act 2017. Further comments from a legal/statutory duty perspective are also included within the document attached at appendix 1.
45. Services and provision must now meet the requirements of the Housing and Planning Act 2016 and the Homes (Fitness for Human Habitation) Act 2018.
46. Services must adhere to national Guidance on “Provision of Accommodation for 16 and 17 year old young people who maybe homeless and/or require accommodation”.

47. National good practice states that no young person 16 or 17 should be in B&B, that no family should be placed in B&B unless in an emergency and then for no more than 6 weeks.
48. National target to reduce rough sleepers by 50% by 2022 and eliminate it by 2027. Benchmark was 29. Continued MHCLG funding and prioritisation.
49. There are financial risks via judicial challenge if the service does not meet its statutory duty and as a result of Ombudsmen complaints if CYC fails to act within its statutory duties or policies regarding homelessness and the provision of housing (allocations).
50. Amending work practice, workplace buildings and residential buildings in relation to any future guidance in respect of Covid19.

Risk Management

51. There is a risk that due to Covid 19 pandemic, the possibility of an employment and economic downturn will impact on the need for and the availability of housing.
52. There is also a risk that due to Covid 19 work will take place at a slower pace, restricting new build programmes, housing repairs and service development.
53. The risks associated with the recommendation of this report is 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 Executive Steering Group.

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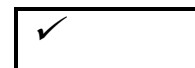
**Report
Approved**



**Date 7th September
2020**

Wards Affected:

All



For further information please contact the author of the report

Appendix 1

Homeless Review Appendix1 2019/20

Background Papers :(provided upon request):

2018-2023 '*Tackling Homelessness and Rough Sleeping Together*' Homeless
Strategy and action plan

Glossary:

ABA – A Bed A Head

B&B - Bed and Breakfast

EIP – Early intervention and Prevention Team

HHASC – Health, Housing and Adult Social Care (Directorate)

CBL - Choice Based Lettings (North Yorkshire Home Choice)

CIA – Community Impact Assessment

CYC - City of York Council

HRA17 - Homeless Reduction Act 2017

MEAM – Making Every Adult Matter

MHCLG - Ministry of Housing Communities and Local Government

NSNO- No Second Night Out

NYHC - North Yorkshire Home Choice

RSI – Rough Sleepers Initiative

RSL - Registered Social Landlord

RRP – Rapid Response Pathway

SAP – Single Access Point

TEWV - Tees, Ask, Wear Valley NHS Trust
YB0 -Yes Below Zero

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Homelessness Performance 2019/20 Legal Background.

1. To continue to develop the service and statistical recording to comply with the Local Authority's duties under The Homeless Reduction Act 2017 (HRA17), which came into force on 03 April 2018.
2. In addition to the legal duties under HRA17, there is a national target to reduce rough sleeping by 50% by 2022) and to eliminate rough sleeping by 2027.
3. CYC Housing Options and Support include Housing Options Team (Housing Options Workers, Housing Options Support Workers, Youth Homeless Workers), Housing Registrations Team including Specialist Housing Adviser (frail elderly and disabled), Temporary Accommodation Team (including accommodation based at Ordnance Lane, Holgate Road, Howe Hill family units and Crombie House), Refugee Support and YorHome, Resettlement Services including Peasholme Centre, Howe Hill for Young People, Rough Sleeping Housing Navigators, Hostel Mental Health Worker, Private Sector Worker and Single Access Point Officer. This report does not cover CYC Gypsy and Traveller Service.
4. Main achievements of 2019/20 were
 - a. To work with partner agencies and Ministry for Housing, Communities and Local Government (MHCLG) to tackle rough sleeping in York. In 2019/20 CYC secured £215,234 **Rough**

Sleepers Initiative (RSI) and £139,131 **Rapid Response Pathway (RRP)** monies to retain and expand the early intervention support for rough sleepers and rough sleepers with complex needs. The Complex Needs Rough Sleepers Team works in conjunction with existing rough sleeper services and comprises of 2 Salvation Army outreach workers, 2 MEAM workers, 3 Rough Sleeper Housing Navigators, 1 Private Rented Sector Worker, 1 Hostel Mental Health Worker, and part time co-ordinator. This team works alongside Peasholme Charity Next Steps, Carecent, Changing Lives Drug and Alcohol Services, Community Safety, North Yorkshire Police and York BID to tackle rough sleeping, street drinking and begging. The team has had significant success with a complex client group.

- b. Preparation and planning to deal with serious flooding in spring 2020 but on this occasion York was not badly affected.
- c. Change to service delivery to combat the risk to staff and customers in respect of Covid 19 virus. This involved increased working from home, minimising contact with Housing Options and Housing Registrations customers (limited to phone and electronic contact), ensuring hostels could meet the needs of residents while remaining safe environments, reducing the numbers of crash pad placements for rough sleepers by offering alternative non communal accommodation in private accommodation (hotelapartment). This was extremely difficult due to the design of some buildings (shared facilities) and needs of residents. CYC worked with MHCLG to achieve this and to raise the profile of the needs of people that were homeless.
- d. Liaison with Peasholme Charity regarding the ownership and renaming of the 'Peasholme Centre'. This piece of work will be completed in 2020/21.
- e. Continued work to with the Business Change Team to procure and develop an integrated housing wide IT system. The new system will incorporate the Executive decision in July 2018 that the City Of York would leave the North Yorkshire Home Choice (sub regional allocations policy and system) and operate a York allocation policy. The Business Change Team is still aiming to implement the new system in November 2020 but the date is under review due to the disruption caused across the Council due to Covid-19.

- f. Ordnance Lane re-provision: redevelopment of James House was completed in early April 2020 and will provide 57 temporary units. Opened in June 2020
- g. Improved working relationship with Tees, Esk, Wear Valley NHS Trust (TEWV) and CYC Hostel Mental Health Worker post, giving access to relevant IT systems, meetings and providing appropriate clinical supervision.
- h. Ongoing work (Adult Social Care Commissioning Team lead) on a possible future commission for a Mental Health Resettlement Pathway with housing first.
- i. Commitment and funding from TEWV to reconfigure services for people with mental health issues including a mental health pathway Housing First model.
- j. In 2019/20 funding was confirmed for a Homeless Hub type provision (Peasholme Charity Lead) to work with services and co-ordinate food provision across the city to meet the basic needs of street homeless people while facilitating access to specialist service providers. Ongoing.
- k. CYC bought back Union Terrace and Robinson Court from York Housing Association on 31st January 2020. This will enable a smooth transition of accommodation based support contracts in the future. Further discussions will take place regarding use of other supported accommodation buildings when relocation to James House takes place.
- l. Continued work to upgrade the CYC shared housing properties leased to Changing Lives as part of Adult Community Wellbeing contract.
- m. A review of the Housing Options Service took place to ensure CYC meet requirements of HRA17 resulting in the creation of a new post (Housing Options Supervisor) and for 20/21 a second Housing Options Support Worker.

Legal Changes in 2019/20.

National grant framework.

In April 2019 the Government announced:

5. Allocation of a further £46m in Rough Sleeping Initiative (RSI) funding to support those sleeping rough and those at risk of sleeping rough in 246 local council areas.
6. A new Private Rented Sector Access Fund of £19.5m was made available to 54 councils to help vulnerable people secure their own tenancies through support such as paying deposits or putting down the first month's rent. York did not bid as we already have a similar private rented scheme via RSI.

Homelessness.

On 15th April 2019 the Government made a number of changes to the Homelessness Code of Guidance for Local Authorities namely:

7. Chapter 17: Suitability of temporary accommodation where the authority has to place someone out of area. It required, Authorities to have a policy and procedure regarding what considerations would be taken into account, in particular for applicants who need Social Services support or mental health services.
8. Chapter 19: Review of decisions and appeals to the county court. The Guidance sets out the timeframes within which reviews must be undertaken. Although most remain over a 56 day period, those requesting a review due to the reasonable steps to prevent or relieve homelessness and those where notice has been given to bring the prevention duty to an end should be completed within 21 days. Where there are challenges regarding a referral to another Housing Authority under relief duty or main duty these should be dealt with within 10-12 weeks.

Private Rented.

There have been a number of changes in 2019/20:

9. On 9th April 2019 the Government introduced new guidance for local authorities to tackle rogue landlords and help improve the lives of tenants trapped in poor-quality housing.
10. On 13th May 2019, the Home Office published new information and guidance for landlords and letting agents on right to rent checks for EU

citizens and their family members in the private rented sector in England including requirements post Brexit: Right to Rent checks for EU, EEA and Swiss citizens after Brexit.

11. The Housing and Planning Act 2016 (Commencement No 11) Regulations 2019 SI No 1359 brought sections 122 and 123 of the Housing and Planning Act 2016 into force on 25 October 2019. Those provisions contain a power to make regulations imposing duties on private landlords of residential premises in England for the purpose of ensuring that electrical safety standards are adhered to during tenancies, and to provide for the enforcement of those duties. (The regulations themselves have not yet been made.)
12. Tenant Fees. Part of the Tenant Fees Act 2019 was brought into force on 1st April, 2019 with the rest of the legislation being brought into force on 1st June, 2019.
13. Letting Agents taking money from tenants are now required to:
 - Hold client money in a client money account with a bank or building society authorised by the Financial Conduct Authority;
 - Hold and maintain appropriate professional indemnity insurance;
 - Have appropriate client money protection (CMP) handling procedures and display a certificate confirming membership of an approved CMP scheme and provide a copy of the certificate to any person who may reasonably require it, free of charge.
14. On 31st May 2019, the How to Rent: The Checklist for Renting in England (MHCLG) was updated to take account of the new provisions of the Tenant Fees Act 2019
15. Energy certificates for tenants. On 1st April, 2019, new requirements for the provision of energy performance certificates by landlords to tenants in England came into effect.

Local Authority Housing.

16. The Homes (Fitness for Human Habitation) Act 2018 came into force on 20th March 2019 for all new tenancies including transfers and mutual exchanges and came into force for all tenancies on 20th March 2020. This means that a property must be fit for human habitation from the commencement of the tenancy for the duration of the tenancy. In other words, it must not be in such a condition that it is not fit for human habitation, likely to be subject to a prohibition or closure order.

17. In light of this the Pre-Action Protocol for Disrepair was amended on 13th January 2020 and is now called the Pre-Action Protocol for Housing Conditions
18. Possession Proceedings. The Pre-Action Protocol for Possession Proceedings in Social Housing was amended on 13th January 2020. It introduces:
- A requirement that if tenants wish to bring a challenge on Human Rights, Public Sector Equality duties and/or mental health/capacity issues these have to be raised at the Court before or at the first hearing.
 - Clarification of the procedure upon service of a Notice to Quit in terms of what Court action is required which is relevant to ending certain homeless duties, namely ending s193 temporary accommodation before discharge of the homeless duty.

Rough Sleeping and Resettlement Services.

19. The Rough Sleeping Initiative money (RSI) and Rapid Response Pathway (RRP) money has been a significant factor in the provision of services to reduce the number of rough sleepers in York.
20. The official street count (number of rough sleepers as defined by and reported to MHCLG) has reduced from a recent high of 29 (in 2017) to 2018 of 9 and 7 in 2019.

Region	2015	2016	2017	2018	2019	Change	
						Number	%
York	18	18	29	9	7	-2	22.3% decrease
Yorkshire and the Humber	160	172	207	246	242	4	1.6% decrease
England	3569	4134	4751	4677	4266	-411	9% decrease

21. Nationally there was a 9% reduction in rough sleeping, a 1.6% decrease in Yorkshire and Humber and a 22.3% decrease in York. The reduction in York is due to the increased financial support from MHCLG and the continued work by CYC and partner agencies to help rough sleepers into accommodation and services.

Services for rough sleepers.

22. In addition to CYC provision, a number of services have historic contracts to work with rough sleepers including The Salvation Army Early

Intervention and Prevention Team, Changing Lives (accommodation services, Making Every Adult Matter – MEAM, drug and alcohol services) In addition Restore provide additional tier 2 accommodation.

23. The Complex Needs Rough Sleepers Team was established as part of a national drive to reduce rough sleepers. The Team works with entrenched rough sleepers through a pro-active outreach model, utilising various “out of the norm” thinking approaches and encompassing what the customers ideal outcome is.
24. The Salvation Army Team Early Intervention and Prevention Team (EIP) comprises of a Service Manager, a Programme Co-ordinator, and 3 Specialist Support Workers (2 of which are RSI funded) and is based at 63 Lawrence Street.
25. The Salvation Army offers a drop-in service which operates Monday to Friday between 10am and 12pm. In 2019/20 the service provided 250 drop in sessions, seeing 400 individuals, a total of over 3500 contacts. This is an increase 15% on customer numbers from 2018/19.
26. In 2019/20 The Salvation Army Early Intervention and Prevention Team (alongside members of Complex Needs Rough Sleeping Team and other partner agencies) carried out 2 early morning walks per week (total of 120 pa) plus afternoon targeted walks to engage with entrenched rough sleepers. The Salvation Army took part in the formal street count process conducted in November 2019 and 6 additional full street counts for the Rough Sleepers Initiative monitoring.
27. The Salvation Army offered 54 travel warrants to help people return to / source alternative accommodation. The total cost of travel warrants in 2019/20 was £1513
28. The Salvation Army also go into local communities and groups to talk about homelessness in York.
29. York continues to operate No Second Night Out for rough sleepers. The Salvation Army / Rough Sleeping Housing Navigators are the hub, rough sleepers and members of the public can either contact them directly or via the national rough sleeper helpline Street Link 0300 500 0914.
30. In 2019/2020 Rough Sleeper Housing Navigators worked with 72 customers, with a caseload of between 20-25 rough sleepers at any one time. Of these, 28 have been accommodated into suitable accommodation including 9 highly complex entrenched rough sleepers and have assisted in the sustainment of this accommodation. 51 customers have been

referred to non-accommodation support services by Rough Sleeper Housing Navigators, such as Drug/Alcohol services etc.

31. MEAM (Changing Lives) works with customers who 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. The team includes - Service Manager Complex Needs Team, Housing First senior practitioner and 2 MEAM support workers (RSI funded posts)
32. During 2019/20 MEAM including RSI funded staff received 36 referrals of which 11 were accepted on the MEAM caseload. The current caseload is 35 including 4 new Housing First tenancies and 5 historic Housing First tenancies.
33. The positive outcomes for 19/20 include
 - 4 Housing first introductory tenancies
 - 3 individuals became a secure Housing first tenant following successful completion of their introductory tenancy
 - 3 rough sleepers awarded gold band following short stays in resettlement/shared housing
 - 5 rough sleepers were supported in to out of area private rented accommodation
 - 4 rough sleepers shared housing
 - 7 rough sleepers have been supported to move in and maintain hostel accommodation as part of a multi-agency plan with flexibility where possible
 - 11 individuals with a history of rough sleeping are being supported through prison sentences to improve outcomes on release
 - Pathway developed with the adult mental health social work team has seen 9 individuals allocated to social workers
34. The CYC Hostel Mental Health Worker is funded through the RSI money worked with 29 individuals in 2019/20, contributing to the ongoing successful outcomes for rough sleepers/single homeless people who have significant mental health problems. This is a lower number than last year (from 39) but reassuringly one reason for this reduction is that customers have been passed into specialist NHS mental health services.
35. Across York accommodation services continue to provide emergency beds as part of No Second Night Out (NSNO) Initiative and the Winter Weather provision. NSNO operated throughout the year, with additional facilities being provided during winter weather.

36. There is 1 emergency room at Robinson Court, 1 emergency room at Peasholme and 1 emergency room at Howe Hill for Young People available throughout the year
37. All resettlement hostels use short term vacant beds / emergency placements for No Second Night Out (NSNO).
38. The Yes Below Zero (YB0) provision providing 5 beds in a shared flat operated until the Covid 19 pandemic when the residents were moved into self-contained accommodation and the YB0 unit re-designated for a family. YB0 residents receive additional support by volunteers.
39. At the start of the year there were an additional 16 emergency beds including 7 at Peasholme, 7 at Howe Hill for Young People and 2 at Union Terrace. These communal facilities were withdrawn with the onset of the Covid 19 pandemic and replaced with private accommodation (hotelapartment).
40. Criteria for NSNO and emergency beds is relaxed during the winter weather provision during November – February to accommodate those sleeping rough. Winter Weather beds increase capacity by 7 at Union Terrace.
41. These emergency accommodation services (NSNO / emergency beds) are a fundamental part of the overall package to rough sleepers.
42. Emergency Bed nights (excluding Nightstop) 2019-20 (statistics provided by individual hostels)

	Howe Hill	Peasholme	Union Terrace	Robinson Court	YB0 and flat 2	Other (Covid 19)	Total
<i>Crash pad / NSNO</i>	630	1572	811	365	698	188	4264 74% increase
Winter weather	509	893	612	0	487	0	2501
Total	1139	2465	1423	365	1185	188	6765

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

	Howe Hill	Peasholme	Union Terrace	Robinson Court	YB0 and flat 2	Other (Covid 19)	Total
Crash pad / NSNO	64	123	52	12	44	26	321

Winter weather	34	61	60	0	29	0	184
Total	98	184	112	12	73	26	505

44. 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, Rough Sleeper Housing Navigators, 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.
45. Hostels in York provided 4264 NSNO bed nights for 321 individuals that were homeless. This is an increase of bed nights by 74% (previous year 2445), in part facilitated by the increase in emergency beds at Union Terrace and indicates a significant demand for emergency beds. You would conclude that the targeted work of the Complex Needs Rough Sleeper Team is ensuring that rough sleepers access and remain in accommodation.
46. During 2019/20 there were 184 individuals placed in emergency accommodation during the winter weather provision Nov-Feb, providing 2501 bed nights. and indicates a continued high demand. The number of Winter Weather beds at Union Terrace increase to 7.
47. A small number of rough sleepers are also placed in B&B or hotels for short periods of time using Complex Needs Rough Sleeper Navigators or MEAM personalisation money, this offers time to plan innovative approaches to housing complex people.
48. The Complex Needs Rough Sleeper Team and Salvation Army Early Intervention and Prevention Team will work with individuals who have accessed emergency to assist and encourage them to access long term accommodation.
49. Changing Lives also operates 'A Bed Ahead' (ABA) to facilitate timely discharge from hospital for people that are homeless and improve access to health provision for individuals accessing the resettlement system.

50. The number of 'Bed A Head' beds at Union Terrace for hospital discharges for people that are homeless has increased from 2 to 3.
51. During 2019/20 A Bed Ahead received 129 referrals from the hospital for 112 individuals and provided a total of 969 emergency bed nights; 56 referrals were from the Emergency Department, 64 from the inpatient wards at York hospital and 9 from other NHS sources such as Mental Health inpatient wards and rehabilitation units. Outcomes for all these referrals were;
 - 31 – York resettlement system
 - 11 – Accommodation with family or friends
 - 11 – Preventions of homelessness
 - 7 – Private sector accommodation
 - 6 – Social care or long term hospitalisation
 - 12 – Assisted to return to area of local connection
 - 30 – Brief intervention; advice & onward referral (including DTR)
 - 16 – Refused to engage or self-discharged without full service
 - 5 – Abandoned or excluded
52. Resettlement training for customers at CYC Peasholme Centre was been remodelled and updated in 2018/19 and offers a wide range of subjects, although due to challenges that surfaced around group dynamics, attendance and the needs of customers with complex needs, the focus changed to more one to one sessions, tailoring them to meet the specific needs of the client in particular.
53. The general money management, tenancy management workshops continue, but new sessions include in house wellbeing treatments to improve an individuals mental health and coping mechanisms including monthly massage and aromatherapy sessions. These are extremely popular with all the treatment session full. In house art classes are offered on a weekly basis facilitated by an experienced volunteer.
54. A total of 203 workshops took place, with 76 people attending sessions (72 referrals) from Peasholme Centre, Changing Lives and rough sleepers referred by MEAM or Rough Sleeper Housing Navigators.
55. All workshops are currently suspended due to the coronavirus lockdown although we are currently looking at options for customers awaiting Resettlement Category referrals and their mandatory obligations.
56. Future focus will be around developing the personal development workshops i.e. keeping yourself safe, becoming more assertive, getting control of your situation, being positive, staying positive, further wellbeing

treatments (eg acupuncture). The resettlement trainer will complete the NCFE Level 3 Award in Education and Training at York College September Intake to enable this to take place. The course was suspended due to Covid 19 restrictions.

57. The ultimate aim is of resettlement is to assist rough sleepers and single homeless into accommodation when they are able to sustain a tenancy.
58. During 2019/20, there were 87 referrals for resettlement category in the North Yorkshire Home Choice (NYHC) common allocations policy of these 77 were approved for gold band, and 69 people commenced tenancies between 1/4/19-31/3/20 with Local Authority / Registered Social Landlord (RSL). This provides a planned route into permanent housing.

	TOTAL housed in year	Resettlement	Young People	Mental Health
2015/16	59	32	17	9
2016/17	70	40	23	5
2017/18	43	29	8	6
2018/19	58	40	15	3
2019/20	69	47	17	5

59. The Housing First Scheme is in addition to the resettlement category and in 2019/20 there were 5 people accommodated via this route. Housing First places the emphasis on providing self-contained accommodation for chaotic and often multiply excluded rough sleepers with an intensive long term support package. There have now been a total of 15 (11 still active) Housing First tenancies since the scheme began in 2015.

Young Peoples Services.

60. Housing advice for young people continues to be provided by Young Persons Homeless Workers in accordance with Homeless Reduction Act 2017 See point 84.
61. Nightstop (part of Supported Lodgings contract) provided emergency bed spaces for 9 young people, totalling 43 bed nights. The use of Nightstop continues to fall as does the number of 16 and 17 year olds approaching services but remains a vital service for more vulnerable young people with 33% of referrals coming from Emergency Duty Team (EDT – out of hours service). The Nightstop Service is looking into helping referral agencies by placing the young person for a few days at a time rather than having to see them every day and offers up to 14 nights per placement which can be extend if needed.

	Young People accommodated (total including charitable places as no recourse to public money / Children's Social Care placements)	Bed nights
2015/16	18 (20)	98(128)
2016/16	12	169
2017/18	15	114
2018/19	16	65
2019/20	9	43

62. The YEW project is the educational project for young people and is based at Howe Hill for Young People. In 2019/20 YEW facilitated 433 sessions and worked with 59 young people to prepare them for independent living. The programme includes a rolling programme to develop budgeting and tenancy skills; look at current affairs including specific sessions in the run up to the General Election and more recently coronavirus; cooking; employability skills; self-esteem; health based sessions including sexual health, pregnancy, smoking, alcohol, healthy eating and lifestyles and drug use; art and craft based projects; raising awareness around offending behaviour and the law; bicycle maintenance; photography sessions; physical activity; individual goals and target setting. Weekly sessions specifically for young parents enabling them to bring their children with them so they can engage in relevant resettlement work in a group setting are still running. This programme includes weekly sessions have been running for young parents including sessions around tenancy and money management.
63. The young people's sexual health outreach team are no longer able to deliver sessions at Howe Hill for Young People due to changes to their service provision. This has significantly reduced the young people's access to specialist sexual health information and support. Blossom Street delivers a group session every 12 weeks to improve access to substance use information and support. Party First Aid training is delivered quarterly by a qualified support worker. Fire safety sessions run in conjunction with the Fire Service have been added to the programme and are delivered every 12 weeks.
64. Session delivery has been adapted and tailored over the last year to take in to account reduced tier 2 provision meaning move on from Howe Hill for Young People is much slower. In addition, more young people are being put forward for resettlement category because of this, so sessions have been adapted to ensure they are tenancy ready without going through tier 2 provision. Sessions are focusing on managing money monthly as all residents are now on Universal Credit. Residents have also been

supported to attend two job fairs to encourage them to gain employment and to link into the Just the Job sessions.

65. Other activities delivered over the last year outside of the regular programme include three residents wallpapered and painted a flat for a local tenant with mental health issues. We were asked to get involved in this piece of work by a Local Area Team Co-ordinator as the tenant was unable to do the work herself but was facing eviction due to the state of the property. This led to one of our residents taking part in some befriending sessions for four weeks. Four other residents took part in two other similar decorating projects. The residents have also completed projects to improve the hostel including working alongside volunteers from Marks & Spencer to create an outside seating area and planters. Follow up sessions included making bird boxes, an outside spring clean and planting outside spaces with plants donated by Morrison's. Trips away from the hostel included a guided tour of the Cold War Bunker with the young parents, ice skating, going to the cinema, Scarborough and Halloscream. Residents also took part in a photography project around the city centre followed by a meal in town. Their photographs have been printed, framed and displayed around the hostel.
66. The YEW team have been involved in delivering specific sessions developed since the introduction of The Homeless Reduction Act. Two sessions are available each week and people are referred on mainly by Housing Options.

Housing Options.

67. It is a legal requirement that a Local Authority provides housing advice. Formal assessment under Homeless Reduction Act 2017 (HRA17) is provided by the Housing Options Team, Youth Homeless Workers and Specialist Housing Adviser (frail elderly and disabled). The Salvation Army Early Intervention and Prevention Team, provide specialist advice to single homeless.
68. The Housing Options Team continues to provide a valuable service to customers offering comprehensive, individual interviews to discuss their housing issues.
69. Historic prevention and statutory homeless statistics

	2003/4	2015/16	2016/17	2017/18	2018/19
Approaches		3438	2958	2747	
In depth interviews		1327	1127	1092	

Prevention (P1e)	95	630	752	616	37*
Presentations(P1e)	1430	163	186	166	22
Total Accepted Homeless (P1e)	409	92	97	90	13

*Prevention and relief cases

Homeless Reduction Act 2017 statistics.

70. Housing Options statistics 2019/20 reported to MHCLG shows an increase in approaches and in initial assessments. This was anticipated following the introduction of HRA17, is a national trend and indicates a substantial need for advice and housing in York.

	HRA17 approaches	Total initial assessments
2018/19	1360	790
2019/20	1405	898

71. HRA17 duty

	Owed prevention or relief duty	Homeless, threatened within 56 days – prevention duty	Prevention ended accommodation secured	Relief duty owed*	Relief ended accommodation secured	Main duty assessment	Full duty accepted Homeless, priority need and unintentional
2018/19 REVISED from MHCLG published statistics	766 HRA17 plus 37 historic P1e prevention and relief under HA96	521	201	245	140	93	67 (all decisions)
2019/20	881	646*	276	235	192	139	99

*Those found to be homeless at the end of a prevention duty are consequently owed a relief duty. Those who refused suitable accommodation or refused to cooperate may also go on to relief. All other outcomes mean the case is closed.

NB. Prevention and relief duty is also ended due to customer loss of contact, refused accommodation, withdrew application, 56 days elapsed

72. Under HRA17 the collection of statistics (Hcllc) has changed and are no longer directly comparable with previous statistics (P1e). MHCLG continue to call the published statistics 'experimental' and have changed the format and data collection since introduction.

73. The number of homeless acceptances (main duty decision) has increased as the HRA17 is embedded. A concerted effort is needed to prevent / relieve homelessness at an early stage of the process in accordance with HRA17 by using and improving the variety of measures available including mediation, negotiation, support, help in accessing benefits and some financial incentives including bonds and deposits to access to private rented sector.
74. CYC operates 2 schemes to assist people to access the private rented sector depending on an individuals circumstances and funding criteria. In total, 67 people/households were supported during 2019/2020.
75. The Homeless Fund for people accessing Housing Options team provided assistance to 30 people / households through
- **30** customers with rent in advance to help customers access the private rented sector. These are grants, not loans and so are not refundable.
 - **3** rent deposits where a paper bond was not agreed by the landlord. This is recharged to the customer.
 - **9** paper bonds (Bond Guarantee Scheme).
 - **2** claims were made against the scheme by landlords at a value of **£1077.60**. This is recharged to the customer.
 - **2** “Golden Hellos” to landlords.
 - and paid **1** set of tenant’s fees on behalf of a customer.
76. The Rough Sleepers Initiative (RSI) scheme also assisted people into the private rented sector (see point 95)
77. The main point to note regarding priority need is that reasons remain fairly consistent. The low numbers in 2018/19 can be attributed to the introduction of the new legislation.

Priority Need acceptances	2015/16	2016/17	2017/18	2018/19 total P1e and HClic	2019/20 Hclic
Households with children or pregnant	63	53	57	42	57
16 and 17 year olds / vulnerable young people	0	0	1	0	0
Old age	6	2	1	0	0
Households with physical illness or disabilities	8	8	16	10	17
Households with mental health issues	11	18	11	12	19

Domestic violence	2	10	2	2	4
Emergency / other	2	5	2	1	2
Asylum Seekers	0	1	0	0	0
TOTAL	92	97	90	67 (revised)	99

	2015/16	2016/17	2017/18	2018/19	2019/20
York % increase in Homelessness comparative years	91 -11.6%	97 +6.6%	90 -7.2%	61 -33%	99 +63%
England	57740	59100	57710	N/A	N/A
England HRA17 Accepted main duty	N/A	N/A	N/A	30020	Q1,2,3 only 28690 (estimate of annual around 39000 – 30% increase)
England HRA17 assessed and owed a prevention or relief duty	N/A	N/A	N/A	270440	Q1,2,3 only 106550 (estimate of annual around 142066 40% decrease)

78. While figures for England are estimates as Q4 has not been published it is likely to indicate an increase in accepted homelessness and a decrease in prevention and relief which is expected as the HRA only came into force in 2018-19 but accepted homeless figures are likely to be below previous levels of statutory homeless under Housing Act 1996.
79. Ethnic monitoring of customers occurs when they approach the council and an initial assessment is completed. Ethnic monitoring information is available for 84% (1180) of approaches (Hcllc). The majority of these described themselves as white (95%). The 2011 census for York indicated a slightly more diverse population.

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

80. All approaches Data from 1180 approaches

	White British	White Other	Black/Afro-Caribbean	Indian, Pakistani, Bangladeshi	Mixed	Other	Not Known/declined to answer
2019/20	1052	69	15	12	16	16	225

81. 2019/20 reason for loss of last settled home. While figures are not comparable with historic reasons for homelessness, they show a distinct similarity.

Reason for homelessness	15/16	16/17	17/18
Family Licence Termination (parental exclusions)	15	19	22
Family Licence Termination (other)	12	11	1
Relationship breakdown (violent)	14	19	26
Relationship breakdown (other)	13	10	10
Mortgage arrears repossessions	3	0	1
Rent arrears	1	0	3
Loss of Assured Shorthold Tenancy	13	16	7
Loss of other rented accommodation inc NASS	6	8	8
Other inc left institution or care, emergency, return from abroad, sleeping rough, hostel Violence / harassment	14	14	12
Total	91	97	90

Reason for loss of last settled home	2018/19 (P1e accepted homeless only)	2018/1919 HRA17 reason for loss of last settled home (All approaches)	2019/20 HRA17 reason for loss of last settled home
End of private rented tenancy - assured shorthold	1	192	191
Family no longer willing or able to accommodate	4	218	316
Friends no longer willing to accommodate	1	51	85
Domestic abuse	2	42	60
Non-violent relationship breakdown with partner	2	99	98
End of social rented tenancy	0	31	24
Eviction from supported housing	0	16	16
End of private rented tenancy - not assured shorthold	1	15	27
Property Disrepair	0	0	1

Left institution with no accommodation available	2	16	39
Required to leave accommodation provided by Home Office as asylum support	0	0	1
Other reasons / not known	0	126	137
Mortgage Repossession	0	3	7
Racially motivated violence or harassment	0	0	0
Non racially motivated/other motivated violence or harassment	0	5	12
Left HM forces	0	4	1
Fire or flood / other emergency	0	0	3
TOTAL	13	818	1018*

*A small number of households may be double counted across quarters where an initial decision was subject to review or where a household has made a new application.

82. Young Persons Homeless Workers provided advice and support to 104 young people, of these 26 were referred to, and accepted into long term supported accommodation. 4 young people 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. The numbers being Looked After is noted as historically Young People preferred not to access this service.

Year	Contacts	Supported Housing	Looked After
2015/16	163	N/A	N/A
2016/17	131	N/A	N/A
2017/18	137	25	1
2018/19	119	45	0
2019/20	104	26	4

83. The reduction in contacts is believed to be that only those in housing need are approaching the service, as the prevention message is more widely understood and those young people who historically may have lost hostel places or tenancies are less likely to 'come round again' due to the successful resettlement process.
84. The downside is that some young people may not engage in the process as the Homeless Reduction Act 2017 is a lengthy process, so many of the young people that approach the service are at crisis point and often have much higher support needs - increasingly often around mental health which has resulted in the increase in Looked After Children.

85. The establishment hours of the Young Persons Homeless Team has reduced slightly (at the request of staff members) in February 2019.

Specialist Projects.

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

	level 2 advice	level 3 (intensive casework)
2015/16 (Target) Actual	(250) 296	(150) 208
2016/17 (Target) Actual	(250) 307	(150) 180
2017/18 (Target) Actual	(250) 321	(150) 151
2018/19 (Target) Actual	(250) 290	(150) 137.
2019/20 (Target) Actual	(250) 186	(150)132

87. The number of cases has reduced and this is a reflection of how the role has now changed. This post is now more clearly linked to the Housing Registration Team, in a proactive manner to prevent the cases becoming Tier 2 and also giving general advice to Adult Social Care to prevent an escalation of need. Often the Specialist Housing Adviser works alongside Social Workers until a conclusion is reached on complex level 3 cases which takes more time but has often prevented either carer breakdown or a move to residential care.
88. Another positive development is the improved links with Housing Standards and the Occupational Therapy which delivers cross departmental successes for example, assisting 4 customers move in to more suitable accommodation, preventing the need for major adaptations works and releasing 4 social rented (CYC) family homes.
89. The Specialist Housing Adviser has worked on a major project alongside Joseph Rowntree Housing Trust (JRHT) in opening New Lodge extra care housing development at New Earswick of which CYC have been given some nomination rights. To date, 6 customers have been successfully rehoused from the Housing Register (both new applicants and transfers).

90. In response to the HRA17, CYC employs a Housing Options Support Worker to assist customers with their personal housing plan. There have been 85 referrals to the Housing Options Support Worker, 73 engaged and were given practical support of which 43 were assisted into remaining in their own home or helped to find alternative accommodation. A further 14 moved into temporary accommodation. Despite a customer being required to work with us on their personal housing plan, 12 failed to engage, withdrew their application or the application was closed. April 2020 there were 16 open cases.
91. In 2018/19 the Private Rented Sector Support Worker was a new role and much of the work was developmental with a large focus on building positive relationships with landlords and lettings agents in order to provide accommodation for customers. In the 2019/2020 these established relationships and a good reputation has helped to get more landlords on board and there has been a significant increase in the number of customers being supported to access accommodation in the private rented sector since 2018/2019.
92. The Private Rented Sector Support Worker utilising Rough Sleepers Initiative (RSI) monies assisted 34 people / households that were rough sleepers or single homeless in emergency resettlement accommodation into private rented accommodation.
- **31** customers with rent in advance.
 - **1** customer with top-up rent for 6 months.
 - **2** “holding fees” to landlords on behalf of the customer.
 - **1** “Golden Hello” to a landlord.
 - **16** paper bonds (Bond Guarantee Scheme).
 - This is an increase of 112.5% on previous year
93. Of these 34 tenancies, the accommodation was sourced through 11 Private Landlords and 4 Lettings agencies. 27 tenancies were successful tenancies; while regrettable there were 7 ‘unsuccessful’ tenancies.
94. 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 17 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).

	2015/16	2016/17	2017/18	2018/19	2019/20
YorHome properties	42	40	43	41	40

Thirteen Group properties managed by YorHome	0	45	38	38	38
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95. YorHome continues to try and find new landlords/properties. This is difficult because of the high market rents in York and the stigma surrounding homeless customers without guaranteed ongoing support. We work hard with our current landlords to maintain a strong relationship with their tenants and are proud that 50% of our tenants have been in their property for 5 years or more.
96. Supported Housing Services continues to work the Refugee Council, through the (renamed) UK Resettlement Scheme to rehouse Syrian and other refugees that York committed to assisting. York is supporting 20 Syrian families and accommodating 88 people in the private rented sector. York has agreed with Migration Yorkshire to take a further 50 individuals (approximately 10 families) over the next 5 years
97. As well as working with the Refugee Council, we continue to work with other agencies to offer a holistic service to meet the needs of individuals / families including Education, York Learning, Housing Benefit and Council Tax, Department of Works and Pensions, NHS, Work With York (interpreters). The families have also been supported by voluntary and church provisions such as York City Church, Refugee Action York and goodwill from the residents of York.

Use of temporary accommodation.

98. The main temporary accommodation in York continues to be Ordnance Lane plus Crombie House, Holgate Road and family units at Howe Hill. Ordnance Lane will be decommissioned once the new hostel - James House is completed. This accommodation is provided to those households to whom the Local Authority has a statutory duty under HRA17.
99. This number of resident in CYC temporary accommodation as of a specific date (last day of quarter) and the total number of placements per annum.

Accommodation type	31.3.16	31.3.17	31.3.18	31.3.19	31.3.20
Total TA placements (does not include moves for same customer)	225	204	182	228	235
Bed & Breakfast (B&B)	1	2	0	4 (revised)	7
Of which – families with children	0	0	0	0 (revised)	2

Of which – families with children and resident more than 6 weeks	0	0	0	0	0
Of which – families which are pregnant	0	0	0	0	2
Total annual placements into B&B	43	16	20	70	58
TOTALS in all temp accom as of 31.3	56	62	49	66	62 (actual) 57 with a LA duty
Temp targets	62	56	62	57	65
B&B annual cost (NB some of this is reimbursed via HB, rent and personal contribution payments)	£40,410	£37,037	£12,425	£49,256	£70,367

* MHCLG now only requires total with children and resident more than 6 week, not those that are pregnant.

**MHCLG now only requires 'Households in accommodation arranged by local authorities pending enquiries or after being accepted as homeless under the 1996 Act (includes residual cases awaiting re-housing under the 1985 Act) and as amended by the Homelessness Reduction Act 2018' and so does not include those to whom the LA has no duty (when duty has been discharged and negative decision issued or pending review)

100. Bed and Breakfast and is only used when necessary. B&B 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.
101. The overall numbers of households in temporary accommodation has decreased but the cost to the Local Authority has increased. This is due to higher costs of some B&B's, extended stays in both B&B and other temporary accommodation due to the timeframes set out in the Homeless Reduction Act 2017 and the increase review criteria.
102. Also, a number of main duty homeless households cannot be allocated properties under NYHC as they have former tenant arrears which are not being repaid. This is hindering move on from temporary accommodation and customers continue to be supported to address this issue.
103. It is envisaged that B&B use in 2020/21 should reduce with the opening of James House and re-evaluation of other temporary accommodation units. Although we have seen a significant spike in use of B&B due to covid 19 and this will likely skew any figures.
104. As of 31/3/20 there were 15 rough sleepers temporarily housed in hotels due to personal circumstances where NSNO would be unsuitable and

more recently due to Covid 19. These figures are not included in the reported B&B figures above (point 101) or in the B&B costs as they are not accommodated under the Homeless Reduction Act 2017. Rough sleeper accommodation during the pandemic is being funded through Housing Benefit and the £4.5 million funding allocated to York Adult Social Care including homelessness / hotel accommodation, 11 of whom were a direct response to Covid19.

CYC hostel arrears

105. Current rent arrears in resettlement hostels have increased slightly. There will always be a level of current arrears due to new claims and administrative payment processes.

Current Arrears - D10 Hostels	March 16	March 17	March 18	March 19	March 20
D10 Hostels (Howe Hill for Young People)	£2321	£1984	£669	£878	£794
D10 Hostels (Peasholme)	£610	£1225	£864	£181	£ 571
TOTAL	£2931	£3209	£1533	£1059	£1365

106. Rent arrears in temporary accommodation have decreased significantly in part due to the change introduced in March 2019 resulting in direct payments of the housing benefit elements for people on Universal Credit living in temporary accommodation.

2015/16	2016/17	2017/18	2018/19	2019/20
£6,288	£5,947	£10,503	£6,679	£2831.27

107. Overall, current rent arrears within housing options and support services (Howe Hill for Young People, Peasholme and Temporary Accommodation) decreased from £8,439 (2018/19) to £4196.27 (2019/20).

Review of Homeless decisions.

108. The number of reviews reduced in 2018/19 following the introduction of the HRA17 but as the legislation embeds York has seen a rise in the number of reviews in 2019/20. The Homeless Reduction Act 2017 allowed more situations where decisions could be reviewed, but the majority of reviews continue to relate to final decisions around intentionality, none priority or suitability of main duty accommodation, with only 3 being from the “new”

review rights i.e. two for ending the prevention duty and one for the suitability of accommodation to end the relief duty.

109. The number of reviews completed for Scarborough Borough Council, Ryedale Borough Council, Hambleton Borough Council and Craven District Council has also increased. The Review Officer was asked to carry out 16 reviews for Scarborough Borough Council and 3 for Hambleton Borough Council. Again, most of these reviews are around the final duty decisions not the new review rights. The predominance of them relates to determinations of intentionality or the suitability of main duty accommodation.
110. It is not clear why the numbers of reviews have significantly increased on last year but the reintroduction of independent legal advice provided by Citizens Advice York and Yorkshire Legal could be a factor with them assisting in 6 (4 from Citizens Advice York and 2 from Yorkshire Legal) of the reviews in York this year.

	No of review decisions	Upheld	Dismissed	Withdrawn/ out of time/ not homeless/ lost contact	Ongoing	Court cases
2015/16	21	4	9	8	0	0
2016/17	36	8	21	7	0	1
2017/18	38	9	22	6	0	0
2018/19	13	5	8	0	0	0
2019/20	20	8	7	4	1	0*

*possible out of time appeal

Permanent Rehousing.

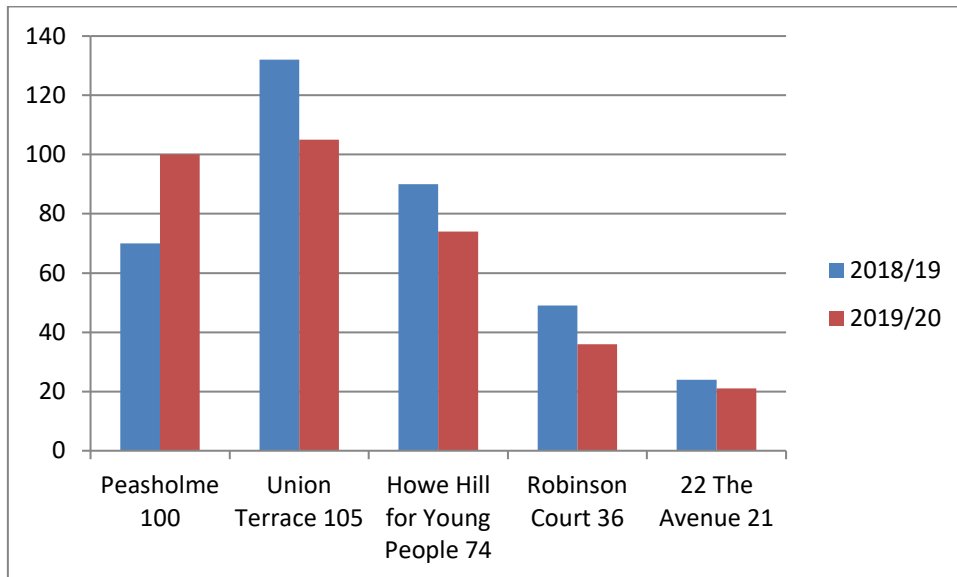
111. Single Access Point remains the main point of entry into supported housing and to access floating support services.
112. The level of referrals via SAP remains static although there are specific changes to the overall picture.

Year	SAP Referrals (accommodation and floating support)	HOSW referrals (new system Feb 2020)	Individuals/ families
2015/16	883		578

2016/17	927		813
2017/18	658		571
	SAP Referrals (accommodation only)		
2018/19	490	N/A	355
2019/20	491	19	492

113. In order to deliver appropriate personal plans for customers under HRA17 referrals to Housing Options Support Workers have, since February 2020 been processed via the Housing Options Team and are no longer included in SAP figures.

114. Referrals to tier 1 hostels 2019/20 (336) compared to 2018/19 (365)

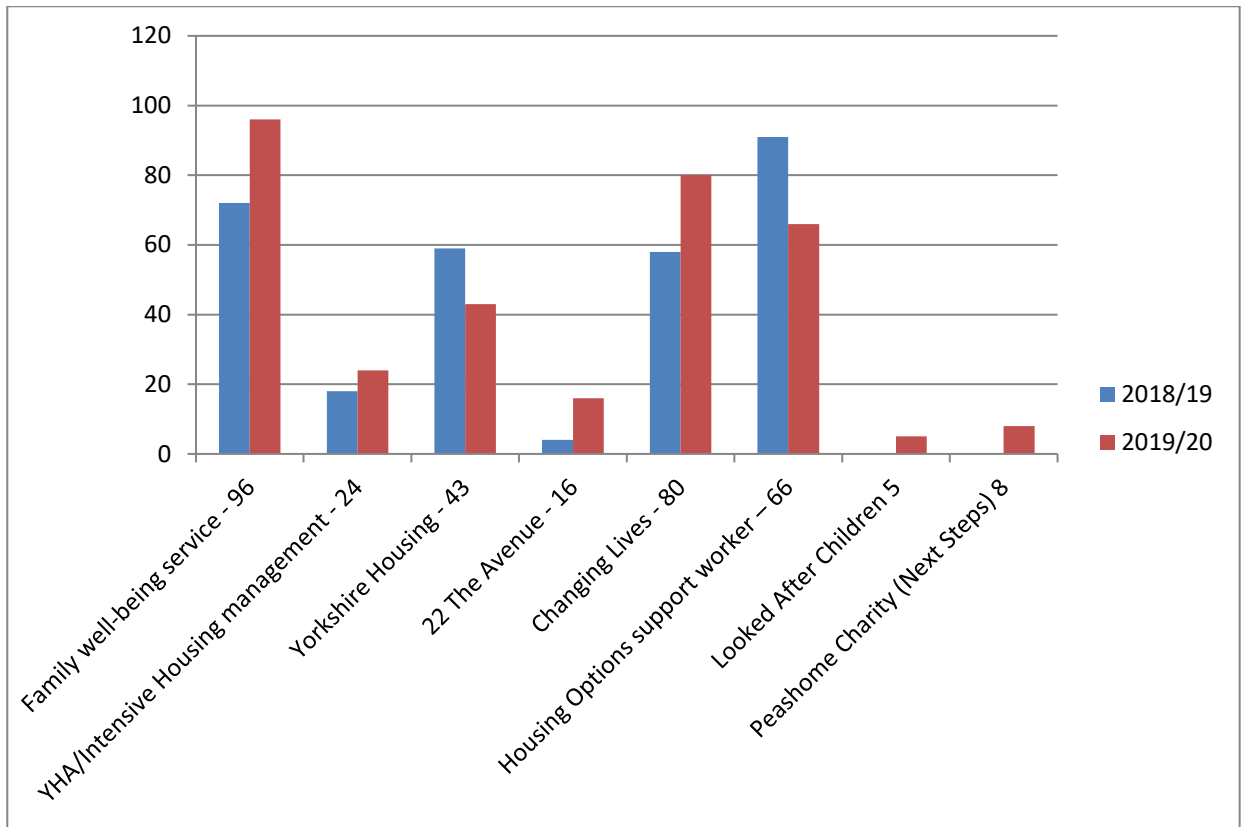


115. The Peasholme Centre has been able to move-on a higher number of people this year so consequently have been able to take a higher number of referrals than usual.

116. Referrals to tier 2 supported housing 2019/20 (155) compared to 2018/19 (125).



117. The higher number of referrals to both Changing Lives and Restore shared housing reflects the high move on from the Peasholme Centre. Restore shared housing have also provided more accommodation this year which accounts for the increase in referrals accepted.
118. There have been a reduce number of placements at SASH due to the loss of a some hosts and a small number of long term residents (over 12 months), resulting in less vanacies during 2019/20 and delay move on due to Covid 19 in March 2020.
119. Referrals to floating support (tier 3) 2019/20 (338) compared to 2018/19 (302).



- 120. Yorkshire Housing - service provision ended in October 2019 as the annual budget had been used.
- 121. North Yorkshire Home Choice (NYHC) allocations policy and housing register is administered in York by the Housing Registrations Team. The NYHC register and allocations policy is the access route to social housing. As of 1/4/20 there were 6266 applicants on NYHC register (slight increase from 6144), of which 1597 were registered in York.

122. Numbers on households registered on NYHC (York) as of 1/4/20.

	Emergency	Gold	Silver	Bronze	Total by LA
Craven		25	162	216	403
Hambleton		58	349	542	949
Richmondshire		46	182	244	472
Ryedale		52	258	308	618
Scarborough	3	204	569	920	1696
Selby	1	43	259	228	531
York	5	267	918	407	1597
Total by Band	9	695	2697	2865	6266

123. Number of applicants registered in York (historic).

31.3.16	31.3.17	31.3.18	31.3.19	31.3.20
1612	1596	1540	1536	1597

124. The NYHC housing register remains static due to the pro-active, comprehensive assessment of all customers wishing to register. The Housing Registrations Team do not offer a desk service but provide customers phone or office interviews to register on NYHC and give all other applicants personalised / realistic housing advice.

Year	Total CYC voids (excluding transfers)¹	Let to homeless	Resettlement
2015/16	374	90 (CYC only)	59
2016/17	306	66 (CYC only)	70
2017/18	282	31 (all NYHC)	43
	Total CYC voids (excluding transfers)	Let to main duty homeless (MHCLG stats)	Resettlement (CYC figures)
2018/19	284	61 (revised)	58
2019/20	286	75	69

Housing Development.

125. There were 123 additional affordable homes completed in 2019/20, an increase from previous years.
126. In recent years affordable housing completions have been below the long term trend, so the increase of over 100% from 2018/19 to 2019/20 represents a welcome reversal of this. There are a number of larger scale developments underway in York, delivering 50+ affordable homes: the council's Lowfield Green mixed tenure scheme; York St John former playing fields, Windmill Lane (Yorkshire Housing); New Lodge extra care, New Earswick (Joseph Rowntree Housing Trust); and Germany Beck section 106 planning gain. In addition to a number of smaller schemes which provide an improved pipeline of high quality affordable homes for the City. CYC James House hostel accommodation is due for completed in April 2020.

Year	Affordable completions
2015/16	109
2016/17	90
2017/18	74
2018/19	60
2019/20	123

127. The tenure breakdown for 2019/20 is shown below:

Scheme	LCHO*	Social Rent	Total
New Lodge	10	47	57
Germany Beck	3	21	24
CYC Shared Ownership	14	0	14
Terrys (apartment block)	3	17	20
Cheltenham Court (Newbury Ave)	0	5	5
Del Mote (Skelton Croft)	1	2	3
Total 2019/20	31	92	123

*LCHO: Low Cost Home Ownership, including Discount Sale and Shared Ownership.

128. Despite the improved outlook noted above, there remains a shortage of new private housing development sites coming forward in advance the Local Plan being approved. The impact of national planning policies such as the Vacant Building Credit and permitted development for office to residential conversion has also reduced the opportunities for delivering

affordable housing on schemes. The council submitted its Local Plan to the Government in May 2018 for independent examination by planning inspectors and is still awaiting a decision. The proposed plan includes affordable housing policies that will ensure developer contributions of onsite affordable housing on the majority of new housing development. It is also important to take into account that a net affordable need of 573 homes is identified in the council's most recent Strategic Housing Market Assessment, illustrating the scale of the affordability challenge in York.

129. The council is responding by its largest council housing building scheme in decades, the Housing Delivery Programme, in addition to continued work with Registered Provider partners. This will deliver over 650 homes in total, of which around 300 will be affordable for social rent and shared ownership, in combination with the Older Person's Accommodation Programme and the 2nd hand Shared Ownership scheme.
<https://www.york.gov.uk/HousingDeliveryProgramme>.
130. This leverages many millions of pounds worth of investment in the City across different funding sources, including central government (Homes England) grants, section 106 commuted sums through the planning process, and the Housing Revenue Account investment fund.
131. The impact of the COVID-19 pandemic and associated social distancing measures is not yet entirely clear, both in respect of the wider housing market and on affordable housing delivery specifically. It is posing severe challenges for the construction industry with most building sites closed and many construction workers furloughed. The widespread loss of incomes is expected to lead to a sharp fall in house prices, although it is unknown at this stage how enduring this will prove. At the same time most housing sale transactions are now paused. Combined with the delays to new build development the supply reduction will limit the price fall to an extent. Turning to affordable housing specifically, developers are expected to cite viability challenges and propose reductions in affordable housing provision through the planning system. Set against this, the market uncertainty may create new opportunities for innovative affordable housing investment, and also lead to a profiling of schemes from sale to rented homes.

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