

## Homelessness Performance 2015/16

### Significant achievements in 2015/16

1. Main achievements of 2015/16 were:

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

## Gold Standard

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

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

## Legal Changes in 2015/16

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

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

## **Resettlement Services**

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

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

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

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

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

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

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

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

## 21. Individuals

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

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

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

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

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

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

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

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

## Young Peoples Services

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

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

## Housing Options and Prevention

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

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

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

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



2013/14	683
2014/15	665
<b>2015/16</b>	<b>630</b>

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

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

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

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

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

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

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

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

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

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

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

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

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

### Statutory homeless

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

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

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

### Trends of accepted homeless households

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

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

### Trends over the last few years

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

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

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

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

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

#### 50. Homeless decisions by ethnicity

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

#### 51. Reasons for homelessness

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

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

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

### Use of temporary accommodation

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

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

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

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

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

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

### Review of Homeless decisions

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

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

### Permanent Re-housing.

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

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

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

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

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

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

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



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

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

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

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

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

## Customer satisfaction

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

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

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

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