

Homelessness Performance - 2010/11

Resettlement Services

1. During 2010/11 all agencies have worked hard to ensure that the numbers of rough sleepers in York was remained low – official figures submitted in November 2010 were 2.
2. That due to another extremely harsh winter the severe weather procedure was operated for total of 27 nights between November 2010 – March 2011, providing emergency accommodation for 17 people. Arc Light accommodated male customers while Peasholme Centre accommodated female customers
3. Salvation Army used CYC travel warrant scheme to assisted 109 to return home / access accommodation in their local area or out of area placements as part of a planned re-housing process
4. During 2010/11, 45 people were rehoused by CYC / Registered Social Landlord (RSL) from resettlement and / or young persons projects under the planned housing resettlement criteria (resettlement, young people, women's project).

	TOTAL	Resettlement	Young People	Women's Project
2008/9	28	20	6	2
2009/10	28	25	2	1
2010/11	45	35	9	1

5. Street count (number of rough sleepers as defined by CLG definition)

March 08	June 08	Sept 08	Dec 08
5	1	2	0
March 09	Sept 09	March 10	Nov 10
2 (V) ¹	3	0	2 (new) ²

Housing Options and Prevention

6. Housing Options is now a well established service offering customers comprehensive, individual interviews to discuss their housing issues.

¹ (V) = verified street count – with CLG present

² (New) = new CLG submission criteria

7. The re-location to Library Square has resulted in less contact regarding general housing registrations enquiries enabling staff to concentrate on more complex cases.
8. It is still the intention to combine Housing Options and Housing Caseworker responsibilities in 2011/12
9. Housing Options Statistics 2010/11 show a marked increase in contacts – especially since moving to Library Square. One day alone there were 36 interviews!

	TOTAL
2008/9	640
2009/10	1556
2010/11	1900

10. Reduction in preventions may, in part be due to loss of Keyhouse as Legal Services Commission housing advice contract in November 2010 – new contract holder is not required to submit prevention stats. It may also be that the good work of many agencies, in particular estate managers is going unrecorded. Need to increase awareness of this.

Year	TOTAL preventions
2008-9	645
2009-10	1076
2010-11	631

11. The CAB Bond Guarantee Scheme and later the CYC Bond Guarantee Scheme (BGS) provided 58 new bonds during 2010/11. There are a total of 188 bonds now administered through this scheme. There were 27 claims against BGS in 2010/11, total cost £10575.55 which is re-charged to customers.
12. As of 31/3/10 YorHome managed 50 properties, exceeding the target by 10. Target for 31/3/12 is 75.
13. The Citizens Advice Bureau (CAB) Housing and Debt Project assisted 621 households with housing related debt problems. This is above target of 600. The majority of customers continue to be Local Authority tenants (59%) this is a reduction from previous year (70%), the others being housed with Registered Social Landlords (4.9%) or in private rented properties (increase to 12.6% from 6%) or owner occupiers (another slight increase from 20% to 23.2%). Statistics show that there is a continuing high level of debt amongst customers

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

14. Young Persons Homeless Workers (Joint Foundation Housing / Pathway post) provided advice and support to 136 young people 16 and 17 years old (Supporting People and prevention stats), an increase from 119 in 2009/10.
15. Nightstop provided emergency bed spaces for 47 referrals (226 nights)
16. Delivery of mortgage prevention service. During 2010/11 there were 8 (2 Golden Triangle Scheme which ended in August 2010 and 6 CLG scheme) households helped to remain in their homes though detailed negotiation, debt advice and use of mortgage rescue schemes.

	Golden triangle Scheme	CLG Scheme
2008/9	8	0
2009/10	8	3
2010/11	2	6

Statutory homeless

17. Presentations and acceptances in 2010-11. The following table shows trends over the last 6 years:

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

18. Average time to make a decision decreased in 2010/11 to 17.68 days. This target of below 33 days has been re-introduced in 2009/10

	2009/10	2010/11
Decision time (target) days	33	33
Decision time (actual)	21.3	17.68

19. The statutory homeless figures show us that homeless acceptances in 2010-11 were 183 which did not meet the target of exceeding the difficult target of 124 for the year, but shows a downward trend apart from exceptional year 2009/10.

Trends of accepted homeless households

Priority Need acceptances	2008/9	2009/10	2010/11
Households with children or pregnant	127	73	89
Households with physical illness or disabilities	17	9	19
Violence / Domestic violence	5	5	4
16 and 17 year olds / vulnerable young people	38	29	40
Formerly in care (18-20)	1	3	9
Vulnerable as result of being 'in care', served in HM Forces, in custody or remand	2	0	0
Households with mental health issues	16	9	18
Old age	1	1	0
Emergency / other	1	1	4
Asylum Seekers	0	0	0
TOTAL	208	130	183
Target		188	124

20. 2009/10 was an exceptional year – in both reducing and preventing homelessness. The general trend (below) in relation to accepted homeless remains constant albeit rising after the exceptional year in 2009/10. The numbers accepted as a result of mental health / physical disabilities has increased. This may in part be due to complexity of their circumstances or changes in housing market (private sector)
21. The reasons why people were accepted in priority remain fairly constant, but York still accepts a greater number of young people (increasing to 27% in 2010/11 from 25% in previous year) than the national average (2009/10 7%). It is hoped that in future, due to G v Southwark ruling and new young peoples hostel this will decrease.

Trends over the last few years

22. Overall number of homeless acceptances has increased to 183 (40%). This is replicated across England and Wales which has seen a rise in number of homeless acceptances³ (2009 = 31340, 2010 = 42400 which is a proportional rise of 34%), after 7 consecutive years of a reduction in homeless acceptances.
23. Ethnic monitoring of customers occurs when they present as homeless and 96% were completed. For the period 2010/11 we monitored 247 people, the majority of whom described themselves as white (93.1%). Awaiting analysis of 2011 census for comparison of current ethnic make up of York.
24. Housing was recently involved in outreach surgery for Turkish community to give general housing options, housing register and rent advice.

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

Reasons for homelessness

Reason for homelessness	2008/09	2009/10	2010/11
Family Licence Termination (parental exclusions)	86	66	70
Family Licence Termination (other)	30	10	20
Relationship breakdown (violent)	18	20	29
Relationship breakdown (other)	14	9	16
Mortgage arrears repossessions	4	2	1
Rent arrears	10	2	2
Loss of Assured Shorthold Tenancy	24	10	19
Loss of other rented accommodation inc NASS	5	2	6

Other inc left institution or care, emergency, return from abroad, sleeping rough, hostel Violence / harassment	17	9	20
TOTAL	208	130	183

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

- parental exclusion / family licence terminations continue to be the main reason for homelessness in York – more than 50% of all accepted cases, despite continued effort on part of all agencies to look for alternative, planned housing solutions to this problem.
- The number of mortgage repossessions remains low, although several households have been assisted through mortgage rescue schemes (previous details).
- The number households losing their homes due to rent arrears remains low which ties in with reduction of evictions from Local Authority tenancies
- Number of people losing their accommodation through loss of Assured Shorthold tenancy (AST) has increased which is a worrying trend and a possible reflection of state of private rented sector

Use of temporary accommodation

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

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

27. The use of Bed and Breakfast remains low and is now only used in exceptional circumstances. **The contribution of Housing Benefit since 2009 to the spend to save budget has had a direct impact on this as well as reducing the subsidy loss by circa £120,000.**
28. The overall numbers of households in temporary accommodation has increased despite significant effort of agencies across York. The original target was to reduce the number in temporary accommodation to 121 by 31/3/2010 which was achieved but it has risen again to 95 this year (previous target for 2010/11 was 110 prior to exceptional outturn in 2009/10)
29. That levels of rent current arrears continues to decrease from 26K(2009) to 17K (2010) to £8183 (2011) exceeding the target to reduce arrears by £5k

Review of Homeless decisions

	No of reviews	Upheld	Dismissed	Withdrawn	Ongoing	Court cases	% of cases
2008/9	22	5	10	5	2	0	6.7%
2009/10	15	5	5	4	1	0	7.2%
2010/11	17	5	10	1	1	0	6.8%

30. The number of reviews remains low, as have the number of legal challenges, we believe due to the consistency of decisions by review officer and good practice adopted by caseworkers. We believe this may change in future due to new Legal Services Commission contract holder
31. The Review Officer now carries out reviews on behalf of Scarborough Borough Council, Ryedale Borough Council, Hambleton Borough Council and Craven District Council – with income supplementing the spend to save budget. Carried out 20 reviews bringing in £4000.

Permanent Re-housing.

32. There has been increased emphasis on preparing people for independent living through Project 92 and targeted support provision through Single Access Point. Project 92's remit was to work with young parents (16-19) and potential young fathers (up to 25) to reduce child poverty through improving the life chances of the young people and in turn their (future) children. The project tackled budgeting, self esteem, sexual health, personal development and during 2 year pilot has worked with 143 112 this year) and 67(31 young parents and 55 vulnerable

young people in hostels since setting up in July 2009. This pilot project has now ended and some elements of the work incorporated into the proposed young peoples Place of Change and is being continued through Youth Education workers.

33. Single Access Point processed 477 referrals for support during year 2010/11
34. As of 31/3/11 there were 3750 on the Housing Needs Register an increase from 3060 last year. The current re-review taking place in preparation for the introduction of North Yorkshire Home Choice - Choice Based Lettings scheme (CBL) in June 2011 is expected to reduce the number of live applicants to 2500.
35. During 2010/11 there were increased offers of accommodation via waiting list to potentially homeless which has risen from 23 in 2008/9, to 89 in 2009/10 and 148 in 2010/11 which is completely in line with the prevention agenda.
36. 16% of all council homes available to let went to homeless households.

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

37. During 2010/11 9% of all Registered Social Landlords (RSL) homes available to lets went to statutory homeless households.

	Total RSL lets to CYC (excluding affordable homes)	RSL lets to homeless households	Percentage
2008/9	304	24	8%
2009/10	278	28	10%
2010/11	205	19	9%

38. NB. Lets to homeless **does not** include those housed under resettlement category or potentially homeless households (prevention

work) but we have recorded on national P1E⁴ statistics that 148 lets went to potentially homeless and as previously mentioned 45 to resettlement (although some will be via Registered Social Landlords). If these planned housing and prevention lets were included the number of lets to homeless would be considerably higher.

Future Targets

39. The forthcoming year has many unknown factors that will affect the Housing Options Service and consequently the homeless statistics. The primary concerns are the impact of the new Local Housing Allowance on the private rented sector to existing tenants may no longer be able to afford rented properties and regarding the availability of properties as some landlords may choose not to rent to anyone on Housing Benefit. In addition, the introduction of the new sub-regional choice based lettings scheme – Home Choice, while a welcome development to give customers more choice and flexibility we are unaware at present how this may affect preventative / planned housing and if it will result in increased delays in moving people out of hostels. These issues will be closely monitored by the Choice based Lettings Board.
40. In addition to preparing for these changes the targets for the forthcoming year 2010/11 remain constant to:
 - Continue to reduce use of temporary accommodation – new targets of 5% year on year.
 - To continue to refrain from using Bed and Breakfast accommodation
 - Following publication of No One Left Out: Communities Ending Rough Sleeping by Communities and Local Government (CLG) target to eradicate rough sleeping by 2012
 - To achieve other Housing Performance Targets as set out in the service plan. namely (see table):
 - To deliver actions points set out within Homelessness Strategy 2008-13, Resettlement action plan, Youth Homeless Action plans and Gypsy and Traveller action plan within identified time scales

⁴ P1E is the recognised name of the national homeless recording system.