

## Homelessness Performance 2011/12

### Resettlement Services

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

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

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

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

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

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

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

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

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

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

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

## Housing Options and Prevention

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

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

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

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

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

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

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

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

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

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

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

## Statutory homeless

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

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

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

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

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

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

## Trends of accepted homeless households

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

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

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

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

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

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

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4

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

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

## 24. Homeless decisions by ethnicity

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

**Reasons for homelessness**

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

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

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

### Use of temporary accommodation

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

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



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

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

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

### Review of Homeless decisions

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

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

32. The Review Officer now carries out reviews on behalf of Scarborough Borough Council, Ryedale Borough Council, Hambleton Borough Council and Craven District Council – with income supplementing the spend to save budget. Carried out 37 reviews bringing in circa £7500.

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

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

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

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

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

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

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

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

### Customer satisfaction

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

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

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

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

### **Future Targets**

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