



Notice of a public meeting of

Housing and Community Safety Policy and Scrutiny Committee

- To:** Councillors Fenton (Chair), Pavlovic (Vice-Chair), Baker, Cuthbertson, Fitzpatrick, Vassie and Wells
- Date:** Monday, 23 January 2023
- Time:** 5.30 pm
- Venue:** The George Hudson Board Room - 1st Floor West Offices (F045)

AGENDA

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 - 6)

To approve and sign the minutes of the Housing and Community Safety Scrutiny Committee meeting held on 7 December 2022.

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. The deadline for registering at this meeting is at **5.00pm on Thursday 19 January 2022.**

To register to speak please visit www.york.gov.uk/AttendCouncilMeetings to fill out an online registration form. If you have any questions about the registration form or the meeting please contact the Democracy Officer for the meeting whose details can be found at the foot of the agenda.

Webcasting of Public Meetings

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

During coronavirus, we 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. Safer York Partnership** (Pages 7 - 34)
This report is the bi-annual report for Safer York Partnership and covers the emerging priorities which will inform the production of a new strategy for the period 2023-2026. The report also discusses the community safety issues which have impacted on the work of the Community Safety Hub in the last six months and outlines the work that has been undertaken to tackle persistent antisocial behaviour in the city.
- 5. Update on the Resettlement Pathway** (Pages 35 - 52)
This report provides an update on work in progress to review the single homeless resettlement pathway which is developing the early intervention and intensive support approach for single people who become homeless or are rough sleeping.
- 6. Work Plan** (Pages 53 - 54)
To receive a plan of reports currently expected to be presented to future meetings of the Committee up to March 2023.
- 7. Urgent Business**
Any other business which the Chair considers urgent under the Local Government Act 1972.

Democracy Officer

Margo Budreviciute

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For more information about any of the following please contact the Democracy Officer 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.

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City of York Council

Committee Minutes

Meeting	Housing and Community Safety Policy and Scrutiny Committee
Date	7 December 2022
Present	Councillors Fenton (Chair), Pavlovic (Vice-Chair), Baker, Cuthbertson, Fitzpatrick, Vassie and Wells
Officers in attendance	Tracey Carter, Director of Housing, Economy and Regeneration Vicky Japes, Head of Housing Strategy and Performance Patrick Looker, Head of Service Finance Denis Southall, Head of Housing

13. Declarations of Interest (17:34)

At this point in the meeting, Members were asked to declare any disclosable pecuniary interest or other registrable interest they might have had in respect of business on this agenda, if they had already done so in advance on the Register of Interests. None were declared.

14. Minutes (17:34)

Resolved: That the minutes of the last meeting held on 18 October 2022 be approved and signed as an accurate record.

15. Public Participation (17:36)

It was reported that there had been two registrations to speak under the Council's Public Participation Scheme.

Councillor Webb spoke on the urgent business item - damp and mould in social housing, and stated that York is not doing enough and that tenants are having their mould and damp problems ignored. He explained that in Bell Farm, a damp metre was used on the walls and it measured a 50% saturation before stating that cold and damp housing is a contributing risk factor to health and life expectancy.

Hilary Platt, who is the chair of the Bell Farm Community Association, also spoke on the urgent business item. She questioned what action was being taken to deal with black mould in homes and asked the Council to bring in standing water and window works to alleviate these issues. She concluded by stating that the Council needs to bring in a clear plan of how to report and deal with these issues when they arise.

16. Housing Support Around Cost of Living Increases (17:44)

Members considered a report on the challenges faced by Council housing tenants as a result of the cost of living increases. The Committee raised concerns over the causes and effects of the increased number of social housing tenants in rent arrears. Officers explained that there are several factors that have caused the increase, including the migration from legacy benefits to Universal Credit due to waiting periods and changes in how housing costs are paid, amongst other factors. Officers also stated that there are support packages available for tenants if they fall into arrears and that Council staff regularly engage with them to provide support. In response to questions from Members, Officers agreed to provide the Committee with information on the trends in rent arrears and how many eviction notices/court applications have been issued in the last year due to arrears.

The Committee discussed the rising energy costs for tenants and Officers stated that the Council expects to deliver over 500 substantial energy efficiency improvement measures to around 250 homes in the current financial year. Members also discussed the impact of people's energy bills and how this may cause rent arrears, and Officers confirmed that they take an individual assessment of tenants' circumstances to best support them before any enforcement takes place.

Support for tenants was discussed further by Members and they enquired about the roles of housing management officers and local area coordinators (LAC). Officers noted that housing management officers receive regular training to deal with a wide array of issues, spend one day a week supporting tenants with arrears, amongst other issues, and are closely supported by their team leaders. Furthermore, they stated LAC also support residents to engage with local services before explaining that the Council also works with organisations, such as Citizens Advice York, and information is shared through between the network of organisations to best support residents.

Resolved:

- i. That the information in this report is noted.

- ii. That further information on rent arrears is provided to the Committee.
- iii. That information on how many eviction notices/court applications have been issued in the last year due to arrears is provided to the Committee.

Reason: To update the Committee on the challenges council housing tenants face as a result of the cost of living increases.

17. Urgent Business - Damp and Mould in Social Housing (18:42)

Members received and discussed an oral update on how City of York Council plans to address risks relating to damp and mould in social housing to feed into a response to the Regulator of Social Housing.

The Committee enquired about the process of reporting damp and mould problems and how the Council monitors and checks on these issues. Officers explained that they respond to issues that are reported to the Council or that they come across, whether through stock quality checks, survey works or during annual gas checks. They also stated that the Council ask contractors to look at causes of damp or damage to properties to avoid further problems later on before explaining that they plan on doing tenancy checks in the future and that letters will be sent out to tenants urging and empowering them to report any issues they currently have.

Officers confirmed that 120 Council properties have been identified with damp and mould problems and are waiting for structural work to be completed. Members asked for some further information on these properties, including how many are in each ward and what the likely timeline for repairs will be and Officers agreed to provide this information to Members. Officers also highlighted that the Council have financial and resource limitations to deal with these issues.

Members spoke about the need to communicate with residents on how to avoid mould and damp in homes, especially as energy costs have increased, and Officers stated that the City of York Council has a video on this on its website, which they agreed to share with Members. They also agreed to provide advice for residents in private rented properties on what to do and urged them to raise any concerns with landlords first and then the Council will step in if necessary. Officers confirmed that the Council will also be working with the landlord association to help them better understand how to deal with their stock.

Resolved:

- i. That an oral update on how City of York Council plan to address risks relating to damp and mould in social housing is received by the Committee.

Reason: To scrutinise and have input into the Council's response to the Regulator of Social Housing on risks relating to damp and mould in tenants' homes.

- ii. That the Committee receive an update on the Council's action plan to deal with structural repairs at the next meeting.

Reason: To keep the Committee updated on the damp and mould repairs in social tenants' homes.

[Cllr Baker left the meeting at 19:17]

18. Q2 22-23 Finance and Performance Monitor (19:17)

Officers presented the main points of the report, and Members began discussion of the item. Members queried the £121.5m debt figure that HRA incurred in 2012 and the repayment plans that are commencing in 2023/24 despite a cost of living crisis. Officers explained that the debt and interest repayments will come out of the HRA budget and that the timing for repayments has come at an unfortunate time. They explained that the Council can look at whether the loan can be repaid or refinanced to ease the financial problems but warned this may come with increased interest rates.

Members queried the number of voids and the turnaround time for them, and Officers confirmed that there is an ongoing process to upgrade the void properties and there is a programme with a specialist voids team to oversee this and work through the backlog. They also stated that they are struggling to recruit the trade staff and contractors needed to complete works. In response to questions from Members, Officers agreed to provide the Committee with information on the number of voids per month.

Energy costs in communal housing areas were discussed by Members who asked about investment to improve energy efficiency in these areas and Officers explained that there needs to be further analysis on a case-by-case to ensure it is worthwhile investment.

[Cllr Fitzpatrick left the meeting at 19:36]

Resolved:

- i. That the financial and performance management position across Housing & Community Safety be noted.
- ii. That a further update relating to the number of void properties per month be shared with the Committee.

Reason: to ensure expenditure is kept within the approved budget and performance is effectively scrutinised.

19. Work Plan (19:41)

The Chair reported that there may be an additional meeting in January 2023 for the Committee to discuss an update from the Safer York Partnership. He also agreed to try arrange an update from the fire services in York.

The Vice-Chair requested an update on and a review of the resettlement services in York over winter period at the next scheduled meeting in March 2023.

Resolved:

- i. That the Work Plan is noted.
- ii. To arrange an additional meeting in January 2023 to discuss the Safer York Partnership and potentially hear an update from the fire services.
- iii. To receive an update on the resettlement services in March 2023.

Reason: To ensure the Committee has a program of work for 2022-23.

Councillor Fenton, Chair

[The meeting started at 5.34 pm and finished at 7.44 pm].

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Housing and Community Safety Policy & Scrutiny Committee

23 January 2023

Report of Director of Economy and Place

SAFER YORK PARTNERSHIP BI-ANNUAL REPORT

Summary

1. This report is the bi-annual report for Safer York Partnership and covers the emerging priorities which will inform the production of a new strategy for the period 2023-2026. The report also discusses the community safety issues which have impacted on the work of the Community Safety Hub in the last six months and outlines the work that has been undertaken to tackle persistent antisocial behaviour in the city.
2. The Priorities within the Community Safety Strategy 2020-23 are:
 - a. City Centre Crime and Antisocial Behaviour
 - b. Counter Terrorism
 - c. Domestic Abuse
 - d. Serious/High Risk Antisocial Behaviour
 - e. Serious Organised Crime
3. **City Centre Crime and Antisocial behaviour**
 - 3.1 Multi-agency work to tackle crime and antisocial behaviour in the city is delivered through the work of the BID Safe Partnership. This has reduced duplication of attendance at separate meetings all with the same aim of keeping the city centre safe. The partnership is also represented at meetings to discuss the community safety element of Purple Flag and is involved in strategic meetings looking at the long term development plans for the city centre.
 - 3.2 Following the lifting of the final COVID restrictions it was feared that this could lead to an increase in alcohol related anti-social behaviour (ASB)

as normal patterns of drinking and nights out returned. This has not been the case with ASB levels and complaints relating to ASB in the city centre remaining low. With the exception of one weekend during the race season, the return of normal race events has also not resulted in large increases in alcohol related ASB.

- 3.3 In May 2022, the Public Space Protection Order for the area within the Bar Walls was reinstated, providing the police with the power to seize alcohol where it is associated with ASB.
- 3.4 The police have reconvened their Operation Safari, multi-agency meeting which looks specifically at crime and ASB associated with the night time economy. This drives initiatives such as joint work between North Yorkshire Police and British Transport police and between North Yorkshire Police and City of York Council licensing.
- 3.5 Safer York Partnership took part in a Christmas safety campaign rolled out across York and North Yorkshire promoting community safety messages aimed at encouraging people to enjoy safe nights out during the festive season.

4. **Counter Terrorism: Protect, Prepare, Prevent**

4.1 **Protect and Prepare**

The York Protect and Prepare Group meets quarterly and delivers an action plan aimed at increasing awareness and vigilance and putting in place measures to assess risks and put in place measures to mitigate those risks. It is currently supported by two sub groups focusing on Hostile Vehicle Mitigation and Publicly Accessible Locations although these will be merged back into the main group in 2023.

- 4.2 In December 2022, the Government announced that it is in the final stages of legislating for a stronger response to terrorist threat through the Protect Duty, which comes into force this year. The duty includes lessons learnt from the Manchester Arena attack and a requirement for venues hosting events to be able to demonstrate that they have taken proportionate steps to protect against a terrorist attack. Known as Martyn's Law (after one of the Manchester Arena victims) it will follow a tiered model linked to activity that takes place at a location and its capacity aimed to prevent undue burden on businesses.
- 4.3 A standard tier will apply to locations with a maximum capacity of over 100 which can undertake low-cost, simple yet effective activities

to improve preparedness. This will include training, information sharing and completion of a preparedness plan to embed practices, such as locking doors to delay attackers progress or knowledge on lifesaving treatments that can be administered by staff whilst awaiting emergency services.

- 4.4 An enhanced tier will focus on high-capacity locations in recognition of the potential consequences of a successful attack. Locations with a capacity of over 800 people at any time, will additionally be required to undertake a risk assessment to inform the development and implementation of a thorough security plan. Subsequent measures could include developing a vigilance and security culture, implementation of physical measures like CCTV or new systems and processes to enable better consideration of security.
- 4.5 The government will establish an inspection and enforcement regime, promoting compliance and positive cultural change and issuing credible and fair sanctions for serious breaches.
- 4.6 York's Counter Terrorism response is widely cited by the Home Office and Counter Terrorism Policing as an example of National good practice and has heavily influenced the direction in which other local authorities will be required to take when the Protect Duty comes into place. Many of the requirements likely to feature in the legislation have already been put into place in York, including the development of our Safety Advisory Group (SAG) process to ensure that any large scale event organisers must clearly demonstrate consideration of the threat of a terrorist attack and be able to show relevant safety measures and procedures are in place.
- 4.7 The Hostile Vehicle Mitigation (HVM) Sub Group has been overseeing the delivery of the programme of permanent HVM measures in the city centre following advice from both National and Regional Counter Terrorism experts. These measures will not only provide protection for residents, businesses and visitors within the main footstreet area of the City Centre, they will also assist in protecting the aggregated spaces surrounding key venues which will be subject to the Protect Duty. The HVM sub group also considers the CT risk associated with any major events and determines where robust safety plans need to be in place and/or temporary HVM measures may be required and makes the link with the SAG process. The group is also discussing future significant development plans which may pose a higher risk and where consideration of CT mitigation needs to be incorporated into the design.

In future, these issues will become standing agenda items for the Protect and Prepare Group.

4.8 The Publicly Accessible Locations (PALS) sub group is part of a pilot being delivered by Counter Terrorism Policing North East aligned to preparation for the forthcoming Protect Duty in 2023. York's early work on Counter Terrorism has placed it in a strong position to progress this work and the action plans and processes developed through the group have been shared widely across the region as examples of good practice. The group has divided the city into 14 zones based on the presence of venues or areas which attract high footfall and crowds. Two of these zones are being used to pilot a model of awareness raising, training, safety planning and collaborative working between local businesses that will become the blueprint for wider rollout to the other zones. Work in these zones has included the development of detailed risk assessments, table top exercises and additional training sessions. In autumn 2023, one of the pilot zones is planning a live exercise which will test the plans that are in place. This work has attracted the attention of the Home Office and visits have taken place by senior Government Officials. As the pilot draws to a close in March 2023, this work will also be absorbed into the substantive agenda of the Protect and Prepare Group.

4.9 **Prevent**

The Counter Terrorism and Security Act 2015 contains a duty on specified authorities to safeguard individuals from becoming terrorists or supporting terrorism. This is managed strategically through a Prevent Partnership Board that operates across York and North Yorkshire with an action plan executed at local level by the York Local Prevent Delivery Group. The process is supported by a Channel Panel within top tier (Unitary and County) Authorities whereby referrals are made when individuals are highlighted to the police as potentially at risk of being radicalised. The Prevent Partnership Board also reports to the North Yorkshire Police CONTEST Board.

4.10 York's Channel Panel meets monthly. Referrals have been steady with around 1-2 cases live to the panel at any given time. Referrals to Prevent have increased although this does not necessarily translate into cases progressing to Channel.

4.11 The Prevent Partnership Board has approved the Counter Terrorism Local Profile and developed an action plan to take forward the recommendations contained within the document. This action plan

forms the basis of local action delivered through the York Prevent Local Delivery Group.

- 4.12 A Channel Panel Chairs Conference was held by the Home Office on Tuesday 10th January and has outlined some improvements to be the system. These will be in line with anticipated recommendations in the Independent Review of Prevent.

5. **Domestic Abuse**

The Domestic Abuse Act 2021 places a statutory duty on tier one local authorities for the delivery of support to victims of domestic abuse and their children in safe accommodation and provides clarity over governance and accountability. Strategic responsibility for Domestic Abuse within City of York Council is held by the Public Health Team and delivery is through the York Domestic Abuse Board reporting to Safer York Partnership.

- 5.1 The UK charity dedicated to ending Domestic Abuse, Safe Lives, has been commissioned to carry out a Domestic Abuse needs assessment that will be used to inform a Domestic Abuse Strategy. A further needs assessment on safe accommodation is also being carried out.
- 5.2 The Department for Work and Pensions released funding to help raise awareness and develop strategies to address parental conflict. York has been awarded £30k p.a. for the next two years. This will support a training programme covering a range of potential issues from coparenting to challenging behaviours.
- 5.3 There has been an increase in reports of Domestic Abuse since before COVID and this upward trend has continued. Within York, the wards with the highest volume are Heworth, Westfield and Micklegate. There has also been an increase in the number of calls to IDAS and in the level of people accessing services through IDAS. These increases are likely to be the result of both increased confidence to report combined with the impact of the pandemic and more people being at home.

6. **High Risk Anti-Social Behaviour**

The Community Safety Hub Joint Coordinating Group oversees the work undertaken by the NYP/Local Authority Community Safety Hubs across York and North Yorkshire. This ensures that good practice is shared between the hubs recognising that the way in which hubs operate is appropriate to the communities within each of the districts and the city.

- 6.1 The community safety hub and Neighbourhood Policing Team inspectors have continued to meet daily to ensure that emerging issues are being identified and where required, multi-agency problem solving processes put into place. Multi-agency activity has largely been focused on Foxwood and Chapelfields where there has been an escalation in incidents of antisocial behaviour involving children and young people. The Community Safety Hub convened and chaired a multi-agency problem solving group involving key partners and a problem solving plan was implemented that included some changes to instigate better evidence gathering and identification of perpetrators, increased police patrols and work with the youth justice service to engage with those involved. Community engagement was undertaken by the police, community safety hub and Housing to speak with residents and provide reassurance and advice on how to report incidents. This joint activity resulted in a significant decrease in incidents, and this continued through the October Half Term Holiday. A similar approach is being taken in Chapelfields and in Haxby which have also seen significant increases in youth related anti-social behaviour. This escalation in youth related issues will be addressed as part of a Safer York Partnership Development session due to take place on 30th January to look at an early intervention and prevention model prior to next summer.
- 6.2 The Community Safety Hub have also been leading on multi-agency problem solving to address alcohol related antisocial behaviour in and around Union Terrace car park. A multi-agency problem solving group was established which has included Changing Lives, Healthmatic, Police, Residents Association, Public Health and the Public Realm team within City of York Council. Community Protection Warnings were issued to those persistently causing nuisance and a Public Space Protection Order was put in place covering an extended area around Union Terrace, joining up with the PSPO for the City Centre. In October a joint visit by members of the group was made to Peterborough to look at an initiative delivered by Cambridgeshire Police to deal with similar issues. This involves the creation of a fortnightly multi-agency 'drop in' session where those involved in ASB can access holistic support relating to health, substance misuse, accessing financial support and other services. Where police encounter perpetrators of ASB, they can be referred to this support service as part of an escalating process of intervention. Lack of engagement will result in the use of Community Protection Warnings, Notices and in some cases Criminal Behaviour Orders. Whilst not all aspects of the Peterborough project are applicable to ASB issues in York, the group is looking at how some of

the learning can be adapted to provide more support to those who are vulnerable to offending behaviour as a result of their life choices.

- 6.3 Fortnightly meetings take place between the Community Safety Hub, Neighbourhood Policing Inspectors, North Yorkshire Police Intelligence Unit, Housing and Youth Justice Service. These meetings focus on county lines, drug related issues and exploitation of vulnerable people either relating to properties or individuals of concern. These meetings have proved to be an excellent opportunity to take joint action to resolve issues quickly and have been instrumental in supporting some excellent results in protecting York's most vulnerable victims. The meetings are very dynamic with clear actions aligned to every individual or address discussed. Emerging hot spot areas are also discussed in this meeting to agree where a multiagency problem solving approach is needed to address issues.
- 6.4 Within the Community Safety Hub we use an intelligence led approach to problem solving working together with the police to capture evidence and intelligence on a case by case basis that enables us to address things through a process of escalating intervention, with the last option to take enforcement action. Our ASB Tools and Powers within the Community Safety Hub are only applied to those over 18. Where we identify nominals under age 18, we will work with the Youth Justice Service and support them through joint visits to parents if those young people involved are also tenants in CYC property. Ward Councillors are involved in some of our problem solving meetings or are briefed from those meetings to ensure they are aware of the work that partners are doing to address issues in their area. We constantly review these processes and put in place measures to learn from them and improve the problem solving process. We are doing this working with the Partnership Hub in NYP (Headquarters team).
- 6.5 Following changes within the Area Command, the Community Safety Hub are working closely with the NPT and HQ Partnership Hub to deliver improvements to the multi-agency problem solving process and to facilitate more early intervention and prevent – identifying issues that are likely to emerge earlier and put in place measures to prevent escalation.
- 6.6 Head of Community Safety has met with the Group Manager from Fire and Rescue and discussed how their Community Safety Officers can be embedded within the Community Safety Hub. This will bring an additional dimension to the team with the opportunity for joint visits and

ensure that where Fire and Rescue identify vulnerable individuals through their community engagement, this information is passed across to other agencies to improve the intelligence picture. This is particularly relevant to work in identifying possible county lines (cuckooing) activity or modern slavery.

- 6.7 As well as supporting joint work with the ASB Team and Police Officers in the hub where cases involve elements of Environmental ASB (usually noise), the Neighbourhood Enforcement Team also carries a wider remit related to Environmental crime and ASB. The detail of this work is contained in two quarterly performance reports at Appendix A, B and C.

7. **Serious Organised Crime**

- 7.1 The Serious Organised Crime Board and the Disruption Panel (Tactical group) for York and North Yorkshire have continued to meet, working to ensure that all key partners are focused on disrupting the most prolific and serious offenders and groups operating within the city and county. Officers in the community safety Hub alongside officers from Trading Standards and Housing attend the disruption panel to contribute to intelligence and information gathering enabling disruption of those nominals and groups under discussion.
- 7.2 The fortnightly meeting between the Community Safety Hub, Neighbourhood Policing Teams, Police Intelligence Unit, Housing and Youth Justice Service also plays a key role in working to contribute to the disruption of organised crime.

8. **Community Safety Strategy 2023-26**

- 8.1 A Development Session is planned for 30th January 2023 where the Safer York Partnership Board will review the priorities within the current strategy and discuss emerging priorities for inclusion in the new strategy. It is unlikely that any of the priorities outlined above will be removed from the strategy.
- 8.2 In 2023, the Protect Duty and the Serious Violence Duty will come into effect for City of York Council to lead. Whilst work is already taking place through the North East Pilot in preparation for the Protect Duty, the Serious Violence Duty will be a new area of work, attracting Home Office Grant funding administered through the Office of the Police Fire and Crime Commissioner to support delivery over the next three years. This new duty will focus on all aspects of Violent Crime including

Violence Against Women and Girls and violence associated with the night time economy.

- 8.3 The Office of the Police Fire and Crime Commissioner has led on the development of a Violence Against Women and Girls Strategy and Delivery Plan which is being implemented across York and North Yorkshire. This work will overlap with work being undertaken by the Domestic Abuse Board and also with work to be taken forward under the new Serious Violence Duty.
- 8.4 Hate Crime will also feature more prominently within the new Community Safety Strategy following work undertaken by the Hate Crime Strategy Group and delivery of a local action plan to address hate crime in the city. There are also strong links between the hate crime work and Prevent with Extreme Right Wing Activity forming a key part of the Prevent local delivery plan.

Council Plan

9. The Community Safety Strategy links to the following priorities within the Council Plan 2019-23
- **Safe communities and culture for all**

Implications

10. In producing this report the following implications have been considered:
- **Financial** – none identified
 - **Human Resources (HR)** – none identified
 - **Equalities** – none identified
 - **Legal** Safer York Partnership is a statutory partnership identified within the Crime and Disorder Act 1998
 - **Crime and Disorder** - Safer York Partnership supports the Council's discharge of its crime and disorder duties under the Crime and Disorder Act 1998
 - **Information Technology (IT)** - none identified
 - **Property** – none identified

- **Other**

No other implications identified

Risk Management

11. There are no identified risks relevant to this report.

Conclusions

12. The Police and Justice Act 2006 introduced a clear role for Overview and Scrutiny Committees in overseeing the work of Community Safety Partnerships and their constituent partners. Under the council's scrutiny arrangements bi-annual performance reports from Safer York Partnership are presented to the Scrutiny and Policy Committee.

Recommendation

13. Members are asked to:
- Note the information relating to delivery of the Community Safety Strategy
 - Contribute their views in relation to the potential strategic priorities for the Community Safety Strategy 2023-26

Reason: to update Members on the performance of the Safer York Partnership and facilitate contribution to development of future strategy

Contact Details

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Chief Officer Responsible for the report:
Neil Ferris
Director of Economy & Place

Report Approved **Date** 10/01/23

Wards Affected: All

For further information please contact the author of the report

Background Papers

Community Safety Strategy 2020-23
Community Safety Strategy Refresh 2022

Appendixes:

Appendix A – Neighbourhood Enforcement Team Performance Report
Appendix B - Neighbourhood Enforcement Team Quarterly Performance Report
Appendix C - Neighbourhood Enforcement Team Performance Report

Abbreviations

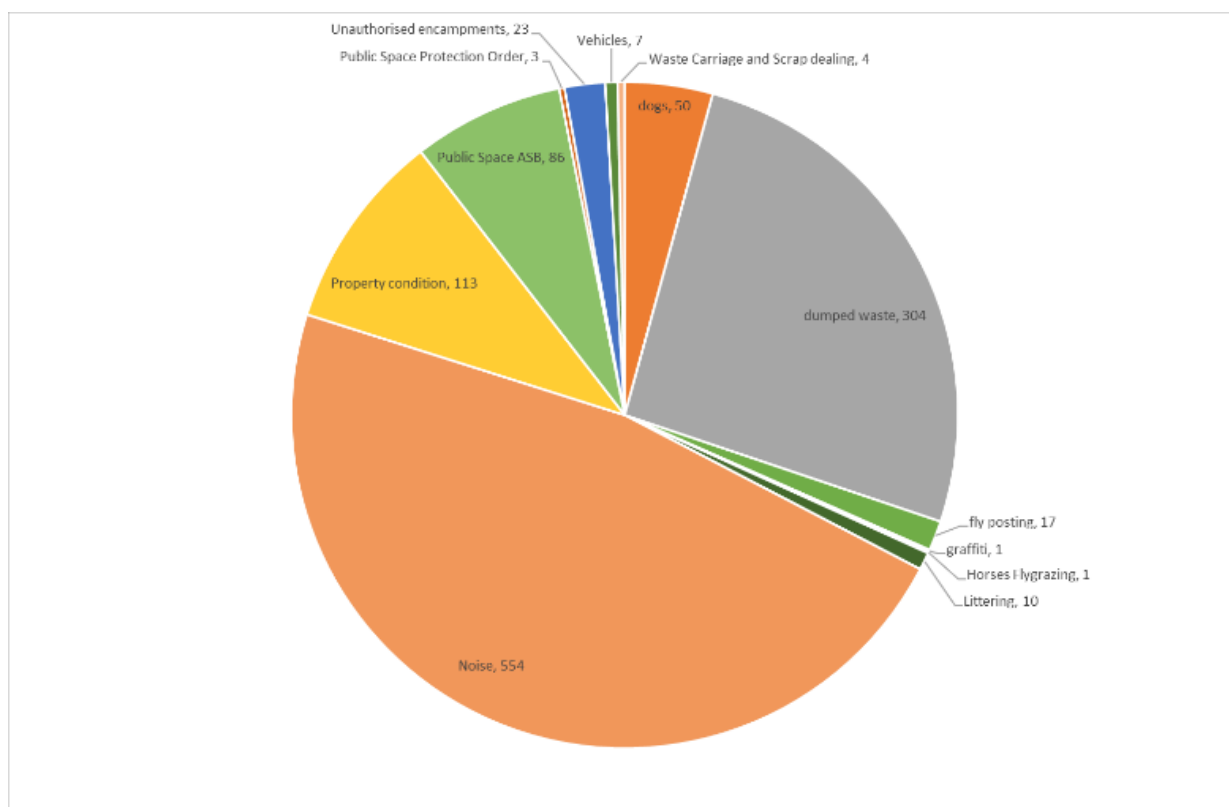
CYC- City of York Council
NYP- North Yorkshire Police
BID- Business Improvement District
ASB- Anti-Social Behaviour
NEO- Neighbourhood Enforcement Officer
NYCC- North Yorkshire County Council
PSPO- Public Space Protection Orders
HVM- hostile vehicle mitigation
PALS – Publicly Accessible Locations
CONTEST – Government response to Counter Terrorism
SAG – Safety Advisory Group
IDAS -Independent Domestic Abuse Service

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Appendix A

**Neighbourhood Enforcement Team
Performance Report
1st April to 30th June 2022**

CALLS FOR SERVICE



ENFORCEMENT ACTIVITY

Community Protection Notices *(for various anti-social behaviour offences)*

- 1 notice issued
- 111 Community Protection warnings issued

Dogs

- 0 dog fouling FPNs issued
- 4 micro chipping notices issued (includes 2 incorrectly microchipped dogs notified to us by the council's new Stray Dog service contractor).

Domestic Noise

- 113 warning letters issued
- 11 Abatement notices served
- 2 Magistrates court warrants for seizure of noise making equipment successfully executed.

Domestic Waste Presentation

70 Notices served

Duty of Care in respect of Waste

10 warning letters issued

1 Notice served requiring production of waste carriers licence

6 Notices served requiring production of waste information

1 Fixed Penalty Notices issued for non-production of the above.

Fly-tipping

8 warning letters issued

0 Fixed Penalty Notices served

Street urination

12 prosecutions

Unauthorised encampments

3 encampments dealt with by use of Direction to Leave Notices.

Fly posting

0 FPNs issued

Prevention of damage by Pests

2 notices issued

Stray Dogs9 strays collected/received by Contractor (contracted commenced 1st June 2022).**Simple Cautions issued:**

	Legislation	Nature of case	Date issued
1.	Environmental Protection Act 1990 S33	Householder fly tipping	30/05/2022

Prosecutions:

	Legislation	Nature of case	Court outcome
1	Environmental Protection Act 1990	S34 Breach Waste Duty of Care	01/04/2022 fine £80 x 3 victim surcharge £34 costs £250.
2	Environmental Protection Act 1990	Section 1 (1) Scrap Metal Dealers Act 2013 &	05/04/2022 Fine £400, costs £200 Surcharge £30

		Section 48 Anti-Social Behaviour Act 2014	
3	Environmental Protection Act 1990	Section 1 (1) Scrap Metal Dealers Act 2013	05/04/2022 Fine £200 costs £200 Surcharge £30
4	Local byelaw prohibiting defecation/urination in public places - made 6 th April 1998	Street urination	01/04/2022 Fine £75, Surcharge £34, Costs £100
5	Local byelaw prohibiting defecation/urination in public places - made 6 th April 1998	Street urination	01/04/2022 Fine £75, Surcharge £34, Costs £100
6	Local byelaw prohibiting defecation/urination in public places - made 6 th April 1998	Street urination	01/04/2022 Fine £50, Surcharge £34, Costs £100
7	Local byelaw prohibiting defecation/urination in public places - made 6 th April 1998	Street urination	01/04/2022 Fine £50, Surcharge £34, Costs £100
8	Local byelaw prohibiting defecation/urination in public places - made 6 th April 1998	Street urination	01/04/2022 Fine £50, Surcharge £34, Costs £100
9	Local byelaw prohibiting defecation/urination in public places - made 6 th April 1998	Street urination	01/04/2022 Fine £50, Surcharge £34, Costs £100
10	Local byelaw prohibiting defecation/urination in public places - made 6 th April 1998	Street urination	01/04/2022 fine £80 x 3 victim surcharge £34 costs £250.
11	Environmental Protection Act 1990	S34 Breach Waste Duty of Care	13/05/2022 Fine £466, £47 surcharge, and £200 costs
12	Local byelaw prohibiting defecation/urination in public places - made 6 th April 1998	Street urination	09/05/2022 fine £80, costs £150, surcharge £34
13	Local byelaw prohibiting defecation/urination in	Street urination	10/06/2022

	public places - made 6 th April 1998		Fine £133 Surcharge £34 Costs £200
14	Local byelaw prohibiting defecation/urination in public places - made 6 th April 1998	Street urination	10/06/2022 Fine - £226.00 Victim surcharge - £34.00 Costs - £185.00
15	Local byelaw prohibiting defecation/urination in public places - made 6 th April 1998	Street urination	10/06/2022 Fine - £293.00 Victim surcharge £34.00 Costs £220.00
16	Local byelaw prohibiting defecation/urination in public places - made 6 th April 1998	Street urination	10/06/2022 Fine £366.00 Victim surcharge £37.00 Costs £235.00
17	Local byelaw prohibiting defecation/urination in public places - made 6 th April 1998	Street urination	10/06/2022 Fine - £80.00 Victim surcharge £34.00 Costs 235.00

OTHER WORK

Portable fly-tipping CCTV cameras deployed

Cameras were deployed in fly-tipping hot-spots on 2 occasions. NB: Deployments have been impacted by workloads.

New Stray Dog service provider

From 1st June 2022 the council's Stray Dog service was transferred to a new Contractor following a tendering process. Bi-monthly contract management meetings have been established.

A closer working relationship between the Stray Dog Contractor and the NEO team has wider benefits, with the NEOs having powers to deal with persistently straying dogs, dogs dangerously out of control and dogs without micro-chips.

Holiday Lets Information leaflet

The team has led on the development of bespoke advisory guidance aimed at owners/managers of holiday lets and self-catering accommodation.

This has involved work with colleagues in: Public Protection, Planning Enforcement, Economic Growth, Housing (Leaseholder Service), Business Rates and Marketing & Communications.

The leaflet is currently with the Communications team for final edits.

Multi-agency work regarding management of Holiday Lets

Officers worked closely with colleagues in Planning Enforcement and Public Protection in response to complaints around noise and anti-social behaviour arising from two holiday lets situated in a quiet residential area. A meeting between officers resulted in a plan of action to consider relevant powers available to tackle the problem and provide consistent support to those affected. The property owner was receptive to advice and has applied for consent to continue to operate as a holiday home with conditions.

The NEO has compiled a portfolio of evidence for consideration by legal as to whether there is sufficient evidence to support a Premises Closure if ASB continues. This would be the first time such powers have been used for a commercial setting in the city.

Union Terrace. Multi-agency work to tackle anti-social behaviour

NEOs are working as part of a multi-agency task group and contributing to a Problem Solving plan to tackle anti-social behaviour in the area around Union Terrace car park. An action plan to engage, support and enforce against street level problems is being delivered in response to growing concerns around street drinking and drugs. NEOs have been working with colleagues in Housing to target harden an area used for drug taking and defecating, and four Community Protection Warnings are being issued to key protagonists in conjunction with the Police.

Work with Public Realm

Regular (bi-monthly) meetings have been scheduled between NEOs and Public Realm officers in the interest of improving working relationships, coordinating work and sharing information on hot-spot areas for issues such as fly-tipping and waste presentation.

Bags to Bins project

The team is attending project group meetings with colleagues in Waste Management to progress this work.

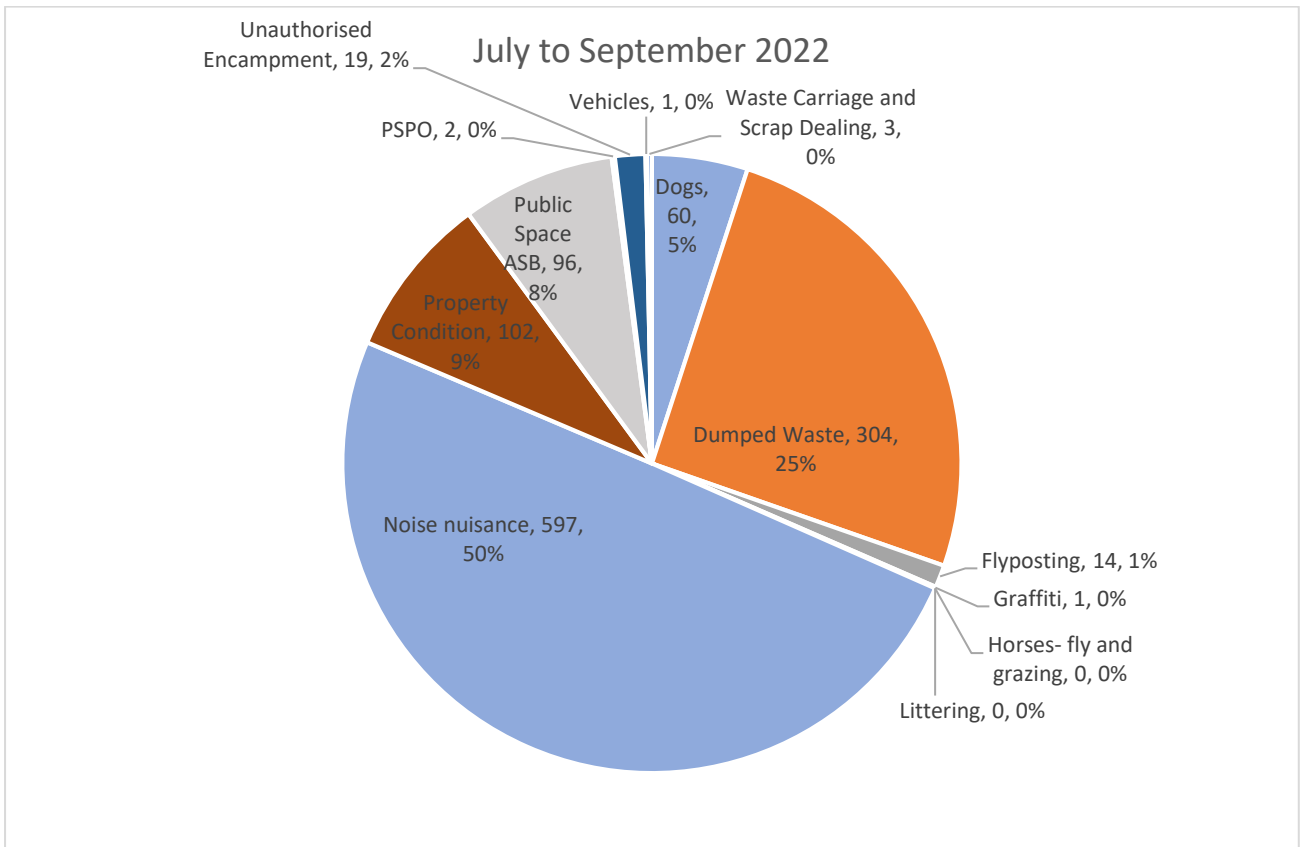
Buskers

Officers have attended meetings with council colleagues, Make it York and the BID to coordinate efforts to manage busking in the city centre.

Appendix B

**Neighbourhood Enforcement Team
Quarterly Performance Report
1st July – 30th September 2022**

CALLS FOR SERVICE



ENFORCEMENT ACTION

Community Protection Notices (for various anti-social behaviour offences)

50 Warnings issued
4 Notices issued

Dogs

2 dog fouling FPNs issued
8 micro chipping notices issued

Stray Dogs picked up and kennelled (by contractor)

July	11
August	9

September 10

Domestic Noise

168 warning letters issued
7 Abatement notices served

Domestic Waste Presentation

562 Notices served

Duty of Care in respect of Waste - Domestic and Commercial

12 warning letters issued
2 Notice served requiring production of waste carriers licence
5 Notices served requiring production of waste information
3 Fixed Penalty Notices issued for non-production of the above.

Fly-tipping

32 warning letters issued
5 Fixed Penalty Notices served

Street urination

3 prosecutions

Unauthorised encampments

6 caravan encampments dealt with by use of Direction to Leave Notices.

Fly posting

1 FPN issued

Prevention of damage by Pests

2 notices issued

PROSECUTIONS

	Legislation	Nature of case	Court outcome
1	Environmental Protection Act 1990	Noise - Breach Abatement Notice	11/07/2022 £120 fine £500 costs £34 victim surcharge
2	Local byelaw prohibiting defecation/urination in public places - made 6 th April 1998	Street urination	19/08/2022 Fine £500 Costs £573.63 Victim surcharge £50
3	Local byelaw prohibiting defecation/urination in public places - made 6 th April 1998	Street urination	19/08/2022 Fine £100 Costs £488.41 Victim surcharge £34
4	Local byelaw prohibiting defecation/urination in	Street urination	19/08/2022

	public places - made 6 th April 1998		Fine £70 Costs £488.41 victim surcharge £34
5	Environmental Protection Act 1990	Fly-tipping	19/08/2022 Fine £440 Costs £697.22 victim surcharge £44
6	Environmental Protection Act 1990	Breach of Community Protection Notice	02/09/2022 Fine £1,000 Costs £1,017.42 victim surcharge £100.

CASE STUDIES

City Centre – empty shop doorways

The Neighbourhood Enforcement Team have been working closely with Housing Navigators, the York Business Improvement District and the Neighbourhood Policing Teams to identify shop doorways which are being misused and left unsightly. Support services are offering accommodation support to individuals who may be sleeping in the area in the first instance. Advice is then being given by officers to those rough sleeping in doorways to keep them tidy and look after them. Ongoing problems having an impact on neighbouring businesses or the public are being investigated by our service. Owners of buildings are being contacted with options for cladding and wrapping provided by the BID to enable our cities streets to continue looking their best.

Breach of Community Protection Notice - Dog Fouling

Ms S, a home-owner, owns 2 dogs in the Acomb Ward. A Community Protection Notice was issued to her in August 2020, due to the failure to remove dog faeces from her back garden. The CPN conditions required Ms S to accompany her dogs whilst in the garden and remove the faeces immediately. The dog fouling caused flies and odour, therefore preventing her neighbour from enjoying her own back garden.

However, Ms S continued this behaviour and evidence was gathered by the neighbour over a 9 month period, mainly during the summer months. Dog faeces would remain outside for sustained periods of time.

A case was put forward to the court for a breach of the CPN by NEO Suzanne Brunton. Ms S was found guilty in September 2022 by York Magistrates court, she was fined £1,000 and ordered to pay the council's £1,017.42 prosecution costs and a £100 statutory surcharge.

Householder Duty of Care – Acomb Wood Shops

A councillor reported waste found next to the recycling bins on the car park of Acomb Wood Shops in March 2022. NEO's visited and searched the waste, evidence was found for Ms H who lived close by. Investigations took place, however Ms H failed to communicate on numerous occasions. Having provided a no comment interview, a fixed penalty notice was issued for a domestic waste duty of care offence. The FPN remained unpaid and the case progressed to prosecution. In August 2022, Ms H was found guilty York Magistrates Court for the offence of householder duty of care, in her absence.

Ms H was fined £440.00, council costs £697.22 and statutory surcharge of £44.00

Pilot Problem Solving Project

North team NEOs have worked on a problem-solving project led by North Yorkshire Police, which was the first of its kind in York.

The projects aimed to find sustainable solutions to address long term problems around the misuse of the A19 Shipton layby used by visitors taking part in sexual activity in nearby private woodland.

The project took over a year to complete through a democratic process that engaged with local residents, councillors, businesses and stakeholder agencies, including the Council.

The work carried out has resulted in a 115-metre-long metal fence to separate the layby from a private woodland that was a target for ASB. The fencing has been funded through the Office of the Police, Fire and Crime Commissioner (OPFCC) Community Fund.

Addressing anti-social behaviour in a communal garden, Clarence Street

NEOs used their powers under the Anti-Social Behaviour Crime & Policing Act to prohibit individuals from entering private land which was being used for ASB including drug activity, defecation, and rough sleeping.

The NEOs worked collaboratively with residents, Housing services, North Yorkshire Police and Changing Lives to identify and engage with the individuals responsible. Six community protection warning notices were issued, which led to two Community Protection Notices for non-compliance.

The private land was deep cleaned, vegetation cut back and signage introduced to regain ownership of what had become a hang-out for street drinkers.

Working closely with support agencies the individuals involved were provided with guidance and advice to ensure that any needs they had were met and they understood the effects of their behaviour on others. Since the service of the notices, the garden has been reclaimed by the residents and complaints have stopped completely.

Bell Farm spruced up

NEOs worked alongside Housing Management officers and the Public Realm team to help clean up the Bell Farm estate over a two day engagement project.

NEOs assisted with engaging with residents whose gardens were making the area unsightly due to accumulating waste visible from the street, and which can constitute an offence if complaints are received.

The Housing Officer funded the removal of the waste as part of a campaign to improve the area. Some local residents joined the event to litter pick the area.

The event enabled NEOs to ensure that gardens were cleared without recourse to legal notices and was warmly received by residents facing current financial challenges.

Signage on recycling banks

The team have worked with the Waste Management team and Yorwaste to arrange for warning stickers/signage to be placed on recycling banks to deter people from leaving waste on land around the banks if they are full. The signage aims to deter this behaviour by warning that enforcement action could be taken for committing either Duty of Care or fly-tipping offences.

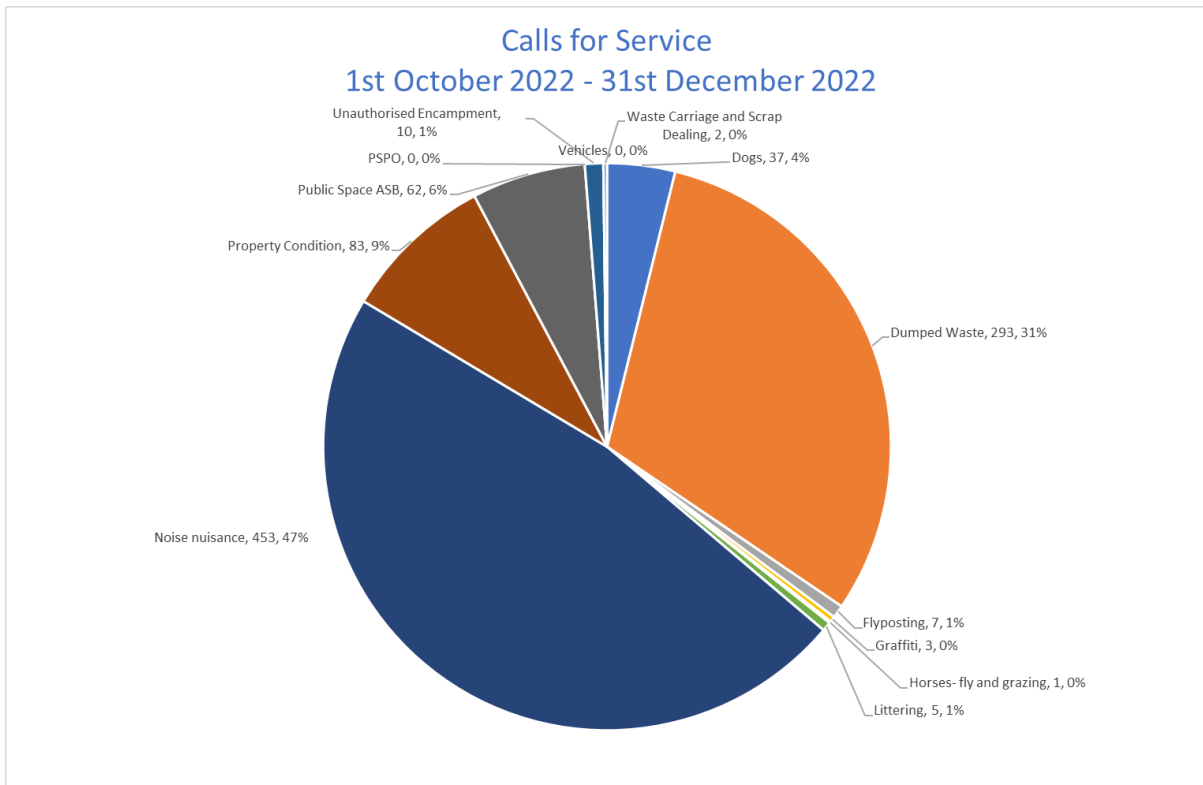
This has been timed to coincide with the Christmas period when use of recycling banks increases.

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Appendix C

**Neighbourhood Enforcement Team
Performance Report
1st October – 31st December 2022**

CALLS FOR SERVICE



ENFORCEMENT ACTION

Community Protection Notices *(for various anti-social behaviour offences)*

166 Warnings issued
2 Notices issued

Dogs

0 dog fouling FPNs issued
4 micro chipping notices issued

Stray Dogs picked up and kennelled (by contractor)

October 6
November 3

December 9

Domestic Noise

130 warning letters issued
4 Abatement notices served

Domestic Waste Presentation

426 Notices served

Duty of Care in respect of Waste - Domestic and Commercial

16 warning letters issued
2 Notice served requiring production of waste carriers licence
13 Notices served requiring production of waste information
0 Fixed Penalty Notices issued for non-production of the above.

Fly-tipping

11 warning letters issued
0 Fixed Penalty Notices served

Street urination

2 prosecutions

Unauthorised encampments

1 caravan encampment dealt with by use of Direction to Leave Notices.

Fly posting

2 warning letters issued
0 FPN issued

Prevention of damage by Pests Notices served

0 notices issued

PROSECUTIONS

	Legislation	Nature of case	Court outcome
1	Local byelaw prohibiting defecation/urination in public places - made 6 th April 1998	Street Urination	14/10/2022 Fine £116, court surcharge £46 and prosecution costs £398.41
2	Local byelaw prohibiting defecation/urination in public places - made 6 th April 1998	Street Urination	12/12/2022 Fine £110 Costs £581 Court surcharge £44

CASE STUDIES

Addressing noise nuisance in Dringhouses.

The Neighbourhood Enforcement team began building a Statutory Noise Nuisance case using powers under the Environmental Protection Act 1990. The investigation led to the understanding that the perpetrator of the noise was experiencing a mental health challenge which caused them to shout and bang loudly affecting the occupier of a neighbouring flat.

NEOs advocated for the support for both the victim and the perpetrator of the noise and enlisted the help of the Local Area Coordinator for the area to support them through the process. Over time the perpetrator did agree to access medical support to improve their health. Once the case was escalated to an Anti-Social Behaviour Officer (also Community Safety Hub) the perpetrator's history was collated to build a case for a move to a more appropriate property.

With the ongoing support from multiple agencies the individual agreed to the move bringing about a positive resolution for all concerned and without the need for legal action.

Multi-agency work to address a hoarding case

The Neighbourhood Enforcement team received a complaint about a hoarder in owner occupied accommodation. An officer visited and spoke to the occupant, a female in her 70s, who said that she needed some help clearing, she said she didn't have running water, gas or electricity and was sleeping in a chair in the hallway due to filling the rest of the house. The officer asked if she had any support locally and she said she had a friend who lived around the corner and that she was storing a few things at his house.

The officer visited the friend to find a male in his 70's and his family throwing things into a skip. The male showed the officer around his house which was full of black bags and rubbish with tunnels through. The man's family explained that the rubbish belonged to the female (his friend) who had also started to accumulate belongings at his property.

Waste had also accumulated in a garden of the female's property and local residents expressed concern that his was getting out of hand.

The officer made two safeguarding referrals for both the female and male, the latter due to concerns that he was also vulnerable to his friend's hoarding behaviour.

The officer contacted the private sector housing team and the Local Area Coordinator who said that she would visit and offer support from Community Bees.

Officers conducted a follow-up visit and spoke to the female, explaining that she needed to clear the front garden, giving her several weeks to clear it using a Community Protection Warning.

The officer received contact from an adult social worker who stated that they had given the female temporary accommodation and were working on her hoarding behaviour and asked that if officers could hold off any enforcement action to allow them time to work with her.

This allowed Community Bees to work with the lady to throw some of the waste away and clear her garden.

She is continuing to work with Adult Social Care, the Local Area Coordinators and Community Bees to address hoarding behaviour and the officer was therefore able to close the case less than 2 months without the need to resort to enforcement action.



**Housing & Community Safety Scrutiny
Committee****23 January 2023**

Report of the Director of Housing, Economy and Regeneration

Update on the Resettlement Pathway**Summary**

1. This report provides an update on work in progress to review the single homeless resettlement pathway which is developing the early intervention and intensive support approach for single people who become homeless or are rough sleeping. The report sets out the review findings, gives an update on external funding secured to support homelessness and rough sleeping initiatives and presents an update on existing service delivery arrangements.

Recommendations

2. Housing & Community Safety Scrutiny Committee are asked to:

Consider the ongoing review of the Resettlement pathway and the interim contractual arrangements that have been put in place to continue the existing service until the pathway review is concluded and a future delivery model is agreed.

Background

3. The current resettlement pathway is made up of a range of services, buildings and contracts with other wider services, such as health, probation and substance misuse services, contributing to the management and wellbeing of those involved in the pathway. There are over 350 people within the resettlement pathway at any one time and this fluctuates daily as people move into more permanent accommodation and other people come into the service.

4. A diagram illustrating the pathway is attached at Annex A. It is made up of :-
 - a. Tier 1 supported accommodation traditionally described as hostels with 24 hour on-site support and provision to provide extra emergency beds :-
 - b. Tier 2 which is comprised of shared houses and
 - c. Tier 3 which is more permanent housing with varying levels of support in social housing and the private rented sector.
5. There are 2 main Community Wellbeing Contracts in place contributing to the Pathway procured by Adult Social Care and an Early Intervention & Prevention (EI&P) contract procured by Housing Services and delivered by the Salvation Army, contributing to our work engaging with people sleeping rough. These operate alongside the services provided and managed by CYC form the core resettlement pathway.
6. The Community Wellbeing Contracts are the Community Adults Wellbeing Contract (Changing Lives) and the (Young People's Community Wellbeing & Support Service (Safe and Sound Homes - SASH). These have been extended until January 2024 to allow for the review of the Resettlement Pathway to complete. The EI&P contract is due to end on 31.03.23 and officers are considering the potential for a short extension of this contract by allow for the review of the Resettlement Pathway to complete.

Resettlement Pathway Review

7. One key driver for the review was the fact that four Community Wellbeing Service (CWS) contracts were reaching the end of their initial 5 year term in early 2022 with the Early Intervention & Prevention (EI&P) contract ending in March 2023. Given the significant changes in the landscape since these services were last commissioned in 2016 (CWS) and 2018, and the extremely close inter-relationship between these contract areas and a number of other contract/services areas and developments, a one year contract extension for the four CWS contracts was granted so as to enable a whole-system review of the resettlement pathway and related services and support.
8. This review so far has been overseen by a multi-agency Project Board co-chaired by Denis Southall (Head of Housing Management and Housing Options) and Jamaila Hussain (Corporate Director of Adult Services and Integration). Jamaila replaced the Head of Commissioning as the co-chair representing Adult Social Care from April 2022. A new Head of Commissioning joined the Council in January 2023.

9. A series of on-line workshops were arranged in 2022 to form the 'spine' of the review and to ensure that a wide range of stakeholders have the opportunity to engage in the process and offer their experience and views. The workshops were well attended with around 50 – 60 delegates attending.
 - Workshop 1 – 16th Feb – Where are we now?
 - Workshop 2 – 10th Mar – Where do we want to be?
 - Workshop 3 – 6th Apr – Taking stock / sifting / prioritising ideas
 - Finance / Commissioning Workshop – 16th May – this was poorly attended by organisations invited to contribute to the process.
 - Workshop 4 – 8th Jun – How do we get there – this was postponed whilst the review was put on hold.
10. Following the departure of the Head of ASC Commissioning the review process was paused and Adult Services extended existing contract arrangements ahead of a decision on future procurement.
11. A summary of the findings of the review to date are attached at Annex B. The tasks of a reformed core Project Board through 2023 will be to:
 - Agree the findings of the review to date
 - Review the contracts, assets supporting the future pathway and to decide on the future delivery model
 - Engage with partners to review finances and governance arrangements

Current Service

12. The Council and partners have successfully bid on an annual basis for RSI money and developed a range of services using this to support people who have slept rough. Most notable is the successful introduction of the Navigator team who have worked alongside the EI&P staff and delivered more intensive support and engagement with rough sleepers. This has led to many entrenched rough sleepers being brought into ongoing contact with resettlement services many of whom have been successful in maintaining Housing First accommodation. This is housing for our most chaotic and vulnerable people, with bespoke wraparound support. The intention is to do more of this through the expansion of the Navigator Team.
13. The latest round of RSI money is a 3-year award from 22/23 – 24/25. This provides some stability to better shape services going forward.

14. In addition to RSI money the Council receives Homeless Prevention Grant which contributes to homelessness services and initiatives generally. HPG this financial year was £392,145. We do get a yearly allocation at the moment however the criteria keeps changing and is changing again this coming year with a focus on those areas with the most challenging housing pressures linked to HCLIC (homeless statistics for government) returns and see below for future years (not a huge increase). Its purpose is to prevent or manage homelessness under the Homeless Reduction Act 2017 and the extra burdens it brings. It is primarily paying for additional staff in housing options but does also contribute toward temporary accommodation etc. including half a Mental Health worker post, the remainder funded by ASC and half a Navigator post that wasn't funded by RSI in the last round. Indicative amounts for coming years are £408,545 and £430,080.
15. We have also just been notified of a grant of £61,015k for winter pressures. This is used to prevent homelessness, pay for B&B, hotels etc where we need these and have a shortfall in Housing Benefit or where we have to pay fully for accommodation. It's part of the HPG overall but an acknowledgement of extra burdens during winter.
16. Some of this money has been passed to the Salvation Army to help with work over the winter and we may be able to use this to work with SA to bring four units of accommodation known as the nappads back in to use. We are currently discussing arrangements around this.

Consultation

17. Consultation the review has been undertaken with external stakeholders, Health services, Mental Health services, providers and people with lived experience of the resettlement pathway. This input has already contributed to the Resettlement Pathway review through the review process.

Contact Details

Author:

Denis Southall
Head of Housing Management
Services

Chief Officer Responsible for the report:

Tracey Carter
Director of Housing, Economy and
Regeneration

Report **Date** 13/1/23
Approved

For further information please contact the author of the report

Annexes

Annex A – Diagram of the Resettlement Pathway

Annex B – Early findings of the Review of the Resettlement pathway

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Elements of the resettlement pathway + related services & support

Referrals from
<ul style="list-style-type: none"> ● CYC – Adult Social Care, C&YP Social Care, Housing, Statutory Homeless ● Criminal Justice – Prisons, Probation, CRC, Boroughbridge Rd ● Drug & Alcohol Service ● NHS – GPs, York Hospital, Foss Park Hospital, TEWV CMHTs ● Other – e.g. Bridge The Gap, IDAS, Refugee Action York, Salvation Army, Survive, Travellers Trust



Outreach Teams		
Team/Provider	No. of staff	Total Caseload
EIP, Salvation Army	2	N/A
Making Every Adult Matter (MEAM), Changing Lives	4	40 (15 Housing First)
MH Housing First, Changing Lives	1	8
Navigators (RSI Co-Ord), CYC	5	40

Tier 1 - Hostels			
Hostel	Provider	Resident Type	Places
Union Terrace	Changing Lives	Males + Couples, 18+	35
Robinson Court	Changing Lives	Females + Young People 16+	19
Peasholme	CYC	Mixed, 16+	21
Howe Hill	CYC	Young People	30-35
22 The Avenue	CYC	Mental Health, Mixed 18+	7

Supported Lodgings (& Nightstop) for Young People

SASH 13 Supported Lodgings Host households in York, & 11 Nightstop Hosts

Tier 3 - Floating Housing Support		
Service	Provider	Referrals in 2021/22 to date
Adults CWS	Changing Lives	34 current cases
Adults CWS (Mental)	Community Links	22 current cases
Families CWS	Community Links	46
Intensive Housing Mgmt	York Housing Association	11
Helping Hands (Older People)	Yorkshire Housing Association	27
Local Area Coordinators	CYC	3

Tier 2 – Shared Housing		
Provider	No. of Properties	Total Places
Changing Lives	9	31
Restore	10	39
Changing Lives	1 (Scarcroft)	9
CYC	1 (Evelyn Crescent)	4
York Housing Association	3	10

Tier 2 – Self-contained flats		
Provider	No. of Properties	Total Places
Changing Lives	2 x Trainer Flats	2
York Housing Association	7 x Shipton Rd flats	7

Colour Key
Adult pathway
Mental Health pathway
Young People pathway

Specialist Mental Health Housing & Support Proposed and in development – available late 2024?	
Provision	Places
2 x Specialist MH Supported Housing schemes	
• Crombie House	11
• Woolnough House	11
Satellite flats supported from each scheme	
• Crombie House	6
• Woolnough House	6
Mental Health Housing First places	21
TOTAL	55

Key related services and support		
	Provider	Commissioned by
Department for Work & Pensions	Central Government	
Drug & Alcohol Services	Changing Lives	CYC Public Health
Health Services	GPs, York Hospital	Vale of York CCG
Mental Health services	TEWV	Vale of York CCG
Probation Service	Central Government	
Women’s Wellness Centre	Changing Lives	Office of Police, Fire & Crime Commissioner

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Brief re-cap on review process so far

Denis Southall – Head of Housing Management and Housing Options

- Key questions of the review
- The process and timeline
- Emerging key themes

The key questions we are looking to address from this review

1. Can we articulate a **clear and bold vision** for the future of York's Resettlement Pathway
2. **Which model(s)** might be developed in order to realise this vision (and what can be learned from elsewhere to inform this)?
3. **What commissioning or changes are needed** which would be step changes towards this vision/model?

The review process and timeline

- Workshop 1 – 16th Feb – Where are we now?
- Workshop 2 – 10th Mar – Where do we want to be?
- Workshop 3 – 6th Apr – Taking stock / sifting / prioritising
- Finance / Commissioning Workshop – 16th May

Key review inputs

- Snapshot data of 323 people living within the resettlement pathway (Jan 2022)
- 100 interviews with people with direct experience of the pathway (living/working within)
- External expertise from Nicholas Pleace / Imogen Blood – fresh eyes, challenge, knowledge and experience from elsewhere in UK and further afield

Emerging key themes...

Women	Younger People	Multiple/Complex Needs	Lower level needs (Prevention/Rapid re-housing)
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Trauma-informed approach

Person-centred approach

Strengths-based approach

Positive-risk taking approach

Collaborative approach

A well supported and fairly remunerated workforce

People would like to see (across the whole system)...

- Us build on the great stuff that is already happening across the city (fund more of what works!)
- Greater clarity and transparency around what is available
- Greater consistency of approach – across partners / providers
- Greater consistency of support – for the people being supported, and for staff
- Better coordination and/or more integration of support
- Greater shared ownership of this whole agenda: homelessness is a social problem with a housing dimension, not a housing problem with a social dimension
- Us make better use of existing resources, but also bring in more resource to support this whole agenda
- Us recognise housing as a right not a reward

Accommodation profile – what people would like to see...

- Accommodation is more often about availability than suitability. We need to address availability as more choice is needed
- Less reliance on hostels
- Move away from shared housing for several people
- More social housing needed
- Greater incentives needed for private landlords
- More Housing First
- Specialist MH supported housing remains a significant gap in the city

Nature of the support we'd like to see...

- Made more available where the people needing support are living (e.g. drop-ins for specialist support at the hostels – MH, D&A)
- Not time-limited
- Extra support for transitions - not 'cut and run', especially for YP moving from children's to adult services
- More floating support needed – drop-off in support after Tier 1 is huge
- Strengths-based, focus on people's strengths
- Consistent support – ideally one support worker for the whole journey?
- Flexible, and tailored to individual's needs and circumstances

Immediate next steps

- Convene a smaller project board to deliver the findings
- Agree step changes timetable based on the findings, budgets, resources and current priorities.

Scrutiny Area	Meeting Date	Publication Date	Meeting Type	Agenda
HCS	23/01/23		Committee	1) Safer York Partnership 2) Resettlement Pathway review
HCS	14/03/23		Committee	Q3 Monitor

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