



Notice of a public meeting of

Health, Housing and Adult Social Care Policy and Scrutiny Committee

- To:** Councillors Doughty (Chair), Cullwick (Vice-Chair), Mason, Pavlovic, Richardson, K Taylor and Warters
- Date:** Wednesday, 23 May 2018
- Time:** 5.30pm
- Venue:** The George Hudson Board Room - 1st Floor West Offices (F045)

AGENDA

1. **Declarations of Interest** (Pages 1 - 2)

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

- any personal interests not included on the Register of Interests;
- any prejudicial interests;
- any disclosable pecuniary interests

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

2. **Minutes** (Pages 3 - 14)

To approve and sign the minutes of the meetings held on 26 March 2018 and 23 April 2018.

3. **Public Participation**

At this point in the meeting, members of the public who have registered their wish to speak regarding an item on the agenda or an issue within the Committee's remit can do so. The deadline for registering is on **Tuesday 22 May 2018 at 5:00pm.**

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- 4. Homeless Strategy Annual Review 2017/18** (Pages 15 - 46)
This report looks at the activity governed by the Housing Act 1996, the Homelessness Act 2002 and the City of York Council's Homelessness Strategy 2013-2018 in respect of the financial year 2017/18. The primary focus is to report on prevention work, the trends of statutory homelessness and rough sleepers.
- 5. Healthwatch York Six-Monthly Review** (Pages 47 - 60)
This report sets out the performance of Healthwatch York over the past six months.
- 6. Work Plan** (Pages 61 - 64)
Members are asked to consider the Committee's work plan for the municipal year.
- 7. Urgent Business**
Any other business which the Chair considers urgent.

Democracy Officer:

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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

Contact details are set out above.

This information can be provided in your own language.

我們也用您們的語言提供這個信息 (Cantonese)

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

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

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

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

☎ (01904) 551550

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Health and Adult Social Care Policy and Scrutiny Committee**Declarations of interest.**

Please state any amendments you have to your declarations of interest:

Councillor Doughty Member of York NHS Foundation Teaching Trust

Councillor Mason Registered Paramedic
Managing Director of Yorkshire Emergency &
Urgent Care Services Ltd
Proprietor of YorMed, with NHS contracts
Interim CEO of York Blind Society

Councillor Richardson Ongoing treatment at York Pain clinic and ongoing
treatment for knee operation

Niece is an Adult Care Manager at CYC

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City of York Council

Committee Minutes

Meeting	Health, Housing and Adult Social Care Policy and Scrutiny Committee
Date	26 March 2018
Present	Councillors Cullwick (Vice-Chair), Doughty (Chair), Funnell (Substitute), Mason, Richardson, Taylor and Warters
Apologies	Councillor Pavlovic

63. Declarations of Interest

Cllr Richardson declared a standing personal interest that his niece was a adult care manager with CYC and asked that it be added to his standing interests for the committee.

64. Minutes

Resolved: That the minutes of the meeting held on 19 February 2018 be approved, and signed by the Chair as a correct record.

65. Public Participation

It was reported that there had been one registration to speak under the Council's Public Participation Scheme, in relation to Agenda Item 6 (Minute 68 refers). The Chair agreed that the speaker's comments be heard under the relevant agenda item.

66. York Teaching Hospital NHS Foundation Trust - CQC inspection report

Members considered a report which provided an overview from the Chief Executive of York Teaching Hospital NHS Foundation Trust on the Care Quality Commission's (CQC) latest inspection report for the Trust, based on visits during September and October 2017. It included feedback on a number of the Trust's sites and services, as well as an overall assessment of the services reviewed during the most recent inspection visit.

Mike Proctor, Deputy Chief Executive, was in attendance to present the report and respond to questions. He explained that the CQC's report was a positive one for York Hospital, which had been rated as 'good.' Although the Trust's overall rating of 'requires improvement', was disappointing, there was nothing in the report to suggest that the Trust was not doing all it

could to address the challenges it faced. The main issue was the recruitment and retention of staff, which was a national problem across the NHS.

The following information was provided in response to Members' questions (page numbers refer to the inspection report):

- The mention of children at risk (p.5) was linked to the problem of recruiting specialist child nurses and the need to move children away from the emergency department.
- The missed targets in safeguarding training rates (p.5) would be reviewed and monitored; this was an important area for the Trust.
- Improving the ward environment for vulnerable people (p.6) was a constant challenge; more work was needed to reduce in-patient time and introduce a dementia champion in every ward.
- Although some staff from York Hospital were helping to alleviate staff shortages in Scarborough, the situation would not be made worse at York in order to improve things elsewhere.
- The reasons for the recruitment problems were complex and included a shortage of training places, a high turnover of junior doctors and insufficient students leaving schools in Scarborough with the right qualifications.
- Vacancies currently stood at around 10%; a breakdown of these by geographical area could be supplied to Members.
- Action being taken to improve the situation included modelling the provision of affordable shared housing in York, exploiting new opportunities for the council and the NHS to work together, and increasing placements for university students.

Resolved: That the report, and the additional information provided at the meeting, be noted.

Reason: To confirm that the committee is aware of the content of the CQC inspection report and the response of the Trust, in accordance with the scrutiny remit.

67. Mental Health and Demand on Policing

Members considered a report which outlined the vision of North Yorkshire Police (NYP) in respect of mental health and reducing harm to people at greater risk, providing data on mental health demands and the response of policing.

Bob Scott, the North Yorkshire Police Mental Health & Suicide Prevention Partnership Development Inspector, was in attendance to present the report, supported by the council's Assistant Director of Adult Social Care,

the Vale of York CCG Head of Joint Programmes and the Tees, Esk and Wear Valleys (TEWV) Director of Operations, York and Selby. All agreed that dealing with people with mental health issues placed a heavy demand on police resources and that it was the responsibility of all agencies to be aware of these issues and not to work in isolation.

Members commented favourably on the quality of the report and asked a series of questions on various aspects, to which Officers' responses may be summarised as follows:

- Government grants were available for training, which had led to the Connect mental health partnership.
- Training had been rolled out to 400 staff, with a further 1,100 this year being trained by mental health professionals from TEWV.
- There was a need to ensure continual professional development, but there were competing demands within the Force.
- More information sharing was needed to avoid the risk, costs and stress of patients having to repeat their stories at every handover between agencies.
- Most organisations had teams working on the implementation of the General Data Protection Regulation (GDPR), which it was hoped would not get in the way of protecting people.
- There was an impact of having a large student population in York but the universities were doing more to assist.
- There was a need to understand what had happened in a person's life that had led them to becoming involved with the police.
- There were increasing opportunities to determine the impact of mental health issues on all agencies involved.
- There was a need to balance this work with the primary aim of the Police, which was to protect lives.

Resolved: That the report, and the additional information provided at the meeting, be noted.

Reason: In accordance with the committee's scrutiny remit.

68. Briefing on Priory Medical Group's proposal to relocate services to proposed Burnholme Health Centre

Members received a briefing report on the proposal of the Priory Medical Group (PMG) to develop a new Healthcare Centre as part of a larger multi-agency Community Development scheme forming a new "Burnholme Health and Wellness Campus."

Claire Douglas commented on this item as a public participant (Minute 65 refers). She welcomed the opportunity to provide good facilities and new

services to 20,000 patients, but urged that the effect of the closure of existing surgeries on all patients be considered, noting that public transport to Burnholme was inadequate.

Martin Eades, the Managing Partner of the PMG and Emma Broughton, a PMG Partner, were in attendance to present the report and answer questions, supported by the council's Elderly Persons' Homes Project Manager. PMG confirmed that the proposal was to relocate current surgeries at Tang Hall Lane, Park View and Heworth Green to a new health centre at the Burnholme Campus. Members questioned PMG at length during their debate; the responses may be summarised as follows:

- The new centre reflected a national desire to move services out of hospitals and closer to patients, as well as addressing the need in York to provide more services and clinicians without the constraints of using three converted homes.
- Some 90% of current service users lived within a one mile radius of the Burnholme site and most of those without transport lived within a half mile radius of the site.
- PMG was looking for Dial-a-Ride and Age UK to provide transport for those who needed it and would also welcome support in improving public transport.
- The three existing surgeries would need to be sold to fund the new centre.
- The centre was a personal financial risk to the PMG partners, but they had willing backers.
- A key advantage was that all services could be accessed at one site rather than at three different locations as at present.
- 'New' services were already in existence, but spread across three sites; the centre would bring them all together.

Resolved: That the briefing report, and the additional information provided at the meeting, be noted.

Reason: In accordance with the committee's scrutiny remit.

69. Work Plan

Members considered the committee's work plan for the remainder of the 2017-18 municipal year.

Resolved: That the work plan be noted.

Reason: To keep the work plan under review.

Cllr P Doughty, Chair

[The meeting started at 5.30 pm and finished at 7.30 pm].

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Meeting	Health, Housing and Adult Social Care Policy and Scrutiny Committee
Date	23 April 2018
Present	Councillors Doughty (Chair), Cullwick (Vice-Chair), Mason, Pavlovic, Richardson, Taylor and Warters

70. Declarations of Interest

Members were asked to declare at this point in the meeting any personal interests not included on the Register of Interests, any prejudicial interests, or any disclosable pecuniary interests that they had in respect of business on the agenda.

Cllr Pavlovic declared a personal interest in Agenda Item 3 (Homeless Strategy 2018-23), as he had carried out private work with homeless charities in York.

71. Public Participation

It was reported that there had been two registrations to speak at the meeting under the Council's Public Participation Scheme, both in relation to Agenda Item 3 (Homeless Strategy 2018-2023).

Jon Littler, as an ex Probation Officer in York, expressed concern at the lack of provision for people on release from prison, for whom bed spaces could no longer be reserved in advance at the Peaseholme and Arclight hostels, and the potential adverse implications of this for public safety.

Gwen Vardigans highlighted the lack of affordable housing available generally in York. She asked if the council planned to lobby government to introduce changes that would allow secure and affordable renting to become the norm, as in other countries such as Germany, to help tackle this issue.

72. Homeless Strategy 2018-2023

Members considered a report which invited them to comment on the content and implications of the draft Homeless Strategy for 2018-23 prior to its final publication. The Assistant Director for Housing and Community

Safety and the Service Manager, Housing Options & Support, were in attendance to present the report and answer questions.

The draft strategy, attached as Annex 1 to the report and entitled 'Preventing Homelessness Together', would replace the current 2013-18 strategy. It incorporated the recommendations in the motion agreed by Council on 26 October 2017 and subsequently considered by the Executive on 25 January 2018. The accompanying action plan, setting out detailed actions under five strategic aims, was attached as Annex 2. This report to Scrutiny was the final stage of an extensive consultation on the draft, which would next be signed off by the Homeless Strategy Executive Group before being taken to Executive.

During their debate, Members questioned Officers at length on various aspects of the strategy, and on matters raised under Public Participation. The responses may be summarised as follows:

- Issues around accommodation for those leaving prison were recognised within the strategy (strategic aim 4).
- With expanded provision at Peaseholme and Howe Hill, new provision due at James House hostel and new powers in the Homeless Reduction Act 2017, it was hoped the situation would improve.
- There was always a balance to be achieved between the needs of all homeless people and the resources available.
- The system could only work for those willing to engage with services, and some people were not ready to take on the responsibility of a tenancy.
- Efforts were made to address potential barriers to accepting hostel accommodation, including staff on duty, CCTV, and availability of female only provision, e.g. at Robinson Court.
- Officers could explore the idea of issuing a leaflet for the general public advising on support available for homeless people.
- Private accommodation was sourced via the council's own lettings agency, Yorhome, and a Private Sector Officer had been appointed for 12 months to work with landlords.
- The idea of creating a company to develop a private rented model similar to that used in Germany was being explored.
- York had been invited to bid for government funding allocated to addressing rough sleeping.
- Homelessness in York was not an 'imported' problem, as the council could only assist those with a connection to York.
- Relationship breakdown, a major cause of homelessness, was twice the national average in York and the Homeless Reduction Act provided an opportunity to address this.

- Exploring the use of student rooms as emergency accommodation was an action point in the plan (1.11).
- The homeless strategy was monitored via an annual report to the relevant Executive Member, but no overall evaluation report was produced.

Resolved: (i) That the contents of the report, and the additional information provided in response to questions at the meeting, be noted.

Reason: So that the committee is informed of and involved in the development of the Homeless Strategy and action plan, due for publication in summer 2018.

(ii) That Officers be requested to bring the Annual Report on the 2013-18 Homeless Strategy to the committee's next meeting in May.

Reason: To give Members an overview of the effectiveness of the strategy.

(iii) That the Scrutiny Officer be requested to contact the Assistant Director of Planning and Public Protection, seeking clarification of the council's planning powers in respect of student accommodation, and circulate the response to Members by email.

Reason: To determine whether it is worth exploring the possibility of using vacant student accommodation to help alleviate the problem of homelessness in the city.

73. Safer York Partnership Bi-Annual Report

Members considered a report which outlined the work delivered through the Safer York Partnership (SYP) against the priorities within its Community Safety Strategy, as at the end of 2017-18.

Progress against each of the six priorities of: road and river safety, keeping the city centre safe, protecting people from harm, tackling anti-social behaviour, serious organised crime and tackling substance misuse was set out in paragraphs 3 to 22 of the report.

The Head of Community Safety was in attendance to present the report; she responded as follows to questions from Members:

- Although reports of anti-social behaviour by large groups had reduced by 79% over 5 years, it was recognised that this did not tally with public perception.
- Operation Erase aimed to address this issue, including the problems caused by stag and hen parties; the use of dispersal orders was one of the tools at their disposal.
- Consideration was also being given to the use of a Public Space Protection Order in the city centre.
- Water safety presentations to schools would continue in schools where they had already been initiated, as well as being rolled out to further schools.
- Universities and colleges were well engaged with the Prevent strategy and communicated directly with students' unions on this.
- With regard to anti-social behaviour outside the city centre, the focus was on liaison with neighbourhood policing teams and tackling issues at an early stage. Specific complaints should be raised with the police.
- The problem with criminals targeting the elderly was being tackled through serious organised crime work and liaison with other services, including Trading Standards and Adult Social Care.

Members commented that the report tended to focus on processes and they would like to see more detail on actions and outcomes in future reports.

Resolved: That the contents of the report and the additional information provided in response to questions at the meeting be noted, and that the committee support the council in delivering the strategic priorities contained within the Community Safety Strategy.

Reason: To confirm that the committee is aware of work that has been delivered through Safer York Partnership against the Community Safety Strategy.

74. Work Plan

Members considered the committee's work plan for the remainder of the 2017-18 municipal year.

Members also discussed a scrutiny topic registration / assessment form submitted by Cllr Pavlovic, seeking a scrutiny review of Commissioned Substance Misuse Services in York. The Director of Public Health was in attendance; she gave a brief update on work already in train in this area which would assist the review.

Resolved: (i) That the committee request a scoping report before deciding whether to undertake a scrutiny review of Commissioned Substance Misuse Services in York.

Reason: To look at the impact and outcomes of the substance misuse contracts and to consider the impact on service delivery of efficiency savings on the contracts.

(ii) That the work plan be approved, with the following additions:

- Meeting on 23 May 2018 – Annual Report on Homeless Strategy 2018-23.
- Meeting on 20 June 2018 – Scoping Report on the topic of Commissioned Substance Misuse Services in York.

Reason: To review and update the work plan.

Cllr P Doughty, Chair

[The meeting started at 5.30 pm and finished at 8.08 pm].

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Health, Housing & Adult Social Care Policy & Scrutiny Committee**23 May 2018**

Report of the Assistant Director – Housing & Community Safety

Homeless Strategy Annual Review 2017/18**Summary**

1. This report looks at the activity governed by the Housing Act 1996, the Homelessness Act 2002 and the City of York Council's Homelessness Strategy 2013-2018 in respect of the financial year 2017/18. The primary focus is to report on prevention work, the trends of statutory homelessness and rough sleepers.
2. The report identifies the new duties placed on the Local Authority under the Homeless Reduction Act 2017.
3. The report identifies targets and priorities for 2018/19.
4. The report incorporates the work and contribution of partner agencies in delivery of a comprehensive service to homeless households across York, many of whom are the most socially excluded people in society. Each agency contributes to this success and is a vital part of the jigsaw.

Background and overview of service

5. There is a duty on all Local Authorities to provide an advice service to all homeless people and those at risk of homelessness. In addition the Local Authority has a duty to provide temporary accommodation for certain households in accordance with the Housing Act 1996.
6. The remit of the work carried out by the Homeless Service (which incorporates Housing Options, Housing Registrations, Resettlement and Temporary Accommodation) is set out in legislation and in the City's Homelessness Strategy 2013-18 '*A City Partnership to prevent homelessness*'. The current action plan identifies actions to tackle homelessness and develop services.

7. The Homeless Reduction Act 2017 states that the advice service must be designed to meet the needs of specific groups:
 - Care leavers
 - People released from prison or youth detention centres
 - Former members of the regular armed forces
 - Victims of domestic abuse
 - People leaving hospital
 - People suffering mental illness
 - Any other group identified by the Local Authority as being at particular risk of homelessness
8. Under the Homeless Reduction Act 2017, the statutory duty placed on the Local Authority for anyone who is at risk of homeless within 56 days and eligible, is to help prevent homelessness. No account is taken of local connection, priority need or intentionality at this stage. All customers must have a personal housing plan.
9. If unsuccessful, the Homeless Reduction Act 2017 places a statutory duty to relieve homelessness (assist in finding alternative accommodation) for a further 56 days. Local connection criteria apply at this stage. No account is taken of priority need or intentionality at this stage. All customers must have a personal housing plan
10. The Local Authority cannot make a decision under s.193 (Main duty), s.191 (Intentionally Homeless) or s.192 (No Priority Need) until the 56 day relief duty has been met.
11. Historically, in York, homeless prevention services and statutory homelessness assessments are carried out by the council's Housing Options Team, based at West Offices. The Salvation Army, Early Intervention and Prevention Team provide specialist advice to single homeless (18+), the Youth Homeless Workers provide specialist advice to young people aged 16 and 17 that are homeless and the Specialist Housing adviser (frail elderly and physically disabled).
12. The Homeless Strategy 2013-18 sets out 5 strategic aims which have been amended in the Housing Options and Homeless Strategy Action Plan to:
 - a. **Strategic aim 1.** Ensure people who are at risk of homelessness are aware of and have access to the services they may need to prevent it.

- b. **Strategic aim 2.** Ensure the provision of, and fair access to, accommodation sufficient to meet the identified housing needs
 - c. **Strategic aim 3.** Ensure that people with housing related support needs have these fully assessed and have access to service required to sustain successful independent living and prevent homelessness
 - d. **Strategic aim 4.** Ensure that effective multi-agency and partnership working occurs across all services to prevent homelessness and provide appropriate accommodation and support to meet the needs of people who are homeless or at risk of homelessness.
 - e. **Strategic aim 5.** Deliver and develop early intervention strategies to tackle predicted trends in homelessness.
13. In the 2013-18 strategy and action plan 74%of the actions have been completed, only 2 have not started and a number of uncompleted actions will be carried over to the 2018-23 strategy
14. Important completed action points include (see appendix 1)
- Reviewing and restructuring Housing Registrations to improve process and customer contact
 - Provision of dementia friendly accommodation (Glen Lodge)
 - Re-tender housing support contracts
 - Provision of a women only hostel
 - Set up Intensive Housing Management support scheme
 - Achieved Gold Standard for Housing Options services
 - Improved multi-agency homeless training
 - Reduction in use of B&B accommodation

Targets

15. The council's targets for the service are based upon The Department for Communities and Local Government (DCLG) priorities and our local priorities as set out in the Homeless Strategy.

Performance Targets – 2017/18

- A Local Authority has a statutory duty to give advice to anyone who is homeless or at risk of homelessness. In conjunction with partner agencies the focus is to prevent homelessness / re-house in a planned way. In 2017/18 there were 616 prevention cases and homeless acceptances (under Housing Act 1996) was 90 which is below the target of 100. Target achieved.
- The target for reducing the number of households placed in temporary accommodation for 2017/18 was 62. The actual outturn was 49. This is a significant achievement in light of ongoing housing and welfare benefit pressures.
- That B&B for families should only be used in emergencies and then for no more than 6 weeks. As of 31/3/18 there were no households in B&B. Target achieved
- To reduce rough sleepers to 18. This has not been met as in November 2017 the official submission was 29. A report was presented to Executive to look at ways of tackling this issue, resulting in the securing of additional resources for 2018/19.
- To achieve housing performance targets within the departmental service plan around voids and rent arrears. While rent arrears have reduced in Howe Hill and Peasholme, they have increased at Ordnance Lane, due to Universal Credit.
- Deliver action points set out within Homelessness Strategy 2013-18 'A City Partnership to prevent homelessness' action plan within identified time scales. Target achieved.

Key Points 2017/18

16. The details of the activity and performance of the service are contained in appendix 1 and set out a comprehensive picture of the excellent services provided across York.
17. In light of the current economic situation and changes to services the key points of this report are:
 - The number of homeless preventions had stabilised after an exceptional return in 2016-17 (616 cases in 2017/18). Prevention remains a vital part of the work, contributes to the reduction in

statutory homelessness and have been integrated into statutory duties' placed on Local Authorities in Homeless Reduction Act 2017

- Statutory homelessness has decreased in York. There were 90 accepted homeless households in 2017/18, a reduction from 97 but service achieved target in 2017/18
- Housing Options remains busy with **2747** (contacts) of which **1092** are in depth interviews/cases. A previous report (Homeless Reduction Act 2017 New Burdens Money (second report on 22/11/17) anticipated an increase in footfall – nationally it is estimated a 25% increase. Current caseload is approximately 600 full investigation / cases per annum and a further 400 individual advice cases. This equates to 1250 full investigation cases.
- The Specialist Housing Adviser exceeded targets

	level 2 advice and information	level 3 casework
2017/18 (Target) Actual	(250) 321	(150) 151

- Despite ongoing work, commitment of agencies, continued resources and new flexible methods of working the number of rough sleepers in York has increased to 29(Nov 2017) and is an area of concern.

In Year Service Improvement

18. A number of significant service improvements were achieved in 2017/18 (further details in appendix 1):
19. Throughout 2017/18 significant work has continued both internally and with partner agencies to improve the direct service to customers and the overall provision, in particular:
 - The severe weather provision was extended into March 2018 due to the extreme weather.
 - Work started on the new temporary accommodation (57 units) at James House. Completion date January 2019
 - Expansion of CYC resettlement hostels (additional 3 permanent beds)

- Agreement to employ 2 new workers (Housing Options Worker and Housing Options Support Worker) to meet demands of Homeless Reduction Act 2017
- The preparation / training / updating website and leaflets to prepare for Homeless Reduction Act 2017
- Agreement following motion at Executive Council on 23/1/18 to appoint a Private Sector Worker and tender for emergency bed provision to assist rough sleepers into accommodation
- Achieving the commitment to provide housing for 63 Syrian refugees via private rented sector
- Older Persons Worker – reconfigured to Specialist Housing Adviser and permanent funding confirmed
- Making Every Adult matter (MEAM) permanent funding confirmed
- Next Steps initiative – Peasholme Charity new project with funding from Nationwide Building Society and Police Commissioner
- Completion of 61 additional rented units including 27 units at Glen Lodge (Independent Living Community with care)

Forthcoming projects and priorities – 2018/19

20. The following work is identified in the Homelessness Strategy Action Plan 2013-18 or in the forthcoming Homeless Strategy action plan 2018-23
- To adopt 2018-23 Homeless Strategy ‘Preventing Homelessness Together’ (due for sign off June 2018)
 - To embed and develop service to meet statutory duties under Homeless Reduction Act 2017
 - To make a decision about the allocation policy and delivery of housing registrations service (North Yorkshire Home Choice partnership to continue or York only approach to be adopted) (due for consideration June 2018)
 - To ensure new proposals under Universal Credit – supported housing payments are introduced
 - Review the use and consider investment /re-design opportunities of existing social housing stock to meet the needs of complex / vulnerable customers in particular to mitigate medium and long term impact of welfare benefit reform.

- To complete and relocate people living in current hostels under Homeless Reduction Act 2017 (relief duty) or Housing Act 1996 (full duty) to James House
- To reduce rough sleeping in York
- Agree targets for 2018/19

	2016/17	2017/18	2017/18 target	Reason
No of households in temporary accommodation	56 (actual 62)	62 (actual 49)	62	Do not know impact of Homeless Reduction Act
No of households accepted as priority need	100 (actual 97)	100 (actual 90)	100	Do not know impact of Homeless Reduction Act
No of rough sleepers	12 (actual 18)	18 (actual 29)	15	National target to reduce rough sleepers by 50% by 2022.
Not to use B&B for 16 or 17 year olds	0 (actual 0)	0 (actual 0)	0	
Not to use B&B for families, other than in emergencies and then for no longer than 6 weeks	0 (actual 0)	0 (actual 0)	0	

Statistical reporting will change on 3/4/18 due to Homeless Reduction Act 2017

Consultation

21. Consultation has taken place with stakeholders, partners and customers regarding Homeless Strategy 2018-23.
22. Consultation has taken place with stakeholders, partners and public including statutory consultation period with registered Social Landlords in

respect of proposed allocations policy.

Options

23. Option 1.

Note the contents of the report and agree the priorities and targets for 2018/19 as set out in paragraph 20.

24. Option 2

Note the contents of the report but recommend alternative priorities and targets for 2018/19.

Analysis

25. The report and appendix identifies current strategic aims (documented in the homeless strategy ' A City Partnership to prevent homelessness' 2013-18).
26. The report and appendix identifies future targets and action in line with draft Homelessness Strategy 2018-23 'Preventing Homelessness Together' to identify the priorities for the forthcoming year.
27. The work and services provided by the Local Authority and partner agencies within the homeless sector are designed to both prevent homelessness and assist those who are homeless. The targets and priorities are practical actions to assist in meeting this target.

Council Objectives

28. The Homeless strategy is closely link to priorities within the Council Plan 2015-19:
 - A prosperous city for all where local businesses can thrive and residents have good quality jobs, housing and opportunities
 - A focus on frontline services to ensure all residents, particularly the least advantaged can access services and community facilities

Implications

Financial Implications

29. There are no direct financial implications to this report, although there is evidence that by not investing in preventative measures there is a

greater cost to the city in the long-term through failure to meet targets and potential for an increase in homelessness.

30. York received £9,000 IT grant and £68,367 new burdens money over 3 years to implement the Homeless Reduction Act 2017 funding an additional Housing Options Worker and Housing Options Support Worker.

Equalities Implications

31. A community impact assessment (CIA) has been completed for the housing options and homeless strategy and allocations policy. Individual CIAs will be completed for major pieces of work outlined in this report.

Legal Implications

32. The provision of a homeless service is a statutory requirement under Housing Act 1996 and Homelessness Act 2002. New statutory responsibilities to prevent homelessness have been placed on Local Authorities in new Homeless Reduction Act 2017 and a new Code of Guidance has been published.
33. Services must adhere to national Guidance on “Provision of Accommodation for 16 and 17 year old young people who may be homeless and/or require accommodation”.
34. National good practice states that no young person 16 or 17 should be in B&B, that no family should be placed in B&B unless in an emergency and then for no more than 6 weeks.
35. There are financial risks via judicial challenge if the service does not meet its statutory duty and as a result of Ombudsmen complaints if CYC fails to act within its statutory duties regarding homelessness.

Risk Management

36. There is a continued risk that due to current economic climate and changes at a national level, unless mitigation can be put in place to support the most vulnerable, we will see an increase in homelessness within the city. York has an increased number of people rough sleeping despite the commitment of agencies and work to reduce this is a priority. Shelter has predicted national increases in rough sleeping over the next decade.
37. The risk/s associated with the recommendation of this report are assessed at a net level below 16. The risks have been assessed as

moderate at 14, the strategy will be regularly monitored at the Homeless Strategy Steering Group.

Recommendations

- 38. The Committee is asked to:
 - a. Note the progress made by the service;
 - b. Agree the priorities and targets for 2018/19 as set out in paragraph 19.

Reason – To ensure the council continues to meet the statutory duties under Housing Act 1996 (as amended) and Homeless Reduction Act 2017) and supports the most vulnerable in society.

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**Report
Approved**



Date 10 May 2018

Wards Affected:

All



For further information please contact the author of the report

Appendix 1

Homeless Review Appendix 1 2017/18

Background Papers: (provided upon request):

[2013-18 Homelessness Strategy](#) and completed action plan

Glossary:

B&B – Bed and Breakfast

BGS – Bond Guarantee Scheme

CAY – Citizens Advice York

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

CBL – Choice Based Lettings (North Yorkshire Home Choice)

CIA – Community Impact Assessment

CRC – Community Rehabilitation Company

CYC – City of York Council

DCLG – Department Communities and Local Government (recently renamed MHCLG Ministry of Housing Communities and Local Government)

IDAS – Independent Domestic Abuse Service

MEAM – Making Every Adult Matter

NPS – National Probation Service

NYHC – North Yorkshire Home Choice

RSL – Registered Social Landlord

SAP – Single Access Point

TEWV – Tees, Esk, Wear Valley NHS Trust

YOT – Youth Offending Team

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Homelessness Performance 2017/18

1. Main achievements of 2017/18 were:
 - a. The Homeless Reduction Bill became law on 27th April 2017 and a significant amount of preparatory work has taken place for the introduction of this new legislation which came into force on 3/4/18
 - b. Carried out consultation and written a draft Homeless Strategy 2018-23 'Preventing Homelessness Together' and action plan (due for sign off June 2018)
 - c. CYC took on full responsibility for Peasholme Centre (previously joint arrangement CYC and Peasholme Charity)
 - d. Tendered the single homeless Early Intervention and Prevention Service (contract awarded April 2018 of commence August 2018)
 - e. Carried out consultation in respect of the allocation policy and delivery of housing registrations service (North Yorkshire Home Choice or internal). Decision due June 2018
 - f. Adapted services when Universal Credit was fully rolled out due in York on 12th July 2017.
 - g. Ordnance Lane re-provision, funding secured, design agreed, contractor appointed and work started on site. Completion date January 2019
 - h. Review CYC Housing Resettlement Service (ongoing)
 - i. Worked alongside Community Safety, North Yorkshire Police to tackle rough sleeping, street drinking and begging and explored need for day facilities and night shelter in light of rising numbers of rough sleepers and associated street drinking and begging
 - j. Worked with Adult Social Care on review of mental health housing and support. Ongoing lead is Adult Social Care Commissioning Team
 - k. Worked with Children's Social Care to identify support / housing / residential pathway for young people with complex needs. Work started but not completed
 - l. Worked with Adult Social Care to identify support / housing / residential pathway for people with complex needs. Work started but not completed

- m. Worked with Tees, Esk, Wear Valley NHS Trust to improve joint working / service delivery for people that are homeless / at risk of homelessness with mental health issues. Limited progress
- n. Developed relationships with Changing Lives (Substance contract) to benefit people that are homeless and homeless services as part of outcome based approach.
- o. Funding confirmed and MEAM Project (Changing Lives lead agency) extended to 1.8 FTE posts
- p. Secured sustainable funding for Older Persons Specialist. Achieved through Adult Social Care. Post designated as Specialist Housing Adviser for frail elderly and physically disabled.
- q. Did not secure sustainable funding for Mental Health Hostel Workers. Unsuccessful.
- r. To explore introducing a reporting system for Homeless Strategy Executive group into Health and Wellbeing Board. Completed a Homeless Health Needs Assessment to be signed off by Health and Wellbeing steering group.
- s. Increase in resettlement beds in CYC resettlement hostels
- t. Arc Light Charity and YACRO charity merged with Changing Lives (the hostel Arc Light is now referred to as Union Terrace and the YACRO hostel is now referred to as Robinson Court)
- u. Ongoing work to upgrade the CYC shared housing leased to Changing Lives as part of Adult Community Wellbeing contract
- v. Severe weather was extended until end March 2018 due to extreme weather conditions

Legal Changes in 2017/18

2. During 2017/18 the most significant change was the enactment of the Homeless Reduction Act 2017 will come into effect on 3/4/18. This will place a 56 day statutory duty on Local Authorities to help a person who is homeless or at risk of homelessness to prevent homelessness and a further 56 day statutory duty to relieve homelessness (find alternative accommodation). There is a duty to complete a housing assessment and formulate a personal housing plan.

Resettlement Services

3. During 2017/18 all agencies continue to work hard to tackle rough sleeping. Street walks continue on a regular basis, along with advice and drop-in services but still there were a significant number of reported rough sleepers at the 2017 annual count. The number has risen from 18 to 29.
4. There was considerable concern amongst members of the public and councillors about this issue, resulting in a motion to Executive Meeting on 23/1/18 to look at ways to tackle the problem.
5. Ongoing reporting of rough sleeping via Street Link, Salvation Army and to City of York Council. A number of letters of concern about rough sleeping in York and much time was spent reassuring people that not all beggars are rough sleepers, that hostels do take dogs (national campaign by Care2 petitions 'Stop housing discrimination against homeless people with pets' which suggests that rough sleepers with dogs are excluded from hostel which is not the case in York) and there are support and accommodation options for rough sleepers who want to engage with services
6. The Salvation Army Early Intervention and Prevention Team (office) moved to the Raynor centre but the daily drop ins operate out of Peasholme Centre. Salvation Army has provided 255 drop in session, seeing 466 individuals, a total of 3205 contacts. This is an increase on customer numbers form 2016/17
7. The Salvation Army Early Intervention and Prevention Team carried out 68 early morning street walks (an increase from 49)
8. The Salvation Army helped 14 people into private rented accommodation and provided 30 travel warrants to help people return to / source alternative accommodation. The total cost of travel warrants in 2017/18 was £927.80
9. York continues to operate No Second Night Out for rough sleepers. Salvation Army are the hub for contact, either by direct contact or via the national rough sleeper helpline Street Link 0300 500 0914.
10. The number of resettlement bedrooms in Peasholme increased by 1 and the number of resettlement bedrooms in Howe Hill for Young People increased by 2. There is now 1 emergency room at Robinson Court, access to 10 emergency beds (5 at Peasholme and 5 at Howe Hill) and 2 'Bed- A Head' beds at Union Terrace for hospital discharges that are

homeless plus all hostels use short term vacant beds / emergency placements for No Second Night Out (NSNO).

11. Union Terrace, Robinson Court , Peasholme Centre and Howe Hill for Young People provide emergency accommodation during severe weather to accommodate those sleeping rough. This was extended due to the extreme weather in March 2018.
12. Despite all the hard work of agencies across York the numbers of rough sleepers increased. The street count (number of rough sleepers as defined by DCLG)

Region	2013	2014	2015	2016	2017	Change	
						Number	%
York	9	13	18	18	29	+11	61%
Yorkshire and the Humber	129	126	160	172	207	+135	20%
England	2414	2744	3569	4134	4751	+617	15%

13. Nationally there was a 15% increase in rough sleeping, which is significantly lower than York
14. The constant high numbers of rough sleepers in York is possibly a result of the ongoing difficulty accessing the private rented sector due to high rents, pressure on services which limits availability of accommodation, the sanctions / disengagement caused by welfare benefit reforms and pressure on social housing. There appears to be an issue with individuals disengaging with benefits and relying solely on begging as a form of income, although not all beggars are homeless.
15. York expanded Making Every Adult Matter (MEAM) approach to work with complex / entrenched rough sleepers. MEAM specialist worker supports a caseload of adults with multiple and complex needs. These customers have ineffective contact with services, live chaotic lives and present with multiple complex issues, such as mental ill health, homelessness, drug and alcohol misuse, offending and family breakdown. In 2017/18 MEAM funding was secured and staffing increased to 1.8FTE
16. During 2017/18 MEAM received 25 referrals. 10 of these have been accepted on the MAEM caseload. The current caseload is 18 including 3 new Housing First tenancies.
17. Since the MEAM Worker has been in post (21/5/15) the project has worked with 32 individuals achieving 21 positive outcomes.

18. Across York services have provided a number of emergency beds as part of No Second Night Out (NSNO) Initiative and the Severe Weather provision. NSNO operated throughout the year, with additional facilities being provided during severe weather (November – February, extended until March due to weather conditions)

19. Emergency Bed nights (excluding Nightstop)

	Howe Hill	Peasholme	Union Terrace (aka Arc Light)	Robinson Court	Total
Crash pad / NSNO	487	1101	485	248	2321
Severe weather	181	620	335	78	1214
Total	668	1721	820	326	3535

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

	Howe Hill	Peasholme	Union Terrace (aka Arc Light)	Robinson Court	Total
Crash pad / NSNO	22	70	23	8	123
Severe weather	161	235	34	17	447

21. During 2017/18 there were 123 individuals placed in emergency accommodation during severe weather, providing 1214 bed nights. This is a significant increase (from 623) in 2016/17 and was a result of the exceptional weather in 2018 and extended provision.

22. Hostels in York provided 2,259 NSNO bed nights for 447 individuals that were homeless. The majority of the referrals for the NSNO beds were completed by the Salvation Army Early Intervention and Prevention Team, however some referrals were also completed by the Council's Emergency Duty Team, Housing Options, Youth Homeless Workers, and the Pathways Team. Please note the number of individuals is the number of customers accessing emergency accommodation *per month*; it is not an accurate reflection of the number of customers who have accessed accommodation for the *entire* year as some people will have been in emergency accommodation more than once, or across multiple months

23. Changing Lives also operates 'A Bed A Head' to facilitate early discharge from hospital for people that are homeless.

24. During 2017/18 A Bed A Head received 140 referrals from the hospital for 117 individuals; 79 referrals were from the Emergency Department and 63 from inpatient wards. Accommodation was directly provided to 45 individuals on discharge for a total of around 620 bed nights. A Bed A Head worked with a further 22 individuals in hospital to prevent homelessness or source alternative accommodation. The great majority of the remaining referrals were provided with advice and resources as possible. The average length of stay on A Bed A Head has increased again from last year to an average of 14 nights, however this number is significantly impacted by several highly entrenched individuals with very complex health needs who were successfully accommodated under ABA for lengthy periods, particularly over winter, to prevent them returning to rough sleeping and therefore becoming critically unwell. The outcomes for those 45 individuals accommodated remain overwhelmingly positive;
- 23 – Ongoing resettlement in York
 - 9 – Accommodation out of area
 - 5 – Statutory provision
 - 2 - Long term hospitalisation
 - 6 – Unknown / abandoned / failed to engage
25. Over this period ABA also supported 13 individuals already within resettlement during their inpatient hospital admissions, as well as supporting attendance for a number of service users at 33 hospital outpatient visits (over 90% attendance) and 47 Primary Care appointments
26. During the period when CYC employed 2 Hostel Mental Health Workers (in resettlement and statutory hostels) they worked with 86 individuals in a mixture of group and 1-1 session. They worked with customers to access mainstream services and provided training for staff. These posts were very beneficial to staff, giving them additional support and confidence to work with individuals with mental health issues and for customers to have access to specialist worked on a regular basis.
27. Resettlement training is now in house at Peasholme Centre and has been remodelled and updated, offering a much broader range of tenancy and budgetary workshops, plus a number of innovative sessions including a news group, sewing machine skills, art sessions. In addition, the service provides weekly drop-in sessions for Salvation Army customers. Customers are also encouraged to occupy their time in the community of York; using the library, visiting friends/family, enjoying hobbies such as fishing, music, gym etc.. This is seen as a positive on the whole as customers are moving away from homeless services and

enjoying community activities which can be continued when they settle into their own homes.

28. Blossom Street (Drug and Alcohol Recovery Service) deliver a weekly session to people accessing their services. These sessions are to help customers to understand what is available to them via this service and to understand the use and the impact of harmful substances.

Peasholme Resettlement Workshops	151
Customers referred	664
Customers attended	367 (including 41 from Changing Lives/ 7 from Howe Hill/ 15 from Salvation Army)
Salvation Army Drop-in sessions	25 offered
Number of Salvation Army drop-in customers using the sessions	65

29. Arrears have decreased at both Howe Hill for Young People and Peasholme Centre which is reassuring in light of the complexities of the Universal Credit system, although its impact is less on shared accommodation than self contained due to exception rules

Current Arrears - D10 Hostels	Mar-14	Mar - 15	March 16	March 17	March 18
D10 Hostels (Howe Hill for Young People)	£2548	£4511 (revised)	£2321	£1984.54	£669
D10 Hostels (Peasholme)	£1055	£925	£610	£1225.24	£864

30. During 2017/18, 49 referrals for resettlement category were made. 43 people commenced tenancies 1/4/17-31/3/18 with Local Authority / Registered Social Landlord (RSL) via North Yorkshire Home Choice resettlement category. This provides a planned route into permanent housing

	TOTAL housed in year	Resettlement	Young People	Women's Project	Mental health
2013/14	55	29	15	2	9
2014/15	56	28	20	2	6
2015/16	59	32	17	1	9
2016/17	70	40	23	2	5
2017/18	43	29	8	0	6

Young Peoples Services

31. Howe Hill for Young People now provides 24 bed spaces for young people and young parents. The project incorporates the YEW (Youth Education Worker) Project who's aim is to work with young people and Care Leavers (16-21)
32. The YEW project facilitated 455 sessions and worked with 55 young people to prepare them for independent living. The programme includes 'in house training' to develop; budgeting and tenancy skills, look at current affairs including specific sessions in the run up to the general election, cooking, employability skills, group work and self esteem, sexual health and pregnancy, developing numeracy and literacy skills; art and craft based projects and raising awareness around offending behaviour and the law.
33. New sessions have been developed including Health Week when outside specialist agencies delivered sessions on sexual health, smoking and substance misuse and physical activity sessions including circuit training, swimming, climbing wall, football, badminton and basketball. These sessions were attended by 15 young people.
34. Just Do It! has been introduced as a weekly session to focus on individual goals and targets aiming to increase motivation and achievement and to tackle outstanding tasks) the young people need to address for example registering with a GP and dentist, going for eye tests and completing job searches.
35. The young people's sexual health outreach team visit each month to give young people much greater access to sexual health information and services. Lifeline (now Changing Lives) has also set up a fortnightly drop to improve access to substance misuse information and support.
36. The YEW Project also partnered with The York Museums Trust Project, and York Castle Museum as part of their Shaping the Body exhibition. The young people have created Bowie inspired pieces for the preview night of this exhibition.
37. 6 young people participated in a 2 night residential and took part in abseiling, caving and a high ropes course. Other activities over the last year outside of the regular programme have included a visit to National Multi Media Museum in Bradford, kayaking and mountain biking, climbing wall, ice skating, bowling and a visit to York Dungeons.

Housing Options and Prevention

38. It is a legal requirement that a Local Authority provides housing advice. This is generally provided by the Housing Options Team but The Salvation Army Early Intervention and Prevention Team, Youth Homeless Workers and Older Persons Housing Worker also provide specialist advice.
39. The Housing Options Team continues to provide a valuable service to customers offering comprehensive, individual interviews to discuss their housing issues. Housing options statistics 2017/18 shows a slight decrease in contacts with Housing Option Team and a reduction in the number of in depth interviews. This may be due to the improved personal approach of Housing Registrations Team, providing more detailed advice and the direct referral to the Specials Housing Adviser (frail elderly and those with physical disabilities). Housing Options cases though remain complex and time consuming.

Year	Total	Total In depth interviews	Housing Registrations contacts in WO (this does not include phone contacts)
2012/13	4925	1983	
2013/14	4572	1626	
2014/15	3795	1454	
2015/16	3438	1327	
2016/17	2958	1127	1778
2017/18	2747	1092	1611

40. The Homeless Reduction Act 2017 will come into effect on 3/4/18 and there will be a new emphasis on personal advice to prevent homelessness and if this is not possible to help an individual find alternative accommodation. A previous report (Homeless Reduction Act 2017 New Burdens Money (second report on 22/11/17) anticipated an increase in footfall – nationally it is estimated a 25% increase. Current caseload is approximately 600 full investigation / cases per annum and a further 400 individual advice cases. This equates to 1250 full investigation cases
41. Housing Registrations Team now offer phone or office interviews to all new customers wishing to register on NYHC and give everyone personalised / realistic housing advice. The figure stated below does not include the interviews conducted that did not result in an application.

42. In addition, single people that are homeless can also seek advice from the Salvation Army Early Intervention and Prevention Team.
43. Statistics show that the number of homeless preventions has stabilised after an exceptional return in 2016-17, but statutory homeless acceptances has reduced slightly. The main concerns in providing a housing options service is the future demands placed on the Local Authority as a result of the Homeless Reduction Act 2017 (we anticipate an increase of 100% work load due to the time spent with each customer to interview them assess their need and develop, monitor and update a personal housing plan), the ongoing problems in accessing the private rented sector for our customers, the high demand on supported housing places and the high demand for social housing via North Yorkshire Home Choice.

Year	Total Preventions
2003/4	121 (cases) 95 prevented
2013/14	683
2014/15	665
2015/16	630
2016/17	752
2017/18	616

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

45.

	level 2 advice	level 3 (intensive casework)
Sept 13 – Mar 15 (Target) Actual	(250) 406	(150) 217
2015/16 (Target) Actual	(250) 296	(150) 208
2016/17 (Target) Actual	(250) 307	(150) 180
2017/18 (Target) Actual	(250) 321	(150) 151

46. A significant part of the work in 2017/18 was working alongside Adult Social Care to ensure that people requiring the additional 27 units at Glen Lodge (Independent living community with 24/7 care on site) were appropriately assessed and accommodated, and assisting in the

coordination of the move in process, liaising closely with residents, families and other professionals. This included making best use of the dementia specific accommodation options offered by the new build.

47. City of York Council provides help and advice to people to access the private rented sector. In 2017/18 there were 7 households that were provided with a repayable bond. In addition Rent in Advance has been provided to 7 households. There are now 112 bonds administered through the scheme. There have been 6 claims made in 2017/18 with the council paying out a total of £2,744 which has then been recharged to the customer
48. YorHome is the Private Letting Agency run under the umbrella of CYC and is a socially responsible landlord. YorHome currently manage 43 properties including the 14 properties let to Syrian Refugee families. In addition, YorHome manages properties for Thirteen Housing Group - 18 are affordable/intermediate rent and 20 are social housing (management agreement).

	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
YorHome properties	85	74	54	42	40 (85 in total)	43 (81 in total)

49. Supported Housing Services have been working with the Refugee Council to rehouse Syrian refugees that York committed to assisting. York now has 14 Syrian families, working closely with the private rented sector to accommodate them. York has successfully fulfilled their quota of accommodating 63 people. We have also received a family reunion case which will be allocated to a suitable property, if this can be sought. York may be asked to accommodate more refugees in the future, surpassing our commitment to housing people under this national programme of resettlement.
50. As well as working with the Refugee Council, we have worked successfully alongside other services to offer a holistic service to accommodate all their needs – Education, York Learning, Housing Benefit and Council Tax, Department of Works and Pensions, NHS, Work With York (interpreters). The families have also been supported by voluntary and church provisions such as York City Church, Refugee Action York and goodwill from the residents of York
51. Citizens Advice York (CAY) Housing and Debt Project is funded via DCLG Homeless Prevention Grant. The remit of the project is to provide ‘fast track’ advice service, but with the flexibility to work more intensively

with some customers. The funding was reduced in 2017 to 50% of previous grant and will end in June 2018. Alternative debt advice is available via CAY.

52. During 2017/18 project worked with 139 households with housing related debt problems. The majority of customers continue to be Local Authority tenants.

	PRS	LA	HA	O/O	Hostel / temp
2012/13	12%	56%	6.5%	24%	1%
2013/14	15%	51%	10%	24%	0%
2014/15	10%	68%	11.5%	9.5%	1
2015/16	11%	72%	13%	4%	1%
2016/17	9.3%	72.5%	9.6%	5.5%	3.1%
2017/18	11.3%	72.4%	11.4%	4.2%	0.7%

53. Total debt throughout the year varies and only 2 customers had debts in excess of £10,000. This may not be indicative of an overall reduction in debt as customers may also be approaching CAY to access other debt services.

	Q1	Q2	Q3	Q4
Total debt	£23130	£90097	£64428	£124786
Average debt	£1615	£662	£6789	£1144

54. Young Persons Homeless Workers provided advice and support to 137 young people, of these 25 were referred to, and accepted, long term supported accommodation. One young person became Looked After (Children Act 1989). The rest had support to return home, declined support or accessed advice only. Many of the young people using this service have highly complex needs; offending, substance abuse, self harm, mental health problems, behavioural problems and require intensive work from the youth homeless workers and accommodation providers.

Year	Contacts
2012/13	178
2013/14	203
2014/15	148
2015/16	163
2016/17	131
2017/18	137

55. Nightstop provided emergency bed spaces for 15 young people, totalling 114 bed nights. The use of Nightstop remains low but is invaluable for more vulnerable young people. This service has been integrated into the Supported Lodgings contract.

	Young People accommodated (total including charitable places as no recourse to public money / Childrens Social Care placements)	Bed nights
2013/14	56	307
2014/15	12 (19)	73 (128)
2015/16	18 (20)	98(128)
2016/16	12	169
2017/18	15	114

56. The only mortgage rescue scheme is the local scheme co-ordinated by Wakefield MBC (Breathing Space). There were no mortgage rescues in 2018/18 although there was one referral to Breathing Space but the customer ceased contact. In total there were 6 enquiries/ advice given in relation to homeless prevention for owner occupiers with mortgage arrears.

	CLG Scheme	Breathing Space
2012/13	5	2
2013/14	2	1
2014/15	N/A	2
2015/16	N/A	0
2016/17	N/A	0
2017/18	N/A	0

Statutory homeless

57. The statutory homeless figures show that homeless acceptances in 2017/18 were 90, which is a slight decrease on the previous year. The main focus of the work over the last 10 years has been to negate the need for emergency accommodation through prevention or planned housing moves (which remains high) as noted in point 44 (<https://www.gov.uk/government/collections/homelessness-statistics>)

	2003/4	2013/14	20014/15	2015/16	2016/17	2017/18
Presentations	1430	180	188	163	186	166
Total Accepted Homeless	409	109	103	91	97	90
% acceptances to presentations	29%	61%	55%	56%	52%	54%

Trends of accepted homeless households

Priority Need acceptances	2013/14	2014/15	2015/16	2016/17	2017/18
Households with children or pregnant	68	68	63	53	57
16 and 17 year olds / vulnerable young people	1	2	0	0	1
Old age	0	1	6	2	1
Households with physical illness or disabilities	17	11	8	8	16
Households with mental health issues	19	17	11	18	11
Domestic violence	4	3	2	10	2
Emergency / other	0	1	2	5	2
Asylum Seekers	0	0	0	1	0
Total	109	103	91	97	90

Trends over the last few years

58. The number of homeless acceptances has decreased by 7.2% which is below CYC target (100), national trends are 2.35%

	2013/14	2014/15	2015/16	2016/17	2017/18
York % increase in homelessness comparative years	109 -25.5%	103 -5.5%	91 -11.6%	97 +6.6%	90 -7.2%
England	52260	53,410	57740	59,100	43,330 (3 quarters)

59. Ethnic monitoring of customers occurs when they present as homeless. Ethnic monitoring information is available for 97.6% of applications. The majority of these described themselves as white (92.2%). The 2011 census for York indicated a slightly more diverse population.

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

60. Homeless decisions by ethnicity

	White	Afro / Caribbean	Indian, Pakistani, Bangladeshi	Other	Not Known
2014/15	170	2	2	8	6
2015/16	150	1	0	0	12
2016/17	169	1	2	4	10
2017/18	153	4	1	4	4

61. Reasons for homelessness

Reason for homelessness	2003/4	13/14	14/15	15/16	16/17	17/18
Family Licence Termination (parental exclusions)	225	28	6	15	19	22
Family Licence Termination (other)		7	22	12	11	1
Relationship breakdown (violent)	81	16	17	14	19	26
Relationship breakdown (other)		9	13	13	10	10
Mortgage arrears repossessions	4	0	1	3	0	1
Rent arrears	8	6	5	1	0	3
Loss of Assured Shorthold Tenancy	36	21	20	13	16	7
Loss of other rented accommodation inc NASS	24	5	3	6	8	8
Other inc left institution or care, emergency, return from abroad, sleeping rough, hostel Violence / harassment	82	17	16	14	14	12
Total	460	109	103	91	97	90

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

- a. The number of relationship breakdowns due to violence is concerning
- b. Parental exclusion / family licence terminations remain a major cause of homelessness
- c. Homelessness because of the loss of Assured Shorthold Tenancies has decreased.

Use of temporary accommodation

63. 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	31.3.13	31.3.14	31.3.15	31.3.16	31.3.17	31.3.18
Total TA placements (does not include moves for same customer)				225	204	182
Bed & Breakfast (B&B)	5	7	2	1	2	0
Of which – families with children/pregnant	1	0	1	0	0	0
Total annual placements into B&B	73	65	41	43	16	20
TOTALS in all temp accom	99	79	65	56	62	49
Temp targets	85	90	76	62	56	62
B&B annual cost (NB some of this is reimbursed via HB, rent and personal contribution payments)	£96,072	£103,422	£50,841	£40,410	£37,037	£12,425

64. Bed and Breakfast and is only used when necessary and costs continue to reduce. It should not be used for any 16 or 17 year old young people that are homeless and only for families in emergencies, for no longer than 6 weeks. The financial contribution from Housing Benefit (2009) has now been incorporated into the baseline budget and used for prevention measures (Spend to Save).
65. The overall numbers of households in temporary accommodation has increased but is manageable.
66. There is a significant increase in current rent arrears in temporary accommodation due to the need for some customers (in self contained accommodation) to claim universal credit housing element. This requirement has been amended as of 11/4/18 and customers will in future revert to Housing Benefit, until the new supported housing payment arrangement is introduced

2013/14	2014/15	2015/16	2016/17	2017/18
£9,389	£13540	£6,288	£5,947	£10503

Review of Homeless decisions

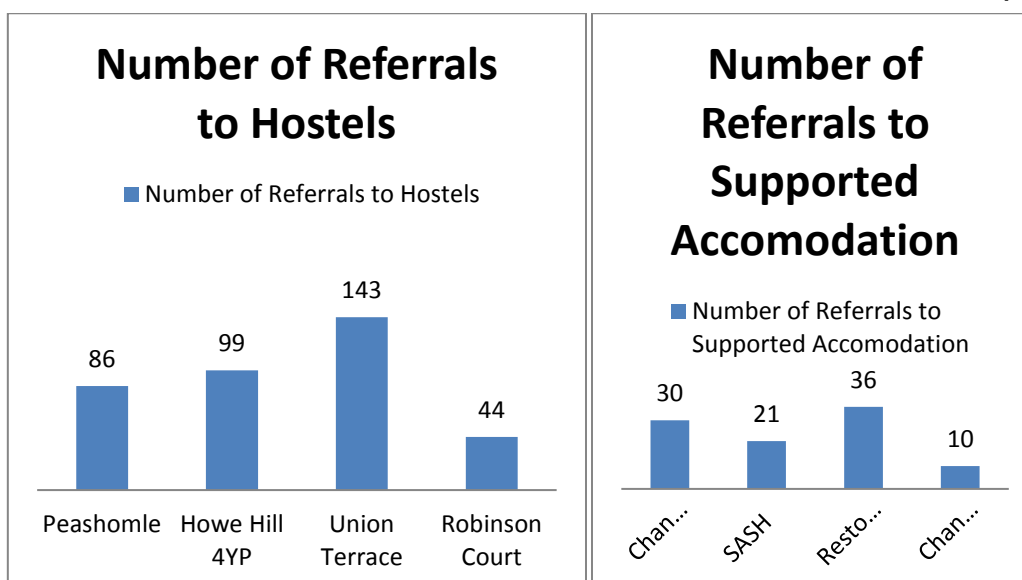
67. The number of reviews remains constant within York but has increased sub regionally as the Review Officer carries out reviews on behalf of Scarborough Borough Council, Ryedale Borough Council, Hambleton Borough Council and Craven District Council with the income from this funding the rough sleeper personalisation fund. The Review Officer was requested to carry out 32 reviews for other Local Authorities bringing in circa £5,300.
68. The Homeless Reduction Act 2017 introduces additional legal decisions and as such additional points when a review can be requested but at present are unsure how this will translate into actual reviews.

	No of review decisions	Upheld	Dismissed	Withdrawn/ out of time/ not homeless/ lost contact	Ongoing	Court cases
2013/14	45	14	17	14	0	0
2014/15	31	13	10	8	0	0
2015/16	21	4	9	8	0	0
2016/17	36	8	21	7	0	1
2017/18	38	9	22	6	0	0

Permanent Re-housing.

69. Single Access Point remains the main point of entry into supported housing.
70. Single Access Point (SAP) is the referral point for the majority of supported accommodation and floating support providers. In 2017/18 SAP processed 658 referrals (30% decrease) for 571 individuals. The reason for reduction is likely to be the change in contract and streamlining the SAP process.

Year	Referrals	Individuals
2014/15	757	410
2015/16	883	578
2016/17	927	813
2017/18	658	571



North Yorkshire Home Choice (NYHC) allocations policy and housing register is administered in York by the Housing Registrations team. As of 31/3/18 there were 7019 applicants (increase from 6962) on NYHC, 11540 (decrease from 596) registered in York.

Numbers on households registered on NYHC (York)

	Emergency	Gold	Silver	Bronze	Total
Scarborough	4	211	731	1225	2171
York	1	244	874	421	1540
Hambleton	3	83	451	665	1202
Selby	1	51	294	293	639
Ryedale	3	47	266	302	618
Richmondshire	2	50	163	220	435
Craven	1	17	156	240	414
Total by Band	15	703	2935	3366	7019

31/3/13	31/3/14	31/3/15	31/3/16	31/3/17	31/3/18
4695	2311	1546	1612	1596	1540

71. The NYHC housing register remained static due to the pro-active, comprehensive up front assessment of all customers wishing to register. All customers are made aware of the high demand for social housing in York and given realistic advice and time frames regarding any future rehousing.
72. There continues to be a reduction in the number of CYC void / lets (excluding direct exchange or transfers)

Year	Total CYC voids (excluding transfers)¹	Let to potentially homeless (all NYHC)	Let to homeless (all NYHC)	Resettlement (all NYHC)
2013/14	435	170	118 (all NYHC)	55
2014/15	370	172	63 (CYC only)	56
2015/16	374	107	90 (CYC only)	59
	Total CYC introductory tenancy lets			
2016/17	306	117	66 (CYC only)	70
2017/18	282	37	31 (all NYHC)	43

73. During 2017/18 there have been a significant reduction in numbers of offers to potentially homeless customers via NYHC (37) but overall preventions remain high (750). There is a slight decrease in the numbers of homeless acceptances in 2017-18 although a significant decrease in properties let to this customer group.
74. In addition 43 properties were let via the resettlement category. If these planned housing and prevention lets were included the number of lets to 'homeless' would be considerably higher.
75. There were 74 new build properties in 2017/18 which is a decrease in recent years from 2015/16 (109), 2016/17 (90), 2017/18 (74)
76. The number of new affordable homes completed has fallen in recent years due to a shortage of sites whilst the Local Plan process continues, and the impact of national planning policies such as the Vacant Building Credit and permitted development for office to residential conversion which reduces affordable home provision through planning gain.
77. The council is committed to delivery of affordable homes through its own new build programme, and to the inclusion of robust planning requirements as the Local Plan moves towards adoption.

¹In addition, Registered Social Landlords provide circa 200 voids pa

Scheme: 2017/18 completions	Discount Sale	Shared Ownership	Social Rent	Affordabl e Rent	Intermedia te Rent	Supporte d Housing	Total
Glen Lodge extension	0	0	0	0	0	27	27
Derwenthorpe	0	6	21	0	0	0	27
Fenwick St (William House)	0	0	8	0	0	0	8
New Lane, Huntington	1	0	1	0	0	0	2
Terrys	4	0	4	0	0	0	8
CYC 2 nd hand Shared Ownership	0	2	0	0	0	0	2
Total	5	8	34	0	0	27	74

Customer satisfaction

78. CYC carry out customer satisfaction surveys for temporary / resettlement accommodation and for Housing Options / Housing Registrations advice. In 2017 we changed the method of surveying customers, moving to an online system but this has been problematic and has not provided us with the information required. We will change the system for 2018/19
79. 1573 surveys sent out were returned. 71 were returned of which 81% indicated Housing Options / Housing Registrations were either very easy or easy to contact, 70% of customers were either very satisfied or satisfied with the service although 13% of customers were very dissatisfied or dissatisfied with prevention advice. 72% rated Housing Registrations good or very good, but only 56% rated Housing Options very good or good.
80. 300 surveys were sent out to people in temporary accommodation or resettlement accommodation but only 3 were returned. There is no conclusive information.

Healthwatch York: Performance Monitoring / Six-Monthly Review

Name of Provider	York CVS
Service Provided	Healthwatch York
Contract Start Date (Service Commencement Date)	01 April 2017
Contract Finish Date (Expiry Date)	31 March 2020

The aims of the performance monitoring / six monthly review process are to:

- *Review the achievements of the Service in delivering the agreed outcomes*
- *Consider how the Service might be developed going forward*
- *Identify how beneficiary needs are being delivered*
- *Establish that the Service is being managed in accordance with the Agreement*

The information contained in this report will be used as a basis for the Annual Service Review, in conjunction with that information provided on a regular basis during each year of the Term.

Six monthly performance monitoring reports will include a mixture of qualitative and quantitative data to ensure that the process is not simply a mechanistic one, but feeds into a continuous cycle of improved performance. Six monthly reports will be presented to Performance Management Group meetings on dates to be agreed.

In addition, a six monthly performance management meeting will be held between representatives of the Council and Healthwatch York. The performance management group meetings will:

- *Agree additional Key Performance Indicators that will constitute six monthly performance summaries*
- *Set annual milestones for each Key Performance Indicator as appropriate*
- *Receive six monthly performance summaries, define any gaps in performance and discuss how these might be rectified.*

In addition to the six monthly reporting process it is proposed that 360 degree feedback on Healthwatch York activity is invited from all key stakeholders annually.

INDEX

- Section 1: To be completed six monthly
 Section 2: To be completed six monthly
 Section 3: To be completed six monthly

Signature on behalf of Provider	
Signature Sarah Armstrong	Date 9 May 2018

SECTION 1: Service Provided 01/10/17 - 30/03/18

What have been the main focus areas of Healthwatch York during the last six months?

Qtr 3

- We published our reports on Child and Adolescent Mental Health Services and Home Care Services, and presented them to the November Health and Wellbeing Board
- We welcomed a new engagement lead to our Leadership Group as part of our ongoing work to strengthen this group's governance role

Qtr 4

- We published our report "Filled to Capacity: NHS Dentistry in York" and presented it to the March Health and Wellbeing Board meeting
- We launched our survey in conjunction with York LGBT Forum about what LGBT people experience when accessing health and social care services in York
- We started work on the second edition of our Dementia Guide, and the third edition of our Mental Health Guide.

Key Performance Indicators to include:

- *The impact of Healthwatch activity on community / commissioners / service providers – including progress towards Public Engagement Reports and involvement in key strategic meetings.*
- *Feedback mechanisms used by Healthwatch to inform participants and the wider public on the outcomes of the issues covered by Healthwatch.*
- *Communication and Reach - evidence of public, patient, carer and user-group engagement with / participation in Healthwatch*
- *Financial / Spend monitoring*
- *e.g. The number, frequency and type of methods used by the Host to engage with individuals, organisations and groups. (captured in quarterly Information and Signposting Reports)*
- *The outcomes of any visit to Health and Social Care premises in York.*

*What progress has been made during the last quarter in respect of the above?
Have you identified any barriers to achievement of agreed outcomes?*

Impact of Activity / Public Engagement Reports

Impact of activity:

Through our partnership work with City of York Council within our Care Home Assessment programme, we enhance the quality of City of York Council's reports to care home providers. We also increase the capacity of council staff to consult with local residents.

Public Engagement Reports

We have published 3 reports during the second 6 months of financial year 2017/18. These can be found here:

1. CAMHS Review - <https://www.healthwatchyork.co.uk/wp-content/uploads/2014/06/Healthwatch-York-CAMHS-Review-2017-Report-1.pdf>
2. Home Care Services - <https://www.healthwatchyork.co.uk/wp-content/uploads/2014/06/Healthwatch-York-Home-Care-Report-October-2017-1.pdf>
3. Access to NHS Dentistry - <https://www.healthwatchyork.co.uk/wp-content/uploads/2014/06/Healthwatch-York-Access-to-NHS-Dentistry-Report-2018.pdf>

The Access to NHS Dentistry report has already had an impact on services locally. We are now part of the Oral Health Advisory Group, which is responsible for overseeing the recommendations from our report to City of York Council.

The report highlighted that there was an issue with the information NHS 111 was giving to people wanting to access urgent dental care out of hours. NHS England North Yorkshire and Humber have noted an error in the information that was held by the 111 service, and have updated the service with the correct information.

Key strategic meetings

We facilitated a consultation with City of York Council in November in order to obtain feedback on the ‘Connect to Support’ website. The website worked as a navigational tool for services in York, but the directory which made this possible was out of date. The council used this opportunity to review the website as a whole.

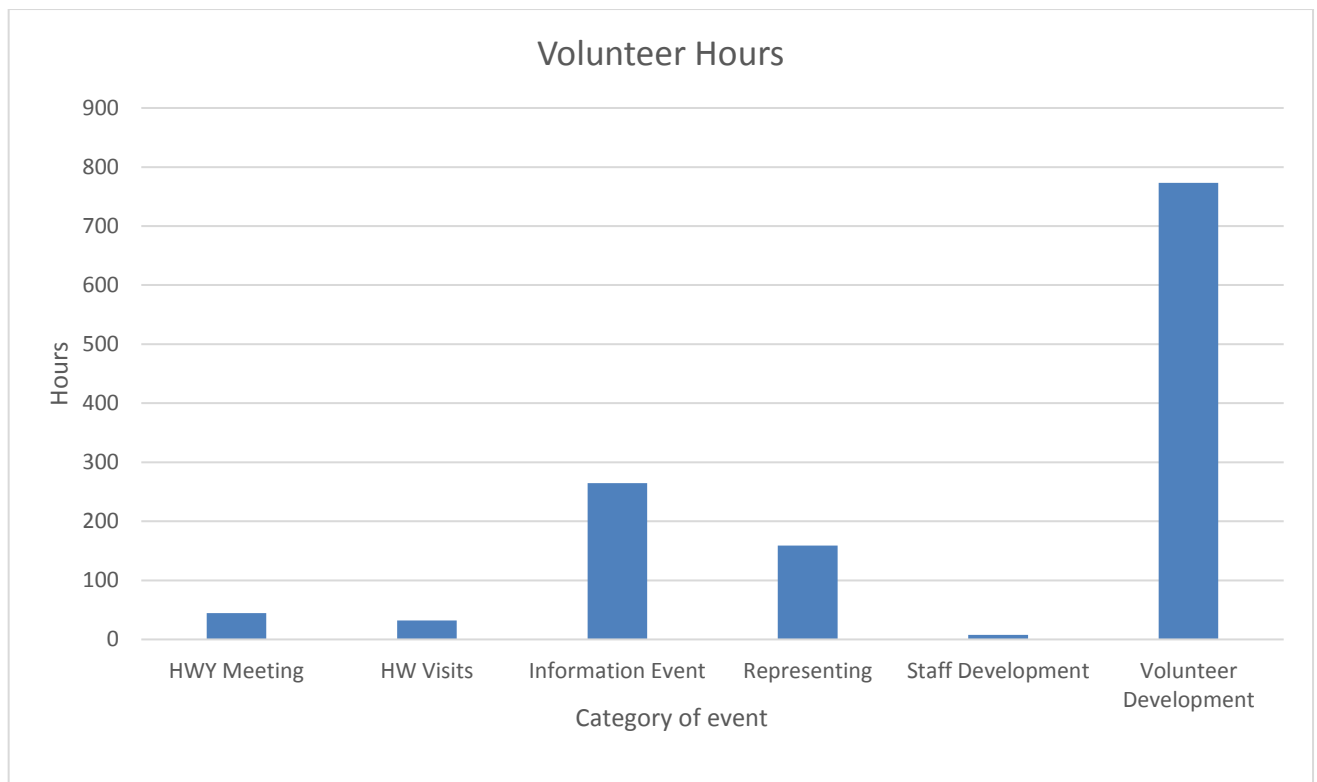
Carl Wain, commissioning manager for City of York Council led the consultation and asked Healthwatch York to be in charge of the follow up. We created a ‘community group’ which voted on aspects of the website such as the name and usability. The group voted to rebrand the website ‘Live Well York’. This name was adopted by the council.

We also contribute in the way of signposting information, as we have two comprehensive guides (The Mental Health and Wellbeing Guide, and the Dementia guide). When these guides have been completed Healthwatch York, as editors to the website, will contribute the various groups and services we have up to date information for.

Communication, Engagement & Reach

Staff and volunteer hours by meeting type is detailed below:





For more details regarding our engagement work, we are happy to share our engagement calendar, giving details of all events we have held and participated in.

During strategic meetings, both Healthwatch York staff and volunteer representatives complete Reps Reports. These reports can be found here:

<https://www.healthwatchyork.co.uk/wp-content/uploads/2017/10/October-meeting-reports.pdf>

<https://www.healthwatchyork.co.uk/wp-content/uploads/2017/12/November-meeting-reports.pdf>

<https://www.healthwatchyork.co.uk/wp-content/uploads/2014/10/All-December-reports-for-bulletin.pdf>

<https://www.healthwatchyork.co.uk/wp-content/uploads/2018/02/Jan-18-reports.pdf>

<https://www.healthwatchyork.co.uk/wp-content/uploads/2018/03/Collated-meeting-reports-February.pdf>

<https://www.healthwatchyork.co.uk/wp-content/uploads/2014/10/Marches-meeting-reports.pdf>

Outcomes of visits to Health and Social Care premises in York

Our care home visits contributed to and enhanced 5 City of York Council care home reports, having engaged with 20 residents in total.

Readability Work

Our readability volunteers have an interest in supporting local providers and commissioners to improve their patient information. Over this half year we have reviewed 34 documents, for York Teaching Hospital, 5 for City of York Council and 1 for NHS Vale of York Clinical Commissioning Group. We hosted a meeting for the readability volunteers in October, Most of the work is home based so it was a chance for them to meet and share views and experiences. Susan Manktelow Patient Information and Policy Support Administrator, York Hospital also attended.

Partner Programme

We have 39 voluntary and community sector organisations who are signed up as Healthwatch York partners, and 2 pharmacy partner organisations. We invite our partners to our quarterly Assembly, to get involved in conversations about what is happening locally in health and social care. We also work closely with them to progress our work plan reports.

Volunteers

At the end of March 2018 we had 46 volunteers covering a range of volunteer roles. These include Representatives, Community Champions, Enter & View, Care Home Assessor, Research, Marketing and Communications, Readability Panel, Office Support and Leadership Group members, plus our Ways to Wellbeing (W2W) volunteer role, in partnership with the W2W Co-ordinator at York CVS.

Engagement

Community engagement has taken place at a variety of events throughout the city.

We have maintained our regular outreach activity, with monthly drop-ins at Lidgett Grove, St Sampsons, Spurriergate Centre, Café Nelli, Fulford Church, Oaken Grove Community Café, Acomb Librarby, West Offices and Ellerby's Hub at York Hospital. This means our volunteers have established a presence within community venues, becoming a familiar, welcome presence. We are also involved with the York Explore Mobile Library. This means we can go to different locations in York, and allows us to reach out to a mix of the public. We also do a number of one off information stands at different locations around York each month, such as OCAY's afternoon tea at Lidgett Grove Church, University of York Wellbeing Fair.

We have sent out 2 quarterly magazine – Autumn 2017 and Winter 2018 - produced and distributed by post to 331 individuals and 23 organisations and by email to 698 organisations and 621 individuals as well as being available through our website, and distributed at our information stands at community venues. We distributed 750 paper copies in total.

@healthwatchyork had 2,155 followers as at 31 March 2018, showing a continuing steady increase. Over the 6 months from October to March we gained 2582 twitter impressions, 57 retweets, 153 link clicks and 119 likes. Our most popular tweets were:

- Coffee and a chat on healthcare for a couple of hours @ NELLIs café, 10 till 12 tomorrow! <http://www.healthwatchyork.co.uk/event/healthwatch-york-information-stand-15/> ...
- Get involved with York Disability PRIDE. Keep an eye out for events across York on the 1st, 2nd and 3rd of December! Let's celebrate together!
- "Our staff and volunteers had a mince pie together and raised money for York Teaching Hospital Charity [@YorkTHCharity](https://twitter.com/AsGOKGMPAk) [pic.twitter.com/AsGOKGMPAk](https://twitter.com/AsGOKGMPAk)
- [#TimeToTalk](https://twitter.com/IDtBmPTHm0) day is fast approaching! On Thurs 1st Feb lets talk [#mentalhealth](https://twitter.com/IDtBmPTHm0) together and stop [#discrimination](https://twitter.com/IDtBmPTHm0) [pic.twitter.com/IDtBmPTHm0](https://twitter.com/IDtBmPTHm0)
- Please could you help promote the survey we're running on LGBT+ access to health and care services in York with [@YorkLGBT](https://twitter.com/YorkLGBT)?
- We will be over at Acomb Library on Thursday morning giving advice on Health and Social care

Logging issues

We logged 146 issues. This includes some double counting as people may talk about two or three different organisations within one issue and they are logged against organisations.

Key themes from the reported issues and feedback centre

Access to services - This included:

- Difficulty in getting a GP appointment
- Difficulty in getting through to services via telephone (hospital departments, GP practices, dental services)
- Difficulty in finding an NHS dentist in York
- Mental Health services – difficult to get support
- Lack of support for ADHD

Changes to Services - This included:

- Podiatry service transfer from Vale of York CCG to Harrogate and District CCG – change to service provided not communicated, poor communication via letter, difficulty in getting through on telephones
- Withdrawal of acupuncture service at the Pain Clinic
- GP surgery changes – change of location of Unity Health surgery not publicised
- Benefits cuts – impact of benefits cuts on ability to access support services such as help at home
- Reduction in or changes to care packages by CYC
- Concerns around impact of surgery BMI/Smoking threshold levels and not being able to have operations when they are needed

Barriers - This included:

- Physical access to services – accessibility to physiotherapy services difficult as upstairs
- Hospital parking changes – taxis can no longer pick someone up or drop someone off in accessibility parking spot, as don't have a Blue Badge

Quality of Care/Treatment Received - This included:

- Poor care/treatment:
 - o Discharge
 - Poor communication with patients and family members around when discharge would happen
 - Poor continuity of care post discharge – communication between hospital and primary care services
 - Wrongly discharged
 - o Lack of autism training in hospital
 - o Prescription of medication without full explanation
 - o No point in named GP
 - o Poor treatment in hospital; care home;
- Positive care/treatment:
 - o Good quality of care from Doctors
 - o Positive experiences of finding a dentist that manages phobia well
 - o Compassionate staff
 - o ASDA Blood Clinic – positive experiences, friendly staff, professional,

- Yorkshire Fatigue Clinic – Most positive reviews on our Feedback Centre with 6, commenting on helpful staff, patient-centred, insightful, ‘invaluable resource’

Signposting and advice

We continue to record signposting activity through the issues log where this is received in the office via phone calls or emails.

- We have signposted a large number of individuals who were looking for an NHS dentist in York to NHS 111 and NHS Choices
- We signposted an individual who wanted information about benefits for older people to First Call 50+
- We have provided details of the complaints procedure, and how to make a complaint at York Teaching Hospital NHS Foundation Trust
- We signposted a woman looking for access to a temporary wheelchair to British Red Cross
- We gave an individual looking to move to York information about the MND services available here
- We provided fact sheets on the Care Act 2014 to an individual who was concerned about the care a friend had received in a care home

We also keep a full log of all signposting contact through community activities and events, much of which is through our Community Champion volunteers. They have been at events attended by over 7957 people, speaking with 707 individuals.

We continue to share details of the “Big 6” signposting agencies (Dementia Forward, First Call 50+, Family Information Service, York CAB, York Carers Centre, York Mind), signposting 204 individuals to these agencies over the past 6 months. We also share information from and about York Advocacy, particularly their NHS Complaints Advocacy service, and gave out 138 leaflets covering mental health, dementia, older people’s services, caring, young people and public health.

We distributed 924 copies of our major publications (the Mental Health Guide, Dementia Guide, Magazine and our leaflets). We have heard from many individuals and organisation how valuable both the Mental Health Guide and Dementia Guide are, and are currently working on new editions of both of these, and will be publishing them in the near future.

Future Developments

As a result of our work plan survey which ran from 15 January 2018 to 16 March 2018, changes to services in York will be the next subject we will be focusing on for 2018/19. Changes to services in York and Improved Access to Psychological Therapies services received the same number of votes, so we are looking at how we can incorporate both areas into our work plan for the coming year. We are in the process of developing a framework to ensure the information we gather is helpful at illuminating the experiences of the public.

York LGBT Forum approached us to support them to gather people's experiences of accessing health and social care services in York. We jointly launched a survey with them, and hope to publish this soon. We were also approached by a local councillor who has heard from the public that many were concerned about the proposal for Priory Medical Group to close three surgeries: Tang Hall, Parkview and Heworth Green, and create one bigger surgery at the new development at Burnholme Community Hub. We asked to look into the situation, and encouraged to apply for some funding to do some public consultation work. We are in conversations with Priory Medical Group, and will be launching a consultation project about this proposal during the summer.

We continue to work with the City of York Council with our Care Home Assessment programme, and will be starting the next round of assessment visits soon.

The second edition of the Dementia Guide and the third edition of the Mental Health Guide by the end of May 2018. We have already got a lot of interest from partners and external organisations who want to have a batch of the new editions.

We are currently reviewing the staffing structure to ensure we have the right capacity and skills to deliver the work plan following the recent changes to the team. This has been a challenging period but we are working through this and have already increased hours, reviewed roles and brought in additional capacity during this recent period.

Barriers

We continue to see a rise in the number of organisations who can no longer routinely provide printed copies of their own publicity materials. This includes organisations such as Citizens Advice York and York Advocacy, as well as private providers delivering services commissioned by statutory bodies. We are already concerned about access to information in a 'digital-by-default' society, and it presents particular challenges for us as a signposting, information and advice service.

SECTION 2: Staff training and development / Healthwatch Volunteers*Details of all training courses undertaken in the last six months:*

Course title	No's Of Staff / volunteers Attended	Refresher	
		Yes	No
• Disability Awareness training	2s	1s	1s
• Assertiveness Training	1		1
• Excel training	2		
• Safeguarding Alert Level 1	3		
• Safe TALK training	1		

As many of you will be aware, Carol Pack, Information Officer, passed away on 15 January 2018 following a stroke on 2 January. She was a wonderful colleague and friend to all our staff and volunteers, and is greatly missed. She led on our information work from the earliest days of Healthwatch York, including our quarterly magazine and our monthly volunteer and partner bulletin. Carol also led our Care Home Assessor programme, including training volunteers and accompanying them on their first visits. She also led our development of support to health organisations in delivering PLACE visits – Patient Led Assessments of the Care Environment.

Helen Patching, Project Support Officer, provides administrative support for volunteer meetings, and our quarterly assembly. She leads the Readability programme, sending out documents to volunteers and collating responses. She also provides administrative support around the care home assessment programme.

Siân Balsom, Manager, attends a wide range of strategic meetings, maintaining the Healthwatch presence at Health and Wellbeing Board and other partnership boards within the City of York area.

Abbie Myers, Business Admin Apprentice, continues to work both in the office, and out in the public. She attends a number of information events, and is involved with the monitoring of volunteers, keeping a track of their signposting and engagement monitoring. She does the majority of our social media work, and leads on writing our monthly Bulletin. Abbie works closely with our Community Champions, and one of her main roles is to organise and arrange information stands each month and make sure there is always a volunteer to attend. She provides general administrative support in the office and at meetings, continues to be a great asset to the team.

Catherine Scott, Policy and Research Officer, has led our work looking at NHS dentistry provision in York, analysis the results of our survey, and producing the report that was presented at the Health and Wellbeing Board in March 2018. She now sits on the City of York Council Oral Health Advisory Group, and will continue to oversee the implementation of the recommendations from this report. She continues to coordinate the research volunteers, and ran a development workshop to look at how we can improve our current research processes. She leads on all our research work and future research opportunities, co-designing and launched a survey with York LGBT Forum, and developing the Burnholme health centre consultation work we are doing. She created and analysed our 2018/19 work plan survey, and is planning a programme of information gathering on changes to services in York, the topic we have chosen to focus on as a result of this survey.

John Clark, our Chair, has continued to chair our Leadership Group meetings, creating a helpful and supportive environment within which to discuss the challenges of delivering a successful Healthwatch. He is also now our substitute on the Health and Wellbeing Board, as well as attending the Voice and Involvement Group meetings co-ordinated by City of York Council. He also chairs our Assembly meetings, making sure volunteers, partners and key stakeholders have opportunity to debate key issues in health and social care, and raise matters of concern or interest.

Carole Money, one of our Project Support Officers, left Healthwatch York on 2nd November 2017.

We welcomed Oliver Athorn to the team as Signposting, Information and Advice Officer on 6th November 2017. Since starting, Oliver has worked with people and partners to develop our signposting services. He leads on the switch from the Data Protection Act to the General Data Protection Regulation (GDPR). He has worked on an Information Asset Register which records the type of data we hold as well as the reasons why, and how long we keep it. As part of an 'acting up' agreement Oliver also liaises with EKKO (out ICT services group) and acts as line manager for the apprentice role.

Staff Support	
<i>How often are staff meetings held?</i>	We continue to hold monthly team catch ups, to help us better plan and co-ordinate our work. In addition, we recently held an externally facilitated staff session, to look at staff roles and work load. We also attend the monthly York CVS start the month meetings.
<i>How often do staff receive supervision from a senior?</i>	At least every 8-12 weeks.
<i>How often are staff formally appraised?</i>	We have completed annual appraisals in the past, and are currently reviewing our systems.
<i>Number of staff appraised in last period:</i>	0
Complaints/Commendations about Healthwatch York	
<i>How many informal complaints have been received?</i>	0
<i>How many formal complaints have been received?</i>	0
SECTION 3: Additional Comments	
<i>Please list any additional details/comments/recommendations that you wish to make.</i>	

Draft finances (October 2017 – March 2018)

	Budget	Actual	Variance	Explanation of over spend
Staff Costs (Salaries & Expenses)	39,975	46,227	-6,252	Overspend is due to the employment of extra admin staff - paid for by funds brought forward/other income
Volunteer Expenses	1,500	1,441	59	
Local Administration	11,350	11,158	192	
Other	5,935	7,544	-1,609	Overspend on publications offset by additional income received from TEWV
Total Expenditure	58,760	66,370	-7,610	

*Please note these figures are unconfirmed as we continue to complete our end of financial year processes, and therefore may be subject to change.

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Health, Housing and Adult Social Care Policy and Scrutiny Committee

Draft Work Plan 2018-19

<p>20 June 2018 @ 5.30pm</p>	<p>Housing</p> <ol style="list-style-type: none">1. Attendance of Executive Member for Housing and Safer Neighbourhoods <p>Health</p> <ol style="list-style-type: none">2. Business case for new mental health hospital for York3. Report on engagement around Home First strategy4. Report on sexual health re-procurement5. Scoping report on Commissioned Substance Misuse Services <ol style="list-style-type: none">6. Work Plan 2018-19
<p>25 July 2018 @ 5.30pm</p>	<p>Health</p> <ol style="list-style-type: none">1. Attendance of Executive Member for Health and Adult Social Care2. HWBB Annual Report including review of Health and Wellbeing Strategy and update on new Mental Health Strategy3. End of Year Finance and Performance Monitoring Report4. Six-monthly Quality Monitoring Report – residential, nursing and homecare services5. Safeguarding Vulnerable Adults Annual Assurance Report <ol style="list-style-type: none">6. Work Plan 2018-19

<p>11 Sept 2018 @ 5.30pm</p>	<p>1. 1st Quarter Finance and Performance Monitoring report</p> <p>Housing</p> <p>2. Update report on implementation of new licensing laws for HMOs</p> <p>Health</p> <p>3. Update report on Priory medical Group proposals to relocate to proposed Burnholme Health Centre</p> <p>4. Update Report on Elderly Persons' Accommodation</p> <p>5. Work Plan 2018-19</p>
<p>16 Oct 2018 @ 5.30pm</p>	<p>Housing</p> <p>1. Safer York Partnership Bi-annual Report</p> <p>2. Work Plan 2018-19</p>
<p>14 Nov 2018 @ 5.30pm</p>	<p>Health</p> <p>1. Healthwatch York six-monthly Performance Report</p> <p>2. Work Plan 2018-19</p>
<p>12 Dec 2018 @ 5.30pm</p>	<p>1. Work Plan 2018-19</p>

<p>15 Jan 2019 @ 5.30pm</p>	<p>1. 2nd Quarter Finance and Performance Monitoring Report</p> <p>Health</p> <p>2. Six-monthly Quality Monitoring Report – residential, nursing and homecare services</p> <p>3. Work Plan 2018-19</p>
<p>12 Feb 2019 @ 5.30pm</p>	<p>1. Work Plan 2018-19</p>
<p>12 March 2019 @ 5.30pm</p>	<p>1. 3rd Quarter Finance and Performance Monitoring Report</p> <p>Health</p> <p>2. Healthwatch York six-monthly Performance Report</p> <p>Housing</p> <p>3. Safer York Partnership Bi-Annual report</p> <p>4. Draft Work Plan 2019-20</p>

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