

## Homelessness Performance 2012/13

### Resettlement Services

1. During 2012/13 all agencies have worked hard carrying out early morning street walks, offering advice and drop in services and working together to maximise accommodation and re-location provision. The rough sleepers in York has increased from 2 – 8. Nationally there was a 43% increases in 2011 and a further 6% increase in 2012.
2. Street count (number of rough sleepers as defined by CLG definition)

March 08	June 08	Sept 08	Dec 08
5	1	2	0
March 09	Sept 09	March 10	Nov 10
2 (V) <sup>1</sup>	3	0	2 (new) <sup>2</sup>
Nov 11	Nov 12		
2	8		

3. Nationally rough sleeper figures have increased by 6% and by 7% in Yorkshire and Humber region.

Region	Autumn 2010 <sup>5</sup>	Autumn 2011	Autumn 2012	Change	
				Number	%
North East	49	32	62	30	93
North West	100	149	147	-2	-1.5
Yorkshire and the Humber	115	150	157	7	4.6
East Midlands	121	188	137	-51	-17.2
West Midlands	182	207	230	23	11
East of England	206	242	276	34	14
London	415	446	557	111	25
South East	310	430	422	-8	-2
South West	270	337	301	-36	-11
<b>England</b>	<b>1,768</b>	<b>2181</b>	<b>2309</b>	<b>128</b>	<b>6</b>

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

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

4. Across York services have provided a number of emergency housing solutions– including severe weather provision, crashpad and No Second Night Out. In total, 1121 bed nights were accessed in 2012/13, for 189 individuals. Records show that due to the long bitterly cold periods during 2012-13 severe weather operated for 61 nights. NB many services while keen to assist in this process may not have capacity.

<b>Project</b>	<b>Bed nights</b>	<b>Individuals</b>
Arc Light	227	34
Howe Hill for Young People	344	68
Nightstop	12	2
Peasholme	528	84
YACRO	10	2

5. Salvation Army issued 67 travel warrants to assist people to return home / access accommodation in their local area or out of area placements as part of a planned re-housing process. This is a significant reduction as it has become increasingly difficult to relocate people due to demands on all hostel placements
6. Arrears have decreased at both Howe Hill for Young People and Peasholme Centre, as result of significant effort on part of staff.

<b>Current Arrears - D10 Hostels</b>	2010/11	Mar-12	March 2013
D10 Hostels (Howe Hill for Young People)	£2,308	£5,786	£4577.11
D10 Hostels (Peasholme)	£1,104	£1,726	£1174.19

7. During 2012/13, 59 people were re-housed by CYC / Registered Social Landlord (RSL) via North Yorkshire Home Choice resettlement category. This is now embedded in mental health services and young peoples services – in particular a pathway to housing after Howe Hill for Young People. The rise in the number of resettlement for young people mirrors a fall in statutory homeless for young people.

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

2011/12	34	21	4	2	7
2112/13	59	37	15	1	6

## Housing Options and Prevention

8. Housing Options continues to provide a valuable service to customers offering comprehensive, individual interviews to discuss their housing issues. This has been particularly valuable as the changes to welfare benefits were introduced resulting in an additional (short-term) service to targeted households
9. Housing Options Team re-introduced a 'reception service' to ensure customers with minor queries were seen quickly.
10. Housing Options Statistics 2012/13 again show a marked increase in contacts (47%) with Housing Option Team, showing high demand for service.

	TOTAL	Total In depth interviews
2008/9	640	
2009/10	1556	
2010/11	1900	
2011/12	3350	
2012/13	4925	1983

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

Year	TOTAL preventions
2008-9	645
2009-10	1076
2010-11	631
2011/12	993
2012/13	746

12. The Bond Guarantee Scheme provided 65 new bonds during 2012/12. There are a total of 193 bonds now administered through this scheme. There were 34 claims against BGS in 2012/13, total cost £14,309.74 which is re-charged to customers.

13. We currently have 85 YorHome properties (social lettings agency), 24 of which are single units. The target is long reaching – to achieve 125 properties by 2014.
14. Accessing the private rented sector for vulnerable and less well off customers is becoming increasingly difficult, despite a concerted effort to work with landlords. The level of Local Housing Allowance is a contributory factor in this situation, along with fact that York has a vibrant student and labour market, meaning that landlords have a constant demand for private tenancies.
15. Working with CYC Housing Standards and Adaptations, a new agreement was developed to encourage private landlords using Empty Homes Grant to rent their property via YorHome for a 10 year period.
16. The Citizens Advice Bureau (CAB) Housing and Debt Project assisted 482 households with housing related debt problems. This is below target of 725, which in part was caused by a vacancy in the post and an increase in complex cases. The majority of customers continue to be Local Authority tenants (56%) although access to service remains fairly consistent..

	PRS	LA	HA	O/O	Hostel / temp	No record
2009/10	6%	70%	4%	20%	N/A	
2010/11	12%	59%	4.9%	23.2%	N/A	
2011/12	16%	52%	8%	20%	3%	
2012/13	12%	56%	6.5%	24%	1%	0.5%

17. Statistics show that there is a worrying increase in the numbers and proportion accessing the service with high levels of debt. While not recorded historically, figures indicate that a significant number of customers also have high level of none housing debt.

Level of housing debt	Below £500	£501-£1000	£1001-2000	£2001+	Total Customers
2008/9	47.5%	43.5%	7%	2%	347
2009/10	19%	55%	12%	14%	595
2010/11	15.9%	59.6%	13.4%	11.1%	621
2011/12	19.4%	55.1%	15%	10.5%	844
2012/13	21.3%	54%	8.7%	16%	482

18. Young Persons Homeless Workers (Joint Foundation Housing / Pathway post) provided advice and support to 178 young people for 2012/2013, a slight increase from 164 in 2011/12, 119 in 2009/10 and 136 in 2010/11
19. Nightstop provided emergency bed spaces for 53 young people amounting to 239 bed nights. This remains a valuable service.

	Young People accommodated	Bed nights
2010/11	47	226
2011/12	60	189
2012/13	53	239

20. Delivery of mortgage prevention service continued in 2012/13 using CLG grant monies. During 2012/13, 6 households were helped to remain in their homes through detailed negotiation, debt advice and use of mortgage rescue schemes plus 1 which did not need Mortgage Rescue Scheme. A further 1 is in the pipeline

	Golden triangle Scheme	CLG Scheme	Regional Breathing Space
2008/9	8	0	N/A
2009/10	8	3	N/A
2010/11	2	6	0
2011/12	N/A	4	2
2012/13	N/A	5	2

### Statutory homeless

21. Presentations and acceptances in 2012/13. The following table shows trends over the last 7 years:

	<b>2005/ 06</b>	<b>2006/ 07</b>	<b>2007/ 08</b>	<b>2008/ 09</b>	<b>2009/ 10</b>	<b>2010 /11</b>	<b>2011/ 12</b>	<b>2012 /13</b>
Presentations	619	505	406	326	207	247	215	218
Total Accepted Homeless	433	213	258	208	130	183	151	146
% acceptances to presentations	38%	42%	63%	63%	63%	74%	75%	67%

22. Average time to make a decision increased in 2012/13 to 49.4 which includes several complex cases<sup>3</sup> and homeless review cases.

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

	<b>2009/10</b>	<b>2010/11</b>	<b>2011/12</b>	<b>2012/13</b>
Decision time (target) days	33	33	33	33
Decision time (actual)	21.3	17.68	34.2	49.4

23. The statutory homeless figures show us that homeless acceptances in 2012/13 was 146 which is a slight reduction on previous year. This is an exceptional achievement in light of current economic circumstances and a result of all the hard work of all staff giving housing advice and support.

### **Trends of accepted homeless households**

<b>Priority Need acceptances</b>	<b>2008/9</b>	<b>2009/10</b>	<b>2010/11</b>	<b>2011/12</b>	<b>2012/13</b>
Households with children or pregnant	127	73	89	79	<b>101</b>
16 and 17 year olds / vulnerable young people	39	32	49	22	<b>2</b>
Old age	1	1	0	0	<b>6</b>
Households with physical illness or disabilities	17	9	19	22	<b>18</b>
Households with mental health issues	16	9	18	13	<b>11</b>
Domestic violence	3	2	4	6	<b>7</b>
Emergency / other	5	4	4	9	<b>1</b>
Asylum Seekers	0	0	0	0	<b>0</b>
<b>TOTAL</b>	<b>208</b>	<b>130</b>	<b>183</b>	<b>151</b>	<b>146</b>

24. The reasons why people were accepted in priority remain fairly constant. As a result of opening Howe Hill for Young People in January 2012 the previous trend of high numbers of young people being accepted as statutorily homeless has decreased significantly.

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

25. Overall number of homeless acceptances has decreased to 146. This trend is not replicated across England and Wales which has seen a rise

in number of homeless acceptances<sup>4</sup> (2009 = 31340, 2010 = 42400, 2011 = 48510, 2012 = 53450 )which is a proportional rise of 10%).

26. Ethnic monitoring of customers occurs when they present as homeless and 97% were completed. For the period 2011/12 we monitored 209 people, the majority of whom described themselves as white (98.5%). Awaiting analysis of 2011 census for comparison but CYC Business Intelligence report indicates a significant percentage change in population composition which indicates that the customers in the homeless service are not representative of York's population.

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

27. Homeless decisions by ethnicity

	<b>White</b>	<b>Afro / Caribbean</b>	<b>Indian, Pakistani, Bangladeshi</b>	<b>Other</b>	<b>Not Known</b>
2008/9	313	2	1	4	6
2009/10	201	3	0	3	0
2010/11	230	3	3	1	10
2011/12	206	0	0	3	6
2012/13	193	3	1	2	19

### Reasons for homelessness

<b>Reason for homelessness</b>	<b>2008/09</b>	<b>2009/10</b>	<b>2010/11</b>	<b>2011/12</b>	<b>2012/13</b>
Family Licence Termination (parental exclusions)	86	66	70	36	<b>31</b>
Family Licence Termination (other)	30	10	20	20	<b>13</b>
Relationship breakdown (violent)	18	20	29	25	<b>19</b>

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<http://www.communities.gov.uk/housing/housingresearch/housingstatistics/housingstatisticsby/homelessnesstatistics/livegetables/> table 770

Relationship breakdown (other)	14	9	16	22	<b>22</b>
Mortgage arrears repossessions	4	2	1	0	<b>2</b>
Rent arrears	10	2	2	0	<b>1</b>
Loss of Assured Shorthold Tenancy	24	10	19	17	<b>28</b>
Loss of other rented accommodation inc NASS	5	2	6	9	<b>6</b>
Other inc left institution or care, emergency, return from abroad, sleeping rough, hostel Violence / harassment	17	9	20	22	<b>24</b>
<b>TOTAL</b>	<b>208</b>	<b>130</b>	<b>183</b>	<b>151</b>	<b>146</b>

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

- parental exclusion / family licence terminations continue to be the main reason for homelessness in York but the proportion of parental exclusion has significantly reduced, although loss of AST tenancies has increased. This is not unexpected as we are seeing increasing difficulties in accessing the affordable private rented accommodation, have carried out targeted work with people affected by housing benefit change alongside significant prevention work. .
- The number of mortgage repossessions remains low, although several households have been assisted through mortgage rescue schemes (previous details).

### **Use of temporary accommodation**

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

<b>Accommodation type</b>	<b>31.03.09</b>	<b>31.3.10</b>	<b>31.03.11</b>	<b>31.3.12</b>	<b>31.3.13</b>
Bed & Breakfast (B&B)	10	0	2	6	5
Total annual	176	60	45	92	73



placements into B&B					
B&B use as % of all temp accommodation	6%	0%	2%	6.45%	5%
Of which – families with children/pregnant	4	0	1	2	1
<b>TOTALS in all temp accom</b>	167	79	94	93	99
<b>Temp targets</b>	160	121	75	90	85
Associated subsidy loss (estimated presuming weekly charge £350pw and personal contributions)	2008/09 £167,954 loss	2009/10 £39,485 loss	2010/11 £39,366 loss	2011/12 £68,910 loss	2012/13 £59,291 loss

30. The use of Bed and Breakfast remains low and is only used when necessary. The financial contribution of Housing Benefit since 2009 to the spend to save budget remains cost effective in reducing subsidy losses.
31. The overall numbers of households in temporary accommodation has increased slightly despite few young people accommodated as statutorily homeless. Unfortunately it is not unexpected in the current economic climate, the decrease in available social housing (point 43) and the barriers to accessing the private rented sector (point 15).
32. That increase of rent current arrears is not unexpected in the current economic climate

2008/9	2009/10	2010/11	2011/12	2012/13
26K	17K	£8,183	£9,509	£14,429

33. Temporary accommodation team contribute to the LA target for void times (3.09 weeks on all voids) and maintain a rapid turn around for properties at 1.88 weeks on temporary accommodation, which is an improvement on 2011/12 of 1.97 week on average.

### Review of Homeless decisions

	No of reviews	Upheld	Dismissed	Withdrawn/ out of time/ not homeless	Ongoing	Court cases
2008/9	22	5	10	5	2	0
2009/10	15	5	5	4	1	0
2010/11	17	5	10	1	1	0
2011/12	36	12	16	6	2	0
2012/13	28	4	14	5	5	0

34. The number of reviews remains high, in part due to the complexity of the cases but the number of legal challenges and cases allowed remains low. We believe due to the consistency of decisions by Review Officer and good practice adopted by Housing Options Workers.
35. The Review Officer now carries out reviews on behalf of Scarborough Borough Council, Ryedale Borough Council, Hambleton Borough Council and Craven District Council – with income supplementing the spend to save budget. The review Officer was requested to carry out 25 reviews bringing in circa £2500.

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

36. The remit of the YEW Project is to work with young people and Care Leavers (16-21) at Howe Hill for Young People, Southlands Road Hostel and Scarcroft Project .
37. The YEW project facilitated 519 sessions and worked with 73 young people to prepare them for independent living. A number of new sessions have been introduced including ‘ baby reality’, sessions around the youth justice system and street law, legal highs, employability skills, photography, cooking is now linked with an NVQ level one in cooking, links with positive activities has increased with a scheme running for free gym sessions and we have also been to the climbing wall at Energise. Sessions focussing on issues for each gender has also been completed.
38. In November a group of 8 young people spend two nights at Low Mill, an outdoor education centre in the Yorkshire Dales. Activities included abseiling, caving, kayaking and a night walk.
39. Scarcroft Project / Southlands Road now deliver regular sessions to prepare people to move on from Howe Hill for Young People into tier 2 projects.

40. Single Access Point processed 788 referrals for 2012/13, forwarded to 21 providers. This has increased from 2011-13 by 66 referrals, but number of available bedspaces has not increased, resulting in many people on 'waiting lists' for hostel spaces – and ultimately remaining on emergency NSNO or crashpad services.
41. As of 2/4/13 there were 14097 on North Yorkshire Home Choice list, of which 4695 were registered with York. This is a slight increase since 31/3/11 (3750), 31/3/12 (3972) but the annual review is currently underway which would see a reduction in numbers on waiting list as peoples housing situations change throughout the year.

	<b>Emergency</b>	<b>Gold</b>	<b>Silver</b>	<b>Bronze</b>	<b>Total of Band</b>
<b>Craven</b>	0	103	332	704	<b>1139</b>
<b>Hambleton</b>	2	133	553	901	<b>1589</b>
<b>Richmondshire</b>	0	58	262	479	<b>799</b>
<b>Ryedale</b>	0	82	451	567	<b>1100</b>
<b>Scarborough</b>	4	309	906	2503	<b>3722</b>
<b>Selby</b>	1	69	440	543	<b>1053</b>
<b>York</b>	0	345	1939	2411	<b>4695</b>
<b>Total of Local Authority</b>	<b>7</b>	<b>1099</b>	<b>4883</b>	<b>8108</b>	<b>14097</b>

42. During 2011/12 there have been 154 offers of accommodation to potentially homeless customers via waiting list increased significantly.

Year	Offers of accommodation to potentially homeless
2008/9	23
2009/10	89
2010/11	148
2011/12	266
2012/13	154

43. 34.6% of all council homes available to let went to homeless households.

Year	Total lets (excluding transfers)	Let to homeless	Percentage
2008/9	554	138	25%
2009/10	478	136	28%
2010/11	372	59 (inc CBL)	16%
2011/12	400	103	25.75%
2012/12	369	128	34.6%

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

### Customer satisfaction

45. CYC carry out customer satisfaction surveys for temporary / resettlement accommodation and for housing options advice
46. During period 1/4/12 – 31/03/13, only 3 accommodation surveys were returned compared to 31 returns 2011/12. There is a clear need for staff to identify steps to improve this low response rate. Respondents were satisfied with the facilities available apart from one who rated the space and laundry facilities at Peasholme as very unsatisfactory. All respondents confirmed the hostel rules were explained to them on the first day of arrival and they found them easy to understand. All respondents found staff helpful as the following customer comments indicate.
- 'The staff was very helpful and the courses I was on very helpful
- The staff at Ordnance are fantastic! A good team even though their role is very challenging. I also got a follow-up call which I thought was very nice indeed!
47. During period 1/4/12-31/03/13, 12 Housing Options customer satisfaction survey were returned, on par with 14 returns 2011/12. 80% of

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

respondents found it easy to access the service and 92% were satisfied with the information they received at first visit. 92% of customers said they found the overall Housing Options service they received satisfactory.

### Future Targets

48. There area number of national initiatives which we anticipate will impact on housing options and homelessness in York namely changes to Welfare Benefits, introduction of flexible tenancies (in exceptional circumstances), discharging duty to house homeless into private tented sector, amend and implement new North Yorkshire Home Choice common allocations policy and embed and achieve 'No Second Night Out' initiative.
49. In addition, the new homeless strategy 2013-18 'A City Partnership to prevent homelessness' sets out the 5 priority areas
  - Early intervention with main focus on developing innovative links with external agencies to promote homeless prevention and focus on planned housing, in particular aiming at working with troubled families, the provision of support and diversionary activities to street drinkers and to reduce youth homelessness and re- offending rates.
  - Advice with main action points to ensure people have access to housing advice, have help to prepare for the forthcoming welfare benefit reforms, to ensure customers are central to housing work and to advise customers of future changes to North Yorkshire Home Choice
  - Accommodation the main focus is to increase supply of affordable housing, increase access to private rented sector, improve standards in temporary accommodation, minimise use of B&B, maximise use of Housing Association accommodation, ensure access to specialist supported housing and reduce inappropriate placements in temporary accommodation. Following the launce of the No Second Night Out initiative to tackle entrenched rough sleeping, to ensure emergency beds are available for those at risk of rough sleeping and to review the need for specialist women's services.
  - Support with the main points being to improve joint assessment and care planning for vulnerable customers, increase tenancy sustainment, increase numbers of people with mental health issues or complex needs sustaining independent living, ensure support needs of BME groups are met.

- Partnership with the Local Authority providing a strong leadership on the homeless agenda, but ensuring that there is a greater role for partner agencies to be involved, increase information sharing and training and increase customer consultation. Partners are committed to achieving the ten challenges set out in the 'Gold Standard' approach which are highlighted in the strategy document.

50. In addition to preparing for these changes the targets for the forthcoming year 2013/14 remain constant to:

- Stabilise use of temporary accommodation in light of pressures on homeless services.
- To continue to refrain from using Bed and Breakfast accommodation
- Ensure new rough sleepers in York do not spend a second night on the streets
- via No Second Night Out to prevent repeat rough sleeping.
- To achieve other Housing Performance Targets as set out in the homeless strategy action plan

(Cabinet Decision session July 2013)