



Notice of a public meeting of

Decision Session - Executive Member for Housing and Safer Neighbourhoods

To: Councillor Carr (Executive Member)

Date: Monday, 20 July 2015

Time: 10.00 am

Venue: The Snow Room - Ground Floor, West Offices (G035)

AGENDA

Notice to Members - Calling In:

Members are reminded that, should they wish to call in any item* on this agenda, notice must be given to Democratic Services by **4:00pm** on **Wednesday 22 July 2015**.

*With the exception of matters that have been the subject of a previous call in, require Full Council approval or are urgent which are not subject to the call-in provisions. Any called in items will be considered by the Corporate and Scrutiny Management Policy and Scrutiny Committee.

Written representations in respect of the items on this agenda should be submitted to Democratic Services by 5.00pm Thursday 16 July 2015.

1. Declarations of Interest

At this point in the meeting, the Executive Member is asked to declare:

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

which he might have in respect of business on this agenda.

2. Minutes (Pages 1 - 4)

To approve and sign the minutes of the Cabinet Member Decision Session for Communities held on 18 March 2015.

3. Public Participation

At this point in the meeting, members of the public who have registered their wish to speak at the meeting can do so. The deadline for registering is **5:00pm on Friday 17 July 2015**.

Members of the public may speak on an item on the agenda or an issue within the Executive Member's remit.

Filming or Recording Meetings

Please note this meeting will be filmed and webcast and that includes any registered public speakers, who have given their permission. This broadcast can be viewed at <http://www.york.gov.uk/webcasts>.

Residents are welcome to photograph, film or record Councillors and Officers at all meetings open to the press and public. This includes the use of social media reporting, i.e. tweeting. Anyone wishing to film, record or take photos at any public meeting should contact the Democracy Officers (whose contact details are at the foot of this agenda) in advance of the meeting.

The Council's protocol on Webcasting, Filming & Recording of Meetings ensures that these practices are carried out in a manner both respectful to the conduct of the meeting and all those present. It can be viewed at:

https://www.york.gov.uk/downloads/file/6453/protocol_for_webcasting_filming_and_recording_council_meetingspdf

4. Annual Homeless Report 2014/15 (Pages 5 - 30)

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 2014/15.

Democracy Officers:

Name: Louise Cook and Catherine Clarke (job-share)

Contact details:

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(If contacting by email, please send to both Democracy Officers named above).

For more information about any of the following please contact the Democracy Officers responsible for servicing this meeting:

- Registering to speak
- Business of the meeting
- Any special arrangements
- Copies of reports and
- For receiving reports in other formats

Contact details are set out above.

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)

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City of York Council

Committee Minutes

Meeting	Decision Session - Cabinet Member for Communities
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Date	18 March 2015
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Present	Councillor Simpson-Laing
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In attendance	Councillor Watson
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58. Declarations of Interest

The Cabinet Member was asked to declared any personal interests not included on the Register of Interests, any prejudicial interests or any disclosable pecuniary interests she may have in the business on the agenda. None were declared.

59. Minutes

Resolved: That the minutes of the Decision Session – Cabinet Member for Communities held on 10 February 2015 be approved and signed as a correct record.

60. Public Participation

It was reported that there had been four registrations to speak at the meeting under the Council's Public Participation Scheme and that one Member of Council had also registered to speak.

Mr Gordon Campbell-Thomas, local shopkeeper, spoke in respect of agenda item 5 – Petition – Street Drinking in Lowther Street, Penley Grove Street, Townend Street and surrounding areas. He stated that there had been an increasing number of street drinkers and the community had had enough of the fear that they generated. He gave examples of their behaviour, including accosting members of the community and begging. There had been regular reporting of incidents to the Police 101 number. Mr Campbell-Thomas urged that action be taken to address this issue and suggested that a Public Space Protection Order (PSPO) would be a good way forward.

Councillor Watson, Member of Council, spoke in respect of agenda item 5. He stated that problems caused by street

drinkers needed to be addressed as a matter of urgency. He drew particular attention to the problems created by used needles which were sometimes discarded and the threat that this posed to public health. Councillor Watson stated that the scheme in Walmgate had been very successful. There needed to be constant Police presence and immediate action taken.

Mr Tony Martin, Secretary of the Groves Association, spoke in respect of agenda item 5. He suggested that, rather than considering the issue on a street by street basis, the River Foss should be seen at a natural barrier. He also drew the Cabinet Member's attention to the fact that notices had been removed.

Ms Denise Craghill spoke in respect of agenda item 5. She stated that she supported the comments that had been made by the earlier speakers. This issue was of concern during daytime as well as at night and some residents felt uncomfortable or threatened. Ms Craghill commented on the need to ensure that the problem was not displaced and expressed concern that the report did not include timescales for actions.

Nick Love, a local resident, spoke in respect of agenda item 5. He expressed his concern at the impact that off-licences could have and gave details of an incident in which he had been approached for money. He drew the Cabinet Member's attention to initiatives that had been implemented in other parts of the country to address this issue, including schemes in Ipswich and Hackney. Mr Love stated that The Groves was a caring community and it was also important that consideration was given to ways of helping the street drinkers and to provide pathways to rehabilitation.

61. Response to Petition - Extending Garden Waste Collections

The Cabinet Member gave consideration to a report which responded to a petition which had been received which asked for garden waste collections to be extended through the winter period.

The Cabinet Member was asked to consider the following options:

Option A: To maintain the current spring and summer only collections

Option B: To reinstate winter garden waste collections

Officers gave details of the uptake of the service and stated that evidence suggested that residents were storing the garden waste during the winter period rather than sending it for landfill. Details were given of the costs involved in reintroducing the winter garden waste collections.

The Cabinet Members thanked the petitioners.

The Cabinet Member stated that the service was not a statutory one and was not provided to all residents. To reinstate the winter garden waste collections would necessitate cuts to other services and hence she did not support Option B. Assistance would be given to help people with composting and work would take place to promote this.

Resolved: (i) That the content of the petition be noted.

(ii) That the current collection arrangements be maintained (no winter collections).

Reason: To protect front line waste services and to ensure that the service operates as efficiently as possible.

62. Petition - Street Drinking in Lowther Street, Penley Grove Street, Townend Street and surrounding areas

The Cabinet Member gave consideration to a report which responded to a petition that had been received regarding street drinking in Lowther Street, Penley Grove Street, Townend Street and surrounding areas.

The Cabinet Member gave consideration to the following options:

Option 1 Acknowledge receipt of the petition, note the ongoing work of the Council and its partners to collect the evidence and, subject to the evidence supporting it, pursue a Public Space Protection Order for this area of The Groves.

Option 2 Ask officers to consider other options to address the issues highlighted by the petition.

Officers stated that this was an ongoing problem and consideration had been given as to how to utilise the legislation that was available to address this issue. There was a consultative process to go through and evidence gathering was taking place.

The Cabinet Member thanked the petitioners and speakers for their contribution. She stated that the Police and other partners were working together to address the problem and that funding had been made available through the anti-social behaviour hub to support the enforcement work. The Cabinet Member stated that it was also important to ensure that appropriate health and addiction support was in place for the street drinkers.

The Cabinet Member stated that she also intended to utilise the powers that had recently been made available to issue Community Protection Notices.

- Resolved: (i) That Option 1 in the report be approved i.e. that receipt of the petition be acknowledged and the ongoing work of the Council and its partners to, subject to the evidence supporting it, pursue a Public Space Protection Order for this area of The Groves be noted.
- (ii) That, with effect from 19 March 2015, Community Protection Notices be issued as appropriate.

Reason: To ensure that the appropriate action is taken to ensure anti social behaviour is appropriately tackled within the city.

Cabinet Member

[The meeting started at 10.00 am and finished at 10.25 am].



Executive Member for Homes and Safer Communities – Decision Session

20 July 2015

Report of the Assistant Director – Housing & Community Safety

Homeless Review 2014/15

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 2014/15. The primary focus is to report on prevention work, the trends of statutory homelessness, Youth Homeless Services, use of temporary accommodation and the work of the Resettlement Services and Housing Registrations Team to outline service developments throughout the year and future targets.
2. Commitment and partnership working over the last decade has resulted in an effective service delivery across the city, meeting needs of many of the most socially excluded people in society. Each agency contributes to this success and is a vital part of the jigsaw.

Recommendations

3. The Executive Member for Housing and Safer Communities is asked to:
 - a. note the contents of the report
 - b. Agree the priorities for 2015/16 as set out in paragraph 13, the targets and the forthcoming plan.

Reason – To ensure the council continues to meet its statutory responsibilities and supports the most vulnerable in society.

Background

4. 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 to the provision of accommodation for certain households in accordance with Housing Act 1996.

The remit of the work is set out in legislation and in the Homelessness Strategy 2013-18 'A City Partnership to prevent homelessness'.

5. There have been some important legal decisions and new allocations code of guidance which have been considered / incorporated into the service.
6. 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 the 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.

Current and Ongoing Targets

7. The Department for Communities and Local Government (DCLG) and City of York Council targets for 2014/15 were to:
 - Target for reducing temporary accommodation for 2014/15 was 76 actual 65.
 - Reduce statutory homelessness in the city. The number of young people accepted as homeless remains minimal as a result of provision of young person's hostel.
 - Ensure the use of Bed and Breakfast for families and young people (16 and 17) is only for emergencies and then for no longer than 6 weeks (as of 31/3/15 there were 2 households in B&B and only 1 was a family);

- To prevent homelessness. There were 665 homeless prevention cases in 2014/15, which is slightly less than 2013/14 but a considerable achievement in light of current economic climate and with no negative impact on homeless acceptances;
- To maintain rough sleepers at 0 but has not been met as in November 2014 the official submission was 13.
- Achieve housing performance targets within departmental service plan around voids and rent arrears.
- Deliver actions points set out within Homelessness Strategy 2013-18 'A City Partnership to prevent homelessness' action plan within identified time scales;

Funding / contracts in 2014/15

8. City of York Council via Adult Social Care Commissioning, DCLG Homeless Prevention Fund, CYC Housing and CYC Children's Services supports a number of services across the city which contribute to the delivery of both prevention work, housing advice and housing related support including Salvation Army Early Intervention and Prevention Team, Peasholme Charity, CAB Housing and Debt Project, IDAS, YACRO, Arc Light, Foundation, York Housing Association, SASH (Nightstop and Supported Lodging Scheme), Youth Homeless Workers, Single Access Point, Peasholme Centre, Ordnance Lane hostel, Crombie House hostel, Holgate Road hostel, Howe Hill family block and Howe Hill for Young People, and Housing Options and Housing Registrations teams.
9. The Older Persons Housing Specialist is funded via First Stop (DCLG).

Key Points

10. The details of the activity and performance of the service are contained in appendix 1. In light of the current economic situation and changes to services the key points of this report are:
 - Despite significant work and resources, including Street Link rough sleeper reporting line, regular street walks and drop-ins (Salvation Army), 'No Second Night Out' and the MEAM (Making Every Adult Matter) pilot the numbers of rough sleepers in York has increased.

The quarter 3 submission to government (based on DCLG assessment criteria) was 13, an increase from previous year of 9.

National statistics show a 13.7% increase. The majority of rough sleepers are known to services but choose not to engage.

- The concept of resettlement is firmly established and working well, with 56 customers being resettled into permanent accommodation this year
- The number of homeless preventions (i.e. existing accommodation sustained or alternative accommodation secured) was 665 in 2014/15. This is a significant number of homeless prevention, especially in light of ongoing welfare reforms and difficulty in accessing private rented sector. Prevention statistics record complex cases and the work is carried out by a number of agencies including CYC Housing Options Team, Youth Homeless Workers, CAB, IDAS, Castlegate, Salvation Army Early Interventions and Prevention Team, floating support teams and landlord services all of whom contribute to this final figure. Despite reduction in number of prevention cases, homelessness has not increased.
- The Older Persons Housing Specialist has been funded on results basis through DCLG grant for an 18 month pilot and has had contact with 1860 people
- There has been a decrease in York of the number of homeless acceptances (103 - 5.5%).
- Housing Options remains busy with 3795 (contacts) of which 1454 are in depth interviews. This is a slight reduction which may be because of improved joint working with Housing Registrations, supported housing providers, tenancy support and ongoing training with external agencies. However, cases are becoming increasingly complex
- The number of households in temporary accommodation has reduced as a result of the reduction in homeless acceptances and the ongoing provision of Howe Hill for Young People. The target for 2014/15 was 76 and the final number in temporary accommodation as of 31/3/15 was 65 which is an excellent achievement.
- The complexity of immigration law, homeless applications and supported housing referrals via SAP result in staff requiring more detailed knowledge, skills and time to deal with individual cases.

Service improvement during 2014-15

11. Throughout 2014/15 significant work has continued both internally and with partner agencies to improve the direct service to customers and the overall provision.
12. A number of service improvements were achieved in 2014/15:
 - The Older Persons Housing Specialist has been extremely successful and has been refunded until 31/3/16.
 - The introduction of a new customer portal on North Yorkshire Home Choice has made the system more user friendly
 - Successful transfer of Youth Homeless Workers to CYC from Foundation
 - MEAM (Making every adult matter) pilot started in January 2015 (12 month post)
 - CYC Housing achieved Customer Excellence award
 - CYC achieved Equality Peer review
 - Howe Hill for Young People converted a 2 bed unit into a scheme for young parents, in particular 16 and 17 year olds to assess them and prepare them for independent living.
 - Approval in December 2014 to replace Ordnance Lane hostel (statutory homeless hostel) as it no longer fit for purpose
 - Pilot project at Salvation Army for a part time private lettings officer (sub regional money)
 - Increased work with faith and community groups in work with homeless, including introduction of a volunteer training session and meetings
 - White Swan development will provide 18 flats let as intermediate (affordable 80% market) rent in April 2015
 - Undertook the Gold standard peer review assessment (achieved 71% allowing us to move onto the 10 Gold Standard challenges)
 - Expanding Single Access Point to Offender services

Forthcoming projects and priorities – 2015/16

13. The following work is identified in the Homelessness Strategy Action plan 2013-18 and will be given priority during 2015-16:

- To complete an interim review of the Homeless Strategy 2013-18 and action plan and prioritise any relevant actions (June – October 2015)
- To continue to tackle rough sleeping, street drinking and begging (in conjunction with ASB Hub) and explore need for day facilities and night shelter in light of rising numbers of rough sleepers and associated street drinking and begging
- To increase portfolio and business model of YorHome to ensure future sustainability of project
- To revisit the option of using the private rented sector to discharge homeless duty to private rented sector as appropriate
- Re-provision of Ordnance Lane hostel
- Work alongside partners to explore opportunities to develop additional specialist mental health accommodation
- Work towards achieving the 10 'Gold Standard challenges' as set out by DCLG
- Continue to adapt services in light of future legislative changes and welfare reforms
- To seek mainstream funding of Older Persons Housing Specialist if appropriate.
- To work in conjunction with Adult Social Care Commissioners around the transformation of housing related support and ensure services including in house services are fit for purpose
- To analyse and if appropriate work to extend MEAM Project (Arc Light lead agency)
- That YorHome will take over the management of the properties (owned by Thirteen Housing Group) let on intermediate rents (White Swan development).
- YorHome will work towards becoming an accredited landlord through CYC Housing Standards and Adaptations.

Consultation

14. Consultation has taken place regarding the effectiveness of Older Persons Specialist which resulted in continuation funding.
15. Consultation will be undertaken in respect of the homeless strategy review, and ACE housing related support

Council Objectives

16. The Homeless strategy is closely link to a number of element of the administrations 12 point plan:
 - It delivers key Frontline and customer services
 - Financial inclusion and support for vulnerable residents

Implications

Financial Implications

17. 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 met targets and potential for an increase in homelessness.

Equalities Implications

18. A community impact assessment has been completed for the housing options and homeless strategy. Individual CIA's will be completed for major pieces of work outlined in this report.

Legal Implications

19. The provision of a homeless service is a statutory requirement under Housing Act 1996 and Homelessness Act 2002.
20. That services adhere to national Guidance on "Provision of Accommodation for 16 and 17 year old young people who maybe homeless and/or require accommodation".
21. 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

22. There is a continued risk that due to current economic climate, failure to ensure appropriate support to the most vulnerable will result in homelessness increasing significantly. York has seen an increase in rough sleeping despite the commitment of agencies. It is only through the ongoing concerted effort of staff and the resources channelled into homeless that we are able to maintain the current levels.
23. Changes to funding formulas and allocations may impact on the council's ability to deliver critical services in the future.
24. 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

Contact Details

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CANS

Tel No. 01904 554040

Chief Officer Responsible for the report:

Steve Waddington

Assistant Director Housing and Community
Safety

Report

Approved



Date

8 July 2015

Wards Affected: *List wards or tick box to indicate all*

All

For further information please contact the author of the report

Appendix 1

Homeless Review 2014-15 Appendix 1

Background Papers (provided upon request):

2013-18 Homelessness Strategy

Glossary:

ASB- Anti Social Behaviour

AST- Assured Shorthold Tenancy

B&B - Bed and Breakfast

BGS - Bond Guarantee Scheme

CAB - Citizens Advice Bureau

CBL - Choice Based Lettings

CYC - City of York Council

DCLG - Communities and Local Government (now Department Communities and Local Government)

EDT- Emergency Duty Team

IDAS- Independent Domestic Abuse Services

MEAM- Making Every Adult Matter

NSNO- No Second Night Out

NYHC- North Yorkshire Home Choice

PRS- Property Redress Scheme

RSL - Registered Social Landlord

SAP- Single Access Point

SASH- Short Term Accommodation

YACRO- York Association for the Care and Resettlement of Offenders

YEW- Youth Education Project

YOT - Youth Offending Team

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Homelessness Performance 2014/15

Significant achievements in 2014/15

1. Main achievements of 2014/15 were:

- The development of the new North Yorkshire Home Choice portal
- Developing an assessment unit at Howe Hill for Young Parents
- Development of 130 new properties for rent including the site at Beckfield Lane, Water Lane, White Swan * excludes 6 new traveller site pitches at Osbaldwick
- Appointment of MEAM specialist (pilot)
- Appointment of Lettings Officer (sub regional funding)
- Extension of Older Persons Housing Specialist
- Continuous provision of severe weather from Nov – Feb
- Continued decrease in the number of accepted homeless and reduction in use of temporary accommodation – coupled with continued success in homeless prevention and planned moves
- Agreement to rebuild Ordnance Lance Hostel

Legal Changes in 2014 /15

During 2014/15 there have been a number of significant legal changes / case law in respect of housing options, homelessness and housing registrations including:

- Newham V Lewisham – S188 temporary accommodation – the Local Authority no longer needs a court possession where there is no S193 duty to house
- Temur V Hackney- Reviewer can substitute original decision for a lesser one if circumstances have changed
- New supplementary guidance to Code of Guidance around Domestic Violence
- numerous updates to eligibility criteria for persons from abroad
- Kanu V Southwark – when assessing vulnerability for Priority Need, a Local Authority can take into account support from family that would still be available if street homeless. Also duty not extended to secure accommodation to a disabled person if disability does not render that person as vulnerable
- Farah V London Borough of Hillingdon- LA's should take affordability seriously & give sufficient reasons in reaching their decision & carry out detailed financial assessments- not to find intentional if consider that

expenditure exaggerated without detailing how & why believe this to enable applicant to respond to findings

- Private rented – redress for revenge / retaliatory evictions by Landlords will come into force in October 2015
- New allocations regulations have been introduced to prevent local authorities applying a local connection test that could disadvantage existing social tenants who need to move across local authority boundaries for work related reasons.
- New allocations regulations have been introduced to prevent local authorities applying a no local connection test to existing social tenants who require to move to a new area for work related reasons.

Resettlement Services

2. During 2014/15 all agencies continue to work hard to tackle rough sleeping. Street walks continue on a regular basis, as does the provision of advice and drop-in services. The Salvation Army Early Intervention and Prevention team (office) has relocated to Central Methodist Church as a result of the prospective sale of the Citadel.
3. There are 2 emergency rooms (1 at Peasholme Centre and 1 at Howe Hill for Young People) and 2 'Bed-a-Head' beds at Arc Light for hospital discharges that are homeless plus YACRO, Arc Light, Howe Hill for Young People and Peasholme Centre use short term vacant beds / emergency placements for No Second Night Out (NSNO) and severe weather to accommodate those sleeping rough.
4. Despite the hard work and flexibility of agencies the number of rough sleepers in York has again increased from 9 in 2013/14 to 13 in 2014/15 (44%). Street count (number of rough sleepers as defined by DCLG definition).

Nov 10	Nov 11	Nov 12	Nov 13	Nov 14
2	2	8	9	13

5. Nationally there was a 13.7% increase but within Yorkshire and Humberside a decrease of 2.3%. This we believe is due to the attraction of York for people, the difficulty accessing the private rented sector due to high rents and pressure on services which limits availability of accommodation. Rough Sleepers are continually being encouraged to access services and accommodation.

Region	Autumn 2010 ⁵	Autumn 2011	Autumn 2012	Autumn 2013	Autumn 2014	Change	
						Number	%
Yorkshire and the Humber	115	150	157	129	126	-3	-2.3
England	1,768	2181	2309	2414	2744	+330	13.7

6. 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 from 1st April until the 31st October when the severe weather protocol was activated in its place. Severe Weather was deactivated this year on the 1st March and NSNO recommenced.
7. Hostels in York provided 2274 emergency bed nights to homeless clients. The majority of the referrals done for the NSNO beds were completed by the Salvation Army Early Intervention and Prevention Team, however some referrals were also completed by Emergency Duty Team (EDT), Housing Options, Youth Homeless Workers, and the Pathways team. In 2013-14 the number of emergency bed nights was 899. This significant increase is due to the extension of the severe weather which was continual during the winter period, not just on very cold nights.

	Beds Nights in total: 2274					
	Total	Arclight	Peasholme	YACRO	Howe Hill	Nightstop
April	123	36	33	0	54	0
May	94	23	58	0	13	0
June	41	17	15	0	9	0
July	102	36	28	0	38	0
August	121	71	31	0	19	0
September	112	44	42	7	19	0
October	164	78	59	4	22	1
November	294	179	84	9	22	0
December	301	163	44	29	65	0
January	435	167	144	5	114	5
February	273	168	44	17	32	12
March	214	83	49	29	53	0

8. In total 192 individuals were accommodated in emergency beds, an increase from 138 in 2013/14.

9. The Salvation Army issued 38 travel warrants in 14/15 in comparison to 40 in 13/14 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. It is becoming increasingly difficult to find out of area placements for customers due to the high demand for hostel placements and accommodation in general and people are reluctant to leave York, preferring to remain on the streets. Ongoing work is taking place to address these issues.
10. Arrears have decreased in both Howe Hill for Young People and at Peasholme Centre despite the significant impact that benefit sanctions are having on customers.

Current Arrears - D10 Hostels	Mar-11	Mar-12	Mar-13	Mar-14	Mar - 15
D10 Hostels (Howe Hill for Young People)	£2,308	£5,786	£6843	£2548	£2067.63
D10 Hostels (Peasholme)	£1,104	£1,726	£1174	£1055	£925

11. During 2014/15, 56 people re-housed by CYC / 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
2010/11	45	35	9	1	N/A
2011/12	34	21	4	2	7
2012/13	59	37	15	1	6
2013/14	55	29	15	2	9
2014/15	56	28	20	2	6

Young People's Services

12. Howe Hill for Young People provides 22 bedspaces for young people and young parents. The project incorporates the YEW Project whose aim is to work with young people and Care Leavers (16-21).
13. The YEW project facilitated 462 sessions and worked with 63 young people to prepare them for independent living. The programme includes 'in house training' and utilising external specialist organisations.

budgeting sessions, tenancy skills, current affairs, cooking, employability skills, group work and self esteem, sexual health and pregnancy, developing numeracy and literacy skills, art and craft based projects, raising awareness around offending behaviour and the law (University of Law ran 13 sessions with the residents on a range of law related topics). New sessions have been developed around cyber bullying, domestic violence, sexual exploitation, gender specific sessions, prison and offending behaviour and a sport and fitness programme. A group of 10 residents were taken to Low Mill outdoor education centre for 2 nights. Activities included abseiling, caving, kayaking and a night walk. We also were able to take a group mountain biking at Dalby Forest, a group to Water World and energise climbing wall.

Housing Options and Prevention

- 14.** It is a legal requirement tht a Local Authority provides housing advice. While Salvation Army Early Intervention and Prevention Team and Youth Homeless workers provide specialist advice, Housing Options Team is the main point of contact. The Housing Options Team continues to provide a valuable service to customers offering comprehensive, individual interviews to discuss their housing issues.
- 15.** Housing Options Statistics 2014/15 shows a slight reduction in contacts with Housing Option Team, although overall there is a continued high demand for the advice service.

	TOTAL	Total In depth interviews
2010/11	1900	
2011/12	3350	
2012/13	4925	1983
2013/14	4572	1626
2014/15	3795	1454

- 16.** Prevention remains a fundamental element of the work offered by Housing Options Team and the Salvation Army Early Intervention and Prevention Team. Statistics record complex cases level and show that the number of preventions has reduced but homelessness has not increased (point 25). The main constraint affecting this service is the increasingly difficult to access the private rented sector for our customers, high demand on supported housing places and demand for social housing via North Yorkshire Home Choice. Please note, duty court desk figures are no longer included in these statistics.

Year	TOTAL preventions
2003/4	121 (cases) 95 prevented
2010/11	631
2011/12	993
2012/13	746
2013/14	683
2014/15	665

17. The Older Persons Housing Specialist provides advice to people aged 60+. Targets for the 18 month pilot project were exceeded and funding has been secured for 2015/16.

	general contacts / enquiries (eg Drop sessions)	level 2	level 3
Sept 13 – March 14	272	98	51
2014/15	965	308	166
Target (actual)	1000 (1237)	250 (406)	150 (217)

18. Other prevention tools include assistance with private sector bonds. 9 households have been provided a bond in 2014/15, a decrease from previous year of 18. There are a total of 154 bonds now administered through the scheme. There have been 12 claims on the Bond in 2014/15 totalling an amount of £5454.43. This money is reclaimed from the customer.
19. YorHome is the Private Letting Agency run under the umbrella of CYC and is a socially responsible Landlord. YorHome currently manage 54 Properties. These properties are let to customers via Housing Options. Unfortunately the YorHome portfolio is reducing, possibly because of landlords selling due to the upturn of the housing market, something all lettings agencies are experiencing. YorHome continues to regularly advertise for new Landlords.

	2012/13	2013/14	2014/15
YorHome properties	85	74	54

20. YorHome is registered with the Property Redress Scheme (PRS) as part of 'Redress Scheme'

21. The Citizens Advice Bureau (CAB) Housing and Debt Project is funded via DCLG Homeless Prevention Grant. The remit of the project changed slightly in 2014/15 to enable the adviser to deal with more complex debt cases to achieve sustainable outcomes. This has seen a significant reduction in the number of contacts from 563 to 326 households with housing related debt problems but anyone with an immediate housing debt problem was able to see an adviser. The majority of customers continue to be Local Authority tenants (68%), with a significant drop in the number of owner occupiers seeking help.

	PRS	LA	HA	O/O	Hostel / temp	No record
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%
2013/14	15%	51%	10%	24%	0%	
2014/15	10%	68%	11.5%	9.5%	1	

22. Young Persons Homeless Workers were transferred into CYC Housing in April 2014. They provided advice and support to 148 young people, of these 28 were referred to long term supported accommodation. 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
2010/11	136
2011/12	164
2012/13	178
2013/14	203
2014/15	148

This reduction may be due to increased school leaving age, effects of having a spare room (bedroom tax) as well as improved prevention work.

23. Nightstop provided emergency bed spaces for 12 young people amounting to 73 bed nights. This is a significant reduction but the contract was reconfigured in January 2015 and will be monitored for an improvement.

In addition, SASH provided accommodation through charitable funding for a young person who had no recourse to public moneys for some considerable time until this issue was resolved.

	Young People accommodated	Bednights
2010/11	47	226
2011/12	60	189
2012/13	53	239
2013/14	56	307
2014/15	12	73

24. Mortgage rescue scheme using DCLG monies ceased at end of 2013/14. The only remaining scheme is the local scheme co-ordinated by Wakefield MBC (Breathing Space).

	Golden triangle Scheme	CLG Scheme	Breathing Space
2009/10	8	3	N/A
2010/11	2	6	0
2011/12	N/A	4	2
2012/13	N/A	5	2
2013/14	N/A	2	1
2014/15	N/A	N/A	2

Statutory homeless

25. Homeless presentations have increased slightly in 2014/15 but homeless acceptances have decrease. The focus of the work within the Housing Options Team remains prevention which is borne out by the prevention figures over the last 10 years (point 15).

	2003/4	2010/11	2011/12	2012/13	2013/14	2014/15
Presentations	1430	247	215	218	180	188
Total Accepted Homeless	409	183	151	146	109	103
% acceptances to presentations	29%	74%	75%	67%	61%	55%

26. The statutory homeless figures show us that homeless acceptances in 2014/15 were 103 which is a reduction on previous year. This is again 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

Priority Need acceptances	2010/11	2011/12	2012/13	2013/14	2014/15
Households with children or pregnant	89	79	101	68	68
16 and 17 year olds / vulnerable young people	49	22	2	1	2
Old age	0	0	6	0	1
Households with physical illness or disabilities	19	22	18	17	11
Households with mental health issues	18	13	11	19	17
Domestic violence	4	6	7	4	3
Emergency / other	4	9	1	0	1
Asylum Seekers	0	0	0	0	0
TOTAL	183	151	146	109	103

27. The reasons why people were accepted in priority remain fairly constant, that of households with children or who are pregnant. The provision of Howe Hill for Young People ensures that young people are offered a planned route into accommodation rather than via the statutory homeless route.

Trends over the last few years

28. Overall number of homeless acceptances has decreased slightly to 103 (-5.5%) which is in contrast to the slight increase nationally 1.9%.

	2010/11	2011/12	2012/13	2013/14	2014/15
York % increase in homelessness comparative years	183 41%	151 -17.5%	146 -4.5%	109 -25.5%	103 -5.5%
England	42400	48510	53450	52260	53,250

- 29.** Ethnic monitoring of customers occurs when they present as homeless. There was ethnic monitoring information for 97% of applications, which is a significant improvement from the previous year (only 52% completed). The majority of who described themselves as white (90%). 2011 census for York indicated a percentage change in population composition, which is partially represented in the homeless statistics (% increase in 'other').

Census figures	White British	White Irish	White Other	Black / Black British	Asian / Asian British	Chinese	Mixed
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

- 30.** Homeless decisions by ethnicity

	White	Afro / Caribbean	Indian, Pakistani, Bangladeshi	Other	Not Known
2010/11	230	3	3	1	10
2011/12	206	0	0	3	6
2012/13	193	3	1	2	19
2013/14	87	1	0	6	15
2014/15	170	2	2	8	6

Reasons for homelessness

Reason for homelessness	2003/4	2011/12	2012/13	2013/14	2014/15
Family Licence Termination (parental exclusions)	225	36	31	28	6
Family Licence Termination (other)		20	13	7	22
Relationship breakdown (violent)	81	25	19	16	17
Relationship breakdown (other)		22	22	9	13
Mortgage arrears repossessions	4	0	2	0	1
Rent arrears	8	0	1	6	5
Loss of Assured Shorthold Tenancy	36	17	28	21	20
Loss of other rented accommodation inc NASS	24	9	6	5	3
Other inc left institution or care, emergency, return from abroad, sleeping rough, hostel Violence / harassment	82	22	24	17	16
TOTAL	460	151	146	109	103

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

- Parental exclusion / family licence terminations are slightly lower than recent years but compared to 11 years ago the actual figure has reduced significantly.
- The number of relationship breakdowns remains high but not changed significantly
- Homelessness because of the loss of AST tenancies remains high.
- The number of mortgage repossessions remains low, although a small number of households have been assisted through mortgage rescue schemes (previous details).

Use of temporary accommodation

32. 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. 3.11	31.3.12	31.3.13	31.3.14	31.3.15
Bed & Breakfast (B&B)	2	6	5	7	2
Total annual placements into B&B	45	92	73	65	41
B&B use as % of all temp accommodation	2%	6.45%	5%	8.9%	3%
Of which – families with children/pregnant	1	2	1	0	1
TOTALS in all temp accom	94	93	99	79	65
Temp targets	75	90	85	90	76
B&B annual cost (NB some of this is re-imbursed via HB, rent and personal contribution payments)	£72,945	£121,027	£96,072	£103,422	£50,841

33. The use of Bed and Breakfast is only used when necessary. 2014-15 was lowest cost for several years and has reduced the financial burden on the Council. The ongoing financial contribution from Housing Benefit (2009) has now been incorporated into the baseline budget and used for prevention measures (Spend to Save).

34. The overall numbers of households in temporary accommodation has decreased. This is due to ongoing emphasis on prevention and planned housing moves (eg through North Yorkshshire Home Choice: potentially homeless category and resettlement / planned housing moves)

35. There is an increase in rent current arrears in temporary accommodation despite the slight reduction in number of units of temporary accommodation.

This is despite the concerted effort by staff to support people with benefit claims and debt issues where necessary and in part may be due to the ongoing welfare benefit reforms which are affecting a number of clients (benefit sanctions) or prolonged process to evict people due to legal challenges. This has since reduced in light of Housing Benefit payment cycles and as of 12/6/15 is £10,310.

2010/11	2011/12	2012/13	2013/14	2014/15
£8,183	£9,509	£14,429	£9,389	£16,472

Review of Homeless decisions

36. The number of reviews has increased significantly, in part due to the complexity of the cases and limited alternative options for customers.
37. The Review Officer 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 23 reviews bringing in circa £3100.

	No of reviews	Upheld	Dismissed	Withdrawn/ out of time/ not homeless	Ongoing	Court cases
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
2013/14	40 + 5 ongoing	14	15	12	4	0

Permanent Re-housing.

38. Single Access Point (SAP) is the referral point for 29 supported housing and floating support providers. In November 2014 referrals for Offender services became part of the Single Access Point adding Robinson Court, the Shared Housing scheme and the Women's Hostel, all run by YACRO.

- 39.** In 2014/15 SAP processed 757 referrals, for 410 individuals. Of the remaining referrals that did not receive support, most were because clients did not engage with the assessment process or no longer needed support/accommodation. Those referrals that were declined generally had no local connection to York.
- 40.** North Yorkshire Home Choice (NYHC). As of 31/3/15 there were 7086 applicants on NYHC, 1546 registered in York.

Register as at 31/3/15	Emergency	Gold	Silver	Bronze	Total by LA
Craven	0	30	186	355	571
Hambleton	1	78	350	531	960
Richmondshire	2	49	225	229	505
Ryedale	0	59	293	350	702
Scarborough	5	233	683	1211	2132
Selby	2	62	271	335	670
YORK	4	223	835	484	1546
Total by Band	14	734	2843	3495	7086

- 41.** There is a continuing trend of a reduction in numbers on NYHC which is due to the amended NYHC policy in September 2013 which disqualifies those who have no local connect to York and those who can resolve their own housing needs (criteria set out in NYHC policy and includes owner occupiers and people with income / savings in excess of £60,000).

Numbers on NYHC	31/3/13	31/3/14	31/3/15
York Total	4695	2311	1546

42. During 2014/15 there have been 172 offers of accommodation to potentially homeless customers via waiting list, proving a very effective prevention tool and contributing to the reduction in homelessness and use of temporary accommodation.

Year	Offers of accommodation to potentially homeless
2009/10	89
2010/11	148
2011/12	266
2012/13	154
2013/14	170
2014/15	172

43. As the numbers of homeless acceptances decrease, so too do the number of lets to homeless households. During 2014/15 17.03% of all council homes available to let went to homeless households. This reduction is in part due to the actual reduction in homeless households.

Year	Total lets (excluding transfers)	Let to homeless	Percentage
2009/10	478	136	28%
2010/11	372	59 (inc CBL)	16%
2011/12	400	103	25.75%
2012/13	369	128	34.6%
2013/14	435	118	27.1%
2014/15	370	63	17.03%

44. In addition 56 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.

Customer satisfaction

45. CYC carry out customer satisfaction surveys for temporary / resettlement accommodation and for housing options advice.

- 46.** During period 1/4/13 – 31/03/14, slightly more accommodation surveys were returned 10 compared to 3 returns 2012/13. 78% were satisfied (overall) with the service, the main areas of dissatisfaction being self catering facilities (44% very / satisfied and 10% very / dissatisfied) and only 40% saying there were enough activities. Again there is a clear need for staff to identify steps to improve this low response rate.
- 47.** During period 1/4/14-31/03/15, 34 Housing Options customer satisfaction survey were returned (increase from 26 previous year). 82% were satisfied with the information they received at first visit. 100% of those who replied to this question (22) said they found the overall Housing Options service they received very / fairly good.