

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 workers 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

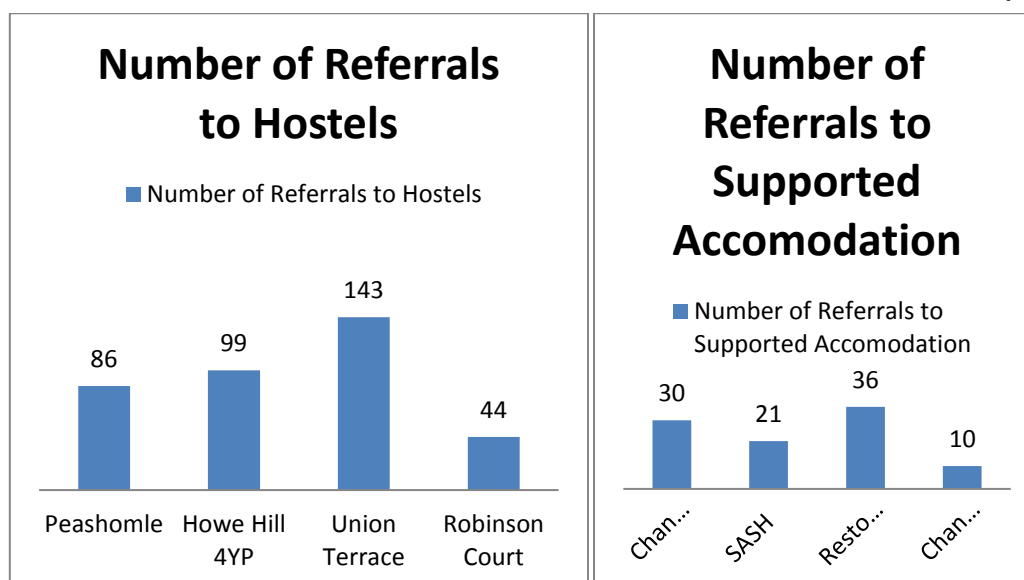
67. The number of reviews remains constant within York but has increased sub regionally as the Review Officer carries out reviews on behalf of Scarborough Borough Council, Ryedale Borough Council, Hambleton Borough Council and Craven District Council with the income from this funding the rough sleeper 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.