

Notice of a public

**Decision Session - Executive Member for
Housing & Safer Neighbourhoods**

To: Councillor Lisle (Executive Member)

Date: Monday, 17 July 2017

Time: 4.00 pm

Venue: The Auden Room - Ground Floor, West Offices (G047)

AGENDA

Notice to Members – Post Decision 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 19 July 2017**.

*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 Customer and Corporate Services Scrutiny Management Committee.

Written representations in respect of items on this agenda should be submitted to Democratic Services by **5.00pm on Thursday 13 July 2017**.

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. 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 **5pm on Friday 14 July 2017**.

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

Filming, Recording or Webcasting Meetings

Please note this meeting may be filmed and webcast, or recorded, and that includes any registered public speakers, who have given their permission. The broadcast can be viewed at <http://www.york.gov.uk/webcasts>, or if recorded, this will be uploaded to the Council's website following the meeting.

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 http://www.york.gov.uk/download/downloads/id/11406/protocol_f_or_webcasting_filming_and_recording_of_council_meetings_20160809.pdf

3. Minutes

(Pages 1 - 2)

To approve and sign the minutes of the Decision Session held on 19 June 2017.

4. Homeless review 2016/17

(Pages 3 - 36)

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 2016/17.

5. Urgent Business

Any other business which the Executive Member considers urgent under the Local Government Act 1972.

Democracy Officers:

Catherine Clarke and Louise Cook (job share)

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For more information about any of the following please contact the Democratic Services 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 - Executive Member for Housing & Safer Neighbourhoods
Date	19 June 2017
Present	Councillor Lisle (Chair)

4. Declarations of Interest

At this point in the meeting, the Executive Member was asked to declare any personal interests not included on the Register of Interests, any prejudicial interests or any disclosable pecuniary interests which he had in the business on the agenda. No additional interests were declared.

5. Public Participation

It was reported that there had been no registrations to speak at the meeting under the Council's Public Participation Scheme.

6. Minutes

To approve and sign the minutes of the Decision Session held on 22 May 2017.

Resolved: That the minutes of the Decision Session – Executive Member for Housing & Safer Neighbourhoods held on 22 May 2017 be approved and then signed by the Executive Member as a correct record.

7. Amendments to the Private Sector Assistance Policy

The Executive Leader considered a report which outlined a number of proposed changes to the Private Sector Assistance Policy in order to ensure that York residents are able to maximise the funding that is available through the Better Care Fund (BCF) and Disabled Facilities Grants (DFG). The Housing Standards and Adaptations Manager was in attendance to answer any questions.

It was explained that the increase in funding from the Department of Health aimed at preventing, reducing and delaying the need for NHS-commissioned and Social Care services provided an opportunity to review

the disabled facilities grant. The proposal of introducing a new non-means tested discretionary adaptation grant for work having a total value of less than £5,000 would result with significant reduction of processing times which will have beneficial effects for the customers. The suggested Discretionary Assistance changes broadening the scope of the work covered were also noted. It was confirmed that they were subject to the Council's annual budget setting procedures as well as the availability of sufficient levels of external funding. All such payments were at the Council's discretion and would be removed once available funds were exhausted.

The Executive Member asked for clarification in relation to improvement of the waiting times should the changes be approved. It was noted that the current processes take, on average, 272 days. Removing means testing for lower value work would allow certain adaptations to be carried out more quickly rather than having to wait for housing standards and adaptations service to carry out a financial assessment; this would also increase team's capacity to deal with other customers.

The Executive Member thanked the Officer for her input.

- Resolved:
- a) That the receipt of £1.101m from the Better Care Fund (BCF), complimented by the contribution from the Council's own capital budget, be noted.
 - b) That Option 1, to amend to the Private Sector Assistance Policy (the policy) and introduce a number of changes to the policy around the Disabled Facilities Grant (DFG) element, including some transitional arrangements, be agreed.

Reason:

To ensure that the increased DFG funding allocation is used effectively and offers a prompt and streamlined service which aims to prevent, reduce and delay need for NHS-commissioned and Social Care services.

Councillor Lisle, Executive Member

[The meeting started at 4.00 pm and finished at 4.10 pm].



**Decision Session - Executive Member for Housing
& Safer Neighbourhoods****17 July 2017**

Report of the Assistant Director – Housing & Community Safety

Homeless Review 2016/17**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 2016/17. The primary focus is to report on prevention work, the trends of statutory homelessness and rough sleepers.
2. The report identifies targets and priorities for 2017/18.
3. The report incorporates the work and contribution of partner agencies in delivery of a comprehensive service to homeless households across York, many of whom are the most socially excluded people in society. Each agency contributes to this success and is a vital part of the jigsaw.
4. During 2016-17 there were a number of significant successes within the service, including achieving the national 'Gold Standard' challenge (National Practitioner Support Service), increasing the homeless prevention work across the city and providing accommodation and support in the private rented sector for Syrian refugees.

Recommendations

5. The Executive Member is asked to:
 - a. Note the progress made by the service;
 - b. Agree the priorities and targets for 2017/18 as set out in paragraph 16.

Reason – To ensure the council continues to meet its current and new statutory responsibilities (under the Homeless Reduction Act 2017) and supports the most vulnerable in society.

Background and overview of service

6. There is a duty on all Local Authorities to provide an advice service to all homeless people and those at risk of homelessness. In addition the Local Authority has a duty to provide temporary accommodation for certain households in accordance with the Housing Act 1996.
7. The remit of the work carried out by the Homeless Service (which incorporates Housing Options, Housing Registrations, Resettlement and Temporary Accommodation) is set out in legislation and in the City's Homelessness Strategy 2013-18 '*A City Partnership to prevent homelessness*'. The current action plan identifies actions to tackle homelessness and develop services.
8. **Statutory homelessness** refers to those people who have made a homeless application to their local authority and have met the necessary criteria set out in legislation to be accepted as eligible for assistance (subject to immigration status), homeless, in priority need, unintentionally homeless and have a local connection. This group may include families, pregnant women and vulnerable single people.
9. **Non-statutory / non-priority homeless** tend to be single people or childless couples who are not assessed as being in priority need and are only entitled to 'advice and assistance' including support to access private rented accommodation, housing via North Yorkshire Home Choice ('waiting list') or supported housing.
10. **Rough sleepers** are people who are roofless / street homeless. This is a relatively small number of people when considering the wider population of York.
11. In York, homeless prevention services and statutory homelessness assessments are carried out by the council's Housing Options Team, based at West Offices. The Salvation Army, Early Intervention and Prevention Team provide specialist advice to single homeless (18+), the Youth Homeless Workers provide specialist advice to young people aged 16 and 17 that are homeless and the Older Persons Specialist provides housing advice for 60+ age group.
12. The Homeless Strategy 2013-18 sets out 5 strategic aims which have been amended in the Housing Options and Homeless Strategy Action Plan to:
 - a. **Strategic aim 1.** Ensure people who are at risk of homelessness are aware of and have access to the services they may need to prevent it.

- b. **Strategic aim 2.** Ensure the provision of, and fair access to, accommodation sufficient to meet the identified housing needs.
- c. **Strategic aim 3.** Ensure that people with housing related support needs have these fully assessed and have access to service required to sustain successful independent living and prevent homelessness.
- d. **Strategic aim 4.** Ensure that effective multi-agency and partnership working occurs across all services to prevent homelessness and provide appropriate accommodation and support to meet the needs of people who are homeless or at risk of homelessness.
- e. **Strategic Aim 5.** Deliver and develop early intervention strategies to tackle predicted trends in homelessness.

Targets

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

Performance Targets – 2016/17

- A Local Authority has a statutory duty to give advice to anyone who is homeless or at risk of homelessness. In conjunction with partner agencies the focus is to prevent homelessness / re-house in a planned way. In 2016-17 there were 752 prevention cases and homeless acceptances (under Housing Act 1996) was 97 which is below the target of 100. Target achieved.
- The target for reducing the number of households placed in temporary accommodation for 2016/17 was 56. The actual outturn was 62, which was the same as 2015-16. This is a significant achievement in light of ongoing housing and welfare benefit pressures.
- That B&B for families should only be used in emergencies and then for no more than 6 weeks. As of 31/3/17 there were only 2 households in B&B and these were not families or young people (16 and 17). Target achieved
- To reduce rough sleepers to 12. This has not been met as in November 2016 the official submission was 18. This is same as 15/16 and remains a significant concern.

- Achieve housing performance targets within departmental service plan around voids and rent arrears. While rent arrears have reduced in Howe Hill and Ordnance Lane, they have increased at Peasholme but not significantly in monetary terms. High level of voids 3.93 weeks are a direct consequence of the uncertainty about the replacement of Ordnance Lane hostel.
- Deliver action points set out within the Homelessness Strategy 2013-18 'A City Partnership to prevent homelessness' action plan within identified time scales. Target achieved
- (Gold Standard Challenge) Not to use B&B for 16 or 17 year olds. Target achieved
- (Gold Standard Challenge) Not to use B&B for families, other than in emergencies and then for no longer than 6 weeks. Target achieved

Priorities for 2016/17

- To continue to work to achieve the 10 'Gold Standard challenges' as set out by DCLG. Achieved Gold Standard 7th December 2016 (3rd Local Authority in country). Completed
- To develop services / processes to mitigate effects of welfare benefit reforms on homeless families and individuals. Ongoing in light of continued welfare reforms.
- Review the effectiveness of the information sharing / transfer of complex homeless and resettlement cases into social housing. Robust risk / information sharing process introduced. Completed
- In light of the Housing and Planning Act, review the use of alternative tenancies e.g. Family Intervention Tenancies and Fixed Term Tenancies (CYC). Ongoing, awaiting government guidance.
- Review the use and consider investment /re-design opportunities of existing social housing stock to meet needs of complex / vulnerable customers in particular to mitigate medium and long term impact of welfare benefit reform. Ongoing
- Review Nightstop services in lieu of reduced demand. Incorporated into Supported Housing contract. Completed
- To continued to explore / work with TEWV to provide appropriate housing / housing support / hospital discharge process for people with mental health issues. Completed

- Ordnance Lane re-provision. Ongoing, contract for new hostel building signed April 2017.
- To complete review of Housing Registrations Service and implement proposed changes to service and policy. Stage 1 and 2 Completed
- To prioritise reduction of rough sleeping, street drinking and begging (in conjunction with Community Safety Hub) and explore need for day facilities and night shelter in light of rising numbers of rough sleepers and associated street drinking and begging. Ongoing
- To work with Community Rehabilitation Company (CRC) to improve prison release system if housing is required. Completed (but limited impact)
- To work with new provider of Housing Related Support contract (following retender by Adult Social Care). Completed
- To work with Adult Social Care on review of mental health housing. Ongoing
- Work with CYC Housing in relation to restructure and new operating model. Ongoing
- To work in conjunction with CYC Childrens Social Care new operating model. (Local Area Teams) Completed
- To support the extension of MEAM Project (Arc Light lead agency). Ongoing, extended until 30/9/17.
- To secure funding for Older Persons Specialist. Ongoing, extended until 30/9/17.
- To secure funding for mental health hostel workers if pilot successful. Ongoing, extended until 30/9/17.
- To review IDAS 24 hour helpline and support IDAS in any funding applications. New arrangements agreed. Completed

Key Points 2016/17

14. 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:

- An increase in homeless preventions (752 cases in 2016/17). Prevention remains a vital part of the work and contributes to the reduction in statutory homelessness and will be integrated into forthcoming statutory duties' placed on Local Authorities in Homeless Reduction Bill.
- Statutory homelessness has increased but service achieved target in 2016/17) . The figure was 91 in 2015/16. This is a 6.6% increase and is not dissimilar to national trends (4.6%).
- Housing Options remains busy with 2958 (contacts) of which 1127 are in depth interviews/cases. This is a reduction and can be attributed to the pro-active approach taken by Housing Registrations who now offer personal telephone interviews / appointments with all applicants wishing to register on North Yorkshire Home Choice.
- The complexity of immigration law, homeless applications and supported housing referrals via Single Access Point result in staff requiring more detailed knowledge, skills and time to deal with individual cases.
- The number of households in temporary accommodation has increased in line with the increase in statutory homeless applications.
- The Older Persons Housing Specialist exceeded targets

	level 2 advice and information	level 3 casework
2016/17 (Target) Actual	(250) 307	(150) 180

- Despite ongoing work, commitment of agencies, continued resources and new flexible methods of working the number of rough sleepers in York has not reduced but remained at 18 (Nov 2016). National trends however show an increase of 16%.

In Year Service Improvement

15. Throughout 2016/17 significant work has continued both internally and with partner agencies to improve the direct service to customers and the overall provision.
16. A number of significant service improvements were achieved in 2016/17 (further details in appendix 1):

- CYC Homeless Services achieved Gold Standard (National Practitioner Support Service 'Gold Standard' challenge) and was the 3rd Local Authority in the country to do so. This is a fantastic achievement and shows how dedicated to improving services staff are.
- The Older Persons Housing Specialist has been extremely successful and funding has been identified until 30/9/17 but short term funding is not an ideal situation.
- MEAM (Making Every Adult Matter) pilot extended 30/9/17 but short term funding again is not an ideal situation.
- The contractor appointed to develop and build the new hostel at Ordnance Lane (statutory homeless hostel) went into administration. Significant work has taken place to mitigate this and a new building has been identified, procured and is being developed to provide new hostel provision.
- Working with Youth Offending Team to provide PACE (Police and Criminal Evidence Act) beds for 16 and 17 year olds as a young person who is officially "detained" in police custody **must never** spend the night in a police cell. The police have a legal responsibility to contact a representative of the Local Authority for emergency PACE bed provision. The young person remains in custody.
- Working with Adult Commissioning regarding contract re-commissioning for Community Wellbeing Support Contracts, Family Support contract, Older Persons contract and Supported Lodgings contract.
- Hostel and supported housing provision for young people was extended to cover 16-25 age range.
- Developing an additional 2 respite rooms in sheltered schemes to assist early discharge from hospital, decants when major adaptation's are required in an individuals home or people that are homeless and need temporary accommodation (3 now in total).
- Developing a Mental Capacity / Power of Attorney leaflet.
- Improving Single Access Point process, including streamlining referral form, consent statement and eligibility criteria.
- Involved in DCLG consultation around Homeless Reduction Bill and supported housing funding.

- Transferred and expanded move on flats – now available to all customers group rather than just young people in homeless services.
- Completion of 53 properties for social rent in York plus 20 intermediate rent.
- Working with Syrian Refugees.
- Decision October 2016 to explore withdrawing from NYHC and from Choice Based Lettings (ongoing work).
- Developed a property booklet setting out actual lettings data for customers to make informed decisions about their housing options.

Forthcoming projects and priorities – 2017/18

17. The following work is identified in the Homelessness Strategy Action plan 2013-18 or has emerged over past 12 months and will be given priority during 2017/18:

- To research and develop 2018-23 Homeless Strategy (due for sign off July 2018).
- To amend procedures, working practice, service and staffing to address new statutory requirements in Homeless Reduction Act 2017 to prevent homelessness and relieve homelessness. This is a significant change to current duties.
- To tender the Single Homeless Early Intervention and Prevention Service (due for completion August 2018) taking account of Homeless Reduction Act 2017.
- To consult and agree on the allocation policy and delivery of housing registrations service (North Yorkshire Home Choice or internal).
- To develop services / processes to mitigate effects of welfare benefit reforms on homeless (Universal Credit full roll out due in July 2017, withdrawal of housing costs for 18-21 year olds, address shortfall in supported housing rents – awaiting Government directive).
- In light of Housing and Planning Act, review the use of alternative tenancies e.g. Family Intervention Tenancies and Fixed Term Tenancies (CYC).
- Review the use and consider investment /re-design opportunities of existing social housing stock to meet needs of complex / vulnerable

customers in particular to mitigate medium and long term impact of welfare benefit reform.

- Ordnance Lane re-provision.
- To review CYC Housing Resettlement Service.
- To prioritise reduction of rough sleeping, street drinking and begging (in conjunction with Community Safety Unit) and explore need for day facilities and night shelter in light of rising numbers of rough sleepers and associated street drinking and begging.
- To work with Adult Social Care on review of mental health housing and support.
- To work with Childrens Social Care to identify support / housing / residential pathway for young people with complex needs.
- To work with Adult Social Care to identify support / housing / residential pathway for people with complex needs.
- To work 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.
- To develop relationships with Changing Lives (Substance contract) to benefit people that are homeless and homeless services as part of outcome based approach.
- To support the extension of MEAM Project (Arc Light lead agency).
- To secure sustainable funding for Older Persons Specialist.
- To secure sustainable funding for Mental Health Hostel Workers.
- To explore introducing a reporting system for Homeless Strategy Executive group into Health and Wellbeing Board.
- Deliver to the new standards set out in the homeless reduction Act 2017.
- Agree targets for 2017/18.

	2016/17 target	2016/17 actual	2017/18 target	Reason
No of households in temp accom	56	62	62	Retained at this level as we acknowledge in current financial climate / welfare benefit reforms that vulnerable people will continue to be affected by homelessness but the services will strive to work in a planned / preventative approach
No of households accepted as priority need	100	97	100	
No of rough sleepers	12	18	18	While there is an aspiration to reduce rough sleeping in York to 0, a realistic target based on current situation where some rough sleepers current refuse offers of assistance is 18. Ongoing work will take place with Community Safety Hub to tackle this ongoing issue
Not to use B&B for 16 or 17 year olds	0	0	0	
Not to use B&B for families, other than in	0	0	0	

emergencies and then for no longer than 6 weeks				
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Statistical reporting may change during 2017-18 due to new DCLG p1e framework and Homeless Reduction Act 2017.

Consultation

18. Consultation has taken place with stakeholders and partners regarding Homeless Strategy Action Plan review, Housing Registrations service review. Significant consultation with staff, stakeholders and customers will take place in 2017/18 around allocations policy and Homeless Strategy 2018-23.

Options

19. Option 1

Note the contents of the report and agreed the priorities and targets for 2017/18 as set out in paragraph 17.

20. Option 2

Note the contents of the report but recommend alternative priorities and targets for 2017/18.

Analysis

21. The report and appendix identifies current strategic aims (documented in the homeless strategy 'A City Partnership to prevent homelessness' 2013-18) and provides detailed statistics and analysis of the information, to determine the priorities for the forthcoming year.

Council Plan

22. The Homeless strategy is closely link to priorities within the Council Plan 2015-19:

- A prosperous city for all where local businesses can thrive and residents have good quality jobs, housing and opportunities.
- A focus on frontline services to ensure all residents, particularly the least advantaged can access services and community facilities.

Implications

Financial Implications

23. There are no direct financial implications to this report, although there is evidence that by not investing in preventative measures there is a greater cost to the city in the long-term through failure to meet targets and potential for an increase in homelessness.
24. There is an expectation that new burdens money will be made available to implement the Homeless Reduction Act 2017.

Equalities Implications

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

Legal Implications

26. The provision of a homeless service is a statutory requirement under Housing Act 1996 and Homelessness Act 2002. Additional statutory responsibilities to prevent homelessness have been placed on Local Authorities in new Homeless Reduction Act 2017 and new Code of Guidance and possibly a Code of Practice will be published shortly.
27. 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”.
28. National good practice states that no young person 16 or 17 should be in B&B, that no family should be placed in B&B unless in an emergency and then for no more than 6 weeks.
29. 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

30. There is a continued risk that due to current economic climate and changes at a national level, unless mitigation can be put in place to support the most vulnerable, we will see an increase in homelessness within the city. York has a number of people 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.

31. Changes to funding formulas and allocations may impact on the council's ability to deliver critical services in the future. We understand there will be new burdens money for implementation of the Homeless Reduction Bill but this is not confirmed yet.
32. 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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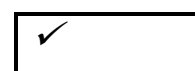
**Report
Approved**



Date 30th June 2017

Wards Affected:

All



For further information please contact the author of the report

Appendix 1

Homeless Review 2016-17

Background Papers:(provided upon request):

[2013-18 Homelessness Strategy](#)

Homeless Reduction Act 2017

Abbreviations:

B&B - Bed and Breakfast

BGS - Bond Guarantee Scheme

CAY - Citizens Advice York

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

CBL - Choice Based Lettings (North Yorkshire Home Choice)

CIA – Community Impact Assessment

CRC – Community Rehabilitation Company

CYC - City of York Council

DCLG - Department Communities and Local Government

IDAS – Independent Domestic Abuse Service

MEAM – Making Every Adult Matter

NYHC - North Yorkshire Home Choice

RSL - Registered Social Landlord

SAP – Single Access Point

TEWV - Tees, Esk, Wear Valley NHS Trust

YOT - Youth Offending Team

Homelessness Performance 2016/17

1. Main achievements of 2016/17 were:

- Working with Youth Offending Team to provide PACE (Police and Criminal Evidence Act) beds for 16 and 17 year olds as a young person who is officially “detained” in police custody **must never** spend the night in a police cell. The police have a legal responsibility to contact a representative of the Local Authority for emergency PACE bed provision. The young person remains in custody.
- Working with Adult Commissioning regarding contract recommissioning for Community Wellbeing Support Contracts, Family Support contract, Older Persons contract and Supported Lodgings contract.
- Hostel and supported housing provision for young people was extended to cover 16-25 age range.
- Developing an additional 2 respite rooms in sheltered schemes to assist early discharge from hospital, decants when major adaption’s are required in an individuals home or people that are homeless and need temporary accommodation (3 now in total).
- Developing a Mental Capacity / Power of Attorney leaflet.
- Improving Single Access Point form, consent and eligibility.
- Achieving national Gold Standard Challenge (3rd council in the county to do so) part of National Practitioner Support Services
- Involved in DCLG consultation around Homeless Reduction Bill and supported housing funding.
- Transferred and expanded move on flats – now available to all customers group rather than just young people in homeless services.
- Completion of 53 (TBC) properties for social rent in York.
- Making Every Adult Matter (MEAM) pilot extended until 30/9/17.
- Older Persons Housing Worker extended until 30/9/17.
- Hostel Mental Health pilot extended until 30/9/17.
- Working with Syrian Refugees.
- Decision October 2016 to explore withdrawing from NYHC and from Choice Based Lettings (ongoing work).
- Developed a property booklet setting out actual lettings data for customers to make informed decisions about their housing options.

Gold Standard

2. A significant part of the work in 2016/7 has been working towards completing National Practitioner Support Service (NPSS) Gold Standard Challenge providing continuous improvement in front line housing services through the development and delivery of the Gold Standard Challenge. This is funded by the Department of Communities and Local

Government and based on the Government report 'Making Every Contact Count'. Initially there was a diagnostic peer review, once achieved this unlocked access to a further 10 challenges. We achieved Gold Standard (completing all 10 challenges) on 7th December 2016, and were the 3rd council in the country to do so.

Challenge	submitted	OUTCOME
1 Corporate commitment	August 2015	PASS 15/16
2 Partnership	December 2015	PASS 16/17
3 Housing Options	April 2016	PASS 16/17
4 No Second Night Out	August 2015	PASS 15/16
5. Pathway to housing	March 2016	PASS 16/17
6 PRS	March 2016	PASS 16/17
7 Mortgage Repossessions	August 2015	PASS 15/16
8 HL strategy	January 2016	PASS 16/17
9 No YP in B&B	November 2015	PASS 16/17
10 No family in B&B	September 2016	PASS 16/17

Legal Changes in 2016/17

3. During 2016/17 there have been a number of significant legislative developments which will impact on housing:

- Homeless Reduction Bill. Awaiting Royal Assent. This will increase the statutory responsibility of Local Authorities to carry out a homeless assessment 56 days before homelessness (increased from 28 days), there will be a duty to provide a personalised plan for all customers to reduce / prevent homelessness.
- Housing and Planning Act 2016. Ongoing requirement to reduce social housing rents by 1% which has been accounted for in Housing Revenue Account business plan. From 1/4/17 this is also extended to supported housing. There has been no further guidance around flexible tenancies and sale of high value stock. Pay to Stay has been withdrawn.
- Housing White Paper has redefined affordable housing and emphasis on home ownership.
- Ongoing welfare reforms. In 2016/17 a number of changes were introduced including partial introduction of Universal Credit in York (full roll out 12/7/17).

Resettlement Services

4. During 2016/17 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.
5. The Salvation Army Early Intervention and Prevention Team (office) remains at Central Methodist Church but the daily drop ins operate out of Peasholme Centre. Salvation Army has provided 255 drop in session, seeing 357 individuals, a total of 2637 contacts. This is a slight increase on customer numbers form 2015/16.
6. The Salvation Army Early Intervention and Prevention Team carried out 49 early morning street walks.
7. The Salvation Army helped 7 people into private rented accommodation and provided 21 travel warrants to help people return to / source alternative accommodation. The total cost of travel warrants in 2016/17 was £436.80.
8. 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.
9. There are 4 emergency rooms (1 at Peasholme Centre, 2 at Howe Hill for Young People and 1 at Robinson Court) and 2 'Bed- A Head' beds at Arc Light for hospital discharges that are homeless plus all hostels use short term vacant beds / emergency placements for No Second Night Out (NSNO).
10. Arc Light, Peasholme Centre and Howe Hill for Young People provide emergency accommodation during severe weather to accommodate those sleeping rough.
11. Agencies across York, working with rough sleepers have ensured that rough sleeping in the city has not increased. The street count (number of rough sleepers as defined by DCLG).

Region	2013	2014	2015	2016	Change	
					Number	%
York	9	13	18	18	0	0%
Yorkshire and the Humber	129	126	160	172	+12	8%
England	2414	2744	3569	4134	+565	16%

12. Nationally there was a 16% increase in rough sleeping, although only a regional increase of 8% in Yorkshire and Humberside.
13. 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.
14. York adopted a (MEAM) approach to work with complex / entrenched rough sleepers., This provides an opportunity to bring together key local stakeholders across all sectors, with a focus on fresh thinking and identifying new approaches to tackling multiple and complex needs in York.
15. The Making Every Adult Matter (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.
16. Between 01/04/2016 and 31/03/2017 there have been 24 referrals received. Of these 8 have been accepted on to the MEAM caseload. Referrals are agreed by the MEAM operational group. Current caseload is 10 (+ 2 pending).
17. At point of referral all were verified rough sleepers. 6 are now in accommodation, 7 are engaged with substance misuse services, and 7 are engaged with mental health services. Offending behaviour and incidents of anti social behaviour has significantly decreased for 7 of these clients.
18. Since the MEAM Worker has been in post (21/5/15) the project has worked with 24 individuals achieving 16 positive outcomes.
19. 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).

20. 98 individuals were placed during severe weather, providing 623 bed nights.

	2016/17 severe weather:					
	Total	Arc Light	Peasholme	Robinson Court	Howe Hill	Nightstop
BEDNIGHTS	623	260	237	48	78	N/A

21. Hostels in York provided 2657 NSNO bed nights for 275 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.

22. Emergency Bed nights (excluding Nightstop)

	Howe Hill	Peasholme	Arc Light	Robinson Court	Total
Apr	102	134	28	19	283
May	66	133	35	10	244
June	69	145	26	39	279
July	75	112	9	3	199
Aug	90	128	16	27	261
Sept	68	100	10	15	193
Oct	58	129	8	8	203
Nov	95	157	35	2	289
Dec	19	126	15	24	184
Jan	49	147	4	21	221
Feb	30	96	6	12	144
Mar	26	104	10	17	157
Total	747	1511	202	197	2657

23. Individuals

	Howe Hill	Peasholme	Arc Light	Robinson Court	Total
Apr	5	14	2	5	26
May	5	14	4	2	25
June	5	8	3	4	20
July	6	10	3	1	20
Aug	6	13	2	4	25
Sept	4	12	2	2	20
Oct	6	10	2	2	20
Nov	8	19	4	2	33
Dec	2	17	1	5	25
Jan	8	14	2	2	26
Feb	9	1	2	3	15
Mar	6	12	1	1	20
Total	70	144	28	33	275

24. Arc Light also operates 'A Bed A Head' to facilitate early discharge from hospital for people that are homeless. Between 01.04.16 – 31.03.17 A Bed Ahead received 143 referrals for 108 individuals. Emergency accommodation was provided on 60 occasions for an average of about 11 bed nights (this is an increase on previous figures due to some delays moving people on into resettlement, particularly over last winter). On a further 28 occasions over this period individuals were advised & assisted to access alternatives or resolve their housing issues prior to discharge (with an additional 5 referrals either going on to long term hospitalisation or being taken into custody immediately at discharge). Outcomes for those directly accommodated by A Bed Ahead remained at around 80% positive;

- York resettlement system – 26
- Relocation to area of local connection – 13
- CYC statutory duty – 3
- Other non-statutory (family/friends. private rented) – 6
- Unknown; abandoned, failed to engage etc - 12

25. The 2 Hostel Mental Health Workers employed by CYC (in resettlement and statutory hostels) have enable more complex customers to access hostel services and have supported the generic hostel staff to work with individuals with mental health issues. 48 sessions / group work have been facilitated. 35 individuals reported feeling suicidal and interventions provided by Hostel Mental Health Workers have resulted in zero hospital attendance.

26. Arrears have decreased at Howe Hill for Young People but increased by 100% at Peasholme Centre due to awaiting HB payments. No individual has significant or worrying arrears.

Current Arrears - D10 Hostels	Mar-13	Mar-14	Mar - 15	March 16	March 17
D10 Hostels (Howe Hill for Young People)	£6843	£2548	£4511 (revised)	£2321	£1984.54
D10 Hostels (Peasholme)	£1174	£1055	£925	£610	£1225.24

27. During 2016/17, 85 referrals for resettlement category were made. 70 people commenced tenancies 1/4/16-31/3/17 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
2012/13	59	37	15	1	6
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

Young Peoples Services

28. Howe Hill for Young People provides 22 bed spaces for young people and young parents. The project incorporates the YEW (Youth Education Worker) Project whose aim is to work with young people and Care Leavers (16-21).
29. 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.

30. 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.
31. 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.
32. 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 have also set up a fortnightly drop to improve access to substance misuse information and support.
33. 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.
34. 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

35. 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.
36. The Housing Options Team continues to provide a valuable service to customers offering comprehensive, individual interviews to discuss their housing issues. Housing Options Statistics 2016/17 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 Older Persons Housing Specialist. Housing Options cases though remain complex and time consuming.

37. 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.

Year	Total	Total In depth interviews	Housing Registrations contacts in WO (this does not include phone contacts)	Housing Registrations applications on NYHC following a comprehensive interview	Housing Registrations new applications that were not progressed
2012/13	4925	1983			
2013/14	4572	1626			
2014/15	3795	1454			
2015/16	3438	1327			
2016/17	2958	1127	1778	1233	1074

38. The number of Housing Options contacts has reduced as a result of the new working practices adopted by Housing Options and Housing Registrations. These team now share a single West Office contact desk, to ensure that customers are not passed unnecessarily between services and comprehensive advice is given at point of application. In total there were 4736 office contacts in 2016/17 and 2308 housing registrations applications which involved a comprehensive interview. Some of the interviews may also be recorded in Housing Registrations contacts but this figure does not include any detailed interviews which did not result in a housing application. Taken together, these show the high demand for Housing Options and Housing Registration services.
39. In addition, single people that are homeless can also seek advice from the Salvation Army Early Intervention and Prevention Team.
40. Statistics show that the number of homeless preventions has increased, but so has statutory homeless acceptances .. The main concerns in providing a housing options service is the increasingly difficulty 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
2012/13	746
2013/14	683
2014/15	665

2015/16	630
2016/17	752

41. The Older Persons Housing Specialist provides advice and information on all aspects of housing and associated needs to people aged 60+. Main work is with older people with additional health and social care needs, their families and other involved professionals.
42. Despite the post being invaluable to Adult Social Care, Housing and health it is currently operating on short term funding and is currently funded until 30/9/17.

	General contacts / enquiries	level 2	level 3 (intensive casework)
Sept 13 – Mar 15 (Target) Actual	(1000) 1237	(250) 406	(150) 217
2015/16 (Target) Actual	(1000) 1092	(250) 296	(150) 208
2016/17 (Target) Actual	No longer recorded was only to promote service.	(250) 307	(150) 180

43. During 2016/17 the service has expanded the coordination of the respite room offer to three units and has been closely involved in the development and expansion of the SHEC allocation panel to include all SHEC schemes. The service continues to work closely with colleagues across health and adult social care to resolve crises and to promote and facilitate active and timely housing interventions.
44. 5 households have been provided a repayable bond in 2016/17 to enable access to private rented accommodation. In addition Rent in Advance has been provided to 12 households. There are now 105 bonds administered through the scheme. There have been 10 claims made in 2016/17 with the council paying out a total of £5211.72 which has then been recharged to the customer.
45. Supported Housing Services have been working with the Refugee Council to rehouse Syrian Refugees that York committed to assisting. York now has 7 Syrian families (31 people) working closely with the private rented sector to accommodate them.
46. YorHome is the Private Letting Agency run under the umbrella of CYC and is a socially responsible landlord. YorHome currently manage 40 properties including the 6 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
YorHome properties	85	74	54	42	40 (85 in total)

47. Citizens Advice York (CAY) (formally CAB) 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 project worked with 345 households with housing related debt problems. The majority of customers continue to be Local Authority tenants with a further drop in the number of owner occupiers seeking help.

	PRS	LA	HA	O/O	Hostel / temp	No record
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	
2015/16	11%	72%	13%	4%	1%	
2016/17	9.3%	72.5%	9.6%	5.5%	3.1%	

48. Total debt. The final quarter figures are substantially higher as CAY have instigated a much more detailed recording system for client debts and figures in this quarter include a small number of clients with substantial debts, in excess of £50,000. CAY report that this level of debt is unusual, but a very worrying trend.

	Q1	Q2	Q3	Q4
Number of debts	179	186	185	643
Total debt	£261,172	£238,471	£210,686	£588,877
Average level rent arrears	£1310	£767	£906	£1046
Level mortgage arrears	£7627	-	£4255	£926
Average debt	£5022	£6121	£1717	£1195

49. Young Persons Homeless Workers provided advice and support to 131 young people, of these 22 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

50. Nightstop provided emergency bed spaces for 12 young people, totalling 169 bed nights. This continues to be significantly lower than in years prior to the opening of Howe Hill for Young People but is often 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
2012/13	53	239
2013/14	56	307
2014/15	12 (19)	73 (128)
2015/16	18 (20)	98(128)
2016/16	12	169

51. The only mortgage rescue scheme is the local scheme co-ordinated by Wakefield MBC (Breathing Space). There were no mortgage rescues in 2016/17 but there were 8 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

Statutory homeless

52. The statutory homeless figures show that homeless acceptances in 2016/17 were 97, a slight increase on the previous year. This is in line with national trends (estimated figure June 2017). 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 as noted in point 41.

	2003/4	2012/13	2013/14	20014/15	2015/16	2016/17
Presentations	1430	218	180	188	163	186
Total Accepted Homeless	409	146	109	103	91	97
% acceptances to presentations	29%	67%	61%	55%	56%	52%

Trends of accepted homeless households

Priority Need acceptances	2012/13	2013/14	2014/15	2015/16	2016/17
Households with children or pregnant	101	68	68	63	53
16 and 17 year olds / vulnerable young people	2	1	2	0	0
Old age	6	0	1	6	2
Households with physical illness or disabilities	18	17	11	8	8
Households with mental health issues	11	19	17	11	18
Domestic violence	7	4	3	2	10
Emergency / other	1	0	1	2	5
Asylum Seekers	0	0	0	0	1
Total	146	109	103	91	97

Trends over the last few years

53. The number of homeless acceptances has increased by 6.6% which is still below CYC target (100) and is not dissimilar to national trends (4.6%).

	2012/13	2013/14	2014/15	2015/16	2016/17
York % increase in homelessness comparative years	146 -4.5%	109 -25.5%	103 -5.5%	91 -11.6%	97 +6.6%
England	53450	52260	53,410	56,500	59,100

54. Ethnic monitoring of customers occurs when they present as homeless. Ethnic monitoring information is available for 92.4% of applications. The

majority of these described themselves as white (99%). The 2011 census for York indicated a percentage change in population composition, which is partially reflected 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

55. 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

56. Reasons for homelessness

Reason for homelessness	2003/4	12/13	13/14	14/15	15/16	16/17
Family Licence Termination (parental exclusions)	225	31	28	6	15	19
Family Licence Termination (other)		13	7	22	12	11
Relationship breakdown (violent)	81	19	16	17	14	19
Relationship breakdown (other)		22	9	13	13	10
Mortgage arrears repossessions	4	2	0	1	3	0
Rent arrears	8	1	6	5	1	0
Loss of Assured Shorthold Tenancy	36	28	21	20	13	16
Loss of other rented accommodation inc NASS	24	6	5	3	6	8
Other inc left institution or care, emergency,	82	24	17	16	14	14

return from abroad, sleeping rough, hostel Violence / harassment						
Total	460	146	109	103	91	97

57. In terms of **reasons for homelessness**, the main features are:
- Parental exclusion / family licence terminations remain a major cause of homelessness
 - The number of relationship breakdowns due to violence is concerning
 - Homelessness because of the loss of Assured Shorthold Tenancies remains high.

Use of temporary accommodation

58. 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	31.3.12	31.3.13	31.3.14	31.3.15	31.3.16	31.3.17
Total TA placements (does not include moves for same customer)					225	204
Bed & Breakfast (B&B)	6	5	7	2	1	2
Of which – families with children/pregnant	2	1	0	1	0	0
Total annual placements into B&B	92	73	65	41	43	16
TOTALS in all temp accom	93	99	79	65	56	62
Temp targets	90	85	90	76	62	56
B&B annual cost (NB some of this is reimbursed via HB, rent and personal contribution payments)	£121,027	£96,072	£103,422	£50,841	£40,410	£37,037

59. 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).
60. The overall numbers of households in temporary accommodation has increased but is manageable.
61. There is a slight decrease in current rent arrears in temporary accommodation despite welfare benefit reforms.

2012/13	2013/14	2014/15	2015/16	2016/17
£14,429	£9,389	£13540 (revised)	£6,288	£5,947

Review of Homeless decisions

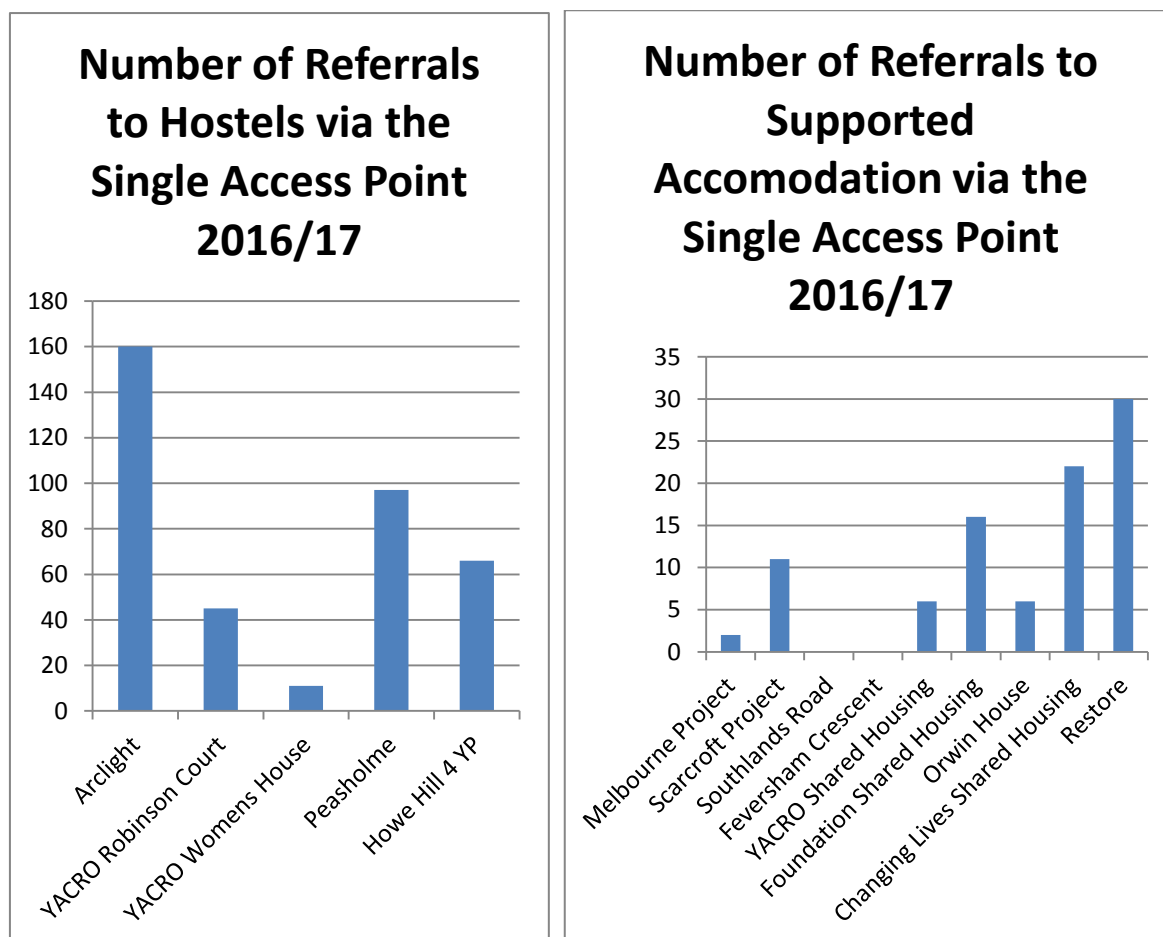
62. The number of reviews has increased putting significant pressure on temporary accommodation and the Homeless Review Officer. CYC is often asked for extensions to the legal decision making framework by the customer's legal representative because of difficulty in obtaining co-operation from customers and obtaining information from them.
63. 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 21 reviews bringing in circa £3800.

	No of review decisions	Upheld	Dismissed	Withdrawn/ out of time/ not homeless	Ongoing	Court cases
2012/13	28	4	14	5	5	0
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

Permanent Re-housing.

64. During 16/17 there have been a number of tenders and new contracts awarded for supported accommodation and floating support providers via Adult Commissioning.
65. In February 2017 the Adult Community Wellbeing contract commenced, consolidating a number of services (single homeless, offenders, substance misuse, young people and mental health, accommodation and floating support) via a consortium led by Changing Lives. Other providers were unsuccessful in the tender process.
66. As of 1/2/17 the provider for Older Persons and Disability is Yorkshire Housing – floating support.
67. As of 1/2/17 the provider for Young People Supported Lodgings is SASH – accommodation.
68. As of 1/4/17 the provider for Family Community Wellbeing is Community Links (based in Local Area Teams).
69. Single Access Point (SAP) is the referral point for the majority of supported accommodation and floating support providers. In 2016/17 SAP processed 927 referrals (6% increase) for 813 individuals.

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



70. North Yorkshire Home Choice (NYHC) allocations policy and housing register is administered in York by the Housing Registrations team. As of 31/3/17 there were 6962 applicants on NYHC, 1596 registered in York.

	Emergency	Gold	Silver	Bronze	TOTAL
Craven	0	16	180	276	472
Hambleton	4	81	399	691	1175
Richmondshire	0	53	177	239	469
Ryedale	0	43	278	332	653
Scarborough	3	203	626	1036	1868
Selby	1	50	306	372	729
York	2	203	939	452	1596
Total by Band	10	649	2905	3398	6962

Numbers on households registered on NYHC (York).

31/3/13	31/3/14	31/3/15	2015/16	2016/17
4695	2311	1546	1612	1596

71. The NYHC housing register remained static in 2016/17 which is, we believe, 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. During 2016/17 there have been 117 offers of accommodation to potentially homeless customers via NYHC and this is a vital part of the prevention / planned housing service. This contributes to the low number of homelessness acceptances and low useage of temporary accommodation.
73. There is a slight increase in the numbers of homeless acceptances in 2016-17 although a slight decrease in properties let to this customer group.
74. In addition 70 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.

Year	Total CYC voids (excluding transfers)¹	Let to potentially homeless (all NYHC)	Let to homeless (all NYHC)	Resettlement (all NYHC)
2012/13	369	154	128	59
2013/14	435	170	118	55
2014/15	370	172	63 (CYC only)	56
2015/16	374	107	90 (amended CYC only)	59
	Total CYC introductory tenancy lets			
2016/17	306	117	66 (CYC only)	70

75. There were 53 properties built for social rent, 21 intermediate rent, 9 shared ownership and 7 discount for sale. This is 19 less than 2015/16

Scheme: 2016/17 completions	Discount Sale	Shared Ownership	Social Rent	Affordable Rent	Intermediate Rent	Supported Housing	Total
Derwenthorpe	0	9	12	0	0	0	21
New Lane, Huntington	5	0	15	0	0	0	20

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

Our Ladys / Hob Stone	0	0	20	0	21	0	41
Pottery Lane CYC	0	0	6	0	0	0	6
Terrys	2	0	0	0	0	0	2
Total	7	9	53	0	21	0	90

Customer satisfaction

76. CYC carry out customer satisfaction surveys for temporary / resettlement accommodation and for Housing Options / Housing Registrations advice. 39 surveys were returned. 33 of these indicated Housing Options / Housing Registrations were either very easy or easy to contact, 33 customers were either very satisfied or satisfied with the service although 5 customers were very dissatisfied or dissatisfied with prevention advice. 25 customers rated Housing Options as very good or good.
77. During period 1/4/16 – 31/03/17, an very low number of accommodation surveys were returned (7), none of which were from resettlement services or the main temporary accommodation hostel (Ordnance Lane). The limited number of returns invalidates any assessment, but reassuringly 100% were very / fairly satisfied with the support they received.