

Homelessness Performance 2013/14

Significant achievements in 2013-14

1. Main achievements of 2013-14 were:
 - The adoption of the new North Yorkshire Home Choice common allocations policy
 - The development of 4 formal emergency beds to facilitate No Second Night Out Initiative.
 - The agreement to build 18 new council properties in the city
 - That York has successfully been granted permission by DCLG to host a MEAM (Making Every Adult Matter) project to assist rough sleepers with complex needs (start date summer 2014)

Resettlement Services

2. During 2013/14 all agencies have worked hard to tackle rough sleeping. Street walks continue, as does the provision of advice and drop-in services. The number of emergency (short term) beds has increased to 5 as part of the 'No Second Night Out' initiative. Despite this number of rough sleepers in York has increased fractionally from 8 in 2012/13 to 9 in 2013/14. Nationally there was a 6% increase in 2012 and a further 5% increase in 2013.
3. Street count (number of rough sleepers as defined by CLG definition)

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

4. Nationally rough sleeper figures have increased by 5% but have decreased by 22% in the Yorkshire and Humber region.

Region	Autumn 2010 ⁵	Autumn 2011	Autumn 2012	Autumn 2013	Change	
					Number	%
Yorkshire and the Humber	115	150	157	129	-28	-22
England	1,768	2181	2309	2414	105	5

5. Across York services have provided a number of emergency beds as part of No Second Night Out Initiative and the Severe Weather provision.

The severe weather provision was activated for several weeks in December – February due to saturated ground and potential river flooding. In total, 1484 bed nights were accessed in 2013/14, for 174 individuals. This is consistent with previous year, but placements were more evenly spread amongst 3 main hostels

Project	Bed nights 2013/14	Individuals 2013/14
Arc Light	671	71
Howe Hill for Young People	305	44
Nightstop	3	1
Peasholme	457	52
YACRO	48	6

6. Salvation Army issued 40 travel warrants in 13/14 in comparison to 67 in 12/13 to assist people to return home / access accommodation in their local area or out of area placements as part of a planned re-housing process. It is becoming increasingly difficult to find out of area placements for customers due to the high demand for hostel placements and accommodation in general.
7. Arrears have decreased at both Howe Hill for Young People and Peasholme Centre, as result of significant work by staff.

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

8. During 2013/14, 55 people were re-housed by CYC / Registered Social Landlord (RSL) via North Yorkshire Home Choice resettlement category. This provides a planned route into permanent housing

	TOTAL	Resettlement	Young People	Women's Project	Mental health
2009/10	28	25	2	1	N/A
2010/11	45	35	9	1	N/A
2011/12	34	21	4	2	7
2012/13	59	37	15	1	6
2013/14	55	29	15	2	9

Housing Options and Prevention

9. Housing Options continues to provide a valuable service to customers offering comprehensive, individual interviews to discuss their housing issues.
10. Housing Options Statistics 2013/14 shows a stabilisation in contacts with Housing Option Team, identifying a continued high demand for the advice service.

	TOTAL	Total In depth interviews
2009/10	1556	
2010/11	1900	
2011/12	3350	
2012/13	4925	1983
2013/14	4572	1626

11. Prevention remains a fundamental element of the work offered by Housing Options Team and the Salvation Army Early Intervention and Prevention Team. Statistics record complex cases level and show that the number of preventions has reduced but homelessness has not increased (point 22). The main constraint affecting this service is the increasingly difficult to access the private rented sector for our customers.

Year	TOTAL preventions
2003/4	121 (cases) 95 prevented
2009/10	1076
2010/11	631
2011/12	993
2012/13	746
2013/14	683 (target 820)

12. A new post, Older Persons Housing Specialist has been funded on results basis through DCGL grant for an 18 month pilot. Since establishment in September 2014 the post holder has seen 51 households (level 3), 98 (level 2) and 272 general contacts / enquiries (eg Drop in Acomb library). Need to explain what levels mean
13. The Bond Guarantee Scheme provided 31 new bonds during 2013/14, a decrease from the previous year (65). There are a total of 224 bonds now administered through this scheme. There were 23 claims in 2013/14 total cost £9715.80 which is re-charged to customers.

14. YorHome is the Private Letting Agency run under the umbrella of CYC and is socially responsible landlord. We currently have 74 YorHome Properties whilst in 2012/13 we had 85 YorHome properties. This is a reduction in 11 properties, mainly lost due to landlords selling up and staffing problems have meant that we have been unable to expand our portfolio. Of these 74 properties 23 are single units. A long reaching target was set of 125 properties by 2014. This has proved unachievable due to a number of factors, including the increasing gap between market rents and LHA rates, and the staffing limitations within the service. A business plan has been put together proposing the expansion of the service to include new tenant markets, this would enable the service to increase it's income and recruit additional staff to ensure the long term sustainability of the service and to enable the service to offer additional incentives to landlords to charge affordable rents
15. Accessing the private rented sector for vulnerable and less well off customers is becoming increasingly difficult, despite a concerted effort to work with landlords. The level of Local Housing Allowance is a contributory factor in this situation, along with fact that York has a vibrant student and labour market, meaning that landlords have a constant demand for private tenancies.
16. To continue to work with CYC Housing Standards and Adaptations, to use the agreement to encourage private landlords to use the Empty Homes Loan and agree to YorHome managing the property for a 5 year period but to date none are being managed as a result of this initiative.
17. Housing Standards and Adaptations run a Landlord Accreditation Scheme for private landlords. YorHome is working towards accreditation.
18. The Citizens Advice Bureau (CAB) Housing and Debt Project assisted 563 households with housing related debt problems. The majority of customers continue to be Local Authority tenants (50%) although access to service remains fairly consistent..

	PRS	LA	HA	O/O	Hostel / temp	No record
2009/10	6%	70%	4%	20%	N/A	
2010/11	12%	59%	4.9%	23.2%	N/A	
2011/12	16%	52%	8%	20%	3%	
2012/13	12%	56%	6.5%	24%	1%	0.5%
2013/14	15%	51%	10%	24%	0%	

19. Young Persons Homeless Workers (Joint Foundation Housing / Pathway post) provided advice and support to 203 young people, of these 42 were referred to long term supported accommodation. This shows an increasing number of contacts.

Year	Contacts
2009/10	119
2010/11	136
2011/12	164
2012/13	178
2013/14	203

20. Nightstop provided emergency bed spaces for 56 young people amounting to 307 bed nights. This remains a valuable service.

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

21. Delivery of mortgage prevention service continued in 2012/13 using DCLG prevention fund monies. During 2013/14, 3 households were helped to remain in their homes though detailed negotiation, debt advice and use of mortgage rescue schemes. A further 3 are in the pipeline and 3 were refused (due to 2nd lender not agreeing, too much equity in property or too high property value). The national scheme has now closed, but the local scheme co-ordinated by Wakefield MBC continues (Breathing Space)

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

Statutory homeless

22. Homeless presentations and acceptances in 2013/14 continues to decrease due to focused work by staff and agencies to prevent

homelessness. The following table shows trends over the last 5 years and a comparison 10 years ago. While numbers have reduced significantly, so have the complexities of each case as seen in the length of time it now takes to make a decision. years:

	2003/4	2009/10	2010/11	2011/12	2012/13	2013/14
Presentations	1430	207	247	215	218	180
Total Accepted Homeless	409	130	183	151	146	109
% acceptances to presentations	29%	63%	74%	75%	67%	61%

23. The statutory homeless figures show us that homeless acceptances in 2013/14 was 109 which is a reduction on previous year. This is an exceptional achievement in light of current economic circumstances and a result of all the hard work of all staff giving housing advice and support. Comparing 2003/4 with 2013/14 we see a significant reduction in homeless presentations but also see a corresponding rise in prevention work.

Trends of accepted homeless households

Priority Need acceptances	2009/10	2010/11	2011/12	2012/13	2013/14
Households with children or pregnant	73	89	79	101	68
16 and 17 year olds / vulnerable young people	32	49	22	2	1
Old age	1	0	0	6	0
Households with physical illness or disabilities	9	19	22	18	17
Households with mental health issues	9	18	13	11	19
Domestic violence	2	4	6	7	4
Emergency / other	4	4	9	1	0
Asylum Seekers	0	0	0	0	0
TOTAL	130	183	151	146	109

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

Trends over the last few years

25. Overall number of homeless acceptances has decreased significantly to 109 (25.5%). Nationally there is a only a slight reduction in homeless acceptances (2.3%) .

	2009/10	2010/11	2011/12	2012/13	2013/14
York % increase in homelessness comparative years	130 -37.5%	183 41%	151 -17.5%	146 -4.5%	109 -25.5%
England	31340	42400	48510	53450	52260

26. Ethnic monitoring of customers occurs when they present as homeless but only 52% were completed. The majority of whom described themselves as white (80%). 2011 census for York indicated a percentage change in population composition, which is partially represented in the homeless statistics (% increase in 'other')

	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

27. Homeless decisions by ethnicity

	White	Afro / Caribbean	Indian, Pakistani, Bangladeshi	Other	Not Known
2009/10	201	3	0	3	0
2010/11	230	3	3	1	10
2011/12	206	0	0	3	6
2012/13	193	3	1	2	19
2013/14	87	1	0	6	15

Reasons for homelessness

Reason for homelessness	2003/4	2009/10	2010/11	2011/12	2012/13	2013/14
Family Licence Termination (parental exclusions)	225	66	70	36	31	28
Family Licence Termination (other)		10	20	20	13	7
Relationship breakdown (violent)	81	20	29	25	19	16

Relationship breakdown (other)		9	16	22	22	9
Mortgage arrears repossessions	4	2	1	0	2	0
Rent arrears	8	2	2	0	1	6
Loss of Assured Shorthold Tenancy	36	10	19	17	28	21
Loss of other rented accommodation inc NASS	24	2	6	9	6	5
Other inc left institution or care, emergency, return from abroad, sleeping rough, hostel Violence / harassment	82	9	20	22	24	17
TOTAL	460	130	183	151	146	109

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

- parental exclusion / family licence terminations continue to be the main reason for homelessness in York but compared to 10 years ago the actual figure has reduced significantly.
- In comparison to 2003/4, the number of homeless as a result of loss of AST tenancies has increased (%) and this is expected to continue to rise because of affordability issues
- The number of mortgage repossessions remains low, although a small number of households have been assisted through mortgage rescue schemes (previous details) and many owner occupiers are accessing CAB Housing and Debt Project

Use of temporary accommodation

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

Accommodation type	31.3.10	31.3.11	31.3.12	31.3.13	31.3.14
Bed & Breakfast (B&B)	0	2	6	5	7
Total annual placements into B&B	60	45	92	73	65
B&B use as % of all temp accommodation	0%	2%	6.45%	5%	8.9%
Of which – families	0	1	2	1	0

with children/pregnant					
TOTALS in all temp accom	79	94	93	99	79
Temp targets	121	75	90	85	90
B&B annual cost (NB some of this is re-imbursed via HB, rent and personal contribution payments)	£62409	£72945	£1210272	£96072	£103422

30. The use of Bed and Breakfast and is only used when necessary but despite remaining low does put a financial burden on the Council. The financial contribution of Housing Benefit since 2009 to the spend to save budget remains cost effective in ensuring prevention can take place.
31. The overall numbers of households in temporary accommodation has decreased. This is due to ongoing emphasis on prevention and planned housing moves (eg through Choice Based Lettings: potentially homeless category)
32. There is a decrease of rent current arrears in temporary accommodation which is unexpected in this economic climate and due to the work of the staff.

2009/10	2010/11	2011/12	2012/13	2013/14
17K	£8,183	£9,509	£14,429	£9,389

Review of Homeless decisions

33. The number of reviews has increased significantly, in part due to the complexity of the cases and limited alternative options for customers.
34. The Review Officer carries out reviews on behalf of Scarborough Borough Council, Ryedale Borough Council, Hambleton Borough Council and Craven District Council – with income supplementing the spend to save budget. The review Officer was requested to carry out 20 reviews bringing in circa £1700.

	No of reviews	Upheld	Dismissed	Withdrawn/ out of time/ not homeless	Ongoing	Court cases
2009/10	15	5	5	4	1	0

2010/11	17	5	10	1	1	0
2011/12	36	12	16	6	2	0
2012/13	28	4	14	5	5	0
2013/14	40 + 5 ongoing	14	15	12	4	0

Permanent Re-housing.

35. The remit of the YEW Project is to work with young people and Care Leavers (16-21), although due to little take up in non CYC hostels is focused on working with young people in Howe Hill for Young People
36. The YEW project facilitated 462 sessions and worked with 63 young people to prepare them for independent living. The programme includes budgeting sessions, tenancy skills, current affairs, cooking, employability skills, group work and self esteem, sexual health and pregnancy, developing numeracy and literacy skills, art and craft based projects, raising awareness around offending behaviour and the law (University of Law ran 13 sessions with the residents on a range of law related topics). New sessions have been developed around cyber bullying, domestic violence, sexual exploitation, gender specific sessions, prison and offending behaviour and a sport and fitness programme.
37. A group of 10 residents were taken to Low Mill outdoor education centre for 2 nights. Activities included abseiling, caving, kayaking and a night walk. We also were able to take a group mountain biking at Dalby Forest, a group to Water World and energise climbing wall.
38. Single Access Point processed 857 referrals in 2013/14, forwarded to 23 providers. This has increased by 69 referrals from 2012-13, but the number of available bedspaces has not increased, resulting in many people on 'waiting lists' for hostel spaces – some of whom remain in emergency NSNO or crashpad services for longer than is desirable.
39. As of 31/3/14 there were 10161 (2012/13 there were 14097) applicants on North Yorkshire Home Choice list, of which 2311 were registered with York (2012/13 there were 4695). This is a significant decrease due to the adoption of the new North Yorkshire Home Choice Common Allocations Policy in September 2013.

Register as at 31/3/14	Emergency	Gold	Silver	Bronze	Total by LA
Craven	1	52	223	418	694
Hambleton	3	89	490	652	1234

Richmondshire	1	53	269	316	639
Ryedale	2	44	375	475	896
Scarborough	8	295	906	2263	3472
Selby	1	51	435	428	915
YORK	3	220	1166	922	2311
Total by Band	19	804	3864	5474	10161

40. During 2013/14 there have been 170 offers of accommodation to potentially homeless customers via waiting list.

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

41. 21.7% of all council homes available to let went to homeless households.

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

42. In addition and as previously mentioned 55 properties were let via the resettlement category. If these planned housing and prevention lets were included the number of lets to 'homeless' would be considerably higher.

Customer satisfaction

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

44. During period 1/4/12 – 31/03/13, only 3 accommodation surveys were returned compared to 31 returns 2011/12. All were satisfied with the service but there is a clear need for staff to identify steps to improve this low response rate
45. During period 1/4/13-31/03/14, 26 Housing Options customer satisfaction survey were returned (increase from 12 previous year). Statistics show an increase of approaches (%) from those at risk of homelessness rather than actually homeless and a new criteria indicates 36% found out about service from Housing Registrations. 96% were satisfied with the information they received at first visit. 100% of those who replied to this question (22) said they found the overall Housing Options service they received very / fairly good.