

Homelessness Performance 2014/15

Significant achievements in 2014/15

1. Main achievements of 2014/15 were:

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

Legal Changes in 2014 /15

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

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

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

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

Resettlement Services

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

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

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

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

6. Across York services have provided a number of emergency beds as part of No Second Night Out (NSNO) Initiative and the Severe Weather provision. NSNO operated from 1st April until the 31st October when the severe weather protocol was activated in its place. Severe Weather was deactivated this year on the 1st March and NSNO recommenced.
7. Hostels in York provided 2274 emergency bed nights to homeless clients. The majority of the referrals done for the NSNO beds were completed by the Salvation Army Early Intervention and Prevention Team, however some referrals were also completed by Emergency Duty Team (EDT), Housing Options, Youth Homeless Workers, and the Pathways team. In 2013-14 the number of emergency bed nights was 899. This significant increase is due to the extension of the severe weather which was continual during the winter period, not just on very cold nights.

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

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

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

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

11. During 2014/15, 56 people re-housed by CYC / Registered Social Landlord (RSL) via North Yorkshire Home Choice resettlement category. This provides a planned route into permanent housing.

| | TOTAL housed in year | Resettlement | Young People | Women's Project | Mental health |
|----------------|-----------------------------|---------------------|---------------------|------------------------|----------------------|
| 2010/11 | 45 | 35 | 9 | 1 | N/A |
| 2011/12 | 34 | 21 | 4 | 2 | 7 |
| 2012/13 | 59 | 37 | 15 | 1 | 6 |
| 2013/14 | 55 | 29 | 15 | 2 | 9 |
| 2014/15 | 56 | 28 | 20 | 2 | 6 |

Young People's Services

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

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

Housing Options and Prevention

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

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

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

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

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

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

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

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

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

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

| | PRS | LA | HA | O/O | Hostel / temp | No record |
|---------|-----|-----|-------|-------|---------------|-----------|
| 2010/11 | 12% | 59% | 4.9% | 23.2% | N/A | |
| 2011/12 | 16% | 52% | 8% | 20% | 3% | |
| 2012/13 | 12% | 56% | 6.5% | 24% | 1% | 0.5% |
| 2013/14 | 15% | 51% | 10% | 24% | 0% | |
| 2014/15 | 10% | 68% | 11.5% | 9.5% | 1 | |

22. Young Persons Homeless Workers were transferred into CYC Housing in April 2014. They provided advice and support to 148 young people, of these 28 were referred to long term supported accommodation. The rest had support to return home, declined support or accessed advice only. Many of the young people using this service have highly complex needs: offending, substance abuse, self harm, mental health problems, behavioural problems and require intensive work from the youth homeless workers and accommodation providers.

| Year | Contacts |
|----------------|------------|
| 2010/11 | 136 |
| 2011/12 | 164 |
| 2012/13 | 178 |
| 2013/14 | 203 |
| 2014/15 | 148 |

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

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

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

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

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

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

Statutory homeless

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

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

26. The statutory homeless figures show us that homeless acceptances in 2014/15 were 103 which is a reduction on previous year. This is again an exceptional achievement in light of current economic circumstances and a result of all the hard work of all staff giving housing advice and support.

Trends of accepted homeless households

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

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

Trends over the last few years

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

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

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

| Census figures | White British | White Irish | White Other | Black / Black British | Asian / Asian British | Chinese | Mixed |
|-----------------------|----------------------|--------------------|--------------------|------------------------------|------------------------------|----------------|--------------|
| 2001 | 95.1 | 0.7 | 2.1 | 0.2 | 0.8 | 0.6 | 0.6 |
| 2011 | 88.6 | 0.7 | 3.5 | 1.2 | 3.4 | 1.4 | 1.3 |

- 30.** Homeless decisions by ethnicity

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

Reasons for homelessness

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

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

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

Use of temporary accommodation

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

| Accommodation type | 31. 3.11 | 31.3.12 | 31.3.13 | 31.3.14 | 31.3.15 |
|--|-----------------|----------------|----------------|----------------|----------------|
| Bed & Breakfast (B&B) | 2 | 6 | 5 | 7 | 2 |
| Total annual placements into B&B | 45 | 92 | 73 | 65 | 41 |
| B&B use as % of all temp accommodation | 2% | 6.45% | 5% | 8.9% | 3% |
| Of which – families with children/pregnant | 1 | 2 | 1 | 0 | 1 |
| TOTALS in all temp accom | 94 | 93 | 99 | 79 | 65 |
| Temp targets | 75 | 90 | 85 | 90 | 76 |
| B&B annual cost (NB some of this is re-imbursed via HB, rent and personal contribution payments) | £72,945 | £121,027 | £96,072 | £103,422 | £50,841 |

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

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

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

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

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

Review of Homeless decisions

- 36.** The number of reviews has increased significantly, in part due to the complexity of the cases and limited alternative options for customers.
- 37.** The Review Officer carries out reviews on behalf of Scarborough Borough Council, Ryedale Borough Council, Hambleton Borough Council and Craven District Council – with income supplementing the spend to save budget. The review Officer was requested to carry out 23 reviews bringing in circa £3100.

| | No of reviews | Upheld | Dismissed | Withdrawn/ out of time/ not homeless | Ongoing | Court cases |
|----------------|---------------------------|-----------|-----------|---|----------|-------------|
| 2009/10 | 15 | 5 | 5 | 4 | 1 | 0 |
| 2010/11 | 17 | 5 | 10 | 1 | 1 | 0 |
| 2011/12 | 36 | 12 | 16 | 6 | 2 | 0 |
| 2012/13 | 28 | 4 | 14 | 5 | 5 | 0 |
| 2013/14 | 40 + 5 ongoing | 14 | 15 | 12 | 4 | 0 |

Permanent Re-housing.

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

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

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

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

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

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

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

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

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

44. In addition 56 properties were let via the resettlement category. If these planned housing and prevention lets were included the number of lets to 'homeless' would be considerably higher.

Customer satisfaction

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

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