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Homelessness Performance 2019/20 Legal Background.

1. To continue to develop the service and statistical recording to comply with the Local Authority's duties under The Homeless Reduction Act 2017 (HRA17), which came into force on 03 April 2018.
2. In addition to the legal duties under HRA17, there is a national target to reduce rough sleeping by 50% by 2022) and to eliminate rough sleeping by 2027.
3. CYC Housing Options and Support include Housing Options Team (Housing Options Workers, Housing Options Support Workers, Youth Homeless Workers), Housing Registrations Team including Specialist Housing Adviser (frail elderly and disabled), Temporary Accommodation Team (including accommodation based at Ordnance Lane, Holgate Road, Howe Hill family units and Crombie House), Refugee Support and YorHome, Resettlement Services including Peasholme Centre, Howe Hill for Young People, Rough Sleeping Housing Navigators, Hostel Mental Health Worker, Private Sector Worker and Single Access Point Officer. This report does not cover CYC Gypsy and Traveller Service.
4. Main achievements of 2019/20 were
 - a. To work with partner agencies and Ministry for Housing, Communities and Local Government (MHCLG) to tackle rough sleeping in York. In 2019/20 CYC secured £215,234 **Rough**

Sleepers Initiative (RSI) and £139,131 **Rapid Response Pathway (RRP)** monies to retain and expand the early intervention support for rough sleepers and rough sleepers with complex needs. The Complex Needs Rough Sleepers Team works in conjunction with existing rough sleeper services and comprises of 2 Salvation Army outreach workers, 2 MEAM workers, 3 Rough Sleeper Housing Navigators, 1 Private Rented Sector Worker, 1 Hostel Mental Health Worker, and part time co-ordinator. This team works alongside Peasholme Charity Next Steps, Carecent, Changing Lives Drug and Alcohol Services, Community Safety, North Yorkshire Police and York BID to tackle rough sleeping, street drinking and begging. The team has had significant success with a complex client group.

- b. Preparation and planning to deal with serious flooding in spring 2020 but on this occasion York was not badly affected.
- c. Change to service delivery to combat the risk to staff and customers in respect of Covid 19 virus. This involved increased working from home, minimising contact with Housing Options and Housing Registrations customers (limited to phone and electronic contact), ensuring hostels could meet the needs of residents while remaining safe environments, reducing the numbers of crash pad placements for rough sleepers by offering alternative non communal accommodation in private accommodation (hotelapartment). This was extremely difficult due to the design of some buildings (shared facilities) and needs of residents. CYC worked with MHCLG to achieve this and to raise the profile of the needs of people that were homeless.
- d. Liaison with Peasholme Charity regarding the ownership and renaming of the 'Peasholme Centre'. This piece of work will be completed in 2020/21.
- e. Continued work to with the Business Change Team to procure and develop an integrated housing wide IT system. The new system will incorporate the Executive decision in July 2018 that the City Of York would leave the North Yorkshire Home Choice (sub regional allocations policy and system) and operate a York allocation policy. The Business Change Team is still aiming to implement the new system in November 2020 but the date is under review due to the disruption caused across the Council due to Covid-19.

- f. Ordnance Lane re-provision: redevelopment of James House was completed in early April 2020 and will provide 57 temporary units. Opened in June 2020
- g. Improved working relationship with Tees, Esk, Wear Valley NHS Trust (TEWV) and CYC Hostel Mental Health Worker post, giving access to relevant IT systems, meetings and providing appropriate clinical supervision.
- h. Ongoing work (Adult Social Care Commissioning Team lead) on a possible future commission for a Mental Health Resettlement Pathway with housing first.
- i. Commitment and funding from TEWV to reconfigure services for people with mental health issues including a mental health pathway Housing First model.
- j. In 2019/20 funding was confirmed for a Homeless Hub type provision (Peasholme Charity Lead) to work with services and co-ordinate food provision across the city to meet the basic needs of street homeless people while facilitating access to specialist service providers. Ongoing.
- k. CYC bought back Union Terrace and Robinson Court from York Housing Association on 31st January 2020. This will enable a smooth transition of accommodation based support contracts in the future. Further discussions will take place regarding use of other supported accommodation buildings when relocation to James House takes place.
- l. Continued work to upgrade the CYC shared housing properties leased to Changing Lives as part of Adult Community Wellbeing contract.
- m. A review of the Housing Options Service took place to ensure CYC meet requirements of HRA17 resulting in the creation of a new post (Housing Options Supervisor) and for 20/21 a second Housing Options Support Worker.

Legal Changes in 2019/20.

National grant framework.

In April 2019 the Government announced:

5. Allocation of a further £46m in Rough Sleeping Initiative (RSI) funding to support those sleeping rough and those at risk of sleeping rough in 246 local council areas.
6. A new Private Rented Sector Access Fund of £19.5m was made available to 54 councils to help vulnerable people secure their own tenancies through support such as paying deposits or putting down the first month's rent. York did not bid as we already have a similar private rented scheme via RSI.

Homelessness.

On 15th April 2019 the Government made a number of changes to the Homelessness Code of Guidance for Local Authorities namely:

7. Chapter 17: Suitability of temporary accommodation where the authority has to place someone out of area. It required, Authorities to have a policy and procedure regarding what considerations would be taken into account, in particular for applicants who need Social Services support or mental health services.
8. Chapter 19: Review of decisions and appeals to the county court. The Guidance sets out the timeframes within which reviews must be undertaken. Although most remain over a 56 day period, those requesting a review due to the reasonable steps to prevent or relieve homelessness and those where notice has been given to bring the prevention duty to an end should be completed within 21 days. Where there are challenges regarding a referral to another Housing Authority under relief duty or main duty these should be dealt with within 10-12 weeks.

Private Rented.

There have been a number of changes in 2019/20:

9. On 9th April 2019 the Government introduced new guidance for local authorities to tackle rogue landlords and help improve the lives of tenants trapped in poor-quality housing.
10. On 13th May 2019, the Home Office published new information and guidance for landlords and letting agents on right to rent checks for EU

citizens and their family members in the private rented sector in England including requirements post Brexit: Right to Rent checks for EU, EEA and Swiss citizens after Brexit.

11. The Housing and Planning Act 2016 (Commencement No 11) Regulations 2019 SI No 1359 brought sections 122 and 123 of the Housing and Planning Act 2016 into force on 25 October 2019. Those provisions contain a power to make regulations imposing duties on private landlords of residential premises in England for the purpose of ensuring that electrical safety standards are adhered to during tenancies, and to provide for the enforcement of those duties. (The regulations themselves have not yet been made.)
12. Tenant Fees. Part of the Tenant Fees Act 2019 was brought into force on 1st April, 2019 with the rest of the legislation being brought into force on 1st June, 2019.
13. Letting Agents taking money from tenants are now required to:
 - Hold client money in a client money account with a bank or building society authorised by the Financial Conduct Authority;
 - Hold and maintain appropriate professional indemnity insurance;
 - Have appropriate client money protection (CMP) handling procedures and display a certificate confirming membership of an approved CMP scheme and provide a copy of the certificate to any person who may reasonably require it, free of charge.
14. On 31st May 2019, the How to Rent: The Checklist for Renting in England (MHCLG) was updated to take account of the new provisions of the Tenant Fees Act 2019
15. Energy certificates for tenants. On 1st April, 2019, new requirements for the provision of energy performance certificates by landlords to tenants in England came into effect.

Local Authority Housing.

16. The Homes (Fitness for Human Habitation) Act 2018 came into force on 20th March 2019 for all new tenancies including transfers and mutual exchanges and came into force for all tenancies on 20th March 2020. This means that a property must be fit for human habitation from the commencement of the tenancy for the duration of the tenancy. In other words, it must not be in such a condition that it is not fit for human habitation, likely to be subject to a prohibition or closure order.

17. In light of this the Pre-Action Protocol for Disrepair was amended on 13th January 2020 and is now called the Pre-Action Protocol for Housing Conditions
18. Possession Proceedings. The Pre-Action Protocol for Possession Proceedings in Social Housing was amended on 13th January 2020. It introduces:
 - A requirement that if tenants wish to bring a challenge on Human Rights, Public Sector Equality duties and/or mental health/capacity issues these have to be raised at the Court before or at the first hearing.
 - Clarification of the procedure upon service of a Notice to Quit in terms of what Court action is required which is relevant to ending certain homeless duties, namely ending s193 temporary accommodation before discharge of the homeless duty.

Rough Sleeping and Resettlement Services.

19. The Rough Sleeping Initiative money (RSI) and Rapid Response Pathway (RRP) money has been a significant factor in the provision of services to reduce the number of rough sleepers in York.
20. The official street count (number of rough sleepers as defined by and reported to MHCLG) has reduced from a recent high of 29 (in 2017) to 2018 of 9 and 7 in 2019.

Region	2015	2016	2017	2018	2019	Change	
						Number	%
York	18	18	29	9	7	-2	22.3% decrease
Yorkshire and the Humber	160	172	207	246	242	4	1.6% decrease
England	3569	4134	4751	4677	4266	-411	9% decrease

21. Nationally there was a 9% reduction in rough sleeping, a 1.6% decrease in Yorkshire and Humber and a 22.3% decrease in York. The reduction in York is due to the increased financial support from MHCLG and the continued work by CYC and partner agencies to help rough sleepers into accommodation and services.

Services for rough sleepers.

22. In addition to CYC provision, a number of services have historic contracts to work with rough sleepers including The Salvation Army Early

Intervention and Prevention Team, Changing Lives (accommodation services, Making Every Adult Matter – MEAM, drug and alcohol services) In addition Restore provide additional tier 2 accommodation.

23. The Complex Needs Rough Sleepers Team was established as part of a national drive to reduce rough sleepers. The Team works with entrenched rough sleepers through a pro-active outreach model, utilising various “out of the norm” thinking approaches and encompassing what the customers ideal outcome is.
24. The Salvation Army Team Early Intervention and Prevention Team (EIP) comprises of a Service Manager, a Programme Co-ordinator, and 3 Specialist Support Workers (2 of which are RSI funded) and is based at 63 Lawrence Street.
25. The Salvation Army offers a drop-in service which operates Monday to Friday between 10am and 12pm. In 2019/20 the service provided 250 drop in sessions, seeing 400 individuals, a total of over 3500 contacts. This is an increase 15% on customer numbers from 2018/19.
26. In 2019/20 The Salvation Army Early Intervention and Prevention Team (alongside members of Complex Needs Rough Sleeping Team and other partner agencies) carried out 2 early morning walks per week (total of 120 pa) plus afternoon targeted walks to engage with entrenched rough sleepers. The Salvation Army took part in the formal street count process conducted in November 2019 and 6 additional full street counts for the Rough Sleepers Initiative monitoring.
27. The Salvation Army offered 54 travel warrants to help people return to / source alternative accommodation. The total cost of travel warrants in 2019/20 was £1513
28. The Salvation Army also go into local communities and groups to talk about homelessness in York.
29. York continues to operate No Second Night Out for rough sleepers. The Salvation Army / Rough Sleeping Housing Navigators are the hub, rough sleepers and members of the public can either contact them directly or via the national rough sleeper helpline Street Link 0300 500 0914.
30. In 2019/2020 Rough Sleeper Housing Navigators worked with 72 customers, with a caseload of between 20-25 rough sleepers at any one time. Of these, 28 have been accommodated into suitable accommodation including 9 highly complex entrenched rough sleepers and have assisted in the sustainment of this accommodation. 51 customers have been

referred to non-accommodation support services by Rough Sleeper Housing Navigators, such as Drug/Alcohol services etc.

31. MEAM (Changing Lives) works with customers who 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. The team includes - Service Manager Complex Needs Team, Housing First senior practitioner and 2 MEAM support workers (RSI funded posts)
32. During 2019/20 MEAM including RSI funded staff received 36 referrals of which 11 were accepted on the MEAM caseload. The current caseload is 35 including 4 new Housing First tenancies and 5 historic Housing First tenancies.
33. The positive outcomes for 19/20 include
 - 4 Housing first introductory tenancies
 - 3 individuals became a secure Housing first tenant following successful completion of their introductory tenancy
 - 3 rough sleepers awarded gold band following short stays in resettlement/shared housing
 - 5 rough sleepers were supported in to out of area private rented accommodation
 - 4 rough sleepers shared housing
 - 7 rough sleepers have been supported to move in and maintain hostel accommodation as part of a multi-agency plan with flexibility where possible
 - 11 individuals with a history of rough sleeping are being supported through prison sentences to improve outcomes on release
 - Pathway developed with the adult mental health social work team has seen 9 individuals allocated to social workers
34. The CYC Hostel Mental Health Worker is funded through the RSI money worked with 29 individuals in 2019/20, contributing to the ongoing successful outcomes for rough sleepers/single homeless people who have significant mental health problems. This is a lower number than last year (from 39) but reassuringly one reason for this reduction is that customers have been passed into specialist NHS mental health services.
35. Across York accommodation services continue to provide emergency beds as part of No Second Night Out (NSNO) Initiative and the Winter Weather provision. NSNO operated throughout the year, with additional facilities being provided during winter weather.

36. There is 1 emergency room at Robinson Court, 1 emergency room at Peasholme and 1 emergency room at Howe Hill for Young People available throughout the year
37. All resettlement hostels use short term vacant beds / emergency placements for No Second Night Out (NSNO).
38. The Yes Below Zero (YB0) provision providing 5 beds in a shared flat operated until the Covid 19 pandemic when the residents were moved into self-contained accommodation and the YB0 unit re-designated for a family. YB0 residents receive additional support by volunteers.
39. At the start of the year there were an additional 16 emergency beds including 7 at Peasholme, 7 at Howe Hill for Young People and 2 at Union Terrace. These communal facilities were withdrawn with the onset of the Covid 19 pandemic and replaced with private accommodation (hotelapartment).
40. Criteria for NSNO and emergency beds is relaxed during the winter weather provision during November – February to accommodate those sleeping rough. Winter Weather beds increase capacity by 7 at Union Terrace.
41. These emergency accommodation services (NSNO / emergency beds) are a fundamental part of the overall package to rough sleepers.
42. Emergency Bed nights (excluding Nightstop) 2019-20 (statistics provided by individual hostels)

	Howe Hill	Peasholme	Union Terrace	Robinson Court	YB0 and flat 2	Other (Covid 19)	Total
<i>Crash pad / NSNO</i>	630	1572	811	365	698	188	4264 74% increase
Winter weather	509	893	612	0	487	0	2501
Total	1139	2465	1423	365	1185	188	6765

43. Individuals (some will be multiple stays over a period of time)

	Howe Hill	Peasholme	Union Terrace	Robinson Court	YB0 and flat 2	Other (Covid 19)	Total
Crash pad / NSNO	64	123	52	12	44	26	321

Winter weather	34	61	60	0	29	0	184
Total	98	184	112	12	73	26	505

44. 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, Rough Sleeper Housing Navigators, 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.
45. Hostels in York provided 4264 NSNO bed nights for 321 individuals that were homeless. This is an increase of bed nights by 74% (previous year 2445), in part facilitated by the increase in emergency beds at Union Terrace and indicates a significant demand for emergency beds. You would conclude that the targeted work of the Complex Needs Rough Sleeper Team is ensuring that rough sleepers access and remain in accommodation.
46. During 2019/20 there were 184 individuals placed in emergency accommodation during the winter weather provision Nov-Feb, providing 2501 bed nights. and indicates a continued high demand. The number of Winter Weather beds at Union Terrace increase to 7.
47. A small number of rough sleepers are also placed in B&B or hotels for short periods of time using Complex Needs Rough Sleeper Navigators or MEAM personalisation money, this offers time to plan innovative approaches to housing complex people.
48. The Complex Needs Rough Sleeper Team and Salvation Army Early Intervention and Prevention Team will work with individuals who have accessed emergency to assist and encourage them to access long term accommodation.
49. Changing Lives also operates 'A Bed Ahead' (ABA) to facilitate timely discharge from hospital for people that are homeless and improve access to health provision for individuals accessing the resettlement system.

50. The number of 'Bed A Head' beds at Union Terrace for hospital discharges for people that are homeless has increased from 2 to 3.
51. During 2019/20 A Bed Ahead received 129 referrals from the hospital for 112 individuals and provided a total of 969 emergency bed nights; 56 referrals were from the Emergency Department, 64 from the inpatient wards at York hospital and 9 from other NHS sources such as Mental Health inpatient wards and rehabilitation units. Outcomes for all these referrals were;
- 31 – York resettlement system
 - 11 – Accommodation with family or friends
 - 11 – Preventions of homelessness
 - 7 – Private sector accommodation
 - 6 – Social care or long term hospitalisation
 - 12 – Assisted to return to area of local connection
 - 30 – Brief intervention; advice & onward referral (including DTR)
 - 16 – Refused to engage or self-discharged without full service
 - 5 – Abandoned or excluded
52. Resettlement training for customers at CYC Peasholme Centre was been remodelled and updated in 2018/19 and offers a wide range of subjects, although due to challenges that surfaced around group dynamics, attendance and the needs of customers with complex needs, the focus changed to more one to one sessions, tailoring them to meet the specific needs of the client in particular.
53. The general money management, tenancy management workshops continue, but new sessions include in house wellbeing treatments to improve an individuals mental health and coping mechanisms including monthly massage and aromatherapy sessions. These are extremely popular with all the treatment session full. In house art classes are offered on a weekly basis facilitated by an experienced volunteer.
54. A total of 203 workshops took place, with 76 people attending sessions (72 referrals) from Peasholme Centre, Changing Lives and rough sleepers referred by MEAM or Rough Sleeper Housing Navigators.
55. All workshops are currently suspended due to the coronavirus lockdown although we are currently looking at options for customers awaiting Resettlement Category referrals and their mandatory obligations.
56. Future focus will be around developing the personal development workshops i.e. keeping yourself safe, becoming more assertive, getting control of your situation, being positive, staying positive, further wellbeing

treatments (eg acupuncture). The resettlement trainer will complete the NCFE Level 3 Award in Education and Training at York College September Intake to enable this to take place. The course was suspended due to Covid 19 restrictions.

- 57. The ultimate aim is of resettlement is to assist rough sleepers and single homeless into accommodation when they are able to sustain a tenancy.
- 58. During 2019/20, there were 87 referrals for resettlement category in the North Yorkshire Home Choice (NYHC) common allocations policy of these 77 were approved for gold band, and 69 people commenced tenancies between 1/4/19-31/3/20 with Local Authority / Registered Social Landlord (RSL). This provides a planned route into permanent housing.

	TOTAL housed in year	Resettlement	Young People	Mental Health
2015/16	59	32	17	9
2016/17	70	40	23	5
2017/18	43	29	8	6
2018/19	58	40	15	3
2019/20	69	47	17	5

- 59. The Housing First Scheme is in addition to the resettlement category and in 2019/20 there were 5 people accommodated via this route. Housing First places the emphasis on providing self-contained accommodation for chaotic and often multiply excluded rough sleepers with an intensive long term support package. There have now been a total of 15 (11 still active) Housing First tenancies since the scheme began in 2015.

Young Peoples Services.

- 60. Housing advice for young people continues to be provided by Young Persons Homeless Workers in accordance with Homeless Reduction Act 2017 See point 84.
- 61. Nightstop (part of Supported Lodgings contract) provided emergency bed spaces for 9 young people, totalling 43 bed nights. The use of Nightstop continues to fall as does the number of 16 and 17 year olds approaching services but remains a vital service for more vulnerable young people with 33% of referrals coming from Emergency Duty Team (EDT – out of hours service). The Nightstop Service is looking into helping referral agencies by placing the young person for a few days at a time rather than having to see them every day and offers up to 14 nights per placement which can be extend if needed.

	Young People accommodated (total including charitable places as no recourse to public money / Children's Social Care placements)	Bed nights
2015/16	18 (20)	98(128)
2016/16	12	169
2017/18	15	114
2018/19	16	65
2019/20	9	43

62. The YEW project is the educational project for young people and is based at Howe Hill for Young People. In 2019/20 YEW facilitated 433 sessions and worked with 59 young people to prepare them for independent living. The programme includes a rolling programme to develop budgeting and tenancy skills; look at current affairs including specific sessions in the run up to the General Election and more recently coronavirus; cooking; employability skills; self-esteem; health based sessions including sexual health, pregnancy, smoking, alcohol, healthy eating and lifestyles and drug use; art and craft based projects; raising awareness around offending behaviour and the law; bicycle maintenance; photography sessions; physical activity; individual goals and target setting. Weekly sessions specifically for young parents enabling them to bring their children with them so they can engage in relevant resettlement work in a group setting are still running. This programme includes weekly sessions have been running for young parents including sessions around tenancy and money management.
63. The young people's sexual health outreach team are no longer able to deliver sessions at Howe Hill for Young People due to changes to their service provision. This has significantly reduced the young people's access to specialist sexual health information and support. Blossom Street delivers a group session every 12 weeks to improve access to substance use information and support. Party First Aid training is delivered quarterly by a qualified support worker. Fire safety sessions run in conjunction with the Fire Service have been added to the programme and are delivered every 12 weeks.
64. Session delivery has been adapted and tailored over the last year to take in to account reduced tier 2 provision meaning move on from Howe Hill for Young People is much slower. In addition, more young people are being put forward for resettlement category because of this, so sessions have been adapted to ensure they are tenancy ready without going through tier 2 provision. Sessions are focusing on managing money monthly as all residents are now on Universal Credit. Residents have also been

supported to attend two job fairs to encourage them to gain employment and to link into the Just the Job sessions.

65. Other activities delivered over the last year outside of the regular programme include three residents wallpapered and painted a flat for a local tenant with mental health issues. We were asked to get involved in this piece of work by a Local Area Team Co-ordinator as the tenant was unable to do the work herself but was facing eviction due to the state of the property. This led to one of our residents taking part in some befriending sessions for four weeks. Four other residents took part in two other similar decorating projects. The residents have also completed projects to improve the hostel including working alongside volunteers from Marks & Spencer to create an outside seating area and planters. Follow up sessions included making bird boxes, an outside spring clean and planting outside spaces with plants donated by Morrison's. Trips away from the hostel included a guided tour of the Cold War Bunker with the young parents, ice skating, going to the cinema, Scarborough and Halloscream. Residents also took part in a photography project around the city centre followed by a meal in town. Their photographs have been printed, framed and displayed around the hostel.
66. The YEW team have been involved in delivering specific sessions developed since the introduction of The Homeless Reduction Act. Two sessions are available each week and people are referred on mainly by Housing Options.

Housing Options.

67. It is a legal requirement that a Local Authority provides housing advice. Formal assessment under Homeless Reduction Act 2017 (HRA17) is provided by the Housing Options Team, Youth Homeless Workers and Specialist Housing Adviser (frail elderly and disabled). The Salvation Army Early Intervention and Prevention Team, provide specialist advice to single homeless.
68. The Housing Options Team continues to provide a valuable service to customers offering comprehensive, individual interviews to discuss their housing issues.
69. Historic prevention and statutory homeless statistics

	2003/4	2015/16	2016/17	2017/18	2018/19
Approaches		3438	2958	2747	
In depth interviews		1327	1127	1092	

Prevention (P1e)	95	630	752	616	37*
Presentations(P1e)	1430	163	186	166	22
Total Accepted Homeless (P1e)	409	92	97	90	13

*Prevention and relief cases

Homeless Reduction Act 2017 statistics.

70. Housing Options statistics 2019/20 reported to MHCLG shows an increase in approaches and in initial assessments. This was anticipated following the introduction of HRA17, is a national trend and indicates a substantial need for advice and housing in York.

	HRA17 approaches	Total initial assessments
2018/19	1360	790
2019/20	1405	898

71. HRA17 duty

	Owed prevention or relief duty	Homeless, threatened within 56 days – prevention duty	Prevention ended accommodation secured	Relief duty owed*	Relief ended accommodation secured	Main duty assessment	Full duty accepted Homeless, priority need and unintentional
2018/19 REVISED from MHCLG published statistics	766 HRA17 plus 37 historic P1e prevention and relief under HA96	521	201	245	140	93	67 (all decisions)
2019/20	881	646*	276	235	192	139	99

*Those found to be homeless at the end of a prevention duty are consequently owed a relief duty. Those who refused suitable accommodation or refused to cooperate may also go on to relief. All other outcomes mean the case is closed.

NB. Prevention and relief duty is also ended due to customer loss of contact, refused accommodation, withdrew application, 56 days elapsed

72. Under HRA17 the collection of statistics (Hcllc) has changed and are no longer directly comparable with previous statistics (P1e). MHCLG continue to call the published statistics 'experimental' and have changed the format and data collection since introduction.

73. The number of homeless acceptances (main duty decision) has increased as the HRA17 is embedded. A concerted effort is needed to prevent / relieve homelessness at an early stage of the process in accordance with HRA17 by using and improving the variety of measures available including mediation, negotiation, support, help in accessing benefits and some financial incentives including bonds and deposits to access to private rented sector.
74. CYC operates 2 schemes to assist people to access the private rented sector depending on an individuals circumstances and funding criteria. In total, 67 people/households were supported during 2019/2020.
75. The Homeless Fund for people accessing Housing Options team provided assistance to 30 people / households through
- **30** customers with rent in advance to help customers access the private rented sector. These are grants, not loans and so are not refundable.
 - **3** rent deposits where a paper bond was not agreed by the landlord. This is recharged to the customer.
 - **9** paper bonds (Bond Guarantee Scheme).
 - **2** claims were made against the scheme by landlords at a value of **£1077.60**. This is recharged to the customer.
 - **2** “Golden Hellos” to landlords.
 - and paid **1** set of tenant’s fees on behalf of a customer.
76. The Rough Sleepers Initiative (RSI) scheme also assisted people into the private rented sector (see point 95)
77. The main point to note regarding priority need is that reasons remain fairly consistent. The low numbers in 2018/19 can be attributed to the introduction of the new legislation.

Priority Need acceptances	2015/16	2016/17	2017/18	2018/19 total P1e and HClic	2019/20 Hclic
Households with children or pregnant	63	53	57	42	57
16 and 17 year olds / vulnerable young people	0	0	1	0	0
Old age	6	2	1	0	0
Households with physical illness or disabilities	8	8	16	10	17
Households with mental health issues	11	18	11	12	19

Domestic violence	2	10	2	2	4
Emergency / other	2	5	2	1	2
Asylum Seekers	0	1	0	0	0
TOTAL	92	97	90	67 (revised)	99

	2015/16	2016/17	2017/18	2018/19	2019/20
York % increase in Homelessness comparative years	91 -11.6%	97 +6.6%	90 -7.2%	61 -33%	99 +63%
England	57740	59100	57710	N/A	N/A
England HRA17 Accepted main duty	N/A	N/A	N/A	30020	Q1,2,3 only 28690 (estimate of annual around 39000 – 30% increase)
England HRA17 assessed and owed a prevention or relief duty	N/A	N/A	N/A	270440	Q1,2,3 only 106550 (estimate of annual around 142066 40% decrease)

78. While figures for England are estimates as Q4 has not been published it is likely to indicate an increase in accepted homelessness and a decrease in prevention and relief which is expected as the HRA only came into force in 2018-19 but accepted homeless figures are likely to be below previous levels of statutory homeless under Housing Act 1996.
79. Ethnic monitoring of customers occurs when they approach the council and an initial assessment is completed. Ethnic monitoring information is available for 84% (1180) of approaches (Hcllc). The majority of these described themselves as white (95%). The 2011 census for York indicated a slightly more diverse population.

Census figures	White British	White Irish	White Other	Black/Black British	Asian/Asian British	Chinese	Mixed
2011	88.6	0.7	3.5	1.2	3.4	1.4	1.3

80. All approaches Data from 1180 approaches

	White British	White Other	Black/Afro-Caribbean	Indian, Pakistani, Bangladeshi	Mixed	Other	Not Known/declined to answer
2019/20	1052	69	15	12	16	16	225

81. 2019/20 reason for loss of last settled home. While figures are not comparable with historic reasons for homelessness, they show a distinct similarity.

Reason for homelessness	15/16	16/17	17/18
Family Licence Termination (parental exclusions)	15	19	22
Family Licence Termination (other)	12	11	1
Relationship breakdown (violent)	14	19	26
Relationship breakdown (other)	13	10	10
Mortgage arrears repossessions	3	0	1
Rent arrears	1	0	3
Loss of Assured Shorthold Tenancy	13	16	7
Loss of other rented accommodation inc NASS	6	8	8
Other inc left institution or care, emergency, return from abroad, sleeping rough, hostel Violence / harassment	14	14	12
Total	91	97	90

Reason for loss of last settled home	2018/19 (P1e accepted homeless only)	2018/19 HRA17 reason for loss of last settled home (All approaches)	2019/20 HRA17 reason for loss of last settled home
End of private rented tenancy - assured shorthold	1	192	191
Family no longer willing or able to accommodate	4	218	316
Friends no longer willing to accommodate	1	51	85
Domestic abuse	2	42	60
Non-violent relationship breakdown with partner	2	99	98
End of social rented tenancy	0	31	24
Eviction from supported housing	0	16	16
End of private rented tenancy - not assured shorthold	1	15	27
Property Disrepair	0	0	1

Left institution with no accommodation available	2	16	39
Required to leave accommodation provided by Home Office as asylum support	0	0	1
Other reasons / not known	0	126	137
Mortgage Repossession	0	3	7
Racially motivated violence or harassment	0	0	0
Non racially motivated/other motivated violence or harassment	0	5	12
Left HM forces	0	4	1
Fire or flood / other emergency	0	0	3
TOTAL	13	818	1018*

*A small number of households may be double counted across quarters where an initial decision was subject to review or where a household has made a new application.

82. Young Persons Homeless Workers provided advice and support to 104 young people, of these 26 were referred to, and accepted into long term supported accommodation. 4 young people 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. The numbers being Looked After is noted as historically Young People preferred not to access this service.

Year	Contacts	Supported Housing	Looked After
2015/16	163	N/A	N/A
2016/17	131	N/A	N/A
2017/18	137	25	1
2018/19	119	45	0
2019/20	104	26	4

83. The reduction in contacts is believed to be that only those in housing need are approaching the service, as the prevention message is more widely understood and those young people who historically may have lost hostel places or tenancies are less likely to 'come round again' due to the successful resettlement process.
84. The downside is that some young people may not engage in the process as the Homeless Reduction Act 2017 is a lengthy process, so many of the young people that approach the service are at crisis point and often have much higher support needs - increasingly often around mental health which has resulted in the increase in Looked After Children.

85. The establishment hours of the Young Persons Homeless Team has reduced slightly (at the request of staff members) in February 2019.

Specialist Projects.

86. The Specialist Housing Adviser (Older Persons Worker reconfigured in January 2018) works with frail elderly and those with complex care needs and provides advice and information on all aspects of housing and associated needs. Main work is with older people with additional health and social care needs, their families and other involved professionals.

	level 2 advice	level 3 (intensive casework)
2015/16 (Target) Actual	(250) 296	(150) 208
2016/17 (Target) Actual	(250) 307	(150) 180
2017/18 (Target) Actual	(250) 321	(150) 151
2018/19 (Target) Actual	(250) 290	(150) 137.
2019/20 (Target) Actual	(250) 186	(150)132

87. The number of cases has reduced and this is a reflection of how the role has now changed. This post is now more clearly linked to the Housing Registration Team, in a proactive manner to prevent the cases becoming Tier 2 and also giving general advice to Adult Social Care to prevent an escalation of need. Often the Specialist Housing Adviser works alongside Social Workers until a conclusion is reached on complex level 3 cases which takes more time but has often prevented either carer breakdown or a move to residential care.
88. Another positive development is the improved links with Housing Standards and the Occupational Therapy which delivers cross departmental successes for example, assisting 4 customers move in to more suitable accommodation, preventing the need for major adaptations works and releasing 4 social rented (CYC) family homes.
89. The Specialist Housing Adviser has worked on a major project alongside Joseph Rowntree Housing Trust (JRHT) in opening New Lodge extra care housing development at New Earswick of which CYC have been given some nomination rights. To date, 6 customers have been successfully rehoused from the Housing Register (both new applicants and transfers).

90. In response to the HRA17, CYC employs a Housing Options Support Worker to assist customers with their personal housing plan. There have been 85 referrals to the Housing Options Support Worker, 73 engaged and were given practical support of which 43 were assisted into remaining in their own home or helped to find alternative accommodation. A further 14 moved into temporary accommodation. Despite a customer being required to work with us on their personal housing plan, 12 failed to engage, withdrew their application or the application was closed. April 2020 there were 16 open cases.
91. In 2018/19 the Private Rented Sector Support Worker was a new role and much of the work was developmental with a large focus on building positive relationships with landlords and lettings agents in order to provide accommodation for customers. In the 2019/2020 these established relationships and a good reputation has helped to get more landlords on board and there has been a significant increase in the number of customers being supported to access accommodation in the private rented sector since 2018/2019.
92. The Private Rented Sector Support Worker utilising Rough Sleepers Initiative (RSI) monies assisted 34 people / households that were rough sleepers or single homeless in emergency resettlement accommodation into private rented accommodation.
- **31** customers with rent in advance.
 - **1** customer with top-up rent for 6 months.
 - **2** “holding fees” to landlords on behalf of the customer.
 - **1** “Golden Hello” to a landlord.
 - **16** paper bonds (Bond Guarantee Scheme).
 - This is an increase of 112.5% on previous year
93. Of these 34 tenancies, the accommodation was sourced through 11 Private Landlords and 4 Lettings agencies. 27 tenancies were successful tenancies; while regrettable there were 7 ‘unsuccessful’ tenancies.
94. 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 17 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).

	2015/16	2016/17	2017/18	2018/19	2019/20
YorHome properties	42	40	43	41	40

Thirteen Group properties managed by YorHome	0	45	38	38	38
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95. YorHome continues to try and find new landlords/properties. This is difficult because of the high market rents in York and the stigma surrounding homeless customers without guaranteed ongoing support. We work hard with our current landlords to maintain a strong relationship with their tenants and are proud that 50% of our tenants have been in their property for 5 years or more.
96. Supported Housing Services continues to work the Refugee Council, through the (renamed) UK Resettlement Scheme to rehouse Syrian and other refugees that York committed to assisting. York is supporting 20 Syrian families and accommodating 88 people in the private rented sector. York has agreed with Migration Yorkshire to take a further 50 individuals (approximately 10 families) over the next 5 years
97. As well as working with the Refugee Council, we continue to work with other agencies to offer a holistic service to meet the needs of individuals / families including Education, York Learning, Housing Benefit and Council Tax, Department of Works and Pensions, NHS, Work With York (interpreters). The families have also been supported by voluntary and church provisions such as York City Church, Refugee Action York and goodwill from the residents of York.

Use of temporary accommodation.

98. The main temporary accommodation in York continues to be Ordnance Lane plus Crombie House, Holgate Road and family units at Howe Hill. Ordnance Lane will be decommissioned once the new hostel - James House is completed. This accommodation is provided to those households to whom the Local Authority has a statutory duty under HRA17.
99. This number of resident in CYC temporary accommodation as of a specific date (last day of quarter) and the total number of placements per annum.

Accommodation type	31.3.16	31.3.17	31.3.18	31.3.19	31.3.20
Total TA placements (does not include moves for same customer)	225	204	182	228	235
Bed & Breakfast (B&B)	1	2	0	4 (revised)	7
Of which – families with children	0	0	0	0 (revised)	2

Of which – families with children and resident more than 6 weeks	0	0	0	0	0
Of which – families which are pregnant	0	0	0	0	2
Total annual placements into B&B	43	16	20	70	58
TOTALS in all temp accom as of 31.3	56	62	49	66	62 (actual) 57 with a LA duty
Temp targets	62	56	62	57	65
B&B annual cost (NB some of this is reimbursed via HB, rent and personal contribution payments)	£40,410	£37,037	£12,425	£49,256	£70,367

* MHCLG now only requires total with children and resident more than 6 week, not those that are pregnant.

**MHCLG now only requires 'Households in accommodation arranged by local authorities pending enquiries or after being accepted as homeless under the 1996 Act (includes residual cases awaiting re-housing under the 1985 Act) and as amended by the Homelessness Reduction Act 2018' and so does not include those to whom the LA has no duty (when duty has been discharged and negative decision issued or pending review)

100. Bed and Breakfast and is only used when necessary. B&B 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.
101. The overall numbers of households in temporary accommodation has decreased but the cost to the Local Authority has increased. This is due to higher costs of some B&B's, extended stays in both B&B and other temporary accommodation due to the timeframes set out in the Homeless Reduction Act 2017 and the increase review criteria.
102. Also, a number of main duty homeless households cannot be allocated properties under NYHC as they have former tenant arrears which are not being repaid. This is hindering move on from temporary accommodation and customers continue to be supported to address this issue.
103. It is envisaged that B&B use in 2020/21 should reduce with the opening of James House and re-evaluation of other temporary accommodation units. Although we have seen a significant spike in use of B&B due to covid 19 and this will likely skew any figures.
104. As of 31/3/20 there were 15 rough sleepers temporarily housed in hotels due to personal circumstances where NSNO would be unsuitable and

more recently due to Covid 19. These figures are not included in the reported B&B figures above (point 101) or in the B&B costs as they are not accommodated under the Homeless Reduction Act 2017. Rough sleeper accommodation during the pandemic is being funded through Housing Benefit and the £4.5 million funding allocated to York Adult Social Care including homelessness / hotel accommodation, 11 of whom were a direct response to Covid19.

CYC hostel arrears

105. Current rent arrears in resettlement hostels have increased slightly. There will always be a level of current arrears due to new claims and administrative payment processes.

Current Arrears - D10 Hostels	March 16	March 17	March 18	March 19	March 20
D10 Hostels (Howe Hill for Young People)	£2321	£1984	£669	£878	£794
D10 Hostels (Peasholme)	£610	£1225	£864	£181	£ 571
TOTAL	£2931	£3209	£1533	£1059	£1365

106. Rent arrears in temporary accommodation have decreased significantly in part due to the change introduced in March 2019 resulting in direct payments of the housing benefit elements for people on Universal Credit living in temporary accommodation.

2015/16	2016/17	2017/18	2018/19	2019/20
£6,288	£5,947	£10,503	£6,679	£2831.27

107. Overall, current rent arrears within housing options and support services (Howe Hill for Young People, Peasholme and Temporary Accommodation) decreased from £8,439 (2018/19) to £4196.27 (2019/20).

Review of Homeless decisions.

108. The number of reviews reduced in 2018/19 following the introduction of the HRA17 but as the legislation embeds York has seen a rise in the number of reviews in 2019/20. The Homeless Reduction Act 2017 allowed more situations where decisions could be reviewed, but the majority of reviews continue to relate to final decisions around intentionality, none priority or suitability of main duty accommodation, with only 3 being from the “new”

review rights i.e. two for ending the prevention duty and one for the suitability of accommodation to end the relief duty.

109. The number of reviews completed for Scarborough Borough Council, Ryedale Borough Council, Hambleton Borough Council and Craven District Council has also increased. The Review Officer was asked to carry out 16 reviews for Scarborough Borough Council and 3 for Hambleton Borough Council. Again, most of these reviews are around the final duty decisions not the new review rights. The predominance of them relates to determinations of intentionality or the suitability of main duty accommodation.
110. It is not clear why the numbers of reviews have significantly increased on last year but the reintroduction of independent legal advice provided by Citizens Advice York and Yorkshire Legal could be a factor with them assisting in 6 (4 from Citizens Advice York and 2 from Yorkshire Legal) of the reviews in York this year.

	No of review decisions	Upheld	Dismissed	Withdrawn/ out of time/ not homeless/ lost contact	Ongoing	Court cases
2015/16	21	4	9	8	0	0
2016/17	36	8	21	7	0	1
2017/18	38	9	22	6	0	0
2018/19	13	5	8	0	0	0
2019/20	20	8	7	4	1	0*

*possible out of time appeal

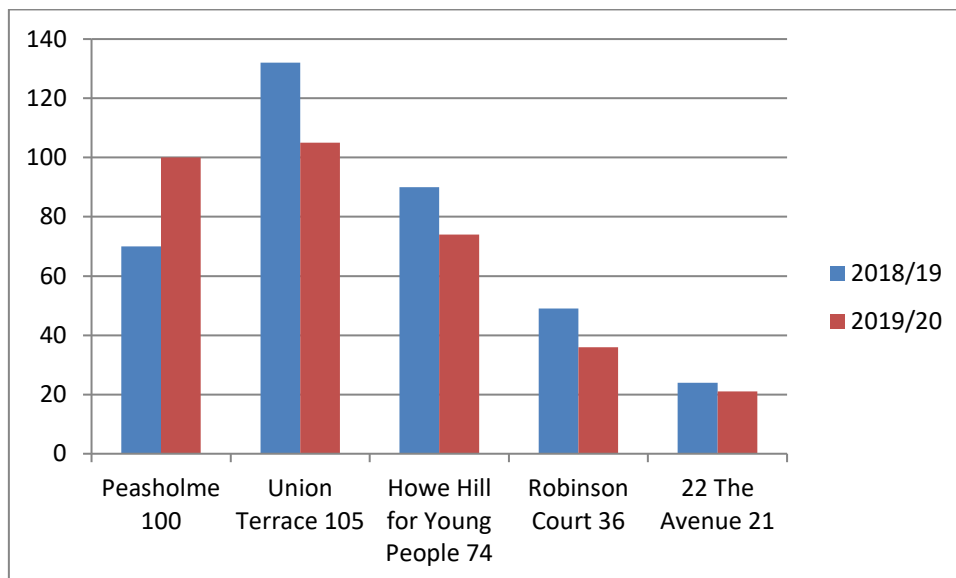
Permanent Rehousing.

111. Single Access Point remains the main point of entry into supported housing and to access floating support services.
112. The level of referrals via SAP remains static although there are specific changes to the overall picture.

Year	SAP Referrals (accommodation and floating support)	HOSW referrals (new system Feb 2020)	Individuals/ families
2015/16	883		578

2016/17	927		813
2017/18	658		571
	SAP Referrals (accommodation only)		
2018/19	490	N/A	355
2019/20	491	19	492

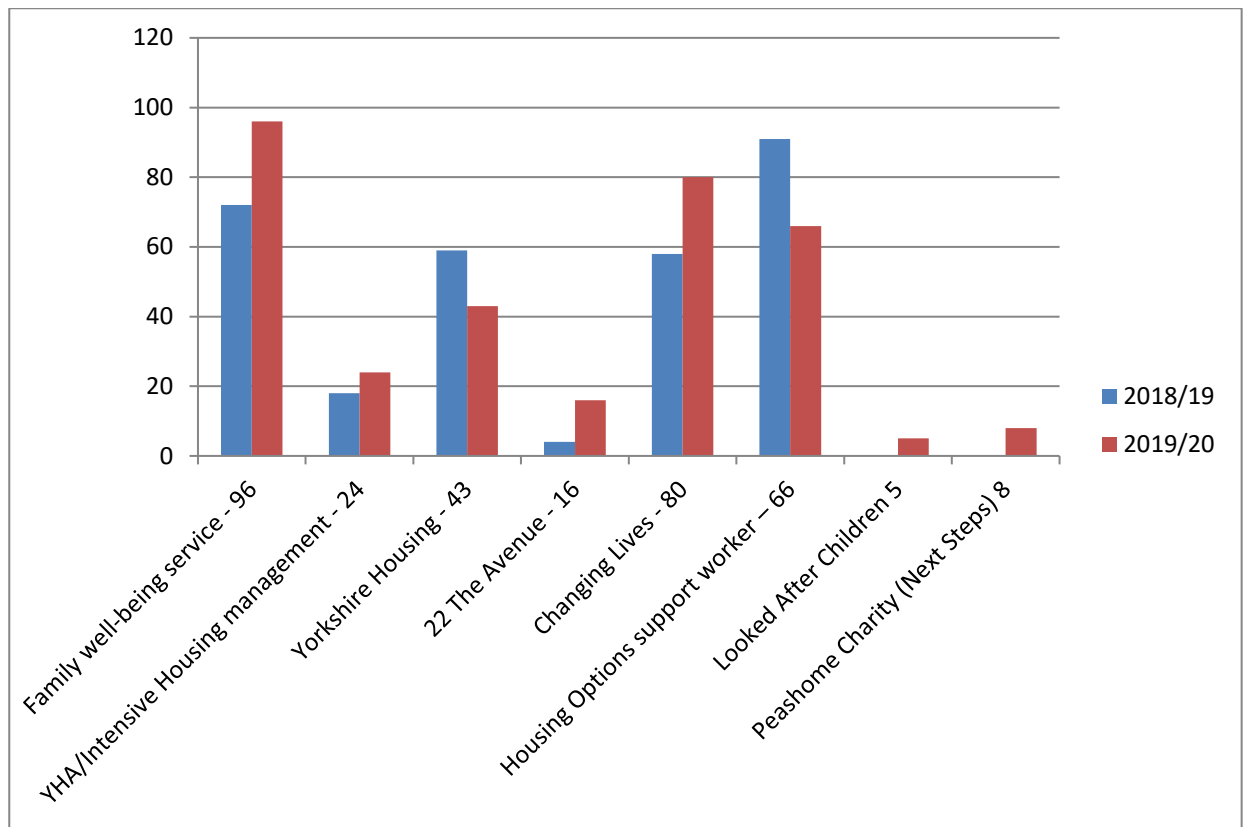
113. In order to deliver appropriate personal plans for customers under HRA17 referrals to Housing Options Support Workers have, since February 2020 been processed via the Housing Options Team and are no longer included in SAP figures.
114. Referrals to tier 1 hostels 2019/20 (336) compared to 2018/19 (365)



115. The Peasholme Centre has been able to move-on a higher number of people this year so consequently have been able to take a higher number of referrals than usual.
116. Referrals to tier 2 supported housing 2019/20 (155) compared to 2018/19 (125).



117. The higher number of referrals to both Changing Lives and Restore shared housing reflects the high move on from the Peasholme Centre. Restore shared housing have also provided more accommodation this year which accounts for the increase in referrals accepted.
118. There have been a reduce number of placements at SASH due to the loss of a some hosts and a small number of long term residents (over 12 months), resulting in less vanacies during 2019/20 and delay move on due to Covid 19 in March 2020.
119. Referrals to floating support (tier 3) 2019/20 (338) compared to 2018/19 (302).



120. Yorkshire Housing - service provision ended in October 2019 as the annual budget had been used.
121. North Yorkshire Home Choice (NYHC) allocations policy and housing register is administered in York by the Housing Registrations Team. The NYHC register and allocations policy is the access route to social housing. As of 1/4/20 there were 6266 applicants on NYHC register (slight increase from 6144), of which 1597 were registered in York.

122. Numbers on households registered on NYHC (York) as of 1/4/20.

	Emergency	Gold	Silver	Bronze	Total by LA
Craven		25	162	216	403
Hambleton		58	349	542	949
Richmondshire		46	182	244	472
Ryedale		52	258	308	618
Scarborough	3	204	569	920	1696
Selby	1	43	259	228	531
York	5	267	918	407	1597
Total by Band	9	695	2697	2865	6266

123. Number of applicants registered in York (historic).

31.3.16	31.3.17	31.3.18	31.3.19	31.3.20
1612	1596	1540	1536	1597

124. The NYHC housing register remains static due to the pro-active, comprehensive assessment of all customers wishing to register. The Housing Registrations Team do not offer a desk service but provide customers phone or office interviews to register on NYHC and give all other applicants personalised / realistic housing advice.

Year	Total CYC voids (excluding transfers)¹	Let to homeless	Resettlement
2015/16	374	90 (CYC only)	59
2016/17	306	66 (CYC only)	70
2017/18	282	31 (all NYHC)	43
	Total CYC voids (excluding transfers)	Let to main duty homeless (MHCLG stats)	Resettlement (CYC figures)
2018/19	284	61 (revised)	58
2019/20	286	75	69

Housing Development.

125. There were 123 additional affordable homes completed in 2019/20, an increase from previous years.
126. In recent years affordable housing completions have been below the long term trend, so the increase of over 100% from 2018/19 to 2019/20 represents a welcome reversal of this. There are a number of larger scale developments underway in York, delivering 50+ affordable homes: the council's Lowfield Green mixed tenure scheme; York St John former playing fields, Windmill Lane (Yorkshire Housing); New Lodge extra care, New Earswick (Joseph Rowntree Housing Trust); and Germany Beck section 106 planning gain. In addition to a number of smaller schemes which provide an improved pipeline of high quality affordable homes for the City. CYC James House hostel accommodation is due for completed in April 2020.

Year	Affordable completions
2015/16	109
2016/17	90
2017/18	74
2018/19	60
2019/20	123

127. The tenure breakdown for 2019/20 is shown below:

Scheme	LCHO*	Social Rent	Total
New Lodge	10	47	57
Germany Beck	3	21	24
CYC Shared Ownership	14	0	14
Terrys (apartment block)	3	17	20
Cheltenham Court (Newbury Ave)	0	5	5
Del Mote (Skelton Croft)	1	2	3
Total 2019/20	31	92	123

*LCHO: Low Cost Home Ownership, including Discount Sale and Shared Ownership.

128. Despite the improved outlook noted above, there remains a shortage of new private housing development sites coming forward in advance the Local Plan being approved. The impact of national planning policies such as the Vacant Building Credit and permitted development for office to residential conversion has also reduced the opportunities for delivering

affordable housing on schemes. The council submitted its Local Plan to the Government in May 2018 for independent examination by planning inspectors and is still awaiting a decision. The proposed plan includes affordable housing policies that will ensure developer contributions of onsite affordable housing on the majority of new housing development. It is also important to take into account that a net affordable need of 573 homes is identified in the council's most recent Strategic Housing Market Assessment, illustrating the scale of the affordability challenge in York.

129. The council is responding by its largest council housing building scheme in decades, the Housing Delivery Programme, in addition to continued work with Registered Provider partners. This will deliver over 650 homes in total, of which around 300 will be affordable for social rent and shared ownership, in combination with the Older Person's Accommodation Programme and the 2nd hand Shared Ownership scheme.
<https://www.york.gov.uk/HousingDeliveryProgramme>.
130. This leverages many millions of pounds worth of investment in the City across different funding sources, including central government (Homes England) grants, section 106 commuted sums through the planning process, and the Housing Revenue Account investment fund.
131. The impact of the COVID-19 pandemic and associated social distancing measures is not yet entirely clear, both in respect of the wider housing market and on affordable housing delivery specifically. It is posing severe challenges for the construction industry with most building sites closed and many construction workers furloughed. The widespread loss of incomes is expected to lead to a sharp fall in house prices, although it is unknown at this stage how enduring this will prove. At the same time most housing sale transactions are now paused. Combined with the delays to new build development the supply reduction will limit the price fall to an extent. Turning to affordable housing specifically, developers are expected to cite viability challenges and propose reductions in affordable housing provision through the planning system. Set against this, the market uncertainty may create new opportunities for innovative affordable housing investment, and also lead to a profiling of schemes from sale to rented homes.