

## Notice of a public

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

**To:** Councillors Craghill (Executive Member)

**Date:** Thursday, 31 October 2019

**Time:** 2.00 pm

**Venue:** The Craven Room - Ground Floor, West Offices (G048)

### AGENDA

#### Notice to Members – Post Decision Calling In:

Members are reminded that, should they wish to call in any item\* on this agenda, notice must be given to Democracy Support Group by **4:00 pm on Wednesday 30 October**.

\*With the exception of matters that have been the subject of a previous call in, require Full Council approval or are urgent which are not subject to the call-in provisions. Any called in items will be considered by the Customer and Corporate Services Scrutiny Management Committee.

**Written representations in respect of items on this agenda should be submitted to Democratic Services by 4.00pm on Tuesday 29 October.**

#### **1. Declarations of Interest**

At this point in the meeting, Members are asked to declare:

- any personal interests not included on the Register of Interests
- any prejudicial interests or
- any disclosable pecuniary interests

which they may have in respect of business on this agenda.

- 2. Minutes** (Pages 1 - 2)  
To approve and sign the minutes of the meeting held on 20 March 2019.

- 3. Public Participation**  
At this point in the meeting, members of the public who have registered to speak can do so. The deadline for registering is **5.00pm on Wednesday 30 October**. Members of the public can speak on agenda items or matters within the Executive Member's remit.

To register to speak please contact the Democracy Officers for the meeting, on the details at the foot of the agenda.

### **Filming, Recording or Webcasting Meetings**

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

Residents are welcome to photograph, film or record Councillors and Officers at all meetings open to the press and public. This includes the use of social media reporting, i.e. tweeting. Anyone wishing to film, record or take photos at any public meeting should contact the Democracy Officers (contact details are at the foot of this agenda) in advance of the meeting.

The Council's protocol on Webcasting, Filming & Recording of Meetings ensures that these practices are carried out in a manner both respectful to the conduct of the meeting and all those present. It can be viewed at:

[https://www.york.gov.uk/downloads/file/11406/protocol\\_for\\_webcasting\\_filming\\_and\\_recording\\_of\\_council\\_meetings\\_20160809](https://www.york.gov.uk/downloads/file/11406/protocol_for_webcasting_filming_and_recording_of_council_meetings_20160809)

- 4. Homeless Review 2018/19** (Pages 3 - 46)  
This report's primary focus is to report on prevention and relief work, main duty decisions and rough sleeping. The Executive Member is asked to note the progress of the service and agree the priorities and targets for 2019/20.

## 5. Urgent Business

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

Democracy Officer:

Michelle Bennett

Contact details:

- Telephone – (01904) 551573
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For more information about any of the following please contact the Democratic Services Officers responsible for servicing this meeting:

- Registering to speak
- Business of the meeting
- Any special arrangements
- Copies of reports and
- For receiving reports in other formats

Contact details are set out above.

**This information can be provided in your own language.**

我們也用您們的語言提供這個信息 (Cantonese)

এই তথ্য আপনার নিজের ভাষায় দেয়া যেতে পারে। (Bengali)

Ta informacja może być dostarczona w twoim własnym języku. (Polish)

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

یہ معلومات آپ کی اپنی زبان (بولی) میں بھی مہیا کی جاسکتی ہیں۔ (Urdu)

 (01904) 551550

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City of York Council

Committee Minutes

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Meeting	Decision Session - Executive Member for Housing & Safer Neighbourhoods
Date	20 March 2019
Present	Councillor Brooks

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### **23. Declarations of Interest**

At this point in the meeting, the Executive Member was asked to declare any personal interests not included on the Register of Interests, any prejudicial interests or any disclosable pecuniary interests which they may have in respect of business on this agenda. None were declared.

### **24. Minutes**

Resolved: That the minutes of the previous meeting held on 28 February 2019 be approved and signed as a correct record.

### **25. Public Participation**

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

### **26. Introduction of Fixed Penalty Notice for Household Waste Duty of Care Offences**

The Community Safety Manager and Corporate Director for Health, Housing and Adult Social Care were in attendance to present the report.

Officers highlighted that the 'duty of care offences' noted in the report, referred to householders being held accountable for not checking licenses of any third party removing waste on their behalf. If any waste had previously been collected and then fly tipped, the only options were to prosecute or issue an informal warning. Officers explained that the introduction of Fixed Penalty Notices improved proportionality between this offence and its punishment.

The Executive Member was pleased to note that the level of fine suggested for York was the same as other areas in the region and was happy to authorise its introduction.

Resolved: That the Neighbourhood Enforcement Team be authorised to issue Fixed Penalty Notices for household waste duty of care offences.

That a fine level of £250.00 with a reduced fee of £150.00 for early repayment within 10 days of issue, be approved.

Reason: To act as a deterrent against fly-tipping

Cllr J Brooks, Chair

[The meeting started at 15:00 and finished at 15:02.



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**Decision Session Executive Member Housing & Community Safety****31st October 2019**

Report of the Assistant Director – Housing &amp; Community Safety

**Homeless Review 2018/19****Summary**

1. This report looks at the activity governed by the Housing Act 1996, the Homelessness Act 2002, The Localism Act 2011 and the Homeless Reduction Act 2017 and the City of York Council's Homelessness Strategy 2018-2023 in respect of the financial year 2018/19. The primary focus is to report on prevention and relief work, main duty decisions and rough sleeping.
2. The report identifies the new duties placed on the Local Authority under the Homeless Reduction Act 2017 which came into effect on 3/4/18
3. The report identifies targets and priorities for 2019/20.
4. The report incorporates the work and contribution of partner agencies in delivery of a comprehensive service to homeless households across York, many of whom are the most socially excluded people in society. Each agency contributes to this success and is a vital part of the homeless service delivery.

**Recommendations**

5. The Executive Member is asked to:
  - a. Note the progress made by the service;
  - b. Agree the priorities and targets for 2019/20 as set out in paragraph 20

**Reason** – To ensure the council continues to meet the statutory duties under Housing Act 1996 (as amended) and Homeless Reduction Act

2017, reduces rough sleeping in the city and supports the most vulnerable in society.

### **Background and overview of service**

6. There is a duty on all Local Authorities to provide an advice service to all homeless people and those at risk of homelessness. In addition the Local Authority has a duty to provide temporary accommodation for certain households in accordance with the Housing Act 1996 and more recently The Homeless Reduction Act 2017
7. The remit of the work carried out by the Homeless Service (which incorporates Housing Options, Housing Registrations, Resettlement Services and Temporary Accommodation) is set out in legislation and in the City's Homelessness Strategy 2018-23 *'Preventing homelessness together'*. The current action plan identifies actions to tackle homelessness and develop services.
8. Under the Homeless Reduction Act 2017, the statutory duty placed on the Local Authority for anyone who is at risk of homelessness within 56 days and eligible for assistance, is to help prevent homelessness. No account is taken of local connection, priority need or intentionality at this stage. All customers must have a personal housing plan.
9. If unsuccessful, the Homeless Reduction Act 2017 places a statutory duty to relieve homelessness (assist in finding alternative accommodation) for a further 56 days. Local connection criteria apply at this stage. No account is taken of priority need or intentionality at this stage. All customers must have a personal housing plan
10. The Local Authority cannot make a decision under s.193 (Main duty), s.191 (Intentionally Homeless) or s.192 (No Priority Need) until the 56 day relief duty has been met.
11. Statutory decisions under the Homeless Reduction Act 2017 are made by the council's Housing Options Team, the Youth Homeless Workers and the Specialist Housing adviser (frail elderly and physically disabled) which are based at West Offices.
12. The Salvation Army, Early Intervention and Prevention Team provide specialist advice to single homeless (18+).
13. The Complex Needs Rough Sleeper Team works to reduce rough sleeping in the city.



14. The Homeless Strategy 2018-23 was adopted on 21/6/18 and sets out 5 strategic aims in the Action Plan to:
- **Strategic aim 1.** Reduce Rough Sleeping
  - **Strategic aim 2.** Prevent Homelessness
  - **Strategic aim 3.** Ensure appropriate accommodation for people who are homeless or at risk of homelessness.
  - **Strategic aim 4.** Ensure appropriate support for people who are homeless or at risk of homelessness.
  - **Strategic Aim 5.** Maintain and develop partnership working and strategic direction

## Targets

15. The council's targets for the service are based upon The Ministry of Housing and Communities and Local Government (MHCLG) priorities and our local priorities as set out in the Homeless Strategy.
16. Statistics are no longer directly comparable with previous years due to the introduction of the Homeless Reduction Act 2017 (HRA17). These statistics are not compiled and submitted by CYC but downloaded directly by Ministry of Housing, Communities and Local Government (MHCLG). MHCLG refer to these stats as 'experimental' and there have been changes throughout 2018/19. There is a time delay in publication of final statistics, (as of 16.09.18 statistics up to end March 19 are publically available <https://www.gov.uk/government/statistical-data-sets/live-tables-on-homelessness> (select York)
17. 2018/19 also include historic statistical reporting (P1e) when customers approached the council before 3/4/18 and were assessed under Housing Act 1996
18. Performance Targets – 2018/19
- A Local Authority has a statutory duty to give advice to anyone who is homeless or at risk of homelessness. In conjunction with partner agencies the focus is to prevent homelessness / re-house in a planned way. In 2018/19 there were 235 successful prevention duty cases and 139 successful relief duty cases. Reported statistics are now only by the Local Authority following a statutory decision.

- There were 61 homeless acceptances main duty (HRA17 and Housing Act 1996 historic cases) which is below the target of 100. Target achieved.
- The target for reducing the number of households placed in temporary accommodation for 2018/19 was 57. The actual outturn was 66. Keeping this at a low figure despite being slightly over target is a significant achievement in light of ongoing housing and welfare benefit pressures and in particular the introduction of the HRA17.
- B&B for families should only be used in emergencies and then for no more than 6 weeks. As of 31/3/19 there were no families in B&B for over 6 weeks. Target achieved but following the introduction of HRA17 we have seen an increase in the use of B&B increase significantly since 2017/18. This is mainly due to the HRA 17 elongating the process from that which York had in place prior. Temporary accommodation is therefore in use for longer and with no additional housing options to offer this has meant an increase in the use of B&B. This has also been further exacerbated by the decommissioning of rooms at Ordnance Lane due to the intended relocation of hostel provision to James House. Many of these decommissioned rooms have had to be brought back into use. Regardless, use of B&B remains low and very short term.
- To reduce rough sleepers to 15. Target achieved. In November 2018 the official submission was 9. The securing of additional resources (Rough Sleepers Initiative) for 2018/19 was instrumental in achieving this.
- To achieve housing performance targets within departmental service plan around voids and rent arrears. Rent arrears within the service have reduced overall, although there was a slight rise at Howe Hill for Young People. This reduction is due to Universal Credit rules no longer applying to temporary accommodation and the reintroduction of direct payments of housing benefits.
- Deliver action points set out within Homelessness Strategy 2018-23 'Preventing Homelessness Together' action plan within identified time scales

### **Key Points 2018/19**

19. That the new legislation Homeless Reduction Act 2017 took effect on 3/4/18

20. That the new Homeless Strategy 2018-23 '*Preventing homelessness together*' was agreed on 21/6/18 and work commenced on completing the relevant action points
21. The details of the activity and performance of the service are contained in appendix 1 and set out a comprehensive picture of the excellent services provided across York. An updated Homeless Strategy action plan is in progress and when completed will be published on CYC website.
22. The key points of this report are:
  - That the majority of the data in the performance report 2018-19 is related to Homeless Reduction Act 2017 and is not directly comparable to previous statistics reported under Housing Act 1996
  - That only Local Authority statutory decisions are submitted to MHCLG but CYC and partner agencies continue to work to prevent homelessness and have recorded 201 statutory prevention cases under HRA17 and 34 historic prevention cases (total 235)
  - That only Local Authority statutory decisions are submitted to MHCLG but CYC and partner agencies work to relieve homelessness (find alternative accommodation) if prevention is not achieved and have recorded 136 statutory relief cases under HRA17 and historic 3 relief cases (total 139)
  - Only if prevention and relief is unsuccessful is there a (historic) main duty decision. In 2018/19 there were 61 accepted homeless households in 2018/19 (HRA17 main duty and historic cases).
  - Housing Options remains busy with an increased number of detailed cases (818 plus historic cases). This increase was anticipated as a result of the Homeless Reduction Act 2017 and additional New Burdens Money is used to increase capacity. This service will continue to evolve as the legislation settles in.
  - Due to ongoing work, and commitment of agencies, Rough Sleeping Initiative funding and new flexible methods of working the number of rough sleepers in York has decreased to 9 (Nov 2018).

### **In Year Service Improvement**

23. A number of significant service improvements were achieved in 2018/19 (further details in appendix 1):

24. Homeless Strategy 'Preventing Homelessness Together' 2018-23 (agreed 21 June 2018)
25. Throughout 2018/19 significant work has continued both internally and with partner agencies to improve the direct service to customers and the overall provision, in particular
26. A decision about the allocation policy and delivery of housing registrations service (North Yorkshire Home Choice) was made July 2018 and it was agreed to leave North Yorkshire Home Choice and adopt a CYC allocations policy in conjunction with new CYC IT system due for full implementation in October 2020.
27. Regular updating of website and leaflets following the implementation of the Homeless Reduction Act 2017.
28. Reduce rough sleeping in York. The Formal Street Count figure has evidenced a significant reduction in the amount of people sleeping rough in York on a typical night from 29 to 9 which is due to a number of factors:
  - a) The capacity of the severe weather provision (now referred to as winter weather provision) has increased, including Yes Below Zero (YB0), a partnership service with One Voice York and The Salvation Army.
  - b) Expansion of NSNO (No Second Night Out) provision throughout the rest of the year, implementation of 2 emergency beds in Union Terrace Hostel and 4 beds in flat 2 at Howe Hill (used during winter weather provision as YB0)
  - c) Employing 2 new workers with New Burdens money (Housing Options Worker, and Housing Options Support Worker) to meet the extra demands of HRA 2017. The Housing Options Support Worker offers practical assistance and support to customers undertaking actions within personal housing plans
  - d) The employment of a Private Rented Sector Worker with New Burdens money for rough sleepers and single homeless people.
  - e) The confirmation in June 2018 of £193k additional funding from MHCLG to reduce rough sleeping in the city. 6 additional front line workers (see details below) and additional personalisation monies

have been used to assist this complex client group into accommodation and reduce rough sleeping in the city. York has been awarded a further grant of £251k for 2019/20.

- f) Making Every Adult matter (MEAM) employed 2 additional staff through the MHCLG funding to reduce rough sleeping, this means we have been able to double the capacity of people with complex needs who are homeless and are able to offer a more personalised support package to them.
- g) Reintroduction of a mental health worker to work with rough sleepers through the MHCLG funding this means we have more insight into people with poor mental health, how this impacts on an individual and how best we might be able to work with them to a better outcomes.
- h) 3 additional outreach support workers within the Salvation Army early intervention and prevention Service. Again funded through MHCLG. Reintroducing assertive outreach support for rough sleepers due to more appropriate levels of staff. Ensuring a targeted approach to working with non-engaging rough sleepers to encourage them to engage with support and accommodation services. Drop-in facilities extended to Care cent on Wednesdays to further access non engaging rough sleepers
- i) A rough sleeper's coordinator part time post to coordinate agencies funded through MHCLG to take a joint/targeted approach to reducing rough sleeping.
- j) Next Steps initiative – A Peasholme Charity new project with funding from Nationwide Building Society and Police & Crime Commissioner. This worker takes on a navigator role for people who may be complex in their issues but don't for example fit the criteria of MEAM.

- 29. Work continues on the new temporary accommodation (57 units) at James House with a current completion, furnishing and final preparations getting the building ready for people to move in mid November 2019.
- 30. Decant of current tenants of Lincoln Court (independent living community to modernise/upgrade existing provision) utilising the Specialist Housing Options Worker.

## **Forthcoming projects and priorities – 2019/20**

31. The following work is identified in the Homeless Strategy action plan 2018-23

- a) 2018-23 Homeless Strategy 'Preventing Homelessness Together' adopted and signed off in June 2018, continued work in progress and monitoring of associated actions within this plan. While the content of the Homeless strategy will remain the same, it has been requested by MHCLG that we re-brand it due to the Rough Sleepers Initiative to Preventing Homelessness and Rough Sleeping Together. This is a requirement nationally.
- b) To further embed and develop service to meet statutory duties under Homeless Reduction Act 2017. York is working with MHCLG and other Local Authorities to make practical improvements to HRA17.
- c) To evaluate the impact of HRA17 and make recommendation for future resources within Housing Options Team.
- d) A decision to leave NYHC and adopt a CYC allocations policy was made in July 2018. This will be implemented following the completion of The Housing ICT project.
- e) Review the use and consider investment / re-design opportunities of existing social housing stock to meet the needs of complex / vulnerable customers in particular to mitigate medium and long term impact of welfare benefit reform. The opening of James House will provide a number of opportunities.
- f) To continue to reduce rough sleeping in York and develop services to meet the needs of an ever increasing number of people with complex needs.
- g) To complete and relocate people living in current hostels under Homeless Reduction Act 2017 (relief duty) or Housing Act 1996 (full duty) to James House by end November 2019.
- h) To develop a Homelessness support Hub / day centre provision. This will provide a structured, safe and secure environment for informal food services to operate from, alongside outreach team (RSI and RRP workers) to actively engage hard to reach vulnerable people both homeless and or in tenuous accommodation scenarios, offering support, prevention and meaningful activity.

## i) Agree targets for 2019/20

	<b>2017/18</b>	<b>2018/19 target</b>	<b>2019/20 target</b>	<b>Reason</b>
No of households in temporary accommodation	62 (actual 49)	57(actual 66)	65	HRA has resulted in elongated applications and numbers in temporary accommodation.
No of households accepted as priority need (main duty HRA17)	100 (actual 90)	100 (actual 61)	80	Do not know long term impact of Homeless Reduction Act
No of rough sleepers	18 (actual 29)	15(actual 9)	6	National target to reduce rough sleepers by 50% by 2022. Additional funding awarded to York will allow us to provide increased services.
Not to use B&B for 16 or 17 year olds	0 (actual 0)	0(actual 0)	0	
Not to use B&B for families, other than in emergencies and then for no longer than 6 weeks	0 (actual 0)	0(actual 0)	0	HRA17 has brought about a necessity to place some families in B&B but not for more than 6 weeks

## Consultation

32. There has been consultation with staff and customers about the design and operation of James House and with partners on the Homelessness Strategy.

## Options

33. Option 1

Note the contents of the report and agree the priorities and targets for 2019/20 as set out in paragraph 31, including renaming the Preventing Homelessness Together ' to 'Preventing Homelessness and Rough Sleeping Together'..

34. Option 2

Note the contents of the report but recommend alternative priorities and targets for 2019/20 but agree to renaming the Preventing Homelessness Together ' to 'Preventing Homelessness and Rough Sleeping Together' as in Option 1 (MHCLG have made this a statutory requirement).

## Analysis

35. The report and appendix identifies current strategic aims (documented in the City's Homelessness Strategy 2018-23 *Preventing Homelessness Together*'.
36. The report and appendix identifies future targets and action in line with Homelessness Strategy 2018-23 'Preventing Homelessness Together' to identify the priorities for the forthcoming year
37. The work and services provided by the Local Authority and partner agencies within the homeless sector are designed to both prevent homelessness and assist those who are homeless. The targets and priorities are practical actions to assist in meeting this target.
38. To agree to the MHCLG request to change the name of the Homeless Strategy 2018-23 from 'Preventing Homelessness Together ' to 'Preventing Homelessness and Rough Sleeping Together'

## Council Objectives

39. The Homeless Strategy is closely linked to priorities within the Council Plan 2015-19:
  - A prosperous city for all where local businesses can thrive and residents have good quality jobs, housing and opportunities



- A focus on frontline services to ensure all residents, particularly the least advantaged can access services and community facilities

## **Implications**

### **Financial Implications**

40. There are no direct financial implications to this report, although there is evidence that by not investing in preventative measures there is a greater cost to the city and the people that live in it in the long-term through failure to meet targets, prevent homelessness with the potential for an increase in homelessness and rough sleeping.
41. In 2017-18 York received £9,000 IT grant and £68,367 new burdens money over 3 years to implement the Homeless Reduction Act 2017 funding an additional Housing Options Worker and Housing Options Support Worker.
42. City of York Council was awarded £189k (2018-19) and a further £251k (2019-20) RSI funding to continue and expand the work with rough sleepers. This included money from the Rapid Re-housing fund

### **Equalities Implications**

43. A community impact assessment (CIA). Individual CIAs will be completed for major pieces of work outlined in this report.

### **Legal Implications**

44. The provision of a homeless service is a statutory requirement under Housing Act 1996 and Homelessness Act 2002 and Homeless Reduction Act 2017.
45. Services must adhere to national Guidance on “Provision of Accommodation for 16 and 17 year old young people who maybe homeless and/or require accommodation”.
46. National good practice states that no young person 16 or 17 should be in B&B, that no family should be placed in B&B unless in an emergency and then for no more than 6 weeks
47. There are financial risks via judicial challenge if the service does not meet its statutory duty and as a result of Ombudsmen complaints if CYC fails to act within its statutory duties regarding homelessness.

**Risk Management**

48. There is a continued risk that due to current economic climate, the continuing impact of welfare reform and austerity on public services along with changes at a national level, unless mitigation can be put in place to support the most vulnerable, we will see an increase in homelessness within the city. York has still has a number of people rough sleeping despite the commitment of agencies who work to reduce this as a priority. Shelter has predicted national increases in rough sleeping over the next decade. And while 2018/19 has seen a 6% reduction nationally the situation regarding rough sleeping remains uncertain with much work to do on this issue.

a. The risk/s associated with the recommendation of this report are assessed at a net level below 16. The risks have been assessed as moderate at 14; the strategy will be regularly monitored at the Homeless Strategy Executive Steering Group.

b. Contact Details

**Author:**

**Tim Carroll**

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Options and Support  
Dept Name HHASC  
Tel No. 01904 554040

**Chief Officer Responsible for the report:**

**Tom Brittain**

Assistant Director Housing and Community  
Safety

**Report  
Approved**



**Date** 31.10.19

**Wards Affected:**

**All**



**For further information please contact the author of the report**

**Appendix 1**

Homeless Review Appendix1 2018/19

**Appendix 2**

Updated Homeless Strategy Action Plan

**Background Papers:**(provided upon request):  
2018-2023 Tackling Homelessness Together HL Strategy

**Glossary:**

ABA – A Bed A Head

B&B - Bed and Breakfast

EIP – Early intervention and Prevention Team HHASC – Health, Housing and Adult Social Care (Directorate)

CBL - Choice Based Lettings (North Yorkshire Home Choice)

CIA – Community Impact Assessment

CRC – Community Rehabilitation Company

CYC - City of York Council

DHP – Discretionary Housing Payments

HRA17 - Homeless Reduction Act 2017

IDAS – Independent Domestic Abuse Service

MEAM – Making Every Adult Matter

MHCLG - Ministry of Housing Communities and Local Government

MHCLG Ministry of Housing and Communities and Local Government NPS – National Probation Service

NSNO- No Second Night Out

NYHC - North Yorkshire Home Choice

NYP- North Yorkshire Police

RSI – Rough Sleepers Initiative

RSL - Registered Social Landlord

RRP – Rapid Re-housing Pathway

SAP – Single Access Point

TEWV - Tees, Esk, Wear Valley NHS Trust

YB0 -Yes Below Zero

YOT - Youth Offending Team

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## Homelessness Performance 2018/19

1. Main achievements of 2018/19 were:

a. The implementation of the Homeless Reduction Act 2017 (HRA17) which came into force on 3/4/18.

**The Homelessness Reduction Act 2017 (HRA17)** significantly amended homelessness legislation. The Act introduced a number of changes including:

- i. A strengthened duty to provide advisory services
- ii. An extension to the period during which an applicant considered 'threatened with homelessness' from 28 to 56 days
- iii. New duties to assess all homeless eligible applicants and to take reasonable steps to prevent and relieve homelessness.
- iv. These steps will be set out in a personalised housing plan which, wherever possible, must be agreed between the local authority and the applicant.

Households who are statutorily homeless are owed legal duties that fall into three main categories:

- v. **Prevention duties** include any activities aimed at preventing a household threatened with homelessness from becoming homeless. This would involve activities to enable an applicant to remain in their current home or find alternative accommodation in order to prevent them from becoming homeless. The duty lasts for 56 days but may be extended if the local authority is continuing with efforts to prevent homelessness.
- vi. **Relief duties** are owed to households that are already homeless and require help to secure settled accommodation. The duty lasts 56 days, and can only be extended by a local authority if the households would not be owed the main homelessness duty.
- vii. **Main homelessness duty** describes the duty a local authority has towards an applicant who is unintentionally homeless, eligible for assistance and has priority need<sup>3</sup>. This definition has not been changed by the 2017 HRA. However, these households are now only owed a main duty if their homelessness has not been successfully prevented or relieved.

- b. Utilisation of IT system to support the Homeless Reduction Act 2017 (Jigsaw) which will be used until new CYC IT system is in place.
- c. Other statutory organisations implementing 'Duty to refer' under Homeless Act 2017 (October 2018)
- d. Adoption and delivery of Homeless Strategy 2018-23 'Preventing Homelessness Together' and action plan on 21<sup>st</sup> June 2018.
- e. Liaison with Peasholme Charity regarding the ownership of the name 'Peasholme' as part of their charitable status. Work has begun to re-name the Peasholme Centre in order to protect the charity and its work in issues of homelessness.
- f. Retendered the single homeless Early Intervention and Prevention Service (contract awarded April 2018 and commenced August 2018). The contract was re-secured by the Salvation Army.
- g. An Executive decision in July 2018 agreed that the City Of York would leave the North Yorkshire Home Choice (sub regional allocations policy and system) when CYC has a new IT system. The future CYC allocation policy was agreed.
- h. Direct payments of the housing benefit elements for people on Universal Credit was applied to people in temporary accommodation.
- i. Ordnance Lane re-provision, building works continue at James House to provide 57 temporary units. It is due to open in summer 2019. Show flat and the first series of open events took place in March 2019.
- j. CYC secured £193k **Rough Sleepers Initiative** (RSI) monies to improve the early intervention and ongoing support for rough sleepers and rough sleepers with complex needs. This money has been used to expand existing services and form a Complex Needs Rough Sleepers Team who are able to offer a targeted approach and persistent/robust support to people who have historically failed to engage with support. The team comprises of: Making Every Adult Matter (MEAM), Salvation Army Early Intervention and Prevention Team and outreach team, CYC Private Rent Officer, CYC Mental Health Worker, CYC Peasholme Supervisor (acting as project co-

ordinator), Peasholme Charity Next Steps. This team works alongside 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.

- k. Re-secured funding for a Mental Health Support Worker through RSI funding
- l. Increase number of emergency beds for rough sleepers during winter. This is a partnership service between City Of York Council, One Voice York (voluntary group) and the Salvation Army to deliver new service called Yes Below Zero (YB0) and offers a 5 bedded emergency facility with volunteer support. During winter months the 5 bed unit is staffed by a team of 50 volunteers, supported by the staff within Howe Hill for Young People. The volunteers were trained and supported by City Of York Council and Salvation Army. In its first year, the service offered 486 bed nights of accommodation Housing 23 individuals of which 21 were found alternative accommodation.
- m. Increase in emergency beds in CYC resettlement hostels and Changing Lives Union Terrace.
- n. Ongoing work lead by the Adult Social Care Commissioning Team on the hopeful future commission of a Mental Health Resettlement Pathway
- o. Working with Tees, Esk, Wear Valley NHS Trust to improve joint working / service delivery for people that are homeless / at risk of homelessness with mental health issues, introduction of bi monthly Mental Health and Housing meeting to discuss difficult cases and try and find resolution.
- p. Funding confirmed for Homeless Hub (Peasholme Charity Lead) funded by Homelessness and administered by Two Ridings Community Foundation by 0.5 post to find a premises 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.
- q. Ongoing work to upgrade the CYC shared housing properties leased to Changing Lives as part of Adult Community Wellbeing contract.

Ongoing work to bring Union Terrace and Robinson Court into CYC ownership. Ongoing work to explore best use of existing hostel buildings (excluding Ordnance Lane) following the opening of James House.

### **Legal Changes in 2018/19**

2. The Homeless Reduction Act 2017 came into effect on 3/4/18 and placed a 56 day statutory duty on Local Authorities to help a person who is homeless or at risk of homelessness to prevent homelessness and a further 56 day statutory duty to relieve homelessness (find alternative accommodation). There is a duty to complete a housing assessment and formulate a personal housing plan. The duty of other public bodies to refer a person that is homeless to CYC came into effect on 1/10/18.
3. Customers who made a homeless application before 3/4/18 are subject to Housing Act 1996

### **4. Private rented sector legal changes,**

#### **April 2018**

Introduction of Banning orders - meaning that any letting agent or landlord convicted of offences under the government's new law, may be banned from renting accommodation for a period of time. This could range from 12 months to life, with those landlords and letting agents who receive a banning order being recorded on a rogue database system. If a landlord ignores a banning order, they will face criminal sanctions, from six months in prison to an unlimited fine.

Introduction of Minimum Energy Efficiency Standards (MEES). This means any property rented with a new tenancy or renewal after this date must have an Energy Performance Certificate (EPC) rating of E or above. From 1 April 2020, this will apply to all tenancies, including existing tenancies.

#### **July 2018**

Revision of the How to rent checklist, Landlords and letting agents must ensure tenants have the new version of the How to Rent guide. This applies whether it is a new tenancy or a renewal and also includes any tenancies that became statutory periodic tenancies on or after 26 June



2018. Failure to provide the guide before the tenancy commences can invalidate a Section 21 notice

### **October 2018**

Extension of mandatory House in Multiple Occupation (HMO) licensing to include any HMO occupied by 5 or more people in 2 or more households, where householders lack or share bathrooms, toilets and cooking facilities. Plus the introduction of two new licensing conditions for HMO, one specifying a minimum room size for bedrooms and the second imposing a condition concerning storage and collection of waste from the property

### **March 2019**

The Homes (Fitness for Human Habitation) Act 2018 received Royal Assent on 20 December 2018 and came into force on 20 March 2019 for any new tenancies.

### **Statistical changes**

5. Alongside the HRA17 a new set of data was required (Hcllc). These statistics are not compiled and submitted by CYC but downloaded directly by Ministry of Housing, Communities and Local Government (MHCLG). MHCLG refer to these stats as 'experimental' and there have been changes throughout 2018/19. There is a time delay in publication of final statistics, (as of 6/6/19 statistics up to 31/12/18 are publically available <https://www.gov.uk/government/statistical-data-sets/live-tables-on-homelessness> (select LA reports, select York))
6. The statistics are not directly comparable with previous statistics.
7. The Jigsaw IT system does not produce identical reports to Hcllc statistics

### **Rough Sleeping and Resettlement Services**

8. In June 2018 the MHCLG awarded York £193K Rough Sleeping Initiative money (RSI). This has been a significant factor in a marked reduction on the number of rough sleepers (official counts) in the city from a 2017 of 29 to 2018 of 9 (69% reduction), although there remains considerable concern amongst members of the public and councillors about this issue.

## 9. The street count (number of rough sleepers as defined by MHCLG )

Region	2013	2014	2015	2016	2017	2018	Change	
							Number	%
York	9	13	18	18	29	9	-20	69% reduction
Yorkshire and the Humber	129	126	160	172	207	246	+ 39	19% increase
England	2414	2744	3569	4134	4751	4,677	-74	2% reduction

Nationally there was a 2% reduction in rough sleeping, although there was an increase in Yorkshire and Humber. Yorks reduction contributed significantly to this reduction nationally. The remaining rough sleepers in York is possibly a result of the ongoing difficulty accessing the private rented sector due to high rents, and pressure on services which limits availability of accommodation, the sanctions / disengagement caused by welfare benefit reforms and pressure on social housing. There appears to be an issue with individuals disengaging with benefits and relying solely on begging as a form of income, although not all beggars are homeless.

10. Rough sleeping reduced due to the Early Morning Street walks which take place 4/5 times a week and the afternoon targeted walks to engage with entrenched rough sleepers. The Salvation Army provides daily advice and drop-in services. A pilot day service is being offered at a local boxing club, using a boxing coach and RSI staff to facilitate this. The boxing club is offering physical exercise and meaningful activity and neutral place to meet customers and work with them on their housing options.
11. There continues to be ongoing reporting of rough sleeping via Street Link, Salvation Army and to City of York Council. Rough sleeping remains an emotive subject in York and much time is spent reassuring people that not all beggars are rough sleepers, that hostels do take dogs and there are support and accommodation options for rough sleepers who want to engage with services, the development of the Yes Below Zero (YB0) service and the team of 50 volunteers has meant there is solid base of people who are involved because they are concerned about this issue. The volunteers are aware of what services are available for Rough Sleepers, this has significantly worked to inform others who are concerned that there are suitable provisions for rough sleepers. And

this combined with a consistent flow of information via media and social media from our communications team has contributed to more information getting into the public domain.

12. The Salvation Army Early Intervention and Prevention Team (office base) moved from the Raylor Centre and relocated to permanent offices in Lawrence Street. The drop-in service moved from Peasholme Centre to Lawrence Street in summer 2018. In 2018/19 the Salvation Army provided 254 drop in sessions, seeing 306 individuals, a total of over 3000 contacts. This is an increase 10% on customer numbers from 2017/18.
13. In 2018/19 The Salvation Army Early Intervention and Prevention Team (including RSI outreach team) carried out 155 early morning street walks (92 more than in 17-18) and undertook an additional 3 full street counts for Rough Sleepers Initiative monitoring along with the complex needs rough sleepers team staff. These were in addition to the formal street count process conducted in November 2018.
14. The Salvation Army offered 42 travel warrants to help people return to / source alternative accommodation. The total cost of travel warrants in 2018/19 was £ 1,044
15. York continues to operate No Second Night Out for rough sleepers. The Salvation Army are the hub for contact, either by direct contact or via the national rough sleeper helpline Street Link 0300 500 0914.
16. Across York services have provided an increased number of 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, including Yes Below Zero( YB0)
17. Throughout the year, there is 1 emergency room at Robinson Court and 1 emergency room at Peasholme. 1 emergency room at Howe Hill for Young People
18. Both Peasholme Centre and Howe Hill for Young People increased their capacity to offer emergency beds by an additional 2 in each service. There are now 7 offer emergency beds at Peasholme, 7 at Howe Hill for Young People and 2 at Union Terrace.
19. There are 2 'Bed- A Head' beds at Union Terrace for hospital discharges for people that are homeless.

20. All resettlement hostels use short term vacant beds / emergency placements for No Second Night Out (NSNO).
21. The YB0 flat which provides 5 beds in winter continued during summer providing 4 emergency beds for more stable people.
22. The winter weather provision at Union Terrace, Robinson Court , Peasholme Centre and Howe Hill for Young People provide emergency accommodation during November – February to accommodate those sleeping rough.

## 23. Emergency Bed nights (excluding Nightstop) \* 18-19

	Howe Hill	Peasholme	Union Terrace	Robinson Court	YB0 and flat 2	Total
Crash pad / NSNO	487	1101	485	248	124	2,445
Winter weather	422	799	587	102	486	2396 <b>97% increase</b>
Total	909	1900	1072	350	610	4841

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

	Howe Hill	Peasholme	Union Terrace (aka Arc Light)	Robinson Court	YB0 and flat 2	Total
Crash pad / NSNO	161	235	34	17	only 1 month 4	447
Winter weather	23	45	39	9	23	139 <b>13% Increase</b>

25. During 2018/19 there were 139 individuals placed in emergency accommodation during the winter weather provision Nov-Feb , providing 2396 bed nights. This is a significant 97% increase (from 1214) in 2017/18 and was a result of the constant offer of the winter night provision and the introduction of additional beds within Tier 1 hostels and the YB0 service . However this only represents a 13% increase people accessing these beds highlighting potential issue of lack of move on accommodation. Also a more complex client group utilising this provision than in previous years, the YB0 was brought in to free up the hostel beds for more complex people to go into the professionally staffed hostels.
26. Hostels in York provided 2445 NSNO bed nights for 447 individuals that were homeless. The majority of the referrals for the NSNO beds were completed by the Salvation Army Early Intervention and Prevention Team, however some referrals were also completed by the Council's Emergency Duty Team, Housing Options, Youth Homeless Workers, and the Pathways Team. Please note the number of individuals is the number of customers accessing emergency accommodation *per month*; it is not an accurate reflection of the number of customers who have accessed accommodation for the *entire* year as some people will have been in emergency accommodation more than once, or across multiple months.
27. The RSI funding enabled York to expand Making Every Adult Matter (MEAM) working with complex / entrenched rough sleepers by 2 additional staff . A MEAM specialist worker supports a caseload of

adults with multiple and complex needs. These customers have ineffective contact with services, live chaotic lives and present with multiple complex issues, such as mental ill health, homelessness, drug and alcohol misuse, offending and family breakdown.

During 2018/19 MEAM including RSI project received 43 referrals. 18 of these have been accepted on the MEAM caseload. The current caseload is 34 including 6 more agreed Housing First tenancies. The MEAM teams positive outcomes for 18/19.

- 3 Housing first introductory tenancies
  - 1 individual became a secure Housing first tenant following successful completion of their introductory tenancy
  - 4 rough sleepers were supported in to out of area private rented accommodation
  - 5 rough sleepers shared housing
  - 10 rough sleepers have been supported to move in and maintain hostel accommodation as part of a multi agency plan with flexibility where possible
  - 6 individuals with a history of rough sleeping are being supported through prison sentences to improve outcomes on release
  - 2 people who have spent 10 years in and out of custody have remained in the community for the 12 month period
  - 5 individuals have successfully completed community orders
  - 6 individuals have been referred to mental health services and are engaging with the support offered
  - 1 individual with a problematic history of alcohol related ASB has remained abstinent from alcohol for a 12 month period
28. Changing Lives operates 'A Bed A Head' (ABA) to facilitate early discharge from hospital for people that are homeless.

29. During 2018/19 A Bed A Head received 150 referrals from the hospital for 133 individuals; 77 referrals were from the in patient wards at York hospital and 10 from other NHS sources such as Mental Health inpatient wards and rehabilitation units. Accommodation was directly provided to 51 individuals following their discharge for a total of around 824 bed nights. Bed – A Head worked with a further 37 individuals in hospital to prevent homelessness or source alternative accommodation. The great majority of the remaining referrals were provided with advice and resources as possible.
- 28 – Into resettlement in York
  - 8 – Accommodation out of area
  - 2 – Statutory provision
  - 2 - Long term hospitalisation
  - 2- Custody
  - 6 Family friends/others
  - 6 – Unknown / abandoned / failed to engage
30. Over this period ABA also supported 24 individuals already within resettlement during their inpatient hospital admissions, as well as supporting attendance for a number of service users at 54 outpatient visits.
31. The CYC Hostel Mental Health Worker was also funded through the RSI money and has worked with 39 individuals, contributing to the ongoing successful outcomes for rough sleepers/single homeless people who have significant mental health problems.
32. RSI also funded an outreach team (3 staff) to work alongside the Salvation Army Early Intervention and Prevention Team, contributing to the increased service delivery of Salvation Army
33. Peasholme Centre provides 23 beds (19 single rooms, 2 shared rooms) for single homeless
34. Resettlement training for customers at Peasholme Centre has been remodelled and updated, offering a much broader range of tenancy and budgetary workshops, plus a number of innovative sessions including complimentary therapies and the salvation army boxing club This is seen as a positive on the whole as customers are moving away from

homeless services and enjoying community activities which can be continued when they settle into their own homes.

35. Current rent arrears have decreased at Peasholme Centre but increased slightly at Howe Hill for Young People, in part because this customer group who are often in employment and as a result experience delayed payments.

<b>Current Arrears - D10 Hostels</b>	<b>Mar - 15</b>	<b>March 16</b>	<b>March 17</b>	<b>March 18</b>	<b>March 19</b>
D10 Hostels (Howe Hill for Young People)	£4511 (revised)	£2321	£1984.54	£669	<b>£878</b>
D10 Hostels (Peasholme)	£925	£610	£1225.24	£864	<b>£181</b>

36. During 2018/19, there were 77 referrals for resettlement category 69 were approved for gold band. And 58 people commenced tenancies 1/4/18-31/3/19 with Local Authority / Registered Social Landlord (RSL) via North Yorkshire Home Choice resettlement category. This provides a planned route into permanent housing.

	<b>TOTAL housed in year</b>	<b>Resettlement</b>	<b>Young People</b>	<b>Women's Project</b>	<b>Mental health</b>
2014/15	56	28	20	2	6
2015/16	59	32	17	1	9
2016/17	70	40	23	2	5
2017/18	43	29	8	N/A	6
<b>2018/19</b>	<b>58</b>	<b>40</b>	<b>15</b>	<b>N/A</b>	<b>3</b>

### **Young Peoples Services**

37. Housing advice for young people continues to be provided by Young Persons Homeless Workers in accordance with Homeless Reduction Act 2017 (see point 45 and point 59 Housing Options)
38. Howe Hill for Young People provides 20 bed spaces for young people and 4 units for young parents. The project incorporates the YEW (Youth Education Worker) Project whose aim is to work with young people and Care Leavers (16-25).



39. The YEW project facilitated 451 sessions and worked with 82 young people to prepare them for independent living. The programme includes sessions to develop budgeting and tenancy skills, look at current affairs, cooking, employability skills, team work, self-esteem, health based sessions including sexual health, pregnancy, smoking, alcohol, healthy eating and lifestyles and drug use; developing numeracy and literacy skills; art and craft based projects, individual goals and target setting and raising awareness around offending behaviour and the law.
40. New sessions have been developed including a young parents session enabling them to bring their children with them so they can engage in relevant resettlement. Sessions on knife crime and 'County Lines' drug dealing. Party First Aid, a preparation to attend a jobs fair, fire safety in the home. Self-esteem, motivation and personal development. York College sessions BTEC level 2 in work based skills. 37 Homeless Reduction Act sessions as part of personal housing plans. The York Museums Trust Project 'Minster in Bloom' festival, producing sculptures and art work for 4 weeks displayed at The Minster throughout the festival. A partnership with the Active Communities Officer delivering intergenerational work over 8 weeks. The young people took part in a programme of 'Reminiscence sessions' with older people. From this one young person was able to set up and run a regular 'poetry slam' evening. 6 young people decorated the flat of a lady with disabilities.
41. Other activities outside of the regular programme included mountain biking & paddle boarding, Raft building at Allertorpe Lake, a full day of activities at Dalby Forest Activity Centre, Bowling, ice skating, cinema trips. A range of sports at Energise, boxing at York Masters gym and a Marines fitness session, a visit to Flamingo Land and Hallowscream. Projects to improve the hostel including working alongside volunteers from Marks & Spencer to rejuvenate a disused outside area and turning it in to a wildlife garden. Building raised beds, laying bark chippings and planting wildlife attracting plants. Followed by a BBQ that the young people were able to put on for the volunteers. Further sessions and projects were delivered to build on this including making bird and bat boxes and pieces mosaic art and clay mask sculptures.

### **Housing Options**

42. It is a legal requirement that a Local Authority provides housing advice . Formal assessment under Homeless Reduction Act 2017 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.

43. The Housing Options Team continues to provide a valuable service to customers offering comprehensive, individual interviews to discuss their housing issues. Housing options statistics 2018/19 shows an increase in approaches (in part comparable to in depth interviews) and increase in formal decisions (cases). This increase in cases was anticipated with introduction of HRA17.

Year	Total	Total In depth interviews	Cases
2014/15	3795	1454	188
2015/16	3438	1327	163
2016/17	2958	1127	186
2017/18	2747	1092	166

Year	HRA17 approaches	Application triggered and formal decision
2018/19	1360	818

44. Under Homeless Reduction Act 2017, the aim is to prevent or relieve homelessness, if unsuccessful a main duty decision is needed. These statistics are not comparable to previous statistics. A variety of measures are offered including mediation, negotiation, help in accessing benefits and some financial incentives (Homeless Fund) including bonds and deposits to access to private rented sector.
45. 11 bonds were provided in 2018/19 to access PRS bringing the total number of bonds to 29. 6 claims were made against the scheme £ 3,140 was claimed by landlords which is recharged to the customer.

#### Historic prevention statistics

Year	Total Preventions
2003/4	121 (cases) 95 prevented
2013/14	683
2014/15	665
2015/16	630
2016/17	752
2017/18	616

## Historic statutory homeless statistics

	2003/4	20014/15	2015/16	2016/17	2017/18
Presentations	1430	188	163	186	166
Total Accepted Homeless	409	103	91	97	90

<b>Priority Need acceptances</b>	<b>2015/16</b>	<b>2016/17</b>	<b>2017/18</b>
Households with children or pregnant	63	53	57
16 and 17 year olds / vulnerable young people	0	0	1
Old age	6	2	1
Households with physical illness or disabilities	8	8	16
Households with mental health issues	11	18	11
Domestic violence	2	10	2
Emergency / other	2	5	2
Asylum Seekers	0	1	0

**HRA17 statistics**

46. Prior to HRA17 it was anticipated that the number of cases would increase and the statistics indicate this has occurred. Under HRA17 the collection of statistics (Hcllc) has changed and are no longer directly comparable with previous statistics (P1e). There were 34 preventions (statistics reported by all agencies), 3 relief (statistics reported by all agencies), 22 decisions in 2018/19 were made under Housing Act 1996 (P1e statistics), 13 accepted as homeless. Under HRA17 only statutory prevention and relief cases (CYC cases) are recorded and not those resulting from work of partner agencies
47. Prevention is deemed to be where an applicant remains in current home (total preventions 235) , relief is where alternative accommodation is secured(total relieved 139).
48. Main duty equates to historic homeless figures, in 2017/18 there were 90 accepted homeless and in 2018/19 the P1e decisions (13) and Hcllc decisions 48 total 61.

49.

	<b>2018/19 (historic applications under Housing Act 1996 decisions and reported in 18/19)</b>
Preventions	<b>34</b>
Relief	<b>3</b>
Presentations	<b>22</b>
Total Accepted Homeless	<b>13</b>

**HRA17 statistics 2018/19**

		Total Contact approaches	Closed from Approach
<b>2018/2019</b>	<b>Total Contact</b>	<b>1360</b>	<b>515</b>

Duty Accepted from Assessment			Prevention Duty Ended			Relief Duty Ended (except main duty decisions)			Main Duty Decisions		
No Duty	Prevention Duty	Relief Duty	Prevented	Proceed to Relief	For another reason	Relieved	For another reason	Referral to another LA	Not PN	Intentional	Accepted
<b>37</b>	<b>526</b>	<b>238</b>	<b>201</b>	<b>113</b>	<b>118</b>	<b>136</b>	<b>51</b>	<b>9</b>	<b>16</b>	<b>12</b>	<b>48</b>

<b>Priority Need acceptances</b>	<b>2018/19 P1e</b>	<b>2018/19 Hclic</b>
Households with children or pregnant	<b>7</b>	<b>33</b>
16 and 17 year olds / vulnerable young people	<b>0</b>	<b>0</b>

Old age	<b>0</b>	<b>0</b>
Households with physical illness or disabilities	<b>2</b>	<b>6</b>
Households with mental health issues	<b>4</b>	<b>5</b>
Domestic violence	<b>0</b>	<b>2</b>
Emergency / other	<b>0</b>	<b>2</b>
Asylum Seekers	<b>0</b>	<b>0</b>
	<b>13</b>	<b>48</b>

50. The number of homeless acceptances appears to have decreased by 33% but this is not directly comparable.

51.

	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>	<b>2017/18</b>	<b>2018/19</b>
York % increase in homelessness comparative years	103 -5.5%	91 -11.6%	97 +6.6%	90 -7.2	<b>13 + 48</b> -33%
England	53,410	57740	59,100	57710	TBC

52. Ethnic monitoring of customers occurs when they approach the council and an initial assessment is completed. Ethnic monitoring information is available for 91% (1237) of approaches (Hcllc). The majority of these described themselves as white (93.8%). The 2011 census for York indicated a slightly more diverse population.

53.

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

## 54. All approaches (Hcllc data only) Data from 1237 approaches

	White British	White Other	Black/Afro-Caribbean	Indian, Pakistani, Bangladeshi	Mixed	Other	Not Known/declined to answer
2018/19	1051	109	18	14	18	7	20
%	85	8.8	1.5	1.1	1.5	0.6	1.6

## 55. Main duty homeless decisions by ethnicity(Hcllc and P1e)

	White	Afro / Caribbean	Indian, Pakistani, Bangladeshi	Other	Not Known
2015/16	150	1	0	0	12
2016/17	169	1	2	4	10
2017/18	153	4	1	4	4
<b>2018/19</b>	<b>95</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>

## 56. Historic reasons for homelessness

Reason for homelessness	2003/4	14/15	15/16	16/17	17/18
Family Licence Termination (parental exclusions)	225	6	15	19	22
Family Licence Termination (other)		22	12	11	1
Relationship breakdown (violent)	81	17	14	19	26
Relationship breakdown (other)		13	13	10	10
Mortgage arrears repossessions	4	1	3	0	1
Rent arrears	8	5	1	0	3
Loss of Assured Shorthold Tenancy	36	20	13	16	7
Loss of other rented accommodation inc NASS	24	3	6	8	8
Other inc left institution or care, emergency, return from abroad, sleeping rough, hostel Violence / harassment	82	16	14	14	12
<b>Total</b>	<b>460</b>	<b>103</b>	<b>91</b>	<b>97</b>	<b>90</b>

## 57. 2018-19 reason for loss of last settled home

<b>Reason for loss of last settled home</b>	<b>2018/19 (P1e accepted homeless only)</b>	<b>2018/1919 HRA17 reason for loss of last settled home (All approaches)</b>
End of private rented tenancy - assured shorthold	1	192
Family no longer willing or able to accommodate	4	218
Friends no longer willing to accommodate	1	51
Domestic abuse	2	42
Non-violent relationship breakdown with partner	2	99
End of social rented tenancy	0	31
Eviction from supported housing	0	16
End of private rented tenancy - not assured shorthold	1	15
Property Disrepair	0	0
Left institution with no accommodation available	2	16
Required to leave accommodation provided by Home Office as asylum support	0	0
Other reasons / not known	0	126
Mortgage Repossession	0	3
Racially motivated violence or harassment	0	0
Non racially motivated/other motivated violence or harassment	0	5
Left HM forces	0	4
Fire or flood / other emergency	0	0
<b>TOTAL</b>	<b>13</b>	<b>818</b>

58. Young Persons Homeless Workers provided advice and support to 119 young people, of these 45 were referred to, and accepted, long

term supported accommodation. 0 young persons became Looked After (Children Act 1989). The rest had support to return home, declined support or accessed advice only. Many of the young people using this service have highly complex needs; offending, substance abuse, self harm, mental health problems, behavioural problems and require intensive work from the youth homeless workers and accommodation providers.

Year	Contacts
2013/14	203
2014/15	148
2015/16	163
2016/17	131
2017/18	137
<b>2018/19</b>	<b>119</b>

### Specialist Projects

59. 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

60.

	level 2 advice	level 3 (intensive casework)
Sept 13 – Mar 15 (Target) Actual	(250) 406	(150) 217
2015/16 (Target) Actual	(250) 296	(150) 208
2016/17 (Target) Actual	(250) 307	(150) 180
2017/18 (Target) Actual	(250) 321	(150) 151
2018/19 (Target) Actual	(250) 290	(150) <b>137 Recorded change of staff meant cases were not recorded however this did exceed the target.</b>



61. A significant part of the work in 2018/19 was working alongside Adult Social Care and Housing partners to ensure that people living in Lincoln Court (Independent living community) were appropriately moved assessed and accommodated, and assisting in the coordination of the move in process, so that significant works can be undertake on Lincoln Court
62. In response to the HRA17, CYC employed a Housing Options Support Worker to assist customers with their personal housing plan. There have been 110 referrals to the Housing Options Support Worker, 91 engaged and were given practical support of whom 41 were assisted into remain in own home or helped to find alternative accommodation. A further 19 moved into temporary accommodation. Despite a customer being required to work on their [personal housing plan, 24 failed to engage, withdrew their application or the application was closed
63. The Private Rented Sector Worker is employed by CYC to work with single homeless people and rough sleepers. This post has had significant success and has housed 16 individuals, including one Housing First client who was an entrenched rough sleeper.
64. YorHome is the Private Letting Agency run under the umbrella of CYC and is a socially responsible landlord. YorHome currently manage 41 properties including the 16 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).

	2014/15	2015/16	2016/17	2017/18	2018/19
YorHome properties	54	42	40 (85 in total)	43 (81 in total)	41 (79 in total)

65. Supported Housing Services have been working with the Refugee Council to rehouse Syrian refugees that York committed to assisting. York continues to work with 17 Syrian families, working closely with the private rented sector to accommodate them. York has successfully fulfilled their quota of accommodating 63 people. York may be asked to accommodate more refugees in the future, surpassing our commitment to housing people under this national programme of resettlement.

66. As well as working with the Refugee Council, we have worked successfully alongside other services to offer a holistic service to accommodate all their needs – Education, York Learning, Housing Benefit and Council Tax, Department of Works and Pensions, NHS, Work With York (interpreters). The families have also been supported by voluntary and church provisions such as York City Church, Refugee Action York and goodwill from the residents of York.

### Use of temporary accommodation

67. Nightstop (part of Supported Lodgings contract) provided emergency bed spaces for 16 young people, totalling 65 bed nights. The use of Nightstop remains low but is invaluable for more vulnerable young people.

	Young People accommodated (total including charitable places as no recourse to public money / Children's Social Care placements)	Bed nights
2013/14	56	307
2014/15	12 (19)	73 (128)
2015/16	18 (20)	98(128)
2016/16	12	169
2017/18	15	114
<b>2018/19</b>	<b>16</b>	<b>65</b>

68. The main temporary accommodation in York continues to be Ordnance Lane which is being decommissioned once James House is completed.
69. This number of resident in CYC temporary accommodation as of a specific date (last day of each quarter) and the total number of placements per annum.

Accommodation type	31.3.14	31.3.15	31.3.16	31.3.17	31.3.18	31-03-19
Total TA placements (does not include moves for same customer)			225	204	182	<b>228</b>
Bed & Breakfast (B&B)	7	2	1	2	0	<b>3</b>
Of which – families with children/pregnant	0	1	0	0	0	<b>34</b>

Total annual placements into B&B	65	41	43	16	20	<b>70</b>
<b>TOTALS in all temp accom</b>	79	65	56	62	49	<b>66</b>
<b>Temp targets</b>	90	76	62	56	62	
B&B annual cost (NB some of this is reimbursed via HB, rent and personal contribution payments)	£103,422	£50,841	£40,410	£37,037	£12,425	£49,256

70. Bed and Breakfast and is only used when necessary and costs continue to reduce. It should not be used for any 16 or 17 year old young people that are homeless and only for families in emergencies, for no longer than 6 weeks. The financial contribution from Housing Benefit (2009) has now been incorporated into the baseline budget and used for prevention and relief measures (Homeless Fund).
71. The overall numbers of households in temporary accommodation has increased due to the legal requirements placed on the Local Authority under Homeless Reduction Act 2017.
72. Rent arrears in temporary accommodation have decreased are

2014/15	2015/16	2016/17	2017/18	<b>2018/19</b>
£13540	£6,288	£5,947	£10,503	<b>£6,679</b>

Overall, rent arrears within homeless services reduced from £11,652 (2017/18) to £8,439 (2018/19)

### **Review of Homeless decisions**

73. The number of reviews in York has decreased despite the introduction of the new HRA17. The number of reviews completed for Scarborough Borough Council, Ryedale Borough Council, Hambleton Borough Council and Craven District Council has also decreased. The Review Officer was requested to carry out 6 reviews for other Local Authorities. It is yet unclear why the number of reviews has reduced but may be the increased level of personal advice throughout the homeless process and / or the lack of legal advice in the area at this present time

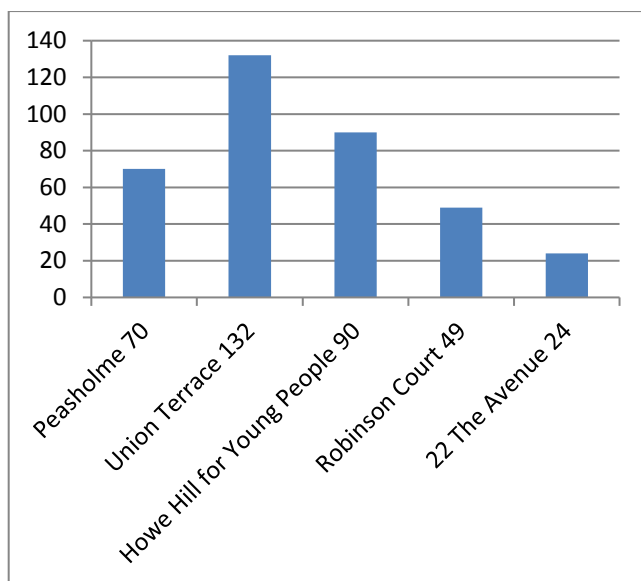
	No of review decisions	Upheld	Dismissed	Withdrawn/ out of time/ not homeless/ lost contact	Ongoing	Court cases
2014/15	31	13	10	8	0	0
2015/16	21	4	9	8	0	0
2016/17	36	8	21	7	0	1
2017/18	38	9	22	6	0	0
<b>2018/19</b>	<b>13</b>	<b>5</b>	<b>8</b>	<b>0</b>	<b>0</b>	<b>0</b>

### Permanent Re-housing.

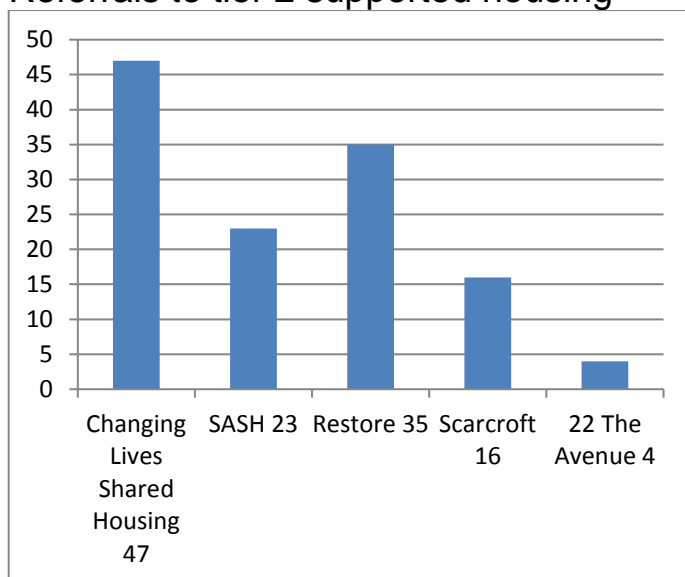
74. Single Access Point remains the main point of entry into supported housing.
75. Single Access Point (SAP) is the referral point for the majority of supported accommodation and floating support providers. Statistical recording reflects the new legal duties under HRA17 to provide all customers with personal advice and assistance to remain in or secure accommodation. There has been a reduction in numbers which is due to a reduction in 'revolving door syndrome' and targeted support.

Year	Referrals	Individuals
2015/16	883	578
2016/17	927	813
2017/18	658	571
<b>2018/19</b>	<b>490</b>	<b>355</b>

Referrals to tier 1 hostels



Referrals to tier 2 supported housing



Tier 3 referrals 2018/19	
Family well-being	72
YHA/Intensive Housing management	18
Yorkshire Housing	59
Changing Lives	58
Housing Options Support Worker	91

- 76. North Yorkshire Home Choice (NYHC) allocations policy and housing register is administered in York by the Housing Registrations Team.

As of 2/4/19 there were 6144 applicants (decrease from 7019) on NYHC, of which 1536 were registered in York

Numbers on households registered on NYHC (York)

	Emergency	Gold	Silver	Bronze	Total
<b>Craven</b>	1	15	135	207	<b>358</b>
<b>York</b>	1	225	879	431	<b>1536</b>
<b>Richmondshire</b>	1	48	174	232	<b>455</b>
<b>Ryedale</b>	1	47	235	282	<b>565</b>
<b>Scarborough</b>	6	190	567	878	<b>1641</b>
<b>Selby</b>	3	53	286	247	<b>589</b>
<b>Hambleton</b>	2	50	388	560	<b>1000</b>
<b>Active Register 2.4.2019</b>	<b>14</b>	<b>628</b>	<b>2664</b>	<b>2837</b>	<b>6144</b>

York

<b>31/3/14</b>	<b>31/3/15</b>	<b>31/3/16</b>	<b>31/3/17</b>	<b>31/3/18</b>	<b>31-03-19</b>
2311	1546	1612	1596	1540	<b>1536</b>

The NYHC housing register remained static due to the pro-active, comprehensive assessment of all customers wishing to register.. Housing Registrations Team no longer offers a desk service but concentrate on offering new customers phone or office interviews to register on NYHC and give everyone personalised / realistic housing advice

77. 2018-19 stats are not directly comparable to previous years as HRA has removed potentially homeless criteria and replaced it with prevention or relief and are not priority need specific.

<b>Year</b>	<b>Total CYC voids (excluding transfers)<sup>1</sup></b>	<b>Let to potentially homeless (all NYHC)</b>	<b>Let to homeless (all NYHC)</b>	<b>Resettlement (all NYHC)</b>
2014/15	370	172	63 (CYC only)	56
2015/16	374	107	90 (CYC only)	59
	Total CYC introductory tenancy lets			
2016/17	306	117	66 (CYC only)	70
2017/18	282	37	31(all NYHC)	43
	<b>Total CYC voids (excluding transfers)</b>	<b>Let to NYHC relief duty (all NYHC)</b>	<b>Let to main duty homeless(all NYHC)</b>	<b>Resettlement (all NYHC)</b>
<b>2018/19</b>	<b>284</b>	<b>73</b>	<b>56</b>	<b>58</b>

78. There were 60 new build properties in 2018/19 which is a decrease in recent years

Year	New Build
2015/16	109
2016/17	90

<sup>1</sup>In addition, Registered Social Landlords provide circa 200 voids pa

2017/18	74
2018/19	60

79. *The number of new affordable homes completed has fallen in recent years compounded by the delay in the completion of James House (supported housing) but York developed 36*

80. *Houses for social rent from 34 in 17/18.*

<b>Scheme</b>	<b>Low Cost Home Ownership</b>	<b>Social Rent</b>	<b>Total</b>
131 Brailsford Crescent conversion	0	2	2
Derwenthorpe	14	26	40
Right to Buy repurchase - various	0	4	4
Shared Ownership CYC scheme	9	0	9
Terrys (the Chocolate Works)	1	4	5
<b>Total</b>	<b>24</b>	<b>36</b>	<b>60</b>

81. The number of new affordable homes completed continues to fall, principally due to 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.

The council is committed to the delivery of affordable homes through its own new build programme of development. This will see over 600 homes built over 8 sites in the coming years of which over 200 will be affordable homes for rent and low cost home ownership, Lowfield site this financial year. Lowfield is 140 homes in total with 56 affordable homes (28 Shared ownership and 28 social rent).

82. CYC were awarded a HCA grant in 2017/18 of £ 2.76m over 5 years, to assist customers to purchase properties from the open



market as shared ownership properties. The total number of properties purchased for shared ownership in 2018/2019 were 9 properties of which 4 were flats.

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