

Notice of a public meeting of

Housing and Community Safety Policy and Scrutiny Committee

To: Councillors Fenton (Chair), Pavlovic (Vice-Chair), Baker, Mason, Vassie, Wells and Musson

Date: Monday, 22 July 2019

Time: 5.30 pm

Venue: The Thornton Room - Ground Floor, West Offices (G039)

AGENDA

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 - 6)

To approve and sign the minutes of the Housing and Community Safety Scrutiny Committee meeting held on 24 June 2019.

3. Public Participation

At this point in the meeting, members of the public who have registered their wish to speak regarding an item on the agenda or an issue within the Committee's remit can do so. The deadline for registering is **5:00 pm on Friday 19 July 2019**.

Filming, Recording or Webcasting Meetings

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The Council's protocol on Webcasting, Filming & Recording of Meetings ensures that these practices are carried out in a manner both respectful to the conduct of the meeting and all those present. It can be viewed at:
http://www.york.gov.uk/download/downloads/id/11406/protocol_f_or_webcasting_filming_and_recording_of_council_meetings_20160809.pdf

- 4. Attendance of Executive Member for Housing and Safer Neighbourhoods** (Pages 7 - 14)
The Executive Member for Housing and Safer Neighbourhoods will be in attendance to address the committee and discuss challenges and priorities in this portfolio area.
- 5. Year End Finance and Performance Monitoring Report** (Pages 15 - 26)
This report provides a year end analysis of the overall finance and performance position. This is the final report of the financial year and assesses performance against budgets, including progress in delivering the Council's savings programme.
- 6. Housing Delivery Programme- Design Manual** (Pages 27 - 38)
This report introduces Members to the Housing Delivery Programme Design Manual which is being developed by the Housing Delivery team. The Design Guide will influence the way Council sites are developed and give Members and the public a clearer idea of the council's standards in meeting the housing need through the concept of "building better".

7. Older Persons Accommodation Needs Update (Pages 39 - 60)

This report gives an update on the level of provision of older person's accommodation across the city and the mix of accommodation types available. It sets out a programme of engagement and consultation with residents and proposes that future projects within the programme are shaped and informed by the outcomes of this engagement.

8. Work Plan (Pages 61 - 62)

To discuss the committee's Work Plan for 2019.

9. Urgent Business

Any other business which the Chair considers urgent.

For more information about any of the following please contact the Democratic Services Officer 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 میا کی جا سکتی ہیں۔ (Urdu)

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City of York Council

Committee Minutes

Meeting	Housing and Community Safety Policy and Scrutiny Committee
Date	24 June 2019
Present	Councillors Fenton (Chair), Pavlovic (Vice-Chair), Baker, Vassie, Wells, Musson and Hollyer (as a substitute for Mason)
Apologies	Councillor Mason

1. Declarations of Interest

At this point in the meeting, Members were 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 the agenda. None were declared.

2. Public Participation

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

3. Arrangements for Scrutiny in York

The Head of Democratic and Civic Services was in attendance to highlight the structure of the Council's scrutiny provision and answer any questions from the committee.

Members noted their thanks for the report and the Chair highlighted his own hopes that this refresh to Scrutiny arrangements would lead to an effective input into policy development as well as scrutiny.

4. Attendance of Assistant Director for Housing and Safer Neighbourhoods - Overview of Housing and Community Service Areas

The Assistant Director of Housing and Community Safety was in attendance to give an introduction into areas that fall under this committee's area of responsibility. It was noted that an updated version of the report had been circulated to Members (and uploaded to the website under the agenda item)

The Assistant Director gave an introduction to the service by describing that it was an exciting time for Housing and Community Safety with significant development of new housing and a major ICT modernisation programme. The officer also noted that Housing and Community Safety were not under the same pressure as other Council areas due the different way in which this area is funded, primarily through the Housing Revenue Account.

Building Services

The Assistant Director described the two varying roles of the work of Building Services, one being a reactive service and the other focussed on planned works and modernisation. Particular highlights of the next 12 months included the Tenants Choice Modernisation Programme, a more permanent solution to deal with properties with standing water and the replacement of heating systems. It was also noted that the Council have requested a stock condition survey on Council properties for the first time since 2002. This was expected to provide some new challenges to the service.

It was suggested that a potential Scrutiny topic in this area could look into customer service and repairs.

Community Safety

The Officer outlined some of the key work in this area including keeping the City Centre Safe, Counter Terrorism, Substance Misuse and Serious Organised Crime.

The officer also noted the emerging issues of County Lines and Modern Slavery and suggested that these were also potential areas for Scrutiny to look into.

Members mentioned that it would be interesting and useful to have a briefing / meeting with the Community Safety Hub to better understand their work. Officers would look into the feasibility of this and organise with Members.

Older Persons Accommodation Programme

The Assistant Director stated that this programme was designed to address the increased need for care home places within the

City. It was noted that there were a significant number of improvements, new properties and refurbishments including at Marjorie Waite Court, Lincoln Court, Burnholme Site, Lowfields Site and Haxby Hall currently underway or planned.

The Officer suggested that a good topic for Scrutiny in this area could be the exploration into what the City's needs are and suggested that the officer in charge of that piece of work attend the next meeting of the committee.

Housing Delivery

The Assistant Director gave an overview of the significant house building programme being embarked on over the next 5 years with 8 sites that the Council owns being developed. This will involve the creation of over 650 new homes and investment of around £150 million.

It was suggested by the Assistant Director that the officer responsible for this area attend and present the draft 'Design Guide' that was being developed, as this would be going to the Executive in September. Members were very supportive of this idea.

Housing ICT Programme

The Assistant Director highlighted this as an extremely important area of work at the moment with significant investment into Housing ICT that will help transform the way that customers interact with the service.

The officer noted that the new systems would be more efficient, more intuitive and more interactive for both customers and officers.

Housing Standards and Adaptations Service

It was noted that this team delivers all the adaptations to Council and private properties across the city and that they were heavily involved in energy efficiency and bidding to the Leeds City Region Better Homes Consortium.

It was also noted that the team in this area are trying to provide a more comprehensive service and cover some services that

perhaps may have previously been delivered by Adult Social Care.

It was suggested that Scrutiny topics could include how to address fuel poverty and the progress made with the extension of HMO licensing that was brought into legislation last October. It was suggested that this topic could be added to the work plan for late 2019.

Housing Options and Support Team

The officer highlighted the work of this team in combating homelessness and explained that there had been significant development in this area with a new 57 unit building at James House being developed to help address homelessness in the City.

In terms of rough sleeping, the officer highlighted significant reductions in the numbers of rough sleepers counted in consecutive years (29 to 9).

It was noted that one area of work for the service in the future is the need to create a pathway to independent living for people with mental health problems.

Housing Equalities and Engagement

The officer highlighted the ways in which the service interacts with tenants including: Tenants Scrutiny Panel, Leaseholder Scrutiny Panels and an Equalities group.

Potential Scrutiny topics were identified included inviting tenants and tenants associations to attend meetings of this Committee and a review of the Housing Environment Improvement Programme (HEIP).

Housing Management

It was noted that this team handles the management of council stock, which is around 7500 homes. This service had recently been restructured with 18 estate managers becoming 29 housing officers. This has enabled much smaller patches and allows officers to make more of an impact with issues relating to households rather than just tenancy matters.

Housing Policy and Strategy Team

The Assistant Director highlighted the work of his Housing Policy and Strategy Team, noting particular aspects of their work that could benefit from Scrutiny as:

- The review of the HRA Business Plan; and
- Review into the Asset Management Strategy

It was also noted that it may be worth Members of this team attending a Scrutiny meeting to discuss the Housing Market in York to help develop the committee's understanding of issues in this area.

Members agreed that this would be beneficial and would be suited to a meeting where it could be given the time it deserved.

5. Draft Work Plan

The following were agreed as additions to the Work Plan for 2019.

July

- Attendance of Executive Member for Housing and Community Safety
- The development of the new 'Design Brief'
- Older Persons Accommodation Programme

September

- Housing Revenue Account Business Plan

October

- Round table discussion with Safer York Partnership and external partners regarding County Lines and Modern Slavery.

January

- Review of Extension of HMO Licensing

Cllr S Fenton, Chair

[The meeting started at 5.30 pm and finished at 7.10 pm].

DRAFT



Housing and Community Safety Care Policy & Scrutiny Committee

22 July 2019

Report from the Executive Member for Housing & Safer Neighbourhoods

Challenges/ambitions/priorities

Summary

1. There are many challenges and also opportunities in this portfolio area at present. Below is a summary of some of the key points. My approach is that ambitions should be high, whilst also recognising very clearly that there are no 'magic bullets' and I can make no promises to make changes overnight. I am very keen to work collaboratively with all relevant partners in the city including residents and look forward to working collaboratively with this policy and scrutiny committee to delve deeper into some challenging issues and engage constructively with recommendations for further action.

Influencing housing supply

2. **Challenges:** to begin to bridge the affordability gap between average incomes and average house prices in York, both to rent and to buy – and to provide sufficient, appropriate and affordable housing for everyone in the city.

Ambitions:

- For the Council to directly deliver as much high quality, sustainably built, affordable housing as possible – both Council housing and shared ownership, to meet everyone's needs (younger people, families, people with disabilities and older people).
- To explore whether the current Housing Delivery Programme can be expanded to additional sites and to maximise the proportion of affordable housing that can sustainably be delivered on each site.

- To explore other potential models of affordable housing delivery via CYC involvement, whether via partnerships with housing associations, support for community-led housing models or more innovative models such as community share issues/housing bonds or some kind of housing company - whilst maintaining the positive financial health of the Housing Revenue Account.
- To engage with the possibilities for achieving above Development Plan levels of affordable housing on key development sites in the city through innovative approaches.
- Work with Planning (within the statutory planning frameworks) to ensure our approach as a planning authority is maximising affordable housing delivery wherever possible via planning gain.

Priorities

- Ensuring the new Housing Delivery Programme – initially for 600 new homes with 40% affordable - gets off to a sound start both through delivering the first site at Lowfield as effectively as possible and through developing detailed forward plans for the next sites to come forward.
- A Design Guide to underpin the development of future sites is in the process of development. It will emphasise early consultation with local residents, quality of the overall development and sustainable building standards.
- Engaging with options for possible new sites that might fit in the programme.
- Ensuring that currently planned developments through the Older Person's Accommodation Programme are delivered effectively and then building on the work to be done this Autumn to establish a clear local needs assessment for older person's accommodation in York.
- Establishing greater clarity on the options for CYC (as outlined above) for delivering larger numbers of affordable dwellings than currently planned in the Housing Delivery Programme.
- Clarify the options for CYC influence on limiting the use of new build housing for short-term holiday lets and AirBnB.

Housing contribution to meeting zero carbon by 2030

3. **Challenges:** energy use in domestic housing accounts for more than 14% of the UK's climate emissions. A significant number of residents in York also suffer from fuel poverty and would benefit hugely from warm, low carbon homes and very low energy bills.

Ambition

- To ensure that all CYC direct build housing is built to the highest possible standards of energy efficiency, delivering very low energy bills for residents.
- To work in partnership with others to the same ends.
- To ensure that the Council's own homes achieve the highest possible standards of energy efficiency (see below).
- To examine all options for retrofit energy solutions in the private rented sector and for home owners.
- To ensure via the planning system that all new homes achieve the highest possible standards of energy efficiency.

Priorities

- To deliver a Design Guide for the Council's Housing Delivery Programme that is in keeping with our Climate Emergency objectives and that will help us to tackle fuel poverty in the city.
- Focus on starting to improve the energy efficiency of the Council's 7,500 properties. £1m of extra investment has been allocated to this in the July Interim Budget. Officers will be coming forward with further details on how this can be progressed in conjunction with £1m additional funding allocated to speeding up planned repairs and refurbishments as part of meeting the Decent Homes Standard.
- The emergency budget also includes some additional funding to speed up the production of Supplementary Planning Guidance on zero carbon building.

Meeting housing need, homelessness and complex needs

4. **Challenges:** We currently have 1,476 people on the housing waiting list. Whilst we have lower numbers of people officially presenting as homeless than in many other cities, homelessness is still a very

significant problem both for those who are experiencing it, those who fear they might experience it and for many other residents in York. Street homelessness is very visible and concentrated in our relatively small city centre. Lack of sufficient social rented housing combines with other issues (substance mis-use, changes to Probation) and a reduction in dedicated supported housing provision for people with complex needs to both fail to meet individual needs and have negative impacts on the wider community.

Ambition

- To ensure that whilst we continue with our successful preventative approach, we also ensure that we have sufficient emergency accommodation and sufficient temporary accommodation to meet needs in the city throughout the year.
- To better understand how the Council can work with city partners to help so-called 'entrenched' street sleepers and develop positive initiatives and alternatives to significantly reduce street homelessness.
- To better understand how we can most effectively provide for people with complex needs, whether street homeless or via other pathways – where the gaps in our service are – and how we can best work with partners to improve provision.
- To investigate the role of innovative strategies such as the extension of the Housing First approach and more 24/7 supported care facilities, as part of our wider homelessness strategy.

Priorities

- To fully understand the issues around street sleeping in York by engaging further with frontline service providers and service users.
- To further investigate potential responses to providing services more effectively for people with complex needs, including the options for integrating an extended use of Housing First and 24/7 supported accommodation into our wider strategies.
- To monitor levels of need for emergency and temporary accommodation and whether more is needed.

Managing our Council housing

5. **Challenges:** the Council is in a good position relative to many other authorities in that we still own 7,525 Council homes and our Housing Revenue Account is in a healthy financial situation. Our challenges are to ensure that every one of those properties is of a high standard, that both reactive repairs and planned repairs and refurbishments are carried out quickly and to a high standard and that the views of both tenants and leaseholders are fully taken into account in terms of housing and estate management.

Ambition

- To speed up reaching the Decent Homes Standard for all Council properties;
- To ensure that reactive and planned repairs are carried out as efficiently as possible;
- To increase the energy efficiency of Council homes as much as possible, thus reducing energy bills;
- To ensure that all tenants and leaseholders can communicate effectively with the Council about problems and are kept up to date and consulted about any changes planned for their homes or estate management.

Priorities

- To build on the Stock Condition Survey currently underway, combined with the introduction of the new housing management ICT system to take forward the ambitions above.
- Additional investment (in the interim budget) will kick start the process of combining energy efficiency measures with maintenance and refurbishment.
- Review tenant engagement processes and how these could be improved.

Influencing private sector housing

6. **Challenges:** naturally private sector housing is very varied in York but there are challenges with regard to high rents and a perception that a number of properties in the private rented sector, including Houses in Multiple Occupation (HMOs) don't provide the standard of accommodation they should and sometimes have a negative impact on neighbours. Naturally there are limitations on how directly the Council can influence private sector housing but there are opportunities via advice and training for landlords, partnership working, funding streams (for example for energy efficiency) and the Council's licensing and standards functions.

Ambition

- To increase the supply of alternatives to private rented sector accommodation.
- To improve standards across the private rented sector, exploring all means at our disposal and working with partners to identify and tackle criminal activity.
- To improve energy efficiency standards in the private rented sector and in private owner occupier housing by maximising all possible funding streams (local, regional, national).
- To reduce the number of empty properties in York.

Priorities

- To continue to support the very successful adaptations work carried out by CYC which helps to keep people in their own homes
- To explore the options for additional HMO licensing
- To explore the potential to identify more funding for energy efficiency – private sector retrofit will be crucial in tackling the climate emergency – and would also mean warmer homes and lower energy bills
- To consider if some capacity to restore general access energy efficiency advice can be identified
- To consider the need for more capacity for tackling empty homes, including options for an up-to-date local audit of current empty homes.

Community safety

7. **Challenges:** Whilst York is still one of the safest cities in the country, recent crime figures have reported some increases and Anti-Social Behaviour is a concern for many residents. There are specific challenges around the city centre and the balance between residents, visiting families and hen and stag parties. At the same time Serious Organised Crime has taken more of an interest in York particularly through so-called 'county lines' which take advantage of vulnerable people in the community as a base for drug dealing, with very negative effects on the surrounding neighbourhood. Modern Slavery is also an increasingly important issue in York.

Ambition

- To work with others to support active communities across York which help to reduce crime and the fear of crime.
- To work via the Safer York Partnership with the police and other agencies to identify issues where we can make a difference.
- To work constructively in partnership with all stakeholders in the city centre and York residents to secure a positive future for our city centre.
- To improve Council responses to anti-social behaviour.

Priorities

8. To encourage effective use of the additional £250,000 in ward committee funding included in the Interim Budget for a Safer Neighbourhoods Fund to assist ward councillors in promoting a wide range of activities in their wards that will promote safer and inclusive neighbourhoods.
9. To encourage engagement with the wide-ranging public consultation on the future of the city centre, set to begin later in the year.
10. To ensure that progress on the implementation of counter-terrorism measures in the city centre, advised as necessary by the Security Services, is accompanied by continued engagement with disability groups and the development and implementation of plans to provide better provision for people with disabilities accessing the city centre.

11. To ensure that the additional funding in the interim budget to provide capacity for the Council's cleansing teams to remove graffiti from (public facing) private land is effectively implemented.

Cllr Denise Craghill,
July 2019
Executive Member for Housing and Safer Community



Housing and Community Safety Policy and Scrutiny Committee**22 July 2019****Report of the Corporate Director Health, Housing and Adult Social Care****Finance and Performance Outturn 2018/19****Summary**

1. This report provides a year end analysis of the overall finance and performance position. This is the final report of the financial year and assesses performance against budgets, including progress in delivering the Council's savings programme.
2. This report is based upon the strategic indicators included in the Performance Framework for the Council Plan (2015-19) which was launched in July 2016, grouped by priority theme. For 2019/20 Q2, the report will be based upon a new Performance Framework and a new basket of strategic indicators, grouped by the key priority themes included in the new Council Plan (2019-2023) once approved by Executive. This will mean a wider range of performance information is reported to the committee.

Recommendations

3. The Committee is asked to:
 - 1) Note the continued effective financial management across Housing & Community Safety
 - 2) Note the performance information

Reason: to ensure significant financial issues can be appropriately dealt with.

Financial Outturn**Housing & Community Safety**

4. The outturn position for Health, Housing & Adult Social Care was a net overspend of £946k. An element of this budget relates to Housing & Community Safety General Fund which reported an under spend of £91k at year end.

Housing and Community Safety General Fund

5. The table below provides a more detailed breakdown of the outturn for services within Housing and Community Safety General Fund Budget.

Service Area	Budget £'000's	Outturn £'000's	Variance £'000's
Building Maintenance	-204	-204	0
Housing Options and Homelessness	1,810	1,714	-96
Private Sector Housing	153	132	-21
Housing Strategy and Enabling	79	118	+39
Travellers Sites	-15	-16	-1
Miscellaneous Housing	-81	-113	-32
Yorhomes Social Letting Agency	0	0	0
Community Safety	665	685	+20
Total Housing and Community Safety (General Fund)	2,407	2,316	-91

6. Housing Options and Homelessness - The Rough Sleepers Initiative Grant of £194k has been utilised to implement new initiatives and provide support to reduce rough sleeping across the city. This programme of works has seen an increase in resources and support from local charities to deliver new schemes of work. The grant has been fully utilised however there has been an underspend within the service of £96k made up of short term vacancies and over achievement on income, an increase of £36k since monitor 3.
7. Private Sector Housing successfully increased their income from DFG & loan fees to reduce the budget pressure following the withdrawal of the Landlord Accreditation Scheme and Selby from the Empty Homes joint service, to produce an underspend of £21k compared to a nil variance at monitor 3.
8. The Housing Strategy team have incurred costs relating to a long-standing legal dispute between the council and a housing developer, resulting in legal costs of £36k, £16k higher than the forecast at monitor 3. In addition, there has been a small shortfall in income of £3k.
9. Within Miscellaneous Housing the Housing Association Management fee came in £6k higher than forecast and the support service and recharges between general fund and HRA were £26k below budget giving an overall underspend of £32k which was not forecast at monitor 3.
10. The Community Safety team are fully staffed resulting in a forecast overspend of £20k due to not meeting the assumed salary budget vacancy factor, no change since monitor 3.

Housing Revenue Account

11. The outturn position for the Housing Revenue Account for 2018/19 is an underspend of £1,549k, £1,448k higher than that reported at monitor 3. The main reason for the change relates to the revenue contribution set aside to fund capital expenditure which has slipped into 2019/20 as well as other changes in capital financing and underspends on recharges. The table below provides more detail on this position.

Activity area	2018/19 Net Budget	Outturn 2018/19	Variance
	£'000	£'000	£'000
Repairs & Maintenance	6,179	6,276	+97
General Management	6,422	5,961	-461
Special Services	2,202	2,276	+74
Other Expenditure	25,064	23,789	-1,275
Dwelling rents	-31,040	-30,813	+227
Non Dwelling Rents	-358	-467	-109
Charges for Services	-1,318	-1,267	+51
Other Income	-678	-831	-153
Total	6,473	4,924	-1,549

12. The Housing Revenue Account budget for 2018/19 was a net cost of £6,473k as £10m was transferred to the investment reserve to support the new council house build programme. Overall, the account continues to be financially strong and the outturn shows an underspend of £1,549k.
13. The working balance will reduce from £29.4m at 31 March 2018 to £24.5m at 31 March 2019. This compares to the balance forecast within the latest business plan of £23.0m.
14. Repairs & Maintenance has overspent by £97k, compared to a forecast underspend of £180k at monitor 3. There was an overspend of £600k on general repairs offset by an underspend of £503k on projects and other smaller schemes. The capital modernisation programme has not been fully delivered in 2018/19 and as a consequence of a delay in the retender of the tenants choice contract, a higher than forecast number of repairs have been charged through revenue relating to bathrooms and kitchens, in addition, 108 more void properties have been processed in 2018/19 than in 2017/18. An acceleration in gas servicing works has improved the compliance of gas servicing and more

electrical tests were completed than forecast, improving the safety of our homes.

15. There was an underspend across General Management of £461k, an improvement of £392k since monitor 3. This was primarily due to lower than forecast corporate support recharges (£166k) and underspends arising from vacancies and charges to capital projects (£195k) in both the Housing Operations and Building Services Teams. Delays in undertaking stock condition surveys has meant funding identified for this work (£100k) is carrying forward into 2019/20.
16. Slippage of capital expenditure has resulted in the expected contribution to the capital programme from the revenue budget being reduced by £1m and these funds will be carried forward to 2019/20 to fund the slippage. The bad debt levels have reduced, resulting in an underspend of £264k.
17. Rental income was £227k lower than budgeted. This is due to a higher number of voids at Ordnance Lane pending the opening of James House. In addition, tenants have moved out of Lincoln Court pending the commencement of capital refurbishment.
18. There are a number of ongoing implications of the outturn position into 2019/20. It is necessary to reprofile the revenue contributions funding the capital programme slippage of £1,032k into 2019/20 and also the funding set aside for the stock condition surveys of £100k.
19. The Housing ICT programme has been set up to replace over 27 housing and building services into one single modern ICT solution. This has now moved into the "Do" phase. A long term partnership has been initiated by signing contract with Capita PLC for the delivery of a new cloud based ICT system that will transform the way housing and building services offer services to customers, enabled by modern ICT. Whilst this is a capital project the costs relating to the backfilling of in-house experts is a revenue cost, which is required to ensure the success of such a large project. These costs are estimated to be £340k. Executive agreed that £340k of the year end underspend is set aside to support this key implementation stage of the project, on a one off basis.

Performance – Service Delivery

Performance – Overview			2015/16	2016/17	2017/18	2018/19	DoT	Frequency	Benchmarks
Service Delivery	A Focus on Frontline Services	Number of Incidents of ASB within the city centre ARZ	2,305	2,175	1934	2059	→	Quarterly	Not Available
	A Council That Listens to Residents	% of panel who agree that they can influence decisions in their local area	NC	25.65%	26.87%	28.95%	→	Quarterly	National Community Life Survey 17/18: 26%
		% of panel satisfied with their local area as a place to live	NC	89.84%	89.94%	88.61%	→	Quarterly	National Community Life Survey 17/18: 77%
		% of panel satisfied with the way the Council runs things	NC	65.54%	62.13%	57.33%	↓ Bad	Quarterly	National LG Inform 18/19: 60%
A Prosperous City for All	Net Additional Homes Provided - (YTD)	1,121	977	1296	291 (Apr-Sep 18)	→	Half Yearly	Not Available	

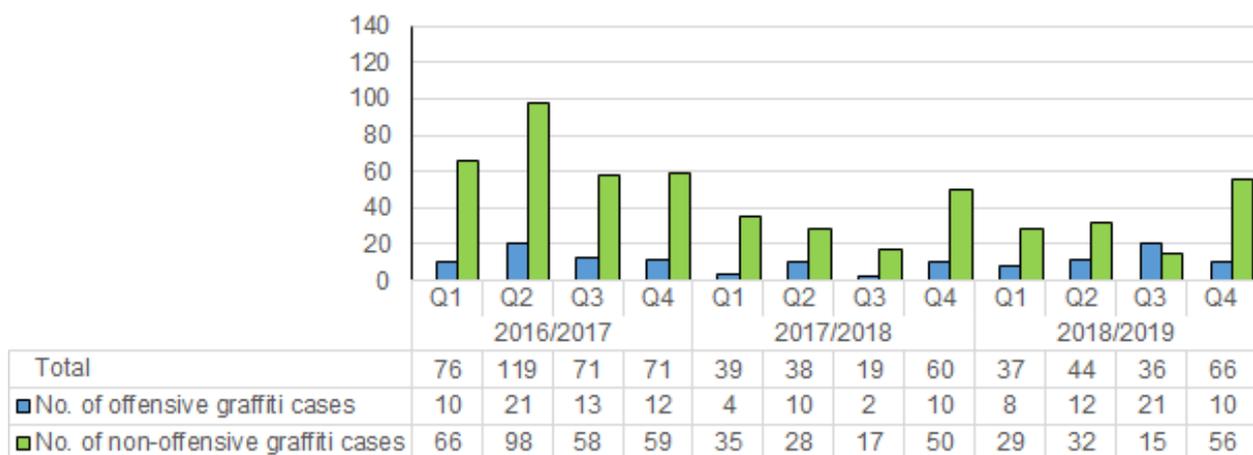
The DoT (Direction of Travel) is calculated on the last three data points whether they are annual or quarterly.

A Focus on Frontline Services

Number of Incidents of Anti-Social Behaviour within the city centre - this measure gives an understanding of the impacts of Anti-Social Behaviour on Leisure and Culture and therefore the "attractiveness" of the city

20. Data for 2018-19 indicates a small increase in anti-social behaviour within the city centre, following a gradually decreasing volume in the last three years. An example of this is a rise in the number of cases of offensive graffiti reported from 25 in 2017/2018 to 41 up to Q3 in 2018/2019.

Calls for Service - Graffiti



21. Overall crime levels in York in 2018-19 have risen to 13,579 crimes compared to 11,958 in 2017-18 and this is due to a small increase in crime reports across a wide range of categories.
22. The number of service calls received due to "flytipping" concerns reduced from 2,276 in 2016-17 to 2,151 in 2017-18. Final figures for 2018-19 show a further reduction in calls received to 1,995. Figures for 2018-19 show that whilst the

number of warning letters and formal cautions issued for fly tipping has reduced since the previous year, the number of prosecutions has increased.

23. In March 2019, the Neighbourhood Enforcement team was authorised to start issuing Fixed Penalty Notices for household duty of care offences. The Government has asked local authorities to set fine levels between £400 and £150 for this offence, with a minimum amount of £120 for early repayment. In York, the fine levels have been set at £250.00 with a reduced fee of £150 for early repayment within 10 days of issue. The introduction of these Fixed Penalty Notices contributes towards a range of initiatives developed by the Neighbourhood Enforcement team to combat fly-tipping.

A Council That Listens to Residents

% of residents who agree that they can influence decisions in their local area - this measure gives an understanding of residents' recognition about how we are listening and reacting to residents views

24. The results from the latest (Q3 18/19) Talkabout survey found that 29% of panellists agreed that they could influence decisions in their local area which is higher than the latest national figure of 26% (Community Life Survey 2017/18). 92% of respondents think it's important that residents can influence decisions in their local area.

% of residents satisfied with their local area as a place to live - this measure gives an understanding of residents' views about the area and the quality of their ward / neighbourhood

25. The next version of the Talkabout Survey will be sent to the panel during May 2019 and the results will be published in a future Monitor.

26. The results from the latest (Q3 18/19) Talkabout survey showed that 90% of the panel were satisfied **with York** as a place to live and 89% **with their local area**. Satisfaction levels for the local area continue to be significantly higher than the latest national figures of 77% (Community Life Survey 2017/18) and 78% (Local Government Association Poll October 18).

% of panel satisfied with their local area as a place to live



27. Where residents indicated that they were dissatisfied **with York** as a place to live, the most common reasons were crime and anti-social behaviour (mainly city centre drinking), economy and transport (largely traffic issues), value for money and residents not being at the heart of decision making. Where residents were dissatisfied **with their local area** as a place to live, the most common reasons were crime and anti-social behaviour, public realm and highways. Specifically these concerns were about: intimidating and noisy groups of hen and stag parties; the lack of a police presence; the standards of street cleansing (including littering levels) and the poor quality of road surfacing.

28. 78% of respondents thought that their local area was a good place for children and young people to grow up. Where residents disagreed that their local area was a good place for children to grow up, the main reasons were safety, available activities or services and available green spaces.
29. 92% of respondents agreed that it was important to feel part of their local area with 80% agreeing that they did belong. These results have both increased from the previous survey and the latter is higher than the National benchmark scores of 62% in the Community Life Survey 2017/18 and 78% from LG Inform.
30. When asked if they agree their local area is a place where people from different backgrounds get on well together a decrease can be seen from 75% in Q1 to 68% in Q3. This is below the national figure of 82% from the Community Life Survey 2017/18.

% of residents satisfied with the way the Council runs things - this measure gives an understanding of residents' satisfaction with frontline service delivery and the Council's responsiveness to residents' views

31. The latest (Q3 18/19) Talkabout survey showed that 57% of respondents were satisfied with the way the Council runs things which is a further reduction compared to previous survey results. Satisfaction levels continue to be similar to the LG Inform benchmark figure of 60% for October 2018. Where residents indicated that they were dissatisfied with the way the council runs things, the most common reasons were public realm and highways.
32. The Council aims to deliver financial sustainability whilst improving services and outcomes for York residents and 43% of respondents agree that the Council provides value for money which is similar to the LG Inform benchmark figure of 44% for October 2018.

A Prosperous City for All

Net Additional Homes Provided - this measure gives an understanding of how many new homes have been built in the city

33. Data for the second half of 2018-19 will be available at the end of May. The first half of 2018-19 shows that, positively, there were 1,447 net housing consents granted which represents a continued high level of approvals. Of these approvals, 98.3% were for traditional housing sites which include the Former British Sugar Corporation Site, the Former Lowfield School Site and York St John University Playing Fields Site. Between April and September 2018 there were 291 net additional homes completed (this compares to a half yearly average of 550 additional homes completed during this period over the previous five years). Of these additional homes:
 - 67.4% were completed on housing sites.
 - 13.7% were a result of off campus privately managed student accommodation schemes which comprised the Former Herbert Todd & Son site in Percy's Lane and Abbeyfields Veterinary Centre in Clarence Street.

- 9.3% resulted from ‘prior approval’ i.e. sites benefitting from relaxed permitted development rights to allow conversion to residential use.
- 9.6% resulted from the development of over 55’s accommodation.

Planning Applications

34. In the year to December 2018, the number of major planning applications processed within the required timescale (88%) has increased significantly from Q2, is above the 2017/18 year end figures, and is at the same level as the national and regional benchmarks. The number of applications has remained consistently at the same level (around 50 in the year to Dec 2018). In the year to December 2018, minor planning applications processed within the required timescale (77%) is at a similar level to previous years but is still below the national benchmark (85%). Whilst the number of applications has decreased slightly, the 83% performance in Q3 is a positive achievement.

Procurement

35. During 2018-19, work continued on embedding social value principles in all procurements and finalising the Councils commissioning strategy, as well as introducing council wide contract management guidance and effectively managing relationships with our key suppliers.

Annexes

36. All performance data (and approximately 1000 further datasets) within this document is made available in machine-readable format through the Council’s open data platform at www.yorkopendata.org under the “performance scorecards” section.

Consultation

37. Not applicable.

Options

38. Not applicable.

Council Plan

39. The information and issues included in this report demonstrate progress on achieving the priorities set out in the Council Plan.

Implications

40. The implications are:

- **Financial** are contained throughout the main body of the report.

- **Human Resources (HR)** There are no HR implications.
- **One Planet Council / Equalities** There are no One Planet Council or equalities implications.
- **Legal** There are no legal implications.
- **Crime and Disorder** There are no crime and disorder implications.
- **Information Technology (IT)** There are no IT implications.
- **Property** There are no property implications.
- **Other** There are no other implications.

Risk Management

41. An assessment of risks is completed as part of the annual budget setting exercise. These risks are managed effectively through regular reporting and corrective action being taken where necessary and appropriate.

Contact Details

Authors:	Chief Officer Responsible for the report:		
Patrick Looker Finance Manager Tel: 551633	Sharon Houlden Corporate Director of Health, Housing and Adult Social Care		
Ian Cunningham Head of Business Intelligence <i>Ext 5749</i>	✓	Date	12/07/2019
Wards Affected: All			✓
For further information please contact the authors of the report			

Background Papers:

Annex A – Draft Housing and Community Safety Performance Scorecard Q4 2018/19

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Housing & Safer Neighbourhoods (DRAFT) 2018/2019

No of Indicators = 27 | Direction of Travel (DoT) shows the trend of how an indicator is performing against its Polarity over time.
Produced by the Business Intelligence Hub July 2019



			Previous Years			2018/2019							
		Collection Frequency	2016/2017	2017/2018	2018/2019	Q1	Q2	Q3	Q4	Target	Polarity	DOT	
Building Works	BW06	% of dwellings failing to meet the decent homes standard	Annual	3.87%	4.95%	-	-	-	-	-	Up is Bad	▲ Red	
	BW06a	No of council homes in York failing to meet the decency standard	Annual	298	546	-	-	-	-	-	Up is Bad	▲ Red	
	BW09	% of all repairs completed on time - (YTD)	Monthly	95.24%	94.41%	88.10%	88.30%	86.10%	87.70%	88.10%	Up is Good	◄◄ Neutral	
	BW11	% of Repairs completed on first visit (New for 2016/17)	Monthly	67.46%	76.90%	75.90%	82.20%	87.20%	82.60%	75.90%	Up is Good	▼ Red	
Crime	CSP01	All Crime	Monthly	11,221	11,958	13,579	3,429	3,307	3,499	3,344	Up is Bad	◄◄ Neutral	
	CSP12	Criminal damage (excl. 59)	Monthly	1,526	1,535	1,610	410	399	391	410	Up is Bad	◄◄ Neutral	
		IQUANTA Family Grouping (Rank out of 15)	Monthly	8	8	9	7	5	6	9			
	CSP15	Overall Violence (Violence Against Person Def.)	Monthly	2,509	3,188	4,212	1,033	1,036	1,109	1,034	Up is Bad	▲ Red	
IQUANTA Family Grouping (Rank out of 15)		Monthly	4	2	4	2	2	7	4				
Crime - Anti Social Behaviour	CSP13	NYP Recorded ASB Calls for Service	Monthly	8,860	8,225	NA	NA	NA	NA	NA	Up is Bad	◄◄ Neutral	
	CSP28	Number of Incidents of ASB within the city centre ARZ	Monthly	2,175	1,934	2,059	497	570	527	465	Up is Bad	◄◄ Neutral	
Crime - Hate Crime	CSP23	Hate Crimes or Incidents as Recorded by NYP	Monthly	189	180	111	35	24	24	28	Up is Bad	▼ Green	
		IQUANTA Family Grouping (Rank out of 15)	Monthly	6	3	5	9	2	1	5			
Homelessness	HOU101	Number of homeless households in temporary accommodation - (Snapshot)	Quarterly	62	49	-	47	59	67	-	57	Up is Bad	◄◄ Neutral
	HOU102	Number of homeless households with dependent children in temporary accommodation - (Snapshot)	Quarterly	33	27	-	27	37	35	-	-	Up is Bad	◄◄ Neutral
		Number of children in temporary accommodation - (Snapshot)	Quarterly	58	43	-	43	63	61	-	-	Up is Bad	◄◄ Neutral
	HOU103	Number of households for whom positive action has prevented homelessness - (YTD)	Quarterly	778	616	-	34	-	-	-	-	Up is Good	▼ Red
	HOU105	Number of households accepted as homeless and in priority need - (YTD)	Quarterly	97	90	-	13	-	-	-	-	Up is Bad	▼ Green
		Benchmark - National Data	Quarterly	59,090	56,630	-	6,670	-	-	-	-		
	Benchmark - Regional Data	Quarterly	3,649	3,849	-	397	-	-	-	-			



Housing & Safer Neighbourhoods (DRAFT) 2018/2019

No of Indicators = 27 | Direction of Travel (DoT) shows the trend of how an indicator is performing against its Polarity over time.

Produced by the Business Intelligence Hub July 2019

			Previous Years			2018/2019						
			2016/2017	2017/2018	2018/2019	Q1	Q2	Q3	Q4	Target	Polarity	DOT
		Collection Frequency										
	HOU106	Number of 16-17 year olds accepted as homeless - (YTD)	Quarterly	0	1	-	0	-	-	-	-	Up is Bad Neutral
	HOU214	Number of people sleeping rough on a single night - (Snapshot)	Annual	18	29	9	-	-	9	-	15	Up is Bad Green
	HOU251	Number of applicant households for which decisions were taken - (YTD)	Quarterly	186	166	-	22	-	-	-	-	Neutral Neutral
Housing	CAN061	Number of new affordable homes delivered in York	Quarterly	91	74	60	17	2	4	37	-	Up is Good Red
	CAN200	Number of council homes let by direct exchange - (YTD)	Monthly	134	124	76	25	44	61	76	-	Up is Good Red
	HM03	Net Additional Homes Provided - (YTD)	Quarterly	977	1,296	449	NC	291	NC	158	-	Up is Good Red
	HOU107	Number of active applicants on North Yorkshire Home Choice who are registered with CYC (Waiting List) - (Snapshot)	Quarterly	1,597	1,540	1,536	1,481	1,485	1,414	1,536	-	Up is Bad Neutral
Housing Debt and Arrears	HOU108	Current council tenant arrears as % of annual rent due - (Snapshot)	Quarterly	2.09%	2.53%	2.43%	2.85%	2.69%	2.84%	2.43%	-	Up is Bad Neutral
		Housemark Quartile	Annual	2	2	-	-	-	-	-	-	
	HOU224	Rent Collection Rate (%) - (Snapshot)	Monthly	98.00%	97.40%	97.40%	91.30%	94.60%	96.10%	97.40%	-	Up is Good Neutral
Projects - Large	CORP10L	Large Project - Housing development (HCA partnership)	Quarterly	-	Amber	Amber	Amber	Amber	Amber	Amber	-	Neutral Neutral
		Large Project - Housing ICT Programme	Quarterly	-	-	Green	Amber	Green	Amber	Green	-	Neutral Neutral
Resident and Corporate Surveys	TAP01	% of panel satisfied with their local area as a place to live	Quarterly	89.84%	89.94%	88.61%	88.09%	NC	88.61%	NC	-	Up is Good Neutral
		% of panel dissatisfied with their local area as a place to live	Quarterly	6.18%	6.29%	8.02%	7.80%	NC	8.02%	NC	-	Up is Bad Neutral
	TAP02	% of panel satisfied with the way the council runs things	Quarterly	65.54%	62.13%	57.33%	60.29%	NC	57.33%	NC	-	Up is Good Red
		% of panel dissatisfied with the way the council runs things	Quarterly	20.32%	22.80%	22.10%	23.05%	NC	22.10%	NC	-	Up is Bad Neutral
Tenant Satisfaction Survey	TSS01	% of tenants satisfied with the way their landlord deals with repairs and maintenance generally	Annual	80.56%	78.72%	79.86%	-	-	-	-	-	Up is Good Neutral
		% of tenants dissatisfied with the way their landlord deals with repairs and maintenance generally	Annual	11.79%	15.02%	12.66%	-	-	-	-	-	Up is Bad Neutral



Housing and Community Safety Policy & Scrutiny Committee**22 July 2019**

Report of the Assistant Director – Legal & Governance

Housing Delivery Programme- Design Manual**Summary**

1. This cover report introduces Members to the Housing Delivery Programme Design Manual that is being developed by the Housing Delivery team, which will influence the way Council sites are developed for housing and give Members and the public a clearer idea of the council's standards in meeting the housing need through the concept of "building better".
2. The Design Manual is scheduled to be presented to Executive in September and Members of scrutiny are asked for their views, in advance, on the Manual, attached at Annex 1, which sets out the following:
 - Meeting Housing Need
 - Creating and Connecting Communities
 - Sustainable Development
 - Active and Sustainable Travel
 - Healthy Place-making

Background

3. York has a long history of being a pioneer in the provision of housing which is attractive and affordable for all. 100 years ago the Addison Act (Housing Act 1919) enabled local authorities to deliver hundreds of thousands of 'Homes Fit for Heroes'.
4. These homes were delivered through a design manual, largely drafted by Raymond Unwin, who was influential in the design of New Earswick in

York which inspired the village garden movement. This design manual required houses to be built that would remain above the minimum acceptable standard for at least sixty years.

5. The council has embarked on a significant house building programme over the next 5 years. 8 council owned sites have been identified and are planned to be transferred from the General Fund to the Housing Revenue Account (HRA).
6. The HRA will be used to develop these sites, representing an estimated investment value of £150m that will produce 650 homes, 40% of which are planned to be affordable housing, with 50% of this figure being social housing and the other 50% a combination of shared ownership and other homeownership products that fall under the affordable criteria.

Consultation

7. No consultation on the preparation of this cover report was necessary; Annex 1 has been provided by the Head of Housing Delivery.

Options

8. Members of the Committee can:
 - (i) Receive and comment on the annex document from the Head of Housing Delivery; and/or
 - (ii) Request further update information at future meetings on the implementation of the Design Manual once it is operational, if required.

Analysis

9. The Head of Housing will attend the meeting to present the Design Manual. The information provided is intended to help the committee understand and influence the Design Manual before a final draft is presented to Executive.

Council Plan

10. Following the recent local elections in York, the council is currently preparing a new strategic Council Plan, in conjunction with the new ruling administration. That Plan will, of course, identify its priorities over the

coming term and matters relating to housing are likely to play an important part in those priorities.

Implications

11. There are no financial, HR, equalities, legal, crime and disorder, IT, property or other implications arising from the recommendations in this cover report. However, Members are advised that how housing is delivered and how sustainable that housing is over time may have financial implications for the council in the future.
12. The planned transfer of council owned sites from the General Fund to the HRA may have potential financial implications for the council as a whole and is likely to affect how the council manages its property portfolio over the next 5 years.

Risk Management

13. There are no known risks arising from the recommendations in this report..

Recommendations

14. That Members:
 - (i) note the report and comment on the Design Manual provided in the annex document; and
 - (ii) Consider whether they wish to receive further updates on the Design Manual once it is operational.

Reason: To inform and allow Members to influence the Council's Design Manual for Housing Delivery over the next 5 years.

Contact Details

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Report Approved Date *Insert Date*

Wards Affected: *List wards or tick box to indicate all*

All

For further information please contact the author of the report

Annexes

Annex 1 – Housing Delivery Design Guide

Abbreviations

HRA- Housing Revenue Account

Building Better

Housing Delivery Programme

Design Manual



Purpose of the guide

Good design is essential for communities to thrive. It creates pride in place, participation, healthy activity, self supporting communities, and safe and secure homes which improve educational attainment, mental wellbeing, low carbon lifestyles, and independence. The Housing Delivery Programme has the potential to deliver a wide reaching positive legacy for the city.

This design manual has been developed to ensure that we are both meeting our city's housing need and 'building better'. The guide provides both a strong and ambitious set of standards and a progressive and collaborative design approach which will ensure our existing communities positively influence the outcomes.

Our newly appointed architects, *Mikhail Riches*, have experience of delivering exemplary sustainable new communities without compromising financial viability. This guide, along with their appointment, offers us a rare opportunity to significantly raise the standards of residential place-making in York. We hope that our developments will raise expectations and inspire others to deliver better.

The standards have been developed to ensure quality is achieved, but a level of flexibility of application is needed based on the opportunities and constraints of each site within the Housing Delivery Programme.

This guide will form the basis of the strategic brief for the project manager and design team. It builds on the housing and wider social aspirations outlined within 'The Vision' of the Housing Delivery programme approved by Executive in July 2018. The guide also reflects best practice, guidance and policy, both local and national. The guide is formed of cross directorate collaboration lead by the Housing Delivery Team and is designed to work alongside existing council policies.

Meeting Housing need

We will...

- Deliver a minimum of 40% of affordable housing across the programme, including at least 20% social rent housing and opportunities for first time buyers and key workers to take their first step into home ownership
- Build all homes to Accessible/Adaptable dwelling standard*, meaning homes can more easily and affordably be adapted to accommodate the changing needs of their occupants
 - *broadly compatible with Lifetime Homes
- Deliver a variety of housing typologies providing choice for residents and reflecting local housing need
- Develop a comprehensive and diverse public engagement strategy which ensures that the local community is listened to and genuinely influences the design process
 - With targeted strategies to ensure the views of hard to reach groups and those with specialist housing need are heard
- Deliver housing that considers the ageing population and meets identified specialist need
 - e.g. fully wheelchair accessible homes, communal facilities for individuals with learning difficulties
- Explore opportunities for delivering self and community build homes, giving people a greater sense of control in providing a home which meets their needs
- Engage with a wide range of internal and external stakeholders such as Public Health and local health providers, local service providers, Housing Policy and Strategy, Adult Commissioning, Housing Adaptations, and Education, to ensure we fully understand the health and wellbeing needs of our communities before developing concept and detailed designs
- Identify need and develop homes which are technology ready, allowing people to live in their homes more comfortably and for longer

Creating and connecting communities

We will...

- Create distinctive new neighbourhoods informed by a thorough analysis of the physical, historic, and cultural context of the site
- Map local community infrastructure to create a clear understanding of how existing neighbourhoods work, such that our developments positively connect into, benefit from, and enhance the existing neighbourhood offer
 - Considering both physical and social assets e.g. leisure and sports facilities and voluntary sector groups
- Take opportunities to deliver additional community or commercial facilities as part of the developments, to add vibrancy to the neighbourhoods
- Provide high quality and accessible open space and public realm, which is well-considered, reflects local need and aspirations, and encourages communities to come together
- Provide opportunities for communal gardens and food growing areas such as urban orchards, allotments, and wildlife habitats
- Provide inclusive formal and informal play opportunities which meet the needs of children of a range of ages and abilities, including play streets which maximise provision of play close to home.
- Deliver schemes which are tenure blind, helping to promote inclusive communities
- Consider potential 'meanwhile' uses for sites, benefiting the community and / or the local economy
- Actively support digital inclusion, providing opportunities for improved economic, health and social outcomes for our residents, whilst recognising that online services are not always appropriate for everyone

Sustainable Development

In keeping with the Council's commitment to deliver a zero carbon city by 2030, we will build low energy neighbourhoods based on a fabric first approach to development. We will follow the rigorous design and construction approach outlined below to minimise the environmental impact of our new homes and ensure exceptionally low energy bills for all new occupants.

We will...

- Build all new housing on our larger sites to certified Passivhaus standards to maximise energy efficiency and provide the most effective route to zero carbon through minimising energy needs
- Install the most appropriate renewables to further minimise bills for residents helping to tackle fuel poverty
- Consider co-owned solar PV systems on appropriate sites which maximise the direct use of generated energy
- Specify materials, taking account of both their carbon footprint and their ease of use, maintenance and replacement, ensuring our homes are environmentally friendly and affordable to live in for the long term
- Carry out post-occupancy monitoring on a percentage of the completed dwellings in partnership with a local academic institution to ensure there is no performance gap between design and build and to assess how best to benefit from living in low carbon housing
- Reduce water usage within homes and the wider development through carefully specified internal fittings and Sustainable Urban Drainage systems
- Develop a site waste management plan (SWMP) before construction begins, which sets out how materials will be managed efficiently and disposed of during the construction of the works, maximising the re-use and recycling of materials
- Monitor the amount of waste generated during construction and the % of construction waste recycled or reused and review the SWMP to see where improvements can be made on future schemes
- Actively engage with local construction training providers to help improve local skills levels in sustainable design and construction and use local contractors wherever possible

- Promote recycling through well designed and integrated areas to store recycling boxes and bins which facilitate easy collection

Active and sustainable travel

We will...

- Look beyond our site boundary and take opportunities to better connect people to local facilities encouraging sustainable transport choice
- Create strong connections between our site and existing footpaths and cycle networks, particularly where there is potential to strengthen routes to open space, play opportunities and other community assets and services
- Create developments which prioritise pedestrians and cyclists including designing to very low speeds using Home Zone principles and car-free streets suitable for play and socialising
- Accelerate the transition from petrol to electric car use through the provision of electric car charging points for every household
- Encourage sustainable transport choices by making suitable investments in improving access and usage of public transport e.g. upgrading local bus stops
- Provide secure, covered cycle storage that meets the following levels as a minimum:
 - Two cycle spaces per 1 bedroom dwelling
 - A minimum of one additional space per bedroom
 - At least four short stay cycle spaces per development, plus an additional 1 space per 40 homes
- Design developments to minimise cars on streets and encourage sustainable transport. Overall parking ratios of less than 1 per dwelling will be sought in locations with good access to sustainable transport, with the provision of access to a car club, car-sharing and communal delivery points an integral part of the development. Maximum car parking ratios will be:
 - No more than one car parking space per 1 or 2 bedroom dwelling
 - No more than two spaces per three of more bedroom dwelling
- Design developments which limit on street parking, creating streets for people, play and socialising

Healthy place-making

We will...

- Build all of our homes to National Space Standards as a minimum, create comfortable and spacious homes, use large windows and taller ceiling heights to ensure our homes are naturally light and bright
- Design homes with consideration for how current and future generations wish to inhabit and enjoy their homes, providing flexibility in lifestyle choice, promoting independence, and reflecting the growth in multi-generational living
- Aim to incorporate private outdoor spaces and transitional spaces such as garden terraces, roof gardens and garden rooms
- Enable our communities to enjoy nature, by providing high quality open space and pursuing opportunities to conserve and enhance the biodiversity of our sites
- Evaluate individuals' experience of their new homes and communities, and apply this knowledge to future schemes, in order to deliver the best schemes we can
- Deliver high quality communal and public open space, providing a shared community focus, whose success will be measured by its usage rather than its size
- Create new developments which are neighbourly and encourage social interaction inside and outside of the home
- Improve air quality and support mental health through planting, incorporating seasonal variation and creating dementia friendly gardens with species selected which will thrive in a changing climate
- Look to engage with local craftspeople to elevate the quality of our homes and increase the sense of pride in the new communities
- Provide indoor and outdoor places and spaces that support a reduction in health inequalities and promote the wellbeing of our residents
- Protect and enhance the ecological value of our sites

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Housing and Community Safety Policy & Scrutiny Committee**22 July 2019**

Report of the Assistant Director – Adult Social Care

Older Person's Accommodation Programme**Summary**

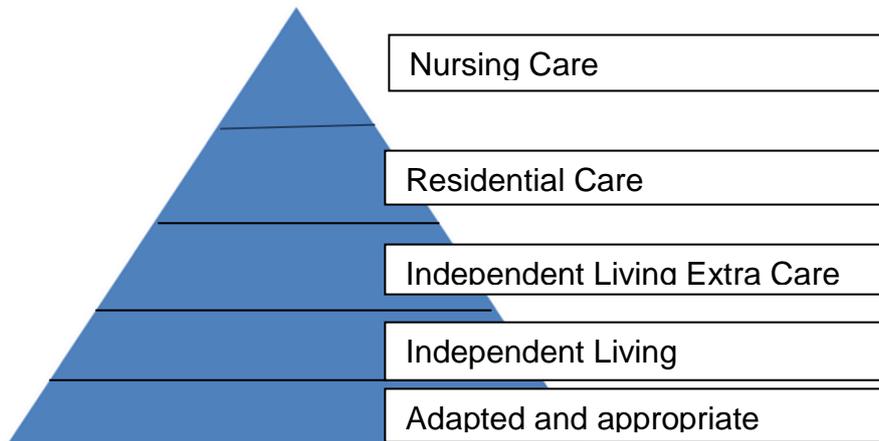
1. This report gives an update on the level of provision of older person's accommodation across the city and the mix of accommodation types available. It sets out a programme of engagement and consultation with residents and proposes that future projects within the programme are shaped and informed by the outcomes of this engagement.

Recommendations

2. The committee's views are sought on the issues facility older person's accommodation in the city and the plans for resident engagement.

Background

3. The purpose of the Older person's Accommodation programme is to:
 - Provide and enable the provision of, appropriate accommodation, technology and support which make whole life independence possible.
 - Where this is no longer possible or desirable, to ensure the provision of high quality, modern, care accommodation for York's residents to live well.
4. The provision for older people's accommodation can be represented as a pyramid with care needs traditionally increasing towards the top of the pyramid.



5. The first phase of the Older Peoples' Accommodation Programme focussed primarily on the top 3 tiers of the pyramid.

- Addressing the Council's ageing residential care stock, safely closing buildings which were no longer fit for purpose, and encouraging and supporting investment in new modern residential care homes across the city.
- Boosting the provision of accommodation for Independent Living with Extra Care. Including the extension of Glen lodge and the current project to extend the accommodation at Marjorie Wait Court and include 24 hour care at both schemes. The programme has also ensured the provision of 24 hour care at Auden House

Nursing & Residential Care

6. The city currently has 1294 nursing and residential care beds. This is almost 8.5 beds per 100 residents aged 75+. The level of provision varies across the city, with provision highest in the north. Currently there are approximately 450 residents in care home places funded by the Council; this figure varies depending on the number of short breaks placements.
7. While an essential element of the programme is to ensure the provision of high quality nursing and residential care, an aim of the work is to reduce the rate of entry of residents into residential care. By providing alternative accommodation types and practical and technological

assistance the programme is working to enable whole life independence

8. The first phase of the programme put plans in place to deliver approximately 560 high quality care home beds. However, if the proportion of residents aged over 75 who move into residential or nursing care remains the same over the coming years, (applying national benchmarks to current population projections) the city would have a demand for an additional 360 beds by 2032. We are currently working to establish local demand data to help shape the future of the programme.
9. Work is ongoing to support the development of nursing & residential care facilities in Burnholme, Fordlands, New Lodge and Green Lane. The procurement of a developer and operator for a care home on Lowfield Green is currently underway. The site has outline planning approval for an 80 bed care home. The outcome of this procurement process will be announced in the Autumn, with work due to start on site in 2020.

Independent Living with Extra Care

10. The aim to support people with high care needs to continue to live independently with any level of care needs, is continuing to drive the development of Extra Care accommodation. The first phase of the programme has extended and improved the facilities at Glen Lodge and provided 24 hour care at Auden House, Glen Lodge and Marjorie Waite Court. Work is underway to extend and improve Marjorie Waite Court to provide an additional 33 units of accommodation with Extra Care.
11. The programme is also supporting partners with the development of Independent Living with Extra Care accommodation at New Lodge and Regency Mews. The work to provide and enable the provision of extra care accommodation across all tenure types and price ranges is helping to establish this type of accommodation as a genuine life long alternative to residential care in the city.
12. There are a total of 241 extra care units in the city, with a further 220 planned. The city will then have a provision of 2.6 units per 100 residents aged 75+. Provision of Independent Living properties with Extra Care is

significantly higher in the east and west of the city than in the north. The units at New Lodge and Marjorie Waite will create a more even distribution. Applying national benchmarks to current population projections it is anticipated that there will be a demand for a further 331 extra care units by 2032. Our current resident engagement will help to establish local demand for extra care provision and to increase awareness of it as an accommodation type.

Independent Living / Sheltered Housing

13. The city currently has 1200 independent living units. York has 38 independent living schemes with an average of 39 units per scheme. Many of the Council's schemes are smaller than this. They are provided by a range of Registered Housing providers, and private housing schemes. Some schemes are new developments such as Cardinal Court some others are dated and in poor condition, some could provide opportunities for expansion or redevelopment.
14. The average number of applications for Council 1 bed-roomed independent living properties is 18.4, reflecting the significant demand for properties. However the number of bids per property varies across the schemes from 30+ to 1 when vacancies were last advertised, which may be reflective of the location and quality of the facilities.
15. Work is currently underway at Lincoln Court to refurbish and extend the scheme to create 35 modern independent living apartments with communal lounge and social facilities. This scheme is due for completion in Summer 2020.
16. The Older Peoples' accommodation stakeholder group, made up of representatives from older person's advocacy groups and Independent Living providers, has requested that the next phase of the programme should include a review of the range and operating models for independent living schemes in the city, and to seek opportunities to increase the number of properties and ensure that they are designed and operated appropriately to meet residents needs.

60+ Housing

17. 81% of the city's residents aged 75+ own their own home, and have had no involvement with Social housing services. This is significantly higher than the national average.
18. The Council currently fund domiciliary care for approximately 650 residents. This is provided in general needs housing, independent living schemes and in extra care accommodation.
19. Officers from the Older Person's Accommodation Programme are working with the Housing Delivery Programme requirements and design of older people's apartments and bungalows on Lowfield Green and other development sites.
20. The Council's local plan housing policies promote a mix of housing types within developments, but there is not a policy direction on the preferred type of accommodation for older people. There is a role for the Older Person's Accommodation Programme to ensure that our planning policies and strategic housing sites address the need for housing for residents of all ages. To do this, officers are engaging with developers to promote the benefits of a housing mix that reflects the city's demographics, and to influence design to ensure that the accommodation is integrated with access to services and community facilities.
21. Advocacy groups for older people in the city report that they are regularly contacted by people wanting support to find appropriate accommodation, seeking assistance with down sizing, clearing out clutter, viewing properties, and moving house. Often the prospect of moving house becomes overwhelming and residents choose to remain in their existing property. House moves for older people are often as a result of reaching a crisis point rather than a lifestyle choice.

Engagement to establish the accommodation demand in York

22. The supply and demand benchmarks used to calculate the figures above are all national figures. It is not clear whether the population of York are similar to the national average when it comes to demand for the different accommodation types. Work is currently underway on a programme of engagement with advocacy groups, residents, and housing providers, to

establish how people in York want to live in their later years and the type of accommodation that would best support this.

23. An electronic survey is available on the Council's website. Paper copies of the survey are being distributed to public buildings and stakeholder organisations. A copy of this is attached at Annex 1. A series of stakeholder meetings and workshops have been planned for July and August. The results of this engagement will be available in the Autumn, and will be presented to the Executive Member for Health, & Adult Social Care's decision session. It is anticipated that this paper will contain recommendations that the results of the local engagement are used to shape future projects within the Older Person's Accommodation Programme and that new local benchmarks of supply of each housing type are set.
24. Linked to the need to understand local demand for accommodation is the need to raise awareness of the housing options becoming available for residents. In particular the range of independent living options and the increasing range of housing tenures. Through the engagement process officers will share information about extra care accommodation, independent living schemes and shared ownership options for each housing type, and shared living models which are all going to be available from Autumn 2019. This information will be shared with residents through the Future Focus programme, front line care teams and housing options staff, as well as partners, advocacy groups and the media.

A Further Phase of the Programme

25. Despite the successes of the Older Person's Accommodation Programme and the current development schemes, it is clear that we need to work with our residents to drive the development of homes that promote life long wellbeing and independence.
26. A major part of the programme over coming years will be about accommodation design, technology and adaptation that enable more people to live in their own home for life. Recent technology advances are presenting genuine opportunities to create Smart homes, which can support independence and adapt to the needs of residents. Technology

can be used to provide reminders, sensors to detect movement, automate equipment such as kettles, voice activated alarms, health monitoring devices and to aid in communication.

27. The next phase of the programme will look at how our projects can combine good design, such as generous space standards, flexibility and accessibility with technology to develop age appropriate accommodation that not only allows the properties to be homes for life but which actually makes independent living easier and safer as time progresses.
28. In addition officers will continue to deliver the schemes which have already been planned into the programme including:
 - Delivery of Council capital programme schemes at Lincoln Court and Marjorie Waite Court
 - Support and enable the development of a modern care home at Burnholme to provide high quality accommodation for those living with dementia.
 - Complete the transfer and support the transformation and extension of Haxby Hall care home.
 - Complete the procurement of a care home developer for a care home on Lowfield Green, and support the development of the home.
 - Work to support other housing and care providers in the city to develop accommodation which plans for the future, promotes and enhances independence, and meets the needs and aspirations of York residents.
29. Following the conclusion of the consultation process, a work programme will be developed setting out how we will deliver what our residents have told us is important to them, and how we will continue to work with them to create high quality homes for the future with a focus on independence.

Implications

Financial

- 30. The Older Persons' Accommodation Programme is on track to achieve the £553k saving agreed in the original business case. We will refine the financial modelling as the detail of the next phase becomes clearer and outcomes of the consultation can be considered.
- 31. All individual accommodation projects will require specific business cases and budgets.

One Planet Council / Equalities and Better Decision Making Tool

- 32. Following the proposed consultation and engagement, a full impact assessment of the proposed next steps, individual capital scheme elements within the programme and any York based accommodation benchmarks will be carried out.

Legal

- 33. There are no Legal implications of this paper.

Property

- 34. Officers from the older person's accommodation programme are working along side colleagues responsible for the community asset strategy to identify opportunities for co-location of services, integration of community providers within Independent Living schemes and other community facility opportunities.

Risk Management

35.

	Risk	Mitigations
1	Options for accommodation for older people do not match the expectations and aspirations of the city's residents	The programme is engaging with residents, families and stakeholders to better understand resident's expectations.
2	Those with high care needs and their carers/assessors	Resident, carer, staff and advocates engagement will raise awareness of the options available and the

	do not recognise Extra Care accommodation as suitable because this model of accommodation is not yet well established in York.	opportunities that Extra Care accommodation provides.
3	Insufficient funding available to deliver all elements of the programme.	The programme's financial model is constantly reviewed. The provision for Older Person's Accommodation will form an integral part of the Council's housing development function. Each capital element of the programme will have an individual business case.

Recommendations

36. Members can note and comment on the report.

Contact Details

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Chief Officer responsible for the report:

Michael Melvin
Assistant Director Adult Social Care

Report Approved *tick* **Date** *Insert Date*

Wards Affected: *List wards or tick box to indicate all*

All *tick*

Annexes

Annex 1: Draft Older Person's Accommodation Survey.

Older Person's Accommodation Survey



Privacy Notice for the Older Person's Accommodation Survey

We will keep this privacy notice under regular review; it was last updated in January 2019. When we use your personal data, City of York Council (CYC) complies with data protection legislation, and is the registered 'Controller'. Our data protection notification is registered with the Information Commissioner's Office (ICO) – reference Z5809563.

If you would like to see a full copy of the Privacy notice then please contact; olderpersons.housingsurvey@york.gov.uk or 01904 555735

We will ask a series of questions about your options, preferences and views of accommodation for older persons.

Retirement Housing	Accommodation situated in either the general community or retirement community specifically for older people. These can be adapted to suit the needs of the occupant, such as level access, hand rails, wet rooms etc. Retirement housing allows older people to live completely independently. Available to buy or rent
Independent Living /Sheltered Housing	A self-contained type of accommodation governed by a scheme manager and operates a 24-hour emergency call system. Communal areas and activities are often available. Available to buy or rent.
Extra Care	Aimed at the frailer population, provides a 24hr on-site personal care service, services subject to eligibility for those with existing care needs, communal facilities. Available for rent with additional monthly charges for use of communal facilities and care services.
Residential & Nursing Care	A private bedroom & en-suite for each resident, 24hr personal care available with meals served in a communal dining room, a shared recreational area for activities, paid for on a weekly basis via self funding

	& top ups from the local authority.
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Are you filling this in for yourself or on someone else's behalf?

You in the next 1-3 years	
You in the next 3-5 years	
You in the next 5-10 years	
You in the future (10+ years)	
Your family	
Your friends or local community	

Age (in years)

Postcode

1. Thinking of your later years, what type of property would you like to live in?

Please tick your top 3 options

The home I currently live in (with some care support if needed)	
A self build property in a multigenerational community	
A smaller home, bungalow or apartment within the general community	
A smaller home, bungalow or apartment within a scheme specifically for people aged 65+	
An apartment in an independent living scheme with communal lounge and activities	
An apartment in an Extra Care independent living scheme with communal lounge and activities and with 24 hour care on site.	
A room or suite in a residential care home with all care, meals, cleaning etc provided.	

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2. How important is it for you that you make the decision about where you live?

Not at all important	Not so important	Somewhat important	Very important	Extremely important

3. Which of the following statements best describes how you would like to make a decision about where you live?

I would like to make the decision myself when I am still able to enjoy a new home	
I would like to make the jointly with my family when things get difficult	
I would like my family to make a decision when it is needed	
Other (please specify)	

4. 81% of over 75s own there own home. How important is it for you to own where you live?

Not at all	Not so	Somewhat	Very	Extremely
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important	important	important	important	important

	Not at all important	Not so important	Somewhat important	Very important	Extremely important
Close to shops					
Close to friends and family					
Facilities to cook my own meals					
A shared lounge space to meet and socialise					
Having my own private space					
Access to outdoor space					
Access to good public transport					
Having a daily hot meal provided					
Having care services available on site					
	Not at all important	Not so important	Somewhat important	Very important	Extremely important
Access to activities and entertainment					
Having a home that I can manage					
Having a home that is accessible and level					
Having a home that I am used to and holds memories					
With people of the same					

faith, community or interests					
Having my pet(s) with me					

5. Thinking about the range of facilities and services available in older person's accommodation, which of the following would be important to you?

6. The average house price in York is £245,000 and the average cost of residential care is around £850 per week, under these costs it would take the average York resident 5.5 years to spend these savings to fund their care. Do you think that it is your responsibility to pay for your care from your savings?

Yes	No

7. There are a number of advice networks available for older people when they are looking into types of residential care.

- When making informed and positive choices, of the options below, who would you trust to help you make these choices? (Tick as many as appropriate)**

Family	
Friends	
GP	
Care companies	
City of York Council	
Advice groups and Advocacy	

networks	
Nobody	
Other (please specify)	

8. Technology and artificial intelligence have advanced into assisting people with their lives and care. **Would you feel comfortable with this type of technology (e.g. sensors and prompts) in your property?**

Yes	No

9. This technology may have the capacity to provide assistance and also gather data.
- **What do you think would be helpful? (Please select all that apply)**

Reminders	
Sensors to show movement or temperature.	
Automated curtains, kettle etc	
Automated blood oxygen or blood pressure monitors	

Voice activated alarms for assistance	
Other (Please specify)	

10. Who would you feel comfortable with seeing this data?

Nobody	GP	Family	Care Services	Other (please specify)

11. There are many different stakeholders and providers that play a role in the provision of care. Do you think that these stakeholders have your best interests at heart?

Yes	No

12. What do you feel the greatest barriers are in terms of choosing where you live in your later years? (Select as many as appropriate)

The cost of moving	
Leaving a neighbourhood that I enjoy living in	
The personal upheaval	
My health	
Not knowing how to do it	
Other (Please specify)	

We want to make sure that our services are fair for everyone. Your answers to the following questions will help us make sure that everyone is considered. You may choose not to answer or select 'prefer not to say'.

The information you provide will be kept confidential.

13. Your Gender

Male	
Female	
Non-binary/Gender Variant	
Prefer not to say	

14. Do you identify as trans?

Yes	
No	
Prefer not to say	

15. Which of the following best describes how you think of yourself?

Bisexual	Gay Man	Gay Woman/Lesbian	Heterosexual/ Straight	Prefer not to say

16. If you identify as LGBTQ+, how important is it for you to live with others who are also LGBTQ+?

Not at all important	Not so important	Somewhat important	Very important	Extremely important

17. Do you consider yourself to be disabled?

Yes	
No	
Prefer not to say	

18. Ethnic Origin: Please choose one section from A-E and then tick the appropriate box to indicate your ethnic background or please tick this box

Prefer not to say	
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A: White

British	Irish	Any other White background, please specify:

B: Mixed Race:

White and Black Caribbean	White and Black African	White and Asian	Any other Mixed Background, please specify:

C: Asian or Asian British

Indian	
Chinese	
Pakistani	
Bangladeshi	
Any other Asian background, please specify:	

D. Black and Black British:

Caribbean	African	Any other Black background, please specify:

E Other Ethnic groups:

Gypsy	Traveller	Any other background, please specify:

Thank you for taking part in this survey!

As part of this survey process we are running focus groups and one-to-ones so that we can listen in depth to your views.

If you are interested in taking part in either of these then please email

olderpersons.housingsurvey@york.gov.uk

Or call

01904 555735

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Housing and Community Safety Policy and Scrutiny Committee

Draft Work Plan 2019-20

Monday 24 June 2019 @ 5.30pm	<ol style="list-style-type: none"> 1. Arrangements for Scrutiny in York 2. Attendance of Assistant Director for Housing and Safer Neighbourhoods – Service areas 3. Draft Work Plan
Monday 22 July 2019 @ 5.30pm	<ol style="list-style-type: none"> 1. Attendance of Executive Member for Housing and Safer Neighbourhoods 2. Year End Finance and Performance Monitoring Report 3. Housing Delivery Programme- Design Manual 4. Older Persons Accommodation Needs Update 5. Work Plan
Monday 23 September 2019 @ 5.30pm	<ol style="list-style-type: none"> 1. Housing Revenue Account update report 2. Decent Homes Standards 3. Work Plan
Monday 28 October 2019 @ 5.30pm	<ol style="list-style-type: none"> 1. Safer York Partnership bi annual Report 2. County Lines update report and round table discussion 3. Work Plan
Monday 25 November 2019 @ 5.30pm	<ol style="list-style-type: none"> 1. Housing Needs and Availability update 2. Work Plan
Monday 23 December 2019 @ 5.30pm	<ol style="list-style-type: none"> 1. Analysis of Housing Allocation Policy 2. Work Plan
Monday 27 January 2020	<ol style="list-style-type: none"> 1. Work Plan 2. 6 Monthly Finance and Performance monitoring report

@ 5.30pm	3. HMO implementation update
Monday 24 February 2020 @ 5.30pm	1. Temporary Accommodation- Street homeless, winter provision 2. Work Plan
Monday 23 March 2020 @ 5.30pm	1. Safer York Partnership Bi-annual Report 2. Work Plan
Monday 20 April 2020 @ 5.30pm	1. Work Plan
Monday 18 May 2020 @ 5.30pm	1. Work Plan