

Homelessness Performance 2018/19.

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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 need³. 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 21st 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.
- r. 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 97% increase |
| 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 13% Increase |

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.

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

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.

| | TOTAL housed in year | Resettlement | Young People | Women's Project | Mental health |
|----------------|-----------------------------|---------------------|---------------------|------------------------|----------------------|
| 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 |
| 2018/19 | 58 | 40 | 15 | N/A | 3 |

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 |

| Priority Need acceptances | 2015/16 | 2016/17 | 2017/18 |
|--|----------------|----------------|----------------|
| 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 (Hclic) 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 Hclic decisions 48 total 61.

49.

| | 2018/19 (historic applications under Housing Act 1996 decisions and reported in 18/19) |
|-------------|---|
| Preventions | 34 |
| Relief | 3 |

| | |
|-------------------------|-----------|
| Presentations | 22 |
| Total Accepted Homeless | 13 |

HRA17 statistics 2018/19.

| | | | |
|------------------|----------------------|---------------------------------|-----------------------------|
| | | Total Contact approaches | Closed from Approach |
| 2018/2019 | Total Contact | 1360 | 515 |

| 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 |
| 37 | 526 | 238 | 201 | 113 | 118 | 136 | 51 | 9 | 16 | 12 | 48 |

| Priority Need acceptances | 2018/19 P1e | 2018/19 Hclic |
|--|--------------------|----------------------|
| Households with children or pregnant | 7 | 33 |
| 16 and 17 year olds / vulnerable young people | 0 | 0 |
| Old age | 0 | 0 |
| Households with physical illness or disabilities | 2 | 6 |
| Households with mental health issues | 4 | 5 |
| Domestic violence | 0 | 2 |
| Emergency / other | 0 | 2 |
| Asylum Seekers | 0 | 0 |

| | | |
|--|-----------|-----------|
| | 13 | 48 |
|--|-----------|-----------|

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

51.

| | 2014/15 | 2015/16 | 2016/17 | 2017/18 | 2018/19 |
|---|----------------|----------------|----------------|----------------|------------------------|
| York % increase in homelessness comparative years | 103 -5.5% | 91 -11.6% | 97 +6.6% | 90 -7.2 | 13 + 48 -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.

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

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 |
| 2018/19 | 95 | 1 | 1 | 0 | 1 |

56. Historic reasons for homelessness

| Reason for homelessness | 2003/4 | 14/15 | 15/16 | 16/17 | 17/18 |
|--------------------------------|---------------|--------------|--------------|--------------|--------------|
|--------------------------------|---------------|--------------|--------------|--------------|--------------|

Appendix 1 (30/5/18)

| | | | | | |
|---|-----|-----|----|----|----|
| | | | | | |
| 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 |
| Total | 460 | 103 | 91 | 97 | 90 |

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

| Reason for loss of last settled home | 2018/19 (P1e accepted homeless only) | 2018/19 HRA17 reason for loss of last settled home (All approaches) |
|---|---|--|
| 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 |
| TOTAL | 13 | 818 |

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 |
| 2018/19 | 119 |

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) 137 Recorded change of staff meant cases were not recorded however this did exceed the target. |

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 |
| 2018/19 | 16 | 65 |

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 | 228 |
| Bed & Breakfast (B&B) | 7 | 2 | 1 | 2 | 0 | 3 |
| Of which – families with children/pregnant | 0 | 1 | 0 | 0 | 0 | 34 |
| Total annual placements into B&B | 65 | 41 | 43 | 16 | 20 | 70 |
| TOTALS in all temp accom | 79 | 65 | 56 | 62 | 49 | 66 |
| Temp targets | 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 | 2018/19 |
|---------|---------|---------|---------|----------------|
| £13540 | £6,288 | £5,947 | £10,503 | £6,679 |

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

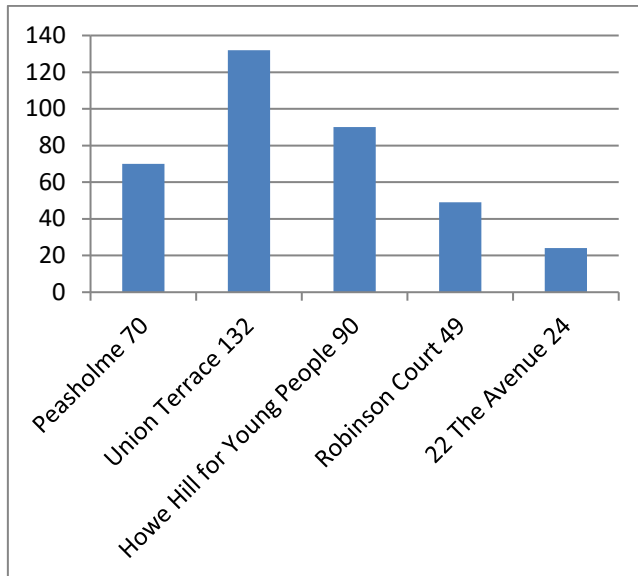
| | No of review decisions | Upheld | Dismissed | Withdrawn/ out of time/ not homeless/ lost contact | Ongoing | Court cases |
|----------------|------------------------|----------|-----------|--|----------|-------------|
| 2014/15 | 31 | 13 | 10 | 8 | 0 | 0 |
| 2015/16 | 21 | 4 | 9 | 8 | 0 | 0 |
| 2016/17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

Permanent Re-housing.

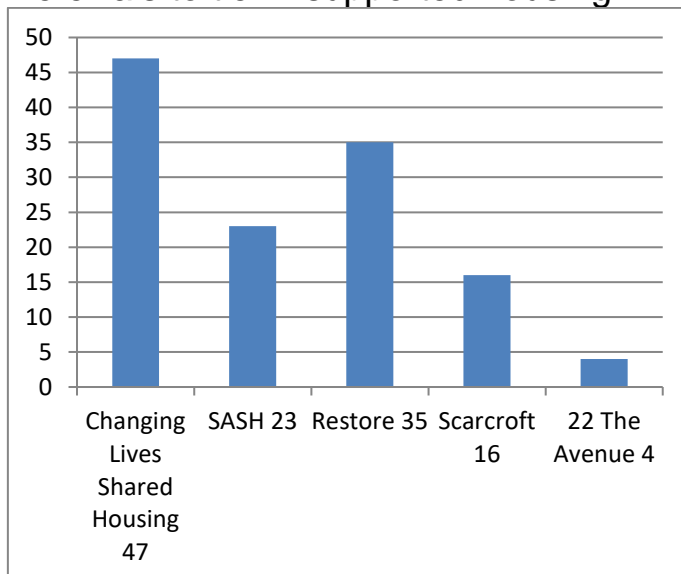
74. Single Access Point remains the main point of entry into supported housing.
75. Single Access Point (SAP) is the referral point for the majority of supported accommodation and floating support providers. Statistical recording reflects the new legal duties under HRA17 to provide all customers with 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 |
| 2018/19 | 490 | 355 |

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 |
|-----------------------------------|-----------|------------|-------------|-------------|-------------|
| Craven | 1 | 15 | 135 | 207 | 358 |
| York | 1 | 225 | 879 | 431 | 1536 |
| Richmondshire | 1 | 48 | 174 | 232 | 455 |
| Rydale | 1 | 47 | 235 | 282 | 565 |
| Scarborough | 6 | 190 | 567 | 878 | 1641 |
| Selby | 3 | 53 | 286 | 247 | 589 |
| Hambleton | 2 | 50 | 388 | 560 | 1000 |
| Active Register 2.4.19 | 15 | 628 | 2664 | 2837 | 6144 |

York

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

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.

| Year | Total CYC voids (excluding transfers)¹ | Let to potentially homeless (all NYHC) | Let to homeless (all NYHC) | Resettlement (all NYHC) |
|----------------|--|---|--|--------------------------------|
| 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 |
| | Total CYC voids (excluding transfers) | Let to NYHC relief duty (all NYHC) | Let to main duty homeless(all NYHC) | Resettlement (all NYHC) |
| 2018/19 | 284 | 73 | 56 | 58 |

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 |
| 2017/18 | 74 |

¹In addition, Registered Social Landlords provide circa 200 voids pa

| | |
|---------|----|
| 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.*

| Scheme | Low Cost Home Ownership | Social Rent | Total |
|------------------------------------|-------------------------|-------------|-----------|
| 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 |
| Total | 24 | 36 | 60 |

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.