



North Yorkshire Housing and Homelessness Strategy

2010-2015



**ANNUAL
REPORT
2014-15**



www.nycyerhousing.co.uk



Cllr Richard Foster
Chair of Local Government York,
North Yorkshire and East Riding Housing Board

'In 2014/15, the final year of the current strategy, we delivered 875 new affordable homes across York and North Yorkshire, giving a total of 3,246 affordable homes since the start of this Strategy. This has been delivered both with and without public subsidy, through close partnership working with Housing Associations and a range of other partners. Of the new affordable homes, 184 were delivered in rural communities this year via support from the Rural Housing Enabler Network and its partners. We also continue to work well to prevent homelessness across the sub region, with a continued increase in homelessness preventions and a reduction in households in temporary accommodation.

Our close working relationship with the Local Enterprise Partnerships and the Homes and Communities Agency (HCA) has continued this year and the Housing Board has refreshed its membership and developed a new Housing Strategy to cover the period from 2015 to 2021 right across York, North Yorkshire and the East Riding. The new strategy aims to address the issues identified in the Strategic Economic Plans and Growth Deals for our area and enable a significant increase in the development of new homes in all tenures.

Delivery against the aims in the new strategy will allow the Housing Board and its partners to continue to build on past collaborative working and support the delivery of more market and affordable homes to support our communities and economies.'

A handwritten signature in blue ink that reads "R. Foster".

Cllr Richard Foster

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Introduction

North Yorkshire & York Housing and Homelessness Strategy 2010-15

Annual Report 2014-15

Following work to refresh the 2010 Housing Strategy in 2012, the **North Yorkshire & York Housing and Homelessness Strategy** was approved by the Housing Board in October 2012. Actions were reviewed and updated to reflect the economic context of the time as well as new challenges, including welfare reform and austerity measures, and also to include priorities and actions to continue to prevent homelessness. The strategy sets out the Housing Board's vision and priorities to 2015 and was a key document in informing the North Yorkshire Local Investment Plan 2011 (North Yorkshire LIP) and the City of York Local Investment Plan 2010 (York LIP). The work and partnerships developed in preparing this document also fed into the Strategic Economic Plan for the York, North Yorkshire and East Riding Local Enterprise Partnership area in 2014.

The vision for the strategy is:

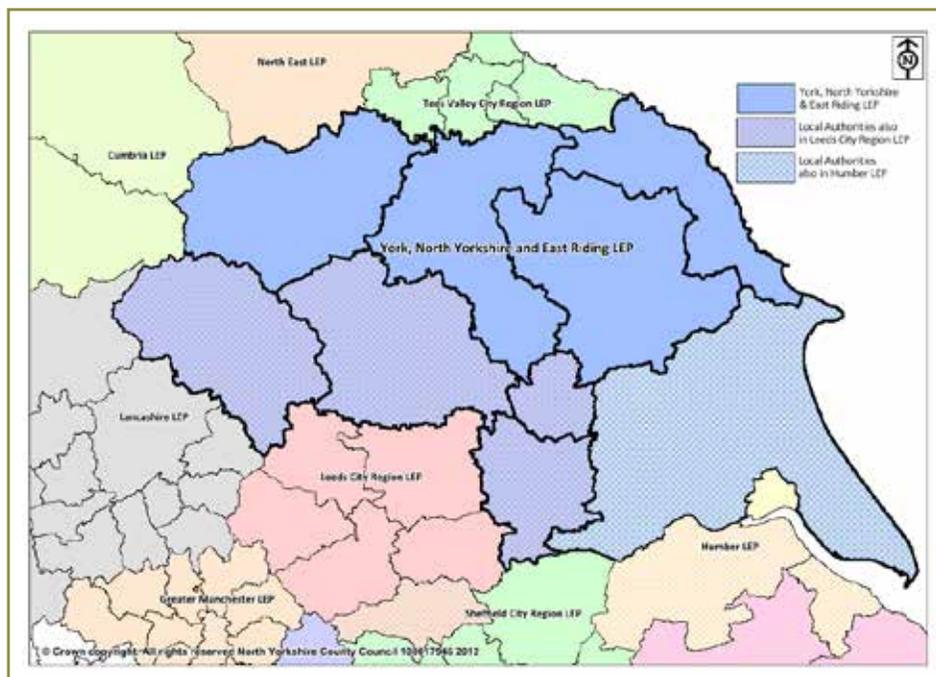
“To make North Yorkshire and York an inclusive place where communities are sustainable and residents can have fair access to decent affordable homes and effective support when they need it.”

Five strategic priorities for North Yorkshire and York are set out in the strategy:

- Strategic Priority 1:* Enabling the provision of more affordable homes
- Strategic Priority 2:* Maintaining and improving existing housing stock
- Strategic Priority 3:* Delivering community renaissance
- Strategic Priority 4:* Improving access to housing services
- Strategic Priority 5:* Reducing homelessness

The North Yorkshire and York LIPs go on to identify some specific investment priorities required to deliver the ambitions in the Housing and Homelessness Strategy.

Delivery against the targets and objectives set out in both the Housing and Homelessness Strategy and the LIPs has been reviewed annually by the Housing Board. This report summarises our progress, performance and key achievements in 2014/15, the final year of the current strategy.



Working with local enterprise partnerships and our new strategy

We have continued to develop relationships with the Leeds City Region and York, North Yorkshire and East Riding Local Enterprise Partnerships (LEPs) over the past year and this is reflected through the recognition of housing issues and the need for housing growth in our area in the Strategic Economic Plans and resulting Growth Deals. The role of the Housing Board has developed within this context to reflect the wider geography through the inclusion of East Riding of Yorkshire Council, and the wider role in relation to housing growth and delivery overall, by including representatives of House Builders and Registered Providers on the Housing Board.

We look forward to developing these partnerships through the development of a new Housing Strategy for 2015 to 21 and to supporting economic and housing growth in future years.

For more information on the LEP Strategy, please visit

<http://www.businessinspiredgrowth.com/about-the-lep>

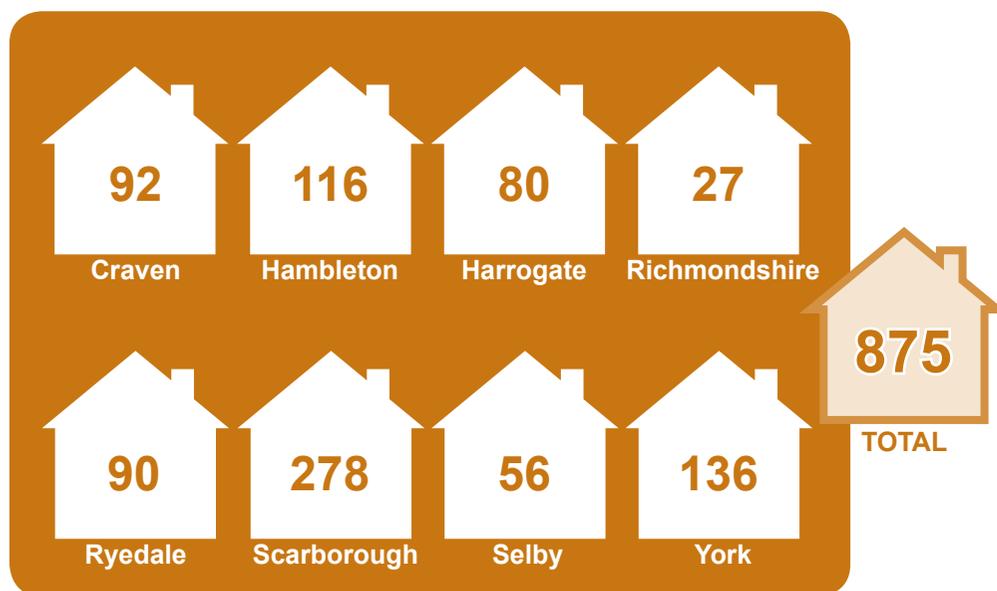
For more information on the new York, North Yorkshire & East Riding Housing Strategy 2015-21, please visit www.nycyerhousing.co.uk

Delivering on our priorities in 2014/15

Strategic Priority 1: Enabling the provision of more affordable homes

- ✓ Overall we delivered a total of **875** affordable homes across the sub region
- ✓ We successfully delivered **347** affordable homes via planning (Section 106) agreements.
- ✓ **513** homes were delivered with public subsidy and **216** without.

Affordable homes delivered 2014/15



Case Study : Mill Meadows, Filey

Mill Meadows is a development of 300 homes by Coast and Country Housing, which includes 40% affordable housing, of which 60 are rented and 60 are shared ownership properties. The site originally had outline permission for a 20% affordable housing requirement. However, grant from the HCA enabled the affordable housing element to be increased to 40%.

Work on the site commenced in 2012 and all the affordable units were completed by March 2015 as part of the 2011-15 programme. A local lettings agreement was agreed between Coast and Country and Scarborough Borough Council, which gave additional preference to households from Filey in housing need.



Photos of rural completions from 2014/15



The North Yorkshire Rural Housing Enabler (RHE) Network

Increasing the number of rural affordable homes is a key priority across the area and our dedicated team of Rural Housing Enablers (RHEs) is a vital part of supporting this in our rural communities.

The funding for the Rural Housing Enabler Network is provided by Local Authorities and Housing Associations and the model and approach is widely recognised as best practice nationally. This year, the programme delivered 184 new rural affordable homes and worked to secure planning permission for a further 432 for delivery in future years, on a combination of mixed market and rural exception sites. Hambleton District Council is the lead employer and the North Yorkshire RHE Network manages the programme, reporting directly to the Housing Board on performance and rural housing matters.

The Housing Board approved the continuation of the RHE Network and programme from 2015 to 2018 in December 2014 and we are pleased that our Local Authority and Housing Association funding partners are able to continue to support the programme and the delivery of new rural homes.

The RHE Network is forecasting over **200** rural affordable completions in 2015/16 across more than **15** sites including:

- *Ampleforth in Ryedale District*
- *Sleights in Scarborough District/North York Moors National Park*
- *Hackforth in Hambleton District*

Over **350** rural affordable homes are also forecast to achieve planning consent meaning that the RHE Network will continue to deliver rural affordable homes in future years.

184 homes were completed through the North Yorkshire Rural Housing Enabler Programme, of which **37** homes were within our National Parks. **92** of the new rural affordable homes were delivered on Rural Exception Sites, **73** via Section 106 agreements as part of market developments and **14** through refurbishment of existing properties, including the refurbishment of Lady Lumleys Almshouses in Thornton le Dale.



Case Study : Egton, North York Moors

Work on this scheme started in 2009, when the Rural Housing Enabler discussed the importance of rural affordable housing with the Parish Council. This was followed by a housing need survey which identified 22 local households with a housing need either immediately or in the next two years.

Once a housing need was established, a tour of Egton and Egton Bridge was undertaken with Planning Officers from the National Park, members of the Parish Council and the RHE to look at potential sites. A site owned by the Mulgrave Estate was chosen as the preferred site.

The RHE then worked with Home Group, the Estate and Planning Officers to bring forward a suitable scheme to take to the community. At the end of 2013, a scheme of 10 affordable homes for rent comprising 1 x 3 bedroom houses, 7 x 2 bedroom houses and 2 x 2 bedroom apartments was presented to the community at an Open Day and received very good support. Planning consent was granted in 2014 the development completed in March 2015. Funding was provided via the Homes and Communities Agency.

Strategic Priority 2 : Maintaining and improving existing housing stock

- ✓ We delivered **677** improvements to existing homes
- ✓ We invested over **£3.6m** in existing homes through Disabled Facilities Grants, Energy Efficiency and other renewal work.

Type	Number	Spend
Disabled Facilities Grants	562	£3.3m
Energy Efficiency	98	£43,000
Other works	17	£328,000
TOTAL	677	£3.6m



Case Study - White Rose Home Improvement Agency

It has been a busy year for the staff in the White Rose Home Improvement Agency (WRHIA). The Agency is a partnership between Scarborough Borough Council and Ryedale District Council, and celebrated the award of a new three-year contract with North Yorkshire County Council so that it can continue to help older and vulnerable residents live independently in their own homes across Scarborough and Ryedale.

In addition to administering in excess of £850,000 worth of major adaptations each year for people with disabilities, the WRHIA now has a team of handypersons and Well Being Officers supporting vulnerable and disabled people in their homes. The Handyperson service carries out minor adaptations and small repairs and has now established a close working partnership with health services and North Yorkshire County Council (NYCC). Using a new electronic referral method, for which the WRHIA was awarded the Council's Innovation Award,

Health and NYCC staff can log in and make secure on-line referrals, which are picked up directly by the Handypersons on their iPad, saving time, cutting unnecessary journeys and ensuring efficient delivery of minor adaptations. This is working particularly well for people who can't return home from hospital until their adaptations are in place.

To compliment this service, the WRHIA offers a free home based Well Being Assessment that looks at factors including personal safety, including aids and adaptations that can assist with independence, improving security and fire safety, benefits awareness, energy efficiency and identifying social and recreational activities to combat isolation and loneliness.

During the winter month the WRHIA also worked with NYCC Public Health to deliver Winter Planning Assistance, with the Well Being officers providing advice and assistance on how to keep warm and safe during the winter months and providing practical support such as 'keep warm' packs, ice grippers and a fund to help the most vulnerable with emergency repairs.

Strategic Priority 3 : Delivering community renaissance

- ✓ Despite the recent economic climate, there were site starts at number of place shaping schemes across the area.



Before



After

Case Study : Burnmoor, Ingleton

In September 2013 Muir Housing Association agreed to purchase a former garage site from Craven District Council. The garages were owned and managed by Craven Council but were in a state of disrepair. Originally constructed for the use of tenants on Burnmoor Crescent and surrounding areas, at the time of the sale a large portion of the garages were empty and, of those that were tenanted, several were occupied by people living outside of the area. The cost to repair the garages was extensive and so Craven Council members agreed to sell the site to Muir for development as a 100% affordable housing scheme.

It had become apparent during the consultation stages of the planning process that there was demand for one bed apartments within the ward. Taking the information gathered from public consultation and from the information identified within the 2011 Strategic Housing Market Assessment (SHMA), Muir submitted a planning application for 4 x 1 bed flats and 2 x 2 bed houses. In March 2014 planning permission was granted for the development of 6 homes on the site.

The scheme was completed in March 2015 and all the units were rented to people with a local connection to Ingleton and Clapham Ward. The scheme has been a resounding success, transforming what was an 'eyesore' into homes for local people.

Strategic Priority 4: Improving access to housing services

- ✓ Changes to the North Yorkshire Home Choice scheme have been implemented
- ✓ Provision and planning of new Extra Care schemes for older people took place



Case Study : Middle Deepdale and Jazz Court, Eastfield, Scarborough

Middle Deepdale is one of the 4 key strategic housing developments across North Yorkshire and is expected to provide 1,350 new homes plus widespread infrastructure improvements. The first phase of the development of Middle Deepdale saw the completion of the first properties in 2014/15. The overall scheme is being developed through a partnership of Kebell Homes, Keepmoat and Scarborough Borough Council, with Sanctuary Housing being the initial Registered Provider partner.

The first phase was for the development of 120 new homes, which included 30 affordable rented homes. Jazz Court, a new 60 unit Extra Care scheme was also completed just before Christmas 2014. Jazz Court is a fully affordable Extra Care scheme, which has a wide range of facilities and amenities both for residents and the wider community. It is managed by Sanctuary Housing, which is also responsible for the 30 affordable rented homes.

North Yorkshire Home Choice

North Yorkshire's Choice Based Lettings, known as North Yorkshire Home Choice, is a partnership of local authorities and housing associations in York and North Yorkshire (except Harrogate Borough Council).

The partnership's vision is to provide increased housing choice and help create sustainable, mixed communities where people choose to live. Its aim is to provide applicants with a first class housing service giving them greater flexibility and the opportunity to play an active role in choosing a new home that best suits their needs.

Changes to the Home Choice Allocations policy came into effect in September 2013 following the first year review of the partnership, taking into consideration the Localism Act 2011, Welfare Reform 2012, a review conducted by the University of Birmingham for the Joseph Rowntree Foundation and the outcome of public consultation.

The aims of the new policy are to provide priority to those in greatest need at a time when the demand for social housing outstrips supply; prevent homelessness and reduce the use of temporary accommodation; ensure accessibility for those in housing need, particularly vulnerable households; and to make effective use of existing affordable housing. Currently the partnership has 7,086 applicants on its register (April 2015).

In December 2014 the partnership launched a new website which is easier to use, provides more information, access to on-line forms and an improved property search function. This and the current development of a three year business plan helps support the partnership's aims and visions not only for now but for the future too.

For more information and to view the new website, please visit www.northyorkshirehomechoice.org.uk

Strategic Priority 5: Reducing homelessness

Reducing homelessness through joint working

The County Homelessness Group monitors the sub-regional Housing & Homelessness Strategy key performance indicators, measuring progress towards achieving our shared strategic objectives and informing our local action plans. Partners continue to work together to develop and implement a range of sub-regional projects and improve the housing advice services we deliver.

The **Single Homeless Action Plan (SHAP)** has been developed and implemented, and includes the following projects:

- **No Second Night Out (NSNO)** – The York and North Yorkshire local authorities signed up to the NSNO protocol in October 2013. This protocol details the resources and actions taken by each local authority to assist new rough sleepers to move off the street as well as work towards helping entrenched rough sleepers to engage with services. The protocol is due for renewal in 2015/16.
- **Rural Spot Purchase** - Funding and agreements have been put in place to commission additional specialist “one to one” support for single rough sleepers to help them address issues (e.g. mental health or alcohol/drug dependency) preventing them from accessing accommodation.
- **Personalisation Fund** - Funding has been made available to frontline officers to pay for innovative solutions to enable entrenched rough sleepers to access independent accommodation or sustain future accommodation.
- **“Moving Forward”** - Bespoke training and resources have been provided for front line officers to deliver the ‘Moving Forward’ tenancy training programme to homeless households and households at risk of homelessness.
- **Access to the Private Rented Sector (PRS)** - A ‘PRS Offer’ has been developed by participating local authorities which includes incentives for landlords to accept households referred to them from our Housing Options teams. Local authorities match fund sub-regional funding to pay for the additional resources needed to promote and deliver their ‘PRS Offer’ to landlords.
- **Through The Gate** - Ex-offenders are being assisted into accommodation on release from prison. A pilot project has been delivered using SHAP funding until 2014 and is now provided by Shelter as part of local Probation services.
- **Changing Lives** - A new scheme has been established across Scarborough to assist rough sleepers. Financial support to set up this scheme was allocated by the partnership.

- ✓ A Single Homeless Action Plan (SHAP) has been introduced
- ✓ Local authorities are participating in the Gold Standard Programme and working towards the first step of Bronze accreditation
- ✓ Homelessness prevention has increased
- ✓ The number of households in temporary accommodation has reduced

Sustaining and improving homelessness prevention

North Yorkshire local authorities and the City of York are working in partnership to improve Housing Options services by participating in the Gold Standard Programme. They have taken up the challenge based on the Government's report "Making Every Contact Count" to deliver more efficient and cost effective homelessness prevention services. Work commenced in 2013 with training for staff. A programme of peer reviews is due to be carried out from 2015/16 onwards with a target for North Yorkshire and York local authorities (except Scarborough) achieving Bronze standard by March 2016.

The numbers of homelessness acceptances continue to reduce and preventions continue to rise year on year at a similar rate. Effective multi-agency working and partnerships are commonplace across York and North Yorkshire, creating efficiencies through shared resources and skills whilst continuing the positive work by Housing Options teams. The Gold Standard programme will further enhance our services as local authorities progress through the ten step challenges to achieve bronze, silver and gold status.

Our Key Indicators for 2014/15 show:

- A total of **10,009** households accessed our services in 2014/15.
- **472** households were found to be owed a main housing duty (homelessness acceptances).
- **3,966** households were assisted to prevent them from becoming homeless.

Since the start of the strategy in, and based on our benchmark levels at that time, we have seen:

- A rise of **54%** in the number of households accessing our service.
- A **6%** reduction in the number of households found to be owed a main housing duty.
- A **6%** increase in the number of households assisted to prevent them from becoming homeless.

The impacts of welfare reform continue to affect households in York and North Yorkshire and this has resulted in an increase in households accessing Housing Options services who have complex issues and require a multi-agency approach to welfare and budgeting advice. Continued and strengthened partnership working with our Housing Benefit teams has resulted in the prevention of homelessness being a key objective of Discretionary Housing Benefit awards. In 2014/15, 22% of households at risk of homelessness were able to sustain their accommodation because we were able to resolve their Housing Benefit issues, whilst 20% of households at risk of homelessness were able access private rented sector housing because we provided an incentive such as rent in advance and/or a bond – funded either by Discretionary Housing Benefit or Homeless Prevention funds.



Peer-led Practitioner Prevention Partnership

Continue to reduce the use of temporary accommodation and improve quality of temporary accommodation

Our use of Temporary Accommodation has reduced year on year and is the lowest since records began in 2004. Whilst this is welcome, the impact for some local authorities has been additional pressure to retain existing hostels and staffing resources – a concern when pressures on homelessness services continues to mount. Since the introduction of welfare reforms, and in particular the extension of the Shared Room Rate for single people under 35, shared accommodation is the primary affordable move-on accommodation for under 35s. During 2010-15 we have continued to improve our temporary accommodation with Selby and Richmondshire District Councils carrying out refurbishment programmes, Ryedale opening a new supported accommodation unit with 12 single and 2 double bed units accommodating 16 individuals and Hambleton making more effective and flexible use of temporary accommodation whilst reducing provision from 19 to 9 units. Craven have plans for new provision in 2015-16.

Our Key Indicators for 2014-15 show that on the 31st March 2015 there were:

- **207** households in Temporary Accommodation, 7% fewer than 31 March 2014.
- **13** households in Bed & Breakfast accommodation, 45% fewer than 31 March 2014.

Since the start of the strategy in 2010, and based on our comparative year end benchmark figures, we have seen:

- A **14%** reduction in the number of households in Temporary Accommodation.
- For the 3rd consecutive year, a reduction in the number of households in Bed & Breakfast accommodation.

Sustain and improve progress to tackle youth homelessness

The Young People's Pathway, Housing Solutions “@ the Hub” is now established across North Yorkshire (excluding City of York, which has separate arrangements), with additional resources secured since 2013-14 to employ a dedicated Pathway Manager to co-ordinate the partnership. Funding for the partnership is now secure until September 2016 and a re-procurement exercise has commenced. Local Authorities across North Yorkshire are in agreement that we need to ensure that this service remains available in our areas to meet the needs of young people.

Owing to the success of the Young People's Pathway in North Yorkshire, in 2014/15 there were only four people aged 16/17 who were owed a main housing duty (homelessness acceptance) due to vulnerability because of their age. Since the start of this strategy in 2010 there has been a 90% reduction in the number of people aged 16/17 who were owed a main housing duty due to vulnerability because of their age.



In 2014-15 there were 1,689 instances of young people accessing the Hubs compared to 1,815 in 2013-14. This includes young people who may have used the service more than once. Of this total (with 2013-14 figures in brackets for comparison):

- **22%** (25%) were 16 or 17 years old.
- There was a fairly even gender split – **47%** males, **51%** females, **2%** transgender.
- **17%** (11%) of young women accessing the service were pregnant.
- **12%** (10%) of young people were known to Youth Justice with an average of **64%** (57%) being open cases at the time of using the Hub.
- **26%** (20%) were former or currently Looked After Children or Care Leavers.

The Hubs are experiencing an **87%** (88%) success rate in preventing or relieving young people's homelessness.

Continue to ensure that housing support is available for vulnerable people

Planned moves for households moving on from Homelessness Prevention services increased to **95%** in 2014-15 compared to 85% in 2013-14, whilst the use of accommodation based services for Harrogate, Richmondshire and Selby has increased to an average of **66%** compared to 62% in 2013-14.

In 2014-15 over **1,700** people started receiving formal housing related support services compared to 1,900 in 2013/14. **50%** received a homeless prevention service, **26%** a domestic abuse service and **11%** a young people's service.

Homelessness Prevention service users generally require support to maintain or secure accommodation and maximise their income. Although there has been a reduction in service users receiving longer term services, there has been an increase in short term drop in or triage services:

- **865** new clients accessed Homelessness Prevention services compared to 984 in 2013-14.
- **1,929** received short term services (drop-in/triage etc) compared to 1,147 in 2013-14.
- Of the **1,929** short term service users, **1,066** required Homelessness Prevention services and **863** required Domestic Abuse services.

The future of the Supporting People funding programme continues to be uncertain. Local authorities are involved in the periodic review of services and re-procurement exercises to provide services within required budget savings. Reviews and re-tendering in 2014-15 have included Gypsy, Roma, Traveller and Showpeople services; Domestic Abuse services; and emergency accommodation for young people. Generic Homelessness Prevention services are due to be re-tendered in 2016-17. These services are imperative to meet the increasingly complex needs of our clients, often exacerbated by reduced incomes following implementation of welfare reforms, and for Councils to maintain current high levels of homeless prevention.

Reducing Homelessness : conclusions

Across York and North Yorkshire, there have been excellent results from the provision of homelessness services. There has been a reduction in homeless acceptances as well as an increase in homeless preventions, despite the increased volume of clients every local authority is dealing with.

We have worked closely with the private rented sector, ensuring this becomes an available, affordable tenure for our clients. We have agreed a “Private Rented Sector Offer” whereby each local authority has resources to incentivise landlords to accept our clients.

The reduction in spend across all local authorities as well as the reduced Supporting People budget will put pressure on the services we provide. Other changes in Government policy will also have an effect on our client group. The extent of this is still not fully known, although it is clear that the roll out of Universal Credit and the changes to Housing Benefit legislation will provide increased pressure for our services.

The Government has not as yet indicated the continuation of the Homeless Prevention Grant, without which many of our homeless prevention services would cease. Local Authorities themselves are also in a period of reduction in capacity due to the continued need for savings. Over the next 12 months the effect of these pressures will become apparent, therefore it remains imperative that the Homelessness Group continues the partnership approach and the sharing of good practice as it is evident that this produces positive results.

