



CHAIN
Annual Report for
Camden
1st April 2010 - 31st March 2011



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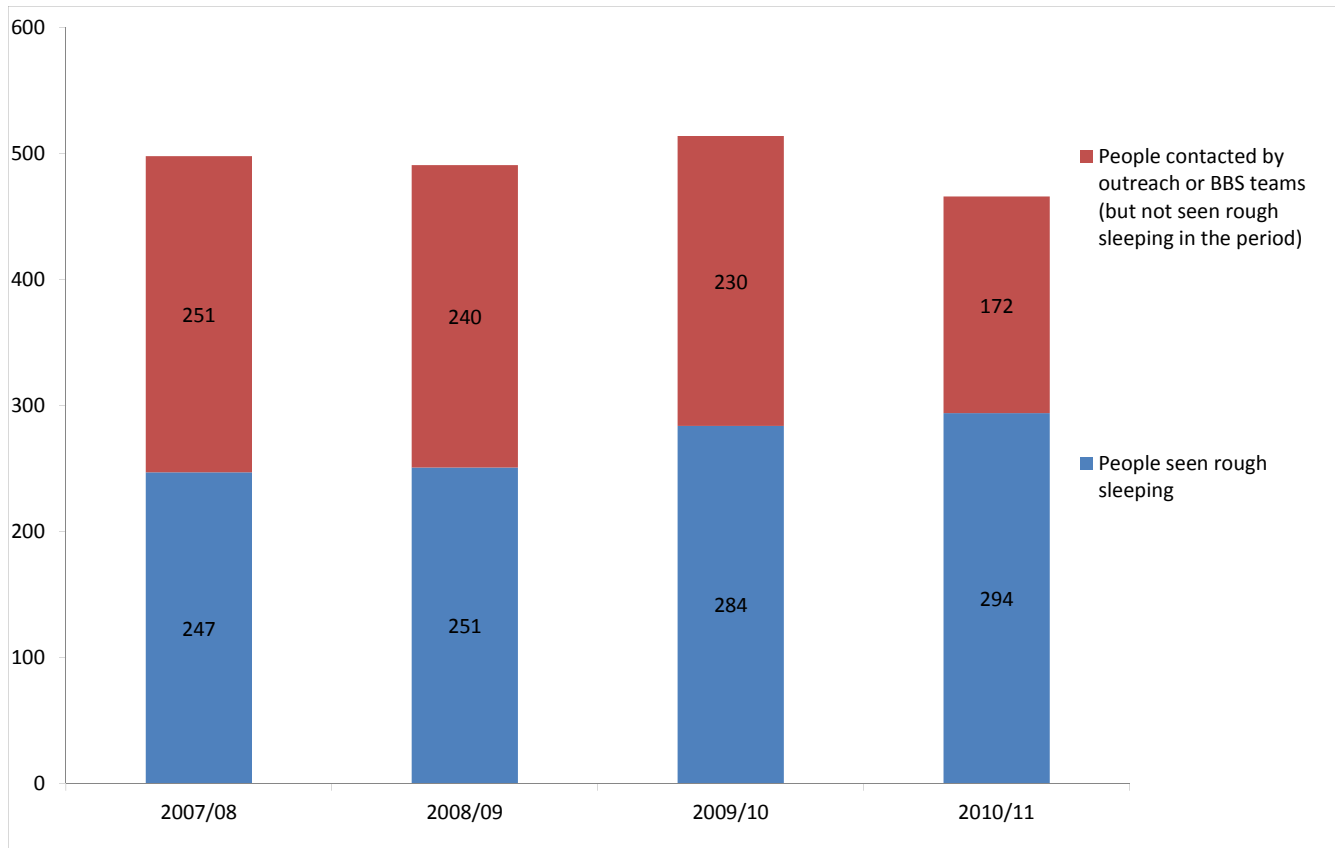
Street population (people who rough sleep and/or engage in a street lifestyle) contacted by outreach who fall into one or more of the street activity categories on CHAIN

CHAIN Annual report for Camden

Outreach Work

1) Rough sleeping

People seen by outreach or building based (BBS) teams in the year - rough sleeping or contacted either on the streets or in services



2007/08 base: 498
2008/09 base: 491
2009/10 base: 514
2010/11 base: 466

466 verified rough sleepers were contacted by services in Camden during the year. This is an decrease of 9% from 514 last year.

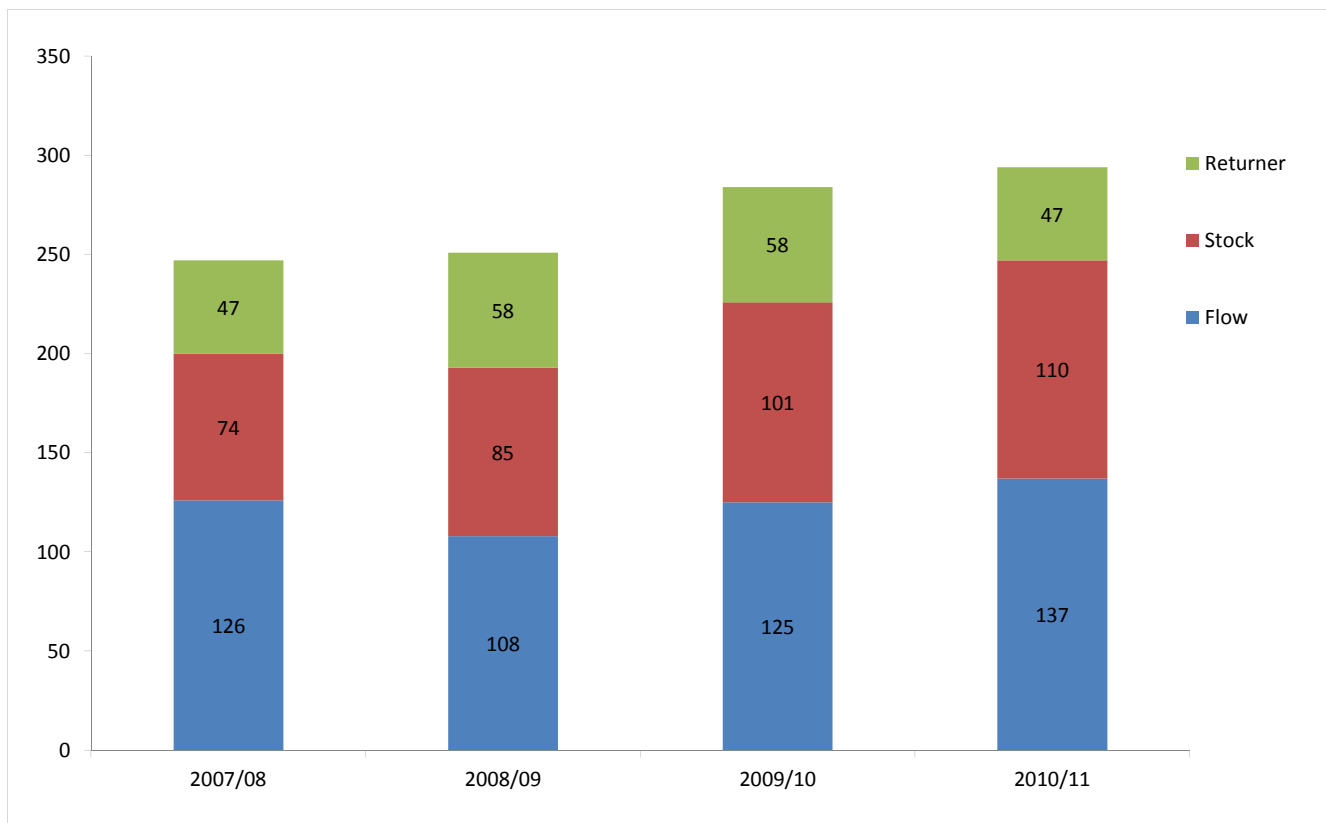
Of these 466, 294 had a bedded down street contact in the period and so were known to have slept rough in Camden during the year. The number sleeping rough this year has increased by 10.

2) Rough sleeping (rolling) (flow, stock and returner)

People seen rough sleeping by outreach or building based (BBS) teams in the year by the flow, stock and returner model

The flow, stock and returner model categorises people seen sleeping rough according to whether they have also been seen bedded down in previous periods:

Flow	People who have never been seen sleeping rough before
Stock	People who have also been seen bedded down between 1st April 2009 to 31st March 2010
Returner	People who were also seen sleeping rough at least over a year ago, but not between 1st April 2009 and 31st March 2010



2007/08 base:	247
2008/09 base:	251
2009/10 base:	284
2010/11 base:	294

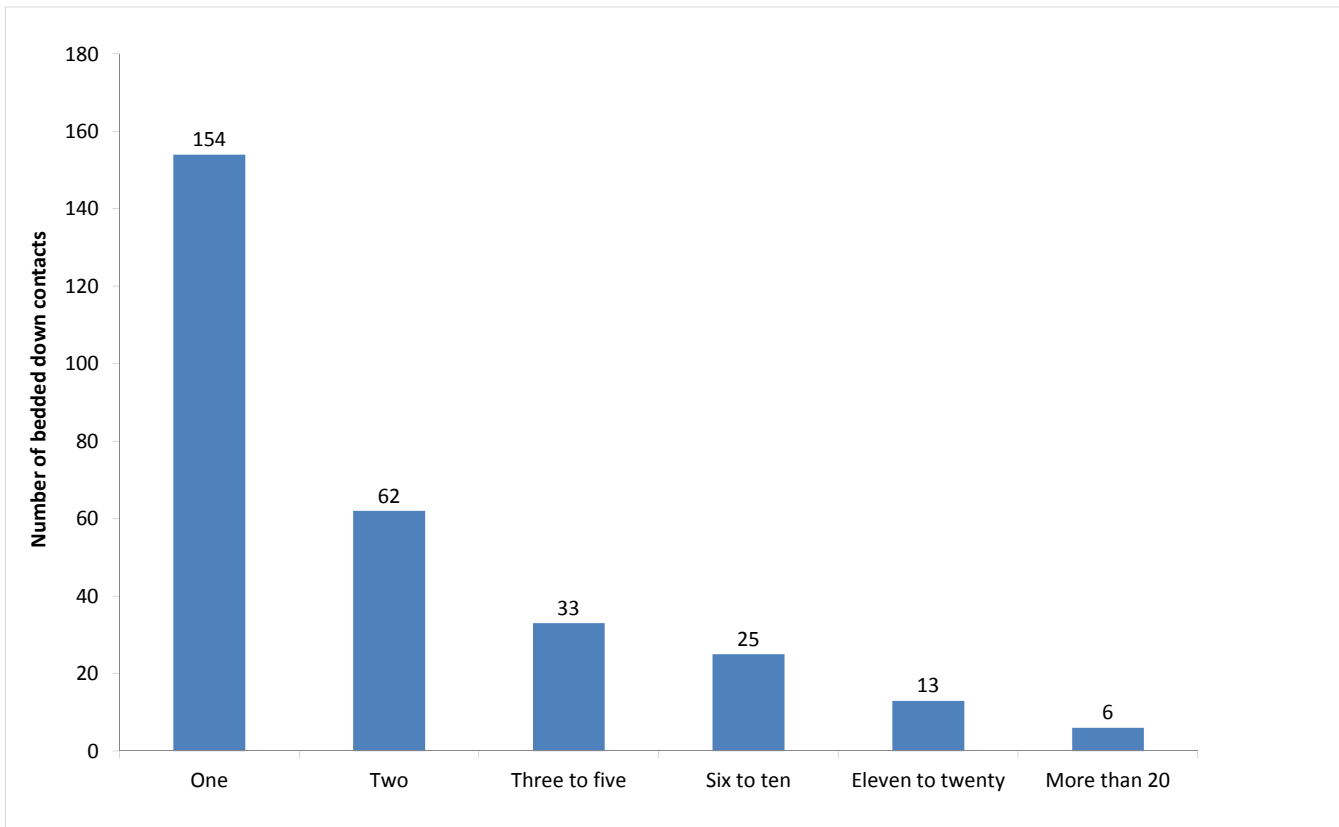
137 people rough sleeping were flow (new to the streets). This means they had not previously been contacted by any outreach or BBS team that reports to CHAIN and were verified as a rough sleeper this year.

110 people rough sleeping were stock. This means they had been contacted by an outreach or BBS team during this year in addition to the year preceding this period.

47 people seen rough sleeping were returners. This means they had been seen sleeping rough by outreach or BBS teams sometime before 1st April 2010, have not slept rough for at least a year, but have been seen sleeping rough prior to this.

3) Rough sleeping volume (flow, stock and returner)

People seen rough sleeping by number of bedded down contacts during the quarter, by flow, stock and returner model



Base (Flow): 137
Base (Stock): 110
Base (Returner): 47

The proportion of stock, flow and returner people contacted across Camden this year is similar to the previous year.

Of the 294 people seen rough sleeping this year, 154 only had a single bedded down street contact.

Of the 294 people seen bedded down, 74 were from CEE countries and of those, 37 were seen only once during the period.

NB CEE nationals often cannot be offered the same service as other people due to benefit restrictions.

4) Nationality of rough sleepers

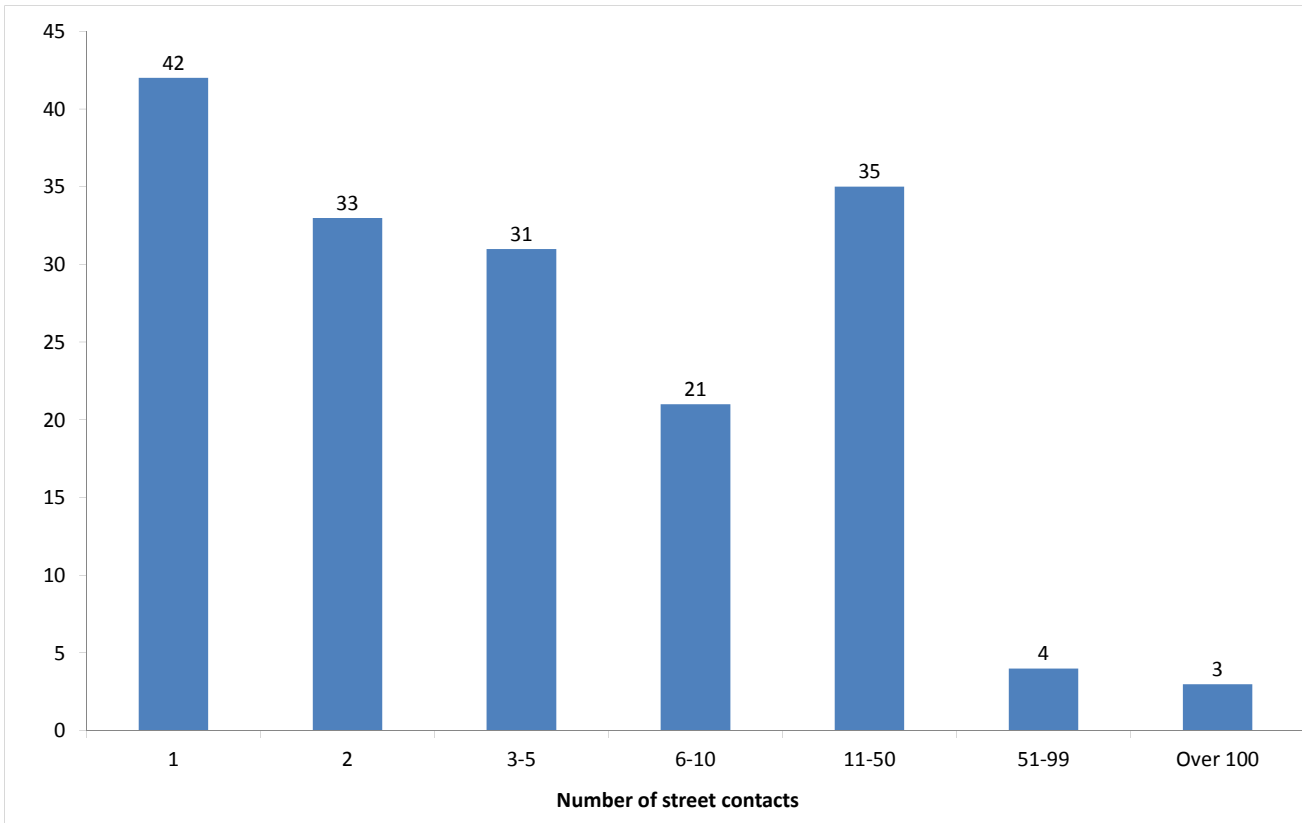
People seen rough sleeping by outreach or BBS teams during the year by flow, stock and returner model.

Nationality	Flow	Stock	Returner	TOTAL
UK	63	52	27	142
Ireland (Republic of)	4	4	2	10
Portugal		3		3
Bulgaria	1			1
Czech Republic	4	1		5
Estonia	1			1
Hungary	1	1		2
Latvia	3	1		4
Lithuania	5	3		8
Poland	16	21	2	39
Romania	8	2		10
Slovenia				0
Slovakia	3	1		4
Central and East European (CEE) sub-total	42	30	2	74
other Europe	9	4	2	15
Eritrea	2			2
Africa	3	2	1	6
America	1			1
Asia	4	4		8
Australasia				0
<i>Missing</i>	<i>1</i>	<i>8</i>	<i>12</i>	<i>21</i>
<i>Not known</i>	<i>8</i>	<i>3</i>	<i>1</i>	<i>12</i>
Total	137	110	47	294
Total**	128	99	34	261

**This total excludes those people seen rough sleeping where their nationality is not known

5) No booking in actions

People contacted in the year with no accommodation events (booking or referrals) by any outreach or BBS team, by total number of street contacts recorded on CHAIN



Base: 169

169 (36%) verified rough sleepers contacted across Camden this year have never had a booking in action recorded on CHAIN. This has decreased slightly from 201 (39%) in the previous period.

146 of these people have slept rough in the year, which is 50% of all people sleeping rough this year.

42 (25%) of the people who have never had a booking in action recorded on CHAIN have only ever had one street contact recorded.

3 people in all Camden have never had a booking in action despite having over a hundred street contacts. This is consistent with previous years.

6) Accommodation and reconnection events (Outreach)

Outreach accommodation (bookings and referrals) and confirmed reconnection events achieved in the year by type of accommodation

Accommodation type/Reconnection type	2010/11	%	2009/10	%
Assessment centre	10	10%	4	2%
Bed & breakfast	0	0%	10	5%
Clinic/Detox/Rehab	1	1%	0	0%
Night Centre	0	0%		
Rolling shelter	6	6%	7	3%
Hostel	62	63%	124	61%
Other temporary	0	0%	14	7%
Second-stage accommodation	0	0%	0	
St Mungo's complex needs	0	0%	0	
St Mungo's semi-independent	0	0%	0	
Clearing House/RSI	0	0%	0	
LA tenancy (general needs)	0	0%	2	1%
Private rented sector	1	1%	1	0%
Private rented sector - independent	0	0%		
Private rented sector - with some floating support/support	0	0%		
RSL tenancy (general needs)	0	0%		
Sheltered housing	0	0%		
Supported housing	0	0%		
Other long-term accommodation	0	0%	2	1%
Bookings into accommodation total	80	82%	164	
Return to home area	13	13%	1	0%
Seeking work	0	0%		
Move to area for friends/family	7	7%		
Move to area with appropriate services	4	4%		
Other	3	3%		
<i>Move to area outside Camden</i>			21	10%
<i>Moved to other Camden borough</i>			8	4%
<i>Referred to another borough's outreach team</i>			5	2%
Reconnections total	18	18%	35	17%
TOTAL	98	100%		

*Since the way in which accommodation and reconnection work has changed since the introduction of the new CHAIN system, not all categories are comparable. Those which are, have been completed for the previous year.

Outreach and BBS teams across Camden succeeded in reconnecting or booking into accommodation 78 people, 17% of the 466 people contacted during the year.

This is a slightly lower proportion than previous periods - 2009/10; 141 (27%), 2008/09; 117 (24%).

62 people had a total of 80 booking in events. This indicates that individuals can be booked into accommodation (the same type or different) more than once in the year.

1 person was booked into long-term accommodation. This is similar to previous periods.

55 people were booked into hostel accommodation. This compares to 2009/10; 97, 2008/09; 63, 2007/08; 53

Outreach and BBS teams across Camden achieved a confirmed reconnection with 18 people they contacted this year. This is 4% of the people contacted by outreach or BBS teams this year.

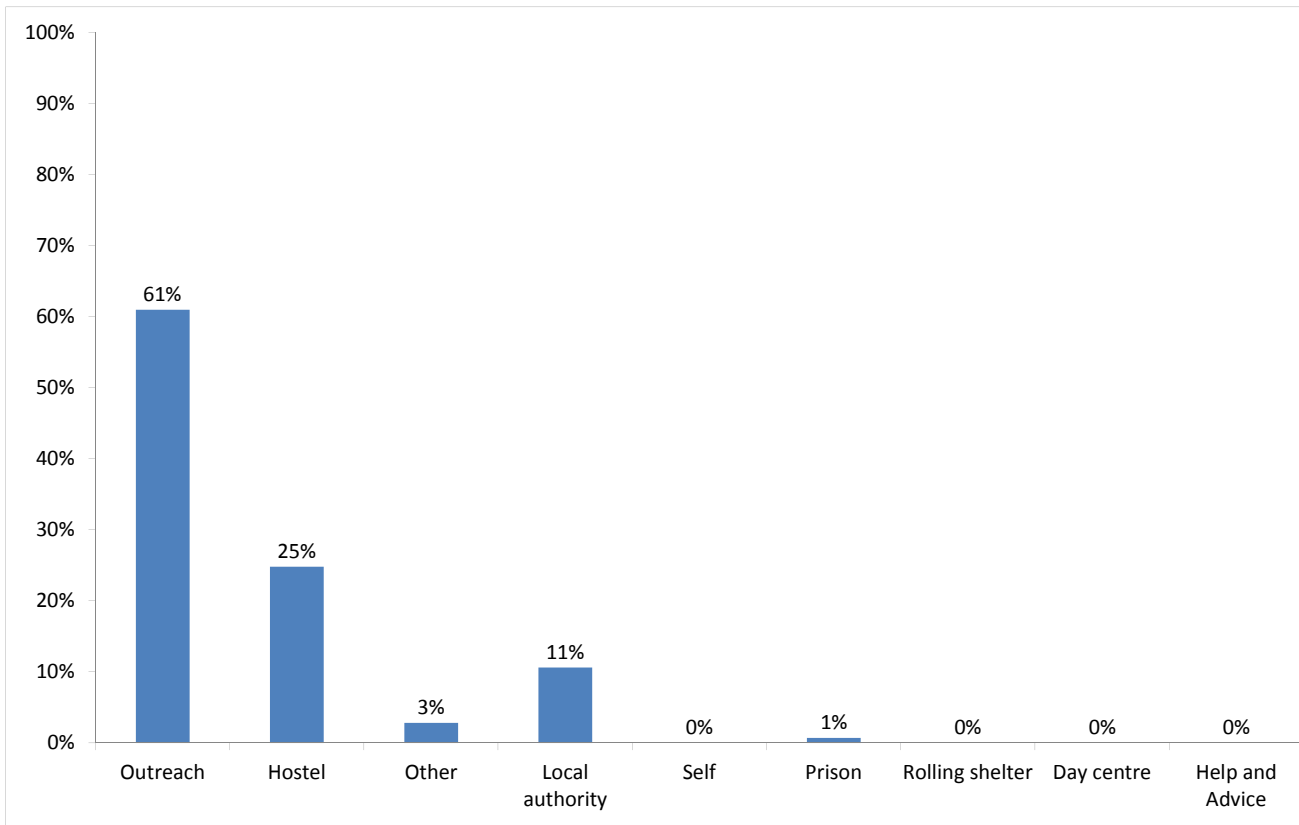
18 confirmed reconnection events were recorded by outreach and BBS teams for verified rough sleepers this year.

3 people, who have been contacted on the streets but are not verified rough sleepers, returned to their home area.

Temporary Accommodation: hostels, assessment centres, rolling shelters and second stage

7) Arrivals

Temporary accommodation arrivals by accommodation project and source of referral.



Base: 141

127 people arrived at accommodation in Camden this year. These 127 people had 141 arrival actions. This indicates that an individual can arrive more than once (at the same accommodation project or different) in a period.

The numbers of people arriving and arrivals are lower than previous periods (2009/10; 147/170, 2008/09; 119/148)

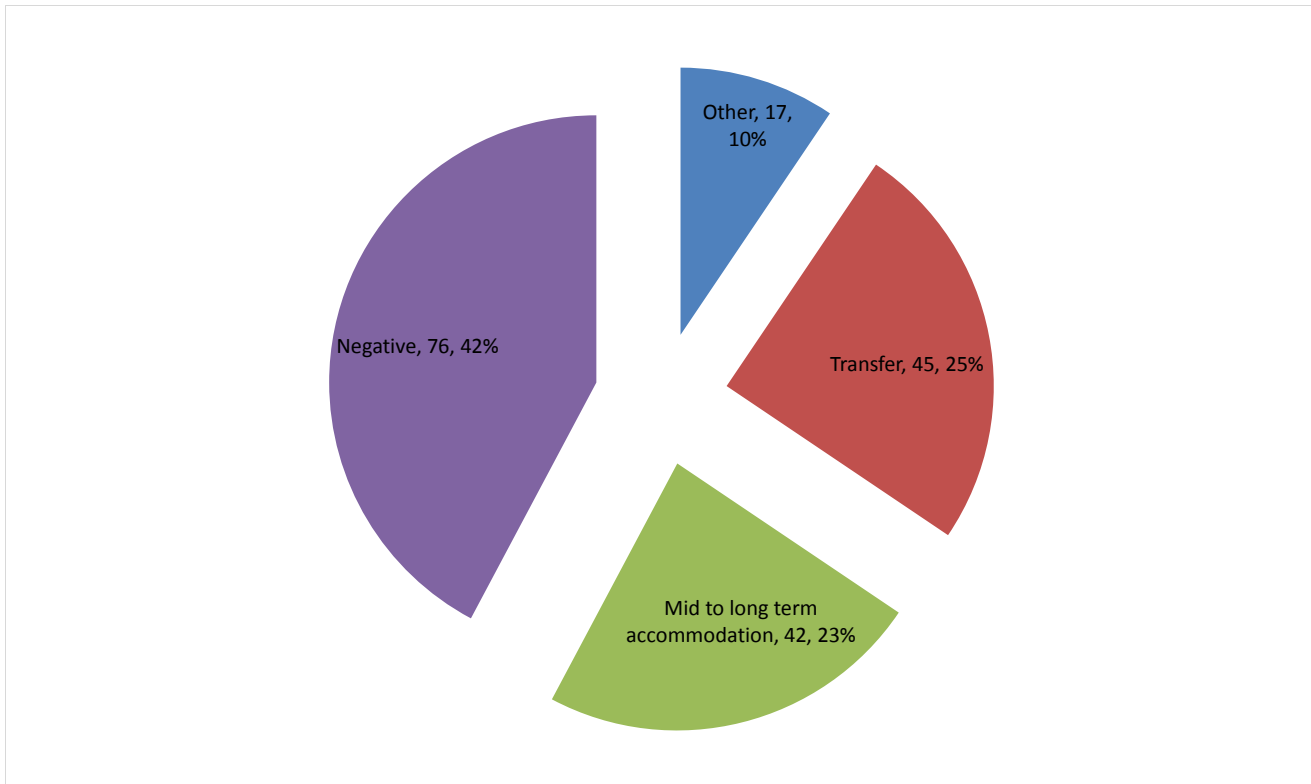
The proportion of arrivals to accommodation in Camden that were referred by outreach or BBS teams and other accommodation projects is consistent with previous periods this year.

accommodation:

Source of referral → Accommodation ↓	BBS - CSTM	Passage BBS and Day Centre	BBS - St Mungo's	Westminster SSHU - St Mungo's	Westminster SPOT	CRI - Camden	Ealing SPOT	Lambeth SORT	H&F SORT	Hostel	St Mungo's internal transfer	Local authority	Prison (including other referral source)	Total
House Assessment Centre		1				1								2
Camden LA - Parker House						2								2
Irish Centre Housing - Conway House						1								1
St John of God - Olallo Project	8	13	2	1	13	5		3	6				1	52
SHP - Arlington Road			1			2				2			1	6
SHP - Dennis Handfield House						3				3		4		10
SHP - 165 Project						2				7				9
Salvation Army - Cambria House										5				5
St Mungo's - Birkenhead Street						7					1	4		12
St Mungo's - Charlton King's Road													1	1
St Mungo's - Endell Street						4						2		6
St Mungo's - Endsleigh Gardens						4	2			9	4	3	1	23
St Mungo's - St Pancras Way		1				4				1	3	2	1	12
Total	8	15	3	1	13	35	2	3	6	27	8	15	1	141

8) Departures - destination on departure

Departure actions by destination on departure



Base: 180

Destination categories on CHAIN	Chart category	Colour
Care home, Clearing House/RSI, Home area, Hospital - long term, LA tenancy (general needs), Long-term accommodation, Previous home, Private rented sector - independent, Private rented sector - supported, RSL tenancy (general needs), Sheltered Housing, Supported Housing	Mid to long term accommodation	
Bed & Breakfast, Detox clinic, Hostel, Hostel - another organisation, Hostel - within the organisation, Rehab clinic, Temporary accommodation, Psychiatric hospital, Hospital - NOT long term/acute care	Transfer	
Not known, Sleeping rough/returned to streets, Taken into custody	Negative	
Died, Outside London, Staying with family, Staying with friends	Other	

Destination on departure from temporary accommodation	Number	%
Accomm where client is owner	0	0%
Bed & Breakfast	1	1%
Care home	2	1%
Clearing House/RSI	10	6%
Detox clinic	1	1%
Committed suicide	0	0%
Died	4	2%
Home area	0	0%
Hospital	0	0%
Hospital - long term	1	1%
Hospital - NOT long term/acute care	1	1%
Hostel	0	0%
Hostel - another organisation	21	12%
Hostel - within the organisation	19	11%
LA tenancy (general needs)	1	1%
Long-term accommodation	0	0%
Not known	51	28%
Outside London	0	0%
Previous home (describe type of accomm in notes)	0	0%
Private rented sector - independent	17	9%
Private rented sector - with some floating support/support	0	0%
Psychiatric hospital	0	0%
Rehab clinic	0	0%
Returned to home country (CEE)	1	1%
Returned to home country (non CEE)	0	0%
RSL tenancy (general needs)	5	3%
Sheltered Housing	0	0%
Sleeping rough/Returned to streets	14	8%
Staying with family	3	2%
Staying with friends	10	6%
Supported Housing	5	3%
Taken into custody	11	6%
Temporary accommodation	2	1%
Total	180	100%

163 people departed from accommodation in Camden this year. These 163 people had 180 departure actions. This indicates that an individual can depart from more than once (at the same accommodation project or different) in a period.

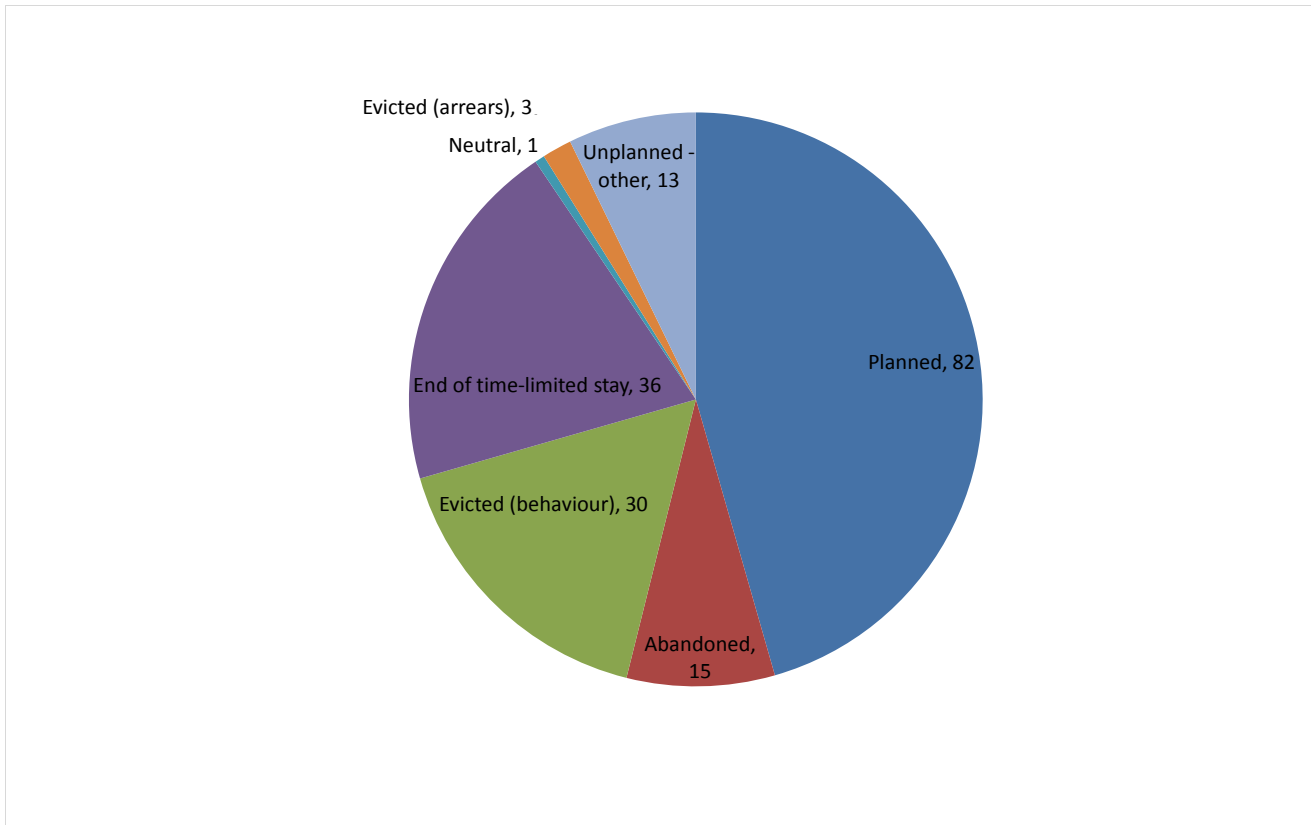
22% of people left accommodation to move to another hostel. This is a slight increase on the previous three periods (2009/10; 21%, 2008/09; 16%, 2007/08; 13%).

Breakdown by accommodation

Destination Accommodation	Bed & Breakfast	Care home	Clearing House/RSI	Detox clinic	Died	Hospital - long term	Hospital - NOT long term/acute	Hostel - another organisation	Hostel - within the organisation	LA tenancy (general needs)	Not known	Private rented sector -	Returned to home country	RSL tenancy (general needs)	Sleeping rough/Returned	Staying with family	Staying with friends	Supported Housing	Taken into custody	Temporary accommodation	Total	
House Assessment Centre								1			1										2	
Camden LA - Parker House								1			1										2	
Irish Centre Housing - Conway House				1					2		1										4	
Novas Group - Arlington House											1										1	
St John of God - Olallo Project								3			23	14	1		10		9			2	2	64
Salvation Army - Cambria House			3																		3	
SHP - Arlington Road											1										1	
SHP - Dennis Handfield House								3	3	1	2					1		2	5		17	
SHP - 165 Project					2			4			1	1							1		9	
St Mungo's - Adamson Road						1															1	
St Mungo's - Argyle Walk									1												1	
St Mungo's - Birkenhead Street			3					1	4		5								1		14	
St Mungo's - Charlton King's Road														1							1	
St Mungo's - Endell Street		1			2			2	3		1	1					1	2			13	
St Mungo's - Endsleigh Gardens	1		4				1	3			6			2	2	1		1	2		23	
St Mungo's - Grafton Road														1							1	
St Mungo's - Grays Inn Road									1												1	
St Mungo's - Hampstead Road											1										1	
St Mungo's - Lambie Street											1										1	
St Mungo's - St Pancras Way		1						3	4		6	1			2	1					18	
St Mungo's - Woodyard Close									1					1							2	
Total	1	2	10	1	4	1	1	21	19	1	51	17	1	5	14	3	10	5	11	2	180	

9) Departures - planned or unplanned

Departures by whether or not the departure was planned or unplanned



Base: 180

163 people departed from accommodation in Camden this year. These 163 people had 180 departure actions. This indicates that an individual can depart more than once (from the same accommodation project or different) in a period.

The number of people departing and departures is higher than previous years (2009/10; 143/164, 2008/09; 136/165).

46% of departures were due to a planned move. This is similar to previous years.

8% of departures were due to abandonments. This is consistent with the previous three years.

18% of departures were due to evictions. This is higher than previous years (2009/10; 13%, 2008/09; 6%, 2007/08; 9%).

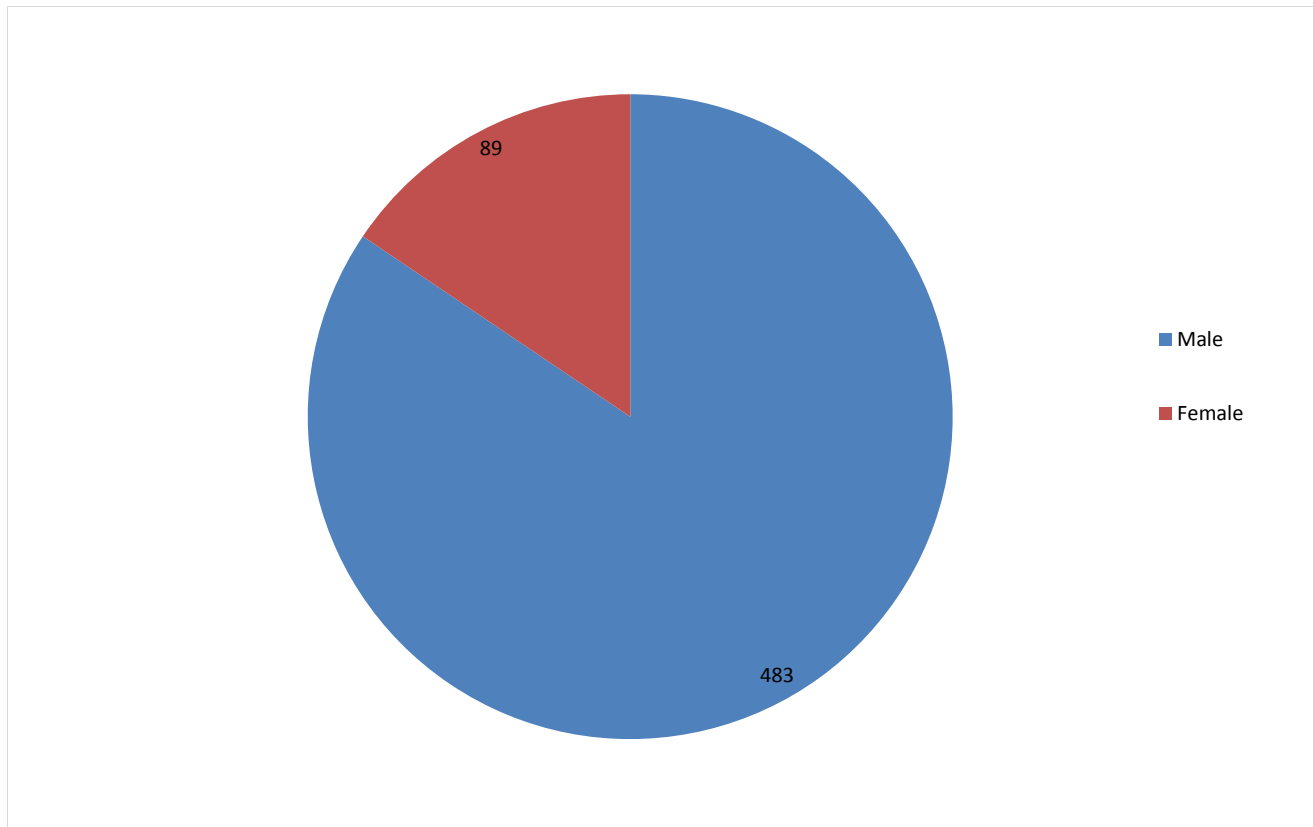
Breakdown by accommodation

Planned/Unplanned Accommodation	Planned	Abandoned	Evicted (behaviour)	End of time- limited stay	Neutral	Evicted (arrears)	Unplanned - other	Total
House Assessment Centre	1					1		2
Camden LA - Parker House	1			1				2
Irish Centre Housing - Conway House	3	1						4
Novas Group - Arlington House			1					1
St John of God - Olallo Project	18	8	6	31			1	64
Salvation Army - Cambria House	3							3
SHP - Arlington Road			1					1
SHP - Dennis Handfield House	10	1	1				5	17
SHP - 165 Project	5	1			1		2	9
St Mungo's - Adamson Road	1							1
St Mungo's - Argyle Walk	1							1
St Mungo's - Birkenhead Street	7	1		5			1	14
St Mungo's - Charlton King's Road	1							1
St Mungo's - Endell Street	10	1					2	13
St Mungo's - Endsteigh Gardens	12	1	7	1			2	23
St Mungo's - Grafton Road	1							1
St Mungo's - Grays Inn Road	1							1
St Mungo's - Hampstead Road			1					1
St Mungo's - Lambale Street						1		1
St Mungo's - St Pancras Way	7	2	8			1		18
St Mungo's - Woodyard Close	2							2
Total	84	16	25	38	1	3	13	180

Demographics

10) Gender

People contacted by outreach or BBS teams and/or arriving in or departing from accommodation in the year by gender

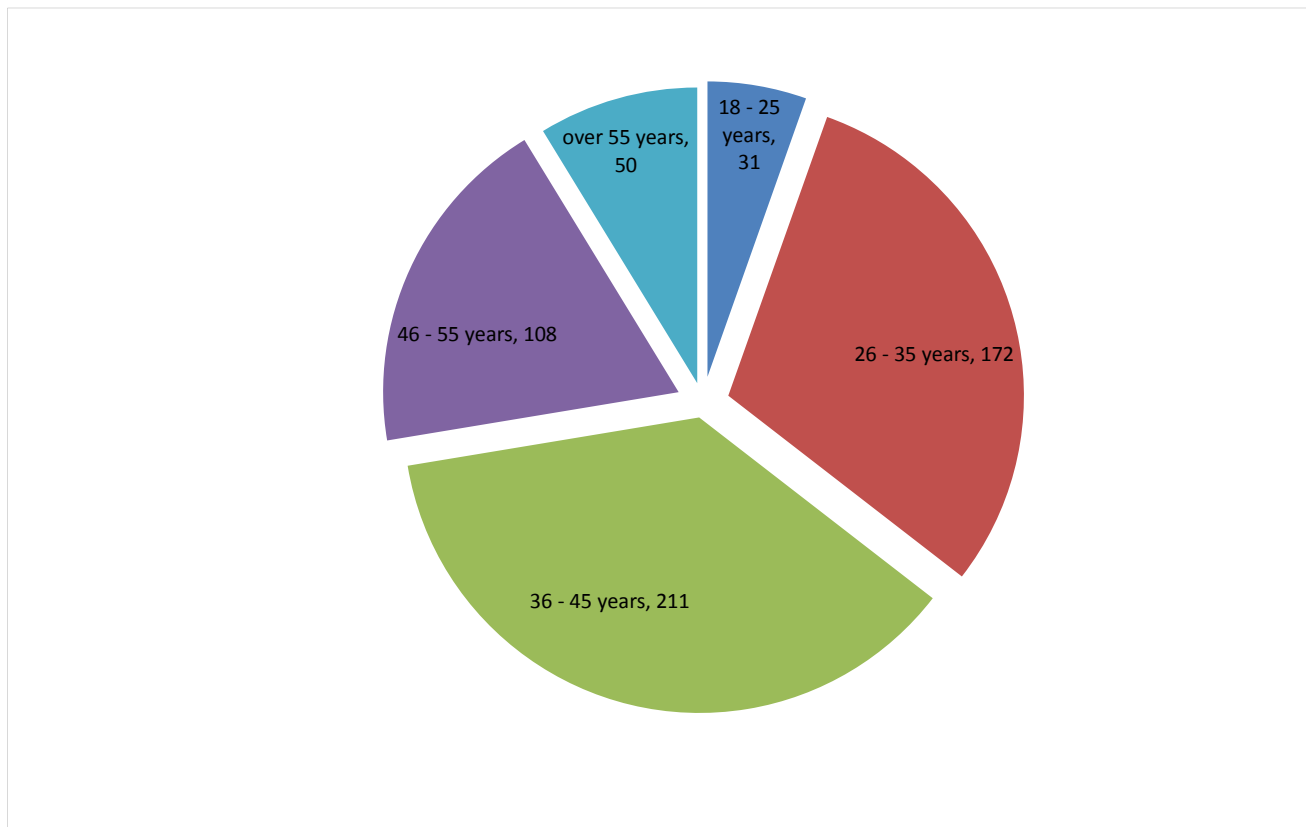


Base: 572

The proportion of male and female people contacted in Camden this year is consistent with the previous three years.

11) Age

People contacted by outreach or BBS teams and/or arriving in or departing from accommodation in the year by age



Base: 572

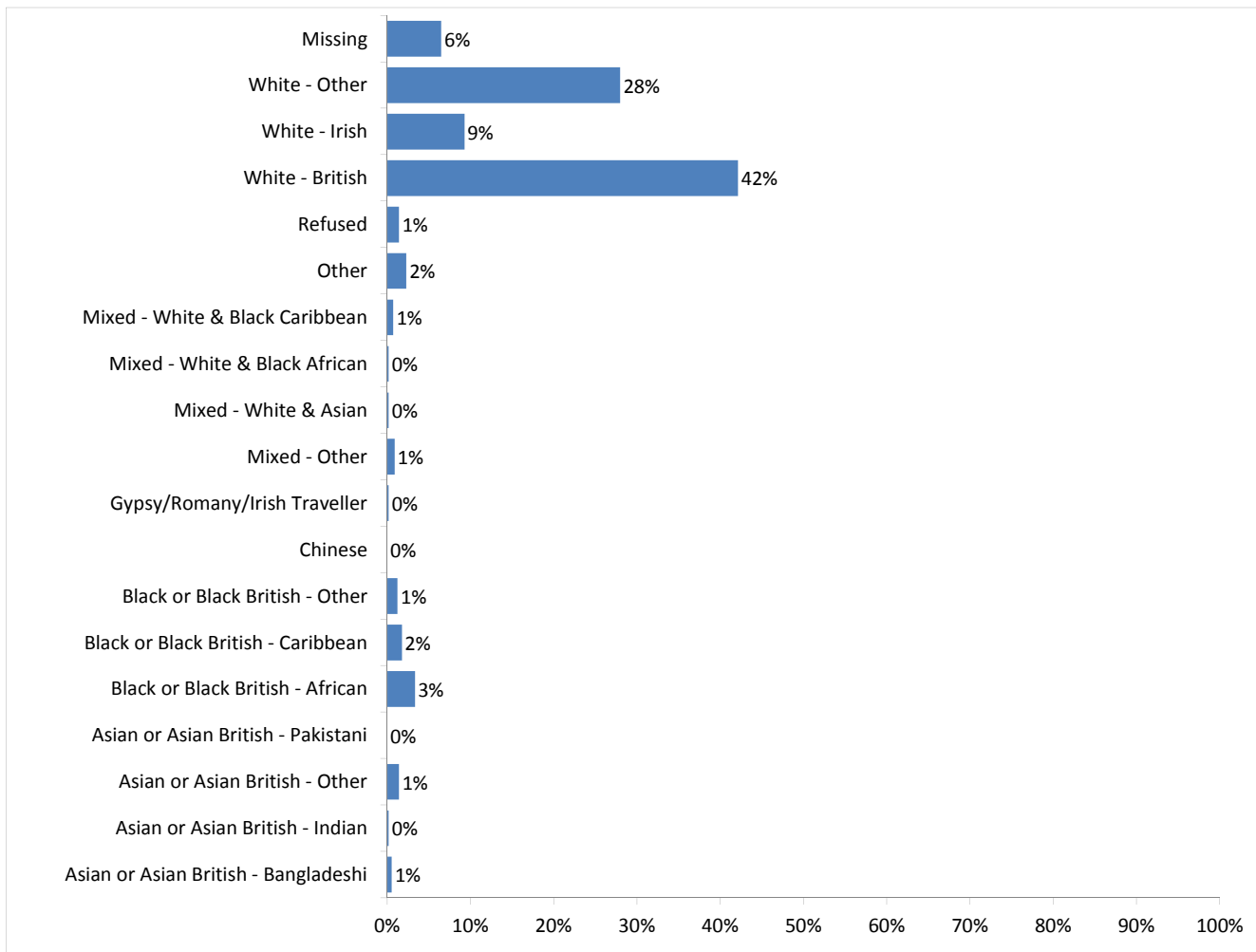
67% of people contacted in Camden this year were aged 26-45. This is consistent with the previous three years.

5% of people contacted were aged 25 years or under; there was no-one aged under 18 years. This is consistent with previous years.

9% were aged over 55 years, which is also consistent with the previous three years.

12) Ethnicity

People contacted by outreach or BBS teams and/or arriving in or departing from accommodation in the year by ethnicity



Base: 572

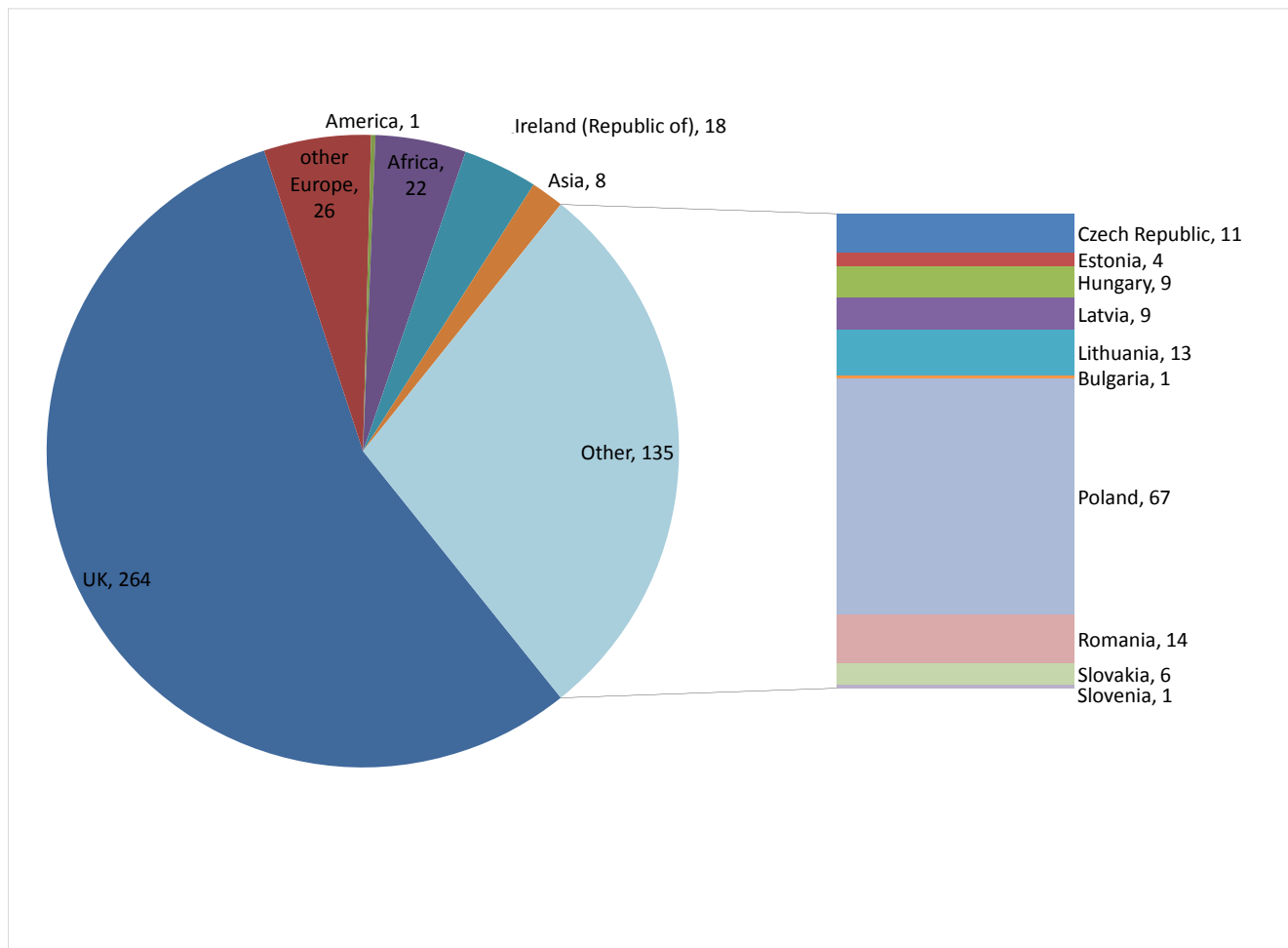
The majority of people contacted in Camden in 2010/11 are white (79%), most of whom are white British.

6% of people contacted are black and 2% are Asian. The ethnic origin of those contacted in Camden is consistent with the previous three years.

Of the 160 people contacted in 2010/11 with an ethnic origin of White - Other, 135 are CEE nationals (see section 13 for a more detailed breakdown).

13) Nationality

People contacted by outreach and/or arriving in or departing from accommodation in the year by nationality.



Base: 474 Note that the base figure for this graph excludes clients where the nationality is missing or not known (98).

Excluding people whose nationality is unknown, the three most prevalent nationalities of people contacted by outreach, BBS teams or arriving at accommodation are:

Nationality	2006/07	2007/08	2008/09	2009/10	2009/11
UK	81%	72%	67%	54%	56%
CEE	3%	11%	14%	19%	28%
Ireland (Republic of)	6%	6%	6%	4%	4%

The proportion of people from Central and East European (CEE) countries has increased by 9% since last year.

14) Nationality (rolling)

Nationality of people contacted by outreach or BBS teams or arriving in or departing from accommodation (rolling over the last four years).

Nationality	2007/08		2008/09		2009/10		2009/11	
	No.	%*	No.	%*	No.	%*	No.	%*
UK	255	72%	257	67%	278	57%	264	56%
Ireland (Republic of)	20	6%	23	6%	26	5%	18	4%
France	2	1%			5	1%	5	1%
Portugal	3	1%			3	1%	3	1%
Italy	5	1%			3	1%	6	1%
Bulgaria						0%	1	0%
Czech Republic	4	1%	3	1%	7	1%	11	2%
Estonia	1	0%			3	1%	4	1%
Hungary	3	1%	4	1%	10	2%	9	2%
Latvia	2	1%	2	1%	7	1%	9	2%
Lithuania	8	2%	10	3%	16	3%	13	3%
Poland	14	4%	30	8%	55	11%	67	14%
Romania	3	1%	6	2%	13	3%	14	3%
Slovenia						0%	1	0%
Slovakia	5	1%		0%	8	2%	6	1%
CEE sub-total	40	11%	55	14%	119	24%	135	28%
other Europe	7	2%	26	7%	15	3%	12	3%
Eritrea	2	1%		0%	5	1%	8	2%
Somalia	2	1%			5	1%	6	1%
Africa	6	2%	9	2%	11	2%	8	2%
America	3	1%	3	1%	4	1%	1	0%
Asia	9	3%	8	2%	6	1%	5	1%
Sri Lanka					5	1%	3	1%
Australasia			2	1%	1	0%	0	0%
Missing	165		148		108	22%	77	
Not known	13		20		28	6%	21	
Total	532		551		622		572	
Total**	354	100%	383	100%	486	100%	474	100%

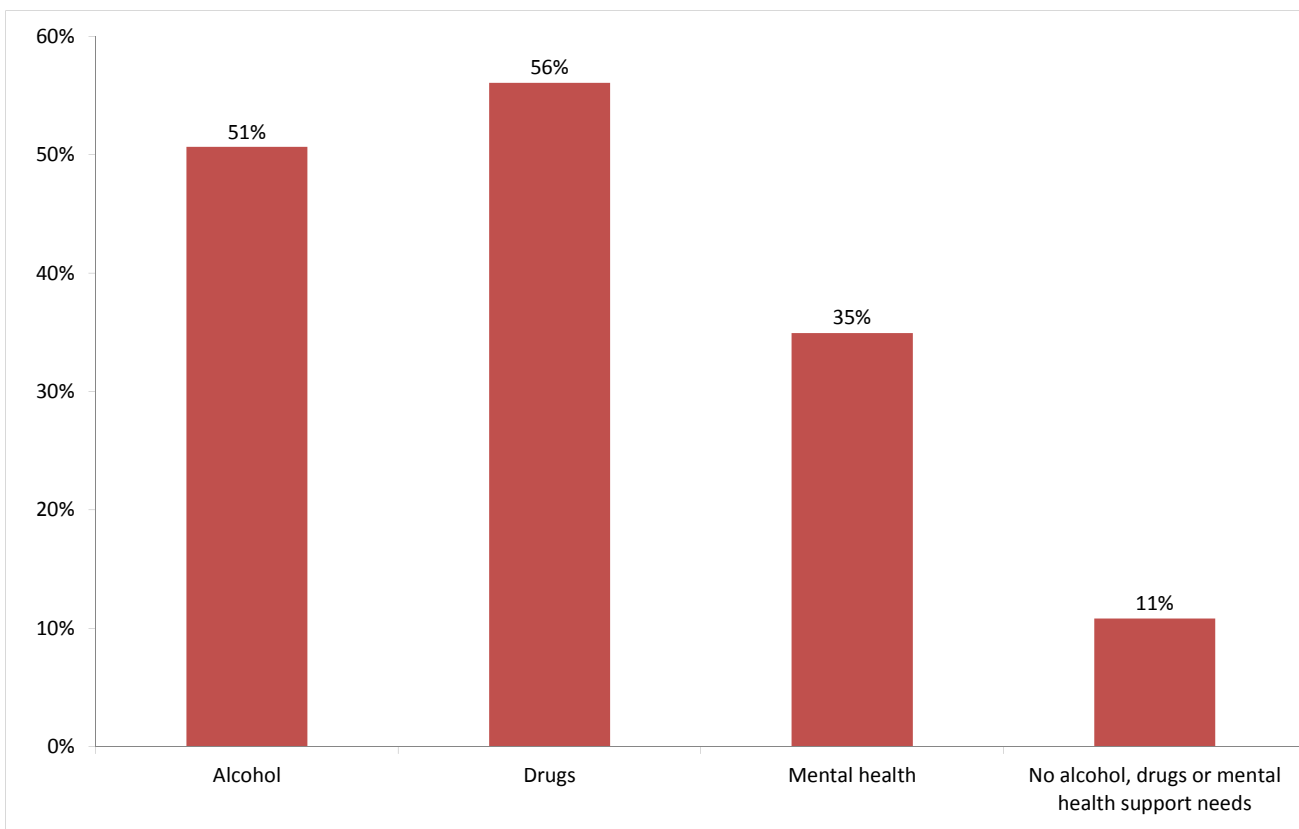
*Percentages are of those clients where their nationality is known

**Excludes Missing and Not Known

Support Needs and Experience of armed forces, care or prison

15) Support needs

People contacted by outreach or BBS teams and/or arriving in accommodation in the year by support needs



Base: 369 Note that the base figure for this graph excludes clients where all 3 support needs are not known or not recorded (196).

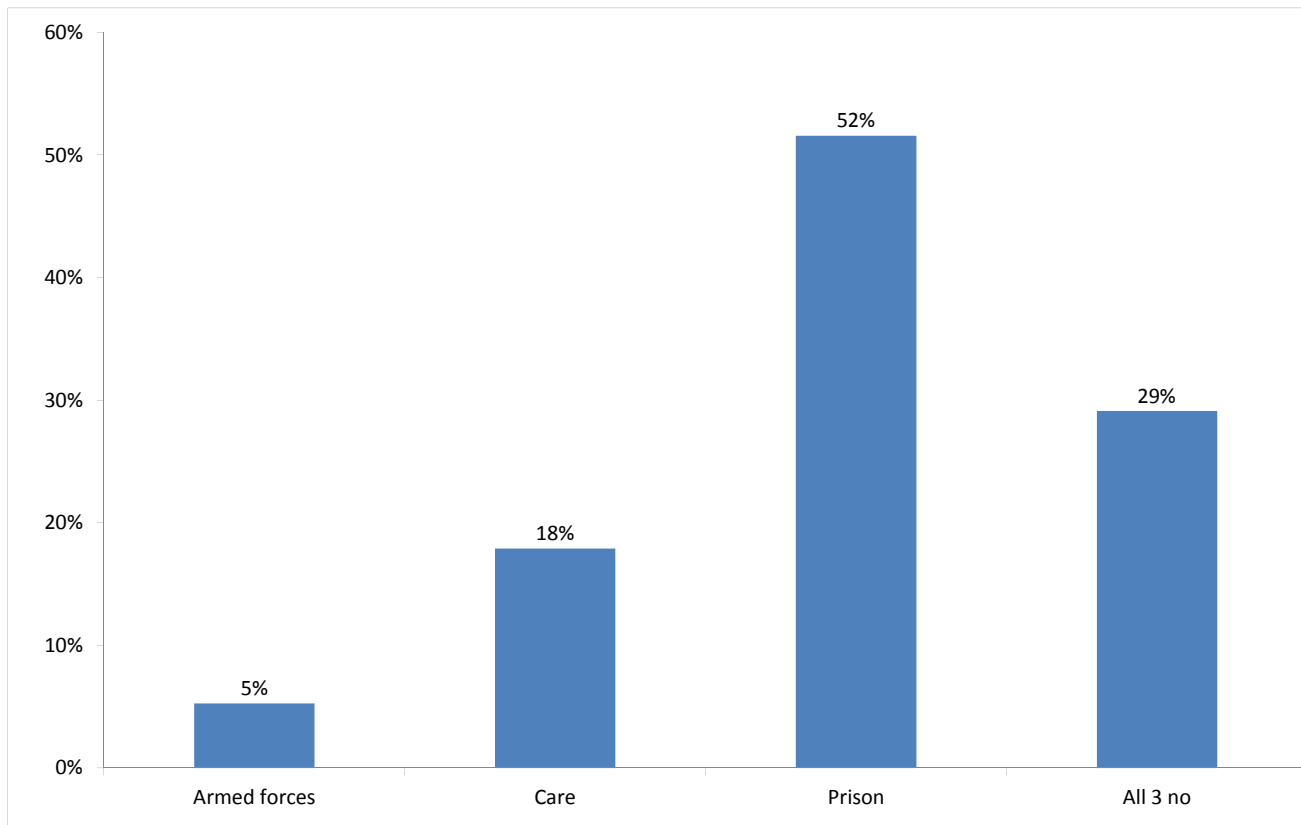
Support Needs	No. of people	%
Alcohol only	68	12%
Drugs only	76	13%
Mental health only	30	5%
Alcohol and drugs	50	9%
Alcohol and mental health	18	3%
Drugs and mental health	30	5%
Alcohol, drugs and mental health	51	9%
All 3 no	40	7%
All 3 not known or not assessed	196	35%
All 3 no, not known or not assessed	6	1%
Total	565	100%

The proportion of people contacted in Camden with an alcohol, drugs or mental health support need is consistent with previous periods.

The proportion of people contacted in Camden with an alcohol support need is similar to the proportion across all boroughs this year.

16) Experience of armed forces, care or prison

People contacted by outreach or BBS teams and/or arriving in accommodation in the year by experience of the armed forces, care or prison



Base: 285 Note that the base figure for this graph excludes clients where all 3 institutional histories are not known.

15 people contacted in Camden this year have previously been in the armed forces (16 last year).

Nationality	Number	% of people seen rough sleeping
UK	8	3%
Non-UK	7	2%
Total	15	5%

51 people contacted in Camden this year have previously been in care (54 last year).

147 people contacted in Camden this year have previously been in prison (186 last year).

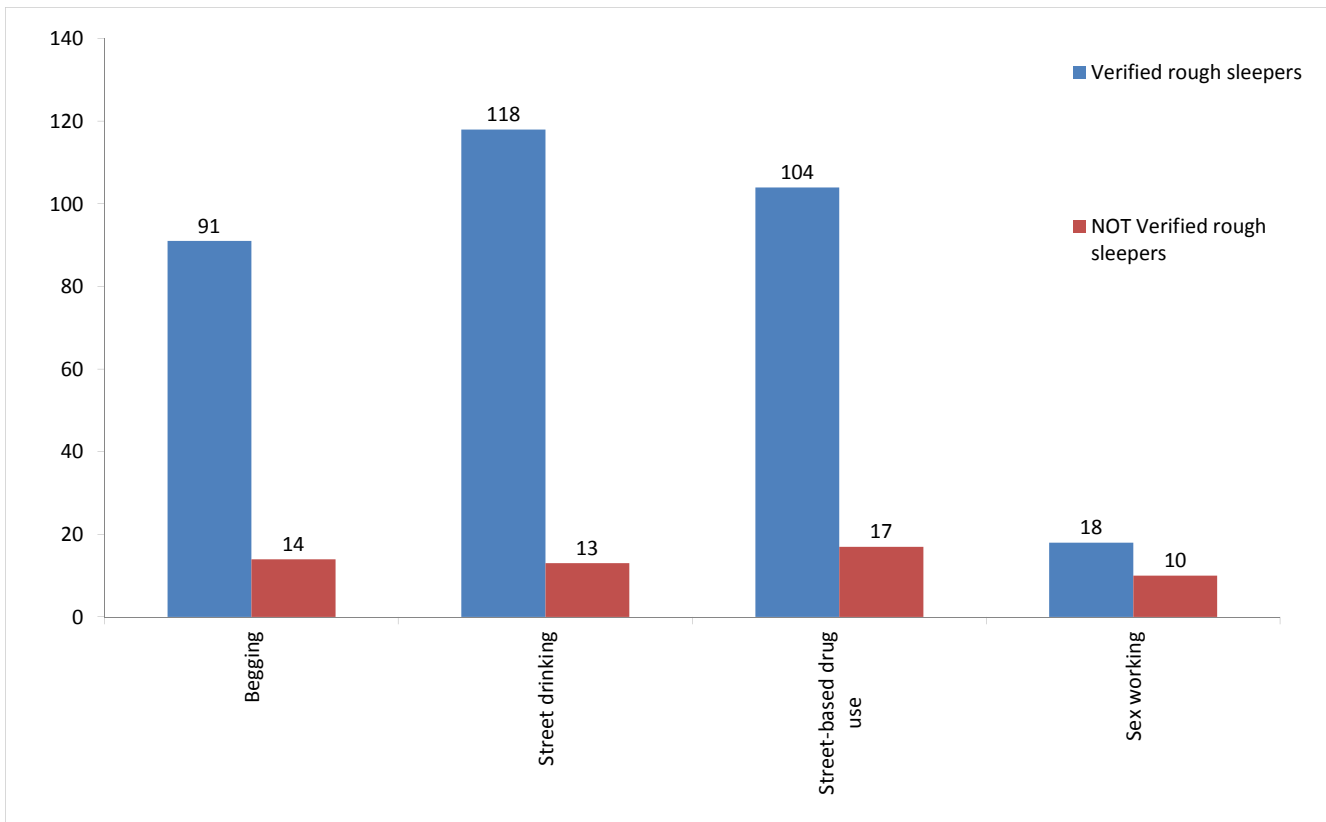
It is possible for someone contacted to have previous experience of more than one institution and so be included in more than one of the above figures. 33 people contacted in the year have been in care and prison.

The proportion of people contacted in Camden with previous experience of the armed forces, care or prison is consistent with previous periods in the year.

Wider street population

17) Street activity

Street population (people who rough sleep and/or engage in a street lifestyle) contacted by outreach who fall into one or more of the street activity categories on CHAIN



Base for verified rough sleepers: 189

Base for people not verified as rough sleepers: 31

Of the 466 verified rough sleepers contacted this year, 189 (41%) have been assessed as engaging in one or more street activities.

Some of these people contacted this year have been seen engaging in more than one type of street activity at some point.

In addition to the 466 verified rough sleepers contacted in the year by outreach or BBS teams, 96 people who have not been seen rough sleeping were also contacted. Of these:

2 had confirmed reconnections;

11 were booked into accommodation across all boroughs;

19 were recorded as having arrived at accommodation reporting to CHAIN.