



CHAIN
Annual Report for
City of London
1st April 2010 - 31st March 2011



CHAIN Annual report for City of London 1st April 2010 to 31st March 2011

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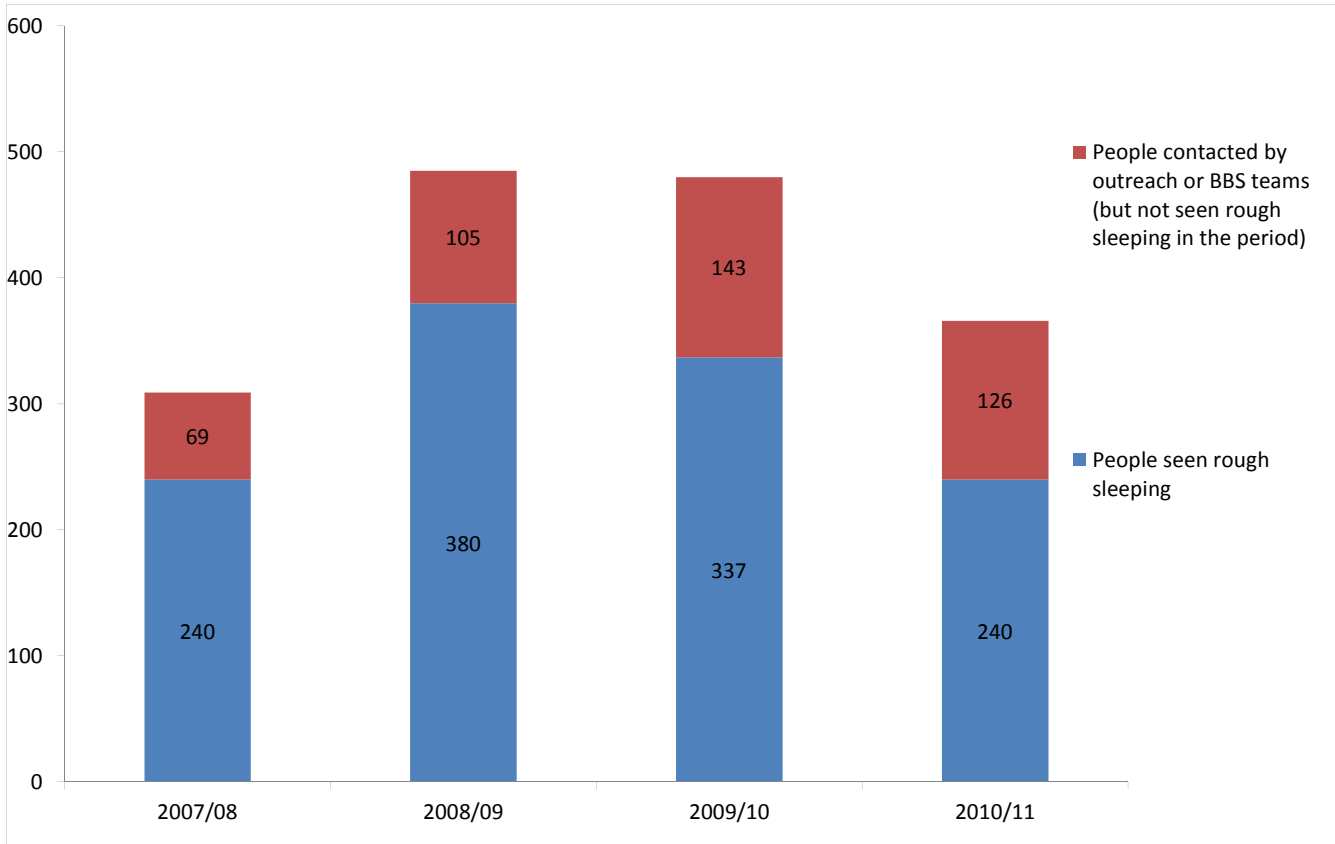
Street population (people who rough sleep and/or engage in a street lifestyle) contacted by outreach who fall into one or more of the street activity categories on CHAIN

CHAIN Annual report for City of London

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: 309
2008/09 base: 485
2009/10 base: 480
2010/11 base: 366

366 verified rough sleepers were contacted by services in City of London during the year. This is a decrease of 114 (24%) from 480 last year.

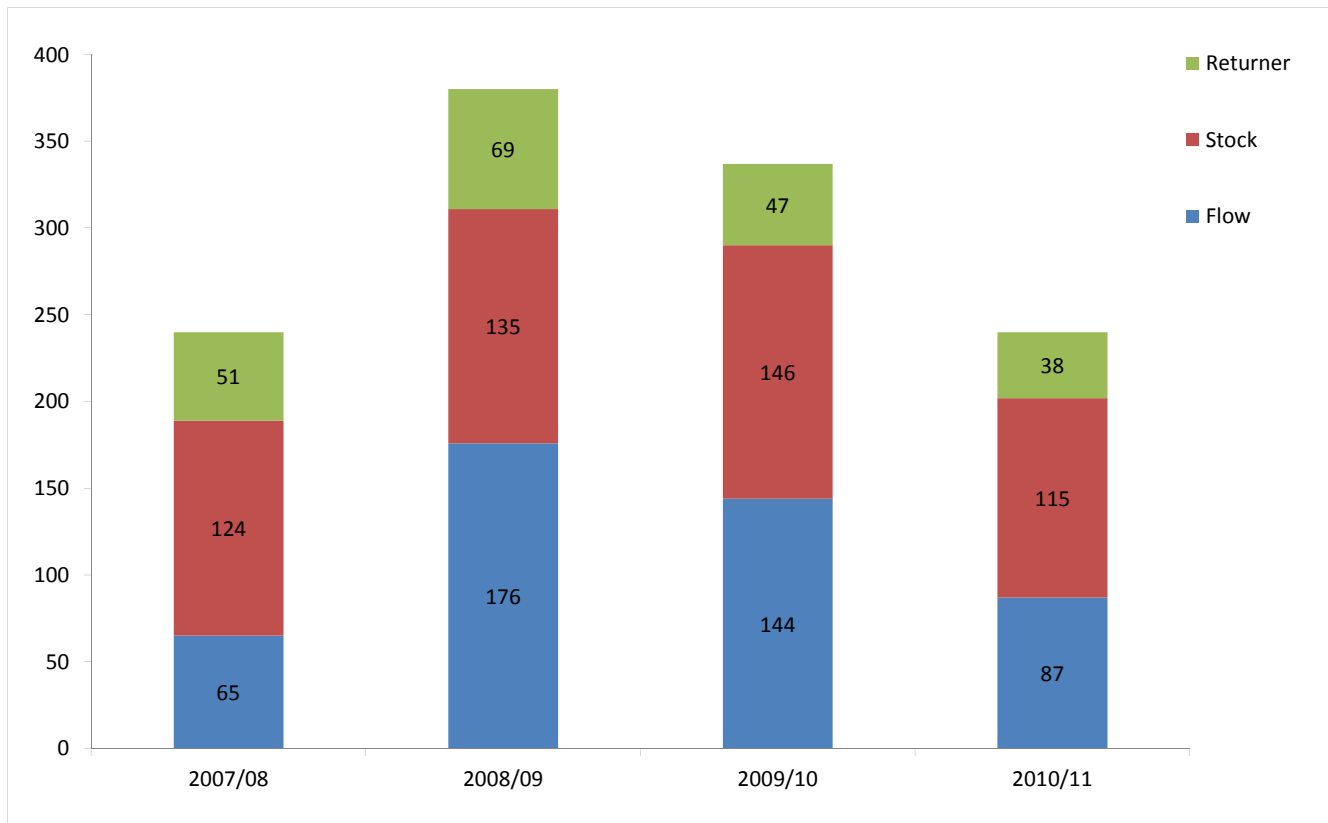
Of these 366, 240 had a bedded down street contact in the period and so were known to have slept rough in City of London during the year. The number sleeping rough this year has decreased by 29% compared to 2009/10.

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: 240
 2008/09 base: 380
 2009/10 base: 337
 2010/11 base: 240

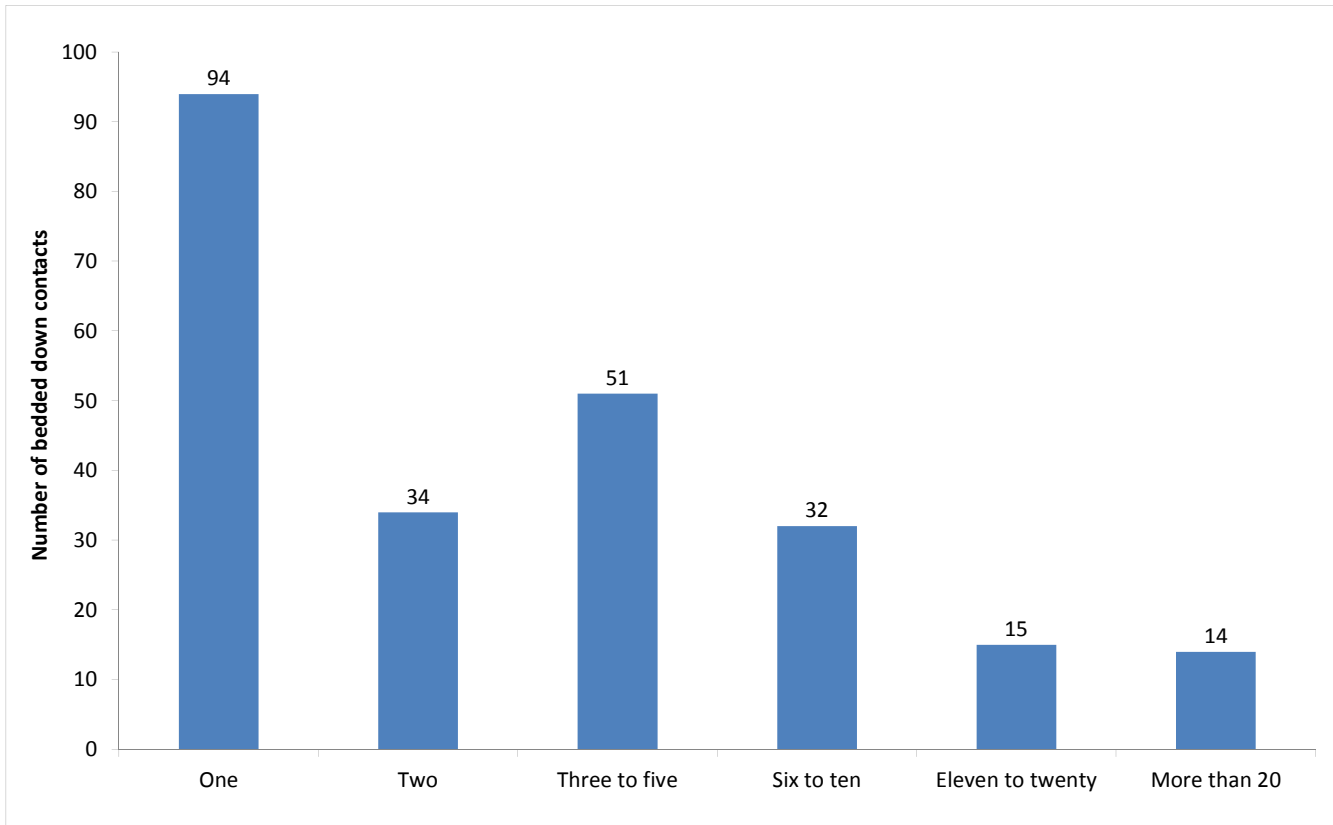
87 people rough sleeping were flow (new to the streets). This means they had not previously been contacted by any outreach or BBS team that reports to CHAIN and were verified as a rough sleeper this year.

115 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.

38 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): 87
Base (Stock): 115
Base (Returner): 38

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

Of the 240 people seen rough sleeping this year, 94 only had a single bedded down street contact.

Of the 240 people seen bedded down, 88 were from CEE countries and of those 43 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

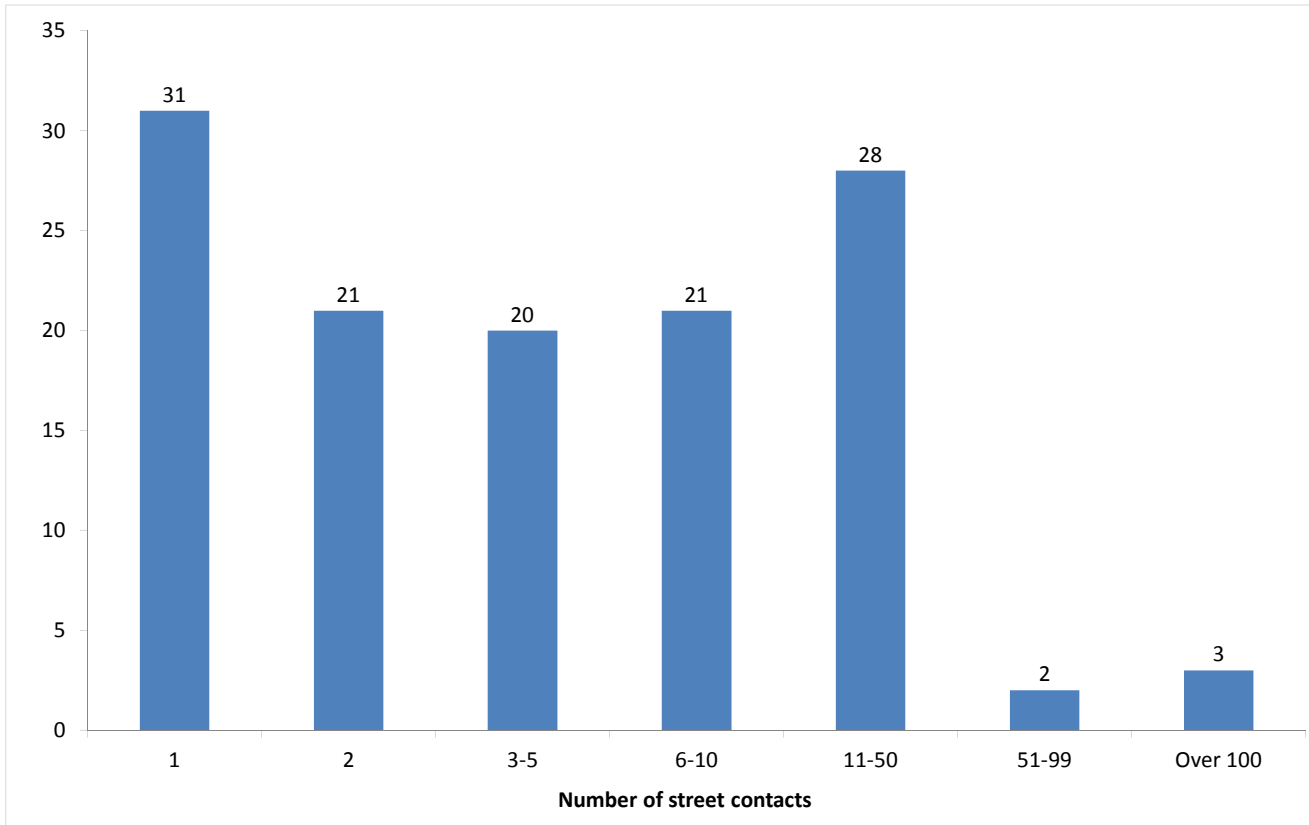
People seen rough sleeping by outreach or BBS teams during the year by flow, stock and returner model.

Nationality	Flow	Stock	Returner	TOTAL
UK	27	58	18	103
Ireland (Republic of)		2	3	5
Spain	2	1	2	5
Bulgaria	2	2		4
Czech Republic	1			1
Estonia		1		1
Hungary	4	1		5
Latvia	1	3		4
Lithuania	9	10		19
Poland	19	19	2	40
Romania	12	1	1	14
Slovenia				0
Slovakia	1			1
Central and East European (CEE) sub-total	49	37	3	89
other Europe	6	7	3	16
Ethiopia		2		2
Africa				0
America				0
Asia		3	1	4
Australasia				0
<i>Missing</i>		4	7	11
<i>Not known</i>	3	2	1	6
Total	87	116	38	241
Total**	84	110	30	224

**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: 126

126 (34%) verified rough sleepers contacted across City of London this year have never had a booking in action recorded on CHAIN. This has decreased from 209 (44%) in the previous period.

99 of these people have slept rough in the year, which is 41% of all people sleeping rough this year.

31 (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 City of London have never had a booking in action despite having over a hundred street contacts. This is lower than previous years (2009/10; 8, 2008/09; 6, 2007/08; 7).

6) Accommodation and reconnection events (Outreach)

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

Accommodation type/Reconnection type	2010/11	%	2009/10	%
Assessment centre	1	1%		
Bed & breakfast	5	3%	46	18%
Clinic/Detox/Rehab	2	1%	3	1%
Night Centre	5	3%		
Rolling shelter	50	30%	39	15%
Hostel	44	26%	42	16%
Other temporary	0	0%	12	5%
Second-stage accommodation	0	0%	7	3%
St Mungo's complex needs	0	0%		
St Mungo's semi-independent	0	0%		
Clearing House/RSI	7	4%		
LA tenancy (general needs)	0	0%	1	1%
Private rented sector	0	0%	5	2%
Private rented sector - independent	1	1%		
Private rented sector - with some floating support/support	1	1%		
RSL tenancy (general needs)	0	0%		
Sheltered housing	3	2%		
Supported housing	1	1%		
Other long-term accommodation	2	1%	1	
Bookings into accommodation total	122	73%	190	75%
Return to home area	34	20%		
Seeking work	2	1%		
Move to area for friends/family	3	2%		
Move to area with appropriate services	10	6%		
Other	6	4%		
<i>Moved to area outside London</i>			41	16%
<i>Moved to other London borough</i>			21	8%
<i>Referred to another Borough's outreach team</i>			3	1%
Reconnections total	45	27%	65	25%
TOTAL	167	100%	255	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 City of London succeeded in reconnecting or booking into accommodation 111 people, 30% of the 366 people contacted during the year. This is a similar proportion to previous periods - 2009/10; 35%, 2008/09; 28%.

80 people had a total of 122 booking in events. This indicates that individuals can be booked into accommodation (the same type or different) more than once in the year.

12 people were booked into long-term accommodation. This compares to 22 during 2009/10 and 11 during 2008/09. This figure refers to people booked directly into long-term accommodation by outreach teams only.

For an indication of the people leaving hostels to move to Clearing House accommodation see section 11.

42 people were booked into hostel accommodation. This compares to 2009/10; 39, 2008/09; 28, 2007/08; 21.

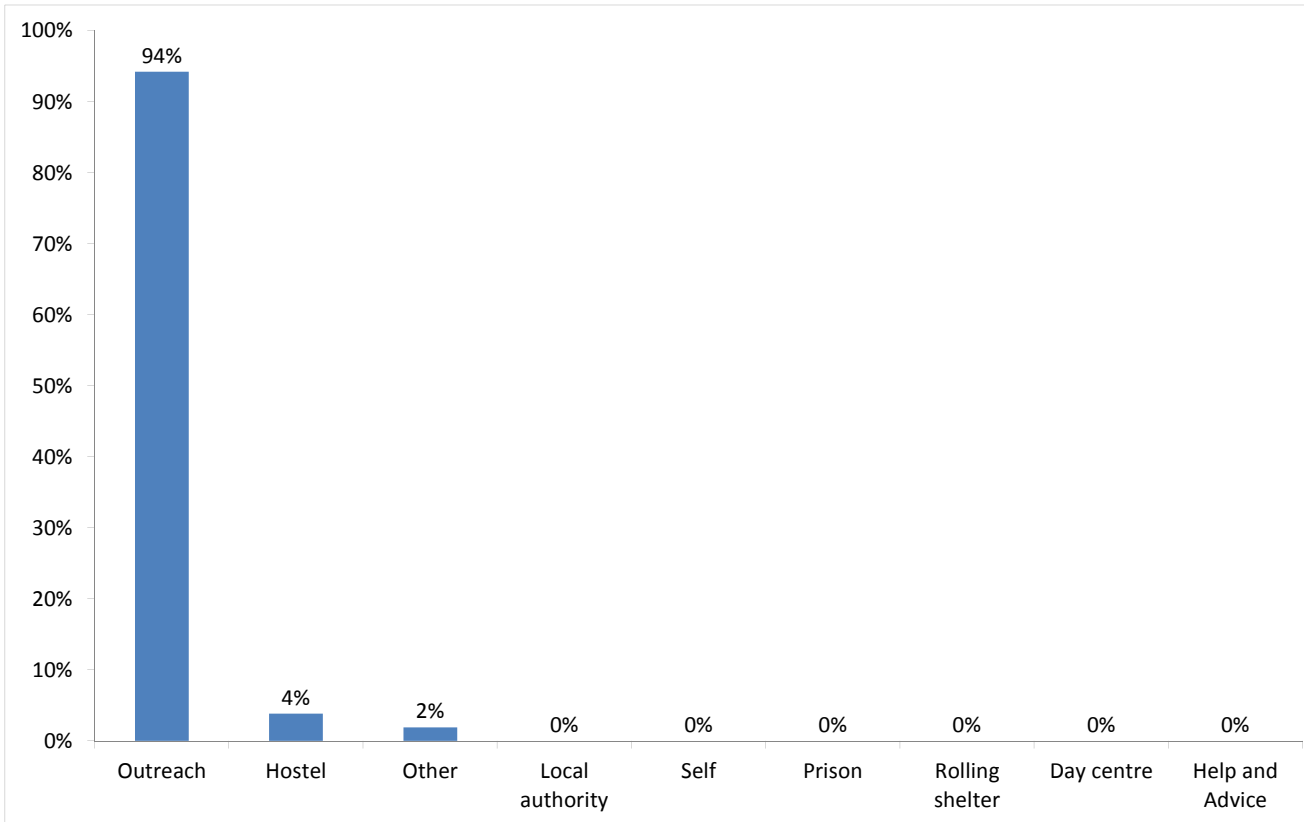
Outreach and BBS teams across City of London achieved a confirmed reconnection with 41 people they contacted this year. This is 11% of the people contacted by outreach or BBS teams this year.

45 confirmed reconnection events were recorded by outreach and BBS teams for verified rough sleepers this year. In addition, teams recorded 6 such actions for the wider street population (people not seen sleeping rough).

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

7) Arrivals

Temporary accommodation arrivals by accommodation project and source of referral.



Base: 52

50 people arrived at accommodation in City of London this year. These 50 people had 52 arrival actions. This indicates that an individual can arrive more than once (at the same accommodation project or different) in a period.

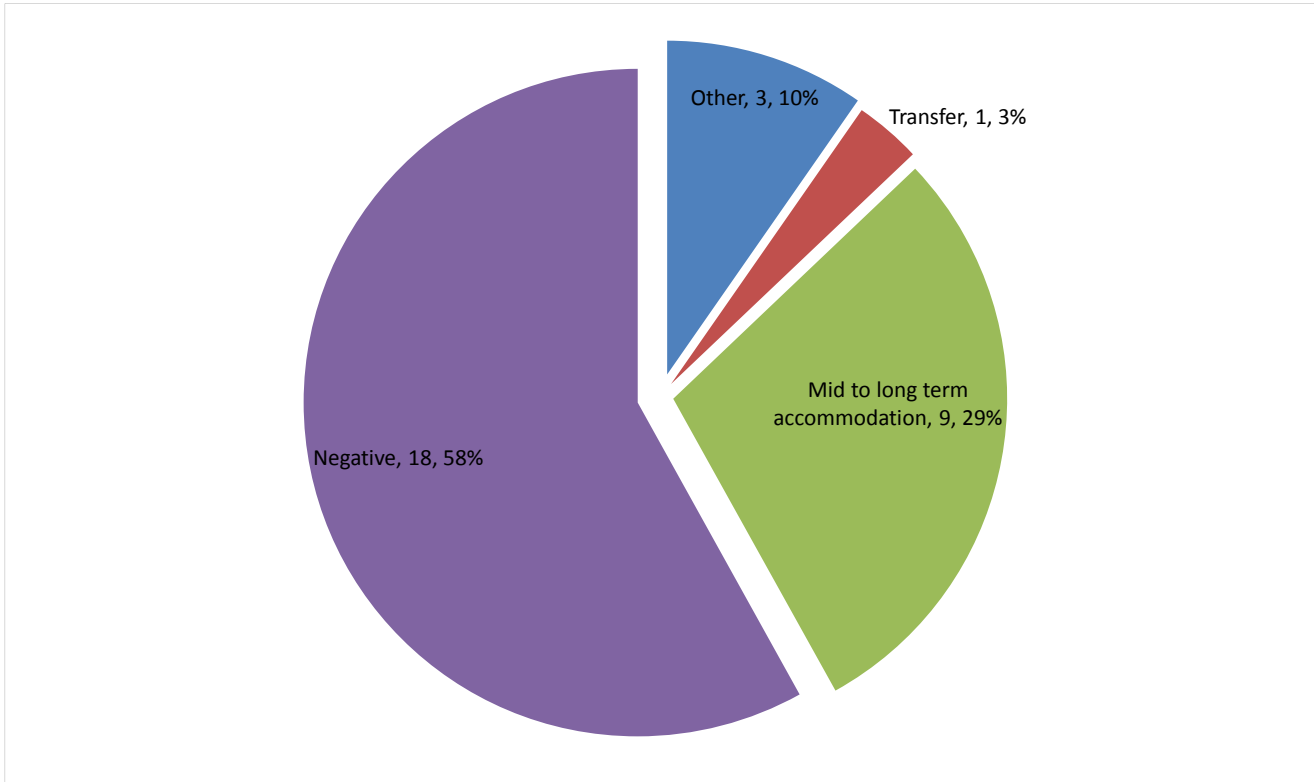
Previous years were considerably lower - this year St Mungo's - The Lodge opened in the City. They account for 46 out of the 52 arrivals in the year.

Breakdown by accommodation:

Source of referral →	BBS - CSTM	Passage BBS and Day Centre	BBS - St Mungo's	Westminster SSHU - St Mungo's	City Rough Sleepers Team	City Personal Budgets	Southwark SPOT	London Street Rescue	St Mungo's internal transfer	other referral source)	Total
Providence Row - Middle Street					5	1					6
St Mungo's - The Lodge	8	5	15	1	10	1	1	2	2	1	46
Total	8	5	15	1	15	2	1	2	2	1	52

8) Departures - destination on departure

Departure actions by destination on departure



Base: 31

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	0	0%
Care home	0	0%
Clearing House/RSI	0	0%
Detox clinic	1	3%
Committed suicide	0	0%
Died	0	0%
Home area	0	0%
Hospital	0	0%
Hospital - long term	0	0%
Hospital - NOT long term/acute care	0	0%
Hostel	0	0%
Hostel - another organisation	0	0%
Hostel - within the organisation	0	0%
LA tenancy (general needs)	3	10%
Long-term accommodation	0	0%
Not known	14	45%
Outside London	0	0%
Previous home (describe type of accomm in notes)	0	0%
Private rented sector - independent	1	3%
Private rented sector - with some floating support/support	1	3%
Psychiatric hospital	0	0%
Rehab clinic	0	0%
Returned to home country (CEE)	0	0%
Returned to home country (non CEE)	0	0%
RSL tenancy (general needs)	0	0%
Sheltered Housing	2	6%
Sleeping rough/Returned to streets	4	13%
Staying with family	1	3%
Staying with friends	2	6%
Supported Housing	2	6%
Taken into custody	0	0%
Temporary accommodation	0	0%
Total	31	100%

30 people departed from accommodation in City of London this year. These 30 people had 31 departure actions. This indicates that an individual can depart from more than once (at the same accommodation project or different) in a period.

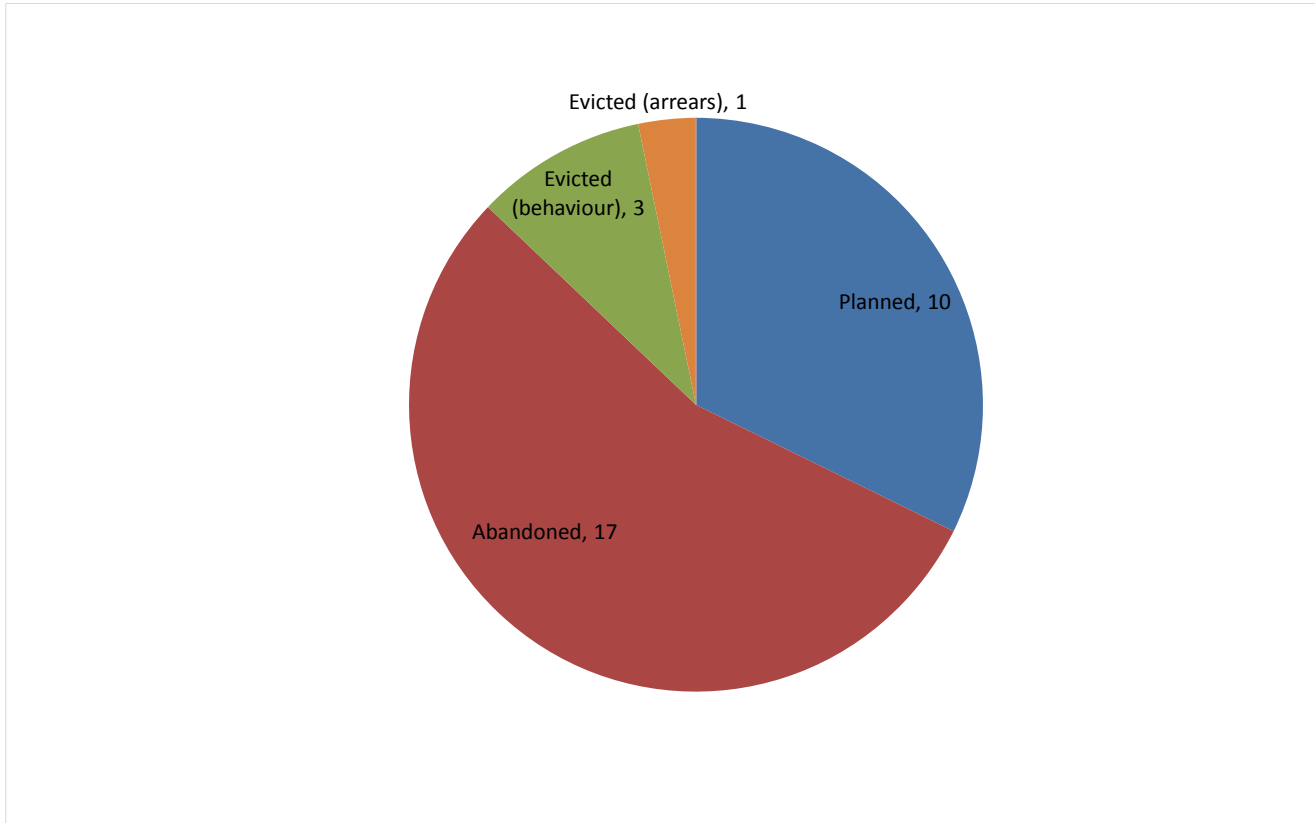
A large number of departures from either Providence Row - Middle Street or St Mungo's - The Lodge had an unknown destination (14).

Breakdown by accommodation

Destination Accommodation	→											Total
	Detox clinic	LA tenancy (general needs)	Not known	Private rented sector -	Private rented sector - with	Sheltered Housing	Sleeping rough/Returned	Staying with family	Staying with friends	Supported Housing		
Providence Row - Middle Street		3	2				1	1	2			9
St Mungo's - The Lodge	1		12	1	1	2	3			2		22
Total	1	3	14	1	1	2	4	1	2	2		31

9) Departures - planned or unplanned

Departures by whether or not the departure was planned or unplanned



Base: 31

30 people departed from accommodation in City of London this year. These 30 people had 31 departure actions. This indicates that an individual can depart more than once (from the same accommodation project or different) in a period.

As with arrivals, this year's figures are higher than previous due to the opening of St Mungo's - The Lodge.

32% of departures were due to a planned move.

55% of departures were due to abandonments.

13% of departures were due to evictions.

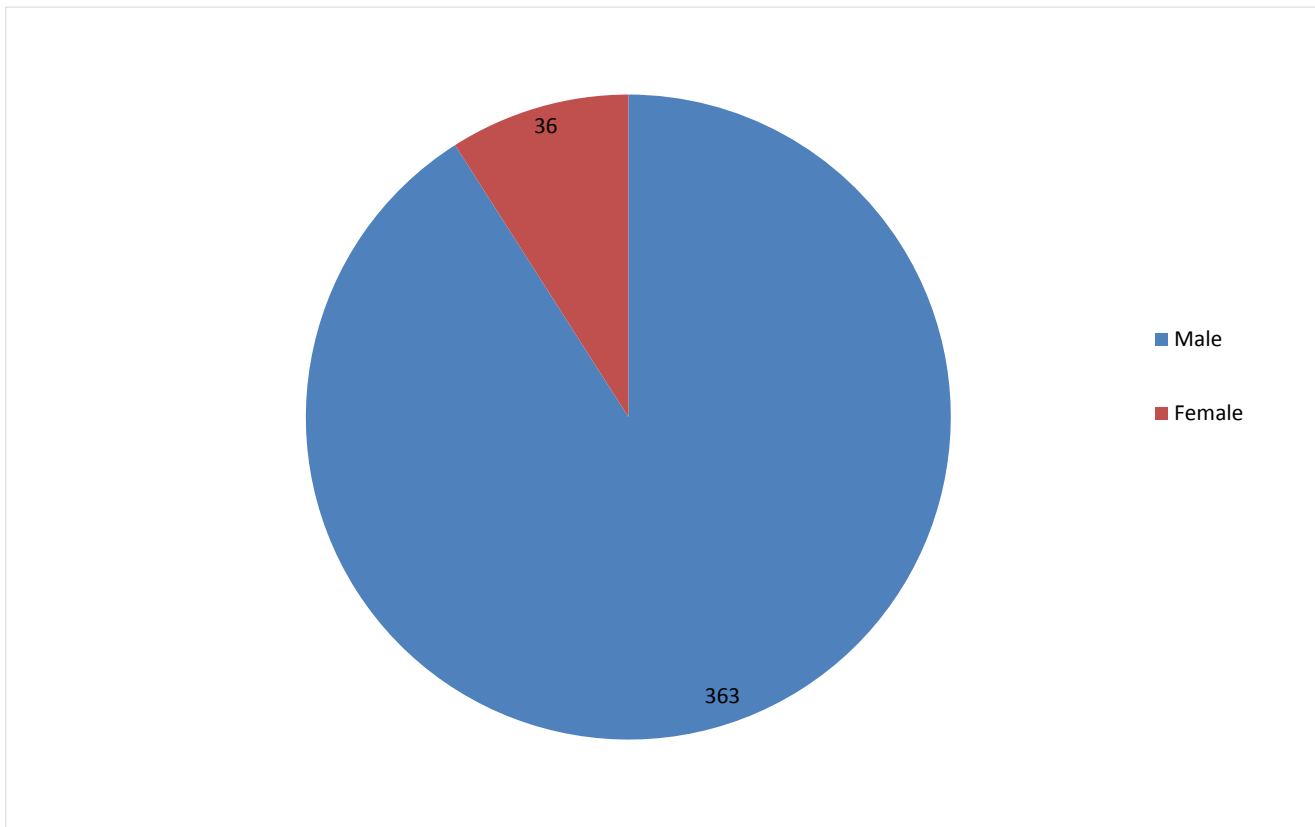
Breakdown by accommodation

Planned/Unplanned Accommodation	Planned	Abandoned Evicted (behaviour)	Evicted (arrears)	Total	
Providence Row - Middle Street	3	3	2	1	9
St Mungo's - The Lodge	7	14	1		22
Total	10	17	3	1	31

Demographics

10) Gender

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

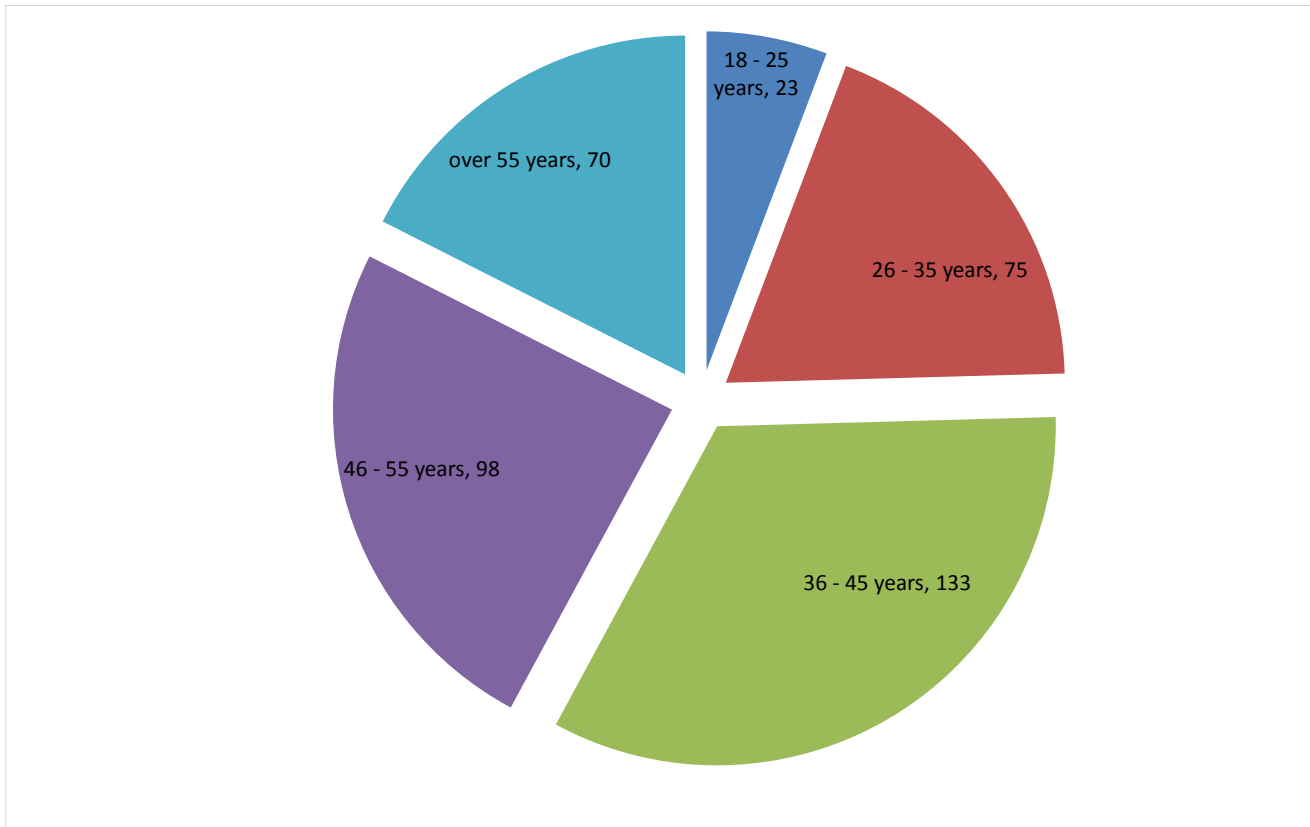


Base: 399

The proportion of male and female people contacted in City of London this year is consistent with the previous three years. One in ten people contacted during the year is female.

11) Age

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



Base: 399

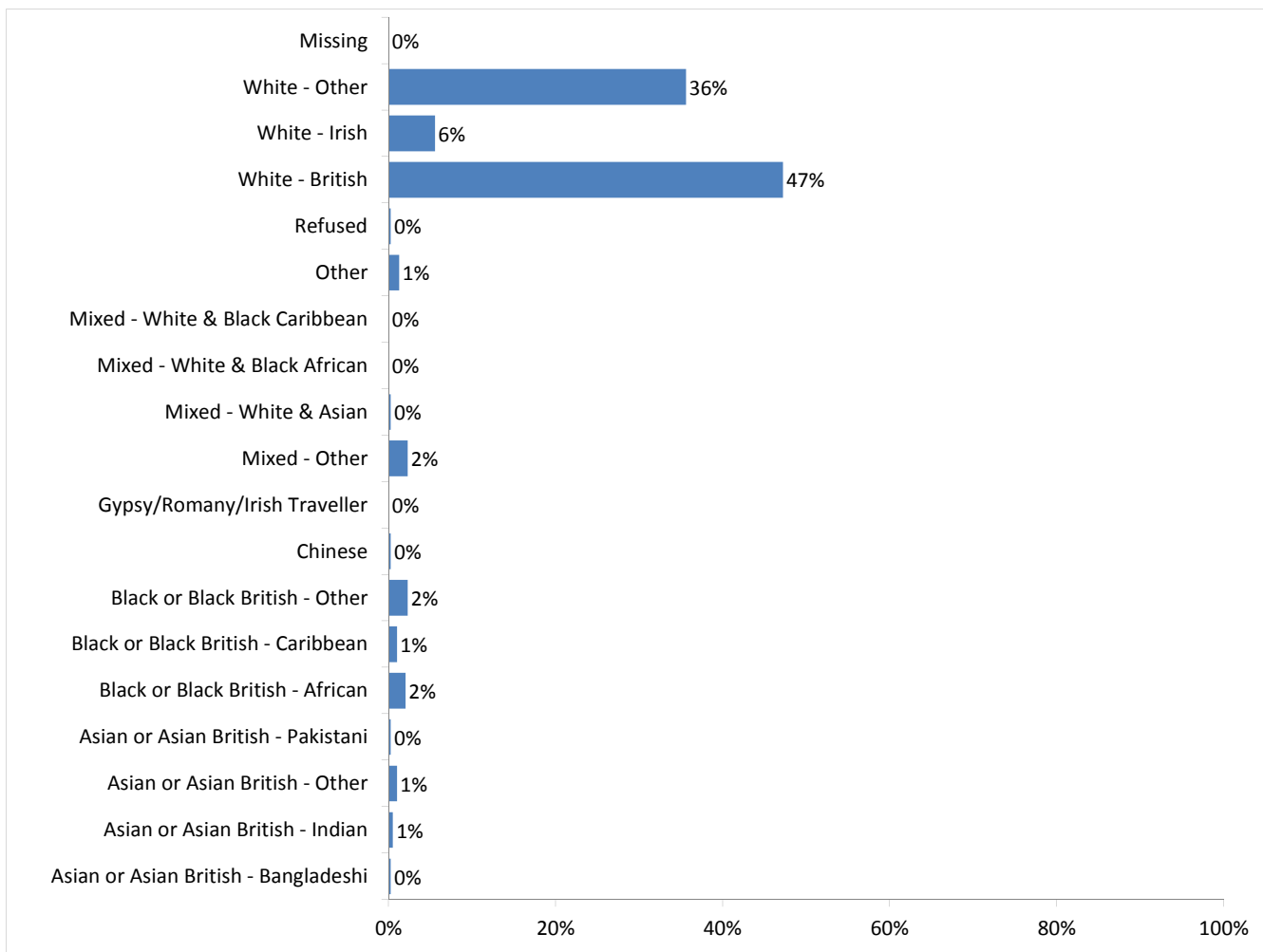
52% of people contacted in City of London this year were aged 26-45. This is consistent with the previous three years.

6% of people contacted were aged 25 years or under. This is consistent with previous years.

18% 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: 399

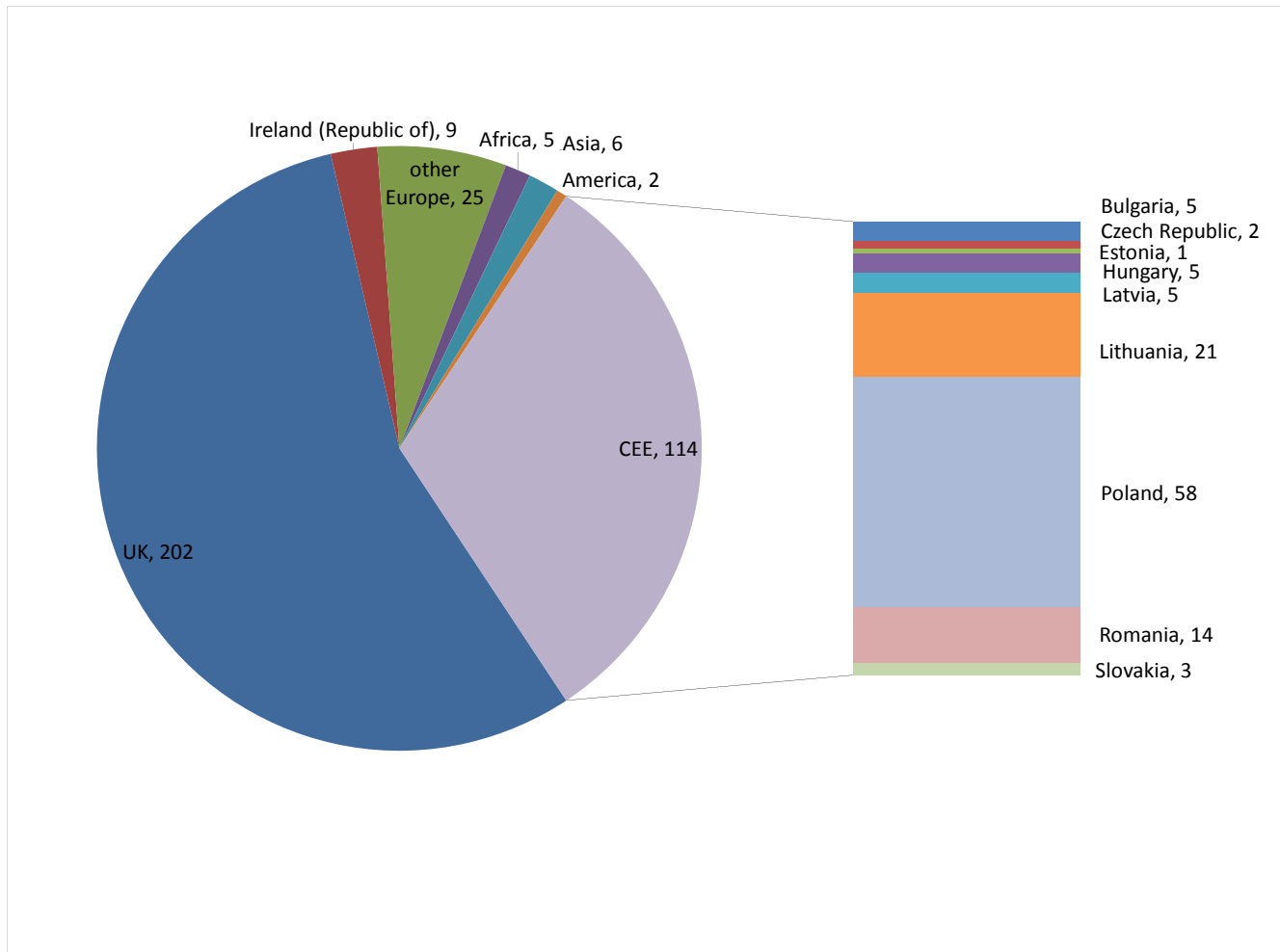
The majority of people contacted in City of London in 2010/11 are white (88%), most of whom are white British.

5% of people contacted are black and 2% are Asian. The ethnic origin of those contacted in City of London is consistent with the previous three years.

Of the 141 people contacted in 20010/11 with an ethnic origin of White - Other, 114 are CEE nationals (see section 15 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: 360 Note that the base figure for this graph excludes clients where the nationality is missing or not known (36).

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

Nationality	2006/07	2007/08	2008/09	2009/10	2010/11
UK	79%	64%	58%	51%	56%
CEE	7%	20%	31%	36%	31%

The proportion of people from CEE countries has returned to level in 2008/09 (31%).

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		2010/11	
	No.	%*	No.	%*	No.	%*	No.	%*
UK	115	64%	233	47%	221	46%	202	42%
Ireland (Republic of)	4	2%	8	2%	7	1%	9	2%
France	2	1%	3	1%	3	1%	4	1%
Portugal	4	2%	5	1%	5	1%	2	0%
Italy	3	2%	3	1%	7	1%	2	0%
Bulgaria					2	0%	5	1%
Czech Republic			5	1%	8	2%	2	0%
Estonia	2	1%	7	1%	3	1%	1	0%
Hungary	1	1%	1	0%	1	0%	5	1%
Latvia	1	1%	8	2%	5	1%	5	1%
Lithuania	2	1%	24	5%	29	6%	21	4%
Poland	22	12%	58	12%	97	20%	58	12%
Romania	3	2%	14	3%	8	2%	14	3%
Slovenia								
Slovakia	5	3%	7	1%	5	1%	3	1%
CEE sub-total	36	20%	124	25%	158	33%	114	24%
other Europe	6	3%	9	2%	12	2%	17	4%
Eritrea						0%		0%
Somalia	2	1%	2	0%	2	0%	2	0%
Africa	4	2%	7	1%	9	2%	3	1%
America	1	1%	2	0%	2	0%	2	0%
Asia	2	1%	3	1%	4	1%	2	0%
India	1	1%	1	0%			2	0%
Sri Lanka					3	1%	2	0%
Australasia	1	1%	2	0%	2	0%		
Missing	120	39%	78	19%	36	7%	25	5%
Not known	9	5%	12	2%	9	2%	11	2%
Total	310		492		482		399	
Total**	181	100%	402	82%	437	100%	363	200%

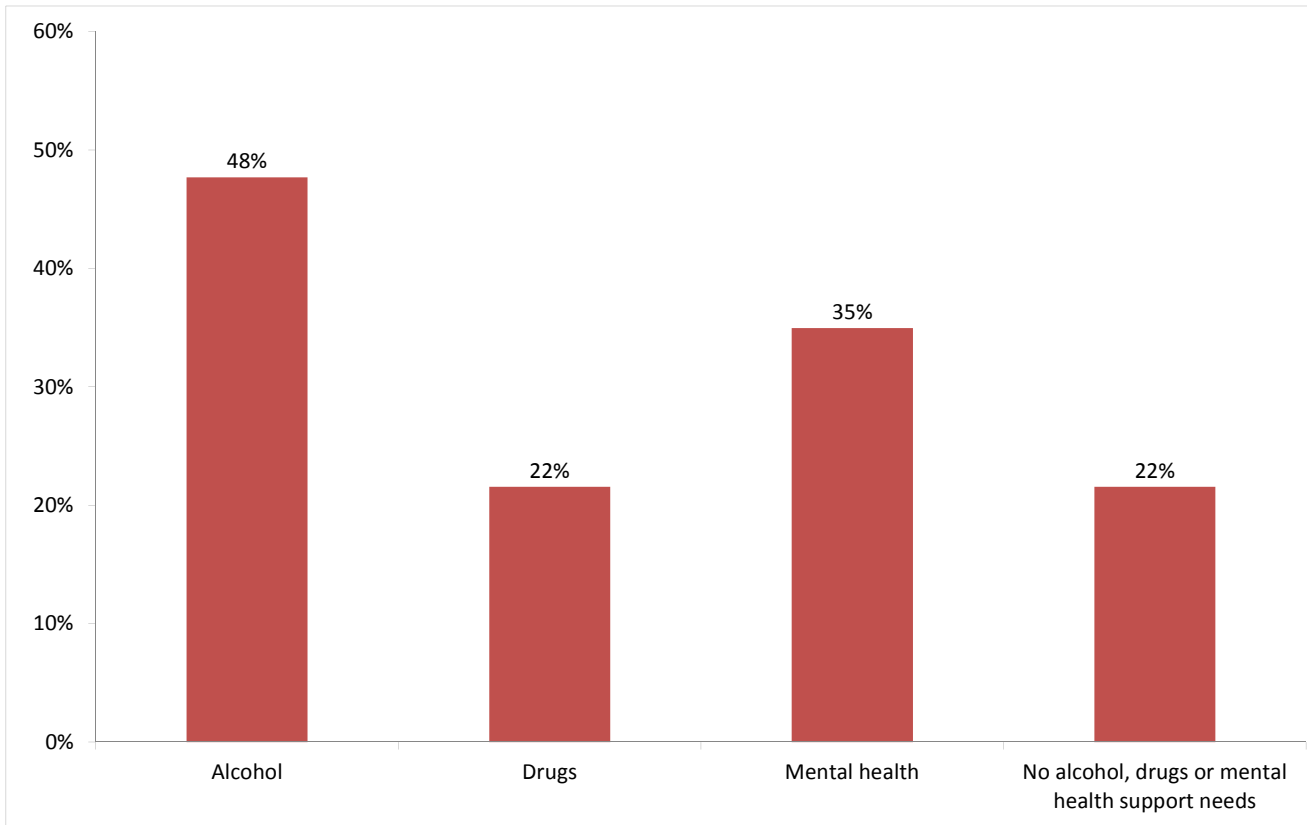
*Percentages are of those clients where their nationality is known

**Excludes Missing and Not Known

Support Needs & Experience of armed forces, care and prison

15) Support needs

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



Base: 306 Note that the base figure for this graph excludes clients where all 3 support needs are not known or not recorded (93).

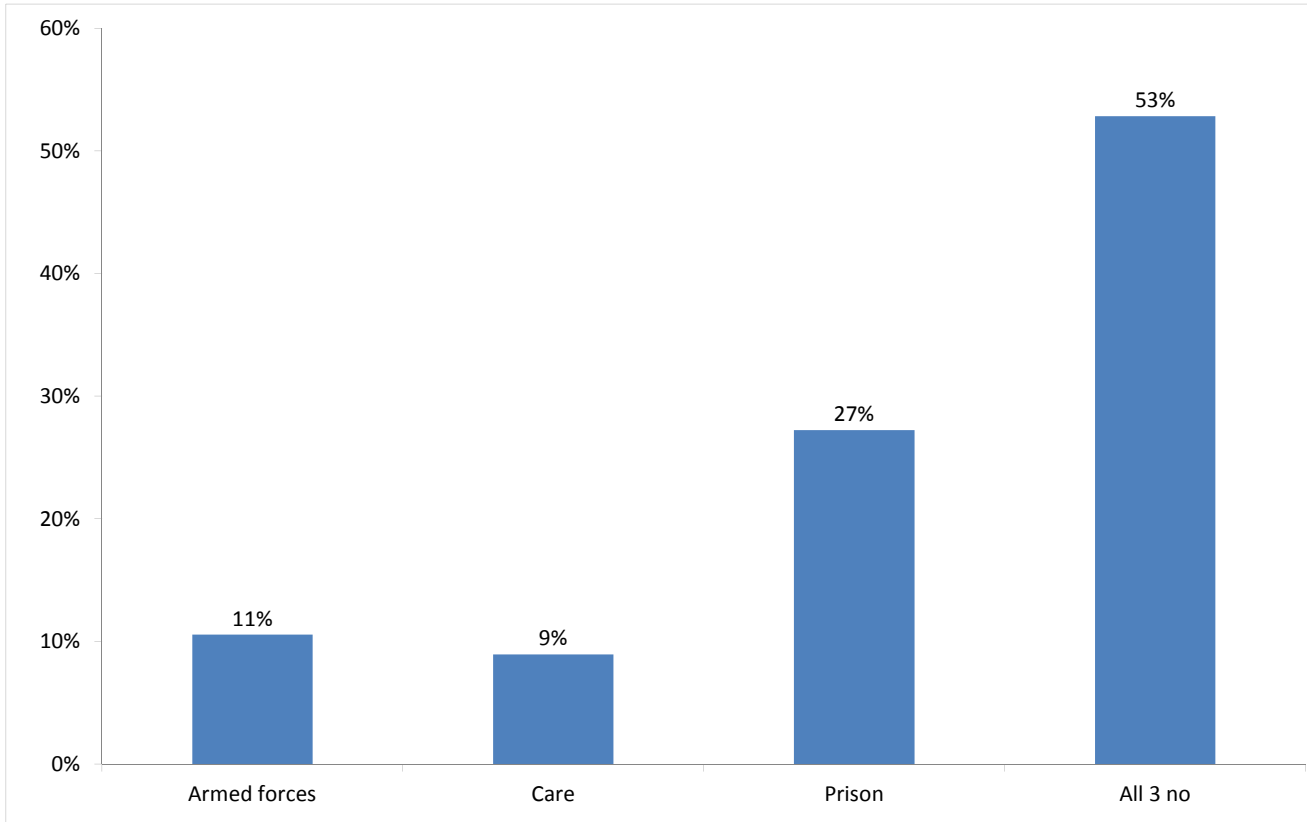
Support Needs	No. of people	%
Alcohol only	75	19%
Drugs only	19	5%
Mental health only	47	12%
Alcohol and drugs	24	6%
Alcohol and mental health	37	9%
Drugs and mental health	13	3%
Alcohol, drugs and mental health	10	3%
All 3 no	66	17%
All 3 not known or not assessed	93	23%
All 3 no, not known or not assessed	15	4%
Total	399	100%

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

The proportion of people contacted in City of London with an alcohol support need (48%) is similar to the proportion across all boroughs this year (53%).

16) Experience of armed forces, care and 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: 246 Note that the base figure for this graph excludes clients where all 3 institutional histories are not known.

26 people contacted in City of London this year have previously been in the armed forces (32 last year).

22 people contacted in City of London this year have previously been in care (29 last year).

67 people contacted in City of London this year have previously been in prison (94 last year).

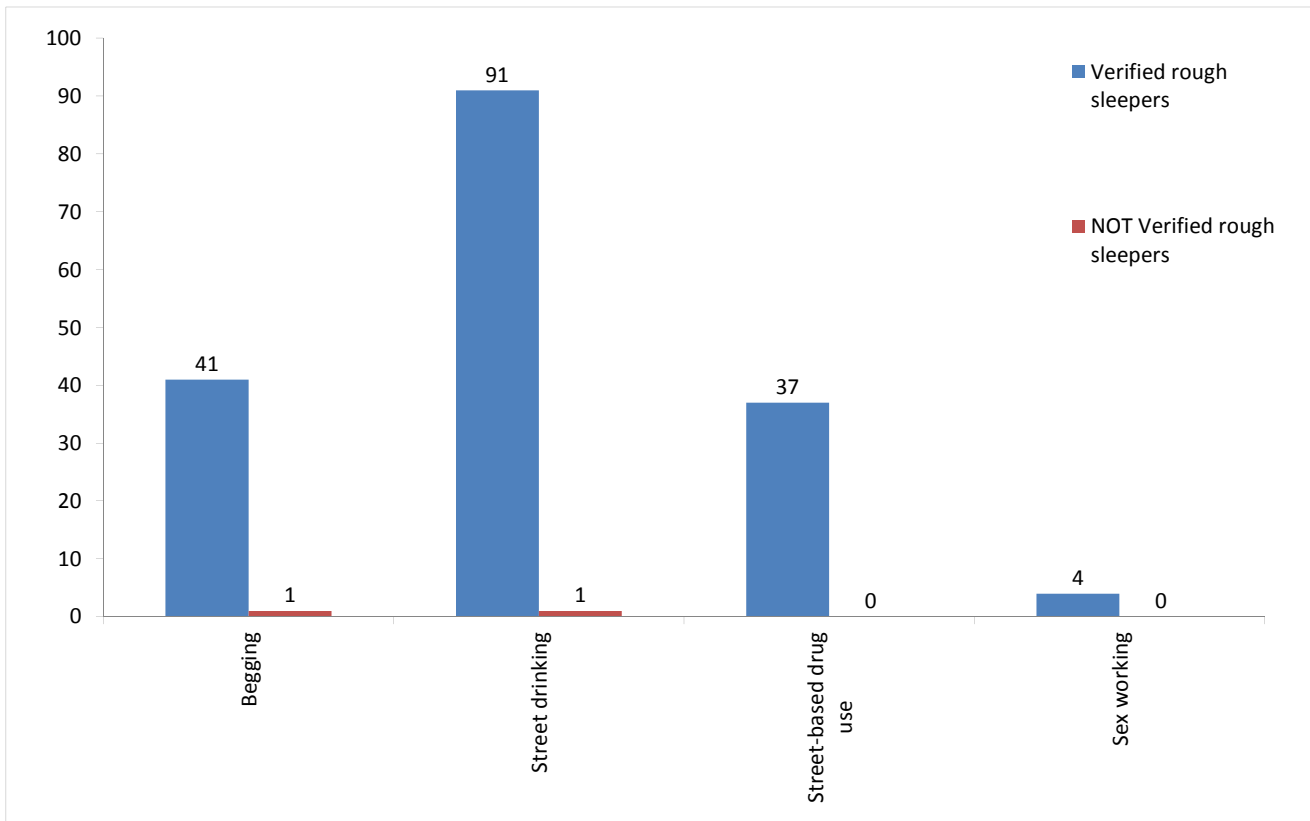
It is possible for someone contacted to have previous experience of more than one institution and so be included in more than one of the above figures. 11 people contacted in the year have been in care and prison.

The proportion of people contacted in City of London 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: 127

Base for people not verified as rough sleepers: 14

Of the 366 verified rough sleepers contacted this year, 127 (35%) 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 366 verified rough sleepers contacted in the year by outreach or BBS teams, 14 people who have not been seen rough sleeping were also contacted. Of these:

6 had confirmed reconnections;

2 were booked into accommodation across all boroughs.