



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



CHAIN Annual report for Ealing 1st April 2010 to 31st March 2011

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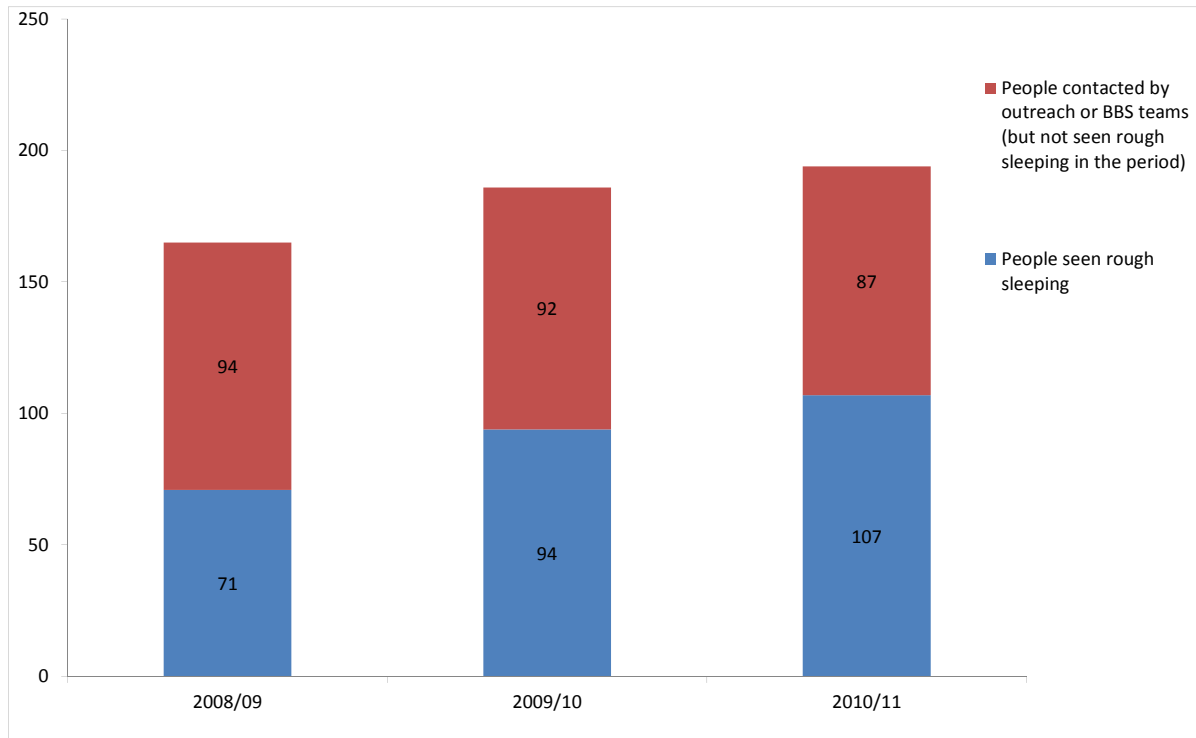
Street population (people who rough sleep and/or engage in a street lifestyle) contacted by outreach who fall into one or more of the street activity categories on CHAIN

CHAIN Annual report for Ealing

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



2008/09 base: 165
2009/10 base: 186
2010/11 base: 194

194 verified rough sleepers were contacted by services in Ealing during the year. This is an increase from 186 last year.

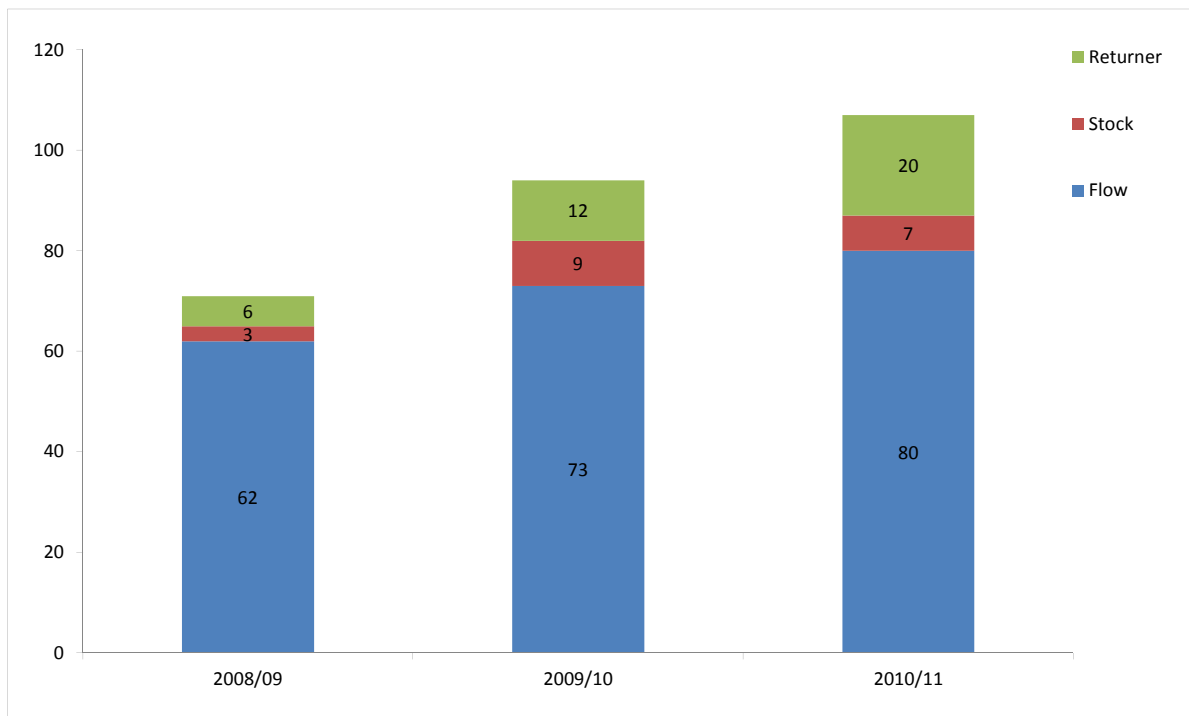
Of these 194, 107 had a bedded down street contact in the quarter and so were known to have slept rough in Ealing during the year. The number sleeping rough this year has increased by 14%.

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 2010 to 31 March 2011.
Returner People who were also seen sleeping rough at least over a year ago, but not between 1st April 2009 and 31st March 2010.



2008/09 base: 71

2009/10 base: 94

2010/11 base: 107

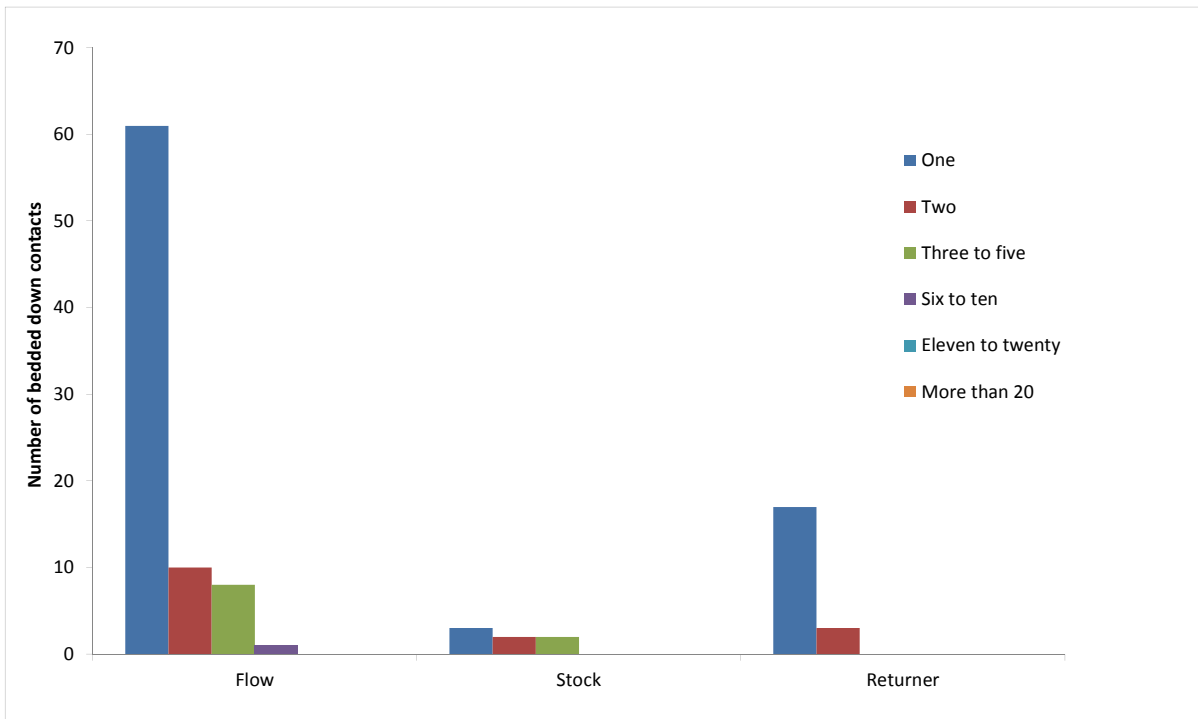
80 people rough sleeping were flow (new to the streets). This means they had not previously been contacted by any outreach or BBS team that reports to CHAIN and were verified as a rough sleeper this year.

7 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.

20 people seen rough sleeping were returners. This means they had been seen sleeping rough by outreach or BBS teams sometime before 1st April 2009, have not slept rough for at least a year, but have been seen sleeping rough this year.

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): 80
Base (Stock): 7
Base (Returner): 20

The proportion of returner people contacted across Ealing has been rising: 2008-09, 8%; 2009-10, 13%; 2010-11 19%.

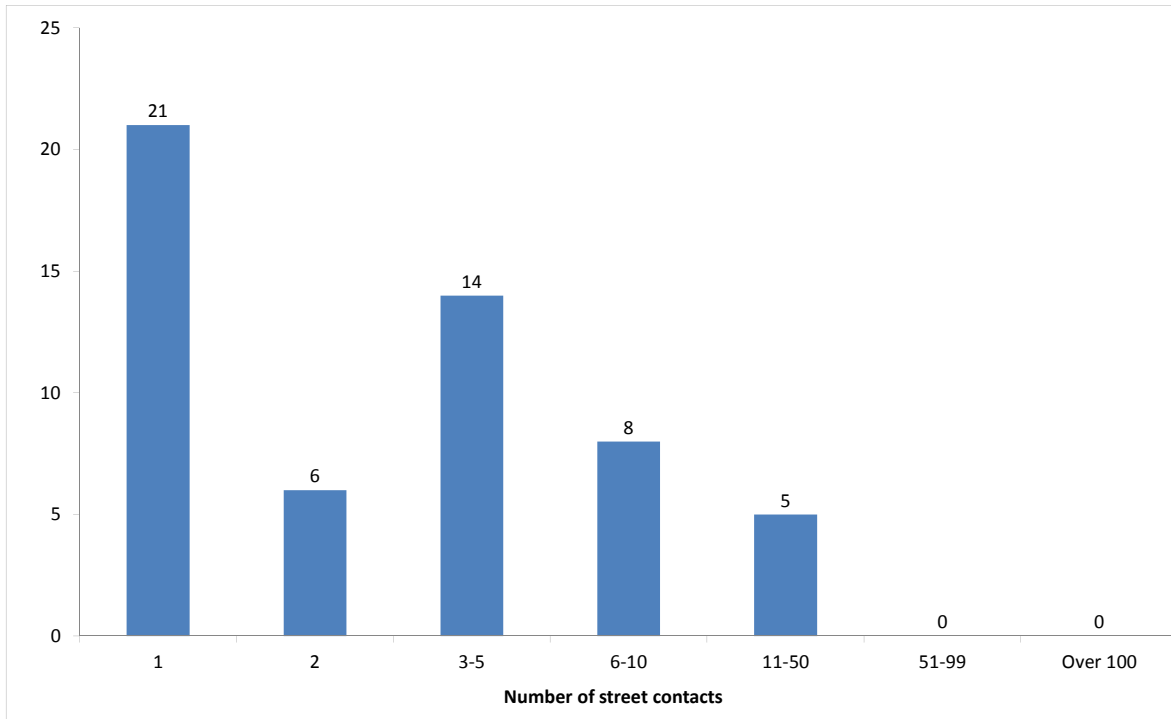
Of the 107 people seen rough sleeping this quarter, 81 only had a single bedded down street contact.

Of the 107 people seen bedded down, 8 were from CEE countries and seen only once during the period.

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

4) 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: 54

54 (28%) verified rough sleepers contacted across Ealing this year have never had a booking in action recorded on CHAIN. This is consistent with the previous two years.

49 of these people have slept rough in the year, which is 46% of all people sleeping rough this year.

21 (39%) of the people who have never had a booking in action recorded on CHAIN have only ever had one street contact recorded.

No one in Ealing has had over a hundred street contacts and never had a booking in action. This is consistent with the previous two years.

5) Accommodation and reconnection events (Outreach)

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

Accommodation type	2010/11	%	2009/10	%
Assessment centre	2	1%		
Bed & breakfast	2	1%	2	2%
Clinic/Detox/Rehab	22	15%	6	6%
Night Centre	16	11%		
Rolling shelter	30	21%	11	10%
Hostel	51	35%	58	55%
Other temporary	0	0%	3	3%
Second-stage accommodation	5	3%	6	6%
St Mungo's complex needs	0	0%		
St Mungo's semi-independent	0	0%		
Clearing House/RSI	4	3%	6	6%
LA tenancy (general needs)	4	3%	3	3%
Private rented sector	0	0%	2	2%
Private rented sector - independent	2	1%		
Private rented sector - with some floating support/support	1	1%		
RSL tenancy (general needs)	0	0%		
Sheltered housing	1	1%		
Supported housing	0	0%		
Other long-term accommodation	2	1%		
Bookings into accommodation total	142	98%		
Return to home area	1	1%	0	
Seeking work	0	0%	0	
Move to area for friends/family	2	1%	0	
Move to area with appropriate services	1	1%	0	
Other	0	0%	0	
Reconnections total	3	2%		
TOTAL	145	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 Ealing succeeded in reconnecting or booking into accommodation 81 people, 42% of the 194 people contacted during the year.

This is a similar proportion to previous periods - 2009/10: 45%, 2008/09: 46%.

78 people had a total of 142 booking in events. This indicates that individuals can be booked into accommodation (the same type or different) more than once in the year.

10 people were booked into long-term accommodation. This is similar to previous periods (2009/10: 13, 2008/09: 7).

This figure refers to people booked directly into long-term accommodation by outreach teams only. For figures relating to people leaving hostels to move to mid to long-term accommodation please refer to section 11.

47 people were booked into hostel accommodation. This compares to - 2009/10: 58, 2008/09: 48.

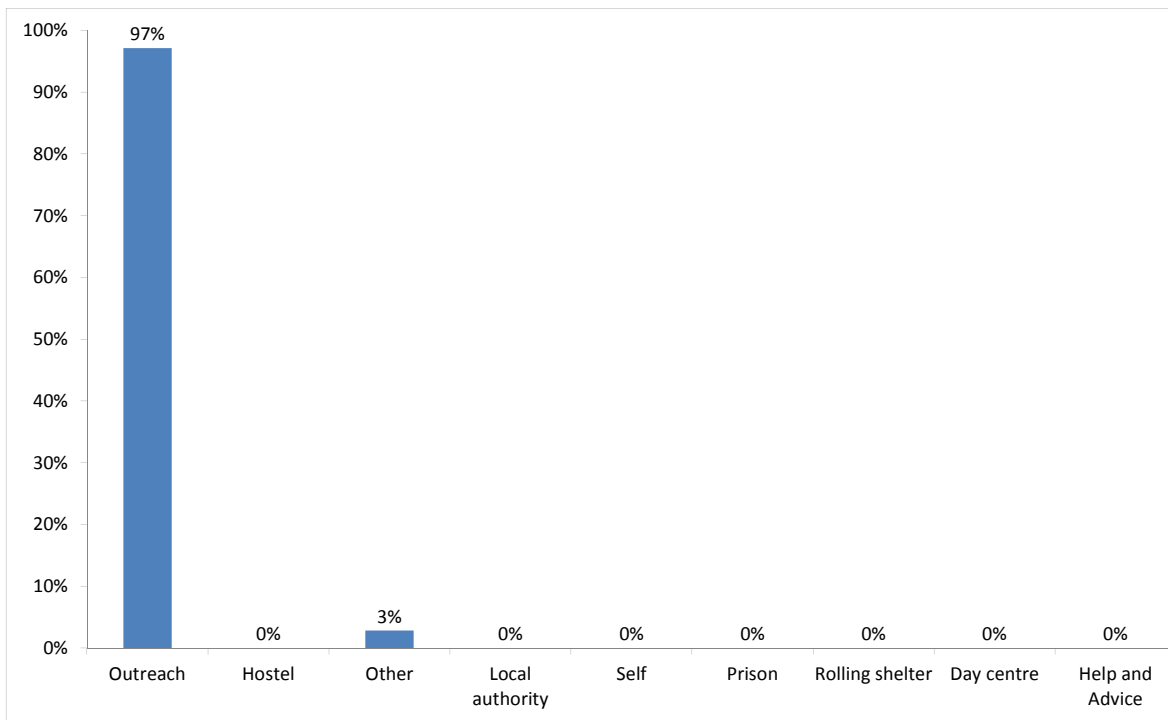
Outreach and BBS teams across Ealing achieved a confirmed reconnection with 3 people they contacted this year. This is 2% of the people contacted by outreach or BBS teams this year.

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

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

6) Arrivals

Temporary accommodation arrivals by accommodation project and source of referral.



Base: 35

34 people arrived at accommodation in Ealing this year. These 34 people had 35 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 consistent with last year.

The proportion of arrivals to accommodation in Ealing that were referred by the outreach team is the same as last year.

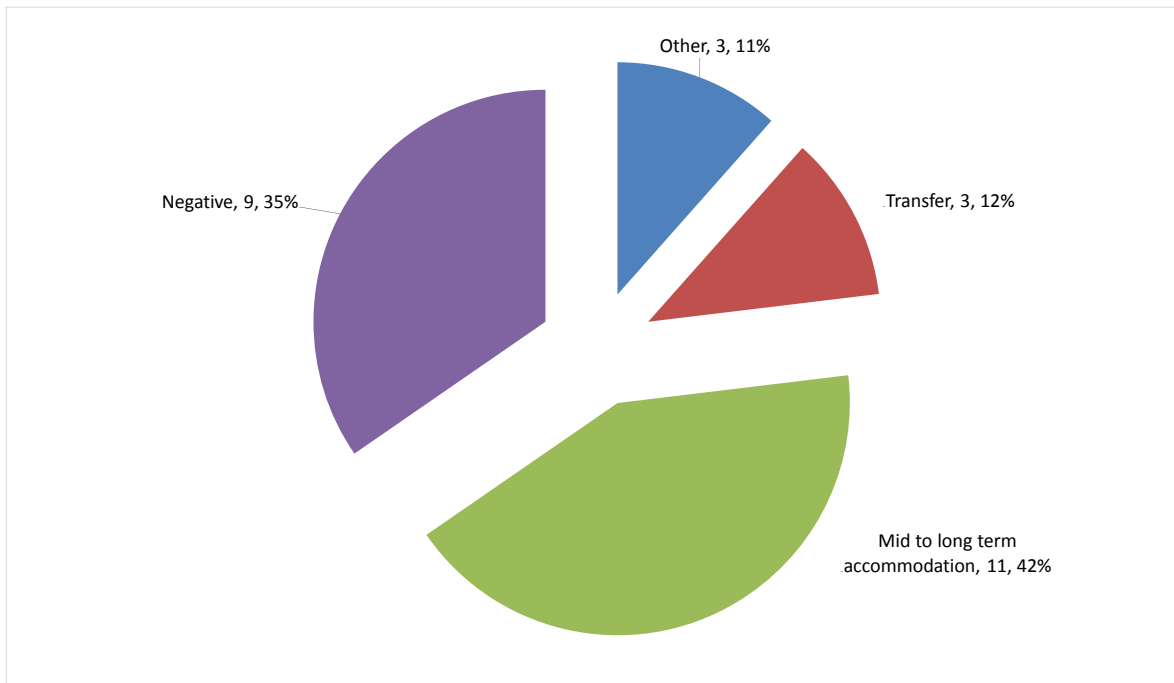
The proportion of arrivals in Ealing referred by outreach teams is higher than the proportion across all boroughs this year, 79%.

Breakdown by accommodation:

Source of referral → Accommodation ↓	Ealing SPOT	(other referral source)	Total
Broadway - Sixty-Five	11	1	12
YMCA - Ealing	23		23
Total	34	1	35

7) Departures - destination on departure

Departure actions by destination on departure



Base: 26

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	1	4%
Clearing House/RSI	2	8%
Detox clinic	2	8%
Committed suicide	0	0%
Died	0	0%
Home area	0	0%
Hospital	0	0%
Hospital - long term	1	4%
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	12%
Long-term accommodation	0	0%
Not known	6	23%
Outside London	0	0%
Previous home (describe type of accomm in notes)	0	0%
Private rented sector - independent	0	0%
Private rented sector - with some floating support/support	0	0%
Psychiatric hospital	0	0%
Rehab clinic	1	4%
Returned to home country (CEE)	0	0%
Returned to home country (non CEE)	0	0%
RSL tenancy (general needs)	3	12%
Sheltered Housing	0	0%
Sleeping rough/Returned to streets	2	8%
Staying with family	3	12%
Staying with friends	0	0%
Supported Housing	1	4%
Taken into custody	1	4%
Temporary accommodation	0	0%
Total	26	100%

25 people departed from accommodation in Ealing this year. These 25 people had 26 departure actions. This indicates that an individual can depart more than once (at the same accommodation project or different) in a period.

No one left accommodation to move to another hostel. This is consistent with the last two years.

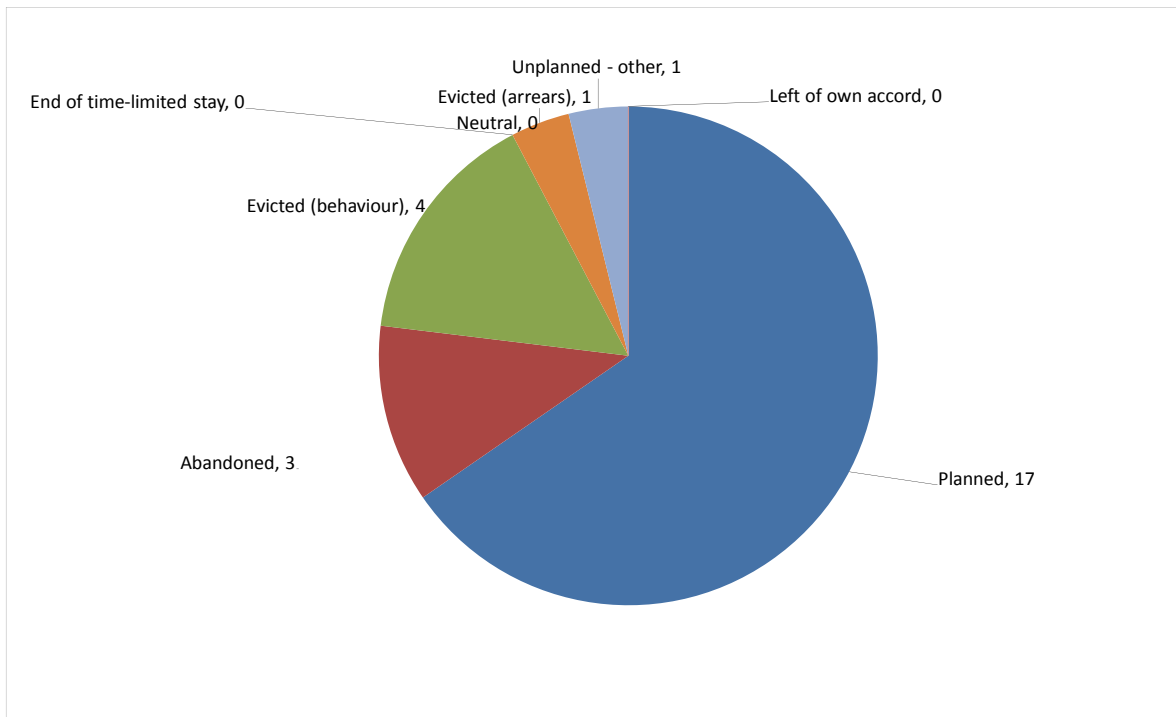
42% of people left accommodation to move to mid to long-term accommodation. This is higher than last year, when it was 32%.

Breakdown by accommodation

Destination Accommodation	Care home	Clearing House/RSJ	Detox clinic	Hospital - long term	LA tenancy (general needs)	Not known	Rehab clinic	RSL tenancy (general needs)	Sleeping rough/Returned to family	Supported Housing	Taken into custody	Total
Broadway - Sixty-Five	1	1			2	3	1	3	1	1	1	14
YMCA - Ealing		1	2	1	1	3			1	2	1	12
Total	1	2	2	1	3	6	1	3	2	3	1	26

8) Departures - planned or unplanned

Departures by whether or not the departure was planned or unplanned



Base: 26

25 people departed from accommodation in Ealing this year. These 25 people had 26 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 are consistent with the previous two years.

65% of departures were due to a planned move. This is notably higher than previous years: 2008-09, 35%; 2009-10, 46%.

12% of departures were due to abandonments. This is consistent with the previous two years.

19% of departures were due to evictions. This is consistent with the previous two years.

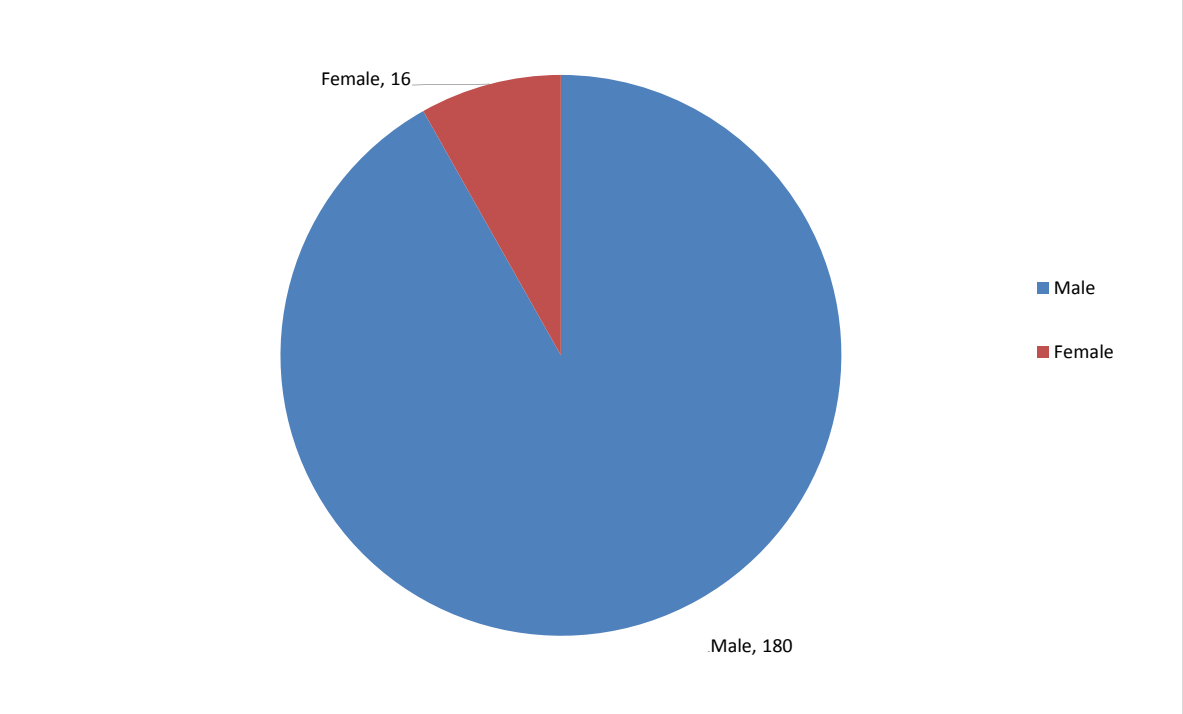
Breakdown by accommodation

Planned/Unplanned Accommodation	Planned	Abandoned Evicted (behaviour)	Evicted (arrears)	Unplanned - other	Total
Broadway - Sixty-Five	9	1	3	1	14
YMCA - Ealing	8	2	1	1	12
Total	17	3	4	1	26

Demographics

9) Gender

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

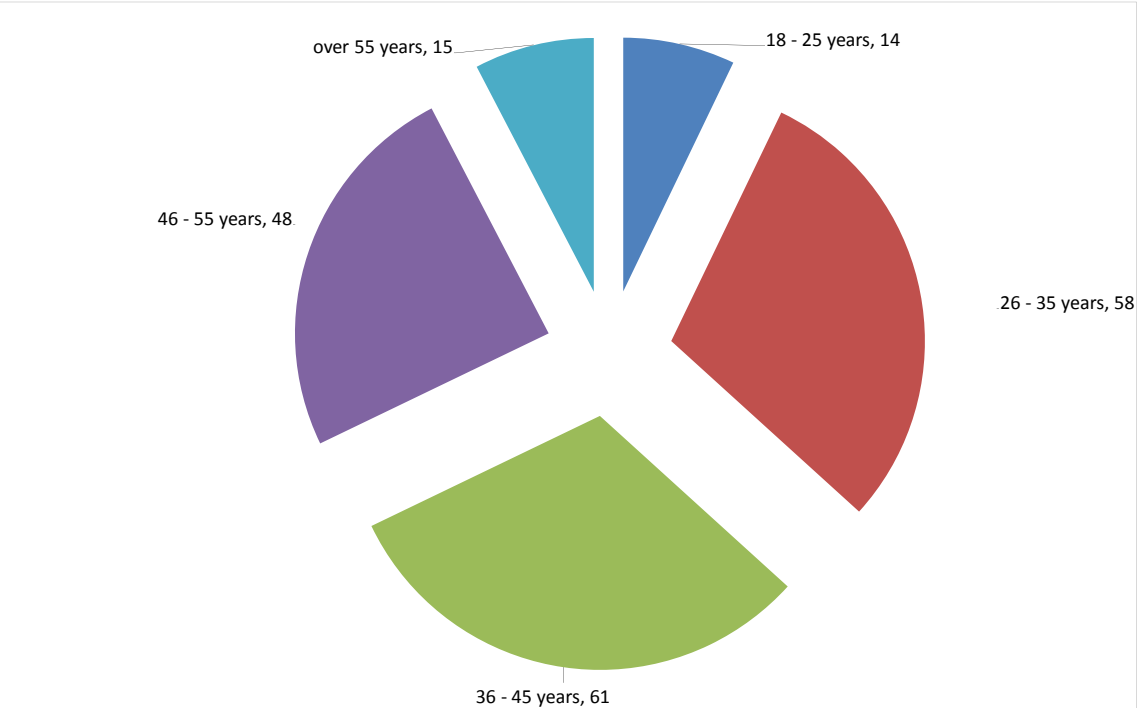


Base: 196

The proportion of women has been gradually falling: 2008-09, 19%; 1009-10, 13%; 2010-11, 8%.

10) Age

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



Base: 196

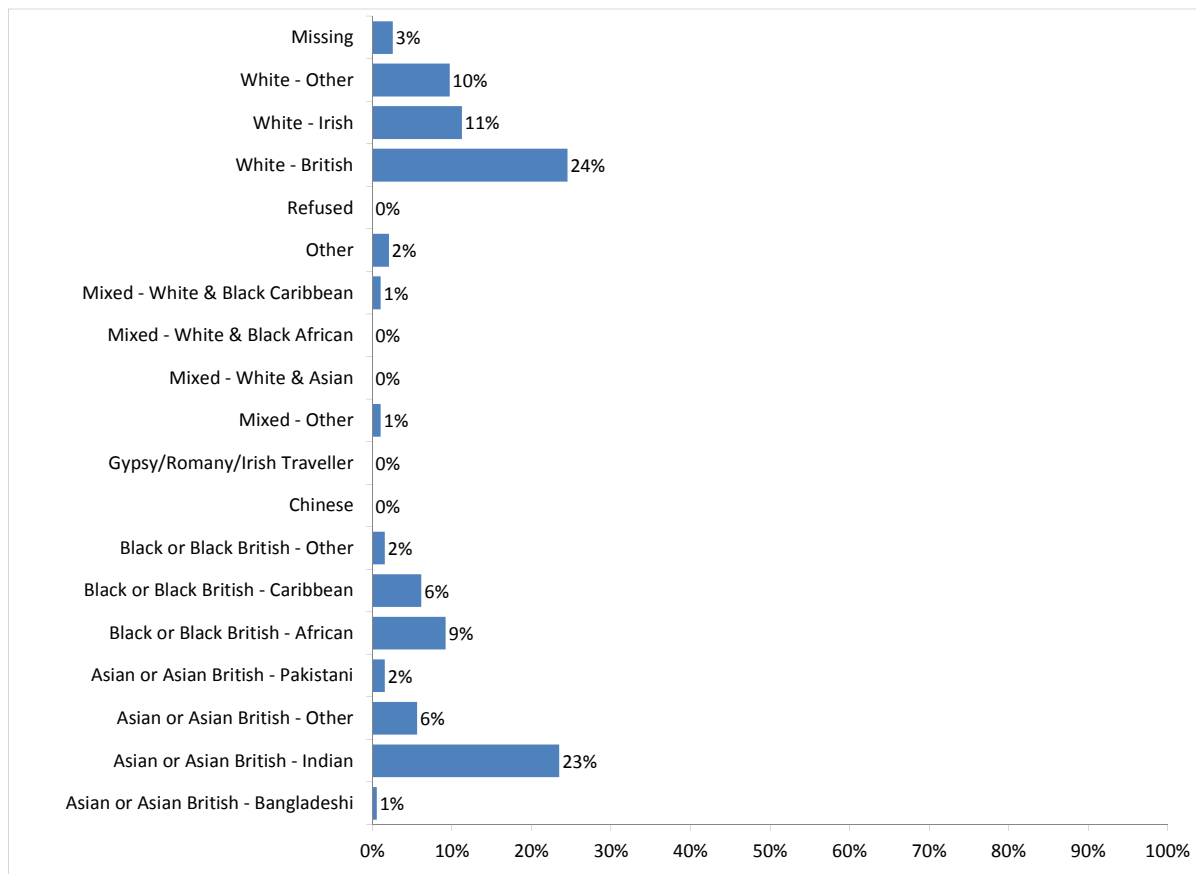
61% of people contacted in Ealing this year were aged 26-45. This is consistent with the previous two years.

7% of people contacted were aged 25 years or under, none of which were aged under 18 years. This is consistent with the previous two years.

8% were aged over 55 years, which is also consistent with the previous two years.

11) Ethnicity

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



Base: 196

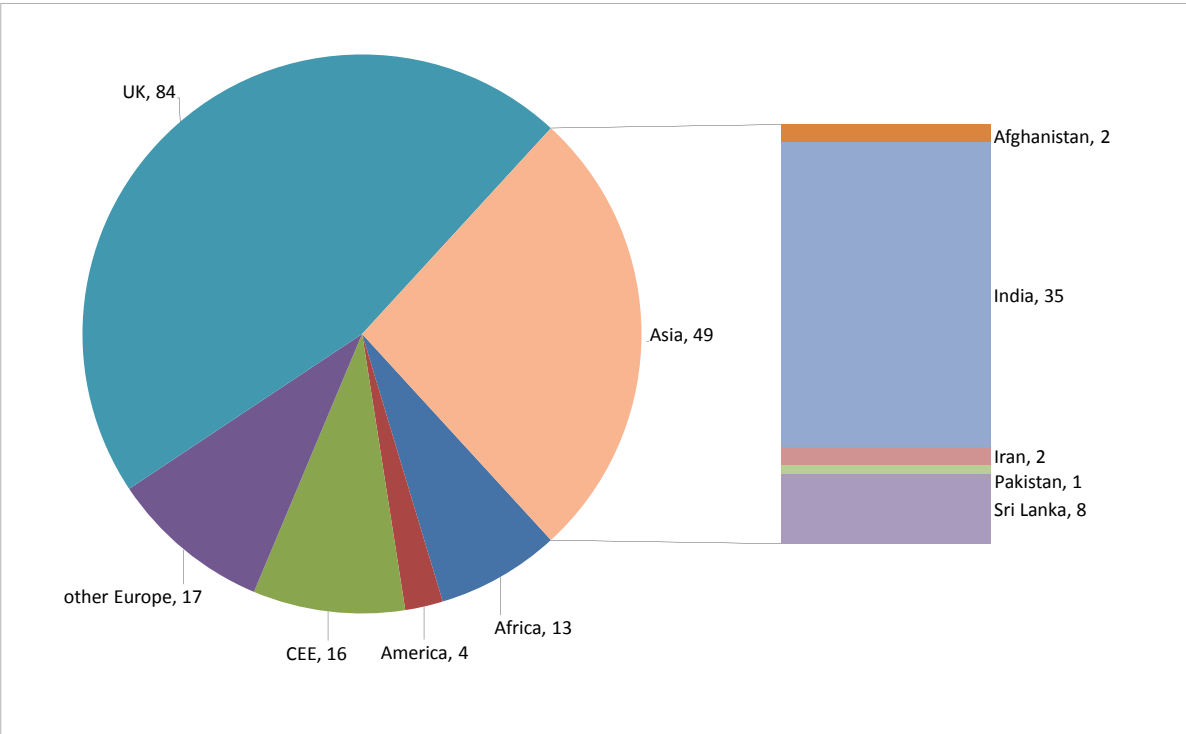
45% of the people contacted in the year are white. 24% are White - British. 11% are Irish and 10% are White - Other.

17% of people contacted are black and 31% are Asian. The proportion of people of Indian background has been increasing: 2008-09, 11%; 2009-10, 15%; 2010-11, 23%.

Of the 19 people contacted in 2008/09 with an ethnic origin of White - Other, 16 are CEE nationals (see section 12 for a more detailed breakdown).

12) Nationality

Nationality of people contacted by outreach or BBS teams or arriving in or departing from accommodation



Base: 182 (excludes people whose nationality is not known (14))

13) 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	2008/09		2009/10		2010/11	
	No.	%*	No.	%*	No.	%*
UK	97	65%	104	63%	84	46%
Ireland (Republic of)	6	4%	5	3%	12	7%
Bulgaria						
Czech Republic						
Estonia						
Hungary					1	1%
Latvia	1	1%	1	1%		
Lithuania					1	1%
Poland	5	3%	3	2%	13	7%
Romania					1	1%
Slovenia						
Slovakia						
CEE sub-total	6	4%	4	2%	16	9%
other Europe	3	2%	5	3%	5	3%
Eritrea	2	1%	1	1%	1	1%
Somalia	9	6%	9	5%	6	3%
Africa	2	1%	4	2%	6	3%
America	2	1%	2	1%	4	2%
Asia	5	3%	5	3%	5	3%
India	11	7%	19	12%	35	19%
Sri Lanka	6	4%	7	4%	8	4%
Missing	21	14%	24	15%	10	5%
Not known	3	2%	2	1%	5	3%
Total	173		191		196	
Total**	149	100%	165	100%	182	100%

*Percentages are of those clients where their nationality is known

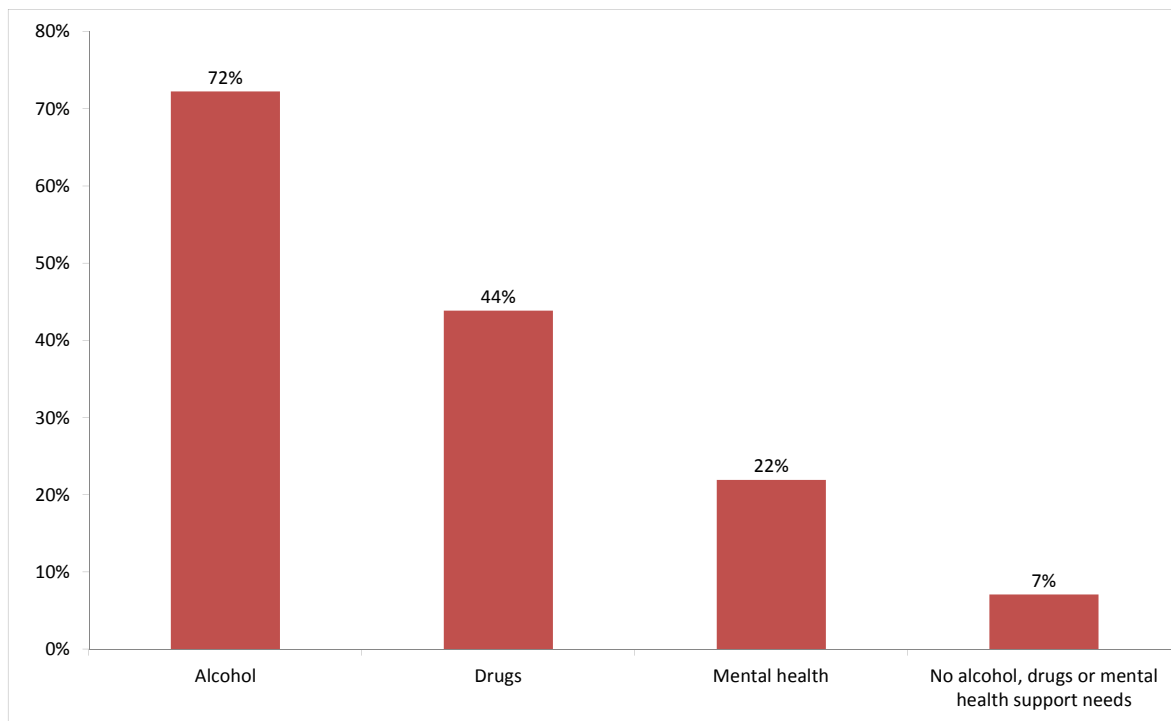
**Excludes Missing and Not Known

Nationality	2008/09	2009/10	2010/11
UK	65%	63%	46%
Asia	15%	19%	27%
Somalia	6%	5%	3%

Support Needs & Experience of armed forces, care and prison

14) Support needs

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



Base: 155 Note that the base figure for this graph excludes clients where all 3 support needs are not known or not recorded (41).

Support Needs	No. of people	%
Alcohol only	51	26%
Drugs only	19	10%
Mental health only	5	3%
Alcohol and drugs	35	18%
Alcohol and mental health	15	8%
Drugs and mental health	3	2%
Alcohol, drugs and mental health	11	6%
All 3 no	11	6%
All 3 not known or not assessed	41	21%
All 3 no, not known or not assessed	5	3%
Total	196	100%

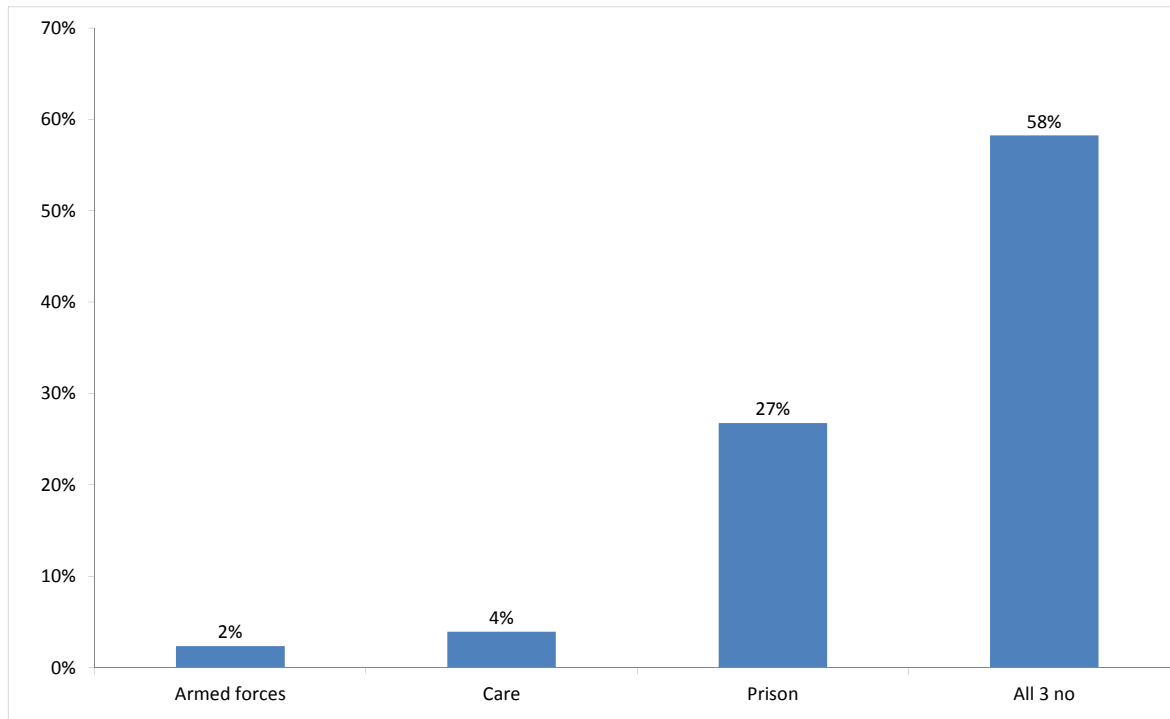
The proportion of people contacted in Ealing with an alcohol, drugs or mental health support need is consistent with the previous two years.

The proportion of people contacted in Ealing with an alcohol support need is higher than the proportion across all boroughs this year, 53%.

The proportion of people with a mental health support need is slightly lower than the proportion across all boroughs this year, 38%

15) 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: 127 Note that the base figure for this graph excludes clients where all 3 institutional histories are not known.

3 people contacted in Ealing this year have previously been in the armed forces (2 last year).

Nationality	Number	% of people seen rough sleeping
UK	2	2%
Ireland (Republic of)	1	1%
Total	3	3%

5 people contacted in Ealing this year have previously been in care (7 last year).

34 people contacted in Ealing this year have previously been in prison (48 last year).

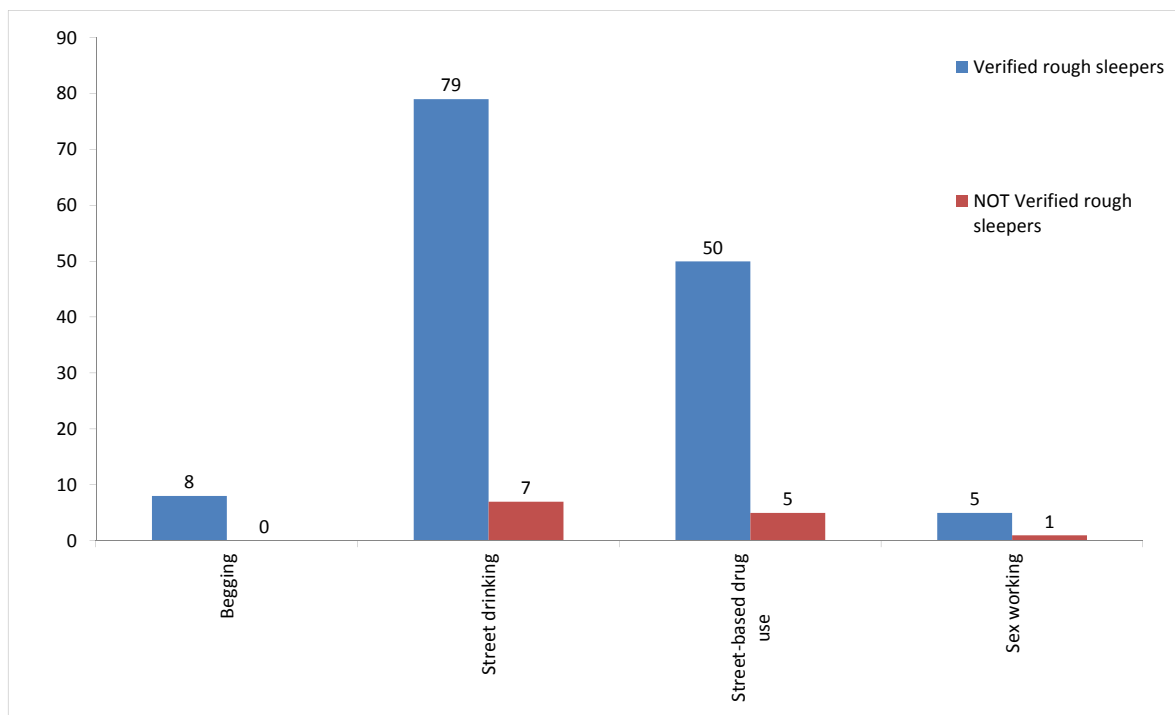
It is possible for someone contacted to have previous experience of more than one institution and so be included in more than one of the above figures. 3 people contacted in the year have been in care and prison.

The proportion of people contacted in Ealing with previous experience of the armed forces, care or prison is consistent with the previous two years.

Wider street population

16) 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: 108

Base for people not verified as rough sleepers: 19

Of the 194 verified rough sleepers contacted this year, 108 (56%) 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 194 verified rough sleepers contacted in the year by outreach or BBS teams, 19 people who have not been seen rough sleeping were also contacted. Of these:

None had confirmed reconnections;

7 were booked into accommodation across all boroughs;

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