



CHAIN
Annual Report for
Hammersmith & Fulham
1st April 2010 - 31st March 2011



CHAIN Annual report for Hammersmith & Fulham 1st April 2010 to 31st March 2011

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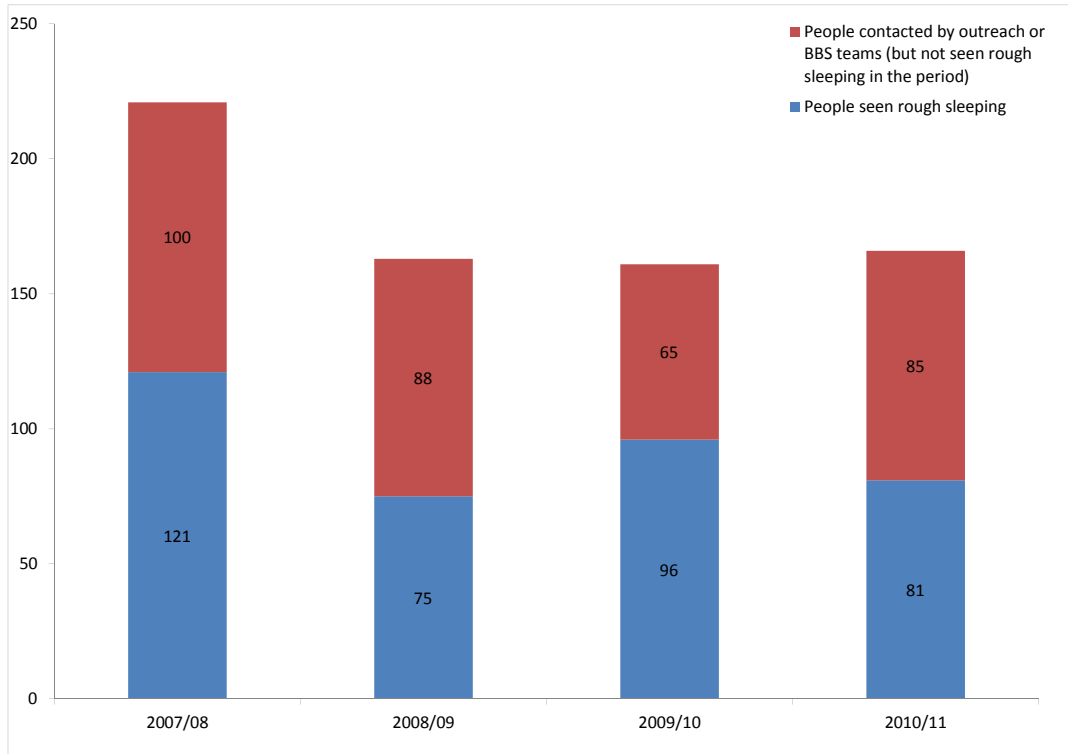
Street population (people who rough sleep and/or engage in a street lifestyle) contacted by outreach who fall into one or more of the street activity categories on CHAIN

CHAIN Annual report for Hammersmith & Fulham

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: 221
2008/09 base: 163
2009/10 base: 161
2010/11 base: 166

166 verified rough sleepers were contacted by services in Hammersmith & Fulham during the year. This is an increase from 161 last year.

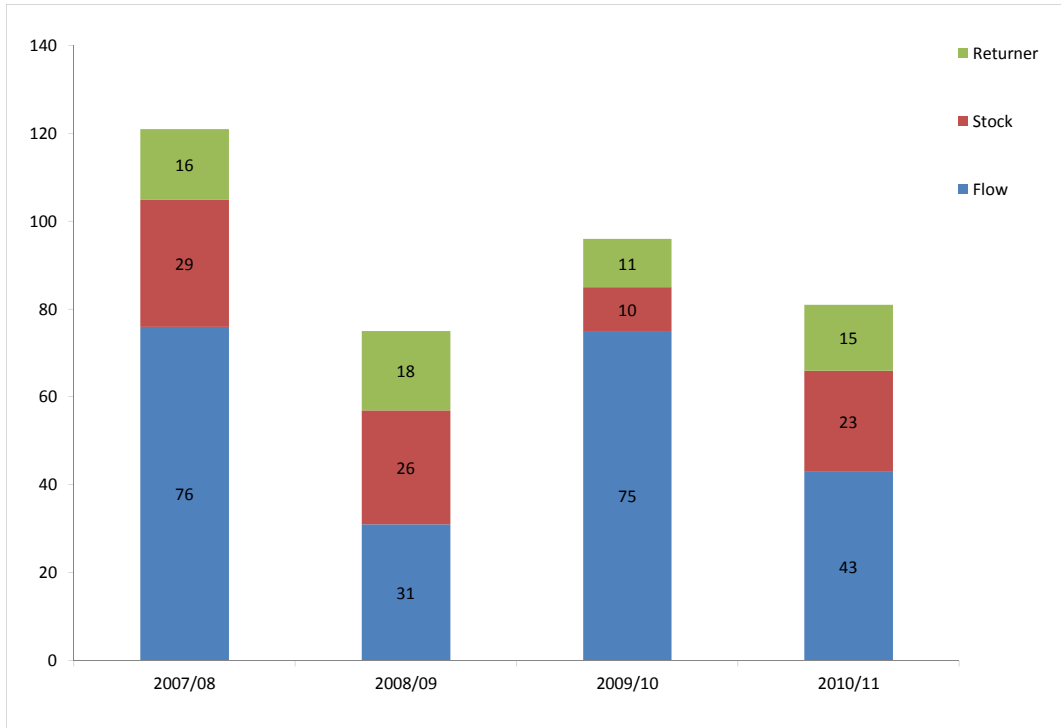
Of these 166, 81 had a bedded down street contact in the quarter and so were known to have slept rough in Hammersmith & Fulham during the year. The number sleeping rough this year has decreased by 16%.

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.



2007/08 base: 121
 2008/09 base: 75
 2009/10 base: 96
 2010/11 base: 81

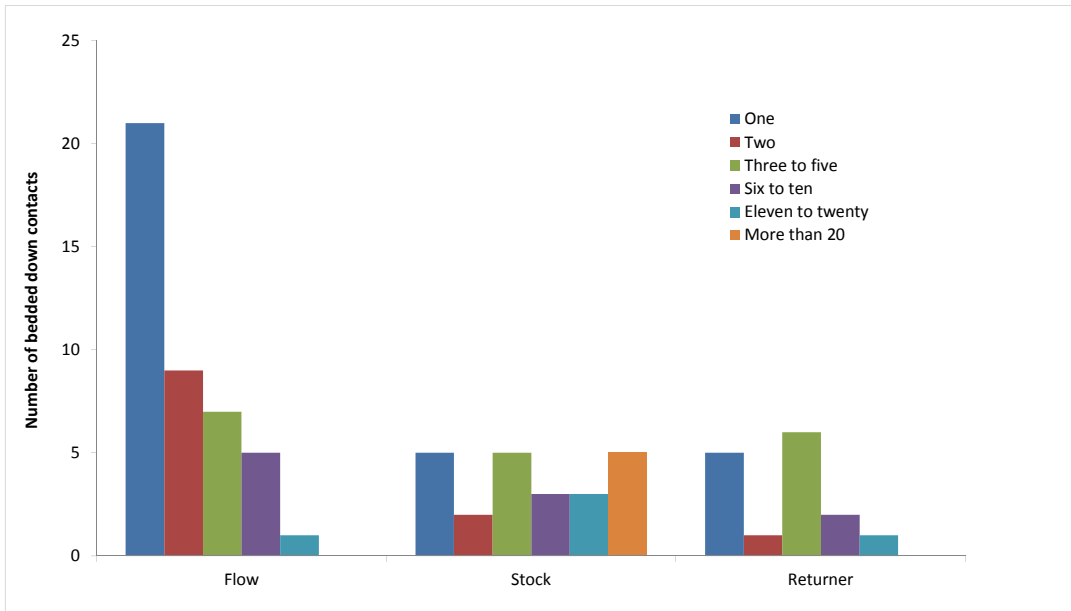
43 people rough sleeping were flow (new to the streets). This means they had not previously been contacted by any outreach or BBS team that reports to CHAIN and were verified as a rough sleeper this year.

23 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.

15 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): 43
Base (Stock): 23
Base (Returner): 15

The proportion of people who are flow has fluctuated in recent years: 2007-08, 63%; 2008-09, 41%; 2009-10, 78%; 2010-11, 53%.

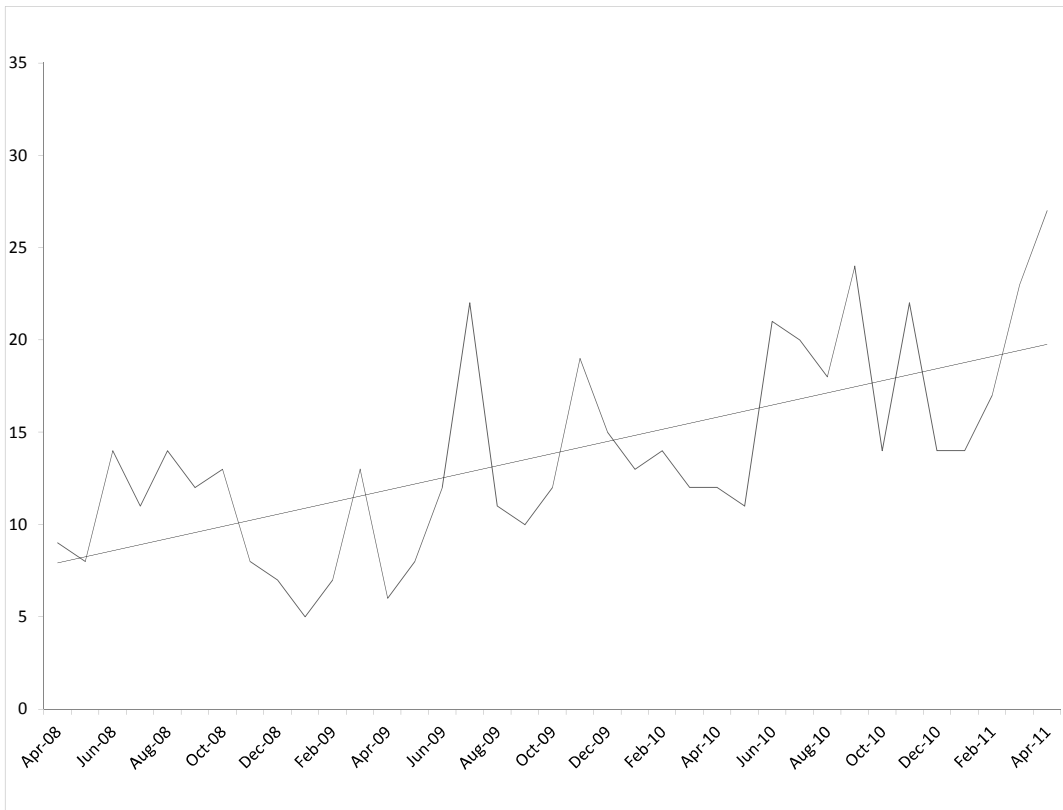
Of the 81 people seen rough sleeping this quarter, 31 only had a single bedded down street contact.

Of the 81 people seen bedded down, 4 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.

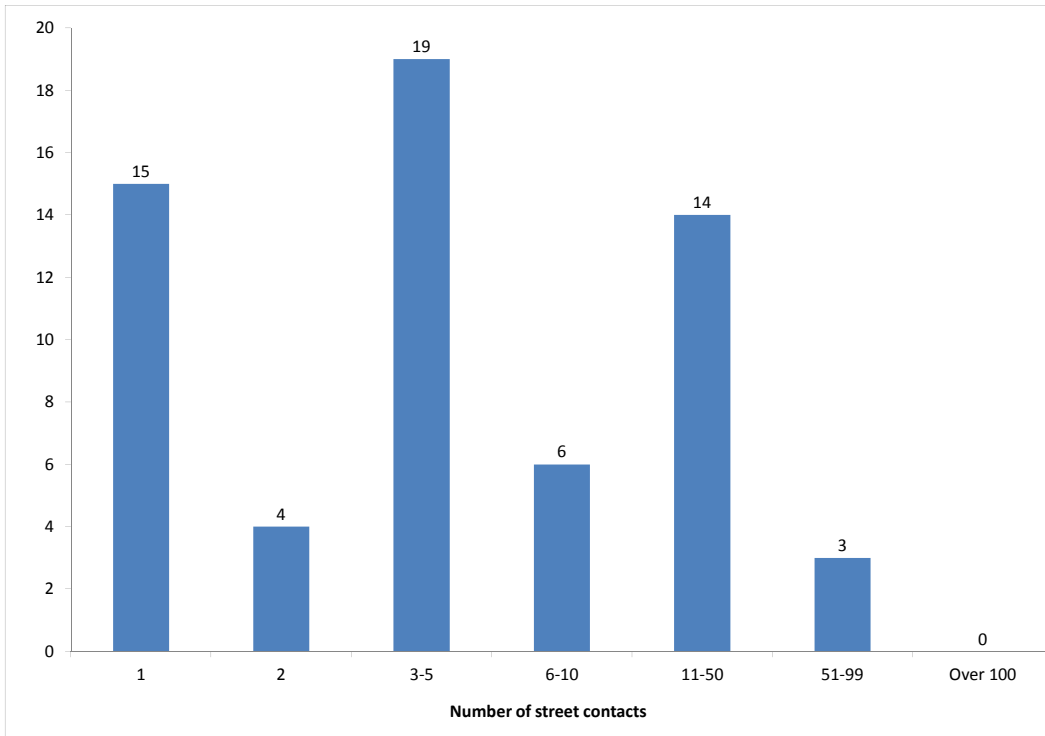
4) People Contacted by Month

People seen rough sleeping by outreach or building based (BBS) teams by month



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: 61

61 (37%) verified rough sleepers contacted across Hammersmith & Fulham this year have never had a booking in action recorded on CHAIN. This is consistent with the previous two years.

42 of these people have slept rough in the year, which is 52% of all people sleeping rough this year.

15 (25%) of the people who have never had a booking in action recorded on CHAIN have only ever had one street contact recorded.

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	2010/11	%	2009/10	%
Assessment centre	0	0%		
Bed & breakfast	1	4%	3	3%
Clinic/Detox/Rehab	5	18%	2	2%
Night Centre	0	0%		
Rolling shelter	0	0%	0	0%
Hostel	20	71%	47	51%
Other temporary	0	0%	16	17%
Second-stage accommodation	0	0%		
St Mungo's complex needs	0	0%		
St Mungo's semi-independent	0	0%		
Clearing House/RSI	0	0%	2	2%
LA tenancy (general needs)	0	0%	1	1%
Private rented sector	0	0%	1	1%
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	1	4%	1	1%
Bookings into accommodation total	27	96%		
Return to home area	1	4%		
Seeking work	0	0%		
Move to area for friends/family	0	0%		
Move to area with appropriate services	0	0%		
Other	0	0%		
Reconnections total	1	4%		
TOTAL	28	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 Hammersmith & Fulham succeeded in reconnecting or booking into accommodation 26 people, 16% of the 166 people contacted during the year.

This is a slightly lower proportion than previous periods - 2009/10: 37%, 2008/09: 25%.

25 people had a total of 27 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 figure refers to people booked into long-term accommodation by outreach teams only. For figures relating to people leaving hostels to move onto mid to long-term accommodation, please refer to section 11.

26 people were booked into hostel accommodation.

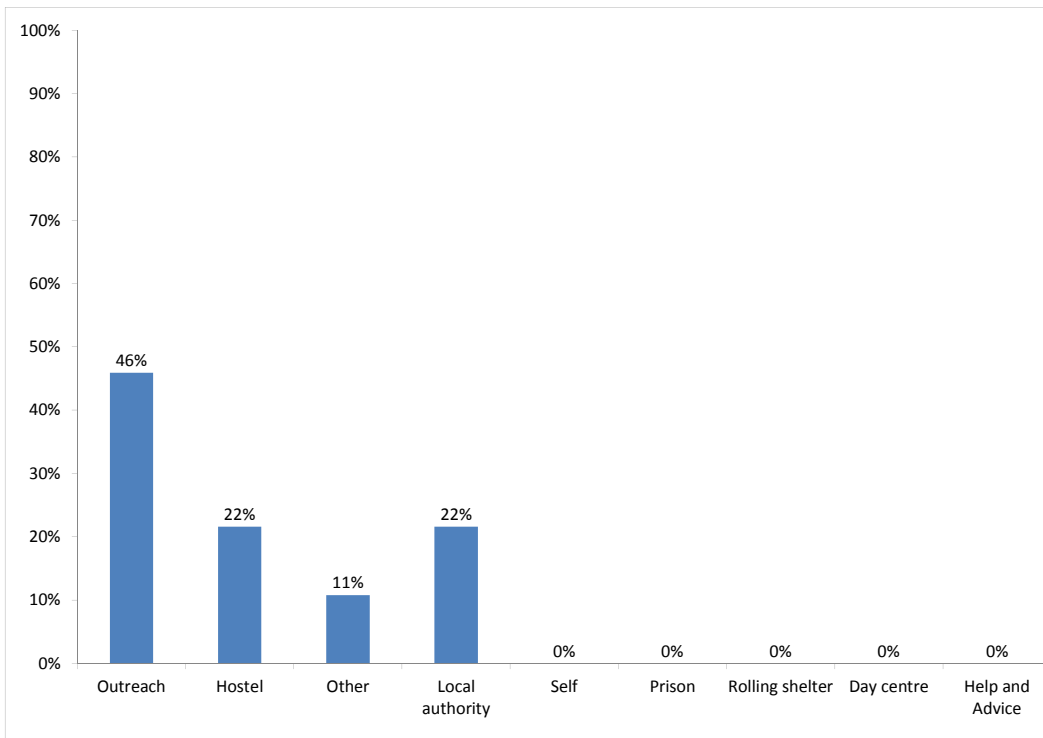
Outreach and BBS teams across Hammersmith & Fulham achieved a confirmed reconnection with 1 person they contacted this year. This is 1% of the people contacted by outreach or BBS teams this year.

1 confirmed reconnection event was recorded by outreach and BBS teams for verified rough sleepers this year.

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

7) Arrivals

Temporary accommodation arrivals by accommodation project and source of referral.



Base: 37

29 people arrived at accommodation in Hammersmith & Fulham this year. These 29 people had 37 arrival actions. This indicates that an individual can arrive more than once (at the same accommodation project or different) in a period.

The number of arrivals has been falling in recent years: 2007-08, 53; 2008-09, 49; 2009-10, 44.

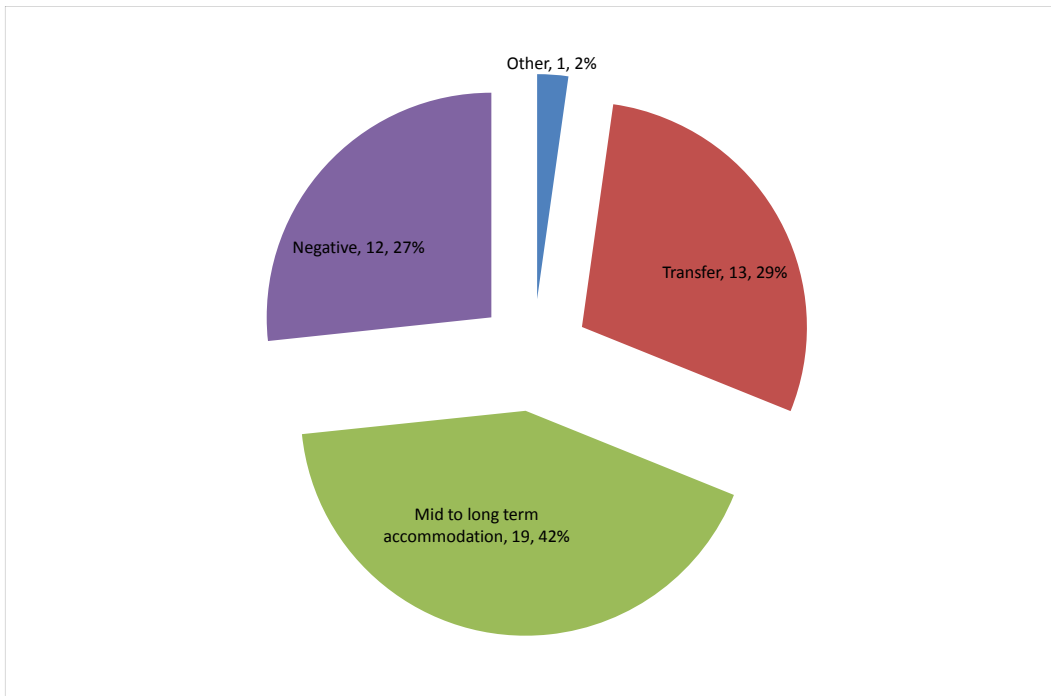
The number of arrivals referred by another accommodation project is consistent with last year, but has risen compared to earlier years: 2007-08, 8%; 2008-09, 4%; 2009-10, 18%; 2010-11, 22%. It is higher than the proportion across all boroughs this year, 10%.

Breakdown by accommodation:

Source of referral → Accommodation ↓	H&F SORT	Tower Hamlets SORT	London Street Rescue	Hostel	GP/Hospital/Health authority	Local authority	Other	Total
Broadway - Goldhawk Road/Market Lane	4	1	1	4		2	2	14
Broadway - Edith Road	1			4		2	1	8
Broadway - Old Theatre	1							1
Broadway - The Coninghams	8				1	4		13
London Cyrenians - Shepherds House	1							1
Total	15	1	1	8	1	8	3	37

8) Departures - destination on departure

Departure actions by destination on departure



Base: 44

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	2	5%
Care home	0	0%
Clearing House/RSI	0	0%
Detox clinic	1	2%
Committed suicide	1	2%
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	7	16%
Hostel - within the organisation	3	7%
LA tenancy (general needs)	1	2%
Long-term accommodation	0	0%
Not known	9	20%
Outside London	0	0%
Previous home (describe type of accomm in notes)	1	2%
Private rented sector - independent	0	0%
Private rented sector - with some floating support/support	0	0%
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)	2	5%
Sheltered Housing	0	0%
Sleeping rough/Returned to streets	0	0%
Staying with family	1	2%
Staying with friends	0	0%
Supported Housing	13	30%
Taken into custody	3	7%
Temporary accommodation	0	0%
Total	44	100%

40 people departed from accommodation in Hammersmith & Fulham this year. These 40 people had 44 departure actions. This indicates that an individual can depart more than once (at the same accommodation project or different) in a period.

23% of people left accommodation to move to another hostel. This is consistent with previous years, and with the proportion across all boroughs this year.

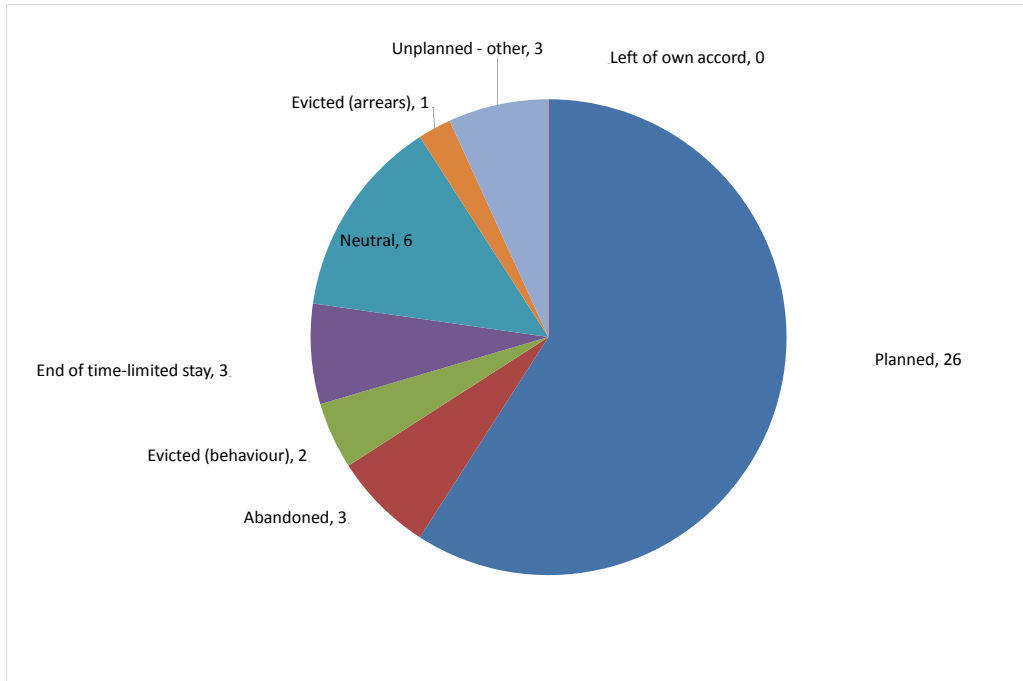
42% of people left accommodation to move to mid to long-term accommodation. This is higher than the previous two years: 2008-09, 29%; 2009-10, 22%.

Breakdown by accommodation

Destination Accommodation	Bed & Breakfast	Detox clinic	Committed suicide	Hostel - another organisation	Hostel - within the organisation	LA tenancy (general needs)	Not known	Previous home (describe type of RSL tenancy (general needs)	Staying with family	Supported Housing	Taken into custody	Total
Broadway - Goldhawk Road/Market Lane	1	1		1			5	1		4	2	15
Broadway - Edith Road	1						1	1		3		6
Broadway - Old Theatre							1			1		2
Broadway - The Coninghams				3	3	1	2			1	1	11
London Cyrenians - Shepherds House			1						1			2
Salvation Army - Edith Road							1					1
St Christopher's - Limegrove Project				3						4		7
Total	2	1	1	7	3	1	9	1	2	13	3	44

9) Departures - planned or unplanned

Departures by whether or not the departure was planned or unplanned



Base: 44

40 people departed from accommodation in Hammersmith & Fulham this year. These 40 people had 44 departure actions. This indicates that an individual can depart more than once (from the same accommodation project or different) in a period.

This is slightly lower than the previous two years, when it was 48 and 49.

59% of departures were due to a planned move. This is consistent with the previous two years, and with the proportion across all boroughs this year.

7% of departures were due to abandonments. This is consistent with the previous two years, and with the proportion across all boroughs this year.

7% of departures were due to evictions. This is consistent with the previous two years, and with the proportion across all boroughs this year.

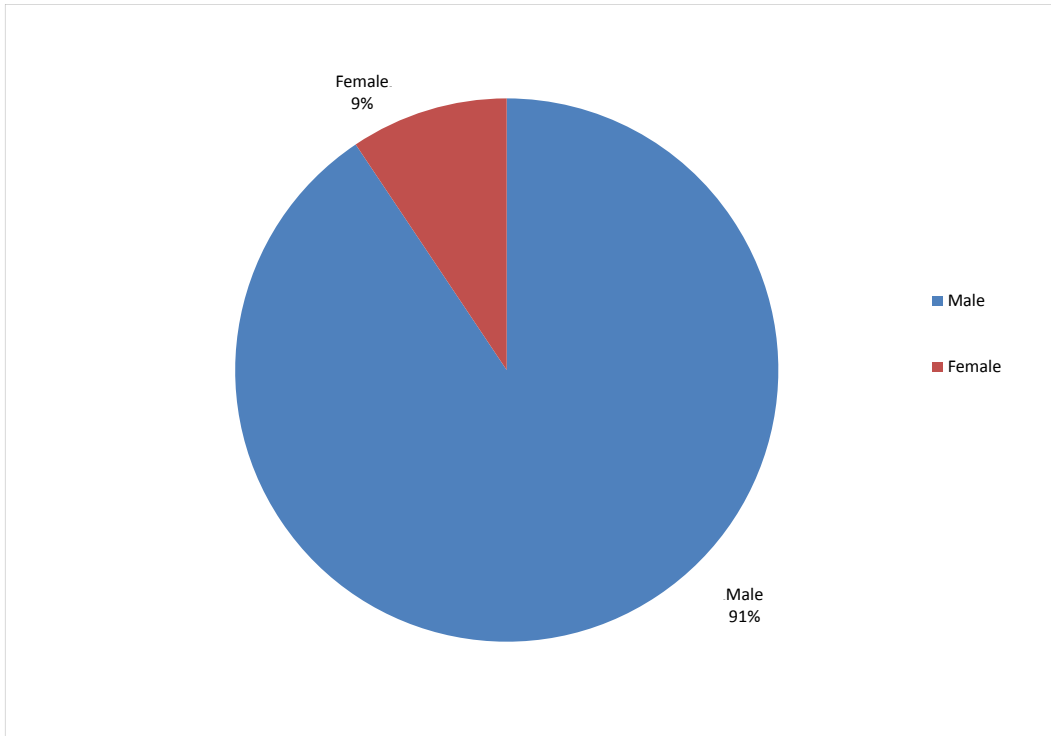
Breakdown by accommodation

Planned/Unplanned Accommodation	Planned	Abandoned Evicted (behaviour)	End of time- limited stay	Neutral Evicted (arrears)	Unplanned - other	Total		
Broadway - Goldhawk Road/Market Lane	7	2	1	3		2	15	
Broadway - Edith Road	5			1			6	
Broadway - Old Theatre	1		1				2	
Broadway - The Coninghams	8	1			1	1	11	
London Cyrenians - Shepherds House	1			1			2	
Salvation Army - Edith Road	1						1	
St Christopher's - Limegrove Project	7						7	
Total	30	3	2	4	1	1	3	44

Demographics

10) Gender

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

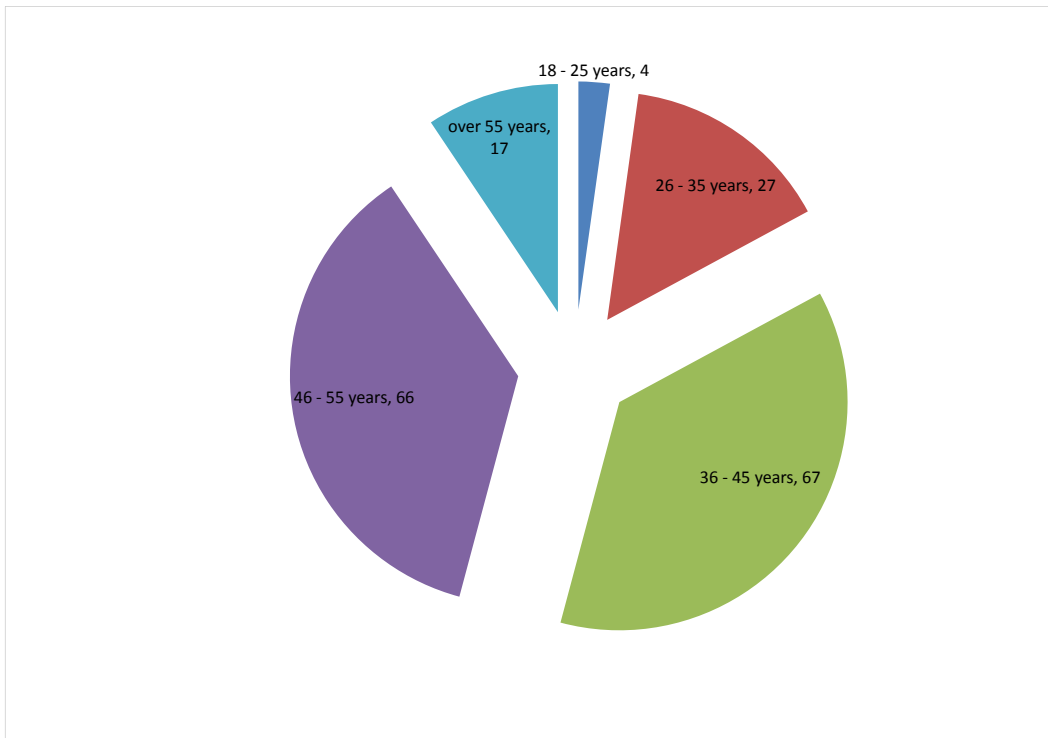


Base: 181

The proportion of male and female people contacted in Hammersmith & Fulham this year is consistent with the previous three years, and with the proportion across all boroughs this year.

11) Age

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



Base: 181

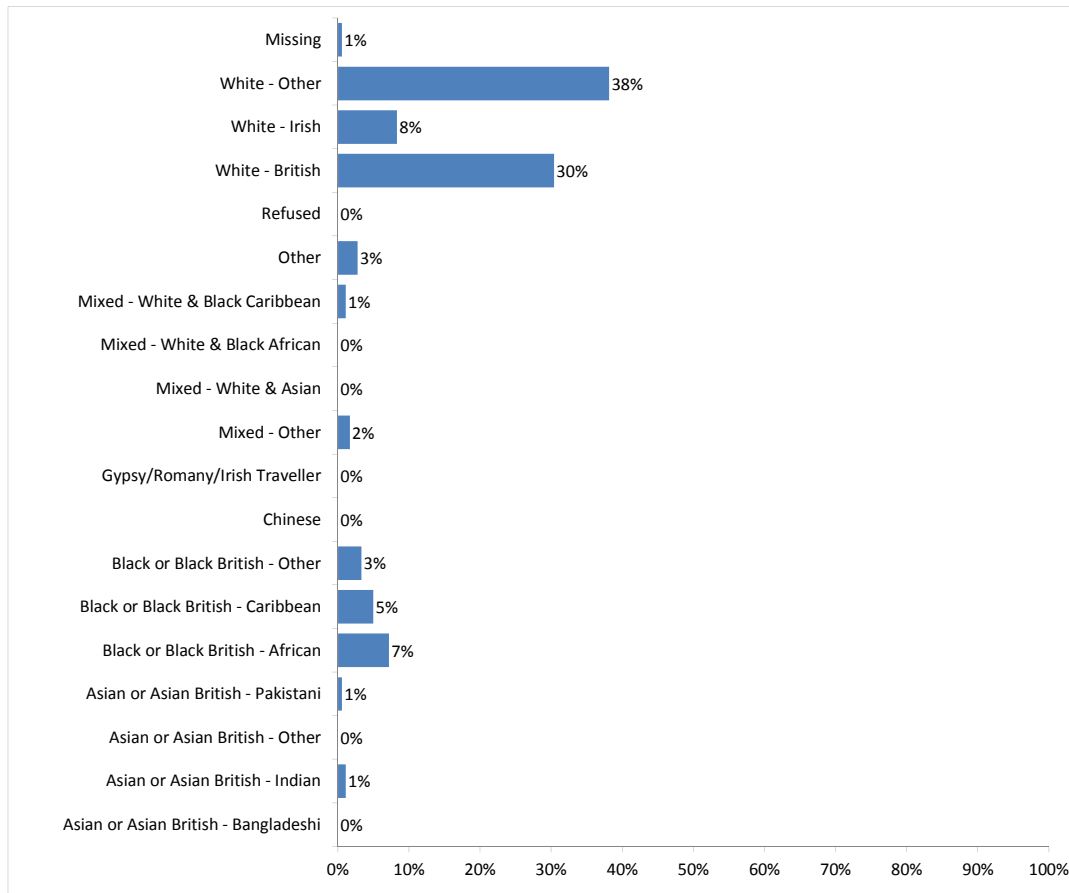
52% of people contacted in Hammersmith & Fulham this year were aged 26-45. This is consistent with the previous three years.

2% of people contacted were aged 25 years or under, none of which were 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: 181

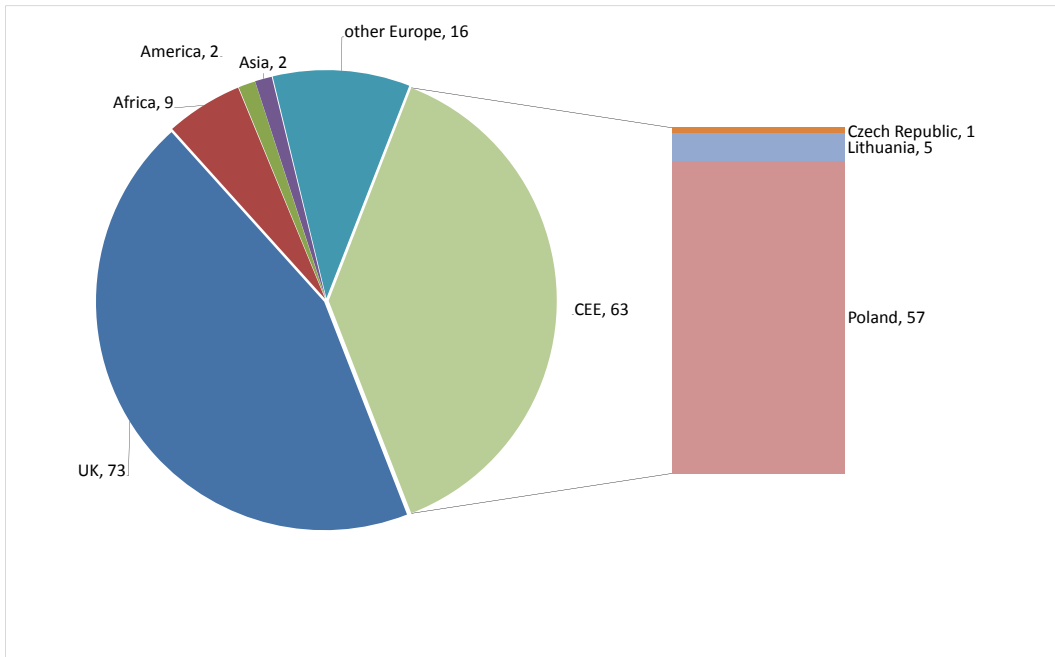
The majority of people contacted in Hammersmith & Fulham in 2010-11 are white (77%), half of which are White - Other.

15% of people contacted are black and 2% are Asian. The ethnic origin of those contacted in Hammersmith & Fulham is consistent with last year.

Of the 69 people contacted in 2008/09 with an ethnic origin of White - Other, 63 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.



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

Nationality	2007/08	2008/09	2009/10	2010/11
UK	54%	68%	40%	44%
CEE	28%	21%	40%	38%
other Europe	9%	9%	10%	10%

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	109	54%	118	68%	67	40%	73	44%
Ireland (Republic of)	11	5%		0%		0%	7	4%
France	1	0%		0%		0%		
Portugal	3	1%		0%		0%	2	1%
Italy	2	1%		0%		0%	2	1%
Bulgaria		0%		0%		0%		
Czech Republic		0%		0%		0%	1	1%
Estonia		0%		0%		0%		
Hungary		0%	1	1%	2	1%		
Latvia		0%		0%		0%		
Lithuania	2	1%	2	1%	1	1%	5	3%
Poland	53	26%	15	9%	59	35%	57	35%
Romania		0%		0%	4	2%		
Slovenia		0%		0%		0%		
Slovakia	1	0%		0%	1	1%		
CEE sub-total	56	28%	36	21%	67	40%	63	38%
other Europe	4	2%	16	9%	17	10%	5	3%
Eritrea	4	2%		0%		0%	4	2%
Somalia	1	0%		0%		0%	1	1%
Africa	4	2%	16	9%	13	8%	4	2%
America		0%		0%	1	1%	2	1%
Asia	5	2%	6	3%	3	2%	1	1%
India		0%		0%		0%	1	1%
Sri Lanka	1	0%		0%		0%		
Australasia		0%		0%		0%		
<i>Missing</i>	27		17				14	8%
<i>Not known</i>	8		7		15		2	1%
Total	236		198		183		181	
Total**	201	100%	174	100%	168	100%	165	100%

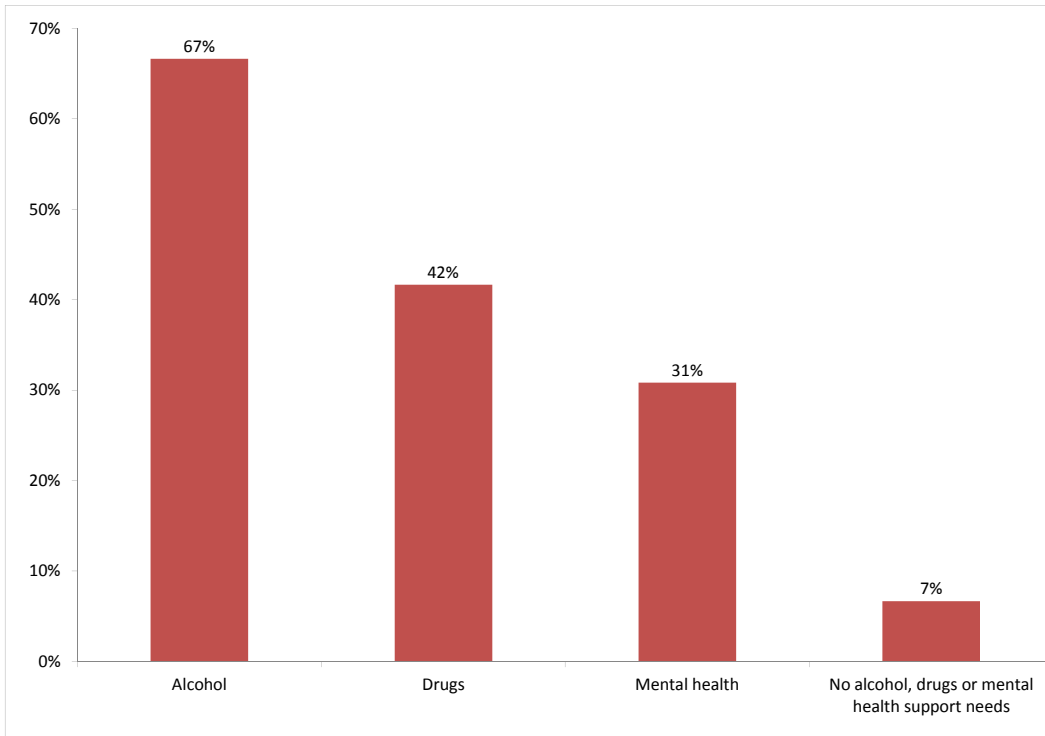
*Percentages are of those clients where their nationality is known

**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: 120 Note that the base figure for this graph excludes clients where all 3 support needs are not known or not recorded (61).

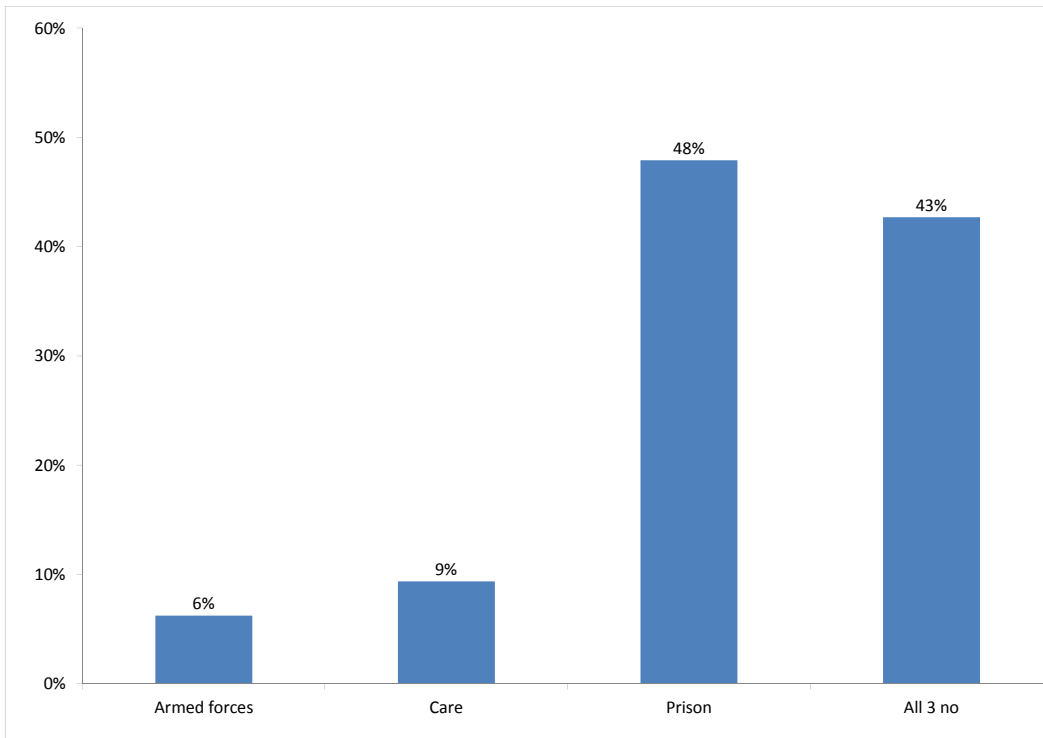
Support Needs	No. of people	%
Alcohol only	38	21%
Drugs only	16	9%
Mental health only	10	6%
Alcohol and drugs	20	11%
Alcohol and mental health	13	7%
Drugs and mental health	5	3%
Alcohol, drugs and mental health	9	5%
All 3 no	8	4%
All 3 not known or not assessed	61	34%
All 3 no, not known or not assessed	1	1%
Total	181	100%

The proportion of people contacted in Hammersmith & Fulham with an alcohol, drugs or mental health support need is consistent with the previous three years.

The proportion of people contacted in Hammersmith & Fulham with an alcohol support need is higher than the proportion across all boroughs this year, 50%.

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

6 people contacted in Hammersmith & Fulham this year have previously been in the armed forces (7 last year).

Nationality	Number	% of people seen rough sleeping
UK	1	1%
Poland	3	4%
Portugal	1	1%
Not Known	1	1%
Total	6	7%

9 people contacted in Hammersmith & Fulham this year have previously been in care (11 last year).

46 people contacted in Hammersmith & Fulham this year have previously been in prison (46 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. 8 people contacted in the year have been in care and prison.

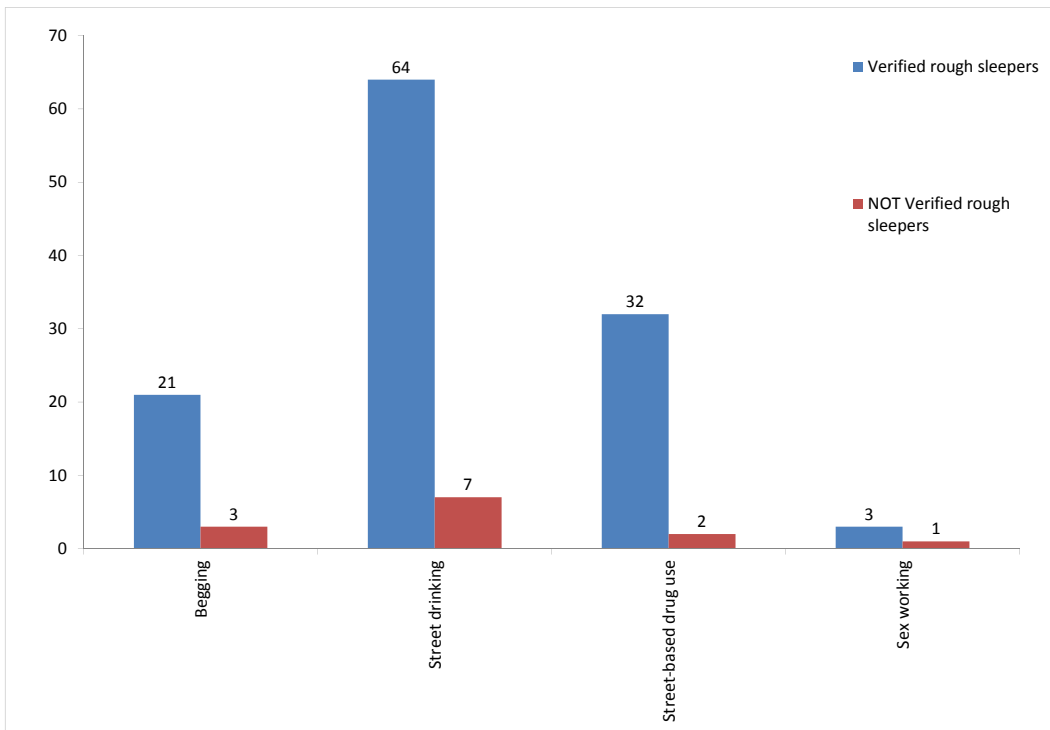
The proportion of people contacted in Hammersmith & Fulham with previous experience of the armed forces, care or prison is consistent with the three previous years.

The proportion of people with experience of prison is slightly higher than the proportion across all boroughs this year, 38%.

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: 78

Base for people not verified as rough sleepers: 8

Of the 166 verified rough sleepers contacted this year, 78 (47%) 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 166 verified rough sleepers contacted in the year by outreach or BBS teams, 17 people who have not been seen rough sleeping were also contacted. Of these:

None had confirmed reconnections;

5 were booked into accommodation across all boroughs;

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