



CHAIN

Annual Report for Hammersmith and Fulham

1st April 2011
to
31st March 2012



CHAIN Annual report for Hammersmith and Fulham 2011/12

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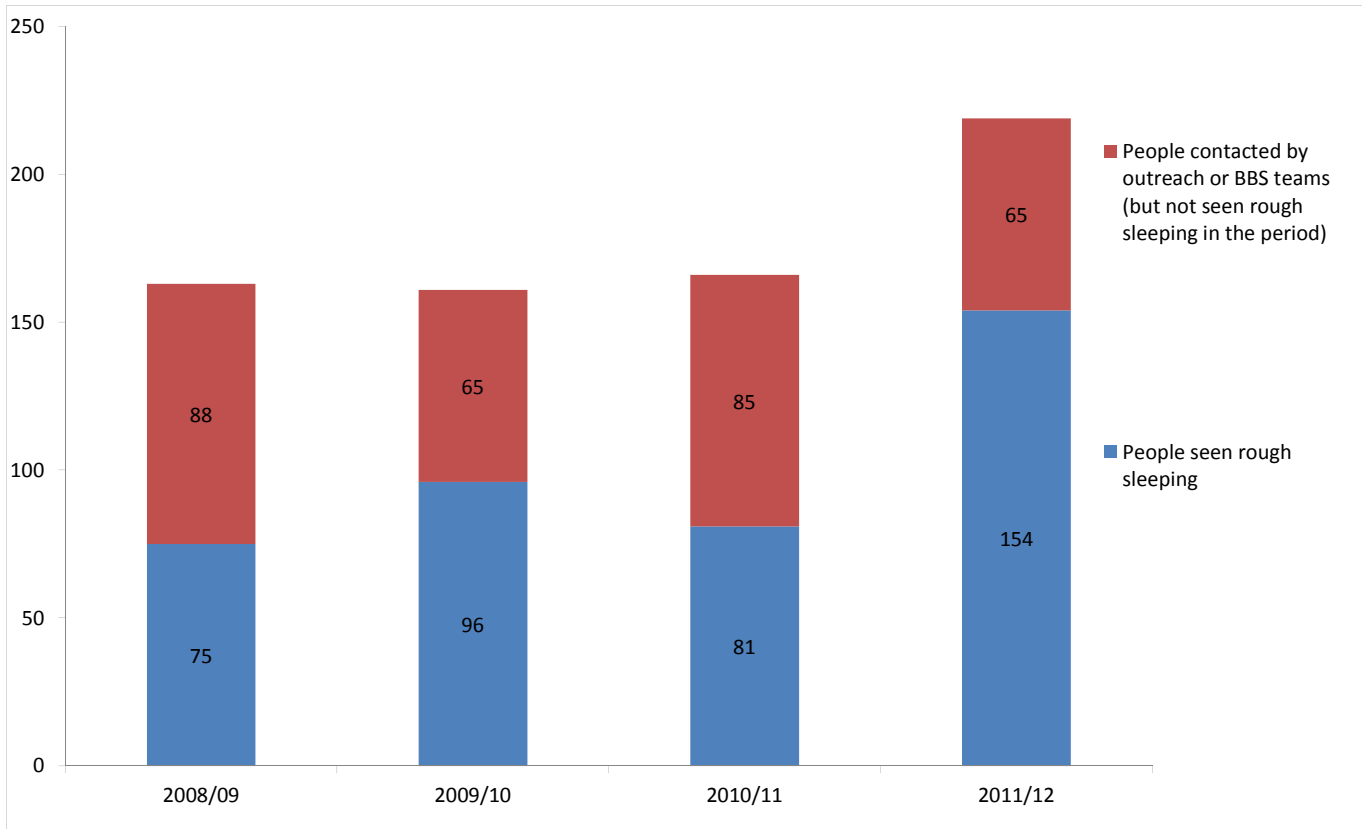
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CHAIN Annual report for Hammersmith and Fulham

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



2008/09 base: 163
2009/10 base: 161
2010/11 base: 166
2011/12 base: 219

219 verified rough sleepers were contacted by services in Hammersmith and Fulham during the year.

Of these 219, 154 had a bedded down street contact in the year and so were known to have slept rough in Hammersmith and Fulham during the year.

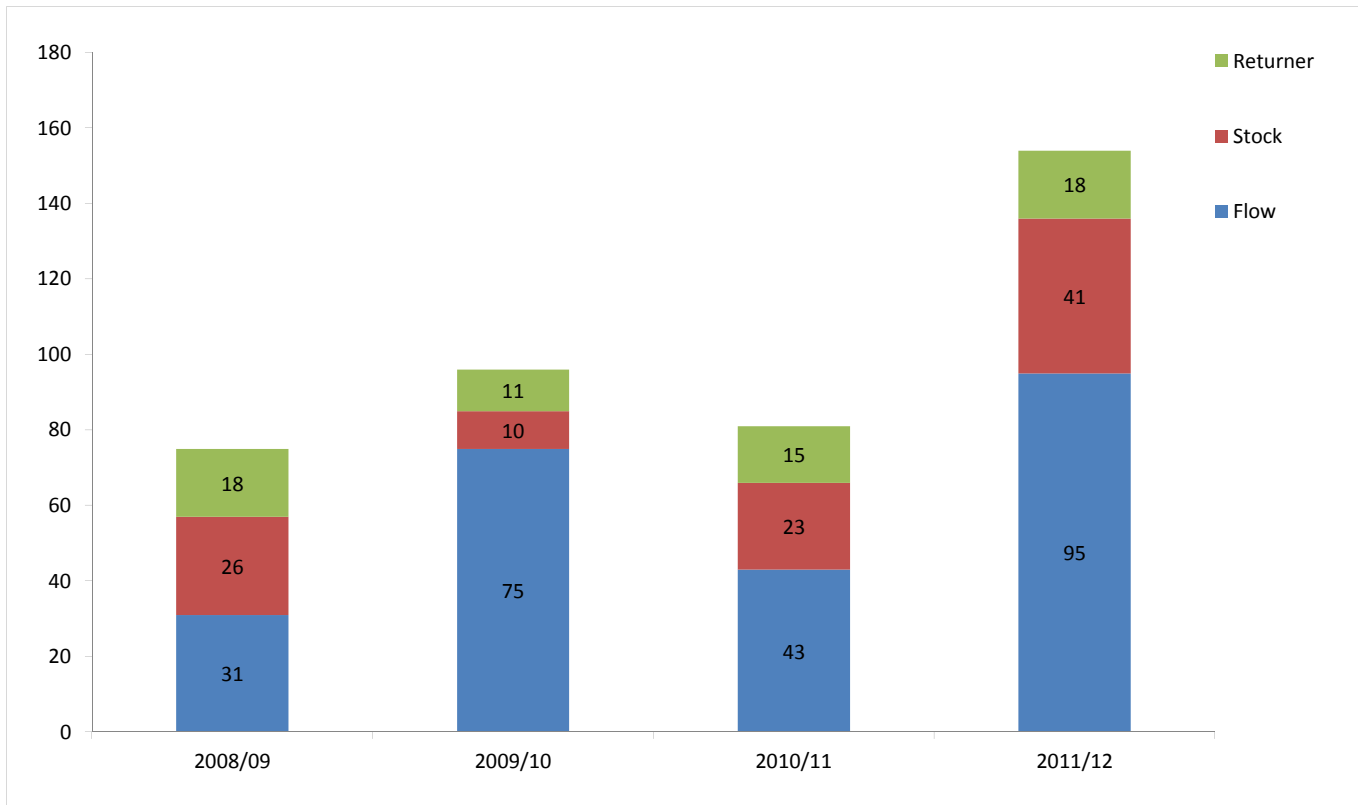
95 people were seen rough sleeping for the first time this year (flow).

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 31st March 2011
Returner	People who were also seen sleeping rough at least over a year ago, but not between 1st April 2011 and 31st March 2012



2008/09 base:	75
2009/10 base:	96
2010/11 base:	81
2011/12 base:	154

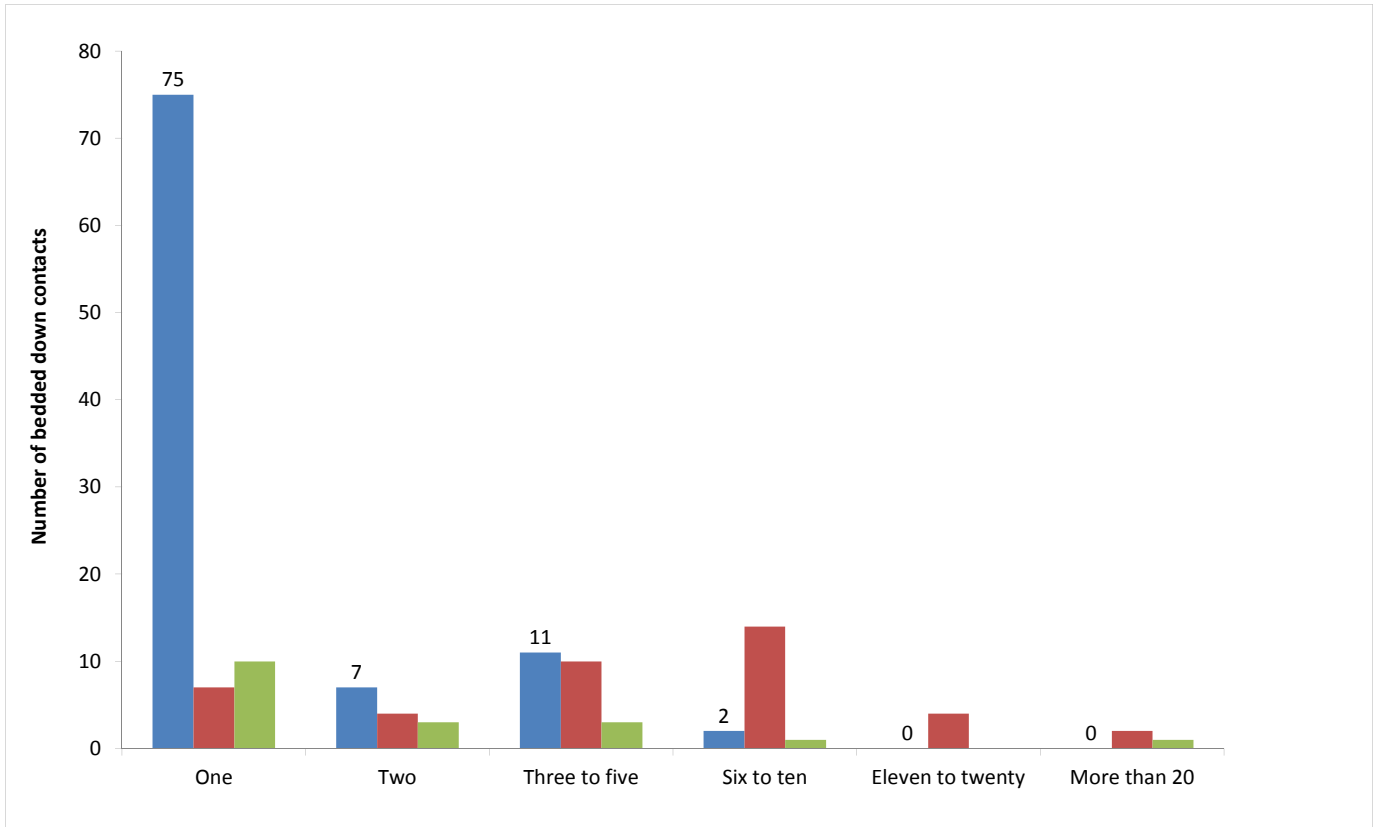
95 people rough sleeping were flow (new to the streets). This means they had not previously been contacted by any outreach or BBS team that reports to CHAIN and were verified as a rough sleeper this year.

41 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.

18 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 this year.

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

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



Base (Flow): 95
Base (Stock): 41
Base (Returner): 18

Of the 154 people seen rough sleeping this year, 92 only had a single bedded down street contact.

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	37	8	9	54	36%
Ireland (Republic of)	2		2	4	3%
Portugal		1		1	1%
Bulgaria	2			2	1%
Czech Republic	3			3	2%
Estonia					
Hungary			1	1	1%
Latvia	1	1		2	1%
Lithuania	3	1		4	3%
Poland	19	25	4	48	32%
Romania	6			6	4%
Slovenia					
Slovakia					
Central and East European (CEE) sub-total	34	27	5	66	44%
other Europe	3	2		5	3%
Eritrea	4		1	5	3%
Africa	11	2	0	13	9%
America					
Asia	3	1		4	3%
Australasia					
<i>Missing</i>			1	1	1%
<i>Not known</i>	1		1	2	1%
Total	95	41	18	154	
Total**				151	100%

**Excludes Missing and Not Known

5) Accommodation and reconnection events (Outreach)

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

Accommodation type	2011-12	%	2010-11	%
Assessment centre	1	3%	0	0%
Bed & breakfast	4	11%	1	4%
Clinic/Detox/Rehab	0	0%	5	18%
Night Centre	0	0%	0	0%
Rolling shelter	0	0%	0	0%
Hostel	16	42%	20	71%
Other temporary	0	0%	0	0%
Second-stage accommodation	0	0%	0	0%
St Mungo's complex needs	0	0%	0	0%
St Mungo's semi-independent	0	0%	0	0%
Clearing House/RSI	1	3%	0	0%
LA tenancy (general needs)	0	0%	0	0%
Private rented sector	0	0%	0	0%
Private rented sector - independent	4	11%	0	0%
Private rented sector - with some floating support/support	0	0%	0	0%
RSL tenancy (general needs)	0	0%	0	0%
Sheltered housing	0	0%	0	0%
Supported housing	0	0%	0	0%
Other long-term accommodation	0	0%	1	4%
Bookings into accommodation total	26	68%	27	96%
Return to home area	11	29%	1	4%
Seeking work	1	3%	0	0%
Move to area for friends/family	3	8%	0	0%
Move to area with appropriate services	0	0%	0	0%
Other	0	0%	0	0%
Reconnections total	12	32%	1	4%
TOTAL	38	100%	28	100%

Outreach and BBS teams across Hammersmith and Fulham succeeded in reconnecting or booking into accommodation 32 people, 15% of the 219 people contacted during the year.

20 people had a total of 26 booking in events. This indicates that individuals can be booked into accommodation (the same type or different) more than once in the year.

5 people were booked into long-term accommodation.

14 people were booked into hostel accommodation.

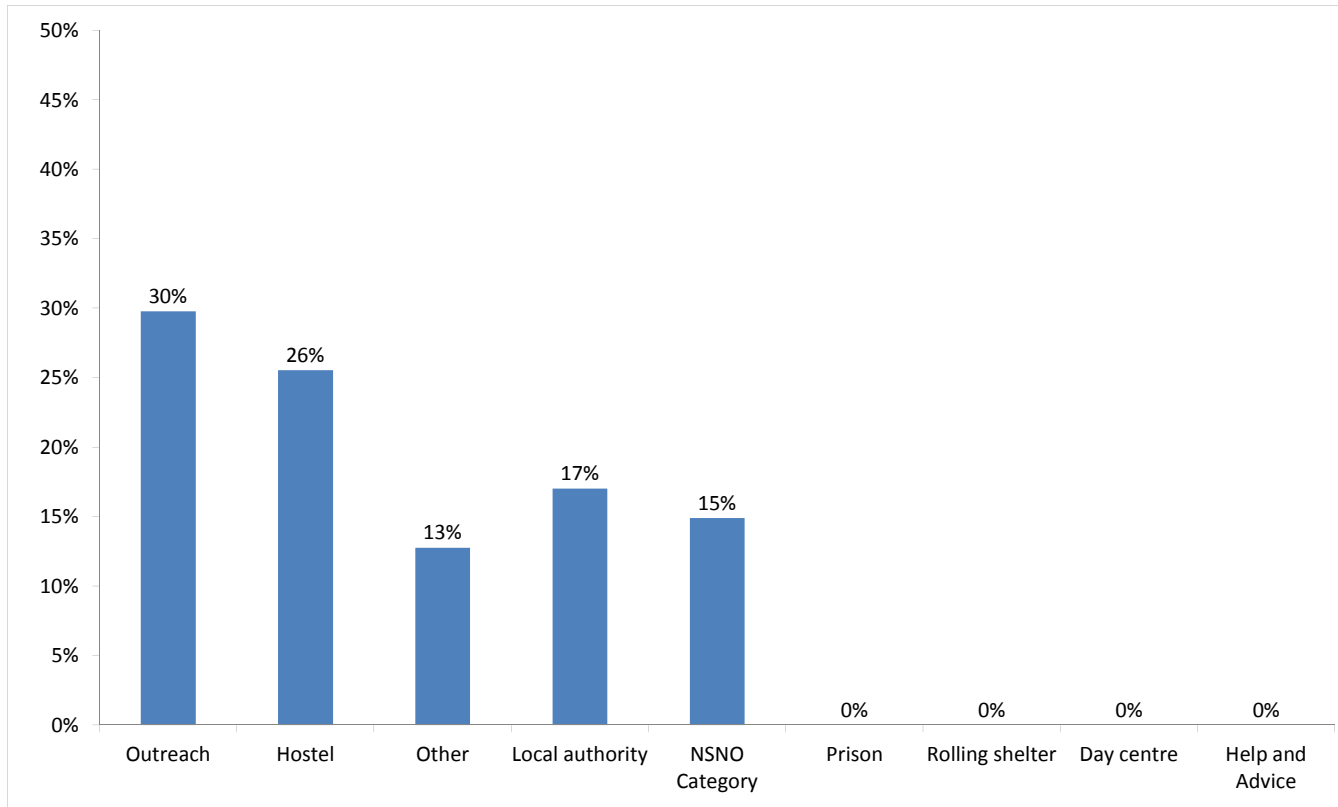
Outreach and BBS teams across Hammersmith and Fulham achieved a confirmed reconnection with 12 people they contacted this year. This is 5% of the people contacted by outreach or BBS teams this year.

12 confirmed reconnection events were recorded by outreach and BBS teams for verified rough sleepers this year. There were no such actions for the wider street population (people not seen sleeping rough).

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

6) Arrivals

Temporary accommodation arrivals by accommodation project and source of referral.



Base: 47

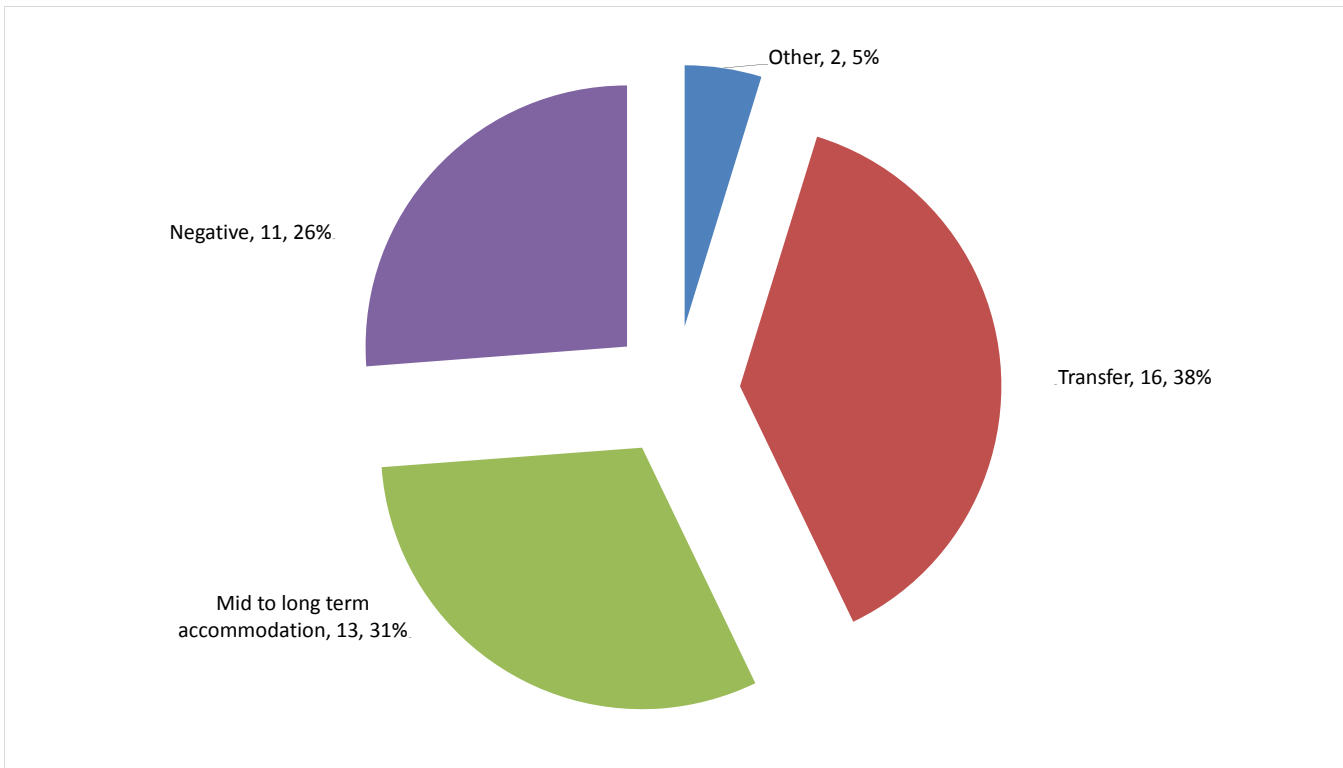
35 people arrived at accommodation in Hammersmith and Fulham this year. These 35 people had 47 arrival actions. This indicates that an individual can arrive more than once (at the same accommodation project or different) in a period.

Breakdown by accommodation:

Source of referral →	Accommodation ↓							Total
	H&F SORT	K & C SIT	Assessment Hub - North	Hostel	St Mungo's internal transfer	Local authority other referral source)		
Goldhawk Road/Market Lane	5		1	7			2	15
Broadway - Edith Road	2		1	1		5	1	10
Broadway - Old Theatre				2			1	3
Broadway - The Coninghams	6	1	5			3	2	17
St Mungo's - Munden Street					2			2
Total	13	1	7	10	2	8	6	47

7) Departures - destination on departure

Departure actions by destination on departure



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	Green
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	Red
Not known, Sleeping rough/returned to streets, Taken into custody	Negative	Purple
Died, Outside London, Staying with family, Staying with friends	Other	Blue

Destination on departure from temporary accommodation	Number	%
Care home	1	2%
Detox clinic	2	5%
Died	2	5%
Hospital - NOT long term/acute care	1	2%
Hostel - another organisation	1	2%
Hostel - within the organisation	12	29%
Not known	10	24%
RSL tenancy (general needs)	3	7%
Supported Housing	9	21%
Taken into custody	1	2%
Total	42	100%

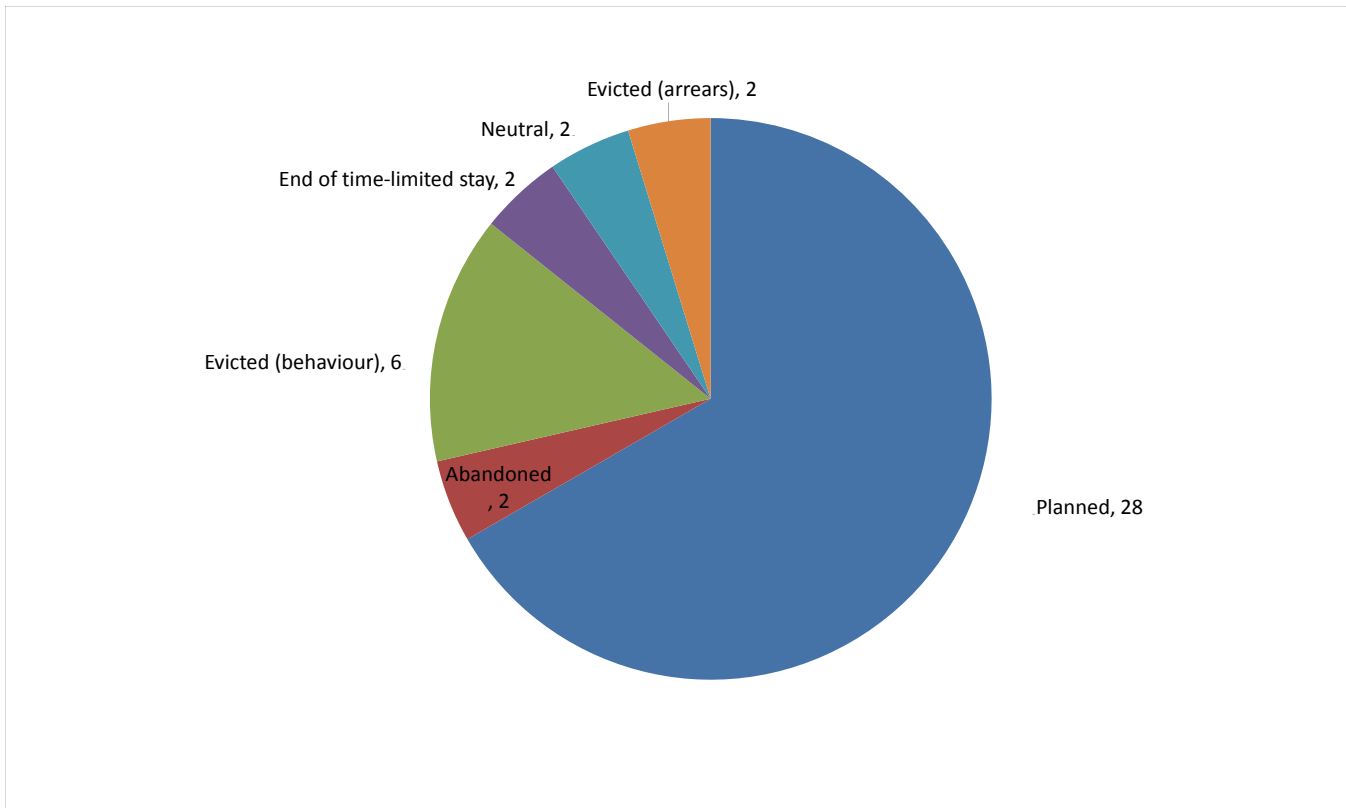
33 people departed from accommodation in Hammersmith and Fulham this year. These 33 people had 42 departure actions. This indicates that an individual can depart from more than once (at the same accommodation project or different) in a period.

Breakdown by accommodation

Destination Accommodation	Care home	Detox clinic	Died	Hospital - NOT long term/acute	Hostel - another organisation	Hostel - within the organisation	Not known	RSL tenancy (general needs)	Supported Housing	Taken into custody	Total
Broadway - Goldhawk Road/Market Lane	1	1		1		3	6		4		16
Broadway - Edith Road		1				1	1	1	4		8
Broadway - Old Theatre			2			1	1		1		5
Broadway - The Coninghams					1	7	2			1	11
St Mungo's - Munden Street								2			2
Total	1	2	2	1	1	12	10	3	9	1	42

8) Departures - planned or unplanned

Departures by whether or not the departure was planned or unplanned



Base: 42

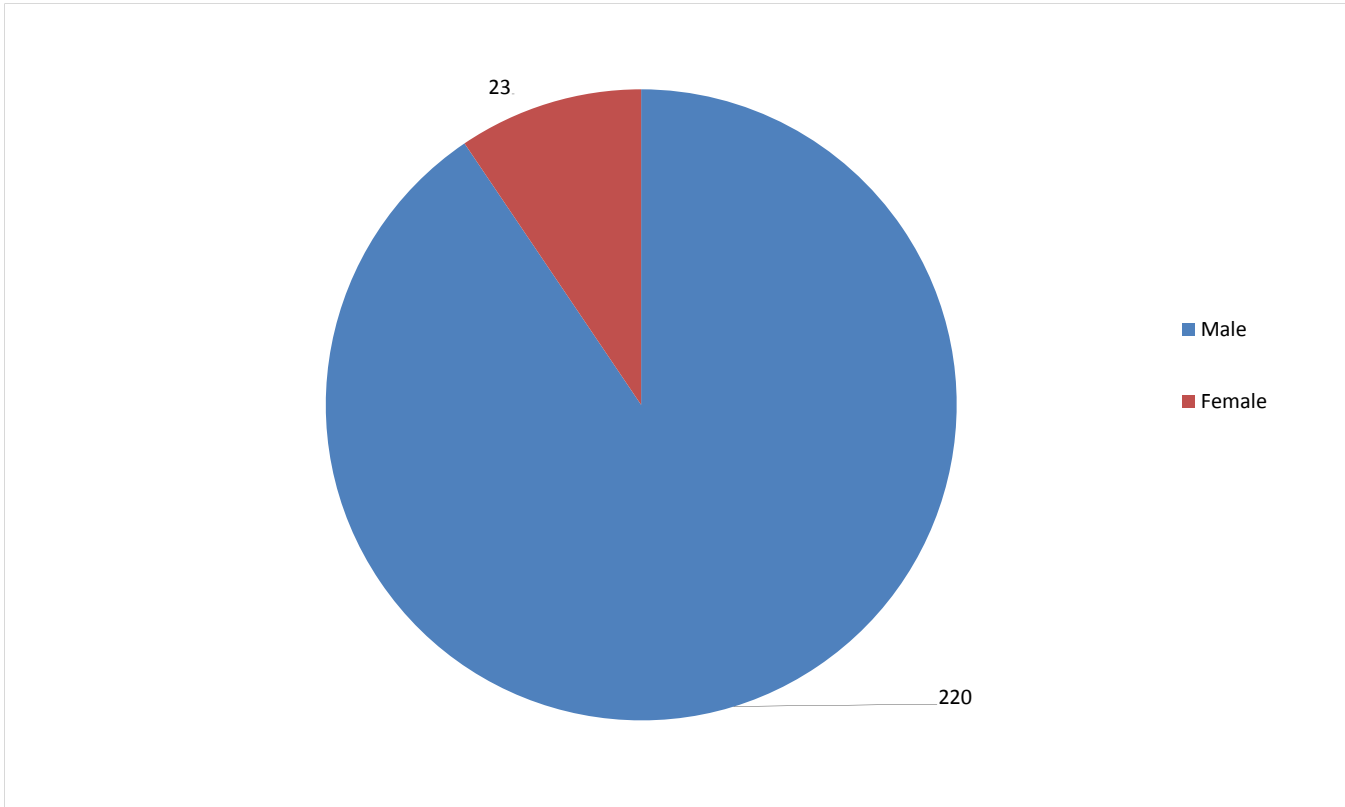
Breakdown by accommodation

Planned/ Unplanned Accommodation	Planned/ Unplanned						Total
	Planned	Abandoned	Evicted (behaviour)	End of time-limited stay	Neutral	Evicted (arrears)	
Goldhawk Road/Market Lane	9	1	3	2		1	16
Broadway - Edith Road	7	1					8
Broadway - Old Theatre	2		1		2		5
Broadway - The Coninghams	8		2			1	11
St Mungo's - Munden Street	2						2
Total	28	2	6	2	2	2	42

Demographics

9) Gender

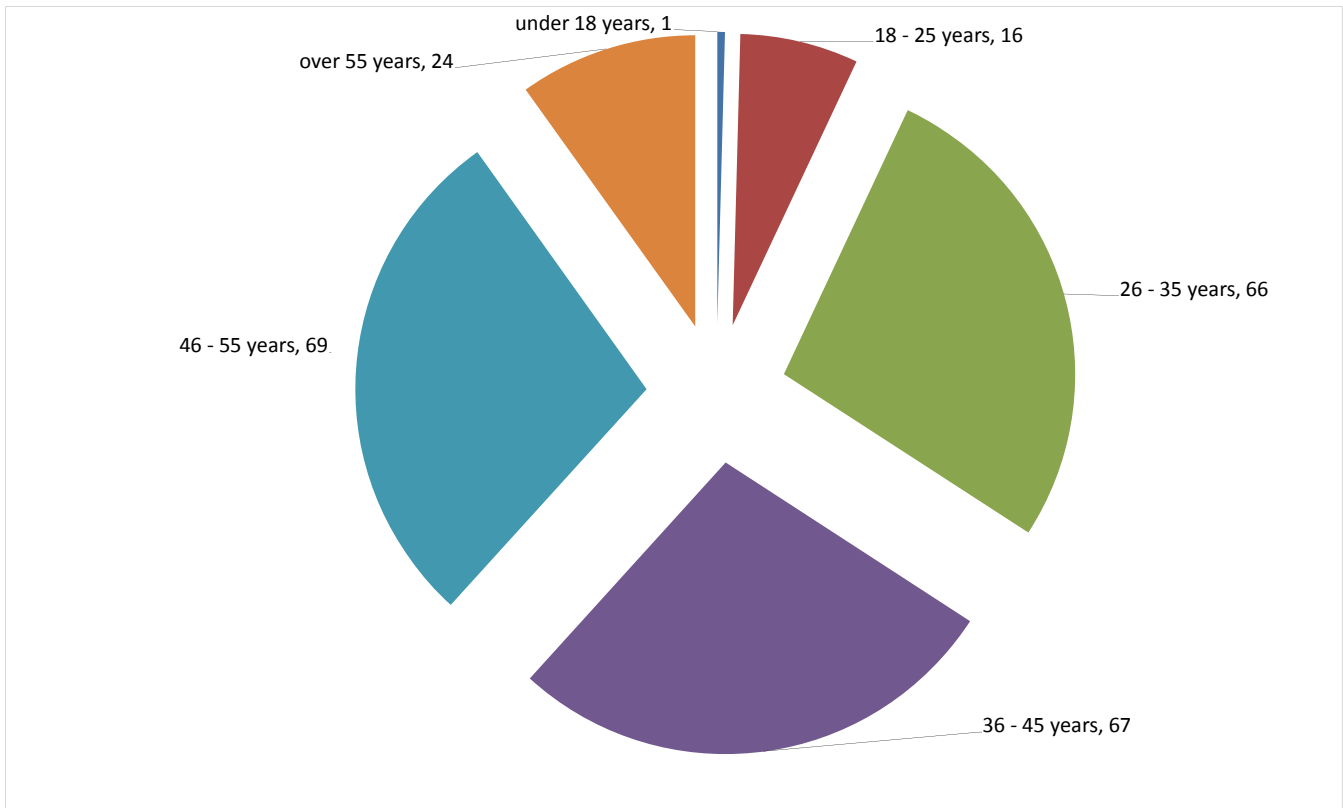
People contacted by outreach or BBS teams and/or arriving in or departing from accommodation in the year by gender



Base: 243

10) Age

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



Base: 243

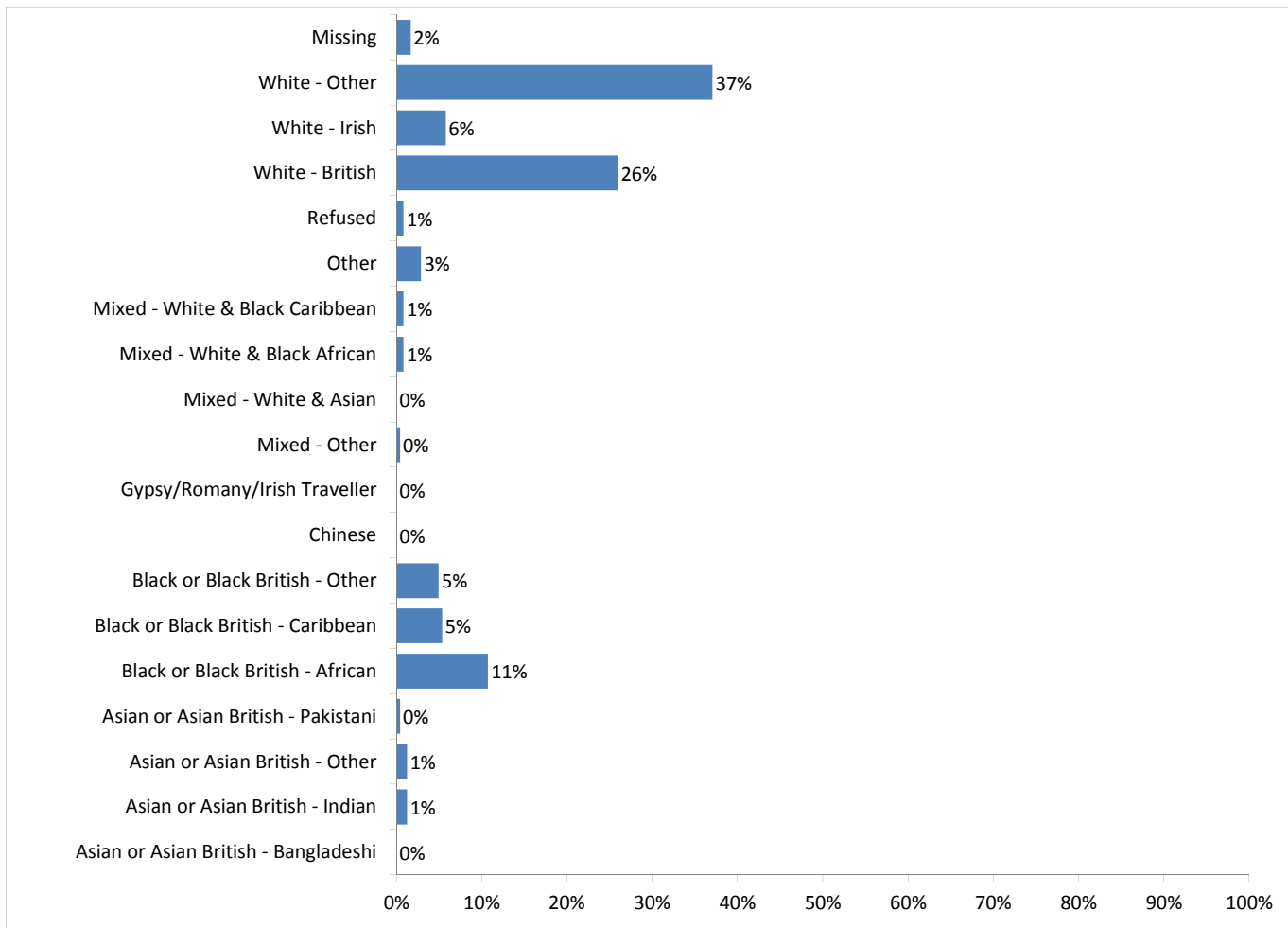
55% of people contacted in Hammersmith and Fulham this year were aged 26-45.

7% of people contacted were aged 25 years or under, 1 of which were aged under 18 years.

10% were aged over 55 years.

11) Ethnicity

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



Base: 243

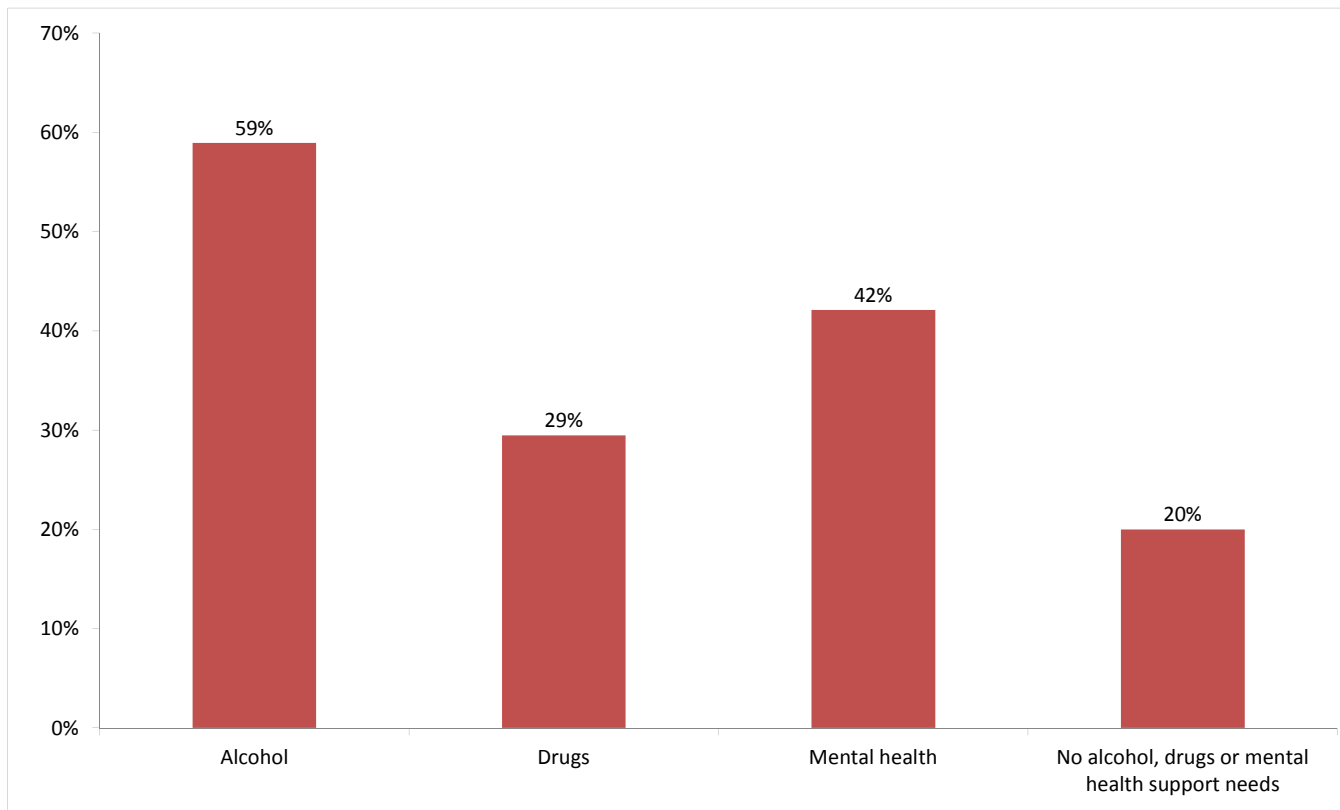
The majority of people contacted in Hammersmith and Fulham in 2011-12 were white (69%), most of whom were white British.

21% of people contacted were black and 3% were Asian.

Client Support Needs/Institutional History

12) Support needs

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

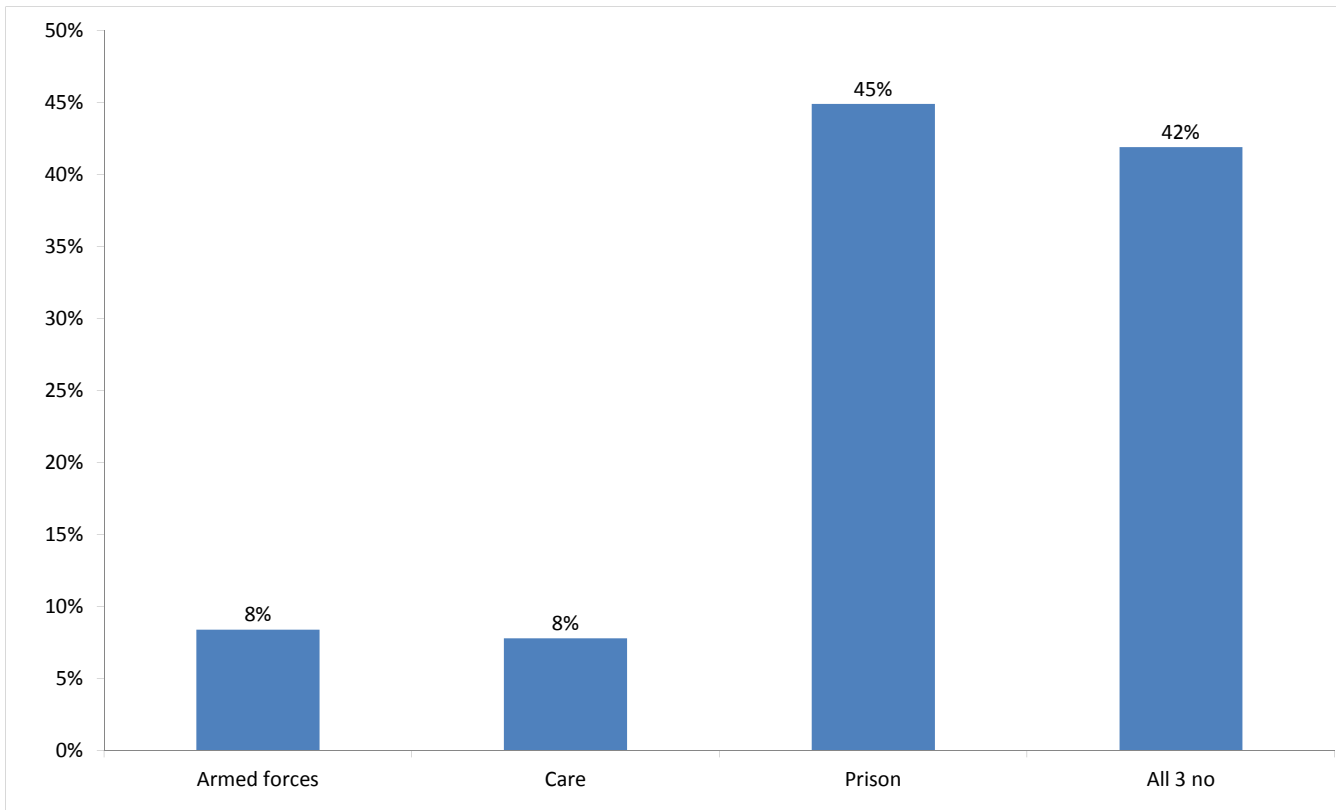


Base: 190 Note that the base figure for this graph excludes clients where all 3 support needs are not known or not recorded (47).

Support Needs	No. of people	%
Alcohol only	42	18%
Drugs only	11	5%
Mental health only	20	8%
Alcohol and drugs	17	7%
Alcohol and mental health	32	14%
Drugs and mental health	7	3%
Alcohol, drugs and mental health	21	9%
All 3 no	38	16%
All 3 not known or not assessed	47	20%
All 3 no, not known or not assessed	2	1%
Total	237	100%

13) 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: 167 Note that the base figure for this graph excludes clients where all 3 institutional histories are not known.

14 people contacted in Hammersmith and Fulham this year have previously been in the armed forces.

Nationality	Number of rough sleepers	% of people seen rough sleeping
UK	1	1%
Non-UK	7	5%
Total	8	5%

13 people contacted in Hammersmith and Fulham this year have previously been in care.

75 people contacted in Hammersmith and Fulham this year have previously been in prison.

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. 7 people contacted in the year have been in care and prison.