



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



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

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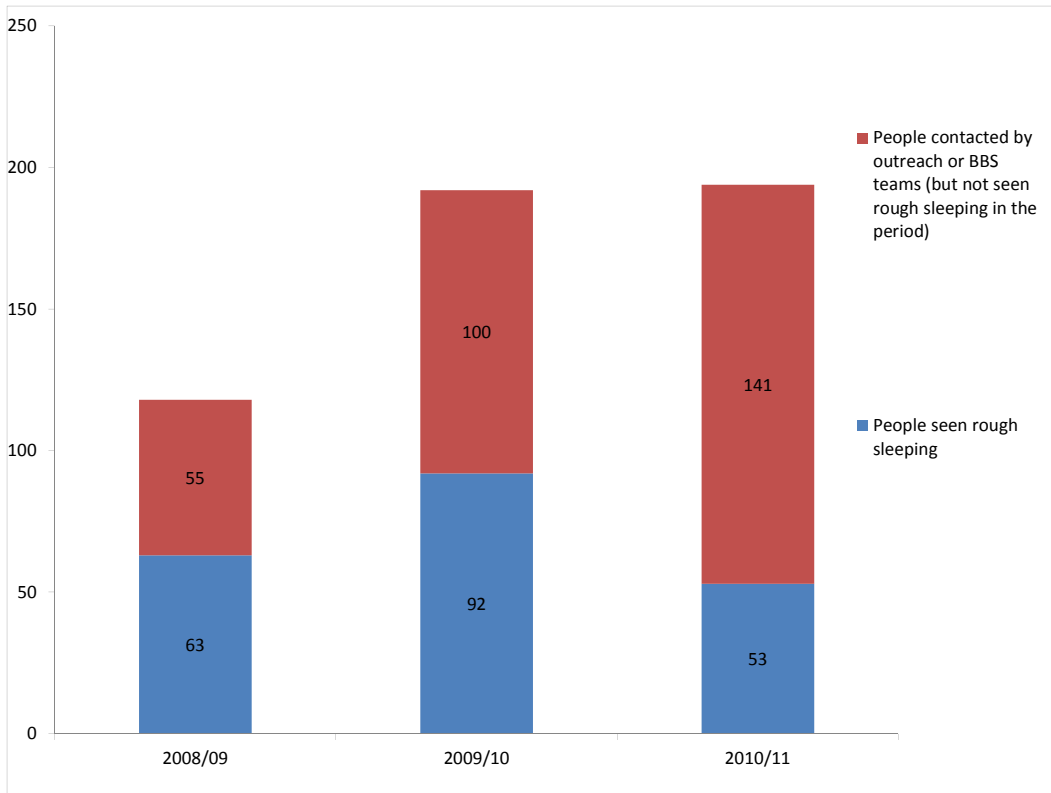
Street population (people who rough sleep and/or engage in a street lifestyle) contacted by outreach who fall into one or more of the street activity categories on CHAIN

CHAIN Annual report for Islington

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: 118

2009/10 base: 192

2010/11 base: 194

194 verified rough sleepers were contacted by services in Islington during the year. This is consistent with 192 last year and compares to 118 in the previous year.

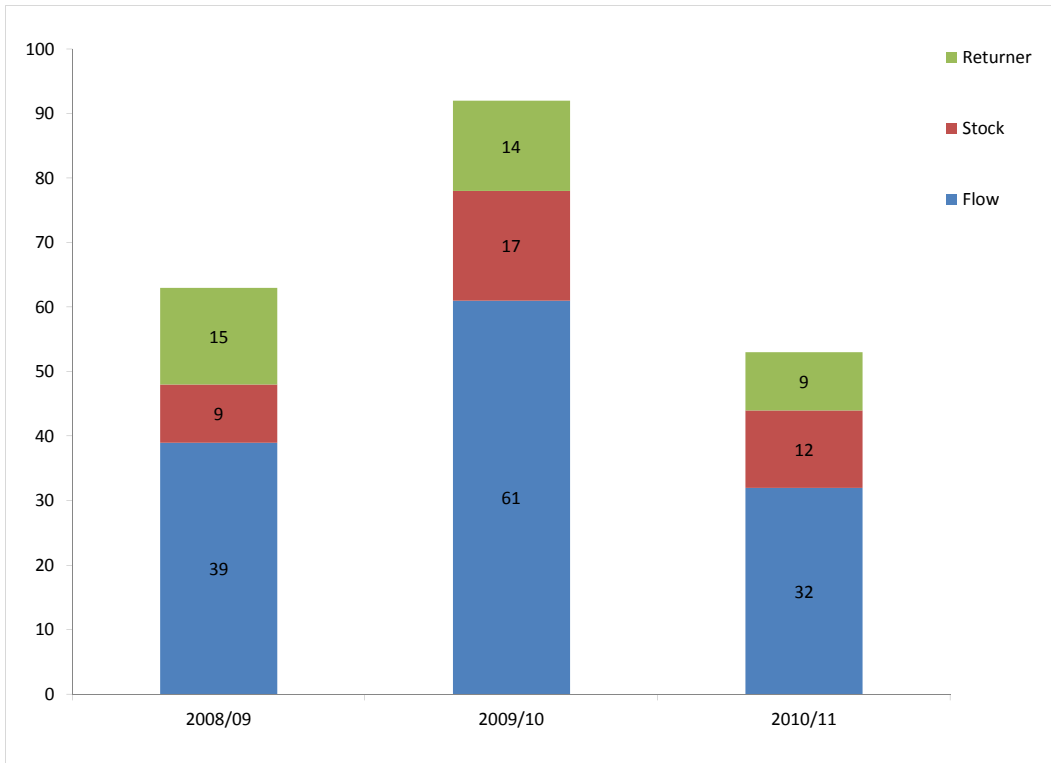
Of these 194, 53 had a bedded down street contact in the quarter and so were known to have slept rough in Islington during the year. The number sleeping rough this year has decreased by 42%.

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: 63
 2009/10 base: 92
 2010/11 base: 53

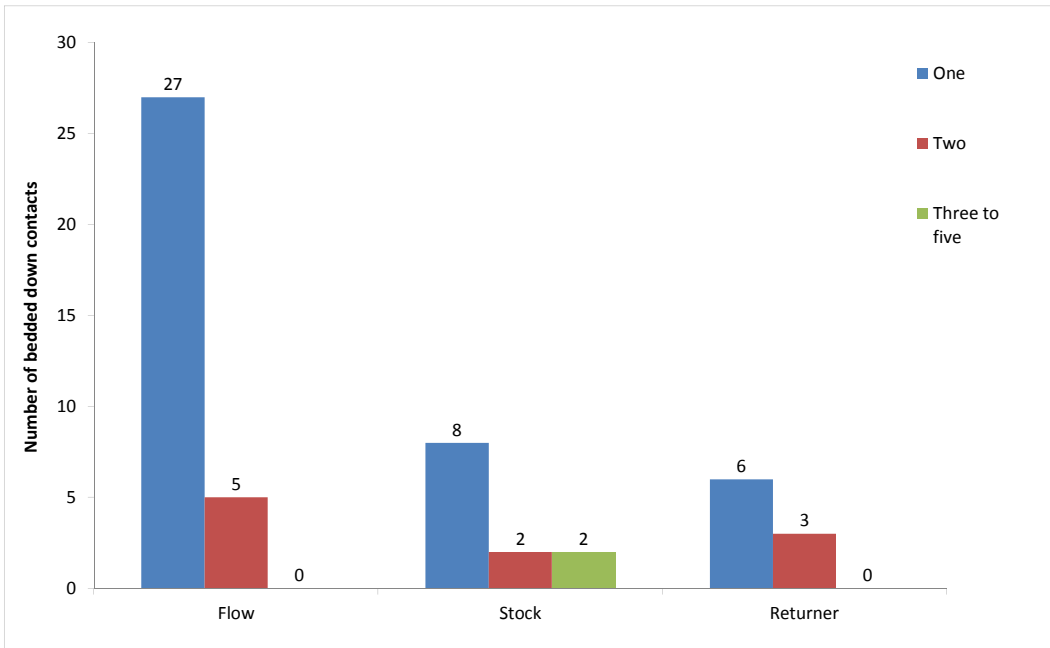
32 people rough sleeping were flow (new to the streets). This means they had not previously been contacted by any outreach or BBS team that reports to CHAIN and were verified as a rough sleeper this year.

12 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.

9 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): 32
Base (Stock): 12
Base (Returner): 9

The proportion of stock, flow and returner people contacted across Islington this quarter is consistent with the previous two years.

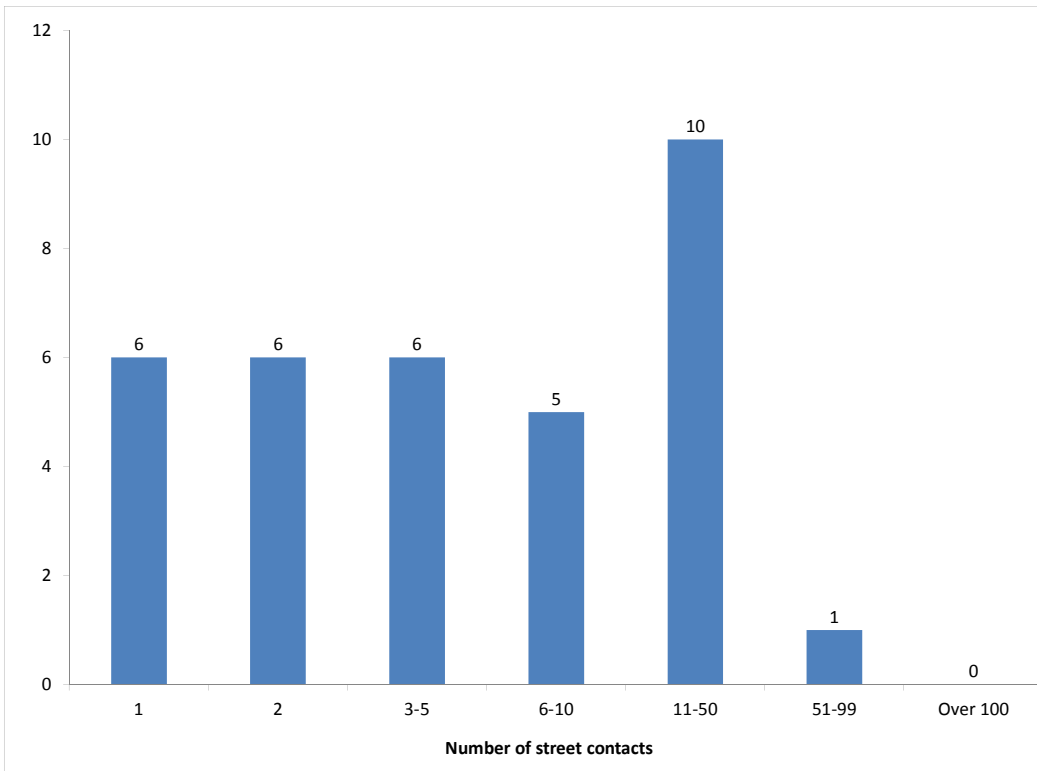
Of the 53 people seen rough sleeping this quarter, 41 only had a single bedded down street contact.

Of the 53 people seen bedded down, 3 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: 34

34 (18%) verified rough sleepers contacted across Islington this year have never had a booking in action recorded on CHAIN. This is lower than previously: 2008-09, 43%; 2009-10, 29%.

18 of these people have slept rough in the year, which is 34% of all people sleeping rough this year.

6 (18%) 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 Islington 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

Accommodation type/Reconnection type	2010/11	%	2009/10	%
Assessment centre	10	6%		
Bed & breakfast	6	4%	3	2%
Clinic/Detox/Rehab	7	4%	23	18%
Night Centre	87	54%		
Rolling shelter	15	9%	25	19%
Hostel	9	6%	13	10%
Other temporary	0	0%	3	2%
Second-stage accommodation	7	4%	4	3%
St Mungo's complex needs	6	4%		
St Mungo's semi-independent	1	1%		
Clearing House/RSI	2	1%	8	6%
LA tenancy (general needs)	0	0%	5	4%
Private rented sector	0	0%	6	5%
Private rented sector - independent	0	0%		
Private rented sector - with some floating support/support	2	1%		
RSL tenancy (general needs)	0	0%		
Sheltered housing	0	0%		
Supported housing	5	3%		
Other long-term accommodation	2	1%	3	2%
Bookings into accommodation total	159	99%		
Return to home area	2	1%		
Seeking work	0	0%		
Move to area for friends/family	0	0%		
Move to area with appropriate services	2	1%		
Other	0	0%		
Reconnections total	2	1%		
TOTAL	161	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 Islington succeeded in reconnecting or booking into accommodation 63 people, 32% of the 194 people contacted during the year.

This compares to - 2009/10: 88, 2008/09: 23.

63 people had a total of 159 booking in events. This indicates that individuals can be booked into accommodation (the same type or different) more than once in the year. In most cases a few individuals have been booked many times into a night centre during the year.

8 people were booked into long-term accommodation. This is lower than previous periods, although since the categories have changed it is not possible to make a direct comparison.

This figure relates to people booked directly 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.

9 people were booked into hostel accommodation. This compares to 2009/10: 13, 2008/09: 4.

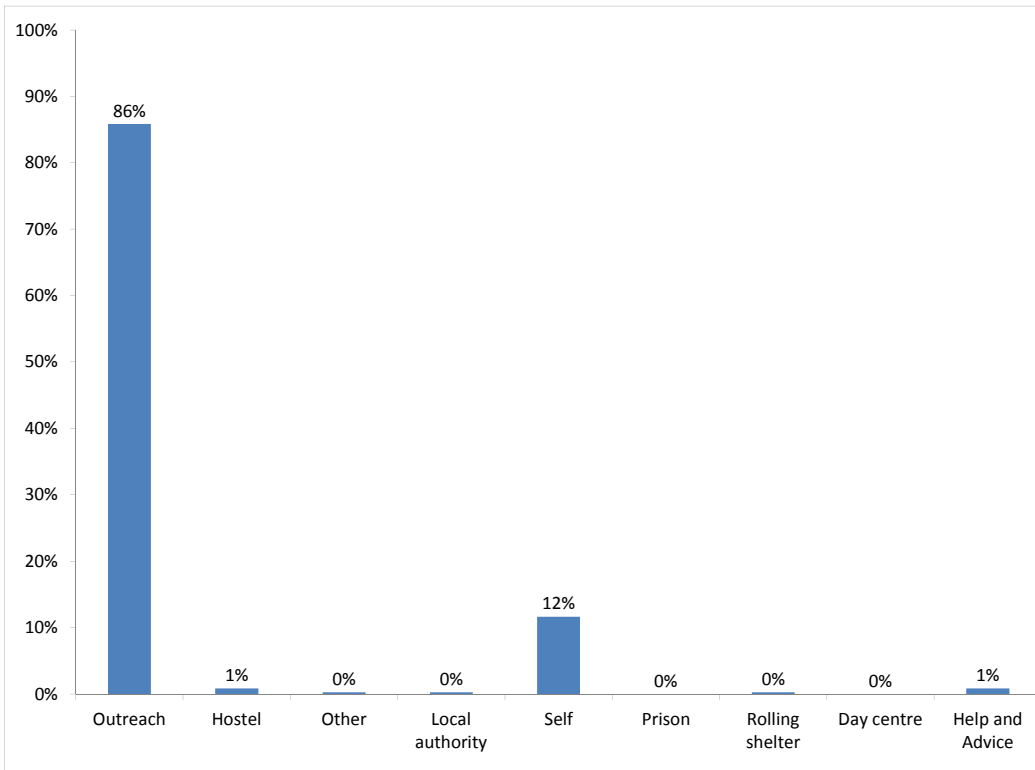
Outreach and BBS teams across Islington achieved a confirmed reconnection with 2 people they contacted this year. This is 1% of the people contacted by outreach or BBS teams this year.

2 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: 361

326 people arrived at accommodation in Islington this year. These 326 people had 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 higher than previous years, but this is the first full year that the Margery Street rolling shelter has been operating.

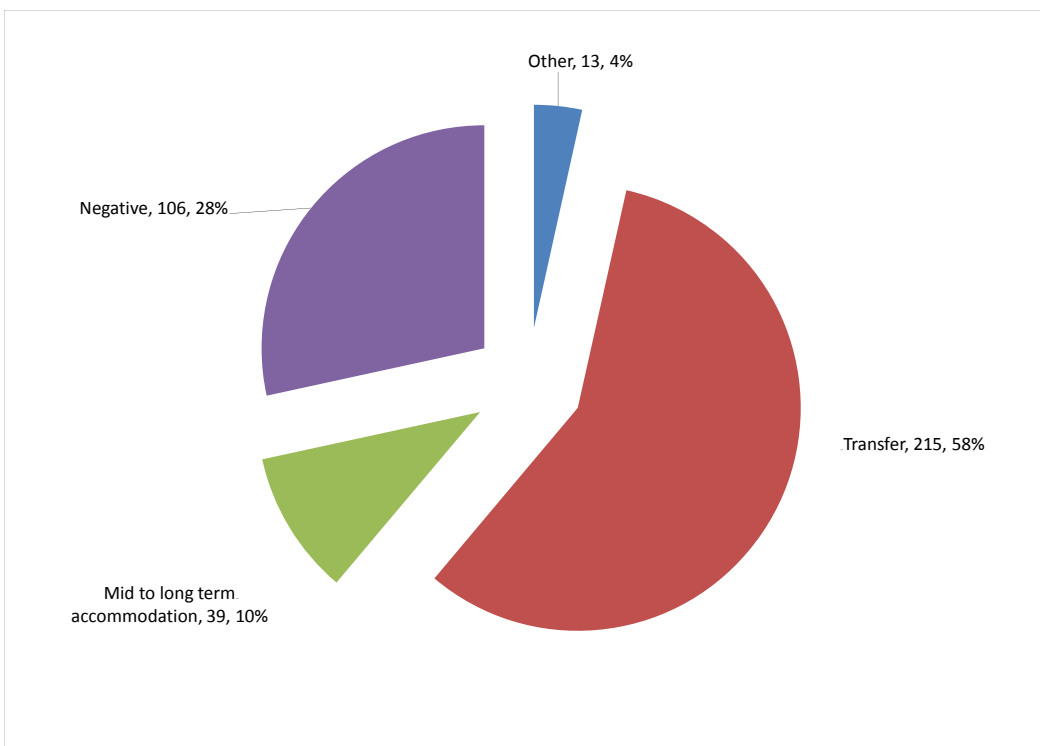
The proportion of arrivals to accommodation in Islington that were referred by outreach or BBS teams is higher than previously, but this is the first full year that the Margery street rolling shelter has been operating.

Breakdown by accommodation:

Source of Referral	Accommodation						Total
	Cranstoun Drug Services - City Road	St Mungo's - Barnsbury Road	St Mungo's - Margery Street	St Mungo's - Rosebery Avenue	St Mungo's - Tollington Road	St Mungo's - Wharnton Street	
BBS - CSTM			40				40
BBS - St Mungo's			39				39
CHC Brent Outreach			1				1
City Rough Sleepers Team			27				27
CRI - Camden			9				9
CSTM - Advice & Housing	1		2				3
CSTM MNP 26+			2				2
GP/Hospital/Health authority	1						1
HAART			6				6
Heathrow Airport Outreach			13				13
Hostel			2				2
Lambeth SORT	1		8				9
Local authority						1	1
London Street Rescue		1	56				57
Outreach	1		5				6
Passage BBS and Day Centre			36				36
Pilion Islington Outreach			13	1	1	3	18
Rolling shelter			1				1
Self	41						41
Southwark SPOT			25				25
The Passage - Passage Assessment Centre			1				1
Tower Hamlets SORT			12				12
Westminster SPOT			9				9
Westminster SSHU - CSTM			2				2
Westminster SSHU - Passage			1				1
Total	45	1	310	1	1	4	362

7) Departures - destination on departure

Departure actions by destination on departure



Base: 373

Destination categories on CHAIN	Chart category	Colour
Care home, Clearing House/RSL, 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	%
Accomm where client is owner	0	0%
Bed & Breakfast	6	2%
Care home	0	0%
Clearing House/RSI	2	1%
Detox clinic	9	2%
Committed suicide	0	0%
Died	2	1%
Home area	0	0%
Hospital	0	0%
Hospital - long term	1	0%
Hospital - NOT long term/acute care	5	1%
Hostel	15	4%
Hostel - another organisation	123	33%
Hostel - within the organisation	39	10%
LA tenancy (general needs)	0	0%
Long-term accommodation	3	1%
Not known	76	20%
Outside London	0	0%
Previous home (describe type of accomm in notes)	0	0%
Private rented sector - independent	14	4%
Private rented sector - with some floating support/support	5	1%
Psychiatric hospital	1	0%
Rehab clinic	16	4%
Returned to home country (CEE)	1	0%
Returned to home country (non CEE)	1	0%
RSL tenancy (general needs)	0	0%
Sheltered Housing	2	1%
Sleeping rough/Returned to streets	18	5%
Staying with family	2	1%
Staying with friends	9	2%
Supported Housing	10	3%
Taken into custody	12	3%
Temporary accommodation	1	0%
Total	373	100%

339 people departed from accommodation in Islington this year. These 339 people had 373 departure actions. This indicates that an individual can depart more than once (at the same accommodation project or different) in a period.

47% of people left accommodation to move to another hostel. This is higher than the previous two years but this is the first full year that the Margery Street rolling shelter has been operating.

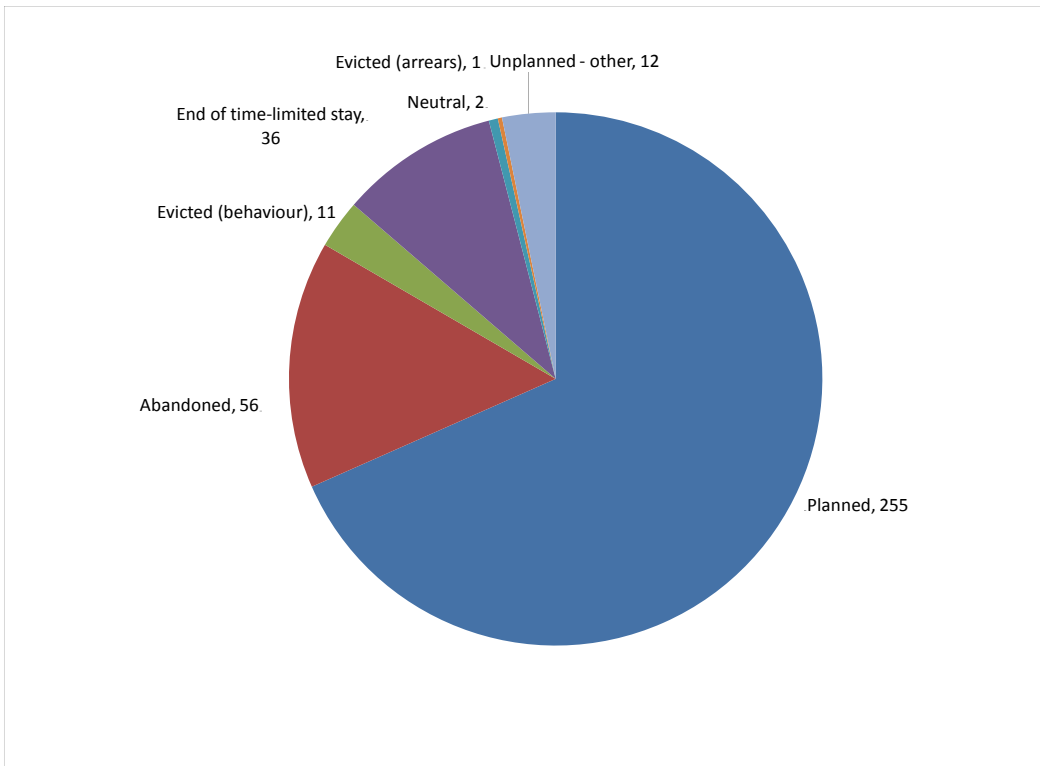
10% of people left accommodation to move to mid to long-term accommodation.

Breakdown by accommodation

Accommodation → Destination ↓	Accommodation							Total
	Cranstoun Drug Services - City Road	St Mungo's - Barnsbury Road	St Mungo's - Eden Grove	St Mungo's - Hildrop Road	St Mungo's - Margery Street	St Mungo's - Tollington Road	St Mungo's - Wharton Street	
Bed & Breakfast					6			6
Clearing House/RSI					2			2
Detox clinic					9			9
Died				1	1			2
Hospital - long term				1				1
Hospital - NOT long term/acute care	1				4			5
Hostel					15			15
Hostel - another organisation	2	1	4		116			123
Hostel - within the organisation					39			39
Long-term accommodation	1				2			3
Not known	22				53		1	76
Private rented sector - independent					14			14
Private rented sector - with some floating support/support					5			5
Psychiatric hospital						1		1
Rehab clinic	14				2			16
Returned to home country (CEE)					1			1
Returned to home country (Non CEE)					1			1
Sheltered Housing	1				1			2
Sleeping rough/Returned to streets	2				16			18
Staying with family					2			2
Staying with friends					8		1	9
Supported Housing	1				9			10
Taken into custody					12			12
Temporary accommodation					1			1
Total	44	1	4	2	319	1	2	373

8) Departures - planned or unplanned

Departures by whether or not the departure was planned or unplanned



Base: 373

339 people departed from accommodation in Islington this year. These 339 people had 373 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, the number of people departing and departures is higher than previous years, but this is the first full year that the Margery Street rolling shelter has been operating.

68% of departures were due to a planned move. This is higher than the proportion across all boroughs this year, 56%.

15% of departures were due to abandonments. This is consistent with the proportion across all boroughs this year.

3% of departures were due to evictions. This is lower than the proportion across all boroughs this year, 11%.

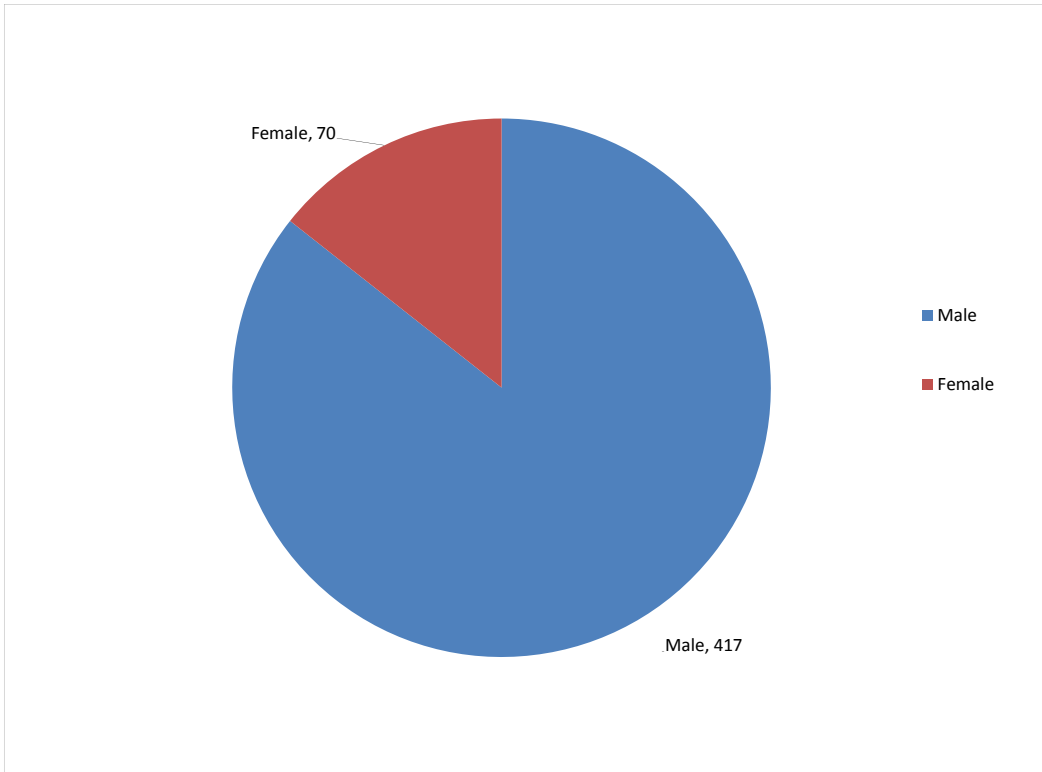
Breakdown by accommodation

Planned/Unplanned Accommodation	Planned	Abandoned Evicted (behaviour)	End of time- limited stay	Neutral	Evicted (arrears)	Unplanned - other	Total	
St Mungo's - Margery Street	228	40	10	27	1	1	12	319
Cranstoun Drug Services - City Road	20	15		9				44
St Mungo's - Barnsbury Road	1							1
St Mungo's - Eden Grove	4							4
St Mungo's - Hilldrop Road	1				1			2
St Mungo's - Tollington Road	1							1
St Mungo's - Wharton Street		1	1					2
Total	255	56	11	36	2	1	12	373

Demographics

9) Gender

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

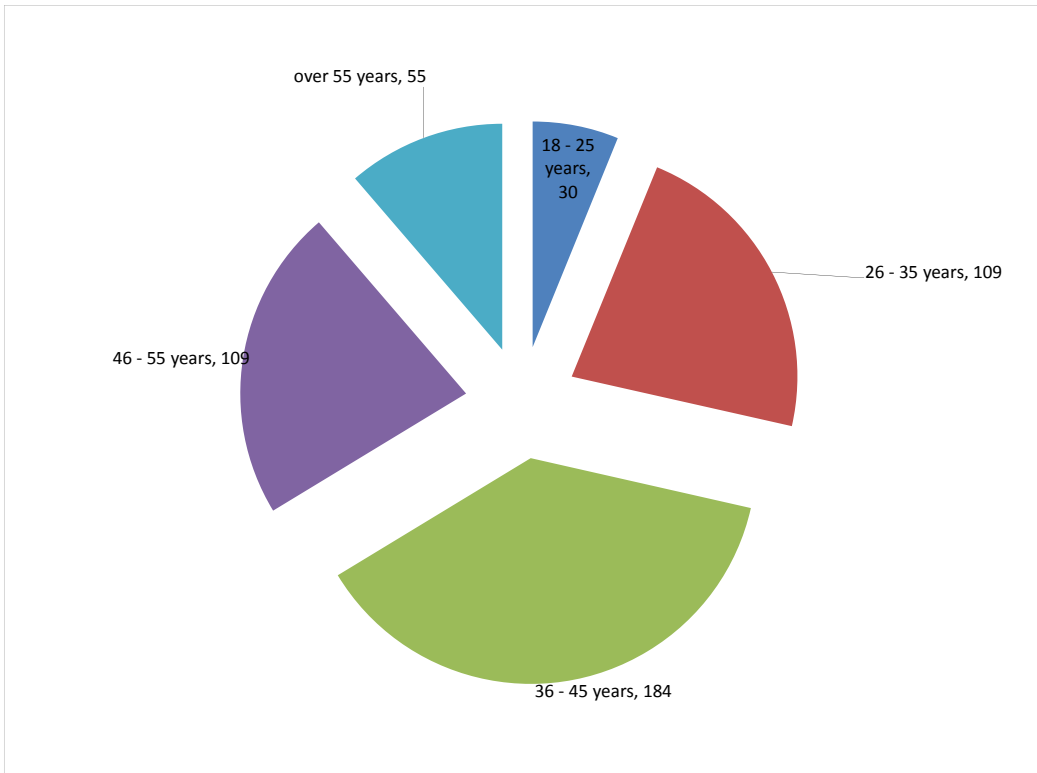


Base: 487

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

10) Age

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



Base: 487

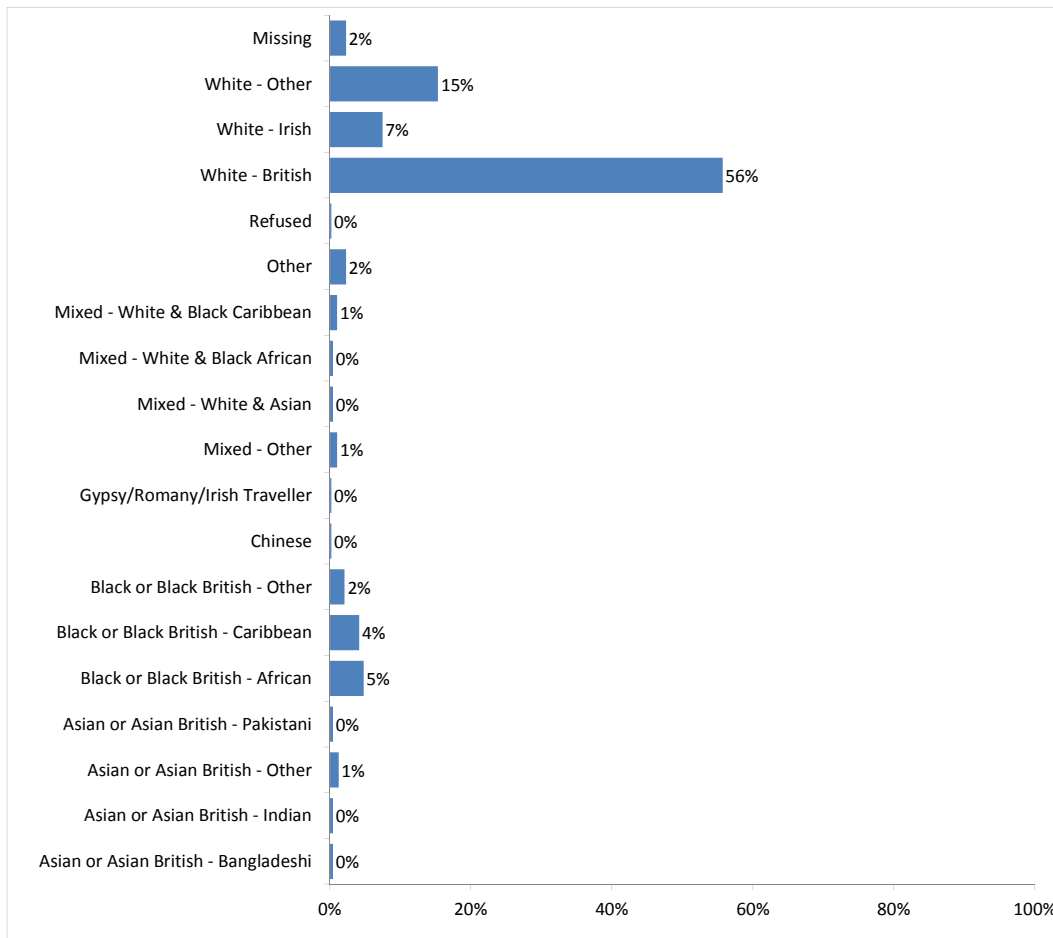
60% of people contacted in Islington this year were aged 26-45. This is consistent with the previous two years.

6% 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.

11% 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: 487

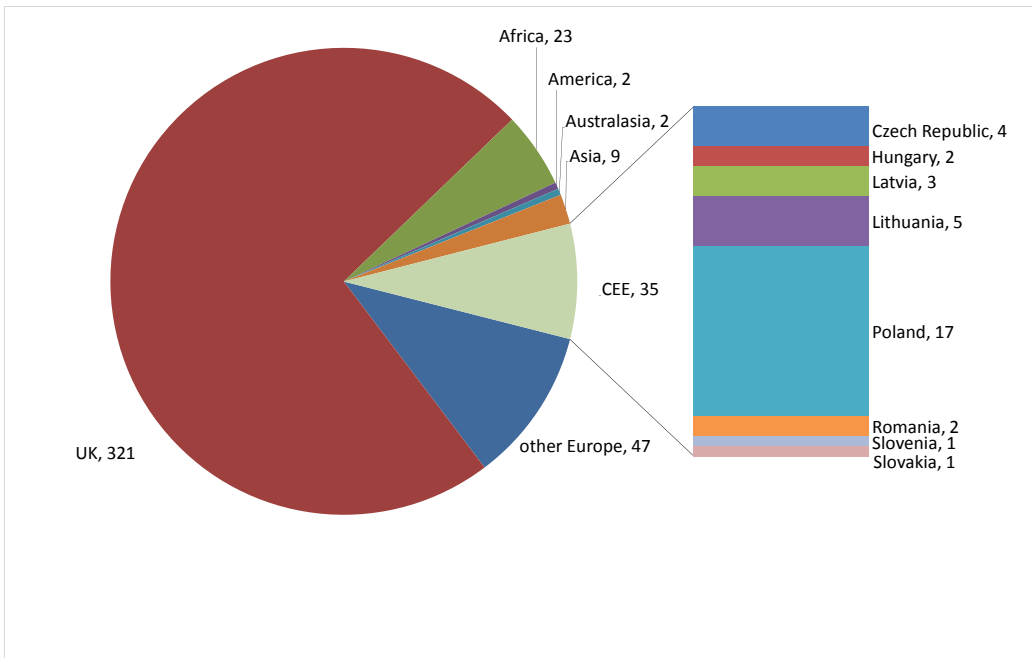
The majority of people contacted in Islington this year are white (78%), most of whom are white British.

11% of people contacted are black and 2% are Asian. The ethnic origin of those contacted in Islington is consistent with the previous two years.

Of the 74 people contacted in 2008/09 with an ethnic origin of White - Other, 35 are CEE nationals (see section 13 for a more detailed breakdown).

12) Nationality

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



Base: 439

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

Nationality	2008/09	2009/10	2010/11
UK	72%	76%	73%
CEE	6%	5%	8%
Other Europe	14%	13%	11%

The proportion of people from CEE countries has increased by 3% since last year.

13) Nationality (rolling)

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

Nationality	2008/09		2009/10		2010/11	
	No.	%*	No.	%*	No.	%*
UK	81	72%	214	76%	321	73%
Ireland (Republic of)	5	4%	10	4%	11	3%
France	1	1%	7	2%	8	2%
Portugal	1	1%	5	2%	8	2%
Italy	4	4%	5	2%	4	1%
Bulgaria						
Czech Republic			2	1%	4	1%
Estonia						
Hungary					2	
Latvia	1	1%	1		3	1%
Lithuania	1	1%	1		5	1%
Poland	4	4%	8	3%	17	4%
Romania	1	1%	1		2	
Slovenia					1	
Slovakia					1	
CEE sub-total	7	6%	13	5%	35	8%
other Europe	5	4%	10	4%	16	4%
Eritrea	1	1%	4	1%	3	1%
Somalia	1	1%			4	1%
Africa	3	3%	5	2%	16	4%
America	1	1%	2	1%	2	0%
Asia	1	1%	6	2%	9	2%
India		0%	1			
Sri Lanka	1	1%	1			
Australasia					2	0%
Missing	31	28%	59	21%	38	9%
Not known	3	3%	12	4%	10	2%
Total	146		354		487	
Total**	112	100%	283	100%	439	100%

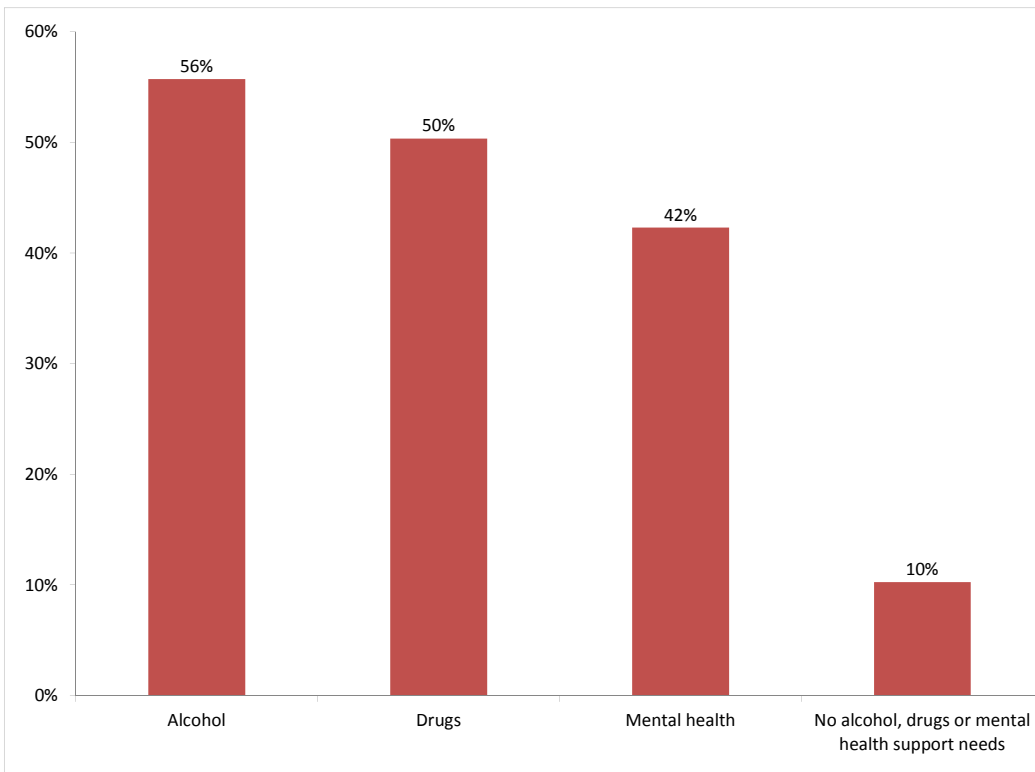
*Percentages are of those clients where their nationality is known

**Excludes Missing and Not Known

Support Needs & Experience of armed forces, care and prison

14) Support needs

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



Base: 409 Note that the base figure for this graph excludes clients where all 3 support needs are not known or not recorded (77).

Support Needs	No. of people	%
Alcohol only	69	14%
Drugs only	52	11%
Mental health only	47	10%
Alcohol and drugs	66	14%
Alcohol and mental health	38	8%
Drugs and mental health	33	7%
Alcohol, drugs and mental health	55	11%
All 3 no	42	9%
All 3 not known or not assessed	77	16%
All 3 no, not known or not assessed	7	1%
Total	486	100%

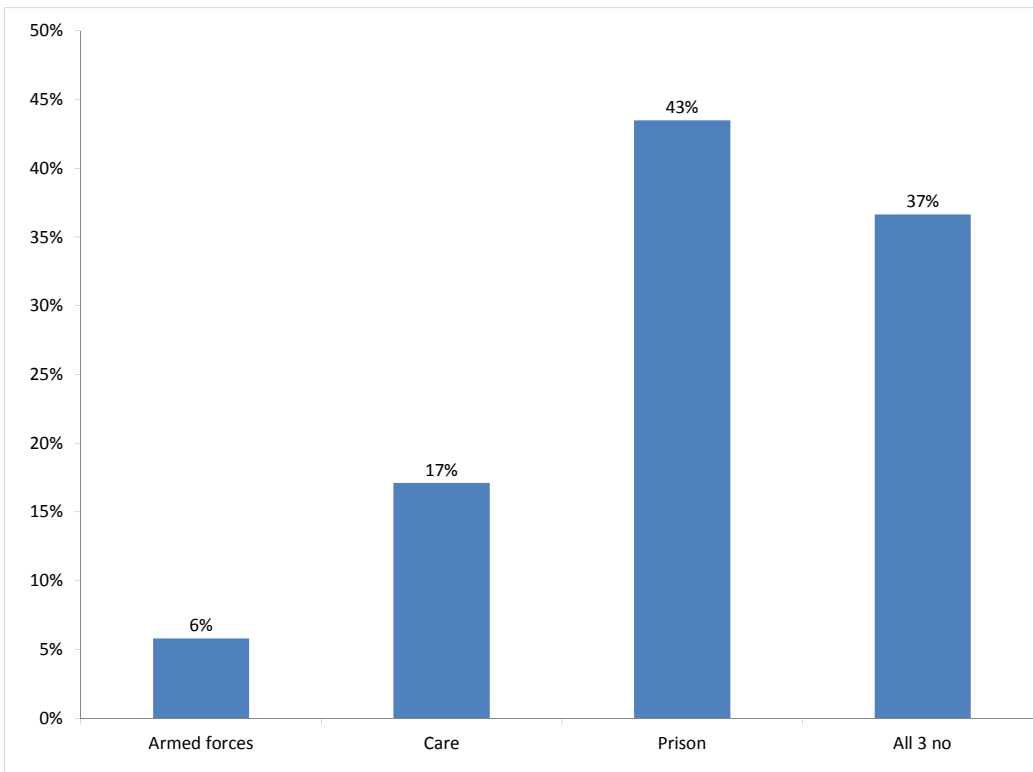
The proportion of people contacted in Islington with an alcohol or mental health support need is consistent with the previous two periods.

The proportion of people with a drug support needs has been falling: 2008-09, 62%; 1009-10, 55%;

The proportion of people contacted in Islington with a drug support need is higher 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: 292 Note that the base figure for this graph excludes clients where all 3 institutional histories are not known.

17 people contacted in Islington this year have previously been in the armed forces (14 last year).

Nationality	Number	% of people seen rough sleeping
UK	10	19%
Non-UK	7	13%
Total	17	32%

50 people contacted in Islington this year have previously been in care (42 last year).

127 people contacted in Islington this year have previously been in prison (115 last year).

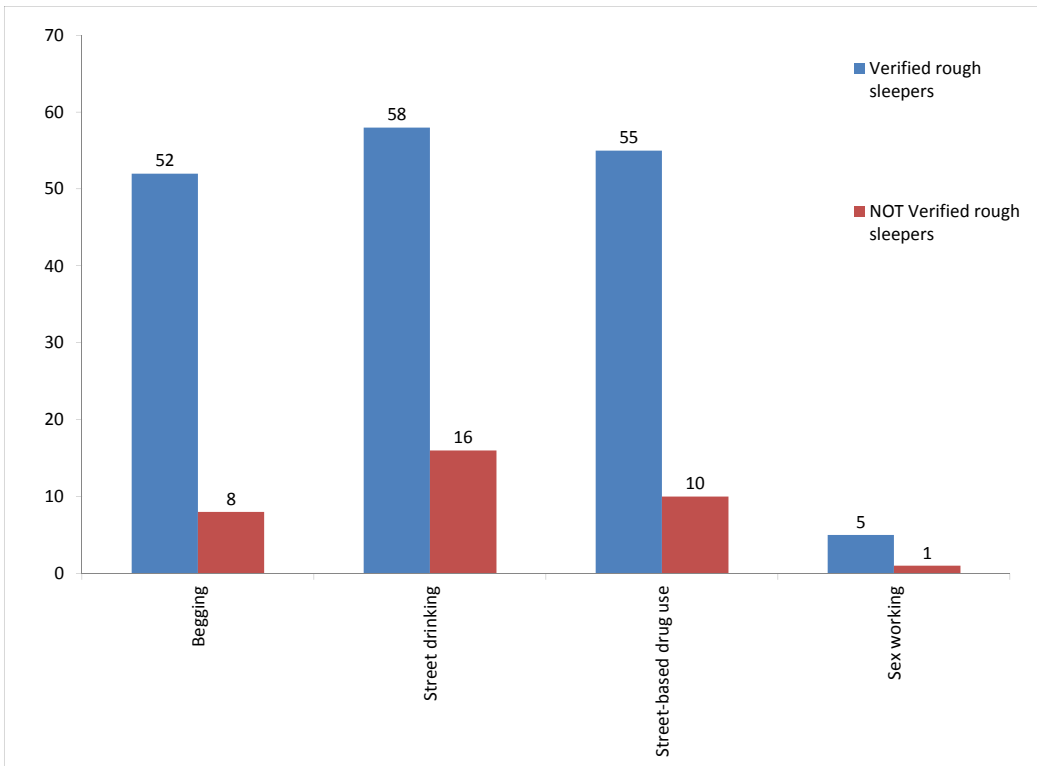
It is possible for someone contacted to have previous experience of more than one institution and so be included in more than one of the above figures. 34 people contacted in the year have been in care and prison.

The proportion of people contacted in Islington with previous experience of the armed forces, care or prison is consistent with last year and with the proportion across all boroughs this year.

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: 88

Base for people not verified as rough sleepers: 39

Of the 194 verified rough sleepers contacted this year, 88 (45%) 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 verified rough sleepers contacted in the year by outreach or BBS teams, 93 people who have not been seen rough sleeping were also contacted. Of these:

1 had a confirmed reconnection;

15 were booked into accommodation across all boroughs;

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