



CHAIN
Annual Report for
Kensington & Chelsea
1st April 2010 - 31st March 2011



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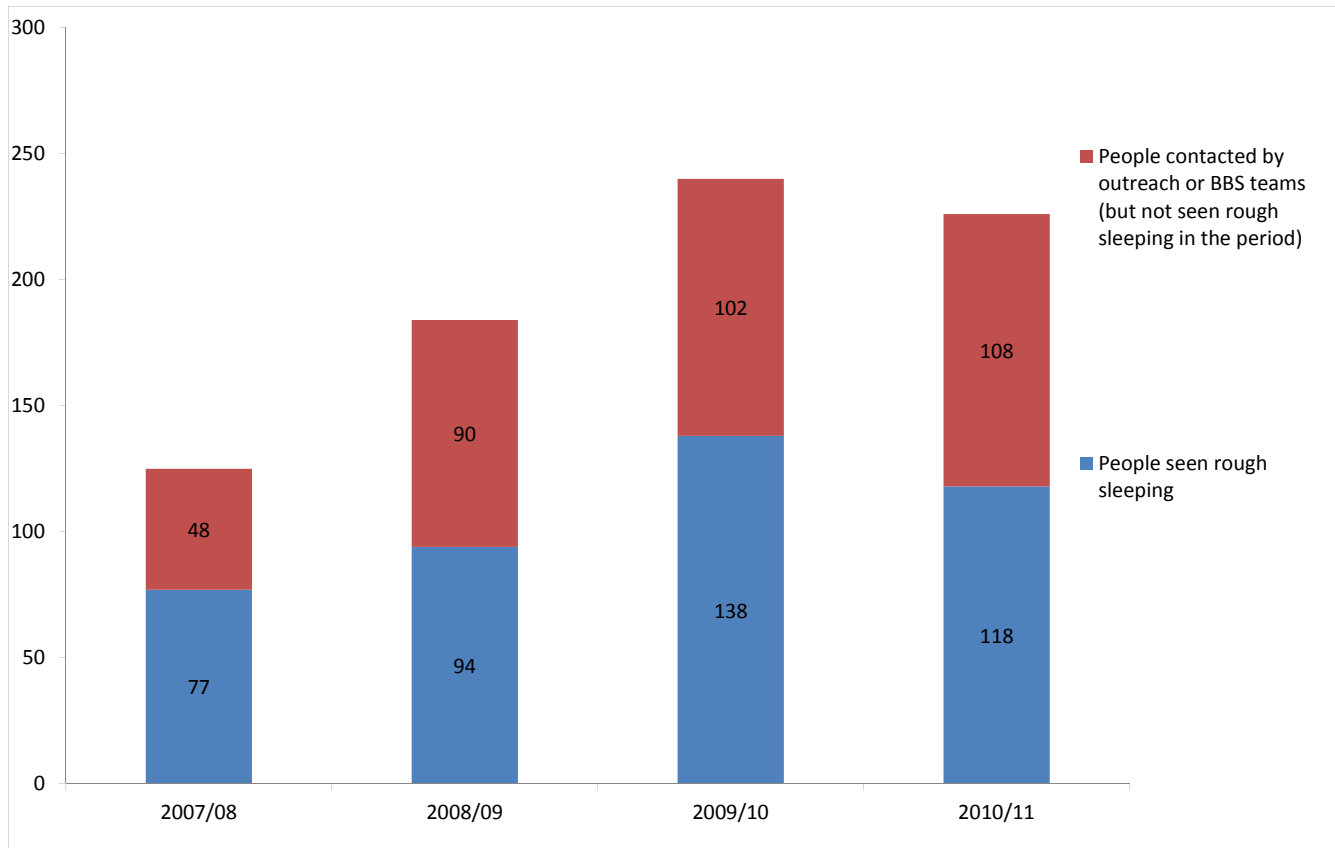
Street population (people who rough sleep and/or engage in a street lifestyle) contacted by outreach who fall into one or more of the street activity categories on CHAIN

CHAIN Annual report for Kensington & Chelsea

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: 125
2008/09 base: 184
2009/10 base: 240
2010/11 base: 226

226 verified rough sleepers were contacted by services in Kensington & Chelsea during the year. This is a decrease from 240 last year however this compares to an increase from 184 in 2008/09.

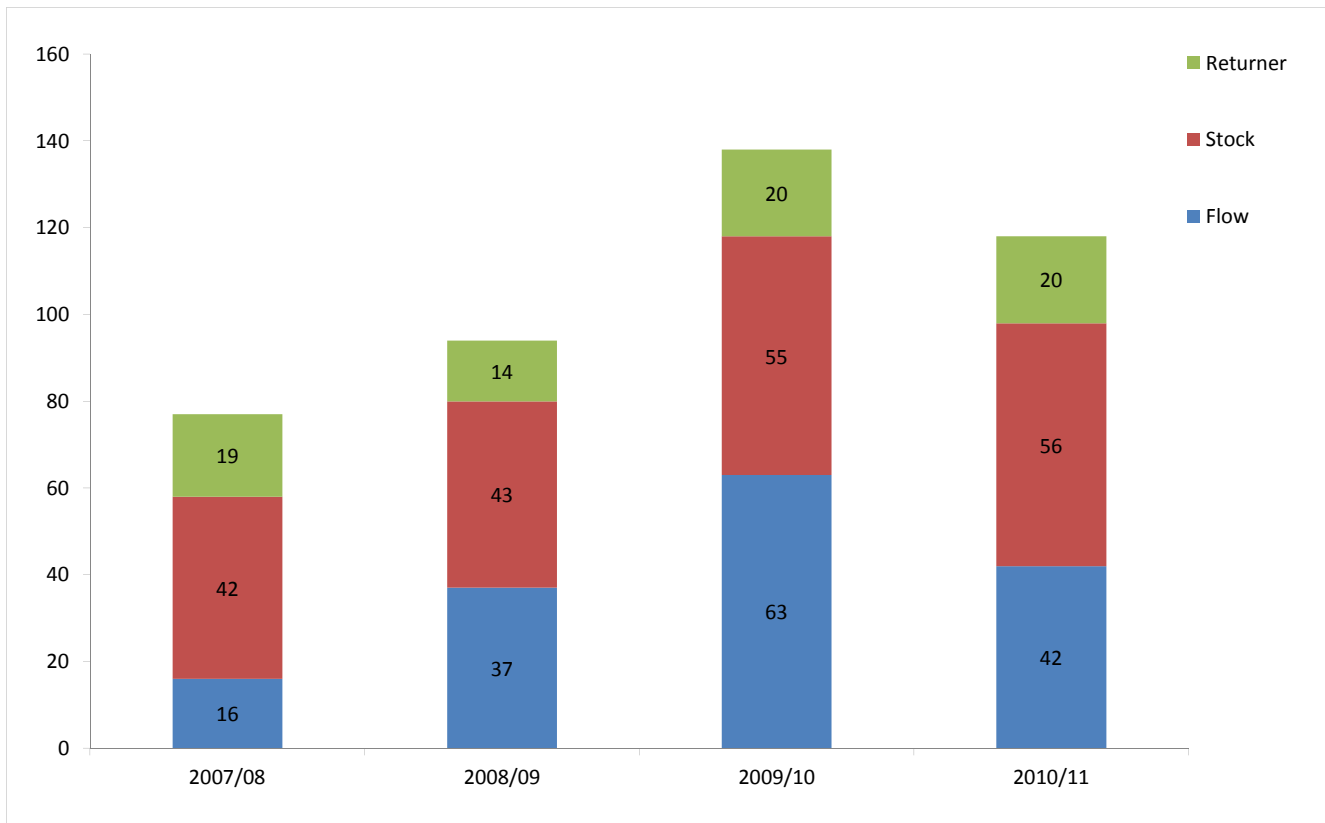
Of these 226, 118 had a bedded down street contact in the period and so were known to have slept rough in Kensington & Chelsea during the year. The number sleeping rough this year has decreased by 14%.

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 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: 77
 2008/09 base: 94
 2009/10 base: 138
 2010/11 base: 118

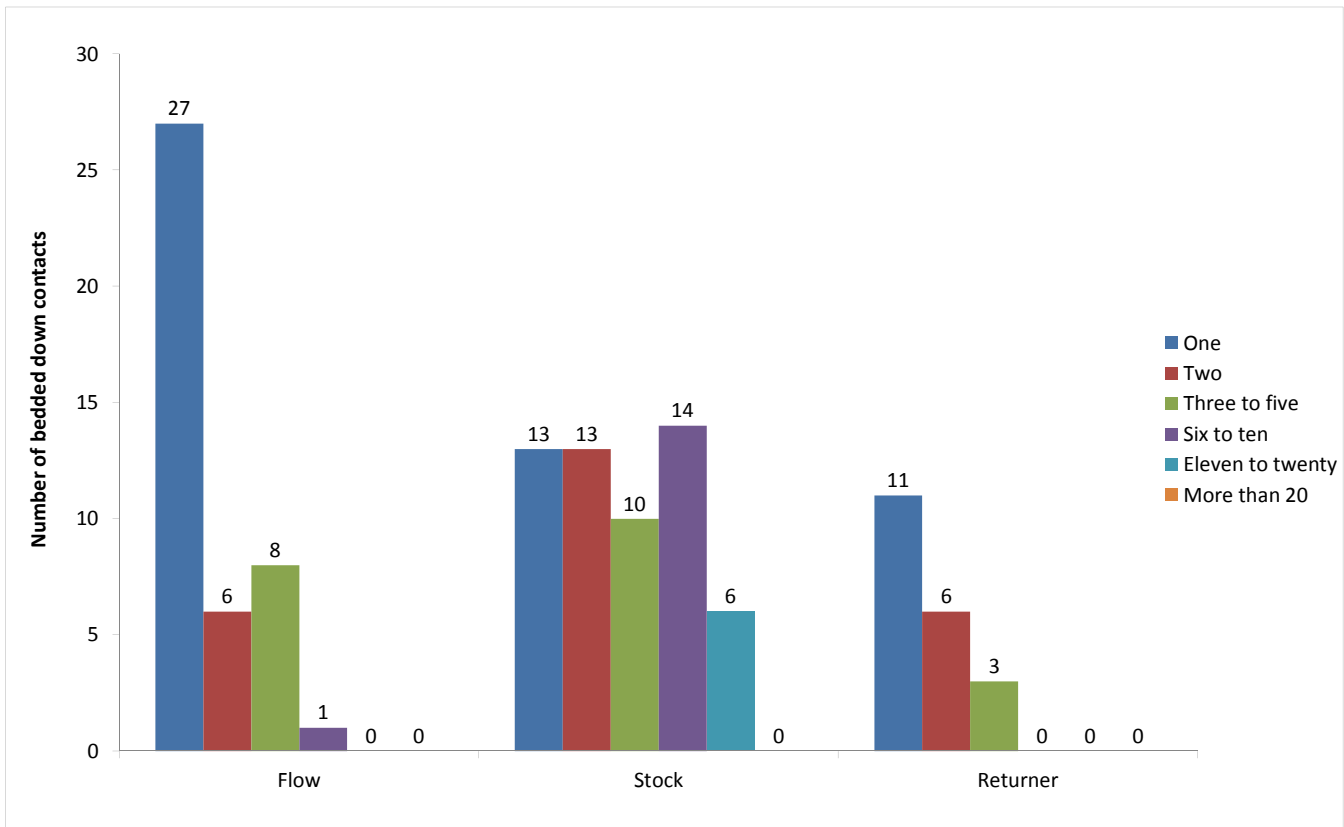
42 people rough sleeping were flow (new to the streets). This means they had not previously been contacted by any outreach or BBS team that reports to CHAIN and were verified as a rough sleeper this year.

56 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 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): 42
Base (Stock): 56
Base (Returner): 20

The proportion of stock, flow and returner people contacted across Kensington & Chelsea this year is similar to the previous year.

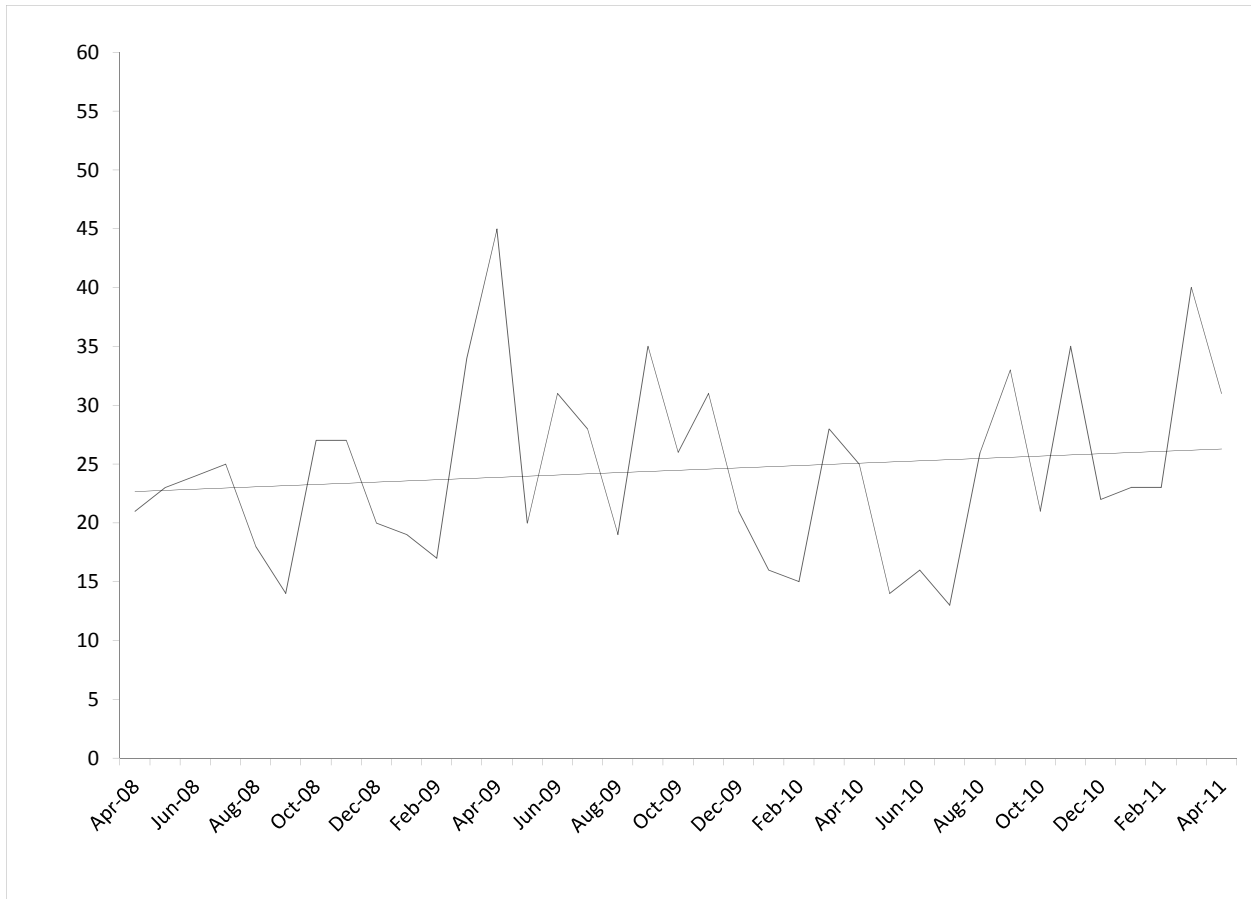
Of the 118 people seen rough sleeping this quarter, 51 only had a single bedded down street contact.

Of the 118 people seen bedded down, 31 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) Nationality of rough sleepers

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

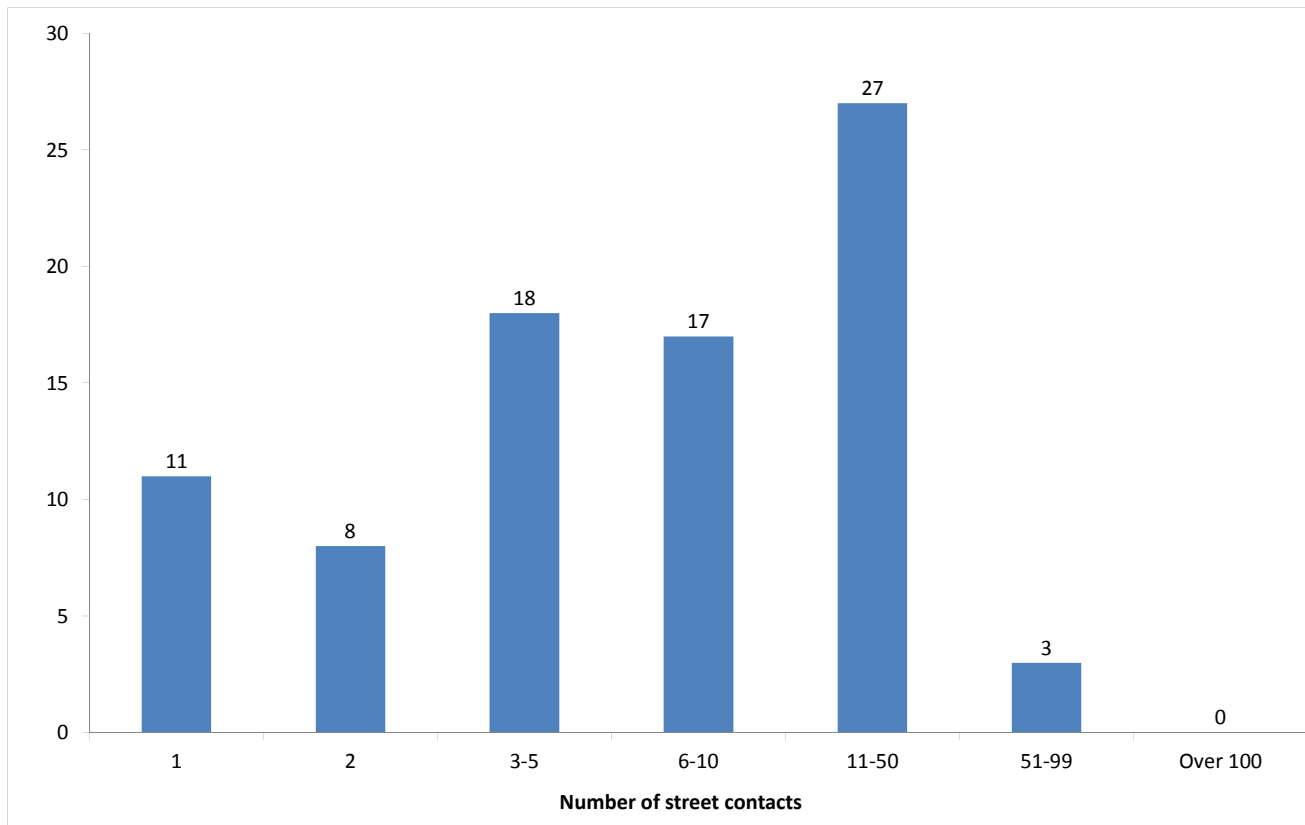
Nationality	Flow	Stock	Returner	TOTAL	%
UK	14	28	14	56	49%
Ireland (Republic of)	0	1	1	2	2%
Portugal	2	0	1	3	3%
Bulgaria	0	0	0	0	0%
Czech Republic	1	3	0	4	4%
Estonia	1	0	0	1	1%
Hungary	0	0	0	0	0%
Latvia	1	3	0	4	4%
Lithuania	1	0	0	1	1%
Poland	5	9	0	14	12%
Romania	3	1	0	4	4%
Slovenia	0	0	0	0	0%
Slovakia	0	3	0	3	3%
(CEE) sub-total	12	19	0	31	27%
other Europe	9	2	2	13	11%
Eritrea	0	0	0	0	0%
Africa	2	2	1	5	4%
America	0	0	0	0	0%
Asia	2	1	0	3	3%
Australasia	0	1	0	1	1%
Missing	1	2	0	3	
Not known	0	0	1	1	
Total	42	56	20	118	
Total**	41	54	19	114	

Base: 114 Note that the base figure for this graph excludes clients where the nationality is missing or not known (4).

**This total excludes those people seen rough sleeping where their nationality is not known

6) 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: 84

84 (37%) verified rough sleepers contacted across Kensington & Chelsea this year have never had a booking in action recorded on CHAIN. This has decreased slightly from 102 (43%) in the previous year.

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

11 (13%) of the people who have never had a booking in action recorded on CHAIN have only ever had one street contact recorded.

7) 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	0	0%		
Bed & breakfast	1	3%	4	5%
Clinic/Detox/Rehab	2	5%		
Night Centre	0	0%		
Rolling shelter	2	5%	1	1%
Hostel	15	38%	27	37%
Other temporary	0	0%	15	21%
Second-stage accommodation	2	5%	1	1%
St Mungo's complex needs	0	0%		
St Mungo's semi-independent	0	0%		
Clearing House/RSI	1	3%	2	3%
LA tenancy (general needs)	1	3%		
Private rented sector	0	0%	4	5%
Private rented sector - independent	1	3%		
Private rented sector - with some floating support/support	0	0%		
RSL tenancy (general needs)	0	0%		
Sheltered housing	1	3%		
Supported housing	0	0%		
Other long-term accommodation	0	0%		
Bookings into accommodation total	26	65%		
Return to home area	10	25%	2	
Seeking work	1	3%		
Move to area for friends/family	2	5%	1	
Move to area with appropriate services	2	5%		
Other	0	0%	15	
Reconnections total	14	35%		
TOTAL	40	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 Kensington & Chelsea succeeded in reconnecting or booking into accommodation 32 people, 14% of the 226 people contacted during the year.

This compares to - 2009/10: 65 (27%); 2008/09: 21 (11%).

25 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.

13 people were booked into hostel accommodation. This compares to - 2009/10: 25, 2008/09: 13.

Outreach and BBS teams across Kensington & Chelsea achieved a confirmed reconnection with 10 people they contacted this year. This is 4% of the people contacted by outreach or BBS teams this year.

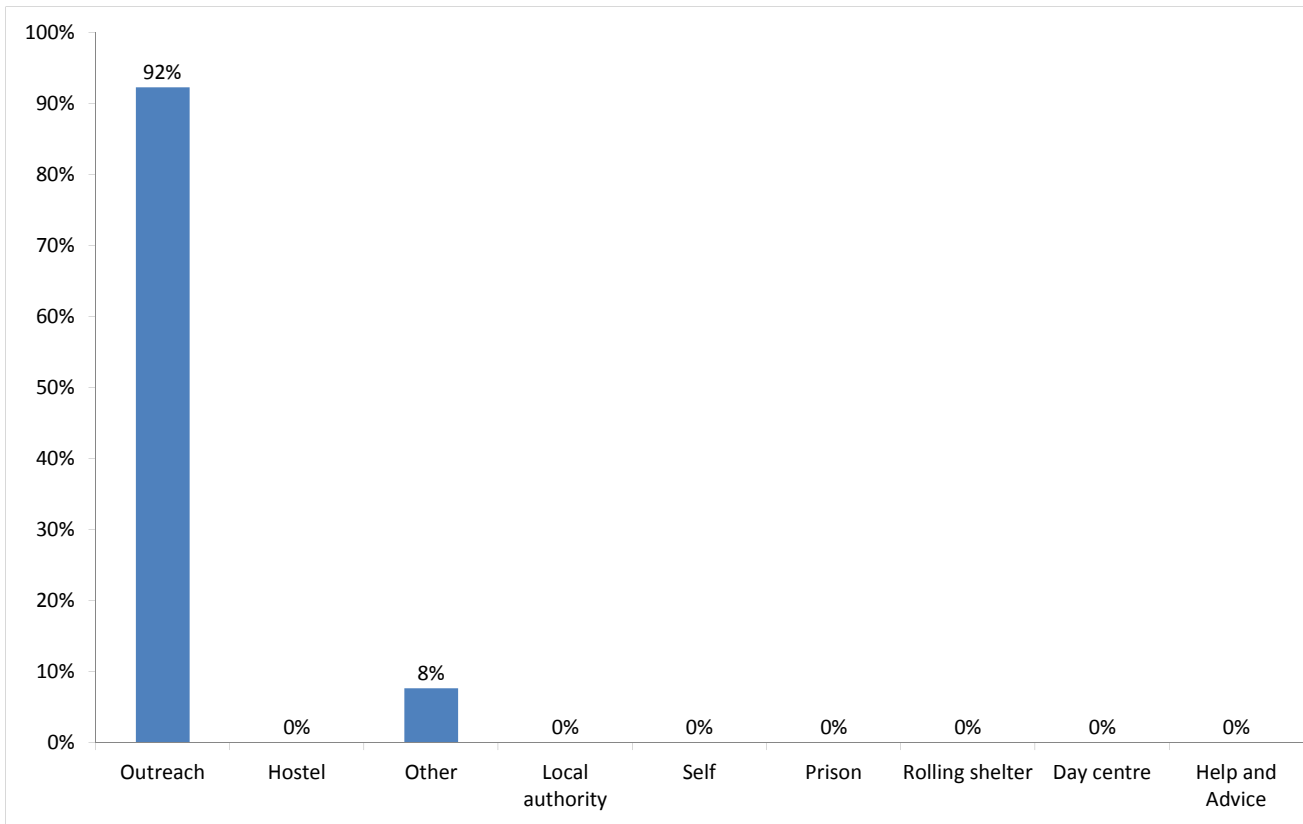
14 confirmed reconnection events were recorded by outreach and BBS teams for verified rough sleepers this year. In addition, teams recorded 1 such action for the wider street population (people not seen sleeping rough).

* These events are excluded from the total. Referral to hostel is a speculative referral to a hostel, confirmation of which leads to a booking in action being recorded.

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

8) Arrivals

Temporary accommodation arrivals by accommodation project and source of referral.



Base: 13

13 people arrived at accommodation in Kensington & Chelsea this year. These 13 people had 13 arrival actions.

The numbers of people arriving and arrivals are lower than previous periods - 2007/08 (44), 2008/09 (48), 2009/10 (26).

The proportion of arrivals to accommodation in Kensington & Chelsea that were referred by outreach or BBS teams is higher than last year (73%).

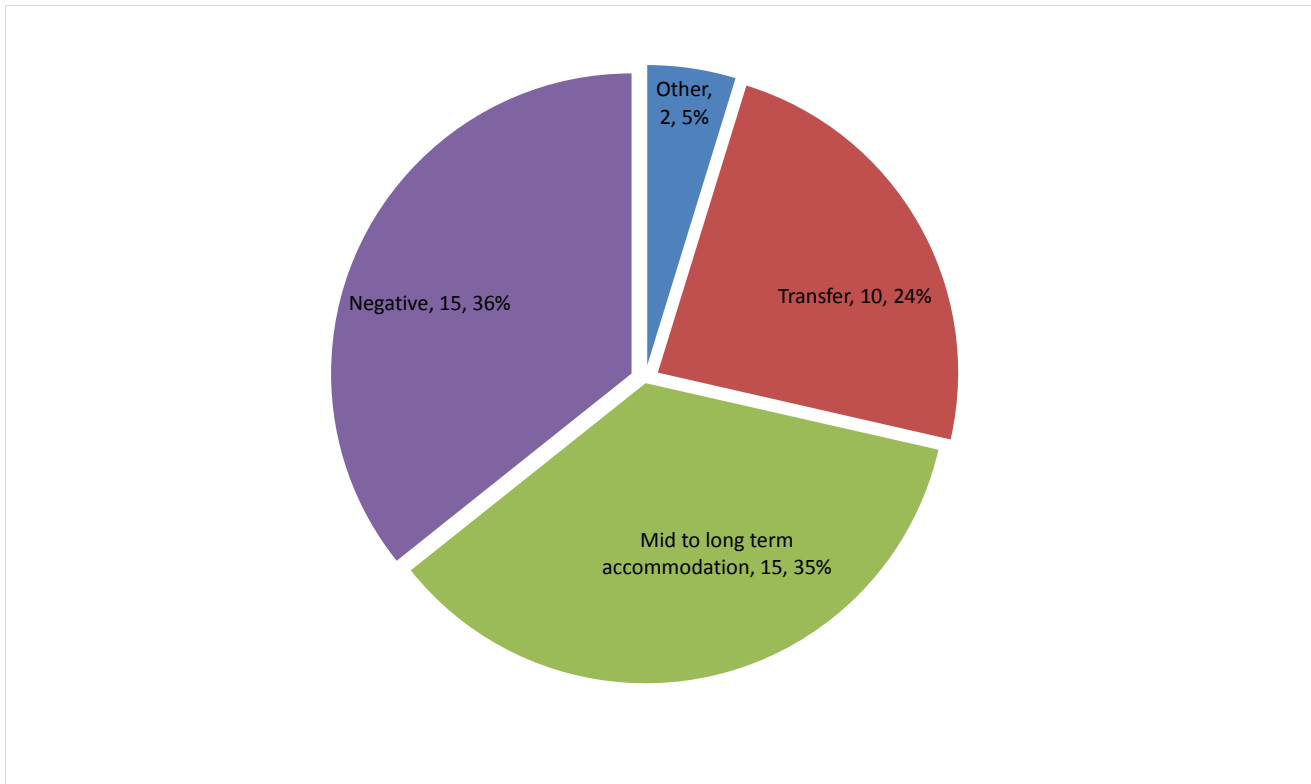
The proportion of arrivals in Kensington & Chelsea referred by outreach or BBS teams is notably higher than the proportion across all boroughs (77%) this year.

Breakdown by accommodation:

Source of referral → Accommodation ↓	K & C SIT	other referral source)	Total
St Mungo's - Cromwell Road	10	1	11
St Mungo's - Culross House	1		1
St Mungo's - Redcliffe Gardens	1		1
Total	12	1	13

9) Departures - destination on departure

Departure actions by destination on departure



Base: 42

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	10	24%
Detox clinic	1	2%
Hostel - another organisation	5	12%
Hostel - within the organisation	2	5%
LA tenancy (general needs)	3	7%
Long-term accommodation	0	0%
Not known	13	31%
Rehab clinic	2	5%
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	2	5%
Staying with family	0	0%
Staying with friends	2	5%
Total	42	100%

41 people departed from accommodation in Kensington & Chelsea this year. These 41 people had 42 departure actions. This indicates that an individual can depart more than once (at the same accommodation project or different) in a period.

17% of people left accommodation to move to another hostel. This is consistent with the previous three years.

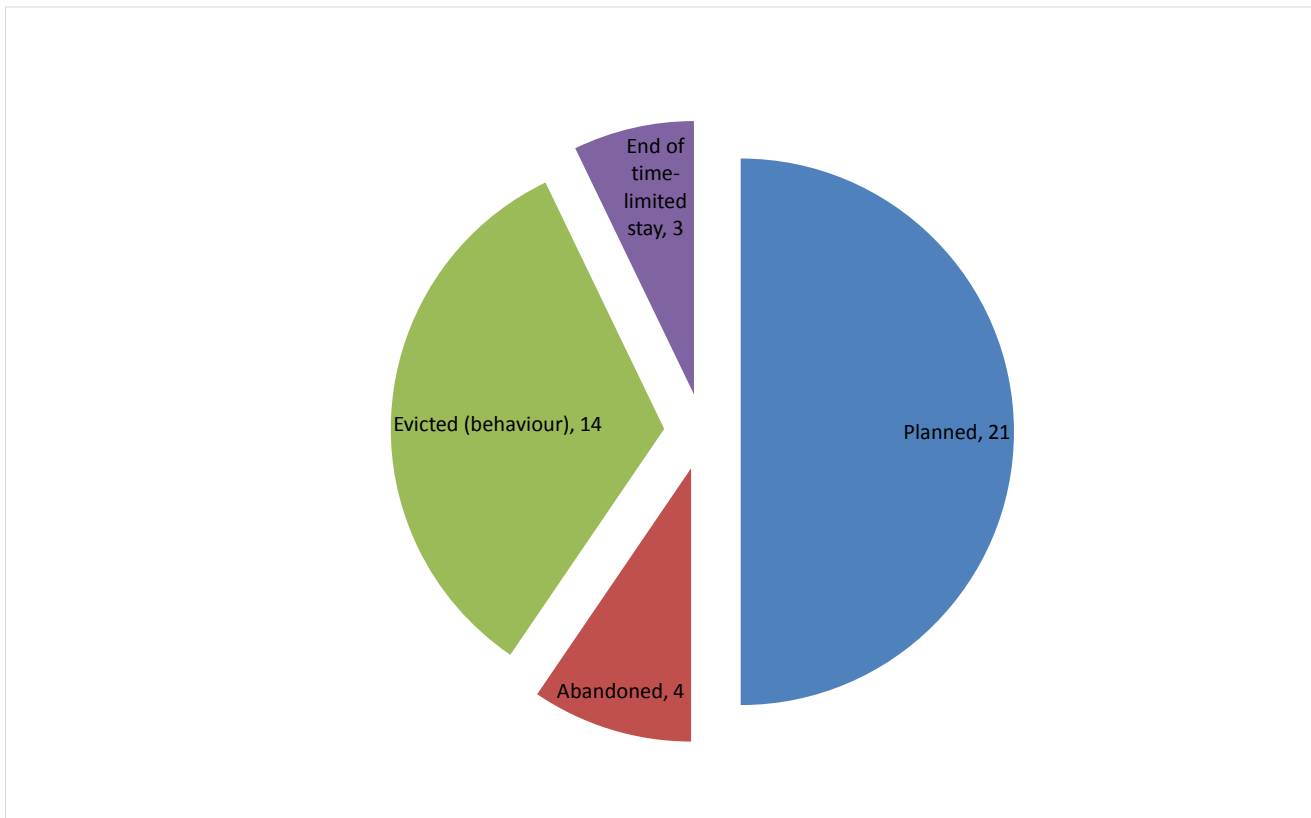
36% of people left accommodation to move to mid to long-term accommodation, 35% in 2009/10.

Breakdown by accommodation

Destination Accommodation	Clearing House/RSI	Detox clinic	Hostel - another organisation	Hostel - within the organisation	LA tenancy (general needs)	Not known	Rehab clinic	RSL tenancy (general needs)	Sleeping rough/Returned to	Staying with friends	Total
Look Ahead - Earl's Court	9	1	5	1		9	2			1	28
St Mungo's - Cromwell Road	1			1	3	3		1	2	1	12
St Mungo's - Lancaster Road								1			1
St Mungo's - Redcliffe Gardens						1					1
Total	10	1	5	2	3	13	2	2	2	2	42

10) Departures - planned or unplanned

Departures by whether or not the departure was planned or unplanned



Base: 42

41 people departed from accommodation in Kensington & Chelsea this year. These 41 people had 42 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 is higher than last year when 26 people departed from accommodation.

50% of departures were due to a planned move. This is lower than last year (62% in 2009/10; 52% in 2008/09).

10% of departures were due to abandonments. This is consistent with the previous three years.

33% of departures were due to evictions. This is notably higher than the previous three years (4% in 2009/10; 17% in 2008/09).

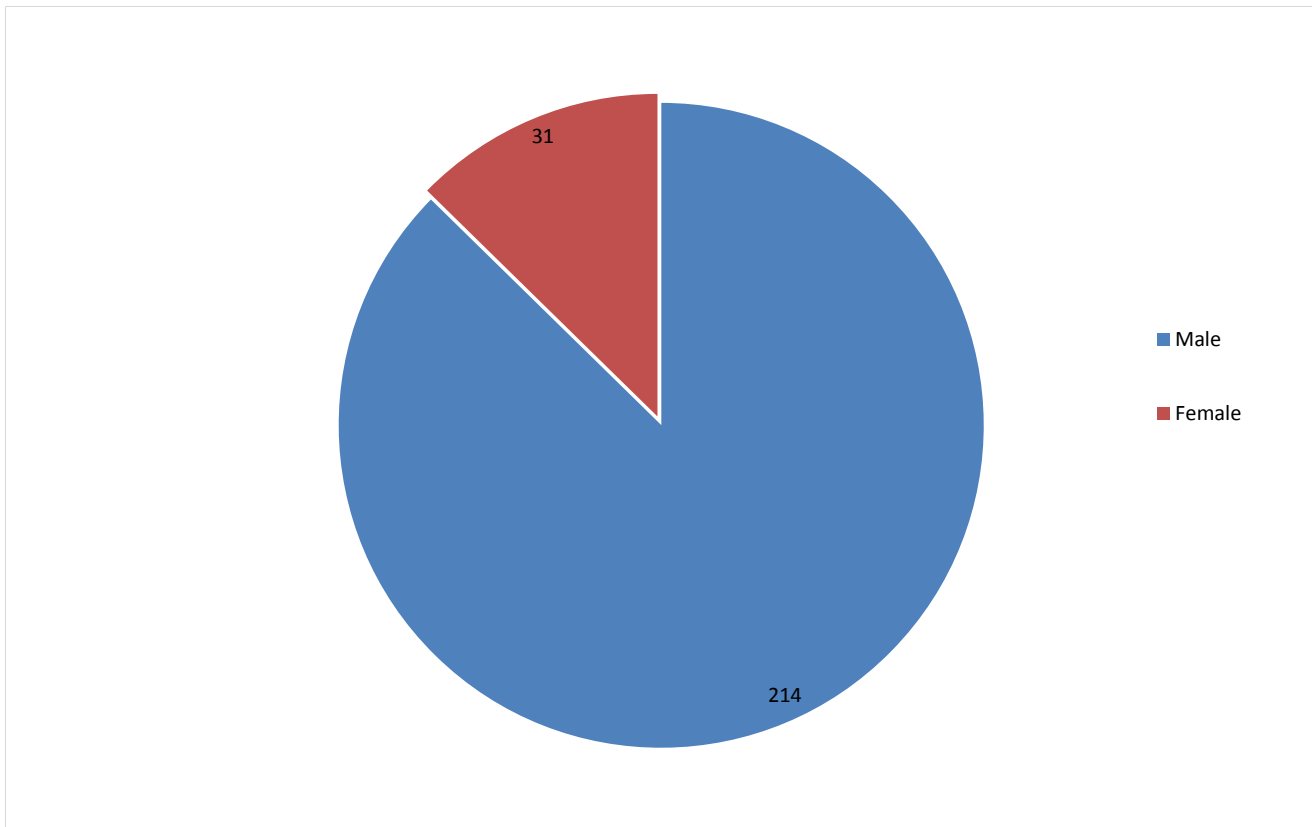
Breakdown by accommodation

Planned/Unplanned → Accommodation ↓	Planned	Abandoned	Evicted (behaviour)	End of time-limited stay	Evicted (arrears)	Total
	Look Ahead - Earl's Court	17	3	3	3	2
St Mungo's - Cromwell Road	6	1	5			12
St Mungo's - Lancaster Road	1					1
St Mungo's - Redcliffe Gardens			1			1
Total	24	4	9	3	2	42

Demographics

11) Gender

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

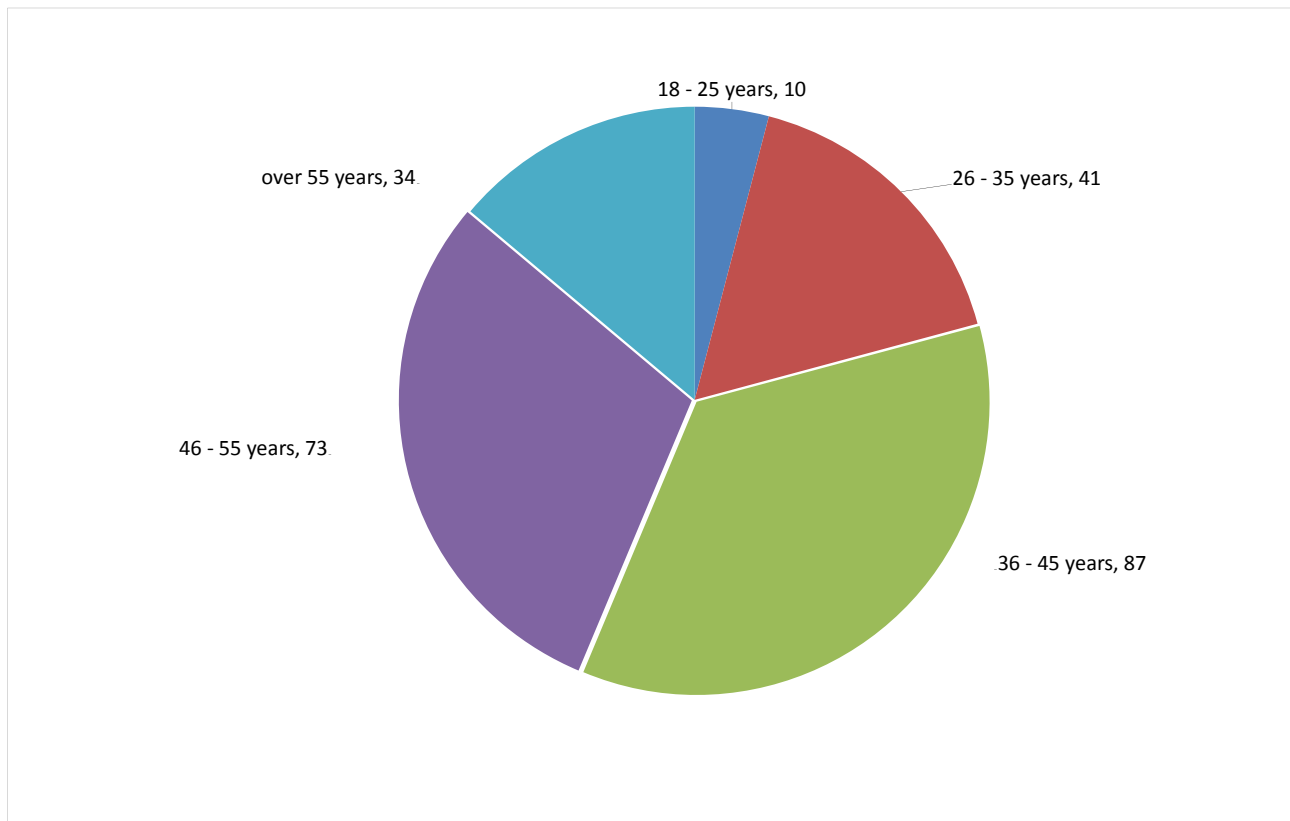


Base: 245

The proportion of male and female people contacted in Kensington & Chelsea this year is consistent with the previous three years.

12) Age

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



Base: 245

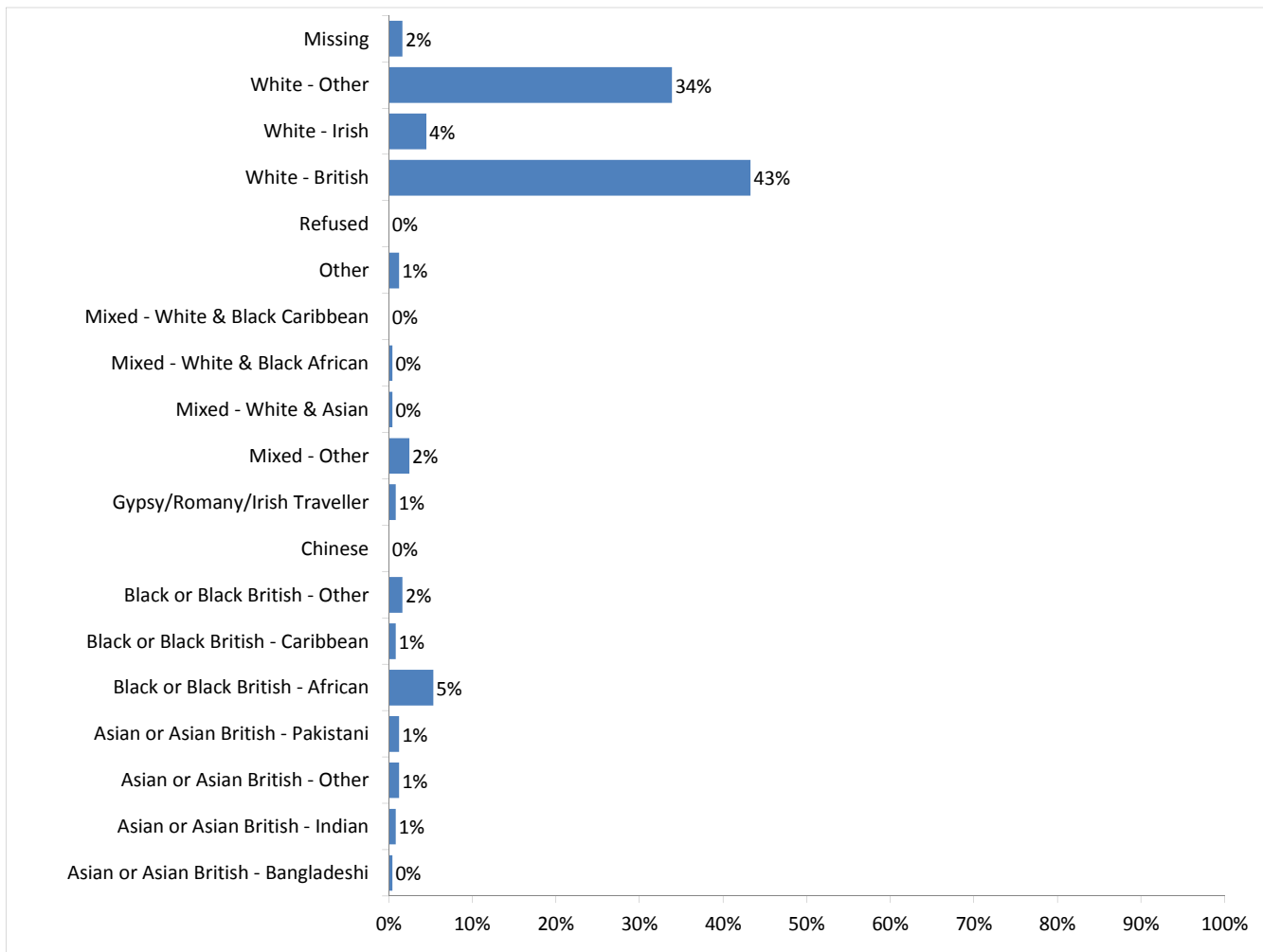
52% of people contacted in Kensington & Chelsea this year were aged 26-45. This is consistent with the previous three years.

4% of people contacted were aged 25 years or under. This is consistent with previous years.

14% were aged over 55 years, which is also consistent with the previous three years.

13) Ethnicity

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



Base: 245

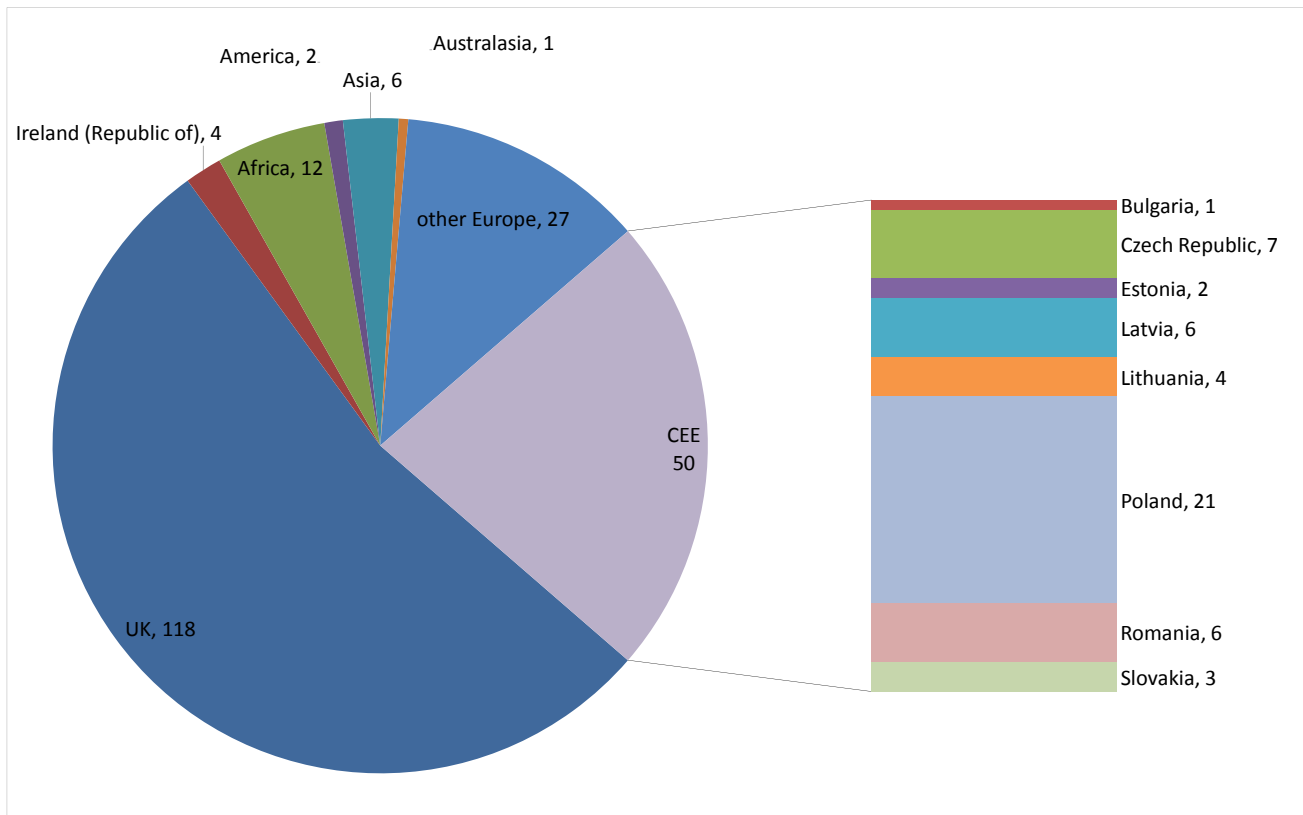
The majority of people contacted in Kensington & Chelsea in 2010/11 are white (82%) and of whom (43%) are white British.

8% of people contacted are black and 4% are Asian. The ethnic origin of those contacted in Kensington & Chelsea is consistent with the previous three years.

Of the 83 people contacted in 2010/11 with an ethnic origin of White - Other, 50 are A8 nationals (see section 14 for a more detailed breakdown).

14) Nationality

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



Base: 220 Note that the base figure for this graph excludes clients where the nationality is missing or not known (25).

Excluding people whose nationality is unknown, the two 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	61%	62%	63%	54%
CEE	11%	15%	22%	23%

The proportion of people from CEE countries is consistent with last year.

15) 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	89	69%	129	67%	147	63%	118	54%
Ireland (Republic of)	8	6%		0%	6	3%	4	2%
France	0	0%		0%	2	1%	7	3%
Portugal	1	1%		0%	2	1%	3	1%
Italy	5	4%		0%	4	2%	6	3%
Bulgaria	0	0%		0%	1	0%	1	0%
Czech Republic	0	0%	8	4%	12	5%	7	3%
Estonia	0	0%		0%		0%	2	1%
Hungary	0	0%	1	1%		0%	0	0%
Latvia	1	1%	1	1%	6	3%	6	3%
Lithuania	1	1%		0%		0%	4	2%
Poland	6	5%	12	6%	21	9%	21	10%
Romania	0	0%		0%	5	2%	6	3%
Slovenia	0	0%		0%		0%	0	0%
Slovakia	0	0%	4	2%	7	3%	3	1%
CEE sub-total	8	6%	26	14%	52	22%	50	23%
other Europe	0	0%	18	9%	4	2%	11	5%
Eritrea	3	2%		0%		0%	3	1%
Somalia	2	2%		0%		0%	2	1%
Africa	3	2%	11	6%	7	3%	7	3%
America	2	2%	2	1%	1	0%	2	1%
Asia	4	3%	6	3%	4	2%	4	2%
India	3	2%		0%	1	0%	2	1%
Sri Lanka	1	1%		0%	1	0%	0	0%
Australasia	0	0%		0%	1	0%	1	0%
Missing	23	18%	38		30	13%	19	9%
Not known	8	6%	8		4	2%	6	3%
Total	160		238		266		245	
Total**	129	100%	192	100%	232	100%	220	100%

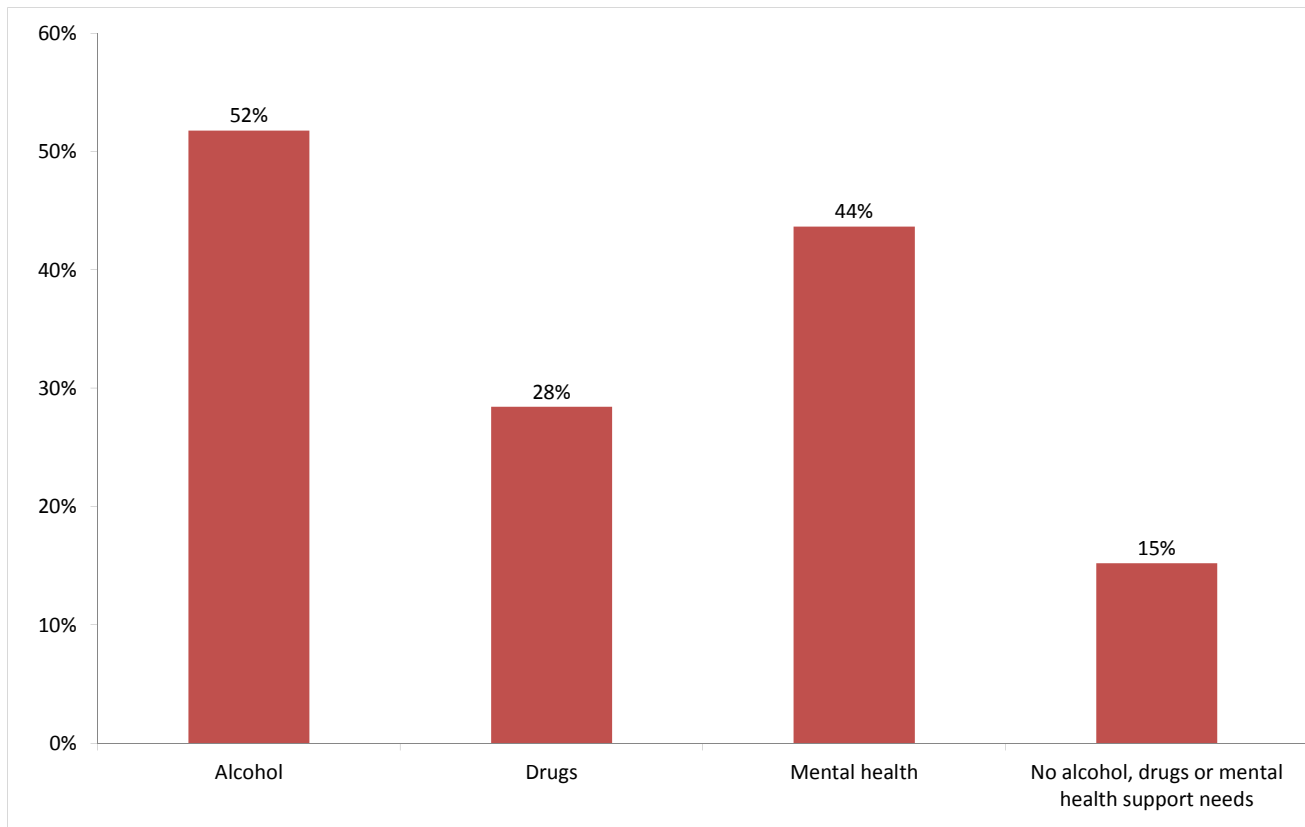
*Percentages are of those clients where their nationality is known

**Excludes Missing and Not Known

Client Support Needs/Institutional History

16) Support needs

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



Base: 197 Note that the base figure for this graph excludes clients where all 3 support needs are not known or not recorded (48).

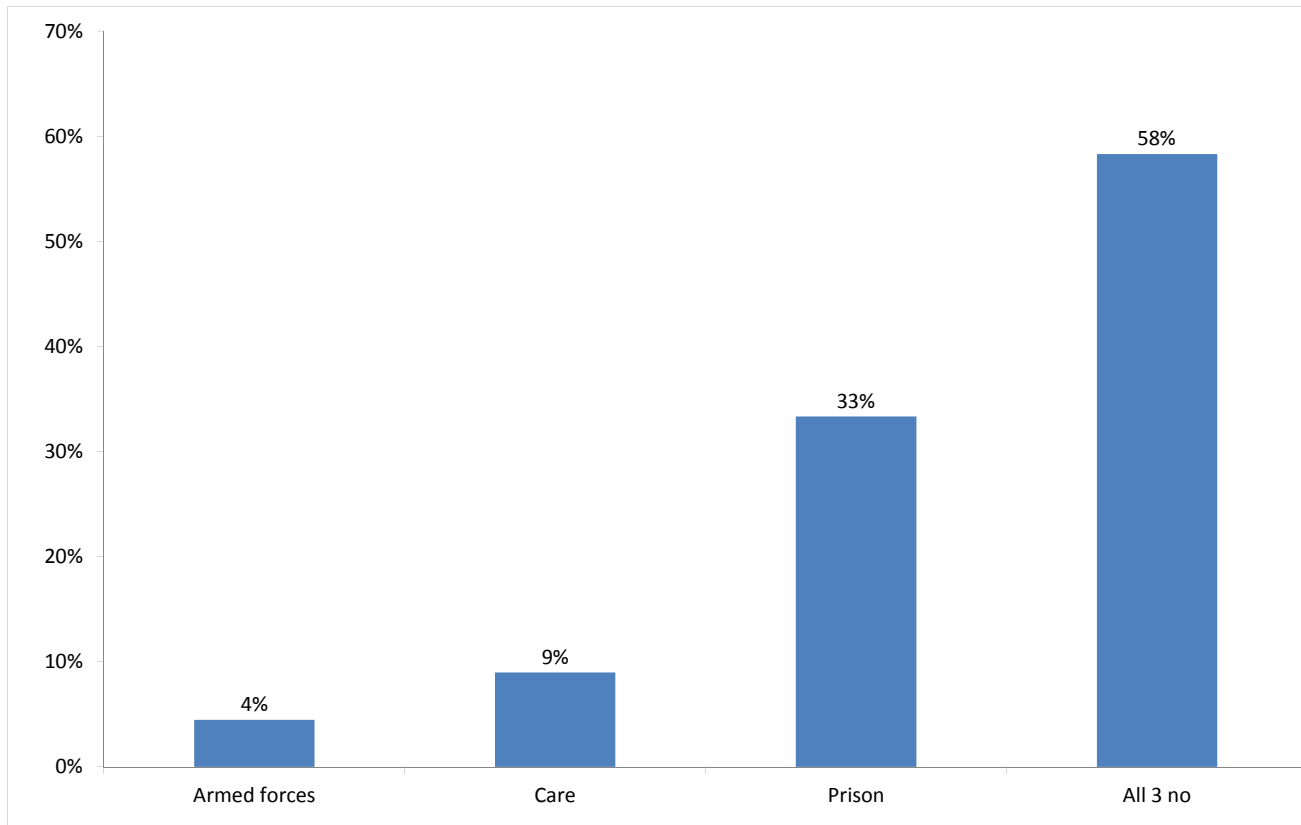
Support Needs	No. of people	%
Alcohol only	45	18%
Drugs only	13	5%
Mental health only	41	17%
Alcohol and drugs	20	8%
Alcohol and mental health	22	9%
Drugs and mental health	8	3%
Alcohol, drugs and mental health	15	6%
All 3 no	30	12%
All 3 not known or not assessed	48	20%
All 3 no, not known or not assessed	3	1%
Total	245	100%

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

The proportion of people contacted in Kensington & Chelsea with a mental health support need (44%) is higher than the proportion across all boroughs (35%) this year.

17) 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: 156 Note that the base figure for this graph excludes clients where all 3 institutional histories are not known.

7 people contacted in Kensington & Chelsea this year have previously been in the armed forces (10 last year).

Nationality	Number	% of people seen rough sleeping
UK	4	3%
Non-UK	2	2%
Total **	6	5%

** Nationality missing for 1 person

14 people contacted in Kensington & Chelsea this year have previously been in care (16 last year).

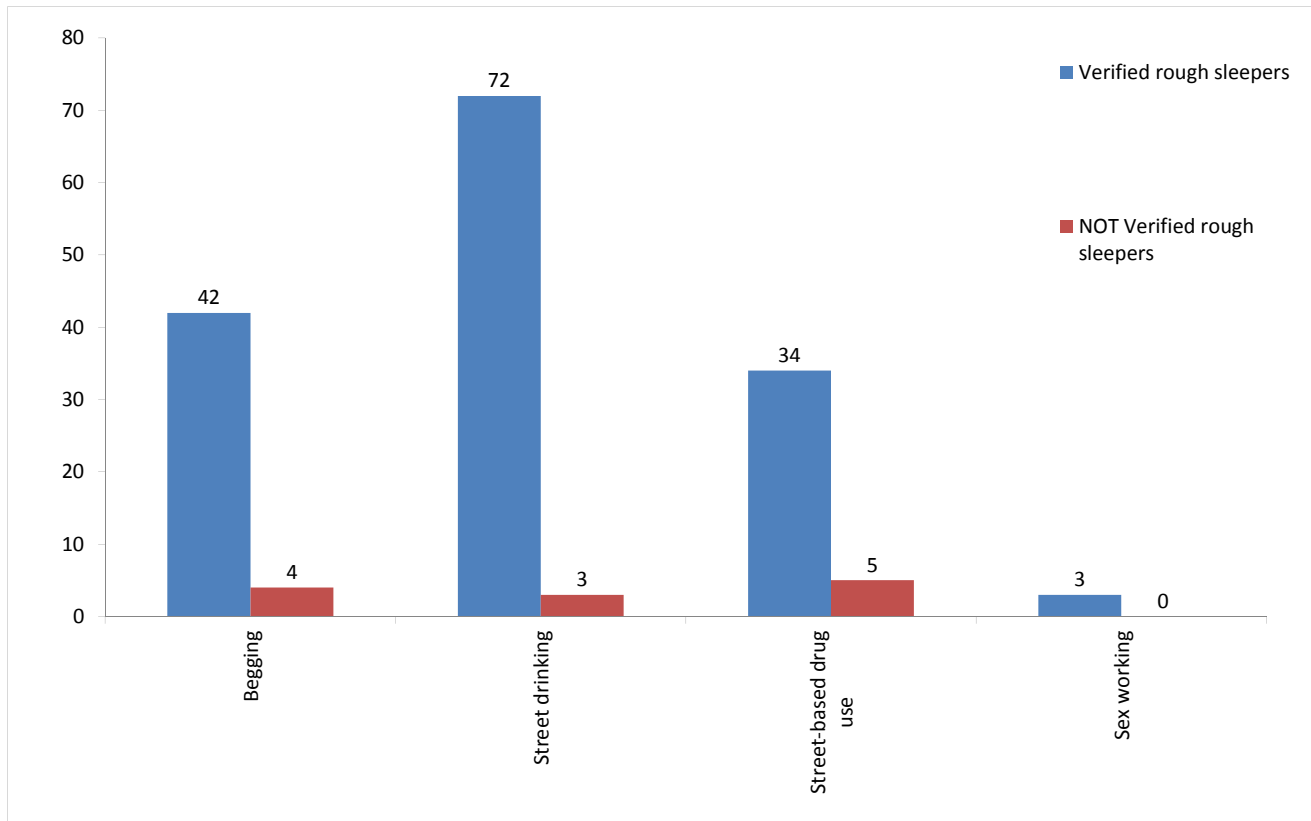
52 people contacted in Kensington & Chelsea this year have previously been in prison (60 last year).

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

The proportion of people contacted in Kensington & Chelsea with previous experience of the armed forces, care or prison is consistent with previous periods in the year.

18) 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: 99

Base for people not verified as rough sleepers: 8

Of the 226 verified rough sleepers contacted this year, 99 (44%) 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 226 verified rough sleepers contacted in the year by outreach or BBS teams, 15 people who have not been seen rough sleeping were also contacted. Of these:

2 had confirmed reconnections;

1 was booked into accommodation across all boroughs;

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