



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



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

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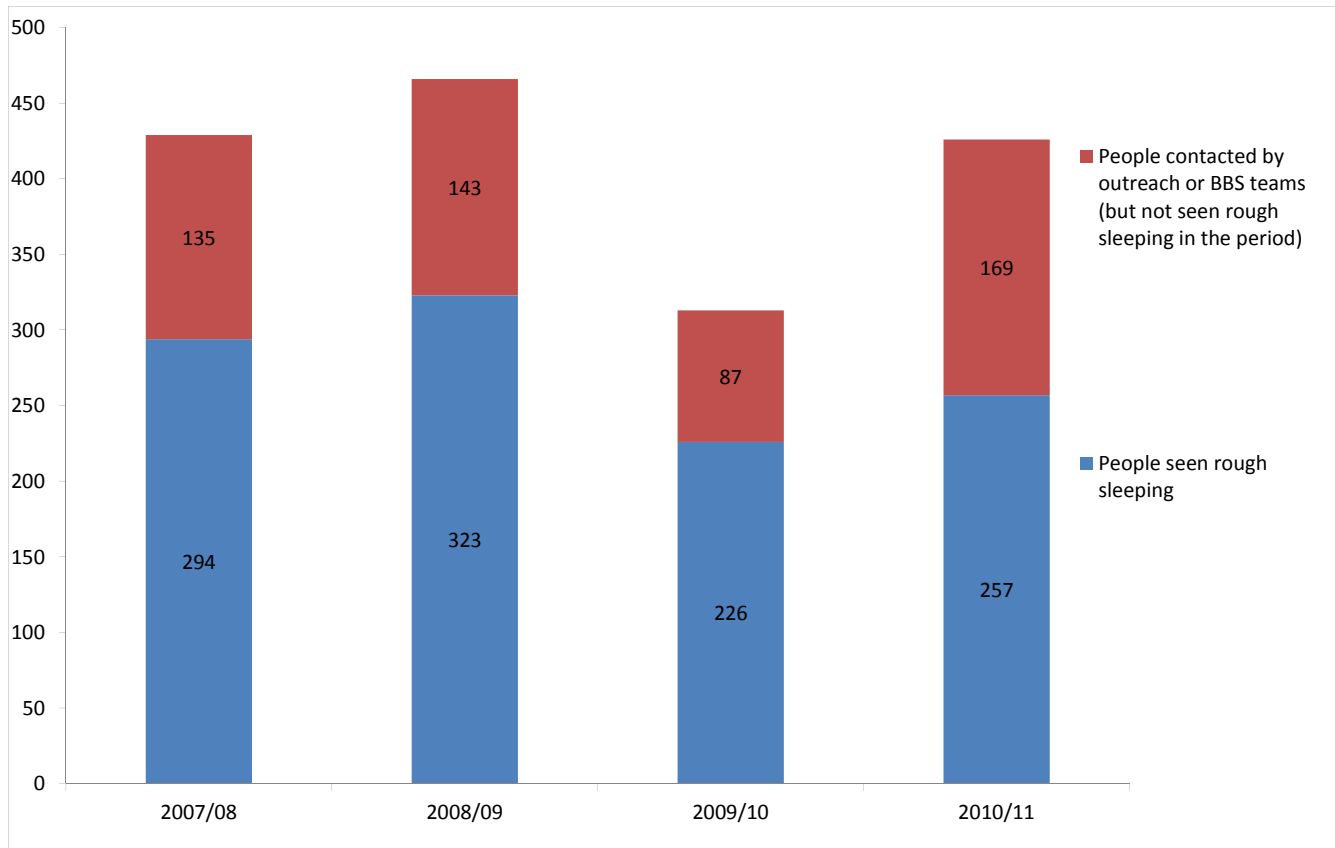
Street population (people who rough sleep and/or engage in a street lifestyle) contacted by outreach who fall into one or more of the street activity categories on CHAIN

CHAIN Annual report for Lambeth

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: 429
2008/09 base: 466
2009/10 base: 313
2010/11 base: 426

426 verified rough sleepers were contacted by services in Lambeth during the year. This is an increase from 313 last year.

Of these 426, 257 had a bedded down street contact in the quarter and so were known to have slept rough in Lambeth 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 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: 294
 2008/09 base: 323
 2009/10 base: 226
 2010/11 base: 257

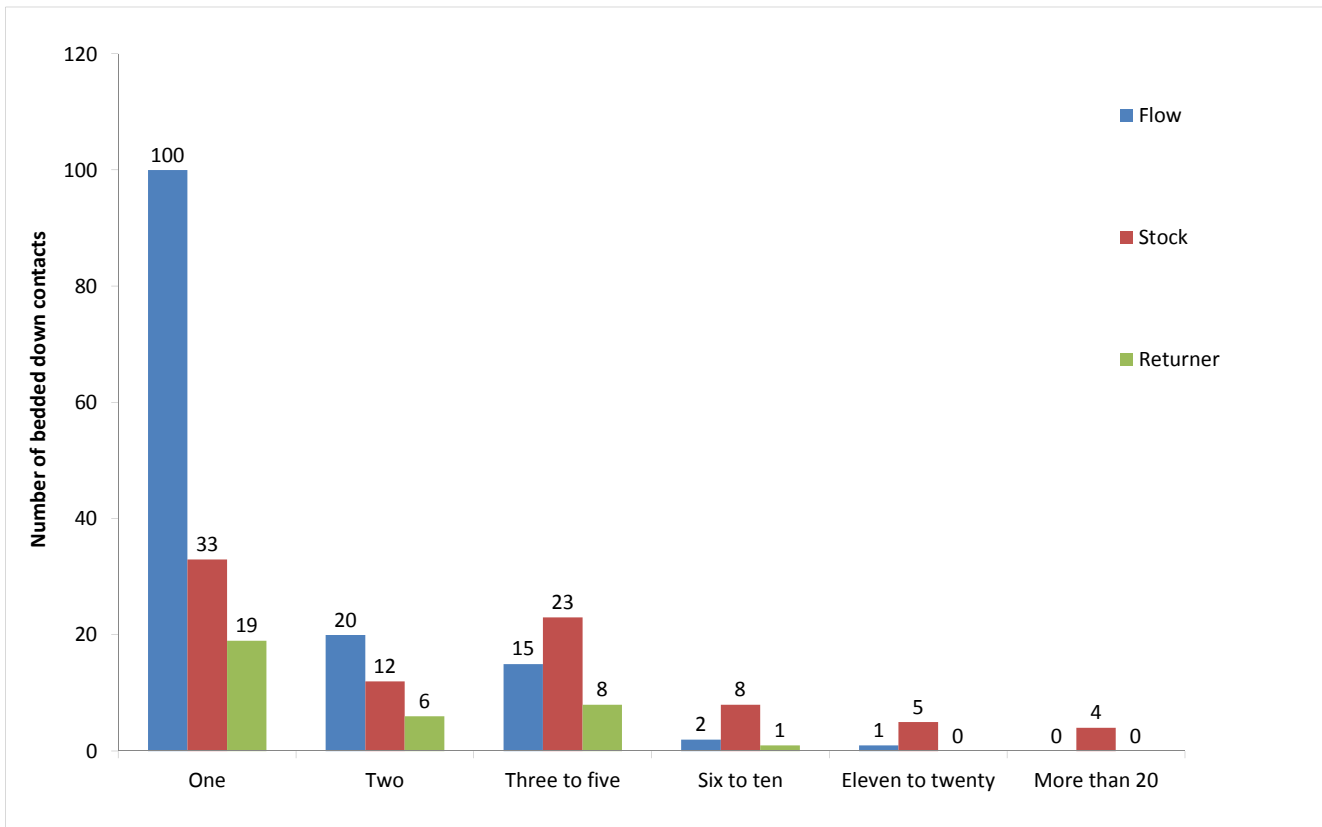
138 people rough sleeping were flow (new to the streets). This means they had not previously been contacted by any outreach or BBS team that reports to CHAIN and were verified as a rough sleeper this year.

85 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.

34 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 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): 138
Base (Stock): 85
Base (Returner): 34

The proportion of stock, flow and returner people contacted across Lambeth this quarter is similar to the previous year.

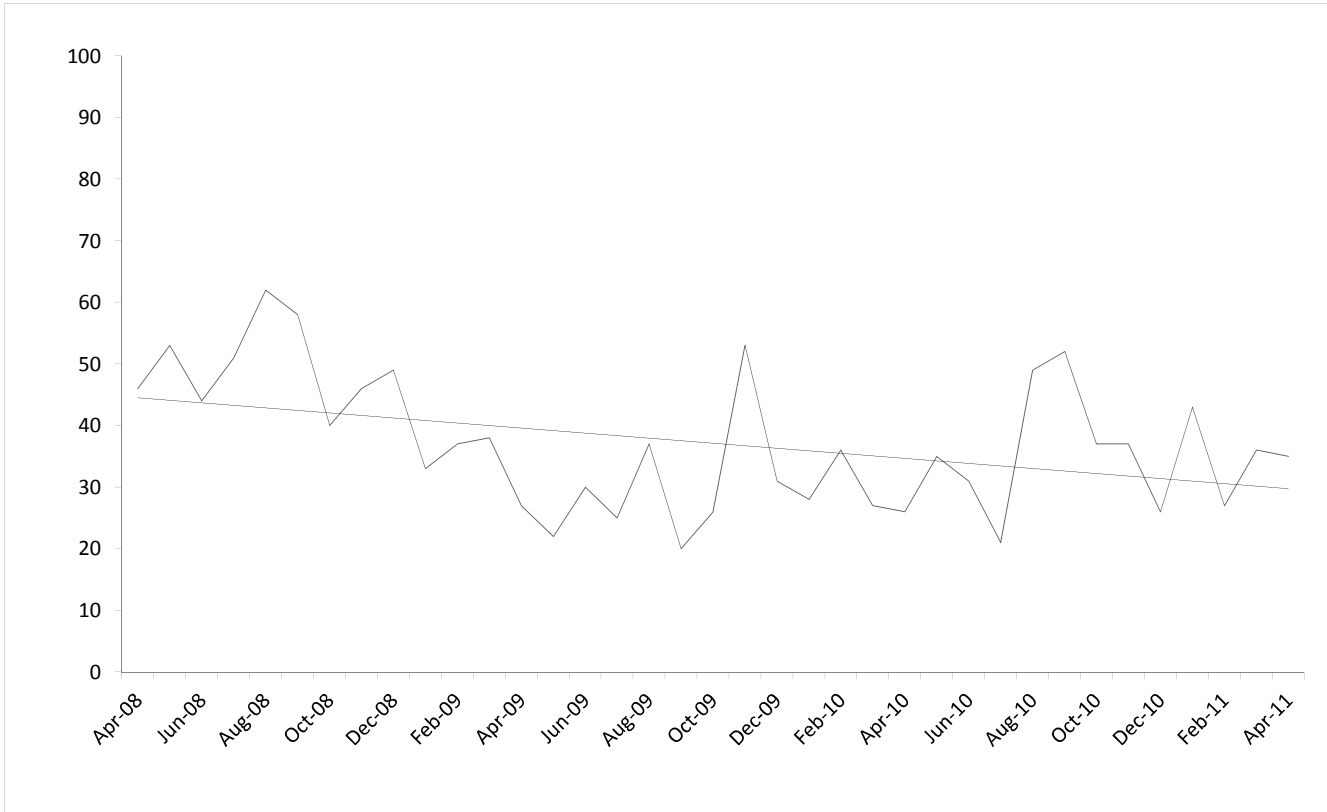
Of the 257 people seen rough sleeping this quarter, 152 only had a single bedded down street contact.

Of the 257 people seen bedded down, 23 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.

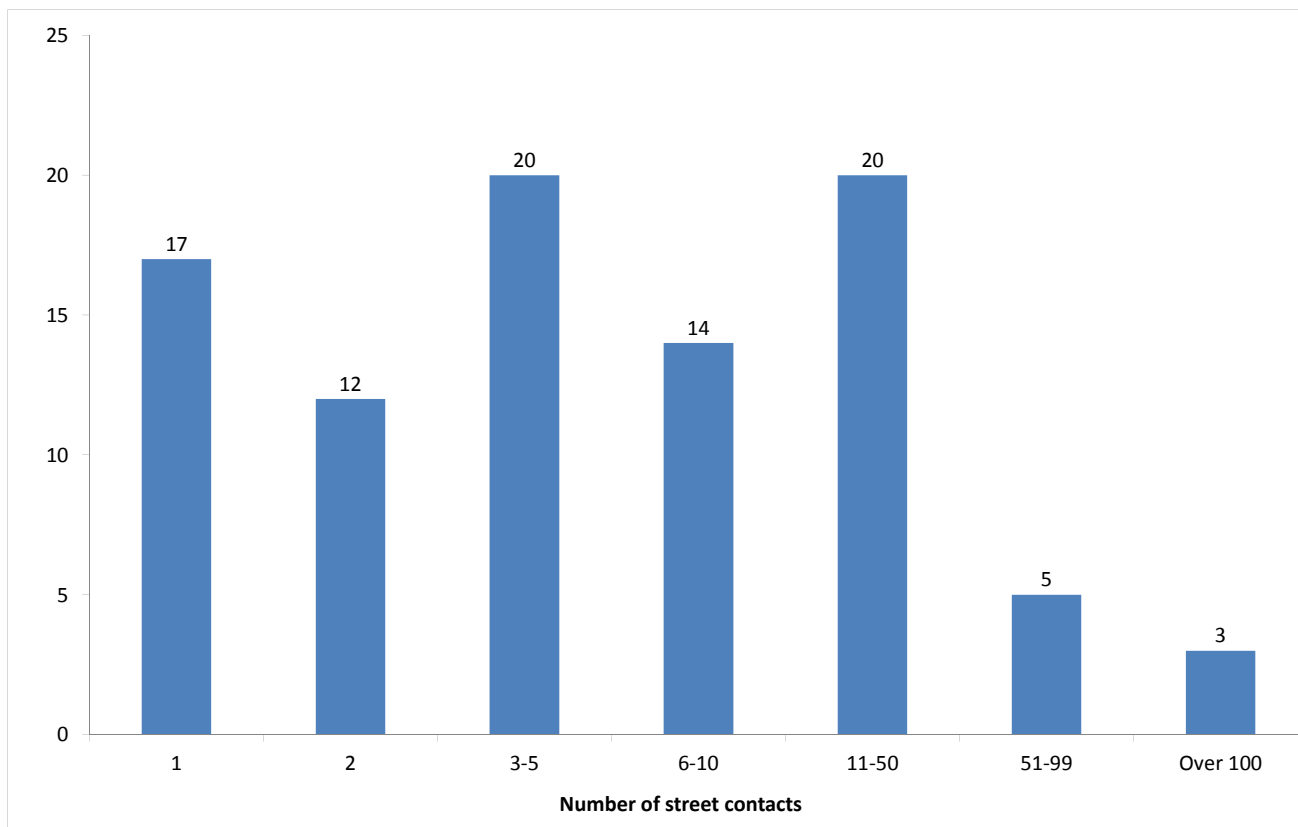
Nationality	Flow	Stock	Returner	TOTAL
UK	70	33	16	119
Ireland (Republic of)	3	4	1	8
Portugal	9	3	2	14
Bulgaria	0	0	0	0
Czech Republic	2	3	0	5
Estonia	0	0	0	0
Hungary	0	2	0	2
Latvia	0	4	0	4
Lithuania	5	3	0	8
Poland	12	23	2	37
Romania	1	0	0	1
Slovenia	0	0	0	0
Slovakia	6	2	0	8
Central and East European (CEE) sub-total	26	37	2	65
other Europe	7	3	2	12
Eritrea	1	0	0	1
Africa	10	2	2	14
America	5	0	0	5
Asia	5	0	2	7
Australasia	0	0	0	0
Missing	0	1	6	7
Not known	2	2	1	5
Total	138	85	34	257
Total**	136	82	27	245

Base: 245 Note that the base figure for this graph excludes clients where the nationality is missing or not known (12).

**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: 91

91 (21%) verified rough sleepers contacted across Lambeth this year have never had a booking in action recorded on CHAIN. This has decreased slightly from 87 (28%) in the previous period.

74 of these people have slept rough in the year, which is 29% of all people sleeping rough this year.

17 (19%) of the people who have never had a booking in action recorded on CHAIN have only ever had one street contact recorded.

3 people in all Lambeth have never had a booking in action despite having over a hundred street contacts. This is higher than previous quarters (0 in 2009/10; 2 in 2008/09).

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%	0	0%
Bed & breakfast	24	8%	24	9%
Clinic/Detox/Rehab	2	1%	4	2%
Night Centre	3	1%		
Rolling shelter	102	33%	75	28%
Hostel	144	47%	83	31%
Other temporary	0	0%	4	2%
Second-stage accommodation	2	1%	3	1%
St Mungo's complex needs	0	0%		
St Mungo's semi-independent	3	1%		
Clearing House/RSI	3	1%	0	0%
LA tenancy (general needs)	0	0%	0	0%
Private rented sector	0	0%	4	2%
Private rented sector - independent	7	2%		
Private rented sector - with some floating support/support	3	1%		
RSL tenancy (general needs)	1	0%		
Sheltered housing	0	0%		
Supported housing	2	1%		
Other long-term accommodation	3	1%	4	2%
Bookings into accommodation total	299	97%	251	95%
Return to home area	7	2%		
Seeking work	0	0%		
Move to area for friends/family	0	0%		
Move to area with appropriate services	2	1%		
Other	1	0%		
Reconnections total	10	3%		
TOTAL	309	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 Lambeth succeeded in reconnecting or booking into accommodation 174 people, 41% of the 426 people contacted during the year.

This is a similar proportion to similar periods (2009/10: 153 (49%), 2008/09: 133 (29%).

166 people had a total of 299 booking in events. This indicates that individuals can be booked into accommodation (the same type or different) more than once in the year.

12 people were booked into long-term accommodation.

This figure refers 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 9.

128 people were booked into hostel accommodation. This compares to 2009/10: 70, 2008/09: 88.

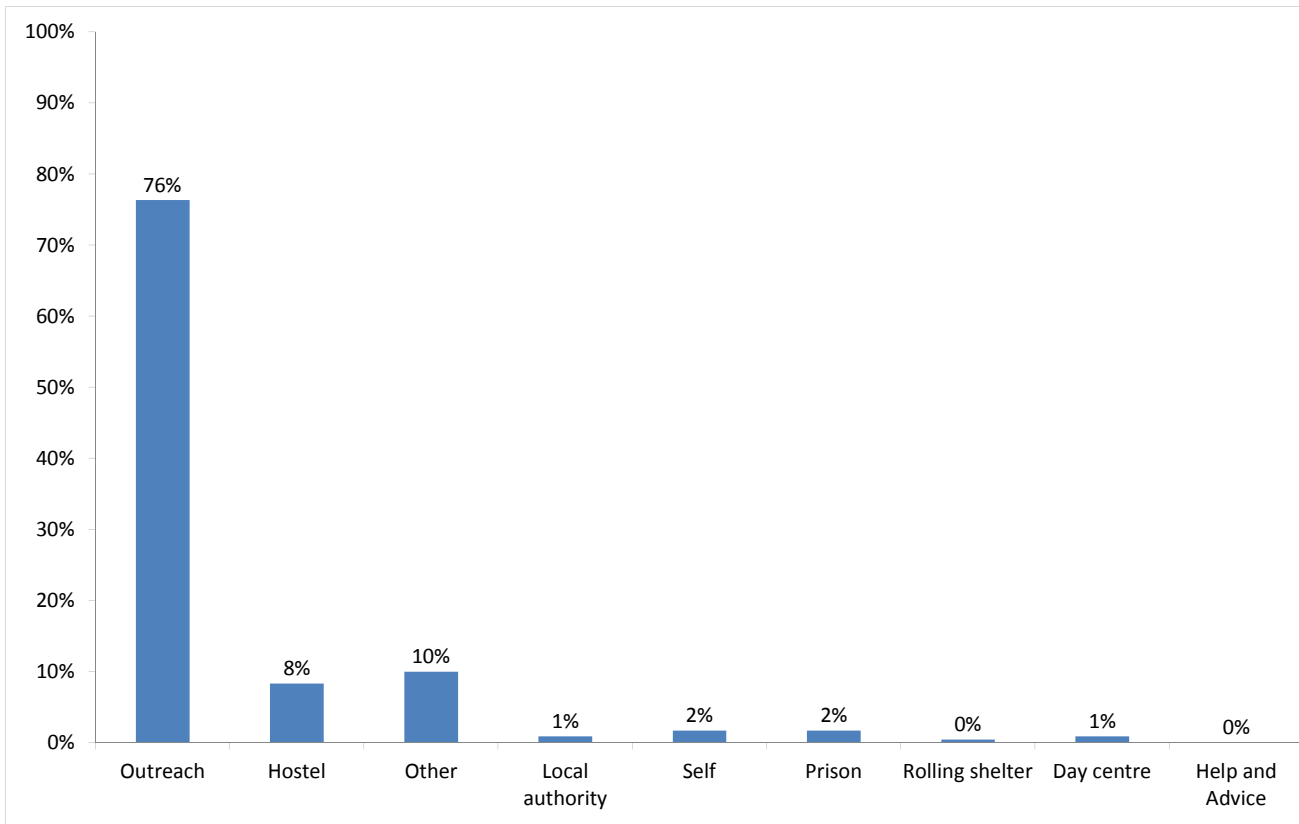
Outreach and BBS teams across Lambeth achieved a confirmed reconnection with 10 people they contacted this year. This is 2% of the people contacted by outreach or BBS teams this year.

10 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

8) Arrivals

Temporary accommodation arrivals by accommodation project and source of referral.



Base: 241

213 people arrived at accommodation in Lambeth this year. These 213 people had 241 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 is higher than last year where 165 people had 199 arrival actions.

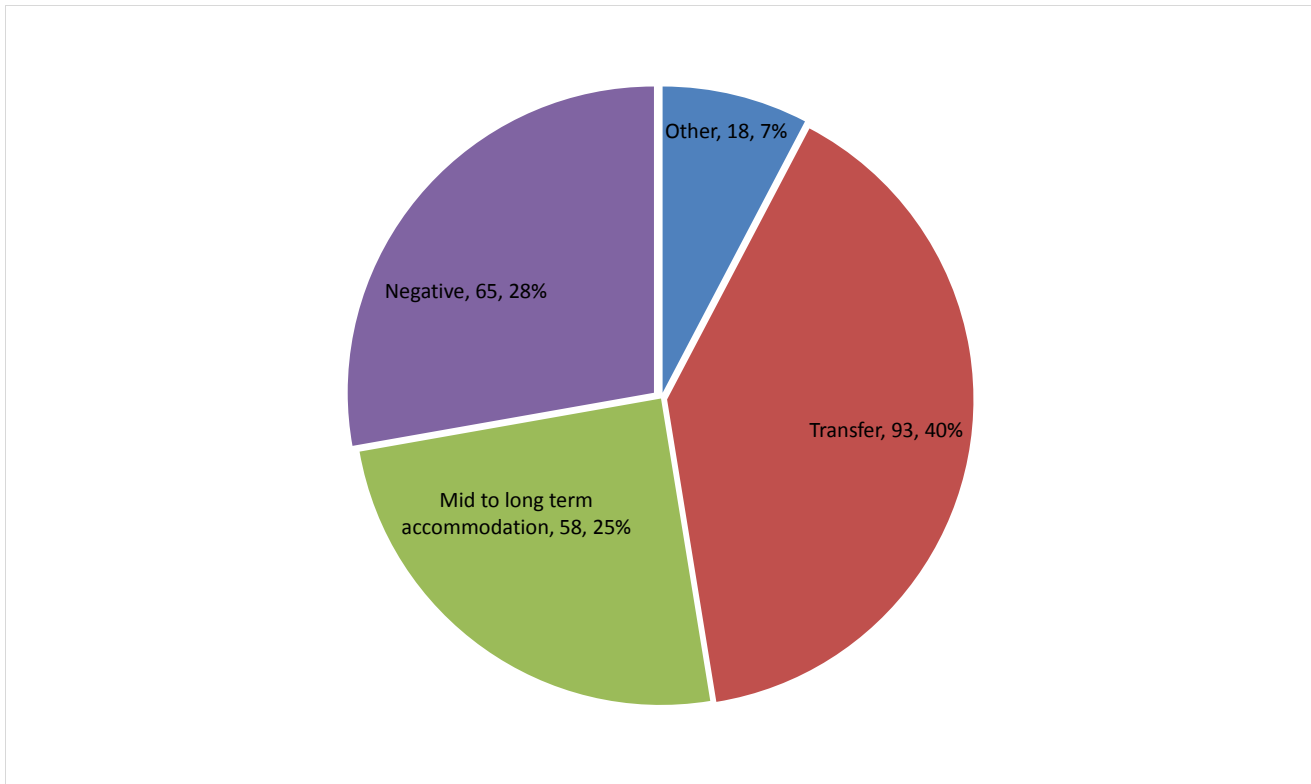
The proportion of arrivals to accommodation in Lambeth that were referred by outreach or BBS teams and other accommodation projects is consistent with the previous three years.

Breakdown by accommodation:

Source of referral → Accommodation ↓	BBS - CSTM	Passage BBS and Day Centre	Westminster SSHU - Passage	BBS - St Mungo's	Westminster SPOT	City Rough Sleepers Team	Ealing SPOT	Lambeth SORT	Southwark SPOT	H&F SORT	Manna Day Centre	K & C SIT	Spires Day Centre	Tower Hamlets SORT	London Street Rescue	Pilion Islington Outreach	Rolling shelter	Hostel	St Mungo's internal transfer	Advice Agency	Local authority	Prison	Self other referral source)	Total	
Centrepoint - Vauxhall Cross								3																3	
Equinox - Brook Drive	2	1		2	2	1	9	1	8	4	1	1		1	7	5		3			1			10	59
St Mungo's - Cedars Road								61	1				1		1				4			1	1	6	76
St Mungo's - St Gothard's Road																			3						3
St Mungo's - Palace Road																				1					1
St Mungo's - Wix Lane																			4						4
Thames Reach - Graham House		1	2		1	2		34	5					1	6		1	5			1	3	3	5	70
Thames Reach - Stamford Street								20						2				1						2	25
Total	2	2	2	2	3	3	9	119	14	4	1	1	1	4	14	5	1	9	11	1	2	4	4	23	241

9) Departures - destination on departure

Departure actions by destination on departure



Base: 233

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	1	0%
Care home	0	0%
Clearing House/RSI	2	1%
Detox clinic	5	2%
Committed suicide	0	0%
Died	4	2%
Home area	0	0%
Hospital	0	0%
Hospital - long term	2	1%
Hospital - NOT long term/acute care	3	1%
Hostel	0	0%
Hostel - another organisation	34	15%
Hostel - within the organisation	33	14%
LA tenancy (general needs)	2	1%
Long-term accommodation	0	0%
Not known	48	21%
Outside London	0	0%
Previous home (describe type of accomm in notes)	1	0%
Private rented sector - independent	8	3%
Private rented sector - with some floating support/support	3	1%
Psychiatric hospital	0	0%
Rehab clinic	17	7%
Returned to home country (CEE)	3	1%
Returned to home country (non CEE)	0	0%
RSL tenancy (general needs)	12	5%
Sheltered Housing	3	1%
Sleeping rough/Returned to streets	7	3%
Staying with family	9	4%
Staying with friends	5	2%
Supported Housing	21	9%
Taken into custody	10	4%
Temporary accommodation	0	0%
Total	233	100%

215 people departed from accommodation in Lambeth this year. These 215 people had 233 departure actions. This indicates that an individual can depart more than once (at the same accommodation project or different) in a period.

29% of people left accommodation to move to another hostel. This is similar to last year (27%).

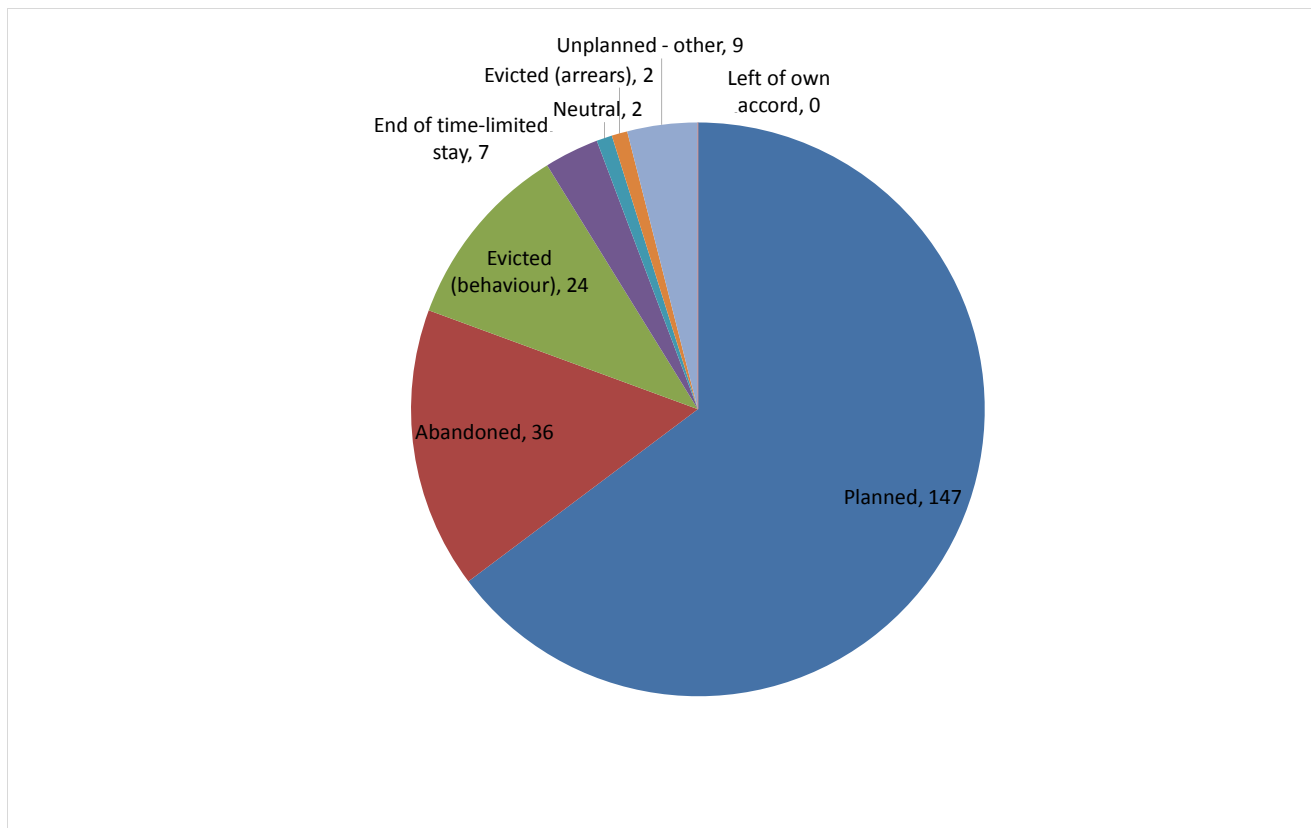
25% of people left accommodation to move to mid to long-term accommodation. This is an increase compared to last year (16%).

Breakdown by accommodation

Destination Accommodation	Bed & Breakfast	Clearing House/RSI	Detox clinic	Died	Hospital - long term	Hospital - NOT long term/acute	Hostel - another organisation	Hostel - within the organisation	LA tenancy (general needs)	Not known	Previous home (describe type of)	Private rented sector -	Private rented sector - with some	Rehab clinic	Returned to home country (CEE)	RSL tenancy (general needs)	Sheltered Housing	Sleeping rough/Returned to	Staying with family	Staying with friends	Supported Housing	Taken into custody	Total	
Centrepoint - Vauxhall Cross										2						2	1				3		8	
Equinox - Brook Drive	1		1				13			20	1			17	3				3	1	1		61	
St Mungo's - Auckland Hill							1	2								1							4	
St Mungo's - Cedars Road			2	2	1	1	6	15	2	18		4				6		2	3	3	1	4	70	
St Mungo's - Palace Road								1															1	
St Mungo's - Wix Lane								1								1							2	
Thames Reach - Graham House			2	2	1	2	12	12		7		2				1	2	5	1	1	10	3	63	
Thames Reach - Lambeth High Street								1															1	
Thames Reach - Stamford Street		2					2	1		1		2	3			1				2		6	3	23
Lambeth Total	1	2	5	4	2	3	34	33	2	48	1	8	3	17	3	12	3	7	9	5	21	10	233	
Total	1	2	5	4	2	3	34	33	2	48	1	8	3	17	3	12	3	7	9	5	21	10	233	

10) Departures - planned or unplanned

Departures by whether or not the departure was planned or unplanned



Base: 227

215 people departed from accommodation in Lambeth this year. These 215 people had 233 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, where 174 people had 199 departure actions..

62% of departures were due to a planned move. This is an increase from the previous three years (58% in 2009/10; 37% in 2008/09).

15% of departures were due to abandonments, this compares to 7% in the previous year.

11% of departures were due to evictions. This is consistent with the previous three years.

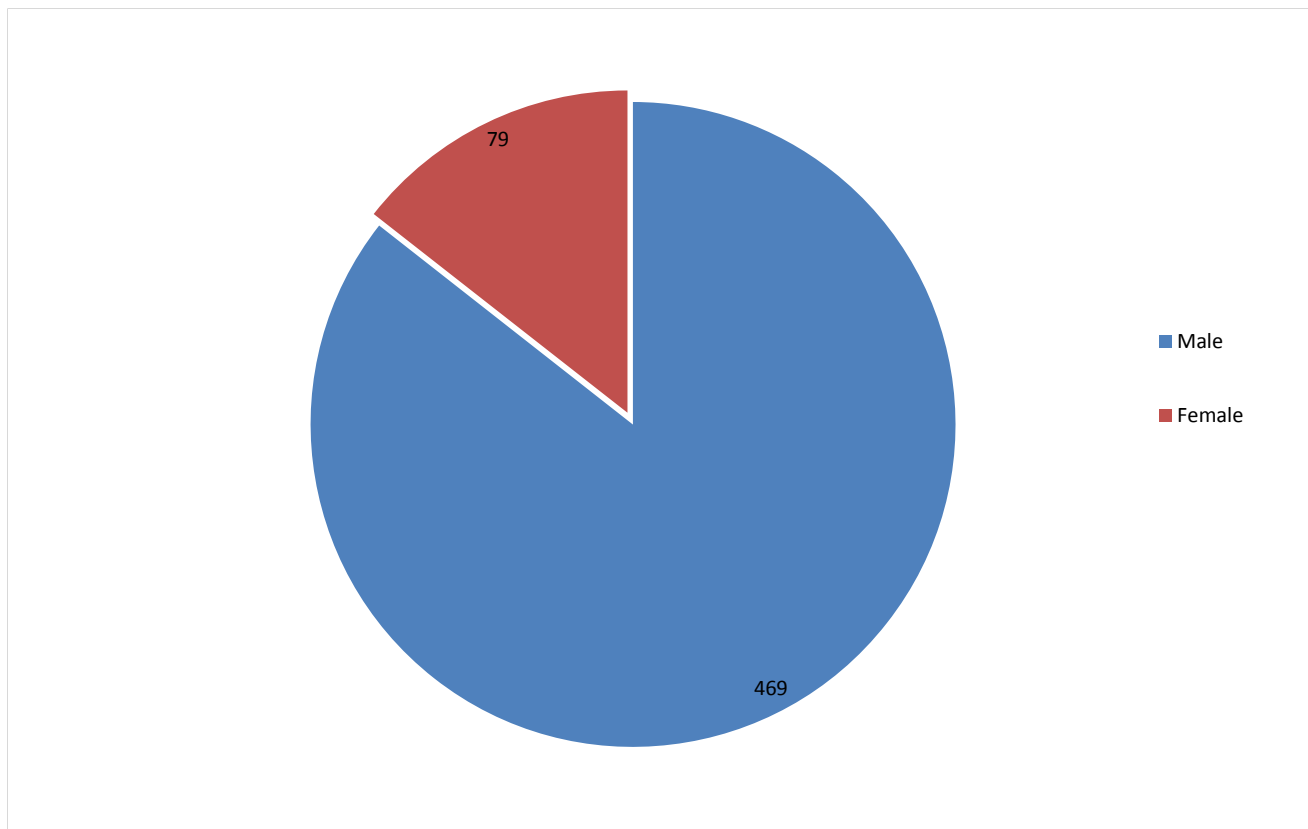
Breakdown by accommodation

Planned/Unplanned Accommodation	Planned	Abandoned	Evicted (behaviour)	End of time- limited stay	Neutral	Evicted (arrears)	Unplanned - other	Total
Centrepoint - Vauxhall Cross	6			1		1		8
Equinox - Brook Drive	39	15	5	2				61
St Mungo's - Auckland Hill	4							4
St Mungo's - Cedars Road	42	12	12			1	3	70
St Mungo's - Wix Lane	2							2
St Mungo's - Palace Road	1							1
Thames Reach - Graham House	40	8	7	3	2		3	63
Thames Reach - Lambeth High Street	1							1
Thames Reach - Stamford Street	18	1		1			3	23
Total	153	36	24	7	2	2	9	233

Demographics

11) Gender

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

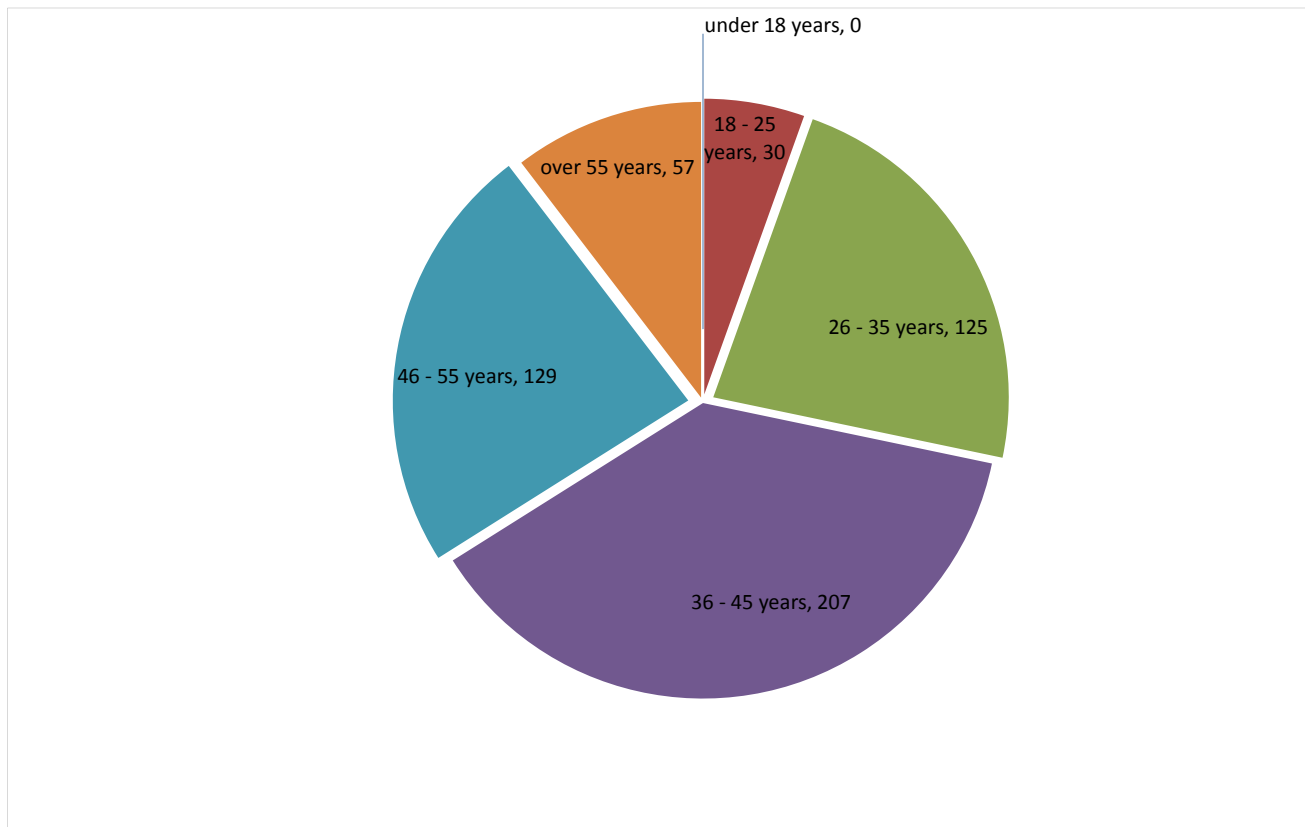


Base: 548

The proportion of male and female people contacted in Lambeth 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: 548

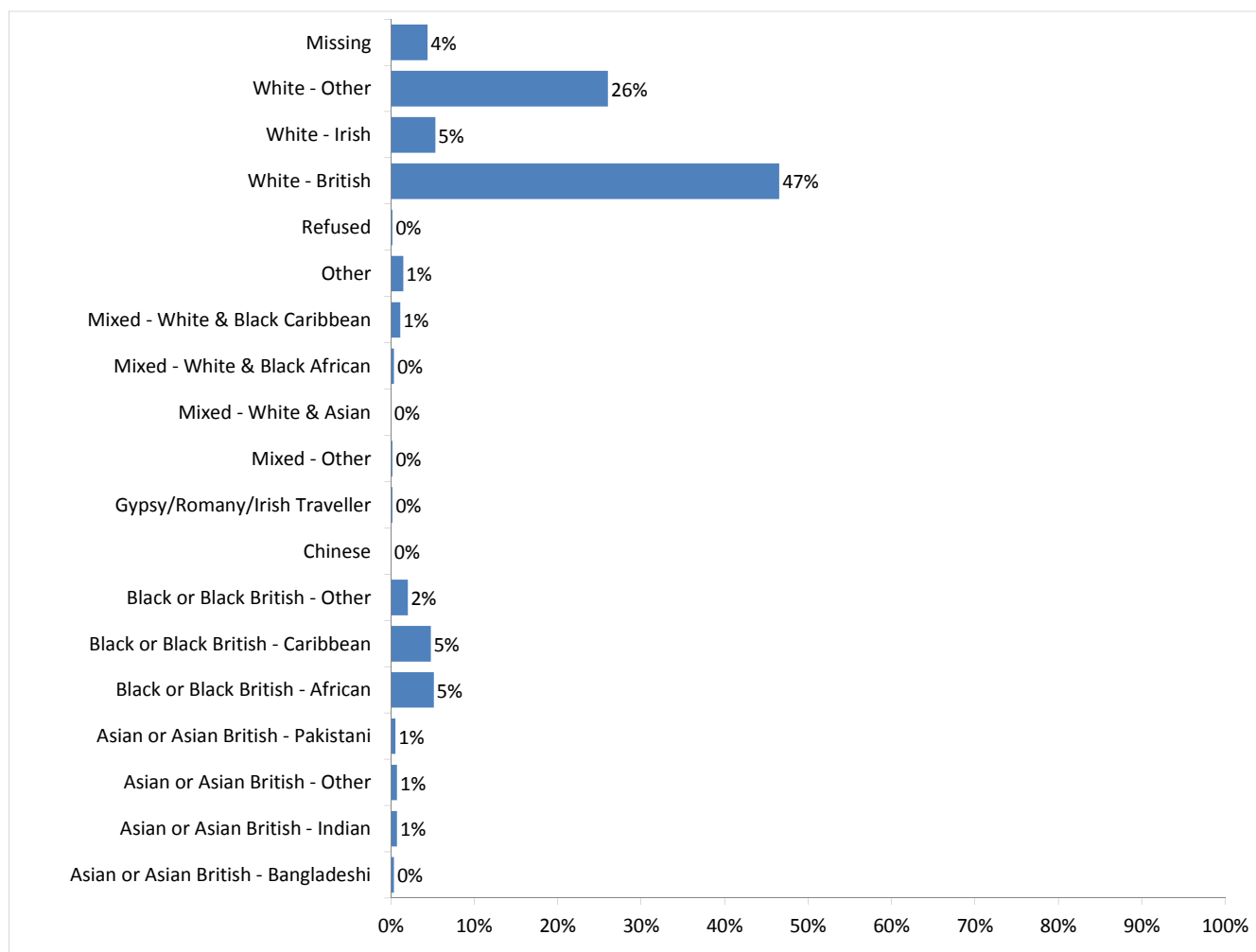
61% of people contacted in Lambeth this year were aged 26-45. This is consistent with the previous three years.

5% of people contacted were aged 25 years or under, 0 of which were aged under 18 years. This is consistent with previous years.

10% 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: 548

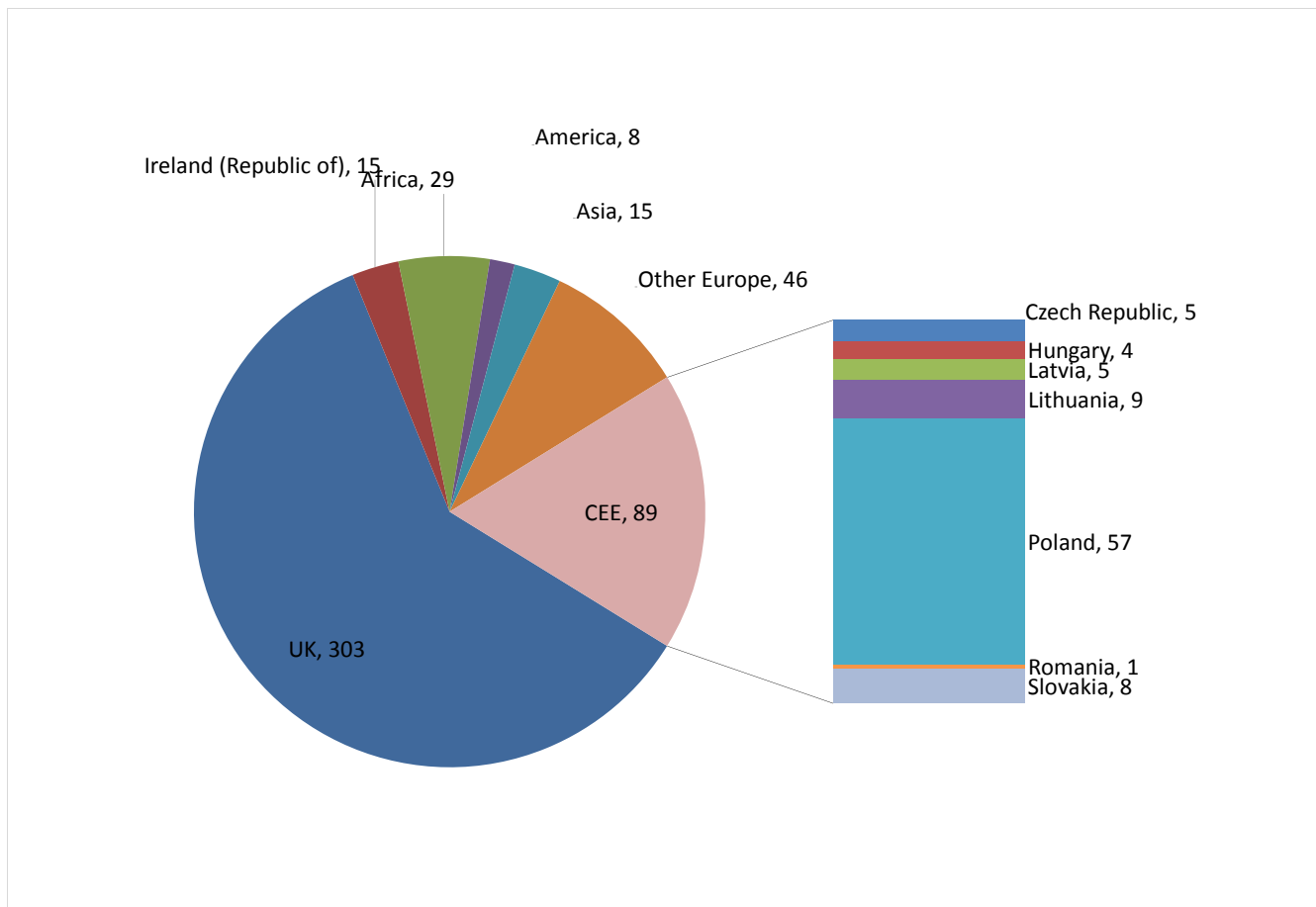
The majority of people contacted in Lambeth in 2010/11 are white (78%), most of whom are white British.

12% of people contacted are black and 2% are Asian. The ethnic origin of those contacted in Lambeth is consistent with the previous three years.

Of the 142 people contacted in 2010/11 with an ethnic origin of White - Other, 89 are CEE 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: 505 Note that the base figure for this graph excludes clients where the nationality is missing or not known (43).

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	69%	67%	63%	60%
CEE	9%	12%	16%	18%
Portugal	9%	7%	6%	6%

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	322	69%	383	67%	279	63%	303	60%
Ireland (Republic of)	23	5%	20	3%	14	3%	15	3%
France						0%	3	1%
Portugal	42	9%	39	7%	28	6%	30	6%
Italy	7	2%	12	2%		0%	5	1%
Bulgaria						0%		0%
Czech Republic	2		2	0%	2	0%	5	1%
Estonia								0%
Hungary	3	1%	5	1%	3	1%	4	1%
Latvia	2	0%	1	0%	3	1%	5	1%
Lithuania	6	1%	10	2%	9	2%	9	2%
Poland	25	5%	40	7%	48	11%	57	11%
Romania			1	0%			1	0%
Slovenia			1	0%				0%
Slovakia	2	0%	7	1%	4	1%	8	2%
CEE sub-total	40	9%	67	12%	69	16%	89	18%
other Europe	1	1%	11	2%	13	3%	8	2%
Eritrea	6	1%					3	1%
Somalia	2	0%					4	1%
Africa	14	3%	28	5%	27	6%	22	4%
America	6	1%	5	1%	3	1%	8	2%
Asia	3	1%	6	1%	9	2%	10	2%
India							4	1%
Sri Lanka							1	0%
Australasia			1	0%			0	0%
Missing	65		55		27		28	6%
Not known	15		22		14		15	3%
Total	546		649		483		548	
Total**	466	99%	572	100%	442	100%	505	100%

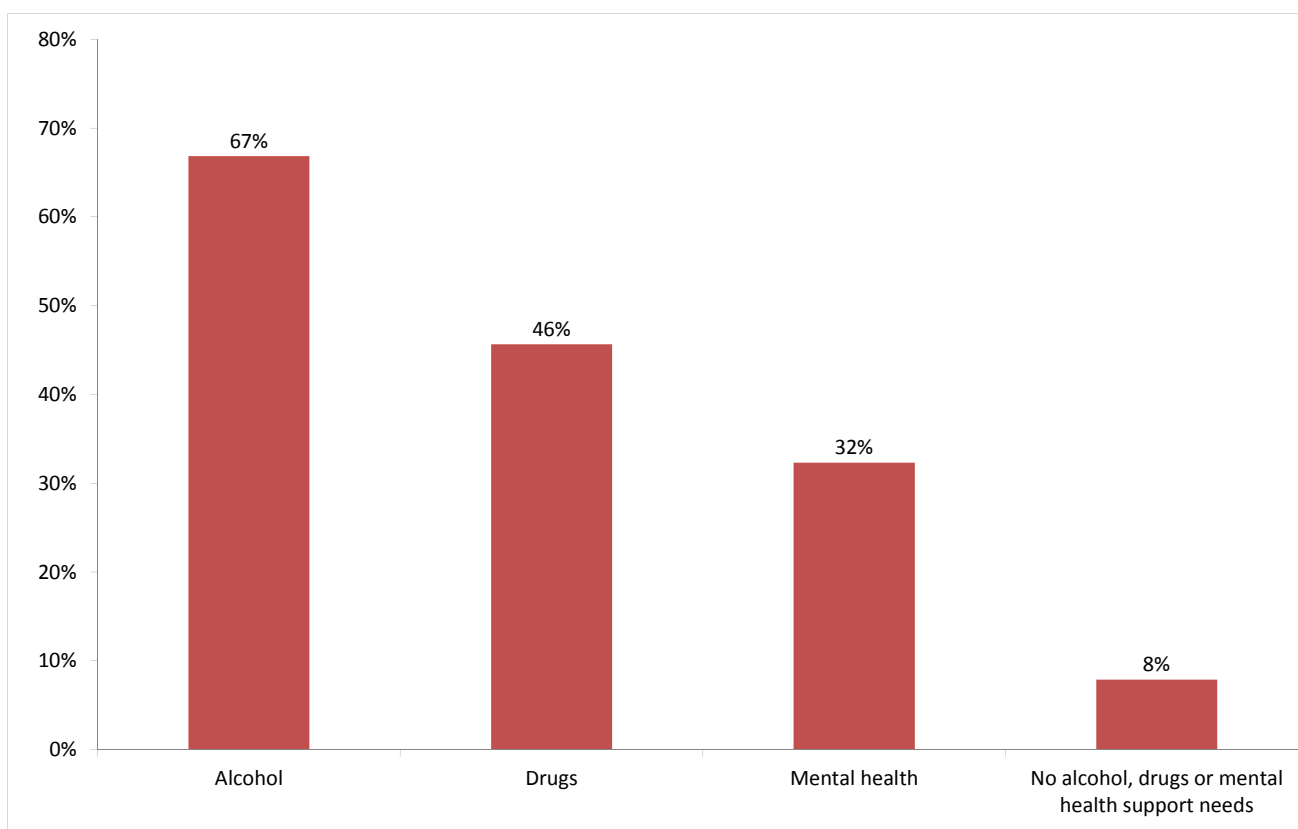
*Percentages are of those clients where their nationality is known

**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: 368 Note that the base figure for this graph excludes clients where all 3 support needs are not known or not recorded (179).

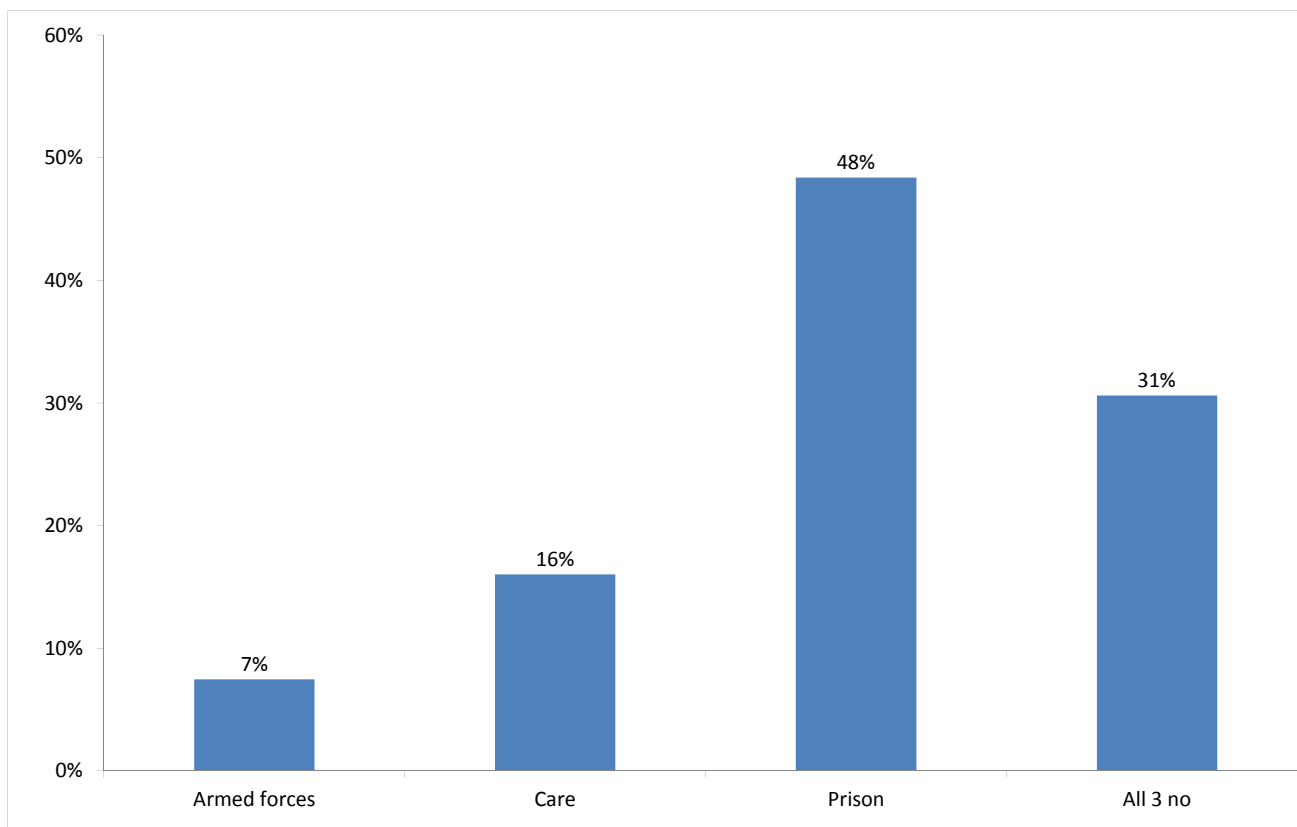
Support Needs	No. of people	%
Alcohol only	114	21%
Drugs only	50	9%
Mental health only	13	2%
Alcohol and drugs	50	9%
Alcohol and mental health	38	7%
Drugs and mental health	24	4%
Alcohol, drugs and mental health	44	8%
All 3 no	29	5%
All 3 not known or not assessed	179	33%
All 3 no, not known or not assessed	6	1%
Total	547	100%

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

The proportion of people contacted in Lambeth with an alcohol support need (67%) is notably higher than the proportion across all boroughs (50%) 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: 281 Note that the base figure for this graph excludes clients where all 3 institutional histories are not known.

21 people contacted in Lambeth this year have previously been in the armed forces (24 last year).

Nationality	Number	% of people seen rough sleeping
UK	14	5%
Non-UK	7	3%
Total	21	8%

45 people contacted in Lambeth this year have previously been in care (48 last year).

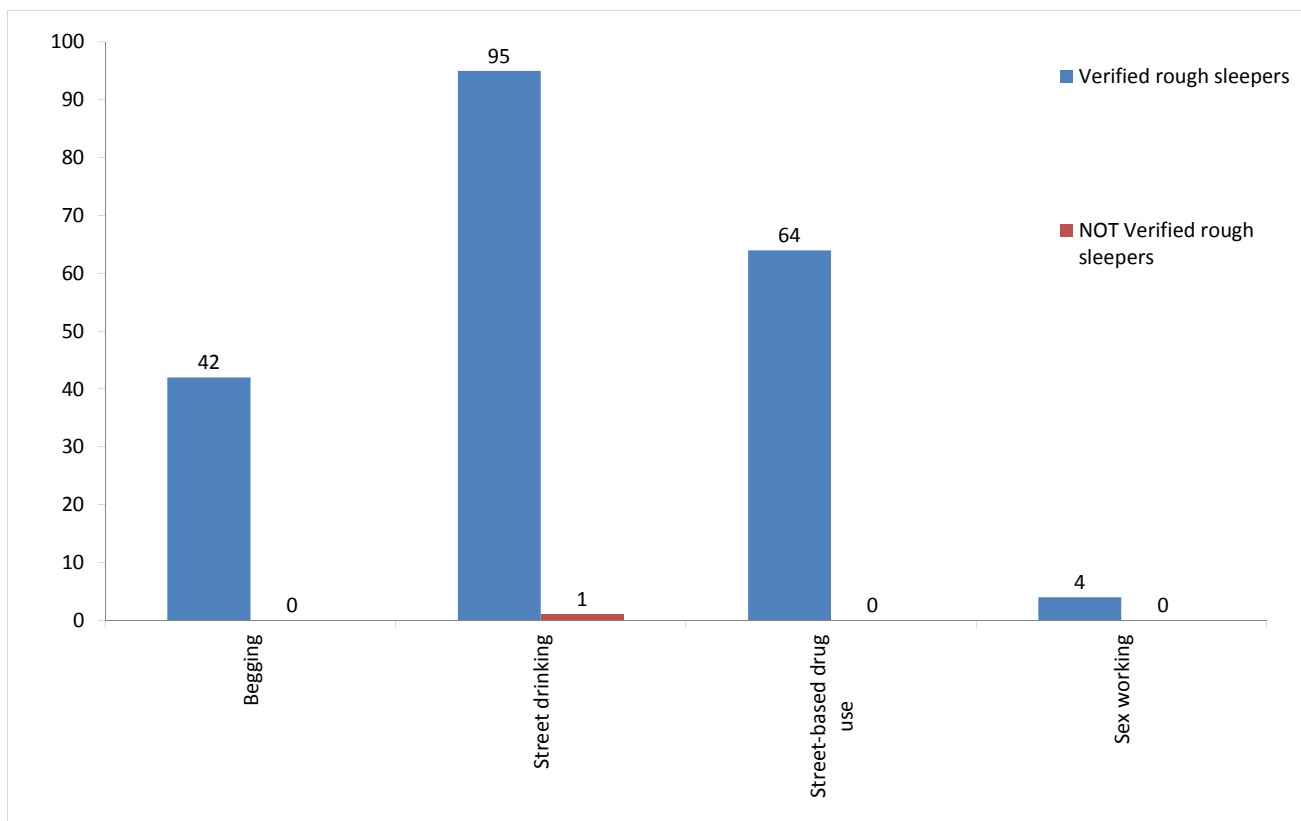
136 people contacted in Lambeth this year have previously been in prison (148 last year).

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

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

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: 134

Base for people not verified as rough sleepers: 1

Of the 426 verified rough sleepers contacted this year, 134 (31%) 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 426 verified rough sleepers contacted in the year by outreach or BBS teams, 57 people who have not been seen rough sleeping were also contacted. Of these:

19 were booked into accommodation across all boroughs;

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