



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



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

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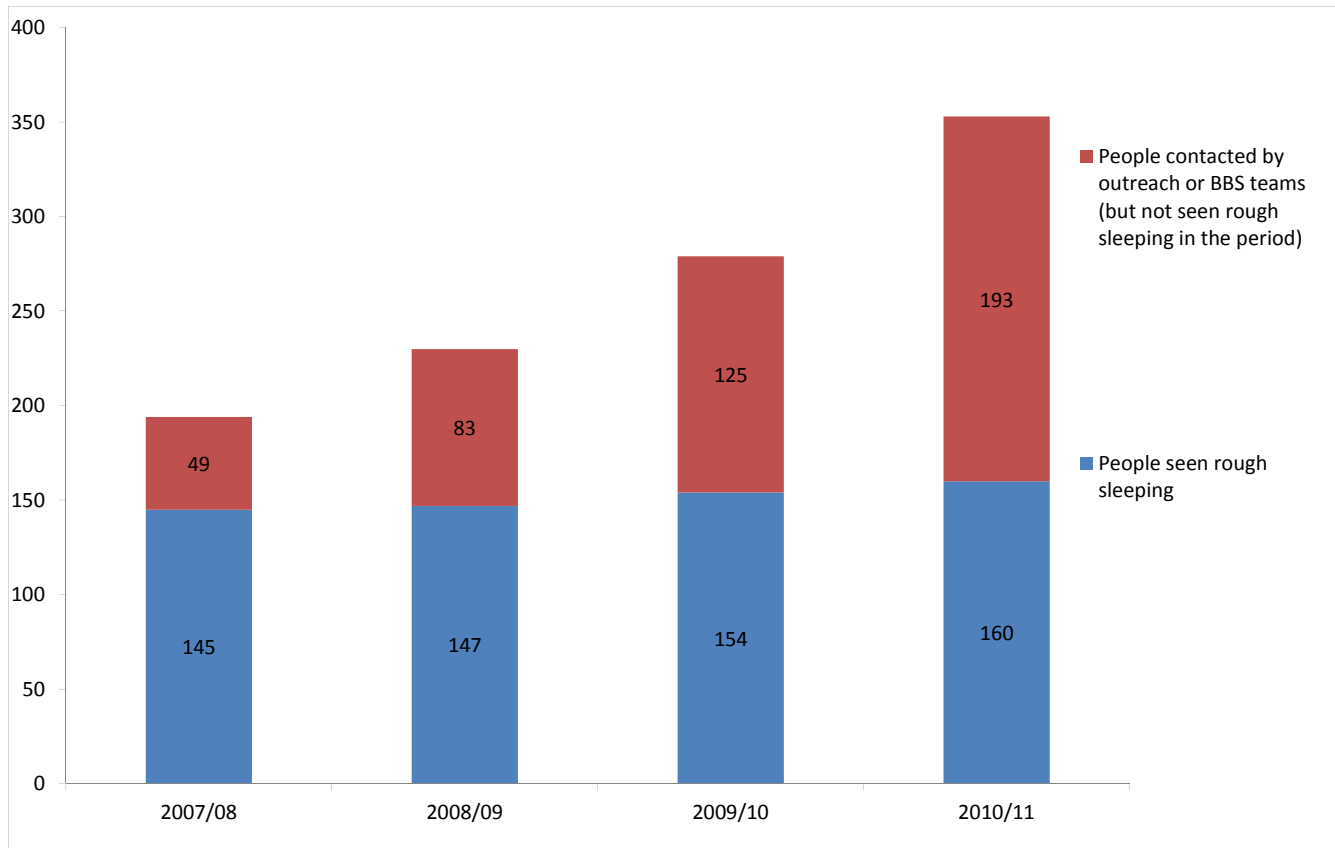
Street population (people who rough sleep and/or engage in a street lifestyle) contacted by outreach who fall into one or more of the street activity categories on CHAIN

CHAIN Annual report for Tower Hamlets

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: 194
2008/09 base: 230
2009/10 base: 279
2010/11 base: 353

353 verified rough sleepers were contacted by services in Tower Hamlets during the year. This is an increase from 279 last year and compares to 230 in 2008/09, showing a consistent upward trend in the number of people contacted.

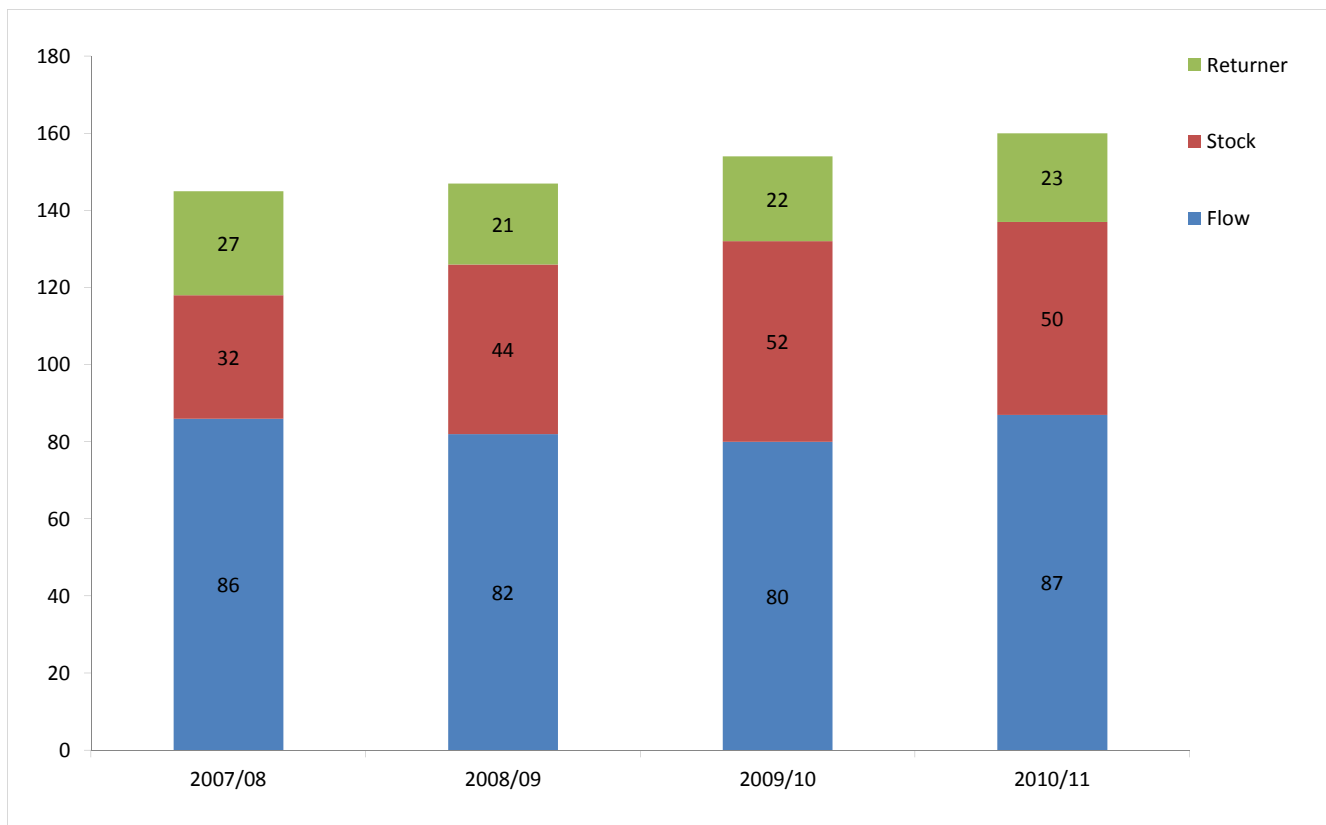
Of these 353, 160 had a bedded down street contact in the quarter and so were known to have slept rough in Tower Hamlets during the year. The number sleeping rough this year has increased by 4%.

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: 145
 2008/09 base: 147
 2009/10 base: 154
 2010/11 base: 160

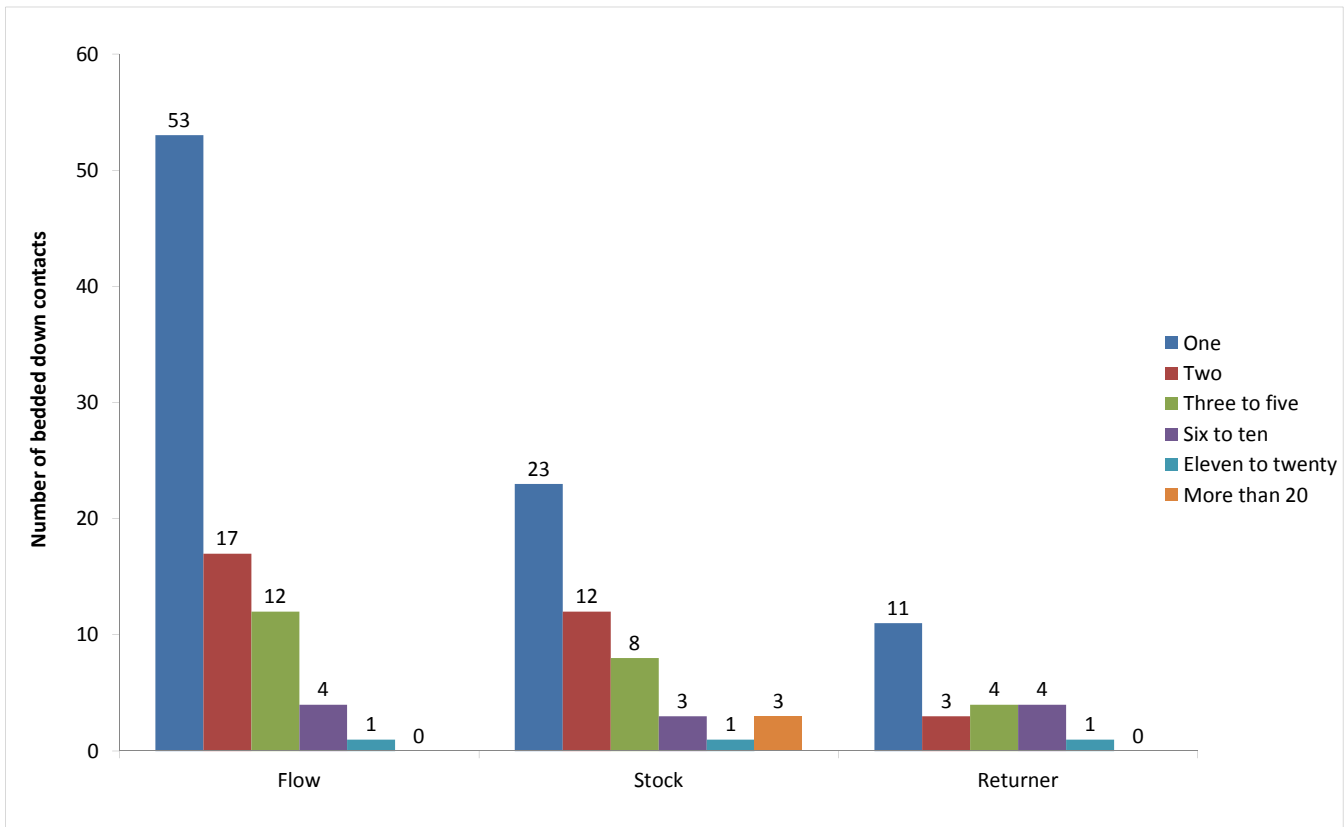
87 people rough sleeping were flow (new to the streets). This means they had not previously been contacted by any outreach or BBS team that reports to CHAIN and were verified as a rough sleeper this year.

50 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.

23 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): 87
Base (Stock): 50
Base (Returner): 23

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

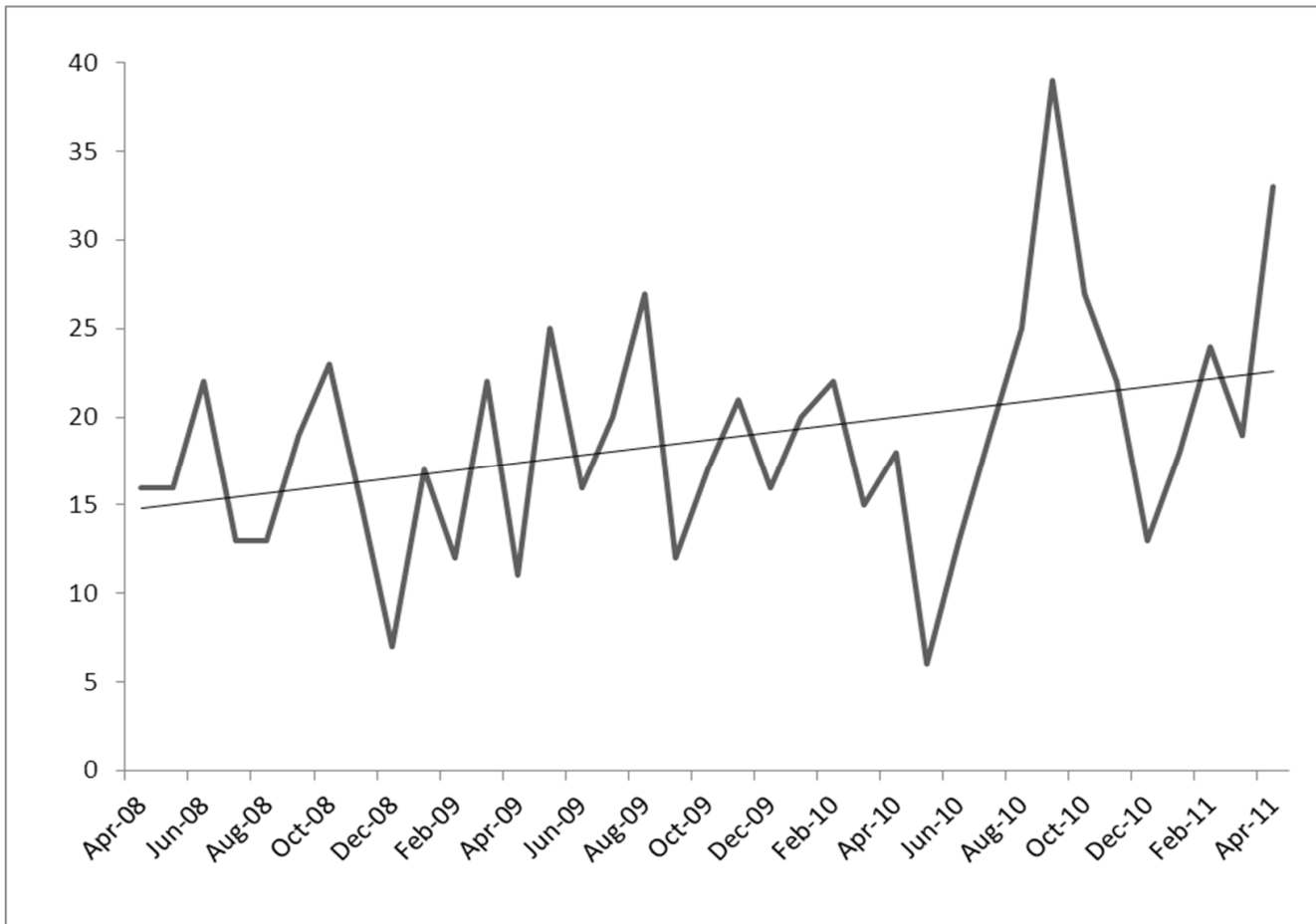
Of the 160 people seen rough sleeping this year, 87 only had a single bedded down street contact.

Of the 160 people seen bedded down, 54 were from CEE countries and of those 28 were seen only once during the period.

NB CEE nationals often cannot be offered the same service as other people due to benefit restrictions.

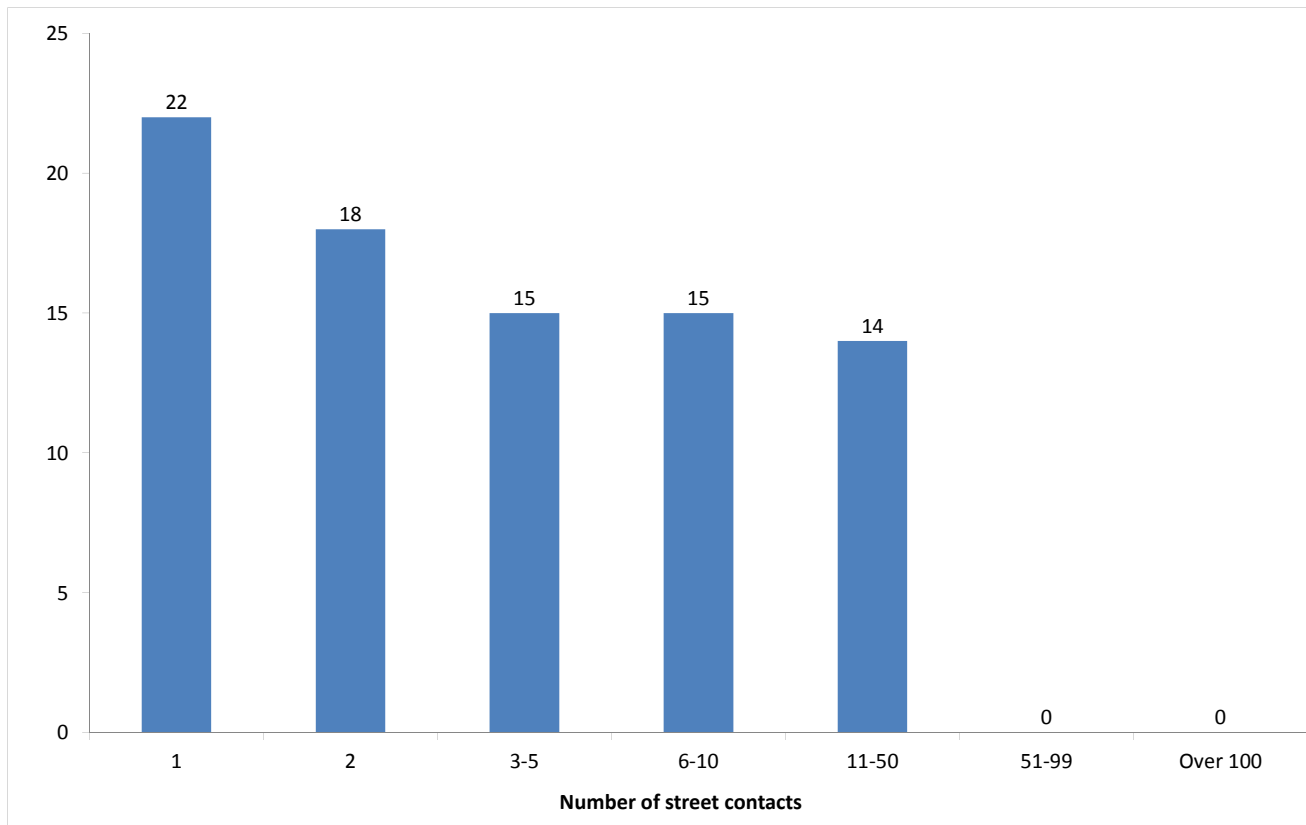
4) People contacted by month

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: 84

84 (24%) verified rough sleepers contacted across Tower Hamlets this year have never had a booking in action recorded on CHAIN. This is consistent with 90 (32%) in the previous period.

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

22 (26%) 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	9	7%	16	8%
Clinic/Detox/Rehab	2	2%	5	2%
Night Centre	6	5%		
Rolling shelter	32	26%	50	24%
Hostel	55	45%	77	36%
Other temporary	0	0%	12	6%
Second-stage accommodation	1	1%		
St Mungo's complex needs	0	0%		
St Mungo's semi-independent	0	0%		
Clearing House/RSI	2	2%		
LA tenancy (general needs)	0	0%	1	0%
Private rented sector	0	0%	2	1%
Private rented sector - independent	1	1%		
Private rented sector - with some floating support/support	0	0%		
RSL tenancy (general needs)	0	0%		
Sheltered housing	0	0%		
Supported housing	2	2%		
Other long-term accommodation	1	1%	1	0%
Bookings into accommodation total	111	92%		
Return to home area	7	6%		
Seeking work	0	0%		
Move to area for friends/family	1	1%		
Move to area with appropriate services	2	2%		
Other	1	1%		
Reconnections total	10	8%		
TOTAL	121	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 Tower Hamlets succeeded in reconnecting or booking into accommodation 83 people, 24% of the 353 people contacted during the year.

This is a lower proportion than previous periods - 2009/10: 111 (39%), 2008/09: 121 (53%).

77 people had a total of 111 booking in events. This indicates that individuals can be booked into accommodation (the same type or different) more than once in the year.

6 people were booked into long-term accommodation.

49 people were booked into hostel accommodation. This compares to 2009/10: 60, 2008/09: 77, 2007/08: 68.

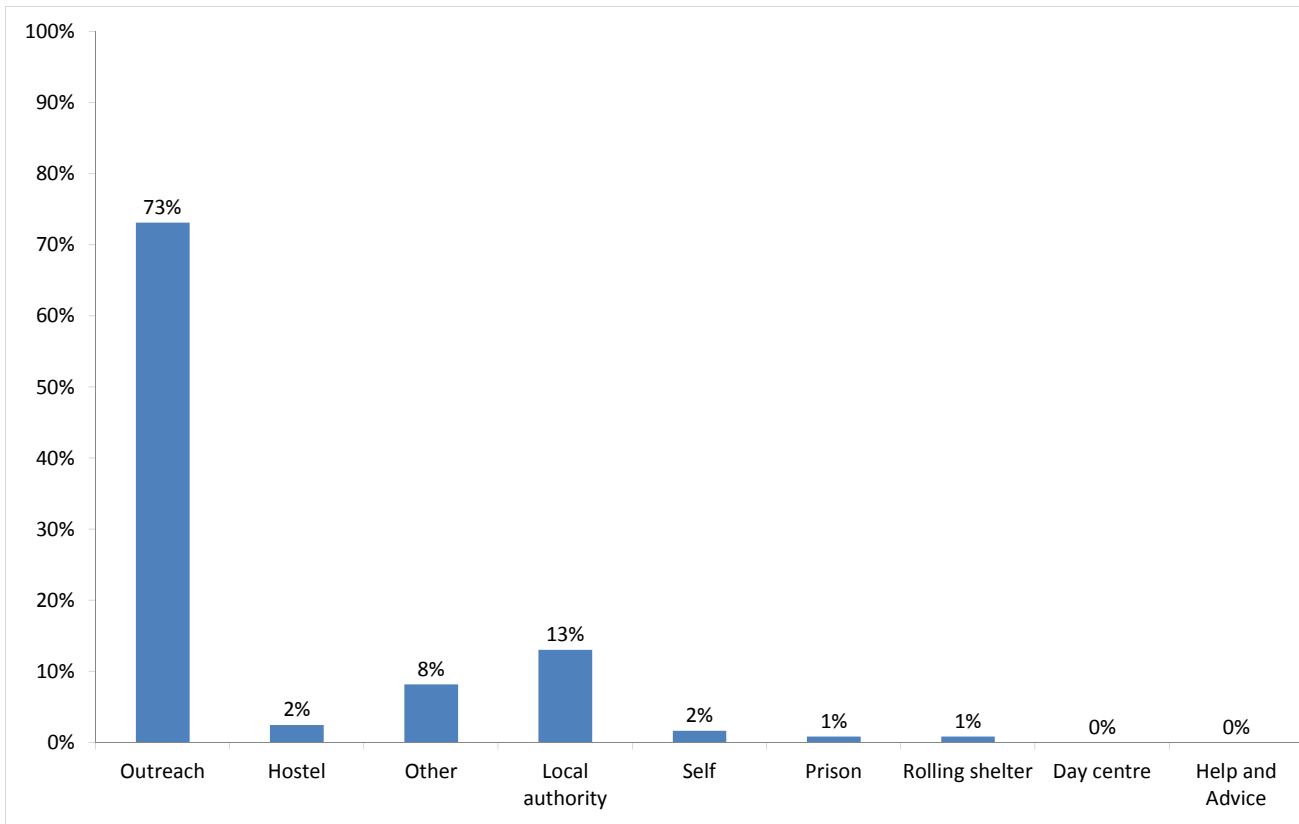
Outreach and BBS teams across Tower Hamlets achieved a confirmed reconnection with 8 people they contacted this year. This is 2% of the people contacted by outreach or BBS teams this year.

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

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

7) Arrivals

Temporary accommodation arrivals by accommodation project and source of referral.



Base: 123

117 people arrived at accommodation in Tower Hamlets this year. These 117 people had 123 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 lower than the previous year (142 people with 155 arrival actions in 2009/10).

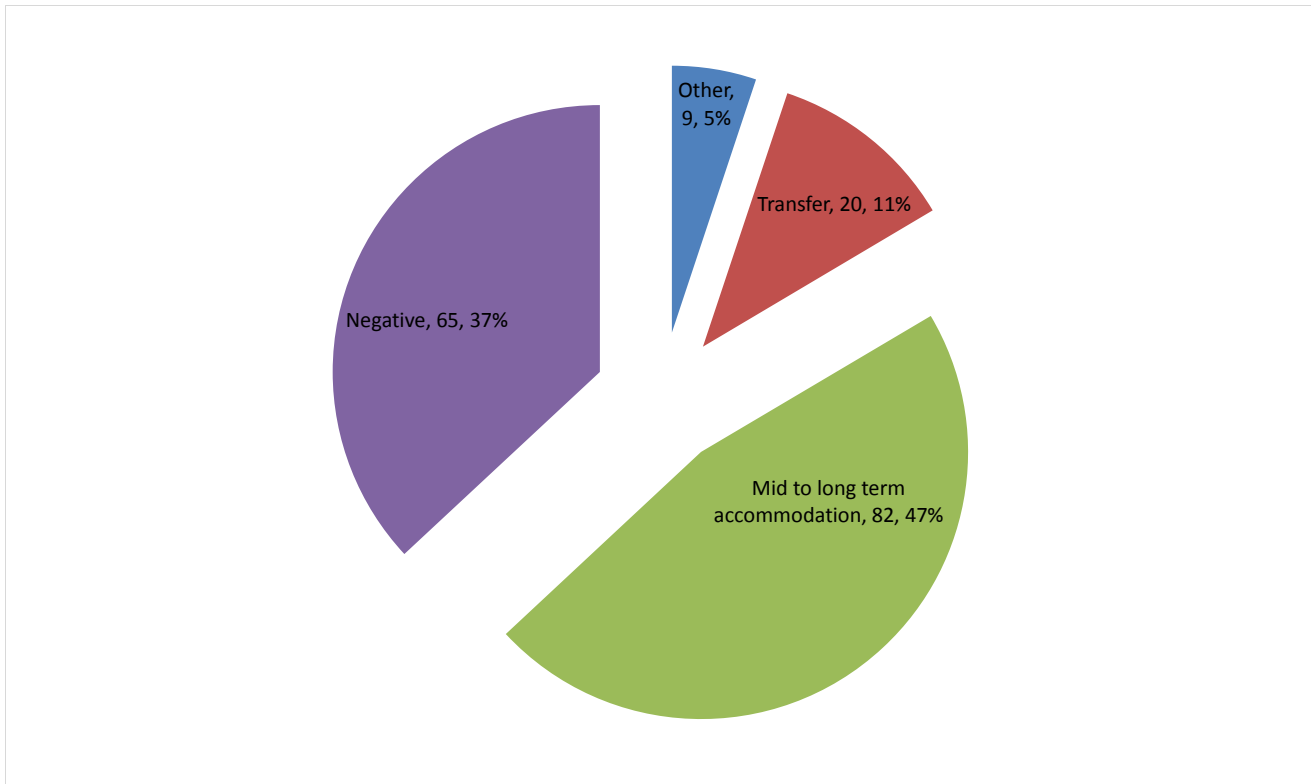
The proportion of arrivals to accommodation in Tower Hamlets that were referred by outreach or BBS teams and other accommodation projects is slightly lower than the previous year (86% in 2009/10)

Breakdown by accommodation:

Source of referral → Accommodation ↓	Passage BBS and Day Centre	BBS - St Mungo's	Westminster SPOT	City Rough Sleepers Team	Ealing SPOT	Heathrow Airport Outreach	Lambeth SORT	Southwark SPOT	Tower Hamlets SORT	Tower Hamlets HOST	London Street Rescue	Rolling shelter	Hostel	Local authority	Prison	Self referral (other referral source)	Total	
Look Ahead - Aldgate	1	3		3	3	1	2	1	9	2	14		2	10	1		5	57
Providence Row - Daniel Gilbert House									1									1
Providence Row - Edward Gibbons House				5					2		4		1	5				17
Providence Row - Dellow Hostel				7					4		1	1						13
Providence Row - Hackney Road				4					1		2							7
Queen Victoria Seamen's Rest											1							1
Salvation Army - Booth House			1	2					13		5			1		2	3	27
Total	1	3	1	21	3	1	2	1	30	2	27	1	3	16	1	2	8	123

8) Departures - destination on departure

Departure actions by destination on departure



Base: 176

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	1	1%
Care home	1	1%
Clearing House/RSI	43	24%
Detox clinic	4	2%
Died	4	2%
Hospital - long term	1	1%
Hostel - another organisation	8	5%
Hostel - within the organisation	4	2%
LA tenancy (general needs)	15	9%
Long-term accommodation	0	0%
Not known	58	33%
Outside London	0	0%
Previous home (describe type of accomm in notes)	0	0%
Private rented sector - independent	4	2%
Rehab clinic	4	2%
Returned to home country (CEE)	0	0%
Returned to home country (non CEE)	0	0%
RSL tenancy (general needs)	9	5%
Sheltered Housing	0	0%
Sleeping rough/Returned to streets	2	1%
Staying with family	4	2%
Staying with friends	1	1%
Supported Housing	8	5%
Taken into custody	5	3%
Temporary accommodation	0	0%
Total	176	99%

169 people departed from accommodation in Tower Hamlets this year. These 169 people had 176 departure actions. This indicates that an individual can depart more than once (at the same accommodation project or different) in a period.

7% of people left accommodation to move to another hostel. This is consistent with the previous year.

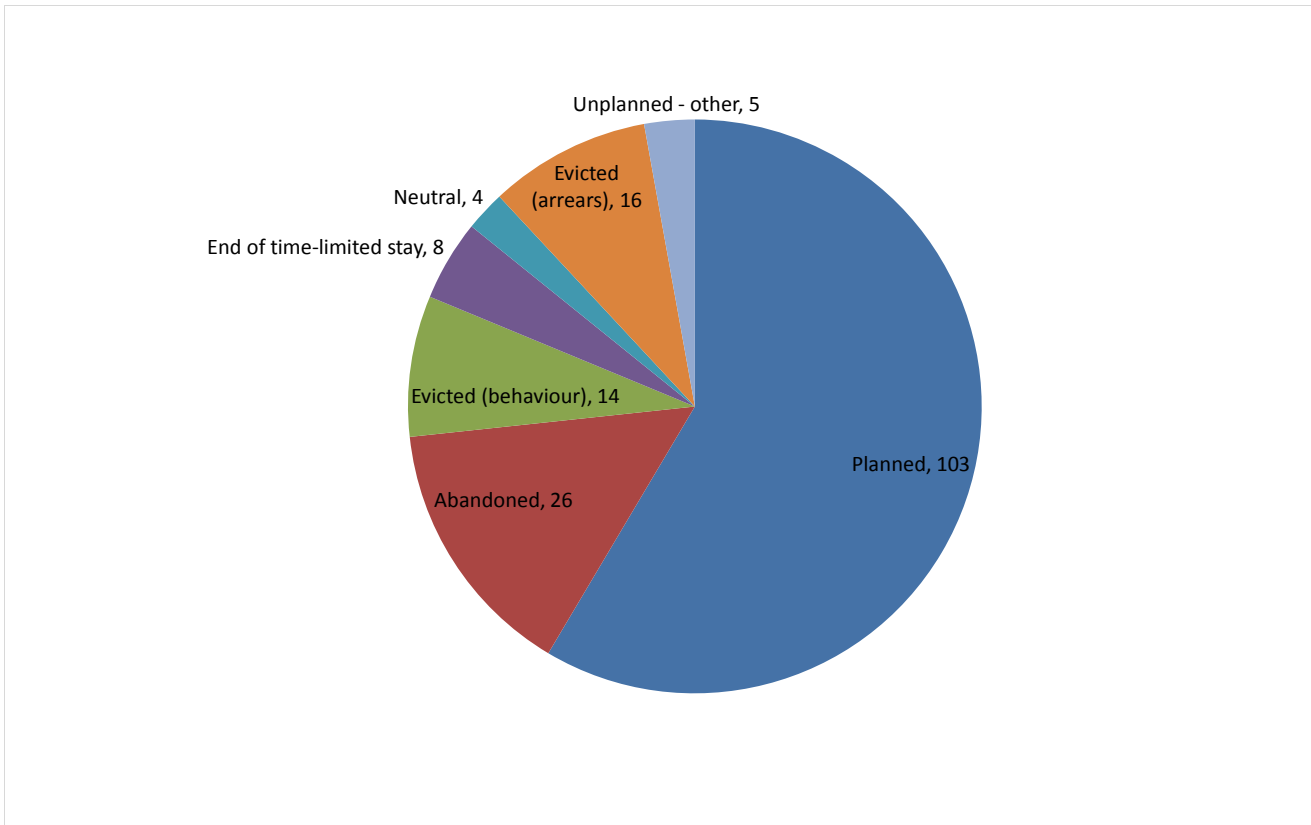
47% of people left accommodation to move to mid to long-term accommodation. This is also consistent with the previous year.

Breakdown by accommodation

Destination Accommodation	Accomm where client is owner	Care home	Clearing House/RSI	Detox clinic	Died	Hospital - long term	Hostel - another organisation	Hostel - within the organisation	LA tenancy (general needs)	Not known	Private rented sector -	Rehab clinic	RSL tenancy (general needs)	Sleeping rough/Returned to	Staying with family	Staying with friends	Supported Housing	Taken into custody	Total
Look Ahead - Aldgate	1		1	1	2	1	6		5	31	2	2	7		3		2	3	67
Providence Row - Daniel Gilbert House								1					1						2
Providence Row - Dellow Hostel			1				1	1	9	1	1	2					2		18
Providence Row - Edward Gibbons House		1		3	2		1	1		8							1		17
Providence Row - Hackney Road								1		3	1		1	2			2	1	11
Salvation Army - Booth House			41						1	15					1	1	1	1	61
Total	1	1	43	4	4	1	8	4	15	58	4	4	9	2	4	1	8	5	176

9) Departures - planned or unplanned

Departures by whether or not the departure was planned or unplanned



Base: 176

169 people departed from accommodation in Tower Hamlets this year. These 169 people had 176 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 the previous year (150 people with 157 departures in 2009/10).

59% of departures were due to a planned move. This is consistent with the previous year.

15% of departures were due to abandonments. This is consistent with the previous three years.

17% of departures were due to evictions. This is consistent with the previous year.

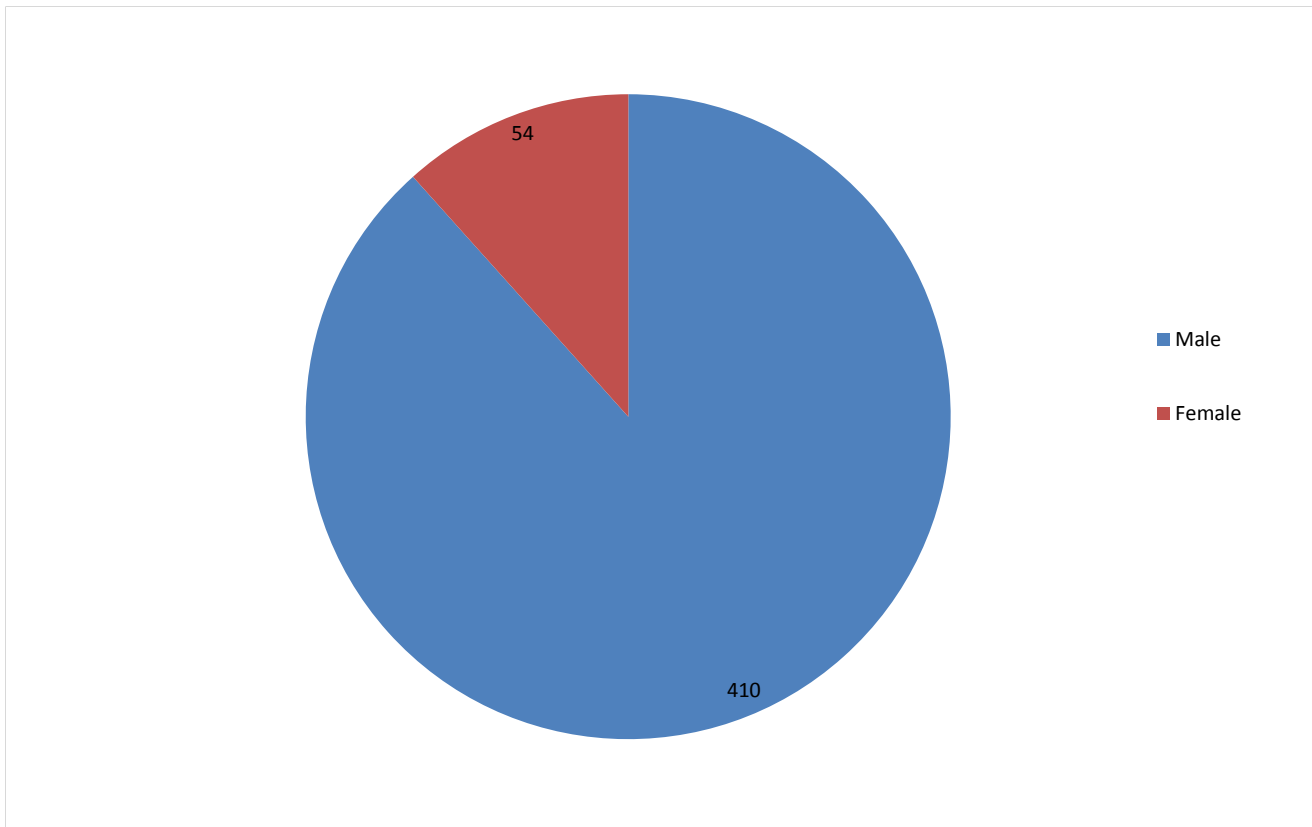
Breakdown by accommodation

<div style="display: flex; justify-content: space-between; align-items: center;"> Planned/Unplanned → </div> <div style="display: flex; justify-content: space-between; align-items: center;"> Accommodation ↓ </div>	Planned	Abandoned	Evicted (behaviour)	End of time- limited stay	Neutral	Evicted (arrears)	Unplanned - other	Total
Look Ahead - Aldgate	30	17	9	1	2	5	3	67
Providence Row - Daniel Gilbert House	2							2
Providence Row - Dellow Hostel	16	2						18
Providence Row - Edward Gibbons House	7	3	4		2	1		17
Providence Row - Hackney Road	4	1		1		4	1	11
Salvation Army - Booth House	45	3	1	6		5	1	61
Total	104	26	14	8	4	15	5	176

Demographics

10) Gender

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

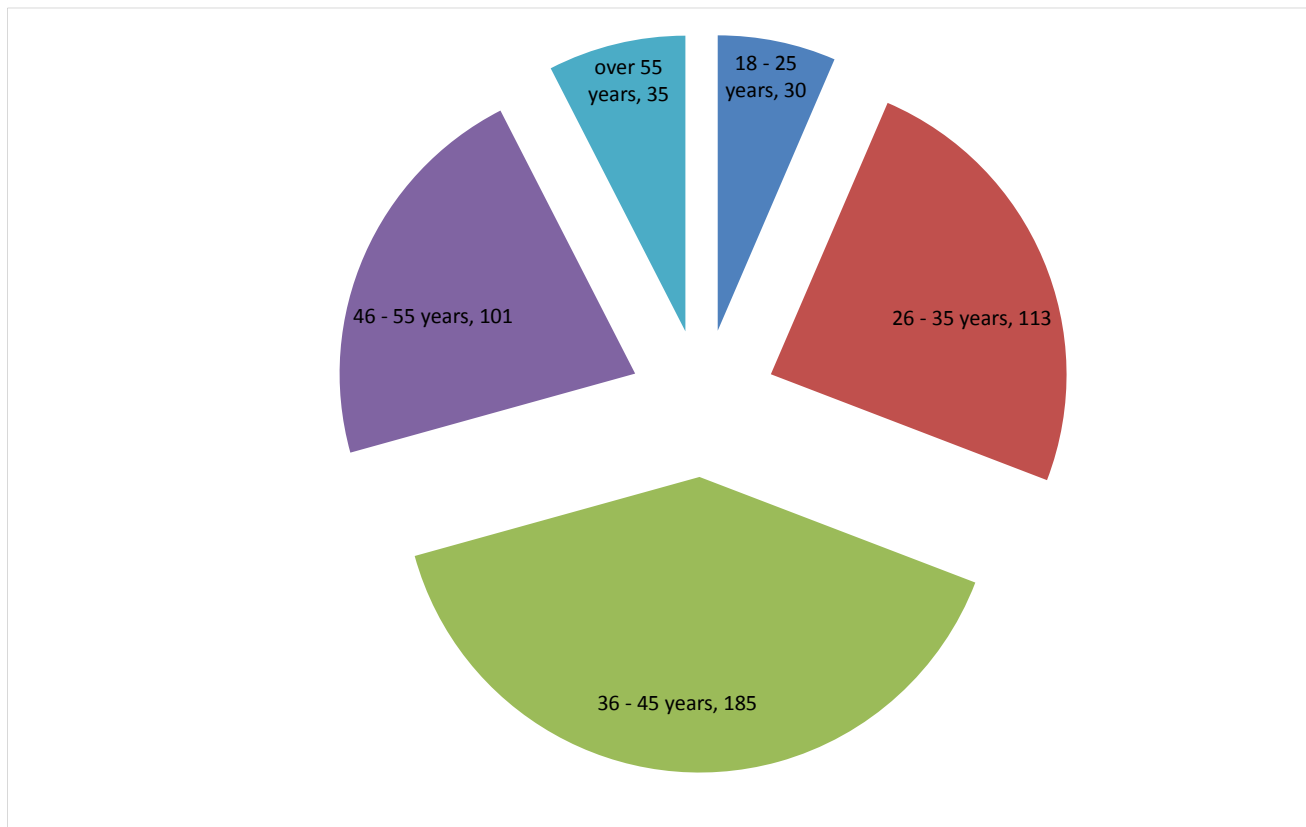


Base: 464

The proportion of male and female people contacted in Tower Hamlets this year is consistent with the previous three years.

11) Age

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



Base: 464

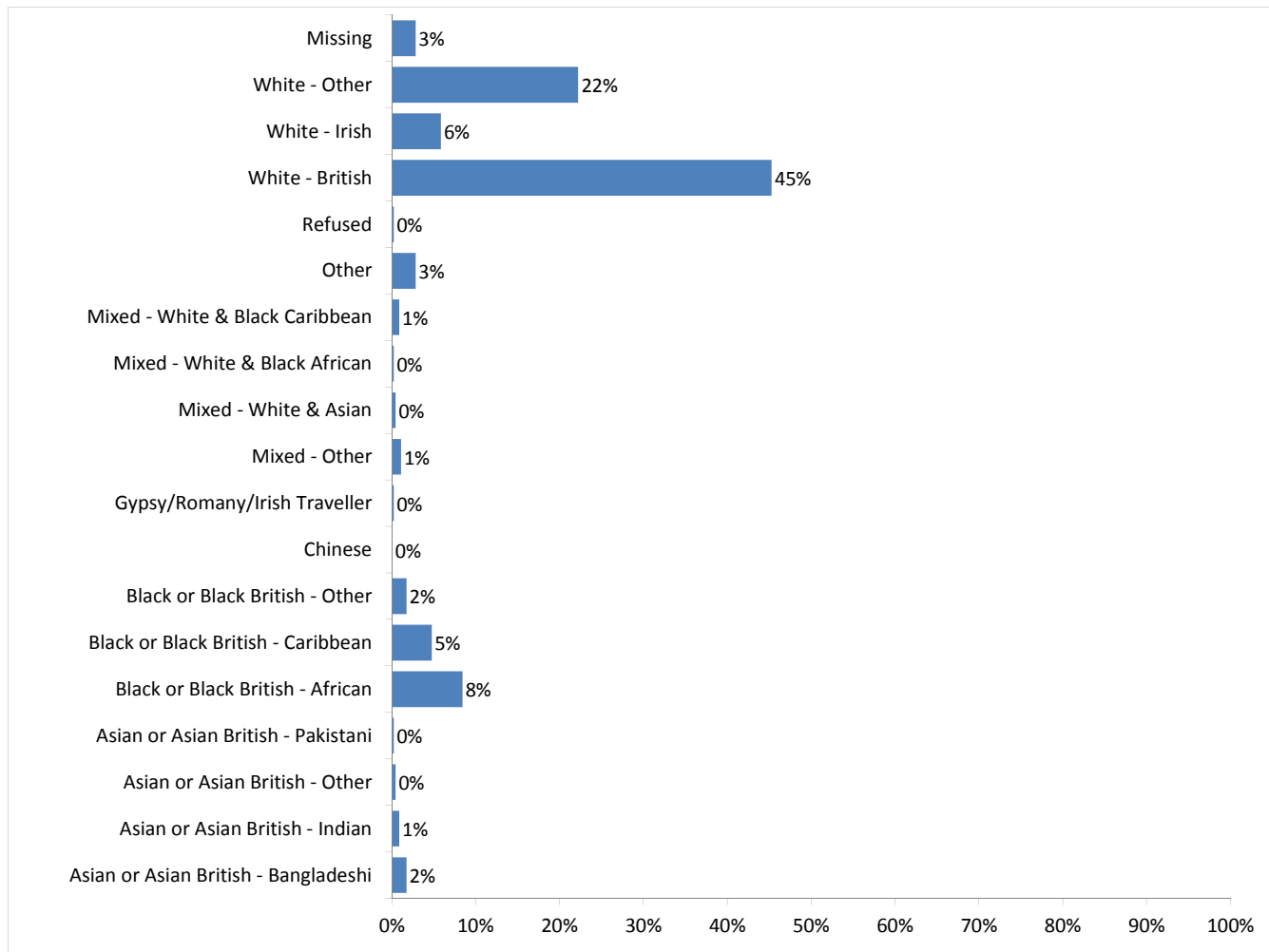
64% of people contacted in Tower Hamlets this year were aged 26-45. This is consistent with the previous three years.

6% of people contacted were aged 25 years or under, none of which were aged under 18 years. This is consistent with previous years.

8% 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: 464

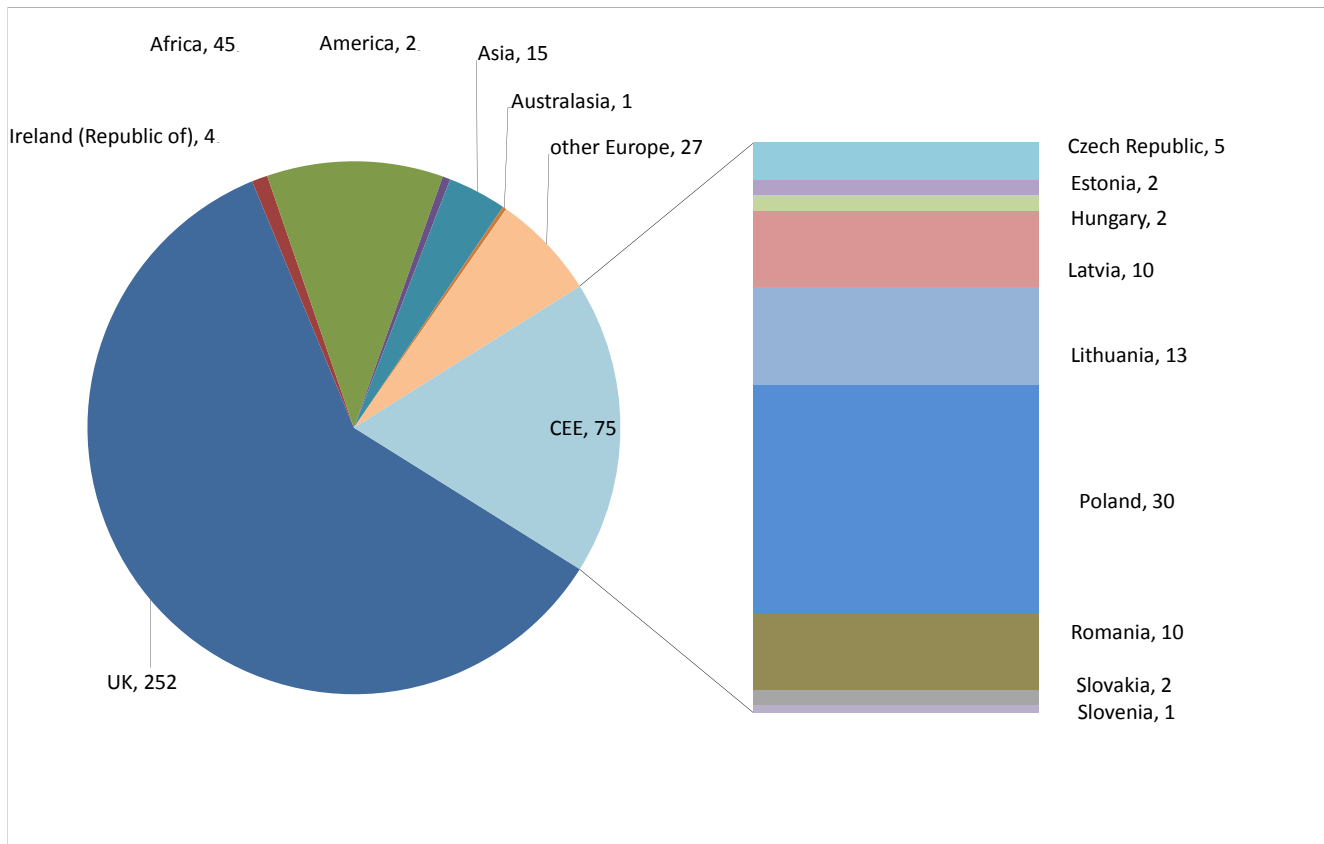
The majority of people contacted in Tower Hamlets in 2010/11 are white (73%), most of whom are white British.

15% of people contacted are black and 3% are Asian. The ethnic origin of those contacted in Tower Hamlets is consistent with the previous three years.

Of the 103 people contacted in 2008/09 with an ethnic origin of White - Other, 75 are CEE nationals (see section 13 for a more detailed breakdown).

13) Nationality

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



Base: 421 Note that the base figure for this graph excludes clients where the nationality is missing or not known (xx).

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	64%	68%	66%	60%
CEE	1%	5%	12%	18%
Eritrea	13%	6%	1%	5%

The proportion of people from A8 and A2 countries has increased by 6% since last year.

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	253	64%	253	68%	288	66%	252	60%
Ireland (Republic of)	18	5%	11	3%	13	3%	4	1%
France	3	1%	4	1%	4	1%	1	0%
Portugal	8	2%	6	2%	4	1%	7	2%
Italy	8	2%	4	1%	8	2%	4	1%
Bulgaria (A2)	0	0%	1	0%	0	0%	0	0%
Czech Republic (A8)	0	0%	0	0%	4	1%	5	1%
Estonia (A8)	0	0%	1	0%	1	0%	2	0%
Hungary (A8)	0	0%	0	0%	0	0%	2	0%
Latvia (A8)	1	0%	3	1%	7	2%	10	2%
Lithuania (A8)	1	0%	1	0%	18	4%	13	3%
Poland (A8)	1	0%	11	3%	19	4%	30	7%
Romania (A2)	0	0%	1	0%	1	0%	10	2%
Slovenia (A8)	0	0%	0	0%	0	0%	1	0%
Slovakia (A8)	1	0%	2	1%	3	1%	2	0%
A8 and A2 sub-total	4	1%	20	5%	53	12%	75	18%
other Europe	3	1%	9	2%	7	2%	15	4%
Eritrea	52	13%	24	6%	4	1%	21	5%
Somalia	6	2%	0	0%	7	2%	9	2%
Africa	18	5%	15	4%	21	5%	15	4%
America	0	0%	5	1%	6	1%	2	0%
Asia	20	5%	18	5%	13	3%	15	4%
India	2	1%	0	0%	1	0%	0	0%
Sri Lanka	1	0%	0	0%	3	1%	0	0%
Australasia	0	0%	2	1%	2	0%	1	0%
Missing	96		71		40		32	8%
Not known	16		9		11		11	3%
Total	508		451		485		464	
Total**	396	100%	371	100%	434	100%	421	100%

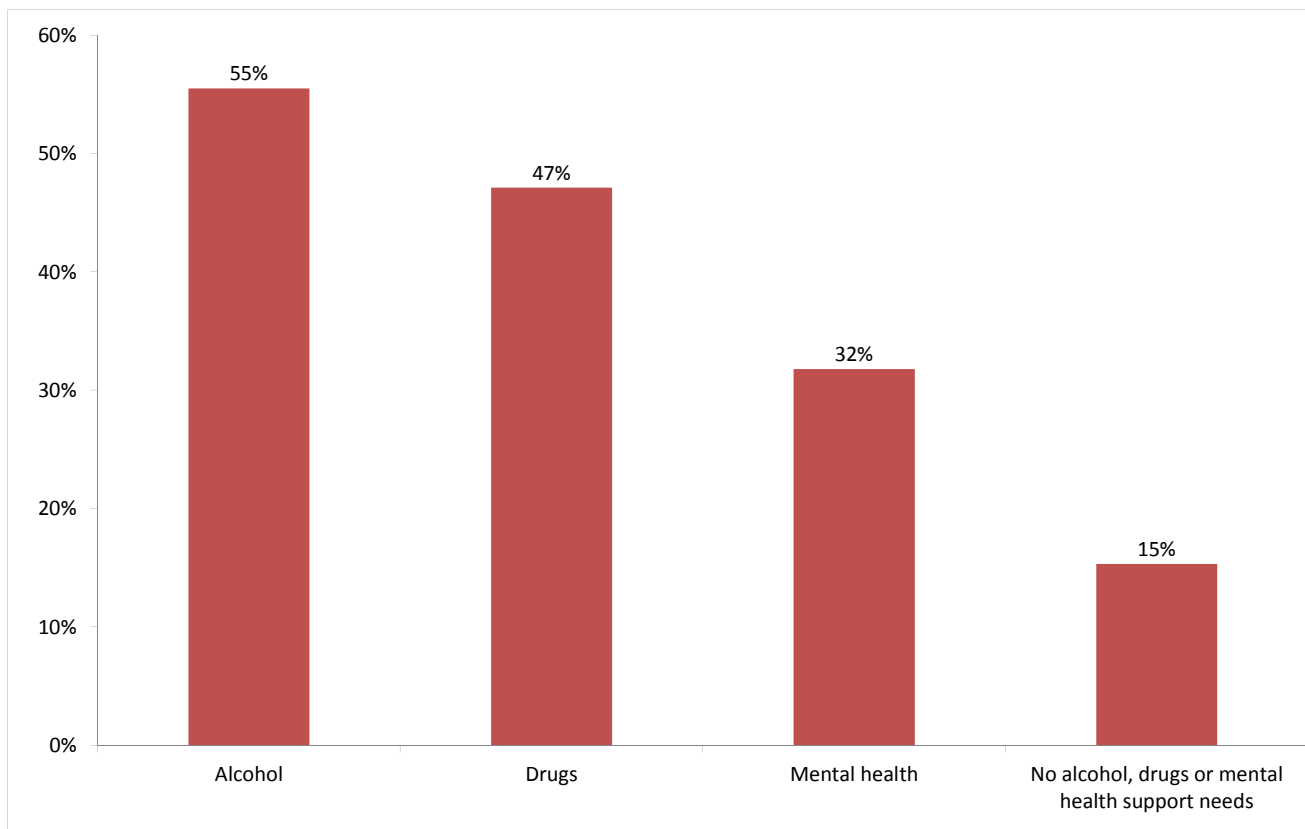
*Percentages are of those clients where their nationality is known

**Excludes Missing and Not Known

Client Support Needs/Institutional History

15) Support needs

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



Base: 346 Note that the base figure for this graph excludes clients where all 3 support needs are not known or not recorded (116).

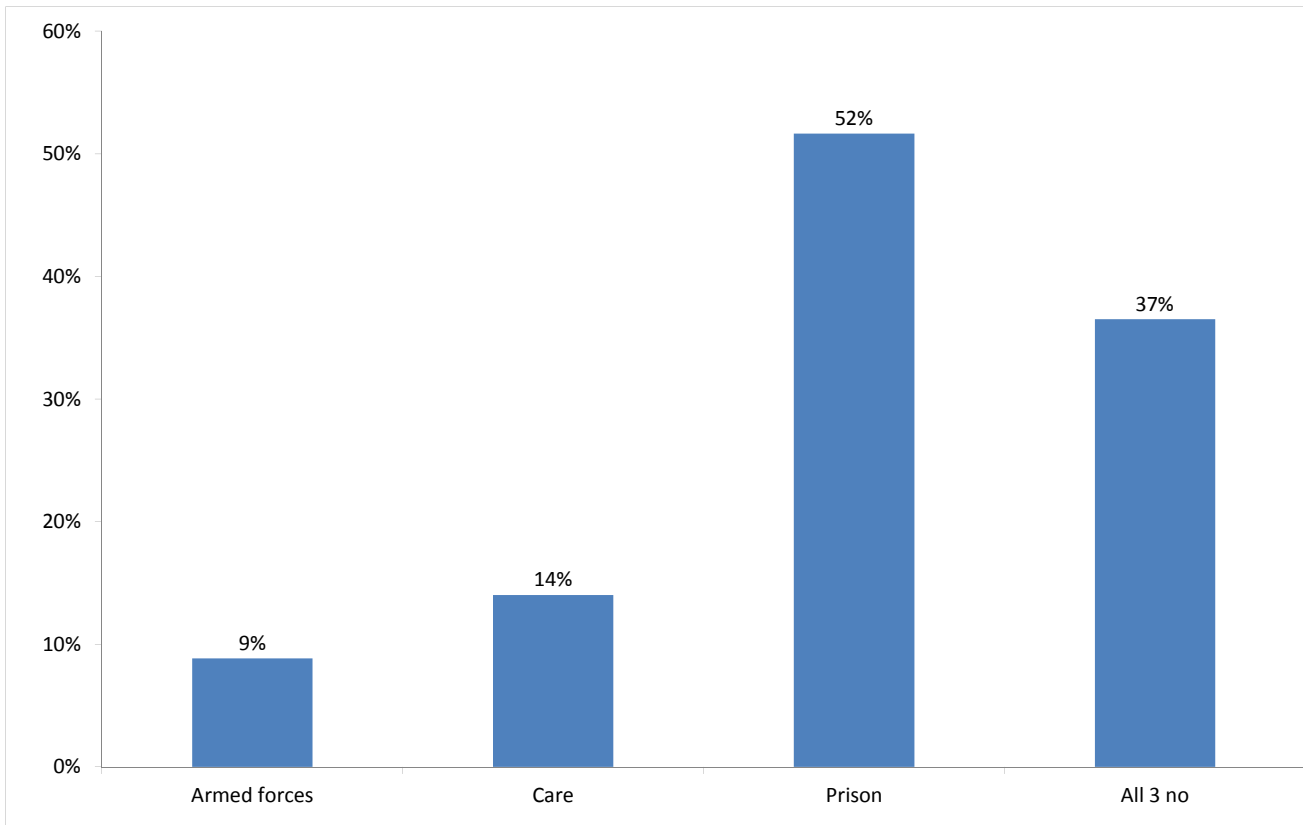
Support Needs	No. of people	%
Alcohol only	68	15%
Drugs only	54	12%
Mental health only	18	4%
Alcohol and drugs	56	12%
Alcohol and mental health	39	8%
Drugs and mental health	24	5%
Alcohol, drugs and mental health	29	6%
All 3 no	53	11%
All 3 not known or not assessed	116	25%
All 3 no, not known or not assessed	5	1%
Total	462	100%

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

The proportions of support needs for people contacted in Tower Hamlets is consistent with the proportions across all boroughs this year.

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

24 people contacted in Tower Hamlets this year have previously been in the armed forces (26 last year).

Nationality	Number	% of people seen rough sleeping
UK	14	9%
Non-UK	9	6%
Total*	23	14%

*1 person with armed forces background had unknown nationality

38 people contacted in Tower Hamlets this year have previously been in care (49 last year).

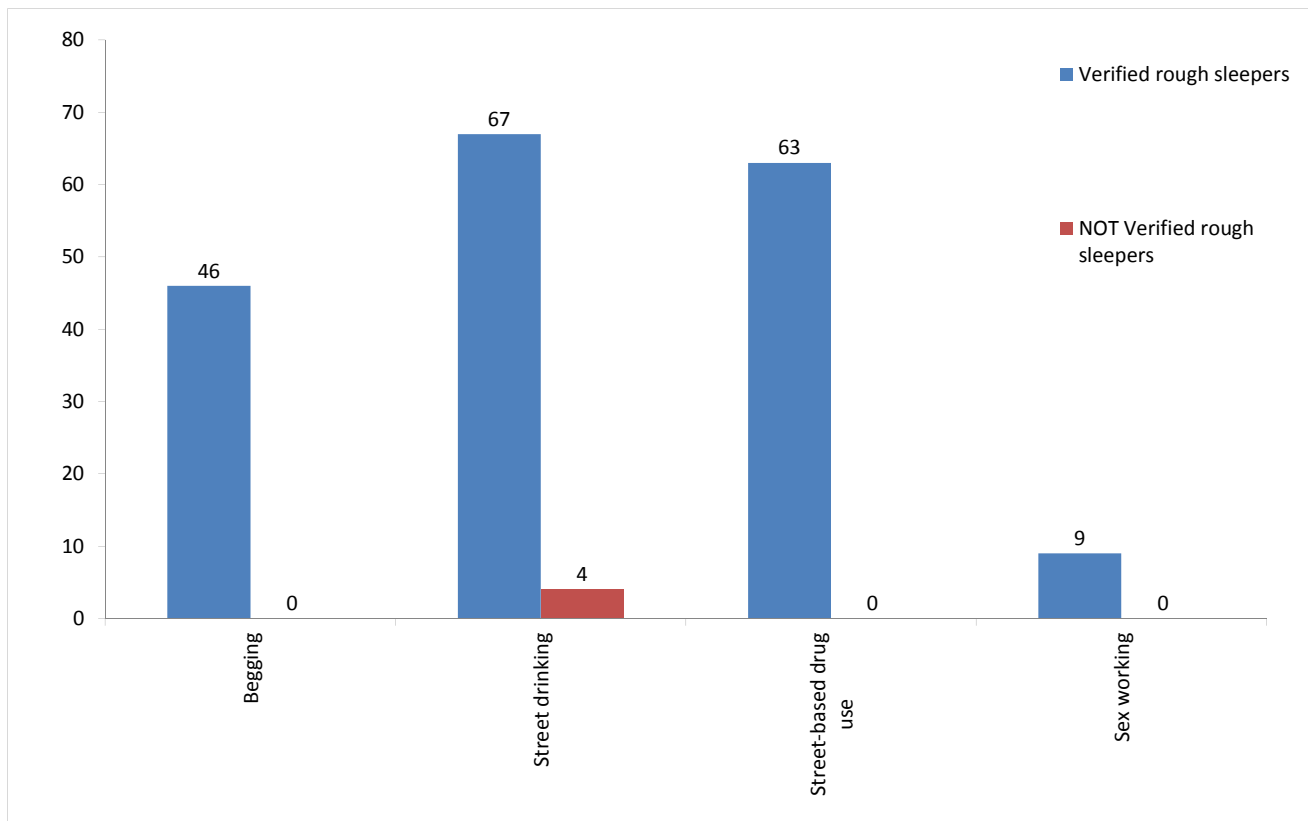
140 people contacted in Tower Hamlets this year have previously been in prison (175 last year).

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

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

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: 108

Base for people not verified as rough sleepers: 4

Of the 353 verified rough sleepers contacted this year, 108 (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 353 verified rough sleepers contacted in the year by outreach or BBS teams, 36 people who have not been seen rough sleeping were also contacted. Of these, 1 was recorded as having arrived at accommodation reporting to CHAIN.