



CHAIN

Annual Report for Tower Hamlets

1st April 2011
to
31st March 2012



CHAIN Annual report for Tower Hamlets 2011/12

Contents

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

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

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

4) Nationality of rough sleepers

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

5) Accommodation and reconnection events (Outreach)

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

Hostels, assessment centres, rolling shelters and second stage accommodation

6) Arrivals

Temporary accommodation arrivals by accommodation project and source of referral.

7) Departures - destination on departure

Departure actions by destination on departure

8) Departures - planned or unplanned

Departures by whether or not the departure was planned or unplanned

Demographics

9) Gender

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

10) Age

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

11) Ethnicity

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

Support needs, institutional history and wider street population

12) Support needs

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

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

Appendices

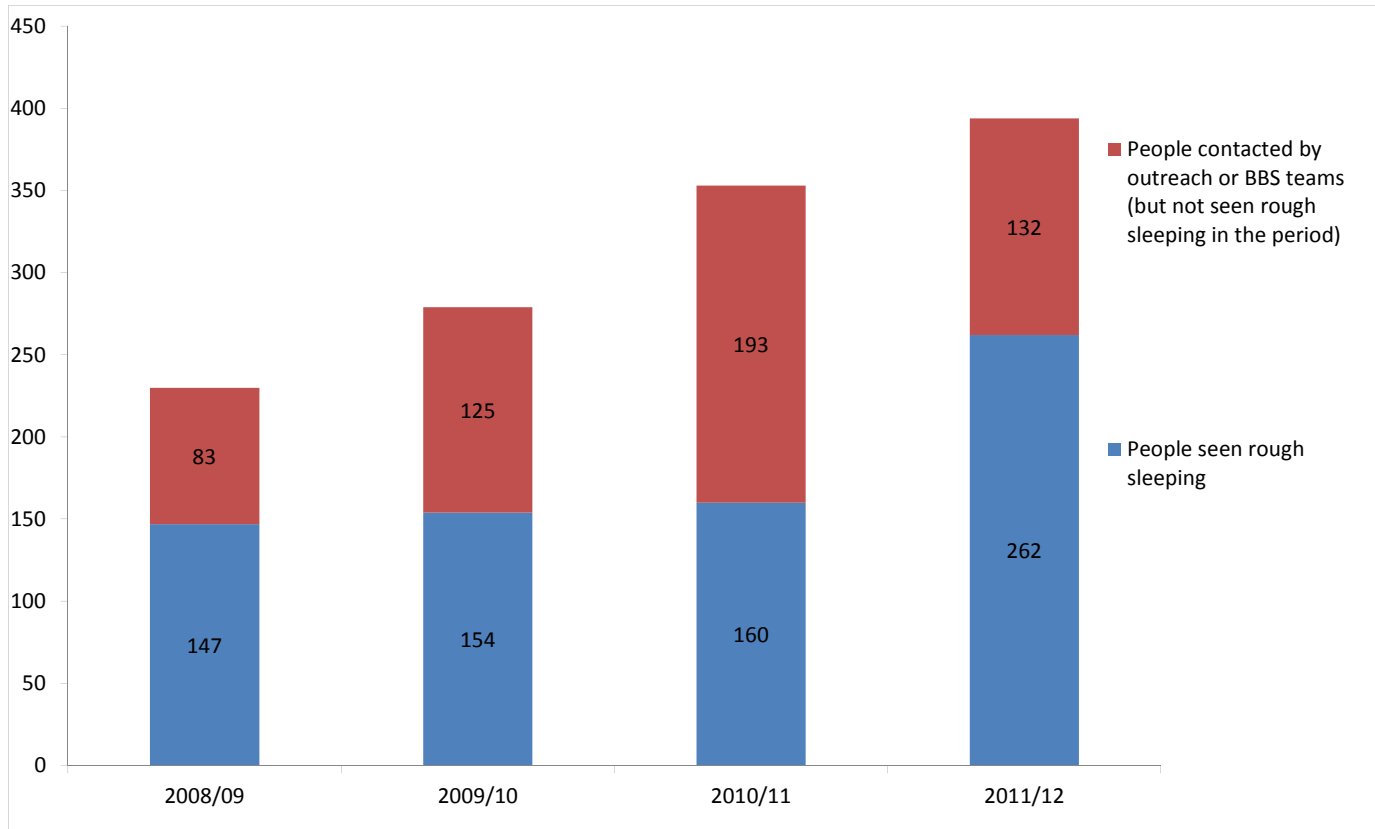
Arrival and departure tables broken down by project

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



2008/09 base: 230
 2009/10 base: 279
 2010/11 base: 353
 2011/12 base: 394

394 verified rough sleepers were contacted by services in Tower Hamlets during the year this is an increase from 353 last year.

Of these 394, 262 had a bedded down street contact in the year and so were known to have slept rough in Tower Hamlets during the year. The number sleeping rough this year has increased by 64%.

In the same period last year, 160 people were seen sleeping rough.

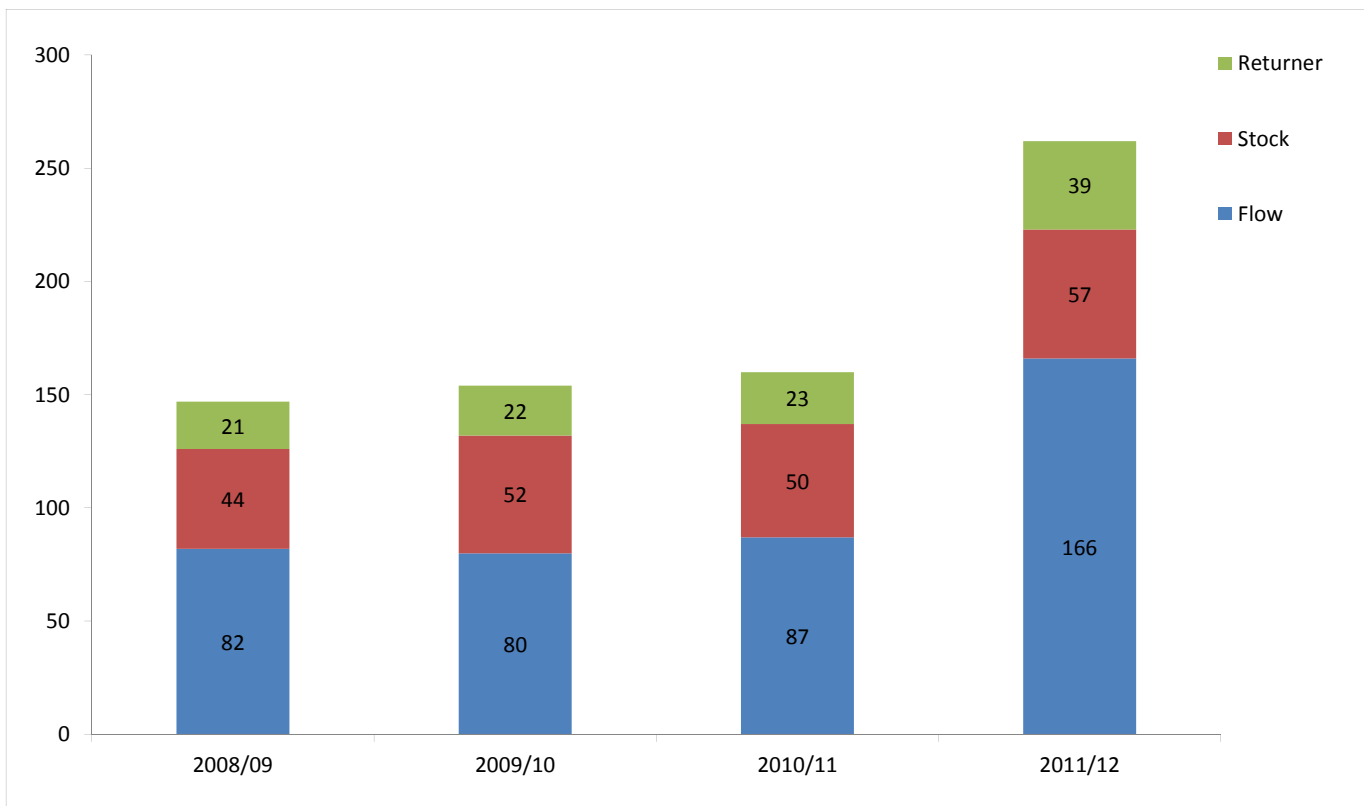
166 people were seen rough sleeping for the first time this year (flow). This compares to 87 in the previous year, an increase of 91%.

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

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: 147
 2009/10 base: 154
 2010/11 base: 160
 2011/12 base: 262

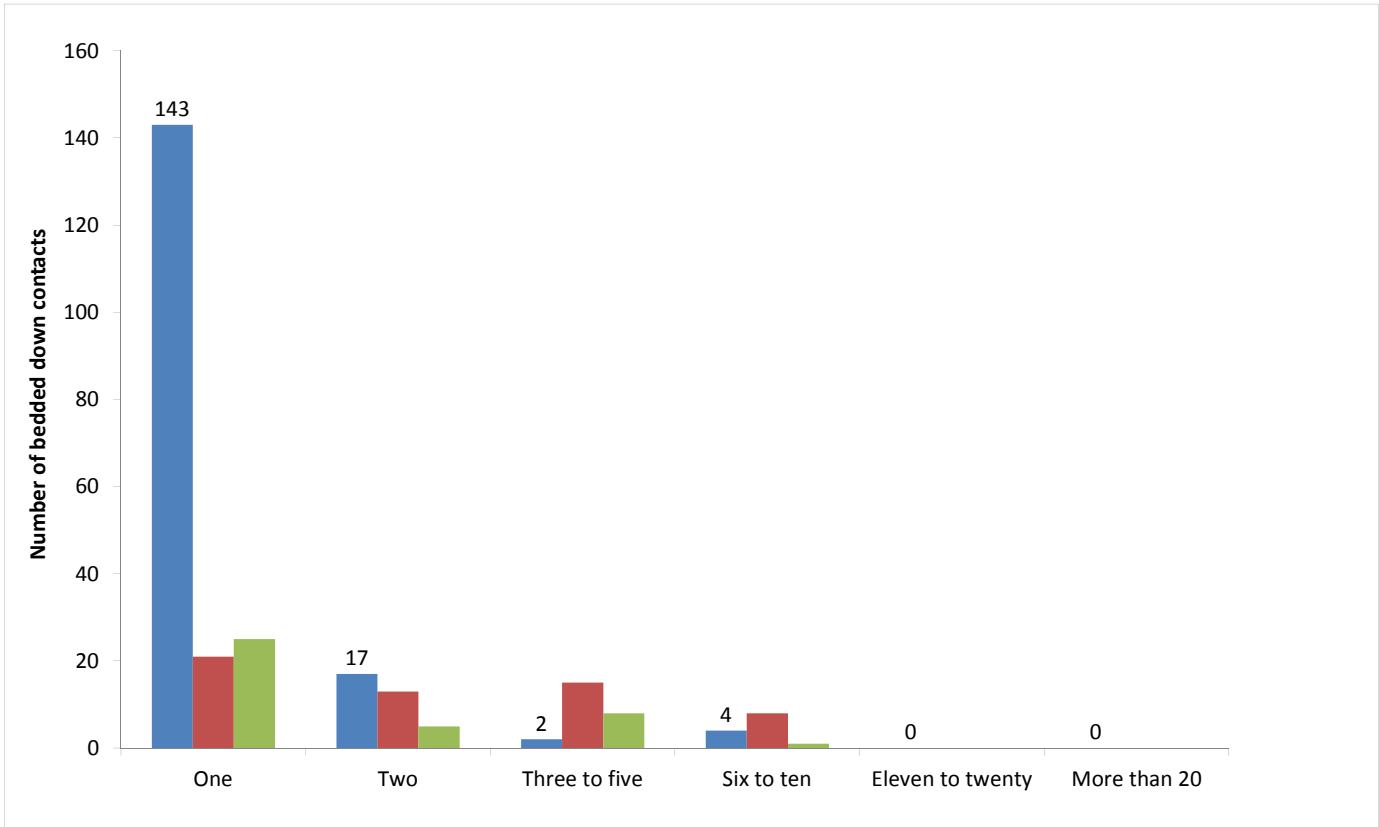
166 people rough sleeping were flow (new to the streets). This means they had not previously been contacted by any outreach or BBS team that reports to CHAIN and were verified as a rough sleeper this year.

57 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.

39 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 year, by flow, stock and returner model



Base (Flow): 166
Base (Stock): 57
Base (Returner): 39

Of the 262 people seen rough sleeping this year, 189 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	72	20	24	116	46%
Ireland (Republic of)	2	0	0	2	1%
Portugal	1	0	1	2	1%
Bulgaria	3	0	0	3	1%
Czech Republic	0	1	3	4	2%
Estonia	0	0	0	0	0%
Hungary	3	0	0	3	1%
Latvia	3	0	4	7	3%
Lithuania	10	1	6	17	7%
Poland	15	6	10	31	12%
Romania	3	0	2	5	2%
Slovenia	0	0	1	1	0%
Slovakia	4	0	0	4	2%
Central and East European (CEE) sub-total	41	8	26	75	30%
other Europe	11	0	3	14	6%
Eritrea	0	0	0	0	0%
Africa	19	2	3	24	9%
America	3	1	0	4	2%
Asia	13	3	0	16	6%
Australasia	0	0	0	0	0%
<i>Missing</i>	<i>0</i>	<i>4</i>	<i>0</i>	<i>4</i>	<i>2%</i>
<i>Not known</i>	<i>4</i>	<i>1</i>	<i>0</i>	<i>5</i>	<i>2%</i>
Total	166	39	57	262	
Total**	162	34	57	253	100%

**This total excludes those people seen rough sleeping where their nationality is 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	1%	0	0%
Bed & breakfast	3	3%	9	7%
Clinic/Detox/Rehab	1	1%	2	2%
Night Centre	0	0%	6	5%
Rolling shelter	27	26%	32	26%
Hostel	63	62%	55	45%
Other temporary	0	0%	0	0%
Second-stage accommodation	0	0%	1	1%
St Mungo's complex needs	0	0%	0	0%
St Mungo's semi-independent	0	0%	0	0%
Clearing House/RSI	3	3%	2	2%
LA tenancy (general needs)	0	0%	0	0%
Private rented sector	0	0%	0	0%
Private rented sector - independent	1	1%	1	1%
Private rented sector - with some floating support/support	0	0%	0	0%
RSL tenancy (general needs)	0	0%	0	0%
Sheltered housing	1	1%	0	0%
Supported housing	1	1%	2	2%
Other long-term accommodation	0	0%	1	1%
Bookings into accommodation total	101	99%	111	92%
Return to home area	1	1%	7	6%
Seeking work	0	0%	0	0%
Move to area for friends/family	1	1%	1	1%
Move to area with appropriate services	1	1%	2	2%
Other	0	0%	1	1%
Reconnections total	1	1%	10	8%
TOTAL	102	100%	121	100%

Outreach and BBS teams across Tower Hamlets succeeded in reconnecting or booking into accommodation 65 people, 16% of the 394 people contacted during the year.

65 people had a total of 101 booking in events. This indicates that individuals can be booked into accommodation (the same type or different) more than once in the year.

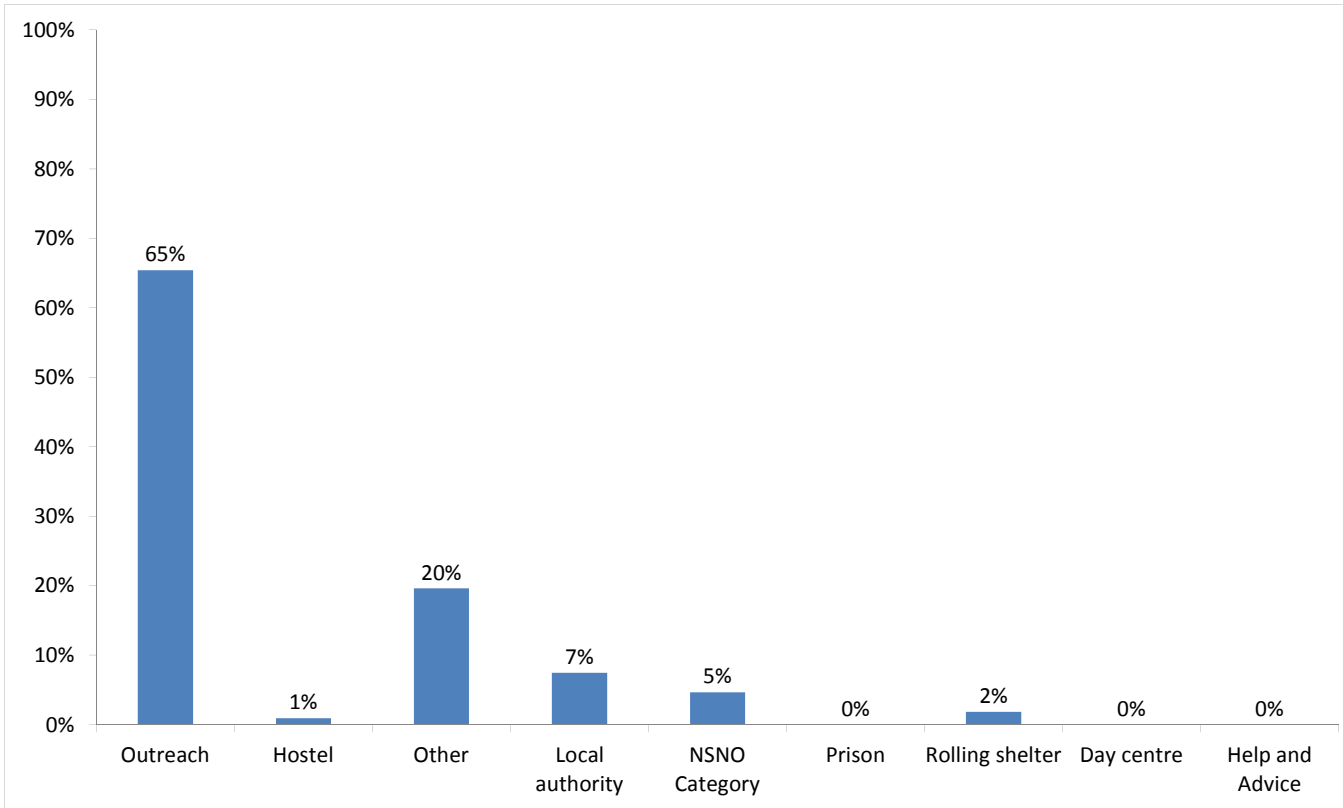
6 people were booked into long-term accommodation.

52 people were booked into hostel accommodation.

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

6) Arrivals

Temporary accommodation arrivals by accommodation project and source of referral.

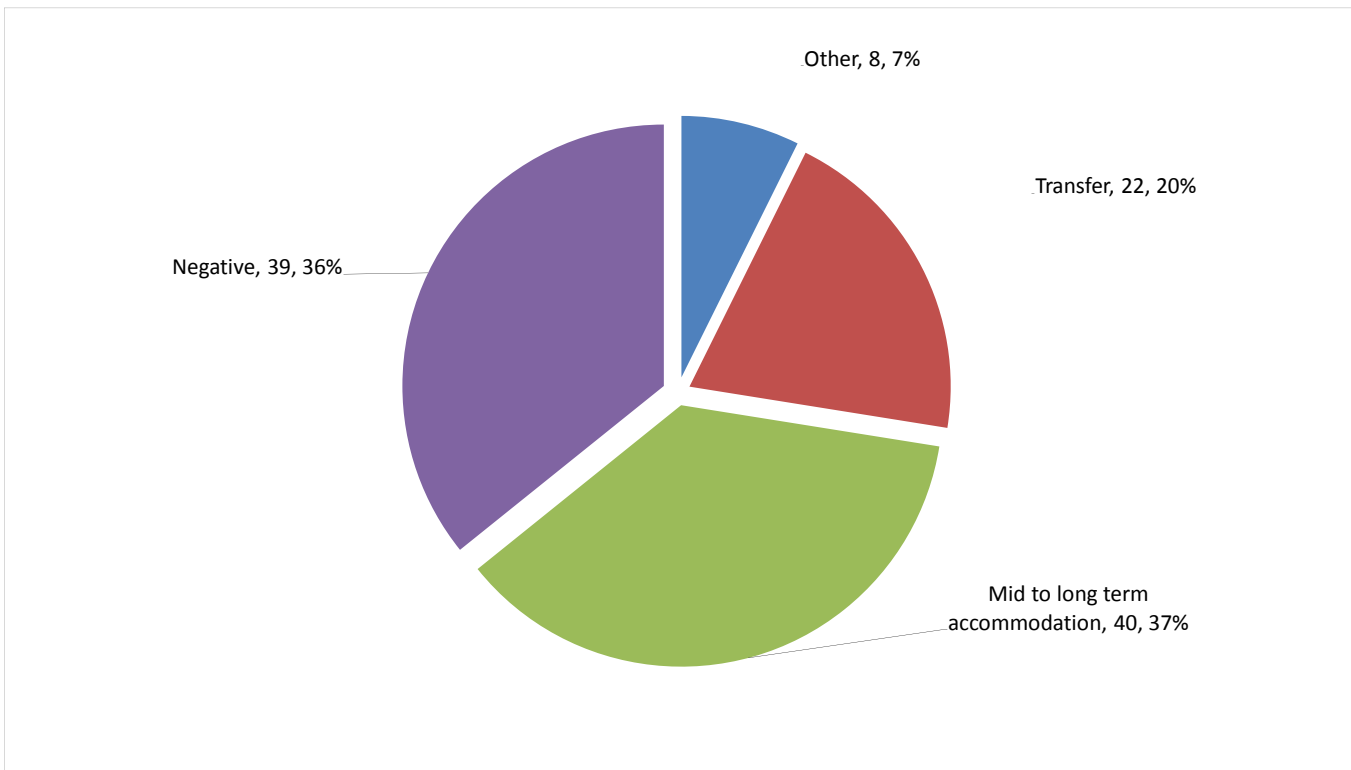


Base: 107

97 people arrived at accommodation in Tower Hamlets this year. These 97 people had 107 arrival actions. This indicates that an individual can arrive more than once (at the same accommodation project or different) in a period.

7) Departures - destination on departure

Departure actions by destination on departure



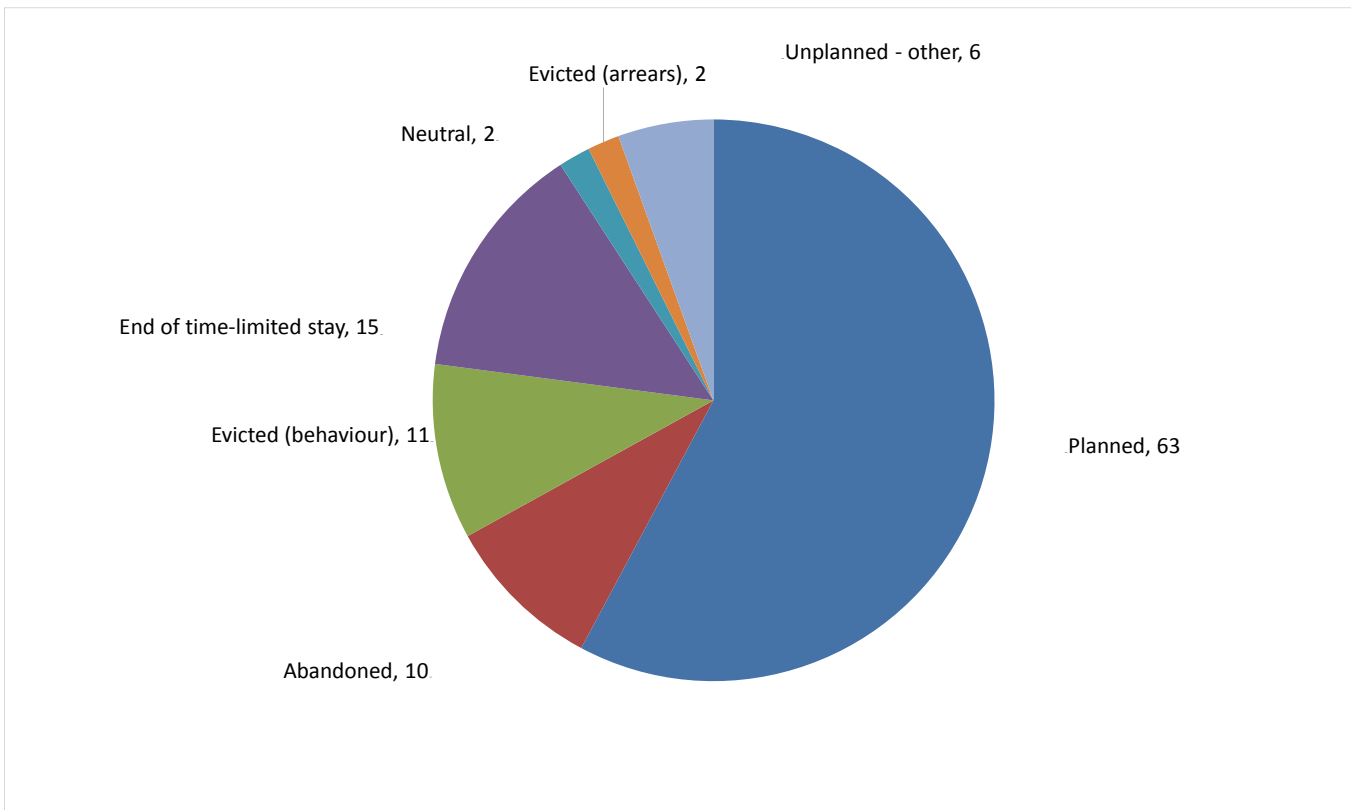
Destination categories on CHAIN	Chart category	Colour
Care home, Clearing House/RSI, Home area, Hospital - long term, LA tenancy (general needs), Long-term accommodation, Previous home, Private rented sector - independent, Private rented sector - supported, RSL tenancy (general needs), Sheltered Housing, Supported Housing	Mid to long term accommodation	
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	%
Bed & Breakfast	2	2%
Clearing House/RSI	11	10%
Detox clinic	1	1%
Died	2	2%
Hostel - another organisation	9	8%
Hostel - within the organisation	5	5%
LA tenancy (general needs)	3	3%
Not known	30	28%
Private rented sector - independent	7	6%
Private rented sector - with some floating support/support	4	4%
Rehab clinic	3	3%
Returned to home country (non EEA)	1	1%
RSL tenancy (general needs)	8	7%
Sheltered Housing	1	1%
Sleeping rough/Returned to streets	3	3%
Staying with family	3	3%
Staying with friends	3	3%
Supported Housing	5	5%
Taken into custody	6	6%
Temporary accommodation (LA)	2	2%
Total	109	100%

103 people departed from accommodation in Tower Hamlets this year. These 103 people had 109 departure actions. This indicates that an individual can depart from more than once (at the same accommodation project or different) in a period.

8) Departures - planned or unplanned

Departures by whether or not the departure was planned or unplanned



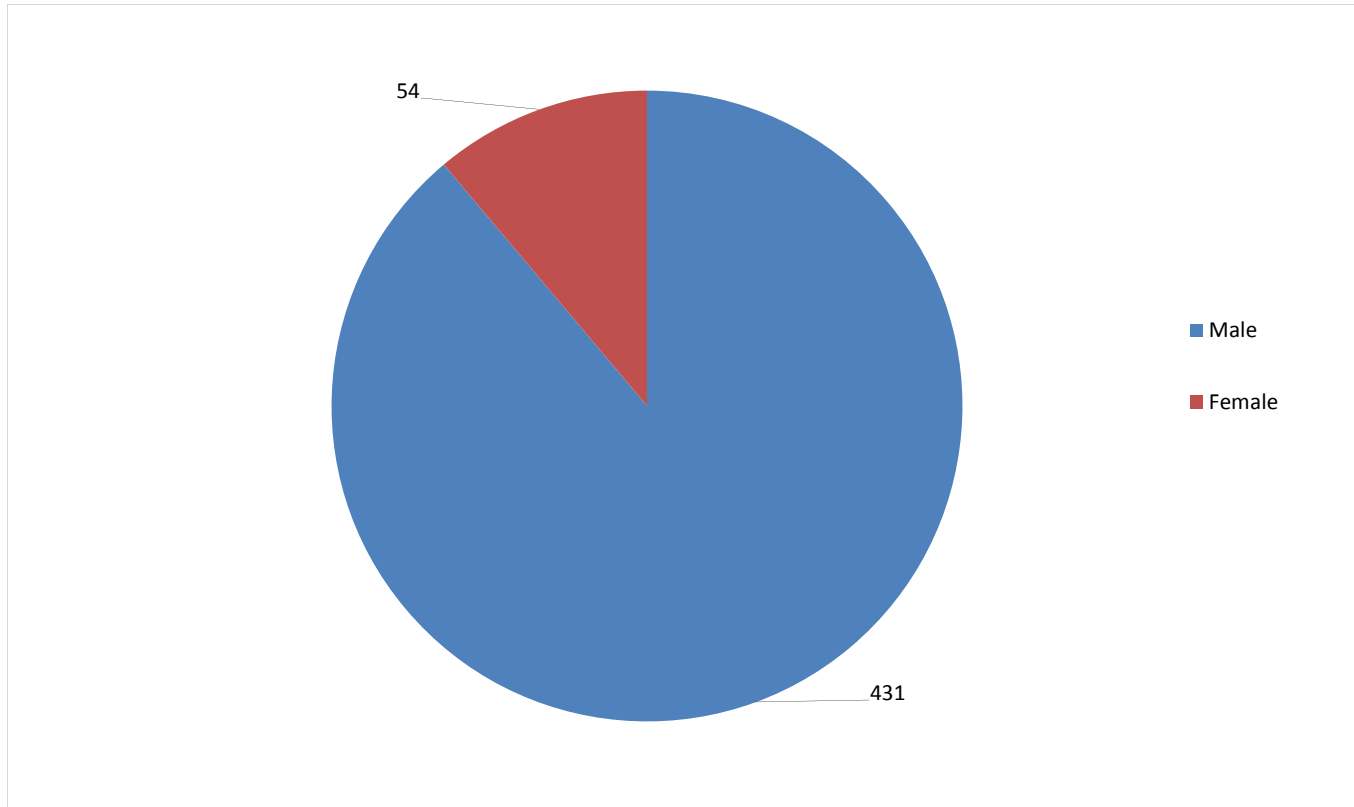
Base: 109

103 people departed from accommodation in Tower Hamlets this year. These 103 people had 109 departure actions. This indicates that an individual can depart more than once (from the same accommodation project or different) in a period.

Demographics

9) Gender

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

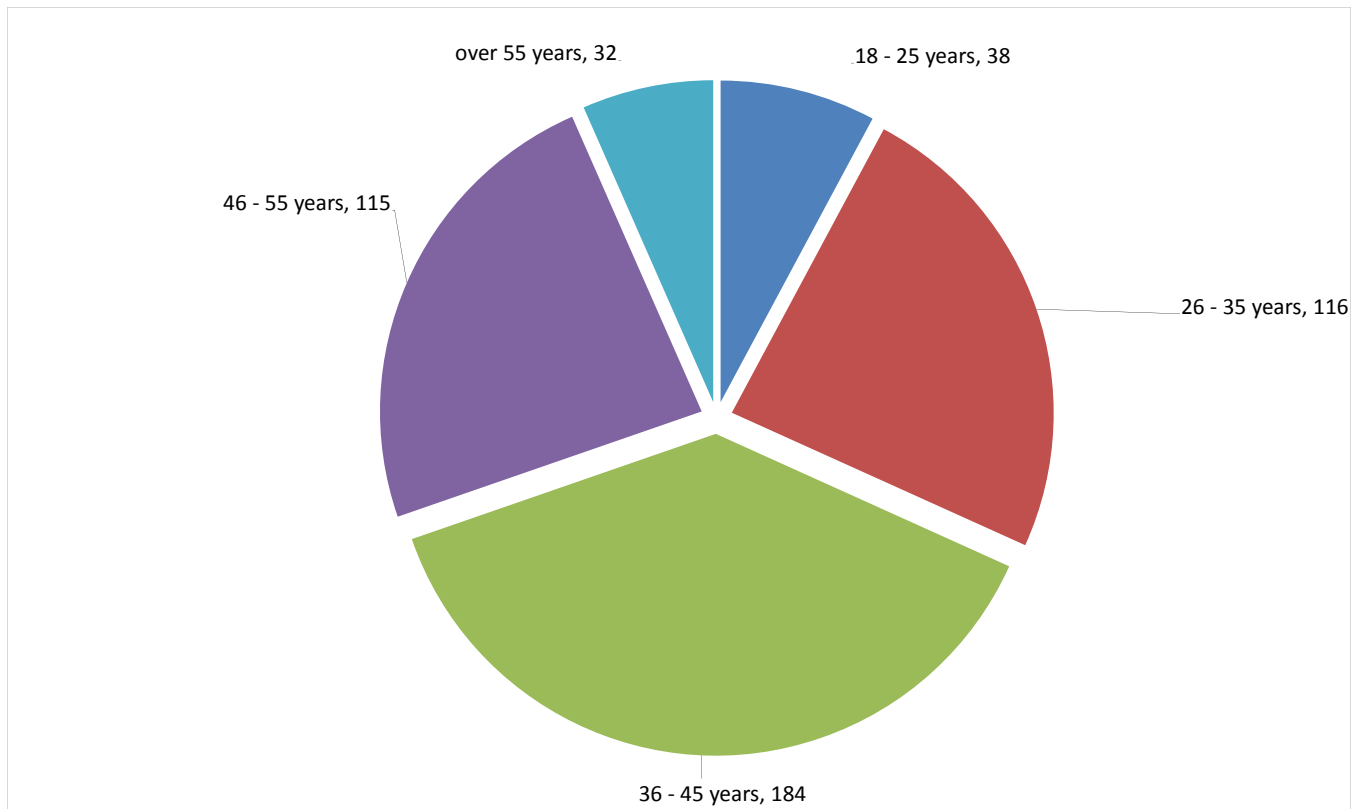


Base: 485

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

10) Age

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



Base: 485

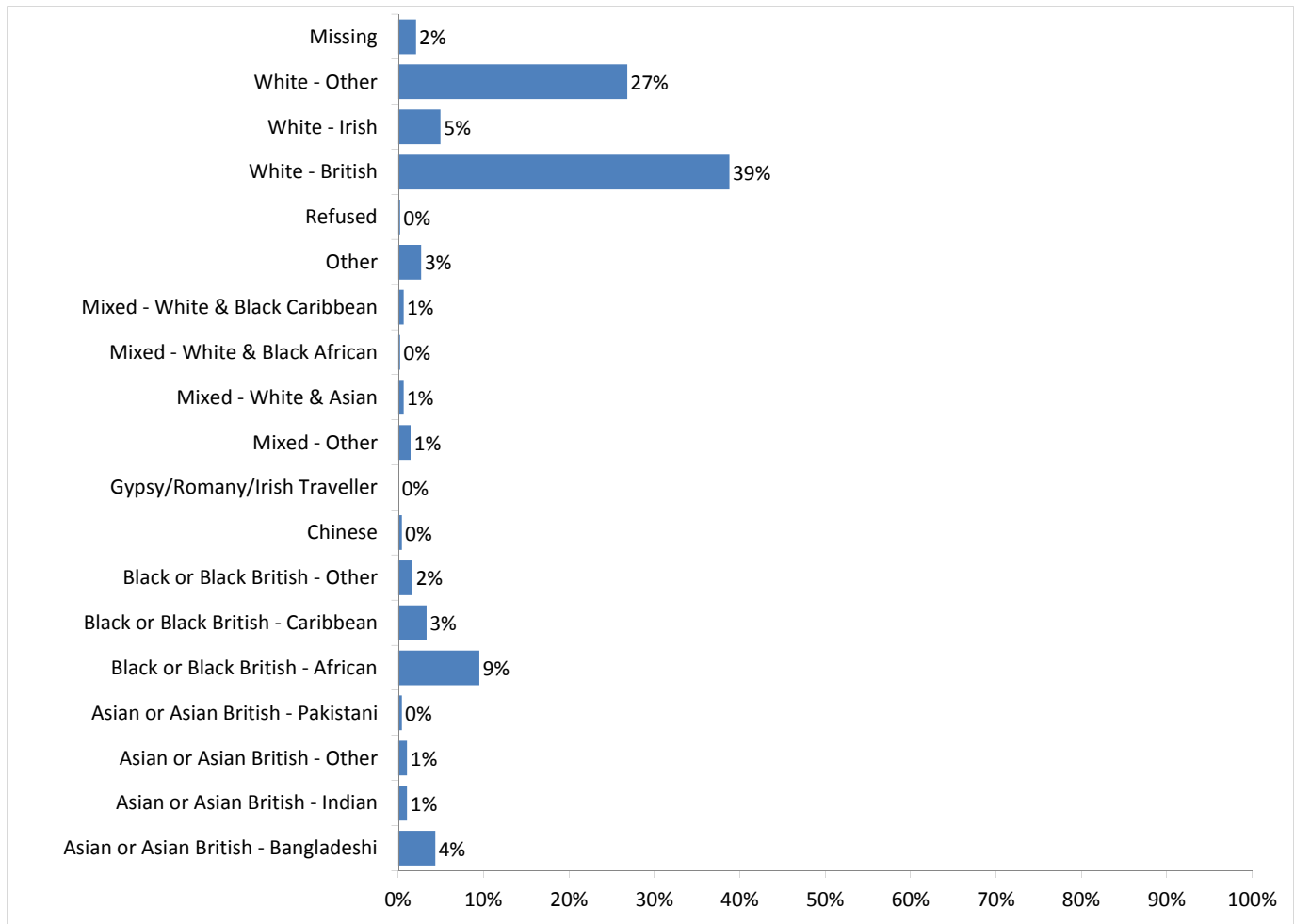
62% of people contacted in Tower Hamlets this year were aged 26-45. This is consistent with the previous three years.

8% of people contacted were aged 25 years or under, 0 of which were aged under 18 years. This is consistent with previous years.

7% were aged over 55 years, which is also consistent with the previous three years.

11) Ethnicity

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



Base: 485

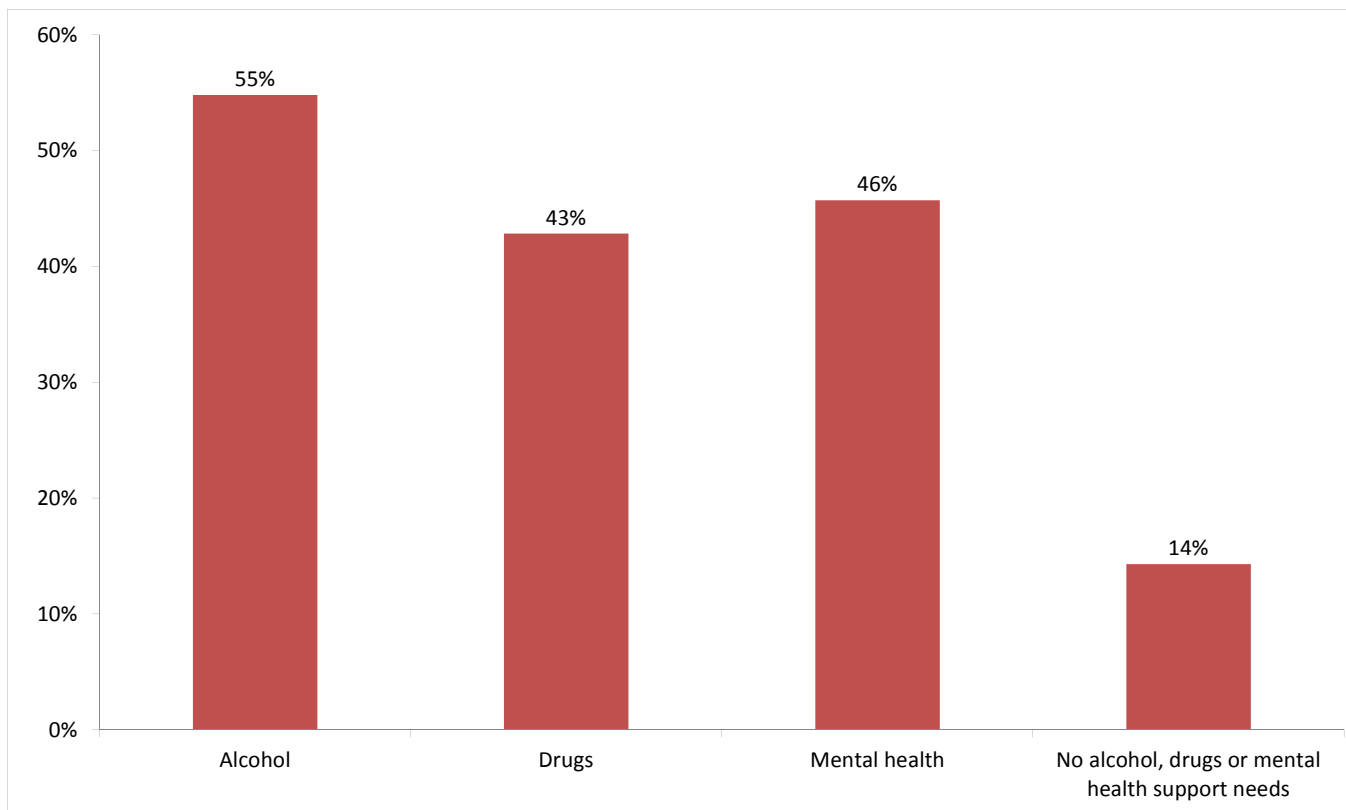
The majority of people contacted in Tower Hamlets in 2011/12 were white (71%), most of whom were white British.

14% of people contacted were black and 7% were Asian. The ethnic origin of those contacted in Tower Hamlets is consistent with the previous three years.

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



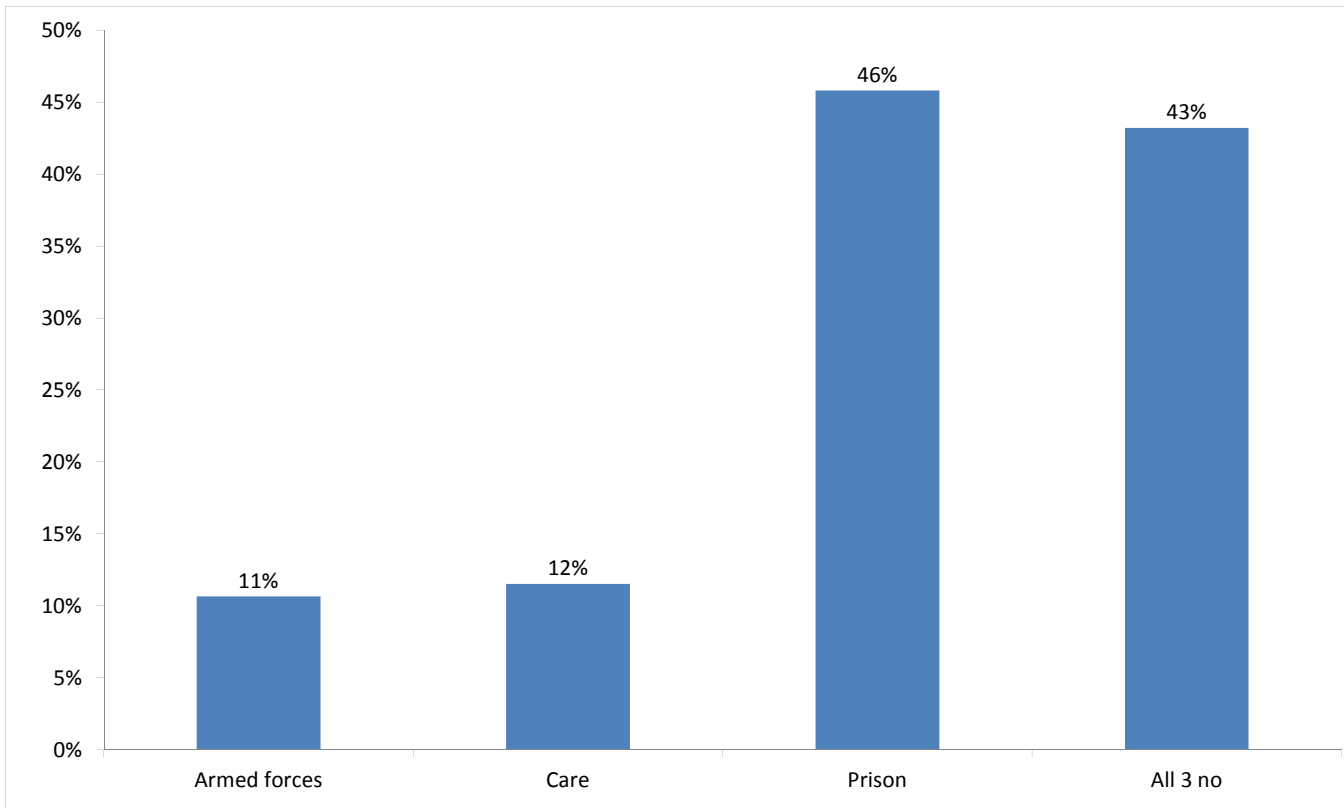
Base: 385 Note that the base figure for this graph excludes clients where all 3 support needs are not known or not recorded (94).

Support Needs	No. of people	%
Alcohol only	71	15%
Drugs only	35	7%
Mental health only	37	8%
Alcohol and drugs	42	9%
Alcohol and mental health	51	11%
Drugs and mental health	41	9%
Alcohol, drugs and mental health	47	10%
All 3 no	55	11%
All 3 not known or not assessed	94	20%
All 3 no, not known or not assessed	6	1%
Total	479	100%

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

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

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

Nationality	Number of rough sleepers	% of people seen rough sleeping
UK	4	2%
Non-UK	10	4%
Total	14	5%

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

159 people contacted in Tower Hamlets this year have previously been in prison (140 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. 24 people contacted in the year have been in care and prison.

Appendices



Arrivals by source of referral

Source of referral → Accommodation ↓	BBS - CSTM	Westminster Compass	City Rough Sleepers Team	Ealing SPOT	Tower Hamlets SORT	Tower Hamlets HOST	London Street Rescue Hub	Assessment Hub North	Rolling shelter	Hostel	Local authority (other referral source)	Total	
Look Ahead - Aldgate	1	1	6		3			1		1	5	1	19
Providence Row - Daniel Gilbert House			2		2						1		5
Providence Row - Edward Gibbons House			3		1	3	1						8
Providence Row - Dellow Hostel			4		4	3	2	2	2		1		18
Providence Row - Hackney Road			6		2								8
Queen Victoria Seamen's Rest				1									1
Salvation Army - Booth House			4		20	14	7	2			1		48
Total	1	1	25	1	32	20	10	5	2	1	8	1	107

Departures by destination on departure

Destination Accommodation	Bed & Breakfast	Clearing House/RSI	Detox clinic	Died	Hostel - another organisation	Hostel - within the organisation	LA tenancy (general needs)	Not known	Private rented sector -	Private rented sector - with	Rehab clinic	Returned to home country	RSL tenancy (general needs)	Sheltered Housing	Sleeping rough/Returned	Staying with family	Staying with friends	Supported Housing	Taken into custody	Temporary accommodation	Total
Look Ahead - Aldgate	1			2	6		1	10	2	4	3		5			2	2		2		40
Providence Row - Daniel Gilbert House		1				1		2	1				2								7
Providence Row - Dellow Hostel		1				2		4				1						1	1		10
Providence Row - Edward Gibbons House			1		1			1										1			4
Providence Row - Hackney Road					1			2											1		4
Salvation Army - Booth House	1	9			1	2	2	11	4				1	1	3	1	1	3	2	2	44
Total	2	11	1	2	9	5	3	30	7	4	3	1	8	1	3	3	3	5	6	2	109

Departures by planned/unplanned reason

 Planned/Unplanned  Accommodation	Planned	Abandoned	Evicted (behaviour)	End of time- limited stay	Neutral	Evicted (arrears)	Unplanned - other	Total
Look Ahead - Aldgate	25	4	7		2		2	40
Providence Row - Daniel Gilbert House	4			3				7
Providence Row - Dellow Hostel	5	4					1	10
Providence Row - Edward Gibbons House	3		1					4
Providence Row - Hackney Road			2			1	1	4
Salvation Army - Booth House	26	2	1	12		1	2	44
Total	63	10	11	15	2	2	6	109