



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



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

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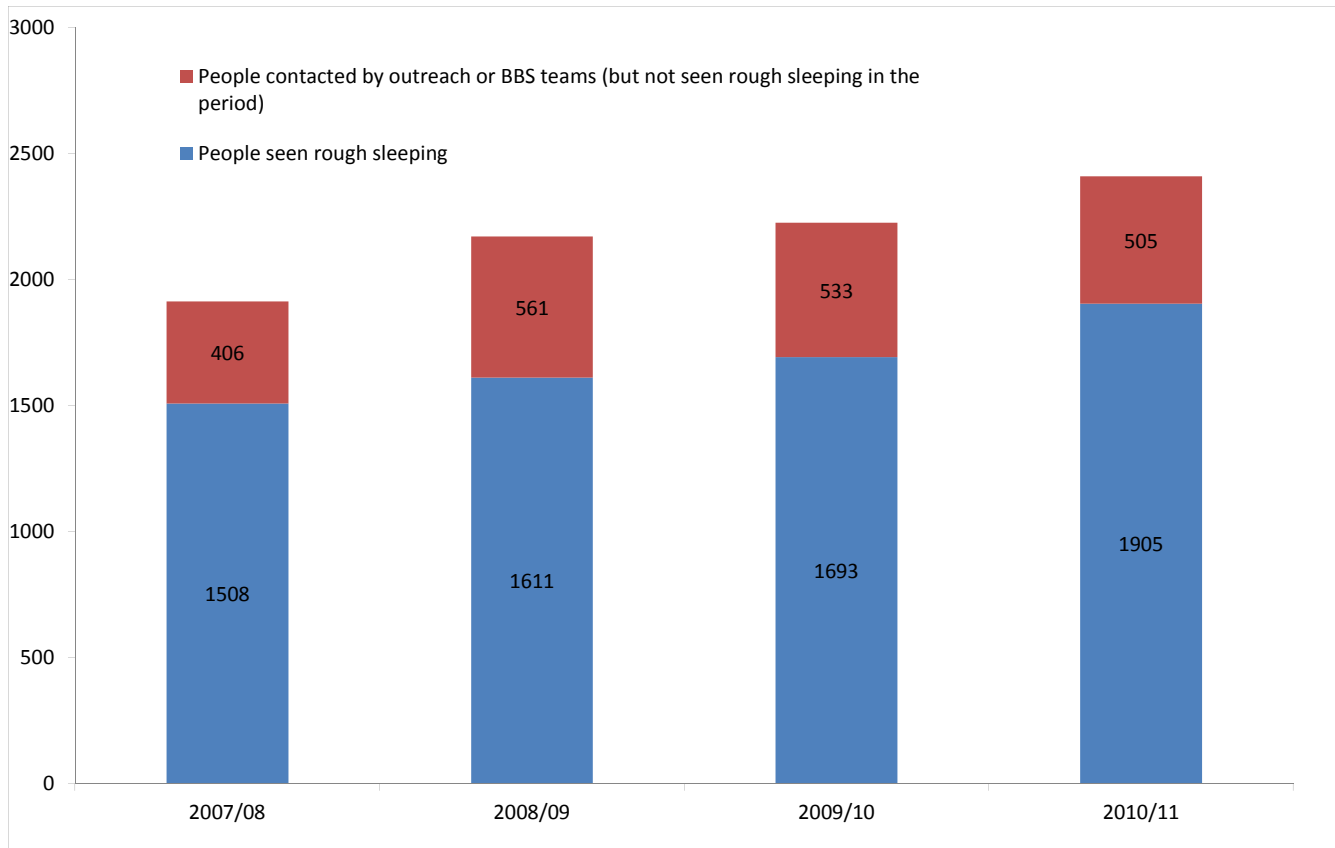
Street population (people who rough sleep and/or engage in a street lifestyle) contacted by outreach who fall into one or more of the street activity categories on CHAIN

CHAIN Annual report for Westminster

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: 1914
2008/09 base: 2172
2009/10 base: 2226
2010/11 base: 2410

2410 verified rough sleepers were contacted by services in Westminster during the year. This is an increase from 2226 last year and compares to 2172 in 2008/09.

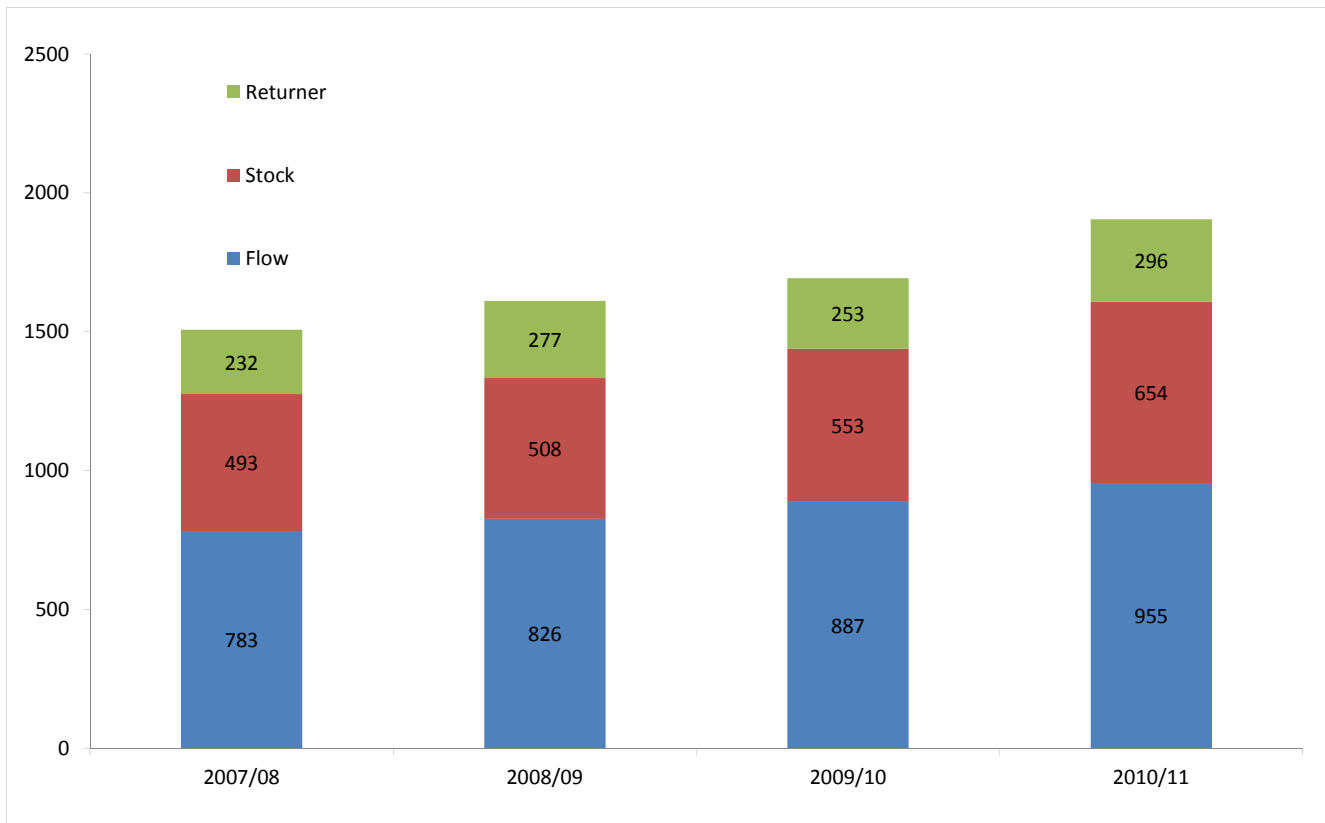
Of these 2410, 1905 had a bedded down street contact in the quarter and so were known to have slept rough in Westminster during the year. The number sleeping rough this year has increased by 13%.

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 to 31st March 2010



2007/08 base:	1508
2008/09 base:	1611
2009/10 base:	1693
2010/11 base:	1905

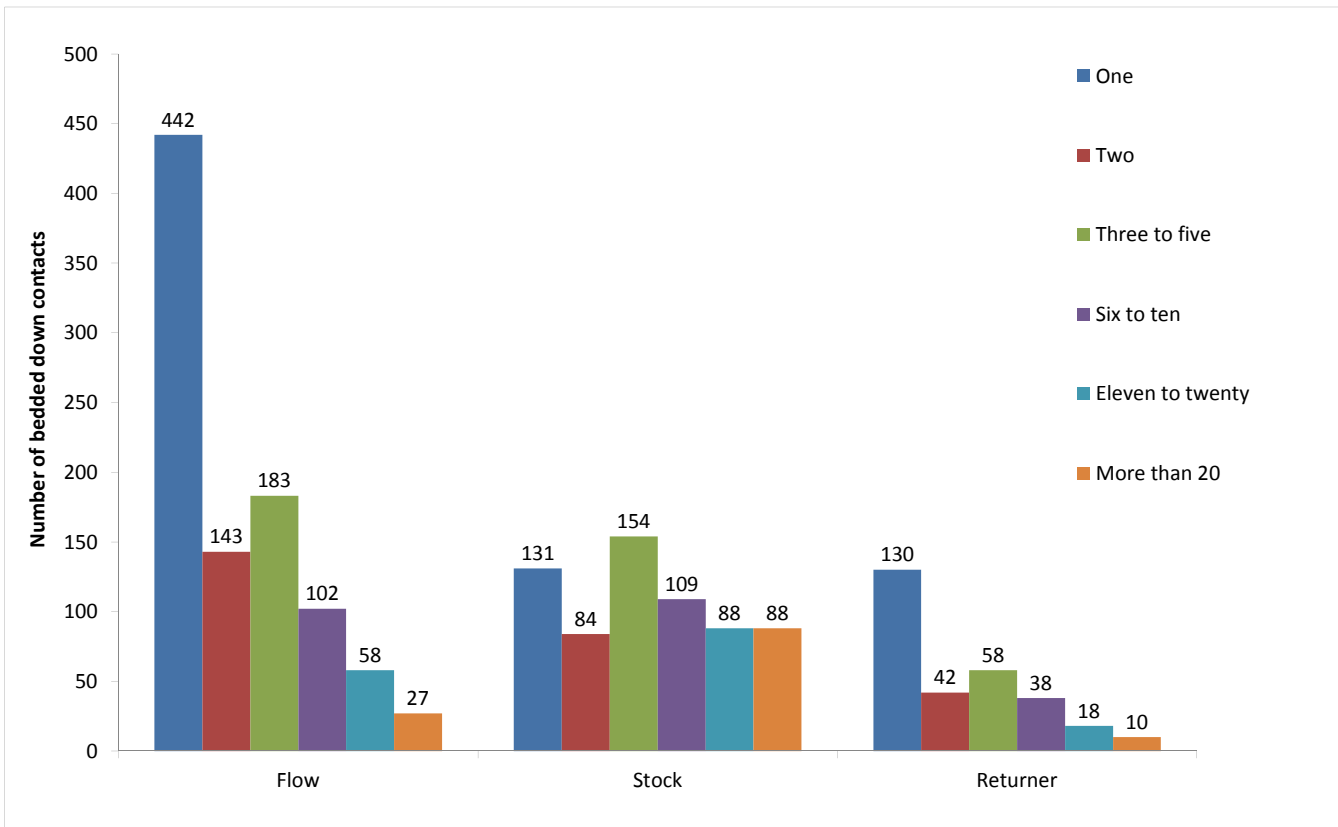
955 people rough sleeping were flow (new to the streets). This means they had not previously been contacted by any outreach or BBS team that reports to CHAIN and were verified as a rough sleeper this year.

654 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.

296 people seen rough sleeping were returners. This means they had been seen sleeping rough by outreach or BBS teams sometime before 1st April 2009, but not between 1st April 2009 and 31st March 2010.

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): 955
Base (Stock): 654
Base (Returner): 296

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

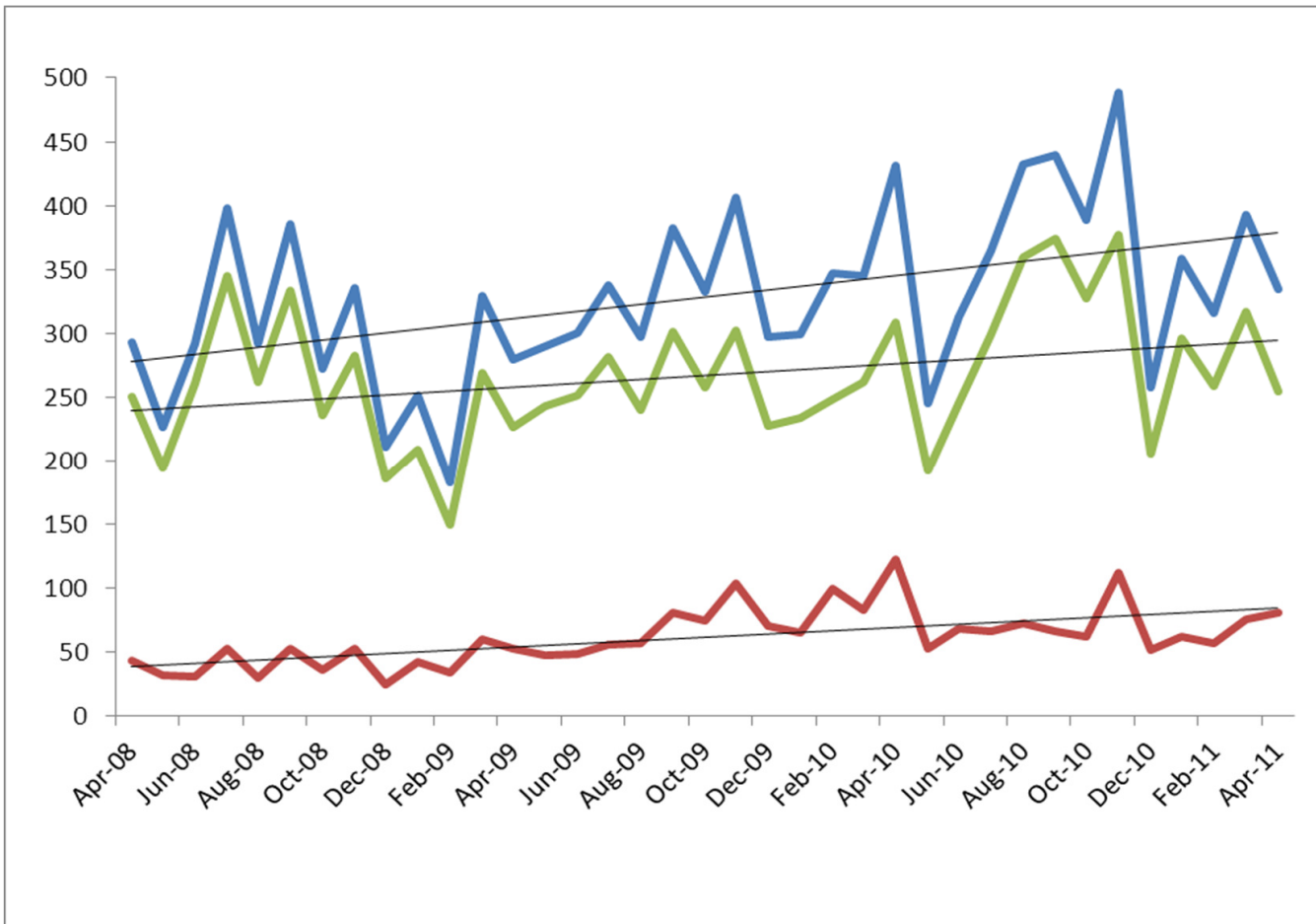
Of the 1905 people seen rough sleeping this quarter, 703 only had a single bedded down street contact.

Of the 1905 people seen bedded down, 452 were from CEE countries, and of those 154 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



The blue line shows the total number seen rough sleeping.

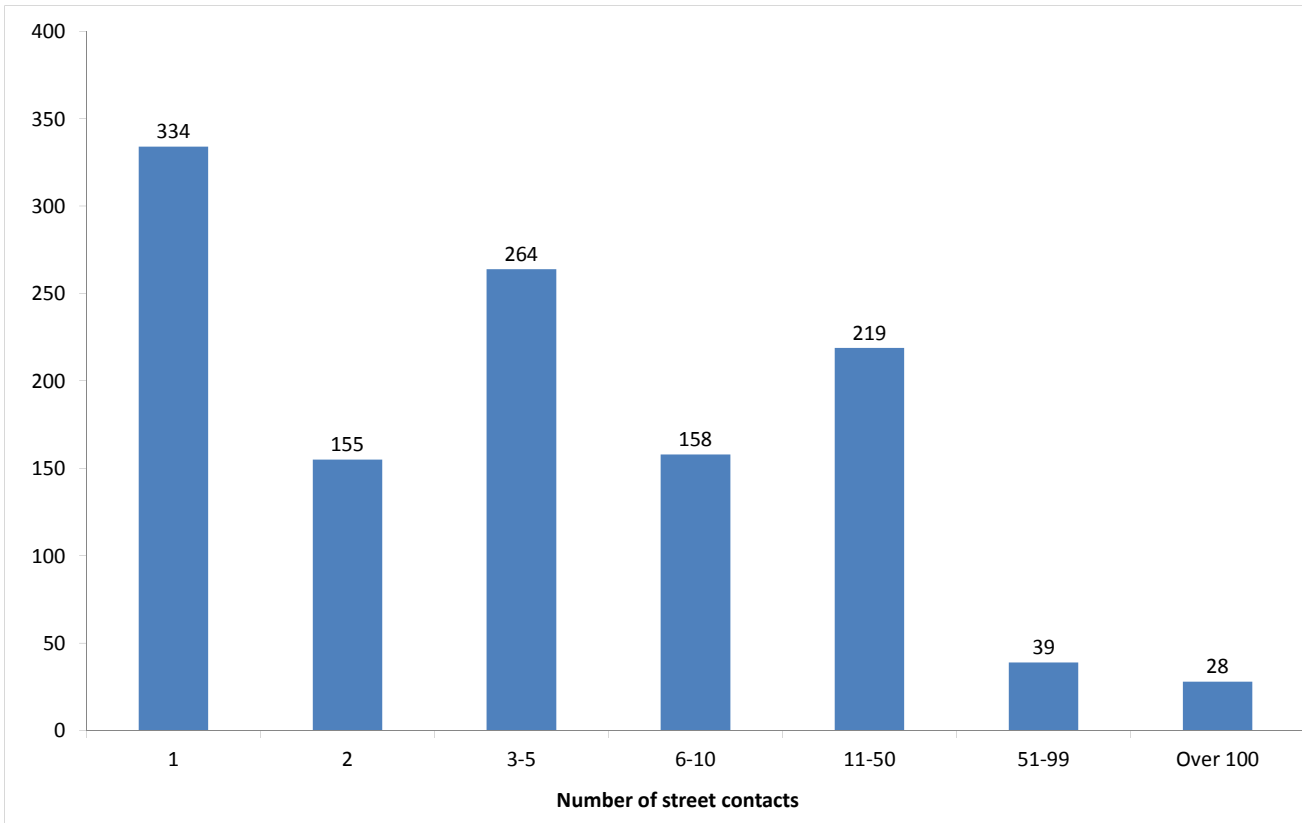
The green line shows the number of people seen rough sleeping excluding anyone from CEE countries.

The red line shows the number of people seen rough sleeping from CEE countries.

The difference in trend lines indicates the increasing influence of CEE nationals on the upward trend in people seen rough sleeping by outreach teams in London.

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: 1197

1197 (50%) verified rough sleepers contacted across Westminster this year have never had a booking in action recorded on CHAIN. This is consistent with 1095 (49%) in the previous period.

1088 of these people have slept rough in the year, which is 57% of all people sleeping rough this year.

334 (28%) of the people who have never had a booking in action recorded on CHAIN have only ever had one street contact recorded.

28 people in Westminster have never had a booking in action despite having over a hundred street contacts. This is similar to the previous year (26 people).

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	40	4%	74	8%
Bed & breakfast	28	3%	50	5%
Clinic/Detox/Rehab	22	2%	20	2%
Night Centre	66	7%		
Rolling shelter	106	12%	123	13%
Hostel	301	33%	374	41%
Other temporary	20	2%	31	3%
Second-stage accommodation	13	1%	3	0%
St Mungo's complex needs	0	0%		
St Mungo's semi-independent	0	0%		
Clearing House/RSI	0	0%		
LA tenancy (general needs)	1	0%		
Private rented sector	0	0%		
Private rented sector - independent	24	3%	49	5%
Private rented sector - with some floating support/support	0	0%		
RSL tenancy (general needs)	0	0%		
Sheltered housing	5	1%		
Supported housing	1	0%		
Other long-term accommodation	1	0%		
Bookings into accommodation total	628	69%		
Return to home area	143	16%		
Seeking work	21	2%		
Move to area for friends/family	63	7%		
Move to area with appropriate services	73	8%		
Other	76	8%		
Reconnections total	280	31%		
TOTAL	908	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 Westminster succeeded in reconnecting or booking into accommodation 545 people, 23% of the 2410 people contacted during the year.

This is a slightly lower proportion than previous periods - 2009/10: 647 (29%), 2008/09: 619 (28%).

392 people had a total of 628 booking in events. This indicates that individuals can be booked into accommodation (the same type or different) more than once in the year.

37 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 11.

39 people were booked into hostel accommodation. This compares to 2009/10: 374 (42%), 2008/09: 342 (16%).

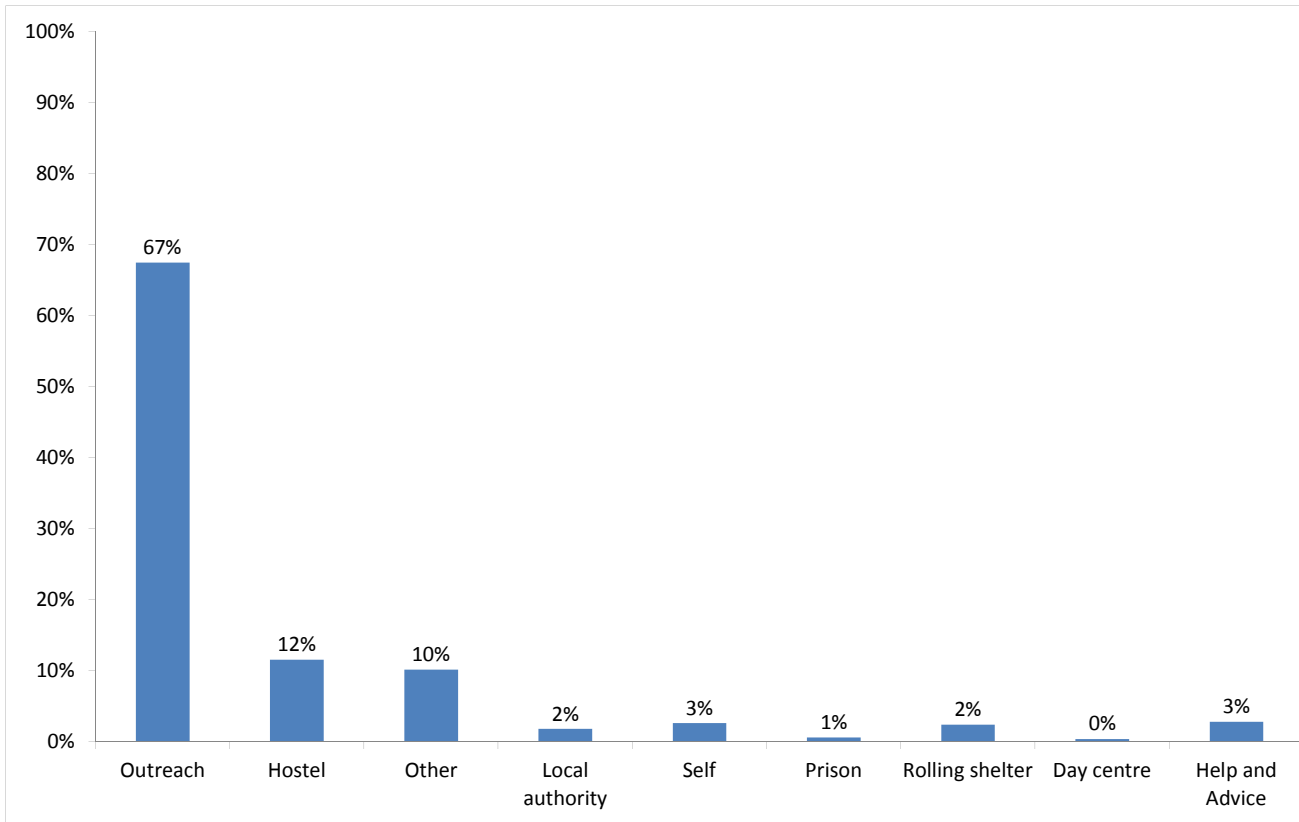
Outreach and BBS teams across Westminster achieved a confirmed reconnection with 166 people they contacted this year. This is 7% of the people contacted by outreach or BBS teams this year.

280 confirmed reconnection events were recorded by outreach and BBS teams for verified rough sleepers this year. In addition, teams recorded 265 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: 492

409 people arrived at accommodation in Westminster this year. These 409 people had 492 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 (442 people with 618 arrival actions in 2009/10).

The proportion of arrivals to accommodation in Westminster that were referred by outreach or BBS teams and other accommodation projects is consistent with previous periods this year.

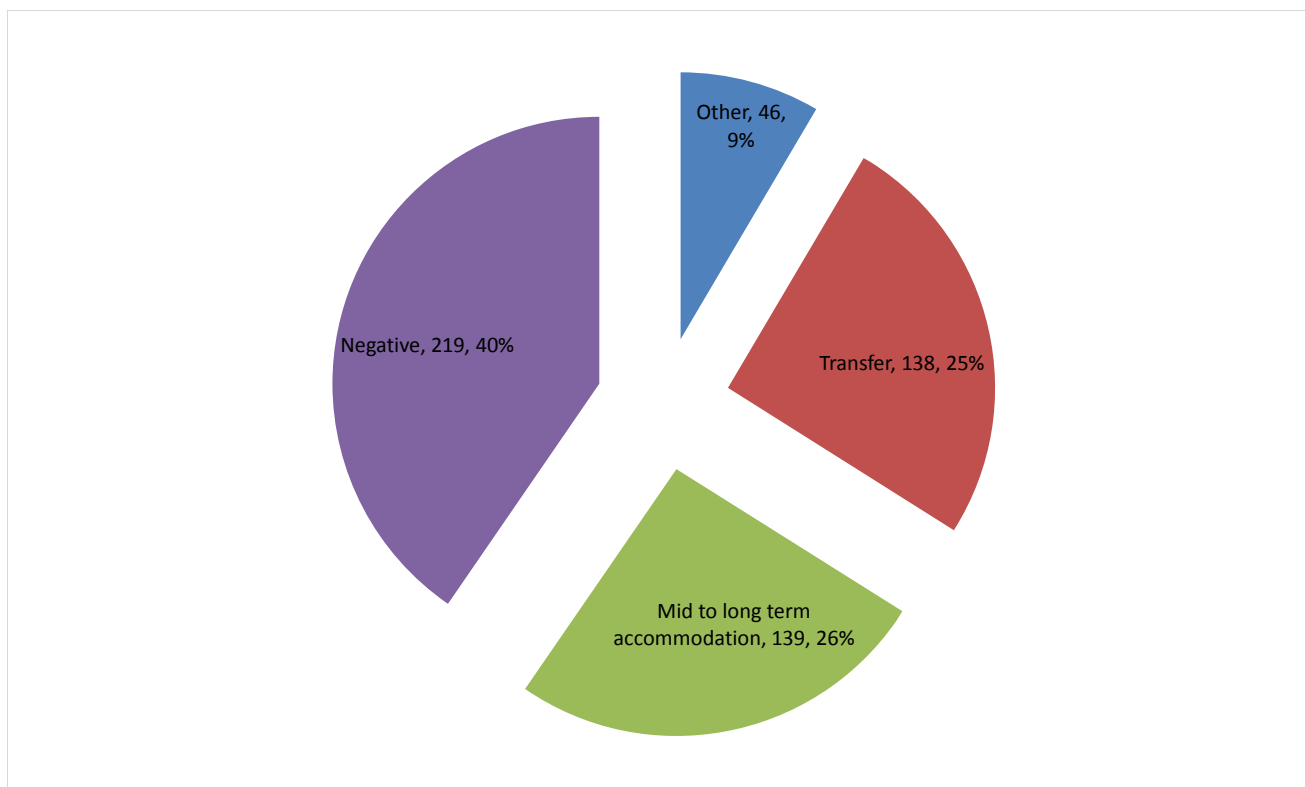
The proportion of arrivals in Westminster referred by outreach is lower than the proportion across all boroughs this year (79%).

Breakdown by accommodation:

Source of referral → Accommodation ↓	BBS - CSTM	CSTM MNP under 26	CSTM MNP 26+	CSTM - Advice & Housing	Passage Assessment centre	Passage BBS and Day Centre	Westminster SSHU - Passage	Passage Second Stage	BBS - St Mungo's	Westminster SPOT	CHC Brent Outreach	Broadway Day Centre	West London Day Centre	London Street Rescue	Pilion Islington Outreach	HAART	Rolling shelter	Hostel	St Mungo's internal transfer	Advice Agency	GP/Hospital/Health authority	Local authority	Prison	Self referral (other source)	Total	
The Passage - Passage Assessment Centre	12		1			38			5	1						1		1						1	60	
Centrepont - Greek Street	1	1	1	1													1								5	
Church Army - Cosway Street	1					1			1					3								1		3	10	
CSTM - Night centre	5					4																			9	
English Churches - King George's	8		2	4		10			8	3						10	3	3		1		1	2	4	59	
English Churches - Queen Mary's	1					2			3															3	9	
Equinox - Hopkinson House	1															1									2	
Look Ahead - Bayswater	6		3	3	2	11			10	1						3		6				1		1	47	
Look Ahead - Hopkinson House	4					8			2	2	1					2		11						1	31	
Look Ahead - Victoria	17		1	1		10			7	2		1				1	1							2	43	
Novas - CUC Soho	21					11			4	7						6	7	4				1		3	3	67
Salvation Army - Edward Alsop Court	5		1	5	3	6		1	10	1										1		7	1	8	20	69
St Mungo's - Francis Street													1													1
St Mungo's - Harrow Road	1				1	2			12	1						2			2						2	23
The Passage - Passage House					3	7	1			1					1			8		1					1	23
The Passage - Passage House Foyer						1												3								4
The Passage - Montfort House						6		2										9						2	19	
Thames Reach - Shroton Street	4					1			4															1	10	
St Mungo's - Bravington Road (225)																		1								1
Total	87	1	9	14	9	118	1	3	66	19	1	1	1	3	1	26	12	46	2	1	2	9	3	13	44	492

8) Departures - destination on departure

Departure actions by destination on departure



Base: 542

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	3	1%
Bed & Breakfast	1	0%
Care home	2	0%
Clearing House/RSI	26	5%
Detox clinic	18	3%
Committed suicide	0	0%
Died	8	1%
Home area	6	1%
Hospital	1	0%
Hospital - long term	5	1%
Hospital - NOT long term/acute care	2	0%
Hostel	2	0%
Hostel - another organisation	62	11%
Hostel - within the organisation	46	8%
LA tenancy (general needs)	7	1%
Long-term accommodation	5	1%
Not known	133	25%
Outside London	2	0%
Previous home (describe type of accomm in notes)	2	0%
Private rented sector - independent	29	5%
Private rented sector - with some floating support/support	6	1%
Psychiatric hospital	1	0%
Rehab clinic	3	1%
Returned to home country (CEE)	1	0%
Returned to home country (non CEE)	1	0%
RSL tenancy (general needs)	11	2%
Sheltered Housing	5	1%
Sleeping rough/Returned to streets	48	9%
Staying with family	17	3%
Staying with friends	19	4%
Supported Housing	30	6%
Taken into custody	38	7%
Temporary accommodation	2	0%
Total	542	99%

465 people departed from accommodation in Westminster this year. These 465 people had 542 departure actions. This indicates that an individual can depart more than once (at the same accommodation project or different) in a period.

20% of people left accommodation to move to another hostel. This is consistent with the previous year.

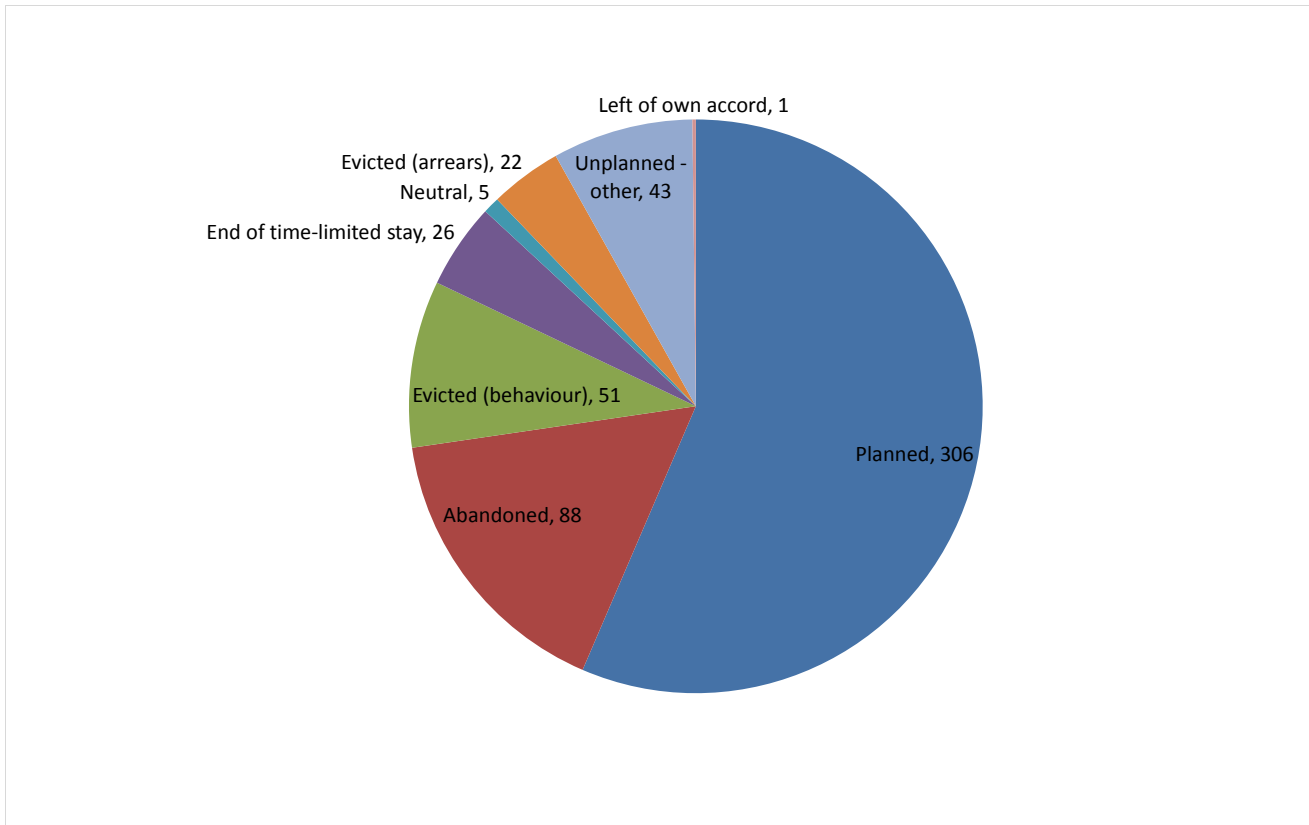
26% of people left accommodation to move to mid to long-term accommodation. This is an increase on the previous three periods (09/10 - 15%; 08/09 - 11%; 07/08 - 8%).

Breakdown by accommodation

Destination Accommodation	Accomm where client is owner	Bed & Breakfast	Care home	Clearing House/RSI	Detox clinic	Died	Home area	Hospital	Hospital - long term	Hospital - NOT long term/acute	Hostel	Hostel - another organisation	Hostel - within the organisation	LA tenancy (general needs)	Long-term accommodation	Not known	Outside London	Previous home (describe type of private rented sector -	Private rented sector - with psychiatric hospital	Rehab clinic	Returned to home country	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		
																																1	1
The Passage - Passage Assessment Centre				1			5	1	1		1	16	17		1	6	2	1			1	1			3	3	1	2			63		
Centrepoint - Greek Street											1							1												2			
Church Army - Cosway Street											1					4									1					6			
English Churches - King George's	1			3	3	2	1				2					11			1				6		8		1	4	15	58			
English Churches - Queen Mary's																3							1		1					5			
Equinox - Hopkinson House						1					2														1					4			
Look Ahead - Bayswater		1	1	4							4				2	12				1				1	7	2	3	3	3	1	48		
Look Ahead - Hopkinson House	1			1							8	1				1				1				2	2	2		2		21			
Look Ahead - Victoria				3	9	1			2	1	1	10	11	1		16		1	17	6				1	17	4	5	7	10	123			
Novas - CUC Soho			1	1	5	1					5			5		30		1							3	4	5	11	6	78			
Salvation Army - Edward Alsop Court	1			11		1					1			1	34			2						1		2	1	1	2	58			
St Mungo's - Francis Street											1	1																		2			
St Mungo's - Harrow Road						1		1			4	4	1		4			1					1		3					20			
The Passage - Passage House								1	1		4	9				5				1			1		1		2	2		27			
The Passage - Passage House Foyer																		2									1			3			
The Passage - Montfort House				2	1						1	1		1				2					1							9			
Thames Reach - Shroton Street						1					1					5														1	8		
St Mungo's - Bravington Road (225)													1			2														3			
St Mungo's - Elgin Avenue																									1					1			
St Mungo's - Royal Oak												1																		1			
St Mungo's - Shirland Road																							1							1			
St Mungo's - Shirland Road (93)											1																			1			
Total	3	1	2	26	18	8	6	1	5	2	2	62	46	7	5	133	2	2	29	6	1	3	1	1	11	5	48	17	19	30	38	2	542

9) Departures - planned or unplanned

Departures by whether or not the departure was planned or unplanned



Base: 542

465 people departed from accommodation in Westminster this year. These 465 people had 542 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 lower than last years (501 people with 627 departures in 2009/10).

56% of departures were due to a planned move. This is consistent with the previous year (51% in 2009/10).

16% of departures were due to abandonments. This is consistent with the previous three years.

13% of departures were due to evictions. This is consistent with the previous three years.

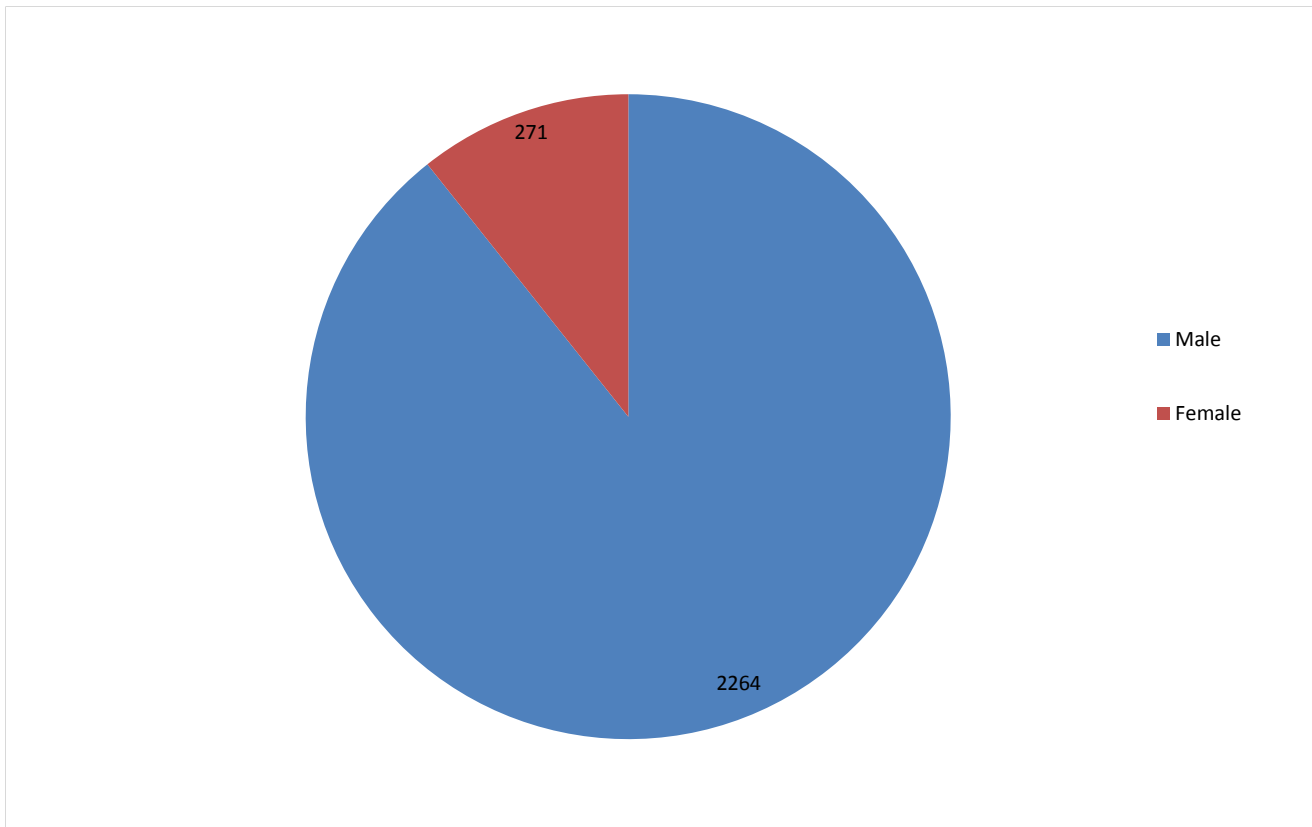
Breakdown by accommodation

Planned/Unplanned Accommodation	Planned	Abandoned	Evicted (behaviour)	End of time- limited stay	Neutral	Evicted (arrears)	Unplanned - other	Left of own accord	Total
The Passage - Passage Assessment Centre	53	4	4			2			63
Centrepont - Greek Street	2								2
Church Army - Cosway Street	1	1	2	2					6
English Churches - King George's	21	12	7		1	2	15		58
English Churches - Queen Mary's	1	3	1						5
Equinox - Hopkinson House	2		1		1				4
Look Ahead - Bayswater	26	12	5	2		1	2		48
Look Ahead - Hopkinson House	16	2	1				2		21
Look Ahead - Victoria	78	17	10		1	7	10		123
Novas - CUC Soho	36	15	14		1	7	5		78
Salvation Army - Edward Alsop Court	21	6	1	23		3	3	1	58
St Mungo's - Francis Street	2								2
St Mungo's - Harrow Road	12	3	4		1				20
The Passage - Passage House Foyer	3								3
The Passage - Passage House	21	6							27
The Passage - Montfort House	9								9
Thames Reach - Shroton Street	2	5					1		8
St Mungo's - Bravington Road (225)	1	1	1						3
St Mungo's - Elgin Avenue		1							1
St Mungo's - Royal Oak	1								1
St Mungo's - Shirland Road	1								1
St Mungo's - Shirland Road (93)	1								1
Total	310	88	51	27	5	22	38	1	542

Demographics

10) Gender

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

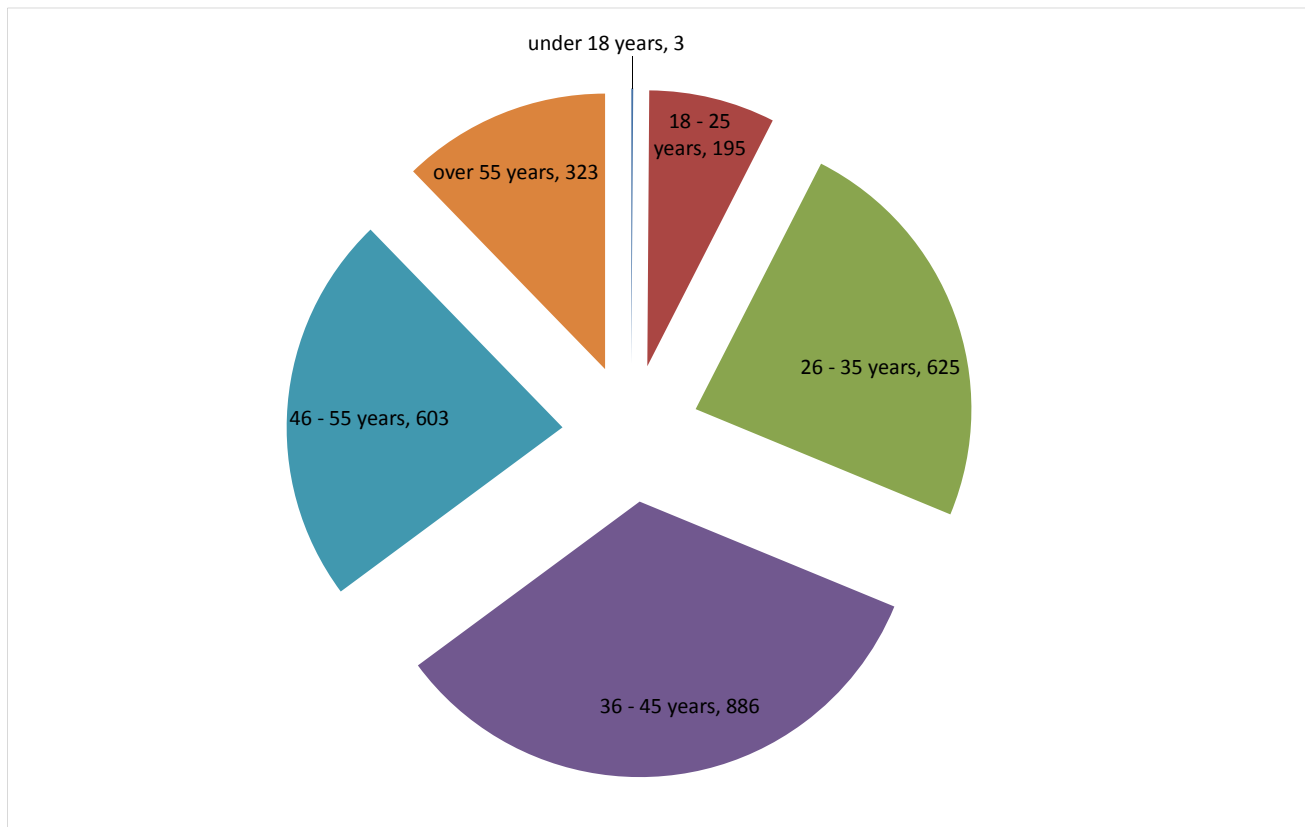


Base: 2535

The proportion of male and female people contacted in Westminster 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: 2635

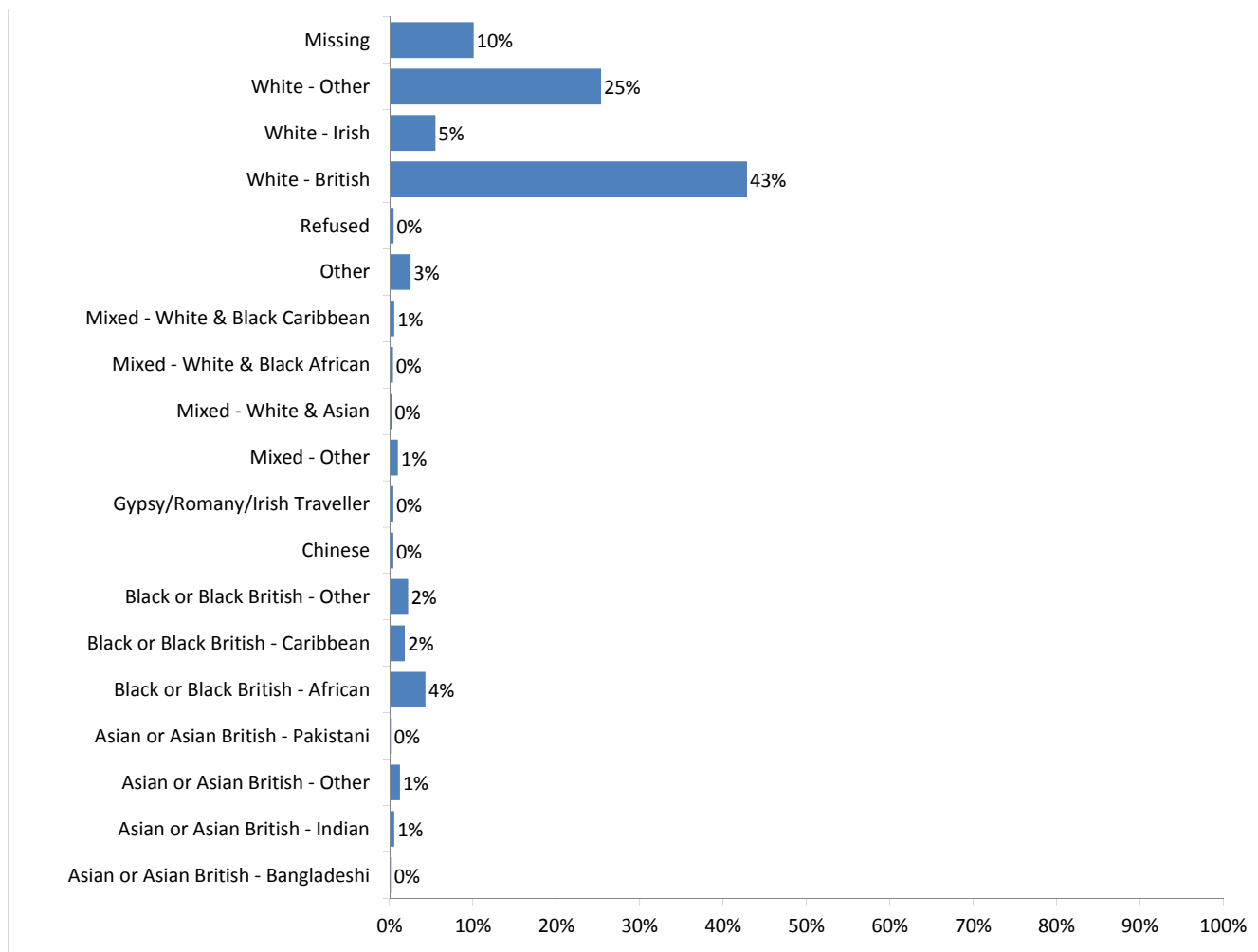
57% of people contacted in Westminster this year were aged 26-45. This is consistent with the previous three years.

8% of people contacted were aged 25 years or under, 3 of which were aged under 18 years. This is consistent with previous years.

12% 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: 2635

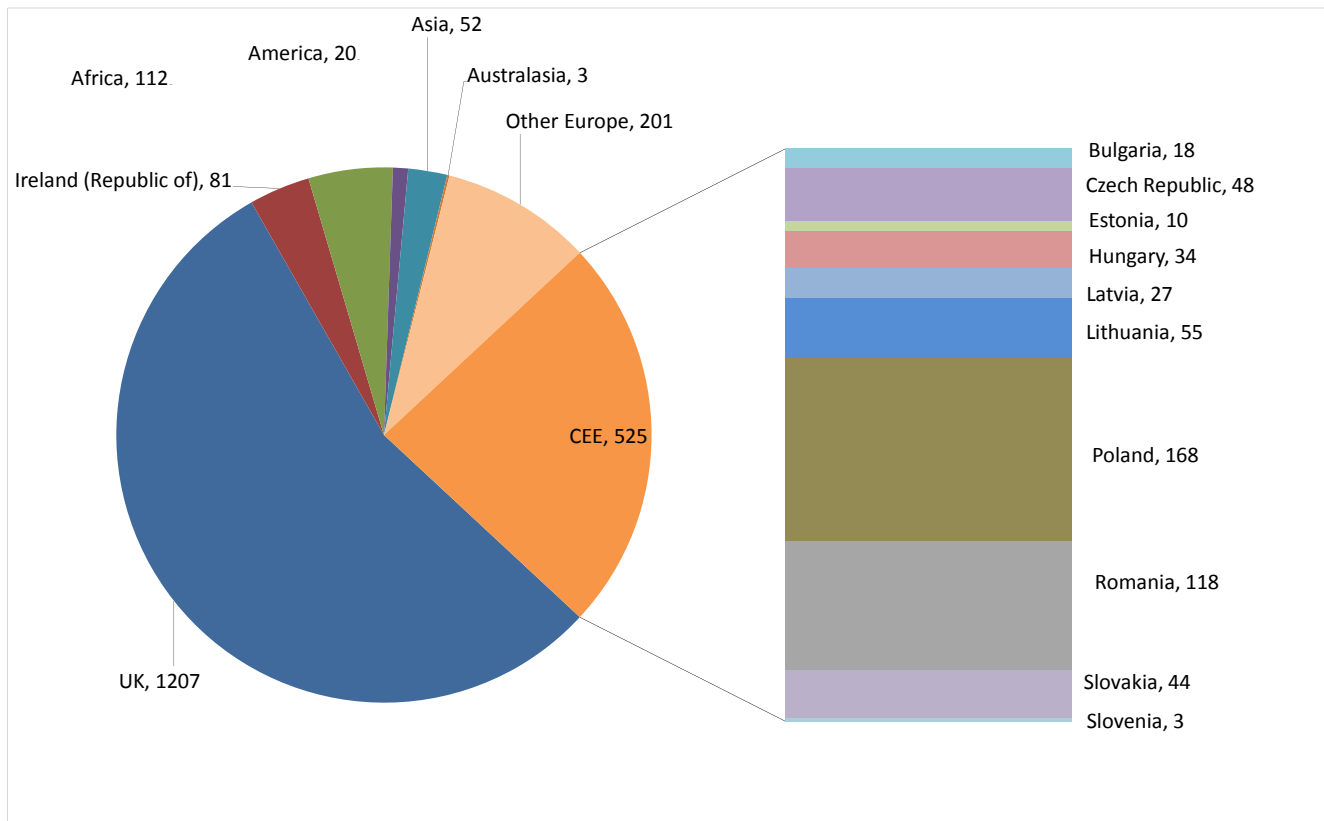
The majority of people contacted in Westminster in 2010/11 are white (74%), most of whom are white British.

8% of people contacted are black and 2% are Asian. The ethnic origin of those contacted in Westminster is consistent with the previous three years.

Of the 668 people contacted in 2010/11 with an ethnic origin of White - Other, 525 are CEE nationals (see section 15 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: 2201 Note that the base figure for this graph excludes clients where the nationality is missing or not known (434).

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	59%	59%	55%	55%
CEE	12%	15%	22%	24%
Eritrea	10%	7%	4%	2%

The proportion of people from Central and Eastern European (CEE) countries has increased by 2% 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	901	59%	1076	59%	1054	55%	1207	55%
Ireland (Republic of)	73	5%	73	4%	74	4%	81	4%
France	11	1%	17	1%	25	1%	35	2%
Germany	0	0%	17	1%	13	1%	25	1%
Spain	0	0%	12	1%	24	1%	17	1%
Portugal	44	3%	34	2%	28	1%	38	2%
Italy	23	2%	36	2%	28	1%	35	2%
Bulgaria	3	0%	0	0%	3	0%	18	1%
Czech Republic	27	2%	31	2%	49	3%	48	2%
Estonia	1	0%	1	0%	5	0%	10	0%
Hungary	7	0%	19	1%	22	1%	34	2%
Latvia	10	1%	13	1%	27	1%	27	1%
Lithuania	24	2%	33	2%	56	3%	55	2%
Poland	74	5%	101	6%	164	9%	168	8%
Romania	18	1%	47	3%	63	3%	118	5%
Slovenia	1	0%	3	0%	4	0%	3	0%
Slovakia	11	1%	25	1%	31	2%	44	2%
CEE sub-total	176	12%	273	15%	424	22%	525	24%
other Europe	54	4%	32	2%	37	2%	51	2%
Eritrea	153	10%	133	7%	80	4%	36	2%
Ethiopia	0	0%	15	1%	11	1%	9	0%
Somalia	4	0%	0	0%	14	1%	9	0%
Africa	37	2%	52	3%	49	3%	58	3%
America	15	1%	11	1%	16	1%	20	1%
Asia	28	2%	35	2%	44	2%	52	2%
Australasia	4	0%	6	0%	7	0%	3	0%
Missing	396		414		365		351	
Not known	85		115		91		83	
Total	2004	100%	2351	100%	2384		2635	
Total**	1523		1822		1928	100%	2201	100%

*Percentages are of those clients where their nationality is known

**Excludes Missing and Not Known

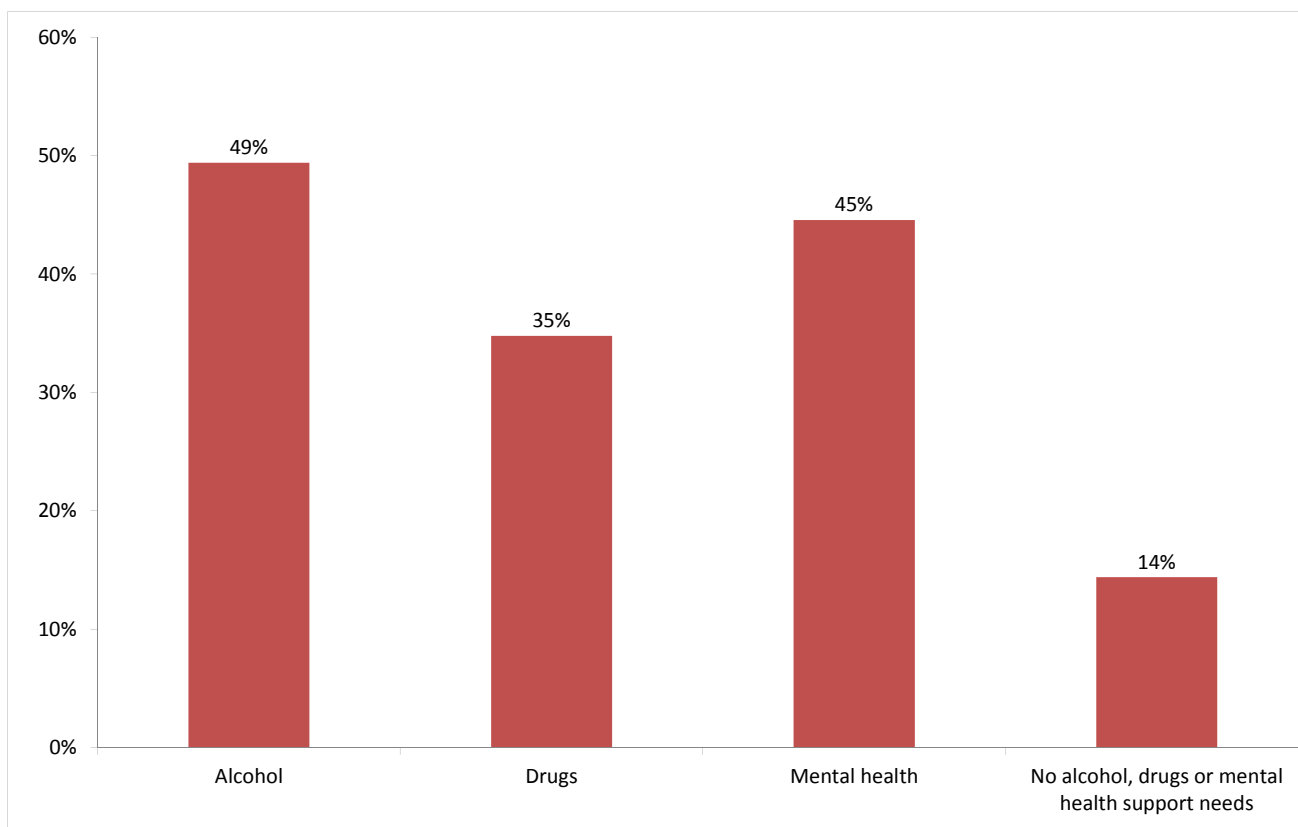
The number of people from Poland has remained stable over the last two years (2010/11: 168, 2009/10: 164).

The number of people from Romania has nearly doubled over the last two years (2010/11: 118, 2009/10: 63).

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: 1299 Note that the base figure for this graph excludes clients where all 3 support needs are not known or not recorded (1323).

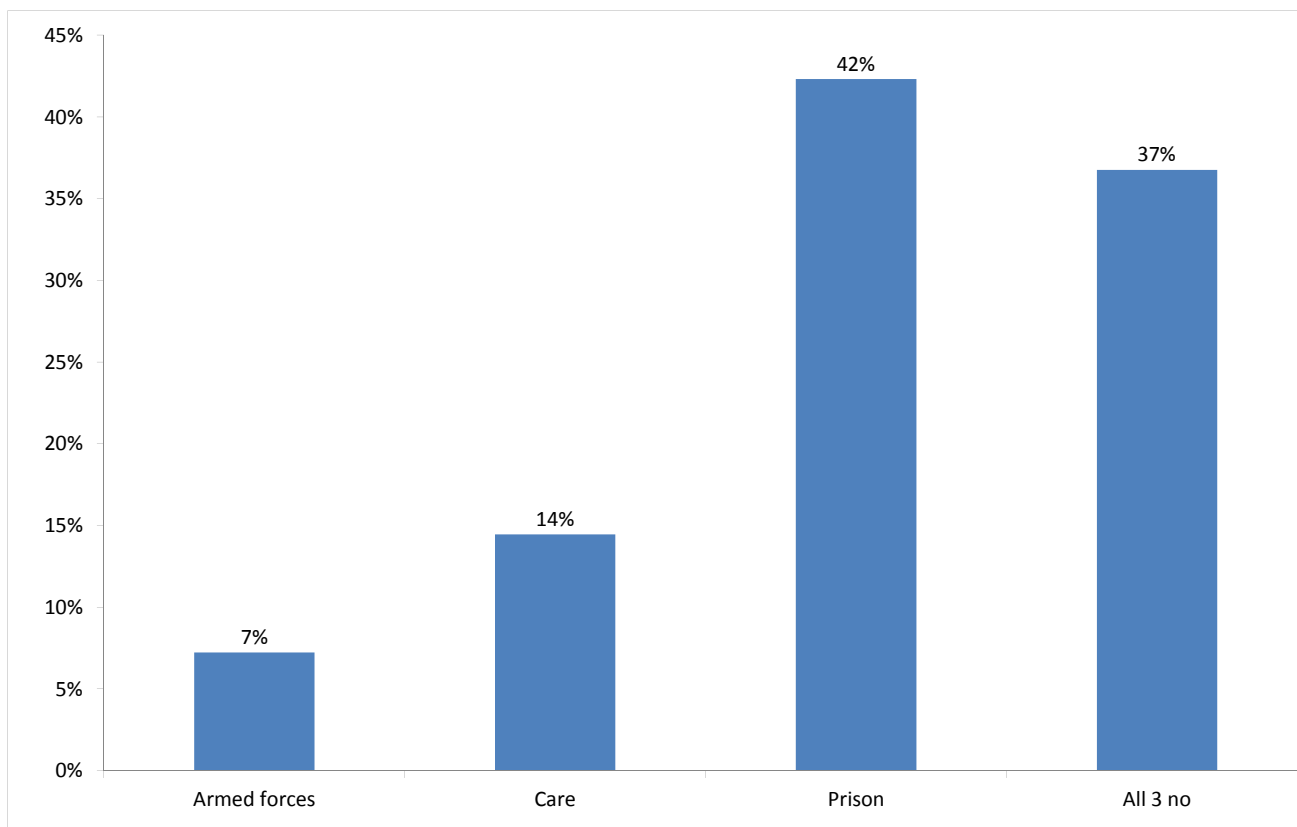
Support Needs	No. of people	%
Alcohol only	236	9%
Drugs only	119	5%
Mental health only	233	9%
Alcohol and drugs	135	5%
Alcohol and mental health	148	6%
Drugs and mental health	75	3%
Alcohol, drugs and mental health	123	5%
All 3 no	187	7%
All 3 not known or not assessed	1323	50%
All 3 no, not known or not assessed	43	2%
Total	2622	100%

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

The proportions of support needs for people contacted in Westminster are consistent with those 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: 1009 Note that the base figure for this graph excludes clients where all 3 institutional histories are not known.

73 people contacted in Westminster this year have previously been in the armed forces (87 last year).

Nationality	Number	% of people seen rough sleeping
UK	40	2%
Non-UK	16	1%
Total*	56	3%

*17 people with an armed forces background were of unknown nationality.

146 people contacted in Westminster this year have previously been in care (173 last year).

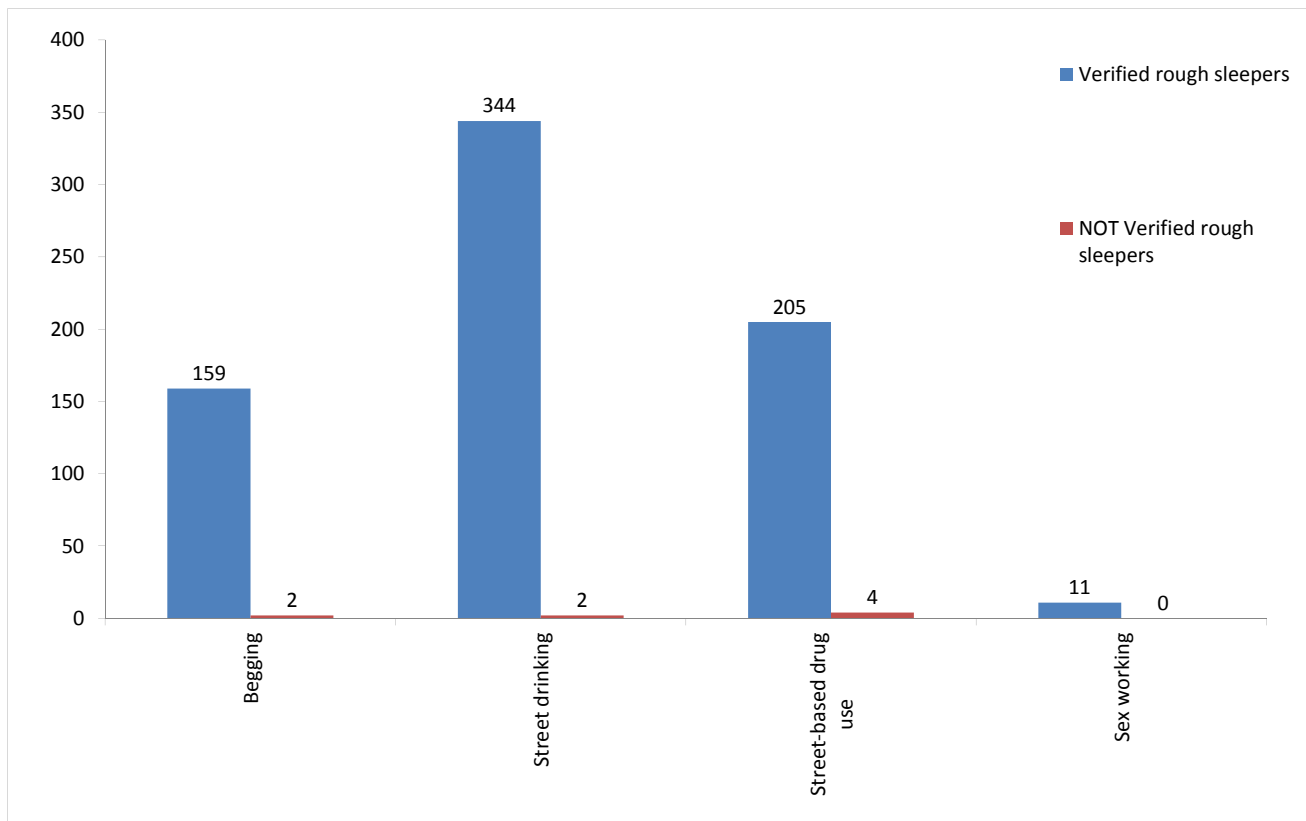
427 people contacted in Westminster this year have previously been in prison (498 last year).

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

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

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: 499

Base for people not verified as rough sleepers: 7

Of the 2410 verified rough sleepers contacted this year, 499 (21%) 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 2410 verified rough sleepers contacted in the year by outreach or BBS teams, 981 people who have not been seen rough sleeping were also contacted. Of these:

123 had confirmed reconnections;

10 was recorded as having arrived at accommodation reporting to CHAIN.