



CHAIN

Annual Report for Westminster

1st April 2011
to
31st March 2012



CHAIN Annual report for Westminster 2011/12

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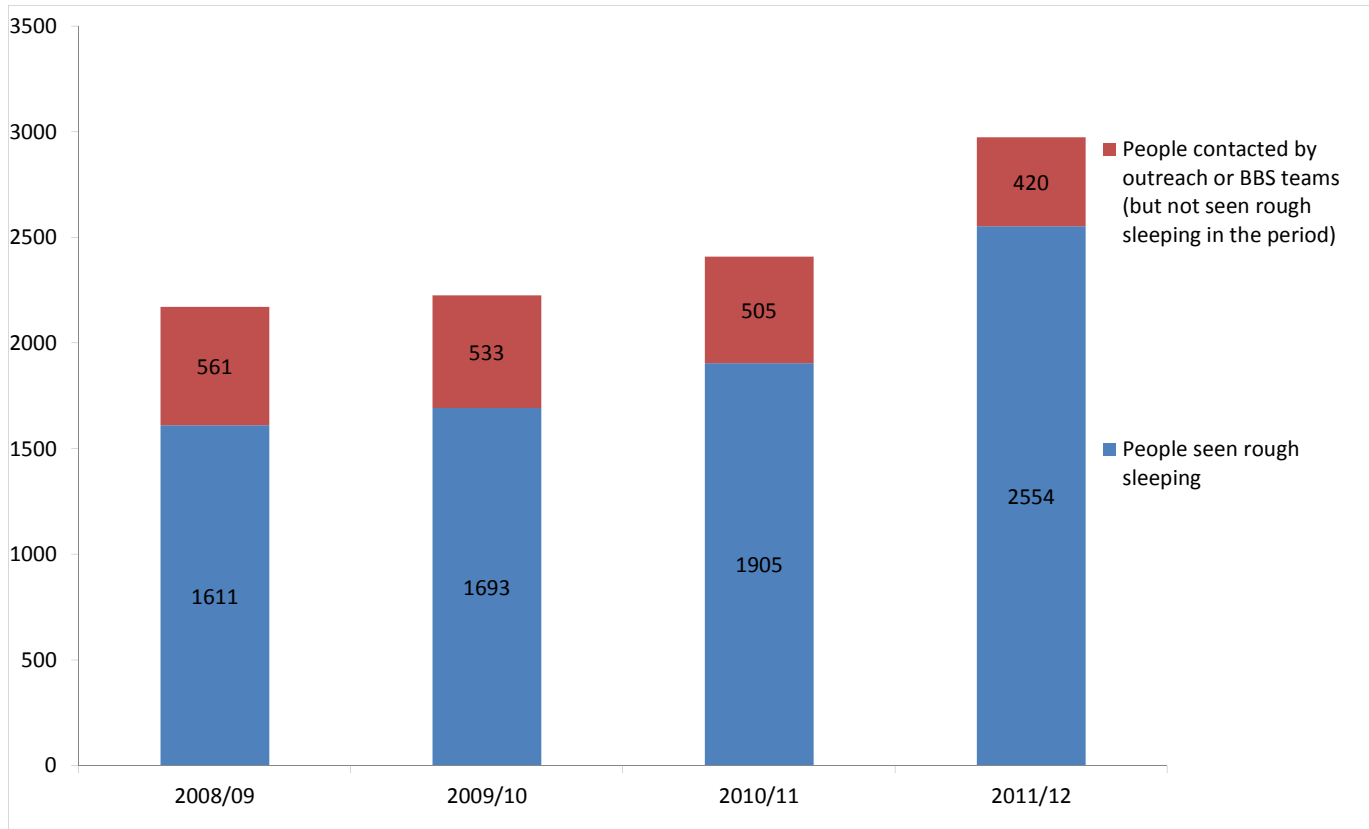
Arrivals and Departures broken down by project

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



2008/09 base: 2172
 2009/10 base: 2226
 2010/11 base: 2410
 2011/12 base: 2974

2974 verified rough sleepers were contacted by services in Westminster during the year.

Of these 2974, 2554 had a bedded down street contact in the year and so were known to have slept rough in Westminster during the year.

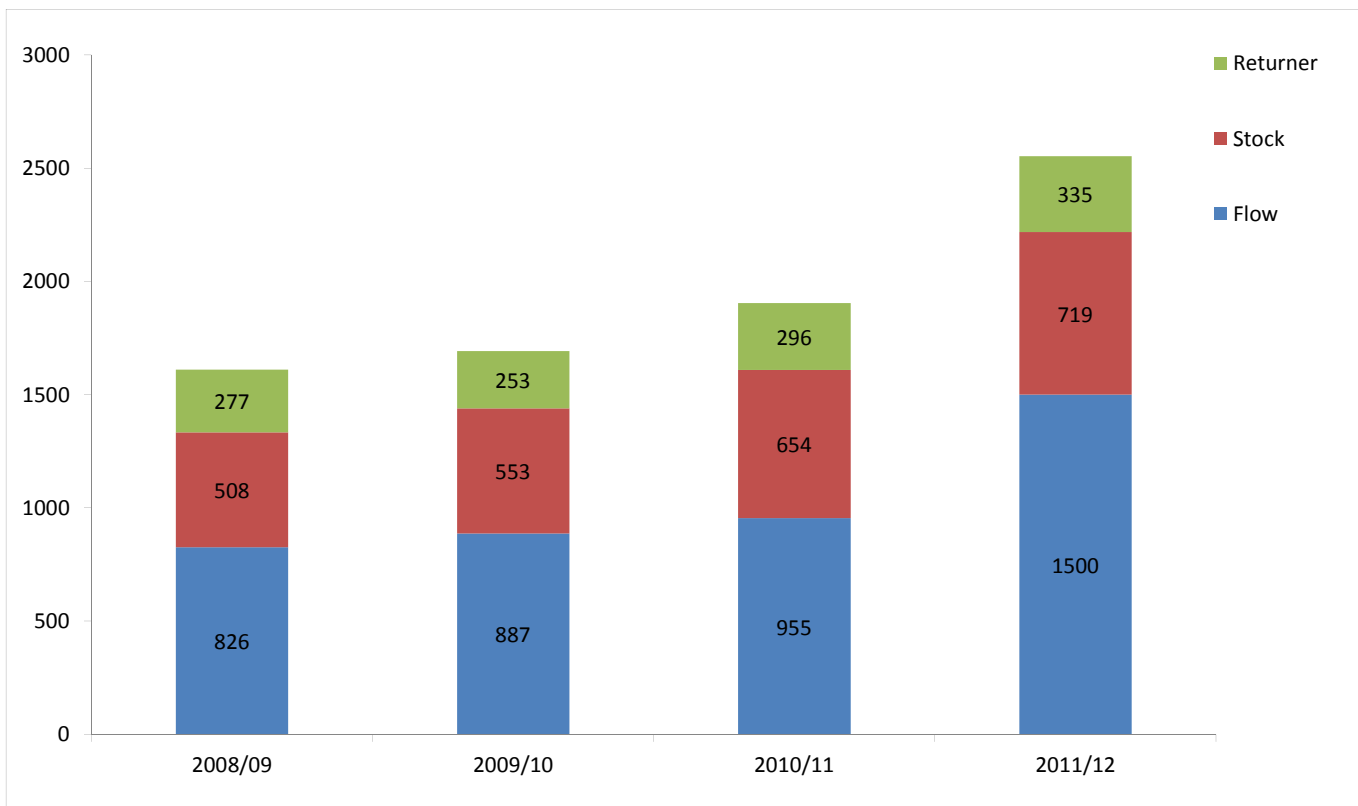
1500 people were seen rough sleeping for the first time this year (flow).

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:	1611
2009/10 base:	1693
2010/11 base:	1905
2011/12 base:	2554

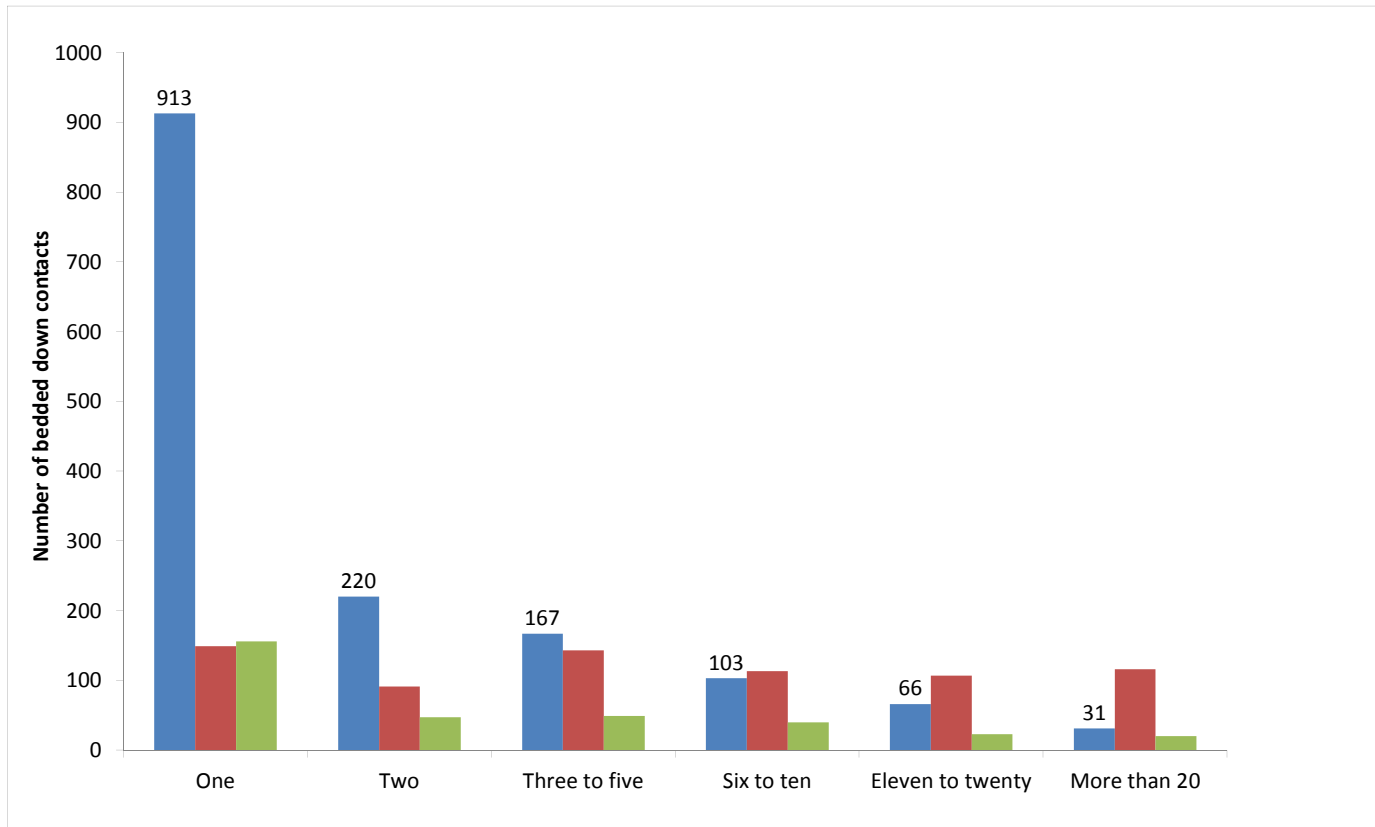
1500 people rough sleeping were flow (new to the streets). This means they had not previously been contacted by any outreach or BBS team that reports to CHAIN and were verified as a rough sleeper this year.

719 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.

335 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 this year.

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



Base (Flow): 1500
Base (Stock): 719
Base (Returner): 335

Of the 2554 people seen rough sleeping this year, 1218 only had a single bedded down street contact.

4) Nationality of rough sleepers

Nationality	Flow	Stock	Returner	TOTAL	%
UK	502	417	219	1138	52%
Ireland (Republic of)	30	30	8	68	3%
Portugal	40	12	18	60	3%
Bulgaria	24	3	3	30	1%
Czech Republic	32	7	4	43	2%
Estonia	3	1		4	0%
Hungary	56	6	1	63	3%
Latvia	37	12	1	50	2%
Lithuania	53	16	4	73	3%
Poland	127	58	15	200	9%
Romania	187	27	8	222	10%
Slovenia	1			1	0%
Slovakia	28	17	6	51	2%
Central and East European (CEE) sub-total	548	147	42	737	34%
other Europe	119	47	14	180	8%
Eritrea	14	3	5	22	1%
Africa	45	19	3	67	3%
America	24	3	4	31	1%
Asia	46	18	7	71	3%
Australasia	1	1		2	0%
<i>Missing</i>	<i>5</i>	<i>11</i>	<i>19</i>	<i>35</i>	<i>2%</i>
<i>Not known</i>	<i>259</i>	<i>33</i>	<i>29</i>	<i>321</i>	<i>15%</i>
Total	1500	719	335	2554	
Total**	1236	675	287	2198	100%

**The total excludes people whose nationality is not known or missing

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	20	2%	40	4%
Bed & breakfast	15	1%	28	3%
Clinic/Detox/Rehab	7	1%	22	2%
Night Centre	1	0%	66	7%
Rolling shelter	175	16%	106	12%
Hostel	433	40%	301	33%
Other temporary	0	0%	20	2%
Second-stage accommodation	17	2%	13	1%
St Mungo's complex needs	0	0%	0	0%
St Mungo's semi-independent	2	0%	0	0%
Clearing House/RSI	14	1%	0	0%
LA tenancy (general needs)	15	1%	1	0%
Private rented sector	0	0%	0	0%
Private rented sector - independent	96	9%	24	3%
Private rented sector - with some floating support/support	1	0%	0	0%
RSL tenancy (general needs)	0	0%	0	0%
Sheltered housing	15	1%	5	1%
Supported housing	9	1%	1	0%
Other long-term accommodation	0	0%	1	0%
Bookings into accommodation total	820	76%	628	69%
Return to home area	182	17%	143	16%
Seeking work	32	3%	21	2%
Move to area for friends/family	81	7%	63	7%
Move to area with appropriate services	99	9%	73	8%
Other	0	0%	76	8%
Reconnections total	262	24%	280	31%
TOTAL	1082	100%	908	100%

Outreach and BBS teams across Westminster succeeded in reconnecting or booking into accommodation 699 people, 24% of the 2974 people contacted during the year.

485 people had a total of 820 booking in events. This indicates that individuals can be booked into accommodation (the same type or different) more than once in the year.

144 people were booked into long-term accommodation.

351 people were booked into hostel accommodation.

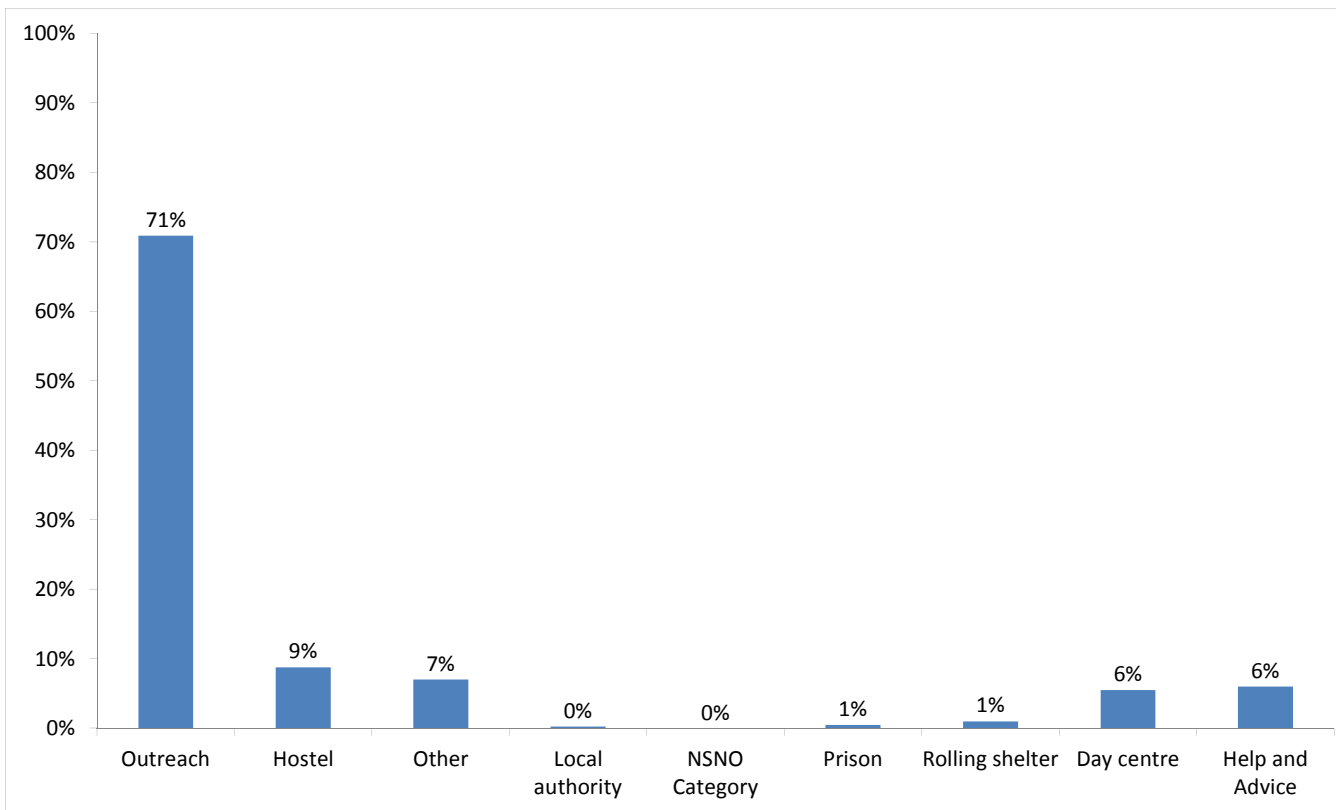
Outreach and BBS teams across Westminster achieved a confirmed reconnection with 216 people they contacted this year. This is 7% of the people contacted by outreach or BBS teams this year.

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

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

6) Arrivals

Temporary accommodation arrivals by accommodation project and source of referral.

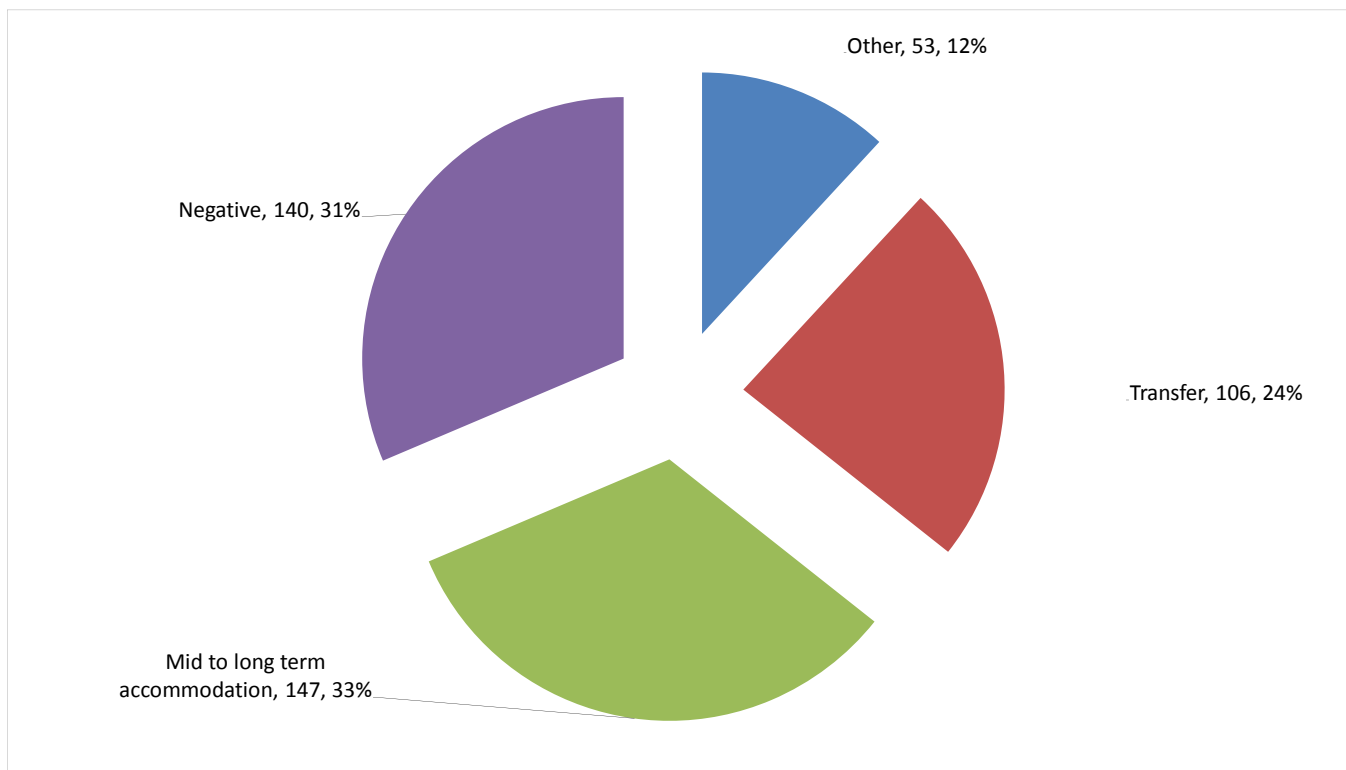


Base: 399

342 people arrived at accommodation in Westminster this year. These 342 people had 399 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



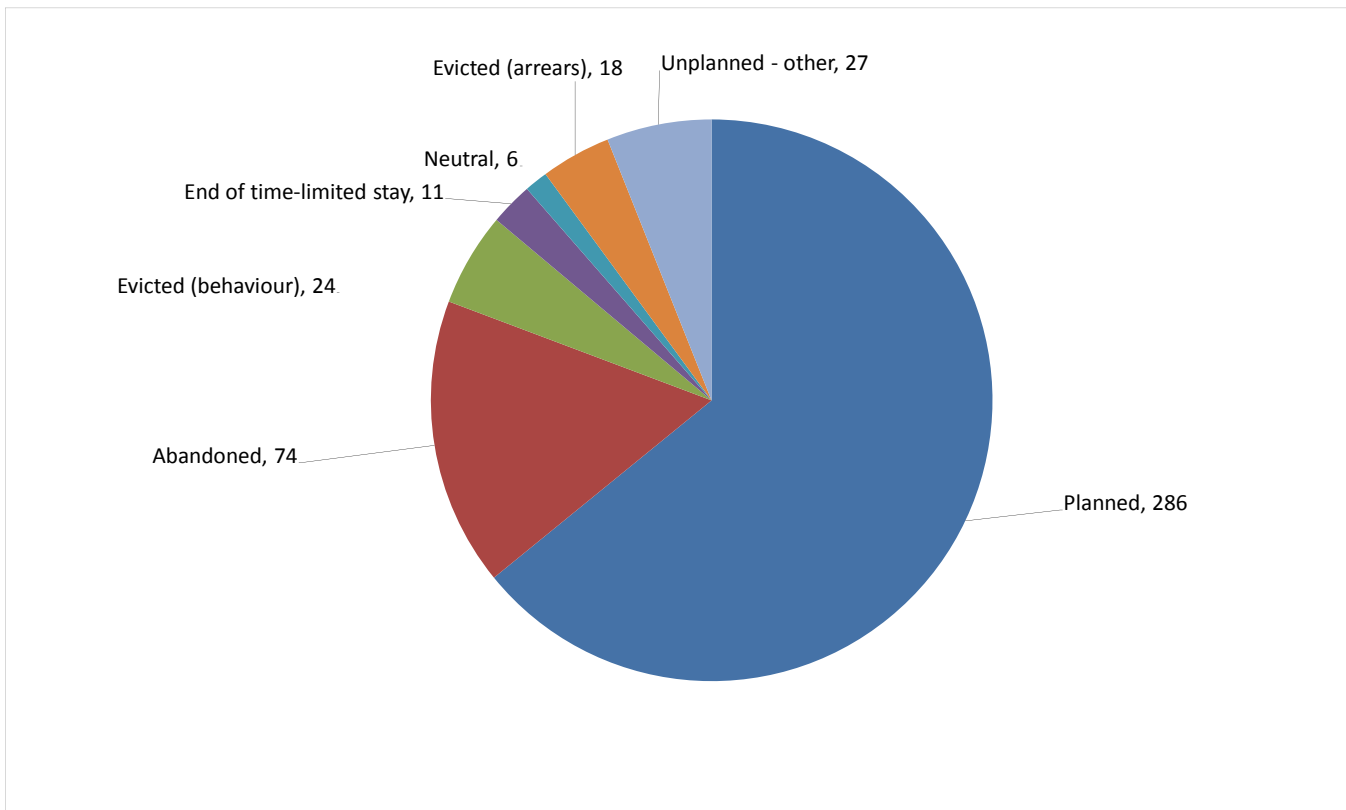
Destination categories on CHAIN	Chart category	Colour
Care home, Clearing House/RSI, Home area, Hospital - long term, LA tenancy (general needs), Long-term accommodation, Previous home, Private rented sector - independent, Private rented sector - supported, RSL tenancy (general needs), Sheltered Housing, 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	%
Care home	3	1%
Clearing House/RSI	15	3%
Detox clinic	6	1%
Died	6	1%
Hospital - long term	3	1%
Hospital - NOT long term/acute care	4	1%
Hostel - another organisation	52	12%
Hostel - within the organisation	23	5%
LA tenancy (general needs)	20	4%
Not known	93	21%
Private rented sector - independent	27	6%
Private rented sector - with some floating support/support	12	3%
Psychiatric hospital	5	1%
Rehab clinic	1	0%
Returned to home country (EEA)	1	0%
Returned to home country (non EEA)	2	0%
RSL tenancy (general needs)	20	4%
Sheltered Housing	5	1%
Sleeping rough/Returned to streets	18	4%
Staying with family	19	4%
Staying with friends	28	6%
Supported Housing	38	9%
Taken into custody	29	7%
Temporary accommodation (LA)	15	3%
Tied accommodation with work	1	0%
Total	446	100%

391 people departed from accommodation in Westminster this year. These 391 people had 446 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

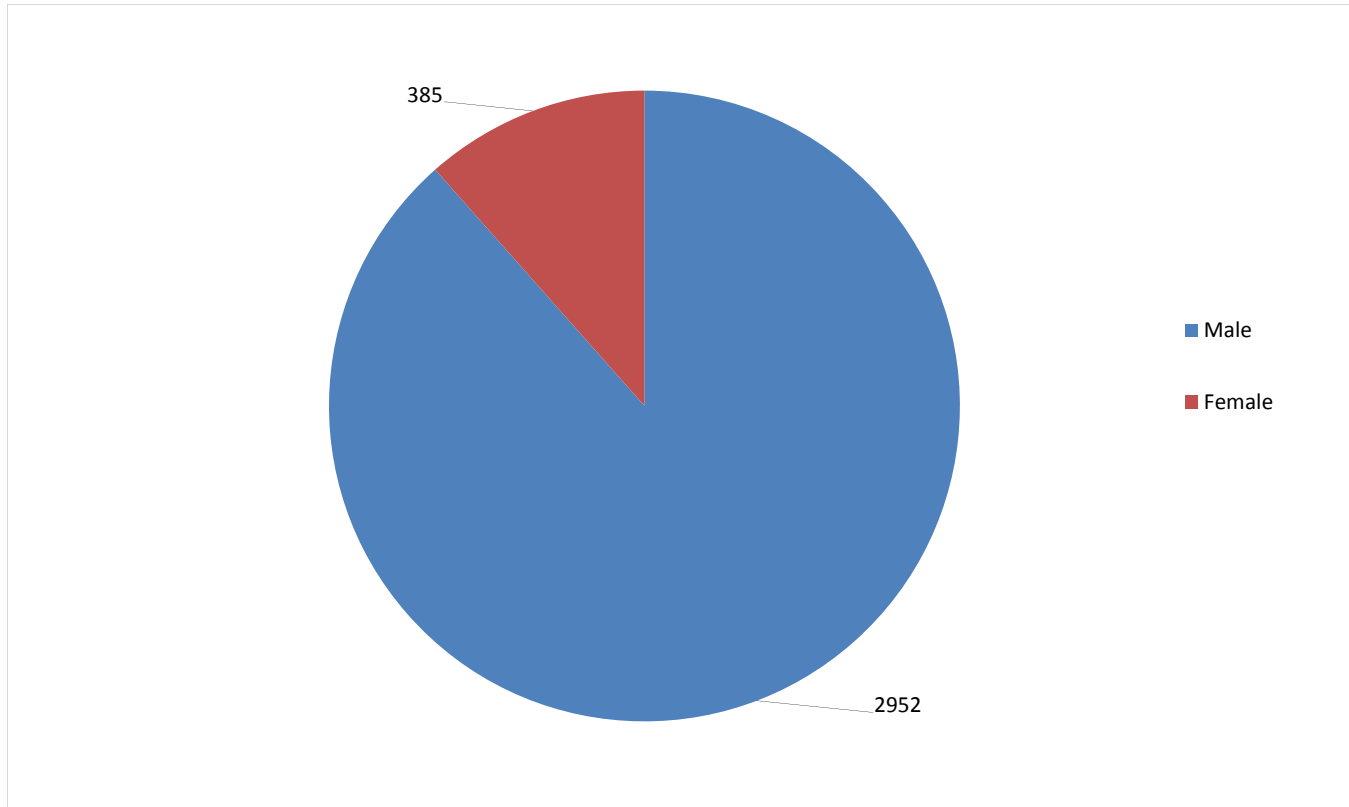


Base: 446

Demographics

9) Gender

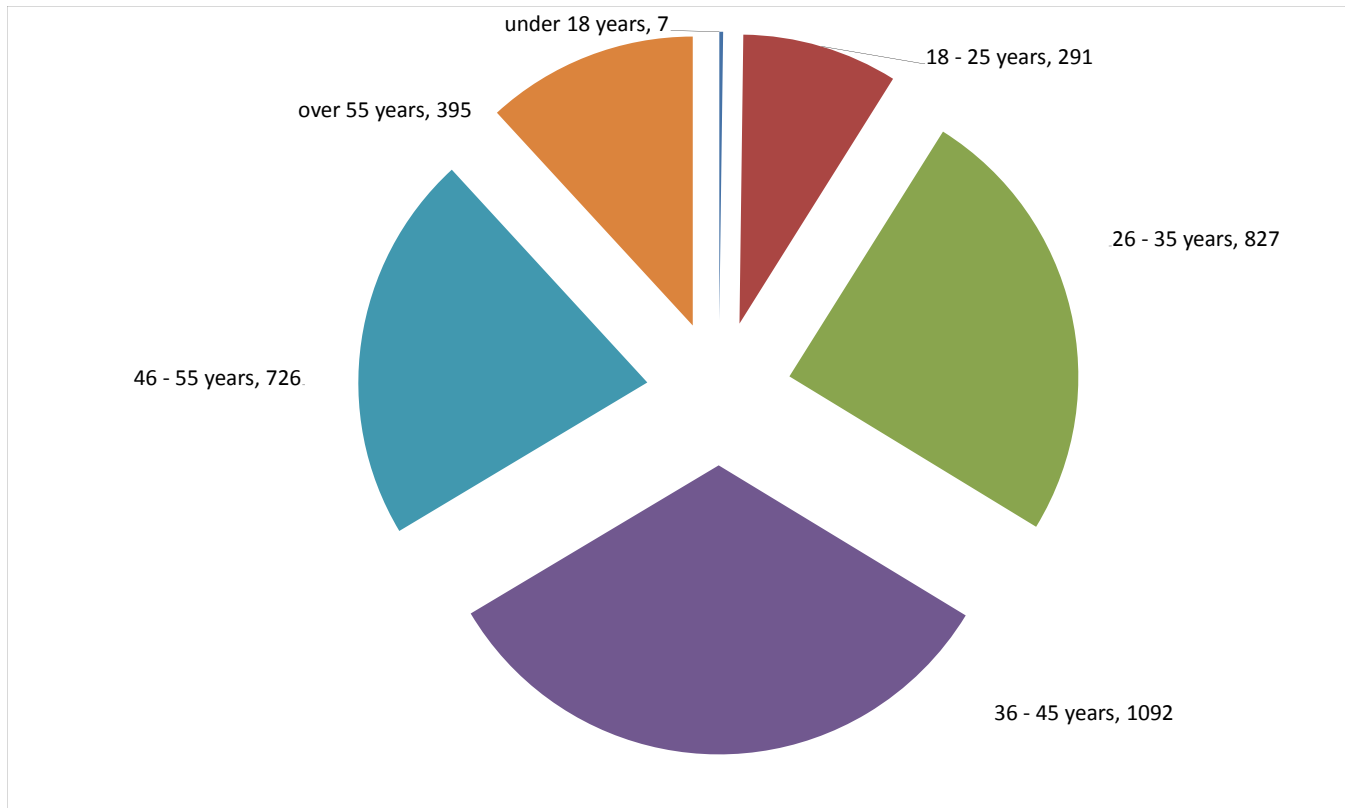
People contacted by outreach or BBS teams and/or arriving in or departing from accommodation in the year by gender



Base: 3337

10) Age

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



Base: 3337

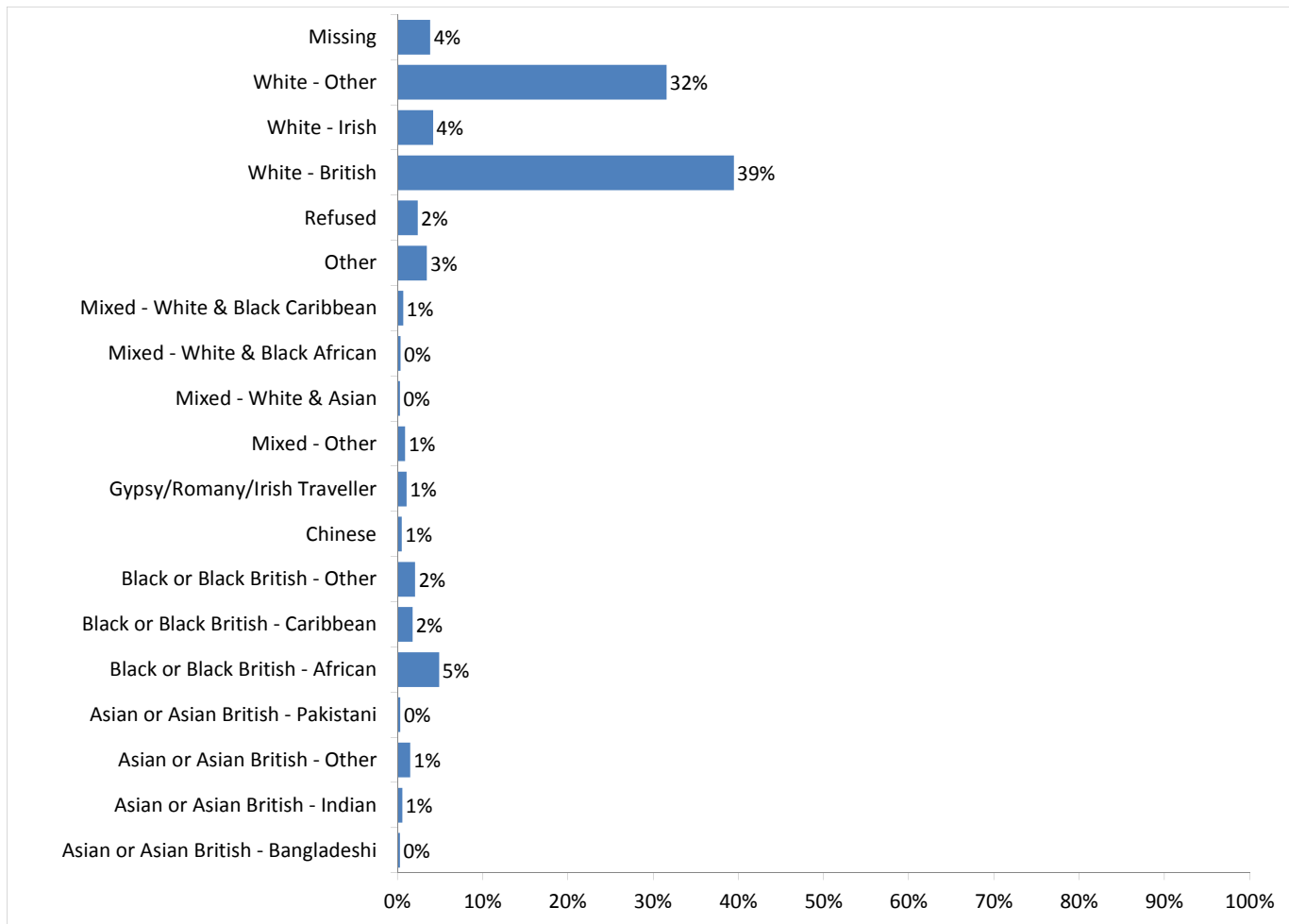
57% of people contacted in Westminster this year were aged 26-45.

9% of people contacted were aged 25 years or under, 7 of which were aged under 18 years.

12% were aged over 55 years.

11) Ethnicity

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



Base: 3337

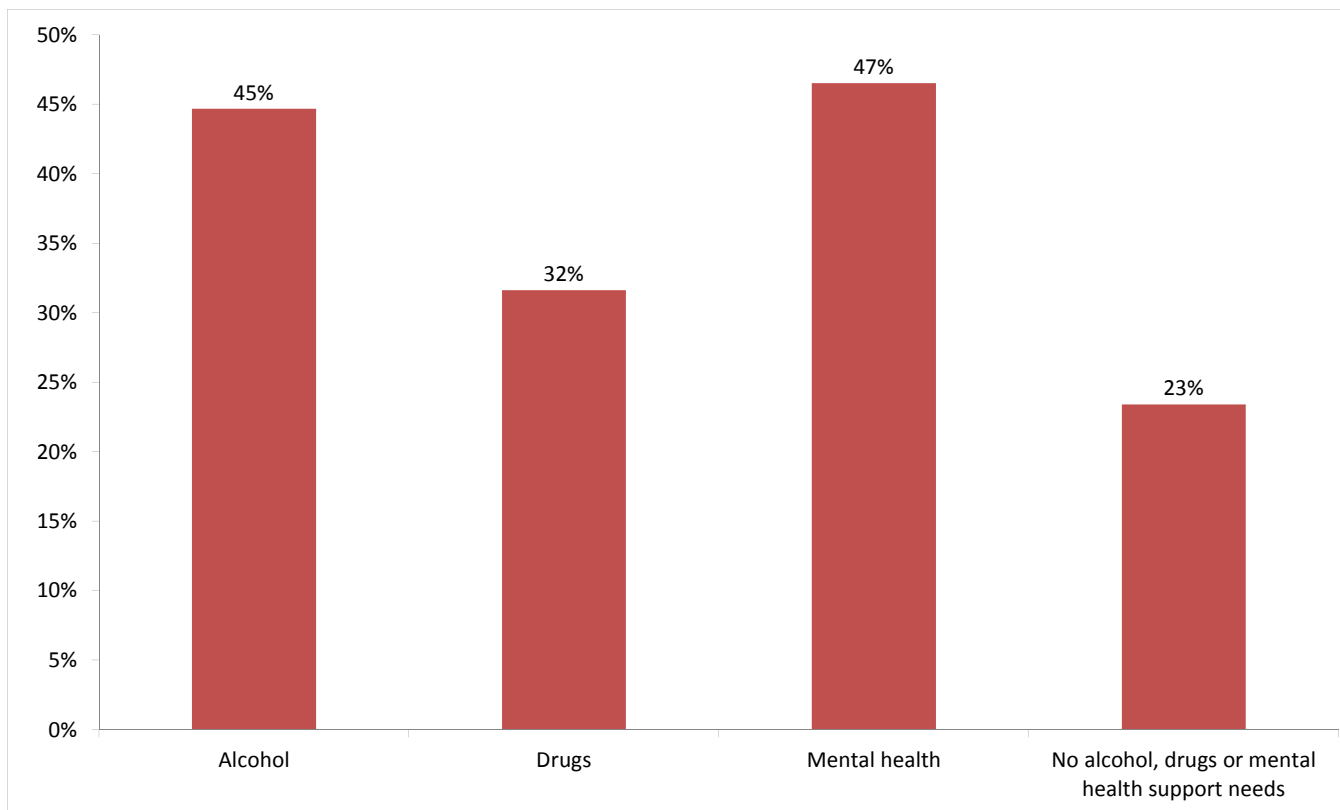
The majority of people contacted in Westminster in 2011-12 were white (75%), most of whom were white British.

9% of people contacted were black and 3% were Asian.

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

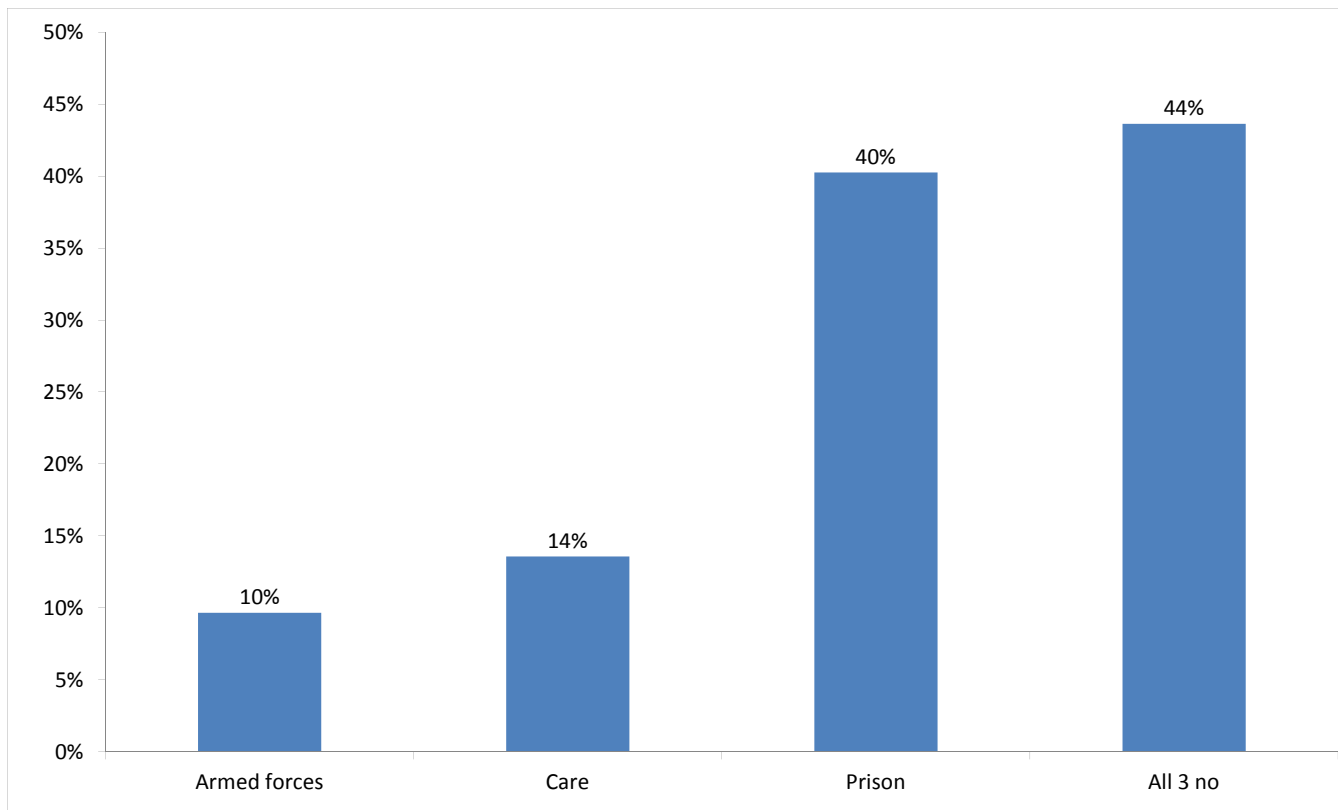


Base: 2162 Note that the base figure for this graph excludes clients where all 3 support needs are not known or not recorded (1125).

Support Needs	No. of people	%
Alcohol only	293	9%
Drugs only	127	4%
Mental health only	368	11%
Alcohol and drugs	172	5%
Alcohol and mental health	253	8%
Drugs and mental health	137	4%
Alcohol, drugs and mental health	248	8%
All 3 no	506	15%
All 3 not known or not assessed	1125	34%
All 3 no, not known or not assessed	58	2%
Total	3287	100%

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: 1922 Note that the base figure for this graph excludes clients where all 3 institutional histories are not known.

186 people contacted in Westminster this year have previously been in the armed forces.

Nationality	Number of rough sleepers	% of people seen rough sleeping
UK	56	2%
Non-UK	94	4%
Total	150	6%

261 people contacted in Westminster this year have previously been in care.

774 people contacted in Westminster this year have previously been in prison.

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

Appendices

Arrivals by source of referral

Source of referral Accommodation	BBS - CSTM	CSTM - Advice & Housing	Passage Assessment	BBS - Passage	The Passage - Day Centre	Passage BBS and Day Centre	Passage Second Stage	BBS - St Mungo's	Westminster Ark	Westminster Compass	City Rough Sleepers Team	Lambeth SORT	West London Day Centre	London Street Rescue	HAART	Rolling shelter	Hostel	St Mungo's internal transfer	Advice Agency	Local authority	Prison (other referral source)	Total
The Passage - Passage Assessment Centre	1			1		2																4
Centrepoint - Greek Street	1			2	1																	4
Church Army - Cosway Street		1		1				2					1	3							1	9
Riverside English Churches - Queen Mary's		1		4	1			4													2	12
Look Ahead - Bayswater	6	7		3				7		4						1	6				3	37
Look Ahead - Hopkinson House	7			5						1							6					19
People Can - 13A Soho	13	5		15	3	2		13		7		3				2	6				1	70
Riverside English Churches - King George's	9			13	1	2		13		12						2	3				1	62
Salvation Army - Edward Alsop Court	11	6		8	4	2		6	1	1			1				5	1	3	1	1	54
St Mungo's - Harrow Road	1			5	1			3		2	2			1	1			1			3	20
The Passage - Passage House	15	4	1	35	8		1	7		4							1				2	78
The Passage - Passage House Foyer						1	1	3		1							1					7

Source of referral Accommodation	BBS - CSTM	CSTM - Advice & Housing Passage Assessment	BBS - Passage The Passage - Day Centre	Passage BBS and Day Centre	Passage Second Stage	BBS - St Mungo's	Westminster Ark	Westminster Compass	City Rough Sleepers Team	Lambeth SORT	West London Day Centre	London Street Rescue	HAART	Rolling shelter	Hostel	St Mungo's internal transfer	Advice Agency	Local authority	Prison (other referral source)	Total			
The Passage - Montfort House			1	2		1		2							1				2	9			
Thames Reach - Shroton Street	5		1			2		1						1						10			
St Mungo's - Bravington Road (3-5)	1															1				2			
St Mungo's - Shirland Road (17-19)															2					2			
Total	70	24	1	93	20	11	2	61	1	35	2	3	2	4	3	4	31	3	3	1	2	23	399

Destination Accommodation	Care home	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	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	Tied accommodation	Temporary accommodation	Total	
St Mungo's - Harrow Road				3			8	2		7										1		1			22	
The Passage - Passage House		2		1	1		15	4	1	8	5	2	1		1	1	1		3	3		5	3		1	58
The Passage - Passage House Foyer		1					1				3					3							1			9
The Passage - Montfort House		3	1					1	2							1								1		9
Thames Reach - Shroton Street	1						2			2							1		2	1						9
St Mungo's - Bliss Mews																1										1
St Mungo's - Bravington Road (225)										1																1
St Mungo's - Bravington Road (3-5)									1	1	1															3
St Mungo's - Portishead House								1																		1
St Mungo's - Royal Oak					1														1							2
St Mungo's - Shirland Road (56)								1																		1
Total	3	15	6	6	3	4	52	23	20	93	27	12	5	1	1	2	20	5	18	19	28	38	29	1	15	446

Departures by reason for leaving

Planned/Unplanned Accommodation	Planned	Abandoned Evicted (behaviour)	End of time- limited stay	Neutral Evicted (arrears)	Unplanned - other	Total
The Passage - Passage Assessment Centre	8	1	1			10
Church Army - Cosway Street	3		2			5
Riverside English Churches - King George's	31	10	8		2	65
Riverside English Churches - Queen Mary's	4	5	1			10
Equinox - Hopkinson House	1					1
Look Ahead - Bayswater	18	15	3			36
Look Ahead - Hopkinson House	15	2	1	1		19
Look Ahead - Victoria	56	1	1	2		60
People Can - 13A Soho	37	10	8	1	9	72
Salvation Army - Edward Alsop Court	32	11	1	2	4	51
St Mungo's - Francis Street	1					1
St Mungo's - Harrow Road	9	6	2	3	1	22
The Passage - Passage House Foyer	8				1	9
The Passage - Passage House	40	10	3	1	3	58
The Passage - Montfort House	9					9

Planned/Unplanned Accommodation	Planned	Abandoned Evicted (behaviour)	End of time- limited stay	Neutral Evicted (arrears)	Unplanned - other	Total		
Thames Reach - Shroton Street	7	2				9		
St Mungo's - Bliss Mews	1					1		
St Mungo's - Bravington Road (3-5)	2	1				3		
St Mungo's - Bravington Road (225)					1	1		
St Mungo's - Royal Oak	2					2		
St Mungo's - Portishead House	1					1		
St Mungo's - Shirland Road (56)	1					1		
Total	286	74	24	11	6	18	27	446