



**CHAIN**  
**Quarterly Report for**  
**Camden**  
**April - June 2011**



# CHAIN Quarterly report for 1st April to 30th June 2011

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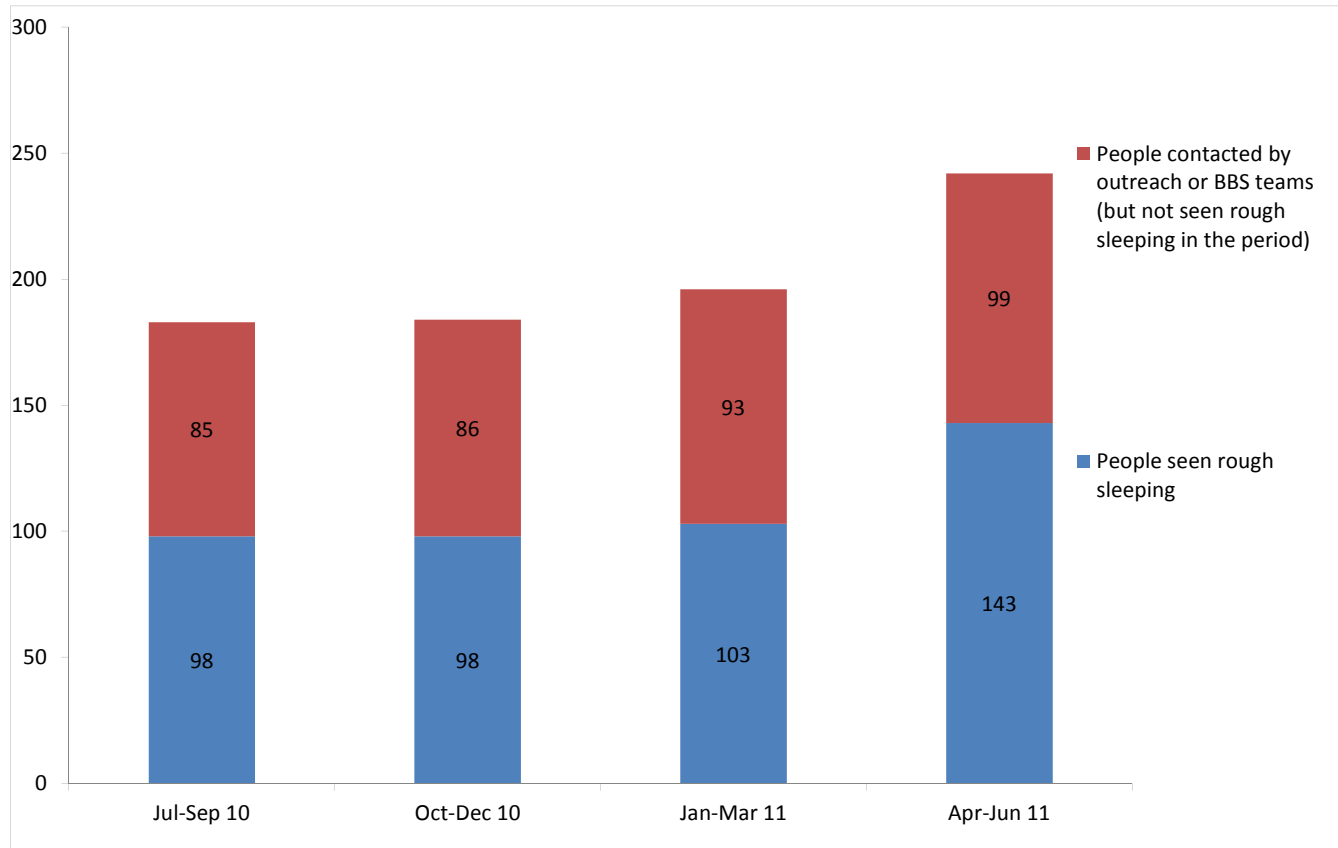
Street population (people who rough sleep and/or engage in a street lifestyle) contacted by outreach who fall into one or more of the street activity categories on CHAIN

# CHAIN Quarterly report for Camden

## Outreach Work

### 1) Rough sleeping

People seen by outreach or building based (BBS) teams in the quarter - rough sleeping or contacted either on the streets or in services



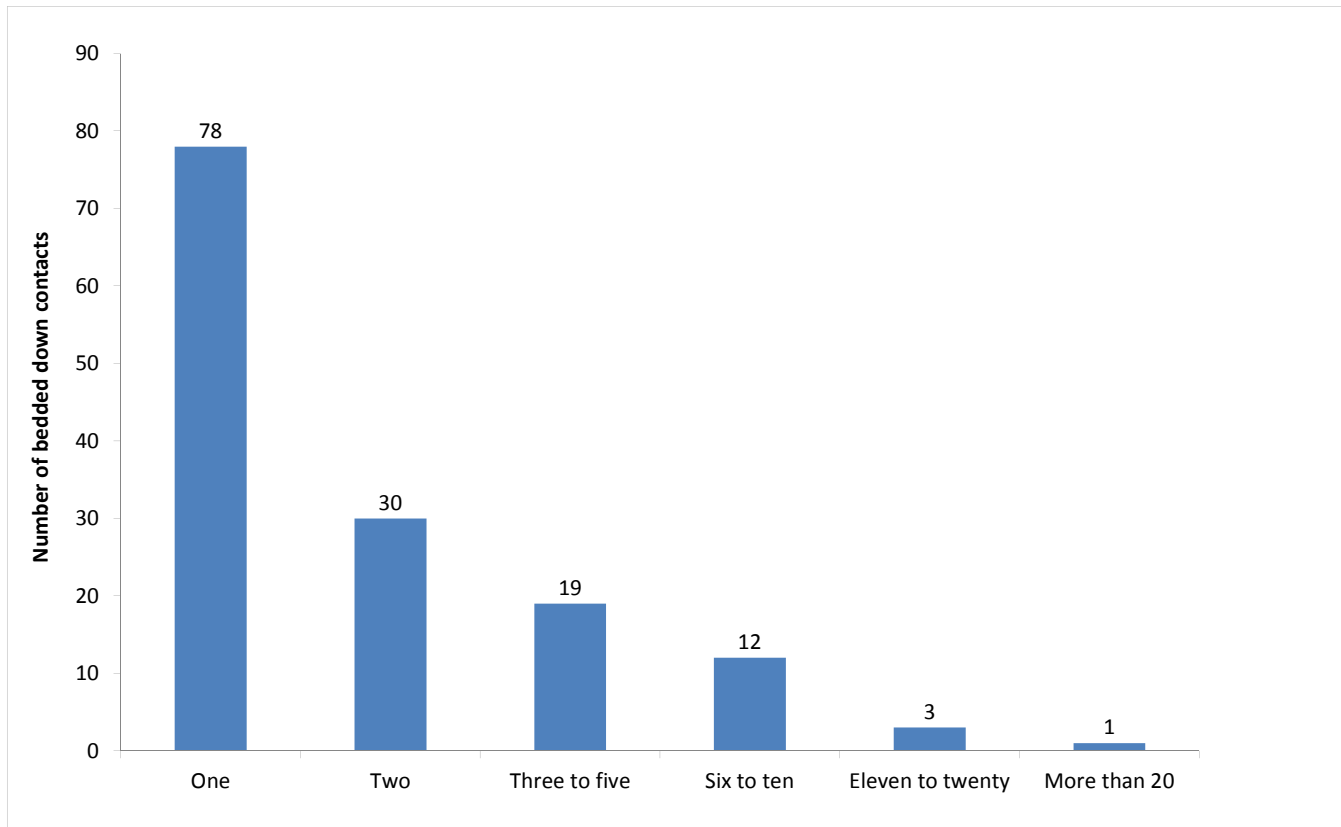
Jul - Sep 10 base: 183  
Oct - Dec 10 base: 184  
Jan - Mar 11 base: 196  
Apr - Jun 11 base: 242

242 verified rough sleepers were contacted by services in Camden during the quarter. This is an increase from 196 last quarter and compares to 189 in the same quarter last year.

Of these 242, 143 had a bedded down street contact in the quarter and so were known to have slept rough in Camden during the quarter. The number sleeping rough this quarter has increased by 39%.

## 2) Rough sleeping volume

People seen rough sleeping by number of bedded down contacts during the quarter



Base: 242

Flow has increased from 33 last quarter to 75 this quarter.

Of the 143 people seen rough sleeping this quarter, 78 only had a single bedded down street contact.

Of the 143 people seen bedded down, 19 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.

### 3) Nationality of rough sleepers

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

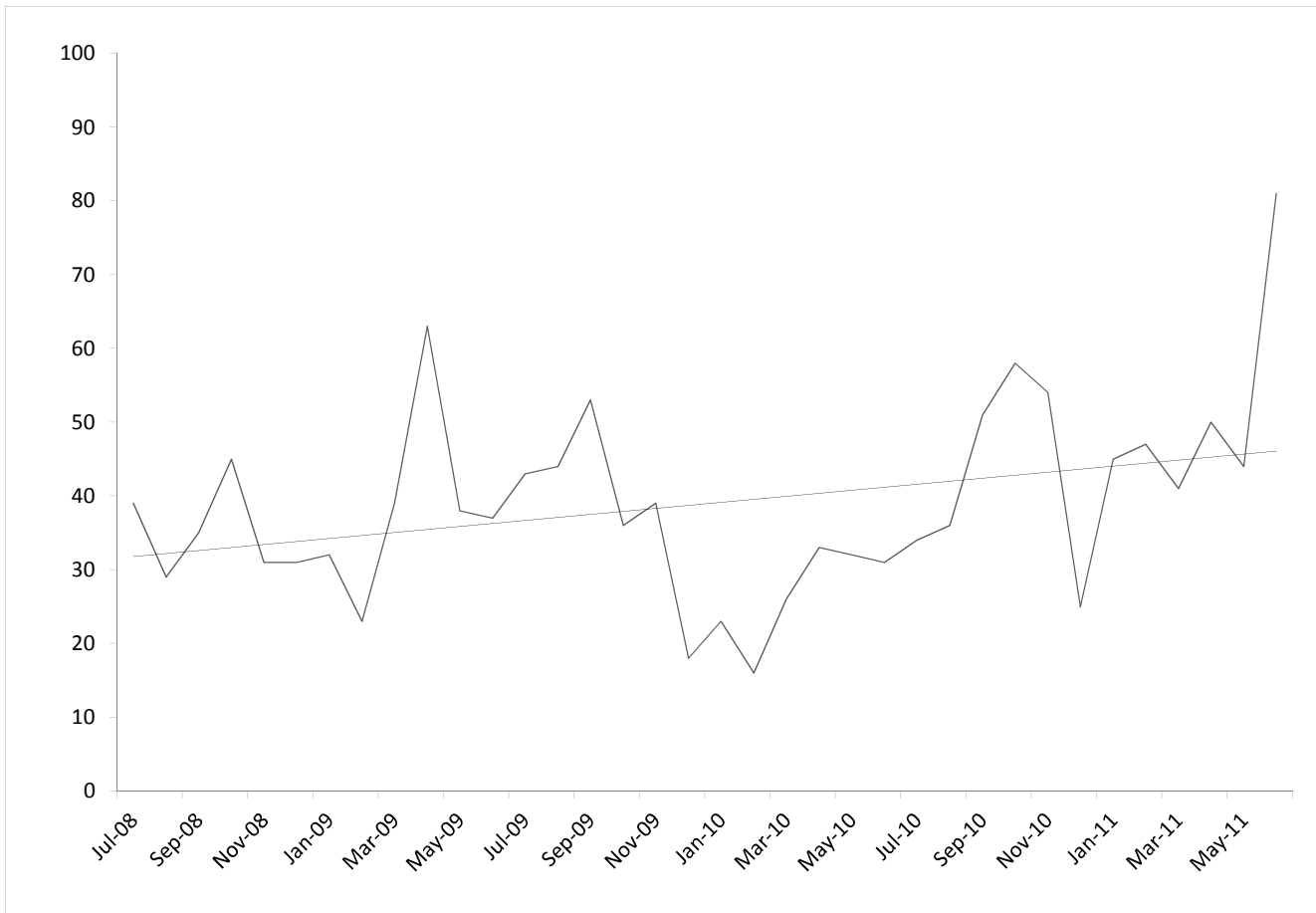
| Nationality                                      | Jul-Sep   | %          | Oct-Dec   | %          | Jan-Mar    | %          | Apr - Jun  | %          |
|--|-----------|------------|-----------|------------|------------|------------|------------|------------|
| UK   | 43        | 54%        | 52        | 61%        | 49         | 53%        | 84         | 63%        |
| Ireland (Republic of)                            | 2         | 3%         | 0         | 0%         | 5          | 5%         | 6          | 5%         |
| Portugal   | 1         | 1%         | 2         | 2%         | 1          | 1%         | 0          | 0%         |
| Bulgaria   | 1         | 1%         | 0         | 0%         | 0          | 0%         | 0          | 0%         |
| Czech Republic                                   | 1         | 1%         | 0         | 0%         | 4          | 4%         | 1          | 1%         |
| Estonia  | 0         | 0%         | 0         | 0%         | 0          | 0%         | 0          | 0%         |
| Hungary  | 1         | 1%         | 0         | 0%         | 0          | 0%         | 1          | 1%         |
| Latvia   | 3         | 4%         | 1         | 1%         | 2          | 2%         | 9          | 7%         |
| Lithuania  | 0         | 0%         | 2         | 2%         | 4          | 4%         | 1          | 1%         |
| Poland   | 18        | 23%        | 13        | 15%        | 15         | 16%        | 15         | 11%        |
| Romania  | 3         | 4%         | 3         | 4%         | 1          | 1%         | 3          | 2%         |
| Slovenia   | 0         | 0%         | 0         | 0%         | 0          | 0%         | 0          | 0%         |
| Slovakia   | 0         | 0%         | 3         | 4%         | 1          | 1%         | 1          | 1%         |
| <b>Central and East European (CEE) sub-total</b> | <b>27</b> | <b>34%</b> | <b>22</b> | <b>26%</b> | <b>27</b>  | <b>29%</b> | <b>31</b>  | <b>23%</b> |
| other Europe                                     | 2         | 3%         | 1         | 1%         | 7          | 8%         | 8          | 6%         |
| Eritrea  | 1         | 1%         | 1         | 1%         | 0          | 0%         | 0          | 0%         |
| Africa   | 2         | 3%         | 3         | 4%         | 3          | 3%         | 3          | 2%         |
| America  | 0         | 0%         | 1         | 1%         | 0          | 0%         | 0          | 0%         |
| Asia   | 1         | 1%         | 3         | 4%         | 1          | 1%         | 1          | 1%         |
| Australasia                                      | 0         | 0%         | 0         | 0%         | 0          | 0%         | 0          | 0%         |
| Missing  | 12        |            | 11        |            | 6          |            | 5          |            |
| Not known  | 7         |            | 2         |            | 4          |            | 5          |            |
| <b>Total</b>                                     | <b>98</b> |            | <b>98</b> |            | <b>103</b> |            | <b>143</b> |            |
| <b>Total**</b>                                   | <b>79</b> |            | <b>85</b> |            | <b>93</b>  |            | <b>133</b> |            |

Base: 133 Note that the base figure for this graph excludes clients where the nationality is missing or not known (10).

\*\*This total excludes those people seen rough sleeping where their nationality is not known

#### 4) People contacted by month

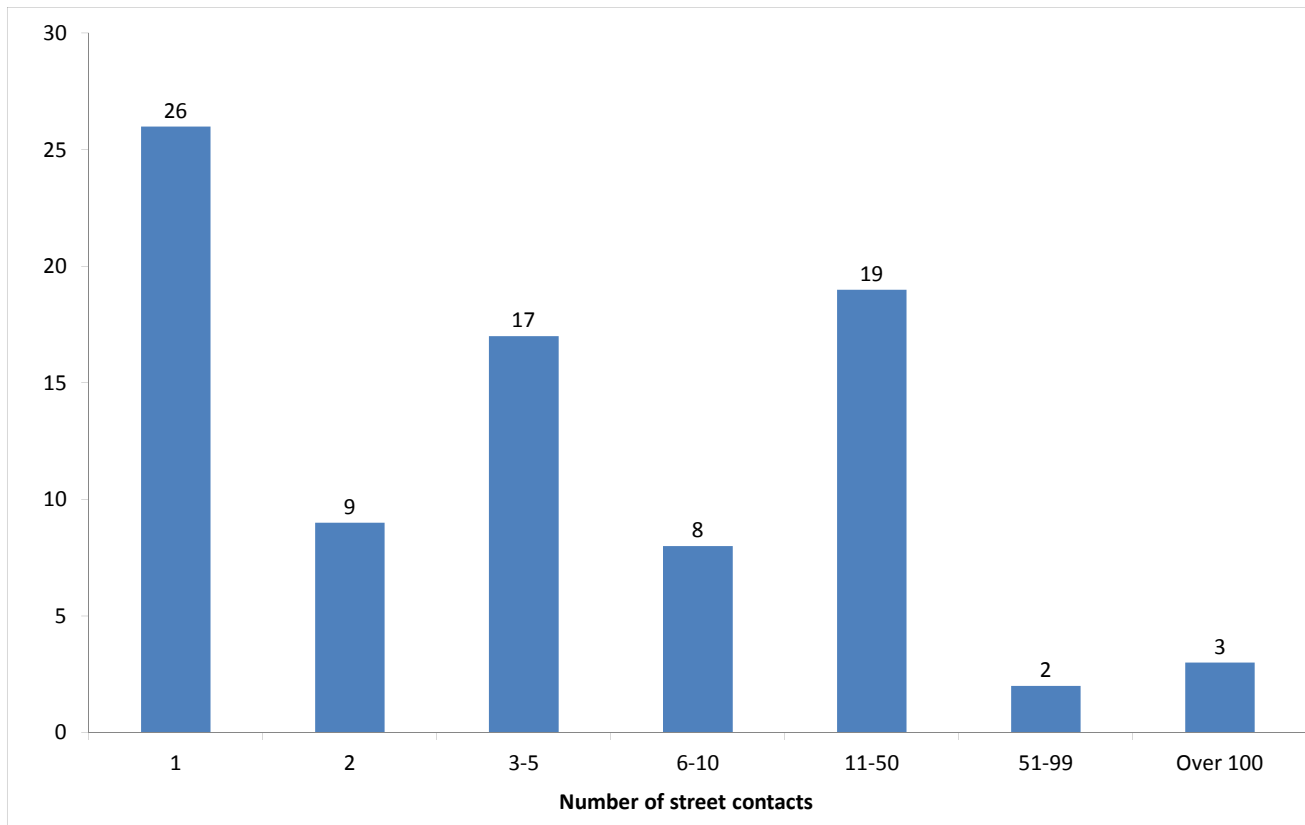
People seen rough sleeping by outreach or building based (BBS) teams by month



The black line shows the total number of people seen rough sleeping.

## 5) No booking into accommodation events

People contacted in the quarter 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 (35%) verified rough sleepers contacted across Camden this quarter have never had a booking in action recorded on CHAIN. This has increased slightly from 59 (30%) in the previous period.

68 of these people have slept rough in the quarter, which is 48% of all people sleeping rough this quarter.

26 (31%) 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 Camden have never had a booking in action despite having over a hundred street contacts. This is consistent with previous quarters.

## 6) Booking into accommodation and reconnection events

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

| Accommodation type   | No. of Events | %           |
|--|---------------|-------------|
| Assessment centre  | 1             | 6%          |
| Bed & breakfast  | 0             | 0%          |
| Clinic/Detox/Rehab   | 0             | 0%          |
| Night Centre   | 0             | 0%          |
| Rolling shelter  | 3             | 19%         |
| Hostel   | 10            | 63%         |
| Other temporary  | 0             | 0%          |
| Second-stage accommodation                                 | 0             | 0%          |
| St Mungo's complex needs                                   | 0             | 0%          |
| St Mungo's semi-independent                                | 0             | 0%          |
| Clearing House/RSI   | 0             | 0%          |
| LA tenancy (general needs)                                 | 0             | 0%          |
| Private rented sector                                      | 0             | 0%          |
| Private rented sector - independent                        | 0             | 0%          |
| Private rented sector - with some floating support/support | 0             | 0%          |
| RSL tenancy (general needs)                                | 0             | 0%          |
| Sheltered housing  | 0             | 0%          |
| Supported housing  | 0             | 0%          |
| Other long-term accommodation                              | 0             | 0%          |
| <b>Bookings into accommodation total</b>                   | <b>14</b>     | <b>88%</b>  |
| Return to home area  | 2             | 13%         |
| Seeking work   | 0             | 0%          |
| Move to area for friends/family                            | 1             | 6%          |
| Move to area with appropriate services                     | 1             | 6%          |
| Other  | 0             | 0%          |
| <b>Reconnections total</b>                                 | <b>2</b>      | <b>13%</b>  |
| <b>TOTAL</b>   | <b>16</b>     | <b>100%</b> |

Outreach and BBS teams across Camden succeeded in reconnecting or booking into accommodation 14 people, 6% of the 242 people contacted during the quarter.

This is a slightly lower proportion than the previous quarter - Jan-Mar: 22 people (11%).

11 people had a total of 14 booking in events. This indicates that individuals can be booked into accommodation (the same type or different) more than once in the quarter.

Nobody was booked into long-term accommodation. This is the same as last quarter.

9 people were booked into hostel accommodation. This is slightly lower than previous periods (Jul-Sep:12, Oct-Dec: 13, Jan-Mar: 14).

Outreach and BBS teams across Camden achieved a confirmed reconnection with 2 people they contacted this quarter. This is 1% of the people contacted by outreach or BBS teams this quarter.

2 confirmed reconnection events were recorded by outreach and BBS teams for verified rough sleepers this quarter. In addition, teams recorded 0 such actions for the wider street population (people not seen sleeping rough).

In addition, 25 people were referred to the No Second Night Out Assessment Hub. Of these 17 achieved either a confirmed reconnection or an accommodation stay, or both.

\* These events are excluded from the total. Referral to hostel is a speculative referral to a hostel, confirmation of which leads to a booking in action being recorded.

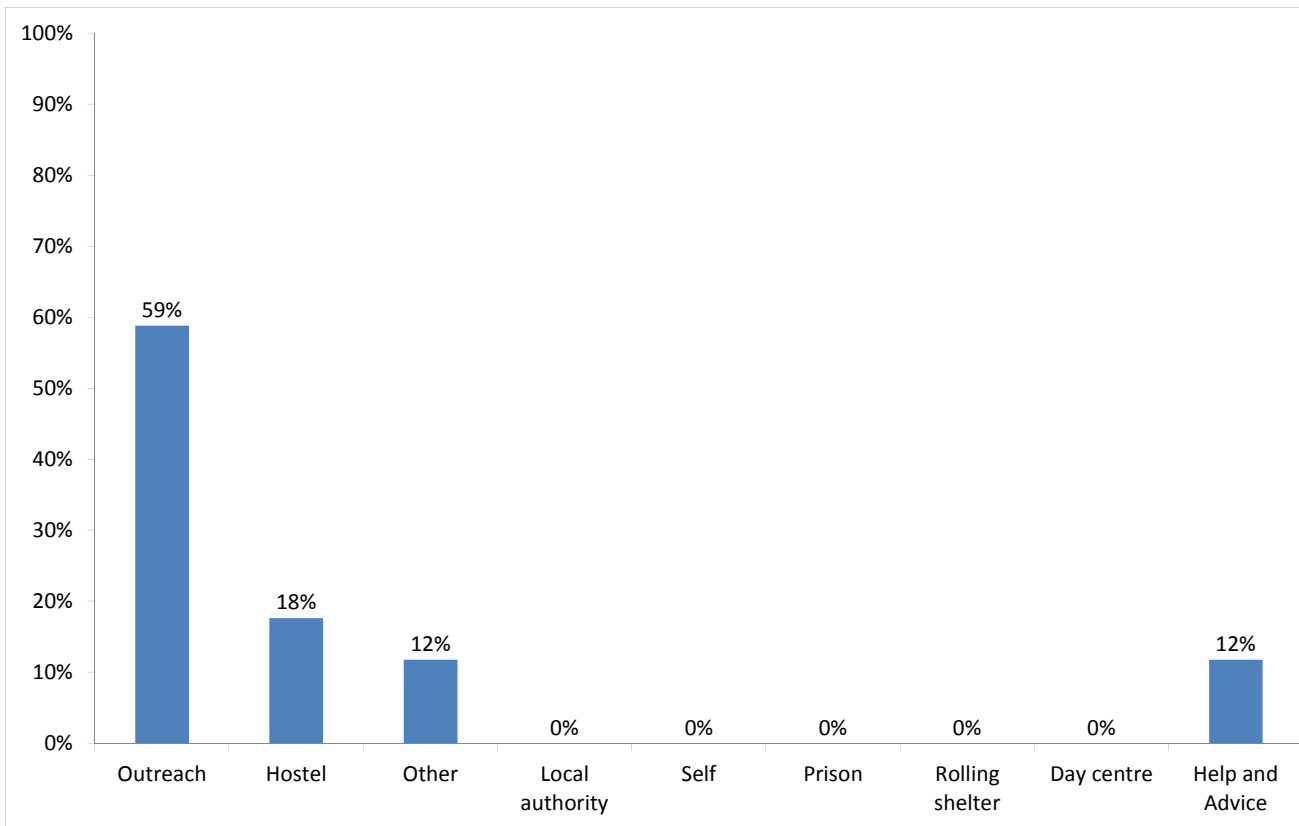




## Temporary Accommodation: hostels, assessment centres, rolling shelters and second stage

### 7) Arrivals

Temporary accommodation arrivals by accommodation project and source of referral.



Base: 17

16 people arrived at accommodation in Camden this year. These 16 people had 17 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 previous periods (Jul-Sep: 30, Oct - Dec: 14, Jan-Mar: 19).

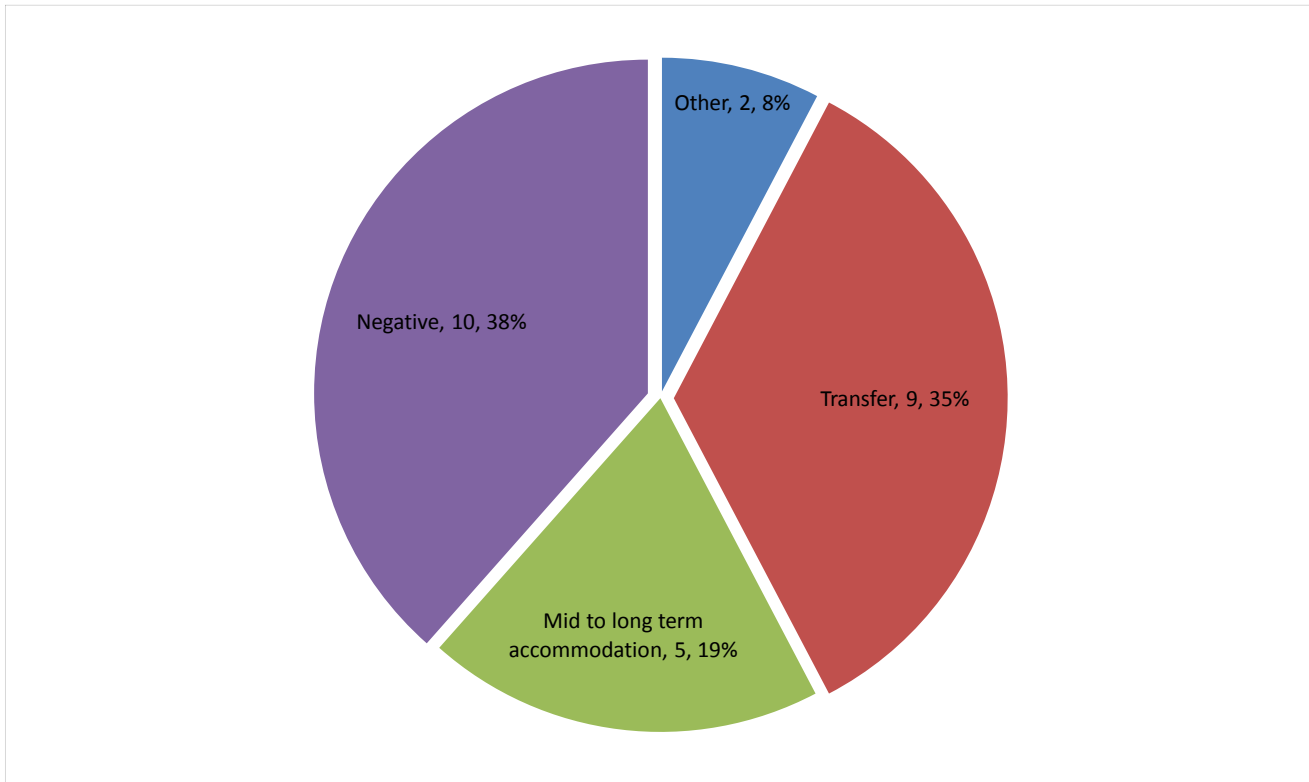
The proportion of arrivals to accommodation in Camden that were referred by outreach or BBS teams and other accommodation projects is consistent with previous periods this quarter.

**Breakdown by accommodation:**

| Source of referral<br>→<br>Accommodation<br>↓ | CSTM - Advice & Housing | BBS - Passage | BBS - St Mungo's | Westminster SPOT | CRI - Camden | Hostel   | other referral source) | Total     |
|---|-------------------------|---------------|------------------|------------------|--------------|----------|------------------------|-----------|
| St John of God - Olallo Project               | 2                       | 1             | 2                | 1                |              |          |                        | 6         |
| SHP - Arlington Road                          |                         |               |                  |                  |              | 1        |                        | 1         |
| SHP - Dennis Handfield House                  |                         |               |                  |                  |              | 1        | 1                      | 2         |
| SHP - 165 Project                             |                         |               |                  |                  | 1            |          |                        | 1         |
| St Mungo's - Birkenhead Street                |                         |               |                  |                  | 2            | 1        |                        | 3         |
| St Mungo's - Endsleigh Gardens                |                         |               |                  |                  | 2            |          | 1                      | 3         |
| St Mungo's - St Pancras Way                   |                         |               |                  |                  | 1            |          |                        | 1         |
| <b>Total</b>                                  | <b>2</b>                | <b>1</b>      | <b>2</b>         | <b>1</b>         | <b>6</b>     | <b>3</b> | <b>2</b>               | <b>17</b> |

## 8) Departures - destination on departure

Departure actions by destination on departure



Base: 26

| 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 | %   |
|---|--------|-----|
| Clearing House/RSI                                    | 2      | 8%  |
| Detox clinic  | 1      | 4%  |
| Died  | 1      | 4%  |
| Hospital - long term                                  | 1      | 4%  |
| Hostel - another organisation                         | 4      | 15% |
| Hostel - within the organisation                      | 1      | 4%  |
| Not known   | 6      | 23% |
| Private rented sector - independent                   | 2      | 8%  |
| Psychiatric hospital                                  | 3      | 12% |
| Sleeping rough/Returned to streets                    | 3      | 12% |
| Staying with friends                                  | 1      | 4%  |
| Taken into custody                                    | 1      | 4%  |

|              |           |             |
|--------------|-----------|-------------|
| <b>Total</b> | <b>26</b> | <b>100%</b> |
|--------------|-----------|-------------|

24 people departed from accommodation in Camden this year. These 24 people had 26 departure actions. This indicates that an individual can depart from more than once (at the same accommodation project or different) in a period.

19% of people left accommodation to move to another hostel. This is an increase on the previous three periods.

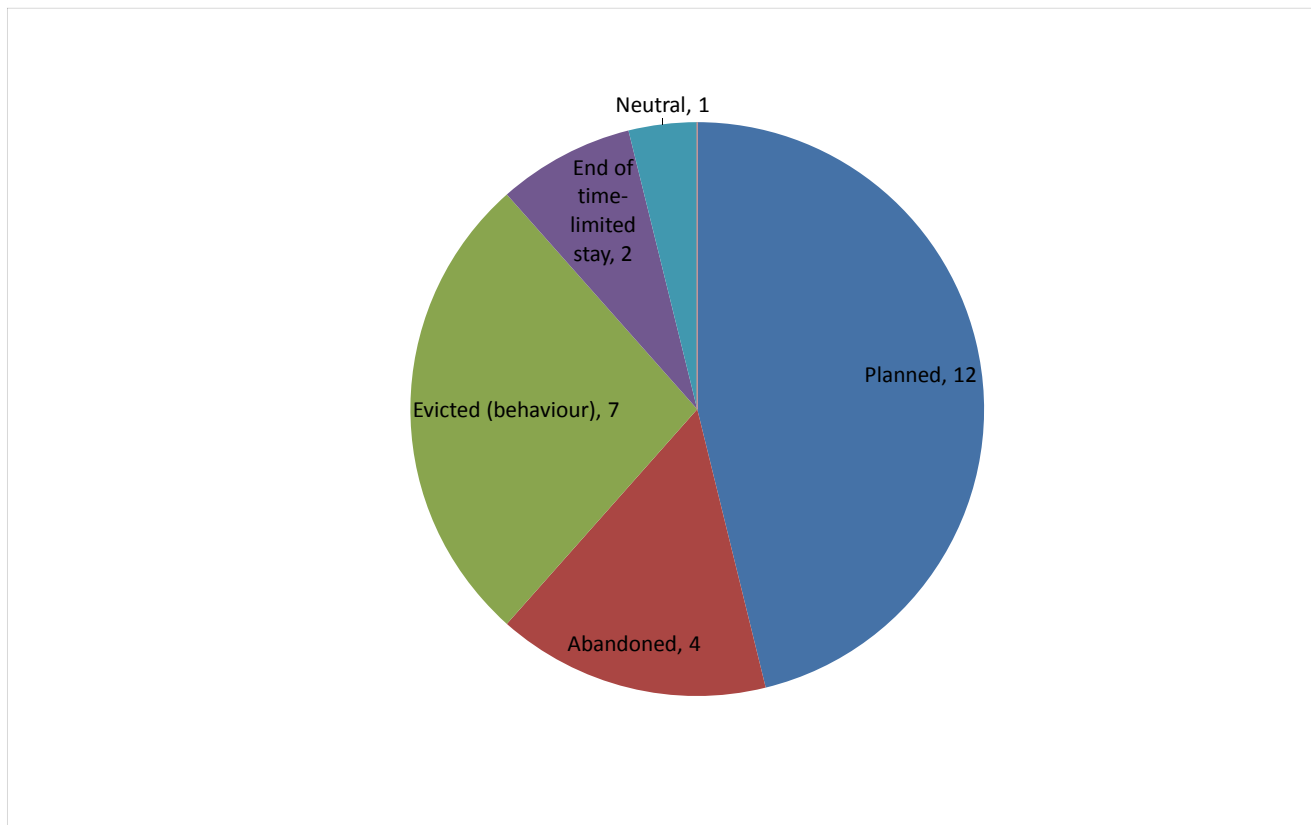
19% of people left accommodation to move to mid to long-term accommodation. This is an increase on the previous period.

#### Breakdown by accommodation

| Destination<br>Accommodation        |                     |              |          |                      |                               |                                  |           |                         |                      |                         |                      |                    | Total |           |
|-------------------------------------|---------------------|--------------|----------|----------------------|-------------------------------|----------------------------------|-----------|-------------------------|----------------------|-------------------------|----------------------|--------------------|-------|-----------|
|                                     | Clearing House /RSI | Detox clinic | Died     | Hospital - long term | Hostel - another organisation | Hostel - within the organisation | Not known | Private rented sector - | Psychiatric hospital | Sleeping rough/Returned | Staying with friends | Taken into custody |       |           |
| Irish Centre Housing - Conway House |                     |              |          |                      | 1                             |                                  |           |                         |                      |                         |                      |                    |       | 1         |
| St John of God - Olallo Project     |                     |              |          |                      | 1                             |                                  | 2         | 1                       |                      | 2                       | 1                    |                    |       | 7         |
| SHP - Arlington Road                |                     | 1            |          |                      | 1                             |                                  |           |                         |                      |                         |                      |                    |       | 2         |
| SHP - Dennis Handfield House        |                     |              |          |                      |                               |                                  | 1         |                         |                      | 1                       |                      |                    |       | 2         |
| St Mungo's - Birkenhead Street      |                     |              |          |                      |                               |                                  | 1         |                         | 1                    |                         |                      |                    |       | 2         |
| St Mungo's - Endell Street          |                     |              |          |                      |                               |                                  |           | 1                       |                      |                         |                      |                    |       | 1         |
| St Mungo's - Endsleigh Gardens      | 2                   |              | 1        |                      |                               | 1                                |           |                         | 2                    |                         |                      |                    |       | 6         |
| St Mungo's - Grays Inn Road         |                     |              |          | 1                    |                               |                                  |           |                         |                      |                         |                      |                    |       | 1         |
| St Mungo's - St Pancras Way         |                     |              |          |                      | 1                             |                                  | 2         |                         |                      |                         |                      |                    | 1     | 4         |
| <b>Total</b>                        | <b>2</b>            | <b>1</b>     | <b>1</b> | <b>1</b>             | <b>4</b>                      | <b>1</b>                         | <b>6</b>  | <b>2</b>                | <b>3</b>             | <b>3</b>                | <b>1</b>             | <b>1</b>           |       | <b>26</b> |

## 9) Departures - reason for leaving

Departures by whether or not the departure was planned or unplanned



Base: 26

24 people departed from accommodation in Camden this quarter. These 24 people had 26 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 lower than previous quarters.

46% of departures were due to a planned move. This is similar to previous quarters.

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

27% of departures were due to evictions. This is similar to previous quarters.

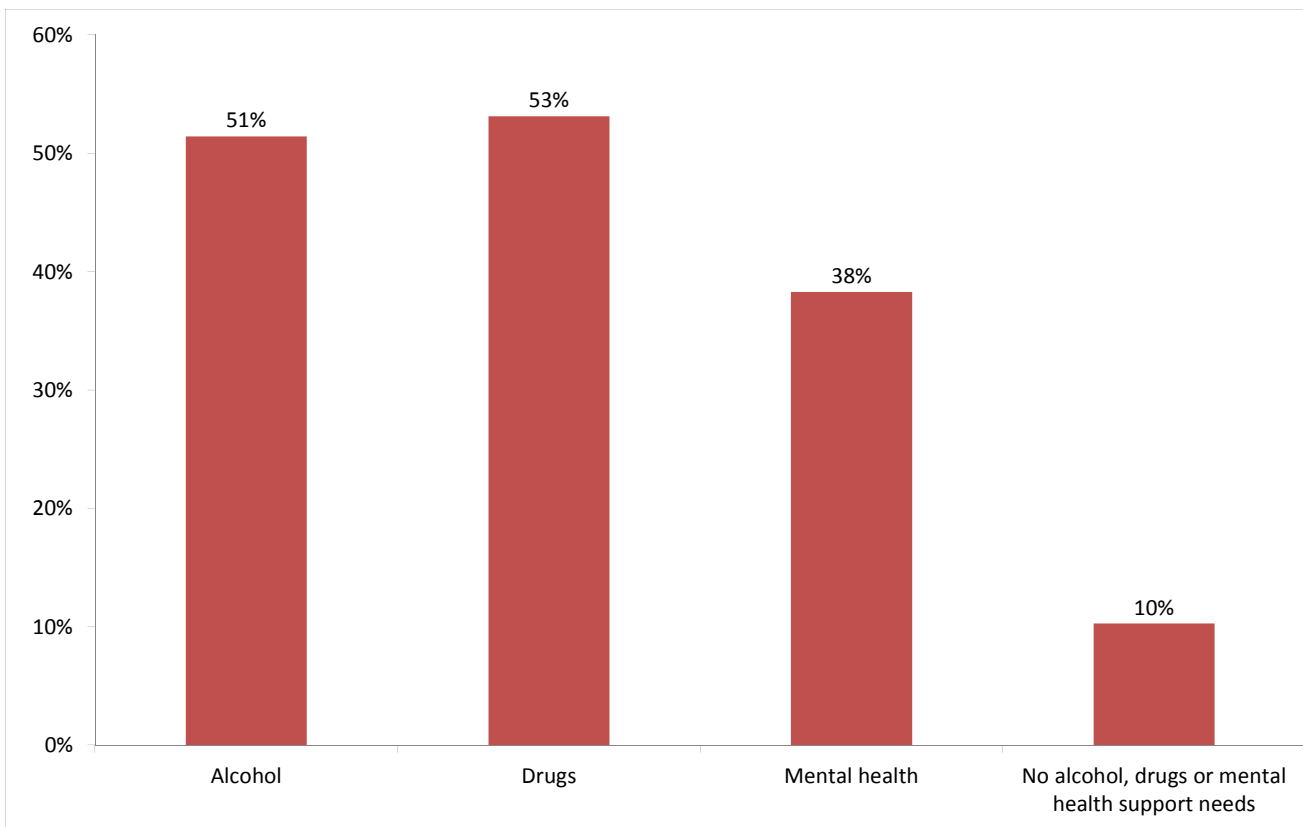
**Breakdown by accommodation**

| Planned/Unplanned<br>Accommodation     | Planned   | Abandoned | Evicted<br>(behaviour) | End of time-<br>limited stay | Neutral  | Total     |
|--|-----------|-----------|------------------------|------------------------------|----------|-----------|
| Irish Centre Housing -<br>Conway House | 1         |           |                        |                              |          | 1         |
| St John of God - Olallo<br>Project     | 3         | 2         | 1                      | 1                            |          | 7         |
| SHP - Arlington Road                   | 2         |           |                        |                              |          | 2         |
| SHP - Dennis<br>Handfield House        |           | 1         | 1                      |                              |          | 2         |
| St Mungo's -<br>Birkenhead Street      |           |           | 1                      | 1                            |          | 2         |
| St Mungo's - Endell<br>Street          | 1         |           |                        |                              |          | 1         |
| St Mungo's - Endsleigh<br>Gardens      | 3         |           | 2                      |                              | 1        | 6         |
| St Mungo's - Grays Inn<br>Road         | 1         |           |                        |                              |          | 1         |
| St Mungo's - St<br>Pancras Way         | 1         | 1         | 2                      |                              |          | 4         |
| <b>Total</b>                           | <b>12</b> | <b>4</b>  | <b>7</b>               | <b>2</b>                     | <b>1</b> | <b>26</b> |

## Client Support Needs/Institutional History

### 10) Support needs

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



Base: 175 Note that the base figure for this graph excludes clients where all 3 support needs are not known or not recorded (84).

| Support Needs                       | No. of people | %           |
|-------------------------------------|---------------|-------------|
| Alcohol only                        | 28            | 11%         |
| Drugs only                          | 29            | 11%         |
| Mental health only                  | 13            | 5%          |
| Alcohol and drugs                   | 26            | 10%         |
| Alcohol and mental health           | 16            | 6%          |
| Drugs and mental health             | 18            | 7%          |
| Alcohol, drugs and mental health    | 20            | 8%          |
| All 3 no                            | 18            | 7%          |
| All 3 not known or not assessed     | 84            | 32%         |
| All 3 no, not known or not assessed | 7             | 3%          |
| <b>Total</b>                        | <b>259</b>    | <b>100%</b> |

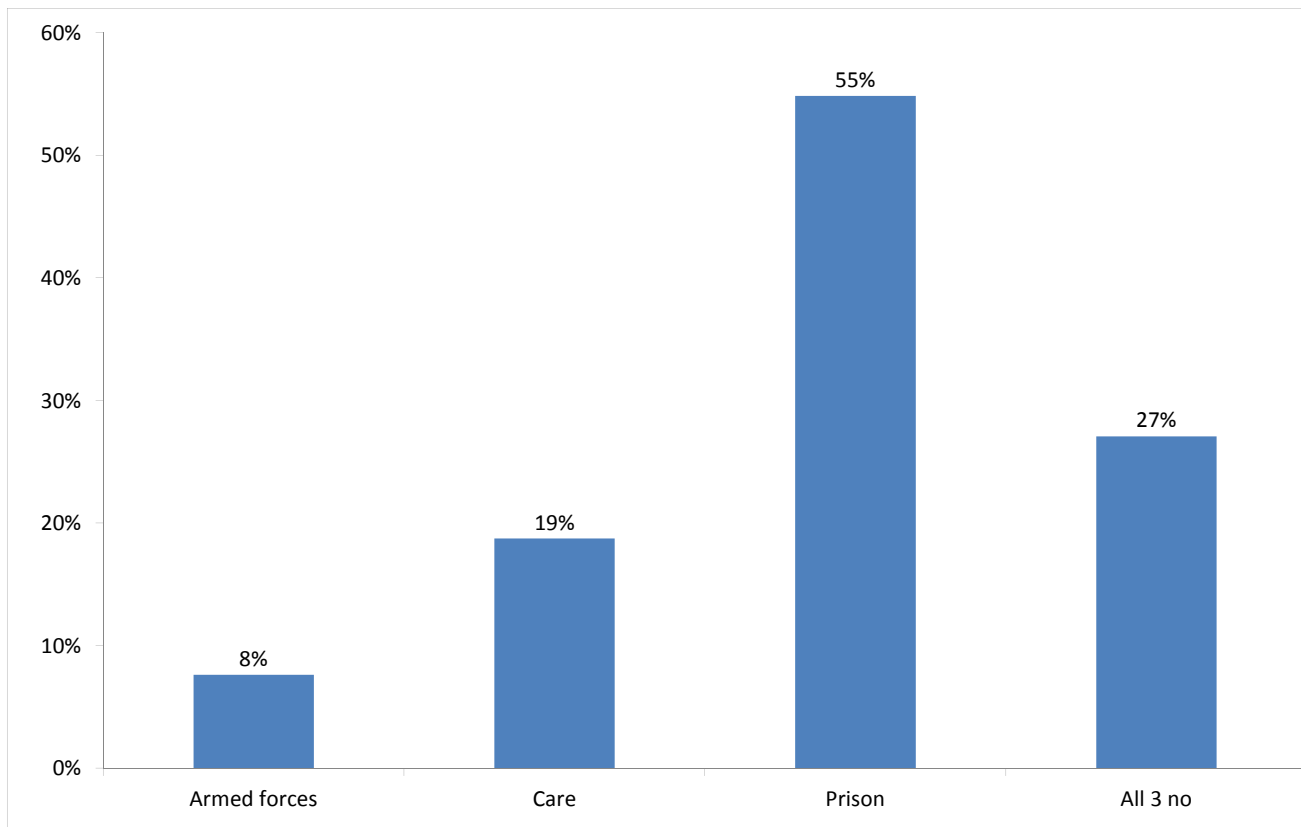
The proportion of people contacted in Camden with an alcohol, drugs or mental health support need is consistent with the previous two periods.

The proportion of people contacted in Camden with an drug support need (53%) is notably higher than the proportion across all boroughs (39%) this quarter.



## 11) Experience of armed forces, care and prison

People contacted by outreach or BBS teams and/or arriving in accommodation in the quarter by experience of the armed forces, care or prison



Base: 144 Note that the base figure for this graph excludes clients where all 3 institutional histories are not known.

11 people contacted in Camden this quarter have previously been in the armed forces (6 last quarter).

| Nationality  | Number    | % of people seen rough sleeping |
|--------------|-----------|---------------------------------|
| UK           | 5         | 3%                              |
| Non-UK **    | 6         | 4%                              |
| <b>Total</b> | <b>11</b> | <b>8%</b>                       |

\*\* Nationality is not known for 1 person

27 people contacted in Camden this quarter have previously been in care (22 last quarter).

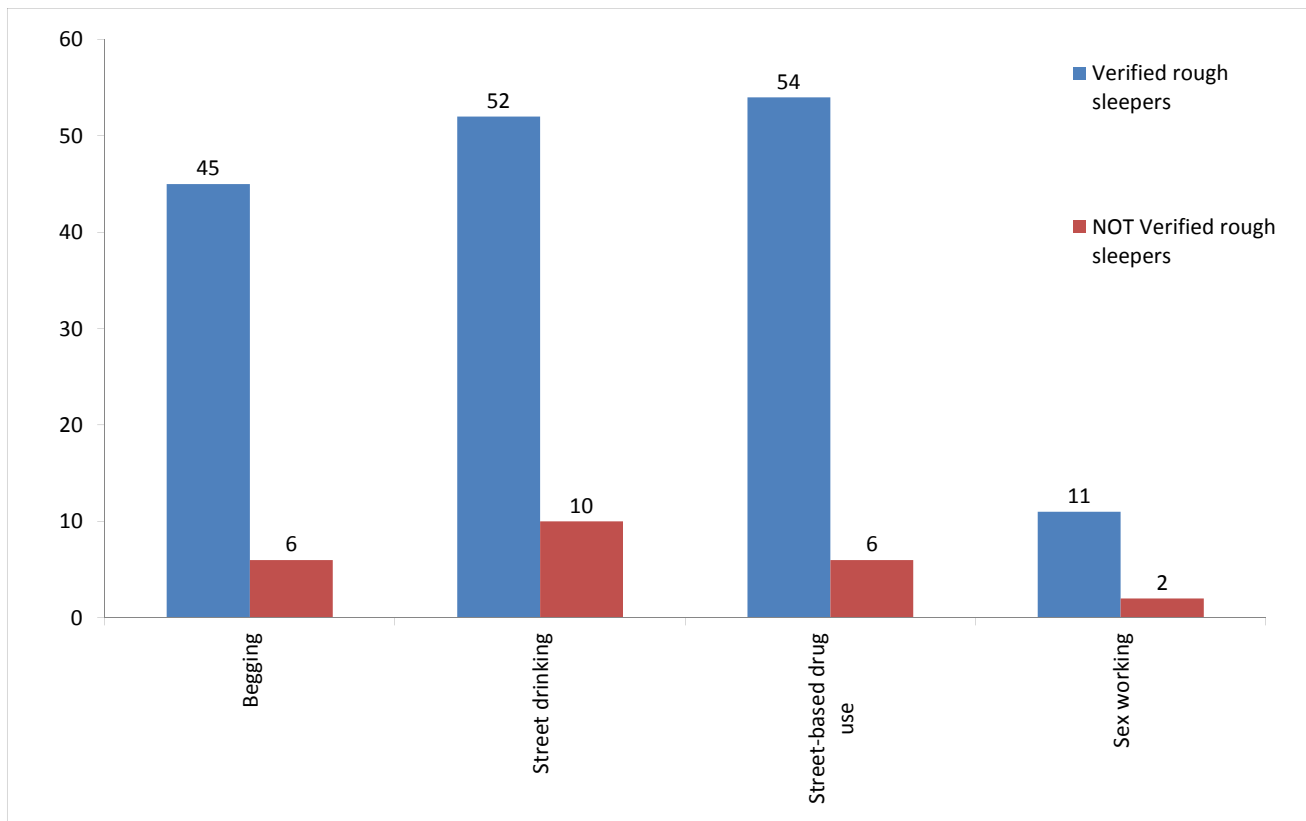
79 people contacted in Camden this quarter have previously been in prison (67 last quarter).

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

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

## 12) 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 people verified as rough sleepers: 87

Base for people not verified as rough sleepers: 13

Of the 242 verified rough sleepers contacted this quarter, 87 (36%) have been assessed as engaging in one or more street activities.

Some of these people contacted this quarter have been seen engaging in more than one type of street activity at some point.

In addition to the 242 verified rough sleepers contacted in the quarter by outreach or BBS teams, 42 people who are considered vulnerable but have not been seen rough sleeping were also contacted. Of these:

2 were booked into accommodation in Camden

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