



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



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

## Contents

### 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

#### 2) Rough sleeping volume

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

#### 3) Nationality of rough sleepers

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

#### 4) People contacted by month

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

#### 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

#### 6) Booking into accommodation and reconnection events

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

### Hostels, assessment centres, rolling shelters and second stage accommodation

#### 7) Arrivals

Temporary accommodation arrivals by accommodation project and source of referral.

#### 8) Departures - destination on departure

Departure actions by destination on departure

#### 9) Departures - reason for leaving

Departures by whether or not the departure was planned or unplanned

### Support needs and institutional history

#### 10) Support needs

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

#### 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

### Wider street population

#### 12) Street activity

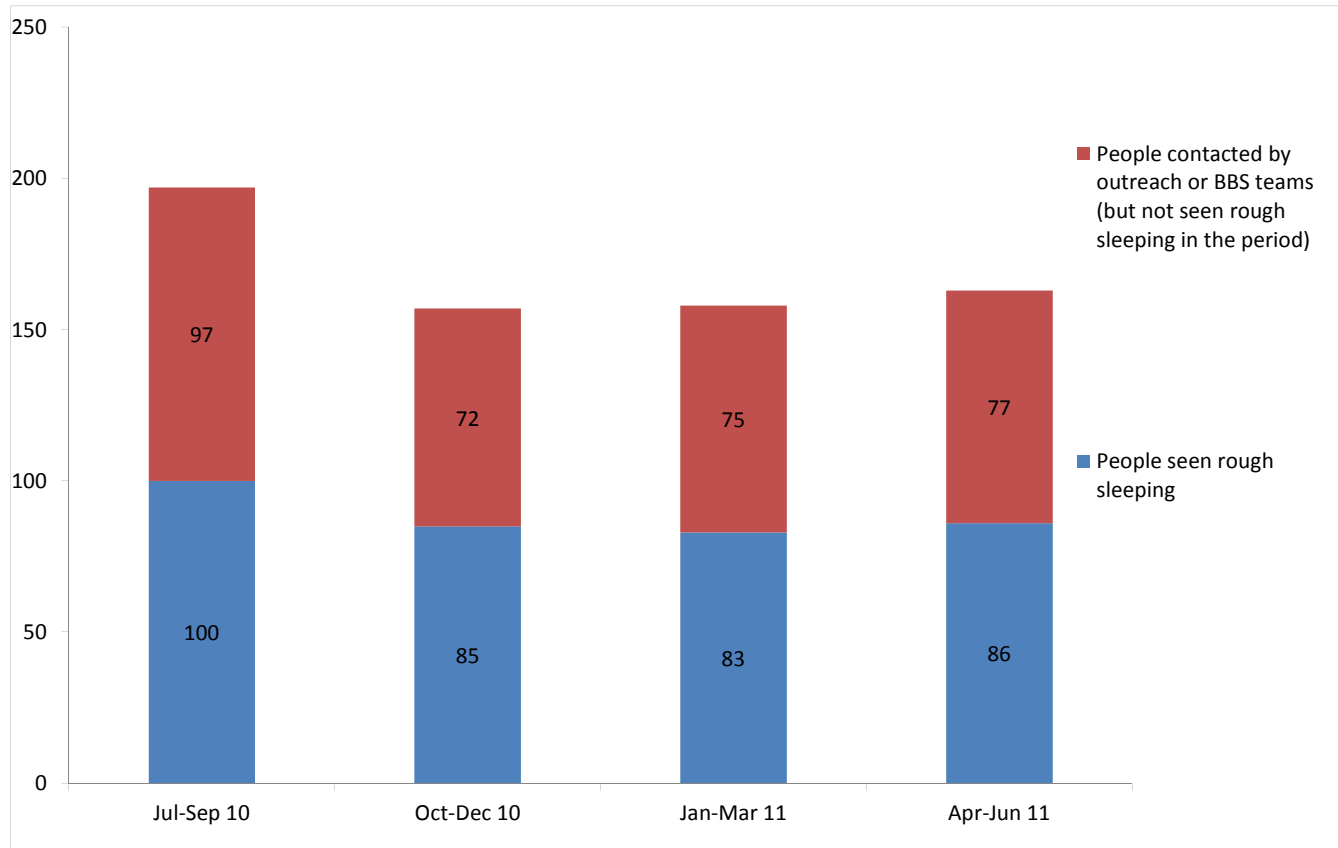
Street population (people who rough sleep and/or engage in a street lifestyle) contacted by outreach who fall into one or more of the street activity categories on CHAIN

# CHAIN Quarterly report for Lambeth

## 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



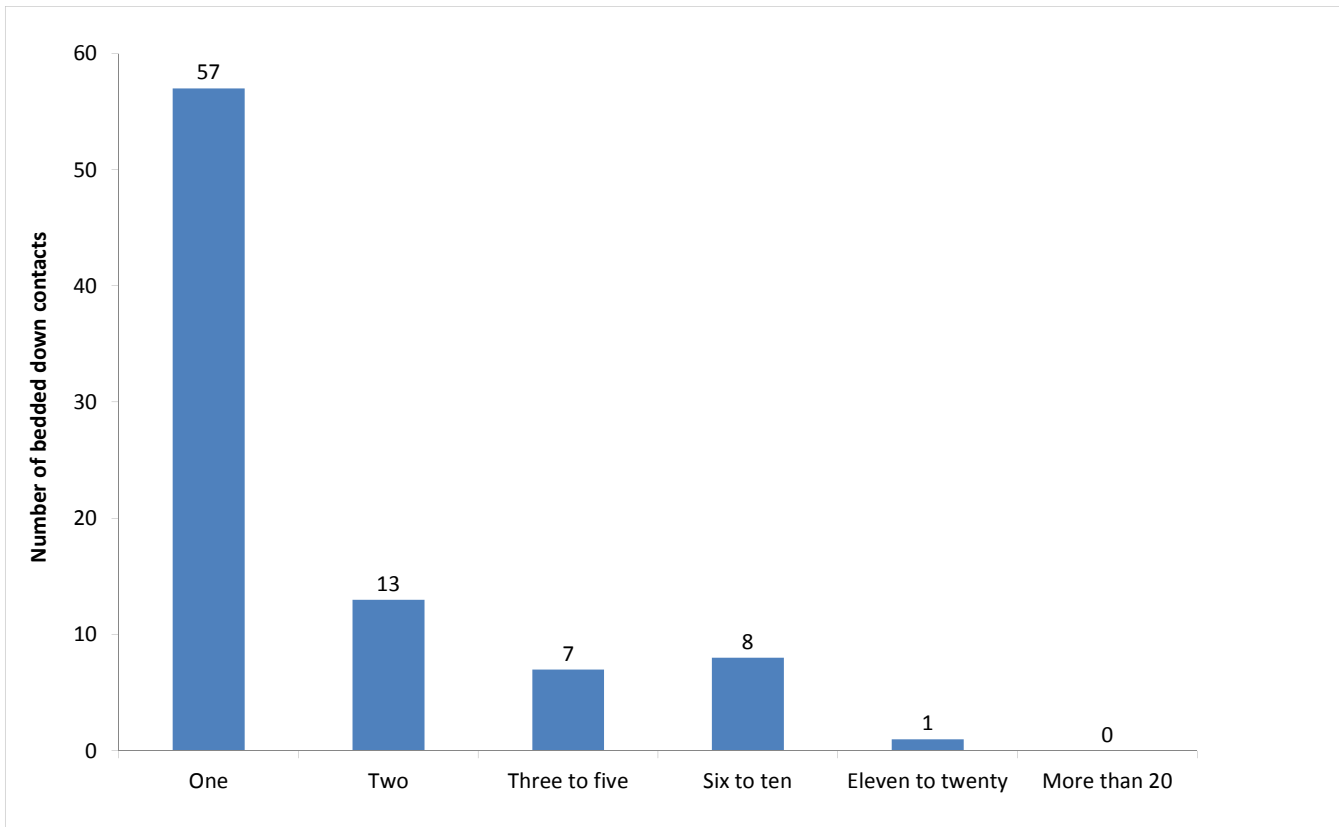
Jul - Sep 10 base: 197  
Oct - Dec 10 base: 157  
Jan - Mar 11 base: 158  
Apr - Jun 11 base: 163

163 verified rough sleepers were contacted by services in Lambeth during the quarter. This is a slight increase from 158 last quarter and compares to 197 in the same quarter last year.

Of these 163, 86 had a bedded down street contact in the quarter and so were known to have slept rough in Lambeth during the quarter. The number sleeping rough this quarter has increased by 4%.

## 2) Rough sleeping volume

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



Base: 86

38 people were seen rough sleeping for the first time this quarter (flow).

Of the 86 people seen rough sleeping this quarter, 57 only had a single bedded down street contact.

Of the 86 people seen bedded down, 7 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

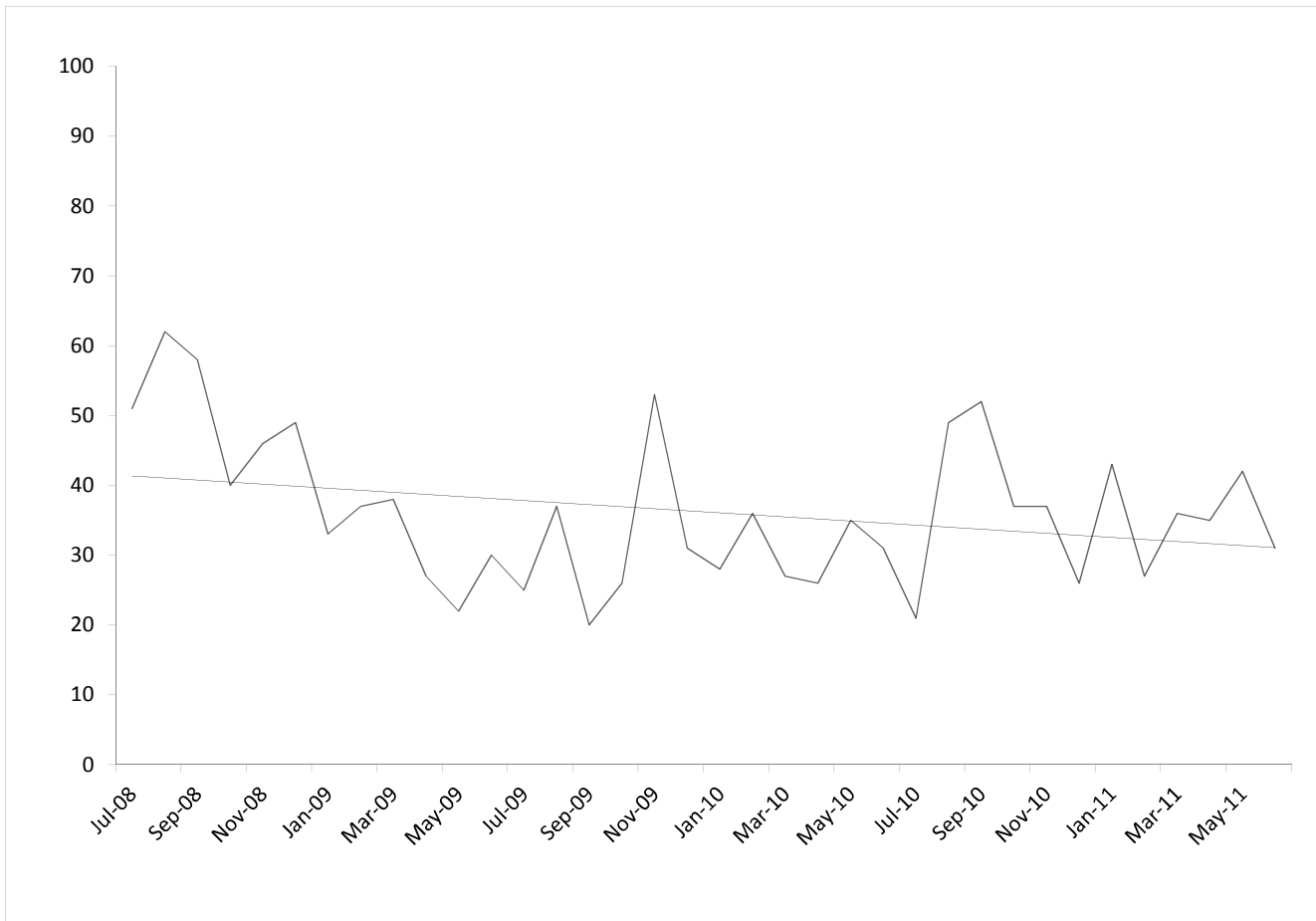
People seen rough sleeping by outreach or BBS teams during the quarter by flow, stock and returner model.

Nationality	Jul-Sep	%	Oct-Dec	%	Jan-Mar	%	Apr - Jun	%
UK	49	53%	37	45%	35	44%	43	51%
Ireland (Republic of)	2	2%	1	1%	2	3%	4	5%
Portugal	4	4%	5	6%	4	5%	2	2%
Bulgaria	0	0%	0	0%	0	0%	0	0%
Czech Republic	1	1%	2	2%	3	4%	0	0%
Estonia	0	0%	0	0%	0	0%	0	0%
Hungary	1	1%	1	1%	0	0%	0	0%
Latvia	3	3%	2	2%	3	4%	4	5%
Lithuania	2	2%	5	6%	4	5%	3	4%
Poland	18	20%	14	17%	9	11%	9	11%
Romania	0	0%	0	0%	0	0%	1	1%
Slovenia	0	0%	0	0%	0	0%	0	0%
Slovakia	2	2%	3	4%	6	8%	2	2%
<b>Central and East European (CEE) sub-total</b>	<b>27</b>	<b>29%</b>	<b>27</b>	<b>33%</b>	<b>25</b>	<b>32%</b>	<b>19</b>	<b>22%</b>
other Europe	3	3%	3	4%	4	5%	6	7%
Eritrea	1	1%	0	0%	0	0%	2	2%
Africa	4	4%	4	5%	5	6%	4	5%
America	1	1%	1	1%	3	4%	2	2%
Asia	1	1%	4	5%	1	1%	3	4%
Australasia	0	0%	0	0%	0	0%	0	0%
<i>Missing</i>	5		1		2		0	
<i>Not known</i>	3		2		2		1	
<b>Total</b>	<b>100</b>		<b>85</b>		<b>83</b>		<b>86</b>	
<b>Total**</b>	<b>92</b>		<b>82</b>		<b>79</b>		<b>85</b>	

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

#### 4) People contacted by month

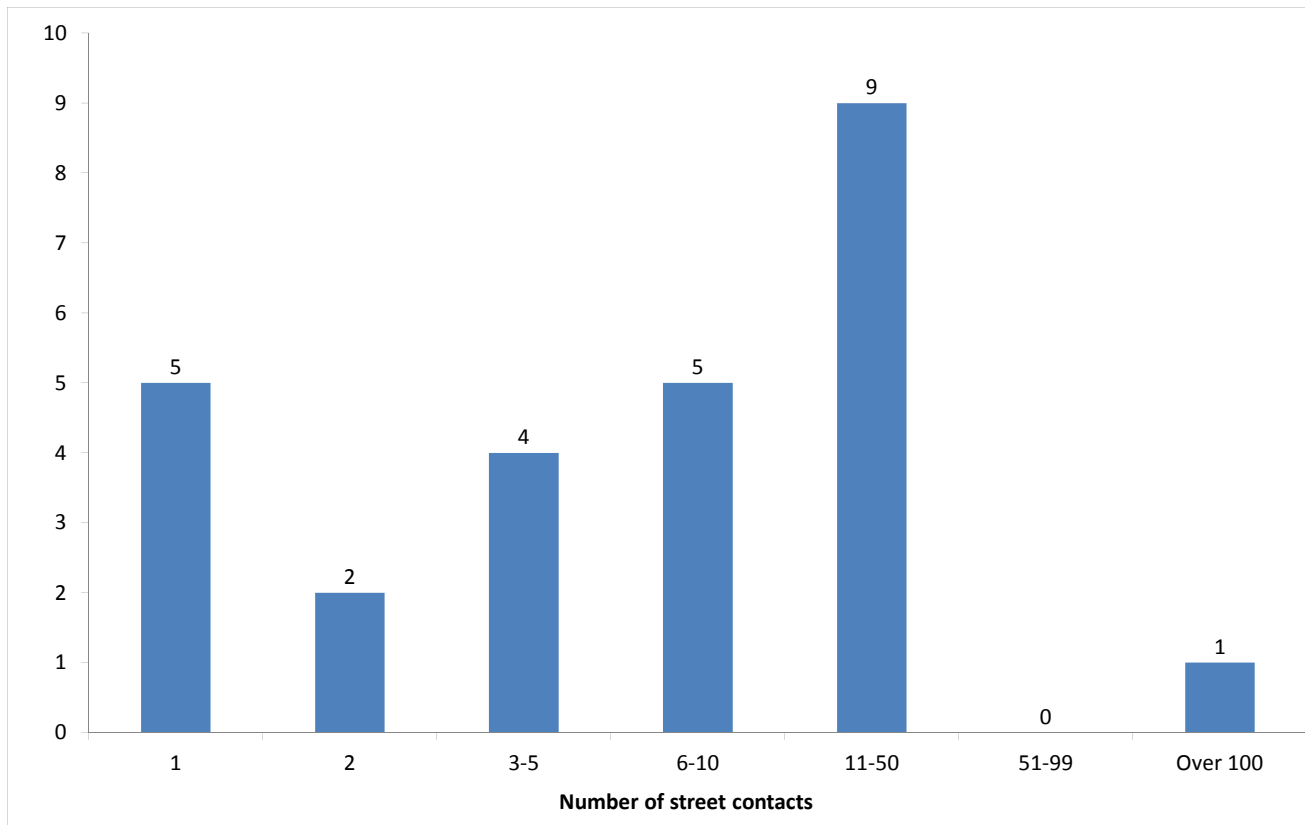
People seen rough sleeping by outreach or building based (BBS) teams by month



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: 26

26 (16%) verified rough sleepers contacted across Lambeth this quarter have never had a booking in action recorded on CHAIN. This has decreased slightly from 30 (19%) in the previous period.

19 of these people have slept rough in the quarter, which is 22% of all people sleeping rough this quarter.

5 (19%) of the people who have never had a booking in action recorded on CHAIN have only ever had one street contact recorded.

1 person in Lambeth has 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	0	0%
Bed & breakfast	10	20%
Clinic/Detox/Rehab	0	0%
Night Centre	0	0%
Rolling shelter	17	33%
Hostel	15	29%
Other temporary	0	0%
Second-stage accommodation	1	2%
St Mungo's complex needs	1	2%
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	1	2%
RSL tenancy (general needs)	0	0%
Sheltered housing	0	0%
Supported housing	2	4%
Other long-term accommodation	0	0%
<b>Bookings into accommodation total</b>	<b>47</b>	<b>92%</b>
Return to home area	2	4%
Seeking work	0	0%
Move to area for friends/family	1	2%
Move to area with appropriate services	1	2%
Other	0	0%
<b>Reconnections total</b>	<b>4</b>	<b>8%</b>
<b>TOTAL</b>	<b>51</b>	<b>100%</b>

Outreach and BBS teams across Lambeth succeeded in reconnecting or booking into accommodation 42 people, 26% of the 163 people contacted during the quarter.

This is a lower proportion than previous periods (Jan - Mar, 38%; Oct - Dec, 43%; Jul -Sep, 26%).

38 people had a total of 47 booking in events. This indicates that individuals can be booked into accommodation (the same type or different) more than once in the quarter.

1 person moved into supported private rented sector accommodation and 2 people into supported housing.

14 people were booked into hostel accommodation. This is lower than previous periods (Jan-Mar 36, Oct-Dec 48, Jul-Sep 30).

Outreach and BBS teams across Lambeth achieved a confirmed reconnection with 4 people they contacted this quarter. This is 2% of the people contacted by outreach or BBS teams this quarter.

4 confirmed reconnection events were recorded by outreach and BBS teams for verified rough sleepers this quarter. In addition, teams recorded 1 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.

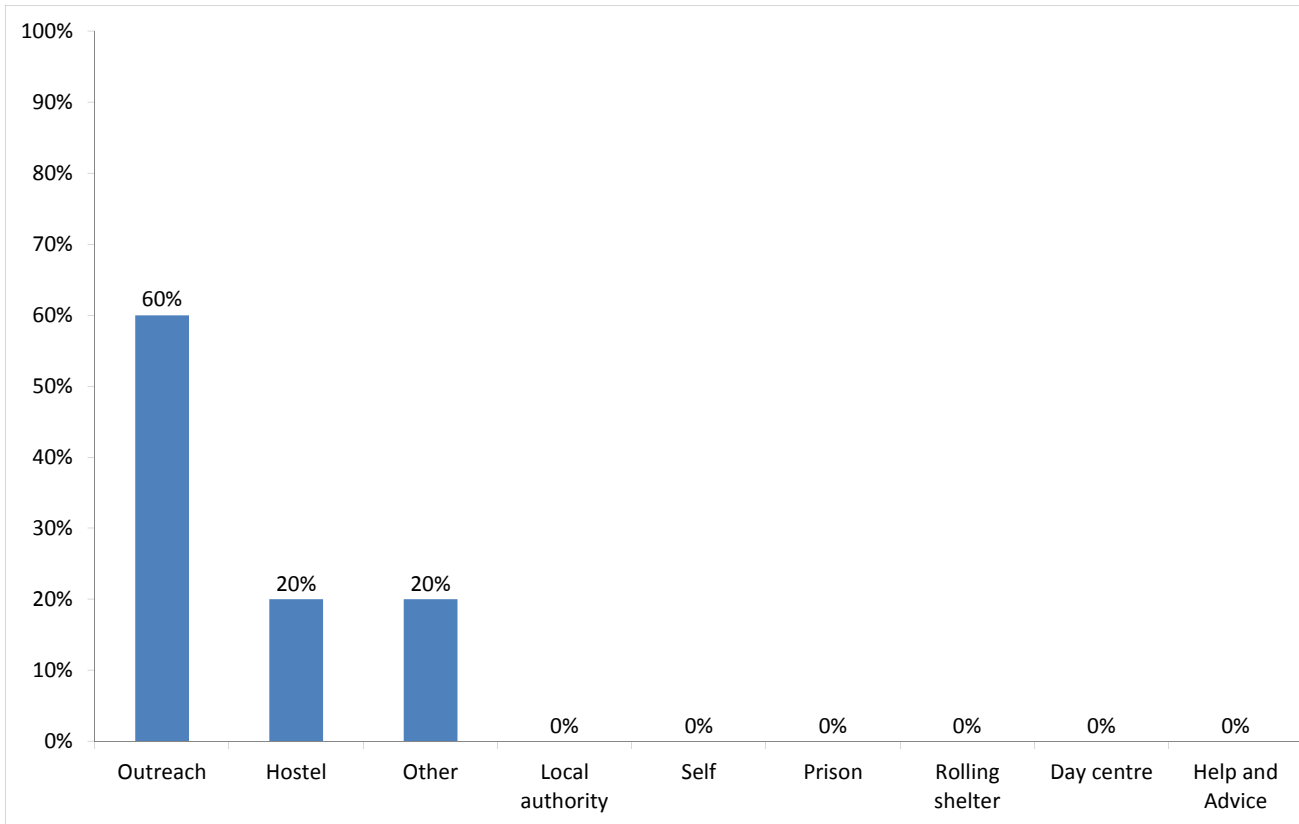




## Temporary Accommodation: hostels, assessment centres, rolling shelters and second stage

### 7) Arrivals

Temporary accommodation arrivals by accommodation project and source of referral.



Base: 15

15 people arrived at accommodation in Lambeth this year. These 15 people had 15 arrival actions.

The numbers of people arriving and arrivals are lower than previous periods (Jul-Sep: 56, Oct-Dec: 63, Jan-Mar: 47).

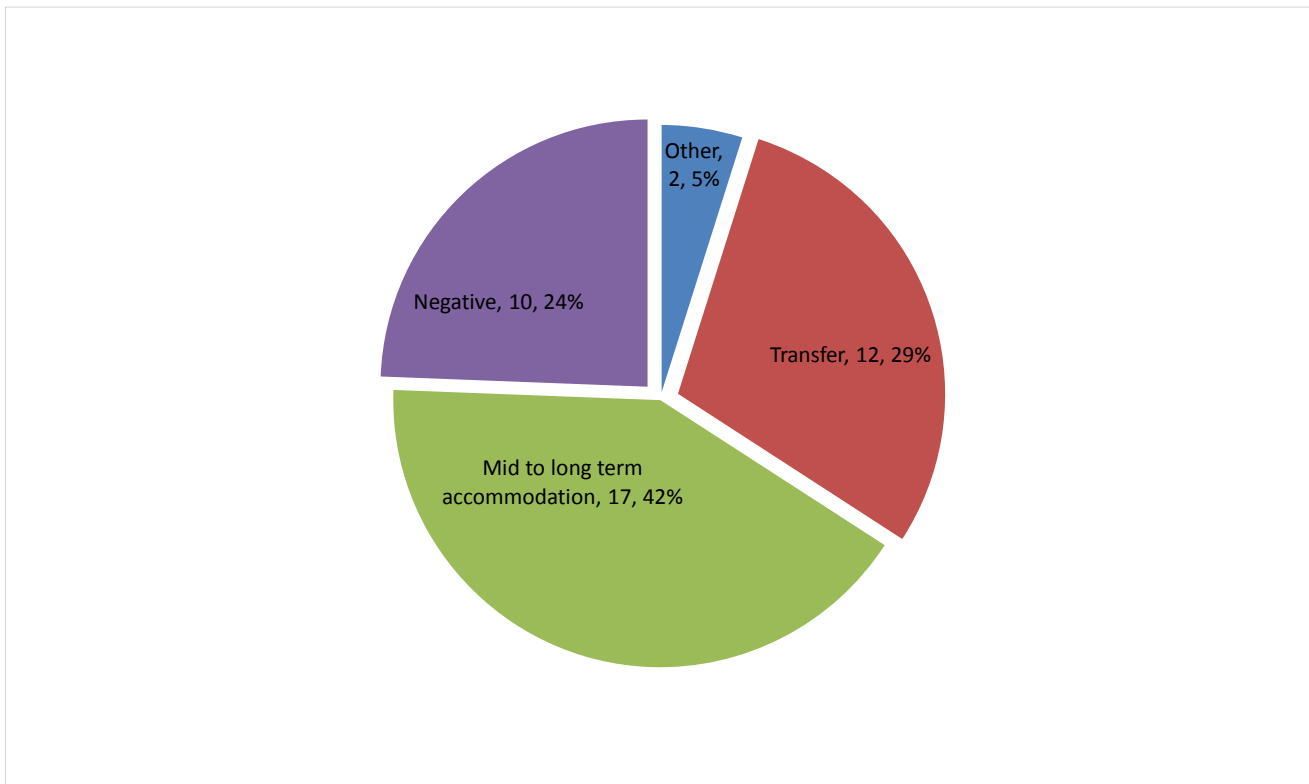
The proportion of arrivals to accommodation in Lambeth that were referred by outreach or BBS teams and other accommodation projects is lower than previous periods this quarter.

**Breakdown by accommodation:**

Source of referral → Accommodation ↓	Lambeth SORT	Southwark SPOT	Hostel	St Mungo's internal transfer	other referral source)	Total
Centrepoint - Vauxhall Cross		1				1
St Mungo's - Palace Road	1					1
St Mungo's - Wix Lane				1		1
Thames Reach - Graham House	4				2	6
Thames Reach - Lambeth High Street					1	1
Thames Reach - Stamford Street	3		2			5
<b>Total</b>	<b>8</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>15</b>

## 8) Departures - destination on departure

Departure actions by destination on departure



Base: 41

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	Green
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	Red
Not known, Sleeping rough/returned to streets, Taken into custody	Negative	Purple
Died, Outside London, Staying with family, Staying with friends	Other	Blue

Destination on departure from temporary accommodation	Number	%
Detox clinic	2	5%
Died	1	2%
Hostel - another organisation	5	12%
Hostel - within the organisation	4	10%
LA tenancy (general needs)	7	17%
Not known	6	15%
Private rented sector - independent	1	2%
Rehab clinic	1	2%
RSL tenancy (general needs)	4	10%
Sleeping rough/Returned to streets	2	5%
Staying with friends	1	2%
Supported Housing	5	12%

Taken into custody	2	5%
<b>Total</b>	<b>41</b>	<b>100%</b>

41 people departed from accommodation in Lambeth this year. These 41 people had 41 departure actions.

22% of people left accommodation to move to another hostel. This is a slight decrease on the previous two periods.

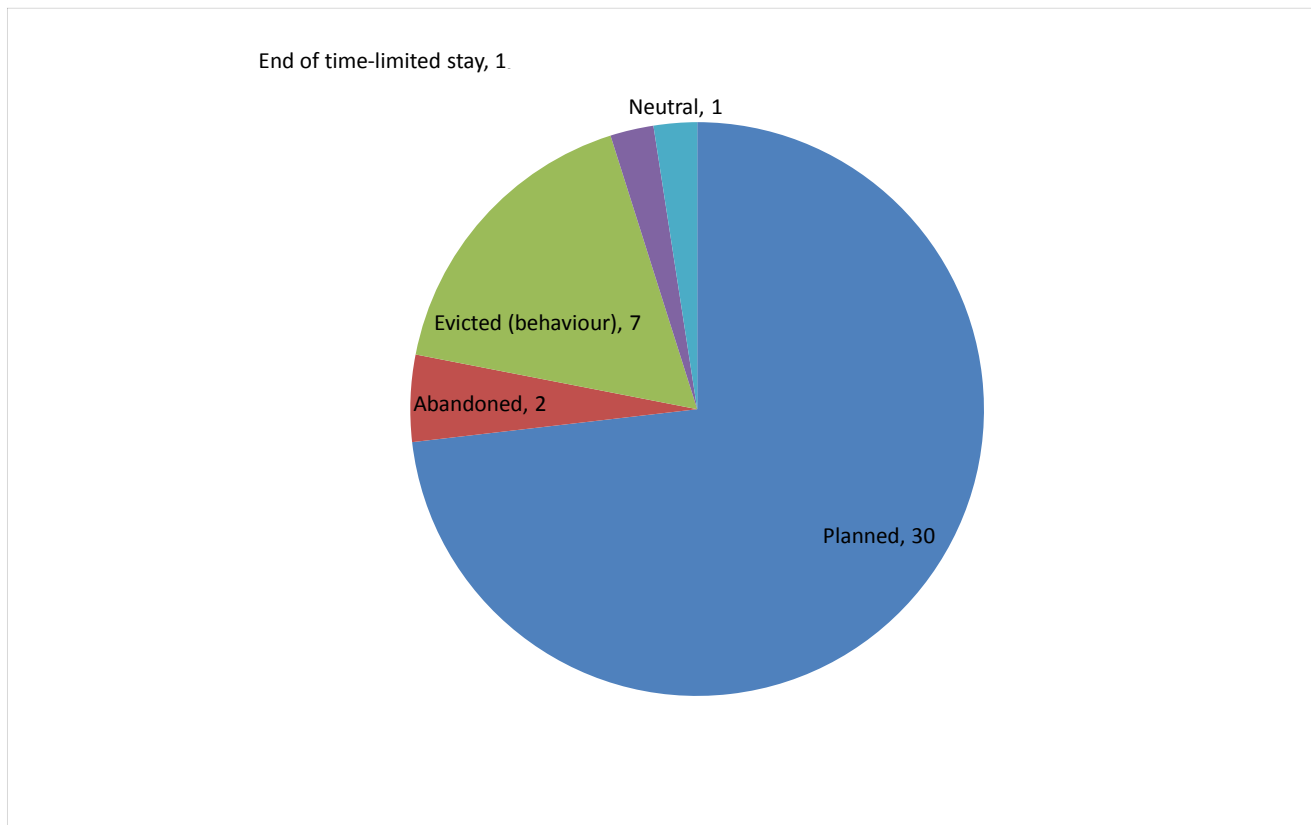
41% of people left accommodation to move to mid to long-term accommodation. This is an increase on the previous three periods.

#### Breakdown by accommodation

Destination Accommodation	Detox clinic	Died	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	Staying with friends	Supported Housing	Taken into custody	Total
Equinox - Brook Drive						1		1						2
St Mungo's - Auckland Hill									1					1
St Mungo's - Cedars Road	2		5	2	7	4	1		2		1		2	26
Thames Reach - Graham House		1				1			1	2		2		7
Thames Reach - Lambeth High Street												1		1
Thames Reach - Stamford Street				2								2		4
<b>Total</b>	<b>2</b>	<b>1</b>	<b>5</b>	<b>4</b>	<b>7</b>	<b>6</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>5</b>	<b>2</b>	<b>41</b>

## 9) Departures - reason for leaving

Departures by whether or not the departure was planned or unplanned



Base: 41



41 people departed from accommodation in Lambeth this year. These 41 people had 41 departure actions.

As with arrivals, the number of people departing and departures is lower than previous quarters.

73% of departures were due to a planned move. This is similar to previous quarters.

5% of departures were due to abandonments. This is consistent with the previous quarter.

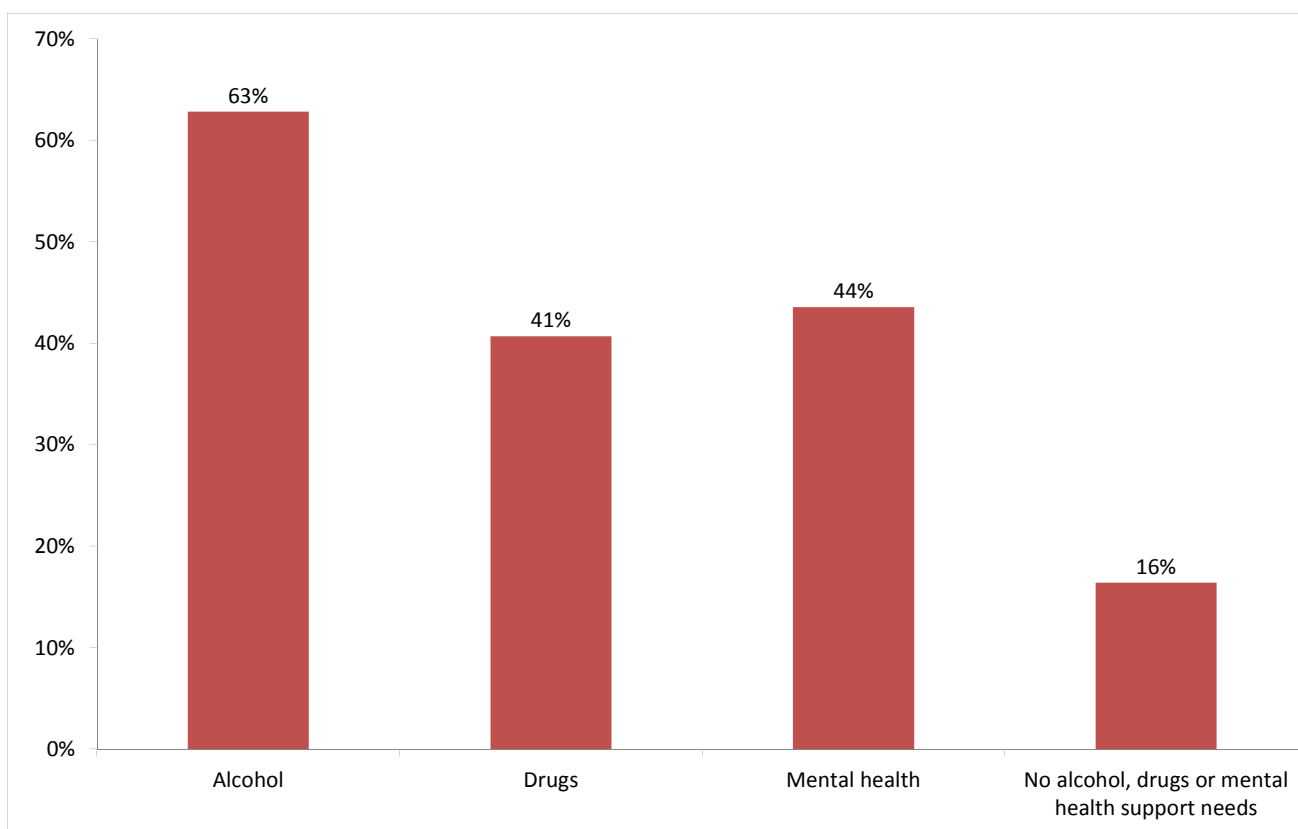
**Breakdown by accommodation**

 Planned/Unplanned Accommodation 	Planned	Abandoned	Evicted (behaviour)	End of time- limited stay	Neutral	Total
Equinox - Brook Drive	1			1		2
St Mungo's - Auckland Hill	1					1
St Mungo's - Cedars Road	20	1	5			26
Thames Reach - Graham House	3	1	2		1	7
Thames Reach - Lambeth High Street	1					1
Thames Reach - Stamford Street	4					4
<b>Total</b>	<b>30</b>	<b>2</b>	<b>7</b>	<b>1</b>	<b>1</b>	<b>41</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: 140 Note that the base figure for this graph excludes clients where all 3 support needs are not known or not recorded (45).

Support Needs	No. of people	%
Alcohol only	34	18%
Drugs only	9	5%
Mental health only	10	5%
Alcohol and drugs	12	6%
Alcohol and mental health	15	8%
Drugs and mental health	9	5%
Alcohol, drugs and mental health	27	15%
All 3 no	23	12%
All 3 not known or not assessed	45	24%
All 3 no, not known or not assessed	1	1%
<b>Total</b>	<b>185</b>	<b>100%</b>

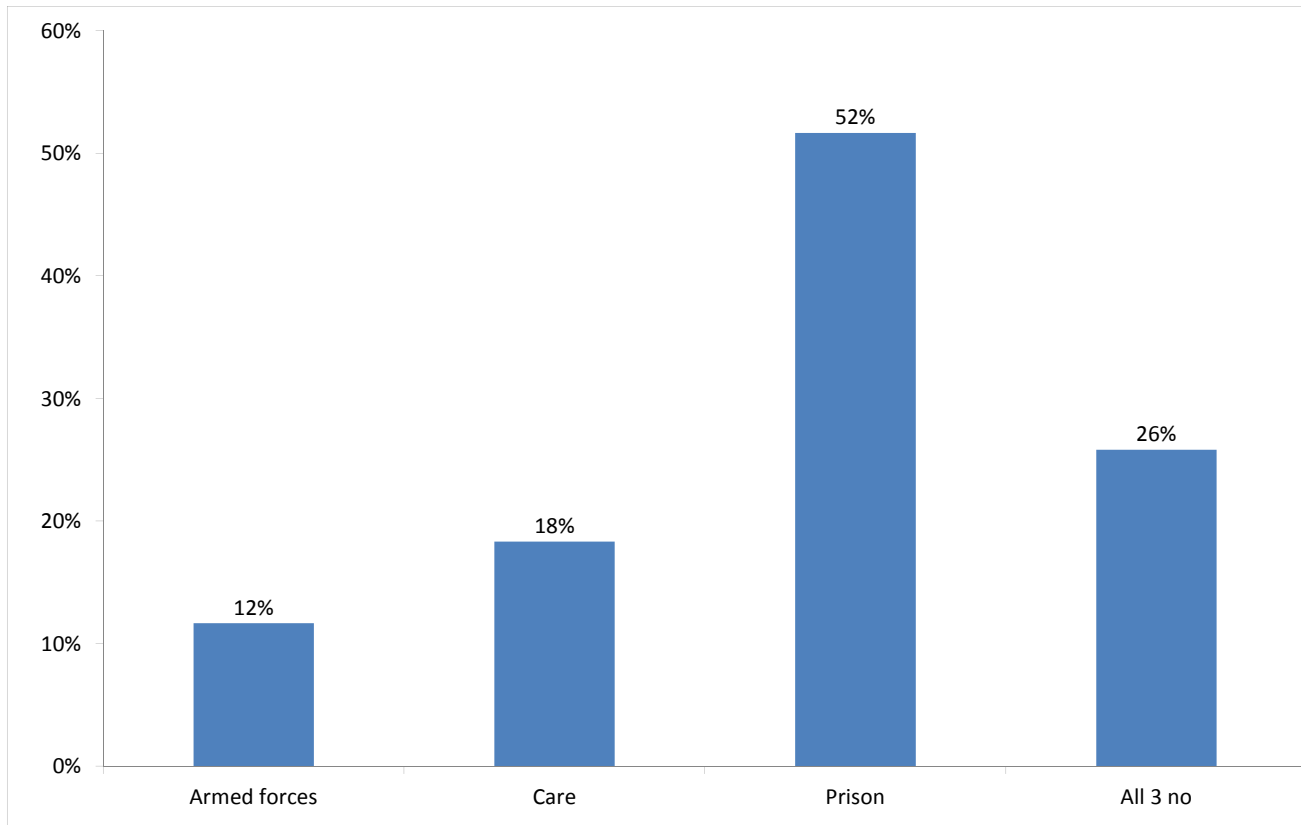
The proportion of people contacted in Lambeth with an alcohol support need is consistent with the previous two periods.

The proportion of people contacted in Lambeth with an alcohol support need (63%) is slightly higher than the proportion across all boroughs (54%) 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: 120 Note that the base figure for this graph excludes clients where all 3 institutional histories are not known.

14 people contacted in Lambeth this quarter have previously been in the armed forces (7 last quarter).

Nationality	Number	% of people seen rough sleeping
UK	6	7%
Non-UK	8	9%
<b>Total</b>	<b>14</b>	<b>16%</b>

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

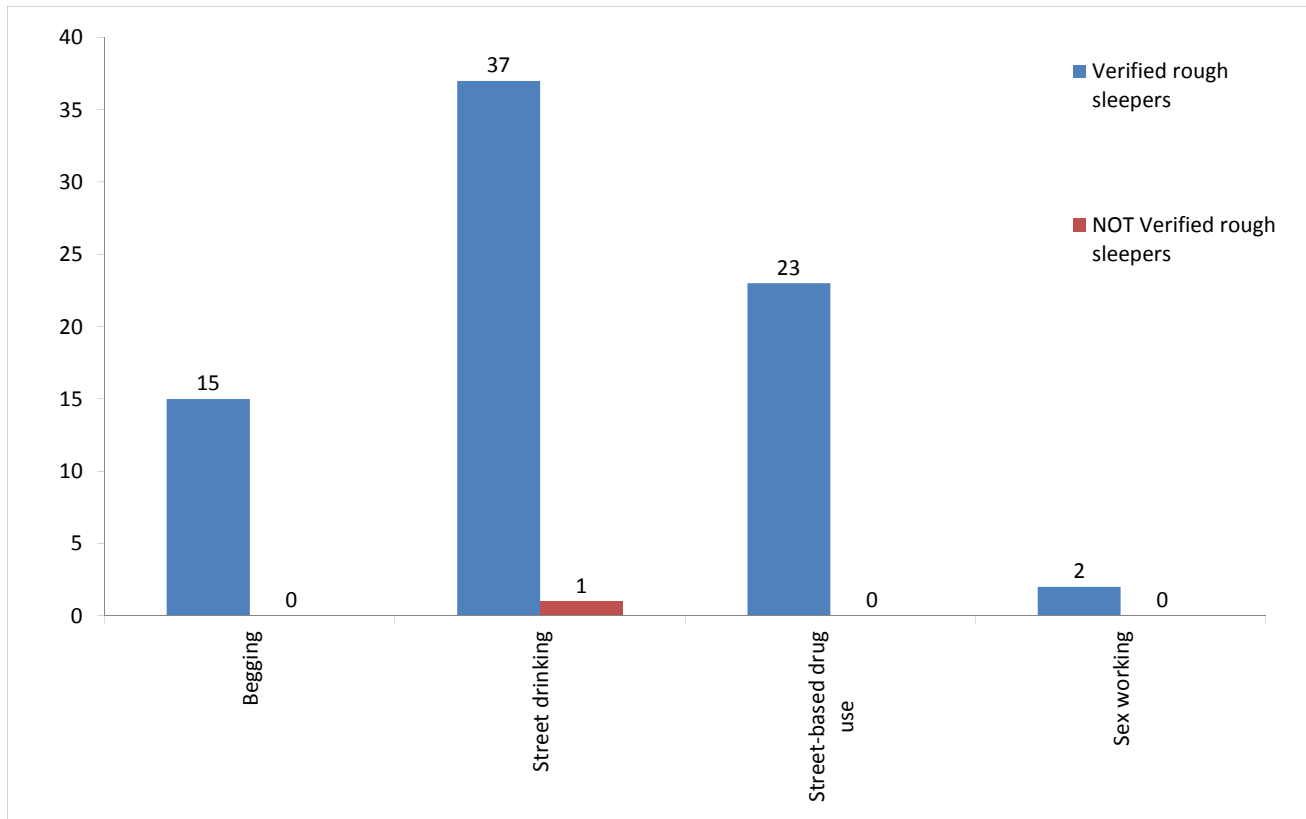
62 people contacted in Lambeth this quarter have previously been in prison (54 last quarter).

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

The proportion of people contacted in Lambeth 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 verified rough sleepers: 52

Base for people not verified as rough sleepers: 1

Of the 163 verified rough sleepers contacted this quarter, 52 (32%) 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 163 verified rough sleepers contacted in the quarter by outreach or BBS teams, 6 people who are considered vulnerable but have not been seen rough sleeping were also contacted. Of these:

- 1 had a confirmed reconnection;
- 1 was booked into accommodation in Lambeth
- 1 was recorded as having arrived at accommodation reporting to CHAIN.