



CHAIN  
Quarterly Report for  
Southwark  
April-June 2010



# CHAIN Quarterly report for 1st April to 30th June 2010

## 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

#### 7) Booking into accommodation (rolling)

People who have been contacted by outreach or building based (BBS) teams who have been booked into accommodation compared to those with no booking or reconnection event.

### Wider street population

#### 8) 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

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

#### 9) Arrivals

Temporary accommodation arrivals by accommodation project and source of referral.

#### 10) Departures - reason for leaving

Departures by whether or not the departure was planned or unplanned

#### 11) Departures - destination on departure

Departure actions by destination on departure

### Support needs, experience of prison, armed forces and care, and wider street population

#### 12) Support needs

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

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

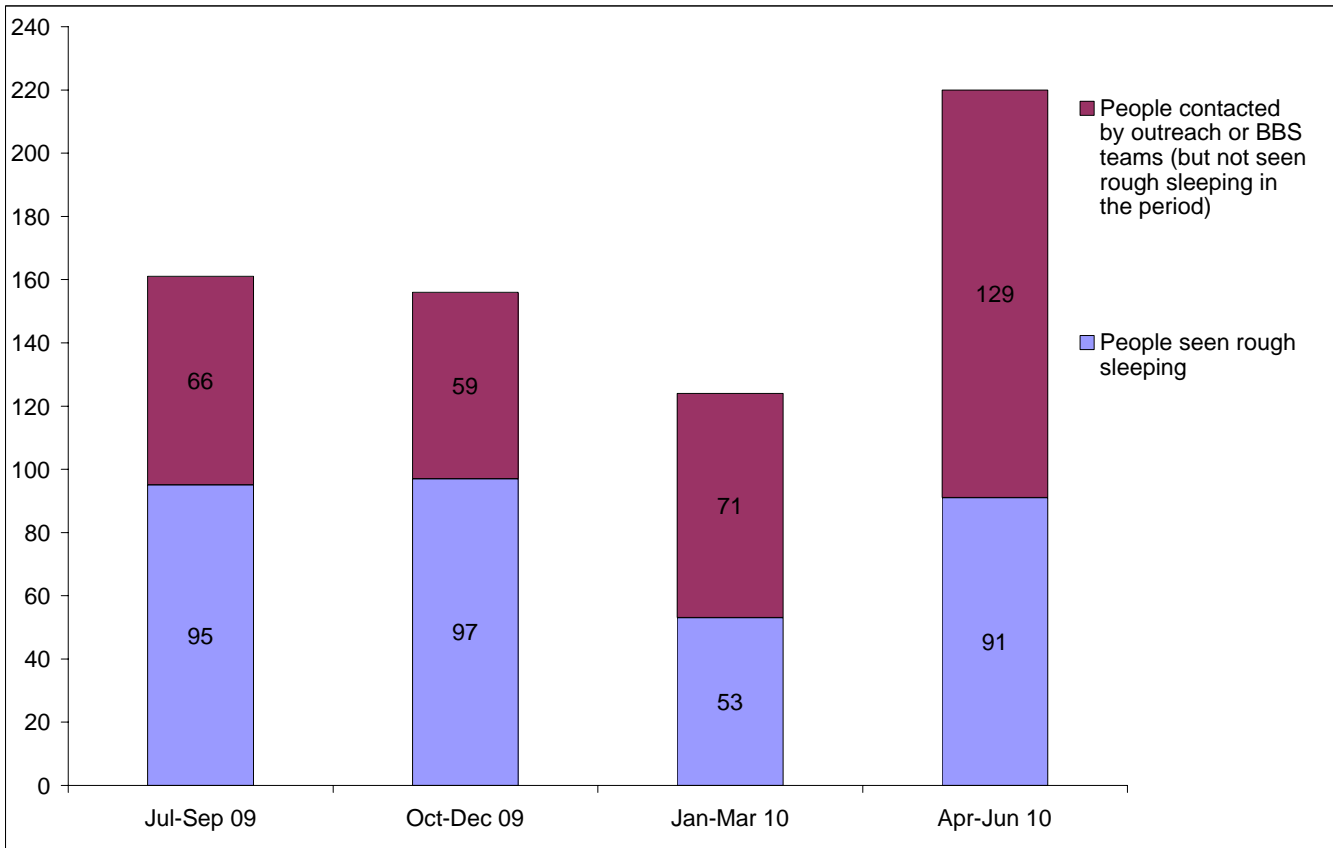
People contacted by outreach or BBS teams and/or arriving in accommodation in the quarter by experience of the armed forces, care or prison

# CHAIN Quarterly report for Southwark

## 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



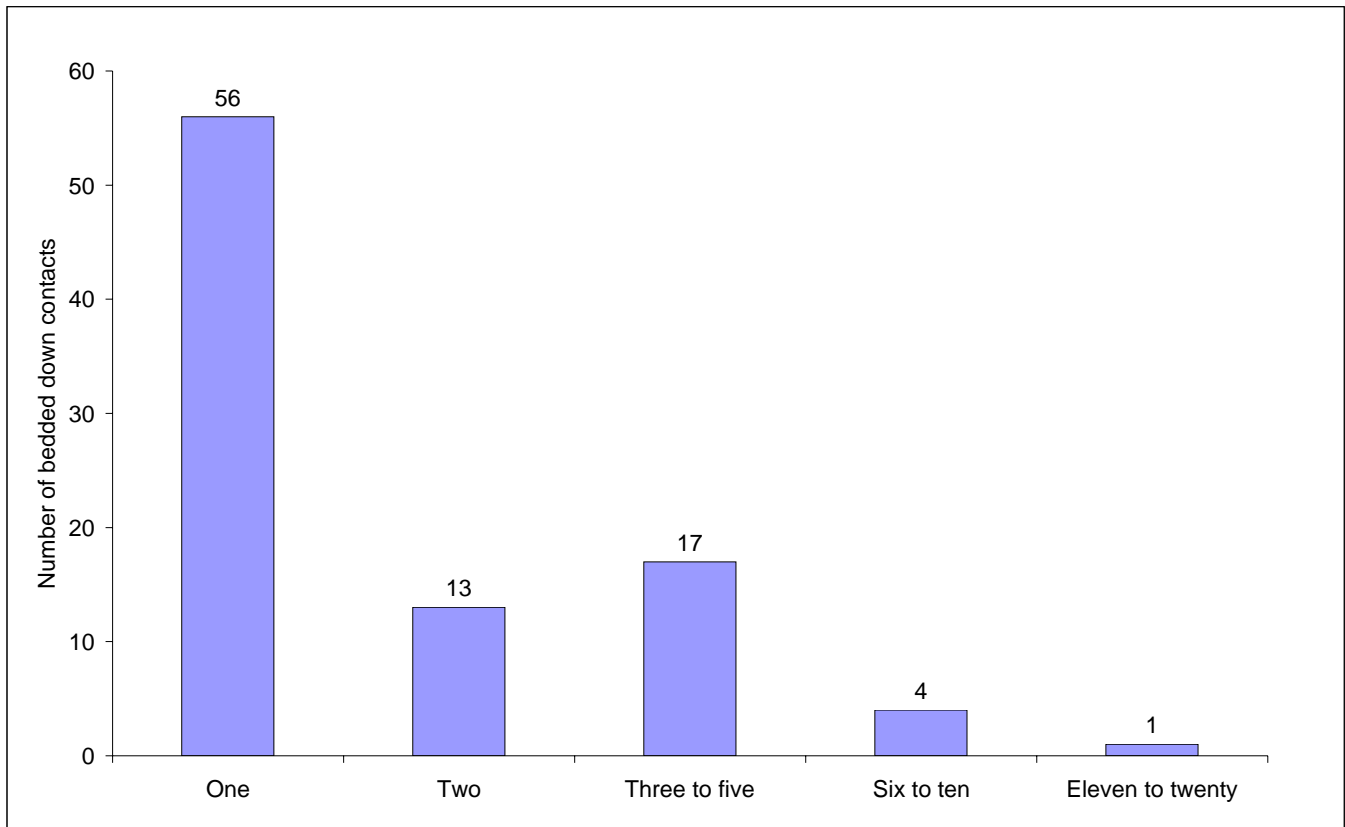
Jul-Sep 09 base: 161  
Oct-Dec 09 base: 156  
Jan-Mar 10 base: 124  
Apr-Jun 10 base: 220

220 verified rough sleepers were contacted by services in Southwark during the quarter. This is an increase from 124 last quarter and compares to 156 in the same quarter last year.

Of these 220, 91 had a bedded down street contact in the quarter and so were known to have slept rough in Southwark during the quarter. The number sleeping rough this quarter has increased by 72%.

## 2) Rough sleeping volume

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



Of the 91 people seen rough sleeping this quarter, 56 only had a single bedded down street contact.

Of the 91 people seen bedded down, 21 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

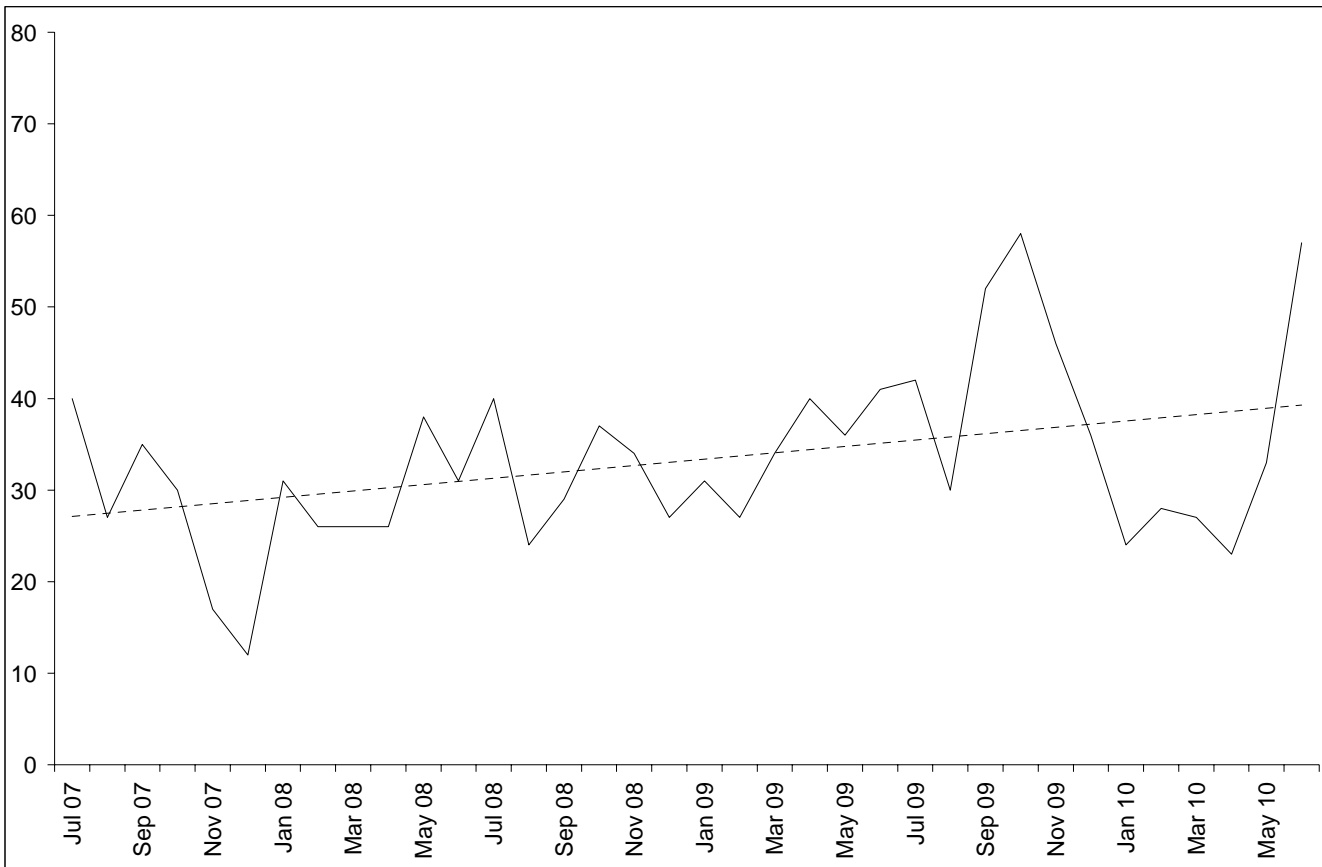
People seen rough sleeping by outreach or BBS teams during the quarter by flow, stock and returner model.

Nationality	This 1/4	%	Last 1/4	%
UK	31	35%	21	41%
Ireland (Republic of)	1	1%	1	2%
Germany	1	1%	0	0%
Bulgaria	1	1%	0	0%
Czech Republic	2	2%	3	6%
Estonia	0	0%	0	0%
Hungary	1	1%	0	0%
Latvia	1	1%	0	0%
Lithuania	9	10%	7	14%
Poland	31	35%	9	18%
Romania	0	0%	1	2%
Slovenia	0	0%	0	0%
Slovakia	1	1%	1	2%
<b>Central and East European (CEE) sub-total</b>	<b>46</b>	<b>52%</b>	<b>21</b>	<b>41%</b>
other Europe	1	1%	4	8%
Somalia	2	2%	0	0%
other Africa	3	3%	2	4%
America	2	2%	0	0%
Asia	1	1%	2	4%
Australasia	0	0%	0	0%
<i>Missing</i>	<i>1</i>		<i>0</i>	
<i>Not known</i>	<i>2</i>		<i>2</i>	
<b>Total</b>	<b>91</b>	<b>100%</b>	<b>53</b>	<b>100%</b>
<b>Total**</b>	<b>88</b>	<b>100%</b>	<b>51</b>	<b>100%</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



Base for people seen rough sleeping: 91

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

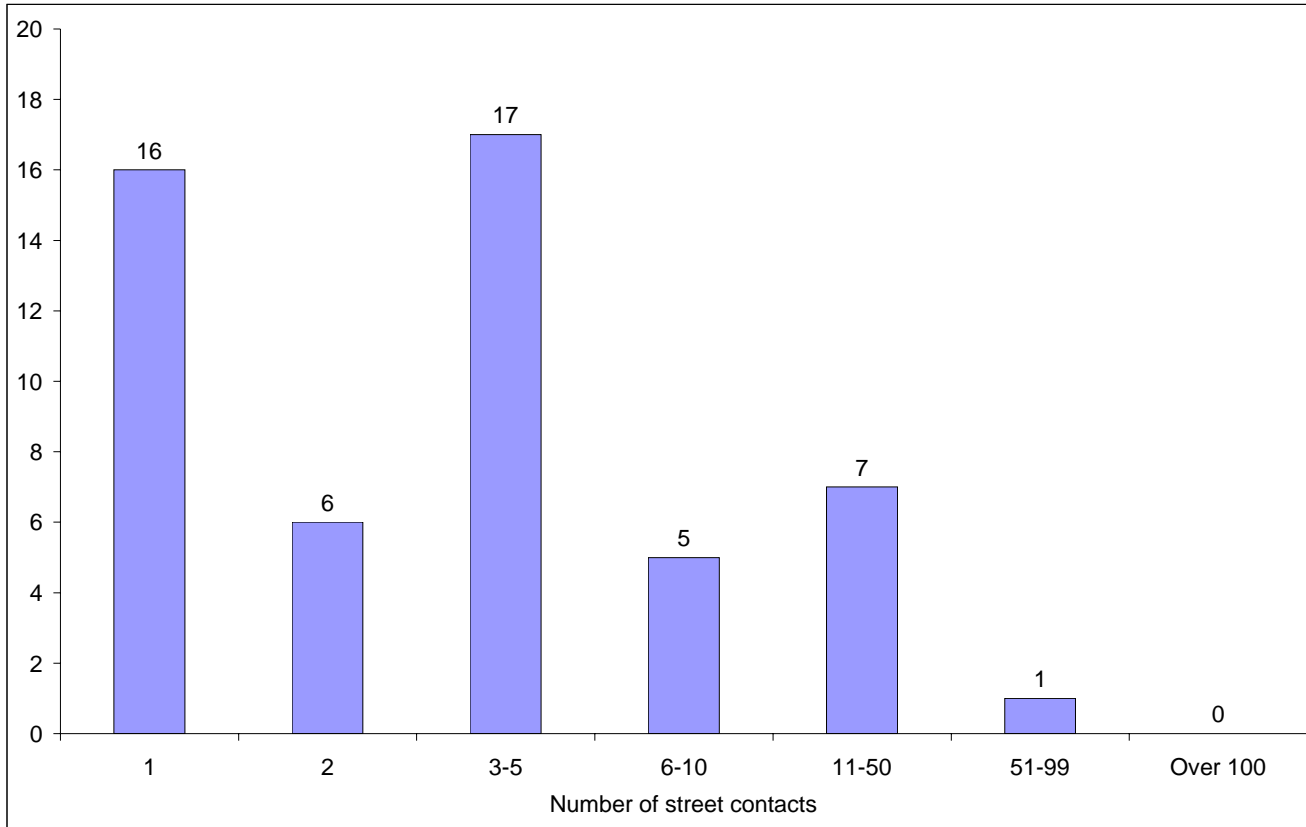
The green line shows the number of people seen rough sleeping excluding anyone from Central and East European (CEE) countries.

The pink 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 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: 52

52 (24%) verified rough sleepers contacted across Southwark this quarter have never had a booking in action recorded on CHAIN. This has increased from 16 (13%) in the previous period.

40 of these people have slept rough in the quarter, which is 44% of all people sleeping rough this quarter.

16 (31%) of the people who have never had a booking in action recorded on CHAIN have only ever had one street contact recorded.

Nobody in Southwark has never had a booking in action despite having over a hundred street contacts, this compares to 1 person last quarter.

## 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	0	0%
Clinic/Detox/Rehab	0	0%
Night Centre	0	0%
Rolling shelter	88	68%
<i>Referrals only (no booking in)</i>	27	
Hostel	30	23%
<i>Referral rejected (no booking in)</i>	1	
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>118</b>	<b>91%</b>
Return to home area	5	4%
Seeking work	1	1%
Move to area for friends/family	1	1%
Move to area with appropriate services	4	3%
<b>Reconnections total</b>	<b>11</b>	<b>9%</b>
<b>TOTAL</b>	<b>129</b>	<b>100%</b>

Outreach teams across Southwark succeeded in reconnecting or booking into accommodation 87 people, 40% of the 220 people contacted during the quarter.

This is a lower proportion than last quarter - Jan-Mar: 77 people (62%).

91 people had a total of 118 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 in the period; 9 people last quarter.

112 people were booked in or referred to accommodation. This means that 21 people were referred without actually being booked in whereas 91 people were actually booked into a confirmed place at a hostel.

Outreach teams across Southwark achieved a confirmed reconnection with 9 people they contacted this quarter. This is 4% of the people contacted by outreach or BBS teams this quarter.

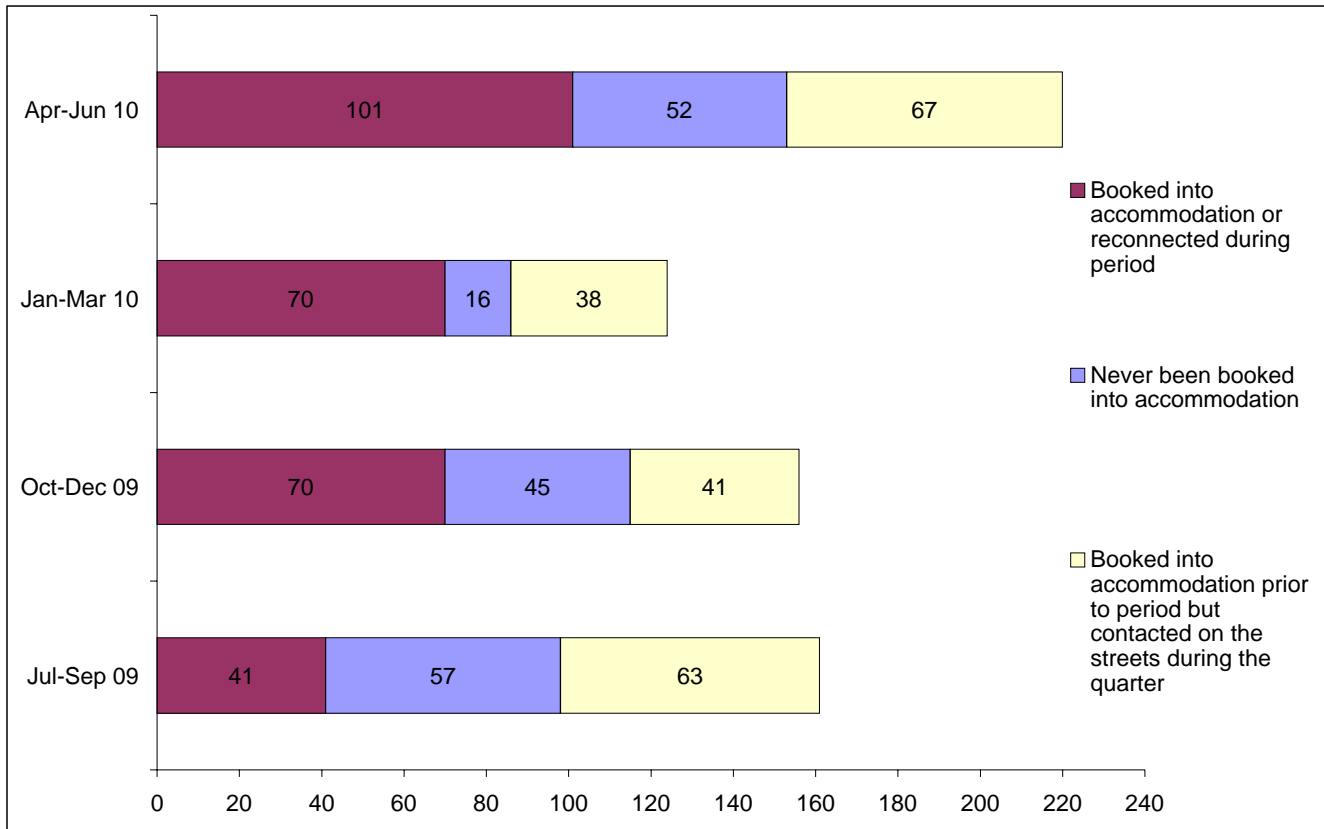
11 confirmed reconnection events were recorded by outreach and BBS teams for verified rough sleepers this quarter. In addition, teams recorded 0 such actions for the wider street population (people not seen sleeping rough).



\* 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.

## 7) Booking into accommodation (rolling)

People who have been contacted by outreach or building based (BBS) teams who have been booked into accommodation compared to those with no booking or reconnection event.

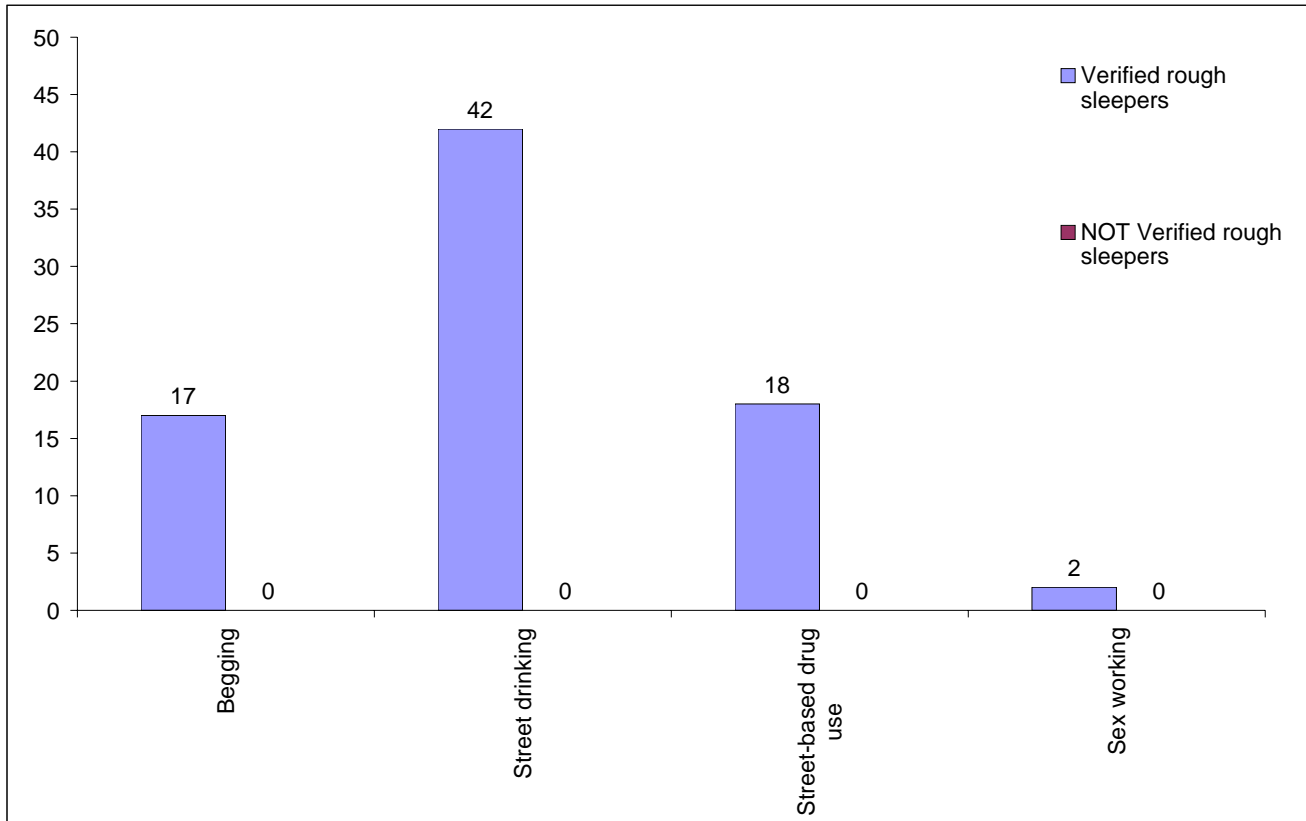


Jul-Sep 09 base: 161  
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The proportion of people with a street contact but who have never been booked into accommodation increased this quarter (24%), having consistently decreased in previous periods Jan-Mar: 13%; Oct-Dec: 29%; Jul-Sep: 35%.

## 8) 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: 7

Of the 220 verified rough sleepers contacted this quarter, 52 (24%) 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 220 verified rough sleepers contacted in the quarter by outreach or BBS teams, 7 people who are considered vulnerable but have not been seen rough sleeping were also contacted. Of these:

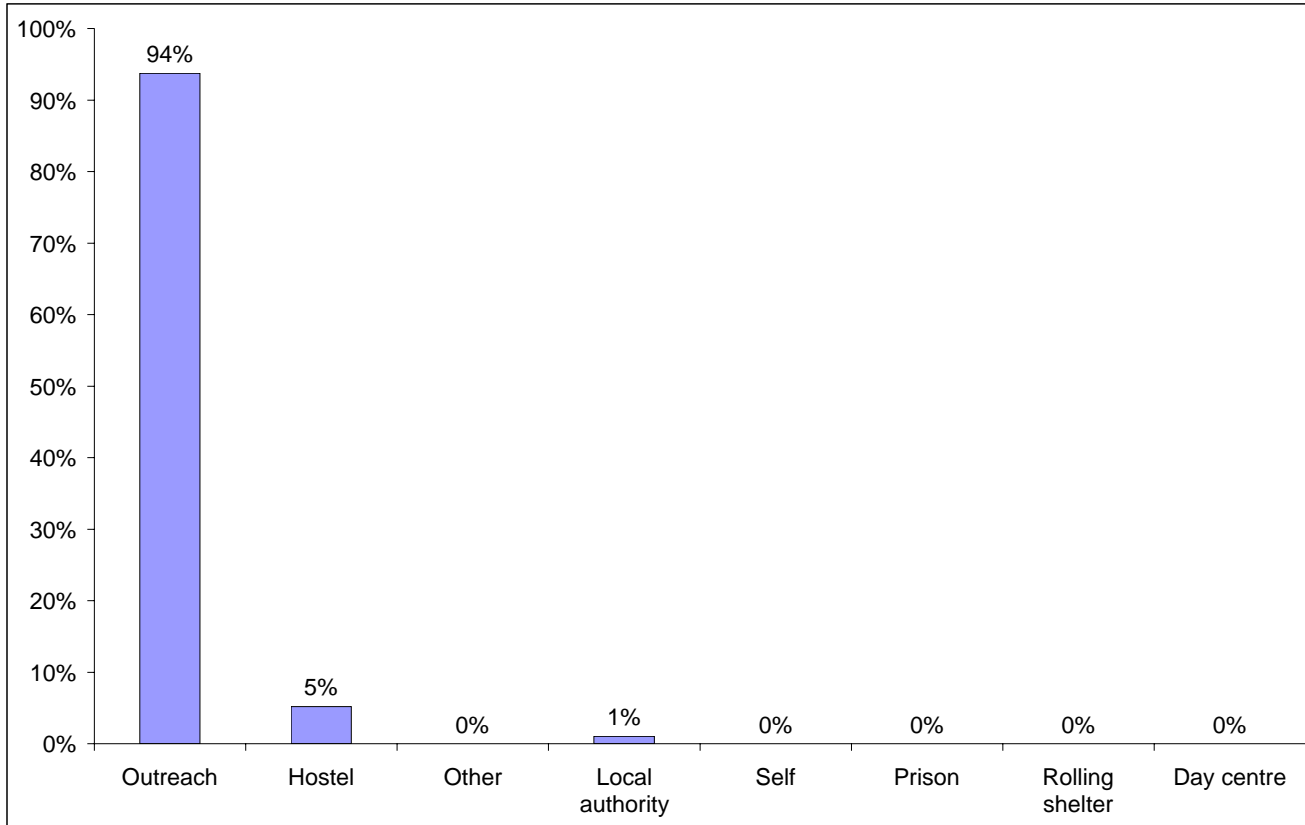
5 were booked into accommodation across all boroughs;

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

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

### 9) Arrivals

Temporary accommodation arrivals by accommodation project and source of referral.



Base: 96

85 people arrived at accommodation in Southwark this quarter. These 85 people had 96 arrival events. 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 higher than last quarter, Jan-Mar 75 people had 82 arrivals.

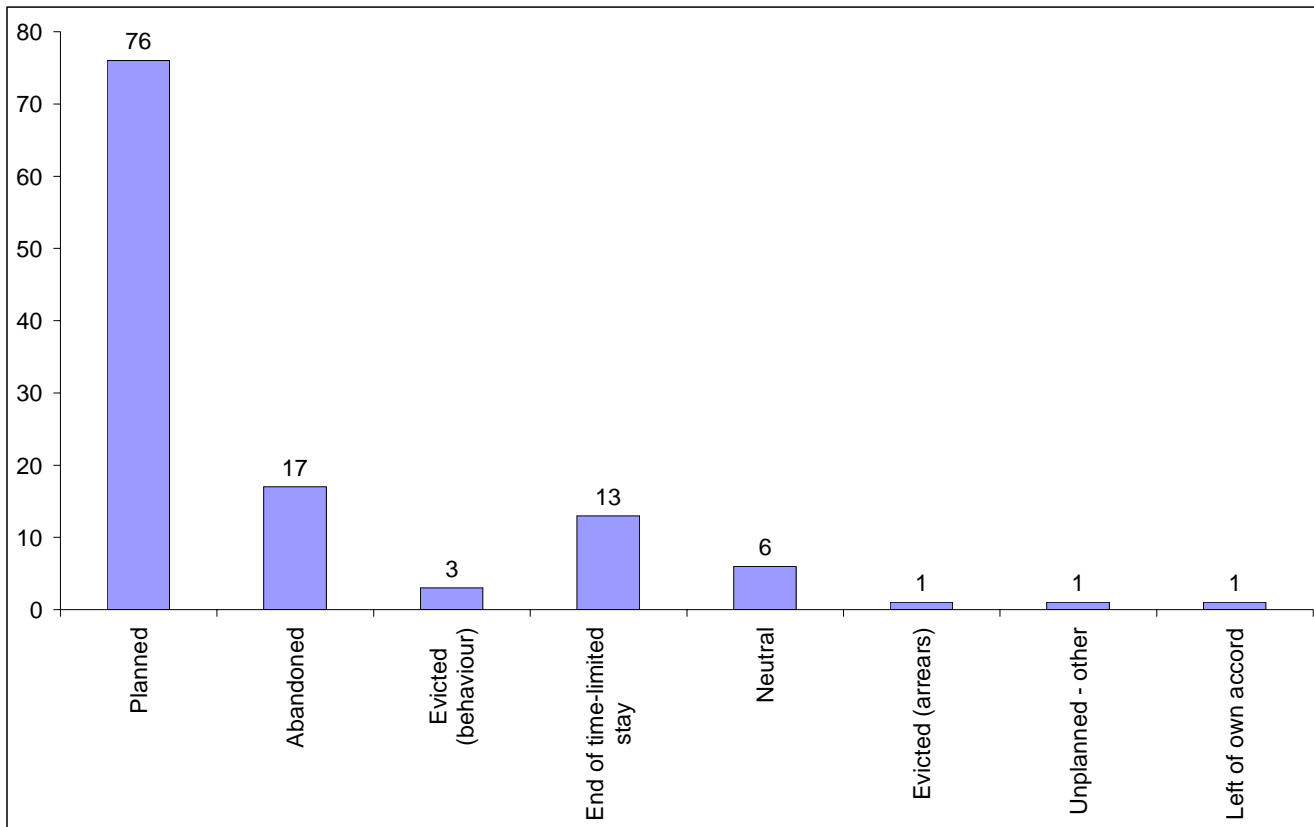
The proportion of arrivals to accommodation in Southwark that were referred by outreach or BBS teams and other accommodation projects is consistent with previous periods this quarter.

Breakdown by accommodation:

Source of referral → Accommodation ↓	BBS - St Mungo's	City Rough Sleepers Team	Ealing SPOT	Heathrow Airport Outreach	Lambeth SORT	Southwark SPOT	K & C SIT	SPEAR Outreach	Croydon Reach	Tower Hamlets SORT	London Street Rescue	St Mungo's internal transfer	Local authority	Total
St Mungo's - Rushworth Street	1	4	6	4	24	16	2	1	2	5	7		1	73
Equinox - Joe Richards House						1								1
Salvation Army - David Barker House				3	2	3								8
St Mungo's - Great Guildford Street					2	4						3		9
St Mungo's - Grange Road						5								5
<b>Total</b>	<b>1</b>	<b>4</b>	<b>6</b>	<b>7</b>	<b>28</b>	<b>29</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>5</b>	<b>7</b>	<b>3</b>	<b>1</b>	<b>96</b>

## 10) Departures - reason for leaving

Departures by whether or not the departure was planned or unplanned



Base: 118

112 people departed from accommodation in Southwark this year. These 112 people had 118 departure events. 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 higher than last quarter, Jan-Mar: 80 people had 82 departure events.

64% of departures were due to a planned move. This is similar to previous quarters (Jan-Mar 10 67%; Oct-Dec 09 67%).

14% of departures were due to abandonments. This is consistent with the previous quarters.

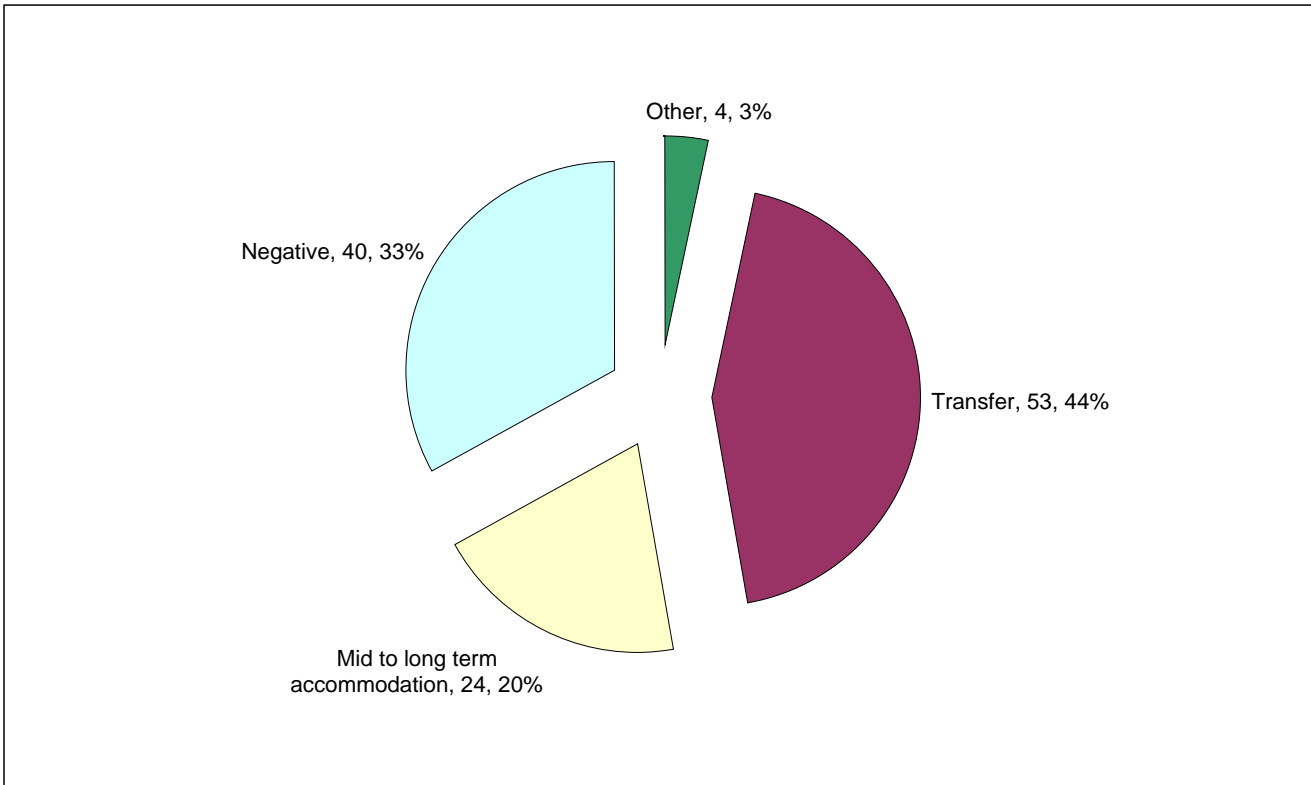
3% of departures were due to evictions. This is consistent with the previous three quarters.

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
St Mungo's - Rushworth Street	58	15	2	13	4		1	1	94
Salvation Army - David Barker House	6	1				1			8
St Mungo's - Great Guildford Street	11	1	1		1				14
St Mungo's - Grange Road	1				1				2
<b>Total</b>	<b>76</b>	<b>17</b>	<b>3</b>	<b>13</b>	<b>6</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>118</b>

## 11) Departures - destination on departure

Departure actions by destination on departure



Base: 118

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	Yellow
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	Maroon
Not known, Sleeping rough/returned to streets, Taken into custody	Negative	Cyan
Died, Outside London, Staying with family, Staying with friends	Other	Green



Destination on departure from temporary accommodation	Number	%
Bed & Breakfast	3	3%
Care home	0	0%
Clearing House/RSI	1	1%
Detox clinic	3	3%
Died	1	1%
Home area	1	1%
Hospital - long term	1	1%
Hospital - NOT long term/acute care	1	1%
Hostel	4	3%
Hostel - another organisation	18	15%
Hostel - within the organisation	22	19%
LA tenancy (general needs)	1	1%
Long-term accommodation	4	3%
Not known	34	29%
Outside London	0	0%
Previous home (describe type of accomm in notes)	2	2%
Private rented sector - independent	4	3%
Private rented sector - with some floating support/support	1	1%
Psychiatric hospital	0	0%
Rehab clinic	0	0%
RSL tenancy (general needs)	1	1%
Sheltered Housing	0	0%
Sleeping rough/Returned to streets	0	0%
Staying with family	2	2%
Staying with friends	1	1%
Supported Housing	5	4%
Taken into custody	6	5%
Temporary accommodation	2	2%
<b>Total</b>	<b>118</b>	<b>100%</b>

20% of people left accommodation to move to mid to long-term accommodation. This is an increase on previous period (16%).

33% of people left accommodation with a destination classified as negative. This is similar to the previous period (31%).

## 11) Departures - destination on departure (continued)

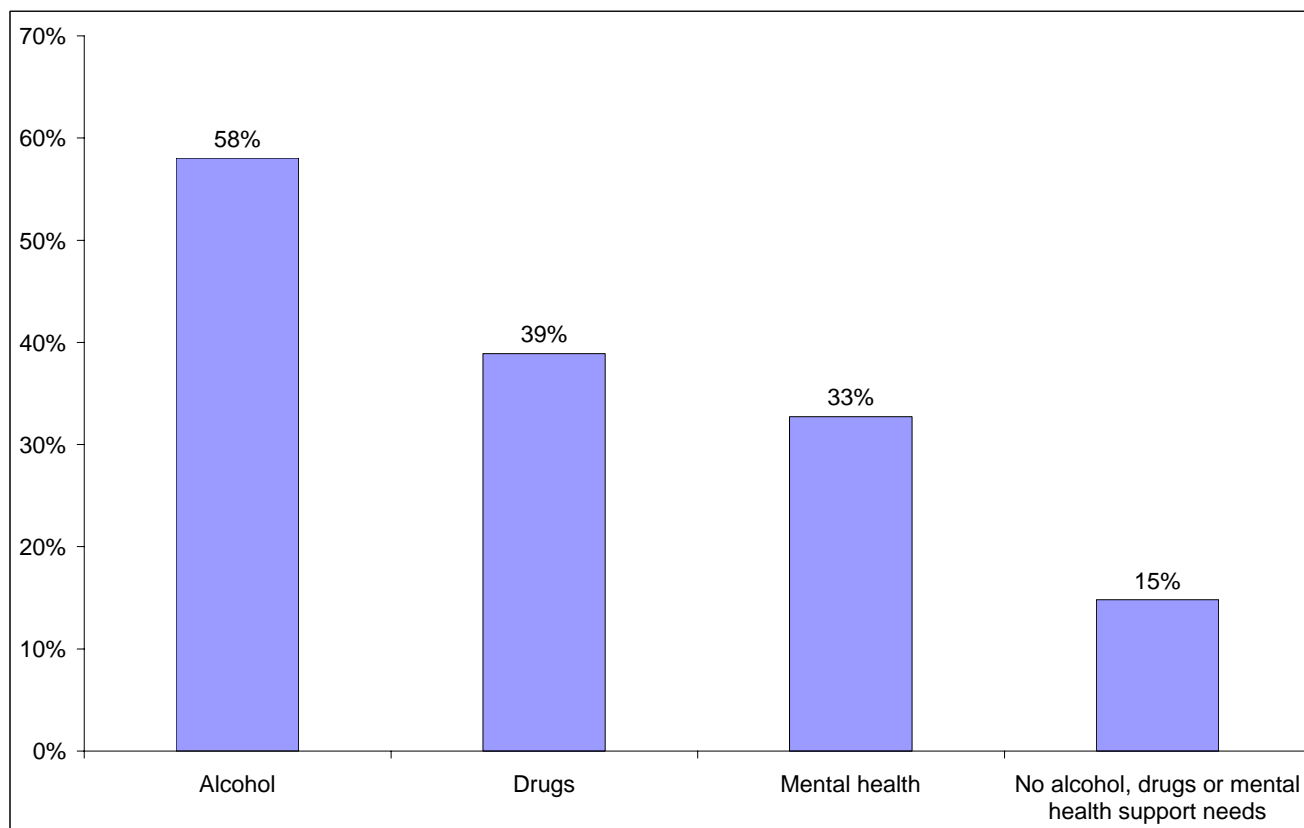
### Breakdown by accommodation

Destination →	Bed & Breakfast	Clearing House/RSI	Detox clinic	Died	Home area	Hospital - long term	Hospital - NOT long	Hostel	Hostel - another organisation	Hostel - within the organisation	LA tenancy (general needs)	Long-term accommodation	Not known	Previous home (describe type)	Private rented sector -	Private rented sector - with	RSL tenancy (general needs)	Staying with family	Staying with friends	Supported Housing	Taken into custody	Temporary accommodation	Total	
St Mungo's - Rushworth Street	3		3	1	1	1	1	4	18	19		2	30	2	3							4	2	94
Salvation Army - David Barker House		1									1	1	2		1	1	1							8
St Mungo's - Great Guildford Street										2		1	2					2	1	5	1			14
St Mungo's - Grange Road										1												1		2
<b>Total</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>18</b>	<b>22</b>	<b>1</b>	<b>4</b>	<b>34</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>5</b>	<b>6</b>	<b>2</b>	<b>118</b>	

## Client Support Needs/Institutional History

### 12) Support needs

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



Base: 162 Note that the base figure for this graph excludes clients where all 3 support needs are not known or not recorded (39).

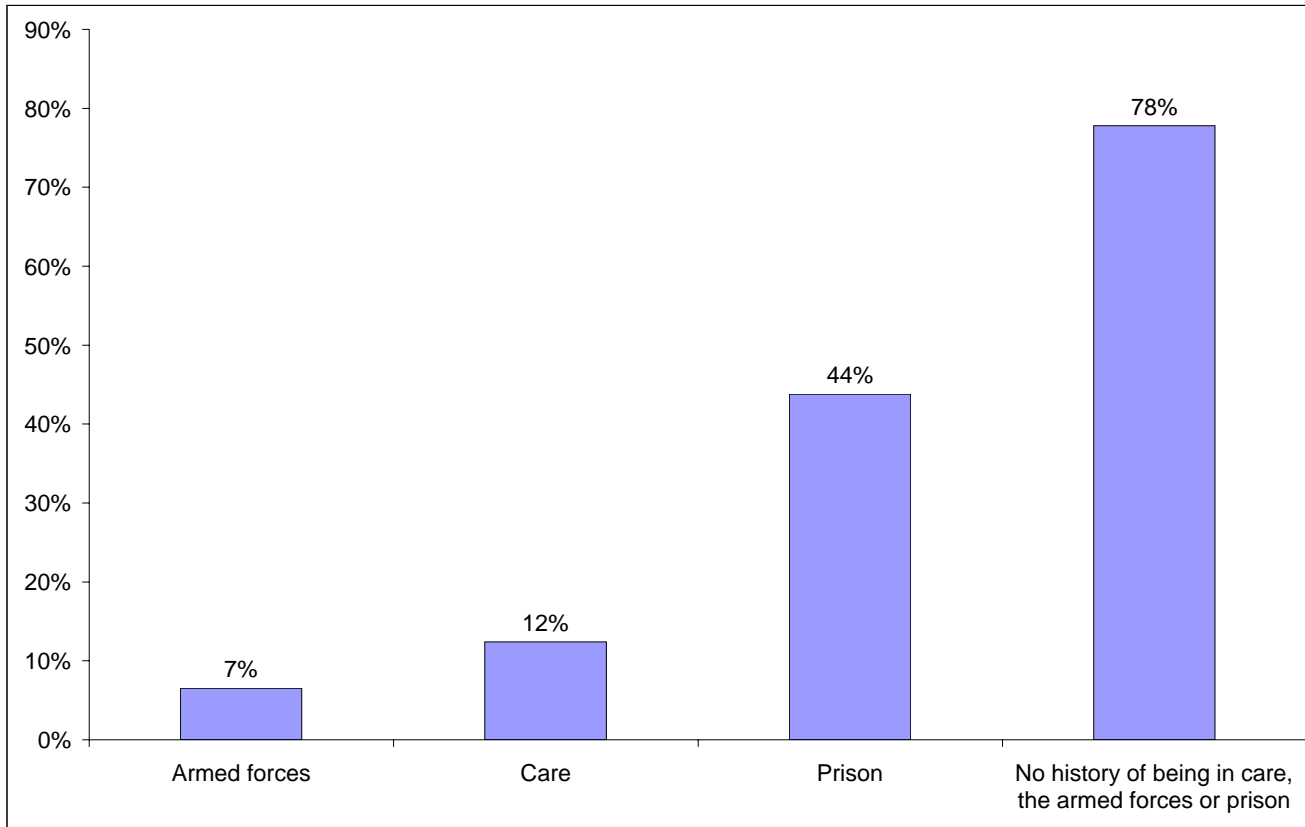
Support Needs	No. of people	%
Alcohol only	41	20%
Drugs only	19	9%
Mental health only	13	6%
Alcohol and drugs	20	10%
Alcohol and mental health	16	8%
Drugs and mental health	7	3%
Alcohol, drugs and mental health	17	8%
All 3 no	24	12%
All 3 not known or not assessed	39	19%
All 3 no, not known or not assessed	5	2%
<b>Total</b>	<b>201</b>	<b>100%</b>

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

The proportion of people contacted in Southwark with an alcohol support need is similar to the proportion across all boroughs this quarter.

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

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

10 people contacted in Southwark this quarter have previously been in the armed forces (10 last quarter).

Nationality	Number	%
UK	5	50%
Non-UK	5	50%
<b>Total</b>	<b>10</b>	<b>100%</b>

19 people contacted in Southwark this quarter have previously been in care (19 last quarter).

67 people contacted in Southwark this quarter have previously been in prison (72 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. 13 people contacted in the year have been in care and prison.

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