



# CHAIN

## Quarterly Report for Tower Hamlets April-June 2010



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

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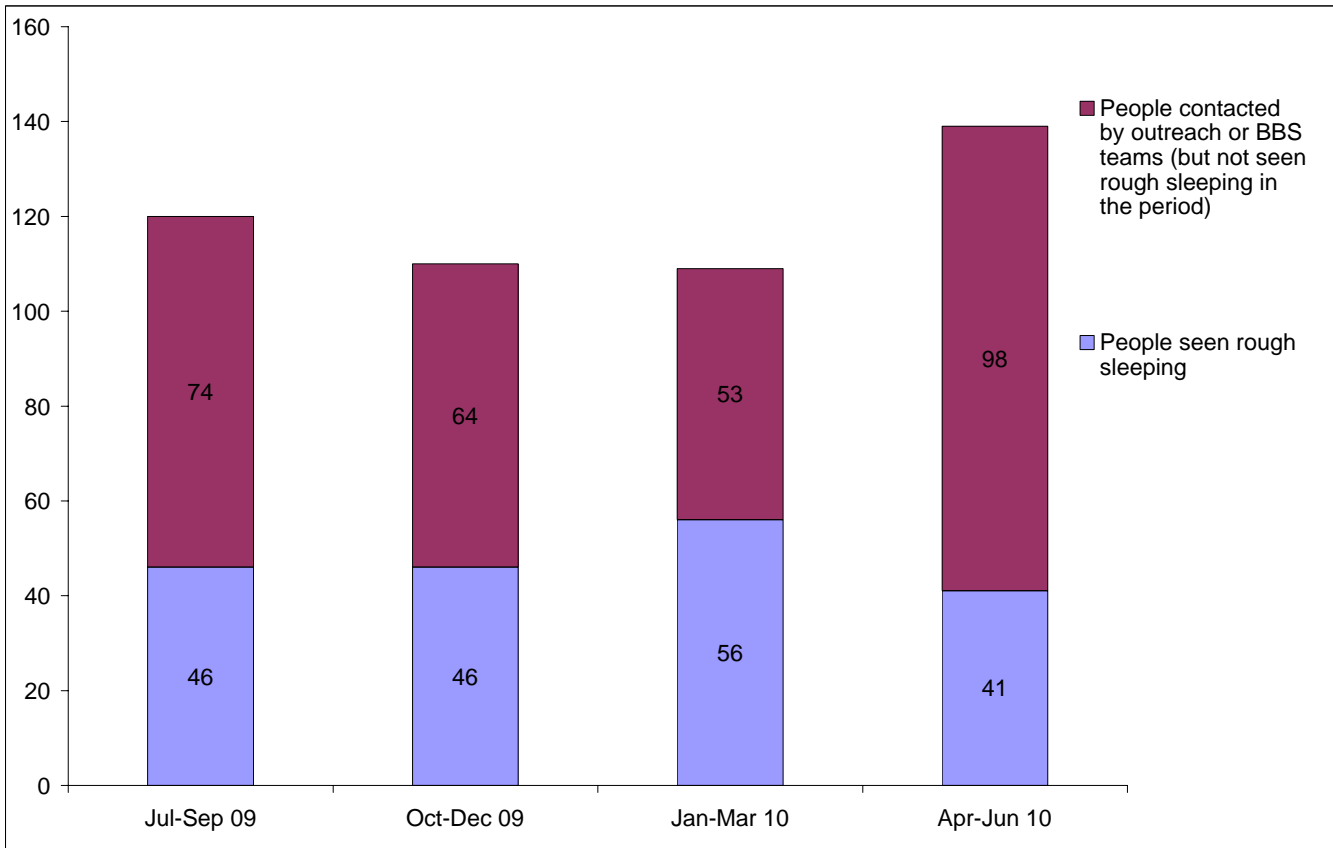
People contacted by outreach or BBS teams and/or arriving in accommodation in the quarter by experience of the armed forces, care or prison

# CHAIN Quarterly report for Tower Hamlets

## 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



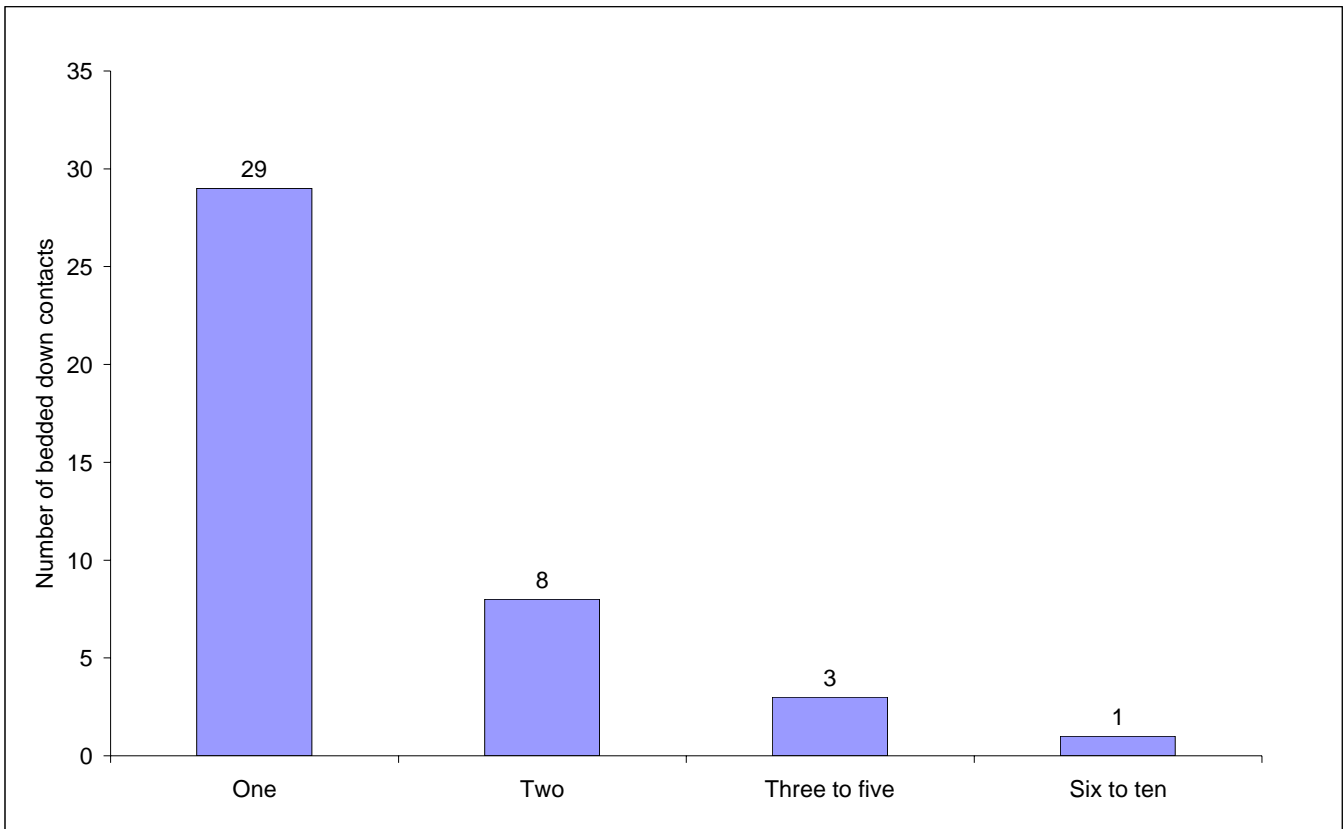
Jul-Sep 09 base: 120  
Oct-Dec 09 base: 110  
Jan-Mar 10 base: 109  
Apr-Jun 10 base: 139

139 verified rough sleepers were contacted by services in Tower Hamlets during the quarter. This is an increase from 109 last quarter and compares to 98 in the same quarter last year.

Of these 139, 41 had a bedded down street contact in the quarter and so were known to have slept rough in Tower Hamlets during the quarter. The number sleeping rough this quarter has decreased by 27%.

## 2) Rough sleeping volume

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



Of the 41 people seen rough sleeping this quarter, 29 only had a single bedded down street contact.

Of the 41 people seen bedded down, 3 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

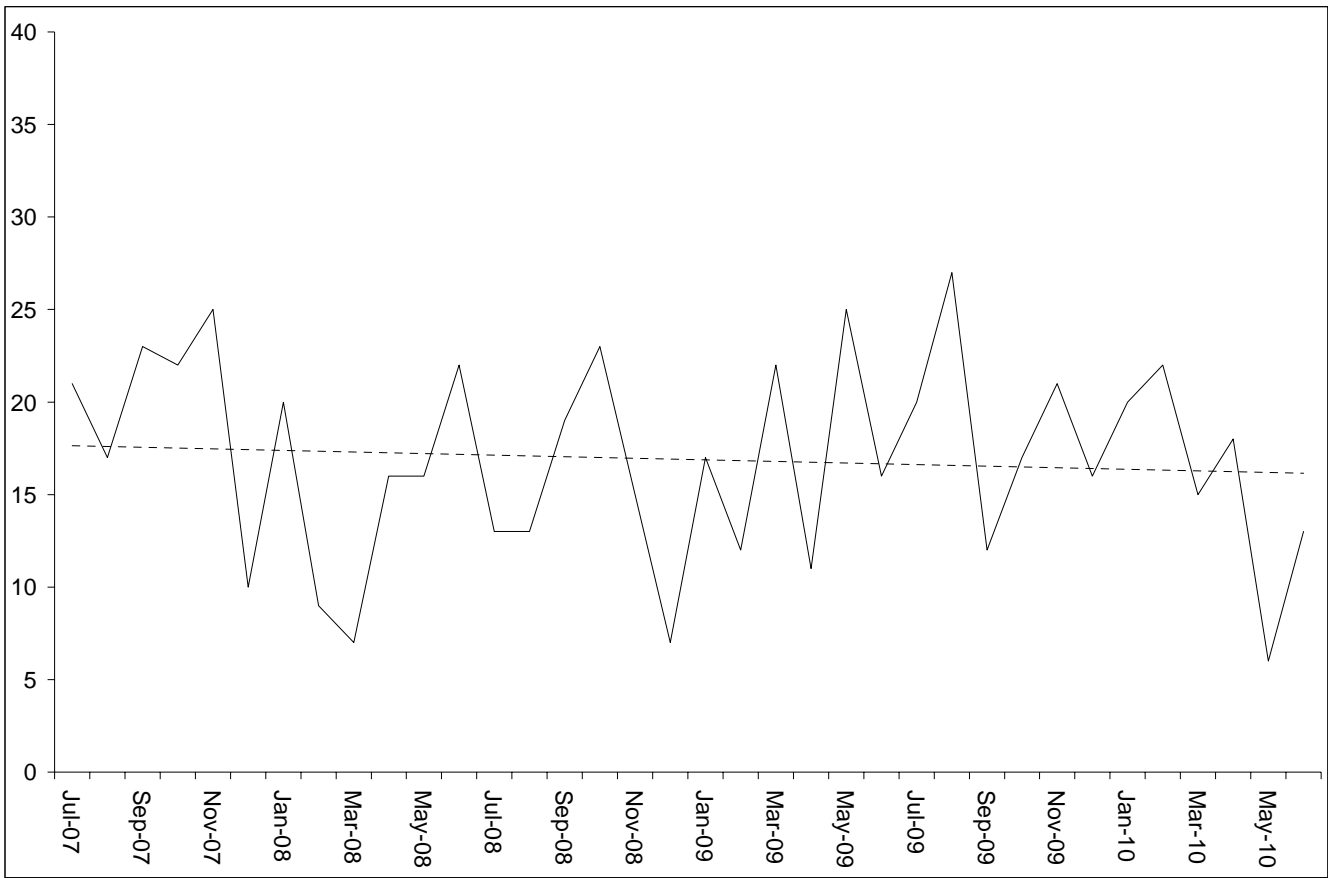
People seen rough sleeping by outreach or BBS teams during the quarter by flow, stock and returner model.

Nationality	This 1/4	%	Last 1/4	%
UK	15	43%	25	52%
Ireland (Republic of)	1	3%	0	0%
Italy	1	3%	1	2%
Bulgaria	0	0%	0	0%
Czech Republic	1	3%	0	0%
Estonia	1	3%	1	2%
Hungary	0	0%	0	0%
Latvia	2	6%	2	4%
Lithuania	1	3%	7	15%
Poland	4	11%	2	4%
Romania	1	3%	1	2%
Slovenia	0	0%	0	0%
Slovakia	0	0%	2	4%
<b>Central and East European (CEE) sub-total</b>	<b>10</b>	<b>29%</b>	<b>15</b>	<b>31%</b>
other Europe	0	0%	0	0%
Eritrea	3	9%	0	0%
other Africa	3	9%	3	6%
America	0	0%	1	2%
Asia	2	6%	3	6%
Australasia	0	0%	0	0%
<i>Missing</i>	<i>4</i>		<i>3</i>	
<i>Not known</i>	<i>2</i>		<i>5</i>	
<b>Total</b>	<b>41</b>	<b>100%</b>	<b>56</b>	<b>100%</b>
<b>Total**</b>	<b>35</b>	<b>100%</b>	<b>48</b>	<b>100%</b>

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

#### 4) People contacted by month

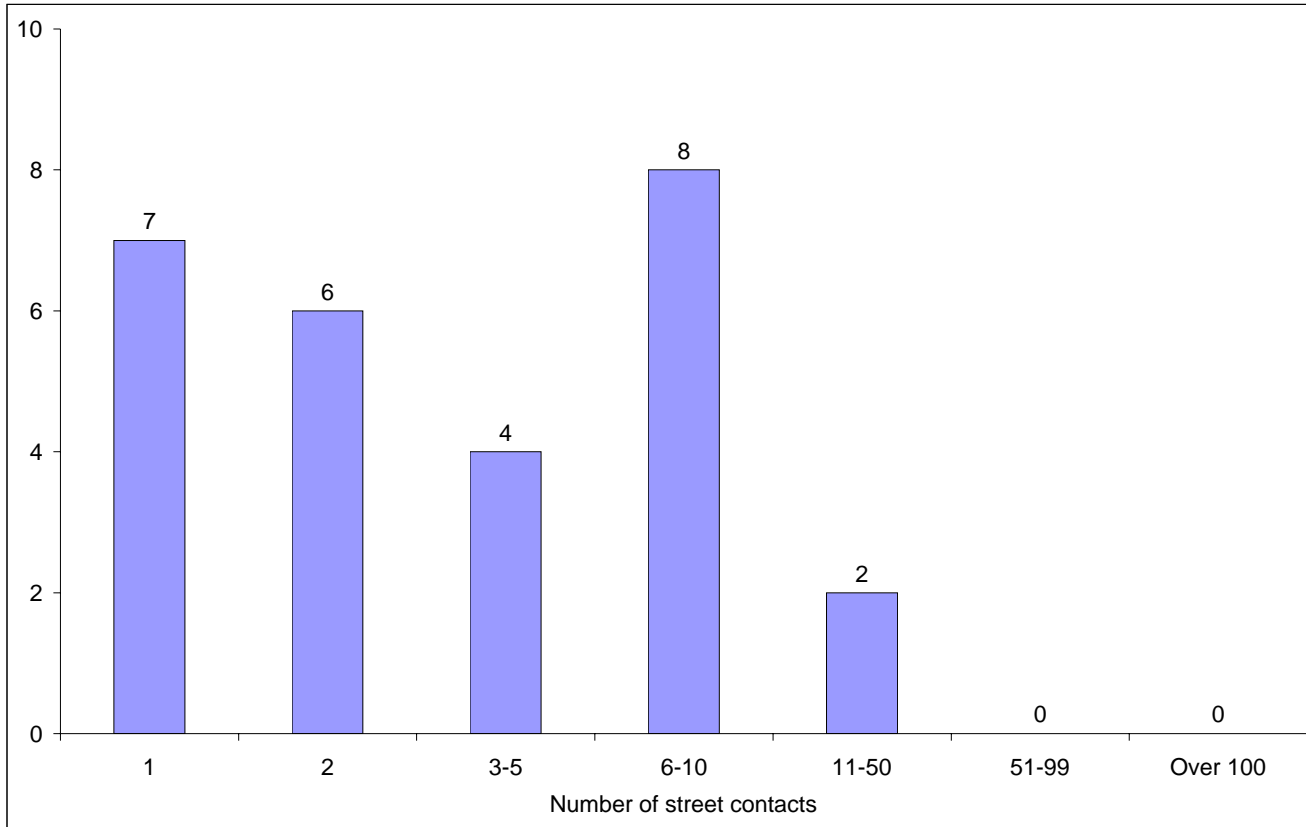
People seen rough sleeping by outreach or building based (BBS) teams by month



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: 27

27 (19%) verified rough sleepers contacted across Tower Hamlets this quarter have never had a booking in action recorded on CHAIN. This has decreased slightly from 32 (29%) in the previous period.

14 of these people have slept rough in the quarter, which is 34% of all people sleeping rough this quarter.

7 (26%) of the people who have never had a booking in action recorded on CHAIN have only ever had one street contact recorded.

## 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	0	0%
<i>Referrals only (no booking in)</i>	15	
Hostel	30	79%
<i>Referral rejected (no booking in)</i>	2	
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>30</b>	<b>79%</b>
Return to home area	8	21%
Seeking work	0	0%
Move to area for friends/family	0	0%
Move to area with appropriate services	0	0%
<b>Reconnections total</b>	<b>8</b>	<b>21%</b>
<b>TOTAL</b>	<b>38</b>	<b>100%</b>

Outreach and BBS teams across Tower Hamlets succeeded in reconnecting or booking into accommodation 18 people, 13% of the 139 people contacted during the quarter.

This is a lower proportion than previous periods - Jan-Mar: 39%; Oct-Dec: 33%; Jul-Sep:19%.

15 people had a total of 30 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 quarter, but 1 person was booked into long-term accommodation last quarter."

28 people were booked in or referred to hostel accommodation. This means that 13 people were referred without actually being booked in whereas 15 people were actually booked into a confirmed place at a hostel.

Outreach and BBS teams across Tower Hamlets achieved a confirmed reconnection with 3 people they contacted this quarter. This is 2% of the people contacted by outreach or BBS teams this quarter.

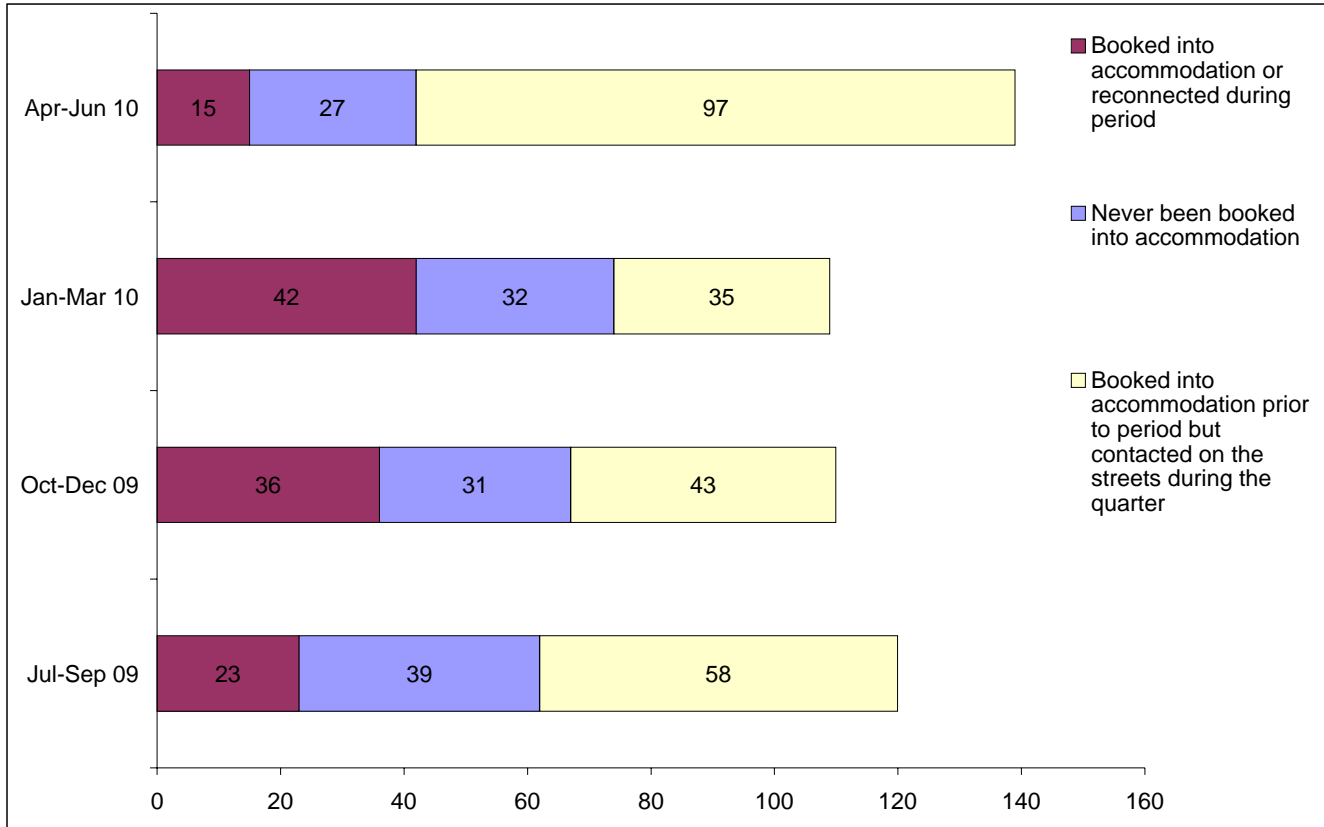
8 confirmed reconnection events were recorded by outreach and BBS teams for verified rough sleepers this quarter. In addition, teams recorded 0 such actions for the wider street population (people not seen sleeping rough).

\* 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.

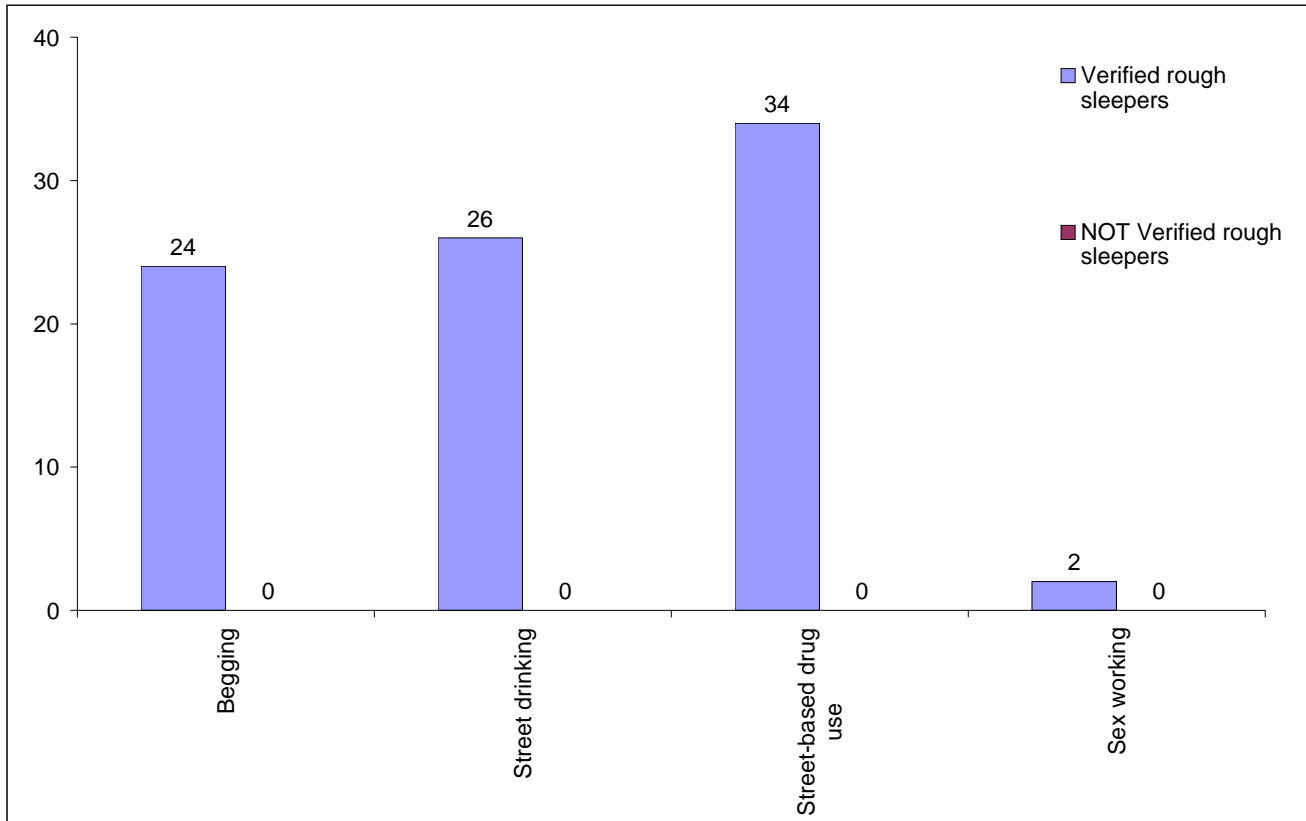


Jul-Sep 09 base: 120  
 Oct-Dec 09 base: 110  
 Jan-Mar 10 base: 109  
 Apr-Jun 10 base: 139

The proportion of people with a street contact but who have never been booked into accommodation decreased this quarter (19%) compared to previous periods, Jan-Mar: 29%; Oct-Dec:28% ; Jul-Sep:33%.

## 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: 47

Base for people not verified as rough sleepers: 5

Of the 139 verified rough sleepers contacted this quarter, 47 (34%) 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.

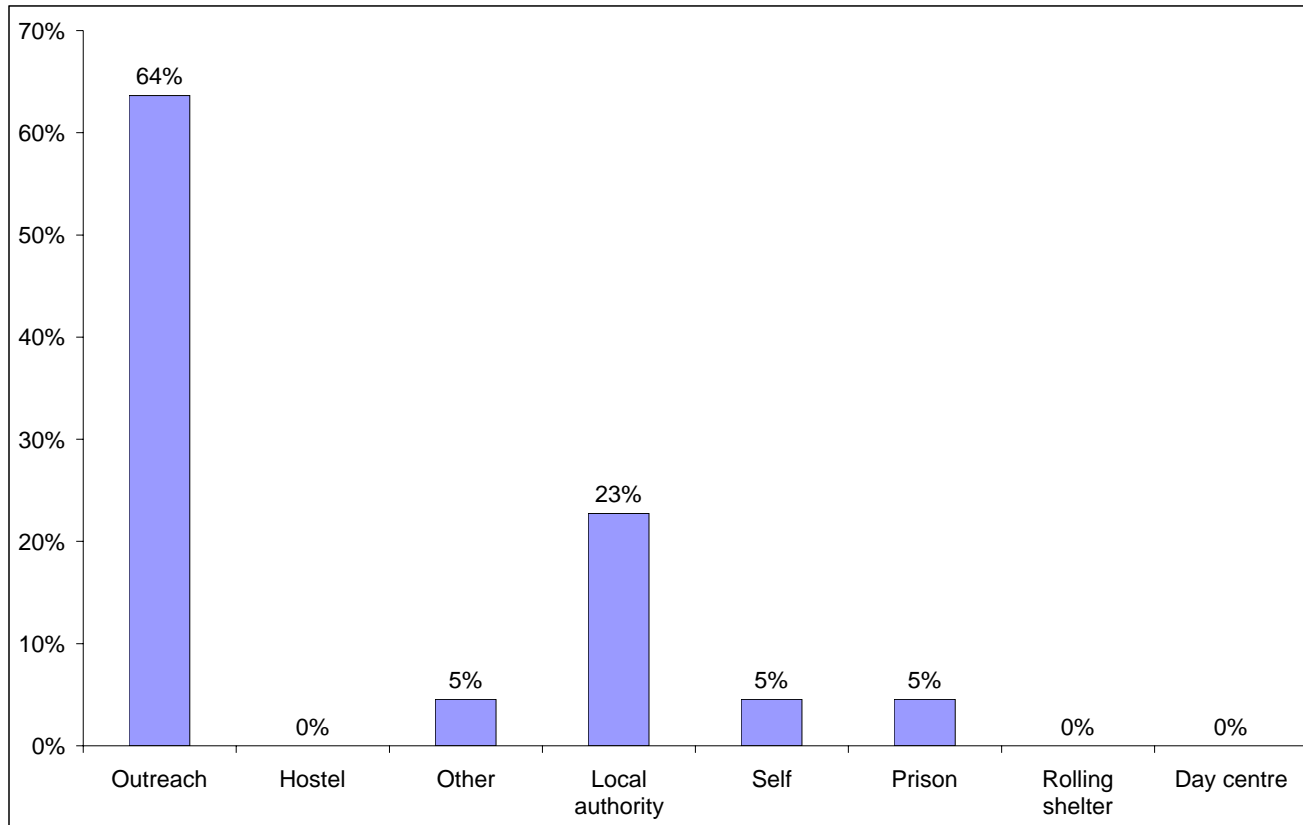
In addition to the 139 verified rough sleepers contacted in the quarter by outreach or BBS teams, 5 people who are considered vulnerable but have not been seen rough sleeping were also contacted. Of these:

1 was 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: 22

22 people arrived at accommodation in Tower Hamlets this quarter. These 22 people had 22 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 lower than previous periods - Jan-Mar: 27; Oct-Dec:29; Jul-Sep:39.

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

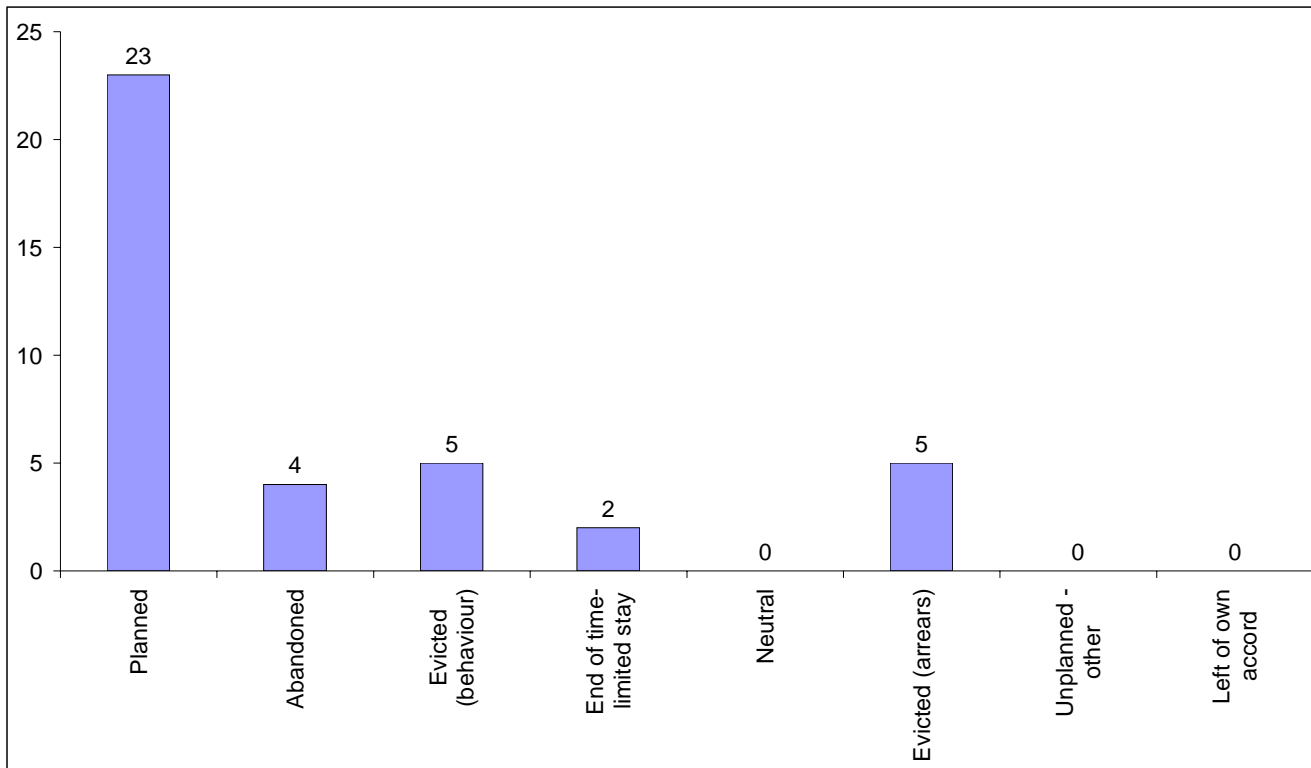
The proportion of arrivals in Tower Hamlets referred by other accommodation projects is the same as the proportion across all boroughs this quarter.

Breakdown by accommodation:

Source of referral → Accommodation ↓	City Rough Sleepers Team	Heathrow Airport Outreach	Lambeth SORT	Tower Hamlets SORT	London Street Rescue	Local authority	Prison	Self	other referral source)	Total
Look Ahead - Aldgate		1	1	2	1	5	1		1	12
Providence Row - Daniel Gilbert House				1						1
Edward Gibbons House	1			1						2
Providence Row - Dellow Hostel	1									1
Providence Row - Hackney Road				1						1
Queen Victoria Seamen's Rest					1					1
Salvation Army - Booth House				1	2			1		4
<b>Total</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>6</b>	<b>4</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>22</b>

## 10) Departures - reason for leaving

Departures by whether or not the departure was planned or unplanned



Base: 39

39 people departed from accommodation in Tower Hamlets this year. These 39 people had 39 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 higher than previous quarters - Jan-Mar:30; Oct-Dec:32; Jul-Sep:26.

59% of departures were due to a planned move, this compares to 70% last quarter.

10% of departures were due to abandonments. This is consistent with the previous three quarters.

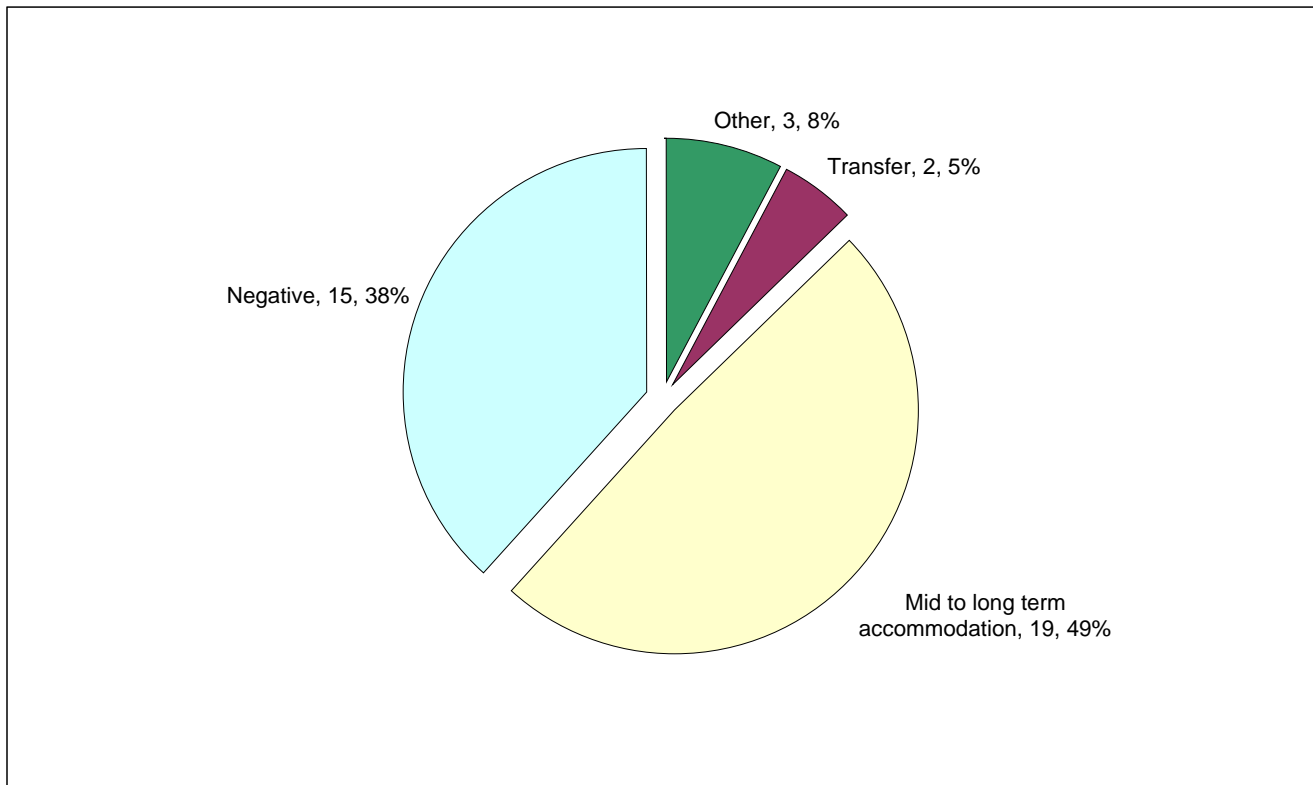
26% of departures were due to evictions. This is higher than the previous three quarters - Jan-Mar:10%; Oct-Dec:9%; Jul-Sep:16%

### Breakdown by accommodation

Planned/Unplanned Accommodation	Reason for leaving					Total
	Planned	Abandoned	Evicted (behaviour)	End of time-limited stay	Evicted (arrears)	
Look Ahead - Aldgate	8	3	3		4	18
Providence Row - Dellow Hostel			1			1
Salvation Army - Booth House	15	1	1	2	1	20
<b>Total</b>	<b>23</b>	<b>4</b>	<b>5</b>	<b>2</b>	<b>5</b>	<b>39</b>

## 11) Departures - destination on departure

Departure actions by destination on departure



Base: 39

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	0	0%
Care home	0	0%
Clearing House/RSI	13	33%
Detox clinic	0	0%
Died	0	0%
Home area	0	0%
Hospital - long term	0	0%
Hospital - NOT long term/acute care	0	0%
Hostel	0	0%
Hostel - another organisation	0	0%
Hostel - within the organisation	1	3%
LA tenancy (general needs)	2	5%
Long-term accommodation	0	0%
Not known	15	38%
Outside London	0	0%
Previous home (describe type of accomm in notes)	0	0%
Private rented sector - independent	0	0%
Private rented sector - with some floating support/support	0	0%
Psychiatric hospital	0	0%
Rehab clinic	1	3%
RSL tenancy (general needs)	3	8%
Sheltered Housing	0	0%
Sleeping rough/Returned to streets	0	0%
Staying with family	3	8%
Staying with friends	0	0%
Supported Housing	1	3%
Taken into custody	0	0%
Temporary accommodation	0	0%
<b>Total</b>	<b>39</b>	<b>100%</b>

3% of people left accommodation to move to another hostel, 0% last quarter.

49% of people left accommodation to move to mid to long-term accommodation, 57% last quarter.

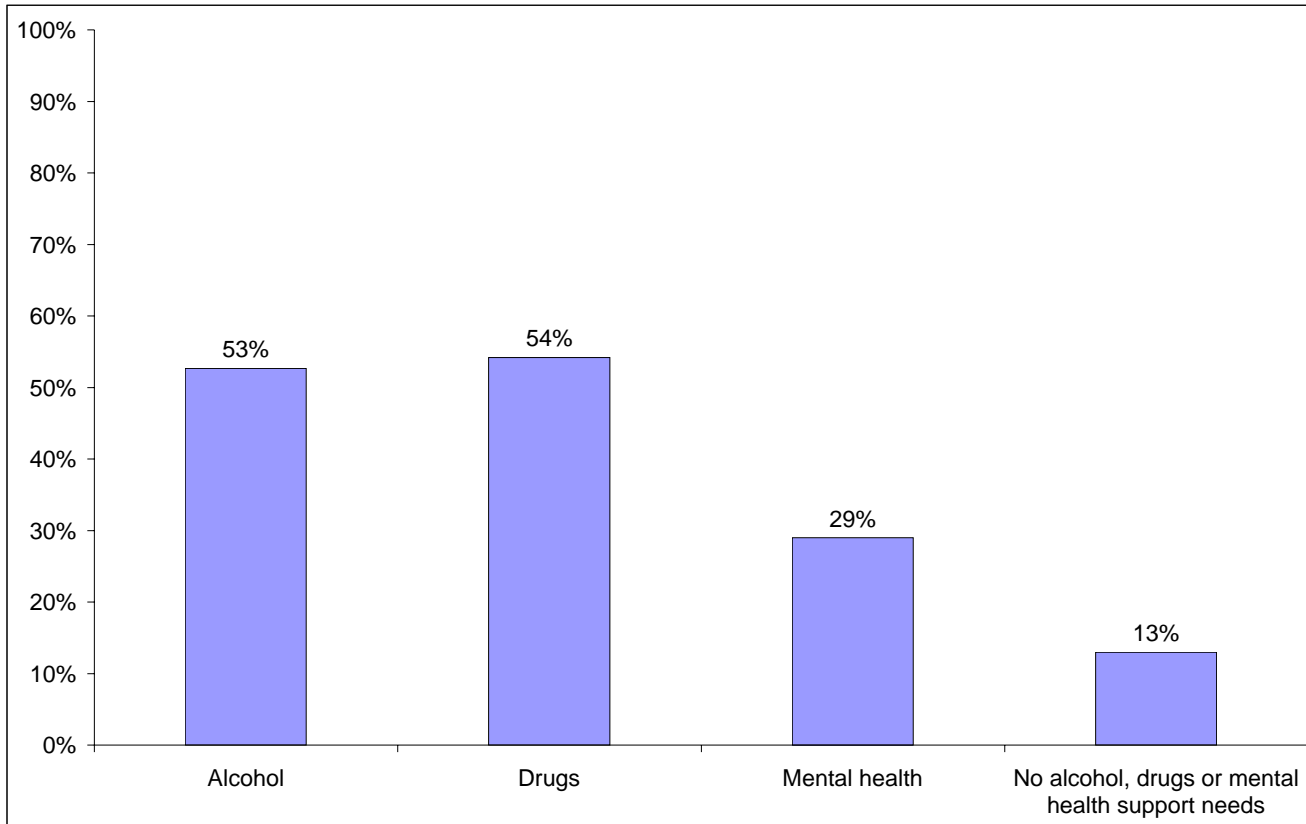
#### Breakdown by accommodation

Destination Accommodation	Clearing House/RSI	Hostel - within the organisation	LA tenancy (general needs)	Not known	Rehab clinic	RSL tenancy (general needs)	Staying with family	Supported Housing	Total
Look Ahead - Aldgate			2	10	1	3	2		18
Providence Row - Dellow Hostel		1							1
Salvation Army - Booth House	13			5			1	1	20
<b>Total</b>	<b>13</b>	<b>1</b>	<b>2</b>	<b>15</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>39</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: 131 Note that the base figure for this graph excludes clients where all 3 support needs are not known or not recorded (34).

Support Needs	No. of people	%
Alcohol only	23	14%
Drugs only	30	18%
Mental health only	4	2%
Alcohol and drugs	21	13%
Alcohol and mental health	14	8%
Drugs and mental health	9	5%
Alcohol, drugs and mental health	11	7%
All 3 no	17	10%
All 3 not known or not assessed	34	21%
All 3 no, not known or not assessed	2	1%
<b>Total</b>	<b>165</b>	<b>100%</b>

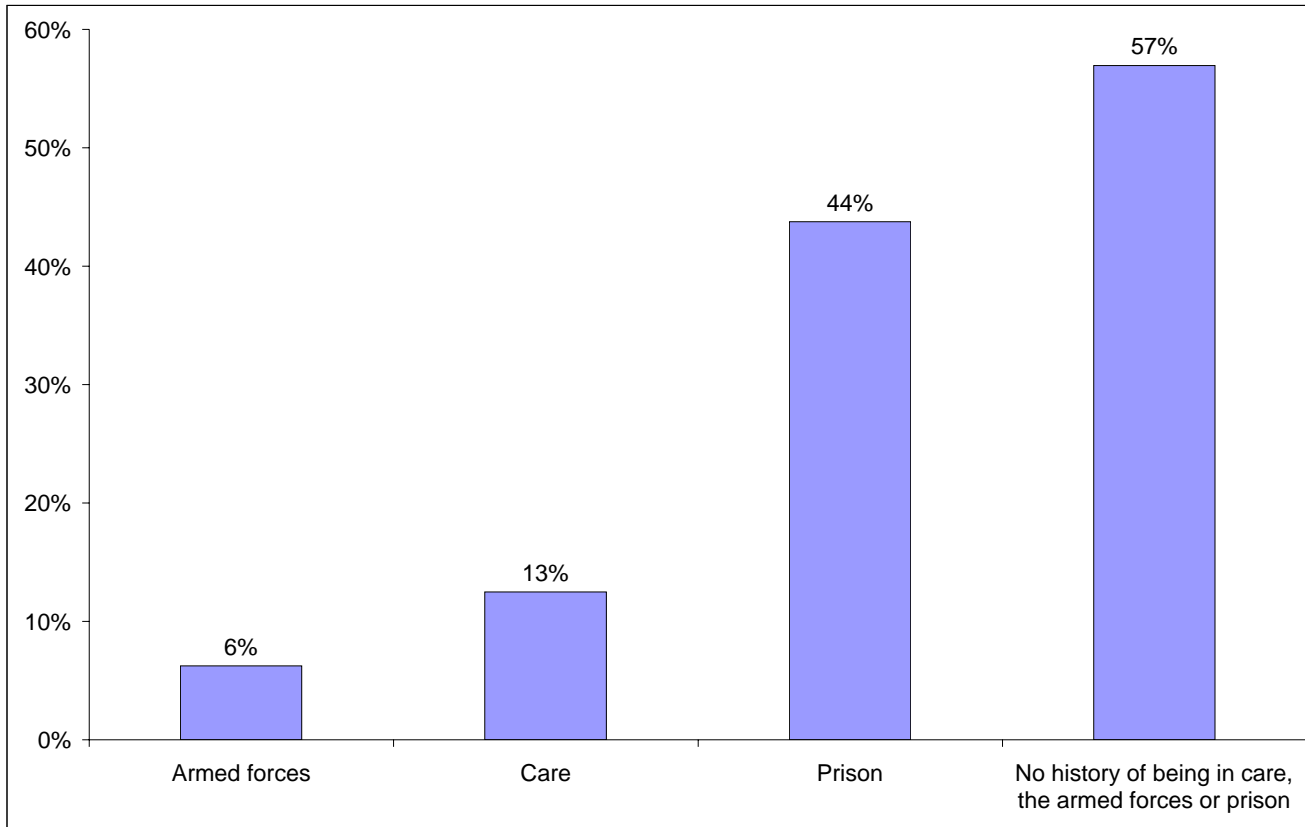
The proportion of people contacted in Tower Hamlets with an alcohol, drugs or mental health support need is consistent with the previous three periods.

The proportion of people contacted in Tower Hamlets with a drugs support need (54%) is notably higher than the proportion across all boroughs (39%) 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: 144 Note that the base figure for this graph excludes clients where all 3 institutional histories are not known.

9 people contacted in Tower Hamlets this quarter have previously been in the armed forces (6 last quarter).

Nationality	Number	%
UK	7	88%
Non-UK	1	12%
<b>Total*</b>	<b>8</b>	<b>100%</b>

\* Nationality missing for 1 person contacted with previous experience of the armed forces.

18 people contacted in Tower Hamlets this quarter have previously been in care (12 last quarter).

63 people contacted in Tower Hamlets this quarter have previously been in prison (55 last quarter).

It is possible for someone contacted to have previous experience of more than one institution and so be included in more

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