



# CHAIN

## Quarterly Report for Tower Hamlets April - June 2011



# CHAIN Quarterly report for Tower Hamlets 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

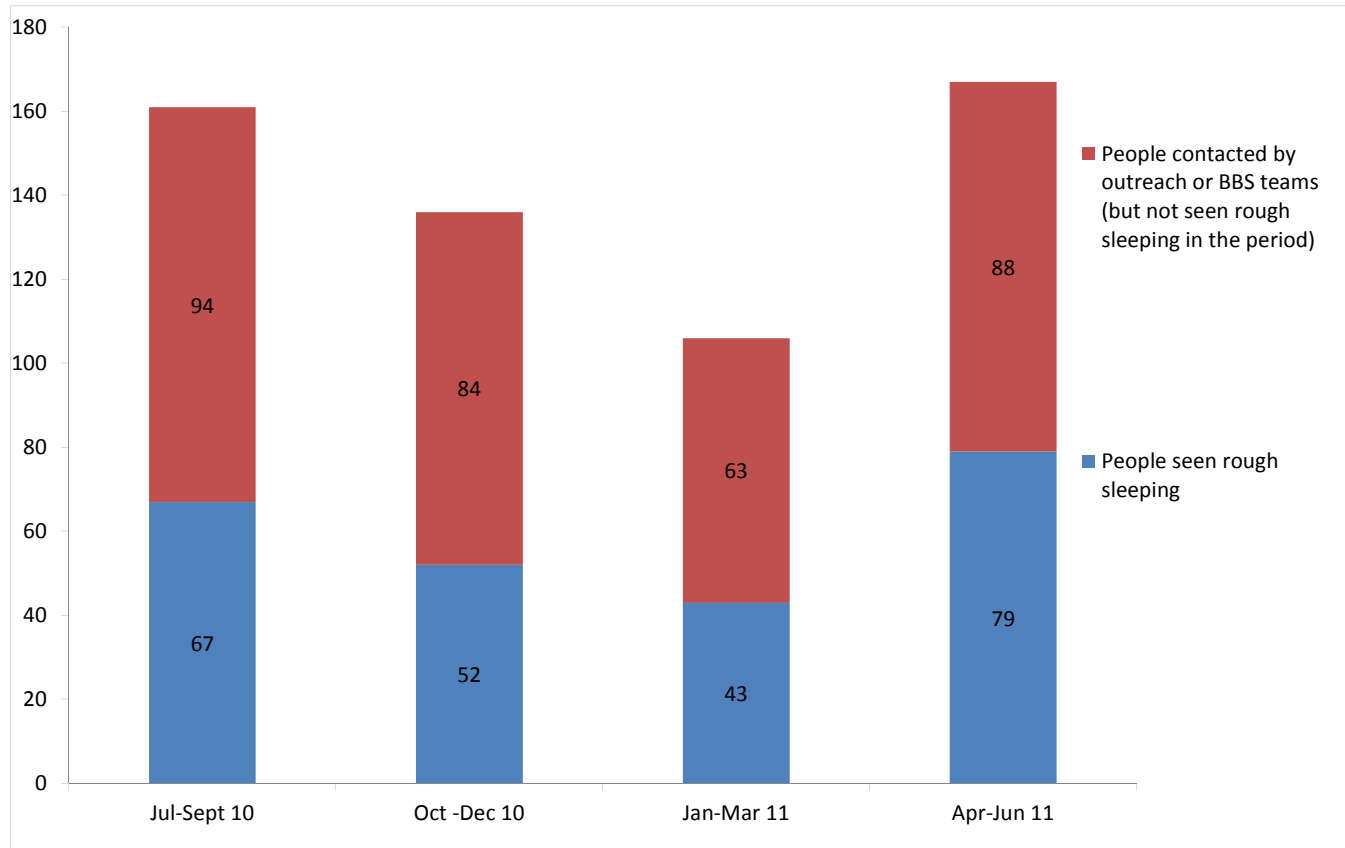
Street population (people who rough sleep and/or engage in a street lifestyle) contacted by outreach who fall into one or more of the street activity categories on CHAIN

# CHAIN Quarterly report for 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



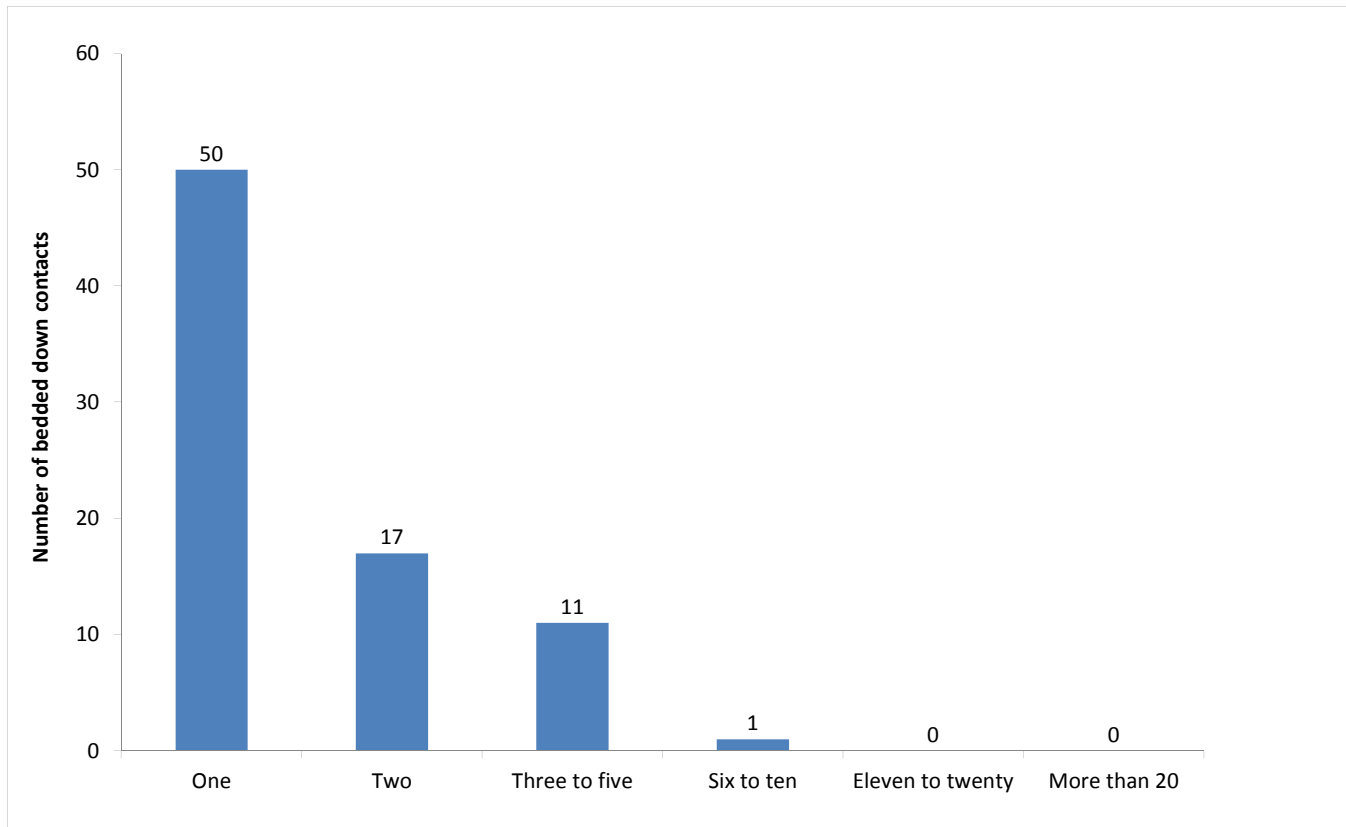
Jul-Sep 10 base: 161  
Oct-Dec 10 base: 136  
Jan-Mar 11 base: 106  
Apr-Jun 11 base: 167

167 verified rough sleepers were contacted by services in Tower Hamlets during the quarter. This is an increase from 106 last quarter and compares to 139 in the same quarter last year.

Of these 167, 79 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 increased by 84%.

## 2) Rough sleeping volume

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



Base: 79

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

Of the 79 people seen rough sleeping this quarter, 50 only had a single bedded down street contact.

Of the 79 people seen bedded down, 4 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

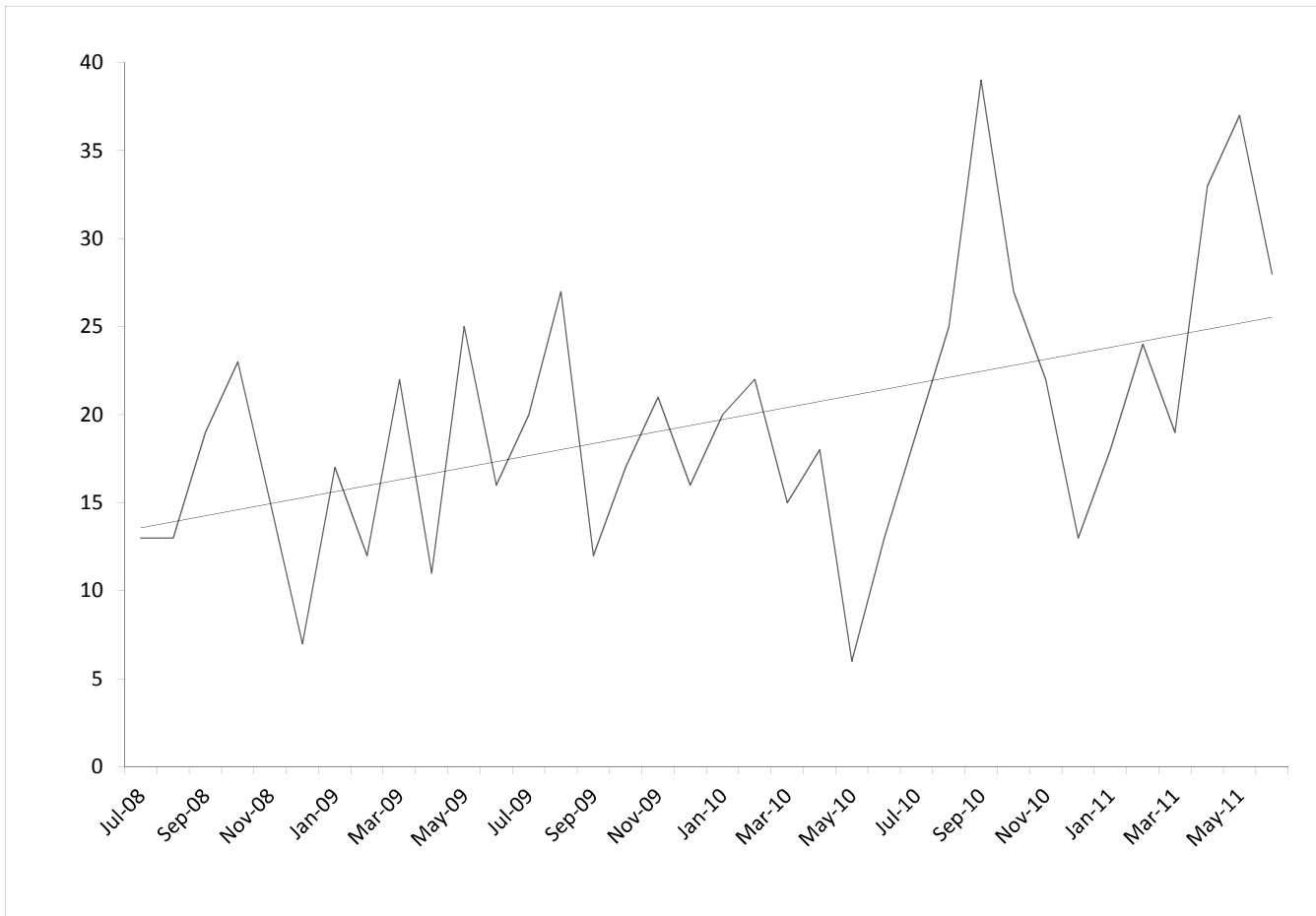
People seen rough sleeping by outreach or BBS teams during the quarter by flow, stock and returner model.

| Nationality                                      | Jul-Sept  | %           | Oct-Dec   | %           | Jan-Mar   | %           | Apr-Jun   | %           |
|--|-----------|-------------|-----------|-------------|-----------|-------------|-----------|-------------|
| UK   | 30        | 45%         | 19        | 39%         | 12        | 30%         | 32        | 41%         |
| Ireland (Republic of)                            | 1         | 2%          | 1         | 2%          | 1         | 3%          | 2         | 3%          |
| Portugal   | 0         | 0%          |           | 0%          | 1         | 3%          | 1         | 1%          |
| Bulgaria   |           | 0%          |           | 0%          |           | 0%          | 0         | 0%          |
| Czech Republic                                   | 2         | 3%          | 3         | 6%          | 1         | 1%          | 1         | 1%          |
| Estonia  | 0         | 0%          |           | 0%          | 2         | 5%          | 0         | 0%          |
| Hungary  | 1         | 2%          | 1         | 2%          |           | 0%          | 0         | 0%          |
| Latvia   | 1         | 2%          | 1         | 2%          |           | 5%          | 4         | 5%          |
| Lithuania  | 9         | 14%         | 3         | 6%          | 4         | 10%         | 6         | 8%          |
| Poland   | 9         | 14%         | 3         | 6%          | 4         | 10%         | 12        | 15%         |
| Romania  | 3         | 5%          | 4         | 8%          | 7         | 18%         | 1         | 1%          |
| Slovenia   | 0         | 0%          | 1         | 2%          | 1         | 3%          | 1         | 1%          |
| Slovakia   | 1         | 2%          |           | 0%          |           | 0%          | 0         | 0%          |
| <b>Central and East European (CEE) sub-total</b> | <b>26</b> | <b>39%</b>  | <b>16</b> | <b>33%</b>  | <b>19</b> | <b>48%</b>  | <b>25</b> | <b>32%</b>  |
| other Europe                                     | 4         | 6%          | 3         | 6%          | 2         | 5%          | 5         | 6%          |
| Eritrea  | 0         | 0%          | 1         | 2%          |           | 0%          |           | 0%          |
| Africa   | 1         | 2%          | 7         | 14%         | 4         | 10%         | 7         | 9%          |
| America  | 0         | 0%          |           | 0%          |           | 0%          | 2         | 3%          |
| Asia   | 3         | 5%          | 2         | 4%          | 1         | 3%          | 5         | 6%          |
| Australasia                                      | 0         | 0%          |           | 0%          |           | 0%          | 0         | 0%          |
| Missing  | 1         | 2%          | 1         | 2%          | 2         | 5%          | 1         | 1%          |
| Not known  | 0         | 0%          | 2         | 4%          | 1         | 3%          | 0         | 0%          |
| <b>Total</b>                                     | <b>67</b> |             | <b>52</b> |             | <b>43</b> |             | <b>79</b> |             |
| <b>Total**</b>                                   | <b>66</b> | <b>100%</b> | <b>49</b> | <b>100%</b> | <b>40</b> | <b>100%</b> | <b>78</b> | <b>100%</b> |

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

#### 4) People contacted by month

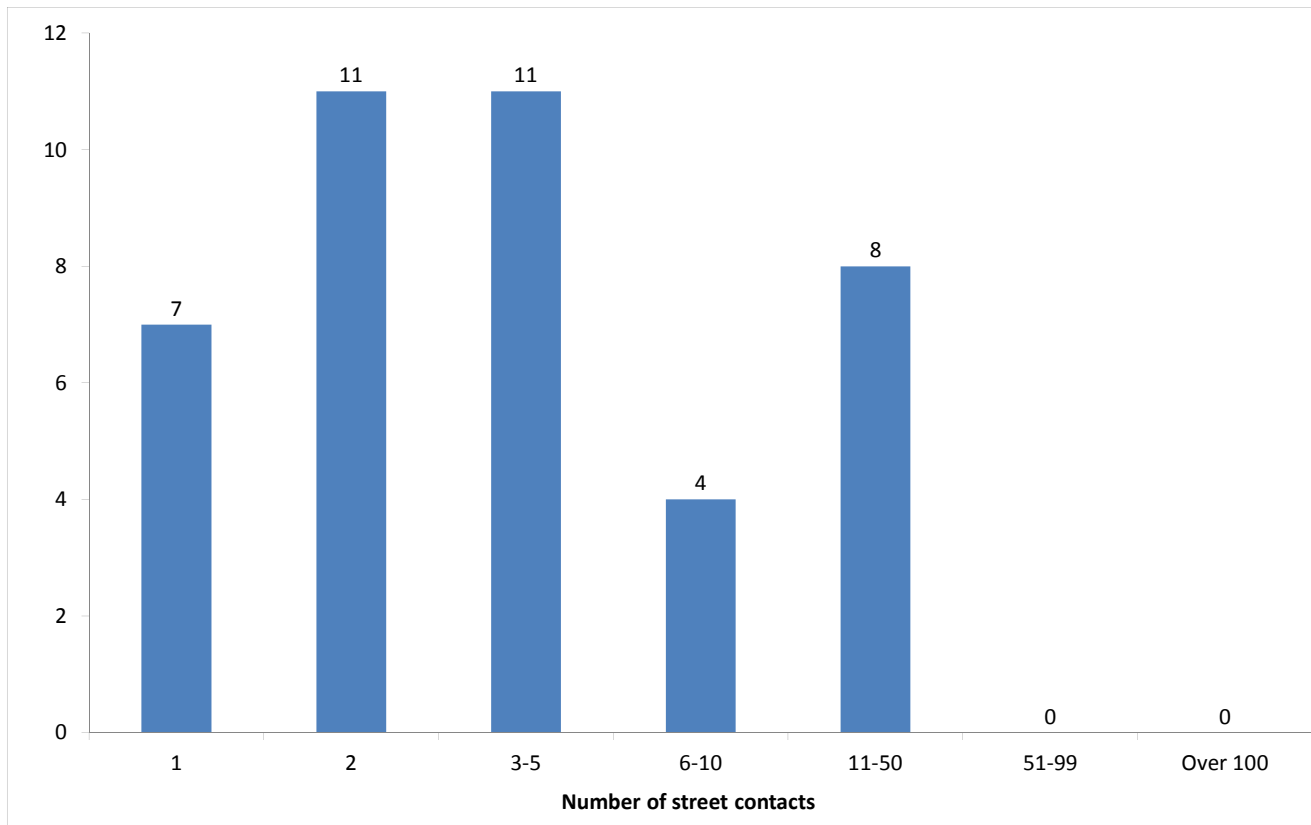
People seen rough sleeping by outreach or building based (BBS) teams by month



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: 41

41 (25%) verified rough sleepers contacted across Tower Hamlets this quarter have never had a booking in action recorded on CHAIN. This is consistent with the previous three quarters.

29 of these people have slept rough in the quarter, which is 37% of all people sleeping rough this quarter.

7 (17%) 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.       | %           |
|--|-----------|-------------|
| Assessment centre  | 0         | 0%          |
| Bed & breakfast  | 0         | 0%          |
| Clinic/Detox/Rehab   | 0         | 0%          |
| Night Centre   | 0         | 0%          |
| Rolling shelter  | 3         | 14%         |
| Hostel   | 17        | 77%         |
| 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   | 1         | 5%          |
| LA tenancy (general needs)                                 | 0         | 0%          |
| Private rented sector                                      | 0         | 0%          |
| Private rented sector - independent                        | 1         | 5%          |
| 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>22</b> | <b>100%</b> |
| Return to home area  | 0         | 0%          |
| Seeking work   | 0         | 0%          |
| Move to area for friends/family                            | 0         | 0%          |
| Move to area with appropriate services                     | 0         | 0%          |
| Other  | 0         | 0%          |
| <b>Reconnections total</b>                                 | <b>0</b>  | <b>0%</b>   |
| <b>TOTAL</b>   | <b>22</b> | <b>100%</b> |

Outreach and BBS teams across Tower Hamlets succeeded in reconnecting or booking into accommodation 19 people, 11% of the 167 people contacted during the quarter.

This has been falling slowly over the year: Jul-Sept, 19%; Oct-Dec, 18%; Jan-Mar, 16%.

19 people had a total of 22 booking in events. This indicates that individuals can be booked into accommodation (the same type or different) more than once in the quarter.

One person moved into Clearing Housing accommodation while 1 also moved into a supported private rented sector flat.

17 people were booked into hostel accommodation. This has fluctuated over the last year: Jul-Sept, 16; Oct-Dec, 12; Jan-Mar, 2%.

In addition, 3 people were referred to the No Second Night Out Assessment Hub. Of these, 1 achieved either a confirmed reconnection or an accommodation stay, or both.

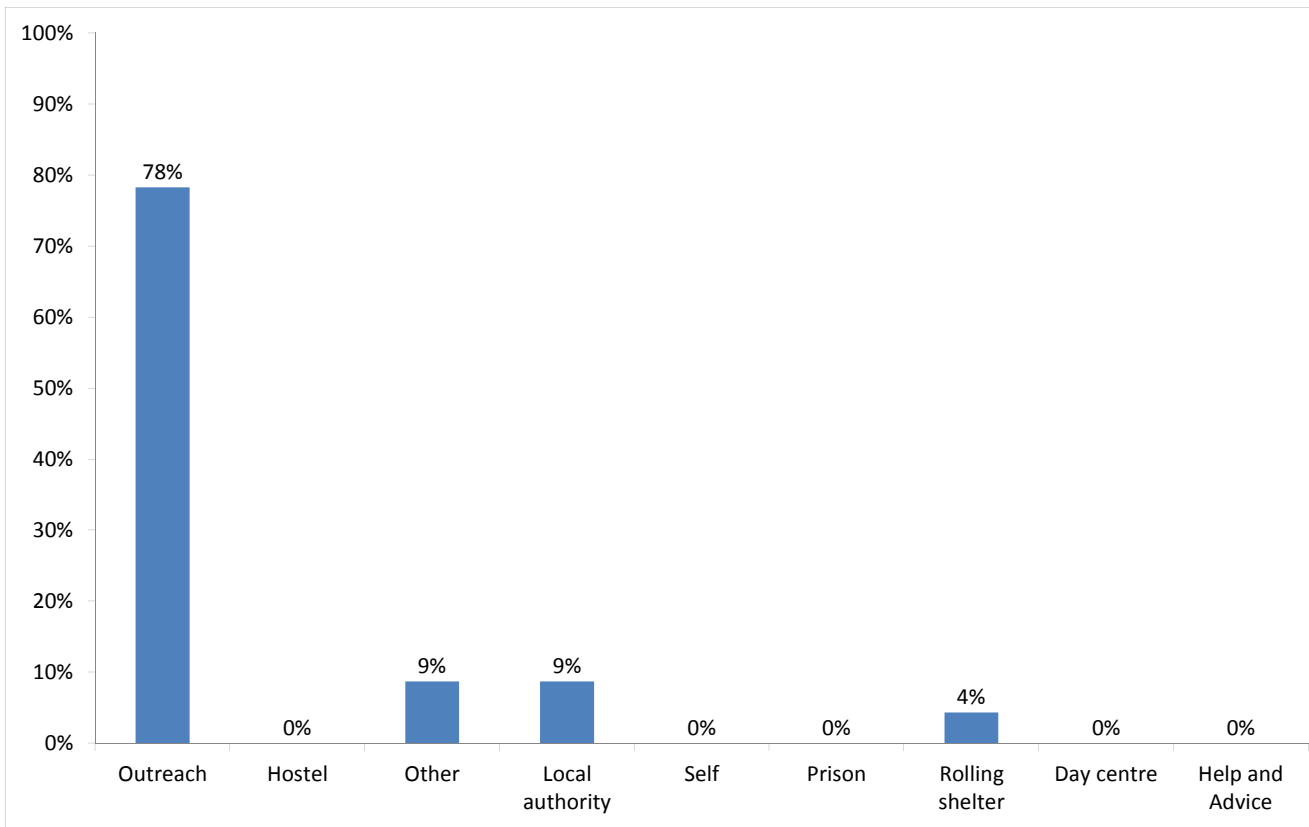




## Temporary Accommodation: hostels, assessment centres, rolling shelters and second stage

### 7) Arrivals

Temporary accommodation arrivals by accommodation project and source of referral.



Base: 23

23 people arrived at accommodation in Tower Hamlets this year. These 23 people had 23 arrival actions.

The numbers of people arriving and arrivals are consistent with previous periods.

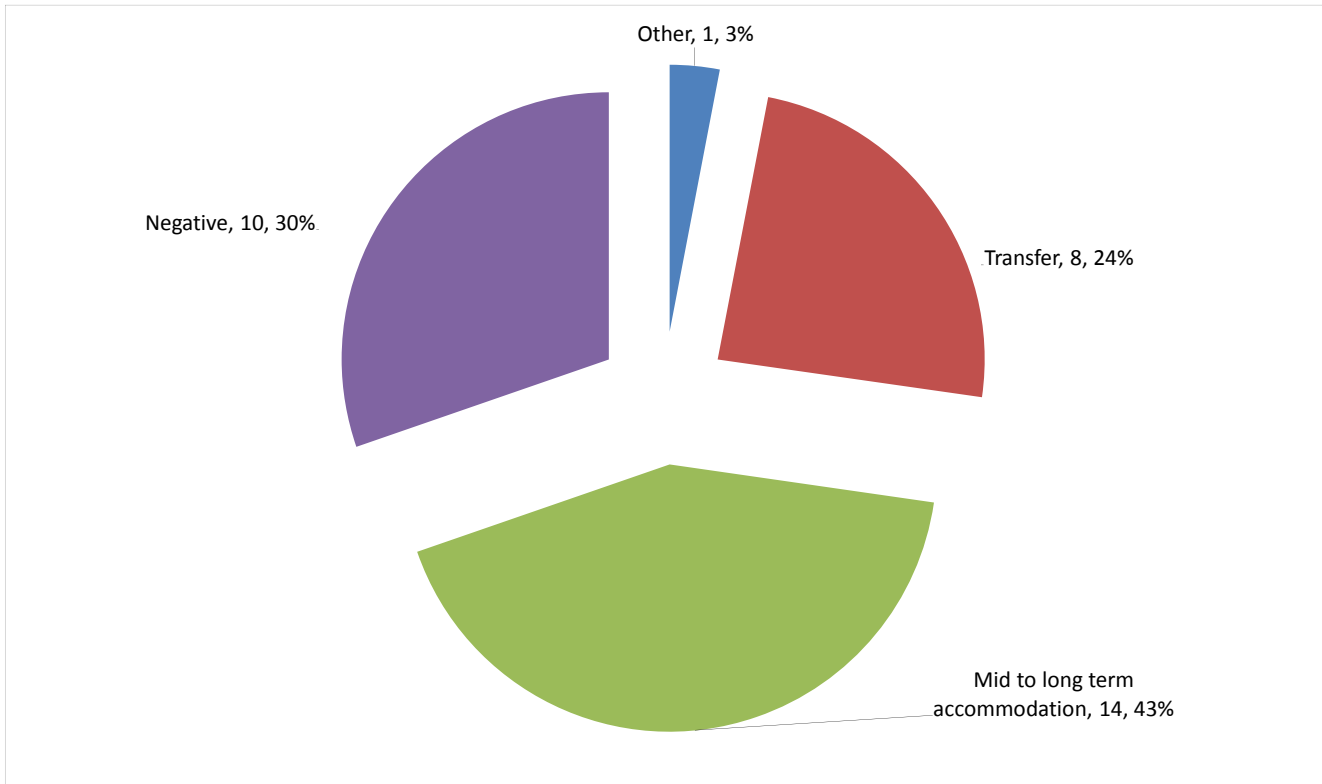
The proportion of arrivals to accommodation in Tower Hamlets that were referred by outreach or BBS teams and other accommodation projects is consistent with previous periods, and with the proportion across all boroughs this quarter.

**Breakdown by accommodation:**

| Source of referral<br>→<br>Accommodation<br>↓ | City Rough Sleepers Team | Tower Hamlets SORT | Tower Hamlets HOST | London Street Rescue | NSNO Assessment Hub | Rolling shelter | Local authority | Total     |
|---|--------------------------|--------------------|--------------------|----------------------|---------------------|-----------------|-----------------|-----------|
| Look Ahead - Aldgate                          | 1                        | 1                  |                    |                      |                     |                 | 2               | 4         |
| Providence Row - Daniel Gilbert House         | 1                        | 1                  |                    |                      |                     |                 |                 | 2         |
| Edward Gibbons House                          |                          | 1                  | 1                  | 1                    |                     |                 |                 | 3         |
| Providence Row - Dellow Hostel                |                          | 1                  |                    | 2                    |                     | 1               |                 | 4         |
| Providence Row - Hackney Road                 | 3                        | 1                  |                    |                      |                     |                 |                 | 4         |
| Salvation Army - Booth House                  |                          | 4                  |                    | 1                    | 1                   |                 |                 | 6         |
| <b>Total</b>                                  | <b>5</b>                 | <b>9</b>           | <b>1</b>           | <b>4</b>             | <b>1</b>            | <b>1</b>        | <b>2</b>        | <b>23</b> |

## 8) Departures - destination on departure

Departure actions by destination on departure



Base: 33

| 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    | %           |
|--|-----------|-------------|
| Bed & Breakfast  | 2         | 6%          |
| Clearing House/RSI   | 5         | 15%         |
| Hostel - another organisation                              | 3         | 9%          |
| Hostel - within the organisation                           | 1         | 3%          |
| LA tenancy (general needs)                                 | 1         | 3%          |
| Not known  | 9         | 27%         |
| Private rented sector - independent                        | 2         | 6%          |
| Private rented sector - with some floating support/support | 1         | 3%          |
| Rehab clinic   | 2         | 6%          |
| RSL tenancy (general needs)                                | 3         | 9%          |
| Staying with friends                                       | 1         | 3%          |
| Supported Housing  | 2         | 6%          |
| Taken into custody   | 1         | 3%          |
| <b>Total</b>   | <b>33</b> | <b>100%</b> |

33 people departed from accommodation in Tower Hamlets this year. These 33 people had 33 departure actions.

12% of people left accommodation to move to another hostel. This is consistent with previous quarters. It is lower than the proportion across all boroughs this quarter, 28%.

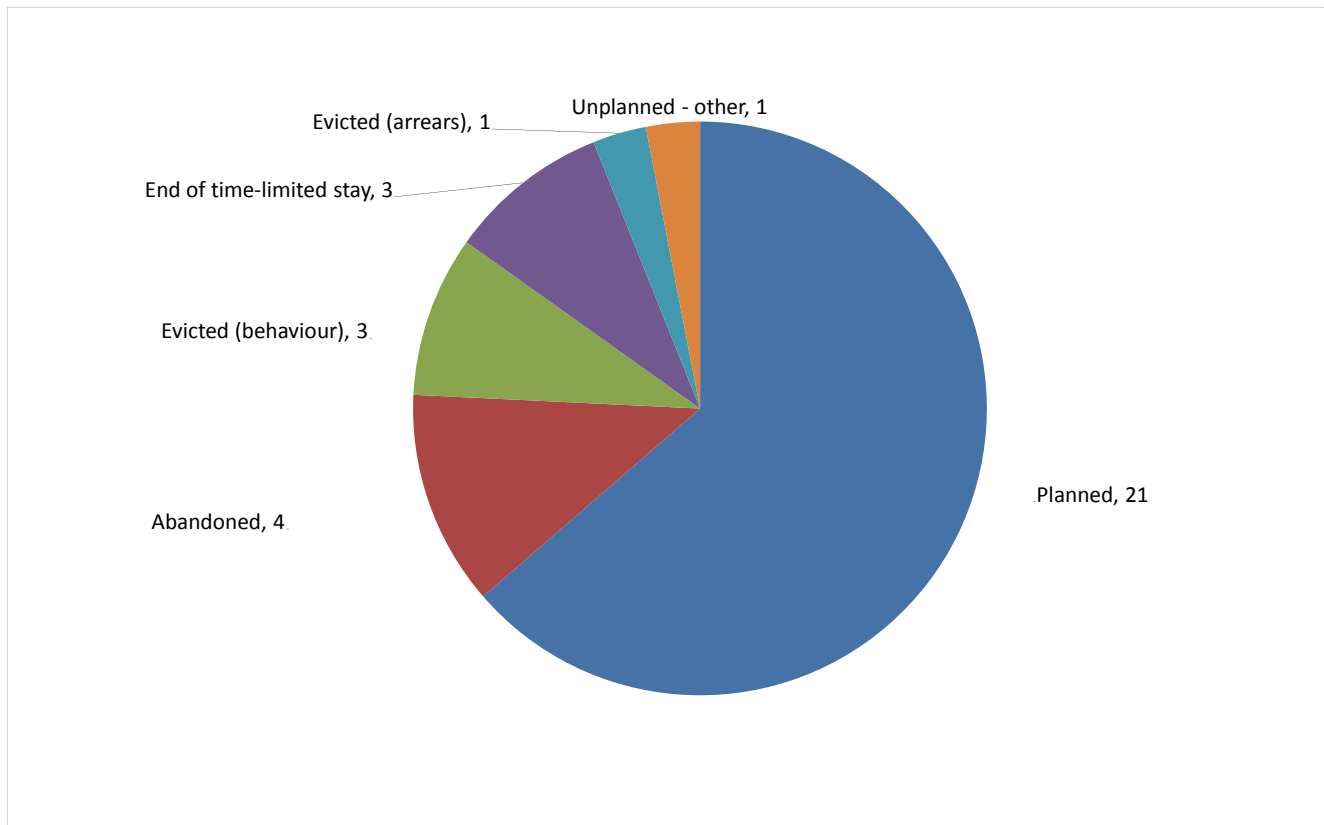
42% of people left accommodation to move to mid to long-term accommodation. This is consistent with previous quarters, but higher than the proportion across all boroughs this quarter, 25%.

#### Breakdown by accommodation

| Destination<br>Accommodation          |                 |                    |                               |                                  |                            |           |                         |                              |              |                             |                      |                   |                    |           |
|---------------------------------------|-----------------|--------------------|-------------------------------|----------------------------------|----------------------------|-----------|-------------------------|------------------------------|--------------|-----------------------------|----------------------|-------------------|--------------------|-----------|
|                                       | Bed & Breakfast | Clearing House/RSI | Hostel - another organisation | Hostel - within the organisation | LA tenancy (general needs) | Not known | Private rented sector - | Private rented sector - with | Rehab clinic | RSL tenancy (general needs) | Staying with friends | Supported Housing | Taken into custody | Total     |
| Look Ahead - Aldgate                  | 1               |                    | 3                             |                                  |                            | 2         |                         | 1                            | 2            | 2                           | 1                    |                   | 1                  | 13        |
| Providence Row - Daniel Gilbert House |                 | 1                  |                               |                                  |                            | 2         |                         |                              |              | 1                           |                      |                   |                    | 4         |
| Providence Row - Dellow Hostel        |                 |                    |                               |                                  |                            | 3         |                         |                              |              |                             |                      | 1                 |                    | 4         |
| Edward Gibbons House                  |                 |                    |                               |                                  |                            |           |                         |                              |              |                             |                      | 1                 |                    | 1         |
| Providence Row - Hackney Road         |                 |                    |                               |                                  |                            | 1         |                         |                              |              |                             |                      |                   |                    | 1         |
| Salvation Army - Booth House          | 1               | 4                  |                               | 1                                | 1                          | 1         | 2                       |                              |              |                             |                      |                   |                    | 10        |
| <b>Total</b>                          | <b>2</b>        | <b>5</b>           | <b>3</b>                      | <b>1</b>                         | <b>1</b>                   | <b>9</b>  | <b>2</b>                | <b>1</b>                     | <b>2</b>     | <b>3</b>                    | <b>1</b>             | <b>2</b>          | <b>1</b>           | <b>33</b> |

## 9) Departures - reason for leaving

Departures by whether or not the departure was planned or unplanned



Base: 33

33 people departed from accommodation in Tower Hamlets this year. These 33 people had 33 departure actions.

The number of people departing and departures is consistent with previous quarters.

64% of departures were due to a planned move.

12% of departures were due to abandonments.

12% of departures were due to evictions.

This is consistent with the previous quarters and with the proportion across all boroughs this quarter.

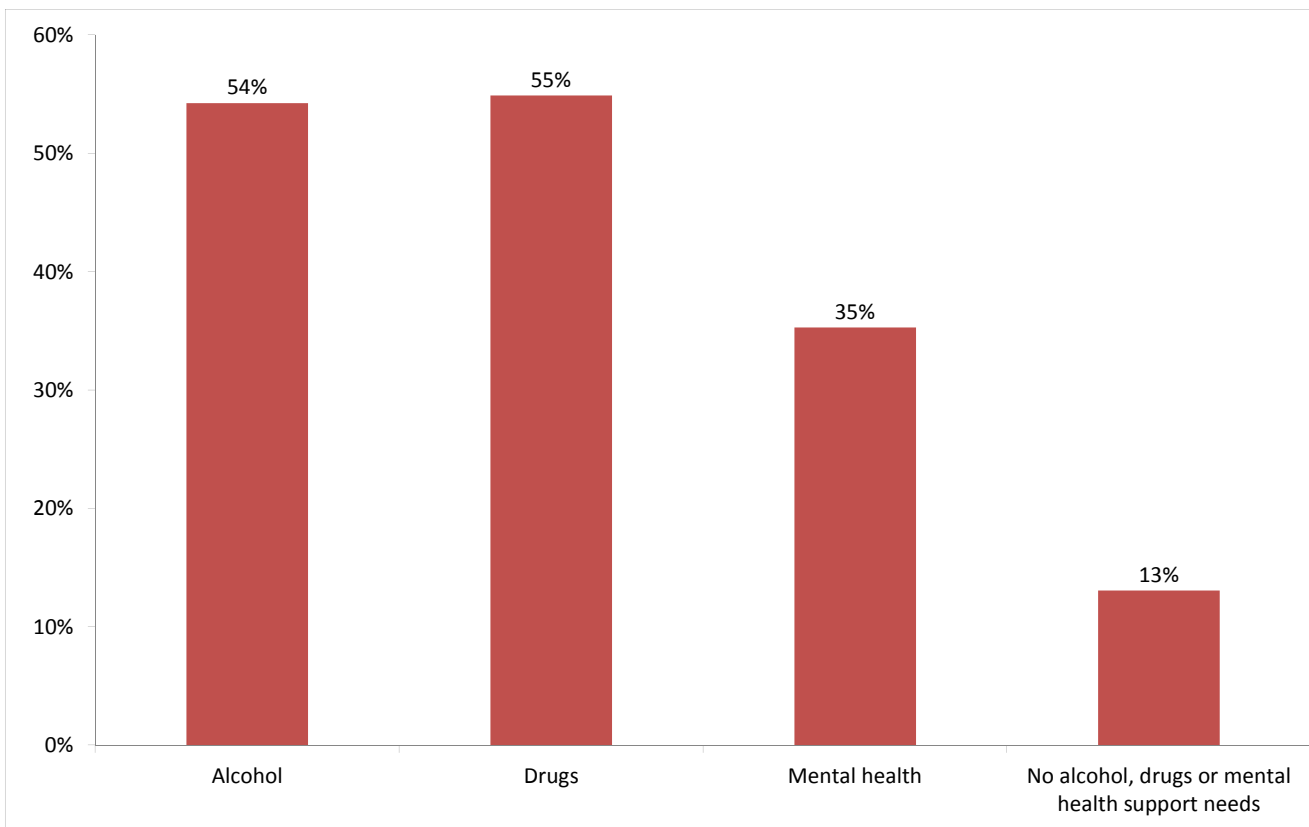
**Breakdown by accommodation**

| <span style="font-size: 1.5em;">→</span><br>Planned/Unplanned<br><span style="font-size: 1.5em;">↓</span><br>Accommodation | Planned   | Abandoned<br>Evicted<br>(behaviour) | End of time-<br>limited stay | Evicted (arrears) | Unplanned -<br>other | Total     |
|--|-----------|-------------------------------------|------------------------------|-------------------|----------------------|-----------|
| Look Ahead - Aldgate   | 9         | 1                                   | 2                            |                   | 1                    | 13        |
| Providence Row -<br>Daniel Gilbert House   | 2         |                                     |                              | 2                 |                      | 4         |
| Providence Row -<br>Dellow Hostel  | 1         | 3                                   |                              |                   |                      | 4         |
| Edward Gibbons<br>House  | 1         |                                     |                              |                   |                      | 1         |
| Providence Row -<br>Hackney Road   |           |                                     | 1                            |                   |                      | 1         |
| Salvation Army -<br>Booth House  | 8         |                                     |                              | 1                 | 1                    | 10        |
| <b>Total</b>   | <b>21</b> | <b>4</b>                            | <b>3</b>                     | <b>3</b>          | <b>1</b>             | <b>33</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: 153 Note that the base figure for this graph excludes clients where all 3 support needs are not known or not recorded (47).

| Support Needs                       | No. of people | %           |
|-------------------------------------|---------------|-------------|
| Alcohol only                        | 24            | 12%         |
| Drugs only                          | 28            | 14%         |
| Mental health only                  | 9             | 5%          |
| Alcohol and drugs                   | 26            | 13%         |
| Alcohol and mental health           | 15            | 8%          |
| Drugs and mental health             | 12            | 6%          |
| Alcohol, drugs and mental health    | 18            | 9%          |
| All 3 no                            | 20            | 10%         |
| All 3 not known or not assessed     | 47            | 24%         |
| All 3 no, not known or not assessed | 1             | 1%          |
| <b>Total</b>                        | <b>200</b>    | <b>100%</b> |

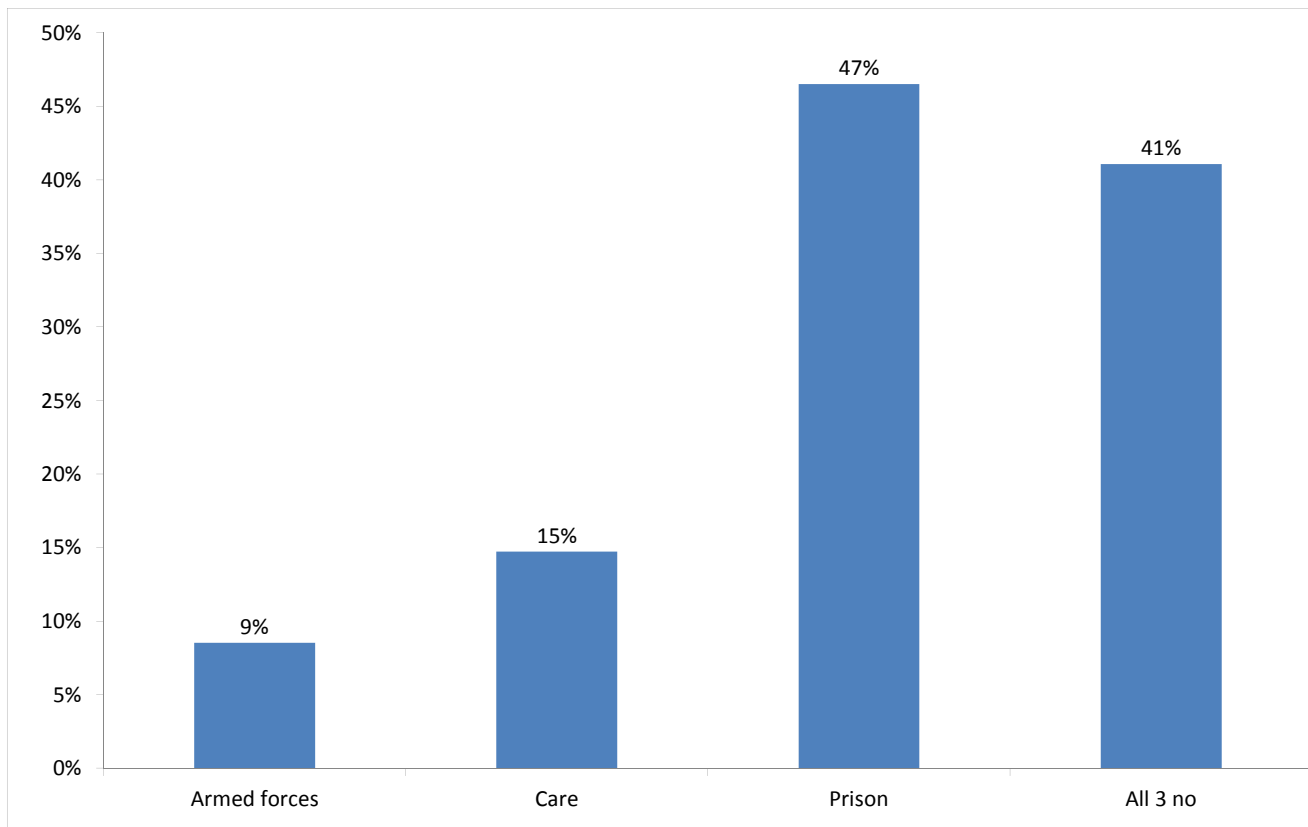
The proportion of people contacted in Tower Hamlets with an alcohol, drugs or mental health support need is consistent with the previous two periods.

The proportion of people with a drug support need is slightly higher than the proportion across all boroughs this quarter, 39%.



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

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

| Nationality  | Number    | % of people seen rough sleeping |
|--------------|-----------|---------------------------------|
| UK           | 6         | 8%                              |
| Non-UK       | 5         | 6%                              |
| <b>Total</b> | <b>11</b> | <b>14%</b>                      |

19 people contacted in Tower Hamlets this quarter have previously been in care (14 last quarter).

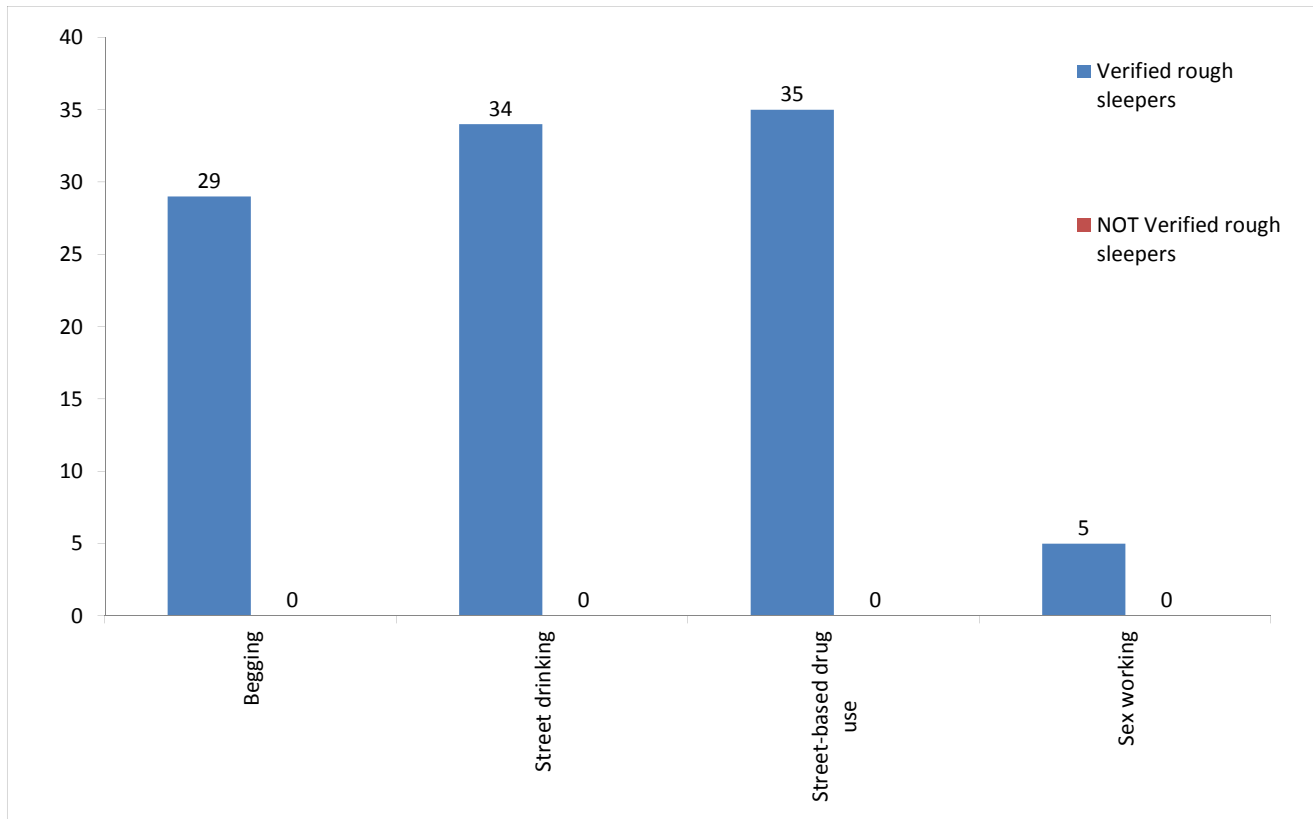
60 people contacted in Tower Hamlets this quarter have previously been in prison (49 last quarter).

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

The proportion of people contacted in Tower Hamlets with previous experience of the armed forces, care or prison is consistent with previous quarters, and with the proportion across all boroughs this 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: 59

Base for people not verified as rough sleepers: 0

Of the 167 verified rough sleepers contacted this quarter, 59 (35%) 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 167 verified rough sleepers contacted in the quarter by outreach or BBS teams, 10 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.