



CHAIN
Quarterly Report for
Westminster
April-June 2010



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

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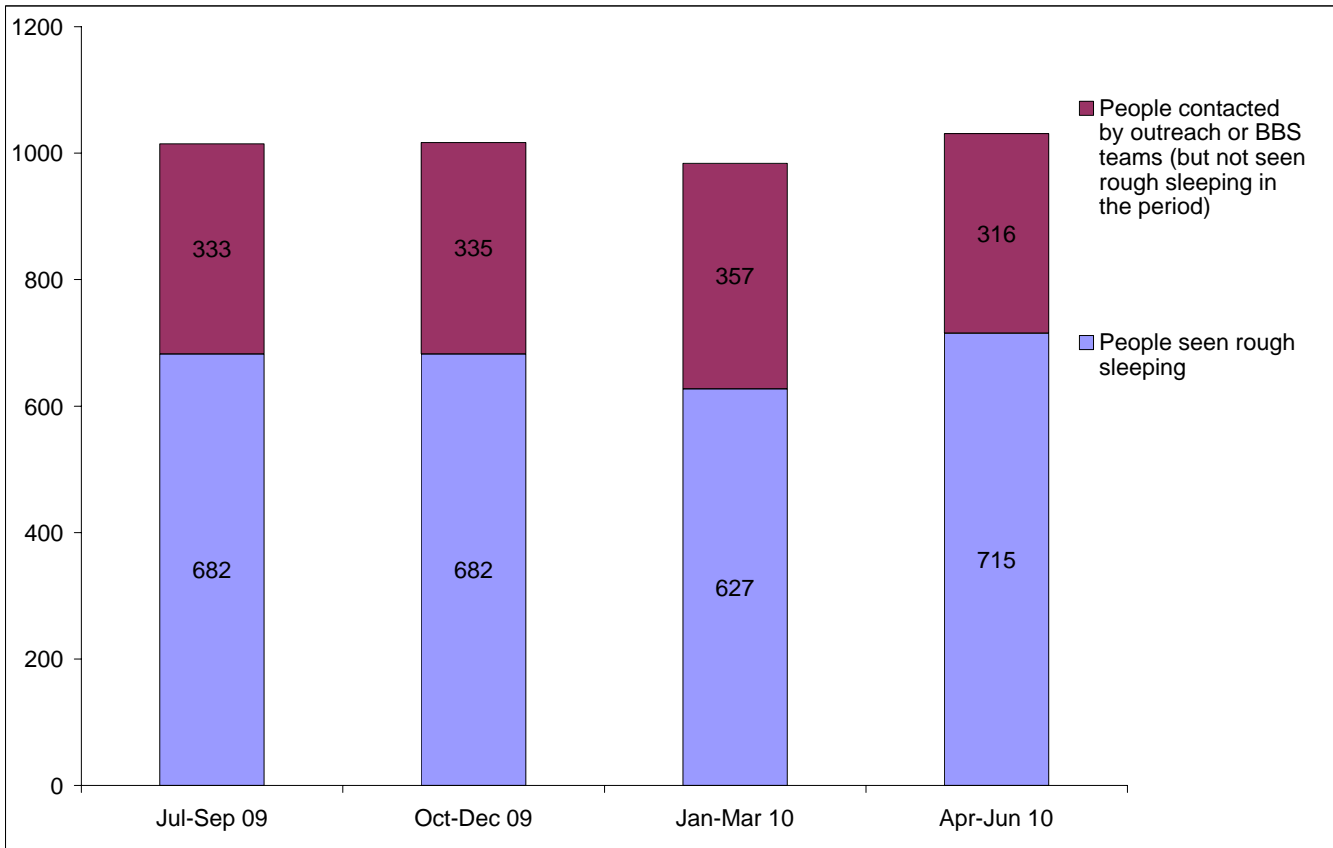
People contacted by outreach or BBS teams and/or arriving in accommodation in the quarter by experience of the armed forces, care or prison

CHAIN Quarterly report for Westminster

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



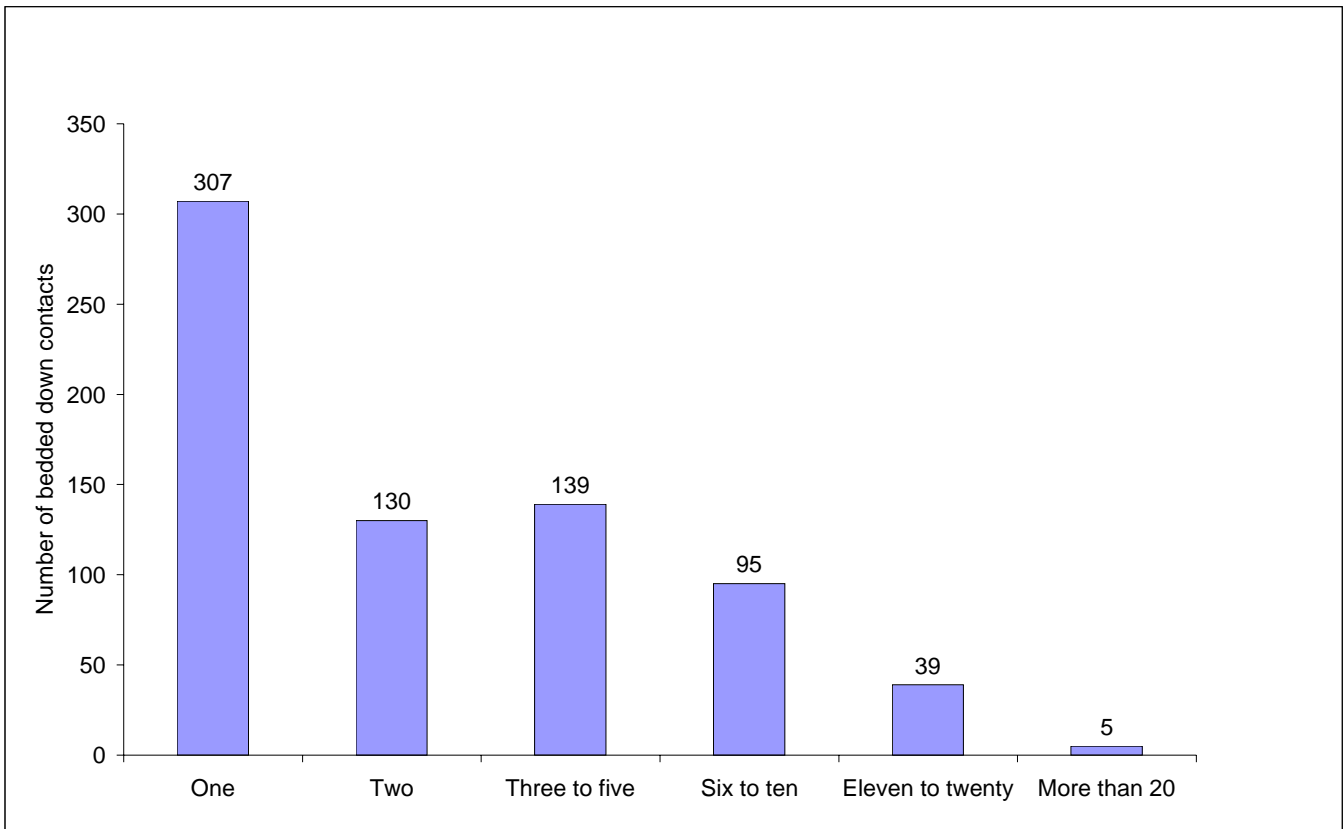
Jul-Sep 09 base: 1015
Oct-Dec 09 base: 1017
Jan-Mar 10 base: 984
Apr-Jun 10 base: 1031

1031 verified rough sleepers were contacted by services in Westminster during the quarter. This is an increase from 627 last quarter and compares to 573 in the same quarter last year.

Of these 1031, 715 had a bedded down street contact in the quarter and so were known to have slept rough in Westminster during the quarter. The number sleeping rough this quarter has increased by 94.

2) Rough sleeping volume

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



Of the 715 people seen rough sleeping this quarter, 307 only had a single bedded down street contact.

Of the 715 people seen bedded down, 64 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

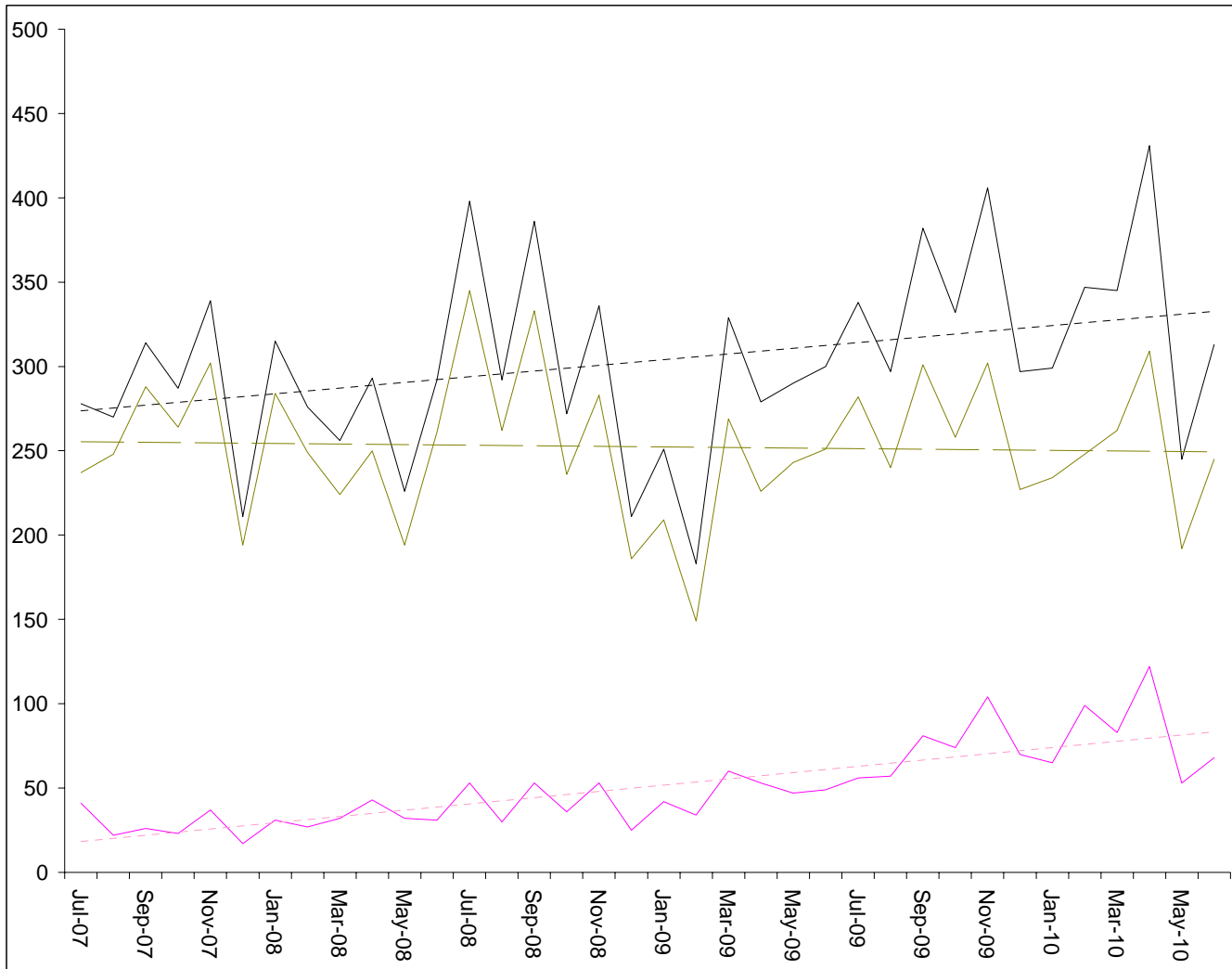
People seen rough sleeping by outreach or BBS teams during the quarter by flow, stock and returner model.

Nationality	This 1/4	%	Last 1/4	%
UK	286	49%	286	49%
Ireland (Republic of)	22	4%	11	2%
Germany	10	2%	7	1%
Italy	14	2%	10	2%
Portugal	8	1%	5	1%
Spain	8	1%	4	1%
Bulgaria	3	1%	0	0%
Czech Republic	19	3%	22	4%
Estonia	2	0%	0	0%
Hungary	12	2%	7	1%
Latvia	3	1%	7	1%
Lithuania	16	3%	26	4%
Poland	65	11%	47	8%
Romania	38	7%	28	5%
Slovenia	2	0%	2	0%
Slovakia	16	3%	14	2%
Central and East European (CEE) sub-total	176	30%	153	26%
other Europe	15	3%	16	3%
Eritrea	5	1%	0	0%
Ethiopia	4	1%	0	0%
other Africa	13	2%	16	3%
America	3	1%	1	0%
Asia	17	3%	16	3%
Australasia	0	0%	0	0%
<i>Missing</i>	103		77	
<i>Not known</i>	31		25	
Total	715	100%	627	90%
Total**	581	100%	525	90%

**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.

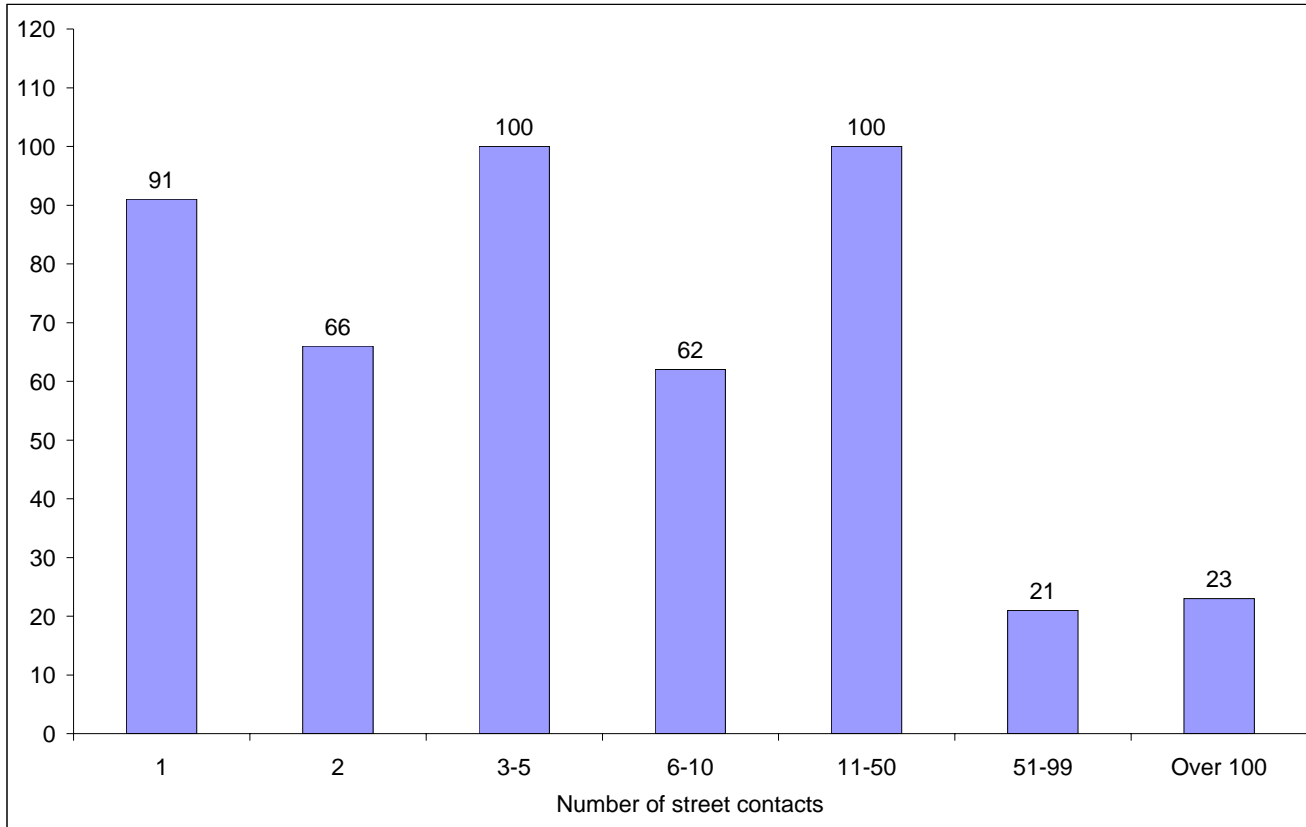
The green line shows the number of people seen rough sleeping excluding anyone from Central and East European (CEE) countries.

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: 463

463 (45%) verified rough sleepers contacted across Westminster this quarter have never had a booking in action recorded on CHAIN. This has increased slightly from 441 (45%) in the previous period.

393 of these people have slept rough in the quarter, which is 55% of all people sleeping rough this quarter.

91 (20%) of the people who have never had a booking in action recorded on CHAIN have only ever had one street contact recorded.

23 people in all Westminster have never had a booking in action despite having over a hundred street contacts, 24 people 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	16	9%
Bed & breakfast	0	0%
Clinic/Detox/Rehab	0	0%
Night Centre	5	3%
Rolling shelter	0	0%
<i>Referrals only (no booking in)</i>	<i>48</i>	
Hostel	93	52%
<i>Referral rejected (no booking in)</i>	<i>0</i>	
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%
Bookings into accommodation total	114	63%
Return to home area	30	17%
Seeking work	5	3%
Move to area for friends/family	17	9%
Move to area with appropriate services	14	8%
Reconnections total	66	37%
TOTAL	180	100%

Outreach and BBS teams across Westminster succeeded in reconnecting or booking into accommodation 118 people, 11% of the 1031 people contacted during the quarter.

This is a slightly lower proportion than previous periods - Jan-Mar: 190 (19%); Oct-Dec:176 (17%); Jul-Sep: 202 (20%).

74 people had a total of 114 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. This is lower than previous periods Jan-Mar:23, Oct-Dec:7, Jul-Sep:12.

90 people were booked or referred into hostel accommodation. This means 16 people were referred but were not booked in with a confirmed place. This is similar to recent periods (92 people last quarter).

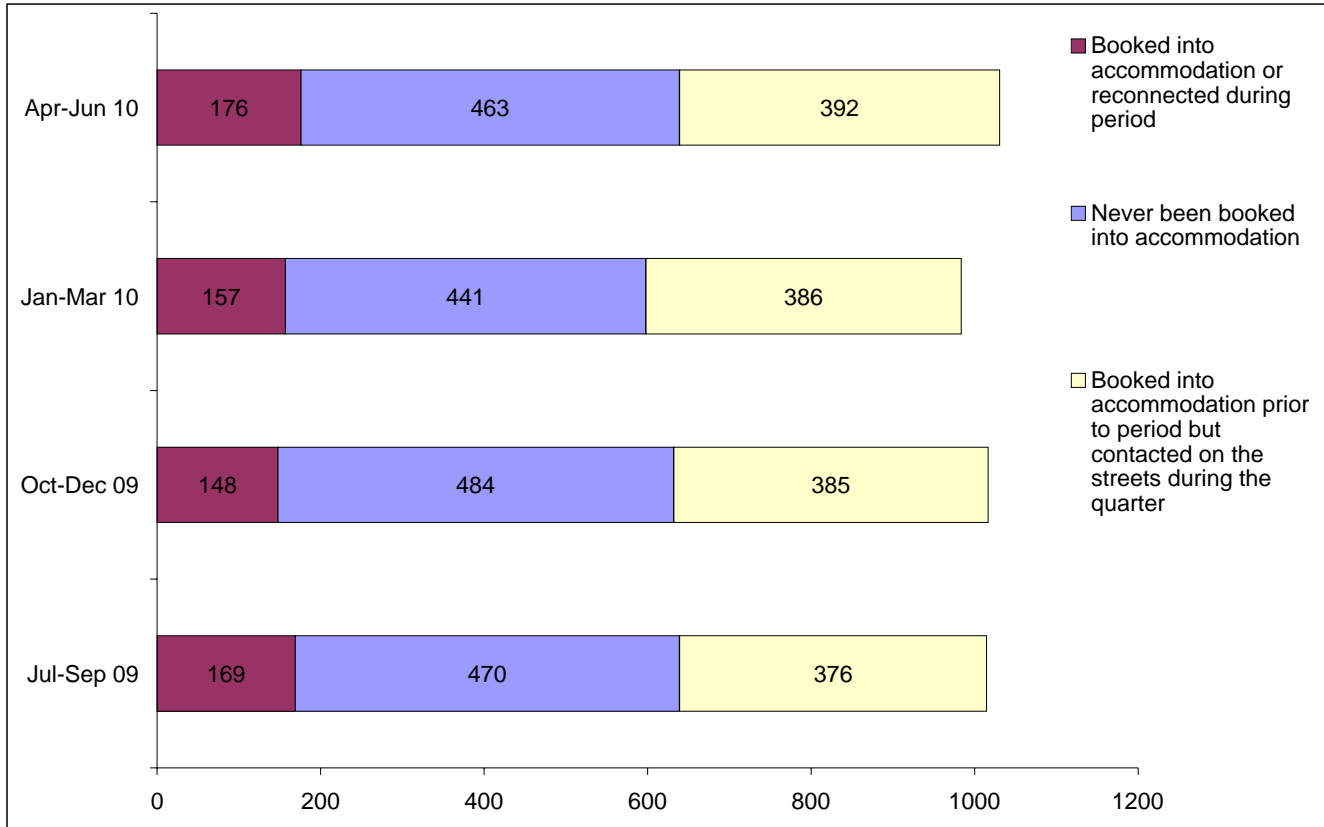
Outreach and BBS teams across Westminster achieved a confirmed reconnection with 61 people they contacted this quarter. This is 6% of the people contacted by outreach or BBS teams this quarter.

66 confirmed reconnection events were recorded by outreach and BBS teams for verified rough sleepers this quarter.

* 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.

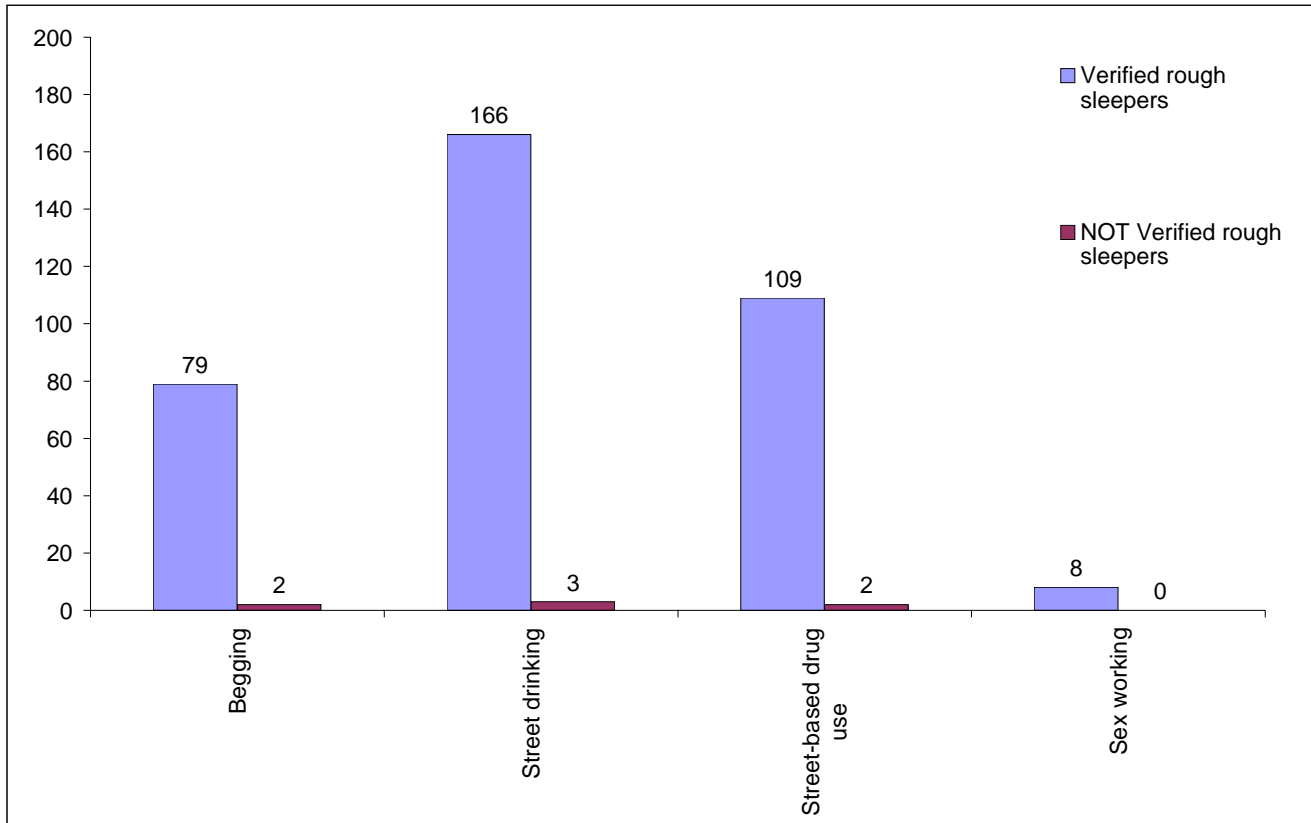


Jul-Sep 09 base: 1015
 Oct-Dec 09 base: 1017
 Jan-Mar 10 base: 984
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The proportion of people with a street contact but who have never been booked into accommodation this quarter (45%), is consistent with previous periods.

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: 229

Base for people not verified as rough sleepers: 62

Of the 1031 verified rough sleepers contacted this quarter, 229 (22%) 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 1031 verified rough sleepers contacted in the quarter by outreach or BBS teams, 62 people who are considered vulnerable but have not been seen rough sleeping were also contacted. Of these:

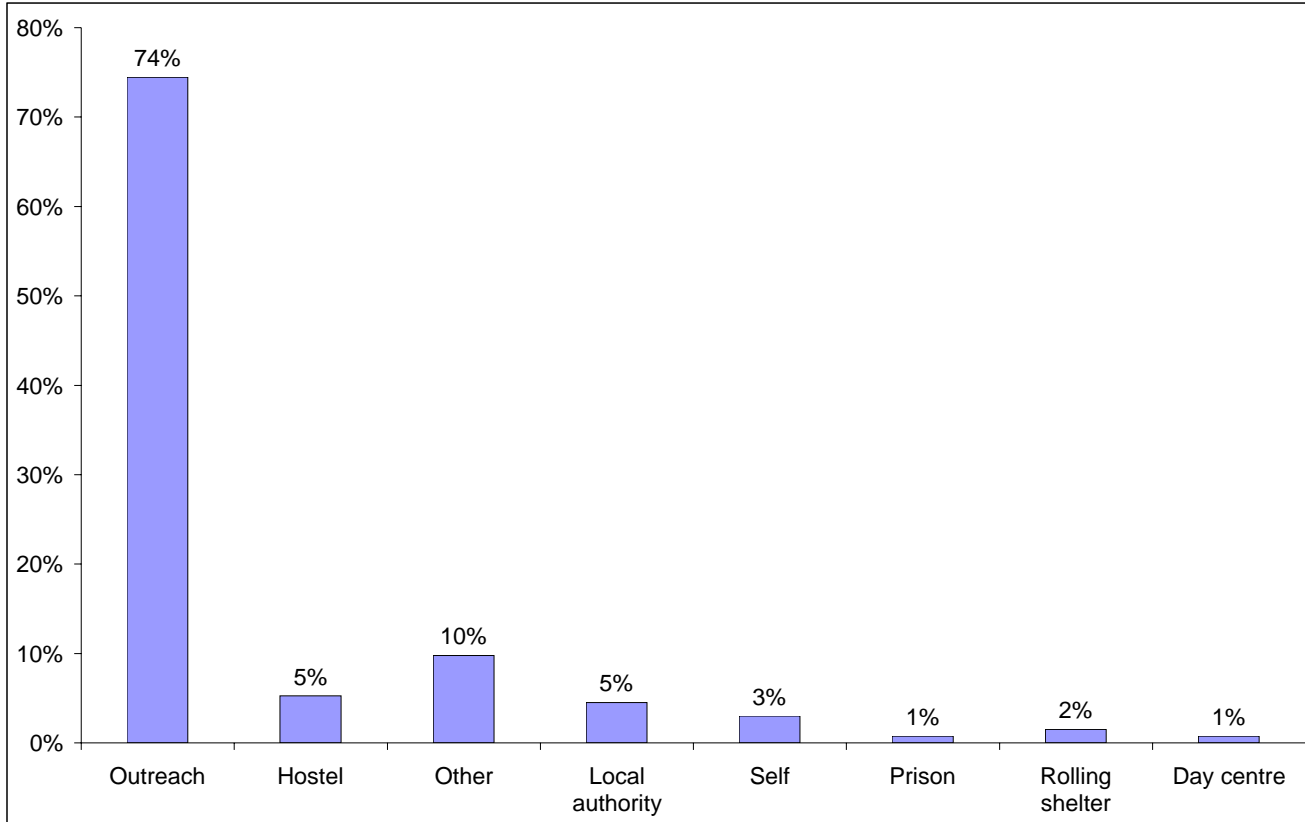
1 had a confirmed reconnection;

7 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: 133

127 people arrived at accommodation in Westminster this quarter. These 127 people had 133 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 consistent with previous periods (Jan-Mar: 119 people, Oct-Dec:122, Jul-Sep:135)

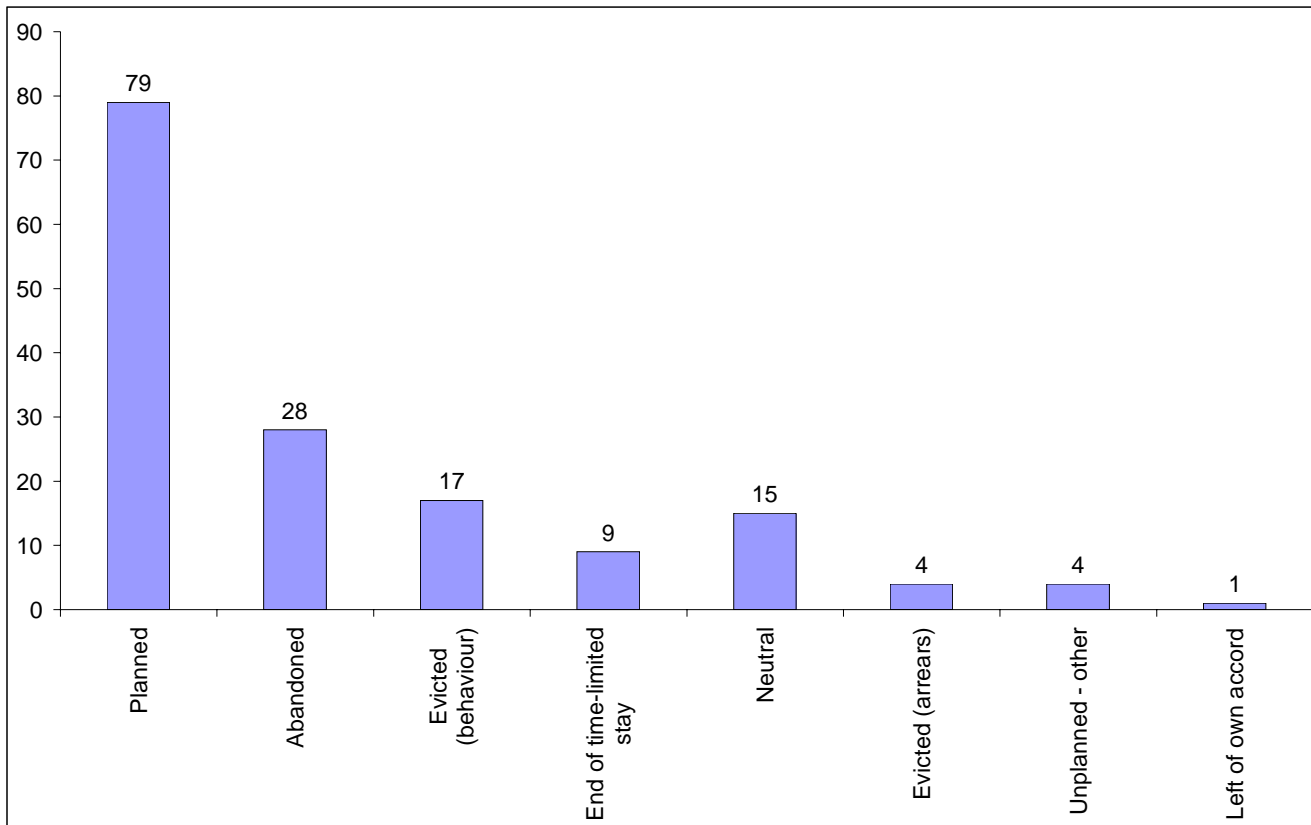
The proportion of arrivals to accommodation in Westminster that were referred by outreach or BBS teams is consistent with previous periods this quarter.

Breakdown by accommodation:

Source of referral → Accommodation ↓	BBS - CSTM	CSTM MNP under 26	CSTM MNP 26+	Passage BBS and Day Centre	BBS - St Mungo's	Westminster SPOT	CHC Brent Outreach	CRI - Camden Broadway Day Centre	HART	Rolling shelter	Hostel	Local authority	Prison	Self other referral source)	Total	
SHP - Dennis Handfield House								1			2	1			4	
Camden Total								1			2	1			4	
The Passage - Passage Assessment Centre			1	20	1	1									23	
Centrepoint - Greek Street	1	1	1												3	
Church Army - Cosway Street	1													2	3	
English Churches - King George's	1		1		2						1		1	1	8	
Look Ahead - Bayswater	2		3	2	2				1		3			1	14	
Look Ahead - Hopkinson House							1		1		1				3	
Look Ahead - Victoria	13		1	9	3	2		1	1					2	32	
Novas - CUC Soho	5			3	2	3			2	2		1		1	19	
Salvation Army - Edward Alsop Court			1	2	1							4		2	5	
St Mungo's - Harrow Road				1	1				1						3	
The Passage - Montfort House				1											1	
Thames Reach - Shroton Street	2				1									1	4	
Total	25	1	8	38	13	6	1	1	1	6	2	7	6	1	4	13

10) Departures - reason for leaving

Departures by whether or not the departure was planned or unplanned



Base: 157

147 people departed from accommodation in Westminster this year. These 147 people had 157 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 the previous two quarters (Jan-Mar: 127, Oct-Dec:106)

50% of departures were due to a planned move. This is consistent with the previous three quarters (Jan-Mar:45%; Oct-Dec:41%; Jul-Sep: 55%).

18% of departures were due to abandonments. This compares to Jan-Mar:14%; Oct-Dec:30%; Jul-Sep:10% in the previous three quarters.

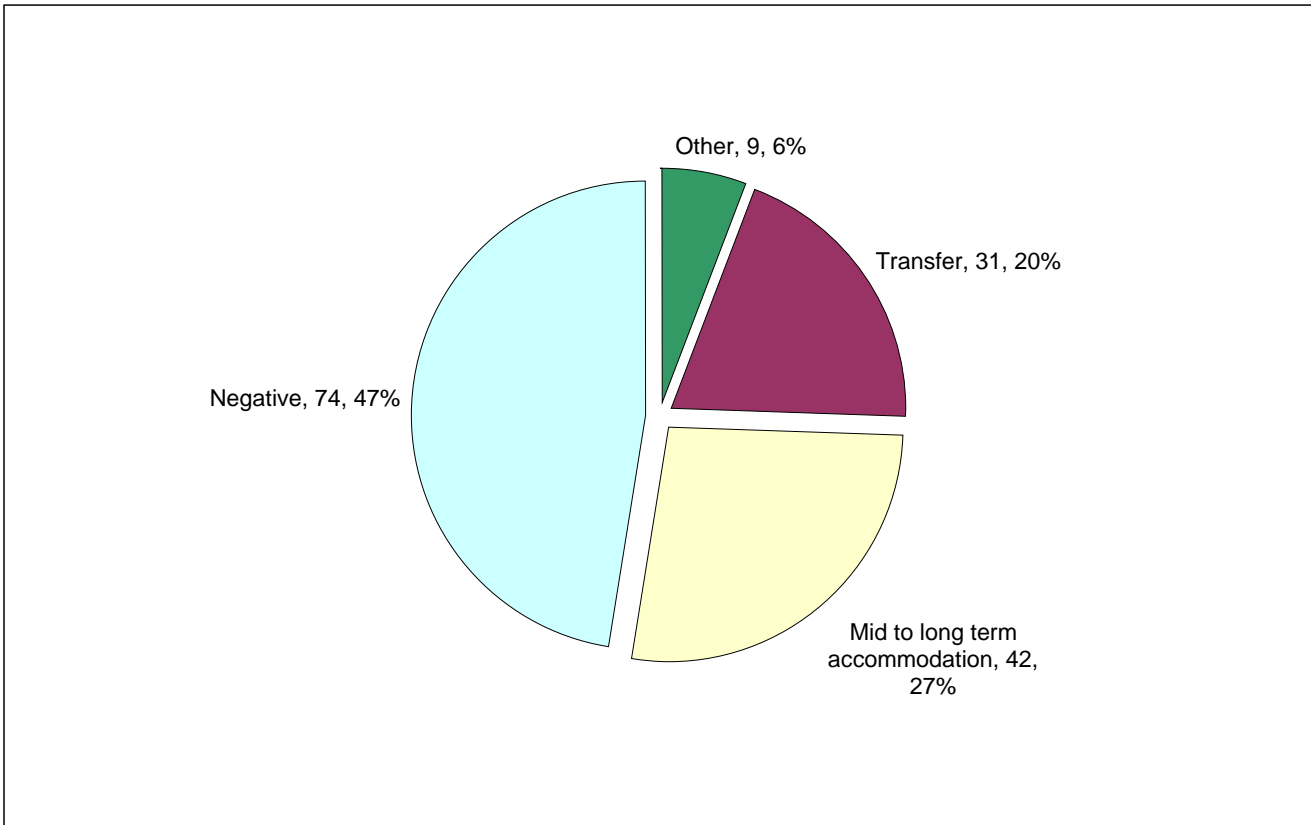
13% of departures were due to evictions. This is consistent with the previous three quarters.

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
SHP - Dennis Handfield House	2		1						3
Camden Total	2		1						3
The Passage - Passage Assessment Centre	15	1			1				17
Centrepoint - Greek Street	1								1
Church Army - Cosway Street		1	1	1					3
English Churches - King George's	5	2	2		4		1		14
Look Ahead - Bayswater	9	6	2	2					19
Look Ahead - Victoria	26	7	6		6		1		46
Novas - CUC Soho	7	6	3		3	4			23
Salvation Army - Edward Alsop Court	8	1	1	6	1		1	1	19
St Mungo's - Harrow Road	2		1						3
The Passage - Passage House		1							1
The Passage - Montfort House	2								2
Thames Reach - Shroton Street	2	3					1		6
Total	79	28	17	9	15	4	4	1	157

11) Departures - destination on departure

Departure actions by destination on departure



Base: 156

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

27% of people left accommodation to move to mid to long-term accommodation. This is an increase on the previous three periods.

Destination on departure from temporary accommodation	Number	%
Bed & Breakfast	0	0%
Care home	0	0%
Clearing House/RSI	10	6%
Detox clinic	7	4%
Died	3	2%
Home area	7	4%
Hospital - long term	2	1%
Hospital - NOT long term/acute care	0	0%
Hostel	2	1%
Hostel - another organisation	11	7%
Hostel - within the organisation	9	6%
LA tenancy (general needs)	1	1%
Long-term accommodation	5	3%
Not known	40	26%
Outside London	2	1%
Previous home (describe type of accomm in notes)	1	1%
Private rented sector - independent	6	4%
Private rented sector - with some floating support/support	0	0%
Psychiatric hospital	0	0%
Rehab clinic	0	0%
RSL tenancy (general needs)	1	1%
Sheltered Housing	2	1%
Sleeping rough/Returned to streets	21	13%
Staying with family	1	1%
Staying with friends	3	2%
Supported Housing	7	4%
Taken into custody	13	8%
Temporary accommodation	2	1%
Total	156	100%

14% of people left accommodation to move to another hostel. This is consistent with the previous three periods.

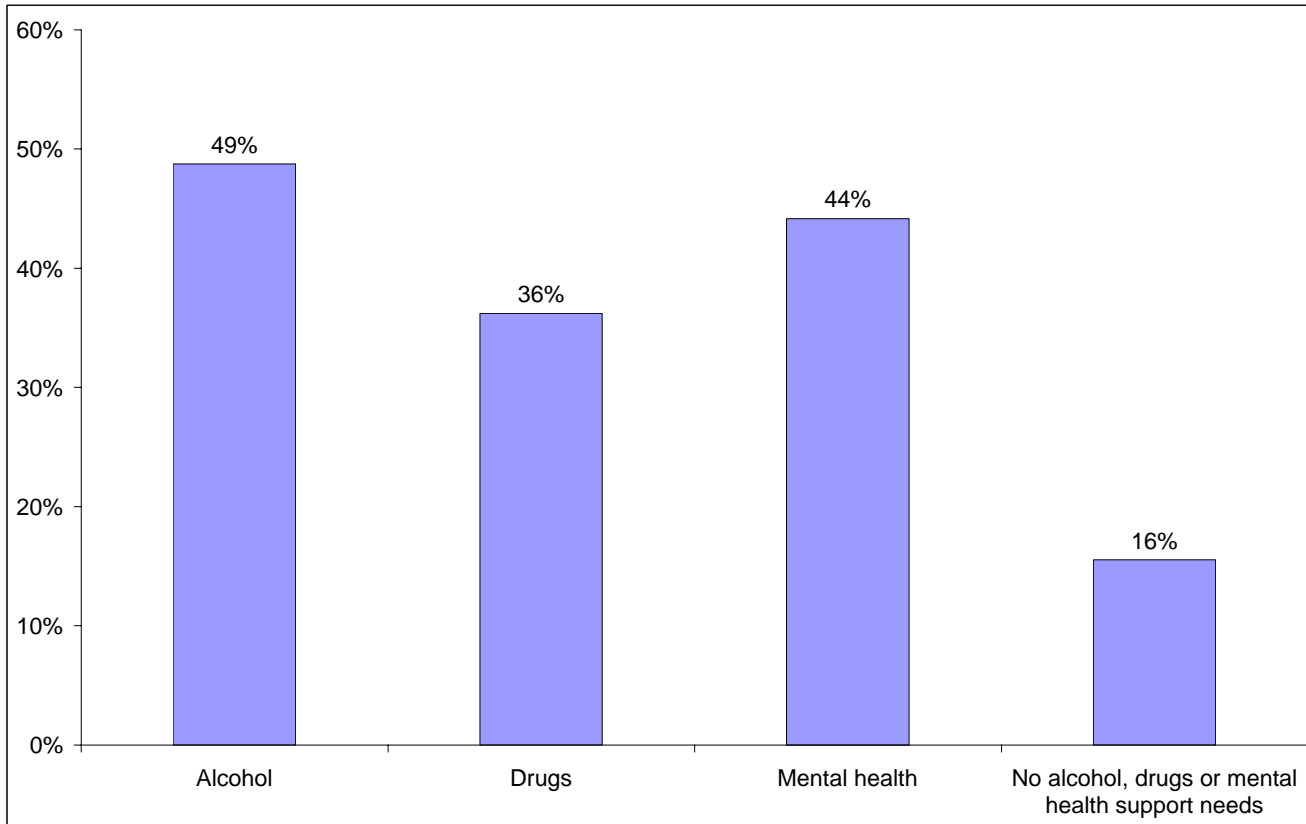
Breakdown by accommodation

Destination Accommodation ↓	Clearing House/RSI	Detox clinic	Died	Home area	Hospital - long term	Hostel	Hostel - another organisation	Hostel - within the organisation	LA tenancy (general needs)	Long-term accommodation	Not known	Outside London	Previous home (describe type)	Private rented sector -	RSL tenancy (general needs)	Sheltered Housing	Sleeping rough/Returned	Staying with family	Staying with friends	Supported Housing	Taken into custody	Temporary accommodation	Total
SHP - Dennis Handfield House								1			1									1			3
Camden Total								1			1									1			3
The Passage - Passage Assessment Centre				6	1	1	1	2		1	1	2								1			16
Centrepont - Greek Street							1																1
Church Army - Cosway Street											3												3
English Churches - King George's		1	1	1			1				1						3			2	4		14
Look Ahead - Bayswater	1						2			2	6					1	4		2			1	19
Look Ahead - Victoria	3	4			1	1	1	6			4		1	6			11	1		2	5		46
Novas - CUC Soho		2					2		1		12						1			2	3		23
Salvation Army - Edward Alsop Court	6		1							1	9					1					1		19
St Mungo's - Harrow Road							2										1						3
The Passage - Passage House																	1						1
The Passage - Montfort House										1					1								2
Thames Reach - Shroton Street			1				1				3											1	6
Westminster Total	10	7	3	7	2	2	11	8	1	5	39	2	1	6	1	2	21	1	3	6	13	2	153
Total	10	7	3	7	2	2	11	9	1	5	40	2	1	6	1	2	21	1	3	7	13	2	156

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: 566 Note that the base figure for this graph excludes clients where all 3 support needs are not known or not recorded (438).

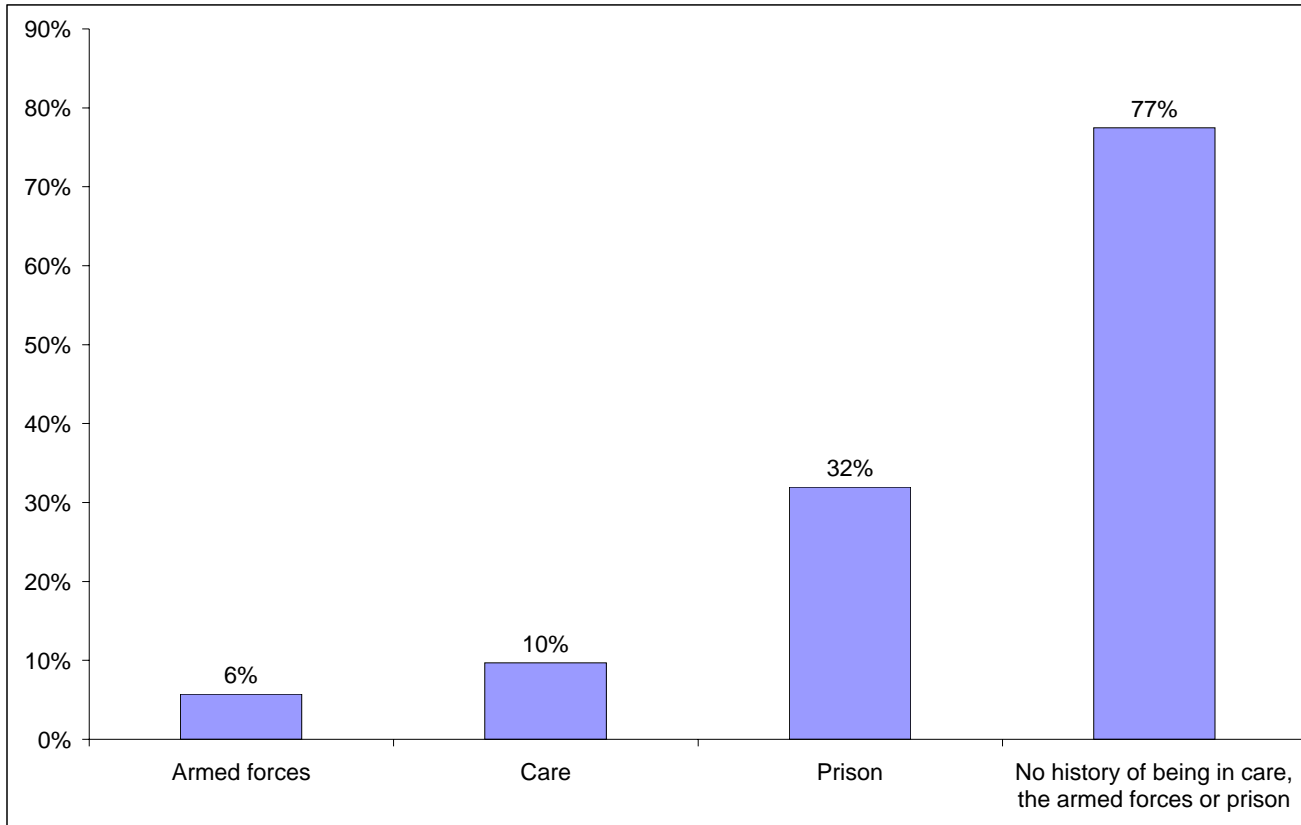
Support Needs	No. of people	%
Alcohol only	94	9%
Drugs only	60	6%
Mental health only	87	9%
Alcohol and drugs	54	5%
Alcohol and mental health	72	7%
Drugs and mental health	35	3%
Alcohol, drugs and mental health	56	6%
All 3 no	88	9%
All 3 not known or not assessed	438	44%
All 3 no, not known or not assessed	20	2%
Total	1004	100%

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

The proportion of people contacted in Westminster with an alcohol support need is similar to the proportion across all boroughs this quarter (56%).

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

43 people contacted in Westminster this quarter have previously been in the armed forces (32 last quarter).

Nationality	Number	%
UK	21	49%
Non-UK	12	30%
Missing	10	23%
Total	43	100%

73 people contacted in Westminster this quarter have previously been in care (87 last quarter).

241 people contacted in Westminster this quarter have previously been in prison (247 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. 54 people contacted in the year have been in care and prison.

The proportion of people contacted in Westminster with previous experience of the armed forces is consistent with the previous three quarters. The proportion of people contacted in care and prison is slightly higher than the previous three quarters.