



CHAIN
Quarterly Report for
City of London
July-September 2010



CHAIN Quarterly report for City of London 1st July to 30th September 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

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) Accommodation and reconnection events (Outreach)

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

7) Accommodation events (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 - planned or unplanned

Departures by whether or not the departure was planned or unplanned

11) Departures - destination on departure

Departure actions by destination on departure

Support needs, institutional history 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 armed forces, care or prison

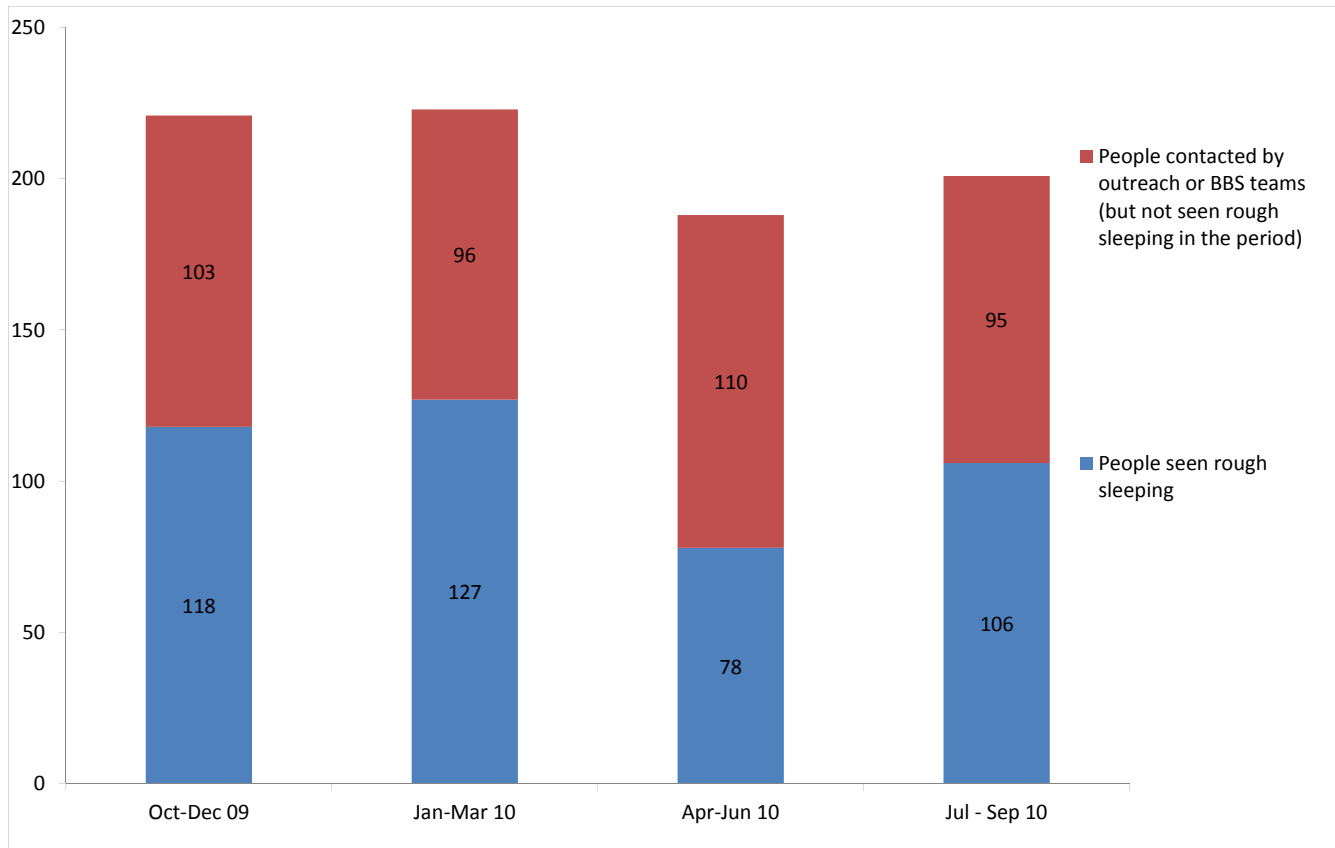
People contacted by outreach or BBS teams and/or arriving in accommodation in the quarter by experience of the armed forces, care or prison

CHAIN Quarterly report for City of London

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



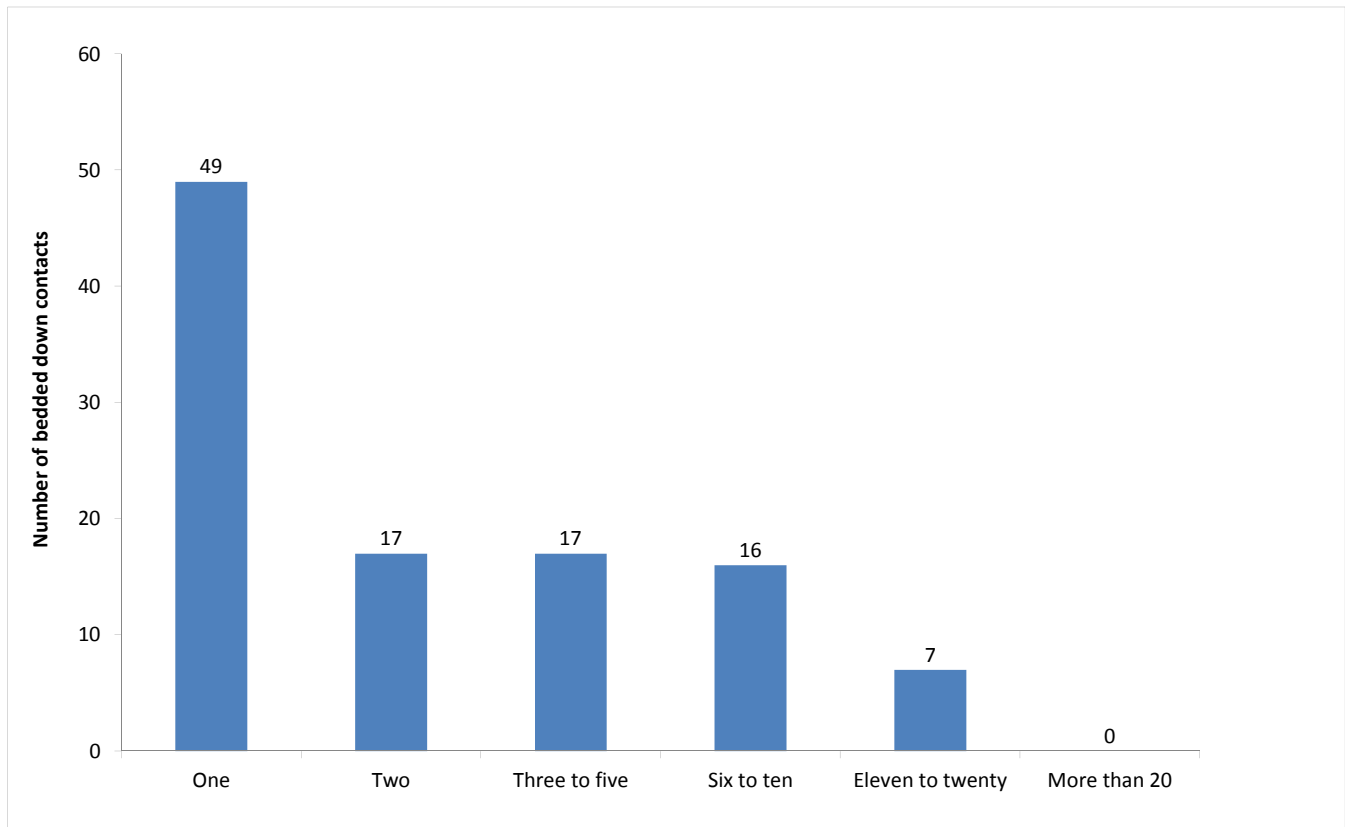
Oct-Dec 09 base: 221
Jan-Mar 10 base: 223
Apr-Jun 10 base: 188
Jul-Sep 10 base: 201

201 verified rough sleepers were contacted by services in City of London during the quarter. This is an increase from 78 last quarter and compares to 146 in the same quarter last year.

Of these 201, 106 had a bedded down street contact in the quarter and so were known to have slept rough in City of London during the quarter.

2) Rough sleeping volume

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



Of the 106 people seen rough sleeping this quarter, 49 only had a single bedded down street contact.

Of the 106 people seen bedded down, 20 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

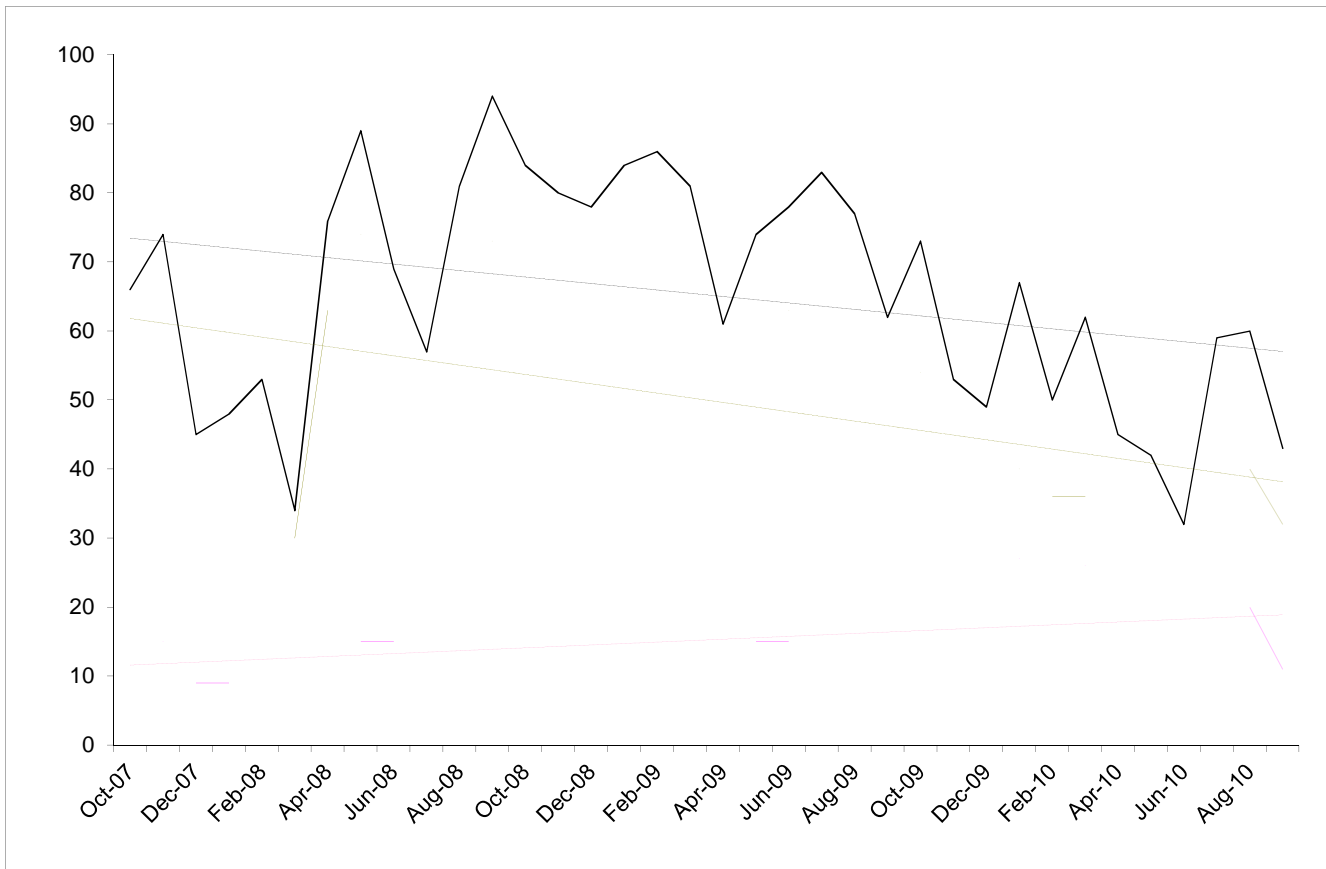
People seen rough sleeping by outreach or BBS teams during the quarter

Nationality	This 1/4	%	Last 1/4	%
UK	46	43%	28	39%
Ireland (Republic of)	3	3%	4	6%
France	2	2%	2	3%
Italy	2	2%	2	3%
Spain	3	3%	2	3%
Bulgaria	1	1%	1	1%
Czech Republic	1	1%	0	0%
Estonia	1	1%	1	1%
Hungary	0	0%	0	0%
Latvia	1	1%	2	3%
Lithuania	3	3%	10	14%
Poland	18	17%	9	13%
Romania	9	9%	4	6%
Slovenia	0	0%	0	0%
Slovakia	0	0%	0	0%
(CEE) sub-total	34	32%	27	38%
other Europe	6	6%	4	6%
Ethiopia	1	1%	1	1%
other Africa	0	0%	1	1%
America	0	0%	0	0%
Asia	2	2%	1	1%
Australasia	0	0%	0	0%
Missing	7		6	
Not known	0		0	
Total	106		78	
Total**	99		72	

**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



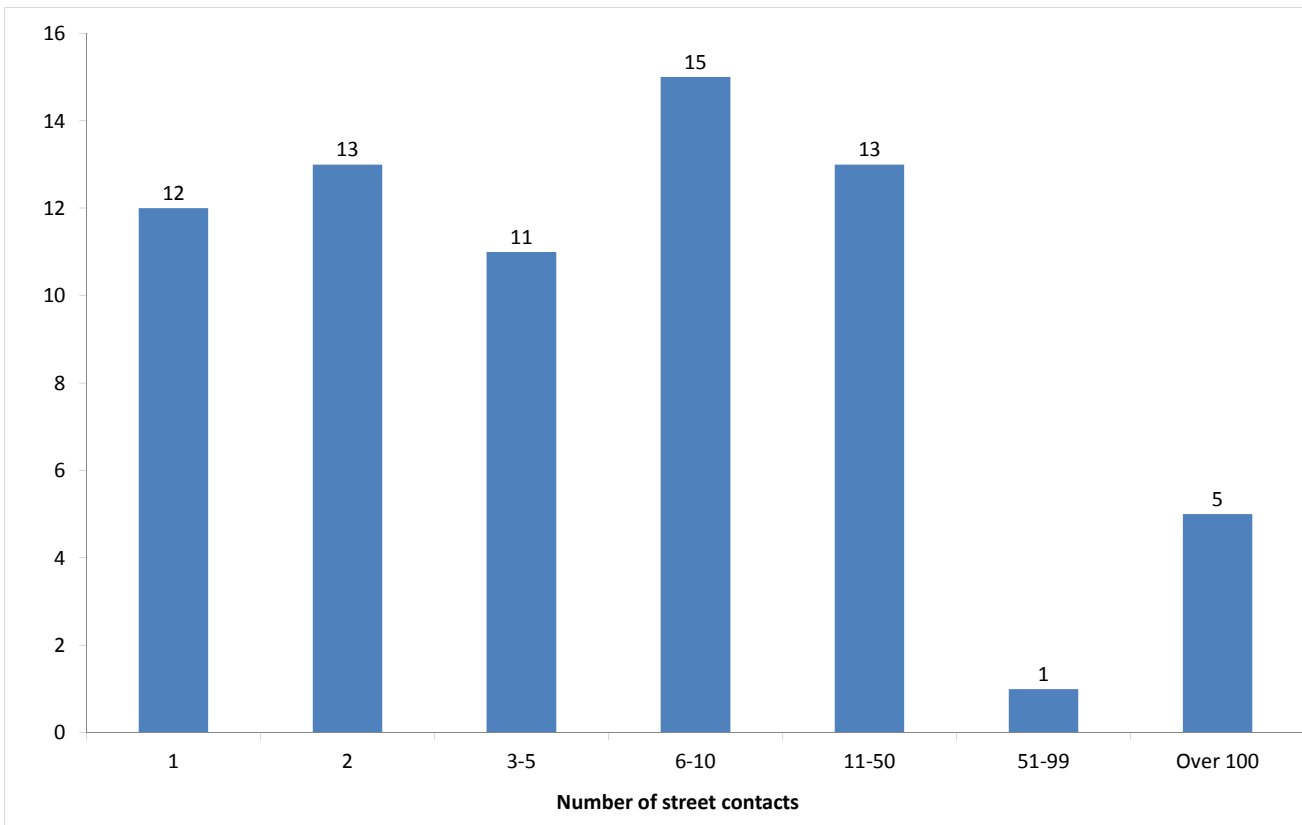
The black line shows the total number of people seen rough sleeping.

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.

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: 70

70 (35%) verified rough sleepers contacted across City of London this quarter have never had a booking in action recorded on CHAIN. This has increased from 44 (23%) in the previous period.

51 of these people have slept rough in the quarter, which is 48% of all people sleeping rough this quarter.

12 (17%) of the people who have never had a booking in action recorded on CHAIN have only ever had one street contact recorded.

5 people in all London boroughs have never had a booking in action despite having over a hundred street contacts. This is similar to previous quarters (Oct-Dec 09, 7; Jan-Mar, 7; Apr-Jun, 4).

6) Accommodation and reconnection events (Outreach)

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	1	2%
Clinic/Detox/Rehab	1	2%
Night Centre	2	3%
Rolling shelter	15	25%
<i>Referrals only (no booking in)</i>	15	
Hostel	15	25%
<i>Referral rejected (no booking in)</i>	0	
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	2	3%
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	2	3%
Supported housing	0	0%
Other long-term accommodation	0	0%
Bookings into accommodation total	38	64%
Return to home area	19	32%
Seeking work	2	3%
Move to area for friends/family	2	3%
Move to area with appropriate services	8	14%
Other	0	0%
Reconnections total	21	36%
TOTAL	59	100%

PLEASE NOTE THAT THERE MAY BE SOME UNDER-RECORDING OF ACCOMMODATION OUTCOMES SINCE THE INCEPTION OF THE NEW SYSTEM. THIS IS BEING ADDRESSED BY THE CHAIN TEAM

Outreach and BBS teams across City of London succeeded in reconnecting or booking into accommodation 40 people, 20% of the 201 people contacted during the quarter.

The proportion of people is consistent compared with previous periods - Oct-Dec 09, (39) 18%; Jan-Mar 10, (60) 27%; Apr-Jun, (29) 15% .

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

3 people were booked into long-term accommodation. This is consistent with previous periods.

14 people were booked into hostel accommodation. This is similar to previous periods.

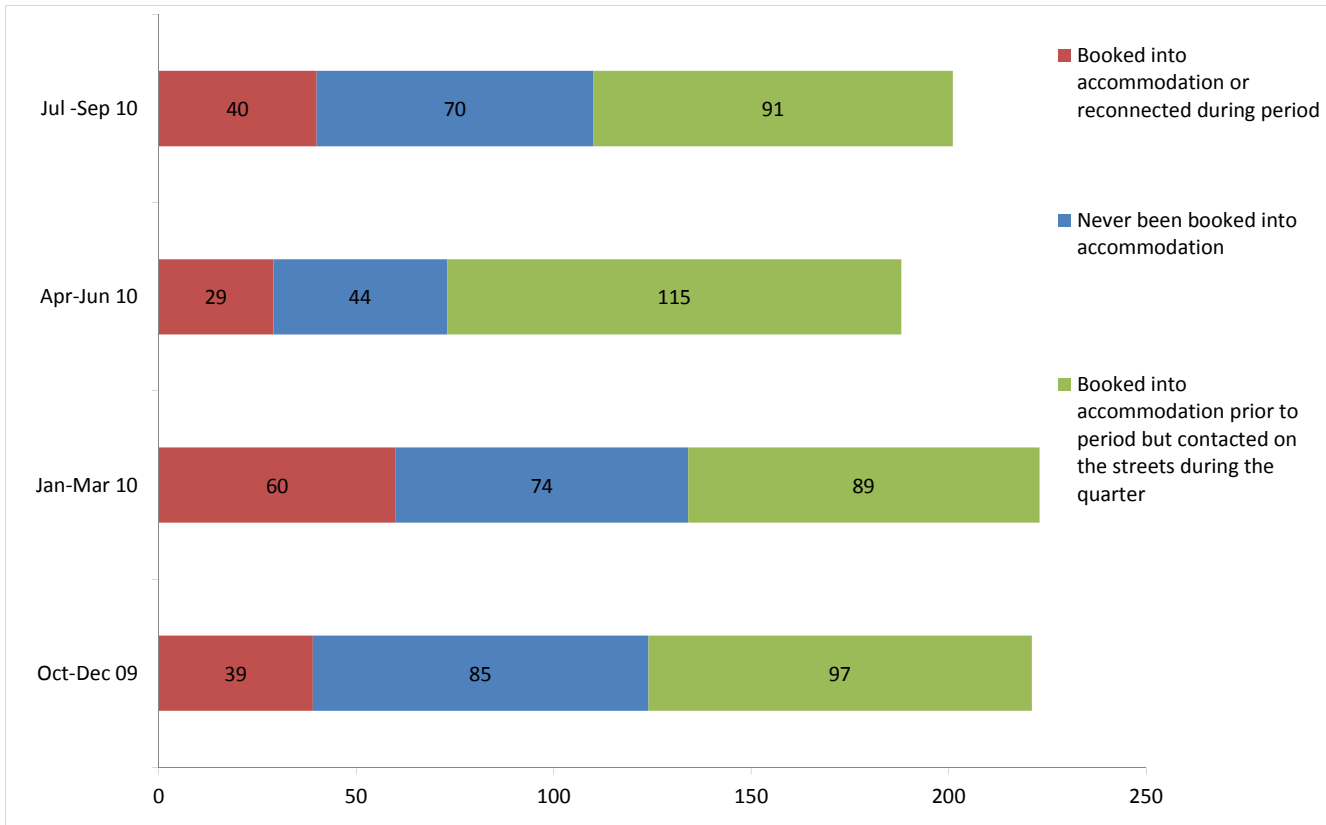
Outreach and BBS teams across City of London achieved a confirmed reconnection with 13 people they contacted this quarter. This is 6% of the people contacted by outreach or BBS teams this quarter.

21 confirmed reconnection events were recorded by outreach and BBS teams for verified rough sleepers this quarter. In addition, teams recorded 1 such action 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) Accommodation events (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.

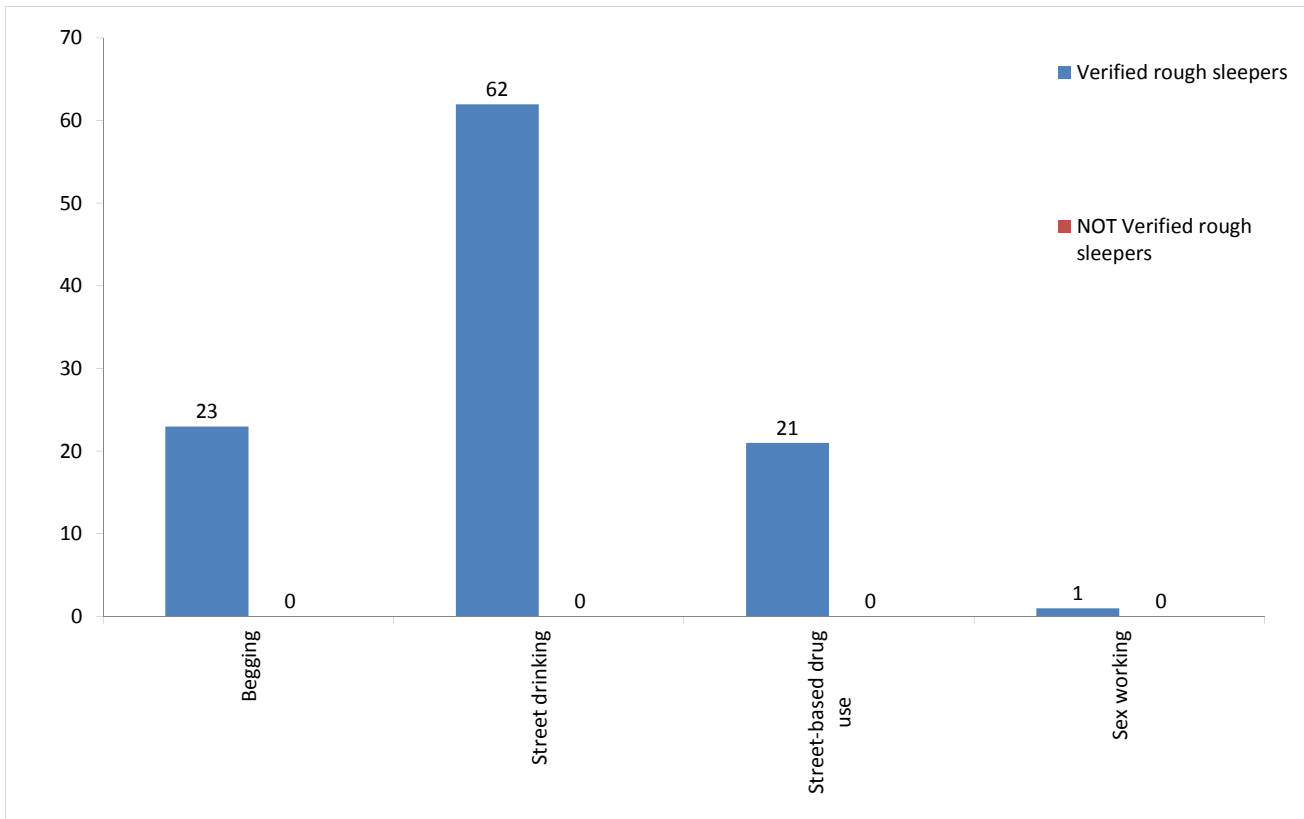


Oct-Dec 09 base: 221
 Jan-Mar 10 base: 223
 Apr-Jun 10 base: 188
 Jul-Sep 10 base: 201

The proportion of people with a street contact but who have never been booked into accommodation increased slightly this quarter (35%), having consistently decreased in previous periods (Oct-Dec 09, 38%; Jan-Mar, 33%; Apr-Jun, 23%).

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: 83

Base for people not verified as rough sleepers: 5

Of the 201 verified rough sleepers contacted this quarter, 83 (41%) 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 201 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:

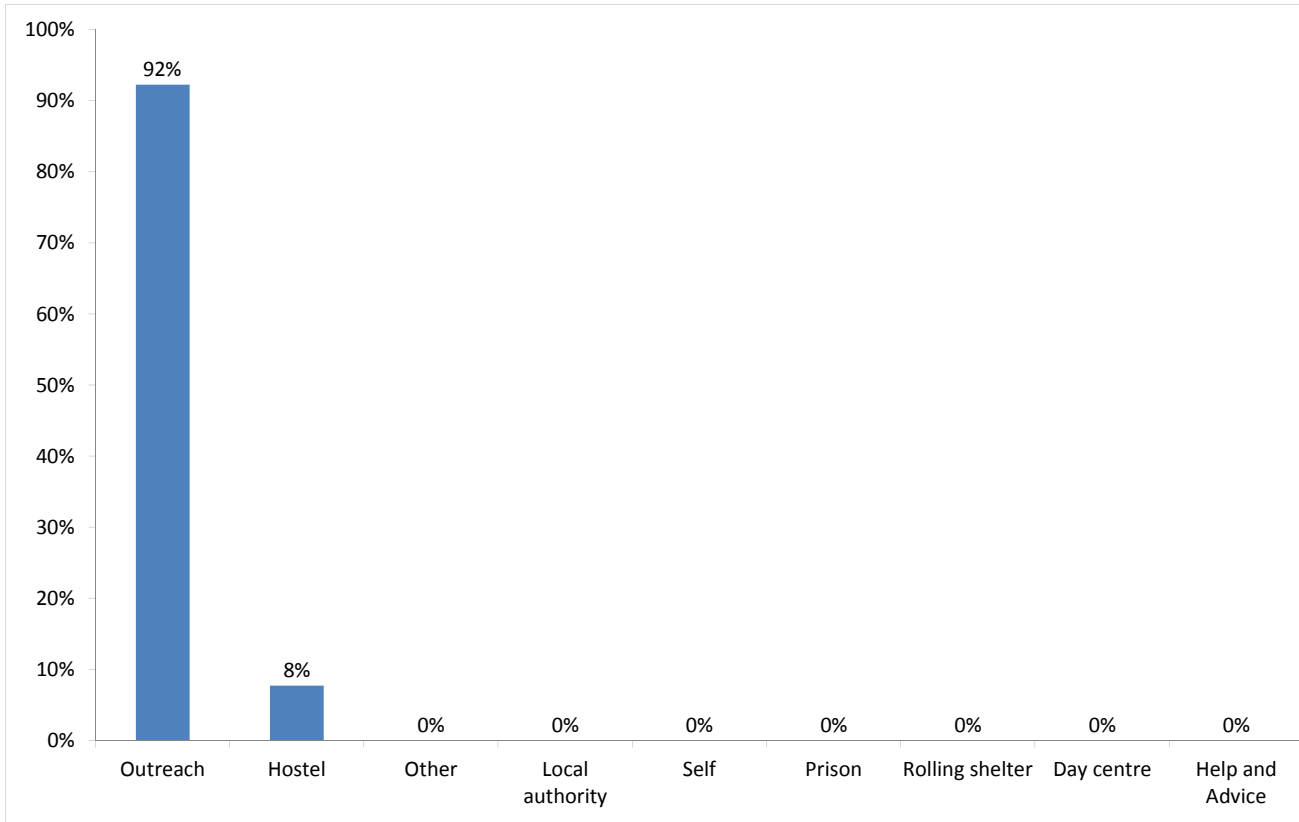
1 had a confirmed reconnection;

2 were booked into accommodation across all boroughs.

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

9) Arrivals

Temporary accommodation arrivals by accommodation project and source of referral.



Base: 13

13 people arrived at accommodation in City of London this year. These 13 people had 12 arrival actions. 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 last quarter but higher than periods previous to last quarter (Oct-Dec 09, 2; Jan-Mar, 3; Apr-Jun;22).

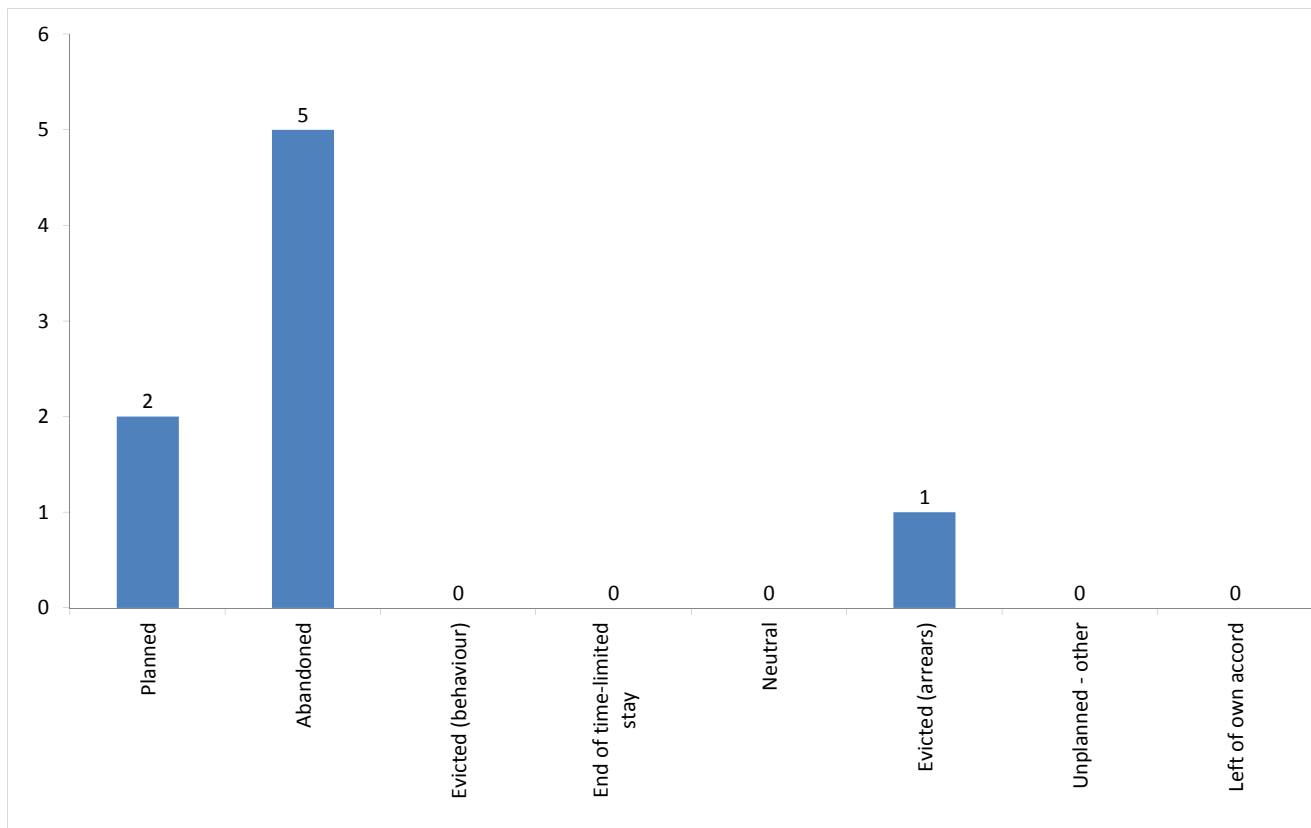
The proportion of arrivals to accommodation in City of London that were referred by outreach or BBS teams and other accommodation projects is consistent with previous periods this quarter.

Breakdown by accommodation:

Source of referral →	BBS - CSTM	Passage BBS and Day Centre	BBS - St Mungo's	City Rough Sleepers Team	Southwark SPOT	London Street Rescue	St Mungo's internal transfer	Total
Providence Row - Middle Street				1				1
St Mungo's - The Lodge	2	1	3	2	1	1	1	11
Total	2	1	3	3	1	1	1	12

10) Departures - planned or unplanned

Departures by whether or not the departure was planned or unplanned



Base: 8

8 people departed from accommodation in City of London this year. These 8 people had 8 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 consistent with the last quarter (Apr-Jun, 9).

25% of departures were due to a planned move. This is an increase from the previous three quarters as there were no departures over the three quarters due to a planned move.

63% of departures were due to abandonments, this compares to 100% abandonment last quarter.

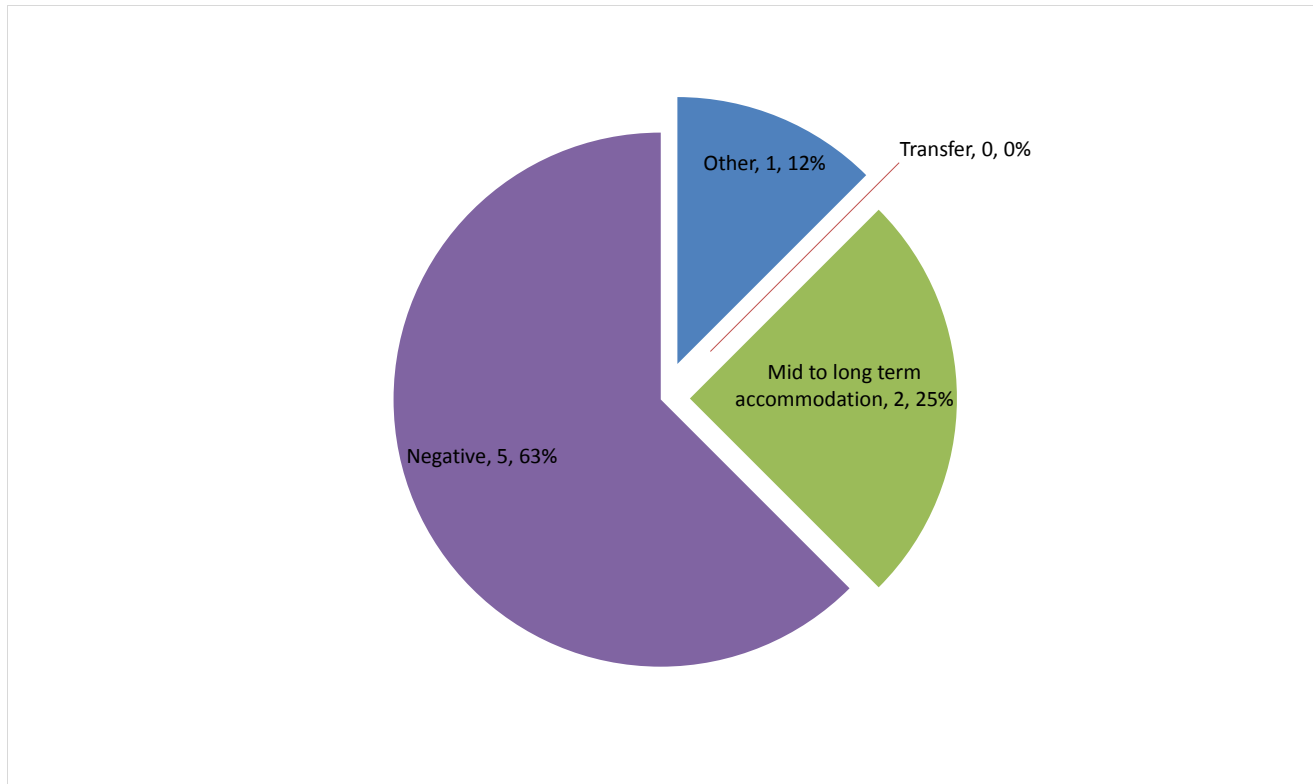
13% of departures were due to evictions (arrears). This is higher than the last three quarters where there were no eviction events recorded.

Breakdown by accommodation

Planned/Unplanned Accommodation				Total
	Planned	Abandoned	Evicted (arrears)	
Providence Row - Middle Street			1	1
St Mungo's - The Lodge	2	5		7
Total	2	5	1	8

11) Departures - destination on departure

Departure actions by destination on departure



Base: 8

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	%
Not known	3	38%
Outside London	0	0%
Previous home (describe type of accomm in notes)	0	0%
Private rented sector - independent	1	13%
Sleeping rough/Returned to streets	2	25%
Staying with family	0	0%
Staying with friends	1	13%
Supported Housing	1	13%
Taken into custody	0	0%
Temporary accommodation	0	0%
Total	8	100%

25% of people left accommodation to move to mid to long-term accommodation.
This is an increase on the previous three periods.

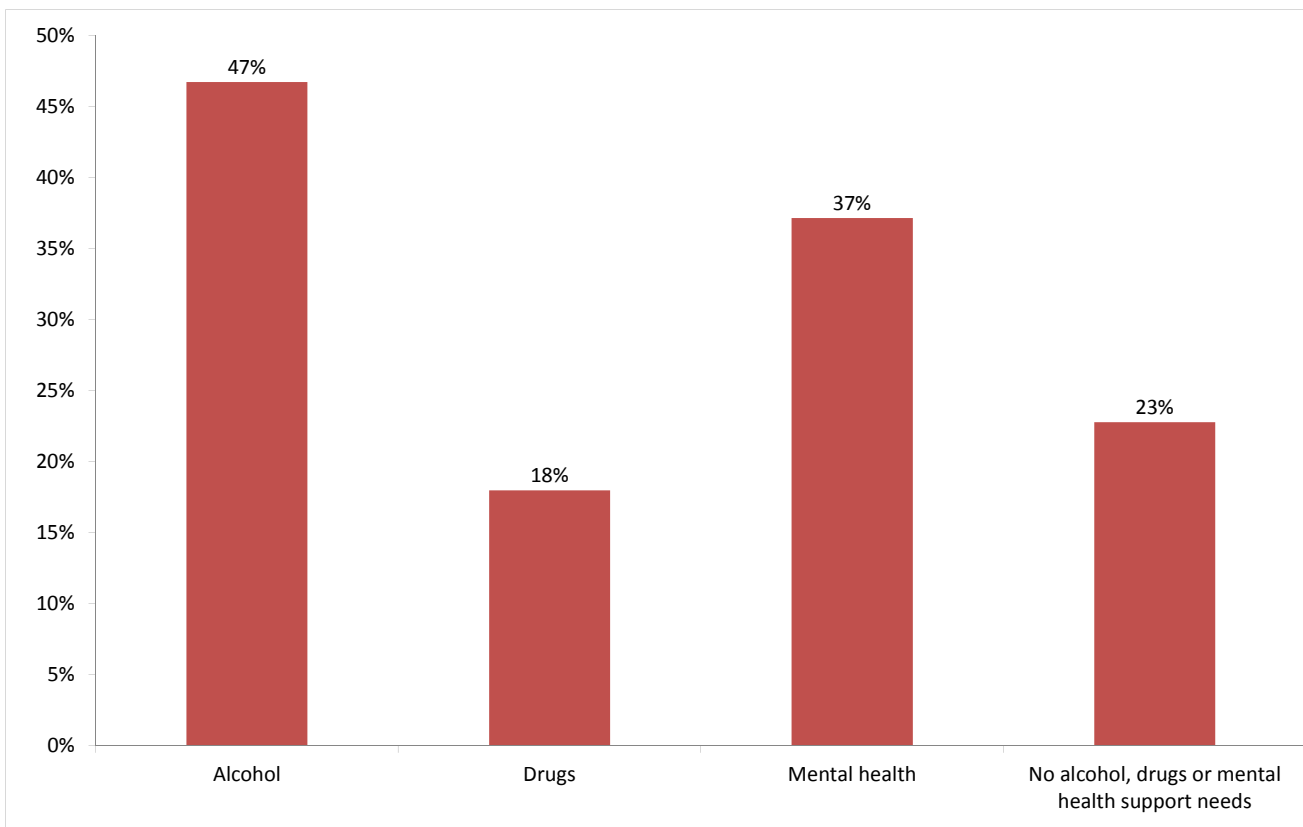
Breakdown by accommodation

Destination Accommodation	Not known	Private rented sector -	Sleeping rough/Returned to	Staying with friends	Supported Housing	Total
Providence Row - Middle Street				1		1
St Mungo's - The Lodge	3	1	2		1	7
Total	3	1	2	1	1	8

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



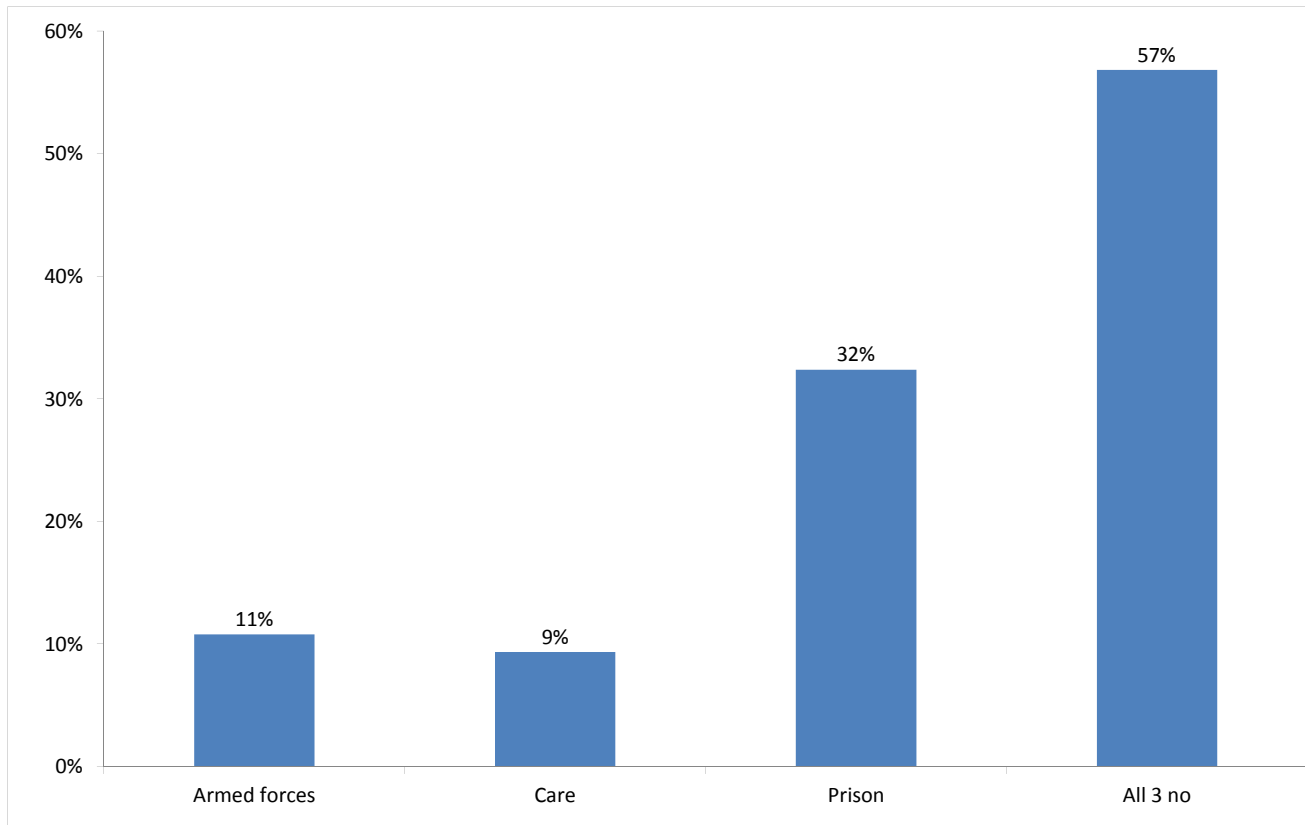
Base: 167 Note that the base figure for this graph excludes clients where all 3 support needs are not known or not recorded (46).

Support Needs	No. of people	%
Alcohol only	41	19%
Drugs only	12	6%
Mental health only	26	12%
Alcohol and drugs	7	3%
Alcohol and mental health	25	12%
Drugs and mental health	6	3%
Alcohol, drugs and mental health	5	2%
All 3 no	38	18%
All 3 not known or not assessed	46	22%
All 3 no, not known or not assessed	7	3%
Total	213	100%

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

13) Experience of armed forces, care or 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: 139 Note that the base figure for this graph excludes clients where all 3 institutional histories are not known.

15 people contacted in City of London this quarter have previously been in the armed forces (18 last quarter).

Nationality	Number	%
UK	9	53%
Non-UK	6	35%
Total *	15	

* Nationality missing for 2 people

13 people contacted in City of London this quarter have previously been in care (14 last quarter).

45 people contacted in City of London this quarter have previously been in prison (40 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. 8 people contacted in the quarter have been in care and prison.