



CHAIN  
Quarterly Report for  
Ealing  
July-September 2010



# CHAIN Quarterly report for Ealing

## 1st July to 30th September 2010

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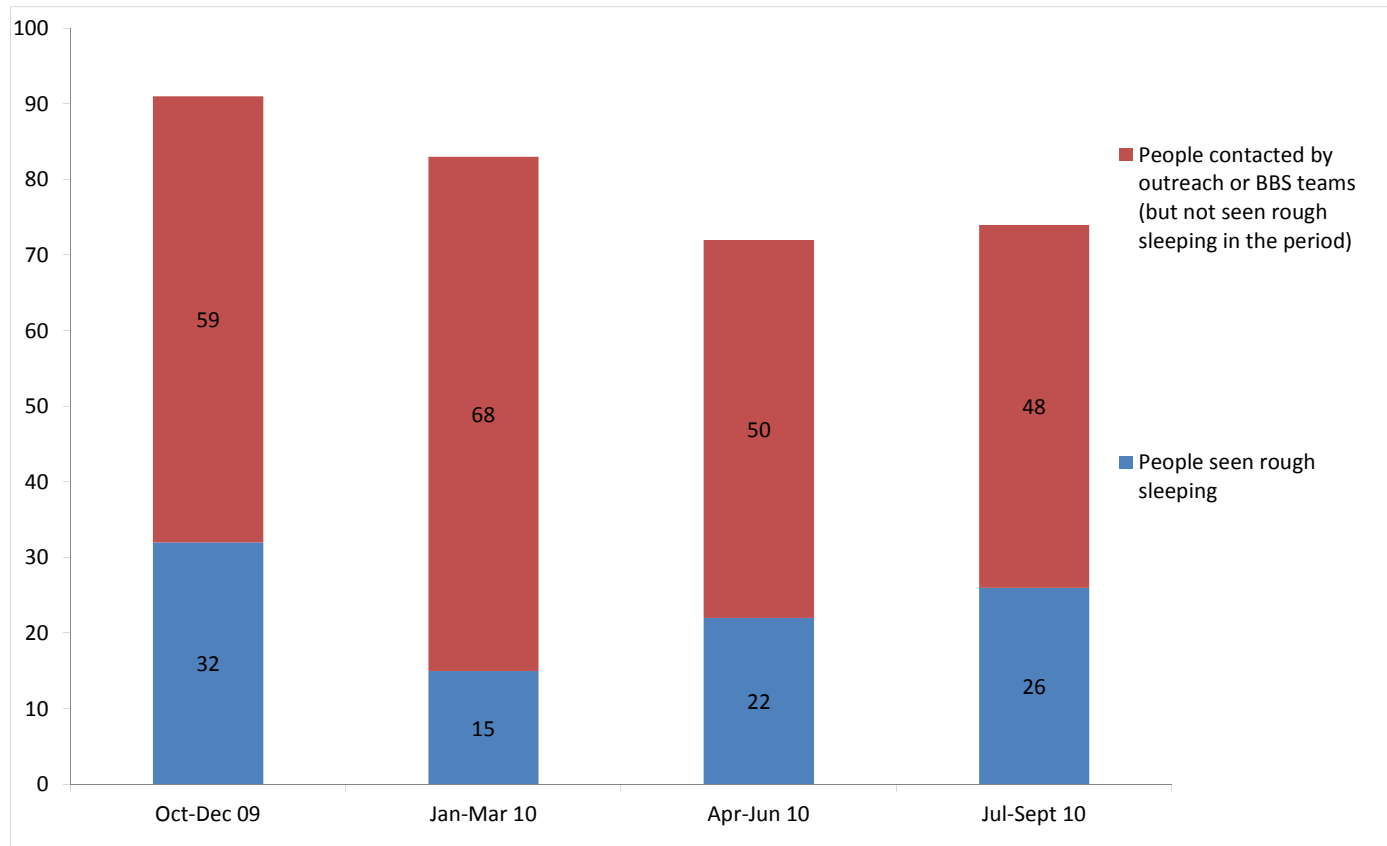
People contacted by outreach or BBS teams and/or arriving in accommodation in the quarter by experience of the armed forces, care or prison

# CHAIN Quarterly report for Ealing

## 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



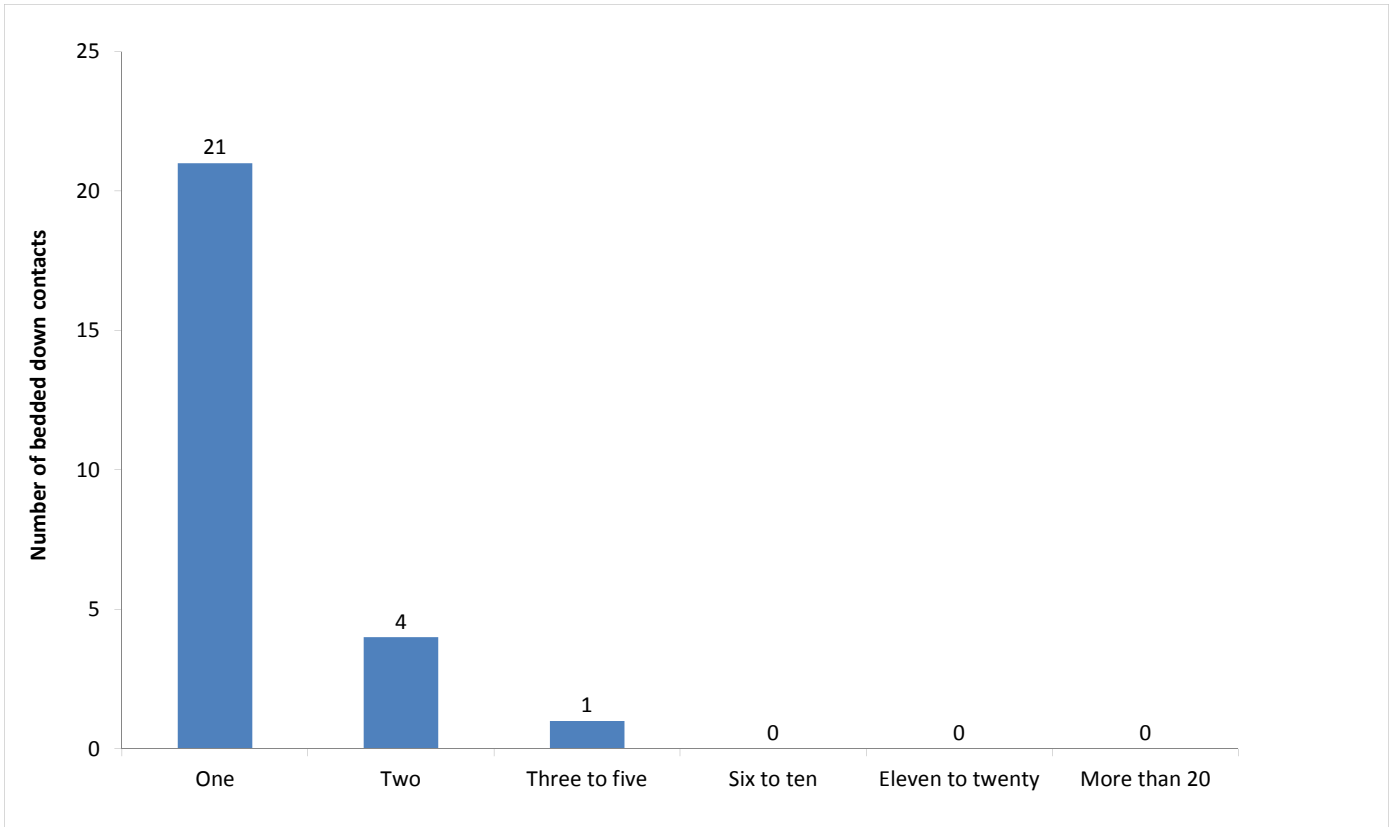
Oct-Dec 09 base: 91  
Jan-Mar 10 base: 83  
Apr-Jun 10 base: 72  
Jul-Sep 10 base: 74

74 verified rough sleepers were contacted by services in Ealing during the quarter. This is an increase from 72 last quarter and compares to 75 in the same quarter last year.

Of these 74, 26 had a bedded down street contact in the quarter and so were known to have slept rough in Ealing during the quarter. The number sleeping rough this quarter has increased by 4.

## 2) Rough sleeping volume

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



Of the 26 people seen rough sleeping this quarter, 21 only had a single bedded down street contact.

Of the 26 people seen bedded down, 2 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.

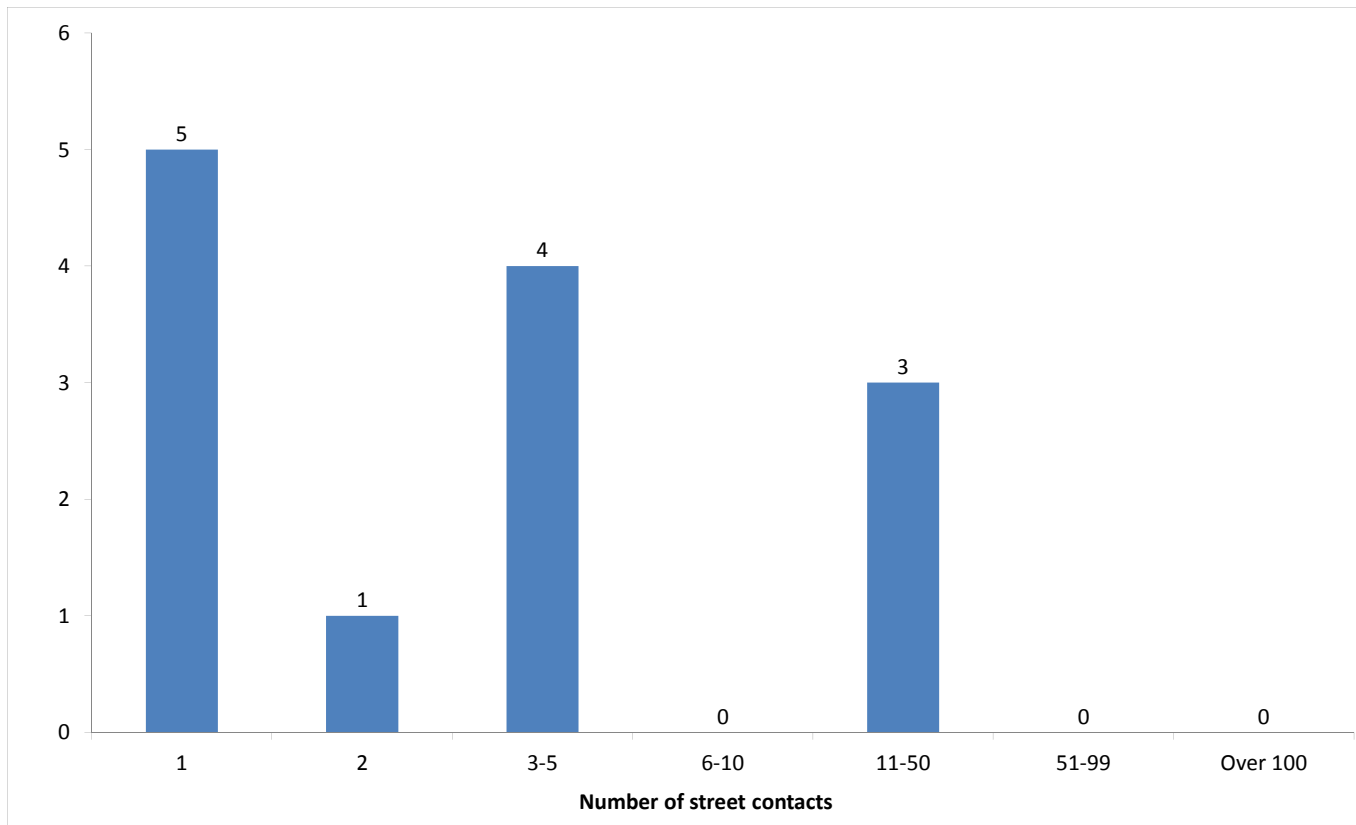
### 3) Nationality of rough sleepers

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

Nationality	This 1/4	%	Last 1/4	%
UK	10	40%	9	41%
Ireland (Republic of)	5	20%	1	5%
Bulgaria				
Czech Republic				
Estonia				
Hungary				
Latvia				
Lithuania	1	4%		
Poland	1	4%	4	18%
Romania				
Slovenia				
Slovakia				
<b>CEE sub-total</b>	<b>2</b>	<b>8%</b>	<b>4</b>	<b>18%</b>
other Europe	2	8%		
Ukraine			1	5%
India	1	4%	4	18%
Sri Lanka	4	16%		
other Asia				
Somalia			2	9%
other Africa	1	4%		
America			1	5%
Australasia				
<i>Missing</i>				
<i>Not known</i>	<i>1</i>			
<b>Total</b>	<b>26</b>		<b>22</b>	
<b>Total**</b>	<b>25</b>	<b>100%</b>	<b>22</b>	<b>100%</b>

#### 4) 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: 13

13 (18%) verified rough sleepers contacted across Ealing this quarter have never had a booking in action recorded on CHAIN. This is consistent with previous quarters.

11 of these people have slept rough in the quarter, which is 42% of all people sleeping rough this quarter.

5 (38%) of the people who have never had a booking in action recorded on CHAIN have only ever had one street contact recorded.

## 5) 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	0	0%
Clinic/Detox/Rehab	0	0%
Night Centre	0	0%
Rolling shelter	10	42%
<i>Referrals only (no booking in)</i>	6	
Hostel	11	46%
<i>Referral rejected (no booking in)</i>	0	
Other temporary	0	0%
Second-stage accommodation	1	4%
St Mungo's complex needs	0	0%
St Mungo's semi-independent	0	0%
Clearing House/RSI	1	4%
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>23</b>	<b>96%</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	1	4%
Other	0	0%
<b>Reconnections total</b>	<b>1</b>	<b>4%</b>
<b>TOTAL</b>	<b>24</b>	<b>100%</b>

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 Ealing succeeded in reconnecting or booking into accommodation 18 people, 24% of the 74 people contacted during the quarter.

This is higher than last quarter but consistent with the previous two quarters: Apr - Jun, 0; Jan-Mar, 31%; Sept-Dec, 27%.

18 people had a total of 23 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 was booked into long-term accommodation. This is consistent with last quarter.

11 people were booked into hostel accommodation. This is consistent with last quarter.

10 people were booked into rolling shelters. This is notably higher than recent quarters: Apr-Jun, 0; Jan-Mar, 2; Oct-Dec, 4.

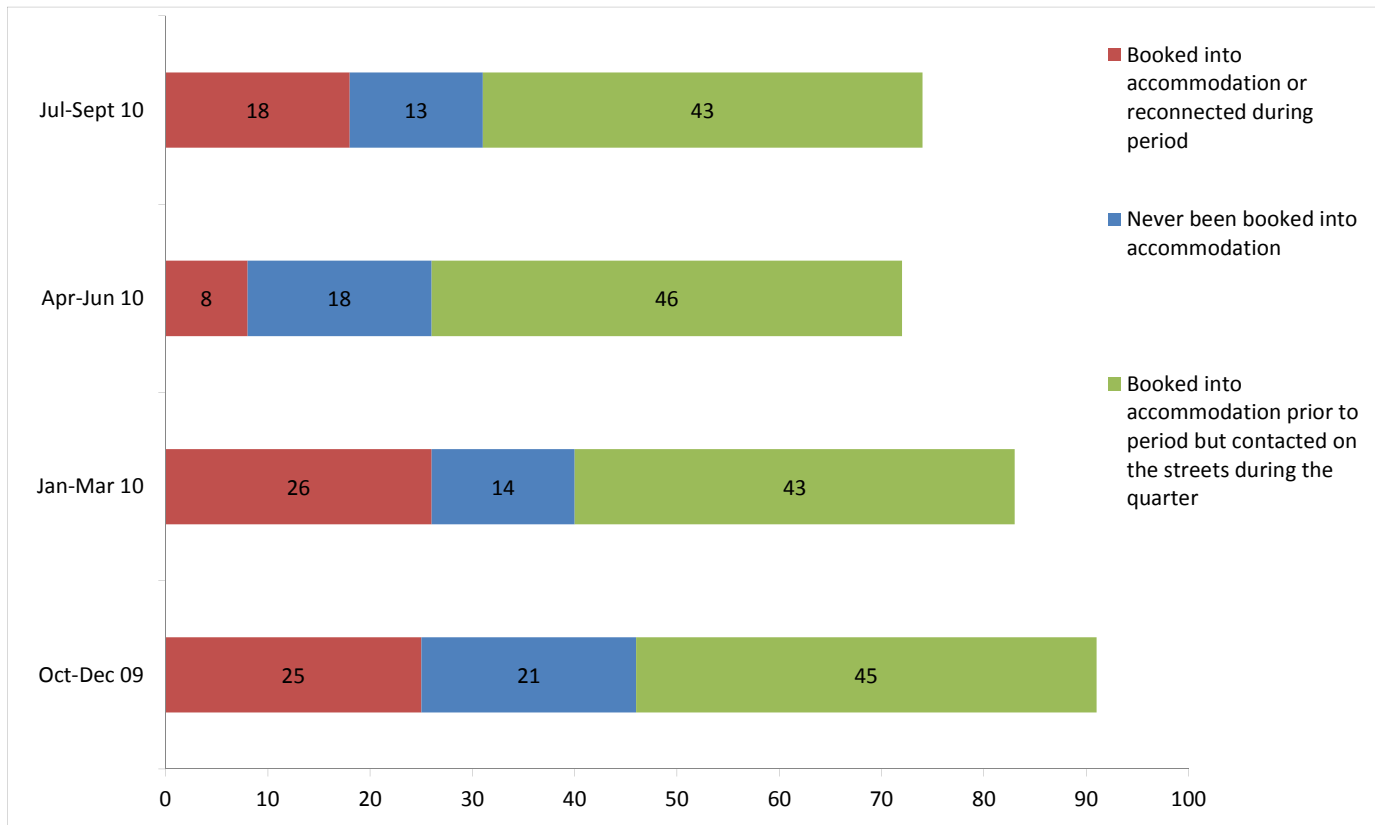
Outreach and BBS teams across Ealing didn't achieve any confirmed reconnections this quarter.

1 advised reconnection event was recorded by outreach and BBS teams for a verified rough sleeper this quarter. There were no 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.

## 6) 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.



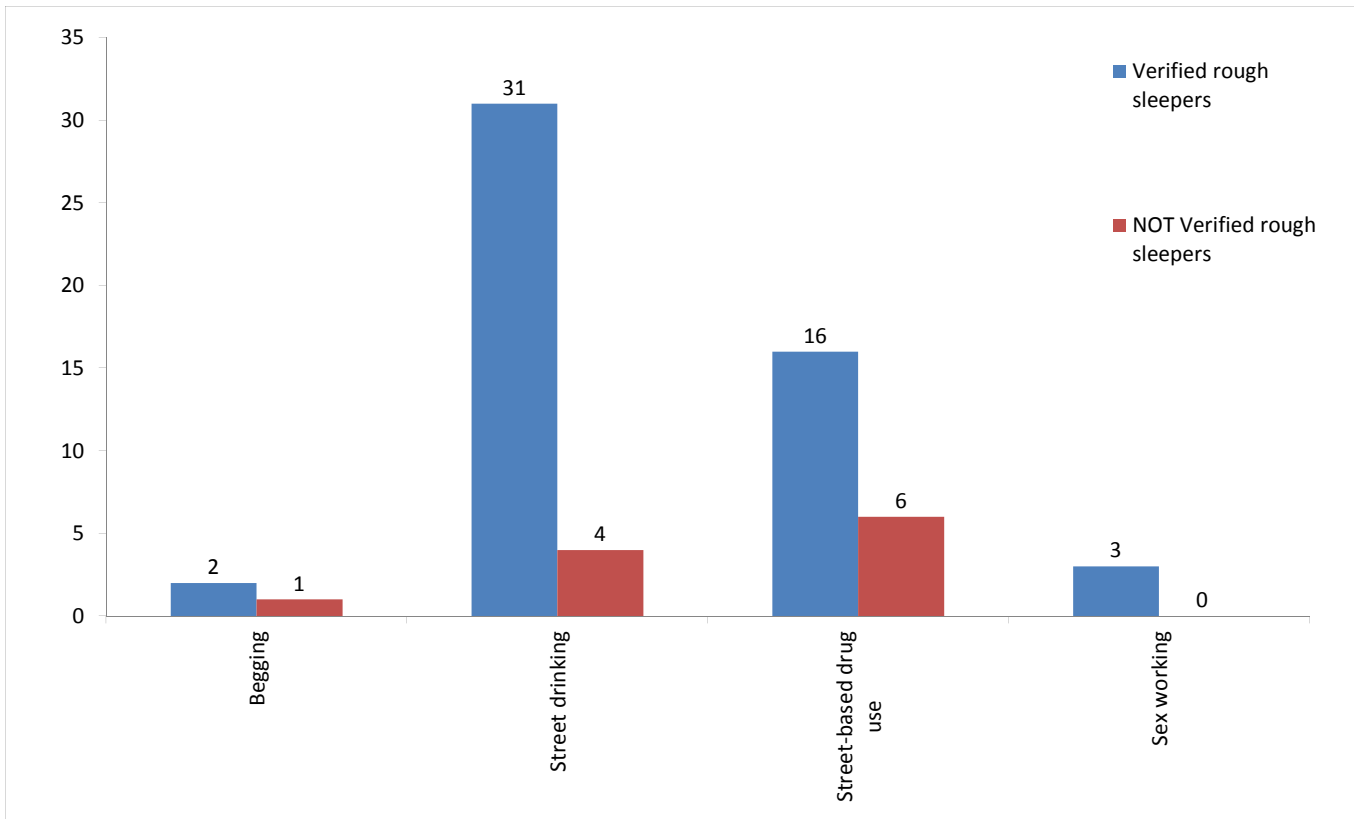
Oct-Dec 09 base: 91  
 Jan-Mar 10 base: 83  
 Apr-Jun 10 base: 72  
 Jul-Sep 10 base: 74

The proportion of people with a street contact but who have never been booked into accommodation increased is consistent with previous quarters.



## 7) 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: 40

Base for people not verified as rough sleepers: 8

Of the 74 verified rough sleepers contacted this quarter, 40 (54%) 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 74 verified rough sleepers contacted in the quarter by outreach or BBS teams, 8 people who are considered vulnerable but have not been seen rough sleeping were also contacted. Of these:

There were no confirmed reconnections;

1 person was booked into accommodation across all boroughs;

2 people were recorded as having arrived at accommodation reporting to CHAIN.

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

### 8) Arrivals

Temporary accommodation arrivals by accommodation project and source of referral.

9 people arrived at accommodation in Ealing this year. These 9 people had 9 arrival actions.

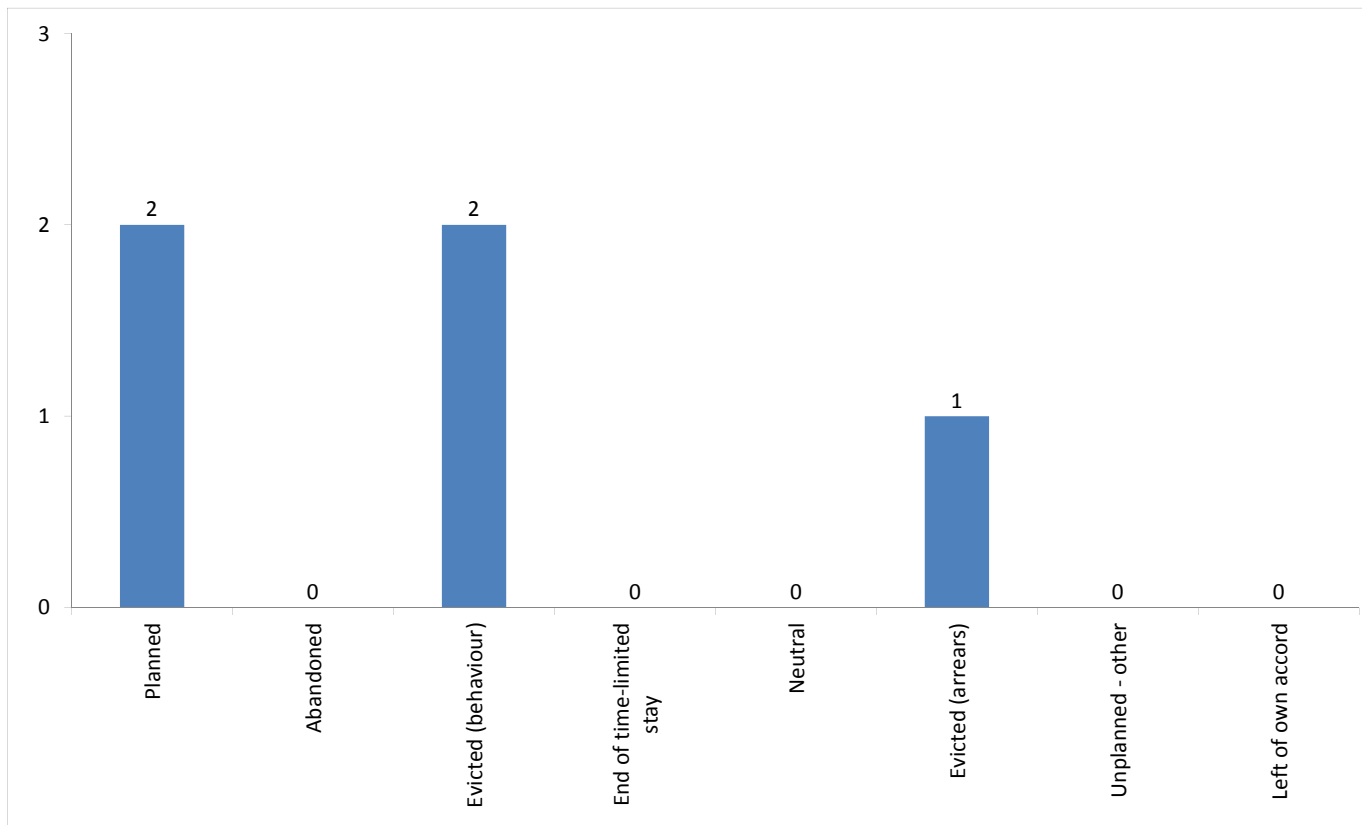
The numbers of people arriving and arrivals are consistent with previous quarters.

Breakdown by accommodation:

Source of referral → Accommodation ↓	Ealing SPOT	Total
Broadway - Sixty-Five	1	1
YMCA - Ealing	8	8
<b>Total</b>	<b>9</b>	<b>9</b>

## 9) Departures - planned or unplanned

Departures by whether or not the departure was planned or unplanned



Base: 5

5 people departed from accommodation in Ealing this year. These 5 people had 5 departure actions.

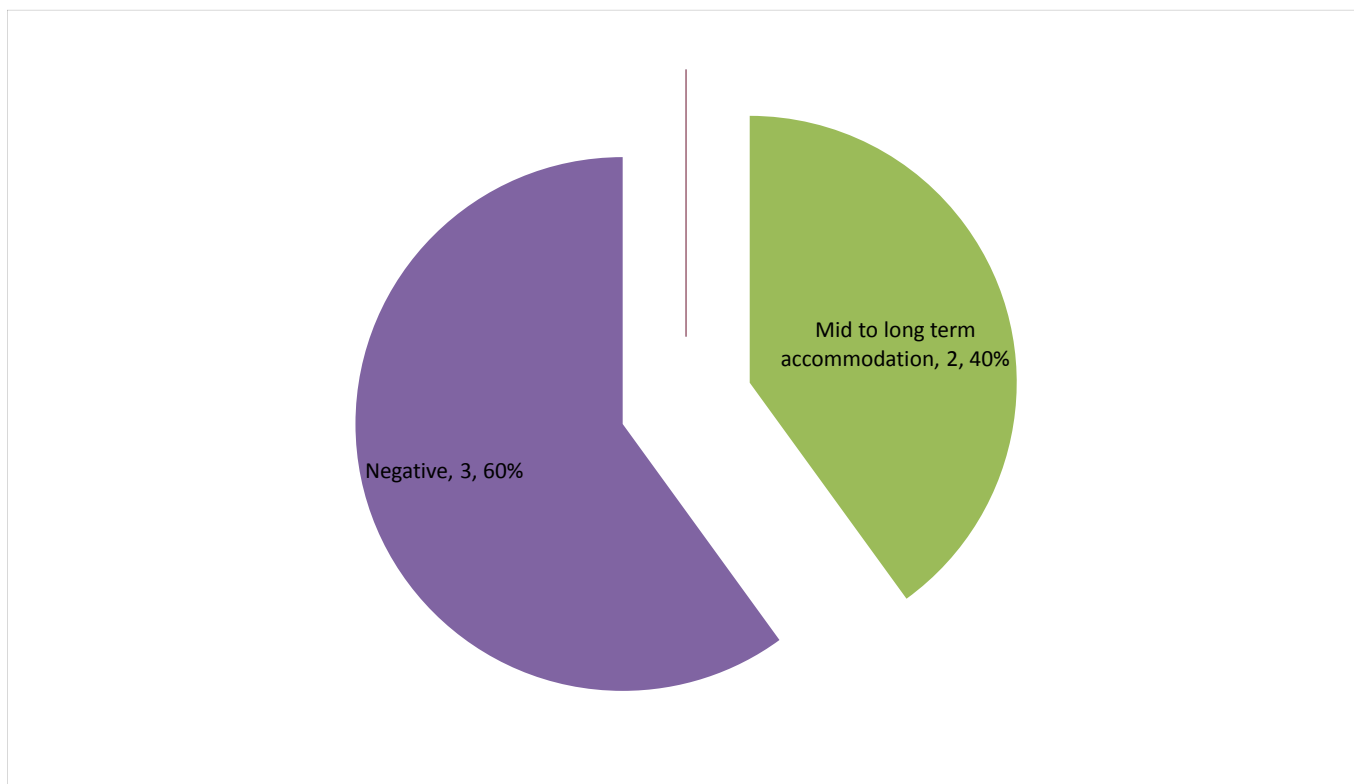
As with arrivals, the number of people departing and departures is consistent with previous quarters.

### Breakdown by accommodation

Planned/Unplanned →	Accommodation			Total
	Planned	Evicted (behaviour)	Evicted (arrears)	
		1		1
	2	1	1	4
<b>Total</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>5</b>

## 10) Departures - destination on departure

Departure actions by destination on departure



Base: 5

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	%
Hospital - long term	1	20%
LA tenancy (general needs)	1	20%
Not known	2	40%
Sleeping rough/Returned to streets	1	20%
<b>Total</b>	<b>5</b>	<b>100%</b>

No-one left accommodation to move to another hostel.

40% of people left accommodation to move to mid to long-term accommodation.

The small number of departures causes these percentages to fluctuate from quarter to quarter.

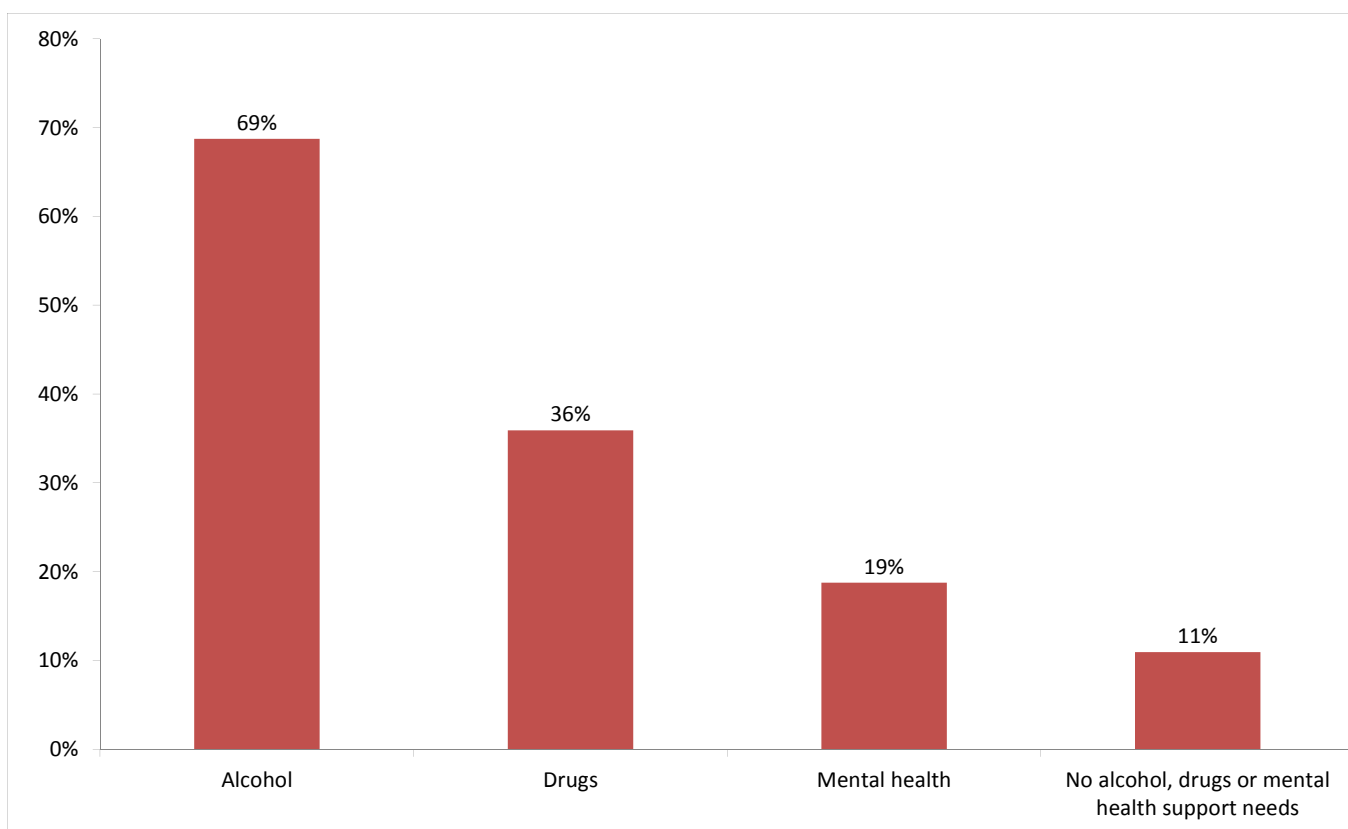
Breakdown by accommodation

Destination Accommodation	Hospital - long term	LA tenancy (general needs)	Not known	Sleeping rough/Returned	Total
Broadway - Sixty-Five			1		1
YMCA - Ealing	1	1	1	1	4
<b>Total</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>5</b>

## Client Support Needs/Institutional History

### 11) Support needs

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



Base: 64 Note that the base figure for this graph excludes clients where all 3 support needs are not known or not recorded (11).

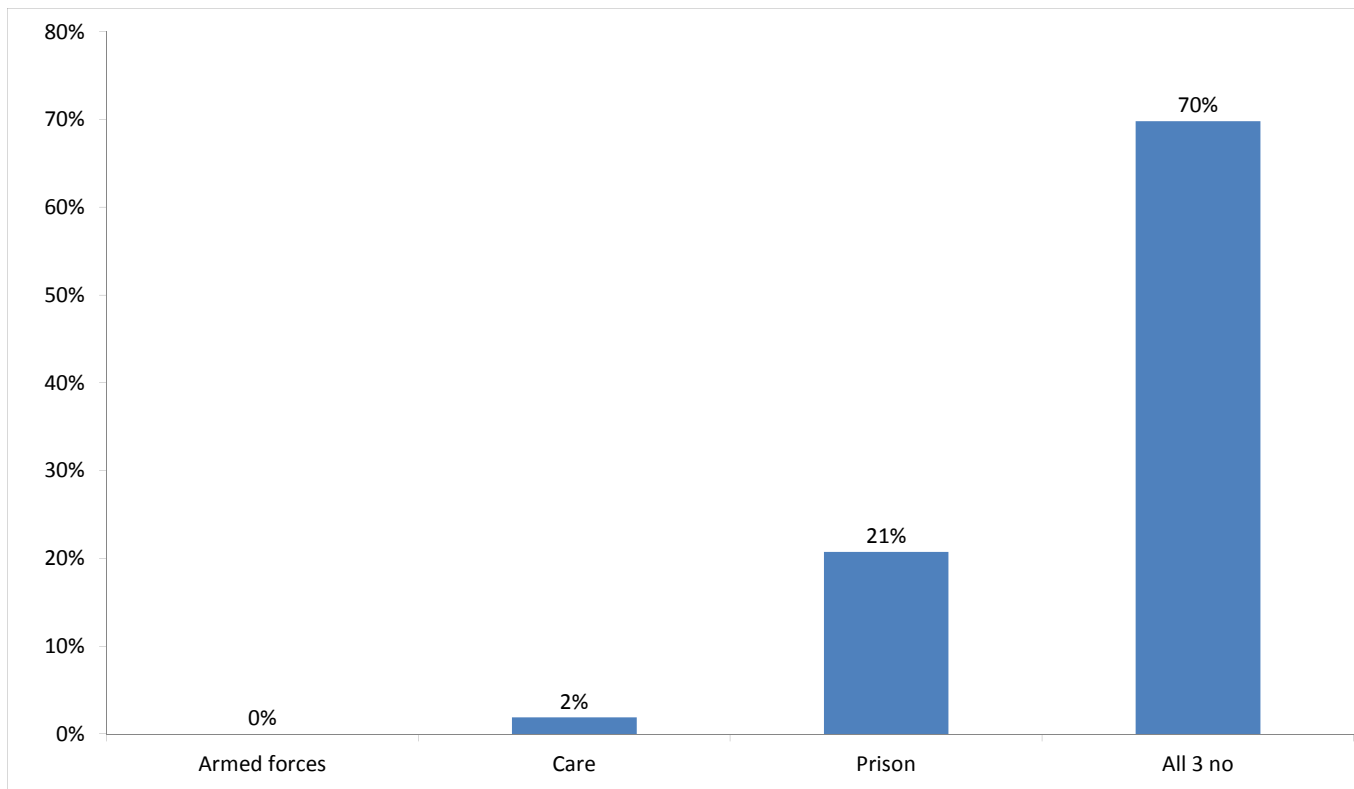
Support Needs	No. of people	%
Alcohol only	24	32%
Drugs only	8	11%
Mental health only	3	4%
Alcohol and drugs	12	16%
Alcohol and mental health	6	8%
Drugs and mental health	1	1%
Alcohol, drugs and mental health	2	3%
All 3 no	7	9%
All 3 not known or not assessed	11	15%
All 3 no, not known or not assessed	1	1%
<b>Total</b>	<b>75</b>	<b>100%</b>

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

The proportion of people with a mental health support need is lower than the proportion across all boroughs this quarter, 37%.

## 12) 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: 53 Note that the base figure for this graph excludes clients where all 3 institutional histories are not known.

1 person contacted in Ealing this quarter has previously been in the armed forces (1 last quarter).

Nationality	Number	%
UK	1	100%
Non-UK	0	0%
<b>Total</b>	<b>1</b>	<b>100%</b>

1 person contacted in Ealing this quarter have previously been in care (1 last quarter).

11 people contacted in Ealing this quarter have previously been in prison (18 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. Nobody contacted in the quarter has been in both care and prison.

The proportion of people contacted in Ealing with previous experience of prison has markedly decreased: Apr-Jun, 26%; Jan-Mar, 23%; Oct-Dec, 25%.

The proportion of people with experience of prison is higher than the proportion across all boroughs this quarter, 37%.