



# CHAIN

## Quarterly Report for Hammersmith & Fulham July-September 2010



# CHAIN Quarterly report for Hammersmith & Fulham 1st July to 30th September 2010

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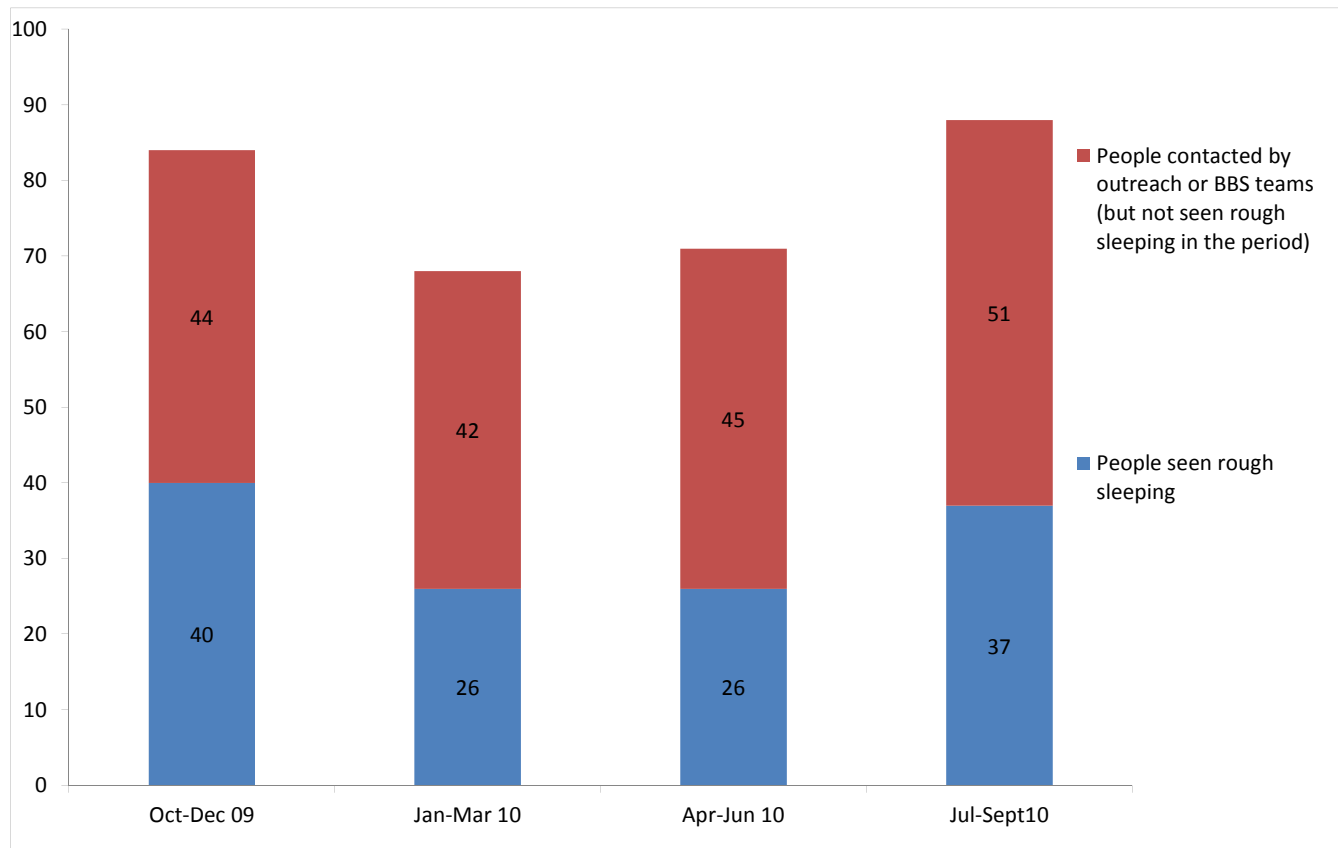
People contacted by outreach or BBS teams and/or arriving in accommodation in the quarter by experience of the armed forces, care or prison

# CHAIN Quarterly report for Hammersmith & Fulham

## 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



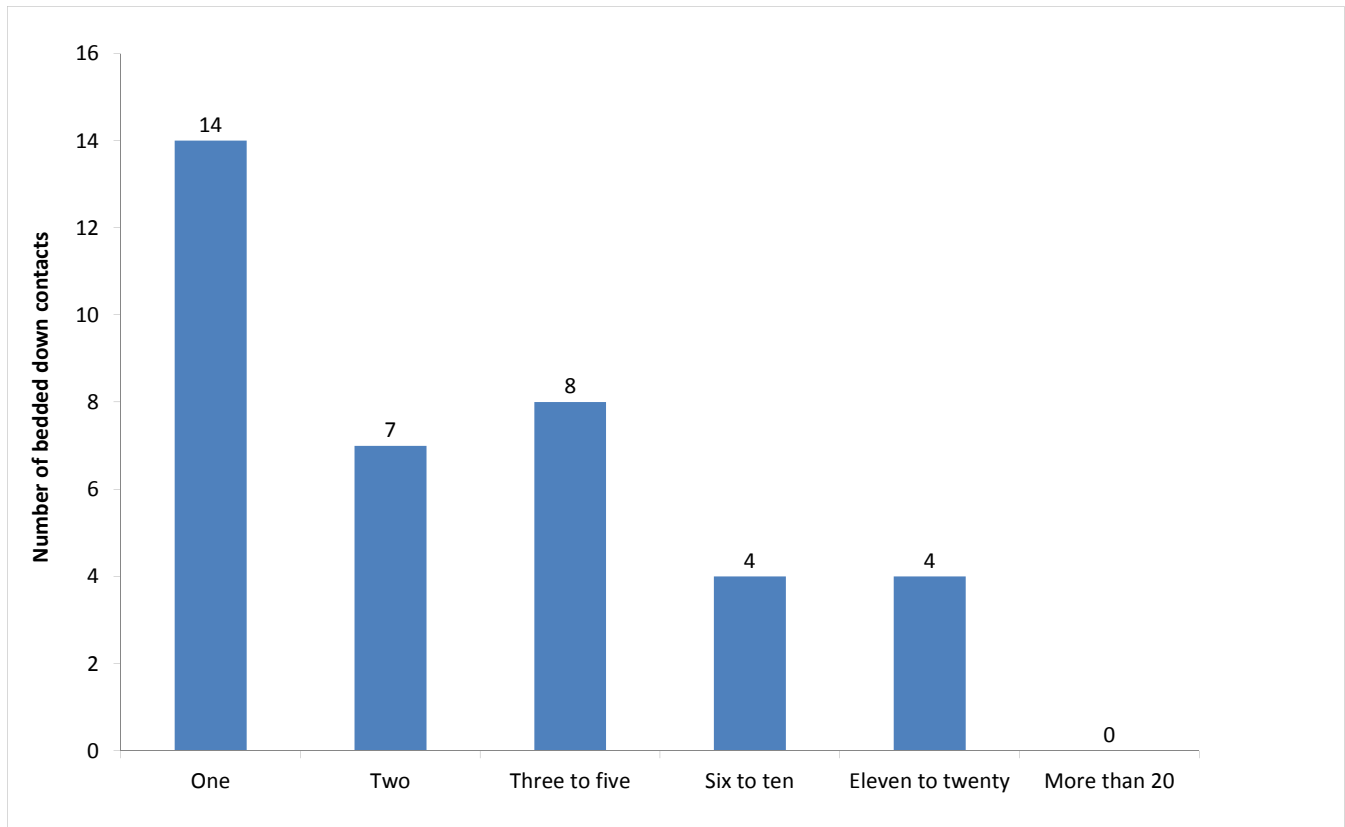
Oct-Dec 09 base: 84  
Jan-Mar 10 base: 68  
Apr-Jun 10 base: 71  
Jul-Sep 10 base: 88

88 verified rough sleepers were contacted by services in Hammersmith and Fulham during the quarter. This is an increase from 71 last quarter and compares to 46 in the same quarter last year.

Of these 88, 37 had a bedded down street contact in the quarter and so were known to have slept rough in Hammersmith and Fulham during the quarter. The number sleeping rough this quarter has increased by 50%.

## 2) Rough sleeping volume

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



Of the 37 people seen rough sleeping this quarter, 14 only had a single bedded down street contact.

Of the 37 people seen bedded down, 6 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

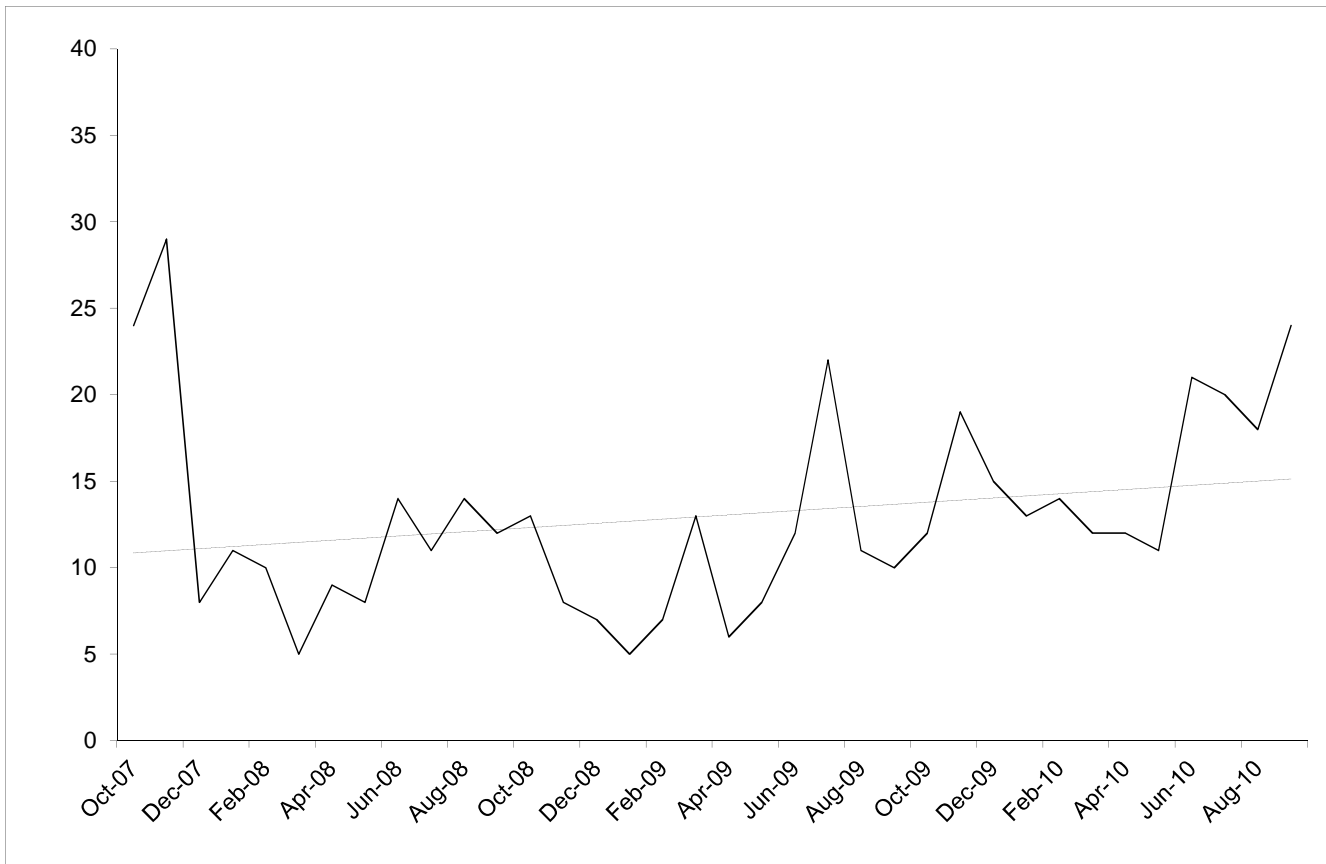
People seen rough sleeping by outreach or BBS teams during the quarter.

Nationality	This 1/4	%	Last 1/4	%
UK	8	22%	6	24%
Bulgaria	0	0%	0	0%
Czech Republic	1	3%	0	0%
Estonia	0	0%	0	0%
Hungary	0	0%	0	0%
Latvia	0	0%	0	0%
Lithuania	2	5%	3	12%
Poland	22	59%	14	56%
Romania	0	0%	0	0%
Slovenia	0	0%	0	0%
Slovakia	0	0%	0	0%
<b>(CEE) sub-total</b>	<b>25</b>	<b>68%</b>	<b>17</b>	<b>68%</b>
other Europe	1	3%	1	4%
Africa	2	5%	1	4%
America	0	0%	0	0%
Asia	0	0%	0	0%
Australasia	0	0%	0	0%
<i>Missing</i>	<i>1</i>	<i>3%</i>	<i>1</i>	<i>0%</i>
<i>Not known</i>	<i>0</i>	<i>0%</i>	<i>0</i>	<i>0%</i>
<b>Total</b>	<b>37</b>	<b>100%</b>	<b>26</b>	<b>100%</b>
<b>Total**</b>	<b>36</b>		<b>25</b>	

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

#### 4) People contacted by month

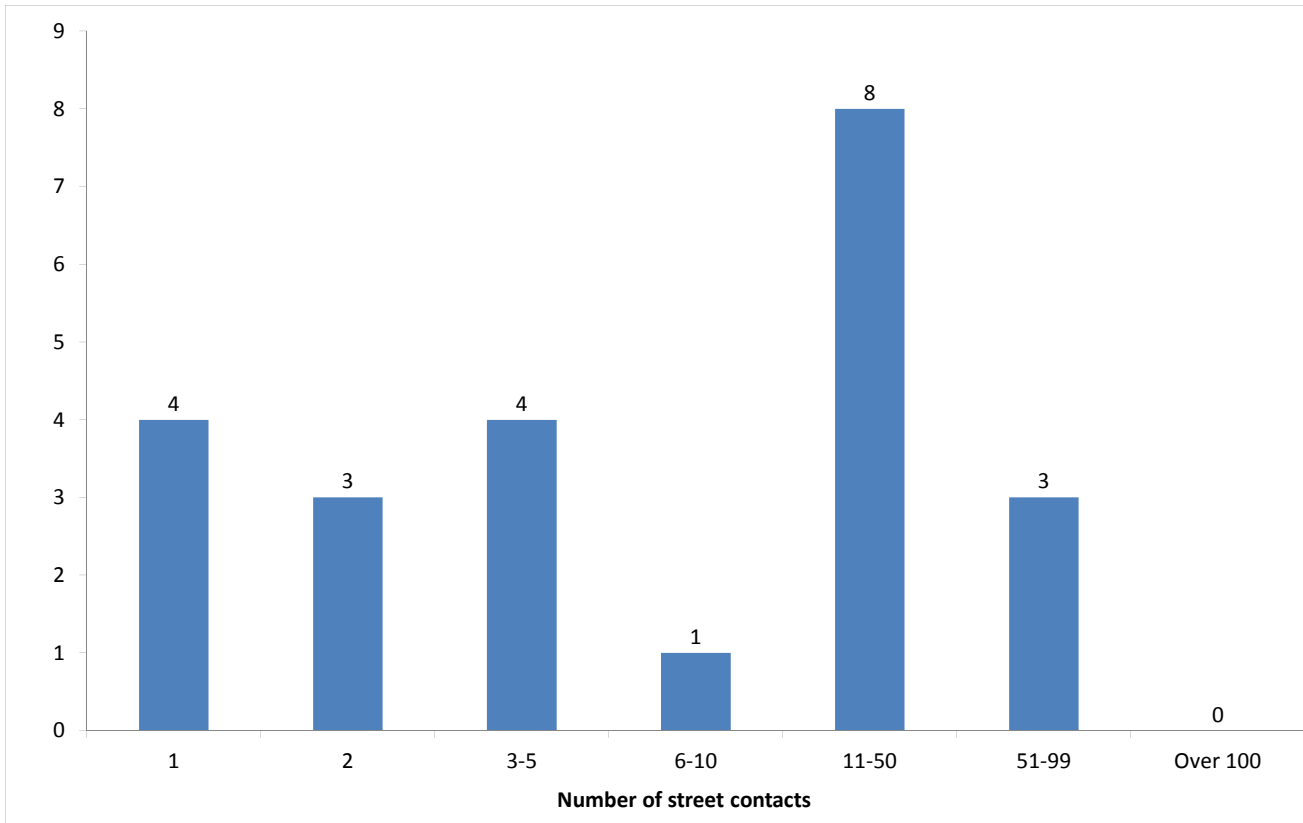
People seen rough sleeping by outreach or building based (BBS) teams by month



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: 23

23 (26%) verified rough sleepers contacted across Hammersmith and Fulham this quarter have never had a booking in action recorded on CHAIN. This has been generally falling over the past year: Apr-Jun, 35%; Jan-Mar, 29%; Oct-Dec 09, 44%; Jul-Sept 09, 47%.

13 of these people have slept rough in the quarter, which is 35% of all people sleeping rough this quarter.

4 (17%) of the people who have never had a booking in action recorded on CHAIN have only ever had one street contact recorded.



## 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	0	0%
Clinic/Detox/Rehab	3	20%
Night Centre	0	0%
Rolling shelter	0	0%
<i>Referrals only (no booking in)</i>	0	
Hostel	10	67%
<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	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	1	7%
<b>Bookings into accommodation total</b>	<b>14</b>	<b>93%</b>
Return to home area	1	7%
Seeking work	0	0%
Move to area for friends/family	1	7%
Move to area with appropriate services	0	0%
Other	0	0%
<b>Reconnections total</b>	<b>1</b>	<b>7%</b>
<b>TOTAL</b>	<b>15</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 Hammersmith and Fulham succeeded in reconnecting or booking into accommodation 12 people, 14% of the 88 people contacted during the quarter.

This is higher than last quarter, but lower than previously: Apr-Jun, 7%; Jan-Mar, 35%; Oct-Dec, 25%.

12 people had a total of 14 booking in events. This indicates that individuals can be booked into accommodation (the same type or different) more than once in the quarter.

1 person was booked into long-term accommodation. This is consistent with previous periods.

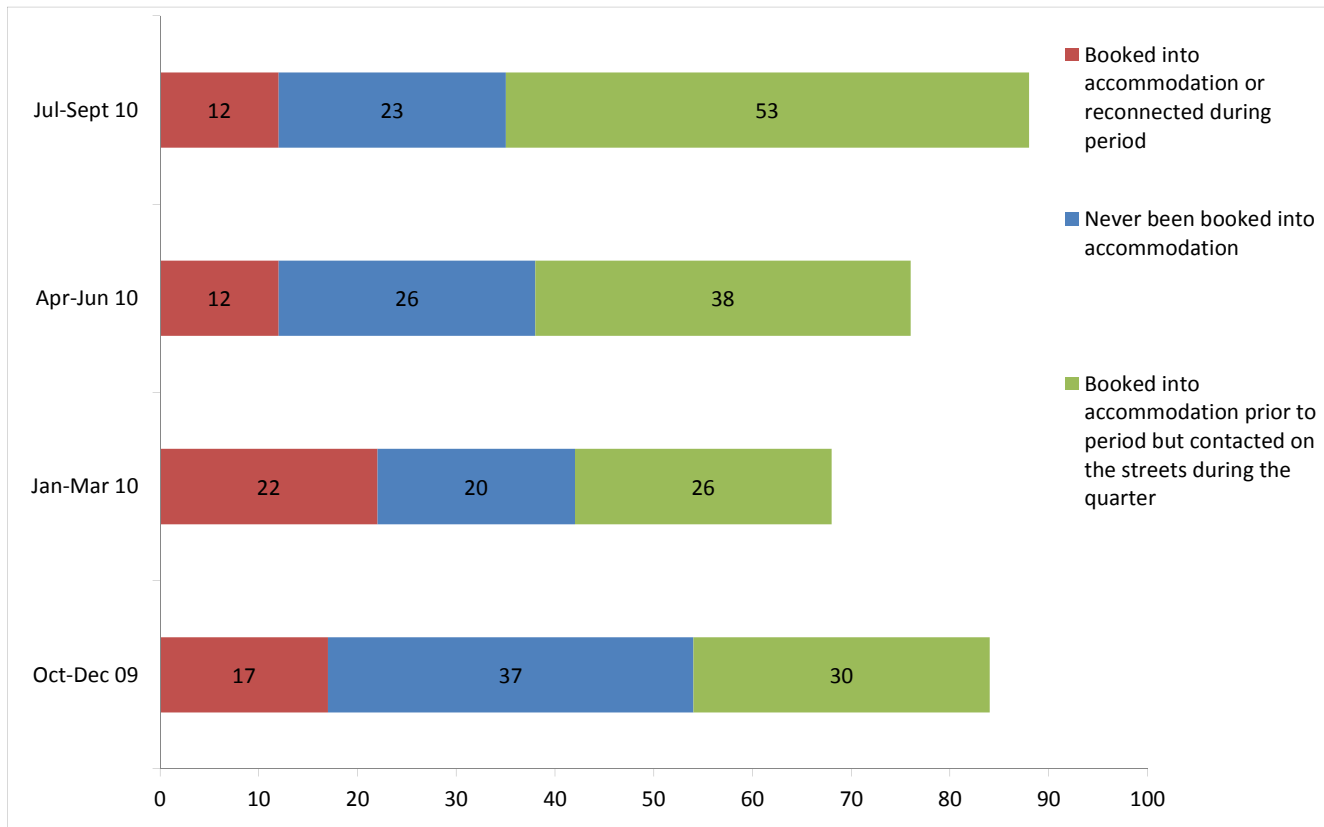
9 people were booked into hostel accommodation. This is higher than last quarter, but lower than previously: Apr-Jun, 4; Jan-Mar, 12; Oct-Dec, 16.

1 advised reconnection event was 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) 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.

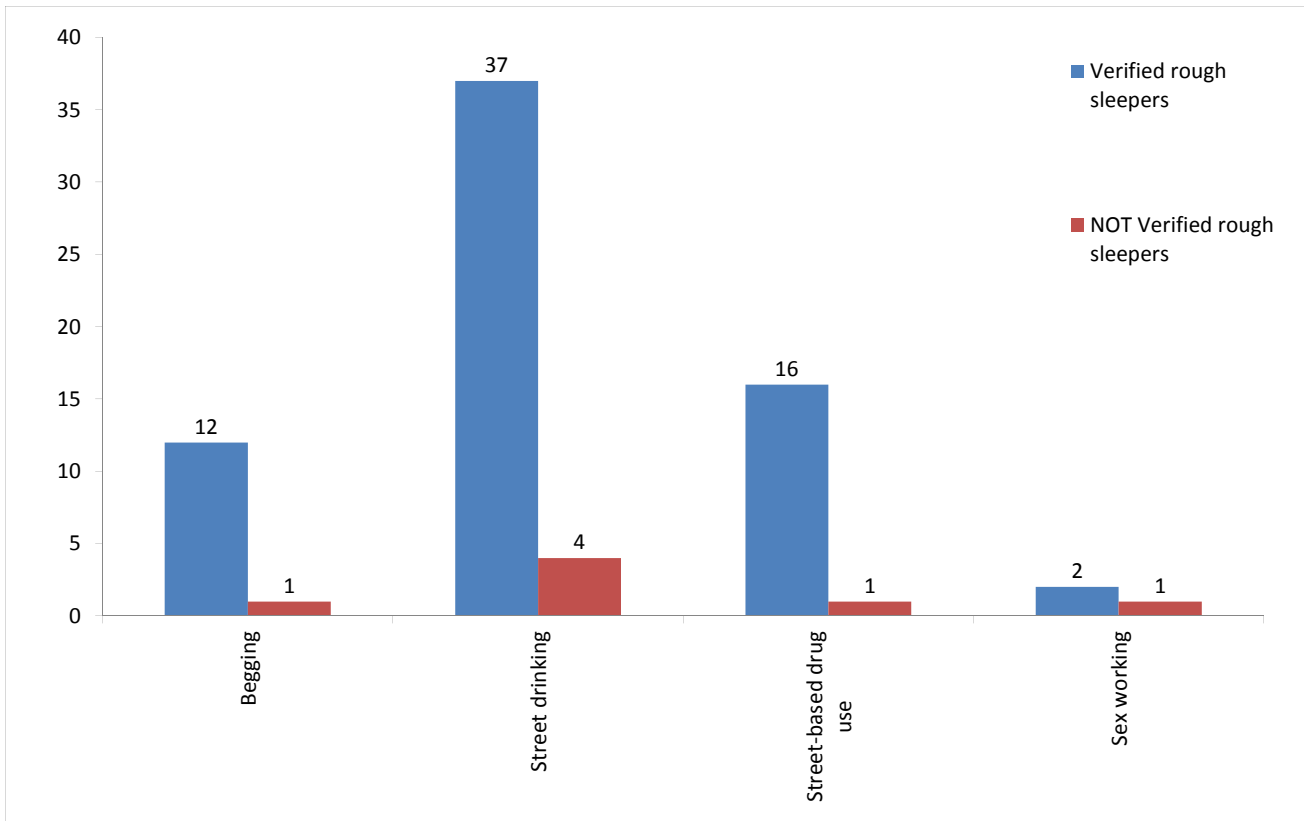


Oct-Dec 09 base: 84  
 Jan-Mar 10 base: 68  
 Apr-Jun 10 base: 71  
 Jul-Sep 10 base: 88

The proportion of people with a street contact but who have never been booked into accommodation, (26%), is consistent with the previous two quarters.

## 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: 39

Base for people not verified as rough sleepers: 4

Of the 88 verified rough sleepers contacted this quarter, 39 (44%) have been assessed as engaging in one or more street activities.

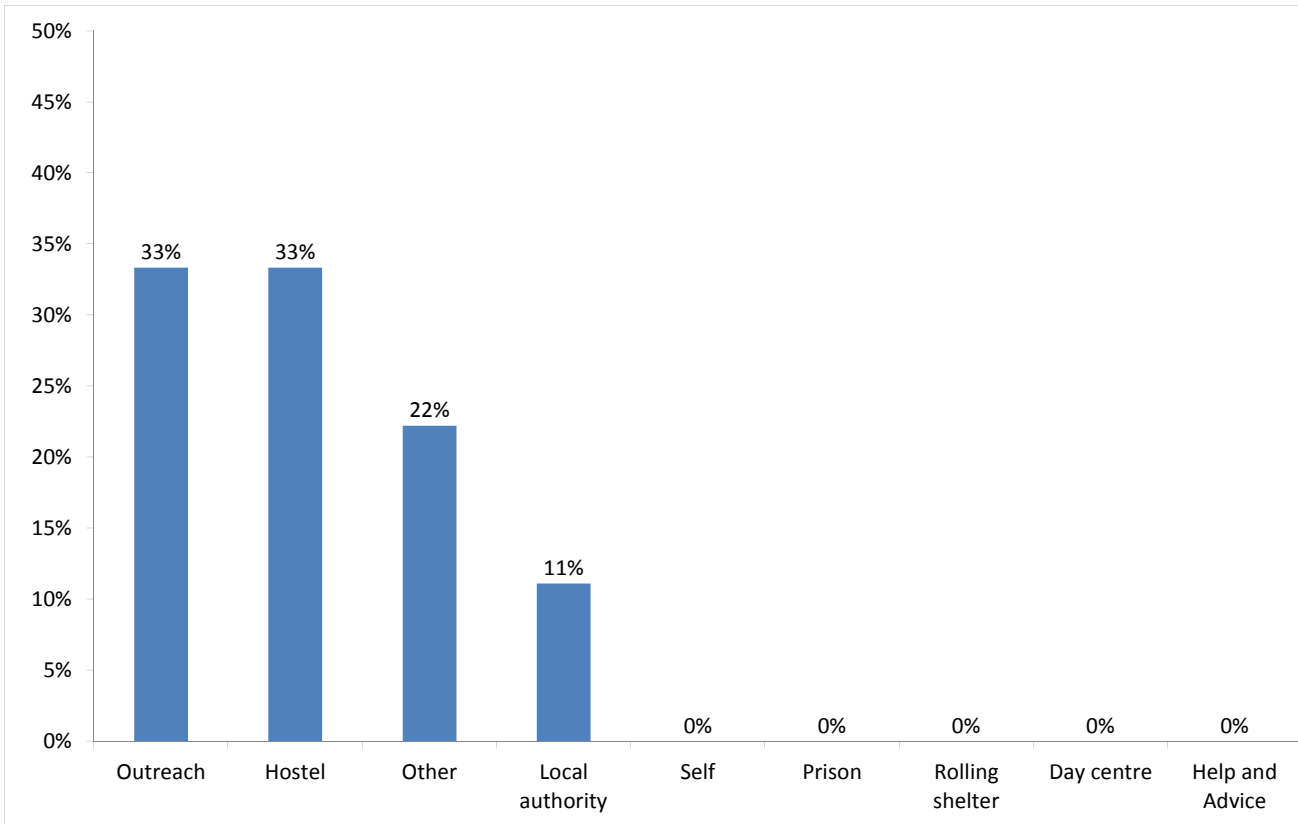
Some of these people contacted this quarter have been seen engaging in more than one type of street activity at some point.

In addition to the 88 verified rough sleepers contacted in the quarter by outreach or BBS teams, 4 people who are considered vulnerable but have not been seen rough sleeping were also contacted.

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

### 9) Arrivals

Temporary accommodation arrivals by accommodation project and source of referral.



Base: 9

9 people arrived at accommodation in Hammersmith and Fulham this quarter. These 9 people had 9 arrival actions.

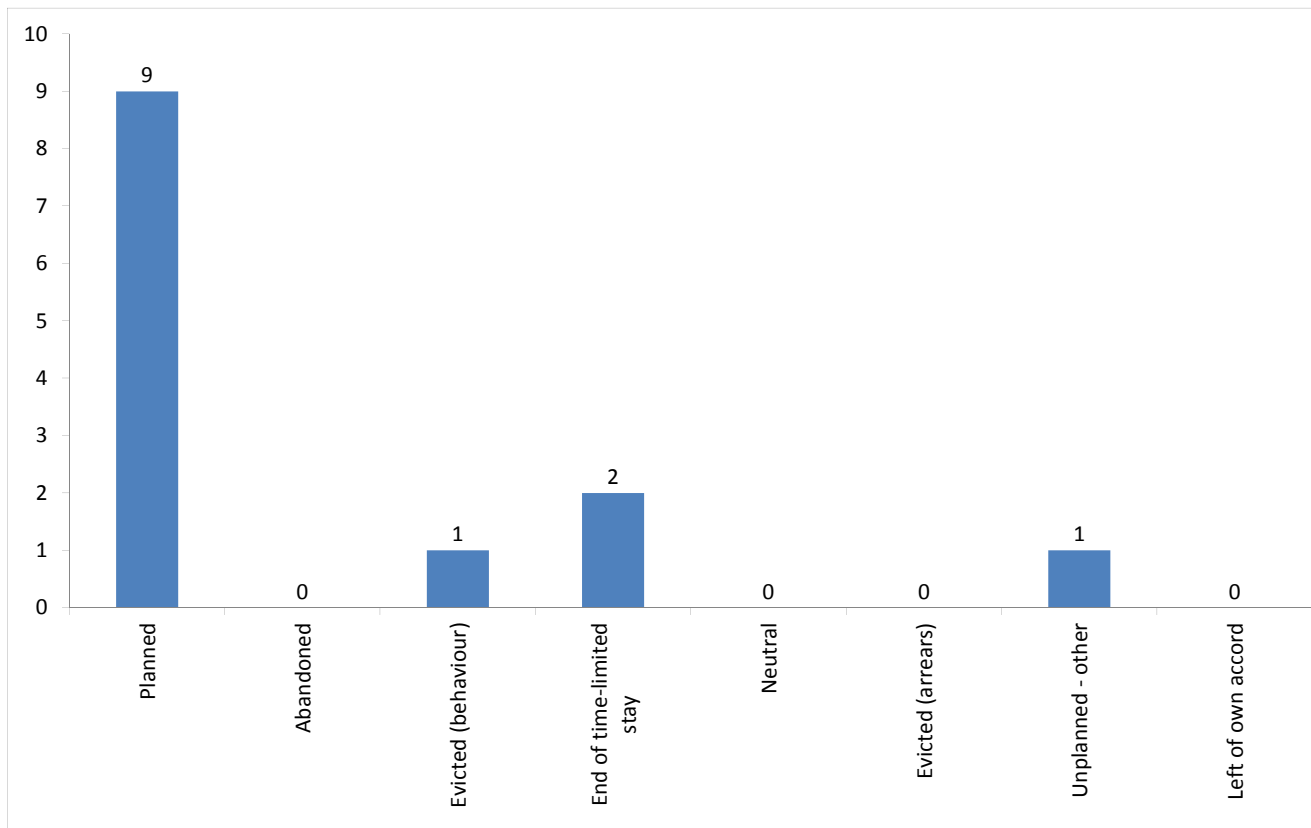
This has returned to previous levels after a drop for two quarters: Oct-Dec 09, 13; Jan-Mar, 4; Apr-Jun, 3.

Breakdown by accommodation:

Source of referral	H&F SORT	Hostel	Local authority (other referral source)	Total
Broadway - Goldhawk Road/Market Lane	2	1	2	5
Broadway - Edith Road	1	2	1	4
<b>Total</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>9</b>

## 10) Departures - planned or unplanned

Departures by whether or not the departure was planned or unplanned



Base: 13

13 people departed from accommodation in Hammersmith and Fulham this year. These 13 people had 13 departure actions.

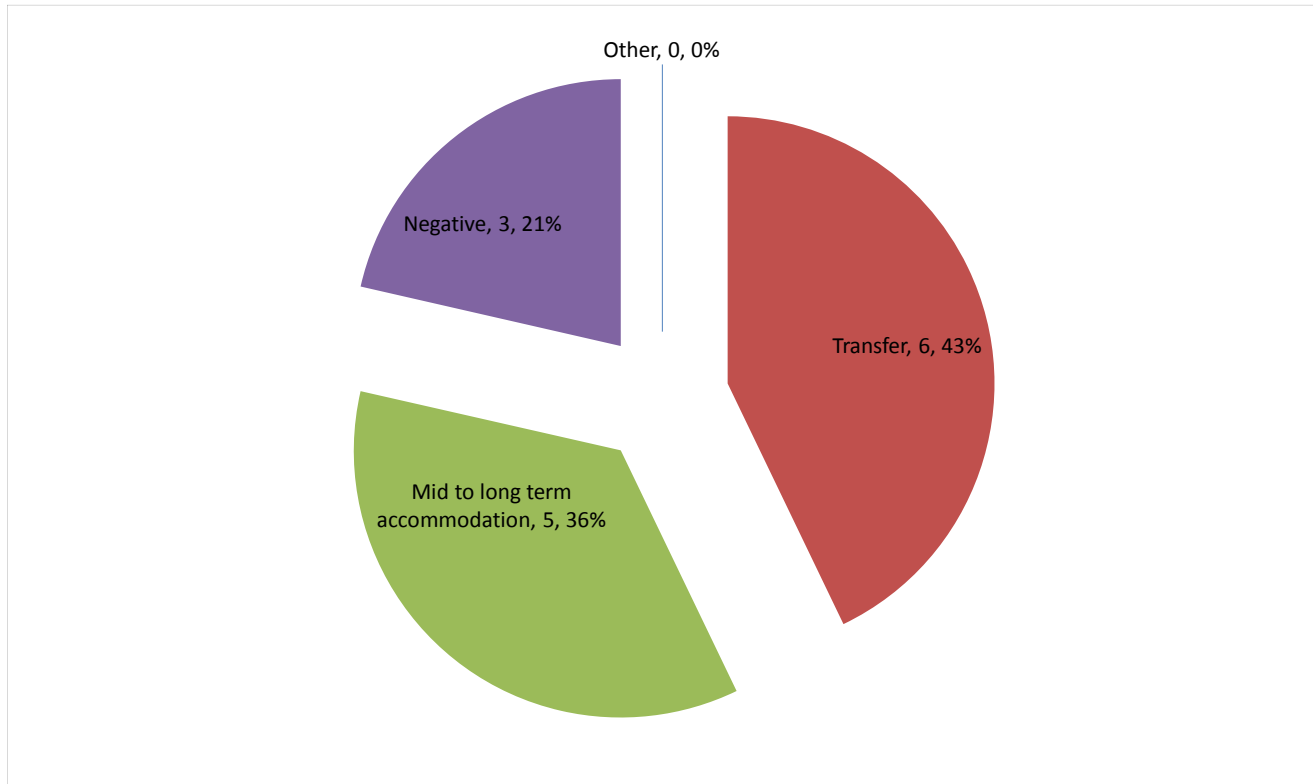
The number of people departing and departures is consistent with previous quarters.

### Breakdown by accommodation

Planned/Unplanned Accommodation	Departure Action				Total
	Planned	Evicted (behaviour)	End of time-limited stay	Unplanned - other	
Broadway - Goldhawk Road/Market Lane	2		2	1	5
Broadway - Edith Road	2				2
Broadway - The Coningshams	5	1			6
<b>Total</b>	<b>9</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>13</b>

## 11) Departures - destination on departure

Departure actions by destination on departure



Base: 13

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	Red
Not known, Sleeping rough/returned to streets, Taken into custody	Negative	Light Blue
Died, Outside London, Staying with family, Staying with friends	Other	Green

Destination on departure from temporary accommodation	Number	%
Accomm where client is occupier	0	0%
Bed & Breakfast	1	8%
Care home	0	0%
Clearing House/RSI	0	0%
Detox clinic	1	8%
Died	0	0%
Home area	0	0%
Hospital	0	0%
Hospital - long term	0	0%
Hospital - NOT long term/acute care	0	0%
Hostel	0	0%
Hostel - another organisation	2	15%
Hostel - within the organisation	2	15%
LA tenancy (general needs)	0	0%
Long-term accommodation	0	0%
Not known	2	15%
Outside London	0	0%
Previous home (describe type of accomm in notes)	0	0%
Private rented sector - independent	1	8%
Private rented sector - with some floating support/support	0	0%
Psychiatric hospital	0	0%
Rehab clinic	0	0%
Returned to home country (CEE)	0	0%
RSL tenancy (general needs)	2	15%
Sheltered Housing	0	0%
Sleeping rough/Returned to streets	0	0%
Staying with family	0	0%
Staying with friends	0	0%
Supported Housing	1	8%
Taken into custody	1	8%
Temporary accommodation	0	0%
<b>Total</b>	<b>13</b>	<b>100%</b>

31% of people left accommodation to move to another hostel. This is higher than last quarter, but consistent with previous periods:: Oct-Dec, 23%; Jan-Mar, 33%; Apr-Jun 11%.

36% of people left accommodation to move to mid to long-term accommodation. This is lower than last quarter (56%).

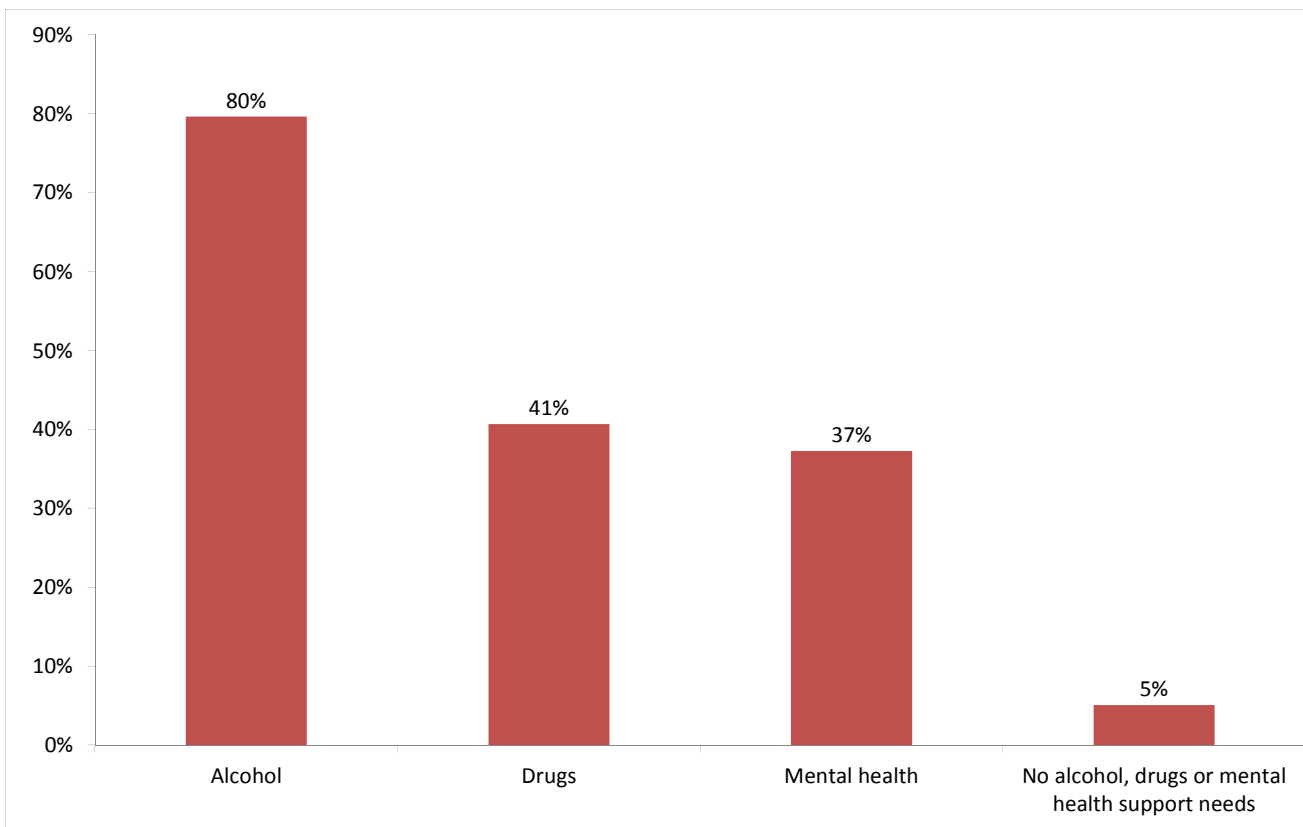
#### Breakdown by accommodation

Destination Accommodation										Total
	Bed & Breakfast	Detox clinic	Hostel - another organisation	Hostel - within the organisation	Not known	Private rented sector -	RSL tenancy (general needs)	Supported Housing	Taken into custody	
Broadway - Goldhawk Road/Market Lane		1	1		1			1	1	5
Broadway - Edith Road	1						1			2
Broadway - The Coninghams			1	2	1	1	1			6
<b>Total</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>13</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: 59 Note that the base figure for this graph excludes clients where all 3 support needs are not known or not recorded (32).

Support Needs	No. of people	%
Alcohol only	19	21%
Drugs only	4	4%
Mental health only	3	3%
Alcohol and drugs	11	12%
Alcohol and mental health	10	11%
Drugs and mental health	2	2%
Alcohol, drugs and mental health	7	8%
All 3 no	3	3%
All 3 not known or not assessed	32	35%
All 3 no, not known or not assessed	0	0%
<b>Total</b>	<b>91</b>	<b>100%</b>

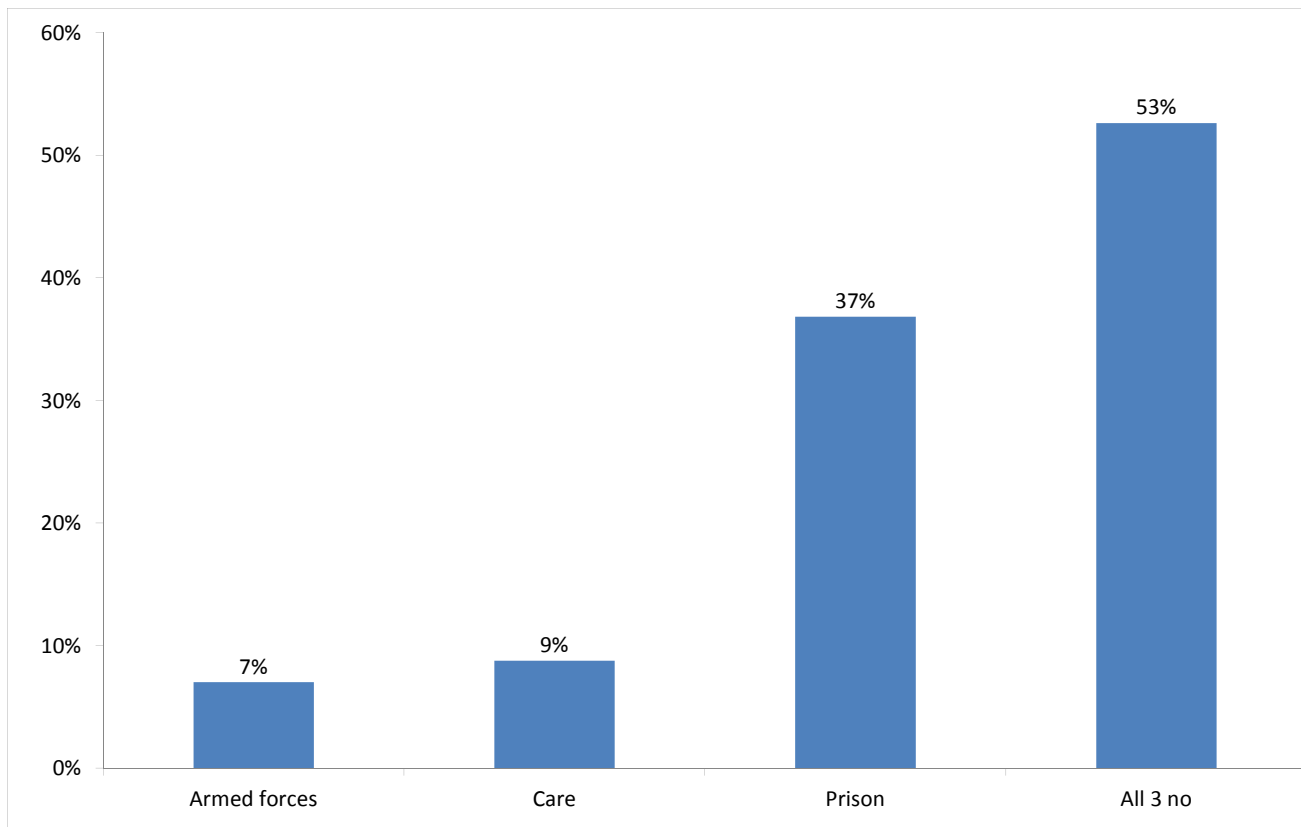
The proportion of people contacted in Hammersmith and Fulham with an alcohol, drugs or mental health support need is consistent with the previous two periods.

The proportion of people with an alcohol support need is higher than the proportion across all boroughs this quarter, 56%.



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

4 people contacted in Hammersmith and Fulham this quarter have previously been in the armed forces (3 last quarter).

Nationality	Number	%
Poland	3	75%
unknown	1	25%
<b>Total</b>	<b>4</b>	<b>100%</b>

5 people contacted in Hammersmith and Fulham this quarter have previously been in care (5 last quarter).

21 people contacted in Hammersmith and Fulham this quarter have previously been in prison (24 last quarter).

The proportion of people with experience of prison has been falling: Oct-Dec 09, 43%; Jan-Mar, 38%; Apr-Jun, 35%.

The proportion of people with experience of prison is higher than the proportion across all boroughs this quarter, 12%.

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