



CHAIN

Quarterly Report for Hammersmith & Fulham July - September 2011



CHAIN Quarterly report for Hammersmith & Fulham

1st July to 30th September 2011

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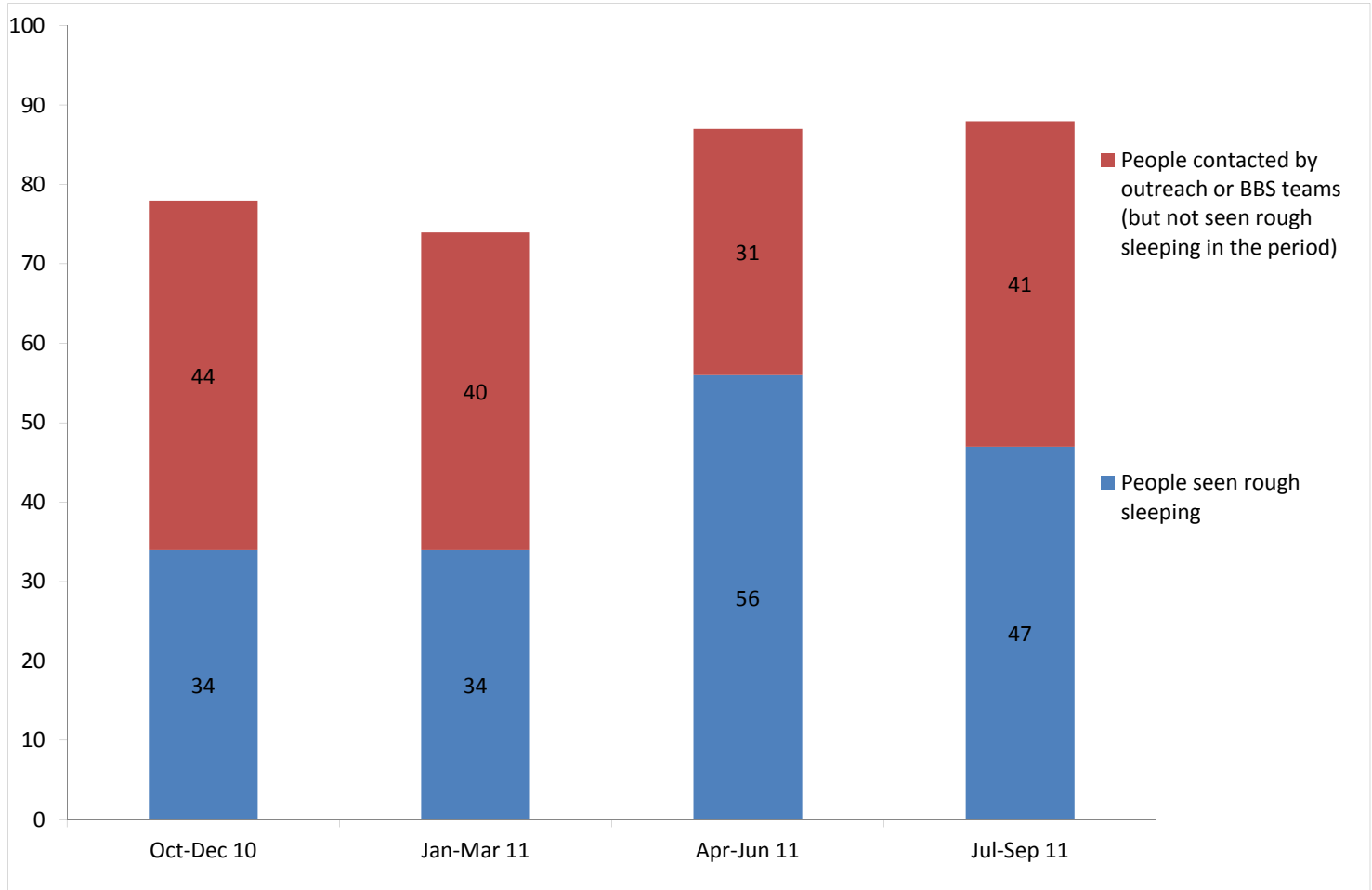
Street population (people who rough sleep and/or engage in a street lifestyle) contacted by outreach who fall into one or more of the street activity categories on CHAIN

CHAIN Quarterly report for 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 10 base: 78
Jan-Mar 11 base: 74
Apr-Jun 11 base: 87
Jul-Sep 11 base: 88

88 verified rough sleepers were contacted by services in Hammersmith and Fulham during the quarter. This is only a slight increase from 87 last quarter and compares to 88 in the same quarter last year.

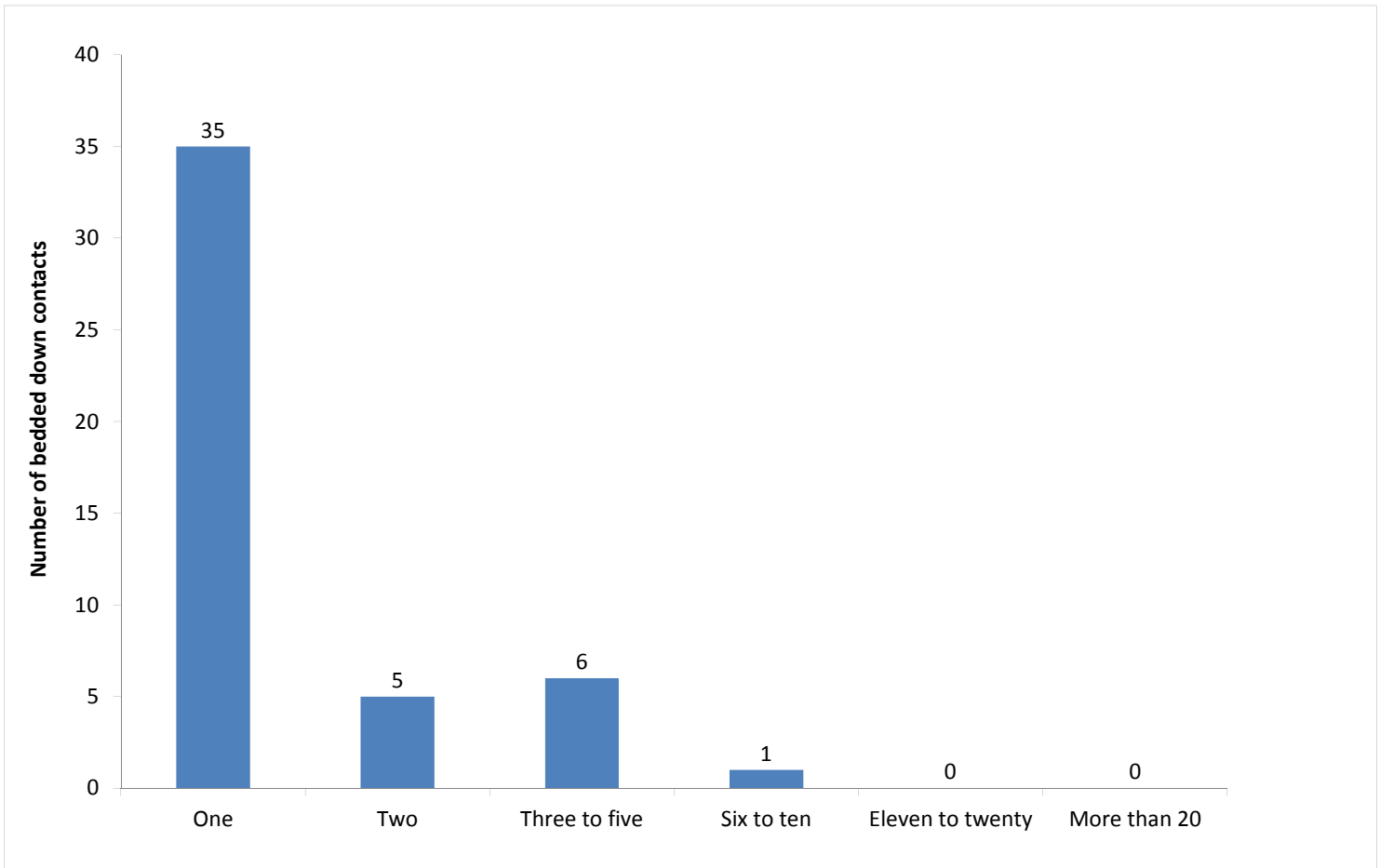
Of these 88, 47 had a bedded down street contact in the quarter and so were known to have slept rough in Hammersmith and Fulham during the quarter. The number sleeping rough this quarter has decreased by 16%.

In the same period last year, 37 people were seen sleeping rough.

24 people were seen rough sleeping for the first time this quarter (flow). This compares to 21 in the previous quarter, an increase of 14%.

2) Rough sleeping volume

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



Base: 47

Of the 47 people seen rough sleeping this quarter, 35 only had a single bedded down street contact.

Of the 47 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

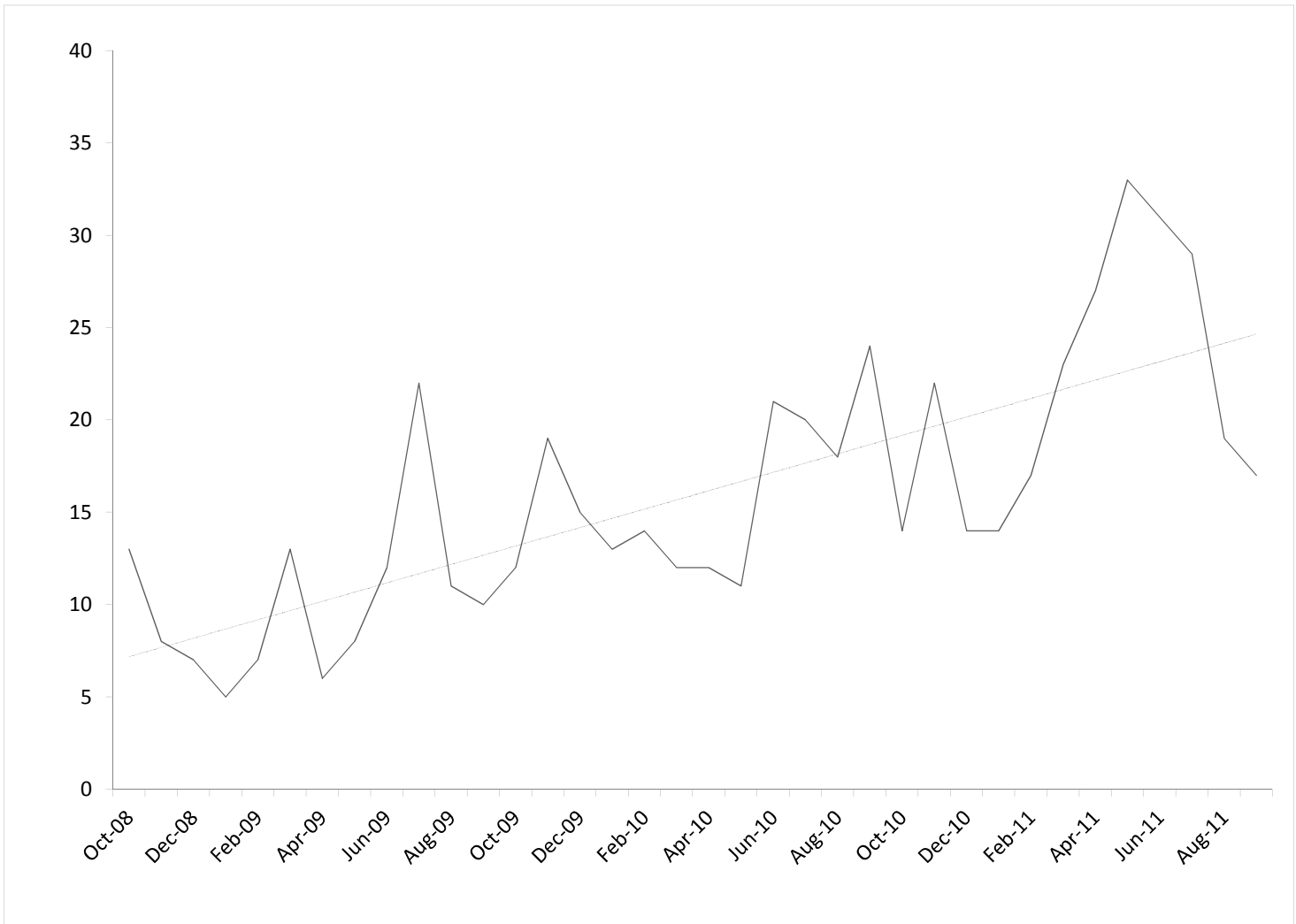
People seen rough sleeping by outreach or BBS teams during the quarter.

Nationality	Oct - Dec	%	Jan - Mar	%	Apr - Jun	%	Jul - Sep	%
UK	8	24%	10	29%	13	24%	18	40%
Ireland (Republic of)	0	0%	0	0%	1	2%	0	0%
Portugal	0	0%	0	0%	0	0%	0	0%
Bulgaria	0	0%	0	0%	1	2%	0	0%
Czech Republic	0	0%	0	0%	1	2%	1	2%
Estonia	0	0%	0	0%	0	0%	0	0%
Hungary	0	0%	0	0%	0	0%	1	2%
Latvia	0	0%	0	0%	0	0%	1	2%
Lithuania	1	3%	1	3%	0	0%	3	7%
Poland	0	0%	18	53%	26	47%	10	22%
Romania	21	64%	0	0%	4	7%	0	0%
Slovenia	0	0%	0	0%	0	0%	0	0%
Slovakia	0	0%	0	0%	0	0%	0	0%
Central and East European (CEE) sub-total	22	67%	19	56%	32	58%	16	36%
other Europe	1	3%	1	3%	4	7%	1	2%
Eritrea	1	3%	0	0%	2	4%	1	2%
Africa	1	3%	2	6%	2	4%	8	18%
America	0	0%	1	3%	0	0%	0	0%
Asia	0	0%	1	3%	1	2%	1	2%
Australasia	0	0%	0	0%	0	0%	0	0%
Missing	1		0		1		1	
Not known	0		0		0		1	
Total	34		34		56		47	
Total**	33	100%	34	100%	55	100%	45	100%

Base: 45 Note that the base figure for this graph excludes clients where the nationality is missing or not known (2).

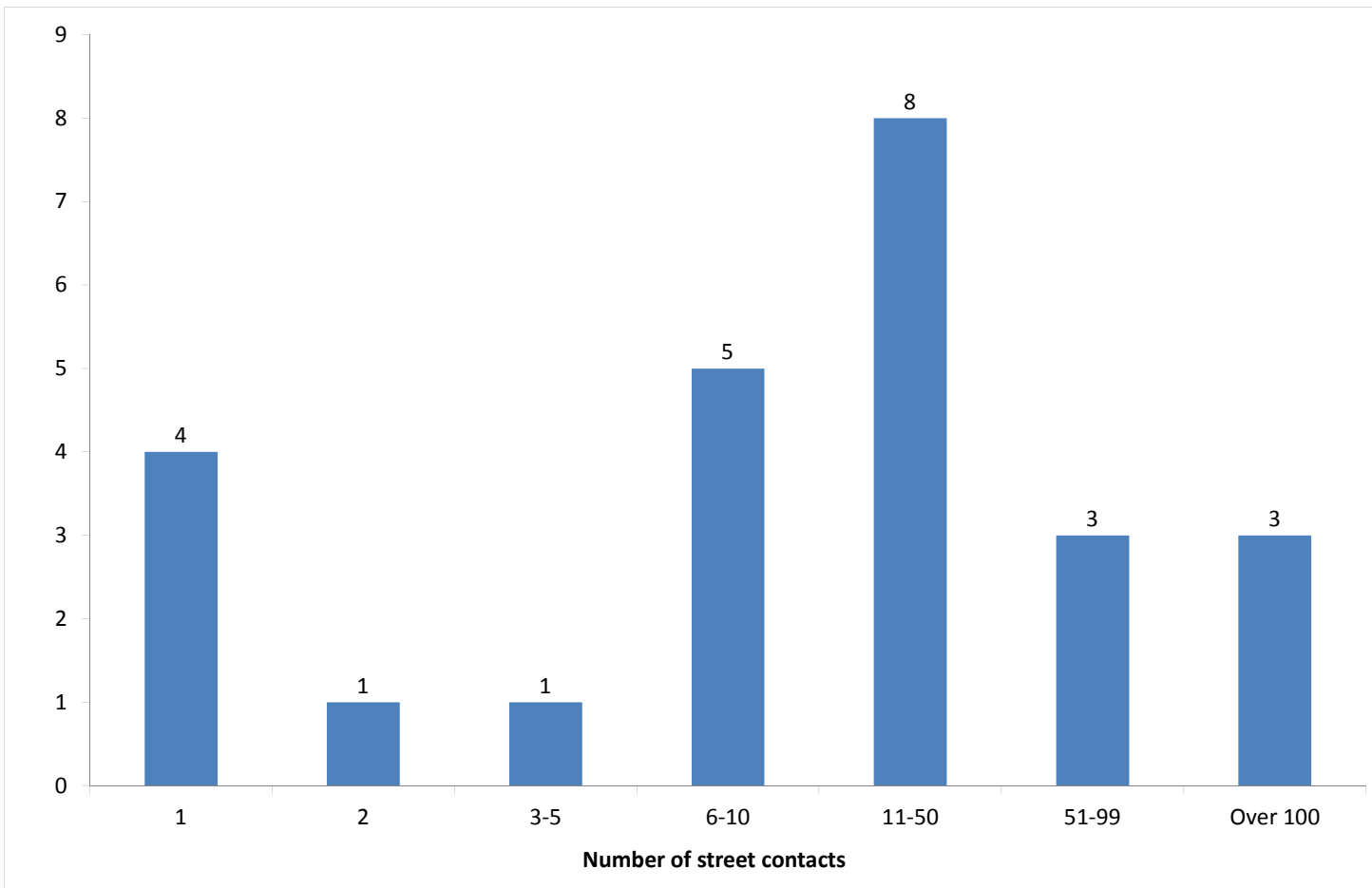
4) People contacted by month

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



Base: 25

25 (28%) verified rough sleepers contacted across Hammersmith and Fulham this quarter have never had a booking in action recorded on CHAIN. This has decreased slightly from 29 (33%) in the previous period.

14 of these people have slept rough in the quarter, which is 30% of all people sleeping rough this quarter.

4 (16%) of the people who have never had a booking in action recorded on CHAIN have only ever had one street contact recorded.

3 people in Hammersmith & Fulham have never had a booking in action despite having over 100 street contacts. This is higher than previous quarters when nobody had never had a booking in action after 100 street contacts.

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	Jul - Sep	%	Apr - Jun	%
Assessment centre	1	20%	0	0%
Bed & breakfast	0	0%	0	0%
Clinic/Detox/Rehab	0	0%	0	0%
Night Centre	0	0%	0	0%
Rolling shelter	0	0%	0	0%
Hostel	2	40%	4	100%
Other temporary	0	0%	0	0%
Second-stage accommodation	0	0%	0	0%
St Mungo's complex needs	0	0%	0	0%
St Mungo's semi-independent	0	0%	0	0%
Clearing House/RSI	0	0%	0	0%
LA tenancy (general needs)	0	0%	0	0%
Private rented sector	0	0%	0	0%
Private rented sector - independent	0	0%	0	0%
Private rented sector - with some floating support/support	0	0%	0	0%
RSL tenancy (general needs)	0	0%	0	0%
Sheltered housing	0	0%	0	0%
Supported housing	0	0%	0	0%
Other long-term accommodation	0	0%	0	0%
Bookings into accommodation total	3	60%	4	100%
Return to home area	2	40%	0	0%
Seeking work	0	0%	0	0%
Move to area for friends/family	1	20%	0	0%
Move to area with appropriate services	0	0%	0	0%
Other	0	0%	0	0%
Reconnections total	2	40%	0	0%
TOTAL	5	100%	4	100%

Outreach and BBS teams across Hammersmith and Fulham succeeded in reconnecting or booking into accommodation 5 people, 6% of the 88 people contacted during the quarter.

This is a similar proportion to last quarter - 3 people, 3% .

3 people had a total of 3 booking in events.

Nobody was booked into long-term accommodation; this is the same as last quarter.

2 people were booked into hostel accommodation - 3 people last period.

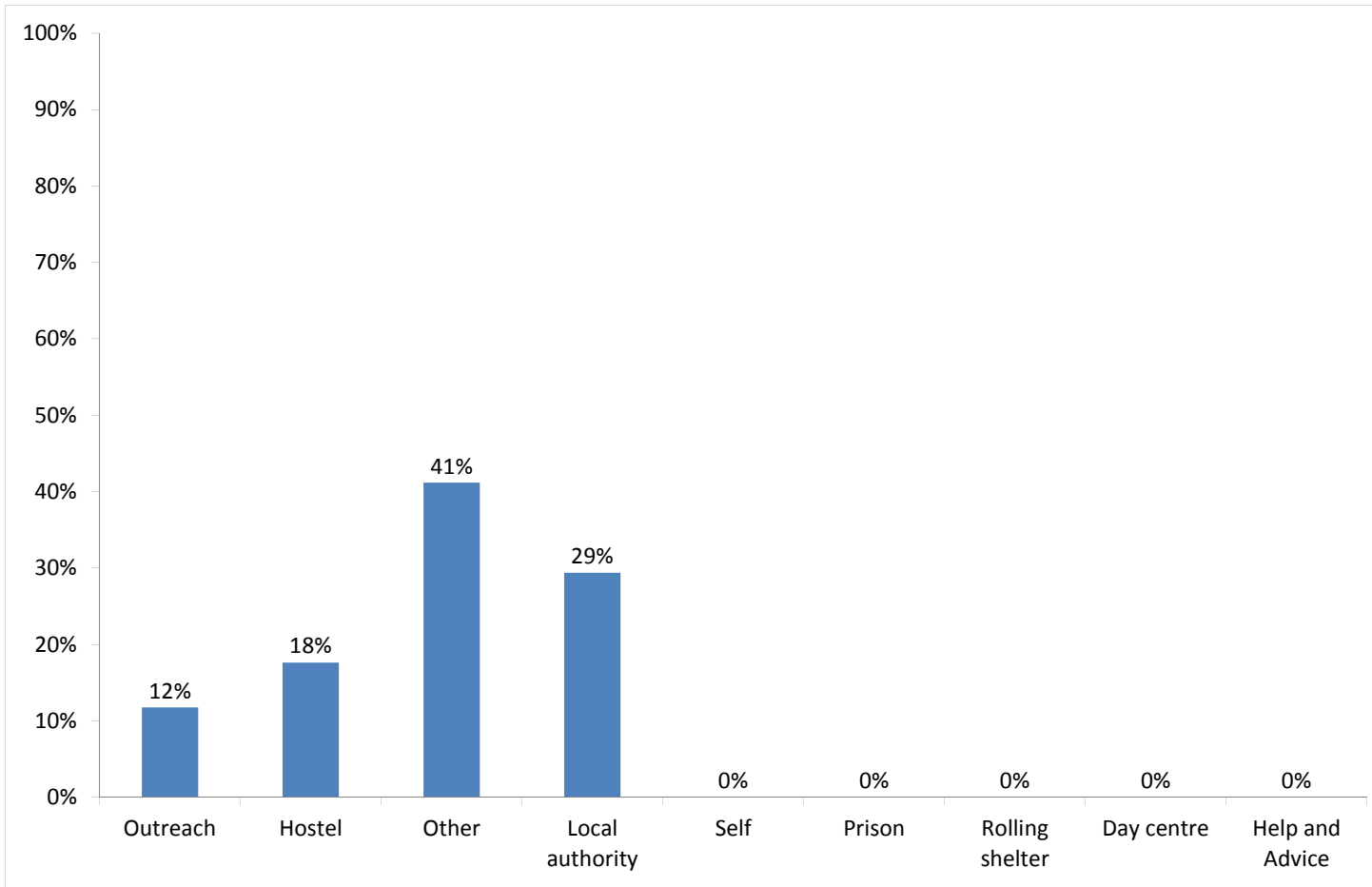
Outreach and BBS teams across Hammersmith and Fulham achieved a confirmed reconnection with 2 people they contacted this quarter. This is 2% of the people contacted by outreach or BBS teams this quarter.

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

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

7) Arrivals

Temporary accommodation arrivals by accommodation project and source of referral.



Base: 17

17 people arrived at accommodation in Hammersmith and Fulham this year. These 17 people had 17 arrival actions.

The numbers of people arriving and arrivals are higher than previous periods (Oct-Dec 2010: 4; Jan-Mar: 4; Apr-Jun: 8).

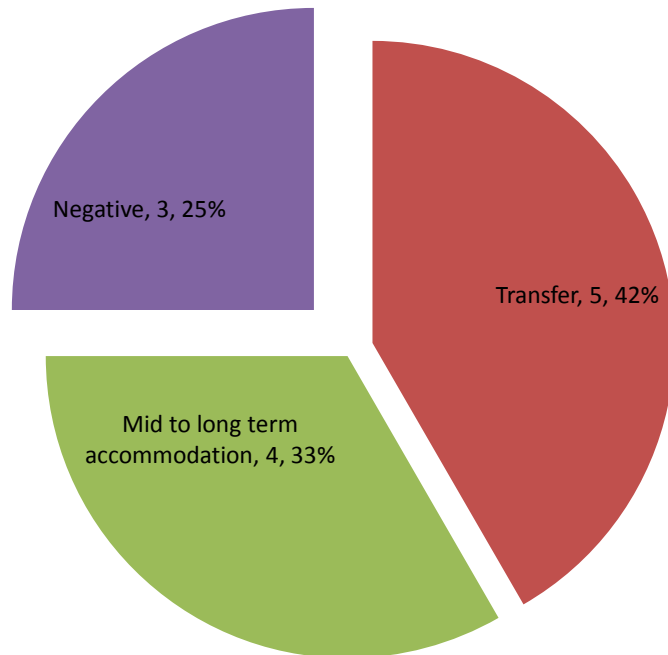
The proportion of arrivals to accommodation in Hammersmith and Fulham that were referred by outreach or BBS teams is lower than previous quarters (Oct-Dec 2010: 50%; Jan-Mar: 50%; Apr-Jun: 38%).

Breakdown by accommodation:

Source of referral → Accommodation ↓	H&F SORT	NSNO Assessment Hub	Hostel	Local authority	other referral source)	Total
Broadway - Goldhawk Road/Market Lane	1		3		2	6
Broadway - Edith Road	1	1		3		5
Broadway - Old Theatre					1	1
Broadway - The Coninghams		1		2	2	5
Total	2	2	3	5	5	17

8) Departures - destination on departure

Departure actions by destination on departure



Base: 12

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	%
Hospital - NOT long term/acute care	1	8%
Hostel - another organisation	1	8%
Hostel - within the organisation	3	25%
Not known	3	25%
RSL tenancy (general needs)	1	8%
Supported Housing	3	25%
Total	12	100%

11 people departed from accommodation in Hammersmith and Fulham this year. These 11 people had 12 departure actions. This indicates that an individual can depart more than once (at the same accommodation project or different) in a period.

33% of people left accommodation to move to another hostel. This is an increase on the previous three periods.

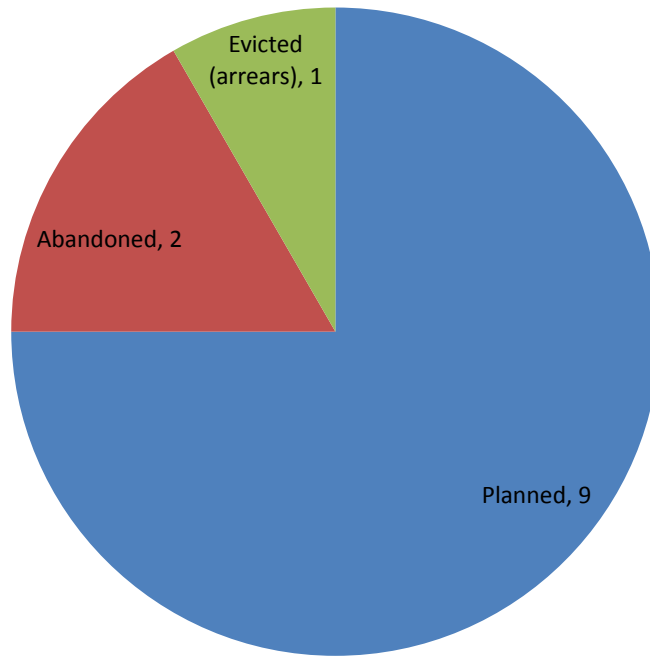
33% of people left accommodation to move to mid to long-term accommodation - 40% last quarter.

Breakdown by accommodation

Destination Accommodation							Total
	Hospital - NOT long term/acute	Hostel - another organisation	Hostel - within the organisation	Not known	RSL tenancy (general needs)	Supported Housing	
Broadway - Goldhawk Road/Market Lane	1			1		2	4
Broadway - Edith Road				1		1	2
Broadway - Old Theatre			1				1
Broadway - The Coninghams		1	2	1			4
St Mungo's - Munden Street					1		1
Total	1	1	3	3	1	3	12

9) Departures - reason for leaving

Departures by whether or not the departure was planned or unplanned



Base: 12

11 people departed from accommodation in Hammersmith and Fulham this quarter. These 11 people had 12 departure actions. This indicates that an individual can depart more than once (from the same accommodation project or different) in a period.

75% of departures were due to a planned move. This is an increase from the previous three quarters (Oct-Dec: 50%; Jan-Mar: 67%; Apr-Jun: 50%).

17% of departures were due to abandonments - 0% last quarter.

8% of departures were due to evictions. This is lower than the previous two quarters (Jan-Mar: 22%; Apr-Jun: 20%).

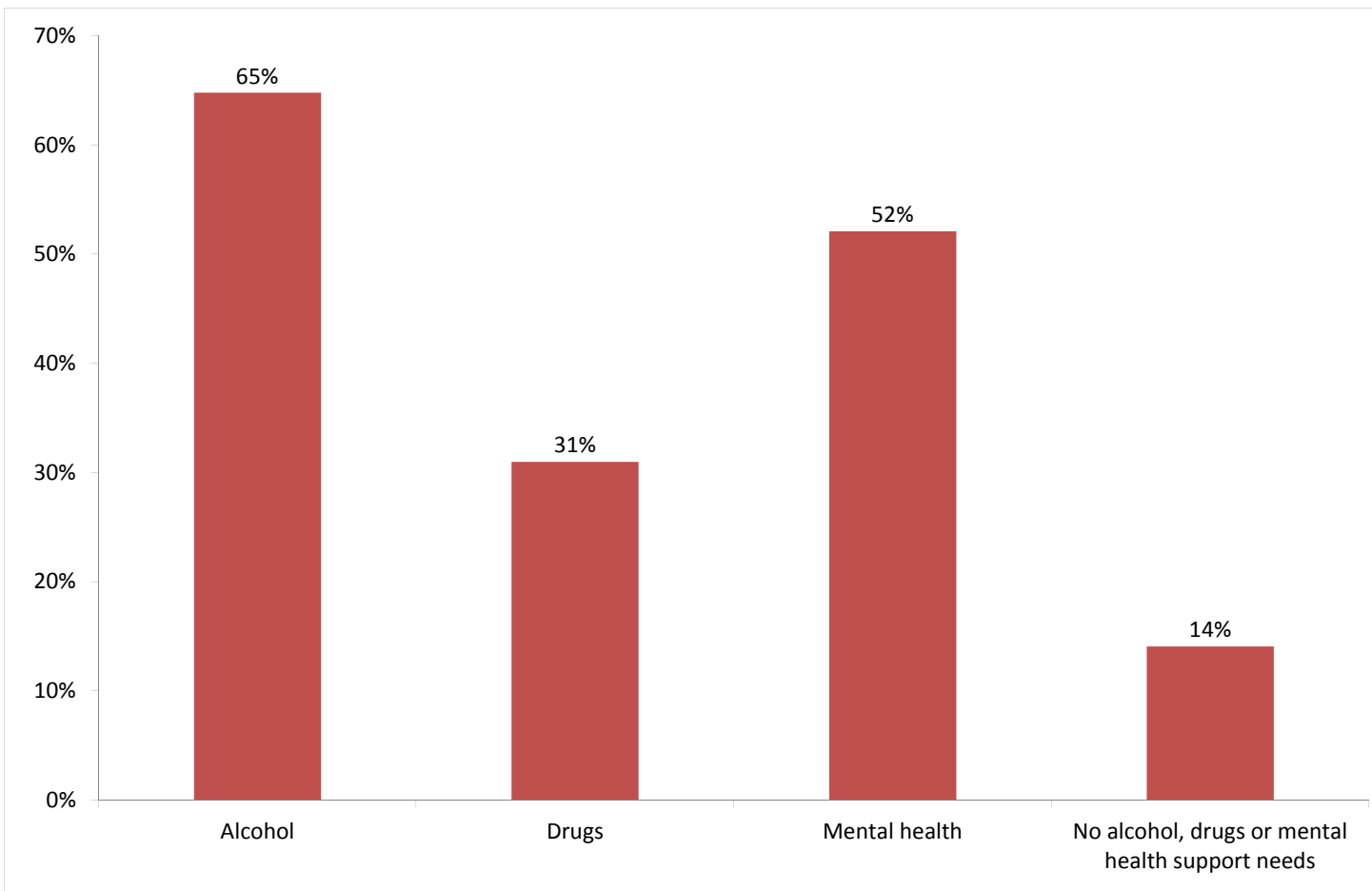
Breakdown by accommodation

 Planned/Unplanned  Accommodation	Planned	Abandoned	Evicted (arrears)	Total
Broadway - Goldhawk Road/Market Lane	3	1		4
Broadway - Edith Road	1	1		2
Broadway - Old Theatre	1			1
Broadway - The Coninghams	3		1	4
St Mungo's - Munden Street	1			1
Total	9	2	1	12

Client Support Needs

10) Support needs

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



Base: 71 Note that the base figure for this graph excludes clients where all 3 support needs are not known or not recorded (28).

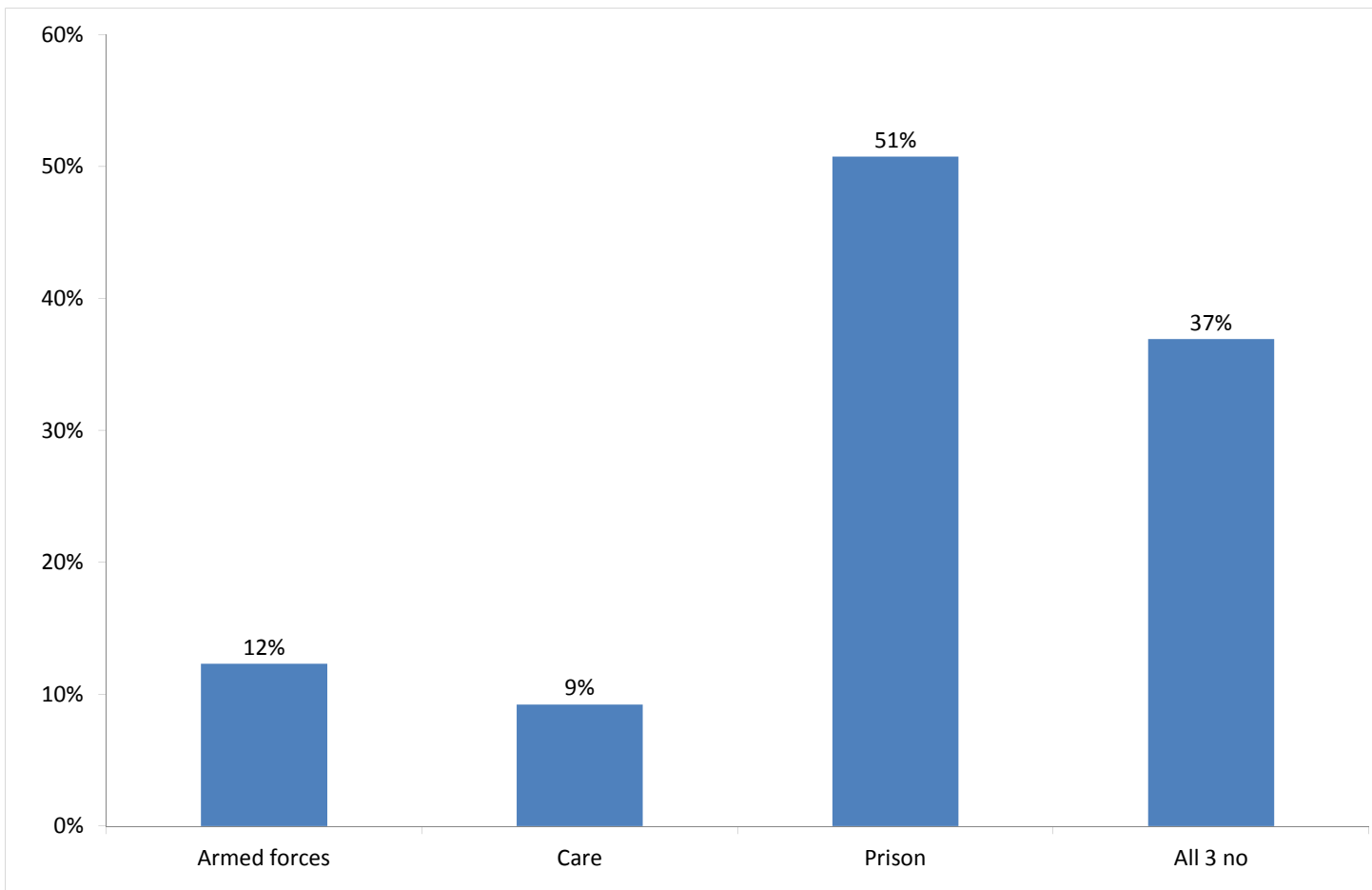
Support Needs	No. of people	%
Alcohol only	14	14%
Drugs only	2	2%
Mental health only	7	7%
Alcohol and drugs	5	5%
Alcohol and mental health	15	15%
Drugs and mental health	3	3%
Alcohol, drugs and mental health	12	12%
All 3 no	10	10%
All 3 not known or not assessed	28	28%
All 3 no, not known or not assessed	3	3%
Total	99	100%

The proportion of people contacted in Hammersmith and Fulham with a mental health support need is higher than last quarter April-June: 37%).

The proportion of people contacted in Hammersmith and Fulham with an alcohol support need (65%) and mental health (52%) is higher than the proportion across all boroughs (52%/44%) this quarter.

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

8 people contacted in Hammersmith and Fulham this quarter have previously been in the armed forces (2 last quarter).

Of these, 3 people were seen rough sleeping in the period.

Nationality	Number	% of people seen rough sleeping
UK	0	0%
Non-UK	3	11%
Total	3	11%

6 people contacted in Hammersmith and Fulham this quarter have previously been in care (6 last quarter).

33 people contacted in Hammersmith and Fulham this quarter have previously been in prison (22 last quarter).

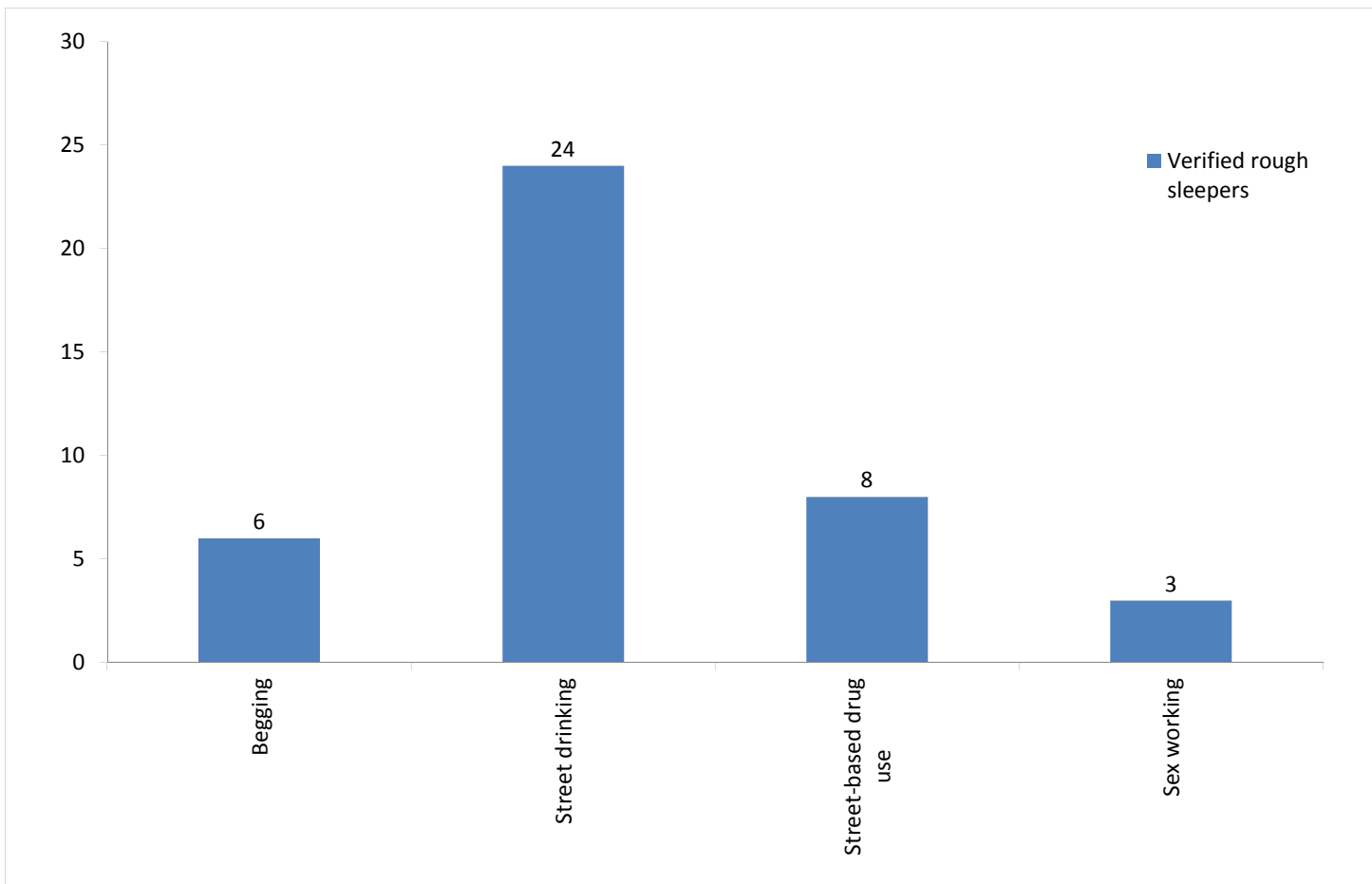
It is possible for someone contacted to have previous experience of more than one institution and so be included in more than one of the above figures. 2 people contacted in the year have been in care and prison.

The proportion of people contacted in Hammersmith and Fulham with previous experience of the armed forces, care or prison is consistent with previous periods in the quarter.

*Base: People seen rough sleeping in the period who have been assessed for armed forces, care or prison: 27

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: 29

Of the 88 verified rough sleepers contacted this quarter, 29 (33%) 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, 5 people who are considered vulnerable but have not been seen rough sleeping were also contacted. Of these, 4 were recorded as having arrived at accommodation reporting to CHAIN.