



# CHAIN

## Quarterly Report for the Outer Boroughs July - September 2011



# CHAIN Report for Outer boroughs 1st July to 30th September 2011

## Contents

### 1) Rough sleeping

Number of clients by number of bedded down or street count actions in the period by borough

### 2) Rough sleeping (rolling)

Number of clients seen rough sleeping over the last four quarters.

## Demographics

### 3) Gender

People contacted by outreach and/or arriving in or departing from accommodation in the period by gender

### 4) Age

People contacted by outreach and/or arriving in or departing from accommodation in the period by age

### 5) Ethnicity

People contacted by outreach and/or arriving or departing from in accommodation in the period by ethnicity

### 6) Nationality

People contacted by outreach and/or arriving in or departing from accommodation in the period by nationality

## Client Support Needs/Institutional History

### 7) Support Needs

People contacted by outreach and/or arriving in or departing from accommodation in the period by support needs

### 8) Institutional history

People contacted by outreach and/or arriving in or departing from accommodation in the period by experience of the armed forces, care or prison

## Accommodation Work

### 9) Type of accommodation and reconnection events

Outreach accommodation and reconnection events recorded by outer boroughs outreach teams in the period by type

This CHAIN report for July to September 2011 reports on verified rough sleepers contacted by the Croydon Reach, Ealing SPOT, Wandsworth Equinox Outreach, London Street Rescue, CHC Brent Outreach, Richmond Outreach, Pilion ECO and Heathrow Airport outreach teams in the outer London boroughs.

Most of the tables in this report are split by borough. Since clients do move between boroughs and can be contacted more than once in any given period; they may as a consequence feature in more than one set of borough figures. The total number of unique clients seen rough sleeping in this period was 385, compared to 330 in Apr-Jun 2011, 212 during Jan-Mar 2011, and 292 during Oct-Dec 2010. The total overall - people contacted, or arriving or departing from accommodation - was 980, compared to 805 during Apr-Jun 2011, 481 during Jan-Mar 2011, and 565 during Oct-Dec 2010.

## 1) Rough sleeping

Number of clients by number of bedded down or street count actions in the period by borough

Borough	Number of times seen bedded down					Total
	1	2	3	4	5+	
Barking & Dagenham	3	0	0	0	0	3
Barnet	8	0	0	0	0	8
Bexley	1	0	0	0	0	1
Brent	39	1	0	0	0	40
Bromley	11	1	0	0	0	12
Croydon	10	4	4	0	0	18
Ealing	42	9	1	0	2	54
Enfield	6	0	0	0	0	6
Greenwich	13	2	0	0	0	15
Hackney	19	1	1	0	0	21
Haringey	11	0	0	0	0	11
Harrow	7	1	1	0	0	9
Havering	3	0	0	0	0	3
Heathrow	34	7	4	2	4	51
Hillingdon	4	0	0	0	0	4
Hounslow	8	0	0	0	0	8
Islington	46	1	1	1	0	49
Kingston upon Thames	1	0	0	0	0	1
Lewisham	16	0	0	0	0	16
Merton	5	0	0	0	0	5
Newham	11	1	0	0	0	12
Redbridge	3	0	0	0	0	3
Richmond	11	5	0	0	0	16
Sutton	4	0	0	0	0	4
Waltham Forest	12	1	0	0	0	13
Wandsworth	7	0	0	0	0	7
<b>Total (unique)</b>	<b>326</b>	<b>38</b>	<b>12</b>	<b>2</b>	<b>7</b>	<b>385</b>
%	85%	10%	3%	1%	2%	100%

The majority of people were only seen sleeping rough once in the period.

## 2) Rough sleeping (rolling)

Number of clients seen rough sleeping over the last four quarters.

Borough	Oct-Dec 10	Jan-Mar 11	Apr-Jun 11	Jul-Sep 11	Difference last 2 quarters
Barking & Dagenham	3	3	7	3	-4
Barnet	8	2	5	8	+3
Bexley	3	1	2	1	-1
Brent	24	5	17	40	+23
Bromley	1	7	2	12	+10
Croydon	3	10	4	18	+14
Ealing	21	43	63	54	-9
Enfield	11	3	7	6	-1
Greenwich	12	8	8	15	+7
Hackney	22	15	21	21	No change
Haringey	18	11	8	11	+3
Harrow	4	0	2	9	+7
Havering	5	0	3	3	No change
Heathrow	36	30	25	51	+26
Hillingdon	1	0	2	4	+2
Hounslow	22	9	28	8	-20
Islington	9	10	42	49	+7
Kingston upon Thames	1	4	1	1	No change
Lewisham	16	4	19	16	-3
Merton	7	7	4	5	+1
Newham	16	10	14	12	-2
Redbridge	6	11	7	3	-4
Richmond	17	10	17	16	-1
Sutton	0	2	1	4	+3
Waltham Forest	6	7	11	13	+2
Wandsworth	22	6	14	7	-7
<b>Total (unique)</b>	<b>292</b>	<b>212</b>	<b>330</b>	<b>385</b>	<b>+55</b>

Of the 26 outer London boroughs 13 have seen an increase in the number of clients seen rough sleeping (17 last quarter), 10 have seen a decrease (8 last quarter). Overall there were 55 more people seen in this period than April to June 2011.

Overall the highest number of people seen rough sleeping was in Ealing - 54 (29 people seen rough sleeping for the first time). Heathrow and Brent have seen the largest numerical increases this quarter compared to the previous one - Heathrow up by 26 and Brent up by 23.

## Demographics

### 3) Gender

People contacted by outreach and/or arriving in or departing from accommodation in the period by gender

Borough	Male	Female	Total
Barking & Dagenham	2	2	4
Barnet	7	1	8
Bexley	3	0	3
Brent	43	2	45
Bromley	9	3	12
Croydon	15	4	19
Ealing	97	10	107
Enfield	6	0	6
Greenwich	13	2	15
Hackney	31	9	40
Haringey	13	6	19
Harrow	8	2	10
Havering	4	0	4
Heathrow	47	8	55
Hillingdon	4	0	4
Hounslow	6	2	8
Islington	501	76	577
Kingston upon Thames	1	0	1
Lewisham	29	8	37
Merton	4	1	5
Newham	14	1	15
Redbridge	4	0	4
Richmond	25	2	27
Sutton	4	1	5
Waltham Forest	13	4	17
Wandsworth	14	2	16
<b>Total (unique)</b>	<b>848</b>	<b>132</b>	<b>980</b>
%	<b>87%</b>	<b>13%</b>	<b>100%</b>

The highest number of females contacted in the period was in Islington - 57 out of a total of 462.

#### 4) Age

People contacted by outreach and/or arriving in or departing from accommodation in the period by age

Borough	Under 18 years	18 - 25 years	26 - 35 years	36 - 45 years	46 - 55 years	Over 55 years	Total
Barking & Dagenham	0	2	1	0	1	0	4
Barnet	0	0	5	0	3	0	8
Bexley	0	1	0	1	0	1	3
Brent	0	8	13	12	9	3	45
Bromley	0	1	5	3	2	1	12
Croydon	0	1	3	6	6	3	19
Ealing	0	12	35	33	22	5	107
Enfield	0	1	0	2	2	1	6
Greenwich	0	5	1	2	4	3	15
Hackney	0	6	11	10	8	5	40
Haringey	0	1	5	7	4	2	19
Harrow	0	1	1	2	4	2	10
Havering	0	0	0	1	2	1	4
Heathrow	1	9	12	8	10	15	55
Hillingdon	0	1	2	0	1	0	4
Hounslow	0	0	1	5	2	0	8
Islington	3	87	155	160	124	48	577
Kingston upon Thames	0	0	1	0	0	0	1
Lewisham	0	4	10	17	4	2	37
Merton	0	0	1	2	2	0	5
Newham	0	1	4	6	2	2	15
Redbridge	0	0	2	2	0	0	4
Richmond	0	6	5	8	7	1	27
Sutton	0	1	2	1	1	0	5
Waltham Forest	0	1	7	5	2	2	17
Wandsworth	0	0	1	9	4	2	16
<b>Total (unique)</b>	<b>4</b>	<b>137</b>	<b>255</b>	<b>281</b>	<b>213</b>	<b>90</b>	<b>980</b>
<b>%</b>	<b>0%</b>	<b>14%</b>	<b>26%</b>	<b>29%</b>	<b>22%</b>	<b>9%</b>	<b>100%</b>

Just under one in ten people contacted were over 55 years and 14% were under 26 - 10% in the previous quarter.

The highest number of people contacted, aged over 55, was in Islington (48 out of 577). The highest number of people under 25 were also contacted in Islington (90) - 50 in the previous quarter.

## 5) Ethnicity

People contacted by outreach and/or arriving or departing from in accommodation in the period by ethnicity

Borough	White - British	White - Irish	White - Other	Black	Asian	Mixed	Other	Missing	Total
Barking & Dagenham	1	0	0	1	1	1	0	0	4
Barnet	2	1	4	0	0	0	1	0	8
Bexley	3	0	0	0	0	0	0	0	3
Brent	2	7	6	18	7	0	3	2	45
Bromley	11	0	0	0	0	1	0	0	12
Croydon	13	0	1	3	1	0	1	0	19
Ealing	32	11	24	7	31	1	1	0	107
Enfield	3	0	3	0	0	0	0	0	6
Greenwich	9	1	0	4	0	0	0	1	15
Hackney	16	1	6	9	4	1	2	1	40
Haringey	10	2	1	4	1	0	1	0	19
Harrow	0	2	4	3	1	0	0	0	10
Havering	3	0	0	0	1	0	0	0	4
Heathrow	22	1	16	6	9	0	1	0	55
Hillingdon	2	0	0	1	1	0	0	0	4
Hounslow	6	0	2	0	0	0	0	0	8
Islington	207	32	143	121	35	18	16	5	577
Kingston upon Thames	1	0	0	0	0	0	0	0	1
Lewisham	21	3	2	7	1	2	1	0	37
Merton	2	0	3	0	0	0	0	0	5
Newham	3	0	5	4	0	1	2	0	15
Redbridge	1	0	1	2	0	0	0	0	4
Richmond	19	2	1	1	1	0	2	1	27
Sutton	2	0	2	0	0	1	0	0	5
Waltham Forest	6	0	5	5	0	1	0	0	17
Wandsworth	8	0	0	3	4	1	0	0	16
<b>Total (unique)</b>	<b>379</b>	<b>55</b>	<b>223</b>	<b>170</b>	<b>91</b>	<b>25</b>	<b>29</b>	<b>8</b>	<b>980</b>
<b>%</b>	<b>39%</b>	<b>6%</b>	<b>23%</b>	<b>17%</b>	<b>9%</b>	<b>3%</b>	<b>3%</b>	<b>1%</b>	<b>100%</b>

Just under 2 in 5 people (39%) contacted in the outer London boroughs in July to September 2011 were White British followed by 223 (23%) White Other and 170 (17%) people of Black ethnic origin. 121 (71%) of the 170 people of Black ethnic origin were contacted in Islington. Thirty-one (just under 30%) people contacted in Ealing were Asian.

## 6) Nationality

People contacted by outreach and/or arriving in or departing from accommodation in the period by nationality

Borough	UK	Ireland (Republic of)	CEE	Africa	Other	Missing	Total*
Barking & Dagenham	2	0	0	1	1	0	4
Barnet	3	0	5	0	0	0	8
Bexley	3	0	0	0	0	0	3
Brent	14	5	4	8	13	1	45
Bromley	10	0	0	0	0	2	12
Croydon	15	0	1	1	2	0	19
Ealing	47	7	24	4	23	2	107
Enfield	3	0	3	0	0	0	6
Greenwich	12	1	0	2	0	0	15
Hackney	24	1	4	5	6	0	40
Haringey	15	0	1	0	2	1	19
Harrow	2	0	2	1	5	0	10
Havering	3	0	0	0	1	0	4
Heathrow	26	1	12	3	12	1	55
Hillingdon	3	0	0	0	1	0	4
Hounslow	6	0	2	0	0	0	8
Islington	301	19	106	50	92	9	577
Kingston upon Thames	1	0	0	0	0	0	1
Lewisham	28	1	2	3	1	2	37
Merton	2	0	3	0	0	0	5
Newham	6	0	5	2	2	0	15
Redbridge	2	0	1	1	0	0	4
Richmond	22	0	1	1	2	1	27
Sutton	3	0	1	1	0	0	5
Waltham Forest	10	0	4	2	1	0	17
Wandsworth	14	0	0	0	2	0	16
<b>Total (unique)</b>	<b>530</b>	<b>31</b>	<b>177</b>	<b>74</b>	<b>150</b>	<b>18</b>	<b>962</b>
%	55%	3%	18%	8%	16%	2%	100%

The majority of those contacted in the outer boroughs were British (55%) and is similar to last quarter (56%). The next most common nationalities were CEE (18%) - compared to 17%.

106 of the clients contacted in Islington were from Central and Eastern European countries.

\*Totals exclude clients whose ethnicity has not been recorded on CHAIN.

\*\*Central and East European (Accession country states) - CEE



## Client Support Needs

### 7) Support Needs

People contacted by outreach and/or arriving in or departing from accommodation in the period by support needs

Borough	Alcohol	Drugs	Mental health	Total*
Barking & Dagenham	0	0	0	3
Barnet	0	0	1	3
Bexley	1	0	1	3
Brent	3	2	2	32
Bromley	0	1	0	10
Croydon	0	1	2	9
Ealing	23	15	8	80
Enfield	0	0	0	3
Greenwich	0	0	0	12
Hackney	5	4	2	34
Haringey	5	4	1	19
Harrow	0	0	0	6
Havering	0	1	1	4
Heathrow	2	0	0	41
Hillingdon	0	0	1	4
Hounslow	0	0	0	7
Islington	43	35	37	573
Kingston upon Thames	0	0	0	1
Lewisham	6	3	4	34
Merton	0	0	0	1
Newham	0	0	0	10
Redbridge	0	0	0	4
Richmond	1	0	1	25
Sutton	0	0	0	5
Waltham Forest	2	0	1	13
Wandsworth	3	1	1	15
<b>Total (unique)</b>	<b>89</b>	<b>63</b>	<b>61</b>	<b>789</b>
%	11%	8%	8%	

All 3 needs not known or not recorded
1
5
0
13
2
10
27
3
3
6
0
4
0
14
0
1
4
0
3
4
5
0
2
0
4
1
<b>191</b>

11% people contacted have an alcohol support need, compared to 13% last quarter and 21% during January to March 2011. 8% had a drug support need this quarter compared to 11% last quarter.

8% have a mental health support need (13% last quarter, 10% during January to March 2011).

\*Totals exclude clients whose support needs are not known or not recorded on CHAIN

## 8) Institutional history

People contacted by outreach and/or arriving in or departing from accommodation in the period by experience of the armed forces, care or prison

Borough	Armed Forces	Care	Prison	Total*
Barking & Dagenham	0	0	0	2
Barnet	0	0	0	6
Bexley	0	0	0	2
Brent	1	0	5	35
Bromley	1	0	1	7
Croydon	0	1	0	16
Ealing	1	3	10	98
Enfield	0	0	0	1
Greenwich	1	2	5	10
Hackney	2	3	6	32
Haringey	1	0	2	17
Harrow	0	1	0	4
Havering	0	1	0	3
Heathrow	2	2	4	42
Hillingdon	0	0	0	2
Hounslow	0	0	1	4
Islington	45	45	118	571
Kingston upon Thames	0	0	1	1
Lewisham	1	3	7	31
Merton	0	0	0	1
Newham	0	1	3	10
Redbridge	0	0	0	2
Richmond	0	0	1	21
Sutton	0	0	0	3
Waltham Forest	0	1	3	11
Wandsworth	1	0	2	14
<b>Total (unique)</b>	<b>59</b>	<b>81</b>	<b>217</b>	<b>858</b> *
%	7%	9%	25%	

All 3 histories not known or not recorded
2
2
1
10
5
3
9
5
5
8
2
6
1
13
2
4
6
0
6
4
5
2
6
2
6
2
2
122

A quarter of the people contacted in the outer London boroughs in this period had experience of prison (similar last quarter). One in ten had experience of being in care (1 in 20 last quarter) and a slightly smaller number (39, 6%) had served in the armed forces - compared to 11 last quarter.

\*Totals exclude clients whose institutional history are not known or not recorded on CHAIN

## Accommodation Work

### 9) Type of accommodation and reconnection events

Outreach accommodation and reconnection events recorded by outer boroughs outreach teams in the period by type

Accommodation Type	CHC Brent Outreach	Croydon Outreach	Ealing SPOT	Equinox Wandsworth	Heathrow Airport Outreach	London Reconnect	London Street Rescue	Pilion Islington Outreach	SPEAR Outreach	Grand Total
Assessment Centre	16		2			4	63	31		116
Bed & Breakfast			2			1	11	8		22
Clinic/Detox/Rehab			7	1		5	1	3		17
Hostel	2	2	11		6	9	56	10	8	104
Long-term accommodation	1		17	1	13		50	6	3	91
Registered Care Home							1			1
Rolling shelter			8		9		61			78
Second-stage accommodation			1				1	11	1	14
St Mungo's complex needs										0
St Mungo's semi-independent	1							1		2
Temporary accommodation (LA)				1	1		9			11
<b>Grand Total</b>	<b>20</b>	<b>2</b>	<b>48</b>	<b>3</b>	<b>29</b>	<b>19</b>	<b>253</b>	<b>70</b>	<b>12</b>	<b>456</b>
<b>People</b>	<b>19</b>	<b>2</b>	<b>30</b>	<b>0</b>	<b>14</b>	<b>17</b>	<b>161</b>	<b>52</b>	<b>10</b>	<b>305</b>

There are very few accommodation projects which subscribe to CHAIN in the outer boroughs. Most bookings in and referrals by the London Street Rescue team are to hostels located in Tower Hamlets.

Accommodation Name	CHC Brent Outreach	Croydon Outreach	Ealing SPOT	Equinox Wandsworth	Heathrow Airport Outreach	London Reconnect	London Street Rescue	Pilion Islington Outreach	SPEAR Outreach	Grand Total
Branches							6			6
Broadway - Manor Place					1					1
Broadway - Sixty-Five			3							3
Burlington House			3							3
Church Army - Cosway Street					1		3			4
Clearing House/RSI							3			3
Cranstoun Drug Services - City Road								2		2
Equinox - Brook Drive			1			5				6
LA tenancy (general needs)			1		1			1		3
Missionaries of Charity - Gift of Love					1					1
NHS - Max Glatt Detox Unit Ealing			3							3
Other	1	2	9	2	2	7	38	26	1	88
Private rented sector - independent			15		12		23		2	52
Private rented sector - with some floating support/su							8		1	9
Providence Row - Dellow Hostel						4				4
Providence Row - Edward Gibbons House							1			1
Queen Victoria Seamen's Rest			1							1
Salvation Army - Booth House							5	1		6
Salvation Army - David Barker House			1		2					3
Salvation Army - Hope Town							2			2
SPEAR - Kew Road									7	7
St John of God - Olallo						2				2
St Mungo's - Church Walk							1			1
St Mungo's - Endsleigh Gardens							1			1
St Mungo's - Mare Street							16	1		17
St Mungo's - Margery Street					4		40	10		54
St Mungo's - Pagnell Street							2			2
St Mungo's - Pound Lane	1									1
St Mungo's - Rushworth Street			8		5		21		1	35
St Mungo's - Spring Gardens							5			5
St Mungo's - Teignmouth Road	1									1
St Mungo's - Tufnell Park Road								1		1
St Mungo's - Vartry Road							3	2		5
Supported Housing	1			1			10	3		15
Thames Reach - Graham House							2			2
Thames Reach - Robertson Street							1			1
Western Lodge							1			1
YMCA - Ealing			3							3
<b>Grand Total</b>	<b>4</b>	<b>2</b>	<b>48</b>	<b>3</b>	<b>29</b>	<b>18</b>	<b>192</b>	<b>47</b>	<b>12</b>	<b>355</b>

**Reconnections**

Reconnection type	Ealing SPOT	Heathrow Airport Outreach	London Reconnect	London Street Rescue	Pilion Islington Outreach	West London Reconnect	Grand Total
<i>Not applicable</i>			66			6	72
Advised	14	2	1	3	9		29
Confirmed	5	3		2	6		16
<b>Grand Total</b>	<b>19</b>	<b>5</b>	<b>67</b>	<b>5</b>	<b>15</b>	<b>6</b>	<b>117</b>

friends or family. Both teams provide support with travel and liaise with agencies located both in the UK and abroad to ensure the highest chance of success. This work is confirmed via a series of follow-ups and differs from standard CHAIN reconnection work which is designated 'advised' or 'confirmed' at the start of the process. Hence the *Not applicable* category in the table above.