



**CHAIN**  
**Quarterly Report for**  
**Southwark**  
**July-September 2010**



# CHAIN Quarterly report for Southwark 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

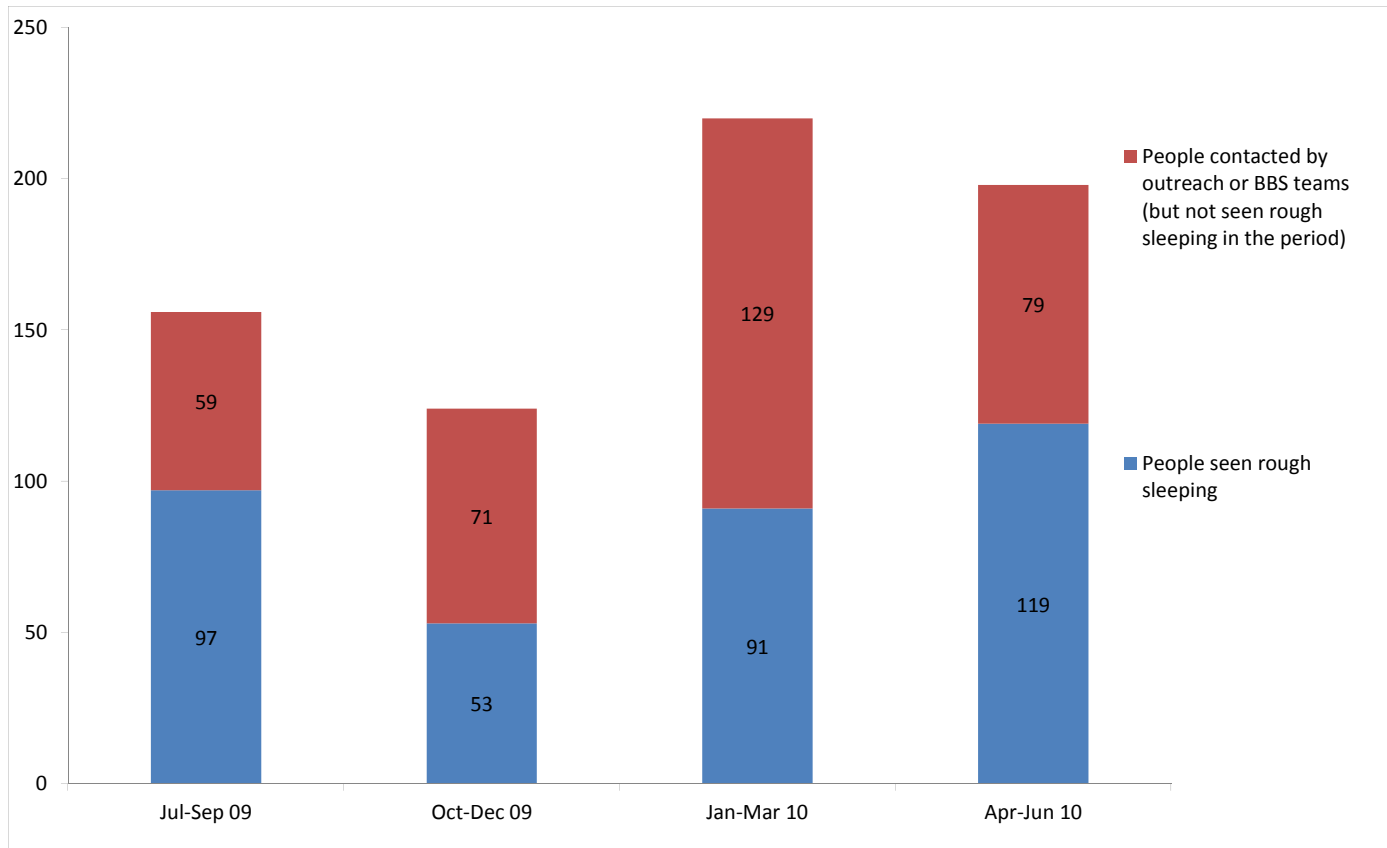
People contacted by outreach or BBS teams and/or arriving in accommodation in the quarter by experience of the armed forces, care or prison

# CHAIN Quarterly report for Southwark

## 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



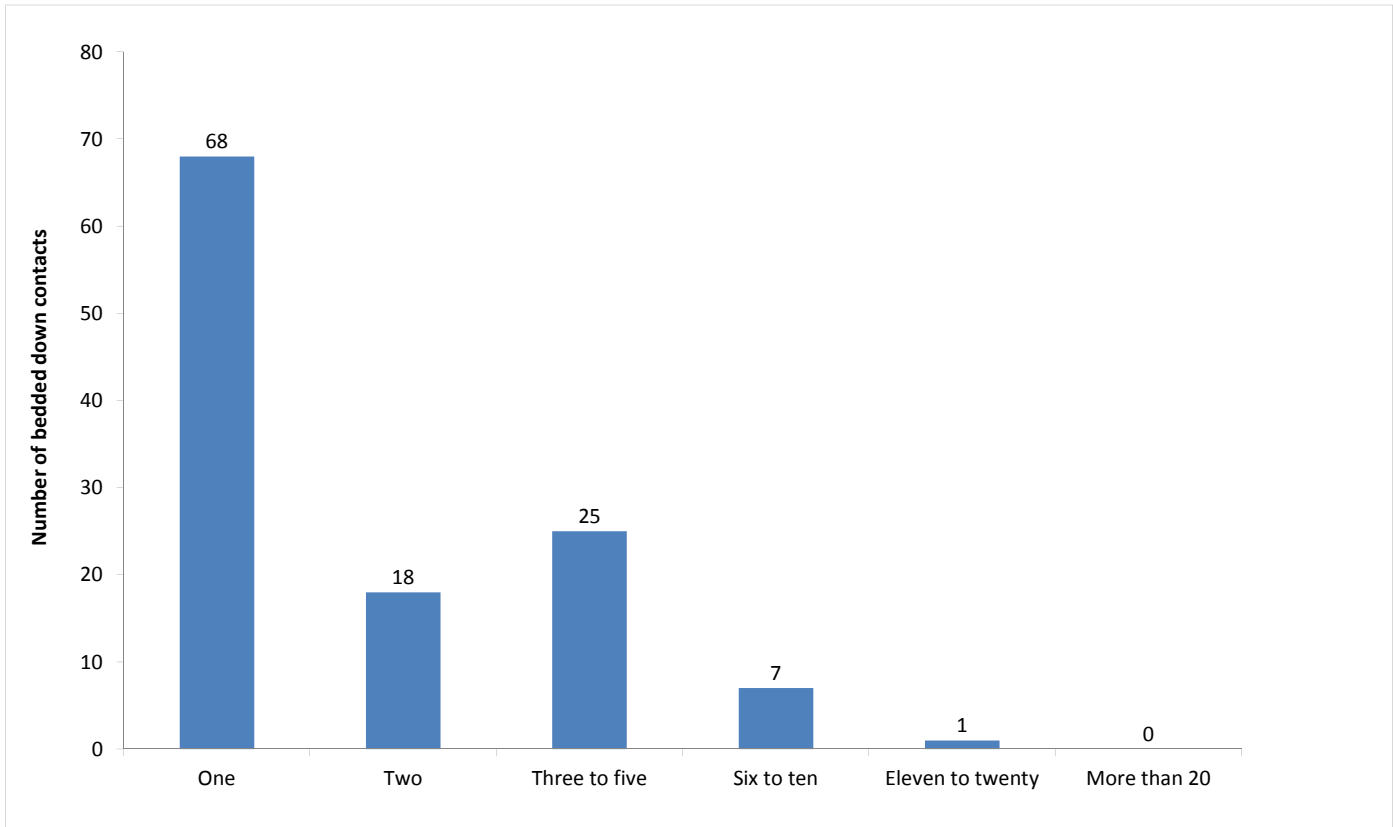
Oct-Dec 09 base: 156  
Jan-Mar 10 base: 124  
Apr-Jun 10 base: 220  
Jul-Sep 10 base: 198

198 verified rough sleepers were contacted by services in Southwark during the quarter. This is a decrease from 220 last quarter and compares to 161 in the same quarter last year.

Of these 198, 119 had a bedded down street contact in the quarter and so were known to have slept rough in Southwark during the quarter. The number sleeping rough this quarter has increased by 31%.

## 2) Rough sleeping volume

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



Of the 119 people seen rough sleeping this quarter, 68 only had a single bedded down street contact.

Of the 119 people seen bedded down, 21 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

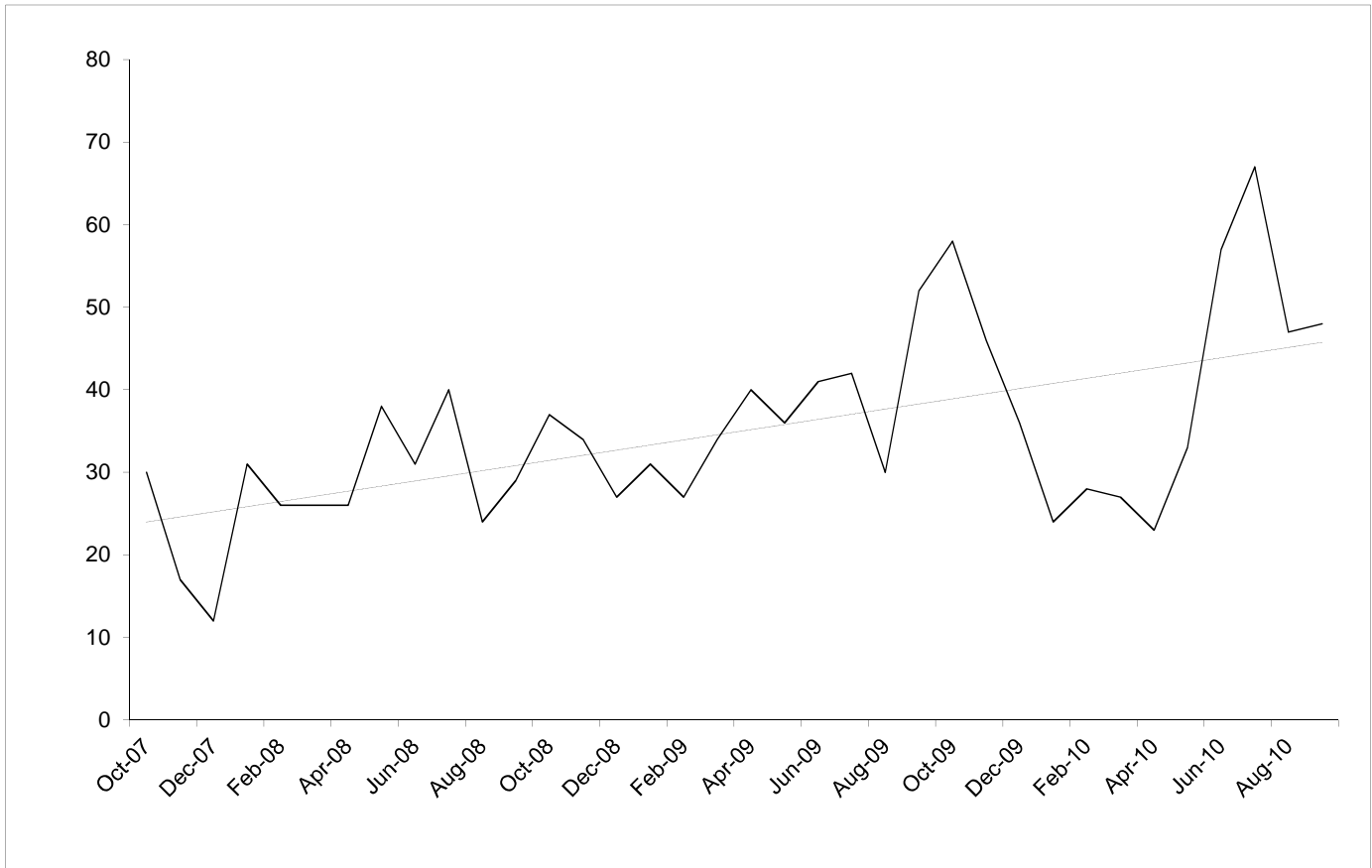
People seen rough sleeping by outreach or BBS teams during the quarter.

| Nationality           | This 1/4 | %    | Last 1/4 | %    |
|-----------------------|----------|------|----------|------|
| UK                    | 37       | 33%  | 31       | 35%  |
| Ireland (Republic of) | 2        | 2%   | 1        | 1%   |
| Germany               |          |      | 1        | 1%   |
| Bulgaria              | 1        | 1%   | 1        | 1%   |
| Czech Republic        | 5        | 5%   | 2        | 2%   |
| Estonia               | 1        | 1%   |          |      |
| Hungary               |          |      | 1        | 1%   |
| Latvia                | 2        | 2%   | 1        | 1%   |
| Lithuania             | 13       | 12%  | 9        | 10%  |
| Poland                | 20       | 18%  | 31       | 35%  |
| Romania               | 5        | 5%   |          |      |
| Slovenia              | 1        | 1%   |          |      |
| Slovakia              | 6        | 5%   | 1        | 1%   |
| CEE sub-total         | 54       | 49%  | 46       | 52%  |
| other Europe          | 6        | 5%   | 1        | 1%   |
| Somalia               |          |      | 2        | 2%   |
| Nigeria               | 4        | 4%   |          |      |
| other Africa          | 5        | 5%   | 3        | 3%   |
| America               |          |      | 2        | 2%   |
| Asia                  | 3        | 3%   | 1        | 1%   |
| Australasia           |          |      |          |      |
| Missing               | 2        |      | 1        |      |
| Not known             | 6        |      | 2        |      |
| Total                 | 119      |      | 91       |      |
| Total**               | 111      | 100% | 88       | 100% |

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

#### 4) People contacted by month

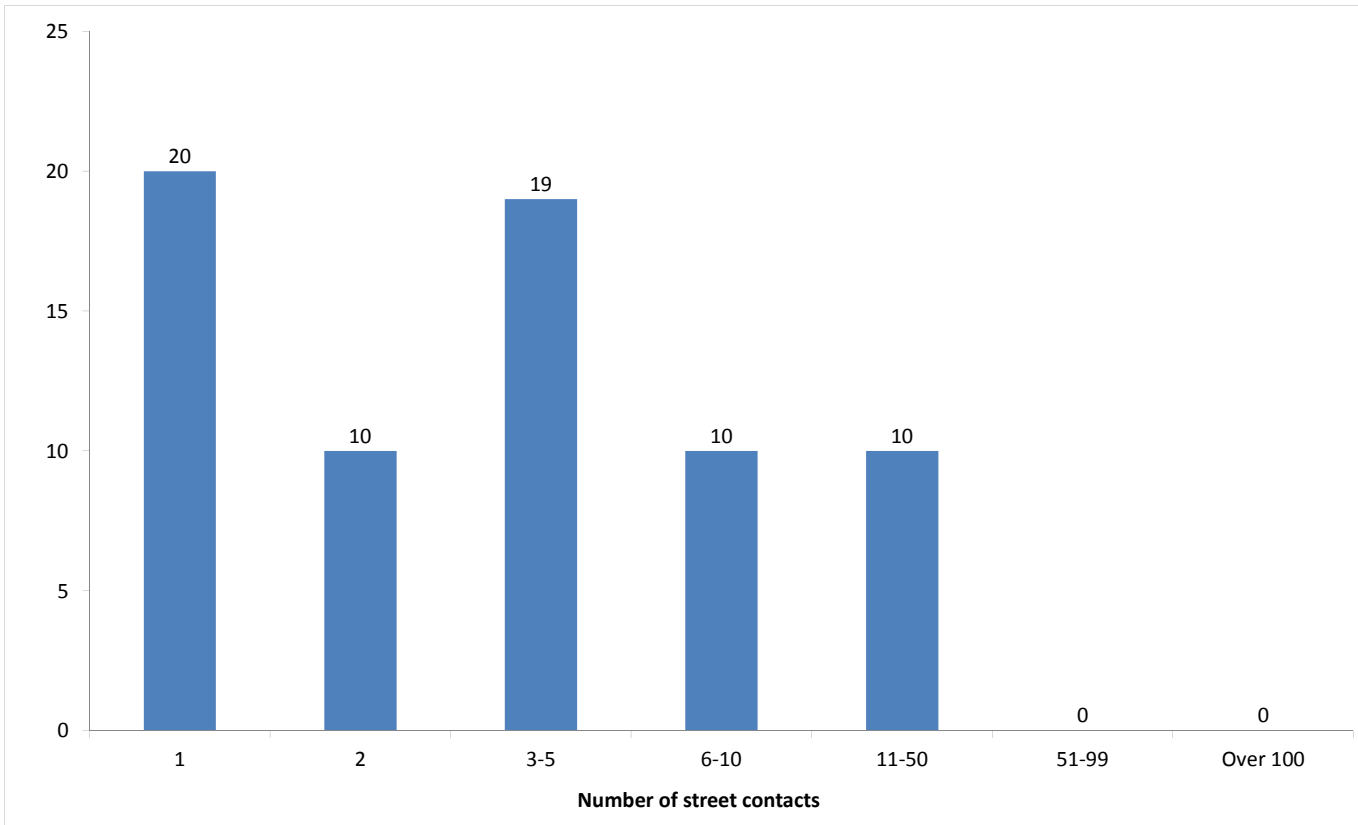
People seen rough sleeping by outreach or building based (BBS) teams by month



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: 69

69 (35%) verified rough sleepers contacted across Southwark this quarter have never had a booking in action recorded on CHAIN. This is consistent with last quarter, and identical with the same quarter last year.

60 of these people have slept rough in the quarter, which is 50% of all people sleeping rough this quarter.

20 (29%) 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  | 2             | 3%          |
| Clinic/Detox/Rehab   | 8             | 10%         |
| Night Centre   | 0             | 0%          |
| Rolling shelter  | 35            | 44%         |
| <i>Referrals only (no booking in)</i>                      | <i>30</i>     |             |
| Hostel   | 23            | 29%         |
| <i>Referral rejected (no booking in)</i>                   | <i>1</i>      |             |
| 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                        | 4             | 5%          |
| Private rented sector - with some floating support/support | 1             | 1%          |
| RSL tenancy (general needs)                                | 0             | 0%          |
| Sheltered housing  | 0             | 0%          |
| Supported housing  | 1             | 1%          |
| Other long-term accommodation                              | 1             | 1%          |
| <b>Bookings into accommodation total</b>                   | <b>75</b>     | <b>94%</b>  |
| Return to home area  | 3             | 4%          |
| Seeking work   | 2             | 3%          |
| Move to area for friends/family                            | 2             | 3%          |
| Move to area with appropriate services                     | 0             | 0%          |
| Other  | 0             | 0%          |
| <b>Reconnections total</b>                                 | <b>5</b>      | <b>6%</b>   |
| <b>TOTAL</b>   | <b>80</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 Southwark succeeded in reconnecting or booking into accommodation 48 people, 24% of the 198 people contacted during the quarter.

This is lower than last quarter, when it was 40%.

46 people had a total of 75 booking in events. This indicates that individuals can be booked into accommodation (the same type or different) more than once in the quarter.

5 people were booked into long-term accommodation. This is consistent with last quarter, but lower than Jan-Mar, when there were 9.

20 people were booked into hostel accommodation. This is consistent with the previous two quarters.

Outreach and BBS teams across Southwark achieved a confirmed reconnection with 4 people they contacted this quarter. This is 2% of the people contacted by outreach or BBS teams this quarter.

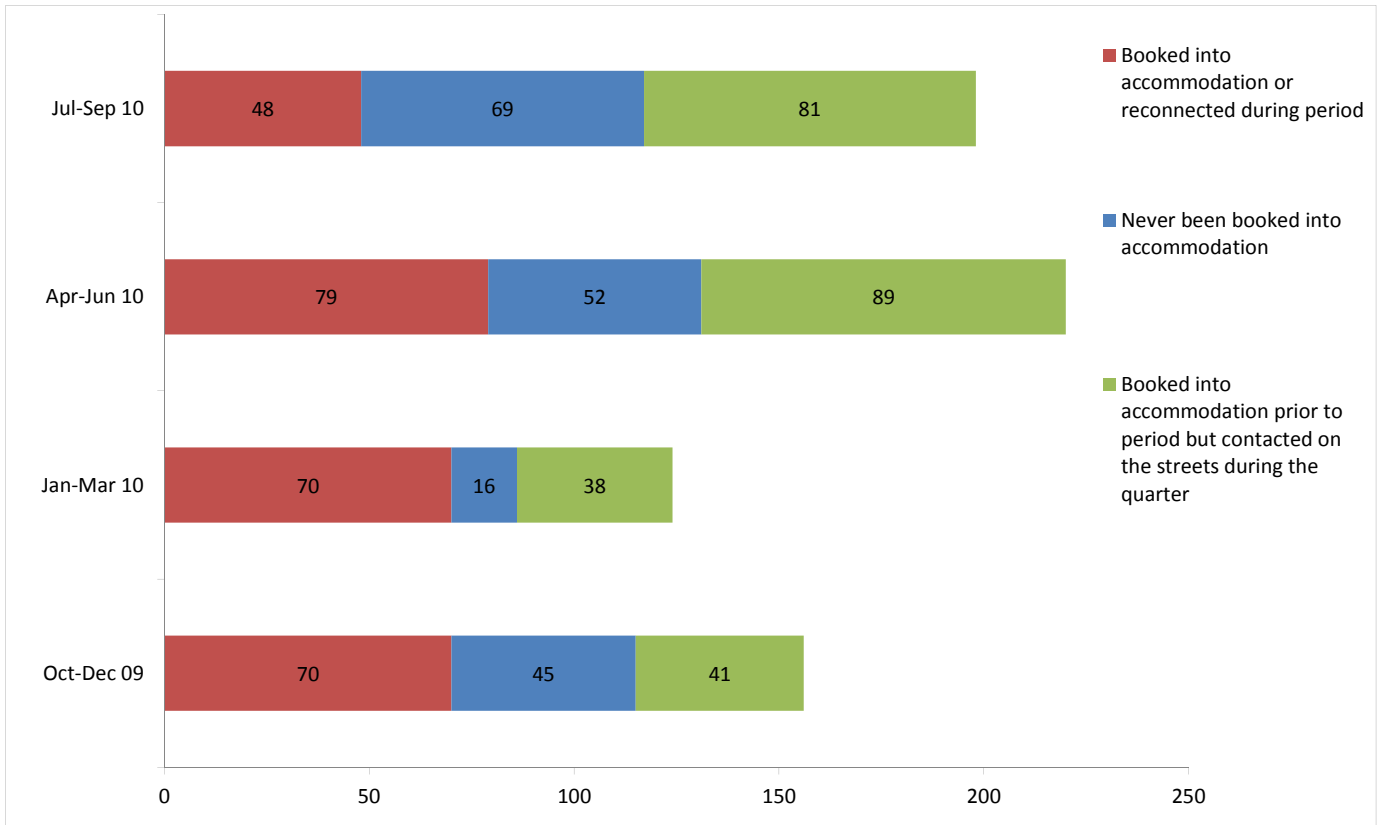
1 advised reconnection event was recorded by outreach and BBS teams for verified rough sleepers this quarter. There were no such actions for the wider street population (people not seen sleeping rough).

\* 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.



## 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.

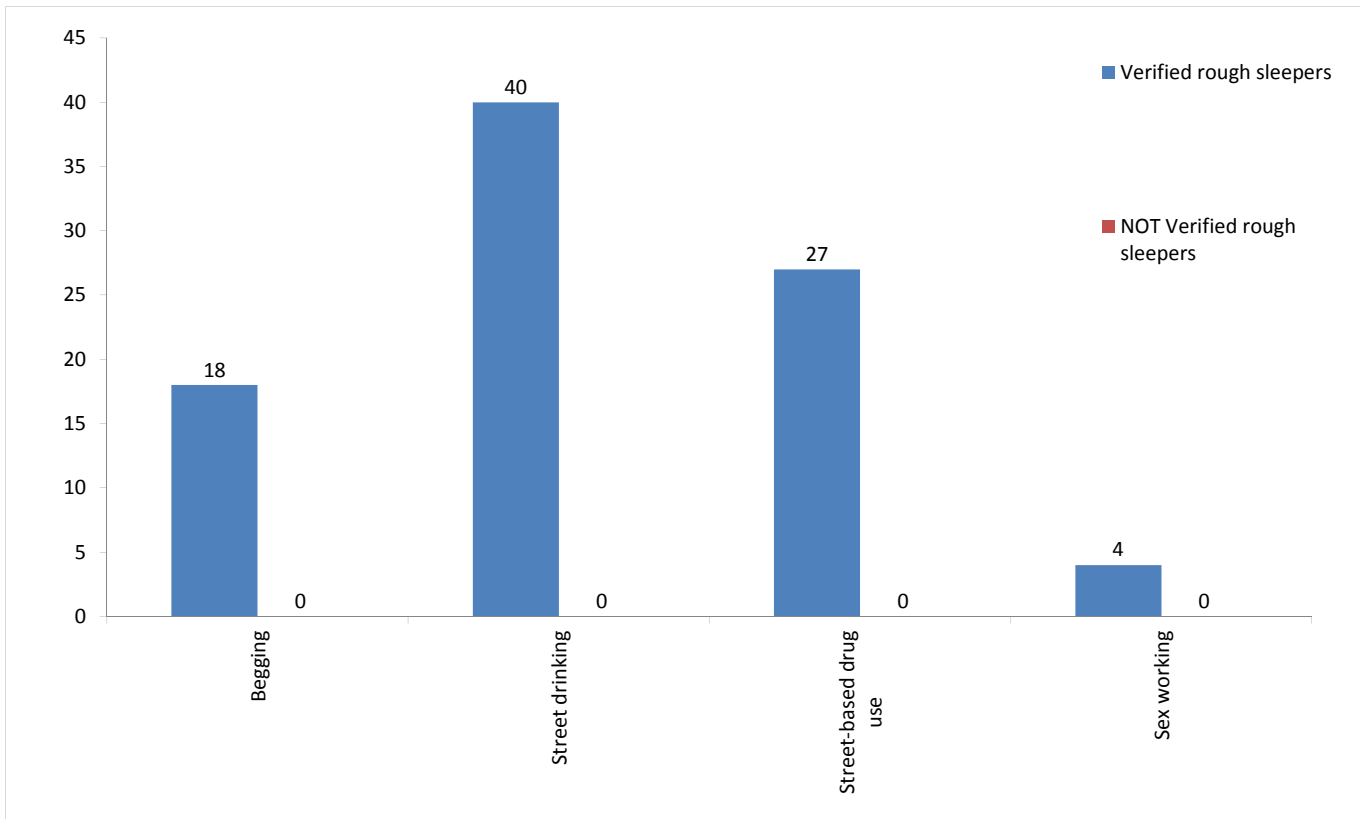


Oct-Dec 09 base: 156  
 Jan-Mar 10 base: 124  
 Apr-Jun 10 base: 220  
 Jul-Sep 10 base: 198

The proportion of people with a street contact but who have never been booked into accommodation - 35%, is consistent with last quarter, and identical to the same quarter in the previous year.

## 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: 59

Base for people not verified as rough sleepers: 9

Of the 198 verified rough sleepers contacted this quarter, 59 (30%) 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 198 verified rough sleepers contacted in the quarter by outreach or BBS teams, 9 people who are considered vulnerable but have not been seen rough sleeping were also contacted. Of these:

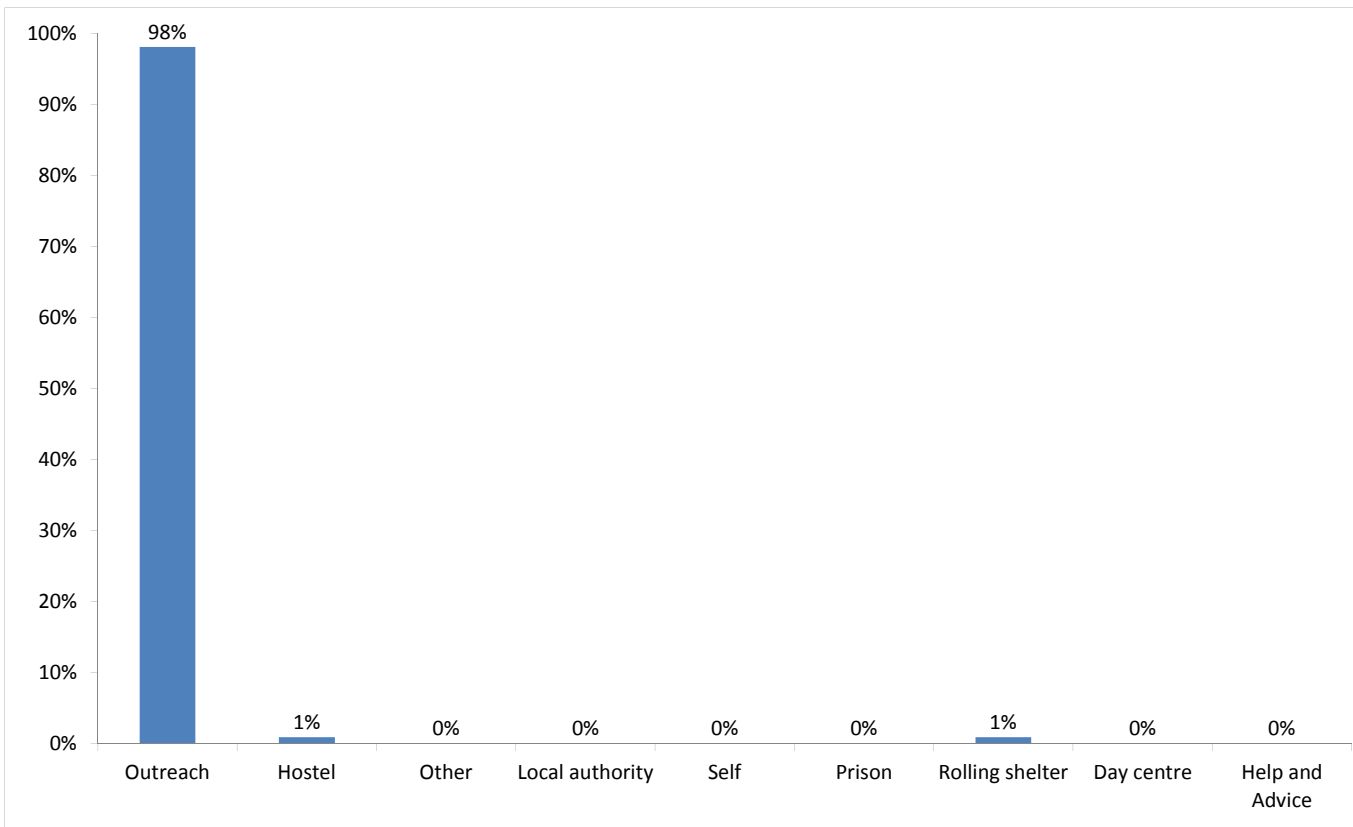
1 was booked into accommodation across all boroughs;

4 were recorded as having arrived at accommodation reporting to CHAIN.

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

### 9) Arrivals

Temporary accommodation arrivals by accommodation project and source of referral.



Base: 106

92 people arrived at accommodation in Southwark this year. These 92 people had 106 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 consistent with previous periods.

The proportion of arrivals to accommodation in Southwark that were referred by outreach or BBS teams is consistent with previous periods.

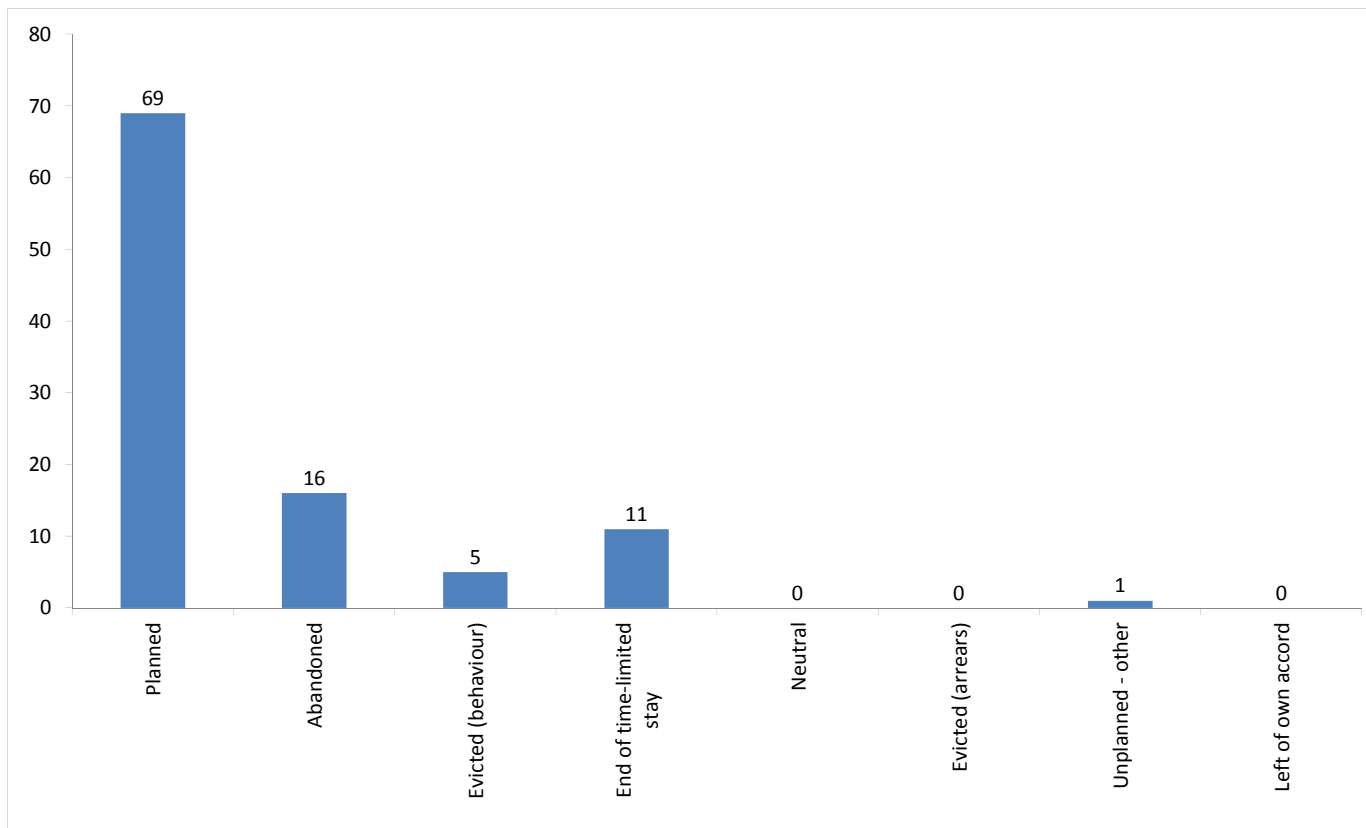
It is slightly higher than the proportion across all boroughs this quarter, 79%.

Breakdown by accommodation:

| Source of referral<br>→<br>Accommodation<br>↓ | City Rough Sleepers Team | Ealing SPOT | Heathrow Airport Outreach | Lambeth SORT | Southwark SPOT | SPEAR Outreach | Tower Hamlets SORT | London Street Rescue | Rolling shelter | Hostel   | Total      |
|---|--------------------------|-------------|---------------------------|--------------|----------------|----------------|--------------------|----------------------|-----------------|----------|------------|
| St Mungo's - Rushworth Street                 | 6                        | 10          | 3                         | 20           | 22             | 2              | 11                 | 12                   |                 |          | 86         |
| Equinox - Joe Richards House                  |                          |             |                           |              | 1              |                |                    |                      |                 |          | 1          |
| Salvation Army - David Barker House           |                          |             |                           |              | 3              |                |                    |                      |                 |          | 3          |
| St Mungo's - Great Guildford Street           |                          |             |                           | 3            | 6              |                |                    |                      | 1               | 1        | 11         |
| St Mungo's - Grange Road                      |                          |             |                           |              | 5              |                |                    |                      |                 |          | 5          |
| <b>Total</b>                                  | <b>6</b>                 | <b>10</b>   | <b>3</b>                  | <b>23</b>    | <b>37</b>      | <b>2</b>       | <b>11</b>          | <b>12</b>            | <b>1</b>        | <b>1</b> | <b>106</b> |

## 10) Departures - planned or unplanned

Departures by whether or not the departure was planned or unplanned



Base: 102

99 people departed from accommodation in Southwark this year. These 99 people had 102 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 previous quarters.

68% of departures were due to a planned move. This is consistent with previous quarters, and with the proportion across all boroughs this quarter.

16% of departures were due to abandonments. This is consistent with previous quarters, and with the proportion across all boroughs this quarter.

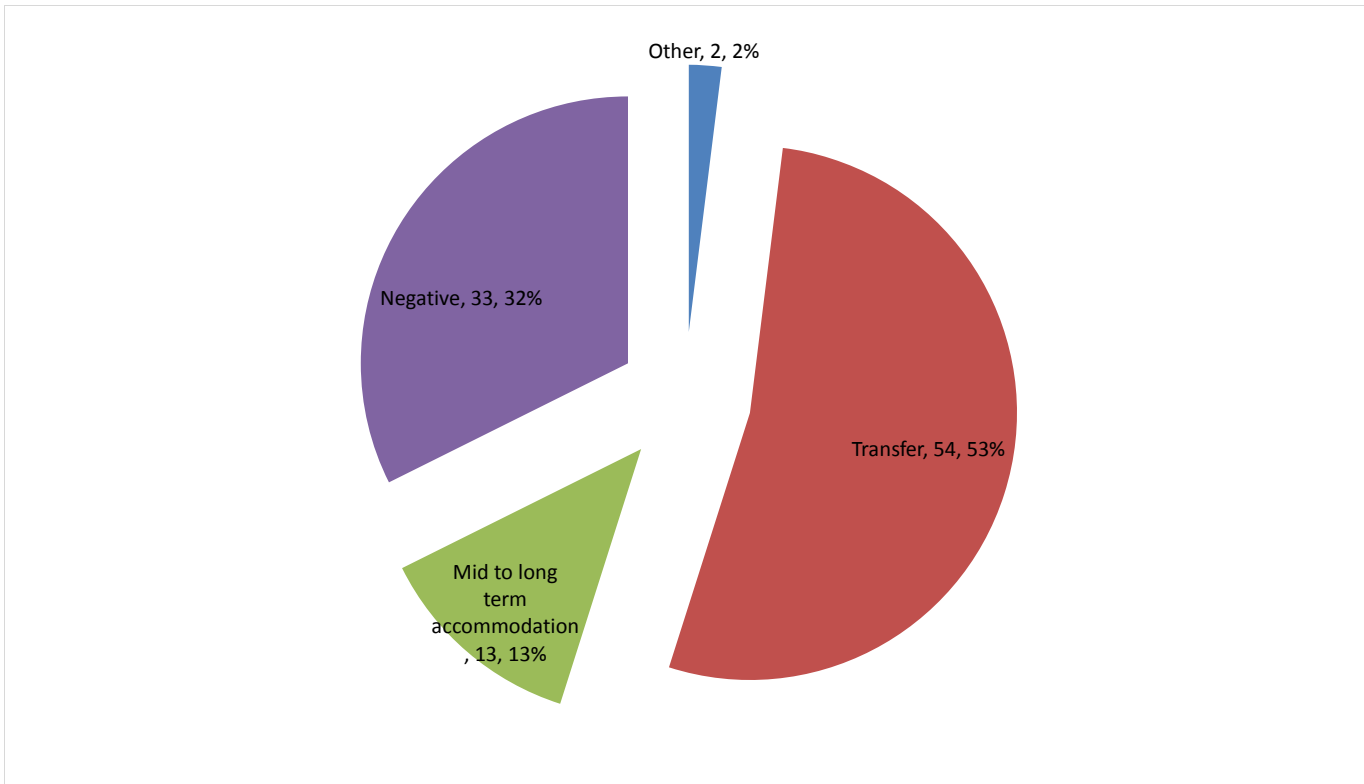
5% of departures were due to evictions. This is consistent with previous quarters, and with the proportion across all boroughs this quarter.

Breakdown by accommodation

| Planned/Unplanned<br>Accommodation  | Planned   | Abandoned | Evicted<br>(behaviour) | End of time-<br>limited stay | Unplanned - other | Total      |
|-------------------------------------|-----------|-----------|------------------------|------------------------------|-------------------|------------|
| St Mungo's - Rushworth Street       | 54        | 12        | 3                      | 11                           |                   | 80         |
| Broadway - Manor Place              | 1         |           |                        |                              |                   | 1          |
| Equinox - Joe Richards House        |           | 1         | 1                      |                              |                   | 2          |
| St Mungo's - Great Guildford Street | 8         | 3         | 1                      |                              | 1                 | 13         |
| St Mungo's - Grange Road            | 6         |           |                        |                              |                   | 6          |
| <b>Total</b>                        | <b>69</b> | <b>16</b> | <b>5</b>               | <b>11</b>                    | <b>1</b>          | <b>102</b> |

## 11) Departures - destination on departure

Departure actions by destination on departure



Base: 102

| 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  | 0          | 0%          |
| Care home  | 0          | 0%          |
| Clearing House/RSI   | 0          | 0%          |
| Detox clinic   | 6          | 6%          |
| 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                              | 23         | 23%         |
| Hostel - within the organisation                           | 23         | 23%         |
| LA tenancy (general needs)                                 | 1          | 1%          |
| Long-term accommodation                                    | 0          | 0%          |
| Not known  | 29         | 28%         |
| Outside London   | 0          | 0%          |
| Previous home (describe type of accomm in notes)           | 2          | 2%          |
| Private rented sector - independent                        | 2          | 2%          |
| Private rented sector - with some floating support/support | 0          | 0%          |
| Psychiatric hospital                                       | 0          | 0%          |
| Rehab clinic   | 2          | 2%          |
| Returned to home country (CEE)                             | 0          | 0%          |
| RSL tenancy (general needs)                                | 1          | 1%          |
| Sheltered Housing  | 0          | 0%          |
| Sleeping rough/Returned to streets                         | 3          | 3%          |
| Staying with family  | 2          | 2%          |
| Staying with friends                                       | 0          | 0%          |
| Supported Housing  | 7          | 7%          |
| Taken into custody   | 1          | 1%          |
| Temporary accommodation                                    | 0          | 0%          |
| <b>Total</b>   | <b>102</b> | <b>100%</b> |

45% of people left accommodation to move to another hostel. This is consistent with previous periods, but higher than the proportion across all boroughs this quarter, 26%.

13% of people left accommodation to move to mid to long-term accommodation. This is consistent with previous quarters.



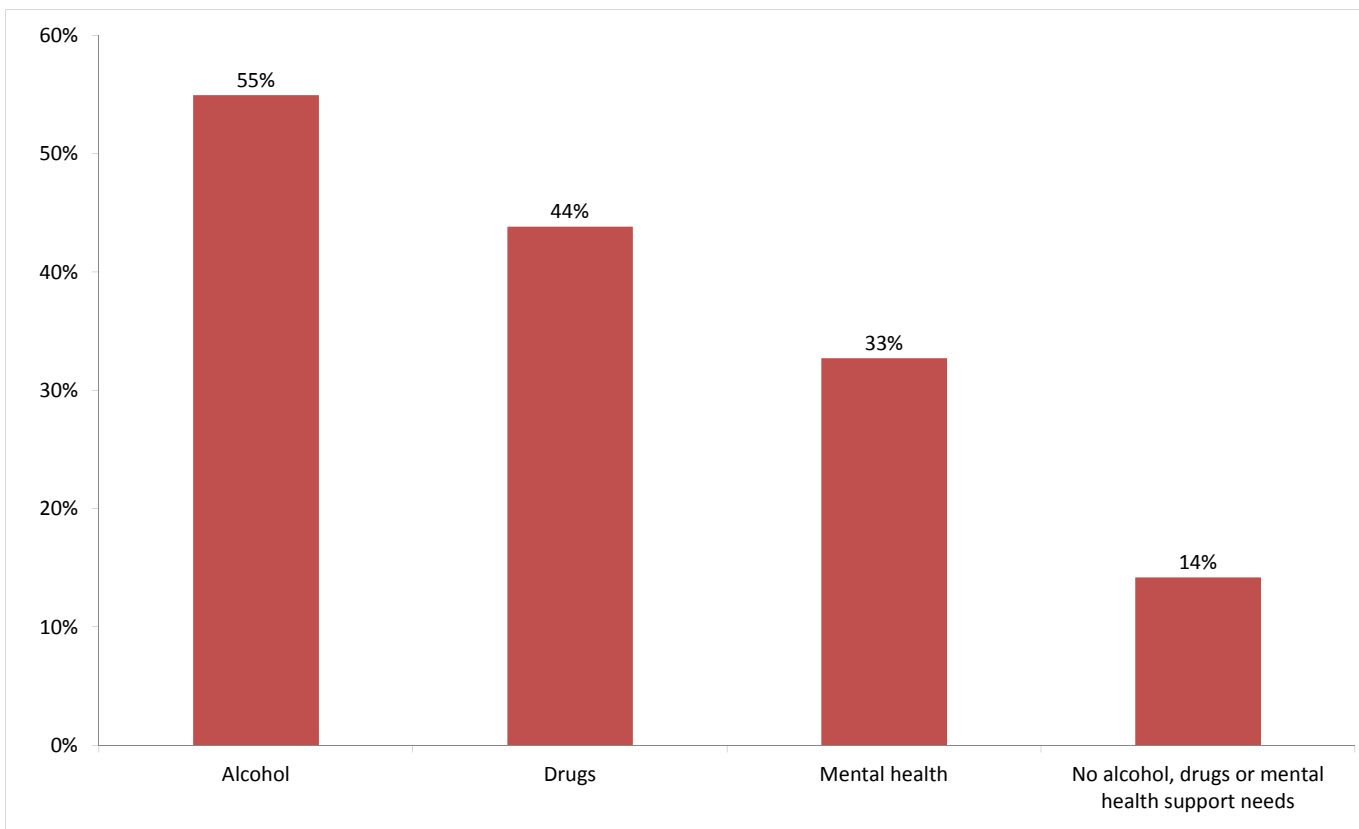
Breakdown by accommodation

| Destination<br>→<br>Accommodation<br>↓ | Detox clinic | Hostel - another organisation | Hostel - within the organisation | LA tenancy (general needs) | Not known | Previous home (describe type of) | Private rented sector - | Rehab clinic | RSL tenancy (general needs) | Sleeping rough/Returned to | Staying with family | Supported Housing | Taken into custody | Total      |
|--|--------------|-------------------------------|----------------------------------|----------------------------|-----------|----------------------------------|-------------------------|--------------|-----------------------------|----------------------------|---------------------|-------------------|--------------------|------------|
| St Mungo's - Rushworth Street          | 3            | 23                            | 20                               |                            | 25        | 2                                | 2                       |              |                             | 1                          |                     | 4                 |                    | 80         |
| Broadway - Manor Place                 |              |                               |                                  |                            |           |                                  |                         |              |                             |                            | 1                   |                   |                    | 1          |
| Equinox - Joe Richards House           |              |                               |                                  |                            | 2         |                                  |                         |              |                             |                            |                     |                   |                    | 2          |
| St Mungo's - Great Guildford Street    | 1            |                               | 2                                |                            | 2         |                                  |                         | 2            |                             | 2                          |                     | 3                 | 1                  | 13         |
| St Mungo's - Grange Road               | 2            |                               | 1                                | 1                          |           |                                  |                         |              | 1                           |                            | 1                   |                   |                    | 6          |
| <b>Total</b>                           | <b>6</b>     | <b>23</b>                     | <b>23</b>                        | <b>1</b>                   | <b>29</b> | <b>2</b>                         | <b>2</b>                | <b>2</b>     | <b>1</b>                    | <b>3</b>                   | <b>2</b>            | <b>7</b>          | <b>1</b>           | <b>102</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



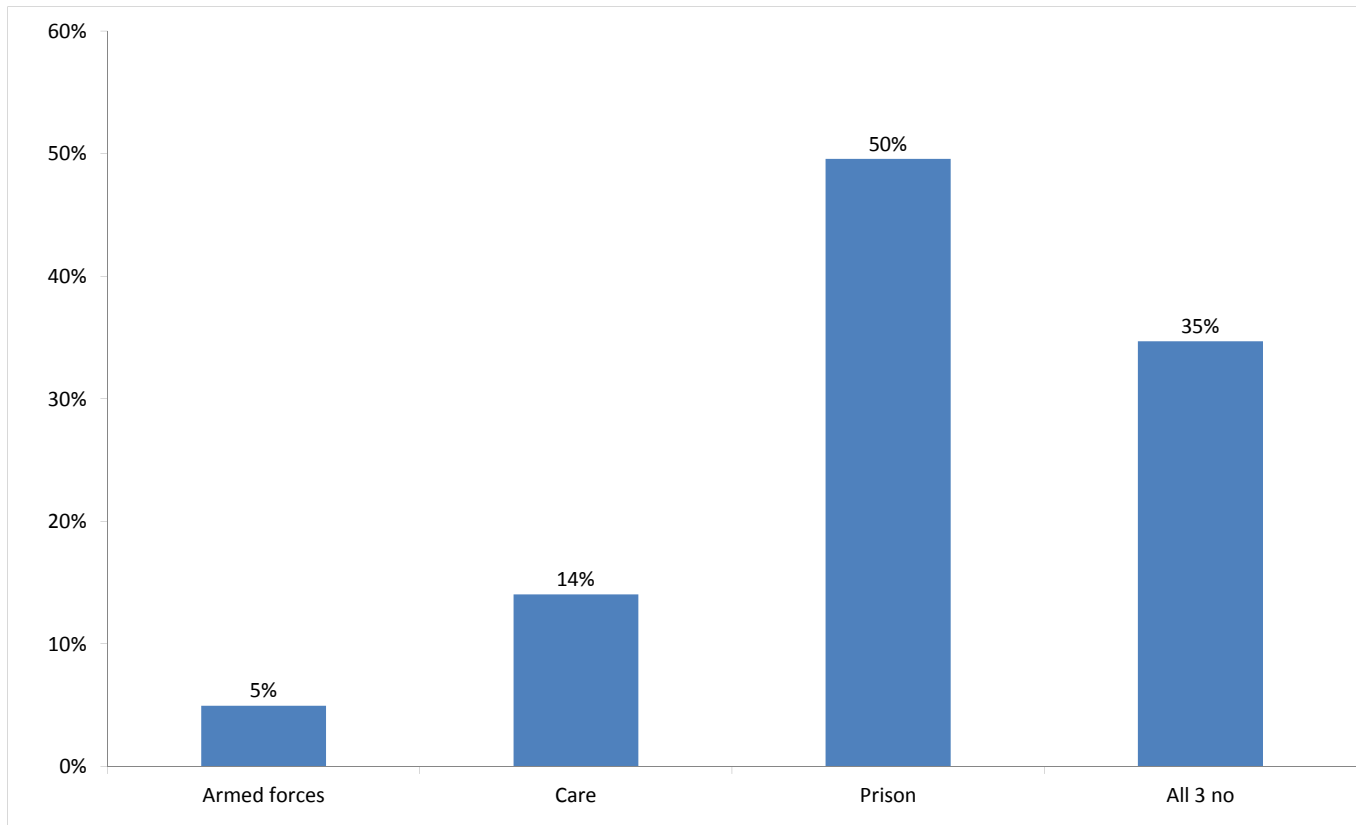
Base: 162 Note that the base figure for this graph excludes clients where all 3 support needs are not known or not recorded (114).

| Support Needs                       | No. of people | %           |
|-------------------------------------|---------------|-------------|
| Alcohol only                        | 37            | 13%         |
| Drugs only                          | 20            | 7%          |
| Mental health only                  | 14            | 5%          |
| Alcohol and drugs                   | 23            | 8%          |
| Alcohol and mental health           | 11            | 4%          |
| Drugs and mental health             | 10            | 4%          |
| Alcohol, drugs and mental health    | 18            | 7%          |
| All 3 no                            | 23            | 8%          |
| All 3 not known or not assessed     | 114           | 41%         |
| All 3 no, not known or not assessed | 6             | 2%          |
| <b>Total</b>                        | <b>276</b>    | <b>100%</b> |

The proportion of people contacted in Southwark with an alcohol, drugs or mental health support need is consistent with the previous three periods, and with the proportion across all boroughs this quarter.

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

6 people contacted in Southwark this quarter have previously been in the armed forces (10 last quarter).

| Nationality  | Number   | %           |
|--------------|----------|-------------|
| UK           | 2        | 29%         |
| Non-UK       | 5        | 71%         |
| <b>Total</b> | <b>7</b> | <b>100%</b> |

17 people contacted in Southwark this quarter have previously been in care (19 last quarter).

60 people contacted in Southwark this quarter have previously been in prison (67 last quarter).

The proportion of people with experience of prison is markedly lower than last quarter, 44%, and with the proportion across all boroughs this quarter, 31%.

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. Twelve people contacted this quarter have been in care and prison.