



**CHAIN**  
**Quarterly Report for**  
**Tower Hamlets**  
**July-September 2010**



# CHAIN Quarterly report for Tower Hamlets 1st July to 30th September 2010

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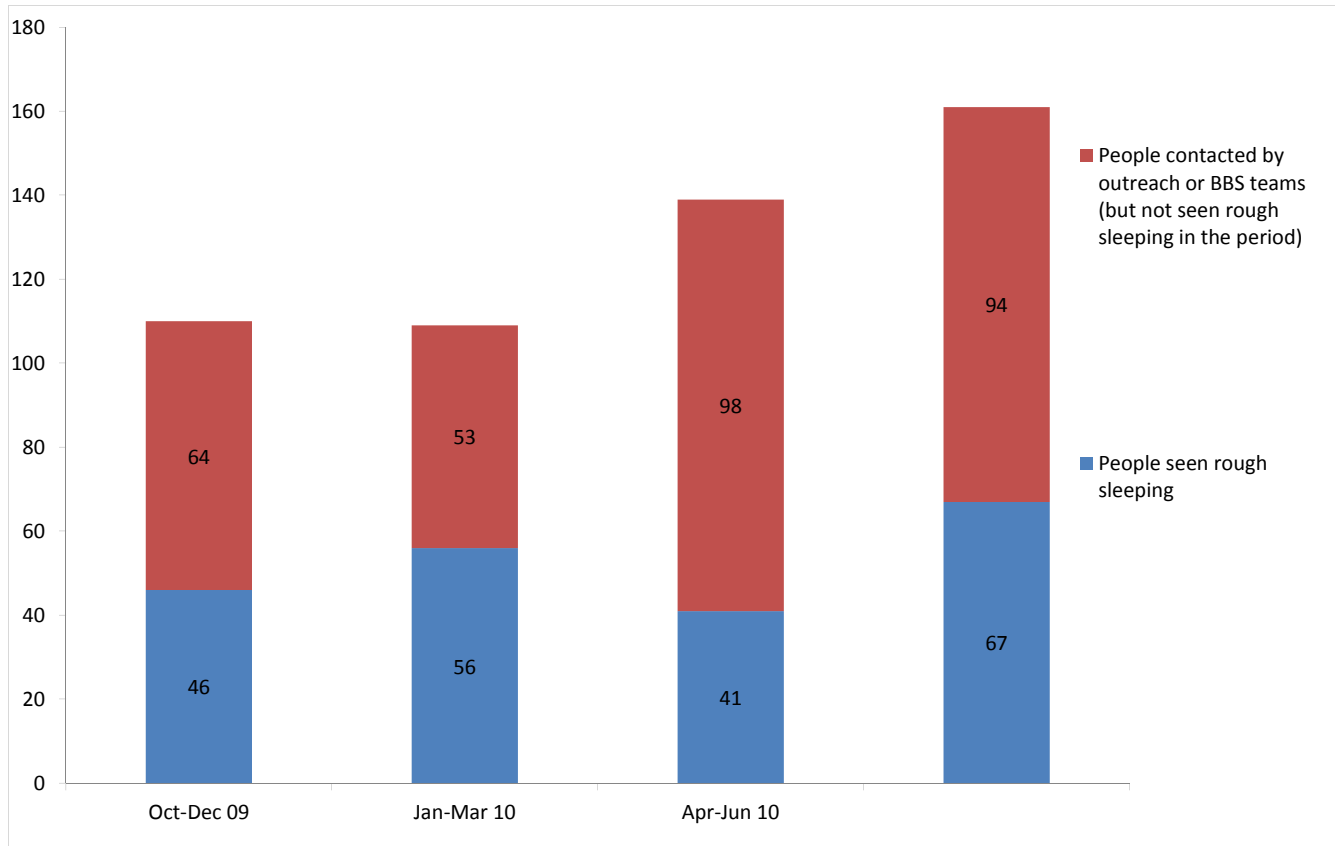
People contacted by outreach or BBS teams and/or arriving in accommodation in the quarter by experience of the armed forces, care or prison

# CHAIN Quarterly report for Tower Hamlets

## 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: 110  
Jan-Mar 10 base: 109  
Apr-Jun 10 base: 139  
Jul-Sep 10 base: 161

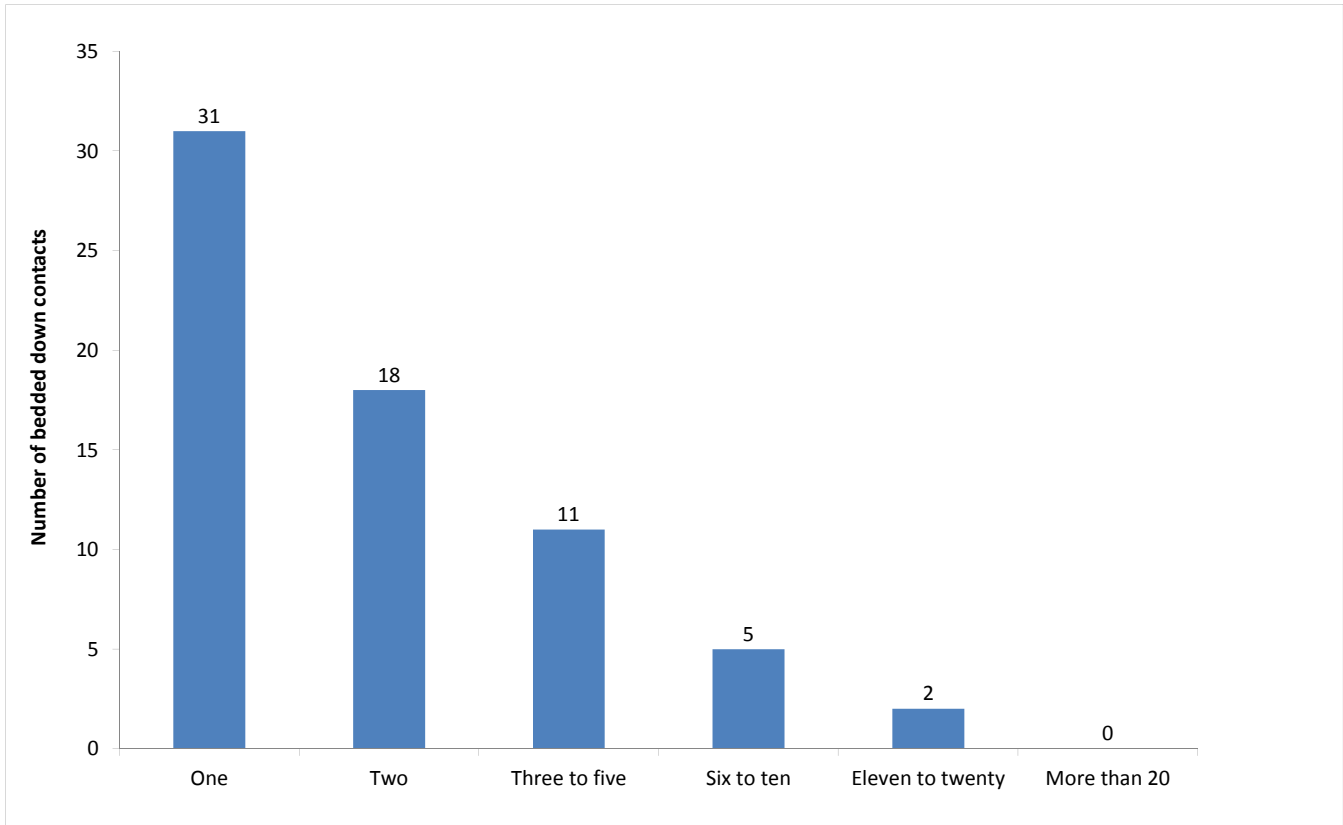
161 verified rough sleepers were contacted by services in Tower Hamlets during the quarter. This is an increase from 139 last quarter and compares to 120 in the same quarter last year.

Of these 161, 67 had a bedded down street contact in the quarter and so were known to have slept rough in Tower Hamlets during the quarter. The number sleeping rough this quarter has increased by 63%.

23 people were seen sleeping on night buses operating within London.

## 2) Rough sleeping volume

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



Of the 67 people seen rough sleeping this quarter, 31 only had a single bedded down street contact.

Of the 67 people seen bedded down, 18 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

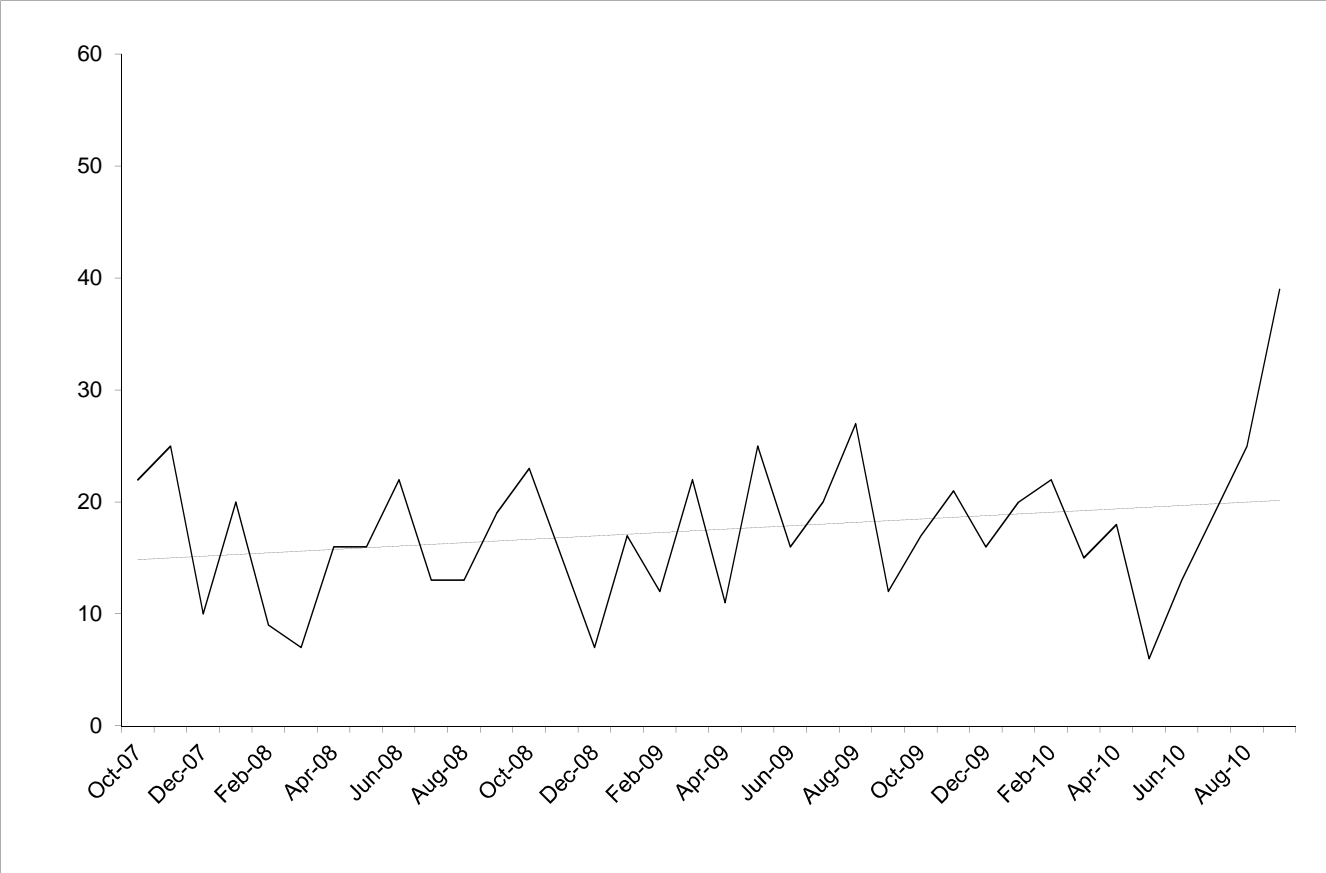
People seen rough sleeping by outreach or BBS teams during the quarter.

Nationality	This 1/4	%	Last 1/4	%
UK	30	45%	15	43%
Ireland (Republic of)	1	2%	1	3%
Italy	1	2%	1	3%
Bulgaria				
Czech Republic	2	3%	1	3%
Estonia			1	3%
Hungary	1	2%		
Latvia	1	2%	2	6%
Lithuania	9	14%	1	3%
Poland	9	14%	4	11%
Romania	3	5%	1	3%
Slovenia				
Slovakia	1	2%		
CEE sub-total	26	39%	10	29%
other Europe	4	6%		
Eritrea			3	9%
other Africa	1	2%	3	9%
America				
Asia	3	5%	2	6%
Australasia				
<i>Missing</i>	<i>1</i>		<i>4</i>	
<i>Not known</i>			<i>2</i>	
Total	67		41	100%
Total**	66	100%	35	100%

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

4) People contacted by month

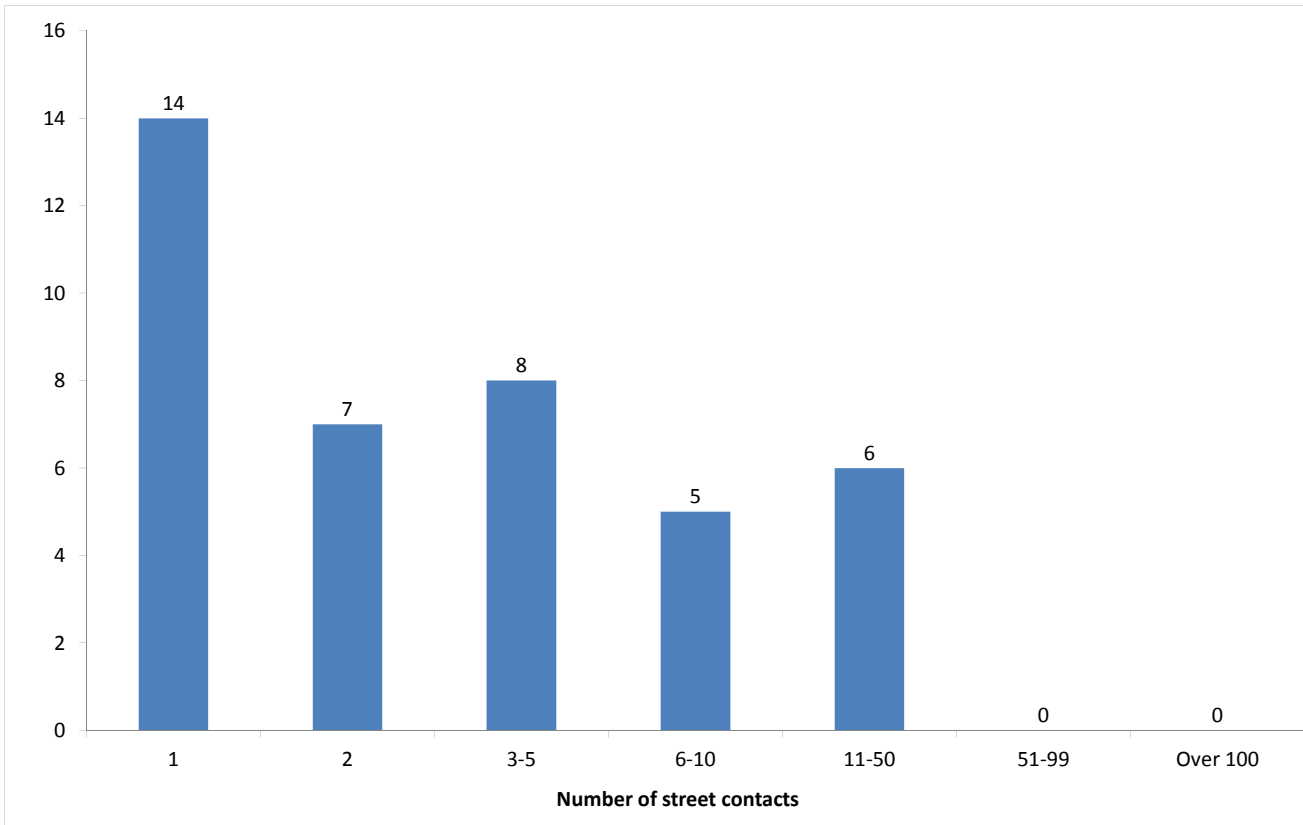
People seen rough sleeping by outreach or building based (BBS) teams by month



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: 40

40 (25%) verified rough sleepers contacted across Tower Hamlets this quarter have never had a booking in action recorded on CHAIN. This is consistent with previous quarters.

31 of these people have slept rough in the quarter, which is 46% of all people sleeping rough this quarter.

14 (35%) of the people who have never had a booking in action recorded on CHAIN have only ever had one street contact recorded.

No-one in Tower Hamlets has never had a booking in action despite having over a hundred street contacts. This is consistent with previous quarters.



## 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	1	3%
Clinic/Detox/Rehab	0	0%
Night Centre	1	3%
Rolling shelter	15	44%
<i>Referrals only (no booking in)</i>	<b>33</b>	
Hostel	16	47%
<i>Referral rejected (no booking in)</i>	3	
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	0	0%
<b>Bookings into accommodation total</b>	<b>33</b>	<b>97%</b>
Return to home area	1	3%
Seeking work	0	0%
Move to area for friends/family	0	0%
Move to area with appropriate services	0	0%
Other	0	0%
<b>Reconnections total</b>	<b>1</b>	<b>3%</b>
<b>TOTAL</b>	<b>34</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 Tower Hamlets succeeded in reconnecting or booking into accommodation 30 people, 19% of the 161 people contacted during the quarter.

This has fallen in the last two quarters: Oct-Dec 09, 33%; Jan-Mar, 39%; Apr-Jun, 13%.

29 people had a total of 33 booking in events. This indicates that individuals can be booked into accommodation (the same type or different) more than once in the quarter.

No-one was booked into long-term accommodation. This is consistent with previous quarters.

16 people were booked into hostel accommodation. This is consistent with previous quarters.

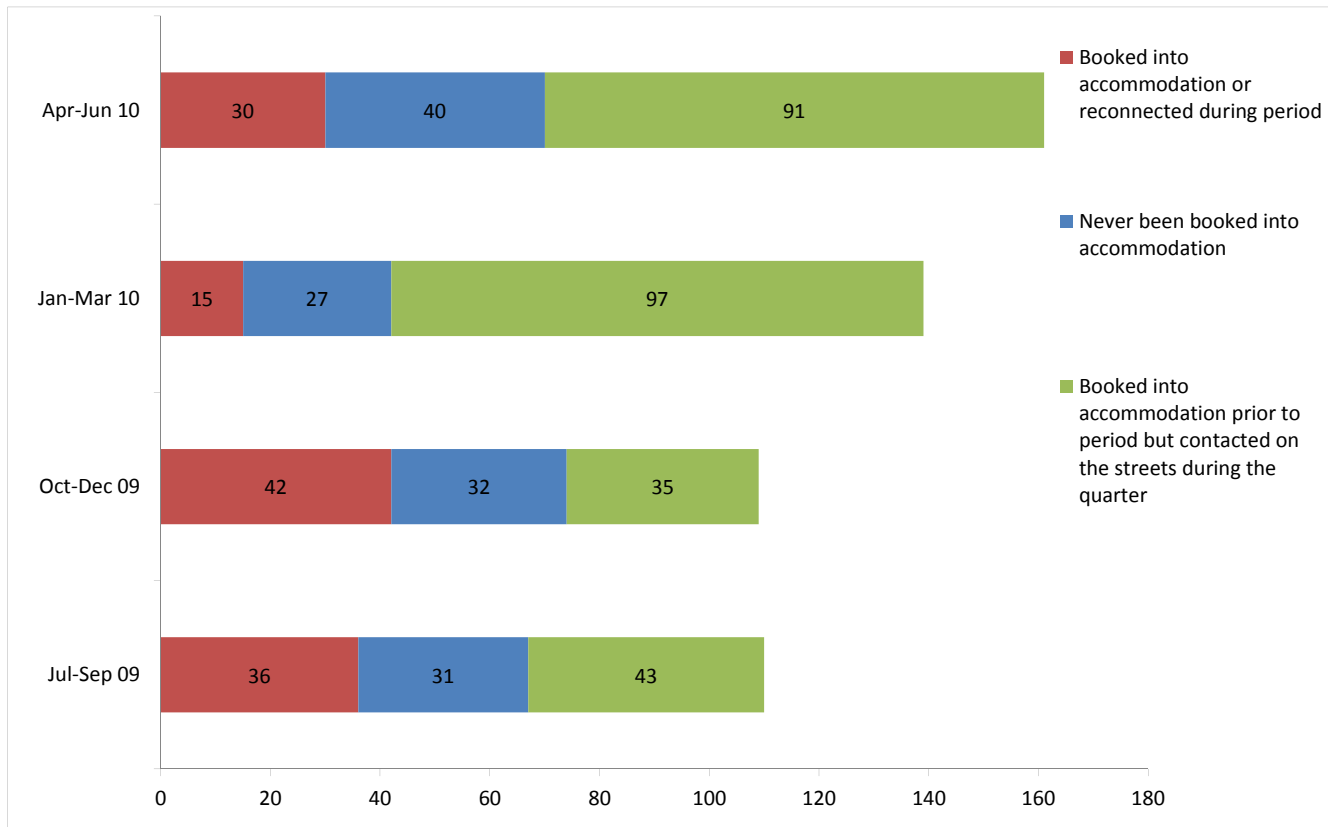
Outreach and BBS teams across Tower Hamlets achieved a confirmed reconnection with 1 person they contacted this quarter. This is 1% of the people contacted by outreach or BBS teams this quarter.

1 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: 110

Jan-Mar 10 base: 109

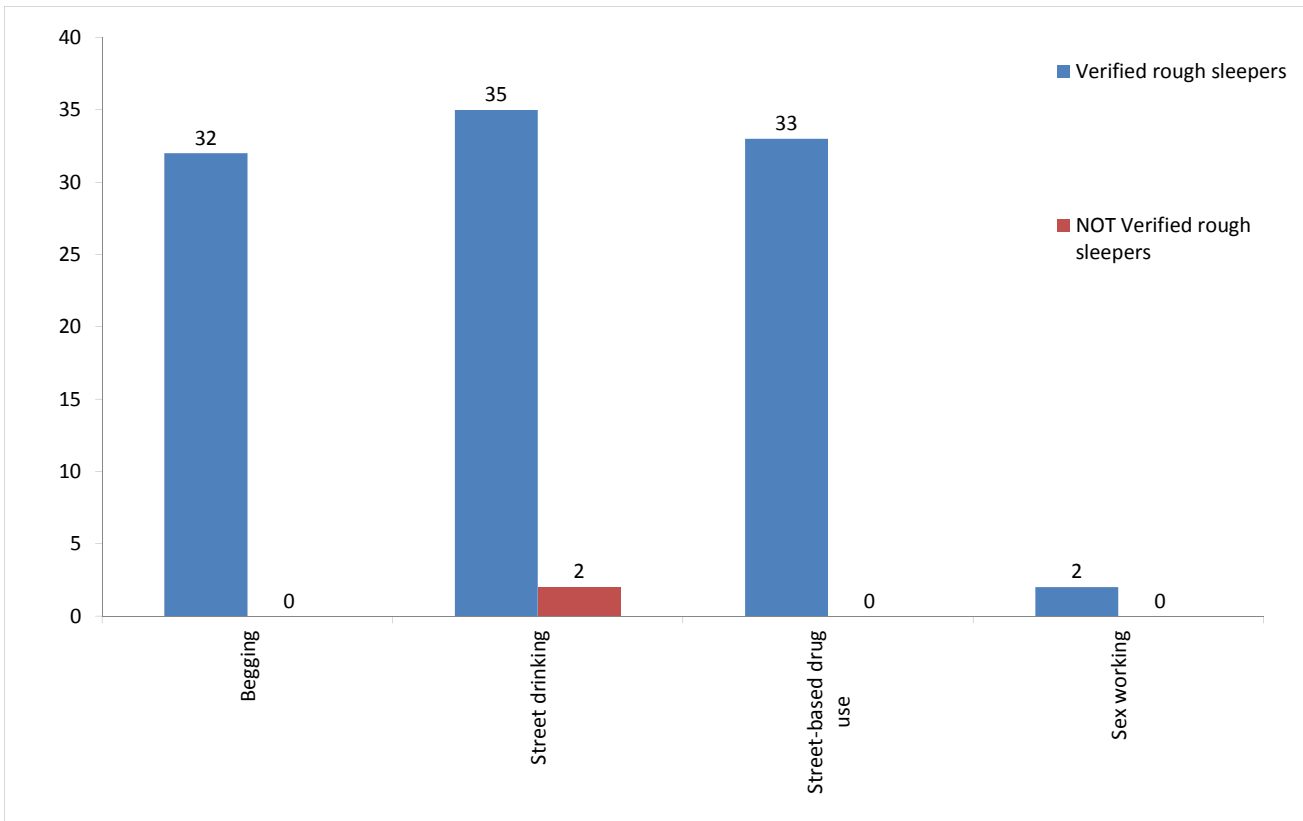
Apr-Jun 10 base: 139

Jul-Sep 10 base: 161

The proportion of people with a street contact but who have never been booked into accommodation, (25%), is consistent with previous 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: 57

Base for people not verified as rough sleepers: 12

Of the 161 verified rough sleepers contacted this quarter, 57 (35%) 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 161 verified rough sleepers contacted in the quarter by outreach or BBS teams, 12 people who are considered vulnerable but have not been seen rough sleeping were also contacted. Of these:

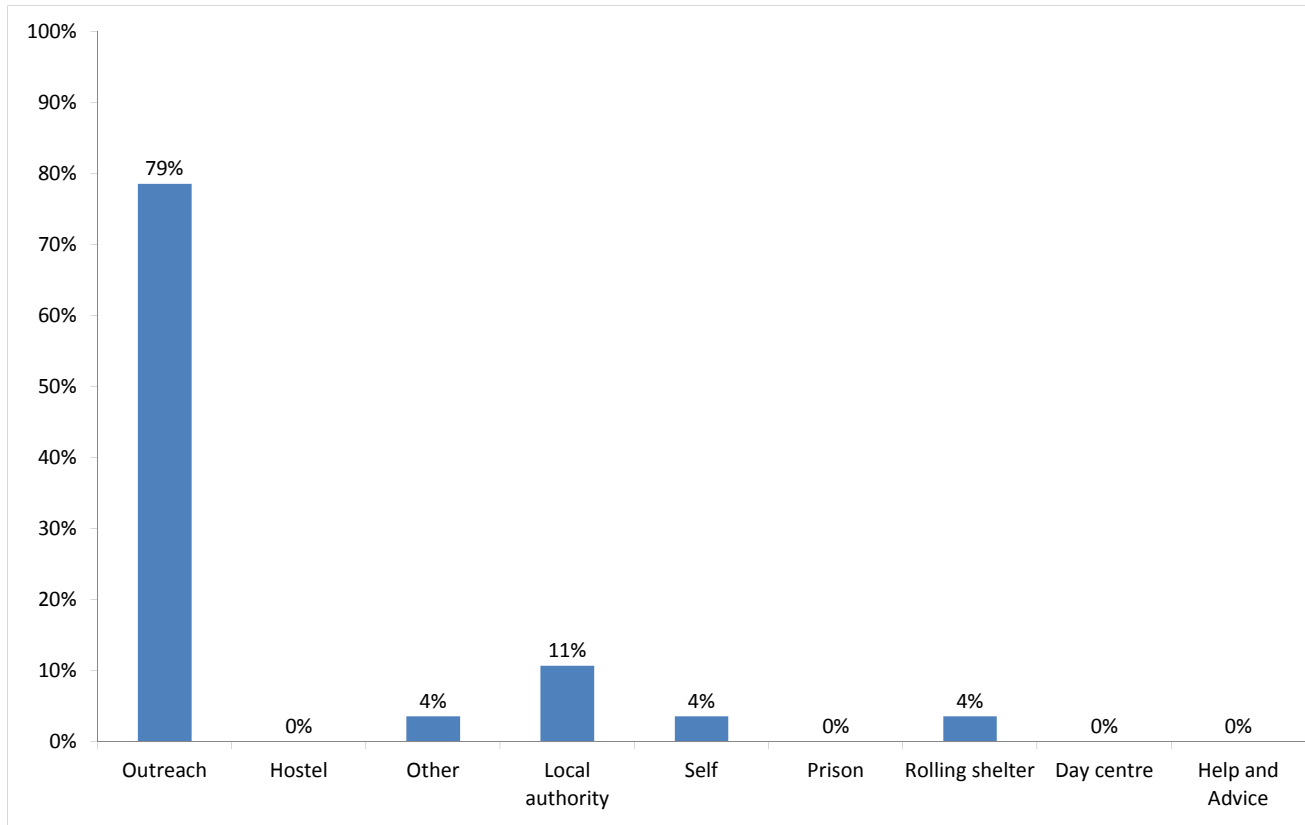
1 was booked into accommodation across all boroughs;

5 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: 28

27 people arrived at accommodation in Tower Hamlets this year. These 27 people had 28 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 quarters.

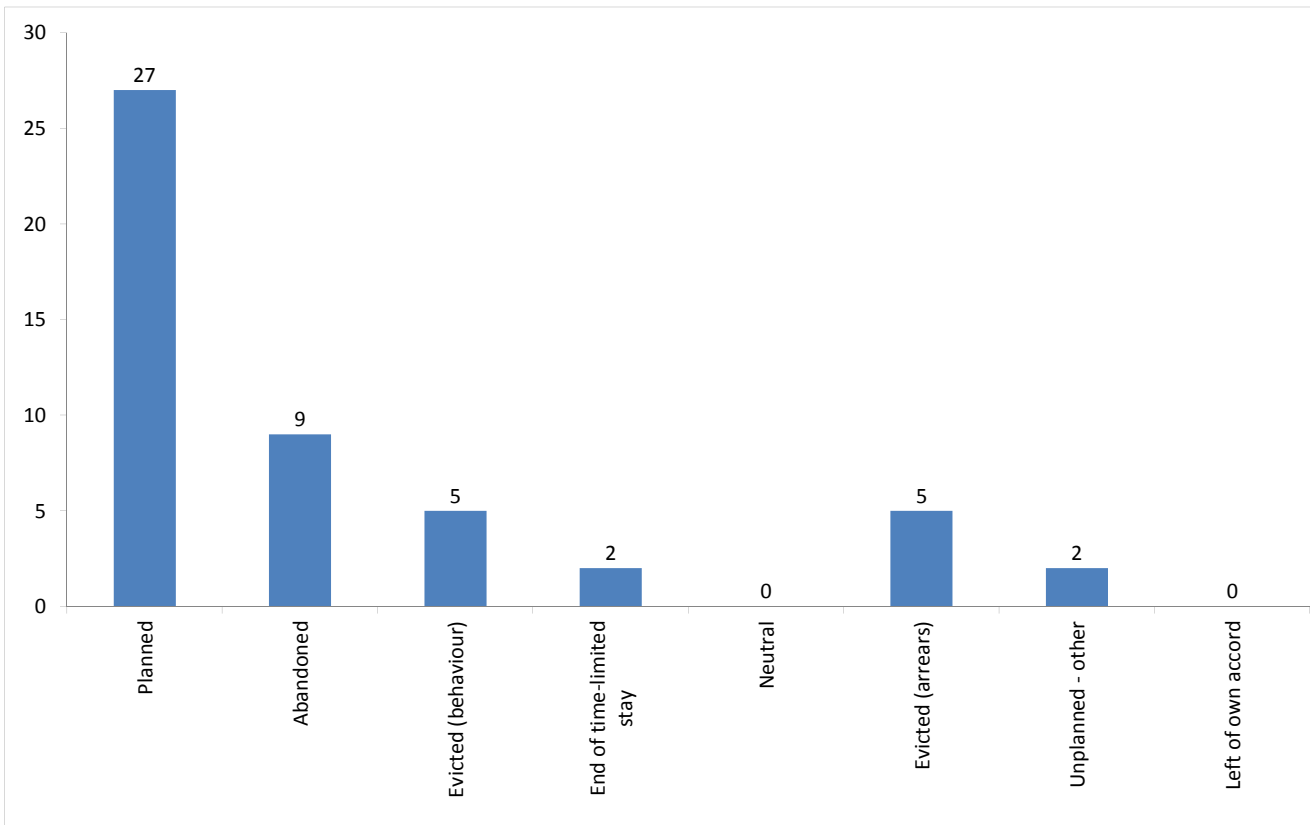
The proportion of arrivals to accommodation in Tower Hamlets that were referred by outreach or BBS teams and other accommodation projects is consistent with previous quarters, and with the proportion across all boroughs this quarter.

Breakdown by accommodation:

Source of referral → Accommodation ↓	City Rough Sleepers Team	Tower Hamlets SORT	London Street Rescue	Rolling shelter	Local authority	Self	other referral source)	Total
Look Ahead - Aldgate	1	3	3				1	8
Providence Row - Edward Gibbons House	3		2		2			7
Providence Row - Dellow Hostel	2	3		1				6
Providence Row - Hackney Road	1							1
Salvation Army - Booth House	1	2	1		1	1		6
<b>Total</b>	<b>8</b>	<b>8</b>	<b>6</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>28</b>

## 10) Departures - planned or unplanned

Departures by whether or not the departure was planned or unplanned



Base: 50

49 people departed from accommodation in Tower Hamlets this year. These 49 people had 50 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 departures is higher than previous quarters: Oct-Dec 09, 32; Jan-Mar, 30; Apr-Jun, 39.

54% of departures were due to a planned move. This is slightly lower than previous quarters: Oct-Dec 09, 63%; Jan-Mar, 70%; Apr-Jun, 59%.

18% of departures were due to abandonments. This is consistent with the previous three quarters, and with the proportion across all boroughs this quarter.

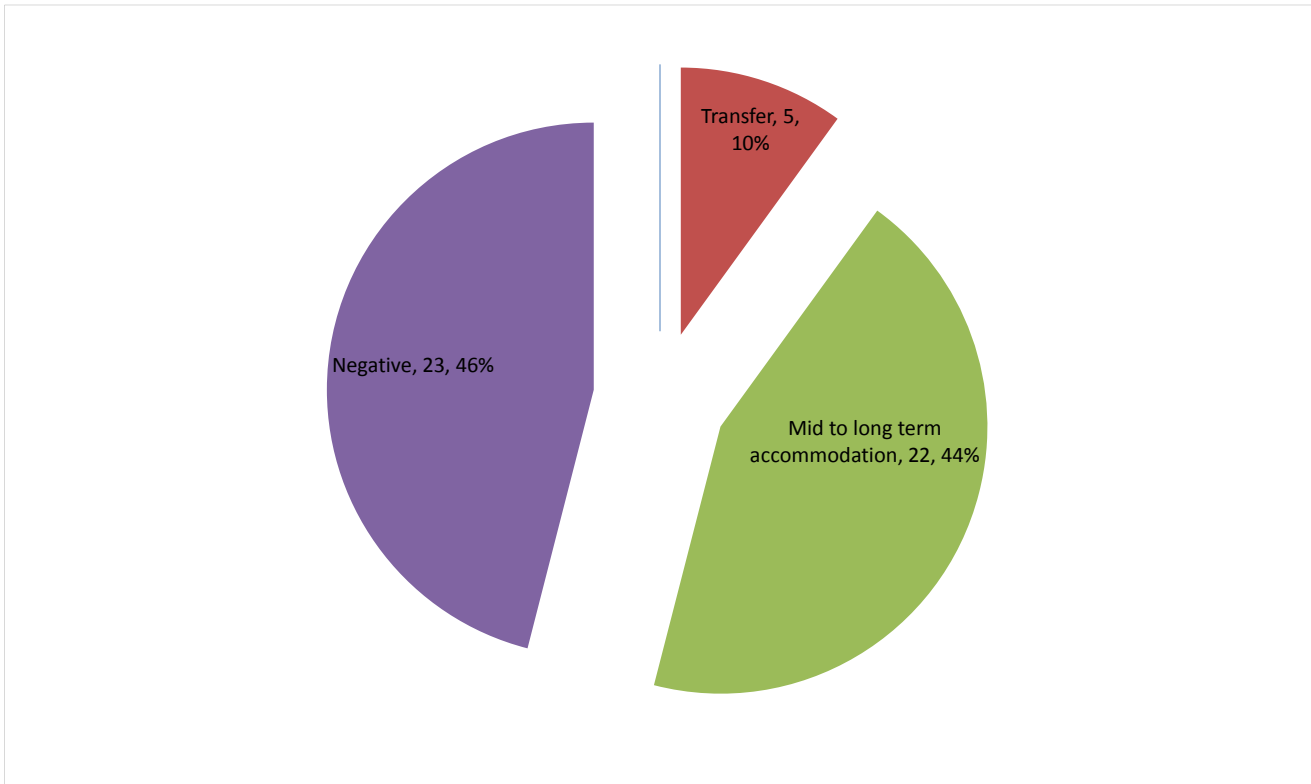
20% of departures were due to evictions. This is consistent with last quarter, but higher than previously: Oct-Dec 09, 9%; Jan-Mar, 10%; Apr-Jun, 26%.

Breakdown by accommodation

Planned/Unplanned Accommodation	Planned	Abandoned	Evicted (behaviour)	End of time- limited stay	Evicted (arrears)	Unplanned - other	Total
Look Ahead - Aldgate	8	6	3		1	1	19
Providence Row - Daniel Gilbert House	1						1
Providence Row - Dellow Hostel	7						7
Providence Row - Edward Gibbons House	1	1	2		1		5
Salvation Army - Booth House	10	2		2	3	1	18
<b>Total</b>	<b>27</b>	<b>9</b>	<b>5</b>	<b>2</b>	<b>5</b>	<b>2</b>	<b>50</b>

## 11) Departures - destination on departure

Departure actions by destination on departure



Base: 50

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	Cyan
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	10	20%
Detox clinic	1	2%
Died	0	0%
Home area	0	0%
Hospital	0	0%
Hospital - long term	1	2%
Hospital - NOT long term/acute care	0	0%
Hostel	0	0%
Hostel - another organisation	2	4%
Hostel - within the organisation	2	4%
LA tenancy (general needs)	7	14%
Long-term accommodation	0	0%
Not known	21	42%
Outside London	0	0%
Previous home (describe type of accomm in notes)	0	0%
Private rented sector - independent	3	6%
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)	1	2%
Sheltered Housing	0	0%
Sleeping rough/Returned to streets	0	0%
Staying with family	0	0%
Staying with friends	0	0%
Supported Housing	0	0%
Taken into custody	2	4%
Temporary accommodation	0	0%
<b>Total</b>	<b>50</b>	<b>100%</b>

8% of people left accommodation to move to another hostel. This is consistent with previous quarters, but lower than the proportion across all boroughs this quarter, 34%.

44% of people left accommodation to move to mid to long-term accommodation. This is consistent with last quarter, but higher than the proportion across all boroughs this quarter, 19%.

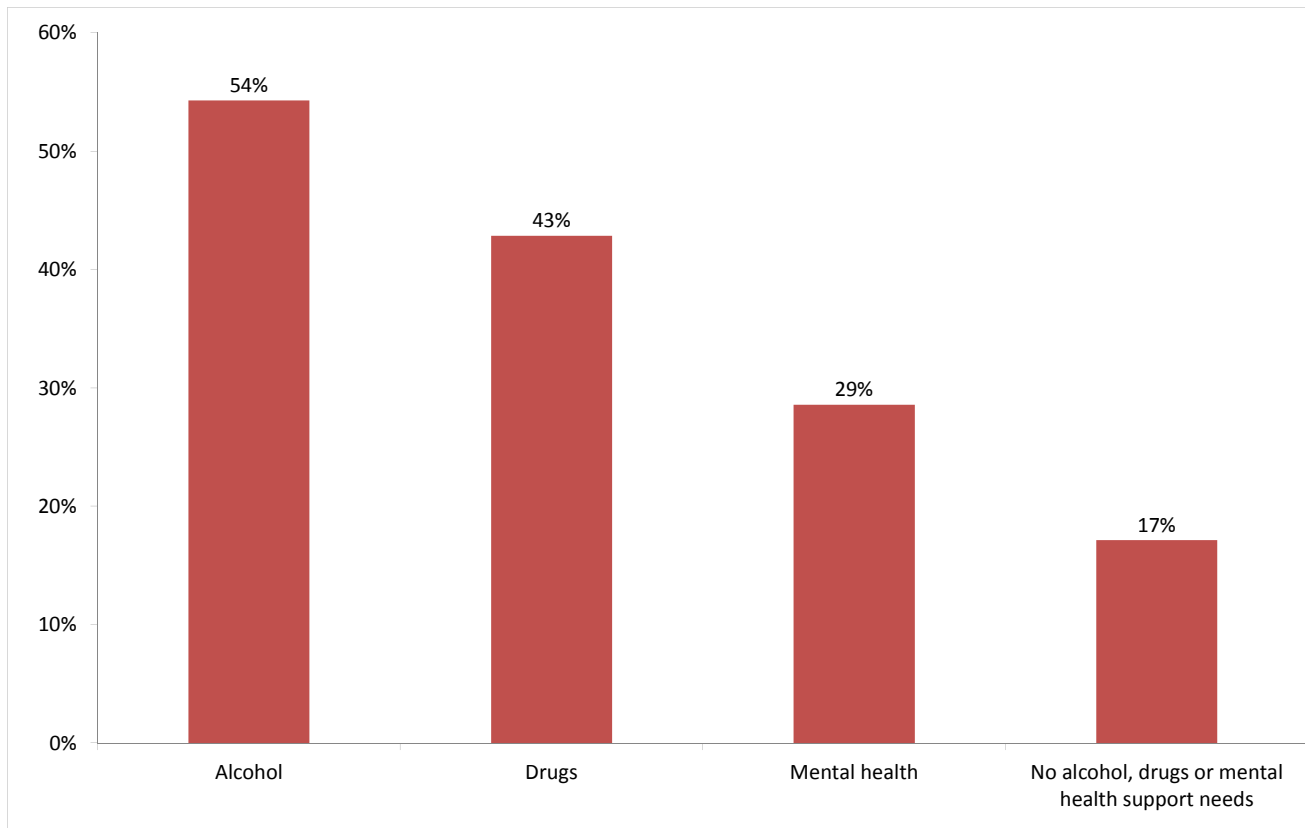
#### Breakdown by accommodation

Destination Accommodation											Total
	Clearing House/RSI	Detox clinic	Hospital - long term	Hostel - another organisation	Hostel - within the organisation	LA tenancy (general needs)	Not known	Private rented sector -	RSL tenancy (general needs)	Taken into custody	
Look Ahead - Aldgate		1	1	2		1	10	2	1	1	19
Providence Row - Daniel Gilbert House					1						1
Providence Row - Dellow Hostel	1					5		1			7
Providence Row - Edward Gibbons House					1		4				5
Salvation Army - Booth House	9					1	7			1	18
<b>Total</b>	<b>10</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>7</b>	<b>21</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>50</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: 140 Note that the base figure for this graph excludes clients where all 3 support needs are not known or not recorded (52).

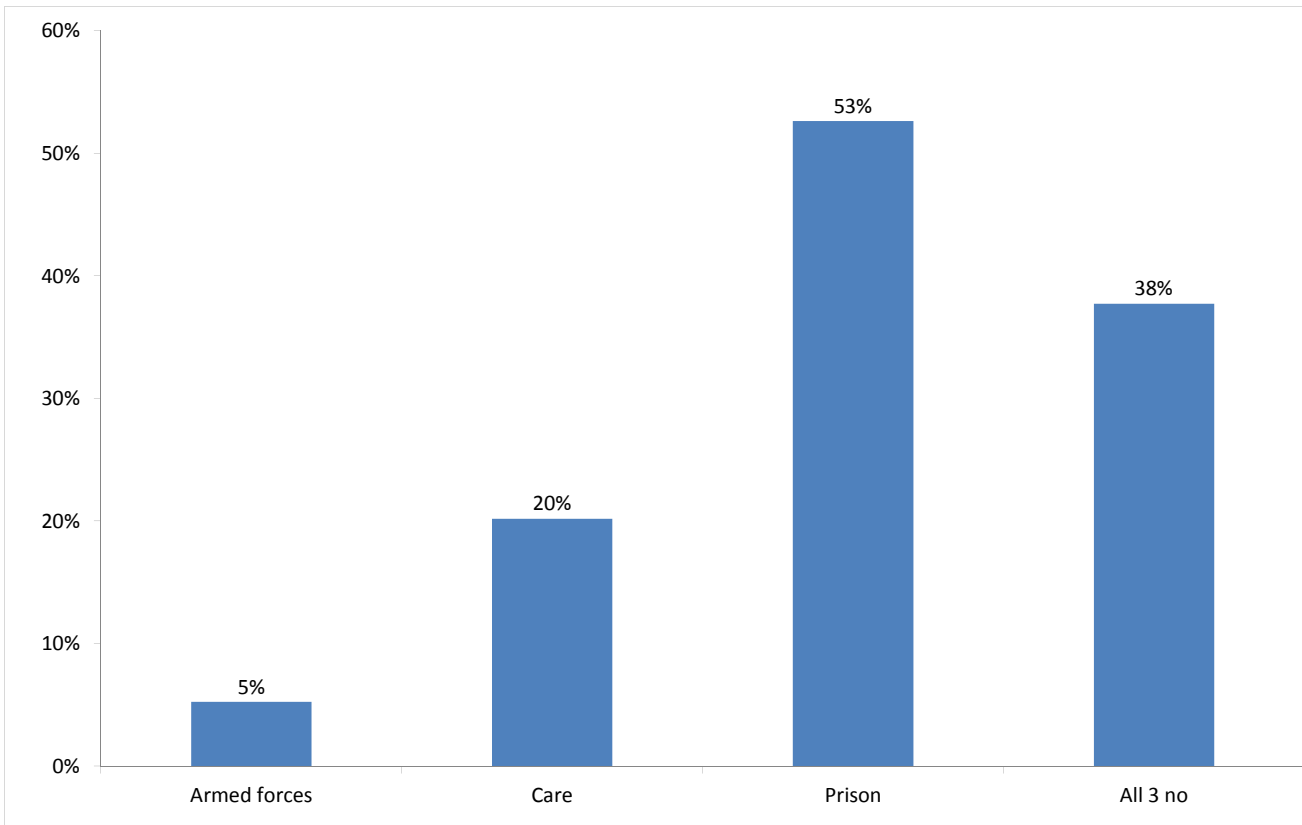
Support Needs	No. of people	%
Alcohol only	29	15%
Drugs only	23	12%
Mental health only	6	3%
Alcohol and drugs	20	10%
Alcohol and mental health	17	9%
Drugs and mental health	7	4%
Alcohol, drugs and mental health	10	5%
All 3 no	24	13%
All 3 not known or not assessed	52	27%
All 3 no, not known or not assessed	4	2%
<b>Total</b>	<b>192</b>	<b>100%</b>

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

The proportion of people contacted in Tower Hamlets with an alcohol support need is consistent 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: 114 Note that the base figure for this graph excludes clients where all 3 institutional histories are not known.

6 people contacted in Tower Hamlets this quarter have previously been in the armed forces (9 last quarter).

Nationality	Number	%
UK	4	57%
Non-UK	3	43%
<b>Total</b>	<b>7</b>	<b>100%</b>

23 people contacted in Tower Hamlets this quarter have previously been in care (18 last quarter).

60 people contacted in Tower Hamlets this quarter have previously been in prison (63 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. No-one contacted in the quarter has been in care and prison.

The proportion of people with experience of prison is markedly lower than last quarter (38%), and also lower than the proportion across all boroughs this quarter, 31%.