



# CHAIN

## Quarterly Report for Tower Hamlets July - September 2011



# CHAIN Quarterly report for 1st July to 30th September 2011

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### Wider street population

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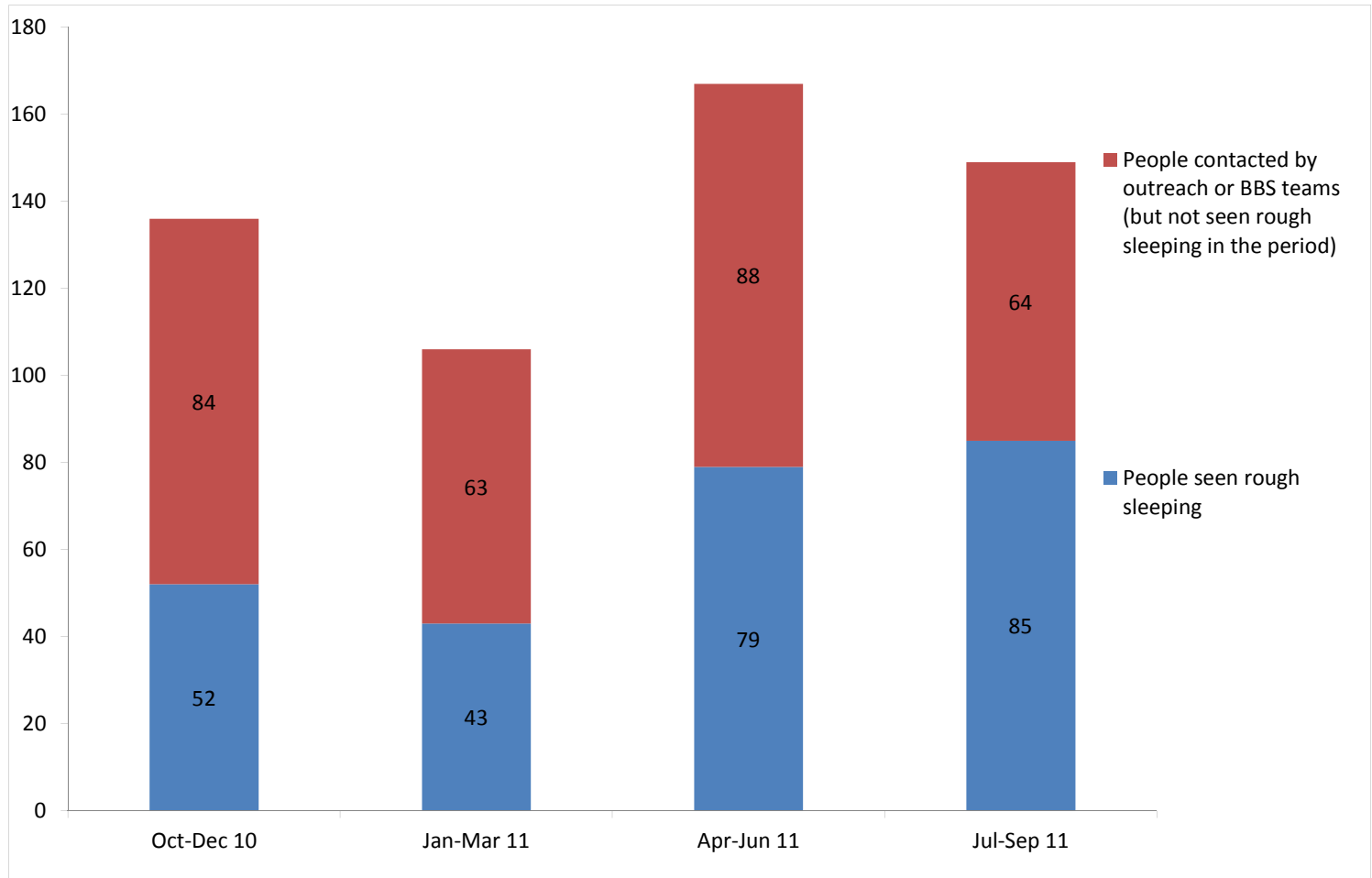
Street population (people who rough sleep and/or engage in a street lifestyle) contacted by outreach who fall into one or more of the street activity categories on CHAIN

# CHAIN Quarterly report for 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 10 base: 136  
Jan-Mar 11 base: 106  
Apr-Jun 11 base: 167  
Jul-Sep 11 base: 149

149 verified rough sleepers were contacted by services in Tower Hamlets during the quarter. This is a decrease from 167 last quarter and compares to 161 in the same quarter last year.

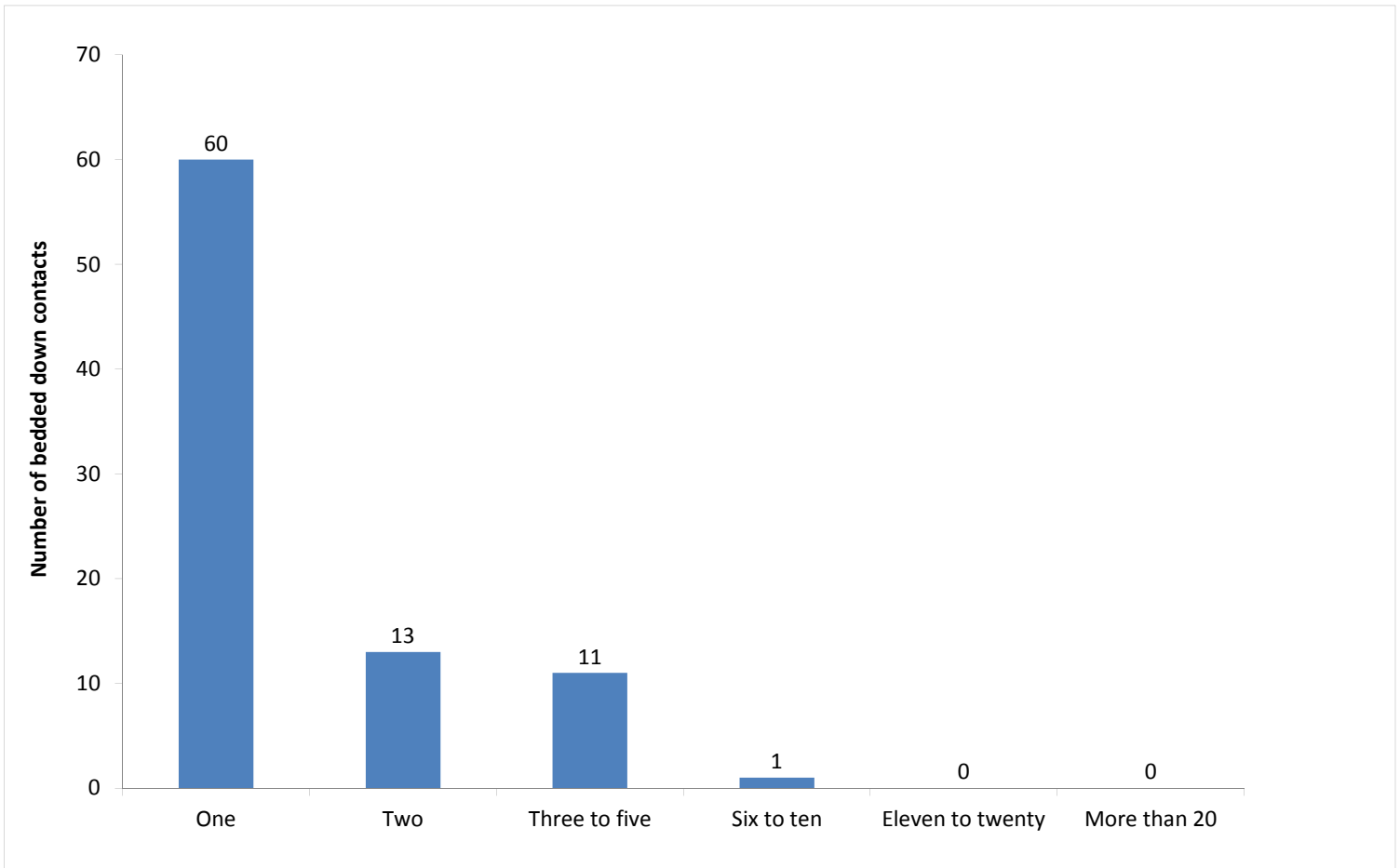
Of these 149, 85 had a bedded down street contact in the quarter and so were known to have slept rough in Tower Hamlets during the quarter. The number sleeping rough this quarter has increased by 8%.

In the same period last year, 67 people were seen sleeping rough.

45 people were seen rough sleeping for the first time this quarter (flow). This compares to 27 in the previous quarter, an increase of 67%.

## 2) Rough sleeping volume

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



Base: 85

Of the 85 people seen rough sleeping this quarter, 60 only had a single bedded down street contact.

Of the 85 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

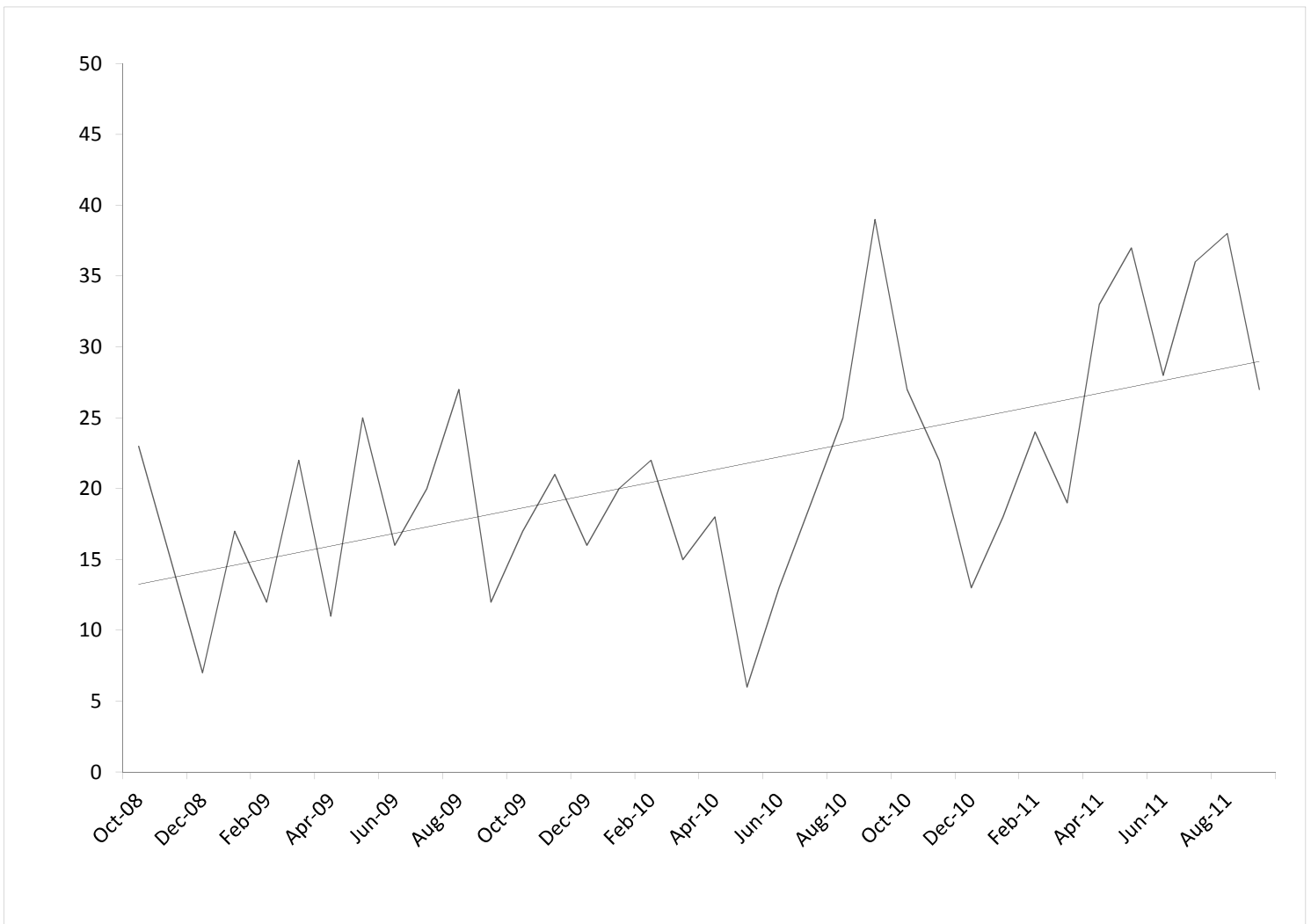
People seen rough sleeping by outreach or BBS teams during the quarter.

Nationality	Oct-Dec	%	Jan-Mar	%	Apr-Jun	%	Jul-Sep	%
UK	19	39%	12	30%	32	41%	34	42%
Ireland (Republic of)	1	2%	1	3%	2	3%	0	0%
Portugal	0	0%	1	3%	1	1%	0	0%
Bulgaria	0	0%	0	0%	0	0%	2	2%
Czech Republic	3	6%	1	1%	1	1%	4	5%
Estonia	0	0%	2	5%	0	0%	0	0%
Hungary	1	2%	0	0%	0	0%	0	0%
Latvia	1	2%	0	0%	4	5%	4	5%
Lithuania	3	6%	4	10%	6	8%	6	7%
Poland	3	6%	4	10%	12	15%	19	23%
Romania	4	8%	7	18%	1	1%	1	1%
Slovenia	1	2%	1	3%	1	1%	0	0%
Slovakia	0	0%	0	0%	0	0%	3	4%
<b>(CEE) sub-total</b>	<b>16</b>	<b>33%</b>	<b>19</b>	<b>48%</b>	<b>25</b>	<b>32%</b>	<b>39</b>	<b>48%</b>
other Europe	3	6%	2	5%	5	6%	2	2%
Eritrea	1	2%	0	0%	0	0%	0	0%
Africa	7	14%	4	10%	7	9%	3	4%
America	0	0%	0	0%	2	3%	1	1%
Asia	2	4%	1	3%	5	6%	2	2%
Australasia	0	0%	0	0%	0	0%	0	0%
Missing	1	2%	2	5%	1	1%	0	0%
Not known	2	4%	1	3%	0	0%	4	5%
<b>Total</b>	<b>52</b>		<b>43</b>		<b>79</b>		<b>85</b>	
<b>Total**</b>	<b>49</b>	<b>100%</b>	<b>40</b>	<b>100%</b>	<b>78</b>	<b>100%</b>	<b>81</b>	<b>100%</b>

\*\*This total excludes those people seen rough sleeping where their nationality is not known (4)

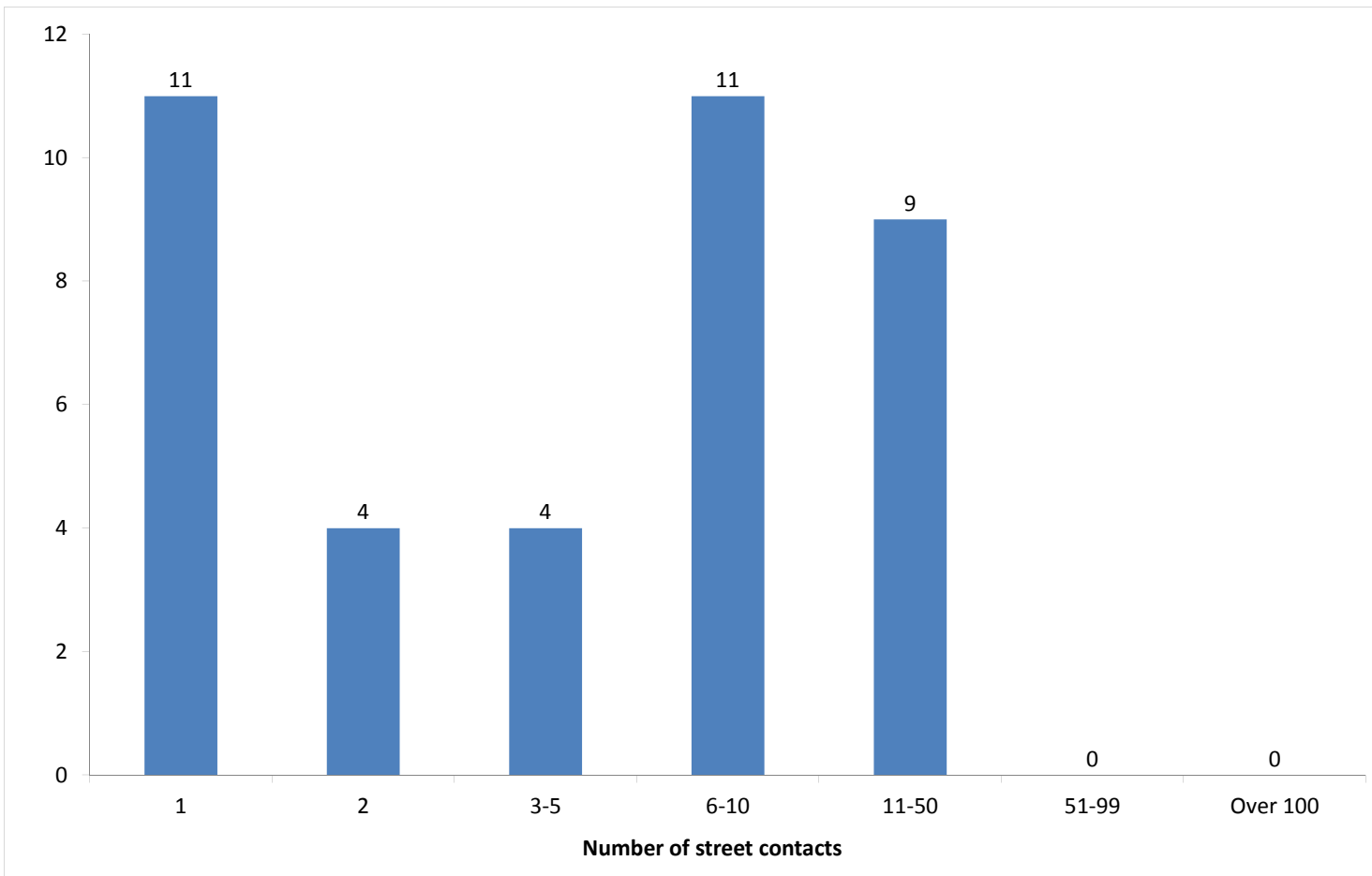
#### 4) People contacted by month

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: 39

39 (26%) verified rough sleepers contacted across Tower Hamlets this quarter have never had a booking in action recorded on CHAIN. This is consistent with 41 (25%) in the previous period.

29 of these people have slept rough in the quarter, which is 34% of all people sleeping rough this quarter.

11 (28%) of the people who have never had a booking in action recorded on CHAIN have only ever had one street contact recorded.

## 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	0	0%	0	0%
Bed & breakfast	1	4%	0	0%
Clinic/Detox/Rehab	0	0%	0	0%
Night Centre	0	0%	0	0%
Rolling shelter	6	21%	3	14%
Hostel	17	61%	17	77%
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	2	7%	1	5%
LA tenancy (general needs)	0	0%	0	0%
Private rented sector	0	0%	0	0%
Private rented sector - independent	1	4%	1	5%
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	1	4%	0	0%
Other long-term accommodation	0	0%	0	0%
<b>Bookings into accommodation total</b>	<b>28</b>	<b>100%</b>	<b>22</b>	<b>100%</b>
Return to home area	0	0%	0	0%
Seeking work	0	0%	0	0%
Move to area for friends/family	0	0%	0	0%
Move to area with appropriate services	0	0%	0	0%
Other	0	0%	0	0%
<b>Reconnections total</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>
<b>TOTAL</b>	<b>28</b>	<b>100%</b>	<b>22</b>	<b>100%</b>

Outreach and BBS teams across Tower Hamlets succeeded in reconnecting or booking into accommodation 22 people, 15% of the 149 people contacted during the quarter.

This is generally consistent with previous periods (Apr-Jun: 11%; Jan-Mar: 16%; Oct-Dec 2010: 18%).

22 people had a total of 28 booking in events. This indicates that individuals can be booked into accommodation (the same type or different) more than once in the quarter.

4 people were booked into long-term accommodation. This is consistent with the previous quarter (2).

15 people were booked into hostel accommodation. This is consistent with previous quarters (Apr-Jun: 17; Jan-Mar: 16).

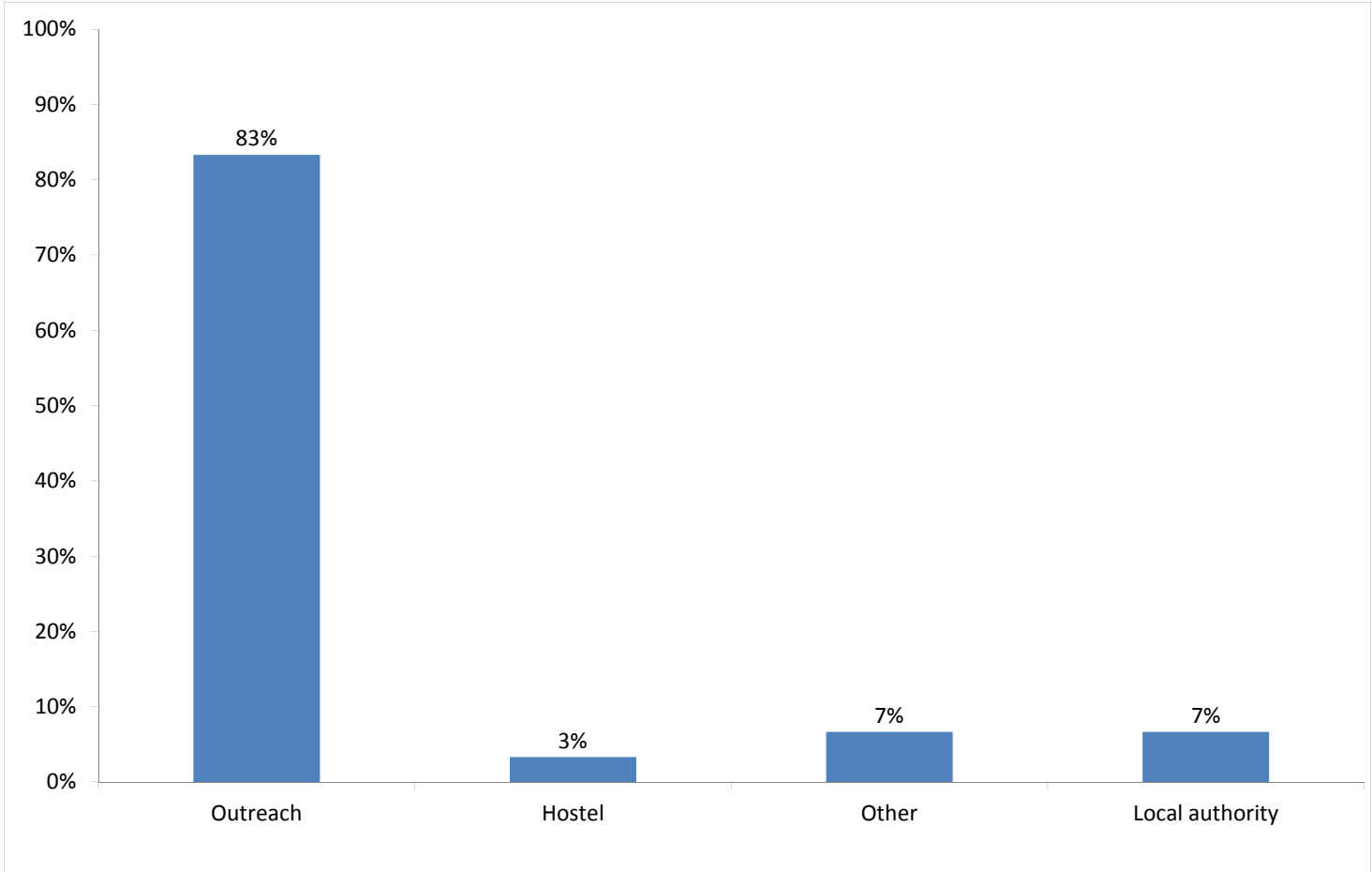
Outreach and BBS teams across Tower Hamlets did not achieve any confirmed reconnections this quarter.



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

### 7) Arrivals

Temporary accommodation arrivals by accommodation project and source of referral.



Base: 30

29 people arrived at accommodation in Tower Hamlets this quarter. These 29 people had 30 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 higher than last quarter (Apr-Jun: 23 people with 23 arrivals).

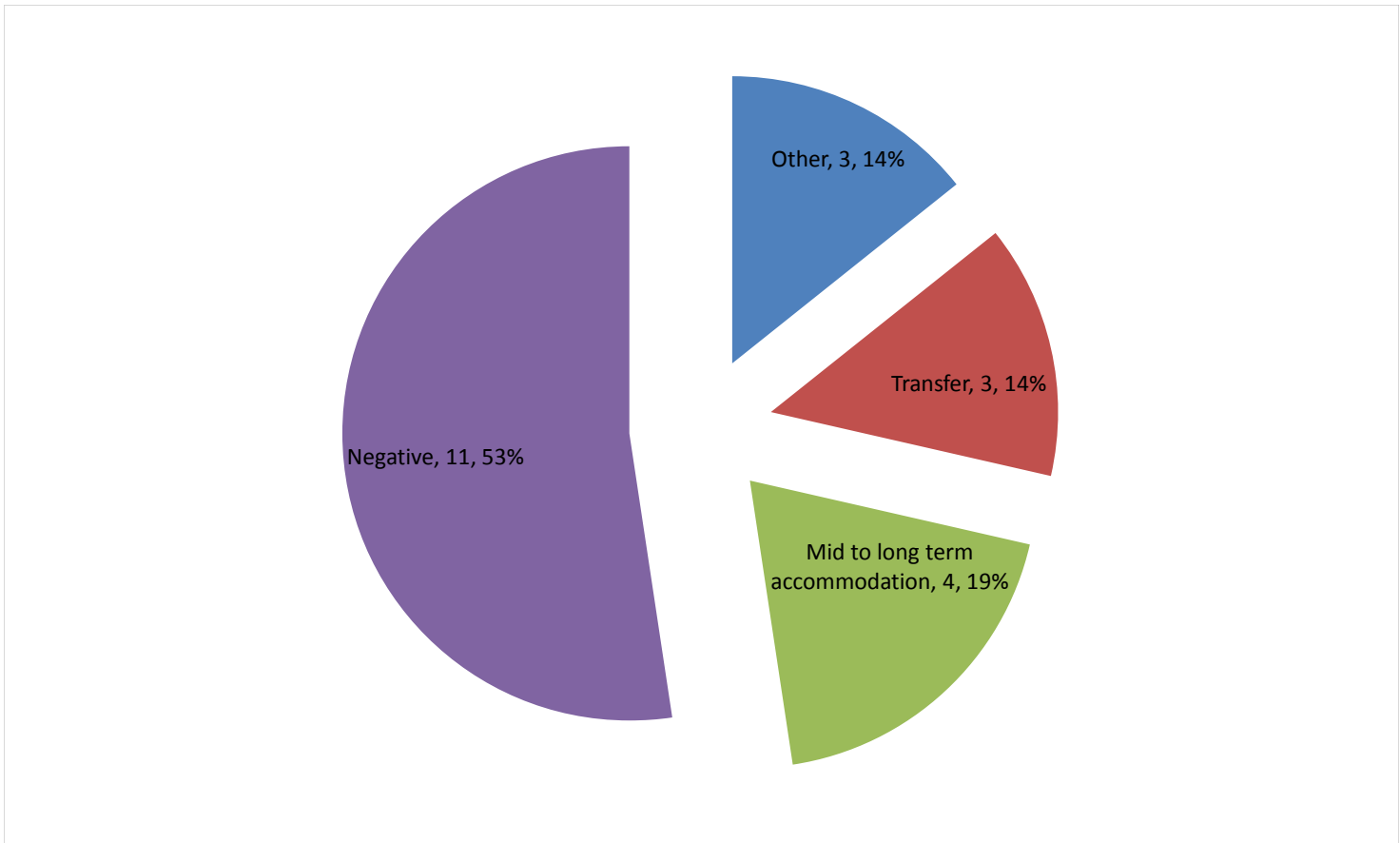
The proportion of arrivals to accommodation in Tower Hamlets that were referred by outreach or BBS teams and other accommodation projects is consistent with previous periods.

**Breakdown by accommodation:**

Source of referral → Accommodation ↓	BBS - CSTM	Westminster SPOT	City Rough Sleepers Team	Tower Hamlets SORT	Tower Hamlets HOST	London Street Rescue	Hostel	Local authority	Total
Look Ahead - Aldgate	1	1	5	2			1	2	12
Providence Row - Edward Gibbons House			2		1				3
Providence Row - Dellow Hostel			3	1	1				5
Salvation Army - Booth House				6		4			10
<b>Total</b>	<b>1</b>	<b>1</b>	<b>10</b>	<b>9</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>30</b>

## 8) Departures - destination on departure

Departure actions by destination on departure



Base: 21

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	%
Clearing House/RSI	1	5%
Died	1	5%
Hostel - another organisation	2	10%
Hostel - within the organisation	1	5%
Not known	11	52%
RSL tenancy (general needs)	3	14%
Staying with family	1	5%
Staying with friends	1	5%
<b>Total</b>	<b>21</b>	<b>100%</b>

20 people departed from accommodation in Tower Hamlets this year. These 20 people had 21 departure actions. This indicates that an individual can depart more than once (at the same accommodation project or different) in a period.

14% of people left accommodation to move to another hostel. This is consistent with previous periods.

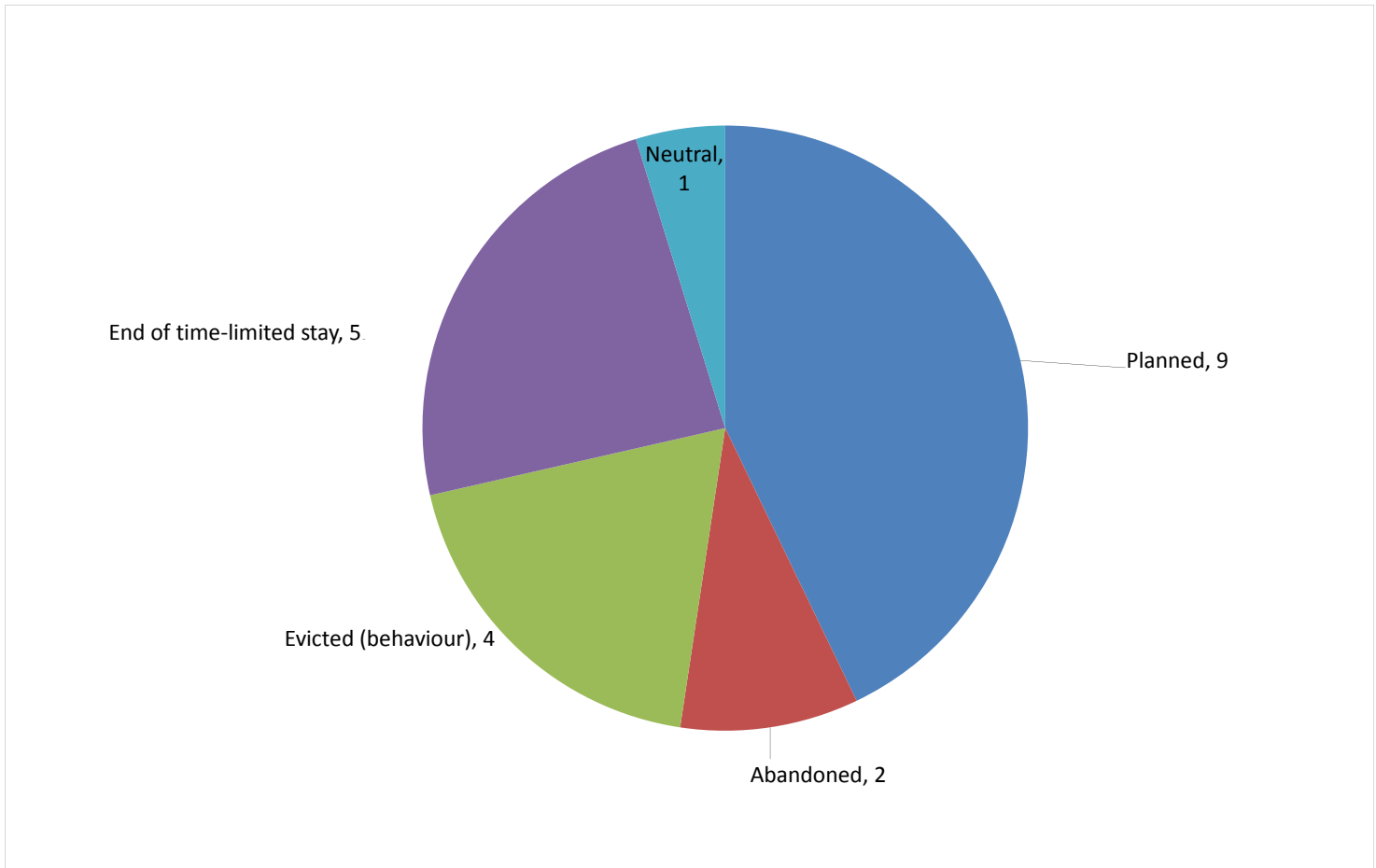
19% of people left accommodation to move to mid to long-term accommodation. This is lower than previously: Oct-Dec 2010: 43%; Jan-Mar: 50%; Apr-Jun: 42%.

#### Breakdown by accommodation

Destination Accommodation	Clearing House/RSI	Died	Hostel - another organisation	Hostel - within the organisation	Not known	RSL tenancy (general needs)	Staying with family	Staying with friends	Total
Look Ahead - Aldgate		1			5	1	1		8
Providence Row - Daniel Gilbert House						1			1
Providence Row - Dellow Hostel				1					1
Providence Row - Edward Gibbons House			1		1				2
Salvation Army - Booth House	1		1		5	1		1	9
<b>Total</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>11</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>21</b>

## 9) Departures - reason for leaving

Departures by whether or not the departure was planned or unplanned



Base: 21

20 people departed from accommodation in Tower Hamlets this quarter. These 20 people had 21 departure actions. This indicates that an individual can depart more than once (from the same accommodation project or different) in a period.



By contrast with arrivals, the number of people departing and departures is lower than previous quarters: Oct-Dec 2010: 37, Jan-Mar: 28, Apr-Jun: 33.

43% of departures were due to a planned move. This is lower than previously: Oct-Dec 2010: 62%; Jan-Mar: 57%; Apr-Jun: 64%; the proportion across all boroughs this quarter, 71%.

10% of departures were due to abandonments. This is consistent with previous quarters, and with the proportion across all boroughs this quarter.

19% of departures were due to evictions. This is slightly higher than last quarter (Apr-Jun: 12%). It is also higher than the proportion across all boroughs this quarter, 11%.

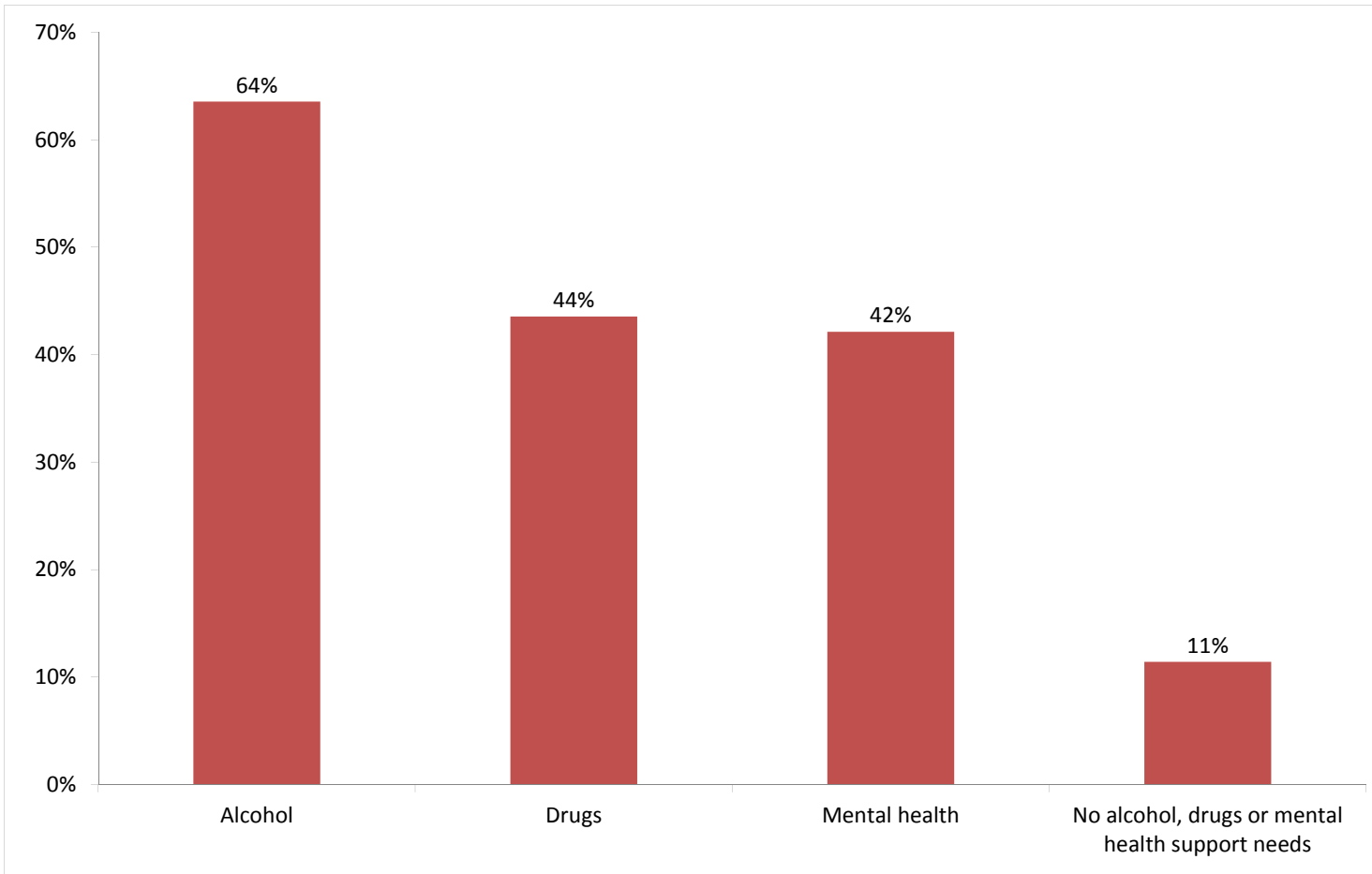
**Breakdown by accommodation**

 Planned/Unplanned Accommodation 	Planned	Abandoned	Evicted (behaviour)	End of time- limited stay	Neutral	Total
Look Ahead - Aldgate	2	2	3		1	<b>8</b>
Providence Row - Daniel Gilbert House	1					<b>1</b>
Providence Row - Dellow Hostel	1					<b>1</b>
Providence Row - Edward Gibbons House	1		1			<b>2</b>
Salvation Army - Booth House	4			5		<b>9</b>
<b>Total</b>	<b>9</b>	<b>2</b>	<b>4</b>	<b>5</b>	<b>1</b>	<b>21</b>

## Client Support Needs/Institutional History

### 10) 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 (31).

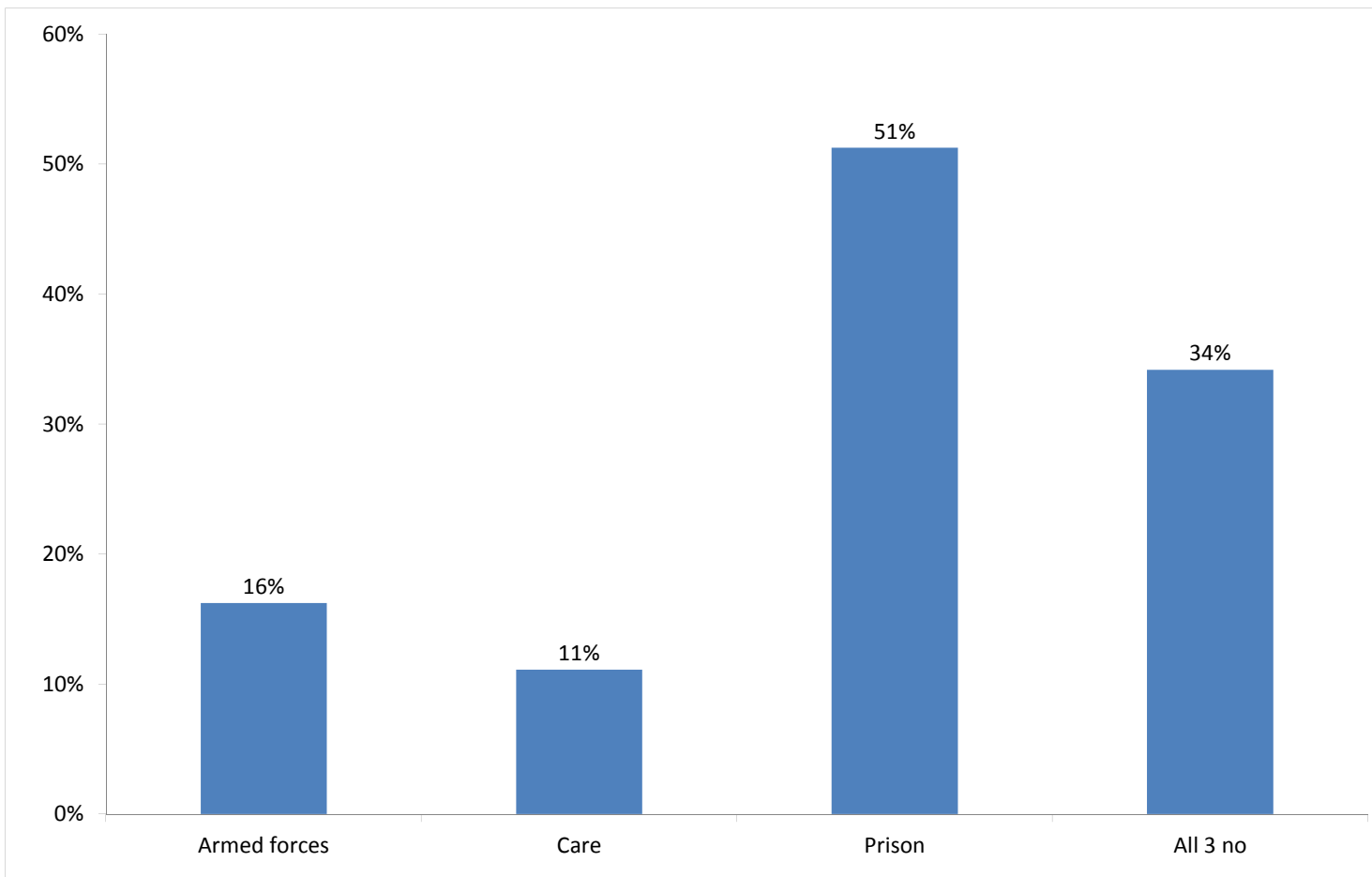
Support Needs	No. of people	%
Alcohol only	40	23%
Drugs only	11	6%
Mental health only	8	5%
Alcohol and drugs	13	8%
Alcohol and mental health	14	8%
Drugs and mental health	15	9%
Alcohol, drugs and mental health	22	13%
All 3 no	16	9%
All 3 not known or not assessed	31	18%
All 3 no, not known or not assessed	1	1%
<b>Total</b>	<b>171</b>	<b>100%</b>

The proportion of people contacted in Tower Hamlets with alcohol or mental health support need is higher than last quarter, while the proportion for drugs is lower (Apr-Jun: Alcohol 54%; Drugs 55%; Mental health 35%).

The proportion of people contacted in Tower Hamlets with an alcohol support need is higher than the proportion across all boroughs this quarter (52%).

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

19 people contacted in Tower Hamlets this quarter have previously been in the armed forces (11 last quarter).

Of these, 9 were seen rough sleeping in the period.

Nationality	Number	% of people seen rough sleeping*
UK	2	4%
Non-UK	7	15%
<b>Total</b>	<b>9</b>	<b>19%</b>

13 people contacted in Tower Hamlets this quarter have previously been in care (19 last quarter).

60 people contacted in Tower Hamlets this quarter have previously been in prison (60 last quarter).

It is possible for someone contacted to have previous experience of more than one institution and so be included in more than

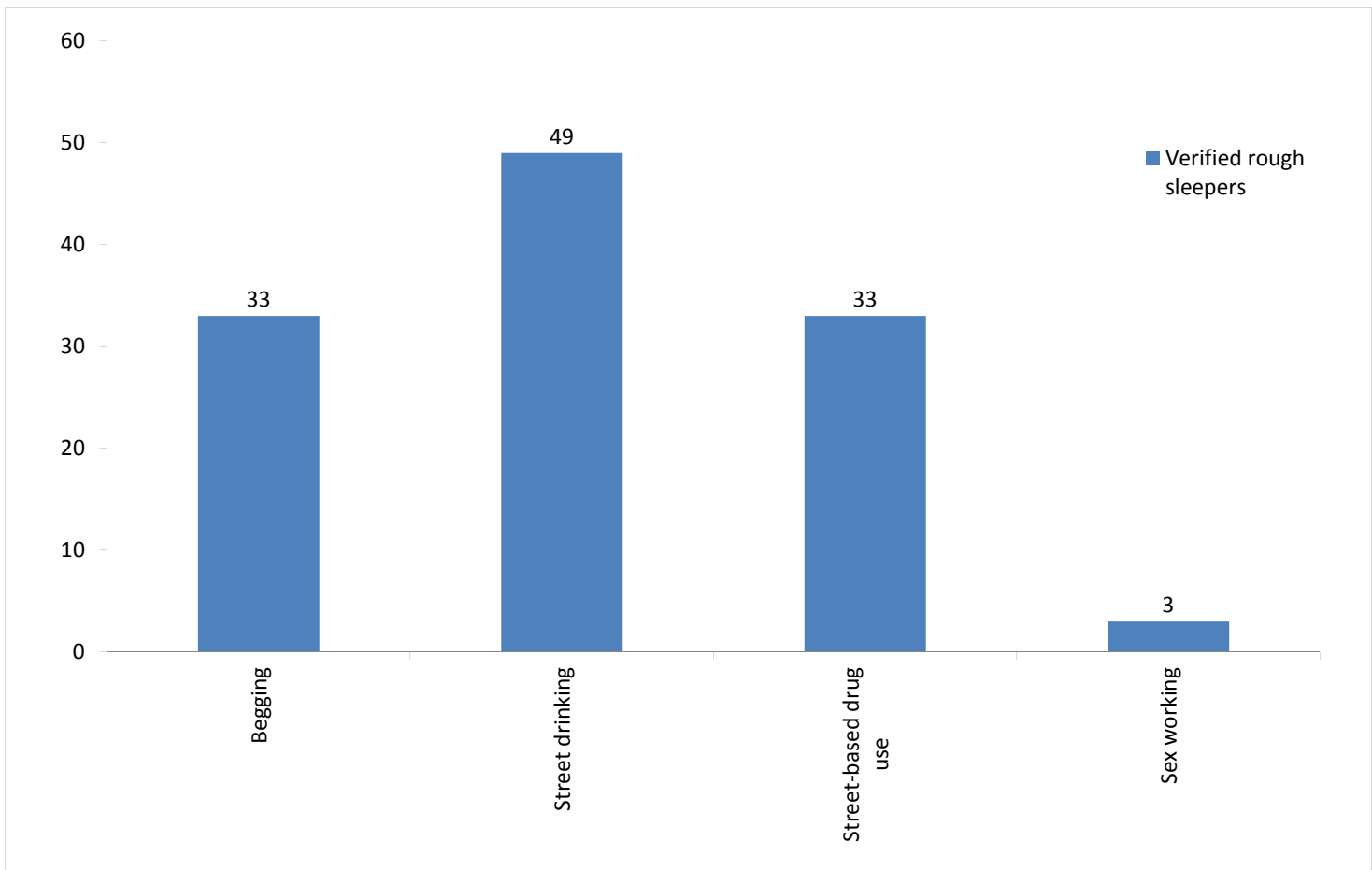
The proportion of people contacted in Tower Hamlets with previous experience of the armed forces, care or prison is generally consistent with previous periods in the quarter.

\*Base: People seen rough sleeping in the period who have been assessed for armed forces, care or prison: 48



## 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: 73

Of the 149 verified rough sleepers contacted this quarter, 73 (49%) 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 149 verified rough sleepers contacted in the quarter by outreach or BBS teams, 6 people who are considered vulnerable but have not been seen rough sleeping were also contacted. Of these, 1 was recorded as having arrived at accommodation reporting to CHAIN.