



CHAIN

Quarterly Report for Westminster July-September 2010



CHAIN Quarterly report for Westminster 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 by flow, stock and returner model.

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

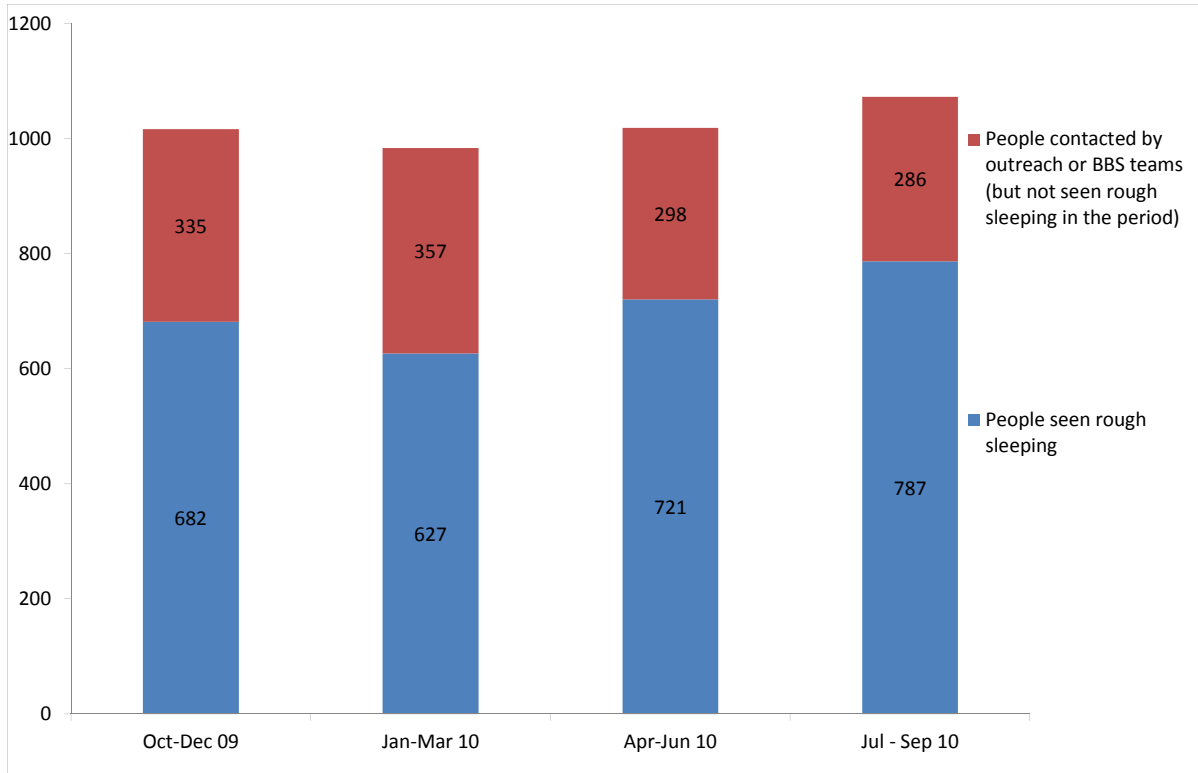
People contacted by outreach or BBS teams and/or arriving in accommodation in the quarter by experience of the armed forces, care or prison

CHAIN Quarterly report for Westminster

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



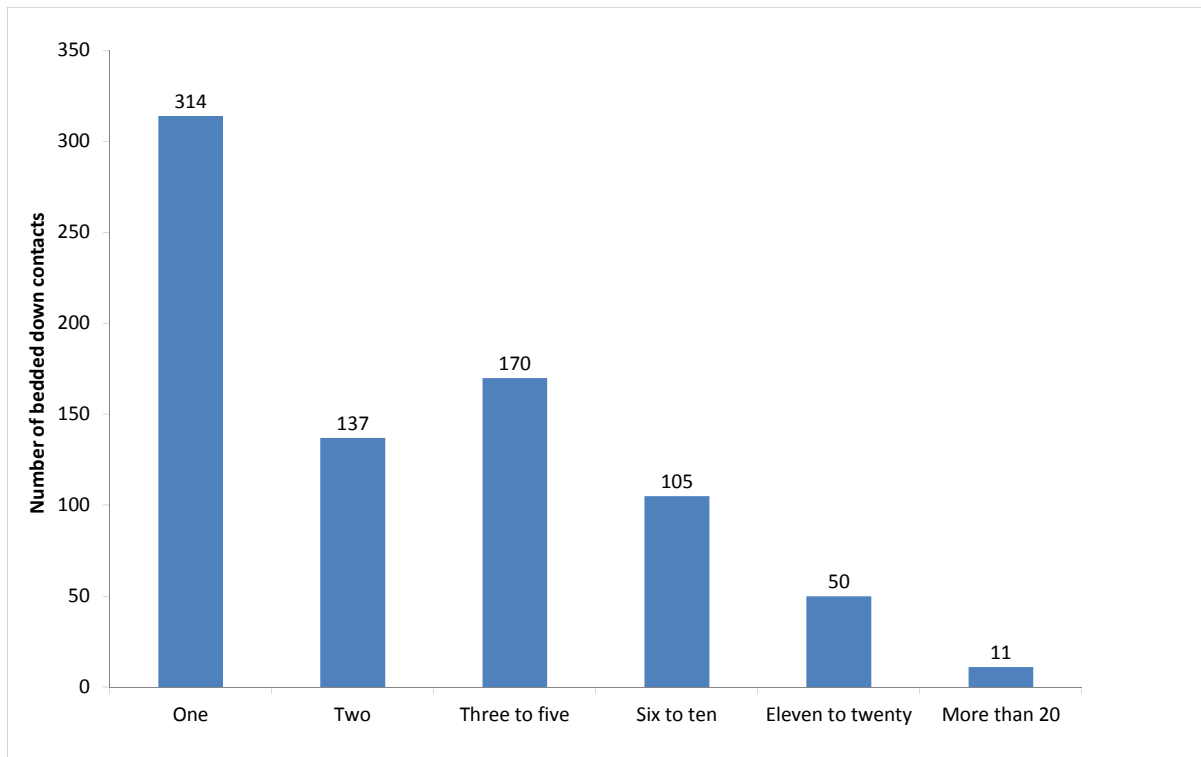
Oct-Dec 09 base: 1017
Jan-Mar 10 base: 984
Apr-Jun 10 base: 1019
Jul-Sep 10 base: 1073

1073 verified rough sleepers were contacted by services in Westminster during the quarter. This is an increase from 1019 last quarter and compares to 1015 in the same quarter last year.

Of these 1073, 787 had a bedded down street contact in the quarter and so were known to have slept rough in Westminster during the quarter. The number sleeping rough this quarter has increased by 66.

2) Rough sleeping volume

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



Of the 787 people seen rough sleeping this quarter, 314 only had a single bedded down street contact.

Of the 787 people seen bedded down, 48 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

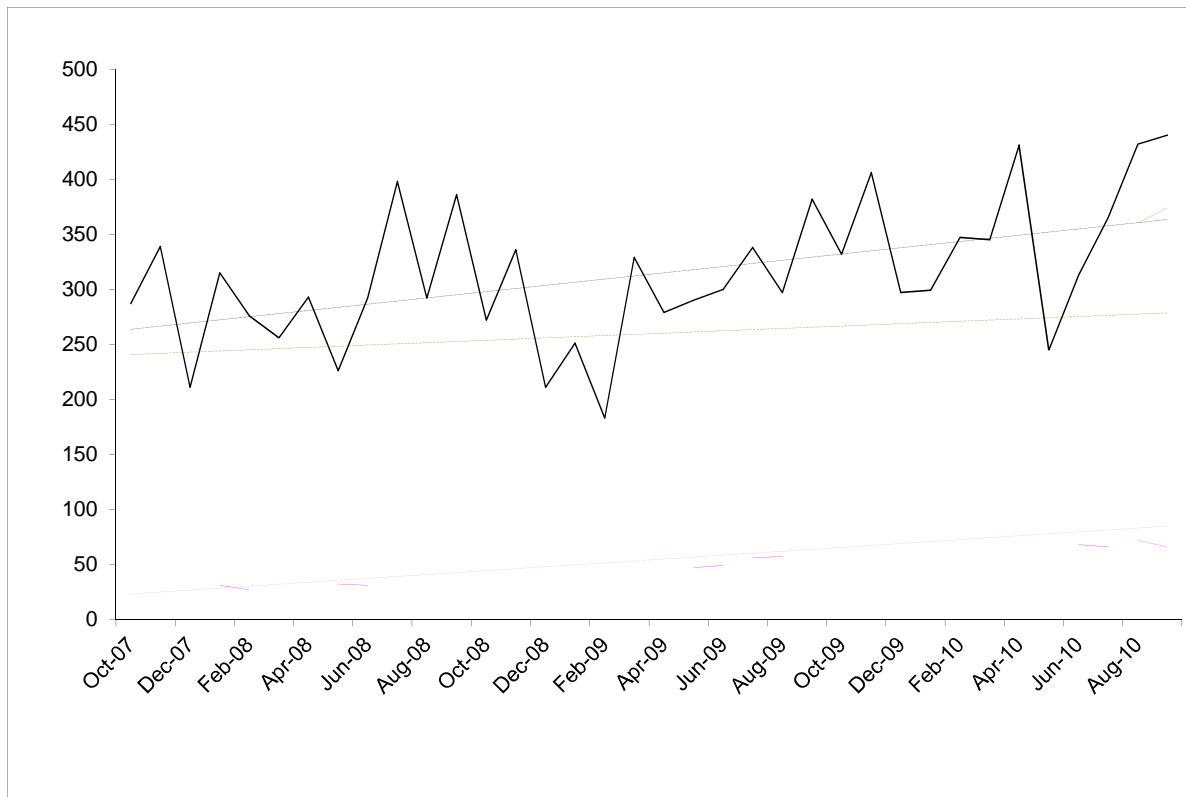
People seen rough sleeping by outreach or BBS teams during the quarter by flow, stock and returner model.

Nationality	Last 1/4	%	This 1/4	%
UK	286	54%	351	56%
Ireland (Republic of)	11	2%	15	2%
Germany	7	1%	6	1%
Italy	10	2%	9	1%
Portugal	5	1%	12	2%
Spain	4	1%	5	1%
Bulgaria	0	0%	8	1%
Czech Republic	22	4%	16	3%
Estonia	0	0%	2	0%
Hungary	7	1%	17	3%
Latvia	7	1%	3	0%
Lithuania	26	5%	8	1%
Poland	47	9%	51	8%
Romania	28	5%	30	5%
Slovenia	2	0%	2	0%
Slovakia	14	3%	9	1%
Central and East European	153	29%	146	23%
other Europe	16	3%	21	3%
Eritrea	0	0%	6	1%
Ethiopia	0	0%	1	0%
other Africa	16	3%	27	4%
America	1	0%	3	0%
Asia	16	3%	21	3%
Australasia	0	0%	1	0%
<i>Missing</i>	77		146	
<i>Not known</i>	25		17	
Total	627		787	
Total**	525		624	

**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.

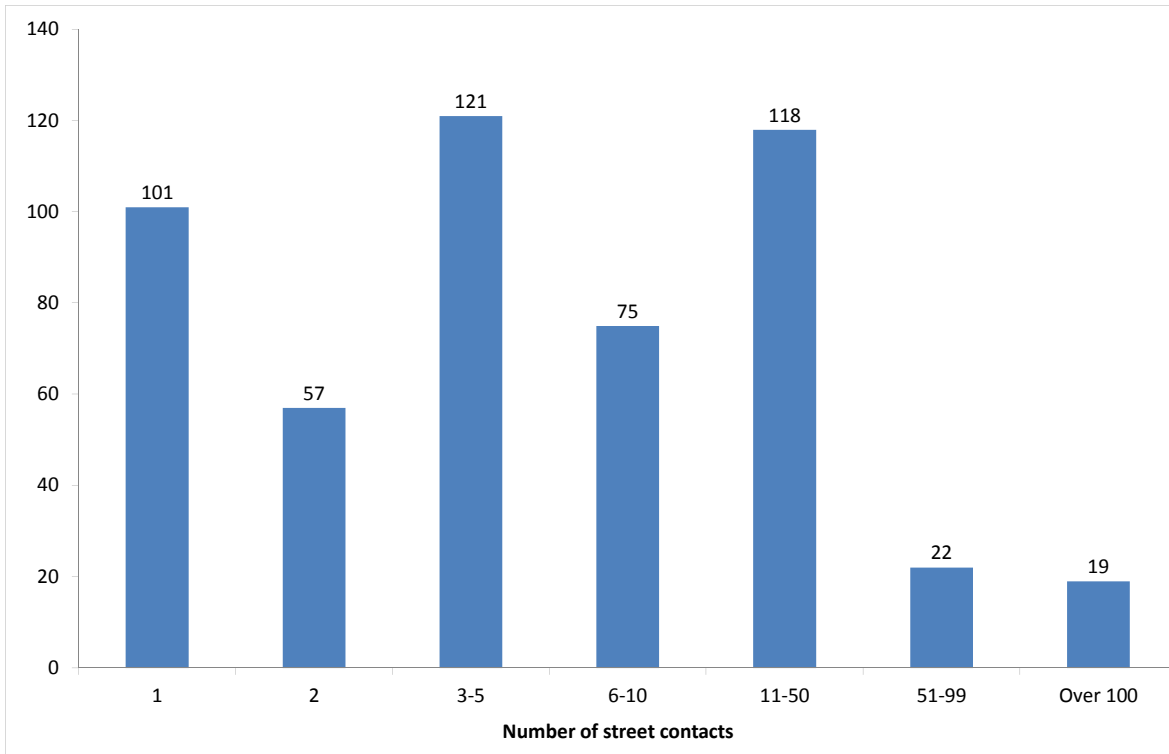
The green line shows the number of people seen rough sleeping excluding anyone from Central and East European (CEE) countries.

The pink line shows the number of people seen rough sleeping from CEE countries.

The difference in trend lines indicates the increasing influence of CEE nationals on the upward trend in people seen rough sleeping by outreach teams in London.

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: 513

513 (48%) verified rough sleepers contacted across Westminster this quarter have never had a booking in action recorded on CHAIN. This has increased slightly from 463 (45%) in the previous period.

451 of these people have slept rough in the quarter, which is 57% of all people sleeping rough this quarter.

101 (20%) of the people who have never had a booking in action recorded on CHAIN have only ever had one street contact recorded.

19 people in Westminster have never had a booking in action despite having over a hundred street contacts. This is slightly lower than last quarter (Oct-Dec 09, 19; Jan-Mar, 24; Apr-Jun, 23).

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	4	2%
Bed & breakfast	15	7%
Clinic/Detox/Rehab	3	1%
Night Centre	6	3%
Rolling shelter	15	7%
<i>Referrals only (no booking in)</i>	<i>98</i>	
Hostel	38	17%
<i>Referral rejected (no booking in)</i>	<i>5</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	2	1%
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%
Bookings into accommodation total	83	36%
Return to home area	84	37%
Seeking work	11	5%
Move to area for friends/family	28	12%
Move to area with appropriate services	39	17%
Other	25	11%
Reconnections total	146	64%
TOTAL	229	100%

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 Westminster succeeded in reconnecting or booking into accommodation 93 people, 9% of the 1073 people contacted during the quarter.

This is a slightly lower proportion than previous periods - (Oct-Dec 09, 176; Jan-Mar, 190; Apr-Jun, 118).

62 people had a total of 83 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 compares to 5 last quarter.

38 people were booked into hostel accommodation. This is lower than previous periods (Oct-Dec 09, 84; Jan-Mar, 100; Apr-Jun, 75).

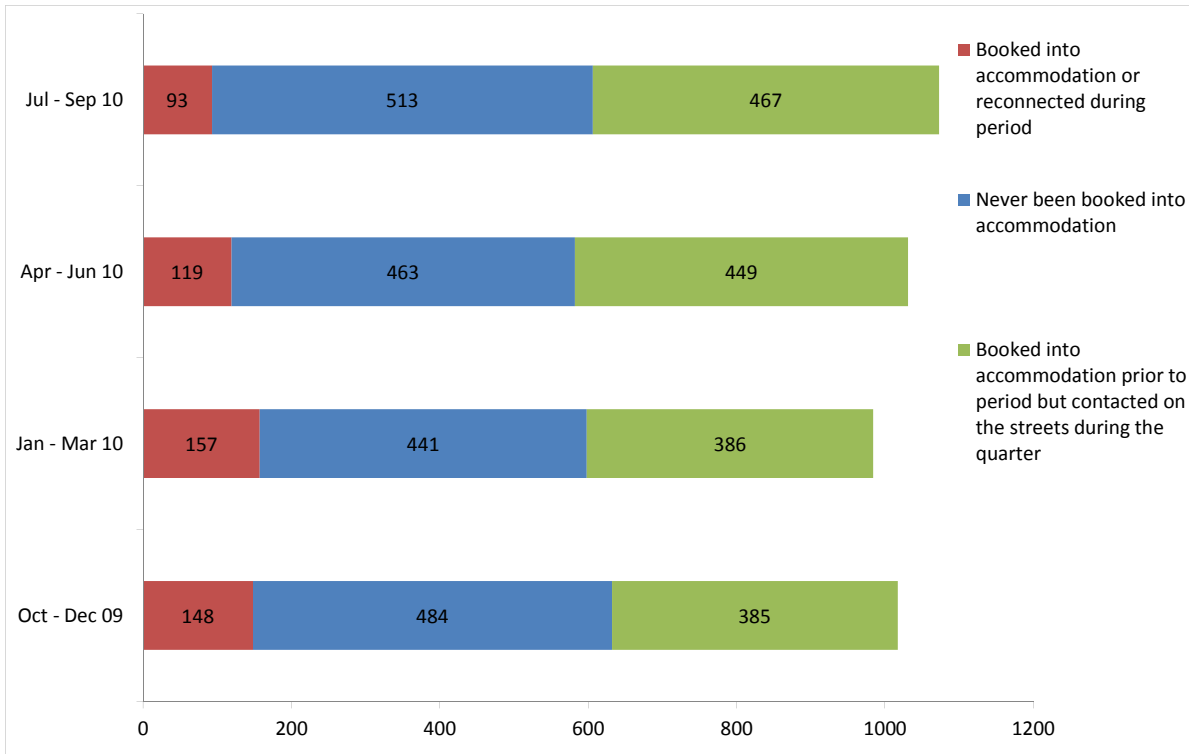
Outreach and BBS teams across Westminster achieved a confirmed reconnection with 35 people they contacted this quarter. This is 3% of the people contacted by outreach or BBS teams this quarter.

146 confirmed reconnection events were recorded by outreach and BBS teams for verified rough sleepers this quarter. In addition, teams recorded 8 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.

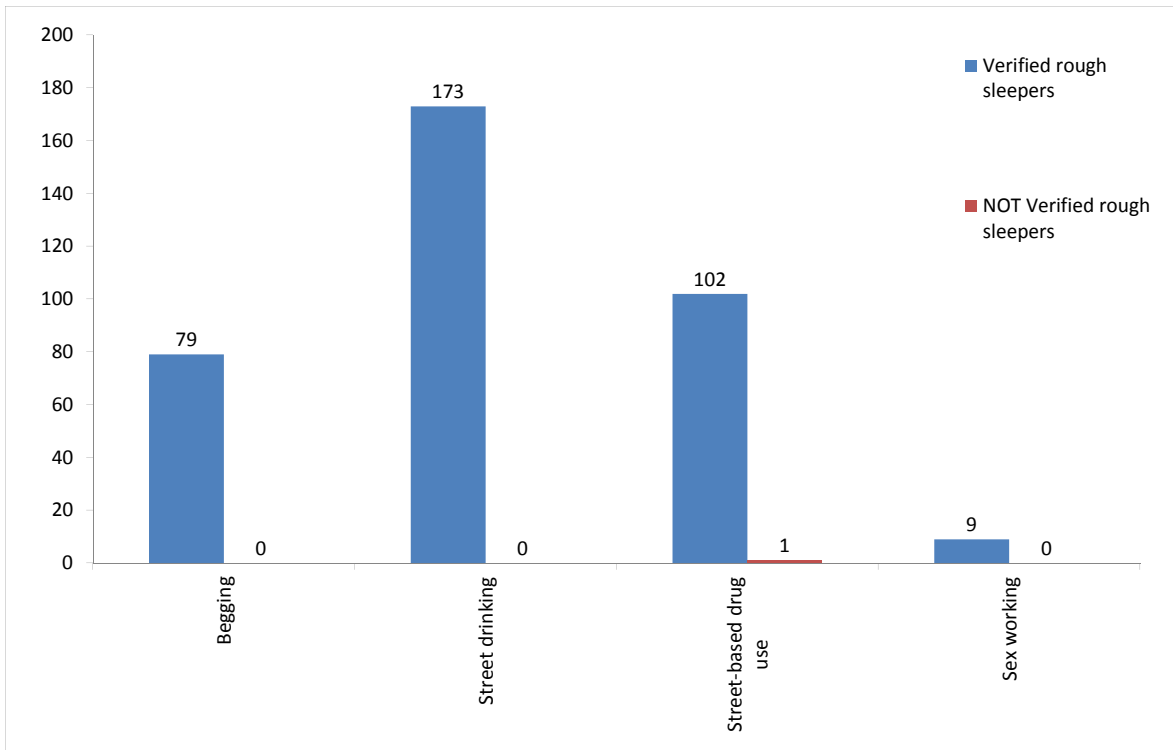


Oct-Dec 09 base: 1017
 Jan-Mar 10 base: 984
 Apr-Jun 10 base: 1019
 Jul-Sep 10 base: 1073

The proportion of people with a street contact but who have never been booked into accommodation is consistent (48%) with previous quarters, (Oct-Dec 09, 48%; Jan-Mar, 45%; Apr-Jun, 45%).

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: 232

Base for people not verified as rough sleepers: 55

Of the 1073 verified rough sleepers contacted this quarter, 232 (22%) 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 1073 verified rough sleepers contacted in the quarter by outreach or BBS teams, 55 people who are considered vulnerable but have not been seen rough sleeping were also contacted. Of these:

2 had confirmed reconnections;

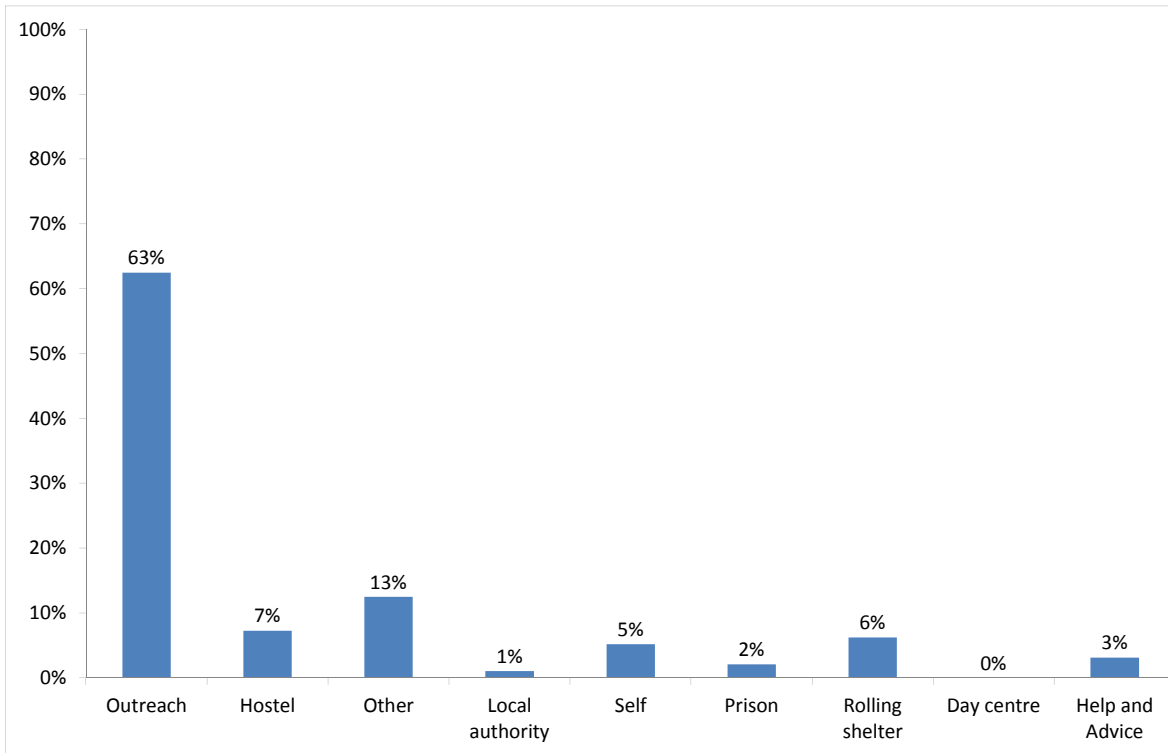
1 were booked into accommodation across all boroughs;

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: 96

92 people arrived at accommodation in Westminster this year. These 92 people had 96 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 lower than previous periods (Oct-Dec 09, 122 people; Jan-Mar, 119; Apr-Jun, 127)

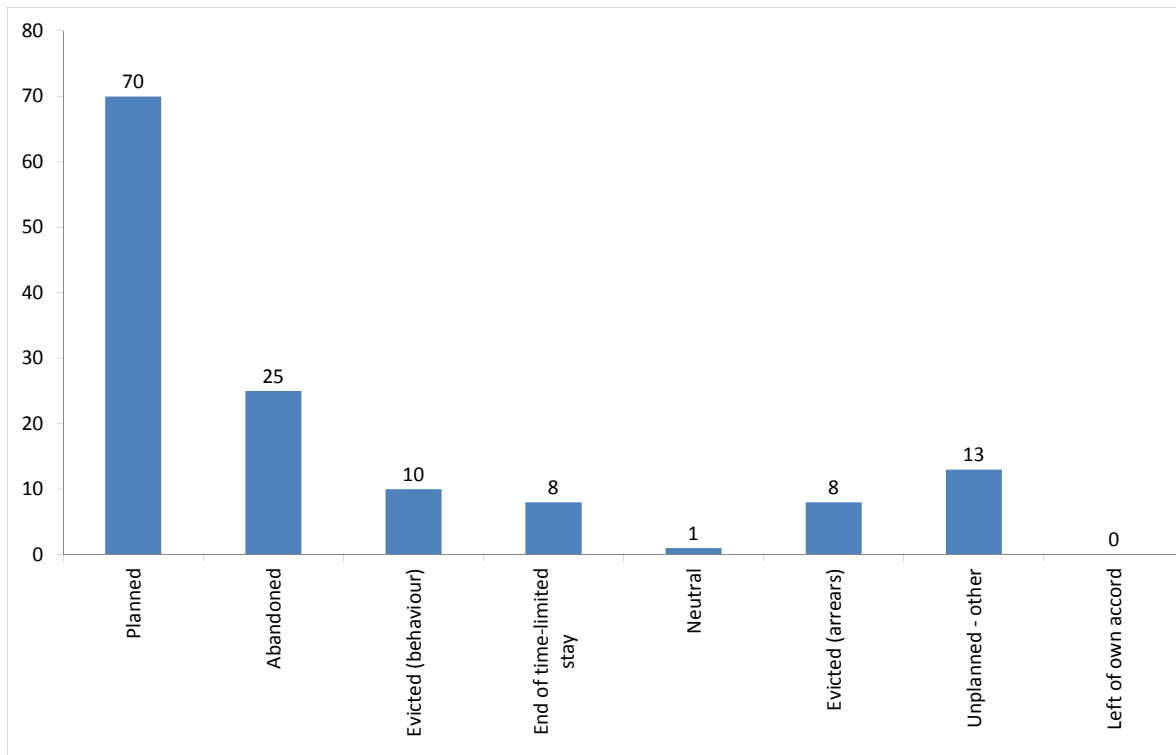
The proportion of arrivals to accommodation in Westminster that were referred by outreach or BBS teams and other accommodation projects is consistent with previous periods this quarter.

Breakdown by accommodation:

Source of referral → Accommodation ↓	BBS - CSTM	CSTM MNP 26+	CSTM - Advice & Housing	Passage BBS and Day Centre	BBS - St Mungo's	Westminster SPOT	CRI - Camden	London Street Rescue	HART	Rolling shelter	Hostel	Local authority	Prison	Self other referral source)	Total	
The Passage - Passage Assessment Centre	2			4											6	
Centrepont - Greek Street										1					1	
Church Army - Cosway Street								1							1	
CSTM - Night centre	1														1	
English Churches - King George's	4	1	2	2	1	1			2	2	2		1	1	19	
Look Ahead - Bayswater	2		1	4	3				1		1		1	1	14	
Look Ahead - Hopkinson House				2						1	3			1	7	
Look Ahead - Victoria	3				1					1					5	
Novas - CUC Soho	4			5	2				2	1	1		1	2	20	
ECHG - Queen Mary's					1									1	2	
Salvation Army - Edward Alsop Court	2			1								1		2	6	
St Mungo's - Harrow Road					4										4	
Thames Reach - Shroton Street	2			1	1										4	
Total	20	1	3	19	13	1	0	1	5	6	7	1	2	5	12	96

10) Departures - planned or unplanned

Departures by whether or not the departure was planned or unplanned



Base: 135

127 people departed from accommodation in Westminster this year. These 127 people had 135 departure actions. This indicates that an individual can depart more than once (from the same accommodation project or different) in a period.

As with arrivals, the number of people departing and departures is lower than previous quarters.

52% of departures were due to a planned move. This is consistent with the previous three quarters.

19% of departures were due to abandonments. This is consistent with the previous three quarters.

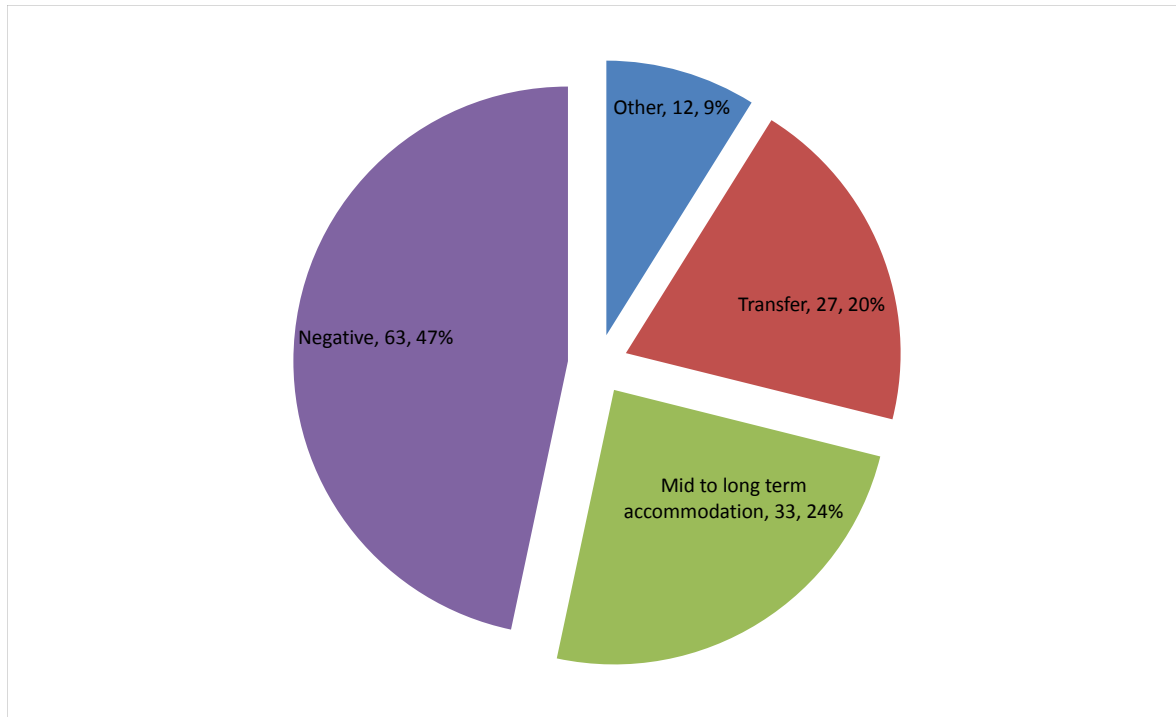
13% of departures were due to evictions. This is consistent with the previous three quarters.

Breakdown by accommodation

Planned/Unplanned → Accommodation ↓	Planned	Abandoned Evicted	(behaviour)	End of time- limited stay	Neutral	Evicted (arrears)	Unplanned - other	Total
The Passage - Passage Assessment Centre	5	1						6
English Churches - King George's	10	3	1			2	6	22
Look Ahead - Bayswater	7	1	2	1			2	13
Look Ahead - Hopkinson House	7							7
Look Ahead - Victoria	25	7	3			5	2	42
Novas - CUC Soho	6	6	2		1	1	2	18
Salvation Army - Edward Alsop Court	5	2	1	7			1	16
St Mungo's - Francis Street	1							1
St Mungo's - Harrow Road	2	1	1					4
The Passage - Passage House		1						1
The Passage - Montfort House	1							1
Thames Reach - Shroton Street		2						2
St Mungo's - Elgin Avenue		1						1
St Mungo's - Shirland Road	1							1
Total	70	25	10	8	1	8	13	135

11) Departures - destination on departure

Departure actions by destination on departure



Base: 135

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	%
Accomm where client is occupier	3	2%
Bed & Breakfast	0	0%
Care home	1	1%
Clearing House/RSI	6	4%
Detox clinic	4	3%
Died	1	1%
Home area	0	0%
Hospital	0	0%
Hospital - long term	2	1%
Hospital - NOT long term/acute care	0	0%
Hostel	0	0%
Hostel - another organisation	15	11%
Hostel - within the organisation	8	6%
LA tenancy (general needs)	4	3%
Long-term accommodation	0	0%
Not known	32	24%
Outside London	0	0%
Previous home (describe type of accomm in notes)	0	0%
Private rented sector - independent	4	3%
Private rented sector - with some floating support/support	2	1%
Psychiatric hospital	0	0%
Rehab clinic	0	0%
Returned to home country (CEE)	0	0%
RSL tenancy (general needs)	6	4%
Sheltered Housing	0	0%
Sleeping rough/Returned to streets	17	13%
Staying with family	6	4%
Staying with friends	5	4%
Supported Housing	5	4%
Taken into custody	14	10%
Temporary accommodation	0	0%
Total	135	98%

17% of people left accommodation to move to another hostel. This is consistent with the previous three periods.

24% of people left accommodation to move to mid to long-term accommodation, this compares to 27% last quarter.

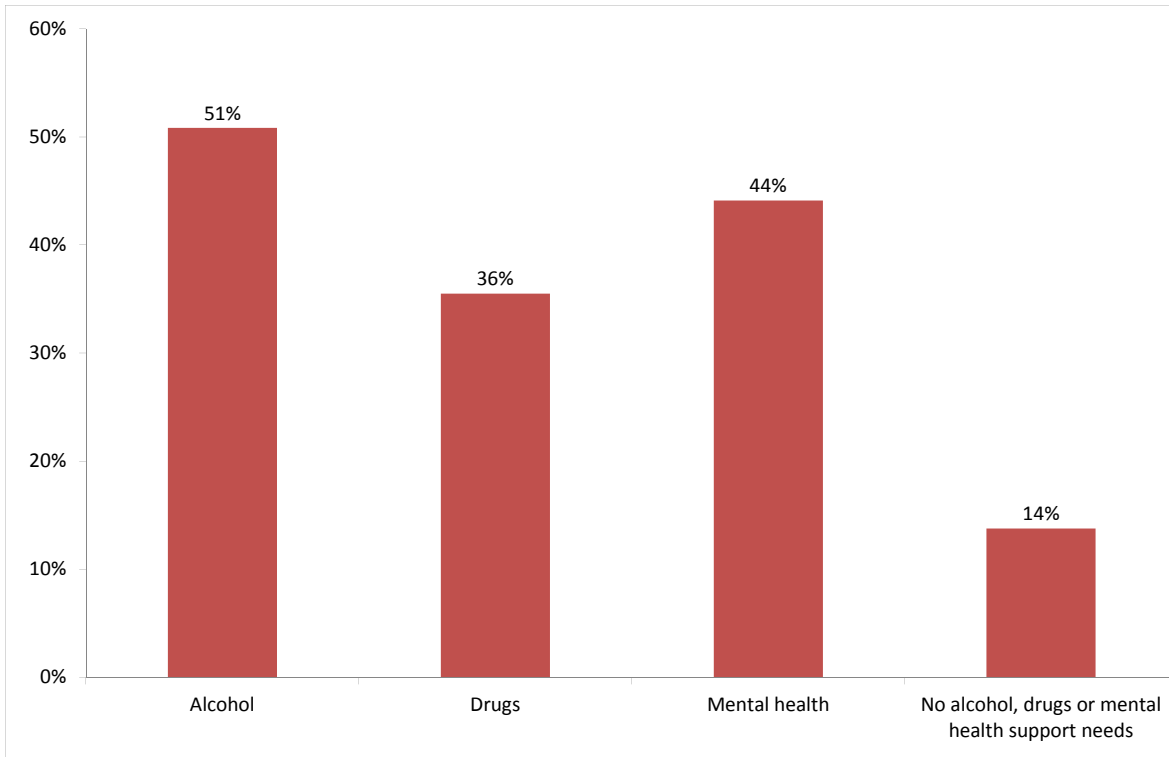
Breakdown by accommodation

Destination Accommodation	Accomm where client is occupier	Care home	Clearing House/RSI	Detox clinic	Died	Hospital - long term	Hostel - another organisation	Hostel - within the organisation	LA tenancy (general needs)	Not known	Private rented sector -	Private rented sector - with	RSL tenancy (general needs)	Sleeping rough/Returned	Staying with family	Staying with friends	Supported Housing	Taken into custody	Total
The Passage - Passage Assessment Centre							3	2						1					6
English Churches - King George's	1		1	1						4			5	2			2	6	22
Look Ahead - Bayswater		1	1				2			1				3	1	1	1	2	13
Look Ahead - Hopkinson House	1						5								1				7
Look Ahead - Victoria				3		1	4	4		6	3	2		8	4	2	2	3	42
Novas - CUC Soho					1		1		4	8						2		2	18
Salvation Army - Edward Alsop Court	1		4							10								1	16
St Mungo's - Francis Street								1											1
St Mungo's - Harrow Road						1	1							2					4
The Passage - Passage House										1									1
The Passage - Montfort House											1								1
Thames Reach - Shroton Street										2									2
St Mungo's - Elgin Avenue														1					1
St Mungo's - Shirland Road													1						1
Total	3	1	6	4	1	2	15	8	4	32	4	2	6	17	6	5	5	14	135

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



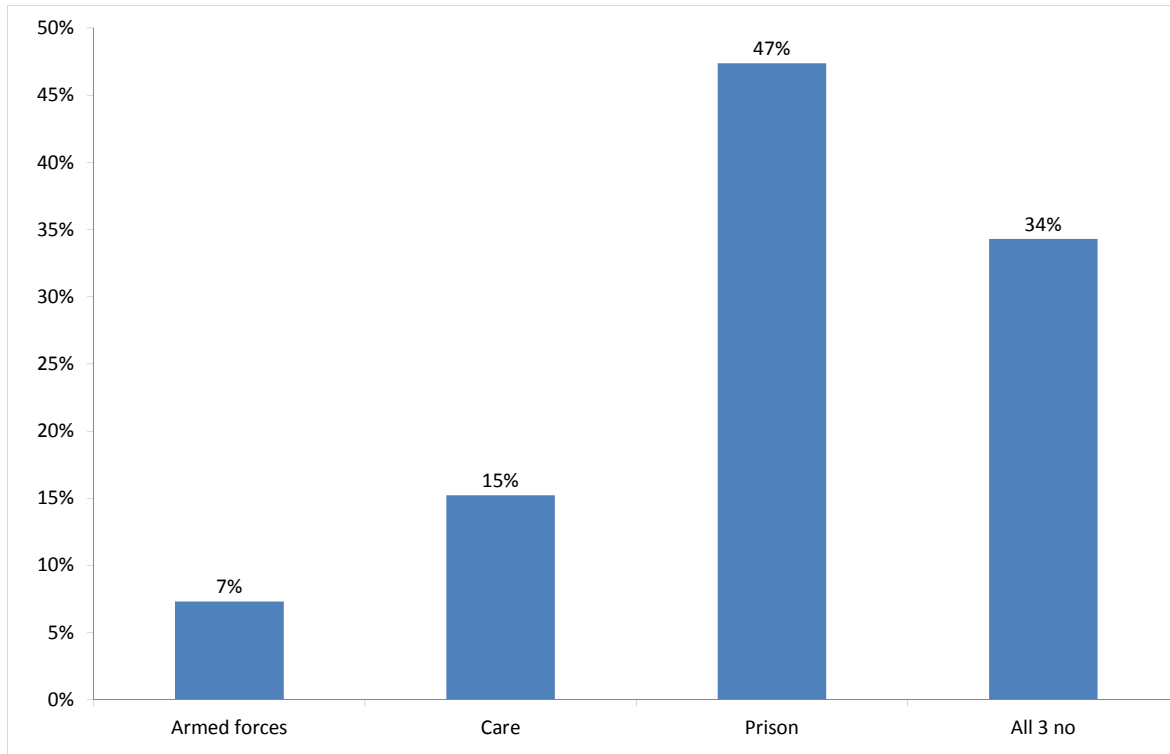
Base: 580 Note that the base figure for this graph excludes clients where all 3 support needs are not known or not recorded (612).

Support Needs	No. of people	%
Alcohol only	115	10%
Drugs only	59	5%
Mental health only	89	7%
Alcohol and drugs	53	4%
Alcohol and mental health	73	6%
Drugs and mental health	40	3%
Alcohol, drugs and mental health	54	5%
All 3 no	80	7%
All 3 not known or not assessed	612	51%
All 3 no, not known or not assessed	17	1%
Total	1192	100%

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

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

38 people contacted in Westminster this quarter have previously been in the armed forces (43 last quarter).

Nationality	Number	%
UK	23	52%
Non-UK	12	27%
Total *	35	

* Nationality missing for 9 people

79 people contacted in Westminster this quarter have previously been in care (73 last quarter).

246 people contacted in Westminster this quarter have previously been in prison (241 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. 63 people contacted in the year have been in care and prison.

The proportion of people contacted in Westminster with previous experience of the armed forces and care is consistent with previous periods in the quarter.