



**CHAIN**  
**Quarterly Report for**  
**Westminster**  
**July - September 2011**



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

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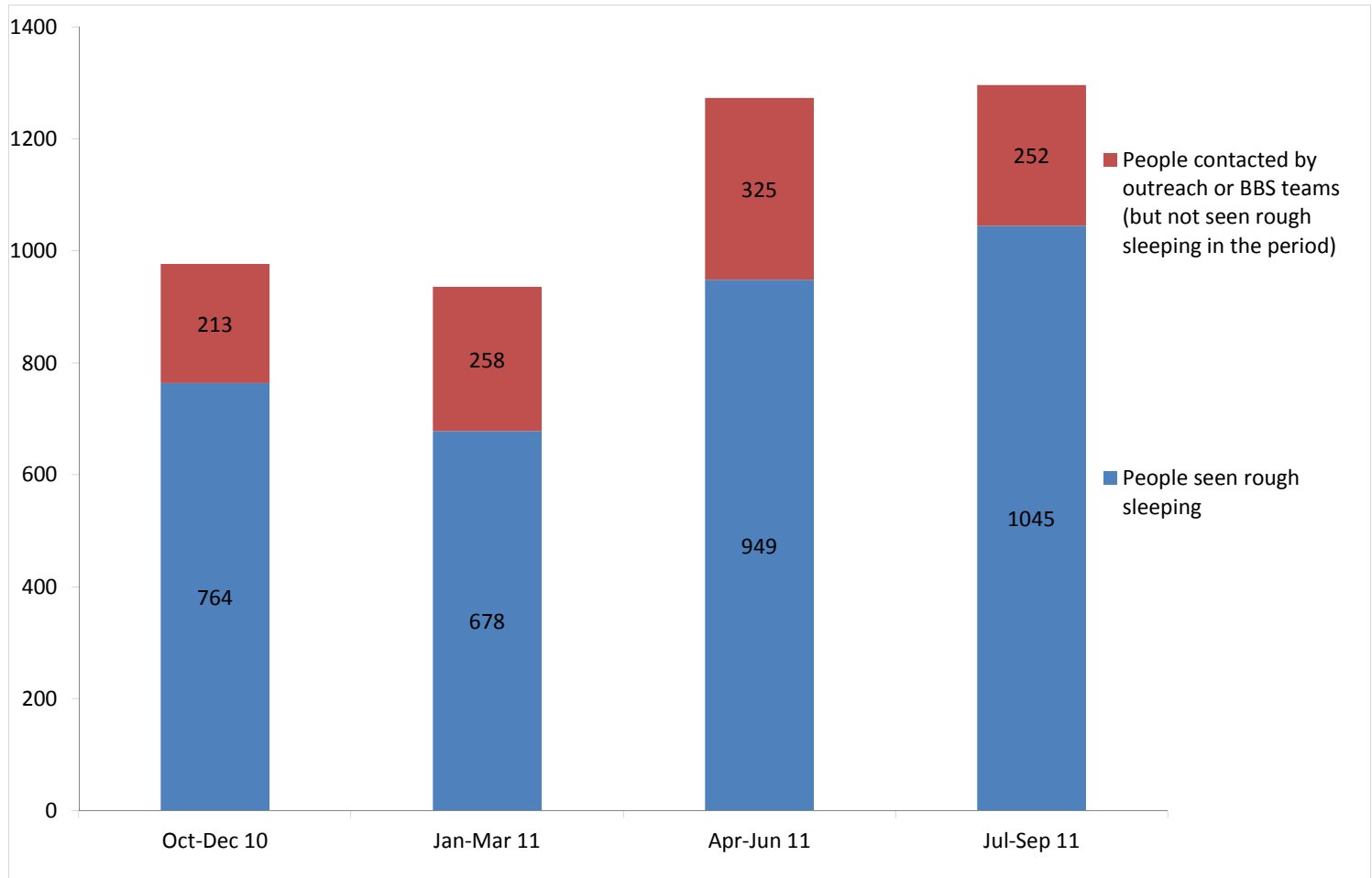
Street population (people who rough sleep and/or engage in a street lifestyle) contacted by outreach who fall into one or more of the street activity categories on CHAIN

# CHAIN Quarterly report for 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 10 base: 977  
Jan-Mar 11 base: 936  
Apr-Jun 11 base: 1274  
Jul-Sep 11 base: 1297

1297 verified rough sleepers were contacted by services in Westminster during the quarter. This is an increase from 1274 last quarter and compares to 1073 in the same quarter last year.

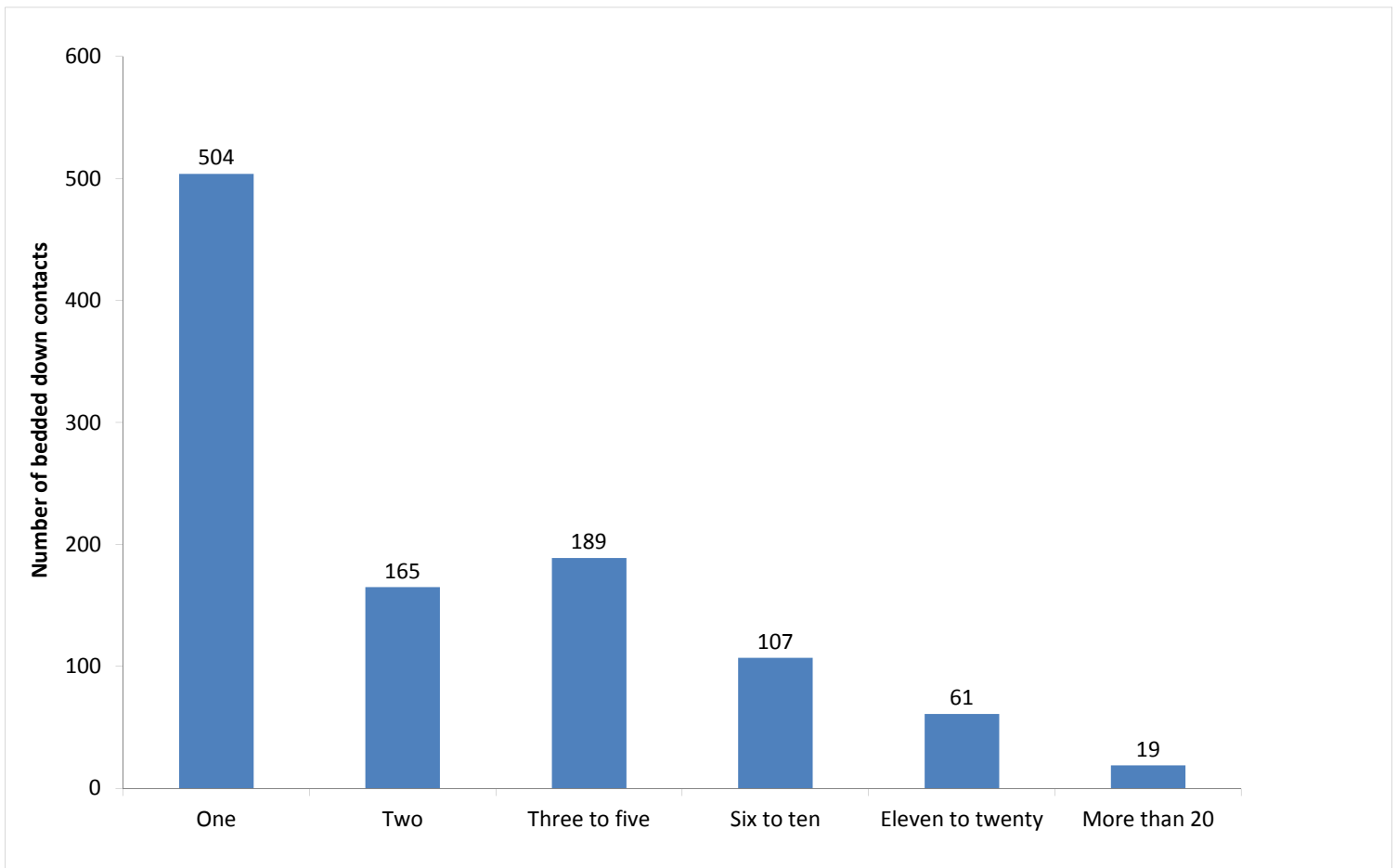
Of these 1297, 1045 had a bedded down street contact in the quarter and so were known to have slept rough in Westminster during the quarter. The number sleeping rough this quarter has increased by 10%.

In the same period last year, 787 people were seen sleeping rough.

470 people were seen rough sleeping for the first time this quarter (flow). This compares to 396 in the previous quarter, an increase of 19%.

## 2) Rough sleeping volume

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



Base: 1045

Of the 1045 people seen rough sleeping this quarter, 504 only had a single bedded down street contact.

Of the 1045 people seen bedded down, 163 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

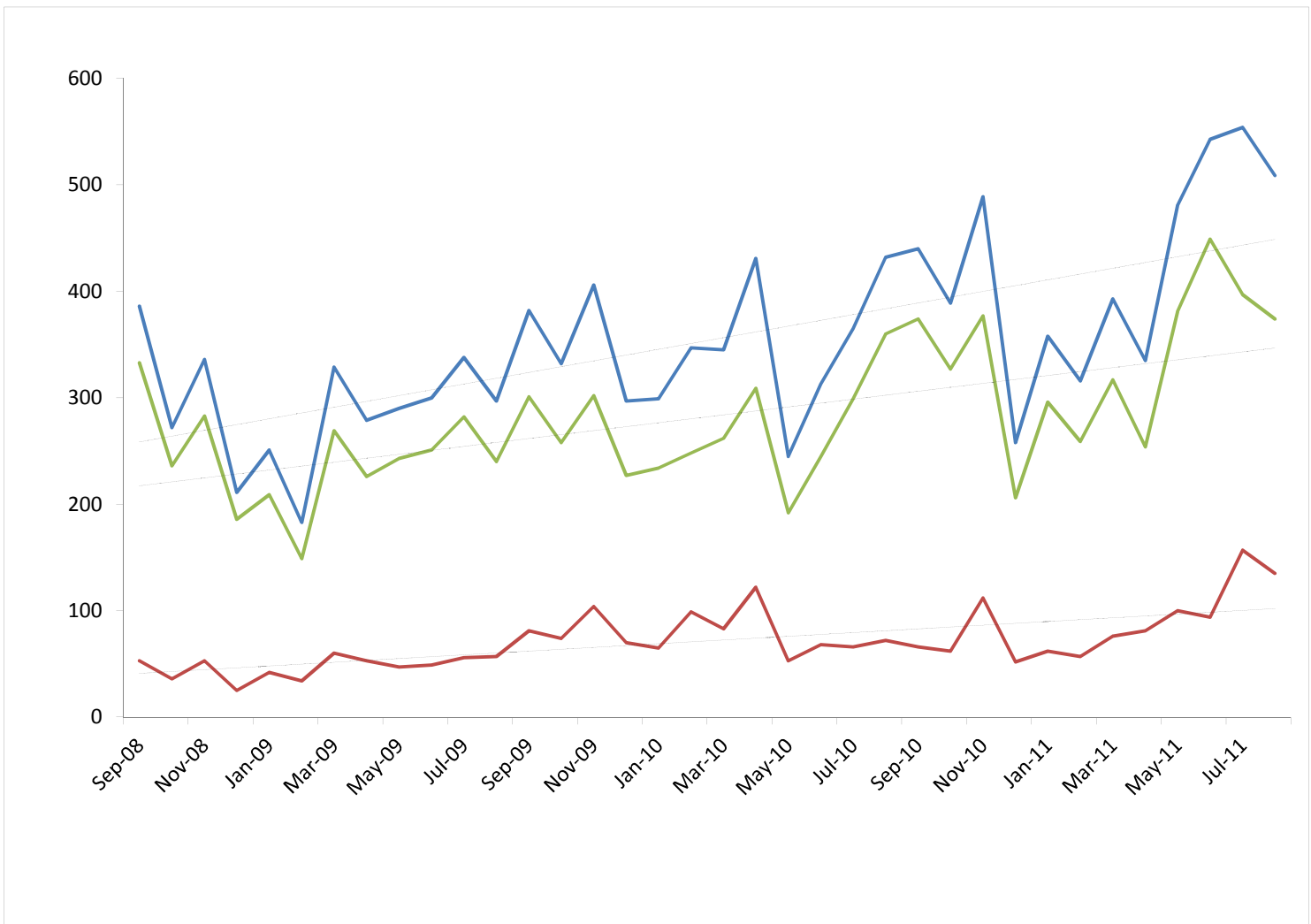
People seen rough sleeping by outreach or BBS teams during the quarter.

Nationality	Oct-Dec	%	Jan-Mar	%	Apr-Jun	%	Jul-Sep	%
UK	344	53%	337	57%	458	55%	476	49%
Ireland (Republic of)	21	3%	24	4%	34	4%	34	4%
Portugal	10	2%	8	1%	22	3%	30	3%
Bulgaria	7	1%	1	0%	5	1%	13	1%
Czech Republic	14	2%	11	2%	14	2%	17	2%
Estonia	6	1%	3	1%	0	0%	3	0%
Hungary	14	2%	6	1%	9	1%	11	1%
Latvia	11	2%	13	2%	16	2%	21	2%
Lithuania	15	2%	14	2%	20	2%	24	2%
Poland	45	7%	35	6%	49	6%	79	8%
Romania	51	8%	30	5%	75	9%	88	9%
Slovenia	1	0%	1	0%	2	0%	1	0%
Slovakia	15	2%	21	4%	17	2%	26	3%
<b>(CEE) sub-total</b>	<b>179</b>	<b>27%</b>	<b>135</b>	<b>23%</b>	<b>207</b>	<b>25%</b>	<b>283</b>	<b>29%</b>
other Europe	47	7%	44	7%	57	7%	60	6%
Eritrea	2	0%	5	1%	9	1%	9	1%
Africa	19	3%	15	3%	15	2%	21	2%
America	5	1%	5	1%	10	1%	11	1%
Asia	22	3%	21	4%	23	3%	38	4%
Australasia	2	0%	1	0%	1	0%	2	0%
<i>Missing</i>	91		62		39		12	
<i>Not known</i>	22		21		74		69	
<b>Total</b>	<b>764</b>		<b>678</b>		<b>949</b>		<b>1045</b>	
<b>Total**</b>	<b>651</b>	<b>100%</b>	<b>595</b>	<b>100%</b>	<b>836</b>	<b>100%</b>	<b>964</b>	<b>100%</b>

\*\*This total excludes those people seen rough sleeping where their nationality is not known (81)

#### 4) People contacted by month

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



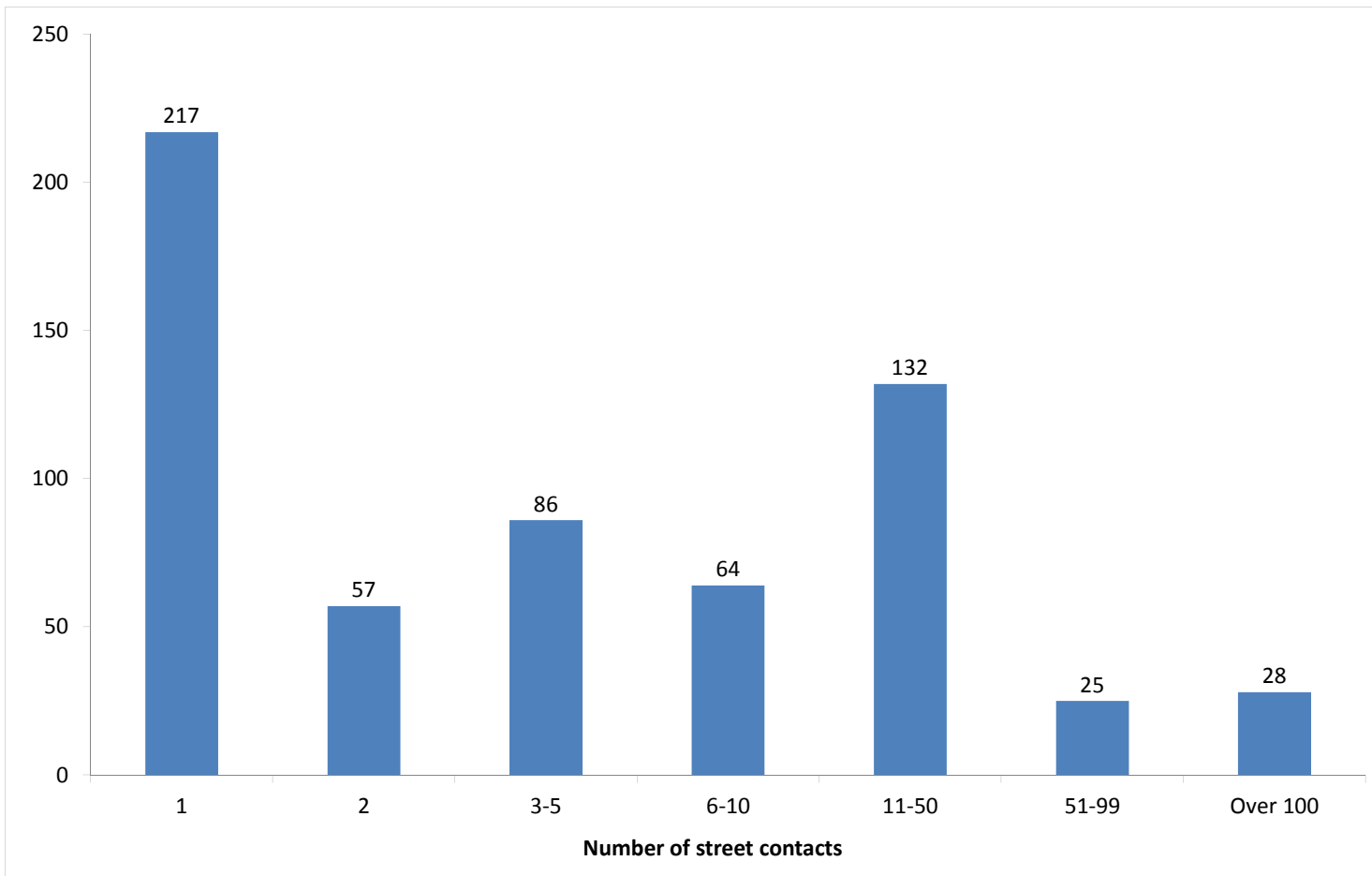
The blue line shows the total number of people seen rough sleeping.

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

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

## 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: 609

609 (47%) verified rough sleepers contacted across Westminster this quarter have never had a booking in action recorded on CHAIN. This is consistent with the figure of 581 (46%) in the previous period.

562 of these people have slept rough in the quarter, which is 54% of all people sleeping rough this quarter.

217 (36%) of the people who have never had a booking in action recorded on CHAIN have only ever had one street contact recorded.

28 people in Westminster have never had a booking in action despite having over 100 street contacts. This is similar to previous quarters (Apr-Jun 27; Jan-Mar 23; Oct-Dec 20).

## 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 11	%	Apr-Jun 11	%
Assessment centre	8	3%	7	3%
Bed & breakfast	2	1%	3	1%
Clinic/Detox/Rehab	5	2%	2	1%
Night Centre	0	0%	1	0%
Rolling shelter	51	19%	28	14%
Hostel	117	43%	84	41%
Other temporary	0	0%	0	0%
Second-stage accommodation	1	0%	9	4%
St Mungo's complex needs	0	0%	0	0%
St Mungo's semi-independent	0	0%	0	0%
Clearing House/RSI	1	0%	2	1%
LA tenancy (general needs)	5	2%	2	1%
Private rented sector	0	0%	0	0%
Private rented sector - independent	20	7%	18	9%
Private rented sector - with some floating support/support	0	0%	0	0%
RSL tenancy (general needs)	0	0%	0	0%
Sheltered housing	4	1%	7	3%
Supported housing	2	1%	0	0%
Other long-term accommodation	2	1%	6	3%
<b>Bookings into accommodation total</b>	<b>218</b>	<b>81%</b>	<b>169</b>	<b>83%</b>
Return to home area	31	12%	22	11%
Seeking work	9	3%	5	2%
Move to area for friends/family	19	7%	11	5%
Move to area with appropriate services	13	5%	13	6%
Other	0	0%	0	0%
<b>Reconnections total</b>	<b>51</b>	<b>19%</b>	<b>35</b>	<b>17%</b>
<b>TOTAL</b>	<b>269</b>	<b>100%</b>	<b>204</b>	<b>100%</b>

Outreach and BBS teams across Westminster succeeded in reconnecting or booking into accommodation 203 people, 16% of the 1297 people contacted during the quarter.

This is a similar proportion to the previous quarter (Apr-Jun: 12%).

158 people had a total of 218 booking in events. This indicates that individuals can be booked into accommodation (the same type or different) more than once in the quarter.

32 people were booked into long-term accommodation. This is similar to last quarter (Apr-Jun: 27).

110 people were booked into hostel accommodation. This is higher than previous periods (Apr-Jun: 76; Jan-Mar: 77; Oct-Dec: 61).

Outreach and BBS teams across Westminster achieved a confirmed reconnection with 48 people they contacted this quarter. This is 4% of the people contacted by outreach or BBS teams this quarter.

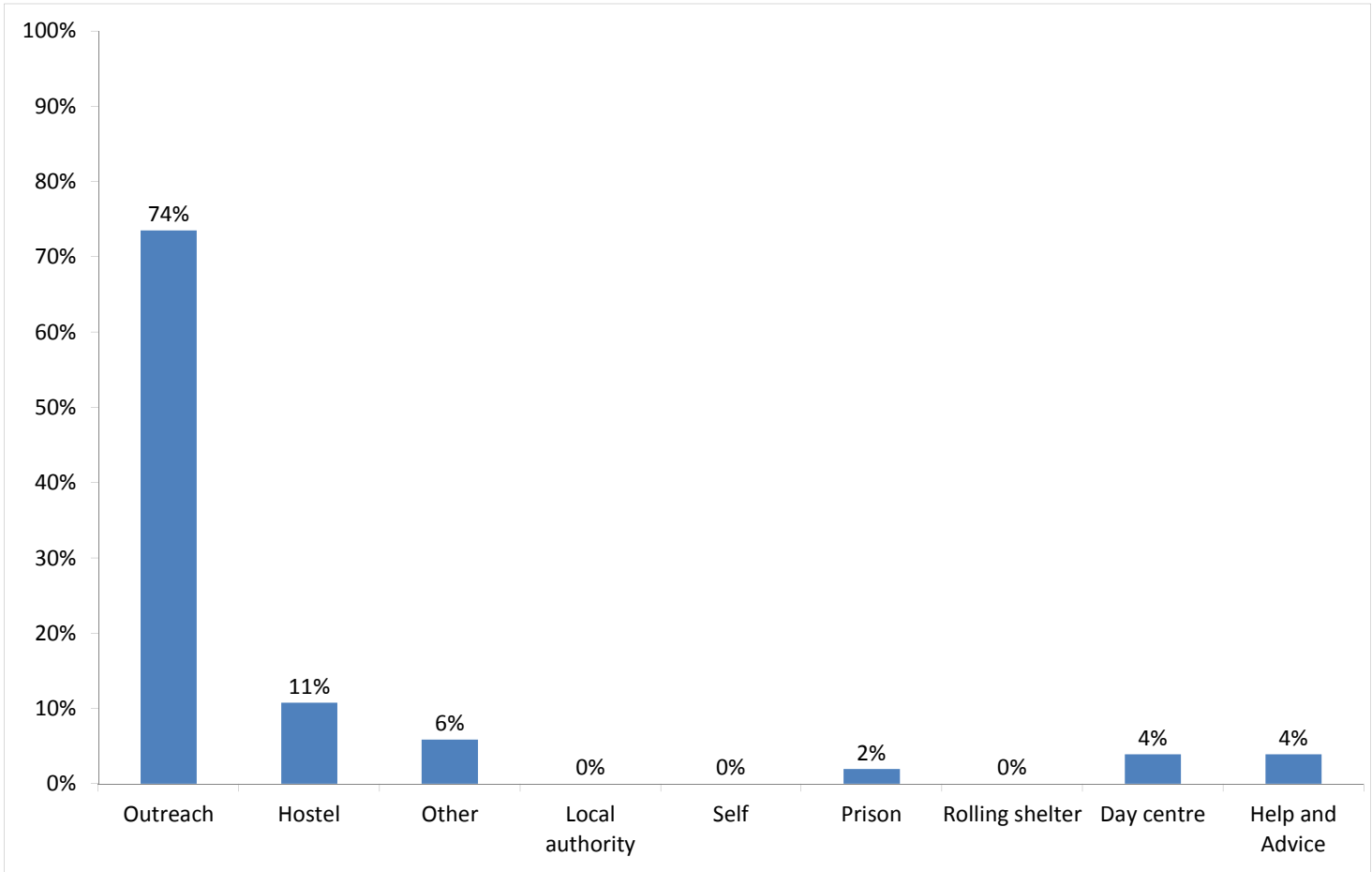
51 confirmed reconnection events were recorded by outreach and BBS teams for verified rough sleepers this quarter. In addition, teams recorded 45 such actions for the wider street population (people not seen sleeping rough).



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

### 7) Arrivals

Temporary accommodation arrivals by accommodation project and source of referral.



Base: 102

99 people arrived at accommodation in Westminster this year. These 99 people had 102 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 slightly higher than last quarter (Apr-Jun: 88 people with 92 arrivals).

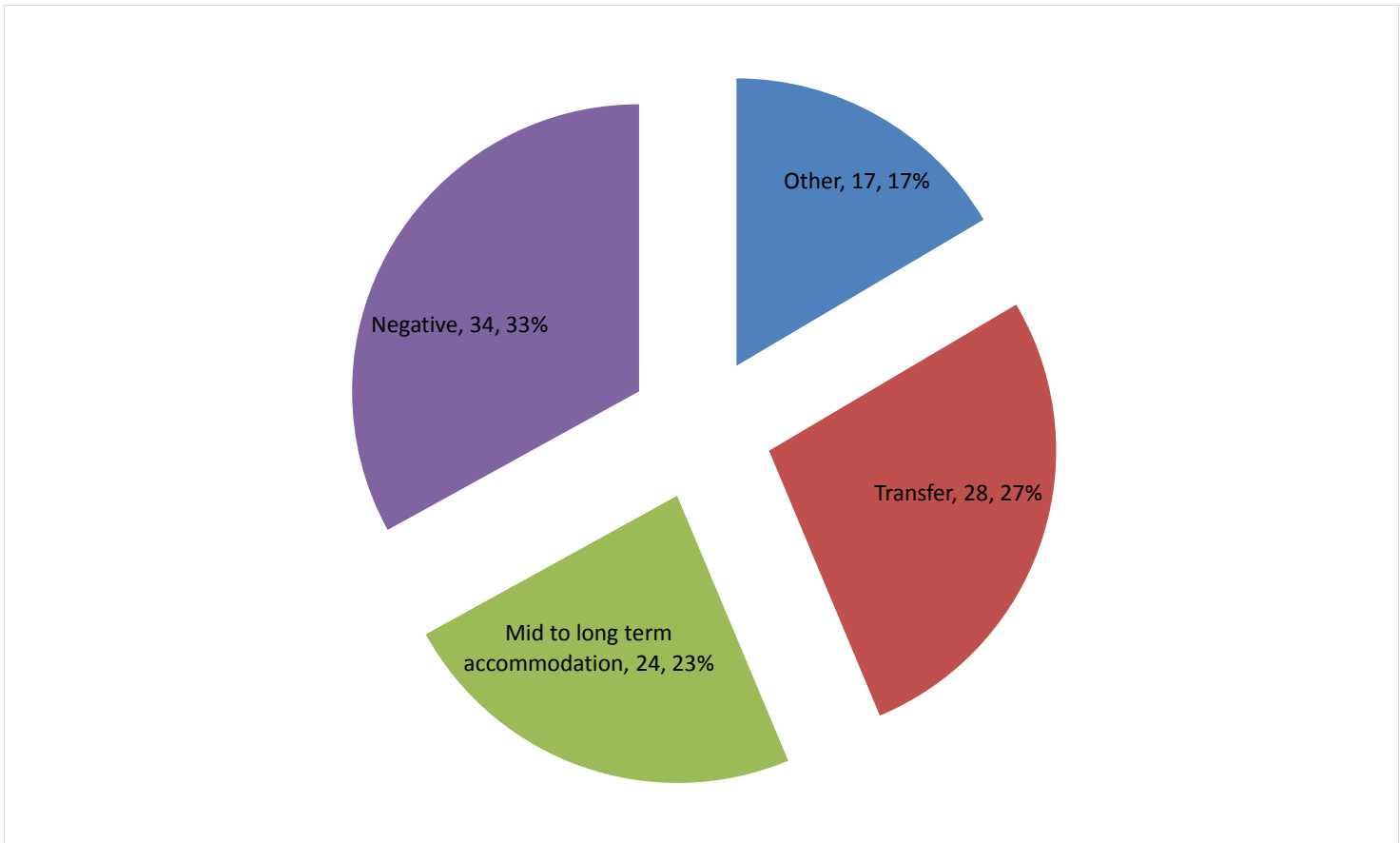
The proportion of arrivals to accommodation in Westminster that were referred by outreach or BBS teams and other accommodation projects is higher than last quarter (Apr-Jun: 65%).

Breakdown by accommodation:

Source of referral → Accommodation ↓	BBS - CSTM	CSTM - Advice & Housing	BBS - Passage	The Passage - Day Centre	Passage BBS and Day Centre	The Passage - Passage Second	BBS - St Mungo's	Westminster SPOT	West London Day Centre	Hostel	Advice Agency	Prison (specify in other referral source)	Total
Church Army - Cosway Street							1		1			1	3
English Churches - King George's	3		4				3	6		1		1	18
English Churches - Queen Mary's			1										1
Look Ahead - Bayswater	2	3					4	1		1			11
Look Ahead - Hopkinson House	3		2							1			6
Novas - CUC Soho	4		3		1		4	1		2			15
Salvation Army - Edward Alsop Court	2		3				2			6	2	1	17
St Mungo's - Harrow Road			1				1	1					3
The Passage - Passage House	1	1	12	2			2	1					19
The Passage - Passage House Foyer			1			1	3	1					6
The Passage - Montfort House			1									1	2
Thames Reach - Shroton Street				1									1
<b>Total</b>	<b>15</b>	<b>4</b>	<b>28</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>20</b>	<b>11</b>	<b>1</b>	<b>11</b>	<b>2</b>	<b>2</b>	<b>102</b>

## 8) Departures - destination on departure

Departure actions by destination on departure



Base: 103

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	3	3%
Detox clinic	2	2%
Died	1	1%
Hospital - long term	1	1%
Hostel - another organisation	17	17%
Hostel - within the organisation	8	8%
LA tenancy (general needs)	1	1%
Not known	16	16%
Private rented sector - independent	6	6%
Private rented sector - with some floating support/support	3	3%
Psychiatric hospital	1	1%
Returned to home country (non CEE)	1	1%
RSL tenancy (general needs)	4	4%
Sheltered Housing	2	2%
Sleeping rough/Returned to streets	6	6%
Staying with family	7	7%
Staying with friends	9	9%
Supported Housing	3	3%
Taken into custody	12	12%
<b>Total</b>	<b>103</b>	<b>100%</b>

99 people departed from accommodation in Westminster this quarter. These 99 people had 103 departure actions. This indicates that an individual can depart more than once (at the same accommodation project or different) in a period.

24% of people left accommodation to move to another hostel. This is consistent with last quarter.

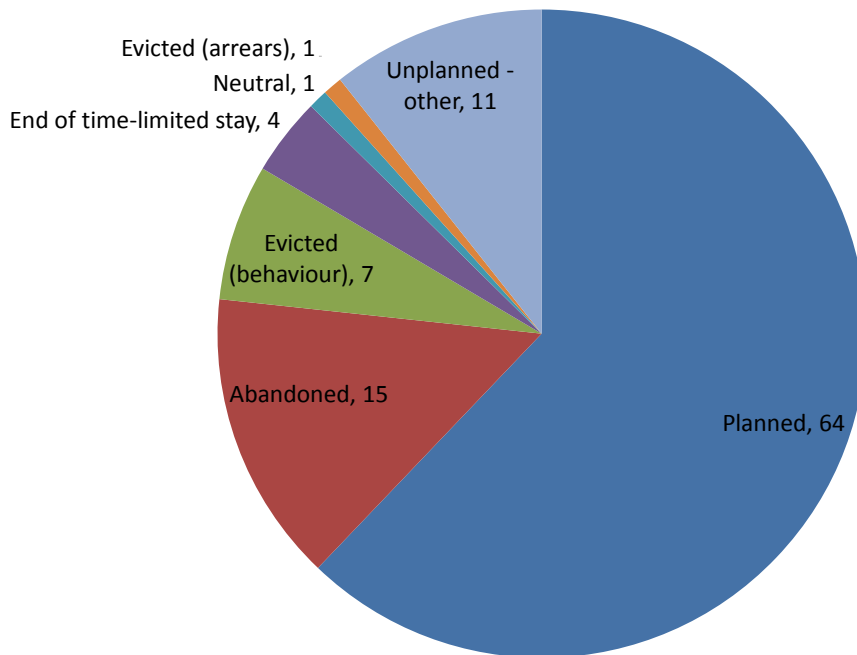
23% of people left accommodation to move to mid to long-term accommodation. This is a decrease on last quarter (Apr-Jun: 37%), but consistent with the Jan-Mar figure of 25%.

Breakdown by accommodation

Destination Accommodation	Clearing House/RSI	Detox clinic	Died	Hospital - long term	Hostel - another organisation	Hostel - within the organisation	LA tenancy (general needs)	Not known	sector - independent	Private rented sector - with	Psychiatric hospital	Returned to home country (Non CEE)	RSL tenancy (general needs)	Sheltered Housing	Sleeping rough/Returned	Staying with family	Staying with friends	Supported Housing	Taken into custody	Total	
Church Army - Cosway Street						1		1												2	
English Churches - King George's					1			3			1		2		1	1		1		5	15
English Churches - Queen Mary's												1			1						2
Look Ahead - Bayswater					1			3	4	2					1				1		12
Look Ahead - Hopkinson House					1									1		2					4
Look Ahead - Victoria					1	1									2						4
Novas - CUC Soho	1	1			1			3										3		3	12
Salvation Army - Edward Alsop Court					1	1		2					1	1		3	5	1		2	17
St Mungo's - Francis Street													1								1
St Mungo's - Harrow Road			1		3	1		1									1			1	8
The Passage - Passage House	1			1	7	3	1	3	1	1					1					1	20
The Passage - Passage House Foyer	1				1				1												3
The Passage - Montfort House		1				1															2
St Mungo's - Royal Oak																1					1
<b>Total</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>17</b>	<b>8</b>	<b>1</b>	<b>16</b>	<b>6</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>6</b>	<b>7</b>	<b>9</b>	<b>3</b>	<b>12</b>	<b>103</b>	

## 9) Departures - reason for leaving

Departures by whether or not the departure was planned or unplanned



Base: 103

99 people departed from accommodation in Westminster this year. These 99 people had 103 departure actions. This indicates that an individual can depart more than once (from the same accommodation project or different) in a period.

By contrast to arrivals, the number of people departing and departures is lower than last quarter (Apr-Jun: 130 people with 140 departures).

62% of departures were due to a planned move. This is lower than last quarter (Apr-Jun: 76%).

15% of departures were due to abandonments. This is consistent with the previous quarter.

8% of departures were due to evictions. This is similar to previous quarters.

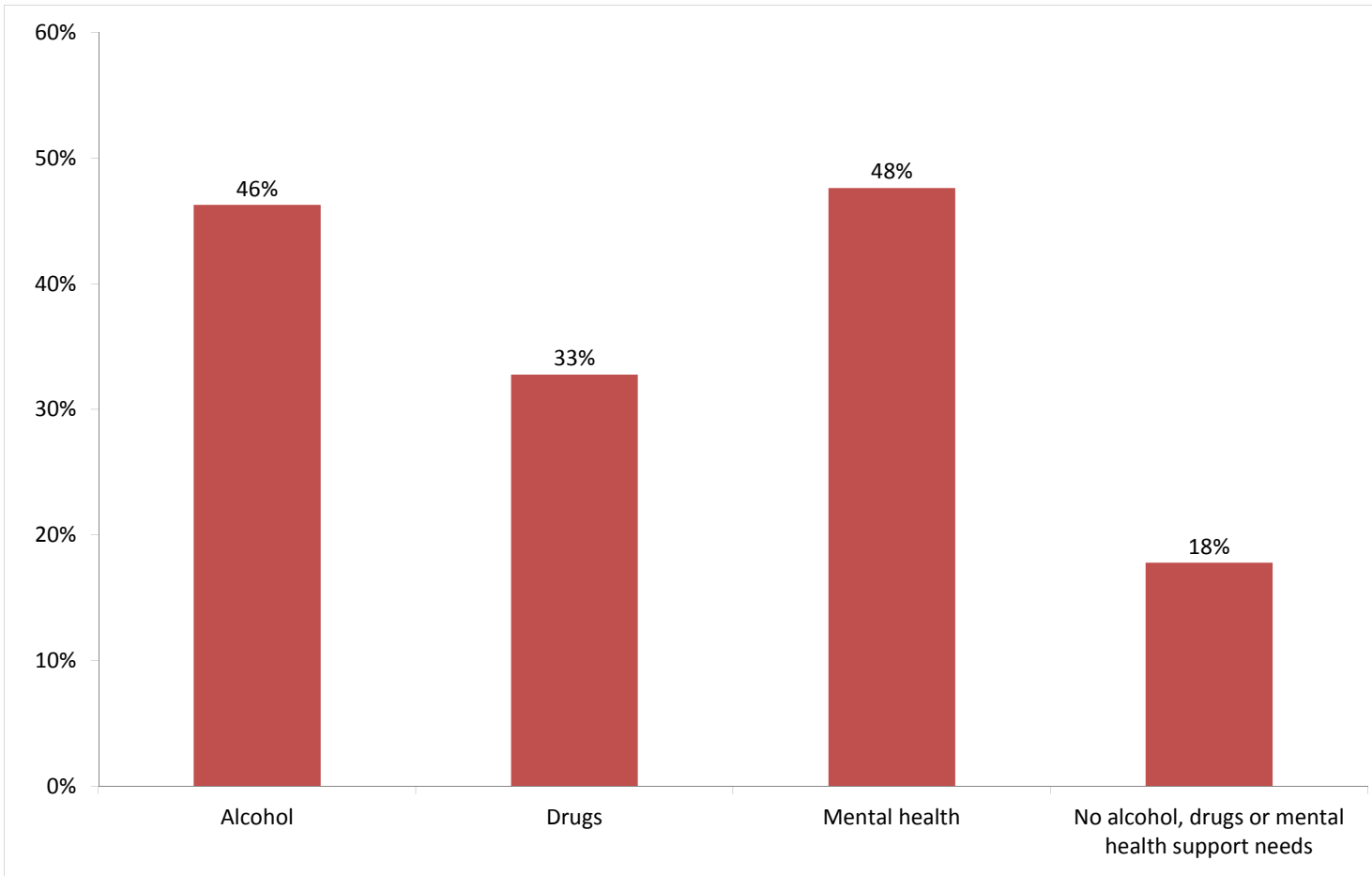
Breakdown by accommodation

<div style="display: flex; justify-content: space-between;"> <span>Planned/Unplanned →</span> <span>Accommodation ↓</span> </div>	Planned	Abandoned	Evicted (behaviour)	End of time-limited stay	Neutral	Evicted (arrears)	Unplanned - other	Total
Church Army - Cosway Street	1			1				2
English Churches - King George's	6	2	2				5	15
English Churches - Queen Mary's	1	1						2
Look Ahead - Bayswater	7	4	1					12
Look Ahead - Hopkinson House	4							4
Look Ahead - Victoria	2		1	1				4
Novas - CUC Soho	6	1	1			1	3	12
Salvation Army - Edward Alsop Court	12	3	1				1	17
St Mungo's - Francis Street	1							1
St Mungo's - Harrow Road	4	1	1		1		1	8
The Passage - Passage House Foyer	3							3
The Passage - Passage House	14	3		2			1	20
The Passage - Montfort House	2							2
St Mungo's - Royal Oak	1							1
<b>Total</b>	<b>64</b>	<b>15</b>	<b>7</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>11</b>	<b>103</b>

## Client Support Needs

### 10) Support needs

People contacted by outreach or BBS teams and/or arriving in accommodation in the quarter by support needs



Base: 888 Note that the base figure for this graph excludes clients where all 3 support needs are not known or not recorded (555).

Support Needs	No. of people	%
Alcohol only	136	9%
Drugs only	57	4%
Mental health only	166	12%
Alcohol and drugs	80	6%
Alcohol and mental health	103	7%
Drugs and mental health	62	4%
Alcohol, drugs and mental health	92	6%
All 3 no	158	11%
All 3 not known or not assessed	555	38%
All 3 no, not known or not assessed	34	2%
<b>Total</b>	<b>1443</b>	<b>100%</b>

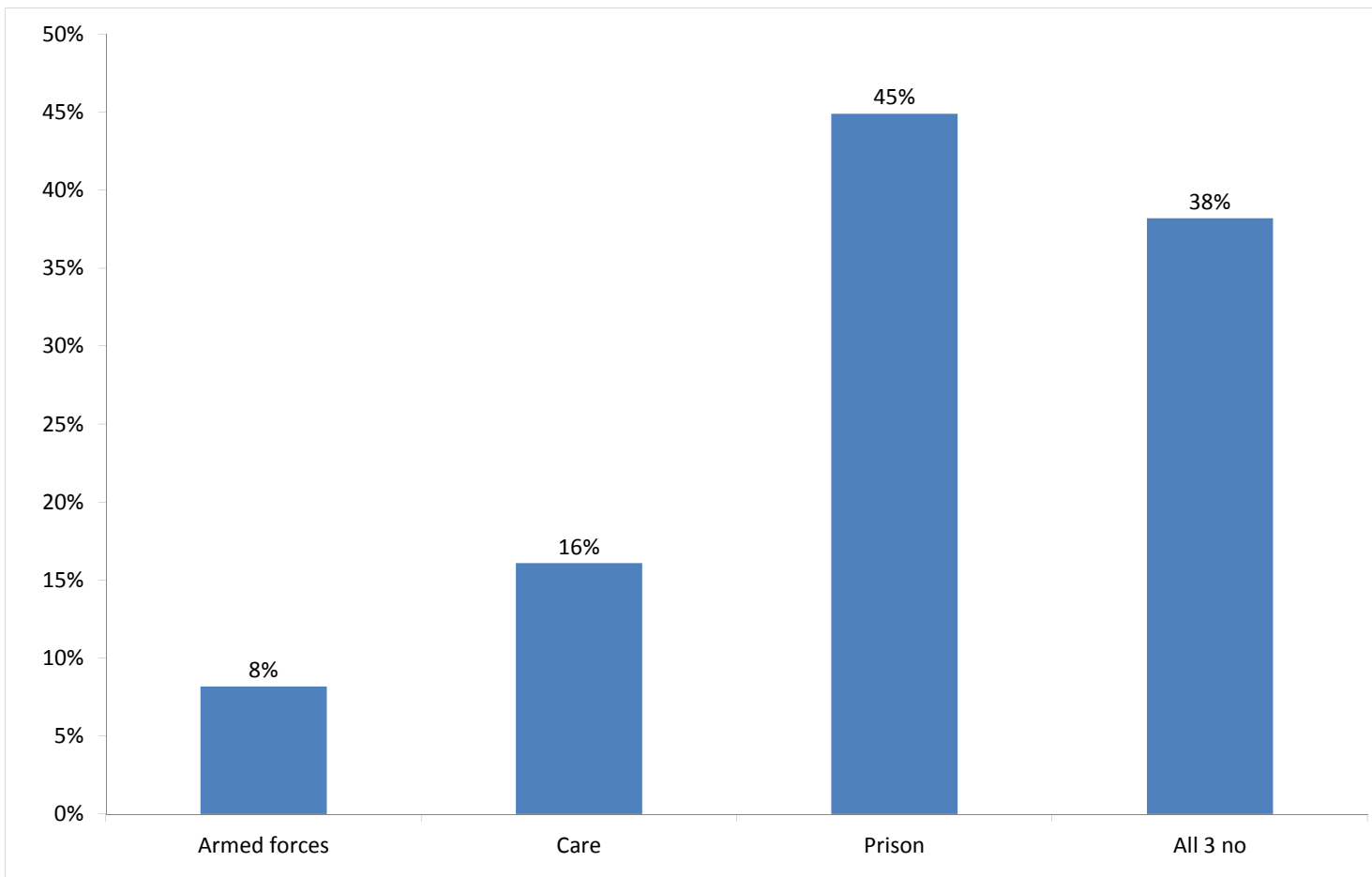
The proportion of people contacted in Westminster with an alcohol, drugs or mental health support need is consistent with the previous two periods.

The proportions of support needs for people contacted in Westminster are consistent with those across all boroughs this quarter.



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

61 people contacted in Westminster this quarter have previously been in the armed forces (50 last quarter).

335 people contacted in Westminster this quarter have previously been in the armed forces (50 last quarter).

Nationality	Number	% of people seen rough sleeping*
UK	19	4%
Non-UK	20	4%
<b>Total</b>	<b>39</b>	<b>8%</b>

120 people contacted in Westminster this quarter have previously been in care (106 last quarter).

335 people contacted in Westminster this quarter have previously been in prison (270 last quarter).

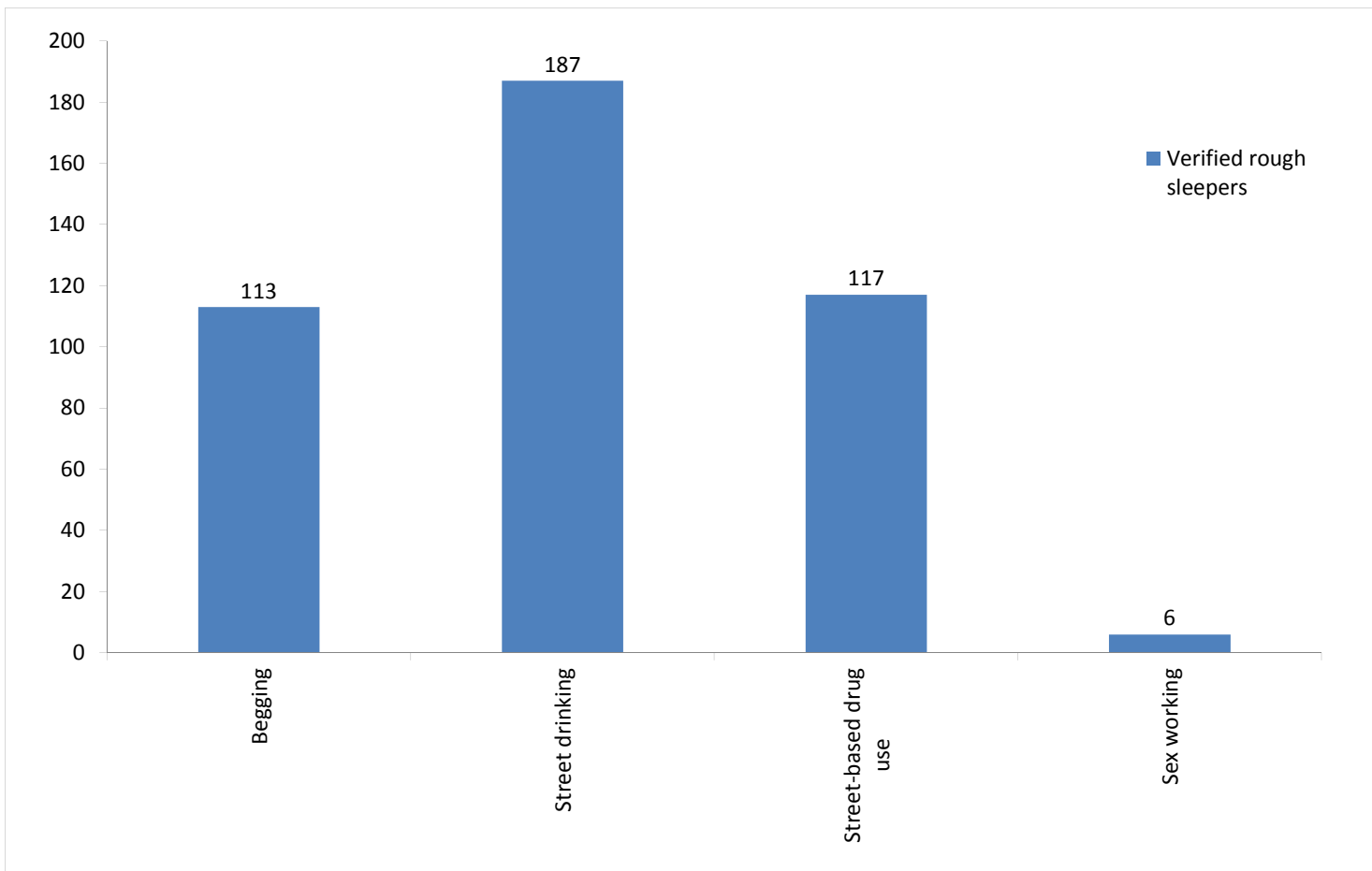
It is possible for someone contacted to have previous experience of more than one institution and so be included in more than one of the above figures. 84 people contacted in the year have been in care and prison.

The proportion of people contacted in Westminster with previous experience of the armed forces, care or prison is 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: 492

## 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: 334

Of the 1297 verified rough sleepers contacted this quarter, 334 (26%) 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 1297 verified rough sleepers contacted in the quarter by outreach or BBS teams, 330 people who are considered vulnerable but have not been seen rough sleeping were also contacted. Of these:

31 had confirmed reconnections;

19 were booked into accommodation across all boroughs;

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