



CHAIN

Quarterly Report for Hammersmith & Fulham October - December 2011



CHAIN Quarterly report for Hammersmith & Fulham

1st October to 31st December 2011

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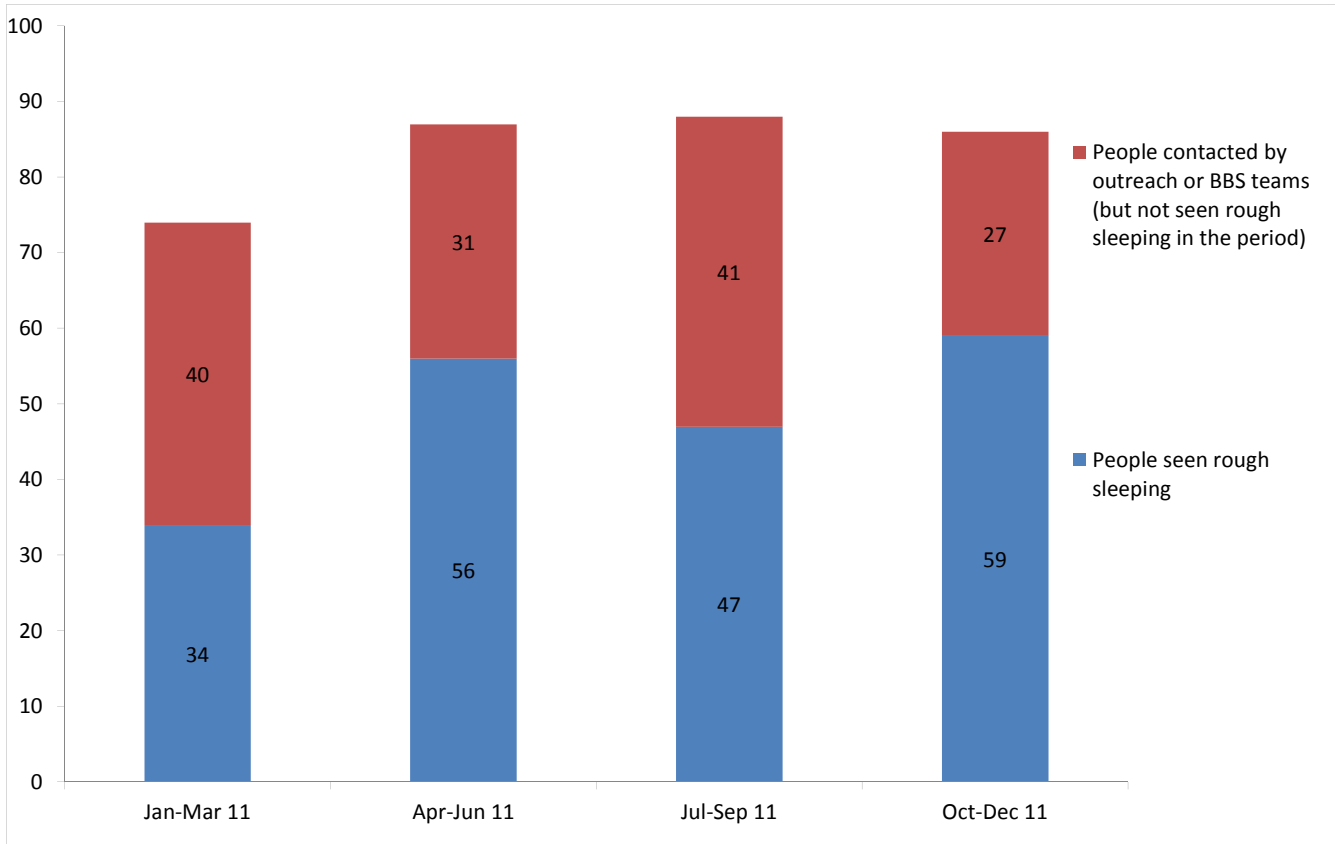
Street population (people who rough sleep and/or engage in a street lifestyle) contacted by outreach who fall into one or more of the street activity categories on CHAIN

CHAIN Quarterly report for Hammersmith & Fulham

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



Jan-Mar 11 base: 74
Apr-Jun 11 base: 87
Jul-Sep 11 base: 88
Oct-Dec 11 base: 86

86 verified rough sleepers were contacted by services in Hammersmith and Fulham during the quarter. This is a decrease from 88 last quarter and compares to 78 in the same quarter last year.

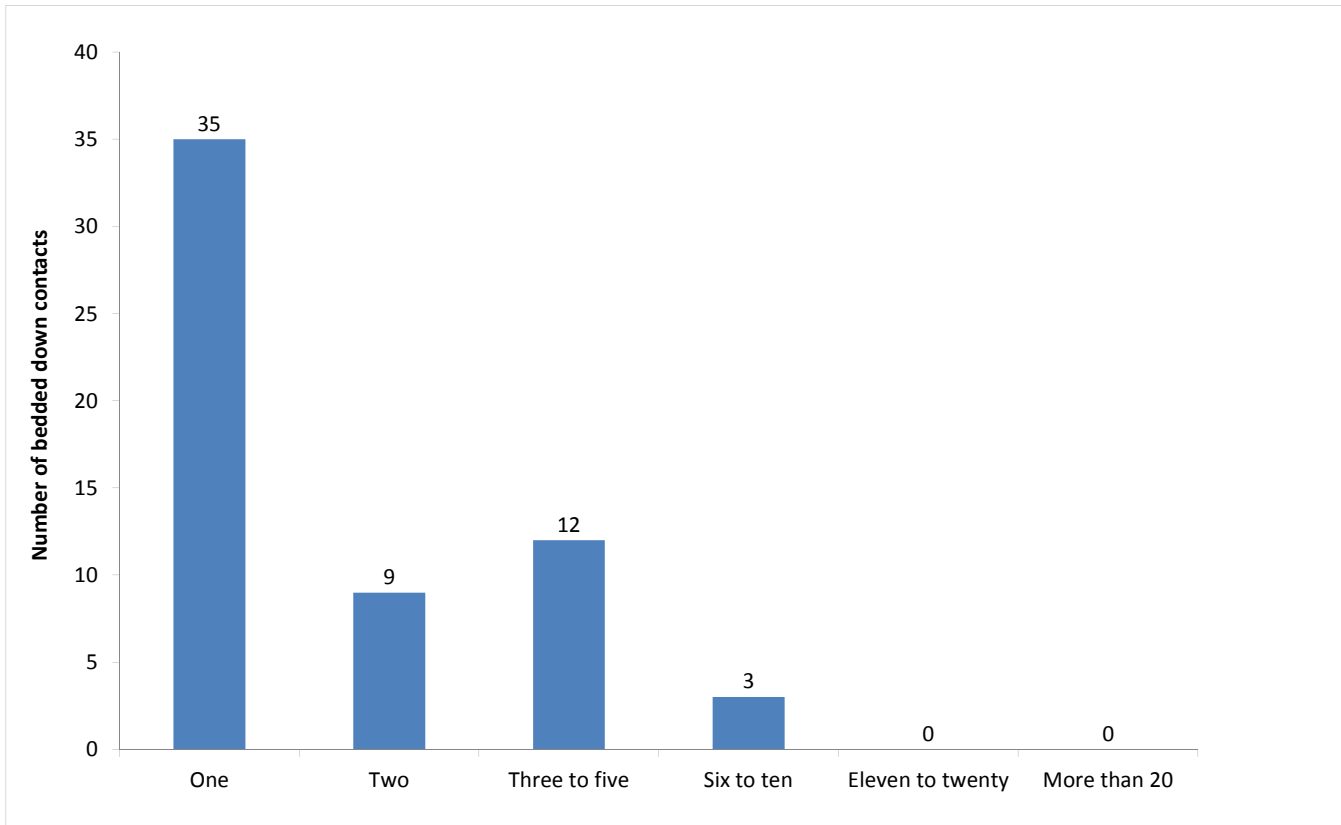
Of these 86, 59 had a bedded down street contact in the quarter and so were known to have slept rough in Hammersmith and Fulham during the quarter. The number sleeping rough this quarter has increased by 25%.

In the same period last year, 34 people were seen sleeping rough.

25 people were seen rough sleeping for the first time this quarter (flow). This compares to 24 in the previous quarter, an increase of 4%.

2) Rough sleeping volume

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



Base: 59

Of the 59 people seen rough sleeping this quarter, 35 only had a single bedded down street contact.

Of the 59 people seen bedded down, 11 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.

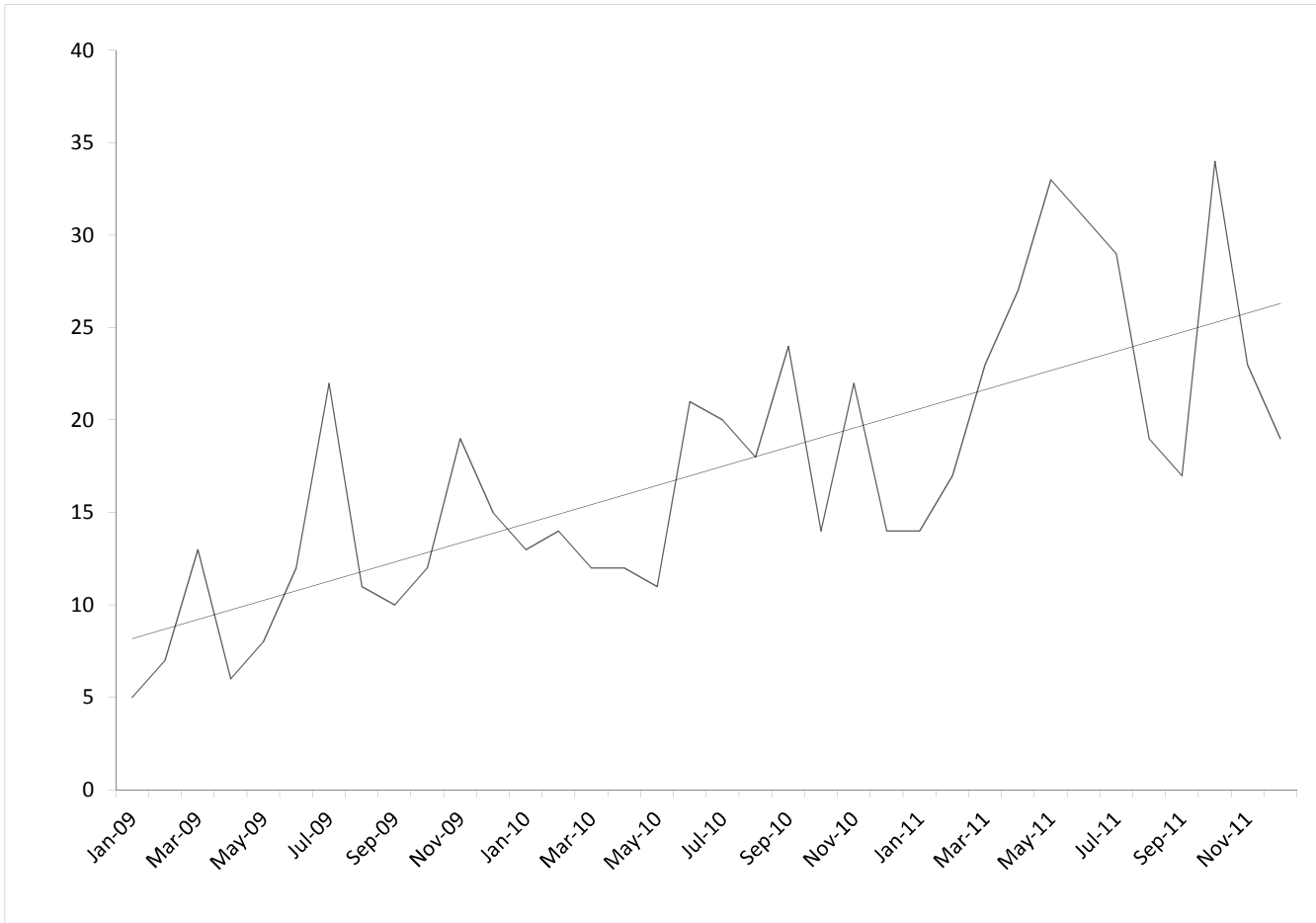
Nationality	Jan - Mar	%	Apr - Jun	%	Jul - Sep	%	Oct-Dec	%
UK	10	29%	13	24%	18	40%	20	35%
Ireland (Republic of)	0	0%	1	2%	0	0%	1	2%
Portugal	0	0%	0	0%	0	0%	1	2%
Bulgaria	0	0%	1	2%	0	0%	1	2%
Czech Republic	0	0%	1	2%	1	2%	1	2%
Estonia	0	0%	0	0%	0	0%	0	0%
Hungary	0	0%	0	0%	1	2%	1	2%
Latvia	0	0%	0	0%	1	2%	0	0%
Lithuania	1	3%	0	0%	3	7%	1	2%
Poland	18	53%	26	47%	10	22%	27	47%
Romania	0	0%	4	7%	0	0%	0	0%
Slovenia	0	0%	0	0%	0	0%	0	0%
Slovakia	0	0%	0	0%	0	0%	0	0%
Central and East European (CEE) sub-total	19	56%	32	58%	16	36%	31	54%
other Europe	1	3%	4	7%	1	2%	1	2%
Eritrea	0	0%	2	4%	1	2%	0	0%
Africa	2	6%	2	4%	8	18%	4	7%
America	1	3%	0	0%	0	0%	0	0%
Asia	1	3%	1	2%	1	2%	0	0%
Australasia	0	0%	0	0%	0	0%	0	0%
Missing	0		1		1		1	
Not known	0		0		1		1	
Total	34		56		47		59	
Total**	34	100%	55	100%	45	100%	57	100%

Base: 57 Note that the base figure for this graph excludes clients where the nationality is missing or not known (2).

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

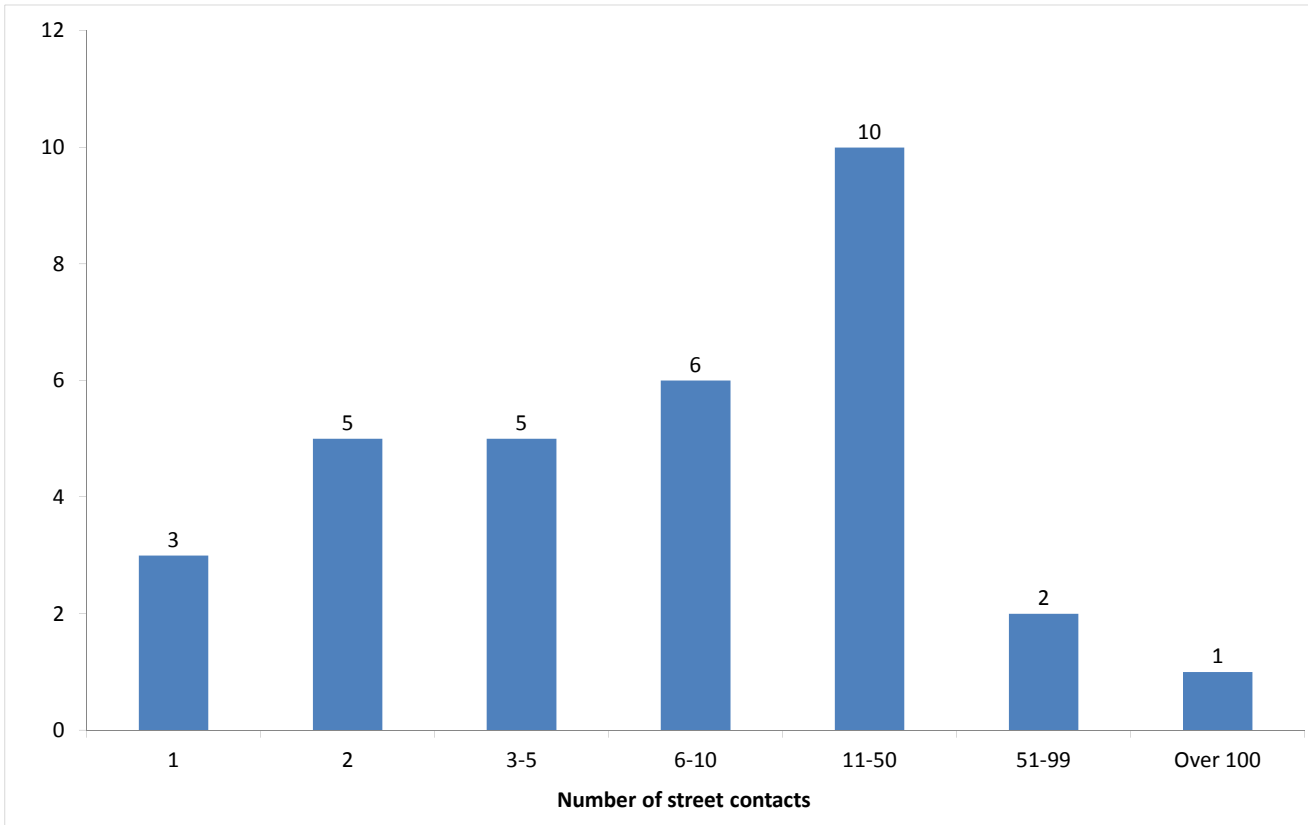
4) People seen rough sleeping by month

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: 32

32 (37%) verified rough sleepers contacted across Hammersmith and Fulham this quarter have never had a booking in action recorded on CHAIN.

This is slightly higher than last quarter, but consistent with previous periods: Jan-Mar, 38%; Apr-Jun, 33%; Jul-Sept, 28%.

21 of these people have slept rough in the quarter, which is 36% of all people sleeping rough this quarter.

3 (9%) of the people who have never had a booking in action recorded on CHAIN have only ever had 1 street contact recorded.

1 person in Hammersmith and Fulham has never had a booking in action despite having over 100 street contacts. This is consistent with previous periods.

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	Oct-Dec	%	Jul - Sep	%
Assessment centre	0	0%	1	20%
Bed & breakfast	2	13%	0	0%
Clinic/Detox/Rehab	0	0%	0	0%
Night Centre	0	0%	0	0%
Rolling shelter	0	0%	0	0%
Hostel	3	19%	2	40%
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	1	6%	0	0%
LA tenancy (general needs)	0	0%	0	0%
Private rented sector	0	0%	0	0%
Private rented sector - independent	2	13%	0	0%
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	0	0%	0	0%
Other long-term accommodation	0	0%	0	0%
Bookings into accommodation total	8	50%	3	60%
Return to home area	7	44%	2	40%
Seeking work	1	6%	0	0%
Move to area for friends/family	2	13%	1	20%
Move to area with appropriate services	0	0%	0	0%
Other	0	0%	0	0%
Reconnections total	8	50%	2	40%
TOTAL	16	100%	5	100%

Outreach and BBS teams across Hammersmith and Fulham succeeded in reconnecting or booking into accommodation 14 people, 16% of the 86 people contacted during the quarter.

This is higher than previously: Jan-Mar, 4%; Apr-Jun 3%; Jul-Sept, 6%.

6 people had a total of 8 booking in events. This indicates that individuals can be booked into accommodation (the same type or different) more than once in the quarter.

3 people were booked into long-term accommodation. This is consistent with previous periods.

3 people were booked into hostel accommodation. This is consistent with previous periods.

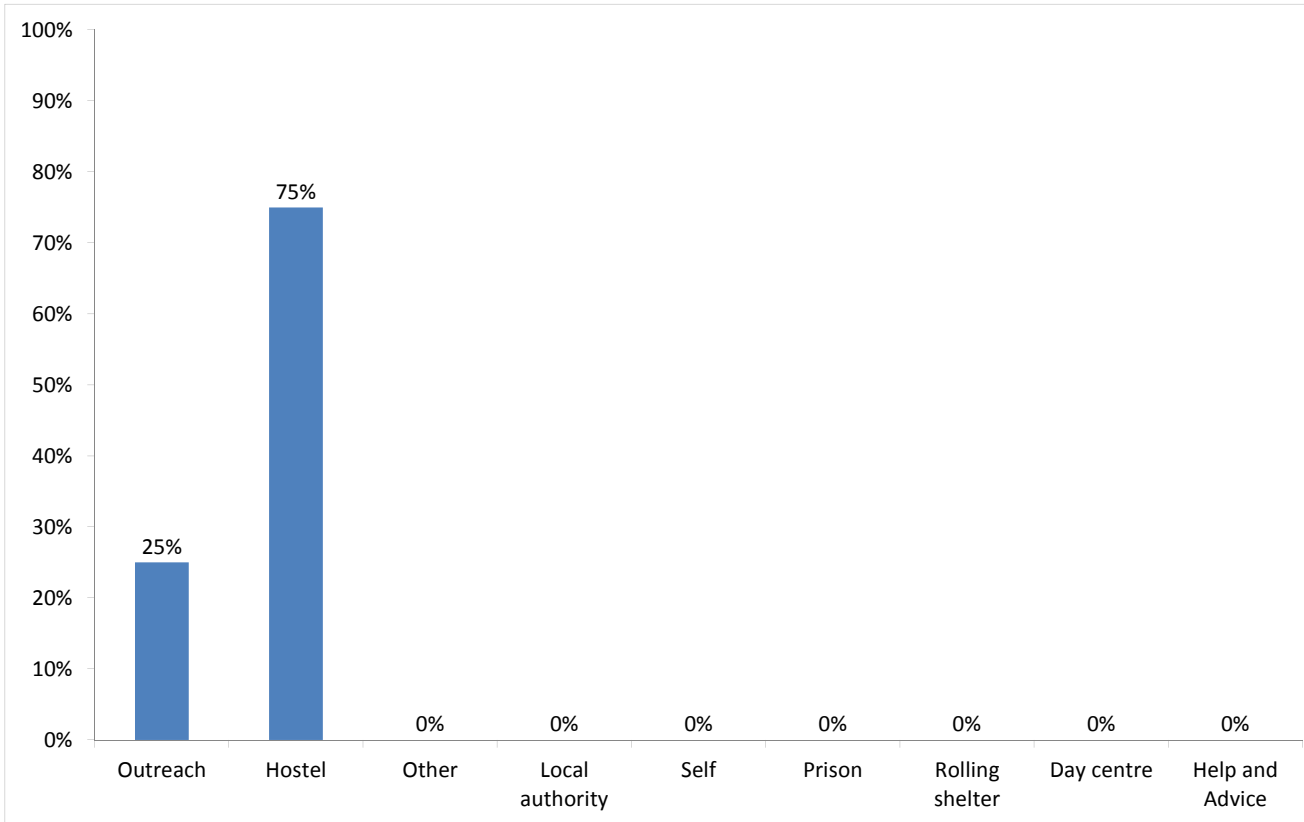
Outreach and BBS teams across Hammersmith and Fulham achieved a confirmed reconnection with 8 people they contacted this quarter. This is 9% of the people contacted by outreach or BBS teams this quarter.

8 confirmed reconnection events were recorded by outreach and BBS teams for verified rough sleepers this quarter. In addition, teams recorded 1 such action 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: 8

8 people arrived at accommodation in Hammersmith and Fulham this year. These 8 people had 8 arrival actions.

The numbers of people arriving and arrivals are lower than last quarter, but consistent with previous periods: Jan-Mar, 4; Apr-Jun, 8; Jul-Sept, 17.

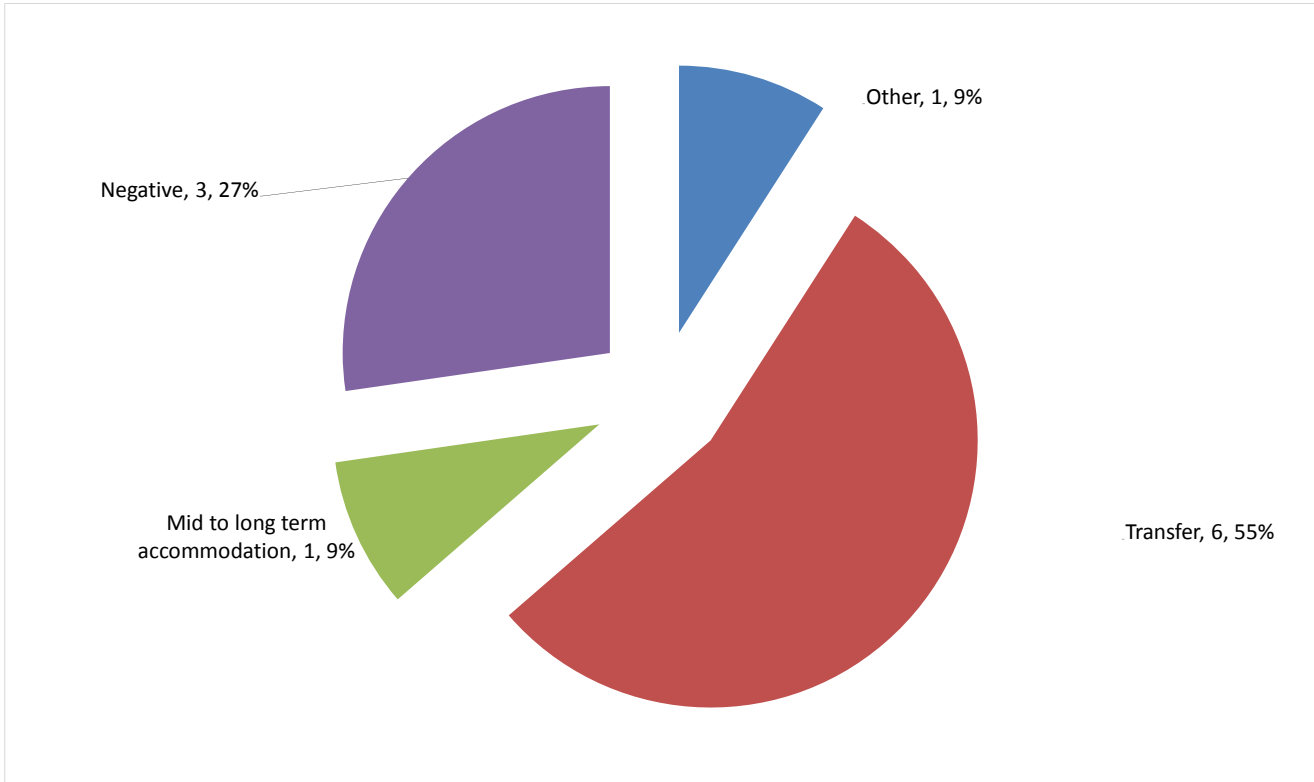
The proportion of arrivals to accommodation in Hammersmith and Fulham that were referred by outreach or BBS teams and other accommodation projects is consistent with the previous three quarters.

Breakdown by accommodation

Source of referral → Accommodation ↓	H&F SORT	Hostel	St Mungo's internal transfer	Total
Broadway - Goldhawk Road/Market Lane	1	2		3
Broadway - Edith Road	1	1		2
Broadway - Old Theatre		2		2
St Mungo's - Munden Street			1	1
Total	2	5	1	8

8) Departures - destination on departure

Departure actions by destination on departure



Base: 11

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	%
Died	1	9%
Hostel - within the organisation	6	55%
Not known	2	18%
RSL tenancy (general needs)	1	9%
Taken into custody	1	9%
Total	11	100%

11 people departed from accommodation in Hammersmith and Fulham this quarter.

55% of people left accommodation to move to another hostel. This is an increase on the previous three periods: Jan-Mar, 11%; Apr-Jun 20% ; Jul-sept, 25%.

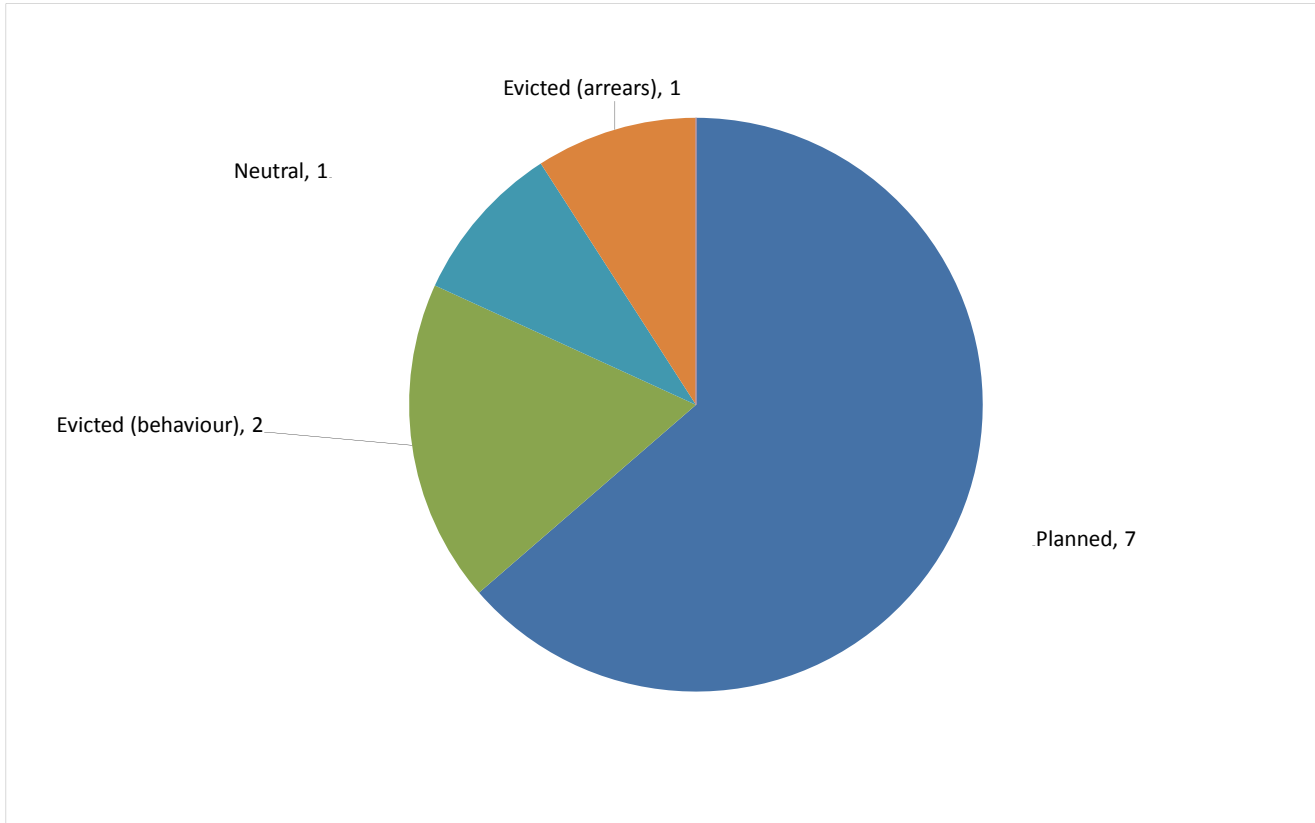
9% of people left accommodation to move to mid to long-term accommodation. This is lower than the previous three quarters: Jan-Mar, 56%; Ar-Jun, 40%; Jul-Sept 33%.

Breakdown by accommodation

Destination Accommodation	Died	Hostel - within the organisation	Not known	RSL tenancy (general needs)	Taken into custody	Total
Broadway - Goldhawk Road/Market Lane		2	2			4
Broadway - Edith Road		1				1
Broadway - Old Theatre	1					1
Broadway - The Coninghams		3			1	4
St Mungo's - Munden Street				1		1
Total	1	6	2	1	1	11

9) Departures - reason for leaving

Departures by whether or not the departure was planned or unplanned



Base: 11

11 people departed from accommodation in Hammersmith and Fulham this year.

This is consistent with previous quarters.

64% of departures were due to a planned move. This is consistent with previous periods.

There were no abandonments. This is lower than last quarter, but consistent with previous periods: Jan-Mar, 1; Apr-Jun, 0; Jul-Sept, 2.

27% of departures were due to evictions. This is higher than last quarter, but consistent with previous periods: Jan-Mar, 22%; Apr-Jun, 20%; Jul-Sept, 8%. It is also higher than the proportion across all boroughs this quarter, 9%.

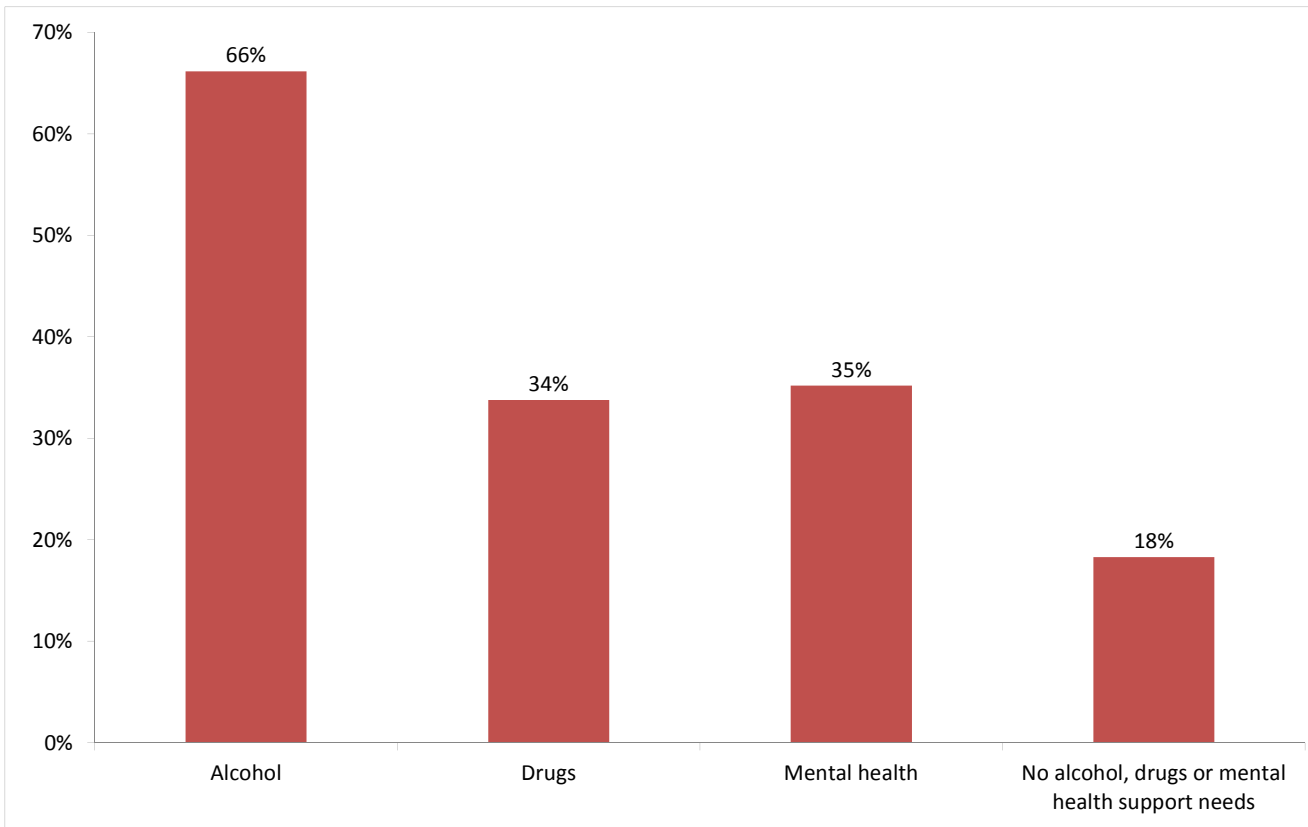
Breakdown by accommodation

Planned/Unplanned Accommodation	→				↓
	Planned	Evicted (behaviour)	Neutral	Evicted (arrears)	
Broadway - Goldhawk Road/Market Lane	2	1		1	4
Broadway - Edith Road	1				1
Broadway - Old Theatre			1		1
Broadway - The Coninghams	3	1			4
St Mungo's - Munden Street	1				1
Total	7	2	1	1	11

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: 71 Note that the base figure for this graph excludes clients where all 3 support needs are not known or not recorded (23).

Support Needs	No. of people	%
Alcohol only	20	21%
Drugs only	5	5%
Mental health only	4	4%
Alcohol and drugs	8	9%
Alcohol and mental health	10	11%
Drugs and mental health	2	2%
Alcohol, drugs and mental health	9	10%
All 3 no	13	14%
All 3 not known or not assessed	23	24%
All 3 no, not known or not assessed	0	0%
Total	94	100%

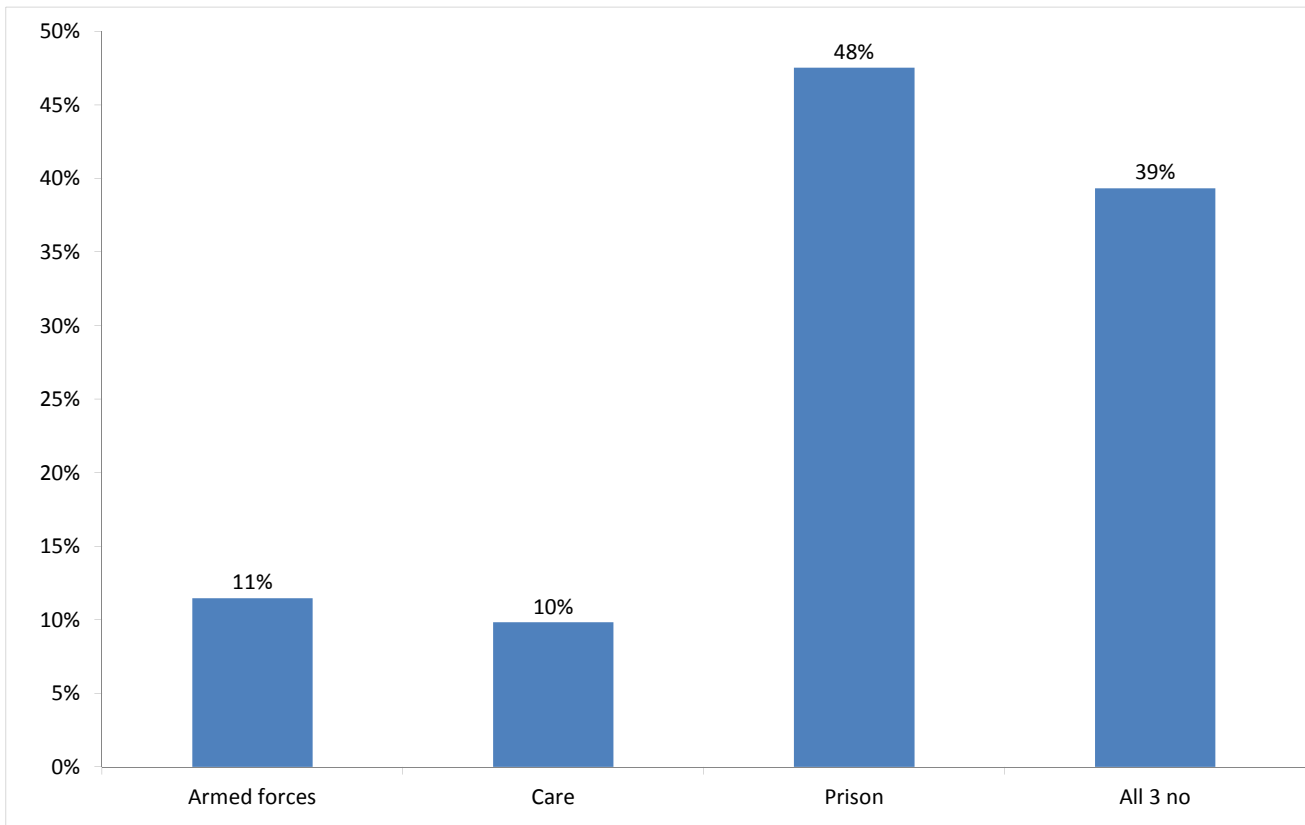
The proportion of people contacted in Hammersmith and Fulham with an alcohol, drugs or mental health support need is consistent with the previous three periods.

The proportion of people contacted in Hammersmith and Fulham with an alcohol support need (66%) is higher than the proportion across all boroughs this quarter, 52%.

The proportion of people contacted in Hammersmith and Fulham with a mental health support need (35%) is lower than the proportion across all boroughs this quarter, 46%.

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

7 people contacted in Hammersmith and Fulham this quarter have previously been in the armed forces (8 last quarter).

Nationality	Number of people seen rough sleeping	% of people seen rough sleeping*
UK	1	3%
Non-UK	3	8%
Total	4	10%

6 people contacted in Hammersmith and Fulham this quarter have previously been in care (6 last quarter).

29 people contacted in Hammersmith and Fulham this quarter have previously been in prison (33 last quarter).

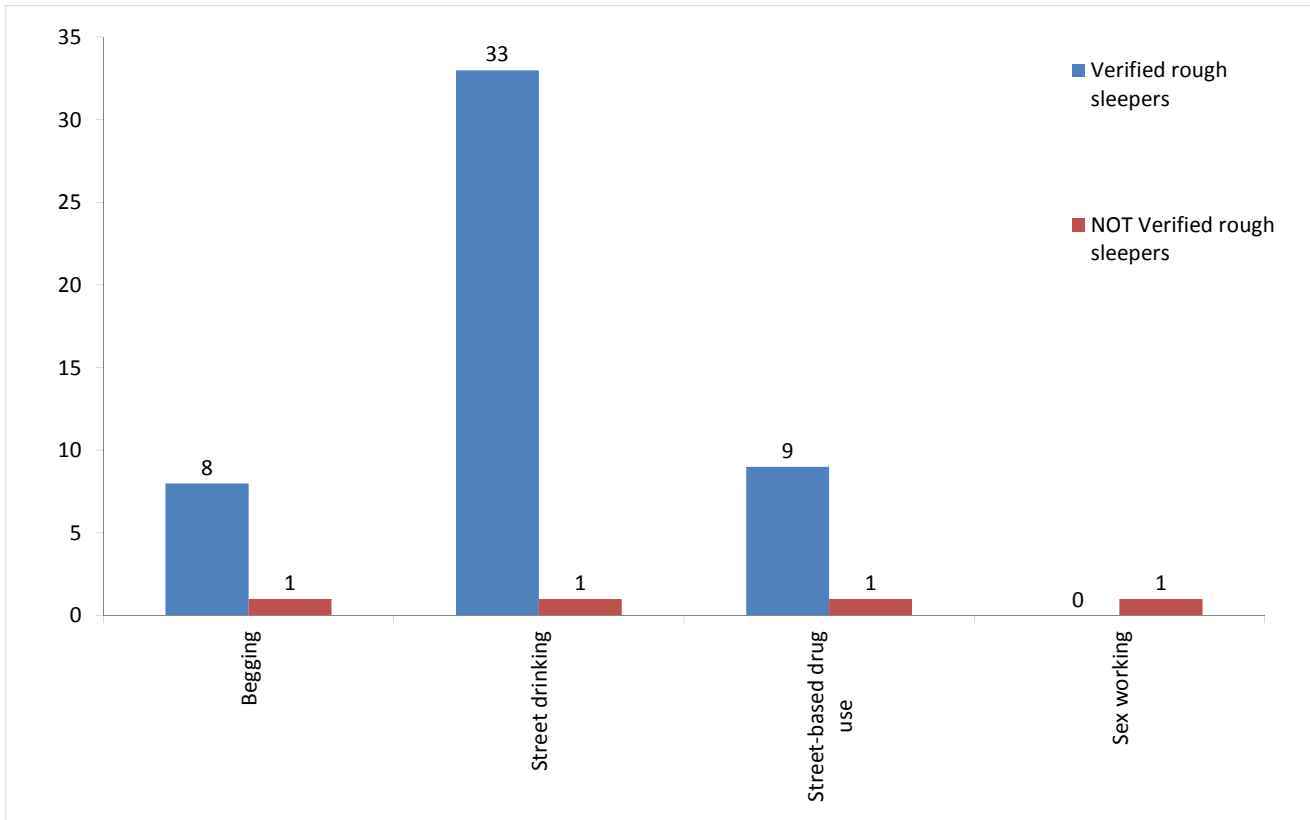
It is possible for someone contacted to have previous experience of more than one institution and so be included in more than one of the above figures. 4 people contacted in the year have been in care and prison.

The proportion of people contacted in Hammersmith and Fulham with previous experience of the armed forces, care or prison is consistent with the previous three quarters.

*Base for people seen rough sleeping and who have been assessed for institutional history: 39

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: 37

Base for people not verified as rough sleepers: 14

Of the 86 verified rough sleepers contacted this quarter, 37 (43%) 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 86 verified rough sleepers contacted in the quarter by outreach or BBS teams, 14 people who are considered vulnerable but have not been seen rough sleeping were also contacted. Of these:

1 had a confirmed reconnection;

2 were booked into accommodation across all boroughs;

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