



**CHAIN**  
**Quarterly Report for**  
**Islington**  
**October - December 2011**



# CHAIN Quarterly report for Islington 1st October to 31st December 2011

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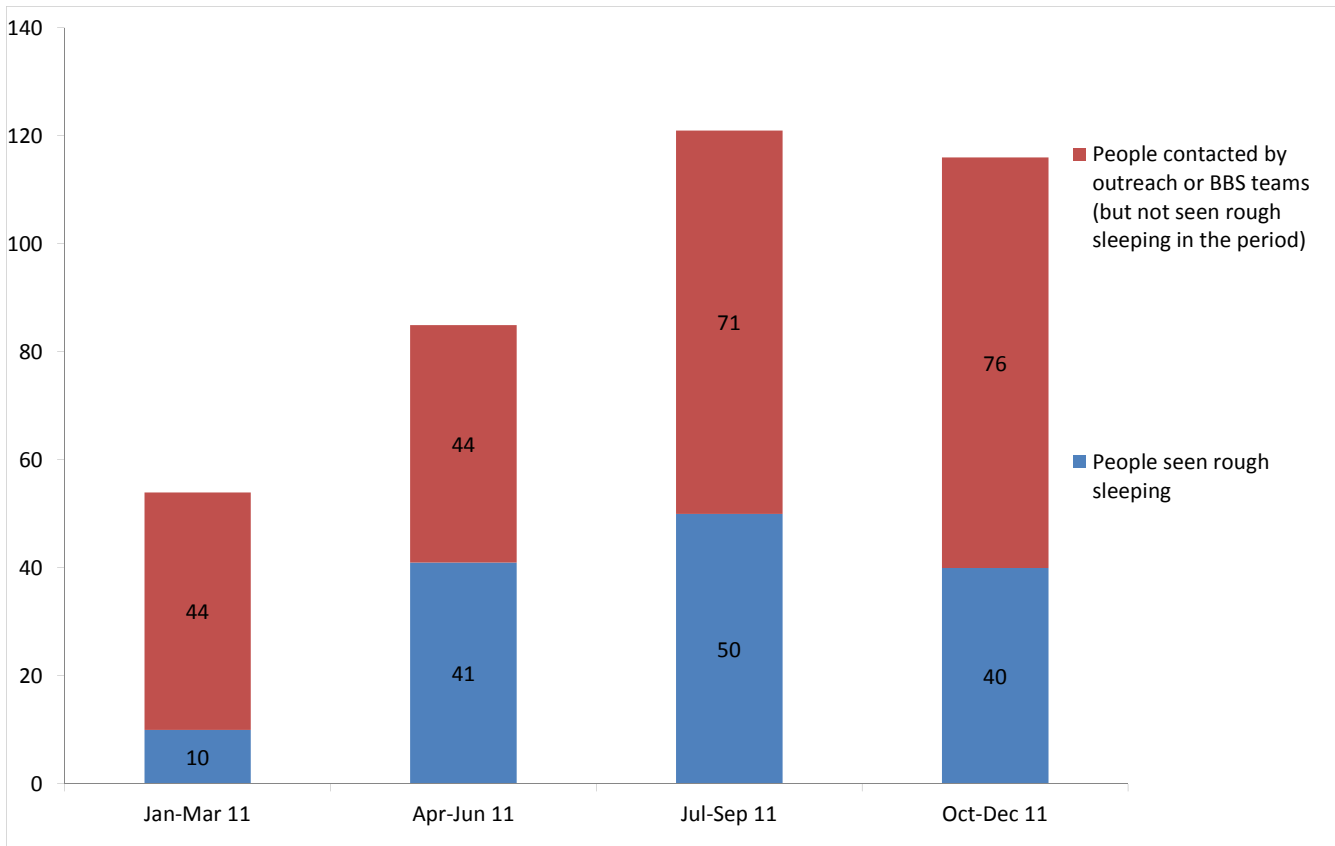
Street population (people who rough sleep and/or engage in a street lifestyle) contacted by outreach who fall into one or more of the street activity categories on CHAIN

# CHAIN Quarterly report for Islington

## 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: 54  
Apr-Jun 11 base: 85  
Jul-Sep 11 base: 121  
Oct-Dec 11 base: 116

116 verified rough sleepers were contacted by services in Islington during the quarter. This is a decrease from 121 last quarter and compares to 79 in the same quarter last year.

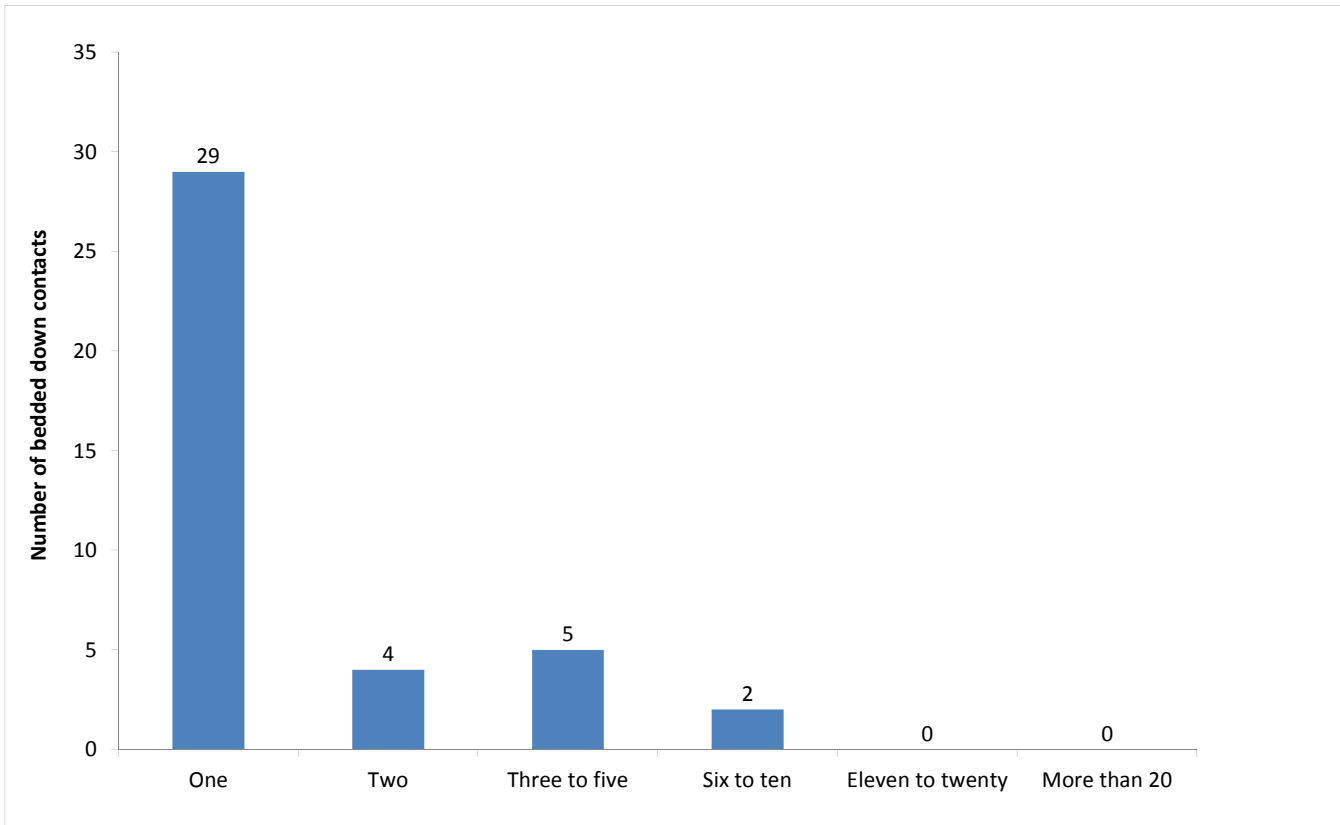
Of these 116, 40 had a bedded down street contact in the quarter and so were known to have slept rough in Islington during the quarter. The number sleeping rough this quarter has decreased by 20%.

In the same period last year, 9 people were seen sleeping rough.

19 people were seen rough sleeping for the first time this quarter (flow). This compares to 36 in the previous quarter, a decrease of 47%.

## 2) Rough sleeping volume

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



Base: 40

Of the 40 people seen rough sleeping this quarter, 29 only had a single bedded down street contact.

Of the 40 people seen bedded down, 1 was from a CEE country and seen only once during the period.

### 3) Nationality of rough sleepers

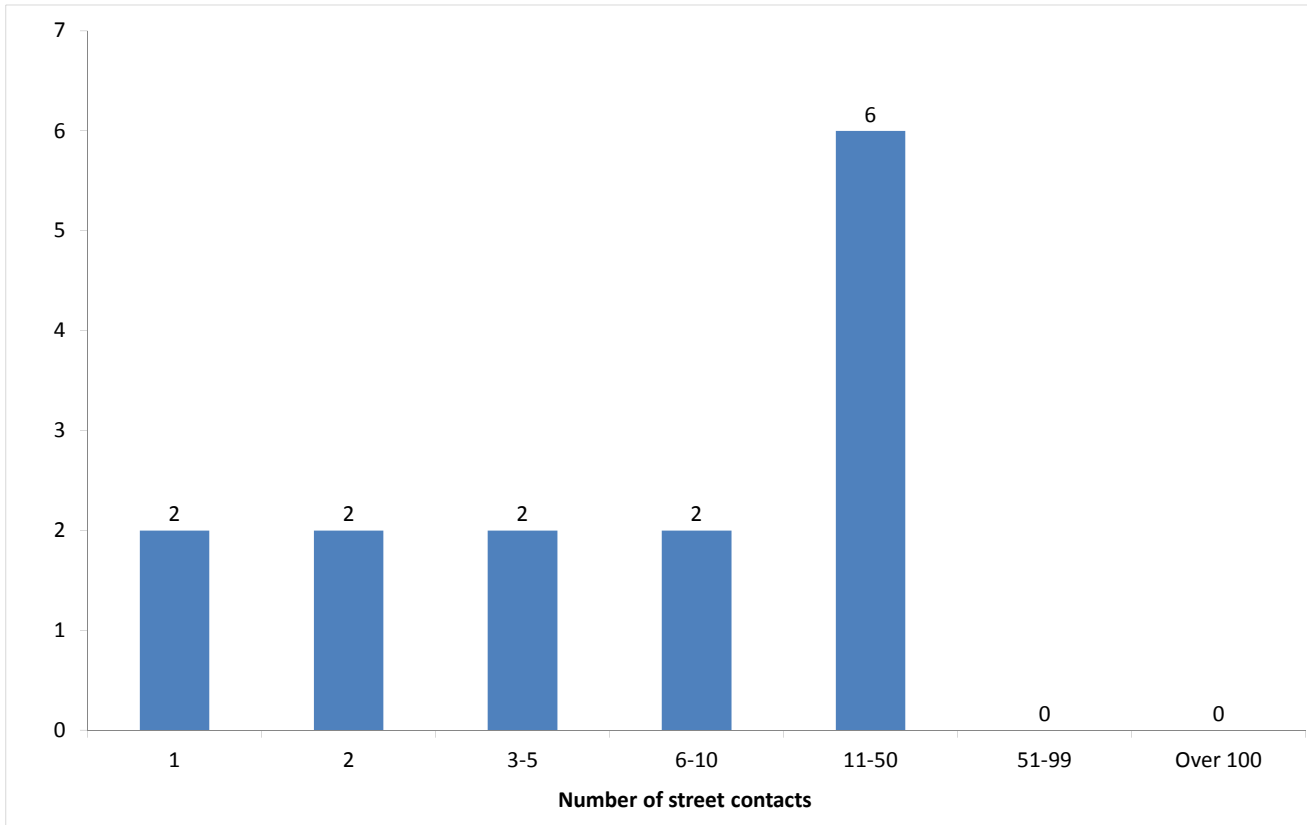
People seen rough sleeping by outreach or BBS teams during the quarter by flow, stock and returner model.

| Nationality                                      | Jan-Mar   | %           | Apr-Jun   | %           | Jul-Sep   | %           | Oct-Dec   | %           |
|--|-----------|-------------|-----------|-------------|-----------|-------------|-----------|-------------|
| UK   | 7         | 70%         | 23        | 59%         | 33        | 72%         | 24        | 63%         |
| Ireland (Republic of)                            |           |             | 1         | 3%          | 1         | 2%          | 2         | 5%          |
| Portugal   |           |             | 1         | 3%          | 1         | 2%          |           |             |
| Bulgaria   |           |             |           |             |           |             |           |             |
| Czech Republic                                   |           |             | 2         | 5%          |           |             | 1         | 3%          |
| Estonia  |           |             |           |             |           |             |           |             |
| Hungary  |           |             |           |             |           |             |           |             |
| Latvia   |           |             |           |             |           |             |           |             |
| Lithuania  |           |             | 1         | 3%          | 1         | 2%          |           |             |
| Poland   |           |             |           |             |           |             |           |             |
| Romania  |           |             |           |             | 2         | 4%          | 3         | 8%          |
| Slovenia   |           |             |           |             |           |             |           |             |
| Slovakia   |           |             |           |             |           |             |           |             |
| <b>Central and East European (CEE) sub-total</b> | <b>0</b>  | <b>0</b>    | <b>3</b>  | <b>8%</b>   | <b>3</b>  | <b>7%</b>   | <b>4</b>  | <b>11%</b>  |
| other Europe                                     | 1         | 10%         | 4         | 10%         | 4         | 9%          | 4         | 11%         |
| Eritrea  |           |             |           |             |           |             | 1         | 3%          |
| Africa   |           |             | 2         | 5%          | 2         | 4%          | 3         | 8%          |
| America  |           |             | 2         | 5%          | 1         | 2%          |           |             |
| Asia   |           |             | 3         | 8%          | 1         | 2%          |           |             |
| Australasia                                      | 2         | 20%         | 0         |             |           |             |           |             |
| Missing  | 0         |             | 2         |             | 4         |             | 2         |             |
| Not known  | 0         |             | 0         |             | 0         |             | 0         |             |
| <b>Total</b>                                     | <b>10</b> | <b>100%</b> | <b>41</b> | <b>100%</b> | <b>50</b> | <b>100%</b> | <b>40</b> | <b>100%</b> |
| <b>Total**</b>                                   | <b>10</b> |             | <b>39</b> |             | <b>46</b> |             | <b>38</b> |             |

Base: 38 Note that the base figure for this graph excludes clients where the nationality is missing or not known (2).

#### 4) 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: 14

14 (12%) verified rough sleepers contacted across Islington this quarter have never had a booking in action recorded on CHAIN. This has decreased slightly from 16 (13%) in the previous period.

5 of these people have slept rough in the quarter, which is 13% of all people sleeping rough this quarter.

2 (14%) of the people who have never had a booking in action recorded on CHAIN have only ever had 1 street contact recorded.

## 5) 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  | 16        | 32%         | 7         | 20%         |
| Bed & breakfast  | 4         | 8%          | 4         | 11%         |
| Clinic/Detox/Rehab   | 1         | 2%          | 2         | 6%          |
| Night Centre   | 0         | 0%          | 0         | 0%          |
| Rolling shelter  | 5         | 10%         | 8         | 23%         |
| Hostel   | 6         | 12%         | 5         | 14%         |
| Other temporary  | 0         | 0%          | 0         | 0%          |
| Second-stage accommodation                                 | 0         | 0%          | 0         | 0%          |
| St Mungo's complex needs                                   | 1         | 2%          | 0         | 0%          |
| St Mungo's semi-independent                                | 0         | 0%          | 0         | 0%          |
| Clearing House/RSI   | 0         | 0%          | 0         | 0%          |
| LA tenancy (general needs)                                 | 1         | 2%          | 1         | 3%          |
| Private rented sector                                      | 0         | 0%          | 0         | 0%          |
| Private rented sector - independent                        | 0         | 0%          | 0         | 0%          |
| Private rented sector - with some floating support/support | 0         | 0%          | 0         | 0%          |
| RSL tenancy (general needs)                                | 0         | 0%          | 0         | 0%          |
| Sheltered housing  | 2         | 4%          | 0         | 0%          |
| Supported housing  | 5         | 10%         | 2         | 6%          |
| Other long-term accommodation                              | 0         | 0%          | 0         | 0%          |
| <b>Bookings into accommodation total</b>                   | <b>41</b> | <b>82%</b>  | <b>29</b> | <b>83%</b>  |
| Return to home area  | 8         | 16%         | 5         | 14%         |
| Seeking work   | 0         | 0%          | 0         | 0%          |
| Move to area for friends/family                            | 0         | 0%          | 0         | 0%          |
| Move to area with appropriate services                     | 6         | 12%         | 1         | 3%          |
| Other  | 0         | 0%          | 0         | 0%          |
| <b>Reconnections total</b>                                 | <b>9</b>  | <b>18%</b>  | <b>6</b>  | <b>17%</b>  |
| <b>TOTAL</b>   | <b>50</b> | <b>100%</b> | <b>35</b> | <b>100%</b> |

Outreach and BBS teams across Islington succeeded in reconnecting or booking into accommodation 33 people, 28% of the 116 people contacted during the quarter.

This is a slightly higher proportion than previous periods - Jan-Mar; 13 (24%), Apr-Jun; 19 (22%), Jul-Sep; 23 (19%).

28 people had a total of 41 booking in events. This indicates that individuals can be booked into accommodation (the same type or different) more than once in the quarter.

8 people were booked into long-term accommodation - 3 people booked in last quarter.

6 people were booked into hostel accommodation. This is similar to the previous quarter (Jul - Sep; 5).

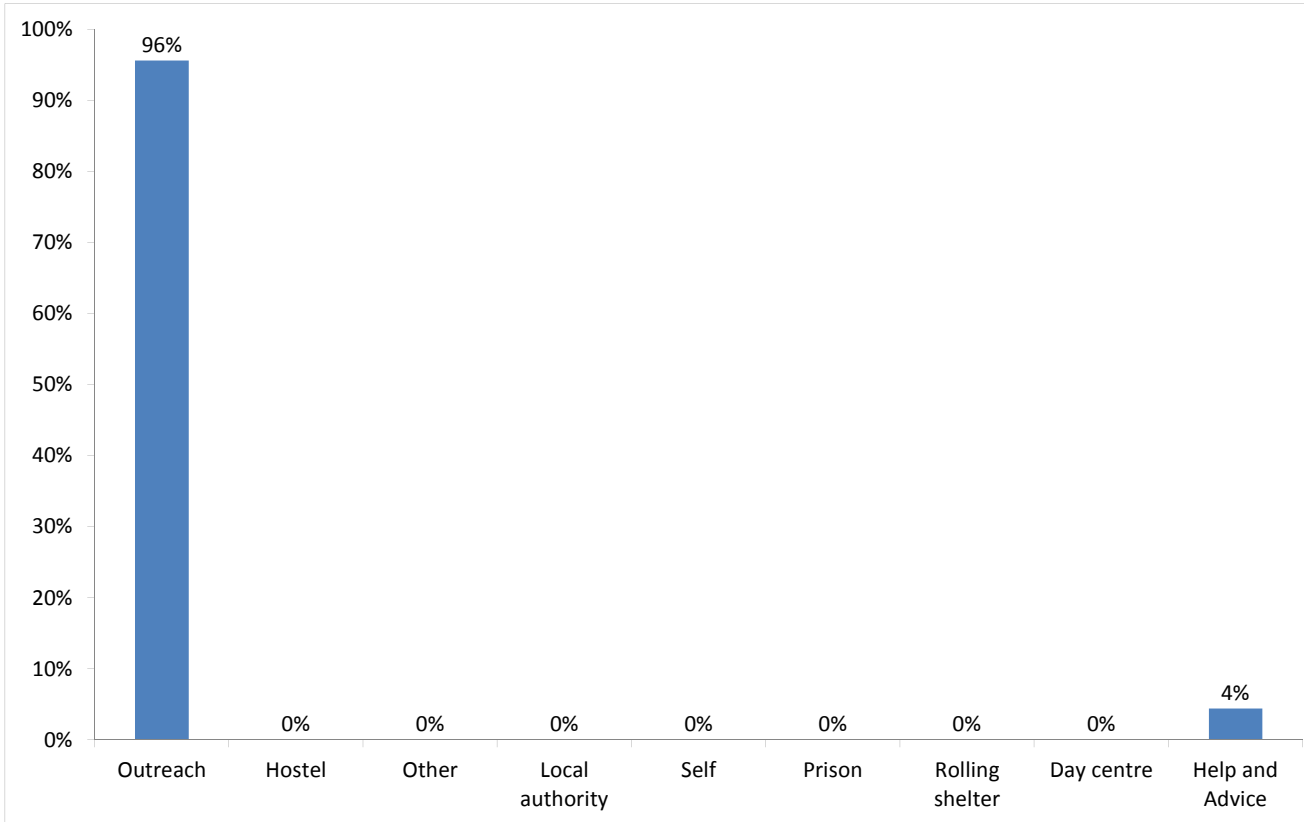
Outreach and BBS teams across Islington achieved a confirmed reconnection with 8 people they contacted this quarter. This is 7% of the people contacted by outreach or BBS teams this quarter.

9 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

### 6) Arrivals

Temporary accommodation arrivals by accommodation project and source of referral.



Base: 114

111 people arrived at accommodation in Islington this year. These 111 people had 114 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 previous periods (Jan-Mar;81, Apr-Jun;82, Jul-Sep;105).

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

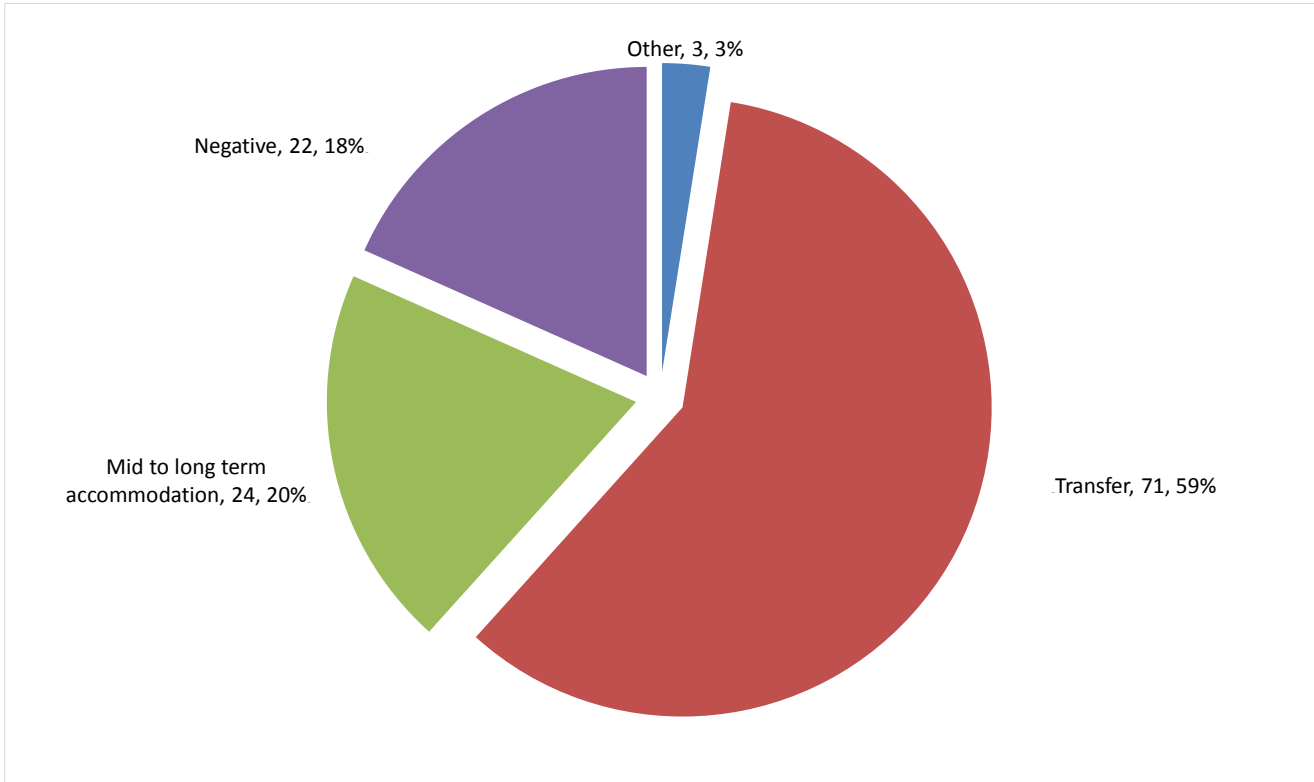
#### Breakdown by accommodation:

| Source of referral<br>→<br>Accommodation | BBS - CSTM | CSTM - Advice & Housing | BBS - Passage | Westminster SSHU - Passage | BBS - St Mungo's | Westminster SPOT | CHC Brent Outreach | City Rough Sleepers Team | City Personal Budgets | CRI - Camden | Heathrow Airport Outreach | Lambeth SORT | Southwark SPOT | Tower Hamlets SORT | London Street Rescue | Pilion Islington Outreach | Total      |
|--|------------|-------------------------|---------------|----------------------------|------------------|------------------|--------------------|--------------------------|-----------------------|--------------|---------------------------|--------------|----------------|--------------------|----------------------|---------------------------|------------|
| St Mungo's - Margery Street              | 11         | 5                       | 11            | 1                          | 13               | 6                | 4                  | 13                       | 1                     | 3            | 2                         | 1            | 8              | 4                  | 25                   | 5                         | 113        |
| St Mungo's - Tufnell Park Road (153-155) |            |                         |               |                            |                  |                  |                    |                          |                       |              |                           |              |                |                    |                      | 1                         | 1          |
| <b>Total</b>                             | <b>11</b>  | <b>5</b>                | <b>11</b>     | <b>1</b>                   | <b>13</b>        | <b>6</b>         | <b>4</b>           | <b>13</b>                | <b>1</b>              | <b>3</b>     | <b>2</b>                  | <b>1</b>     | <b>8</b>       | <b>4</b>           | <b>25</b>            | <b>6</b>                  | <b>114</b> |



## 7) Departures - destination on departure

Departure actions by destination on departure



Base: 120

| 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     | %           |
|--|------------|-------------|
| Bed & Breakfast  | 8          | 7%          |
| Clearing House/RSI   | 1          | 1%          |
| Hostel - another organisation                              | 45         | 38%         |
| Hostel - within the organisation                           | 14         | 12%         |
| LA tenancy (general needs)                                 | 3          | 3%          |
| Not known  | 17         | 14%         |
| Private rented sector - independent                        | 9          | 8%          |
| Private rented sector - with some floating support/support | 3          | 3%          |
| RSL tenancy (general needs)                                | 3          | 3%          |
| Sheltered Housing  | 1          | 1%          |
| Sleeping rough/Returned to streets                         | 2          | 2%          |
| Staying with friends                                       | 3          | 3%          |
| Supported Housing  | 4          | 3%          |
| Taken into custody   | 3          | 3%          |
| Temporary accommodation (LA)                               | 4          | 3%          |
| <b>Total</b>   | <b>120</b> | <b>100%</b> |

118 people departed from accommodation in Islington this year. These 118 people had 120 departure actions. This indicates that an individual can depart from more than once (at the same accommodation project or different) in a period.

49% of people left accommodation to move to another hostel. This is consistent with the previous three periods.

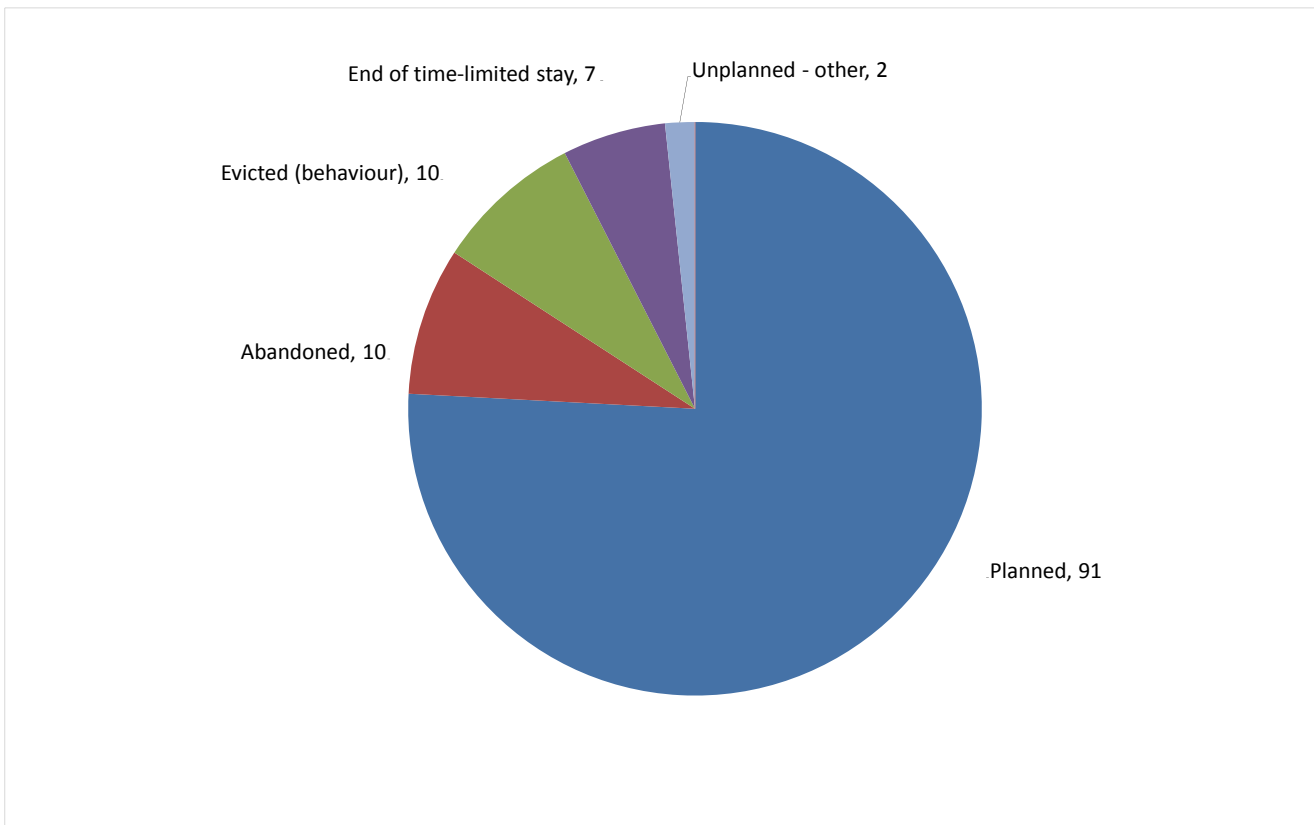
20% of people left accommodation to move to mid to long-term accommodation. This is consistent with last quarter (17%).

#### Breakdown by accommodation

| Destination<br>Accommodation |                 |                    |                               |                                  |                            |           |                         |                              |                             |                   |                         |                      |                   |                    |                         | Total      |
|------------------------------|-----------------|--------------------|-------------------------------|----------------------------------|----------------------------|-----------|-------------------------|------------------------------|-----------------------------|-------------------|-------------------------|----------------------|-------------------|--------------------|-------------------------|------------|
|                              | Bed & Breakfast | Clearing House/RSI | Hostel - another organisation | Hostel - within the organisation | LA tenancy (general needs) | Not known | Private rented sector - | Private rented sector - with | RSL tenancy (general needs) | Sheltered Housing | Sleeping rough/Returned | Staying with friends | Supported Housing | Taken into custody | Temporary accommodation |            |
| St Mungo's - Margery Street  | 8               | 1                  | 45                            | 12                               | 3                          | 17        | 9                       | 3                            |                             | 1                 | 2                       | 3                    | 4                 | 3                  | 4                       | <b>115</b> |
| St Mungo's - Court Gardens   |                 |                    |                               | 1                                |                            |           |                         |                              |                             |                   |                         |                      |                   |                    |                         | <b>1</b>   |
| St Mungo's - Rosebery Avenue |                 |                    |                               |                                  |                            |           |                         |                              | 3                           |                   |                         |                      |                   |                    |                         | <b>3</b>   |
| St Mungo's - Wharton Street  |                 |                    |                               | 1                                |                            |           |                         |                              |                             |                   |                         |                      |                   |                    |                         | <b>1</b>   |
| <b>Total</b>                 | <b>8</b>        | <b>1</b>           | <b>45</b>                     | <b>14</b>                        | <b>3</b>                   | <b>17</b> | <b>9</b>                | <b>3</b>                     | <b>3</b>                    | <b>1</b>          | <b>2</b>                | <b>3</b>             | <b>4</b>          | <b>3</b>           | <b>4</b>                | <b>120</b> |

## 8) Departures - reason for leaving

Departures by whether or not the departure was planned or unplanned



Base: 120

118 people departed from accommodation in Islington this year. These 118 people had 120 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 higher than previous quarters.

76% of departures were due to a planned move. This is similar to last quarter (Jan-Mar; 58%, Apr-Jun; 67%, Jul-Sep; 79%).

8% of departures were due to abandonments - (Jan-Mar; 18%, Apr-Jun; 21%, Jul-Sep; 9%).

8% of departures were due to evictions. This is consistent with the previous three quarters.

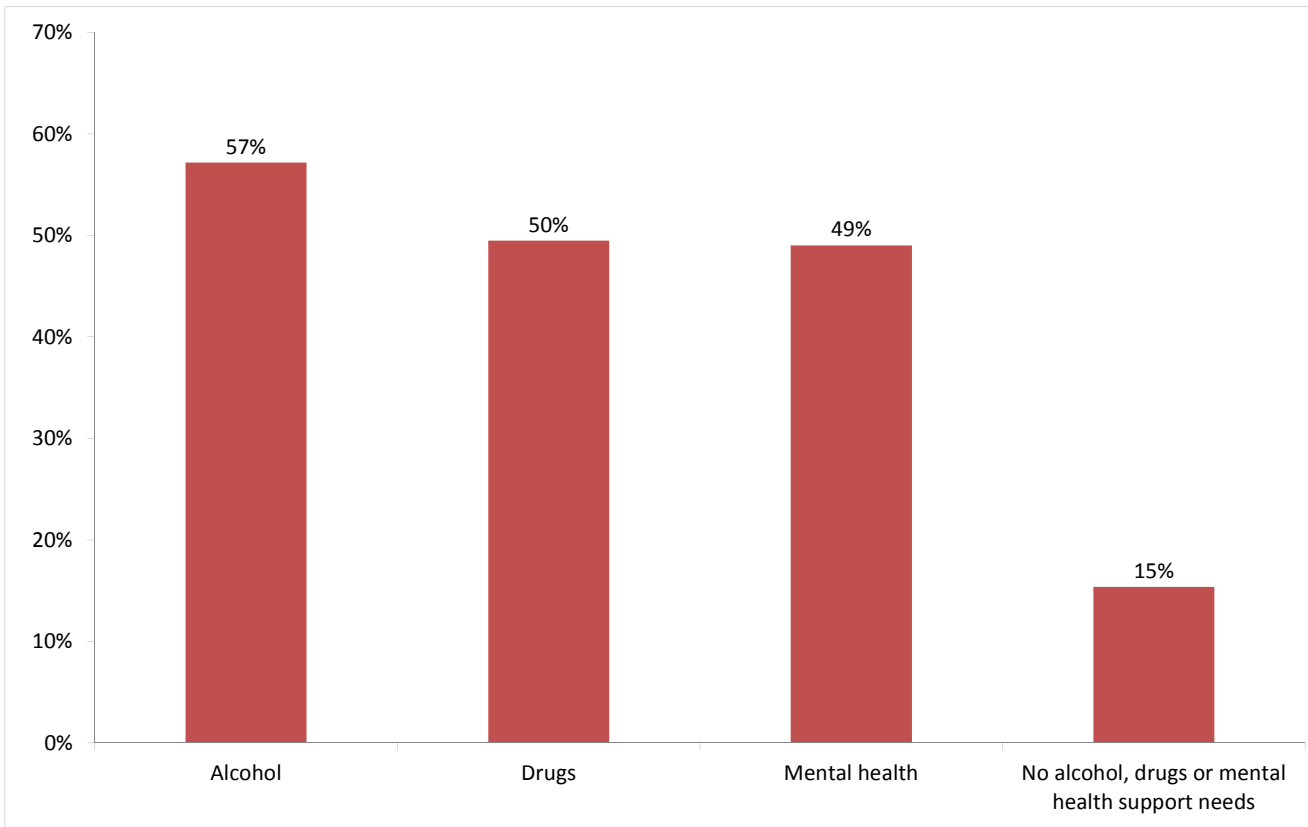
**Breakdown by accommodation:**

| Planned/Unplanned<br>Accommodation | →         |           |                        |                              |                      | Total      |
|------------------------------------|-----------|-----------|------------------------|------------------------------|----------------------|------------|
|                                    | Planned   | Abandoned | Evicted<br>(behaviour) | End of time-<br>limited stay | Unplanned -<br>other |            |
| St Mungo's - Margery Street        | 86        | 10        | 10                     | 7                            | 2                    | 115        |
| St Mungo's - Court Gardens         | 1         |           |                        |                              |                      | 1          |
| St Mungo's - Rosebery Avenue       | 3         |           |                        |                              |                      | 3          |
| St Mungo's - Wharton Street        | 1         |           |                        |                              |                      | 1          |
| <b>Total</b>                       | <b>91</b> | <b>10</b> | <b>10</b>              | <b>7</b>                     | <b>2</b>             | <b>120</b> |

## Client Support Needs/Institutional History

### 9) Support needs

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



Base: 208 Note that the base figure for this graph excludes clients where all 3 support needs are not known or not recorded (19).

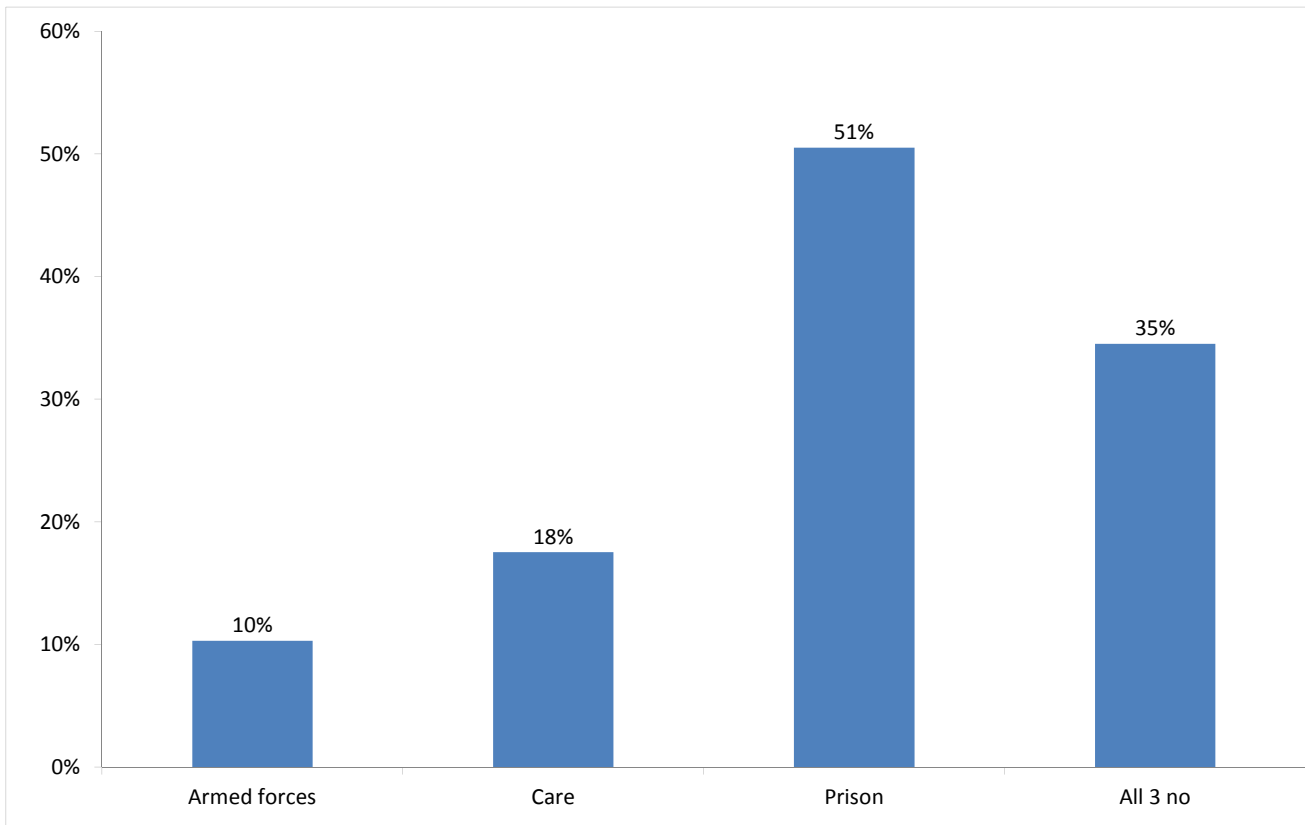
| Support Needs                       | No. of people | %           |
|-------------------------------------|---------------|-------------|
| Alcohol only                        | 24            | 11%         |
| Drugs only                          | 17            | 7%          |
| Mental health only                  | 24            | 11%         |
| Alcohol and drugs                   | 30            | 13%         |
| Alcohol and mental health           | 22            | 10%         |
| Drugs and mental health             | 13            | 6%          |
| Alcohol, drugs and mental health    | 43            | 19%         |
| All 3 no                            | 32            | 14%         |
| All 3 not known or not assessed     | 19            | 8%          |
| All 3 no, not known or not assessed | 3             | 1%          |
| <b>Total</b>                        | <b>227</b>    | <b>100%</b> |

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

The proportion of people contacted in Islington with a drugs support need (50%) is notably higher than the proportion across all boroughs (35%) this quarter.

## 10) 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: 194 Note that the base figure for this graph excludes clients where all 3 institutional histories are not known.

20 people contacted in Islington this quarter have previously been in the armed forces (16 last quarter).

| Nationality  | Number of people seen rough sleeping | % of people seen rough sleeping* |
|--------------|--------------------------------------|----------------------------------|
| UK           | 2                                    | 6%                               |
| Non-UK       | 1                                    | 3%                               |
| <b>Total</b> | <b>3</b>                             | <b>8%</b>                        |

34 people contacted in Islington this quarter have previously been in care (33 last quarter).

98 people contacted in Islington this quarter have previously been in prison (76 last quarter).

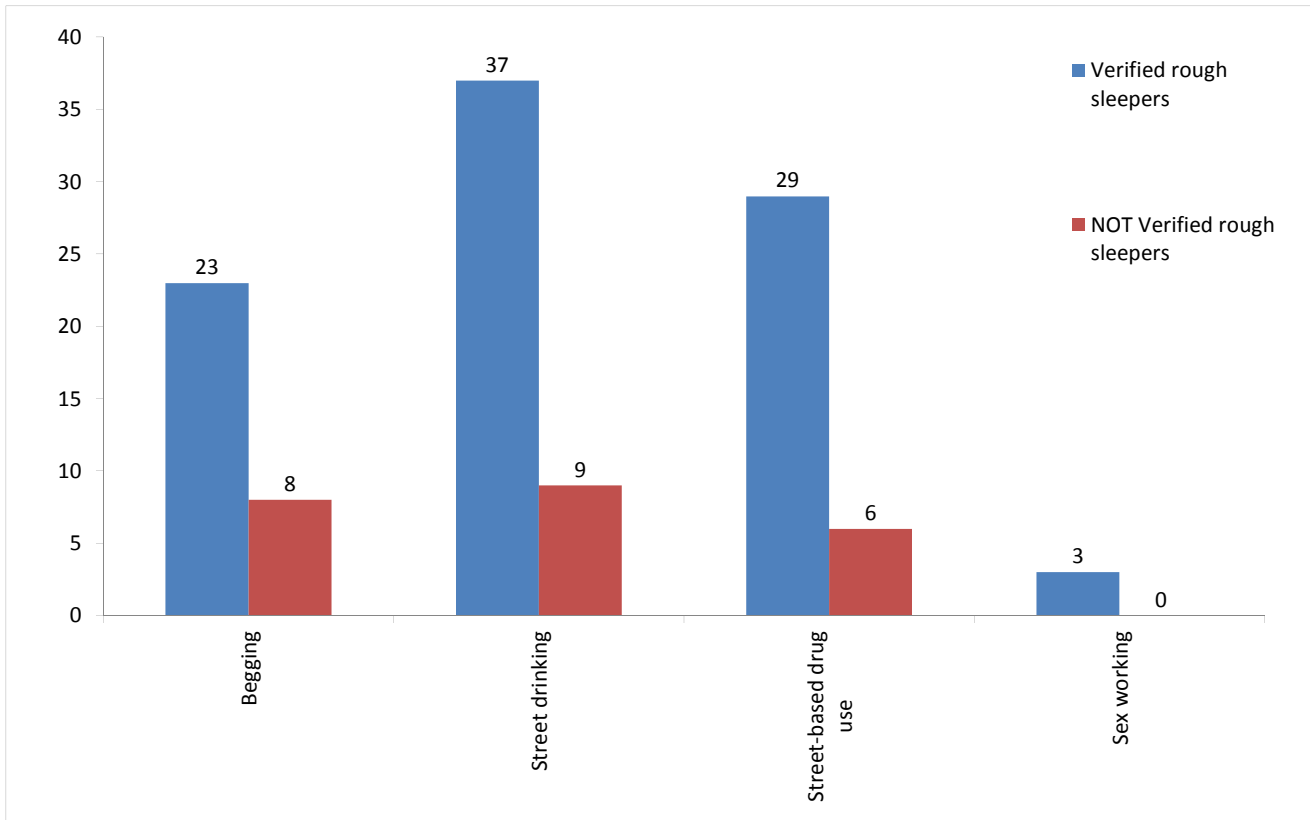
It is possible for someone contacted to have previous experience of more than one institution and so be included in more than one of the above figures. 26 people contacted in the year have been in care and prison.

The proportion of people contacted in Islington with previous experience of being in prison (51%) is notably higher than the proportion across all boroughs (40%) this quarter.

\*Base is people seen rough sleeping in the period who have been assessed for institutional history: 36

## 11) 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: 55

Base for people not verified as rough sleepers: 63

Of the 116 verified rough sleepers contacted this quarter, 55 (47%) 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 116 verified rough sleepers contacted in the quarter by outreach or BBS teams, 63 people who are considered vulnerable but have not been seen rough sleeping were also contacted. Of these:

1 had a confirmed reconnection;

25 were booked into accommodation across all boroughs;

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