



CHAIN
Quarterly Report for
Tower Hamlets
October - December 2010



CHAIN Quarterly report for Tower Hamlets 1st October to 31st December 2010

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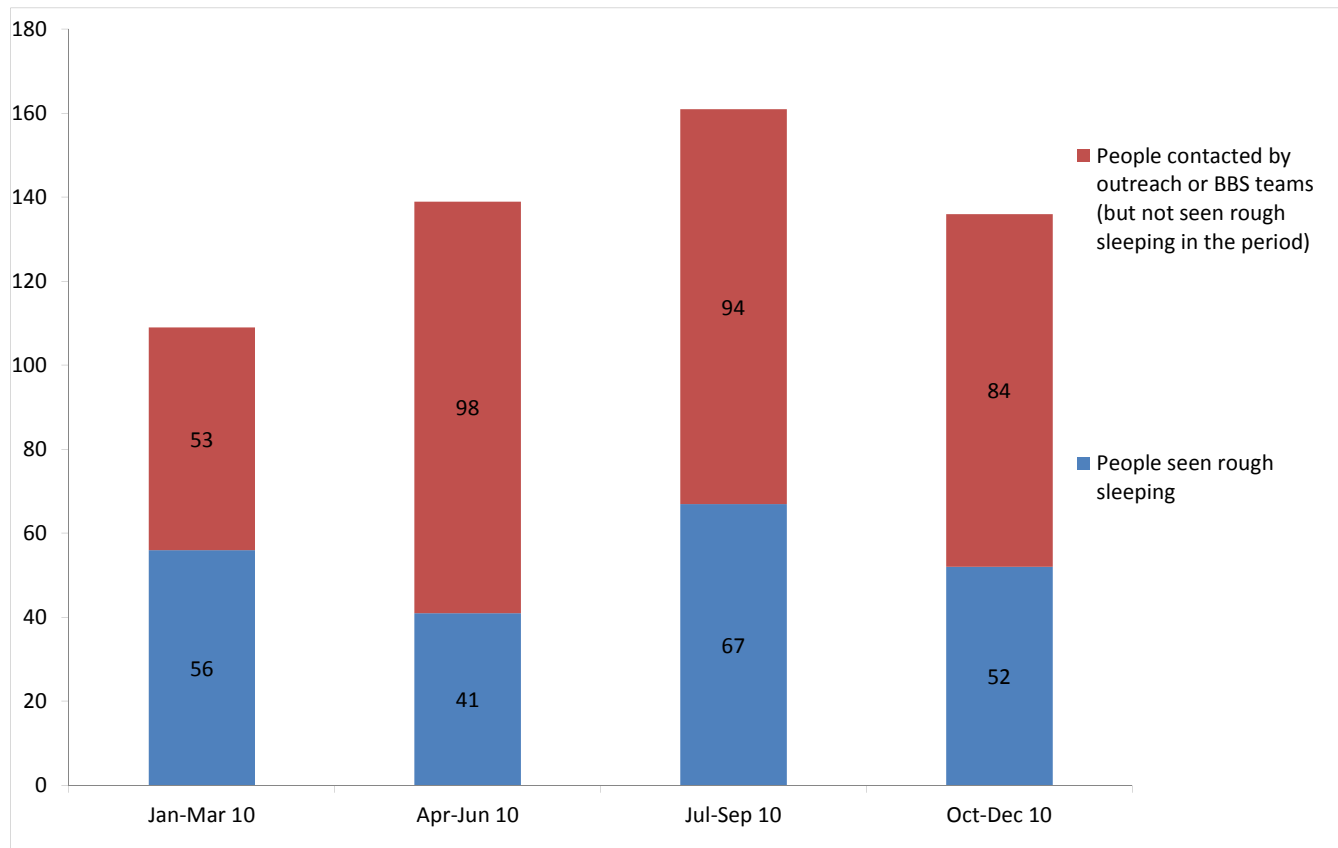
People contacted by outreach or BBS teams and/or arriving in accommodation in the quarter by experience of the armed forces, care or prison

CHAIN Quarterly report for 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



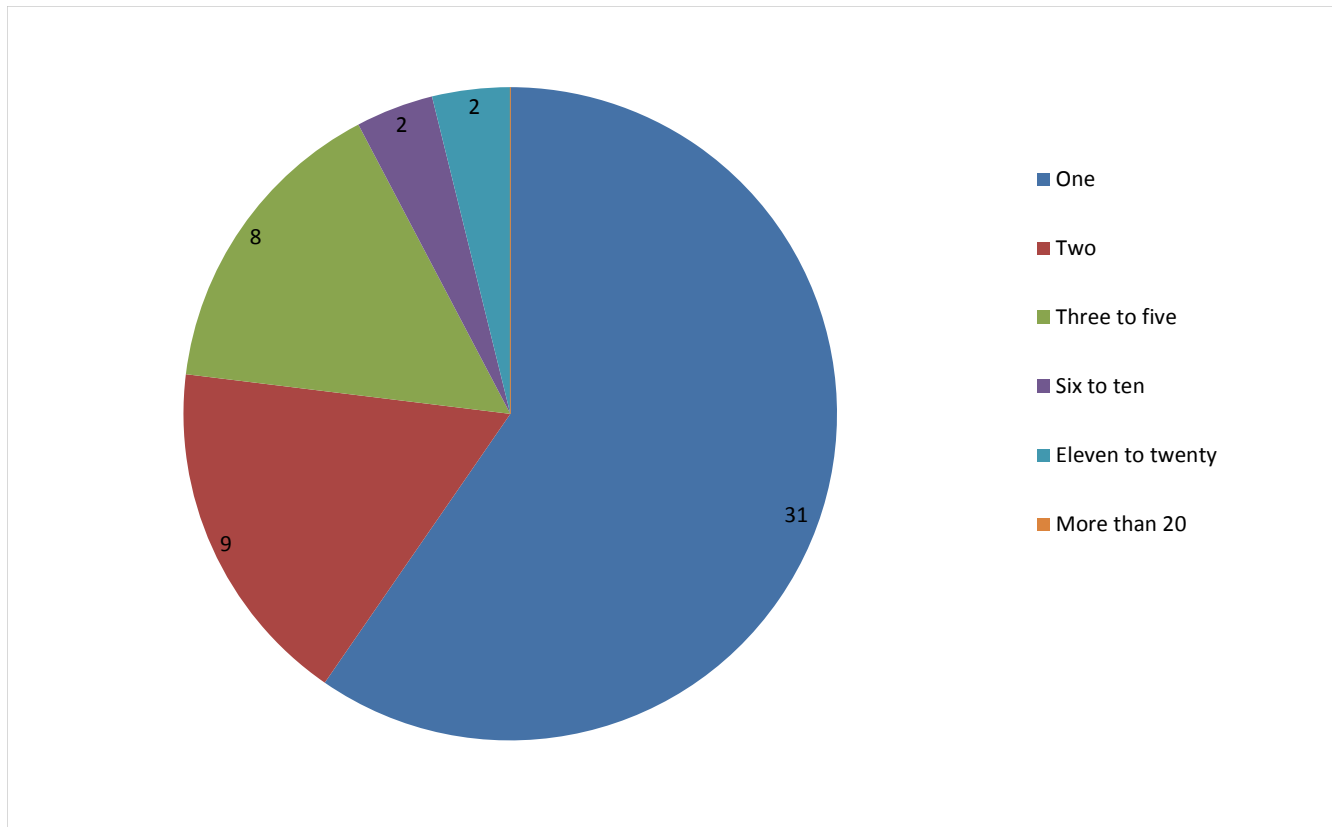
Jan-Mar 10 base: 109
Apr-Jun 10 base: 139
Jul-Sep 10 base: 161
Oct-Dec 10 base: 136

136 verified rough sleepers were contacted by services in Tower Hamlets during the quarter. This is an decrease from 161 last quarter and compares to 110 in the same quarter last year.

Of these 136, 52 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 decreased by 22%.

2) Rough sleeping volume

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



Base: 52

Of the 52 people seen rough sleeping this quarter, 31 only had a single bedded down street contact.

Of the 52 people seen bedded down, 9 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.

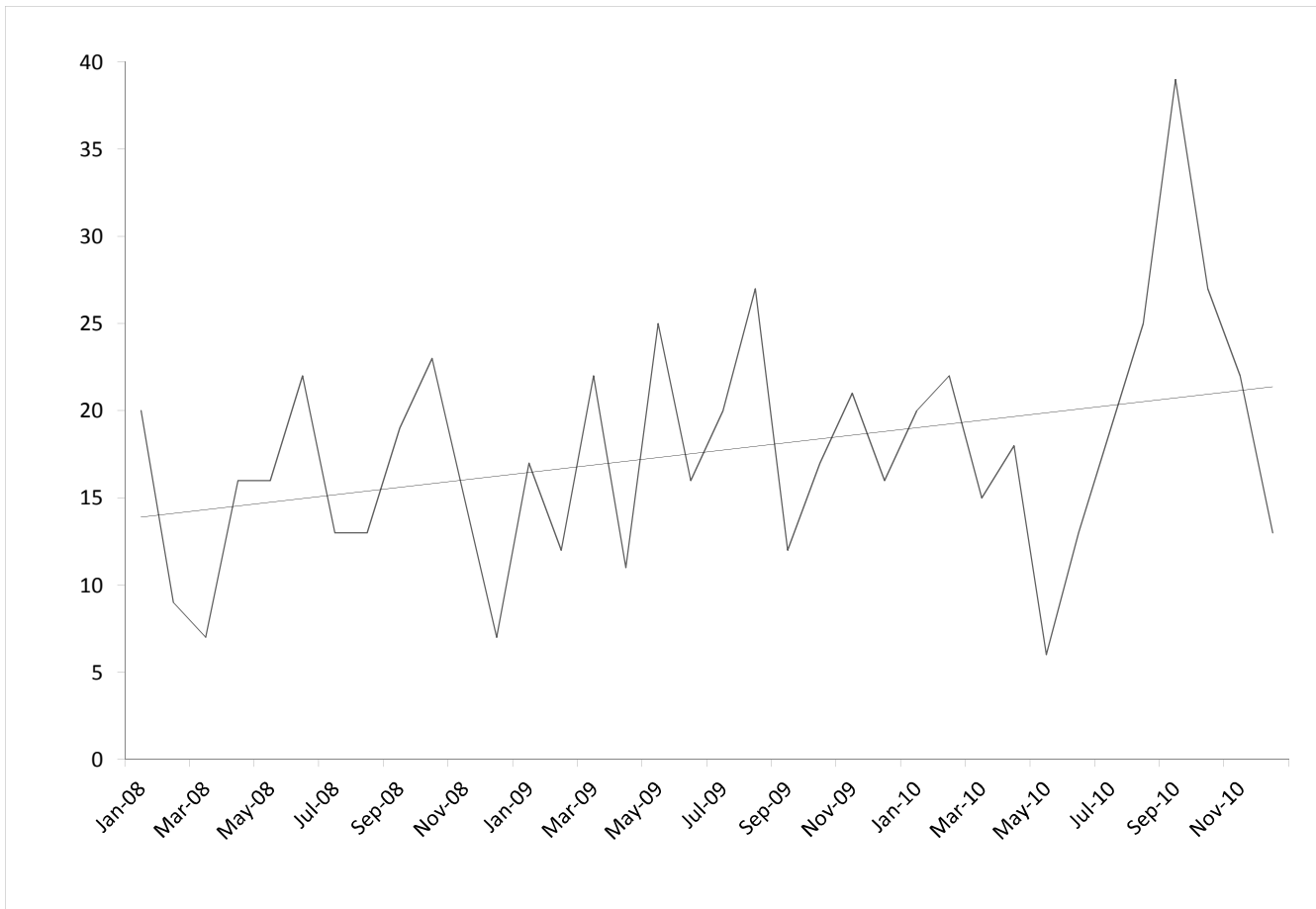
Nationality	Jan-Mar	%	Apr-Jun	%	Jul-Sep	%	Oct-Dec	%
UK	25	52%	15	43%	30	45%	19	39%
Ireland (Republic of)	0	0%	1	3%	1	2%	1	2%
Portugal	0	0%	0	0%	1	2%	0	0%
Bulgaria	0	0%	0	0%	0	0%	0	0%
Czech Republic	0	0%	1	3%	2	3%	3	6%
Estonia	1	2%	1	3%	0	0%	0	0%
Hungary	0	0%	0	0%	1	2%	1	2%
Latvia	2	4%	2	6%	1	2%	1	2%
Lithuania	7	15%	1	3%	9	14%	3	6%
Poland	2	4%	4	11%	9	14%	3	6%
Romania	1	2%	1	3%	3	5%	4	8%
Slovenia	0	0%	0	0%	0	0%	1	2%
Slovakia	2	4%	0	0%	1	2%	0	0%
Central and East European (CEE) sub-total	15	31%	10	29%	26	39%	16	33%
other Europe	1	2%	1	3%	5	8%	3	6%
Eritrea	0	0%	3	9%	0	0%	1	2%
Africa	3	6%	3	9%	1	2%	7	14%
America	1	2%	0	0%	0	0%	0	0%
Asia	3	6%	2	6%	2	3%	2	4%
Australasia	0	0%	0	0%	0	0%	0	0%
<i>Missing</i>	<i>3</i>		<i>4</i>		<i>1</i>		<i>1</i>	
<i>Not known</i>	<i>5</i>		<i>2</i>		<i>0</i>		<i>2</i>	
Total	56		41		67		52	
Total**	48		35		66		49	

Base: 49 Note that the base figure for this graph excludes clients where the nationality is missing or not known (3).

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

4) People contacted by month

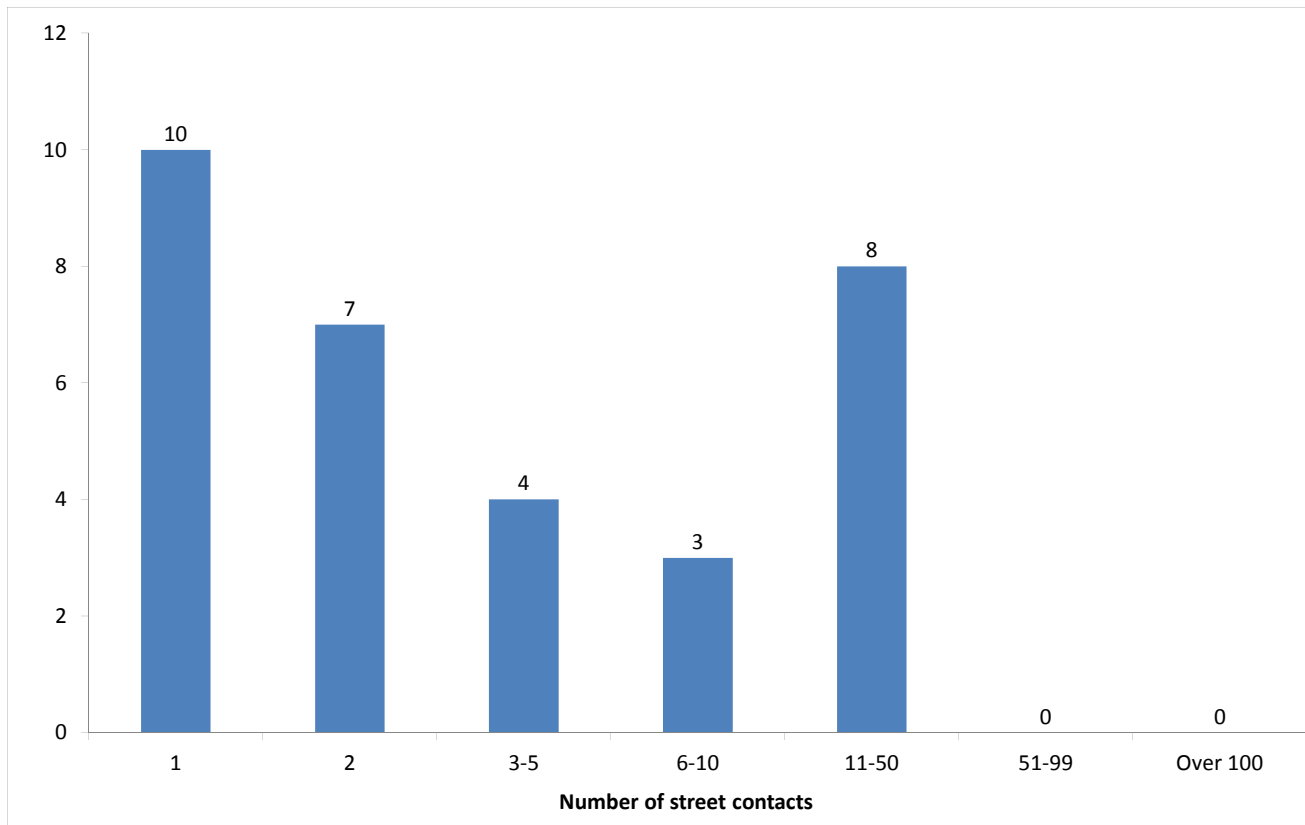
People seen rough sleeping by outreach or building based (BBS) teams by month



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

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 (24%) verified rough sleepers contacted across Tower Hamlets this quarter have never had a booking in action recorded on CHAIN. This is consistent with last quarter 40 (25%).

22 of these people have slept rough in the quarter, which is 42% of all people sleeping rough this quarter.

10 (31%) of the people who have never had a booking in action recorded on CHAIN have only ever had one street contact recorded.

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	0	0%
Bed & breakfast	2	5%
Clinic/Detox/Rehab	0	0%
Night Centre	1	3%
Rolling shelter	10	27%
<i>Referrals only (no booking in)</i>	9	
Hostel	12	32%
<i>Referral rejected (no booking in)</i>	1	
Other temporary	0	0%
Second-stage accommodation	1	3%
St Mungo's complex needs	0	0%
St Mungo's semi-independent	0	0%
Clearing House/RSI	1	3%
LA tenancy (general needs)	0	0%
Private rented sector	0	0%
Private rented sector - independent	1	3%
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	28	76%
Return to home area	7	19%
Seeking work	0	0%
Move to area for friends/family	2	5%
Move to area with appropriate services	1	3%
Other	0	0%
Reconnections total	9	24%
TOTAL	37	100%

Outreach and BBS teams across Tower Hamlets succeeded in reconnecting or booking into accommodation 25 people, 18% of the 136 people contacted during the quarter.

This is a consistent proportion compared with last quarter - 30 people, 19% .

21 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.

2 people were booked into long-term accommodation, (0 last quarter).

12 people were booked into hostel accommodation. This is lower than last quarter (16 people).

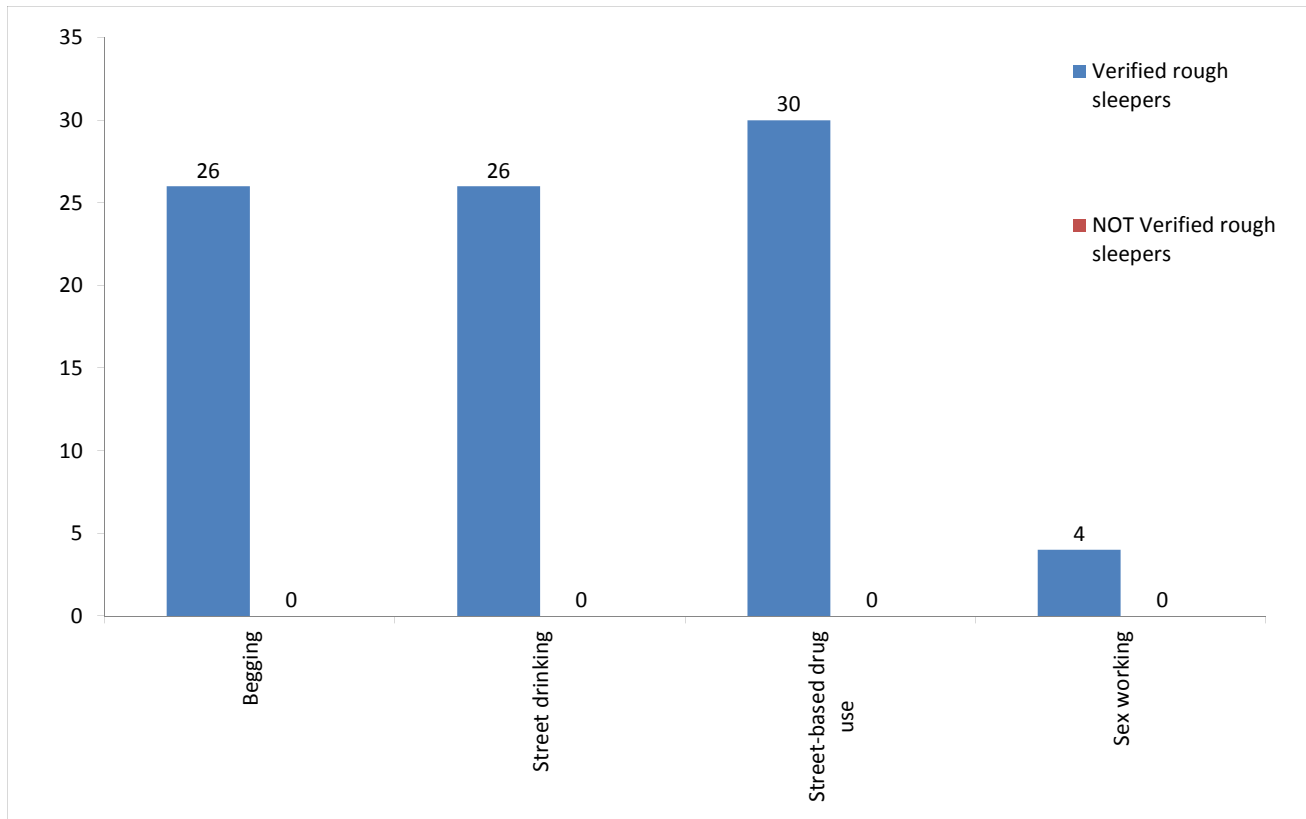
Outreach and BBS teams across Tower Hamlets achieved a confirmed reconnection with 5 people they contacted this quarter. This is 4% of the people contacted by outreach or BBS teams this quarter.

9 confirmed reconnection events were recorded by outreach and BBS teams for verified rough sleepers this quarter. In addition, teams recorded no 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) 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: 47

Base for people not verified as rough sleepers: 3

Of the 136 verified rough sleepers contacted this quarter, 47 (35%) 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.

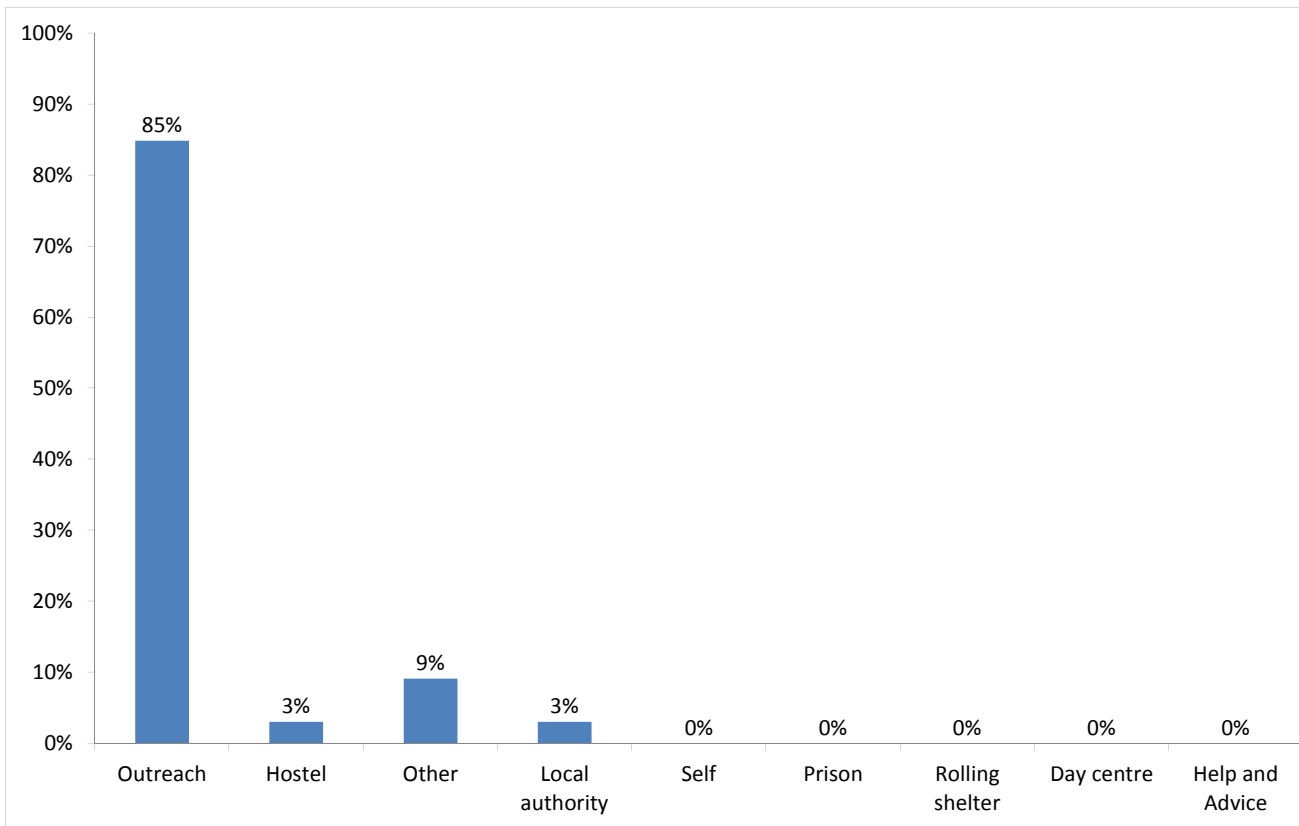
In addition to the 136 verified rough sleepers contacted in the quarter by outreach or BBS teams, 3 people who are considered vulnerable but have not been seen rough sleeping were also contacted. Of these:

1 was recorded as having arrived at accommodation reporting to CHAIN.

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

8) Arrivals

Temporary accommodation arrivals by accommodation project and source of referral.



Base: 33

32 people arrived at accommodation in Tower Hamlets this year. These 32 people had 33 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, Jul-Sep - 27 people had 28 arrival actions.

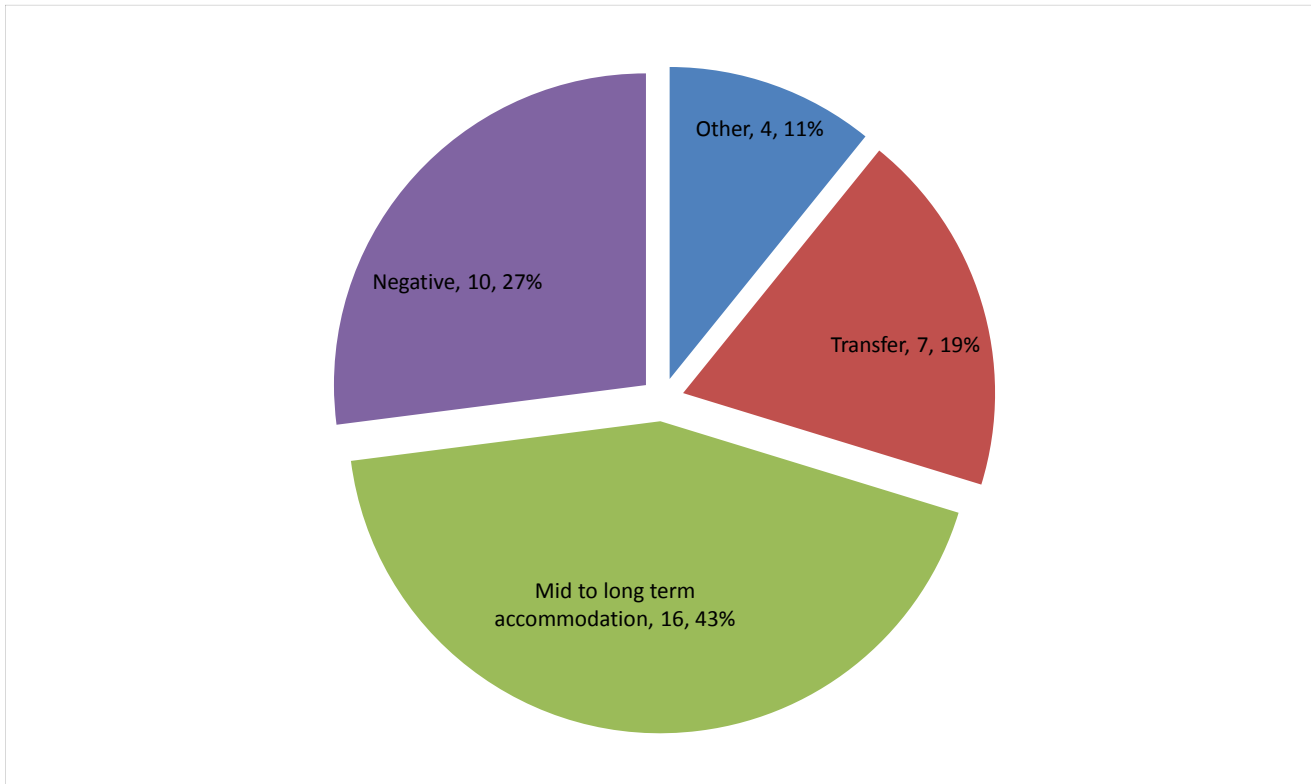
The proportion of arrivals to accommodation in Tower Hamlets that were referred by outreach or BBS teams and other accommodation projects is consistent with previous periods this quarter.

Breakdown by accommodation:

Source of referral → Accommodation ↓	Passage BBS and Day Centre	BBS - St Mungo's	Westminster SPOT	City Rough Sleepers Team	Ealing SPOT	Lambeth SORT	Tower Hamlets SORT	Tower Hamlets HOST	London Street Rescue	Hostel	Local authority (other referral source)	Total	
Look Ahead - Aldgate		1		1	2	1	1	2	5			13	
Edward Gibbons House				1					1	1	1	4	
Providence Row - Dellow Hostel				2			1					3	
Providence Row - Hackney Road				2								2	
Salvation Army - Booth House	1		1				4		4		1	11	
Total	1	1	1	6	2	1	6	2	10	1	1	1	33

9) Departures - destination on departure

Departure actions by destination on departure



Base: 37

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	11	30%
Detox clinic	1	3%
Died	3	8%
Hostel - another organisation	5	14%
LA tenancy (general needs)	1	3%
Not known	10	27%
Rehab clinic	1	3%
Staying with friends	1	3%
Supported Housing	4	11%
Total	37	100%

14% of people left accommodation to move to another hostel. This is an increase on the previous three periods.

43% of people left accommodation to move to mid to long-term accommodation, 44% last quarter.

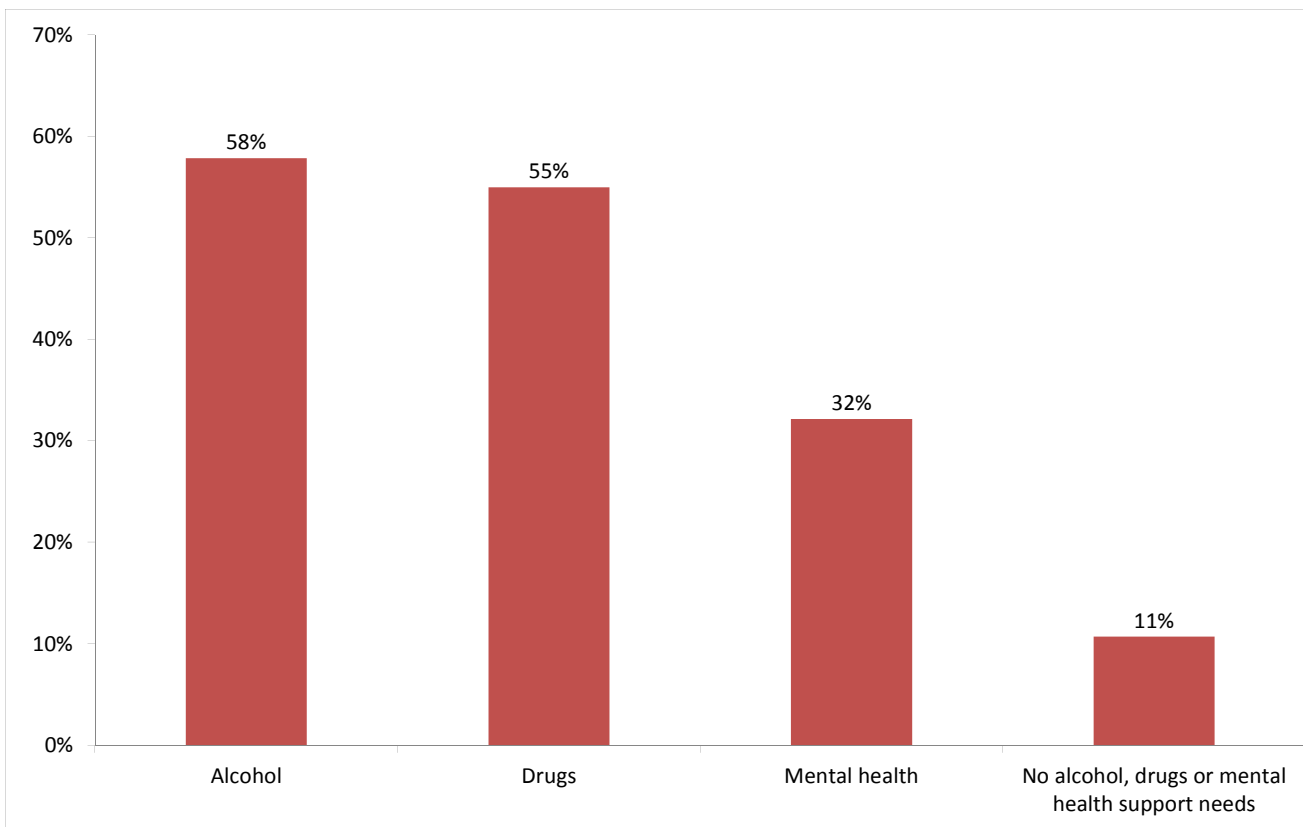
Breakdown by accommodation

Destination Accommodation	Clearing House/RSI	Detox clinic	Died	Hostel - another organisation	LA tenancy (general needs)	Not known	Rehab clinic	Staying with friends	Supported Housing	Total
Look Ahead - Aldgate			2	3	1	6	1		2	15
Providence Row - Dellow Hostel				1					2	3
Edward Gibbons House		1	1	1		1				4
Salvation Army - Booth House	11					3		1		15
Total	11	1	3	5	1	10	1	1	4	37

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 (43).

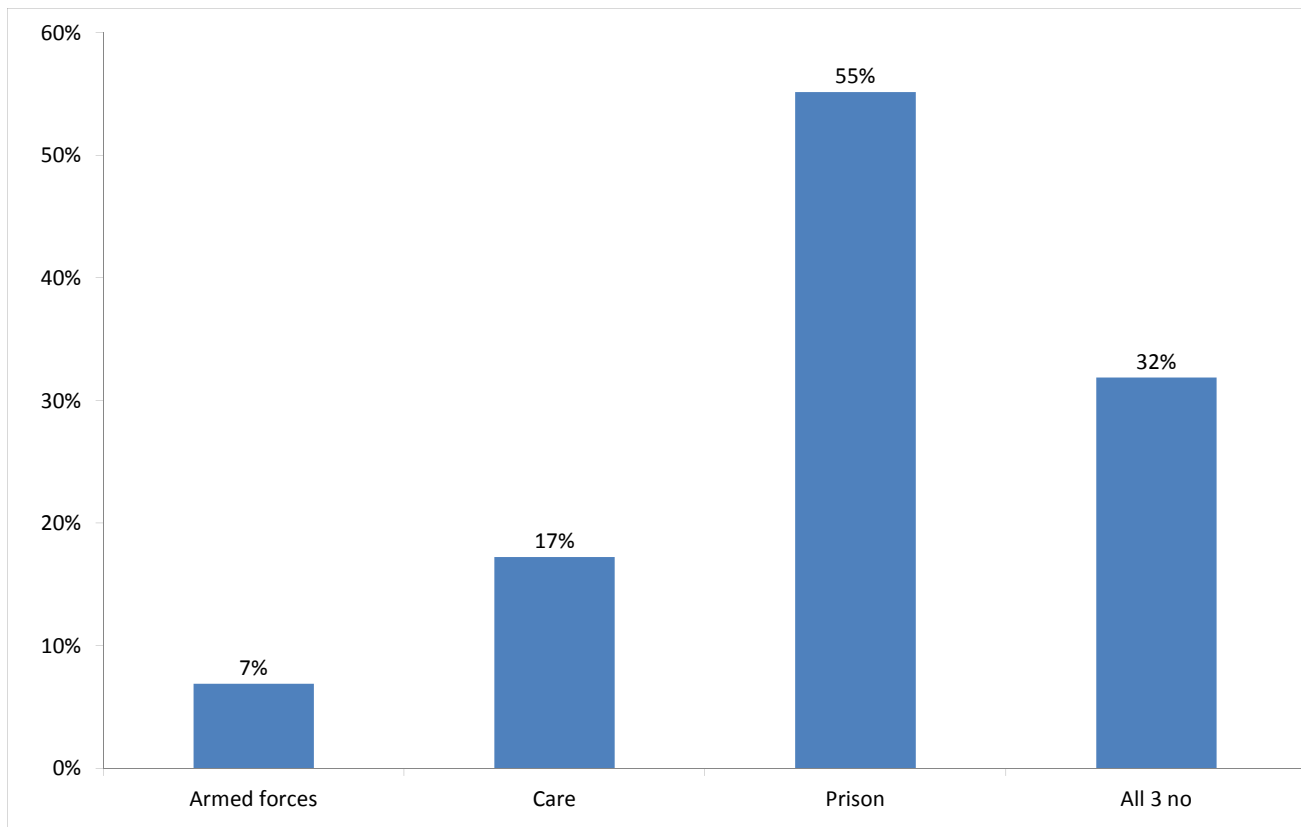
Support Needs	No. of people	%
Alcohol only	27	15%
Drugs only	27	15%
Mental health only	5	3%
Alcohol and drugs	25	14%
Alcohol and mental health	15	8%
Drugs and mental health	11	6%
Alcohol, drugs and mental health	14	8%
All 3 no	15	8%
All 3 not known or not assessed	43	23%
All 3 no, not known or not assessed	1	1%
Total	183	100%

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

The proportion of people contacted in Tower Hamlets with a drugs support need (55%) is notably higher than the proportion across all boroughs (38%) this quarter.

11) 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: 116 Note that the base figure for this graph excludes clients where all 3 institutional histories are not known.

8 people contacted in Tower Hamlets this quarter have previously been in the armed forces (7 last quarter).

Nationality	Number	%
UK	3	38%
Non-UK	5	62%
Total	8	100%

20 people contacted in Tower Hamlets this quarter have previously been in care (23 last quarter).

64 people contacted in Tower Hamlets this quarter have previously been in prison (14 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. 13 people contacted in the year have been in care and prison.