



CHAIN

Quarterly Report for Tower Hamlets October - December 2011



CHAIN Quarterly report for Tower Hamlets 1st October to 31st December 2011

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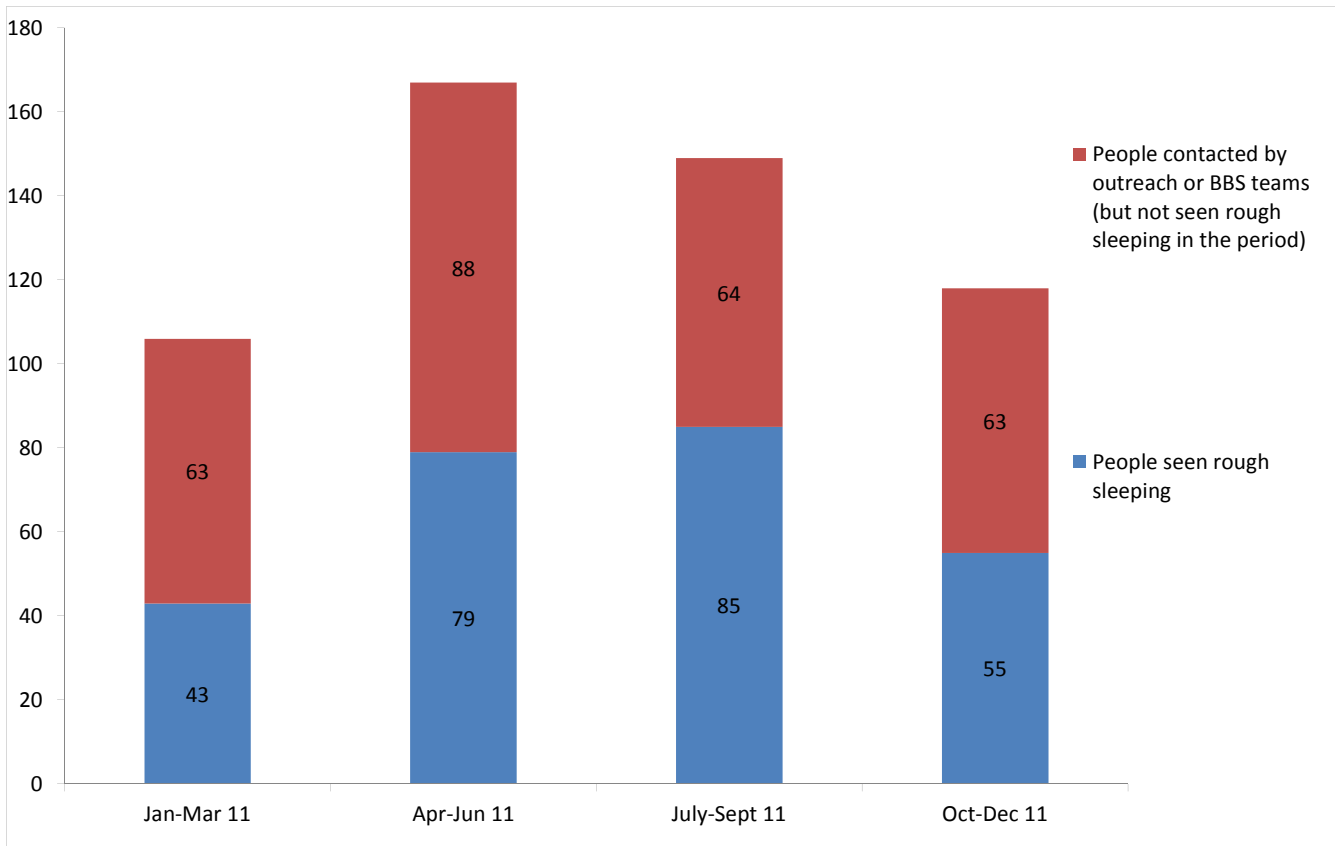
Street population (people who rough sleep and/or engage in a street lifestyle) contacted by outreach who fall into one or more of the street activity categories on CHAIN

CHAIN Quarterly report for 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 11 base: 106
Apr-Jun 11 base: 167
Jul-Sep 11 base: 149
Oct-Dec 11 base: 118

118 verified rough sleepers were contacted by services in Tower Hamlets during the quarter. This is a decrease from 149 last quarter and compares to 136 in the same quarter last year.

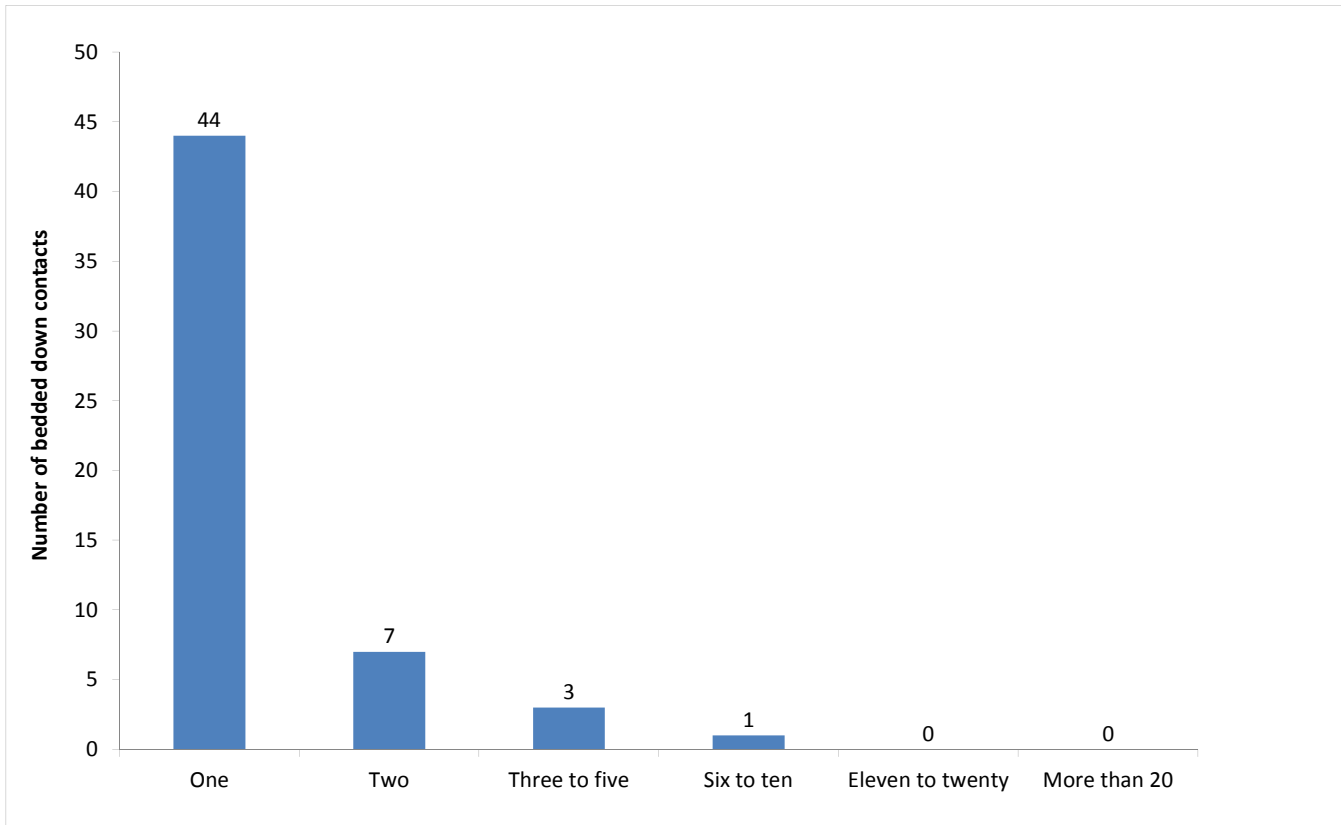
Of these 118, 55 had a bedded down street contact in the quarter and so were known to have slept rough in Tower Hamlets during the quarter. The number sleeping rough this quarter has decreased by 35%.

In the same period last year, 52 people were seen sleeping rough.

30 people were seen rough sleeping for the first time this quarter (flow). This compares to 45 in the previous quarter, a decrease of 33%.

2) Rough sleeping volume

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



Base: 55

Of the 55 people seen rough sleeping this quarter, 44 only had a single bedded down street contact.

Of the 55 people seen bedded down, 5 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

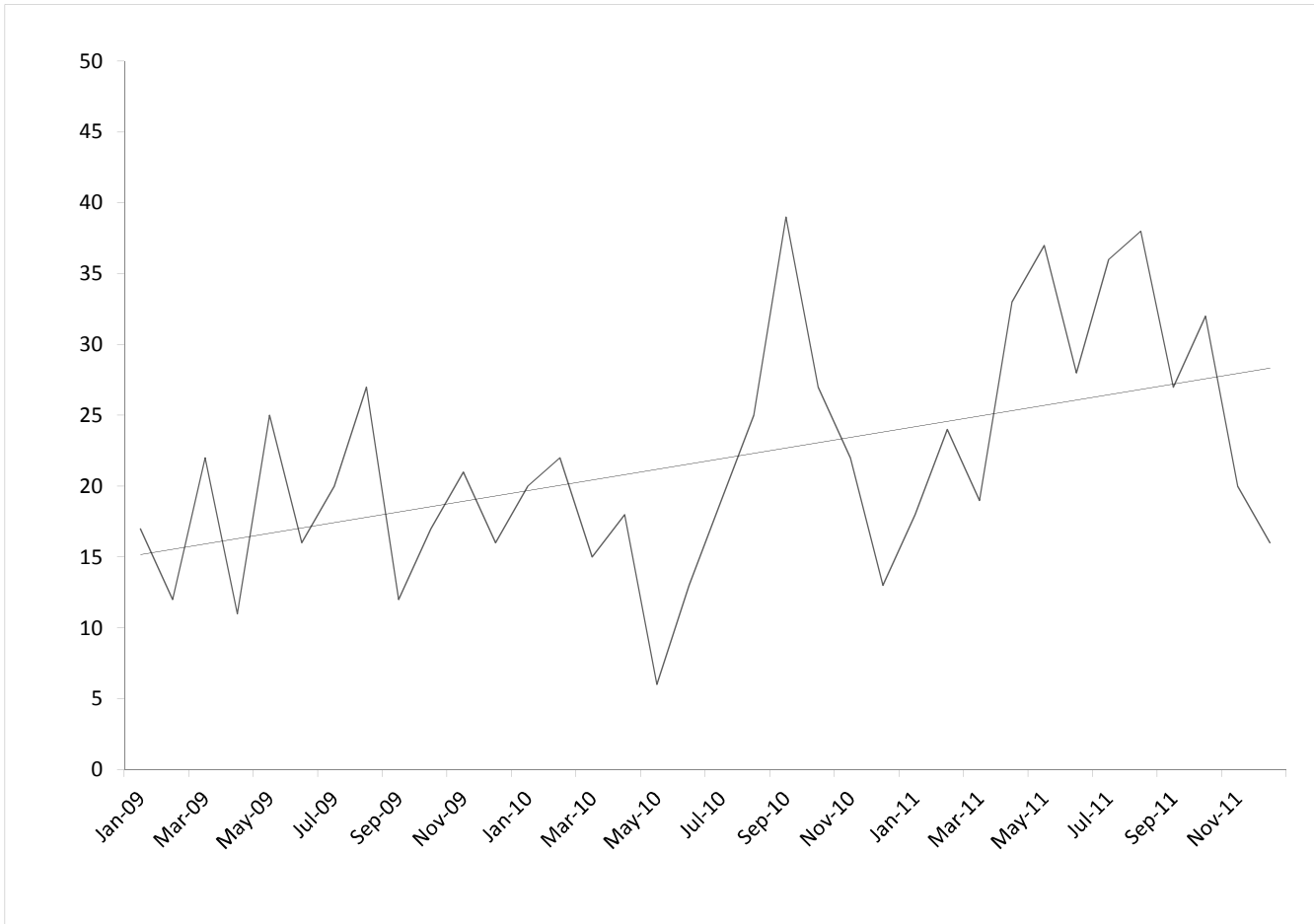
People seen rough sleeping by outreach or BBS teams during the quarter by flow, stock and returner model.

Nationality	Jan-Mar	%	Apr-Jun	%	Jul-Sep	%	Oct-Dec	%
UK	12	30%	32	41%	34	42%	32	60%
Ireland (Republic of)	1	3%	2	3%	0	0%	1	2%
Portugal	1	3%	1	1%	0	0%	0	0%
Bulgaria	0	0%	0	0%	2	2%		0%
Czech Republic	1	1%	1	1%	4	5%	1	2%
Estonia	2	5%	0	0%	0	0%		0%
Hungary	0	0%	0	0%	0	0%	2	4%
Latvia	0	0%	4	5%	4	5%	1	2%
Lithuania	4	10%	6	8%	6	7%	2	4%
Poland	4	10%	12	15%	19	23%	4	8%
Romania	7	18%	1	1%	1	1%	2	4%
Slovenia	1	3%	1	1%	0	0%		0%
Slovakia	0	0%	0	0%	3	4%	1	2%
(CEE) sub-total	19	48%	25	32%	39	48%	13	25%
other Europe	2	5%	5	6%	2	2%	1	2%
Eritrea	0	0%	0	0%	0	0%	0	0%
Africa	4	10%	7	9%	3	4%	4	8%
America	0	0%	2	3%	1	1%	0	0%
Asia	1	3%	5	6%	2	2%	2	4%
Australasia	0	0%	0	0%	0	0%	0	0%
Missing	2	5%	1	1%	0	0%	1	2%
Not known	1	3%	0	0%	4	5%	1	2%
Total	43		79		85		55	
Total**	40	100%	78	100%	81	100%	53	100%

Base: 53 Note that the base figure for this graph excludes clients where the nationality is missing or not known (2).

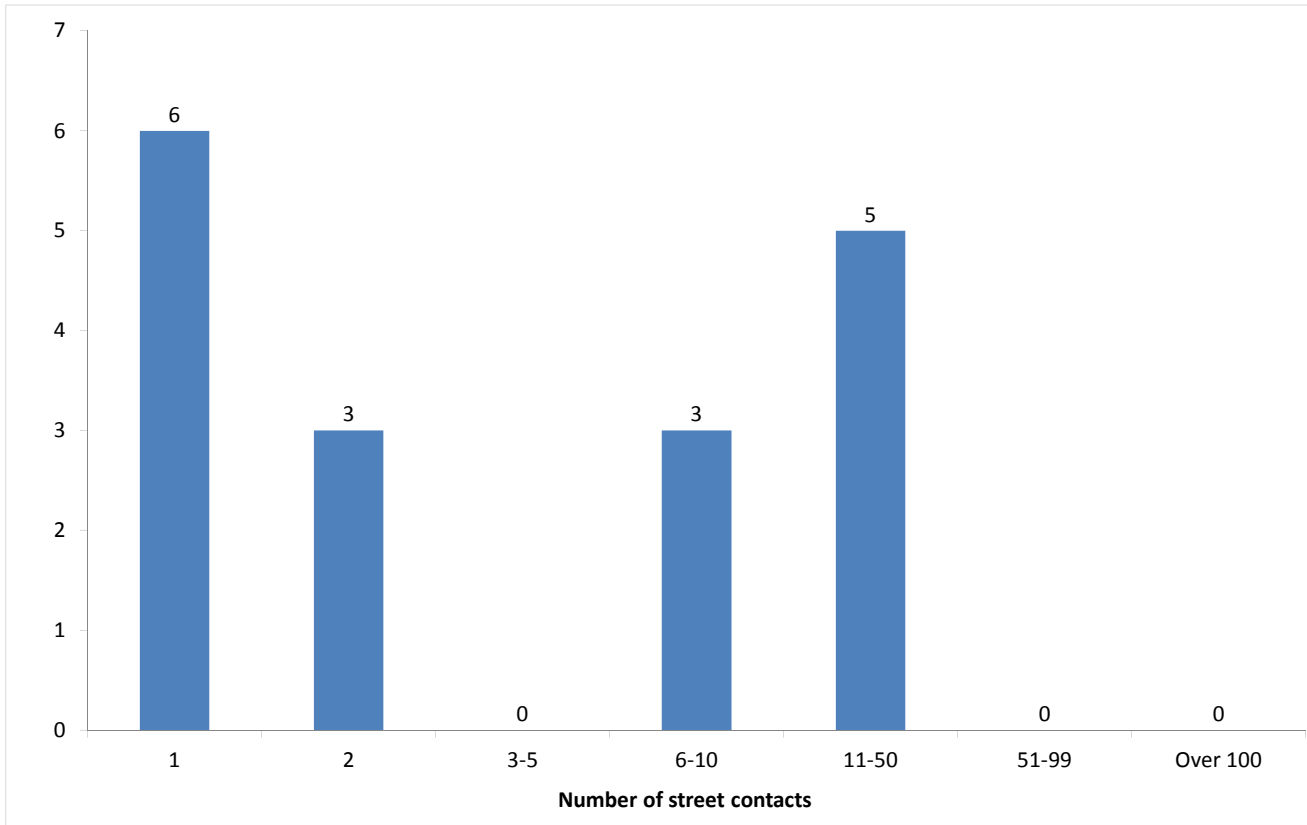
4) People seen rough sleeping by month

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: 17

17 (14%) verified rough sleepers contacted across Tower Hamlets this quarter have never had a booking in action recorded on CHAIN. This has decreased slightly from 39 (26%) in the previous period.

14 of these people have slept rough in the quarter, which is 25% of all people sleeping rough this quarter.

6 (35%) of the people who have never had a booking in action recorded on CHAIN have only ever had 1 street contact recorded.

No one in Tower Hamlets 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%	0	0%
Bed & breakfast	3	11%	1	4%
Clinic/Detox/Rehab	1	4%	0	0%
Night Centre	0	0%	0	0%
Rolling shelter	10	37%	6	21%
Hostel	11	41%	17	61%
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	0	0%	2	7%
LA tenancy (general needs)	0	0%	0	0%
Private rented sector	0	0%	0	0%
Private rented sector - independent	0	0%	1	4%
Private rented sector - with some floating support/support	0	0%	0	0%
RSL tenancy (general needs)	0	0%	0	0%
Sheltered housing	1	4%	0	0%
Supported housing	0	0%	1	4%
Other long-term accommodation	0	0%	0	0%
Bookings into accommodation total	26	96%	28	100%
Return to home area	1	4%	0	0%
Seeking work	0	0%	0	0%
Move to area for friends/family	1	4%	0	0%
Move to area with appropriate services	1	4%	0	0%
Other	0	0%	0	0%
Reconnections total	1	4%	0	0%
TOTAL	27	100%	28	100%

Outreach and BBS teams across Tower Hamlets succeeded in reconnecting or booking into accommodation 21 people, 18% of the 118 people contacted during the quarter.

This is consistent with the previous three periods.

20 people had a total of 26 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 has fluctuated over the year: Jan-Mar, 12; Apr-Jun, 0; Jul-Sept, 4.

10 people were booked into hostel accommodation. This is consistent with the previous 2 quarters.

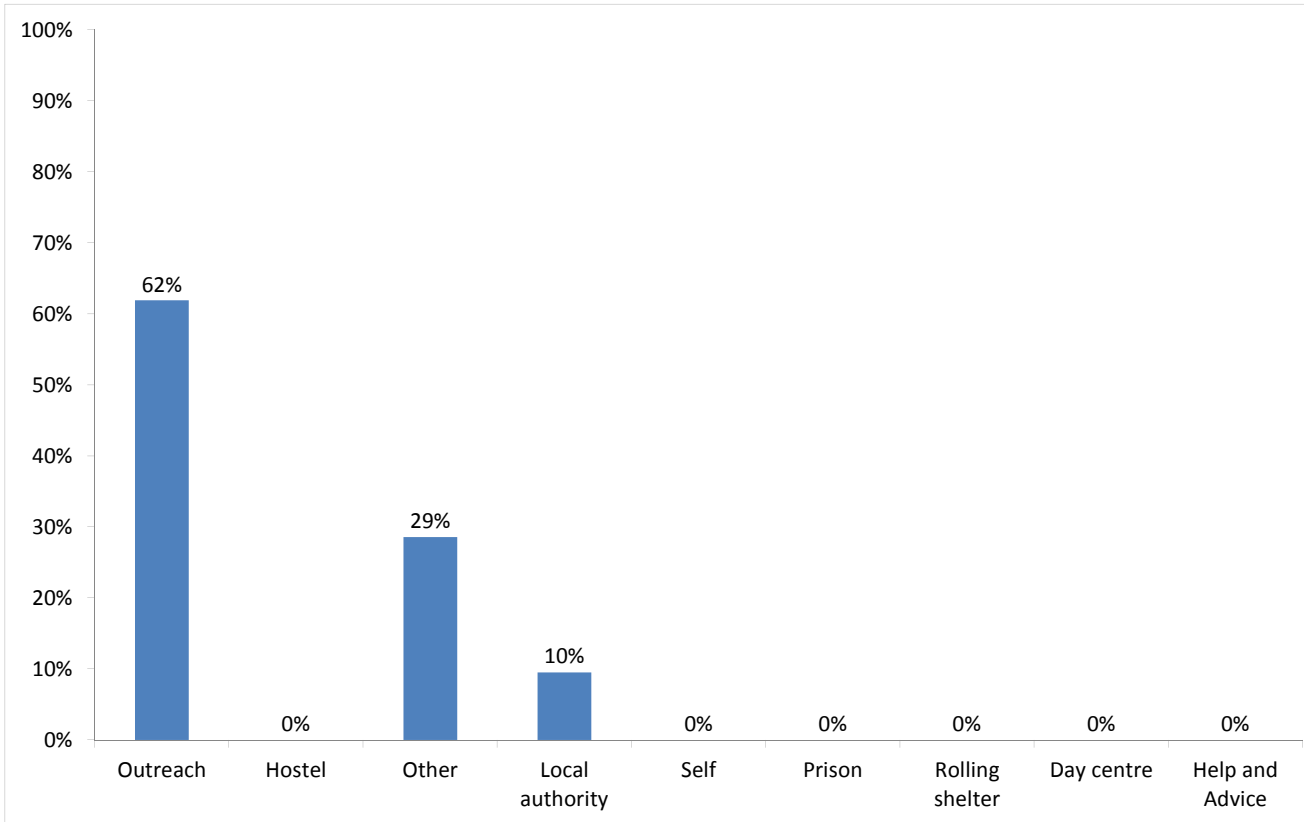
Outreach and BBS teams across Tower Hamlets achieved a confirmed reconnection with 1 person they contacted this quarter. This is 1% of the people contacted by outreach or BBS teams this quarter.

1 confirmed reconnection event was recorded by outreach and BBS teams for verified rough sleepers this quarter. There were no 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: 21

21 people arrived at accommodation in Tower Hamlets this year. These 21 people had 21 arrival actions.

The numbers of people arriving and arrivals are consistent with previous periods.

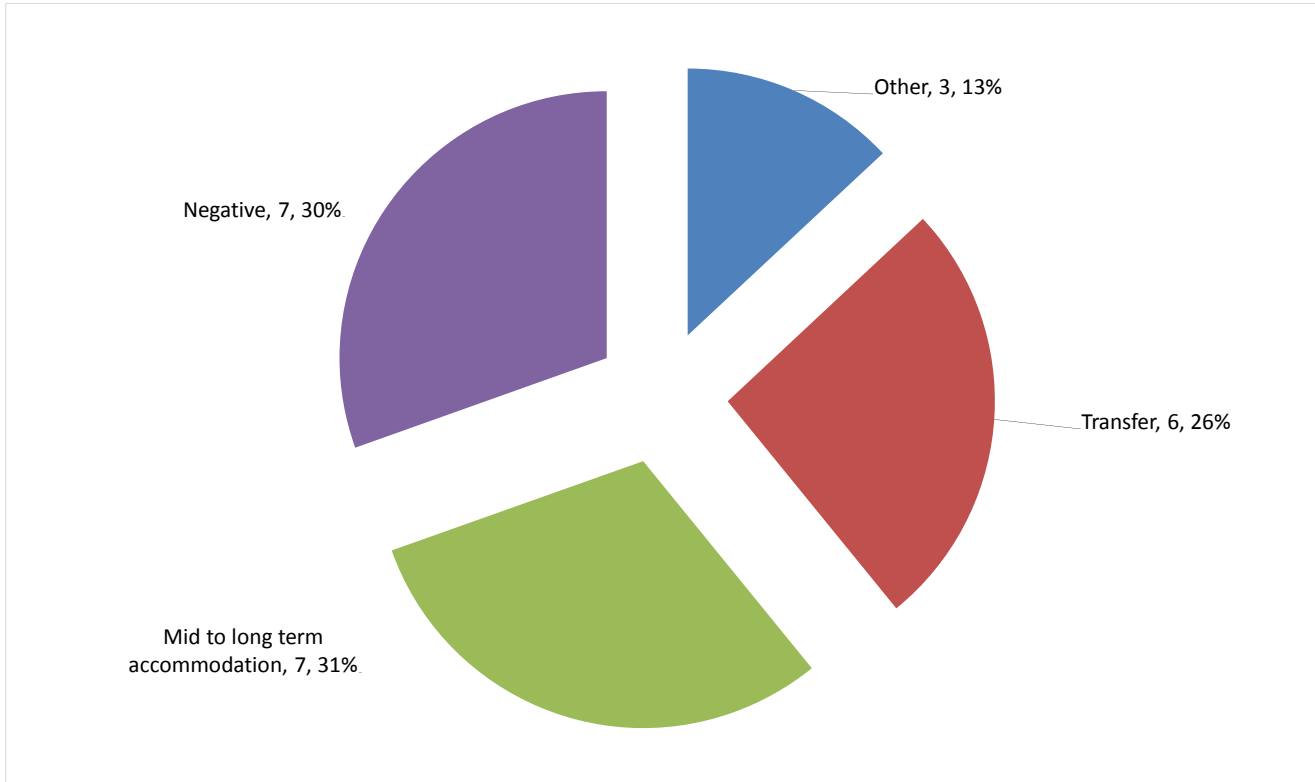
The proportion of arrivals to accommodation in Tower Hamlets that were referred by outreach or BBS teams is lower than last quarter, 83%. The proportion of arrivals to accommodation in Tower Hamlets that were referred by "other" sources is 29%, notably higher than last quarter, when it was 7%.

Breakdown by accommodation:

Source of referral → Accommodation ↓	City Rough Sleepers Team	Tower Hamlets SORT	Tower Hamlets HOST	NSNO Assessment Hub	Local authority (other referral source)	Total	
Look Ahead - Aldgate				1	1	1	3
Providence Row - Daniel Gilbert House	1				1		2
Edward Gibbons House	1						1
Providence Row - Dellow Hostel		1					1
Providence Row - Hackney Road	1						1
Salvation Army - Booth House	4	5	4				13
Total	7	6	4	1	2	1	21

8) Departures - destination on departure

Departure actions by destination on departure



Base: 23

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	Green
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	Red
Not known, Sleeping rough/returned to streets, Taken into custody	Negative	Purple
Died, Outside London, Staying with family, Staying with friends	Other	Blue

Destination on departure from temporary accommodation	Number	%
Clearing House/RSI	3	13%
Detox clinic	1	4%
Died	1	4%
Hostel - another organisation	3	13%
Hostel - within the organisation	2	9%
Not known	3	13%
Private rented sector - independent	1	4%
RSL tenancy (general needs)	1	4%
Sheltered Housing	1	4%
Staying with family	1	4%
Staying with friends	1	4%
Supported Housing	1	4%
Taken into custody	4	17%
Total	23	100%

23 people departed from accommodation in Tower Hamlets this year. These 23 people had 23 departure actions.

22% of people left accommodation to move to another hostel. This is an increase on the previous three periods: Jan-Mar, 4%; Apr-Jun, 12%; Jul-Sept, 14%.

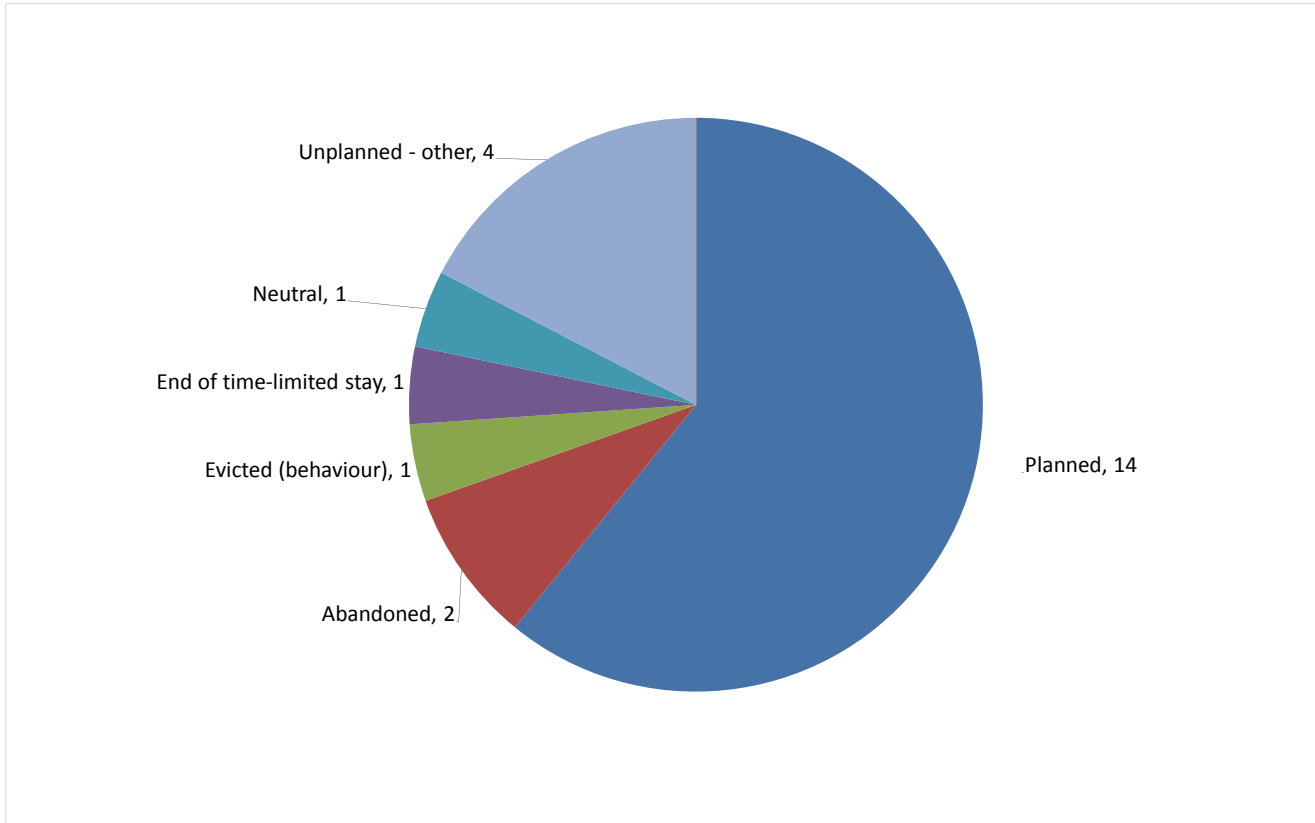
30% of people left accommodation to move to mid to long-term accommodation. This has fluctuated over the year: Jan-Mar, 50%; Apr-Jun, 42%; Jul-Sept, 19%.

Breakdown by accommodation

Destination Accommodation														Total
	Clearing House/RSI	Detox clinic	Died	Hostel - another organisation	Hostel - within the organisation	Not known	Private rented sector -	RSL tenancy (general needs)	Sheltered Housing	Staying with family	Staying with friends	Supported Housing	Taken into custody	
Look Ahead - Aldgate			1	3		2	1	1			1		1	10
Providence Row - Dellow Hostel					1								1	2
Edward Gibbons House		1												1
Salvation Army - Booth House	3				1	1			1	1		1	2	10
Total	3	1	1	3	2	3	1	1	1	1	1	1	4	23

9) Departures - reason for leaving

Departures by whether or not the departure was planned or unplanned



Base: 23

23 people departed from accommodation in Tower Hamlets this year. These 23 people had 23 departure actions.

The number of departures is slightly lower than earlier in the year: Jan-Mar, 28; Apr-Jun, 33; Jul-Sept, 21.

61% of departures were due to a planned move. This is higher than last quarter, but consistent with previous periods: Jan-Mar, 57%; Apr-Jun, 64%; Jul-Sept, 43%. It is consistent with the proportion across all boroughs this quarter.

9% of departures were due to abandonments. This is consistent with the previous three quarters and with the proportion across all boroughs this quarter.

4% of departures were due to evictions. This is consistent with the previous three quarters and with the proportion across all boroughs this quarter.

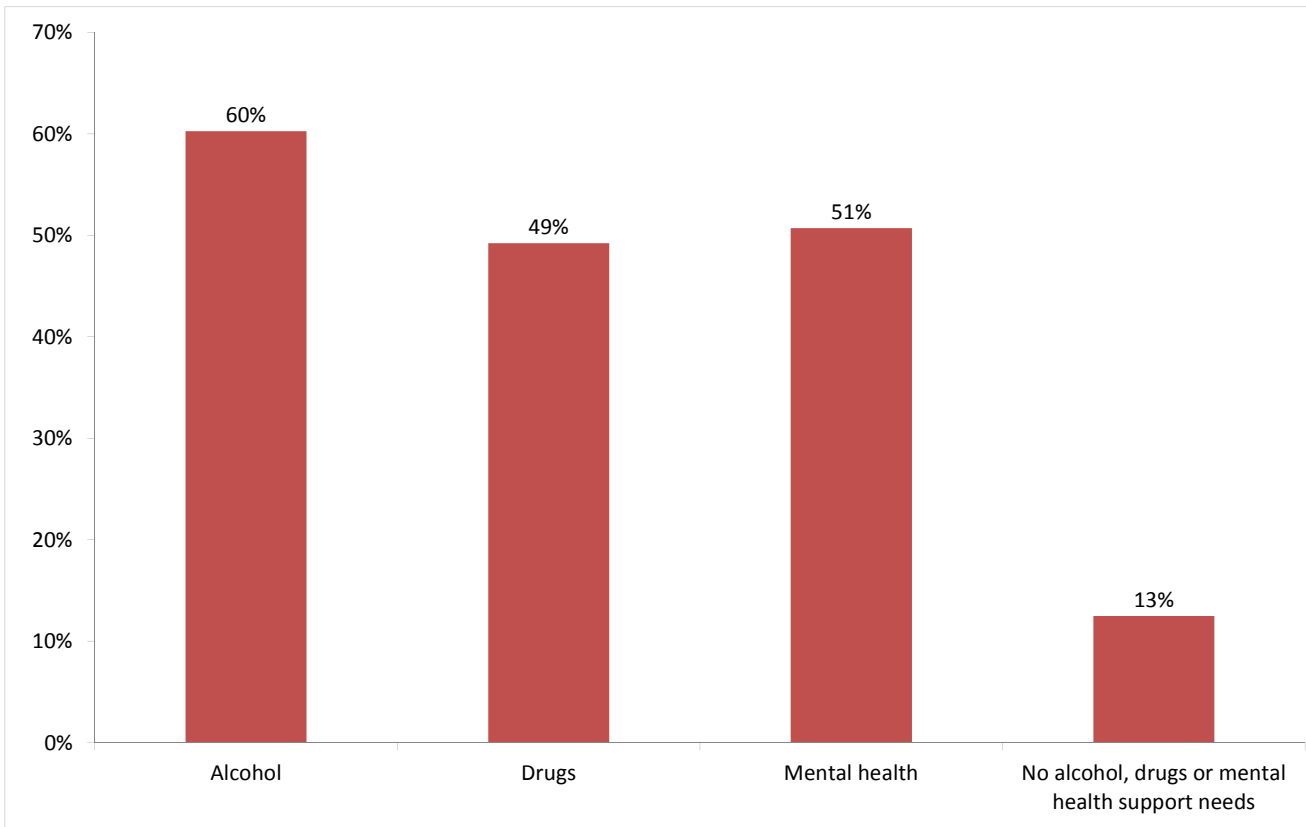
Breakdown by accommodation

Planned/Unplanned Accommodation	Planned	Abandoned Evicted (behaviour)	End of time- limited stay	Neutral	Unplanned - other	Total
Look Ahead - Aldgate	6	1	1		1	10
Providence Row - Dellow Hostel	1				1	2
Edward Gibbons House	1					1
Salvation Army - Booth House	6	1	1		2	10
Total	14	2	1	1	4	23

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: 136 Note that the base figure for this graph excludes clients where all 3 support needs are not known or not recorded (25).

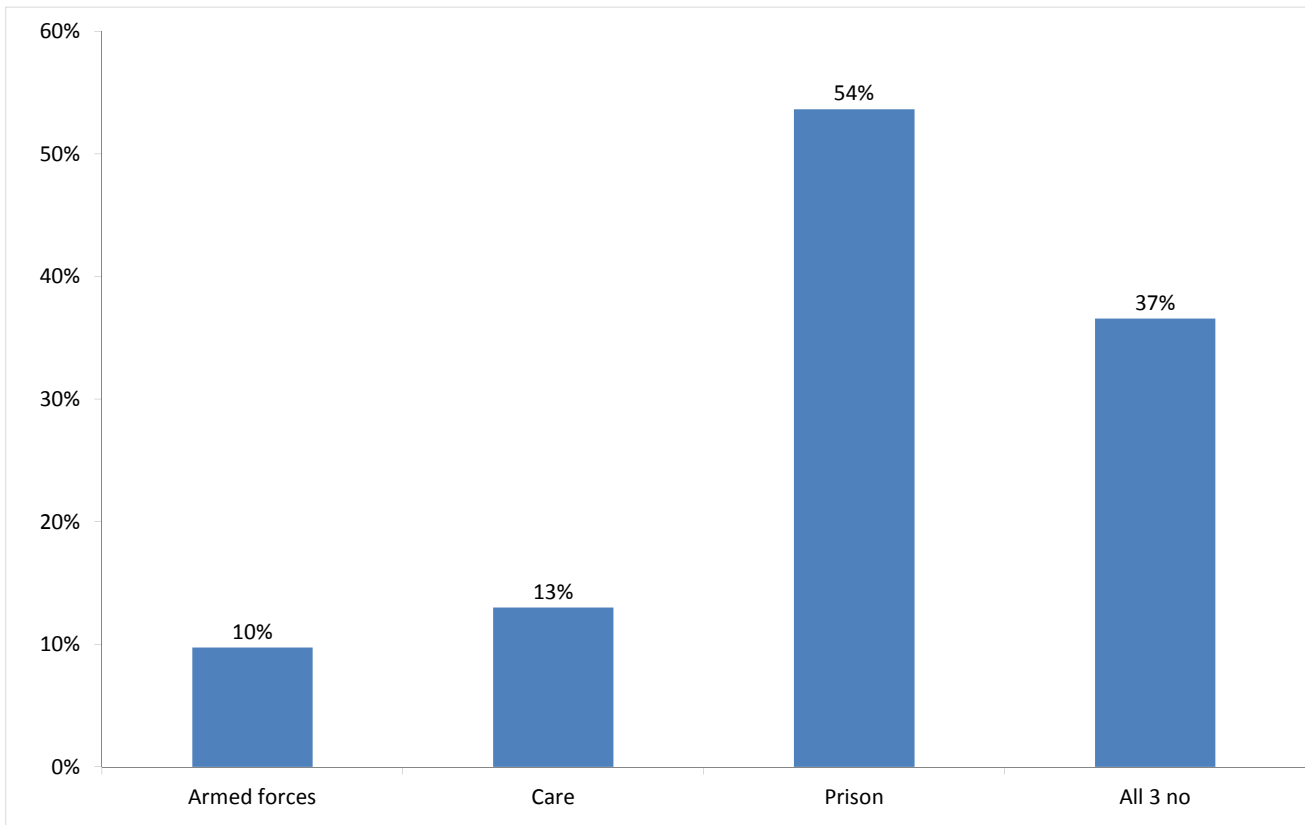
Support Needs	No. of people	%
Alcohol only	20	12%
Drugs only	14	9%
Mental health only	7	4%
Alcohol and drugs	14	9%
Alcohol and mental health	23	14%
Drugs and mental health	14	9%
Alcohol, drugs and mental health	25	16%
All 3 no	17	11%
All 3 not known or not assessed	25	16%
All 3 no, not known or not assessed	2	1%
Total	161	100%

The proportion of people contacted in Tower Hamlets with an alcohol or drugs support need is consistent with the previous two periods. The proportion with a mental health support need has been rising: Jan-Mar, 27%; Apr-Jun, 35%; Jul-Sept, 42%.

The proportion of people contacted in Tower Hamlets with a drugs support need (49%) is higher than the proportion across all boroughs this quarter (35%).

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

12 people contacted in Tower Hamlets this quarter have previously been in the armed forces (19 last quarter).

Nationality	Number of people seen rough sleeping	% of people seen rough sleeping*
UK	1	3%
Non-UK	1	3%
Total	2	5%

16 people contacted in Tower Hamlets this quarter have previously been in care (13 last quarter).

66 people contacted in Tower Hamlets this quarter have previously been in prison (60 last quarter).

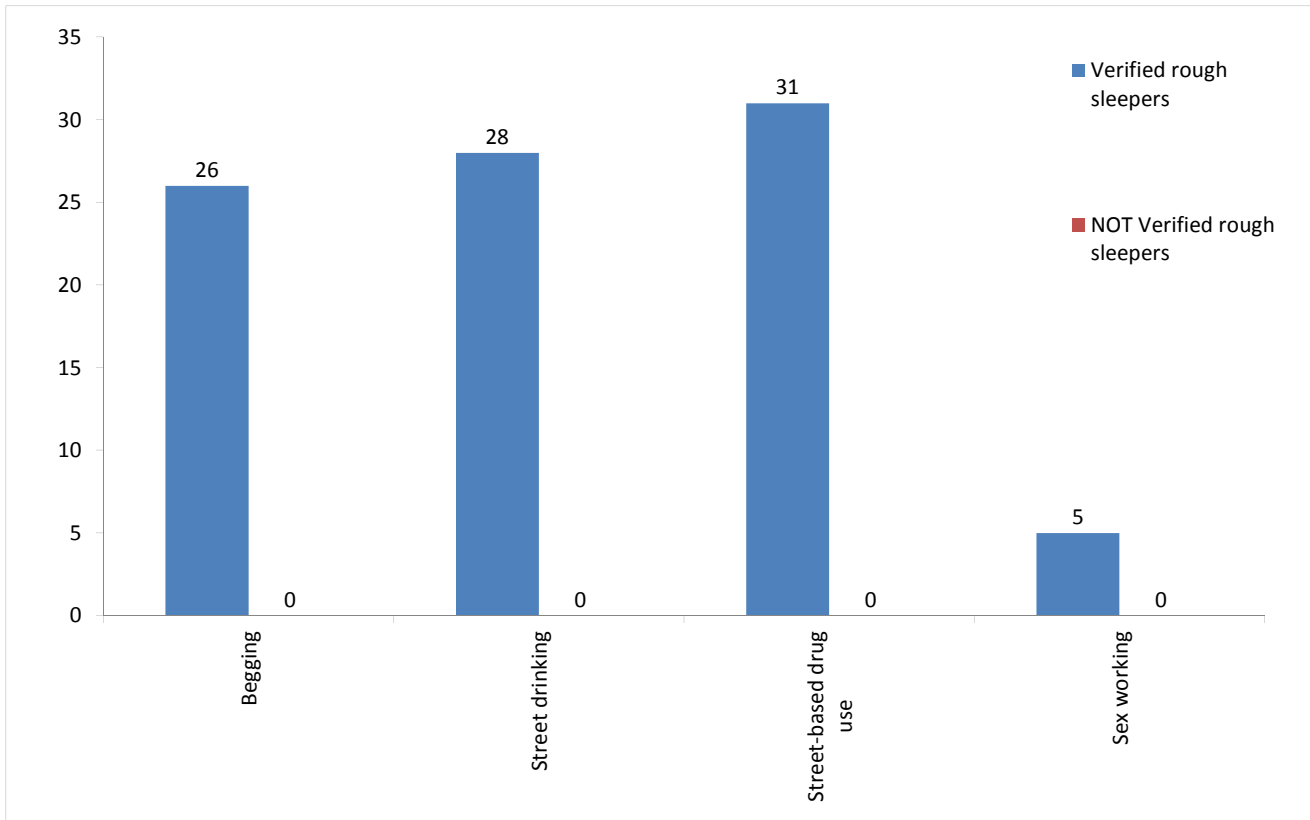
It is possible for someone contacted to have previous experience of more than one institution and so be included in more than one of the above figures. 13 people contacted in the year have been in care and prison.

The proportion of people contacted in Tower Hamlets with previous experience of the armed forces, care or prison is consistent with the previous three quarters. The proportion of people with experience of prison is higher than the proportion across all boroughs this quarter, 40%.

*Base is people seen rough sleeping who have assessed for institutional history: 40

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: 49

Base for people not verified as rough sleepers: 14

Of the 118 verified rough sleepers contacted this quarter, 49 (42%) 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 118 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:

None had a confirmed reconnection;

None were booked into accommodation across all boroughs;

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