



CHAIN
Quarterly Report for
Westminster
October - December 2010



CHAIN Quarterly report for Westminster 1st October to 31st December 2010

Contents

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

2) Rough sleeping volume

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

3) Nationality of rough sleepers

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

4) People contacted 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

6) Accommodation and reconnection events (Outreach)

Outreach accommodation (bookings and referrals) and reconnection events achieved in the quarter by type of accommodation

Wider street population

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

Hostels, assessment centres, rolling shelters and second stage accommodation

8) Arrivals

Temporary accommodation arrivals by accommodation project and source of referral.

9) Departures - destination on departure

Departure actions by destination on departure

Support needs, institutional history and wider street population

10) Support needs

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

11) Experience of armed forces, care or prison

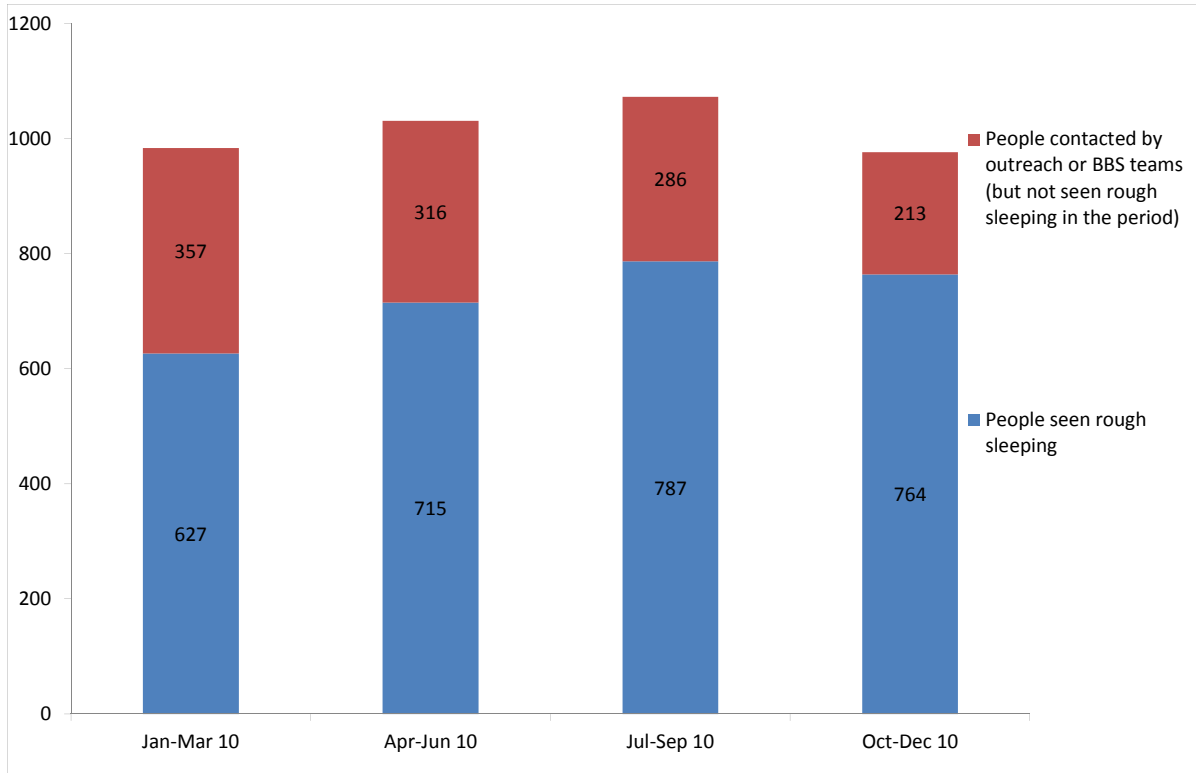
People contacted by outreach or BBS teams and/or arriving in accommodation in the quarter by experience of the armed forces, care or prison

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



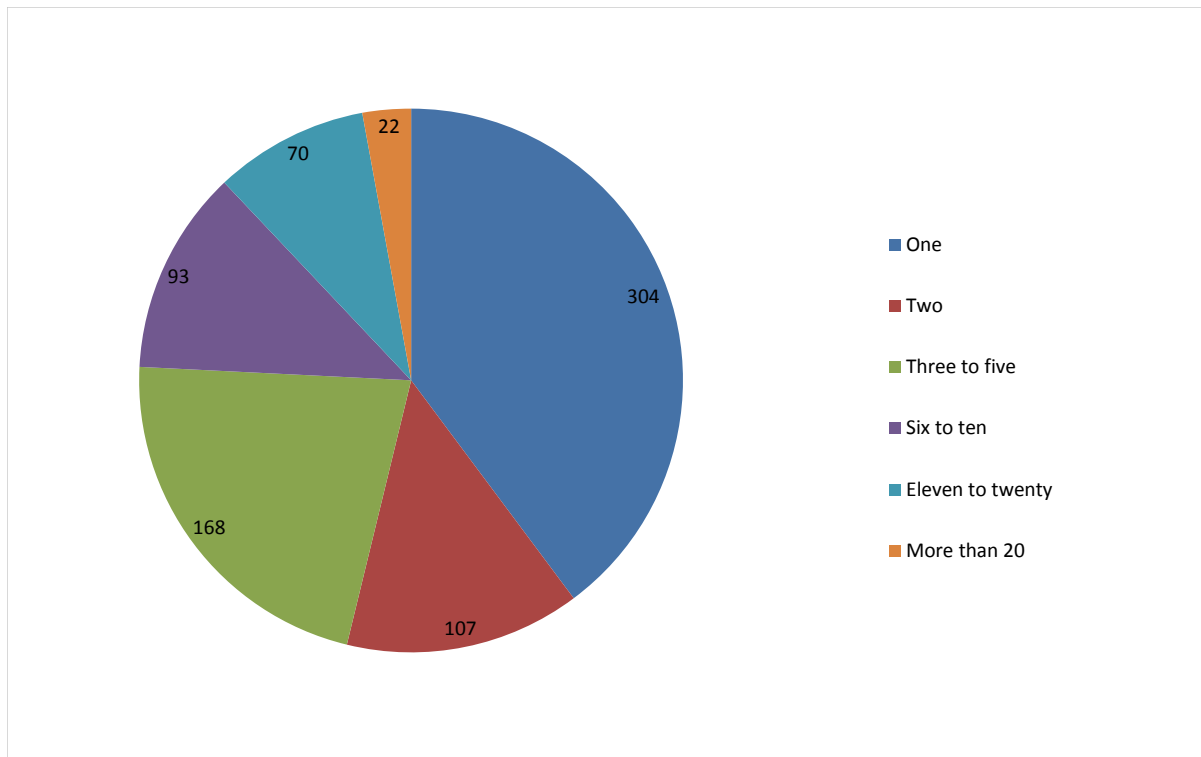
Jan - Mar 10 base: 984
Apr - Jun 10 base: 1031
Jul - Sep 10 base: 1073
Oct - Dec 10 base: 977

977 verified rough sleepers were contacted by services in Westminster during the quarter. This is an decrease from 1073 last quarter and compares to 1017 in the same quarter last year.

Of these 977, 764 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 decreased by 3%.

2) Rough sleeping volume

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



Base: 764

Of the 764 people seen rough sleeping this quarter, 304 only had a single bedded down street contact.

Of the 764 people seen bedded down, 94 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

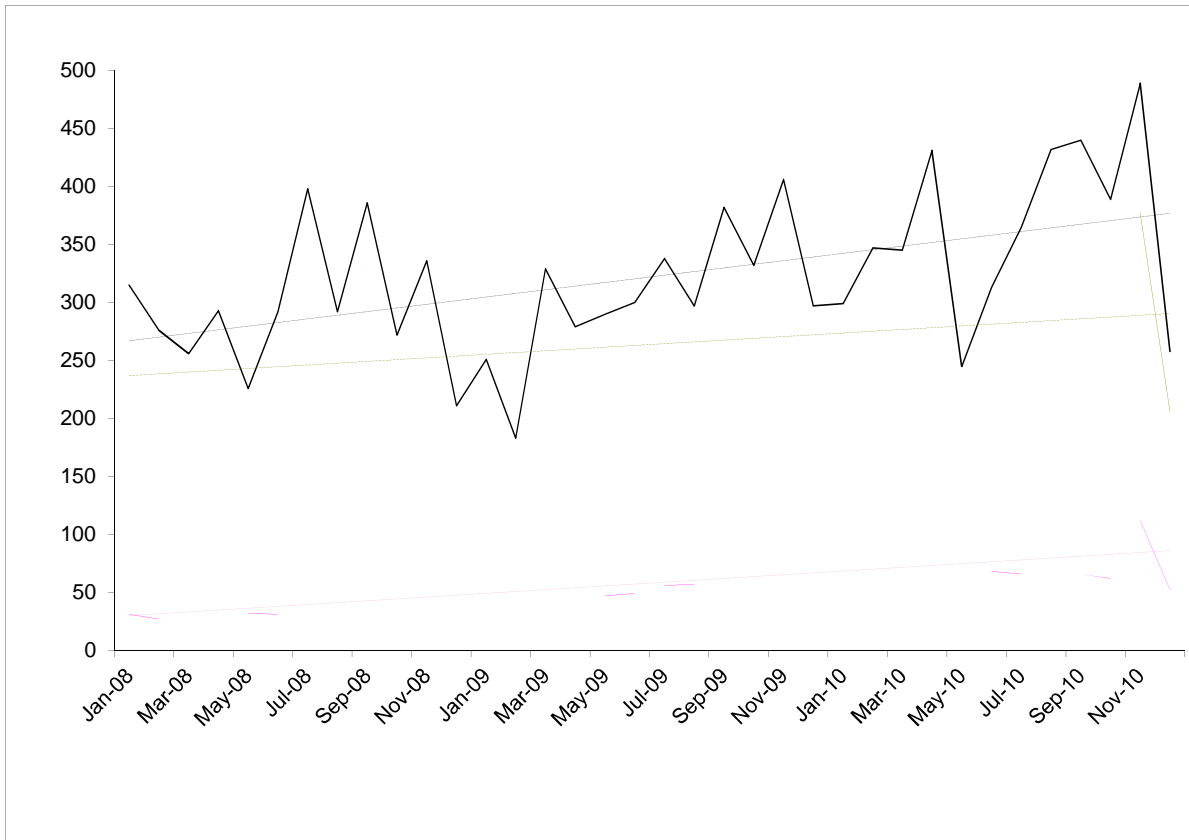
| Nationality | Jan - Mar | % | Apr - Jun | % | Jul - Sep | % | Oct - Dec | % |
|--|------------|------------|------------|------------|------------|------------|------------|------------|
| UK | 286 | 54% | 286 | 49% | 351 | 56% | 344 | 53% |
| Ireland (Republic of) | 11 | 2% | 22 | 4% | 15 | 2% | 21 | 3% |
| Portugal | 5 | 1% | 8 | 1% | 12 | 2% | 10 | 2% |
| Bulgaria | 0 | 0% | 3 | 1% | 8 | 1% | 7 | 1% |
| Czech Republic | 22 | 4% | 19 | 3% | 16 | 3% | 14 | 2% |
| Estonia | 0 | 0% | 2 | 0% | 2 | 0% | 6 | 1% |
| Hungary | 7 | 1% | 12 | 2% | 17 | 3% | 14 | 2% |
| Latvia | 7 | 1% | 3 | 1% | 3 | 0% | 11 | 2% |
| Lithuania | 26 | 5% | 16 | 3% | 8 | 1% | 15 | 2% |
| Poland | 47 | 9% | 65 | 11% | 51 | 8% | 45 | 7% |
| Romania | 28 | 5% | 38 | 7% | 30 | 5% | 51 | 8% |
| Slovenia | 2 | 0% | 2 | 0% | 2 | 0% | 1 | 0% |
| Slovakia | 14 | 3% | 16 | 3% | 9 | 1% | 15 | 2% |
| Central and East European (CEE) sub-total | 153 | 29% | 176 | 30% | 146 | 23% | 179 | 27% |
| other Europe | 37 | 7% | 47 | 8% | 41 | 3% | 47 | 7% |
| Eritrea | 0 | 0% | 5 | 1% | 6 | 1% | 2 | 0% |
| Africa | 16 | 3% | 17 | 3% | 28 | 3% | 19 | 3% |
| America | 1 | 0% | 3 | 1% | 3 | 0% | 5 | 1% |
| Asia | 16 | 3% | 17 | 3% | 21 | 3% | 22 | 3% |
| Australasia | 0 | 0% | 0 | 0% | 1 | 0% | 2 | 0% |
| <i>Missing</i> | 77 | | 103 | | 146 | | 91 | |
| <i>Not known</i> | 25 | | 31 | | 17 | | 22 | |
| Total | 627 | | 715 | | 787 | | 764 | |
| Total** | 525 | | 581 | | 624 | | 651 | |

Base: 651 Note that the base figure for this graph excludes clients where the nationality is missing or not known (113).

**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.

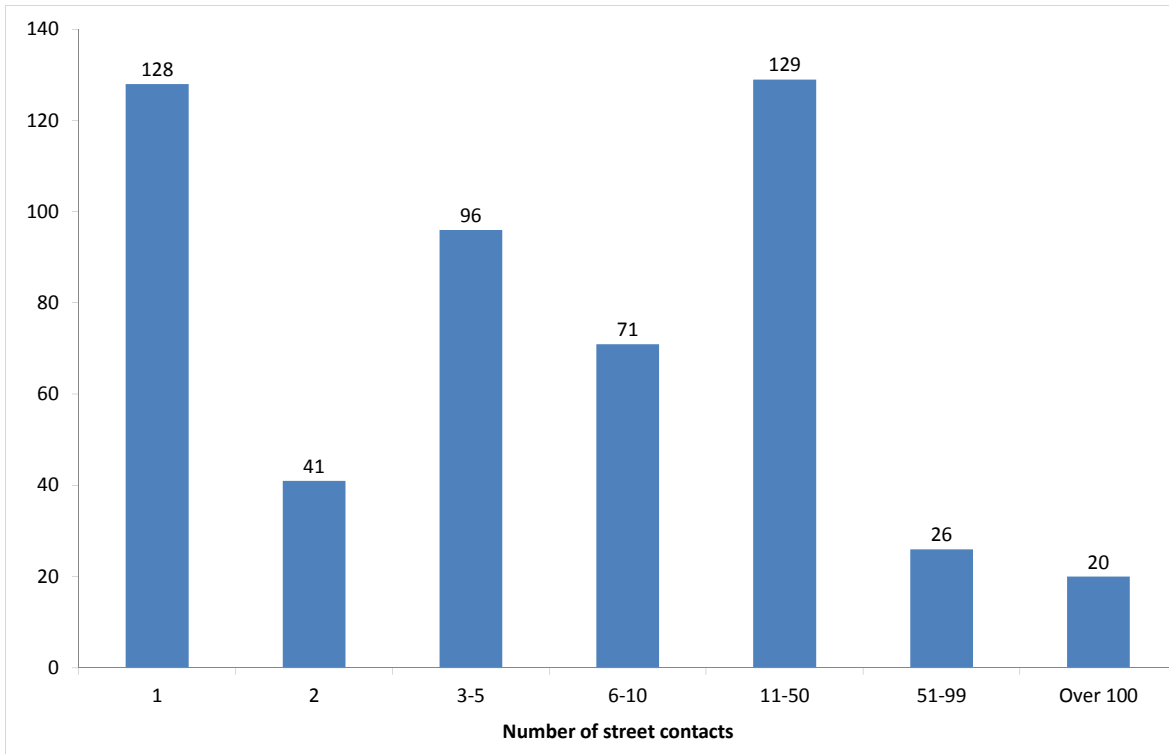
The green line shows the number of people seen rough sleeping excluding anyone from Central and East European (CEE) countries.

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

The difference in trend lines indicates the increasing influence of CEE nationals on the upward trend in people seen rough sleeping by outreach teams in London.

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: 511

511 (52%) verified rough sleepers contacted across Westminster this quarter have never had a booking in action recorded on CHAIN. This compares to 513 (48%) in the previous period.

454 of these people have slept rough in the quarter, which is 59% of all people sleeping rough this quarter.

128 (25%) of the people who have never had a booking in action recorded on CHAIN have only ever had one street contact recorded.

20 people in Westminster have never had a booking in action despite having over a hundred street contacts.

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 | 19 | 5% |
| Bed & breakfast | 4 | 1% |
| Clinic/Detox/Rehab | 7 | 2% |
| Night Centre | 58 | 15% |
| Rolling shelter | 44 | 11% |
| <i>Referrals only (no booking in)</i> | <i>127</i> | |
| Hostel | 118 | 30% |
| <i>Referral rejected (no booking in)</i> | <i>7</i> | |
| Other temporary | 0 | 0% |
| Second-stage accommodation | 1 | 0% |
| St Mungo's complex needs | 0 | 0% |
| St Mungo's semi-independent | 0 | 0% |
| Clearing House/RSI | 0 | 0% |
| LA tenancy (general needs) | 0 | 0% |
| Private rented sector | 0 | 0% |
| Private rented sector - independent | 7 | 2% |
| Private rented sector - with some floating support/support | 0 | 0% |
| RSL tenancy (general needs) | 0 | 0% |
| Sheltered housing | 0 | 0% |
| Supported housing | 2 | 1% |
| Other long-term accommodation | 0 | 0% |
| Bookings into accommodation total | 260 | 67% |
| Return to home area | 72 | 19% |
| Seeking work | 11 | 3% |
| Move to area for friends/family | 40 | 10% |
| Move to area with appropriate services | 35 | 9% |
| Other | 21 | 5% |
| Reconnections total | 128 | 33% |
| TOTAL | 388 | 100% |

Outreach and BBS teams across Westminster succeeded in reconnecting or booking into accommodation 140 people, 14% of the 977 people contacted during the quarter.

This is a slightly higher proportion than the last two quarters - (Apr-Jun 10, 12%; Jul-Sep, 9%).

107 people had a total of 260 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 compares to no bookings in last quarter and 7 bookings in for the same period last year.

61 people were booked into hostel accommodation. This is higher compared to last quarter (Jan-Mar, 100; Apr-Jun, 75; Jul-Sep, 38).

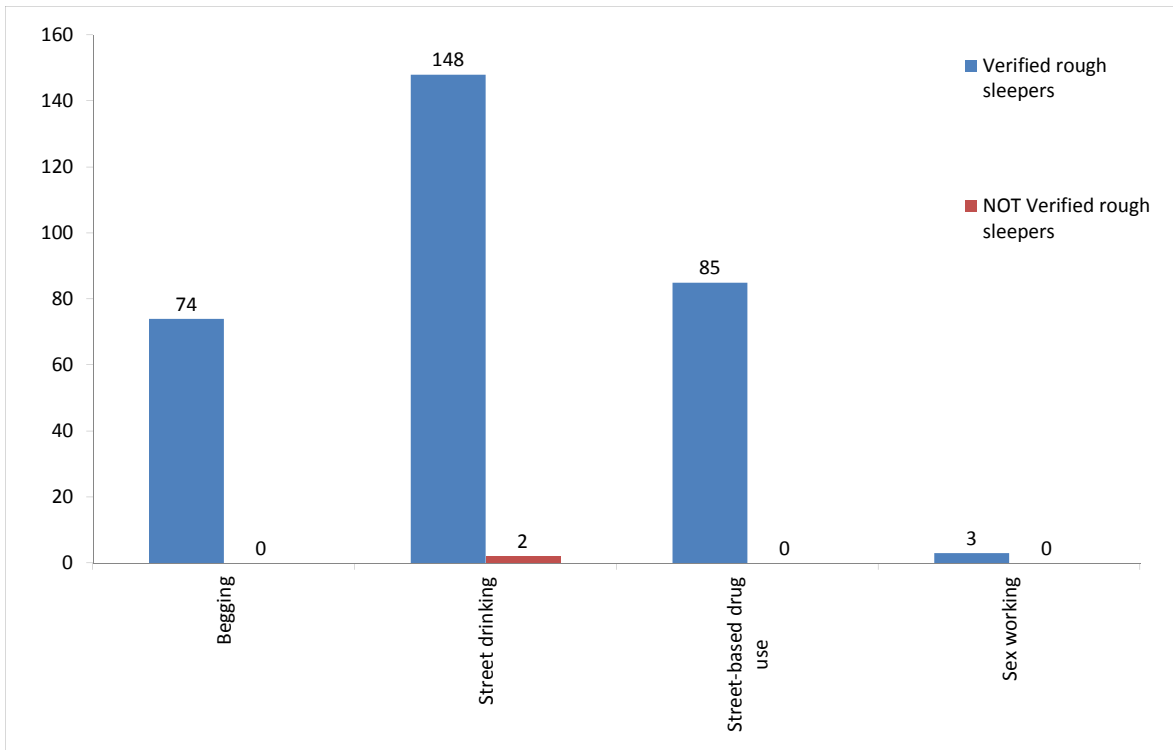
Outreach and BBS teams across Westminster achieved a confirmed reconnection with 34 people they contacted this quarter. This is 3% of the people contacted by outreach or BBS teams this quarter.

128 confirmed reconnection events were recorded by outreach and BBS teams for verified rough sleepers this quarter. In addition, teams recorded 4 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: 216

Base for people not verified as rough sleepers: 10

Of the 977 verified rough sleepers contacted this quarter, 216 (22%) 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.

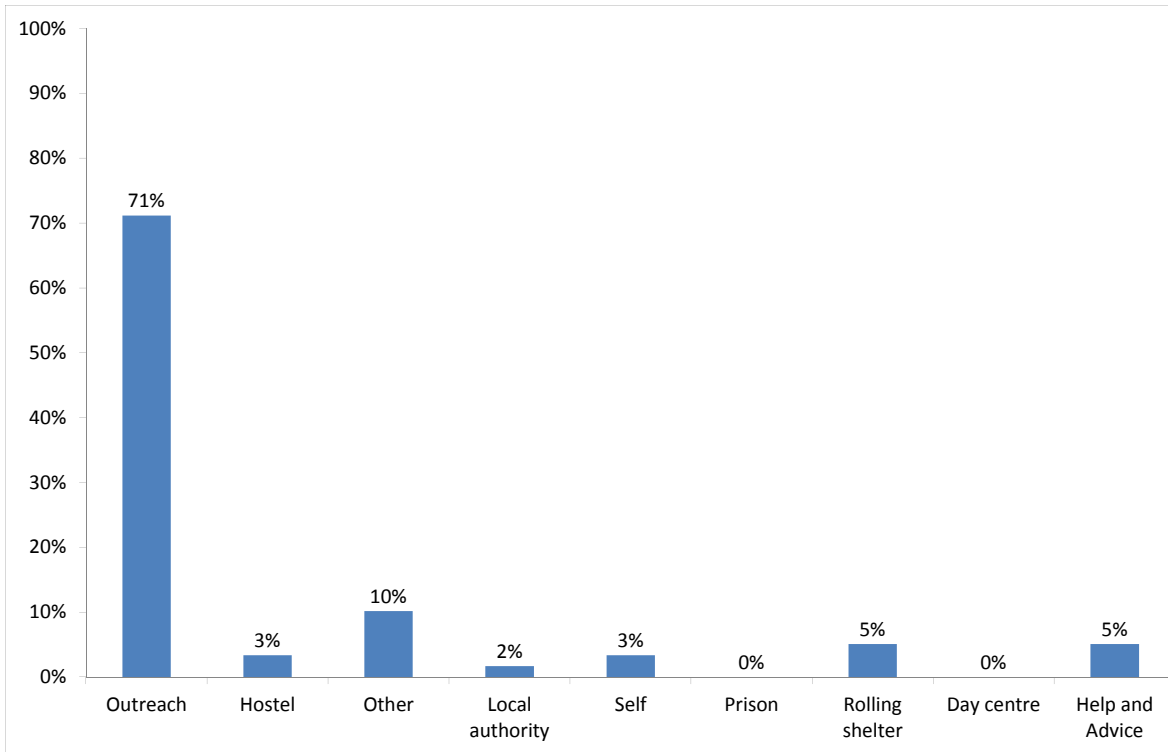
In addition to the 977 verified rough sleepers contacted in the quarter by outreach or BBS teams, 10 people who are considered vulnerable but have not been seen rough sleeping were also contacted. Of these:

1 person 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: 118

114 people arrived at accommodation in Westminster this year. These 114 people had 118 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 higher than last quarter (92 people and 96 arrivals).

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

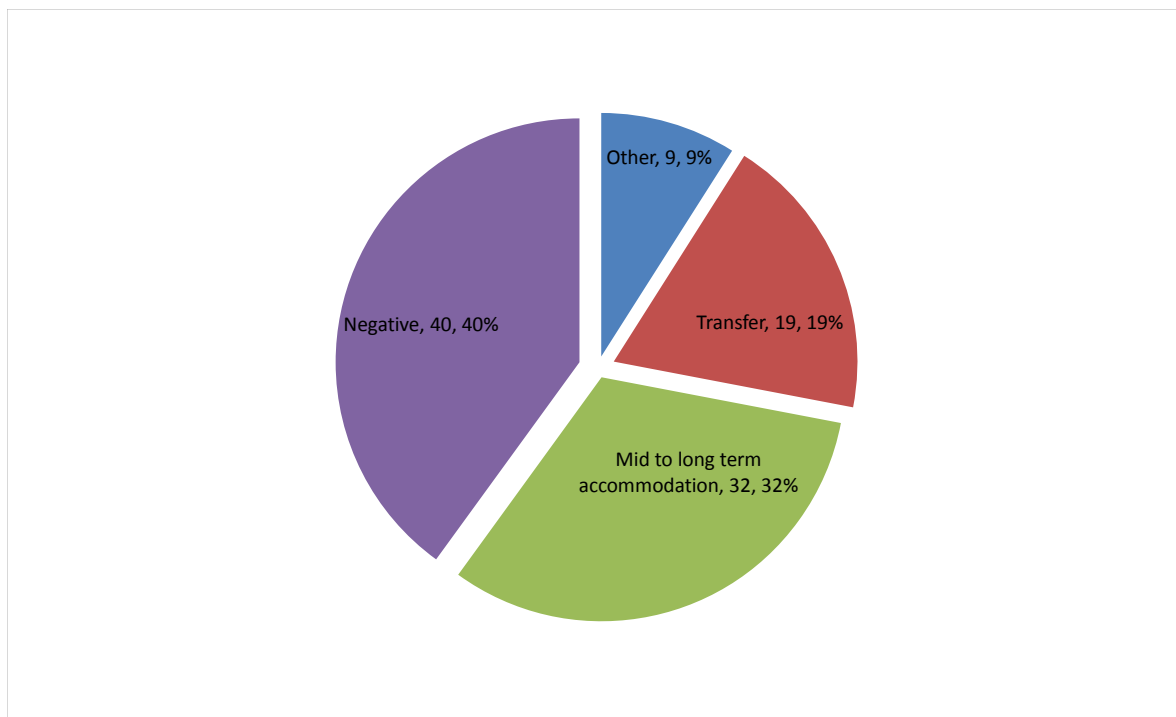
The proportion of arrivals in Westminster referred by outreach or BBS teams is notably lower compared to the proportion across all boroughs (84%) this quarter.

Breakdown by accommodation:

| Source of referral → Accommodation ↓ | BBS - CSTM | CSTM - Advice & Housing | Passage Assessment centre | Passage BBS and Day Centre | BBS - St Mungo's | Westminster SPOT | CHC Brent Outreach | CRI - Camden | HART | Rolling shelter | Hostel | GP/Hospital/Health authority | Local authority | Self referral (other referral source) | Total | |
|---|------------|-------------------------|---------------------------|----------------------------|------------------|------------------|--------------------|--------------|----------|-----------------|----------|------------------------------|-----------------|---------------------------------------|-----------|------------|
| The Passage - Passage Assessment Centre | 1 | | | 2 | 2 | | | | 1 | | | | | | 6 | |
| Centrepont - Greek Street | | 1 | | | | | | 1 | | | | | | | 2 | |
| Church Army - Cosway Street | | | | 1 | | | | | | | | | 1 | | 2 | |
| CSTM - Night centre | 4 | | | 4 | | | | | | | | | | | 8 | |
| English Churches - King George's | 1 | 1 | | 4 | 2 | 2 | | | 3 | 1 | | 1 | | 2 | 17 | |
| English Churches - Queen Mary's Hostel | | | | 1 | | | | | | | | | | | 1 | |
| Look Ahead - Bayswater | 4 | | | 3 | 3 | | | | 1 | | | | | | 11 | |
| Look Ahead - Hopkinson House | | | | 3 | | | | | | | 1 | | | | 4 | |
| Look Ahead - Victoria | 2 | | | 1 | 3 | | | | | | | | | | 6 | |
| Novas - CUC Soho | 5 | | | 2 | | 3 | | | 1 | 5 | 2 | | | 1 | 19 | |
| Salvation Army - Edward Alsop Court | 3 | 4 | | 2 | 7 | 1 | 1 | | | | | | 1 | 4 | 7 | 30 |
| St Mungo's - Harrow Road | 1 | | | | 3 | | | | | | | | | | 4 | |
| The Passage - Passage House | | | 1 | 3 | | | | | | | | 1 | | | 5 | |
| The Passage - Montfort House | | | | 2 | | | | | | | | | | | 2 | |
| Thames Reach - Shroton Street | | | | | 1 | | | | | | | | | | 1 | |
| Total | 21 | 6 | 1 | 28 | 21 | 6 | 1 | 1 | 6 | 6 | 3 | 2 | 2 | 4 | 10 | 118 |

9) Departures - destination on departure

Departure actions by destination on departure



Base: 99

| 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 | 1 | 1% |
| Care home | 1 | 1% |
| Clearing House/RSI | 5 | 5% |
| Detox clinic | 4 | 4% |
| Hostel - another organisation | 5 | 5% |
| Hostel - within the organisation | 7 | 7% |
| LA tenancy (general needs) | 0 | 0% |
| Long-term accommodation | 0 | 0% |
| Not known | 26 | 26% |
| Private rented sector - independent | 8 | 8% |
| Private rented sector - with some floating support/support | 3 | 3% |
| Psychiatric hospital | 1 | 1% |
| Rehab clinic | 1 | 1% |
| RSL tenancy (general needs) | 3 | 3% |
| Sheltered Housing | 2 | 2% |
| Sleeping rough/Returned to streets | 7 | 7% |
| Staying with family | 4 | 4% |
| Staying with friends | 5 | 5% |
| Supported Housing | 9 | 9% |
| Taken into custody | 7 | 7% |
| Total | 99 | 100% |

12% of people left accommodation to move to another hostel. This is consistent with the last three quarters.

32% of people left accommodation to move to mid to long-term accommodation. This is consistent with the last three quarters.

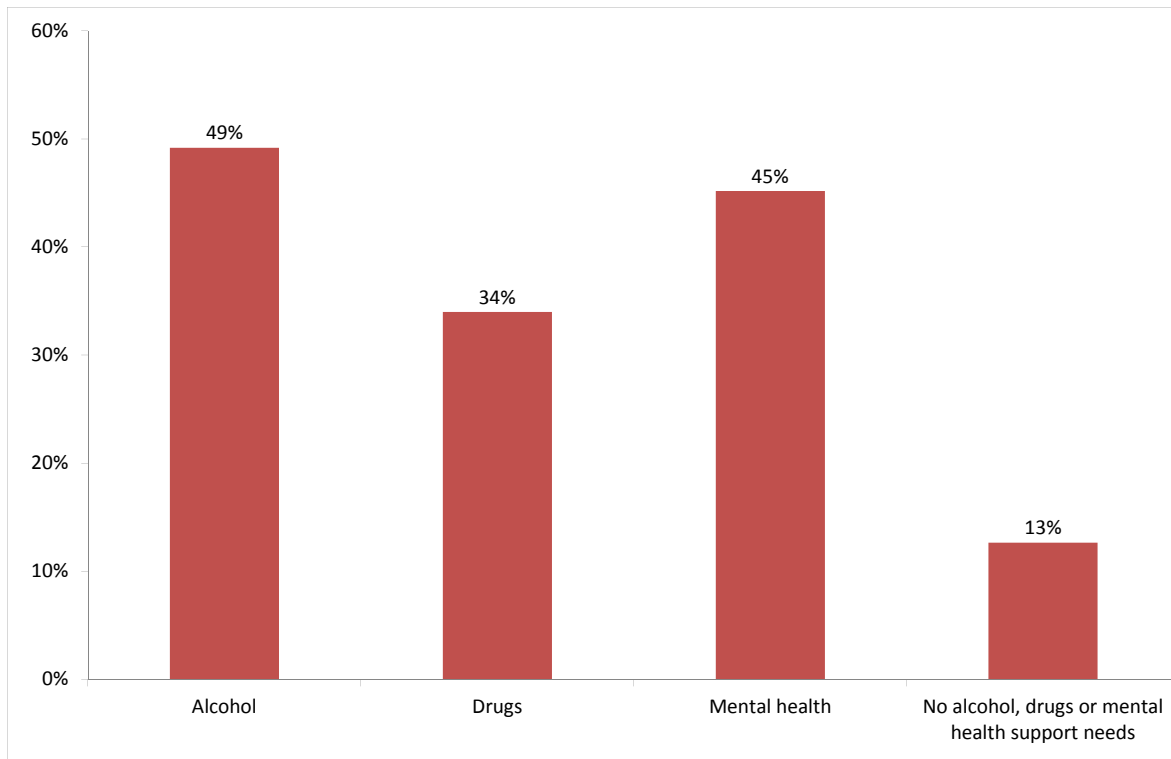
Breakdown by accommodation

| Destination Accommodation | | | | | | | | | | | | | | | | | | | | |
|---|-----------------|-----------|--------------------|--------------|-------------------------------|----------------------------------|-----------|-------------------------|------------------------------|----------------------|--------------|-----------------------------|-------------------|-------------------------|---------------------|----------------------|-------------------|--------------------|-----------|----|
| | Bed & Breakfast | Care home | Clearing House/RSI | Detox clinic | Hostel - another organisation | Hostel - within the organisation | Not known | Private rented sector - | Private rented sector - with | Psychiatric hospital | Rehab clinic | RSL tenancy (general needs) | Sheltered Housing | Sleeping rough/Returned | Staying with family | Staying with friends | Supported Housing | Taken into custody | Total | |
| The Passage - Passage Assessment Centre | | | | | | 1 | 1 | | | | | | | | | | | | 2 | |
| English Churches - King George's | | | 2 | 1 | 1 | | 4 | | | 1 | | 1 | | 2 | | | | 1 | 3 | 16 |
| English Churches - Queen Mary's Hostel | | | | | | | 1 | | | | | 1 | | | | | | | | 2 |
| Look Ahead - Bayswater | 1 | | 2 | | | | 1 | 1 | | | 1 | | | 2 | 1 | | | 1 | 1 | 11 |
| Look Ahead - Hopkinson House | | | | | | | | | | | | | 1 | 1 | | | | | | 2 |
| Look Ahead - Victoria | | | | 1 | 4 | 2 | 3 | 5 | 3 | | | | 1 | | 2 | 1 | 1 | 1 | 2 | 25 |
| Novas - CUC Soho | | 1 | | 2 | | | | 2 | | | | | | 2 | 1 | 2 | 5 | 1 | | 16 |
| Salvation Army - Edward Alsop Court | | | 1 | | | | | 11 | 2 | | | | | | | 1 | 1 | | | 16 |
| St Mungo's - Harrow Road | | | | | | 2 | 3 | | | | | 1 | | | | | | | | 6 |
| The Passage - Passage House | | | | | | 1 | | | | | | | | | | 1 | | | | 2 |
| St Mungo's - Royal Oak | | | | | | 1 | | | | | | | | | | | | | | 1 |
| Total | 1 | 1 | 5 | 4 | 5 | 7 | 26 | 8 | 3 | 1 | 1 | 3 | 2 | 7 | 4 | 5 | 9 | 7 | 99 | |

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



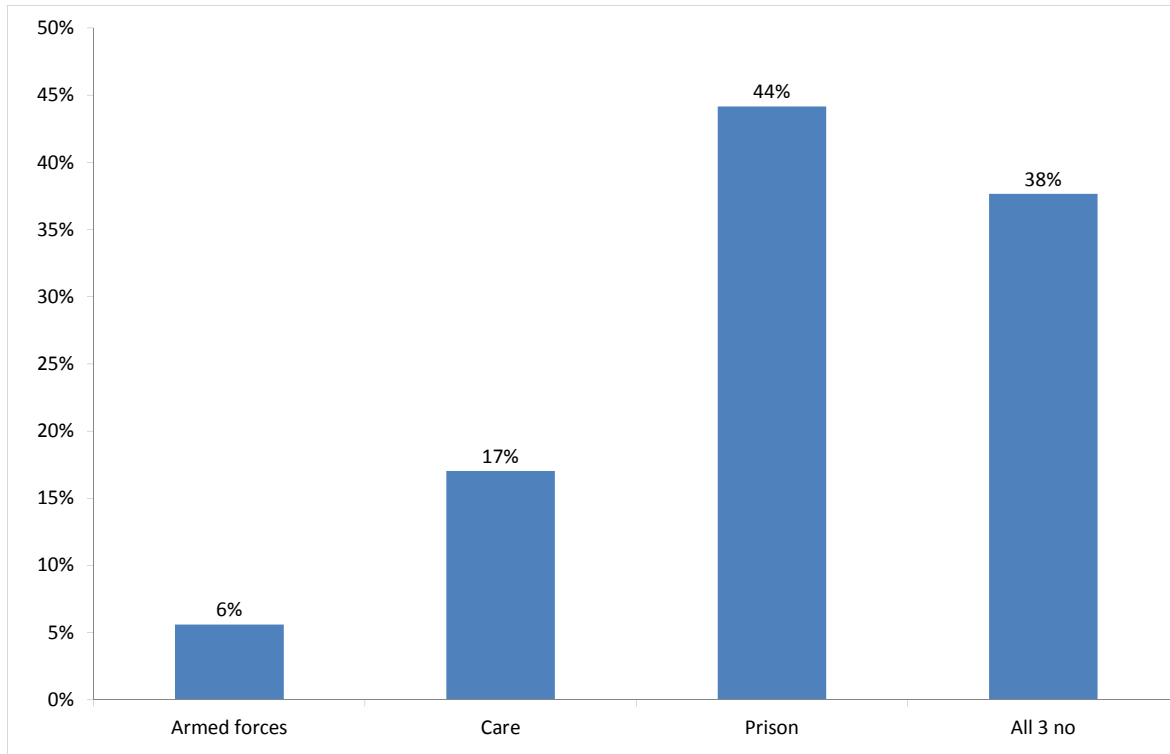
Base: 553 Note that the base figure for this graph excludes clients where all 3 support needs are not known or not recorded (565).

| Support Needs | No. of people | % |
|-------------------------------------|---------------|-------------|
| Alcohol only | 107 | 10% |
| Drugs only | 49 | 4% |
| Mental health only | 102 | 9% |
| Alcohol and drugs | 53 | 5% |
| Alcohol and mental health | 62 | 6% |
| Drugs and mental health | 36 | 3% |
| Alcohol, drugs and mental health | 50 | 4% |
| All 3 no | 70 | 6% |
| All 3 not known or not assessed | 565 | 51% |
| All 3 no, not known or not assessed | 24 | 2% |
| Total | 1118 | 100% |

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

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

25 people contacted in Westminster this quarter have previously been in the armed forces (44 last quarter).

| Nationality | Number | % |
|--------------|-----------|-------------|
| UK | 13 | 52% |
| Non-UK | 12 | 48% |
| Total | 25 | 100% |

76 people contacted in Westminster this quarter have previously been in care (86 last quarter).

197 people contacted in Westminster this quarter have previously been in prison (104 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. 56 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.