



CHAIN
Quarterly Report for
Westminster
October - December 2011



CHAIN Quarterly report for Westminster 1st October to 31st December 2011

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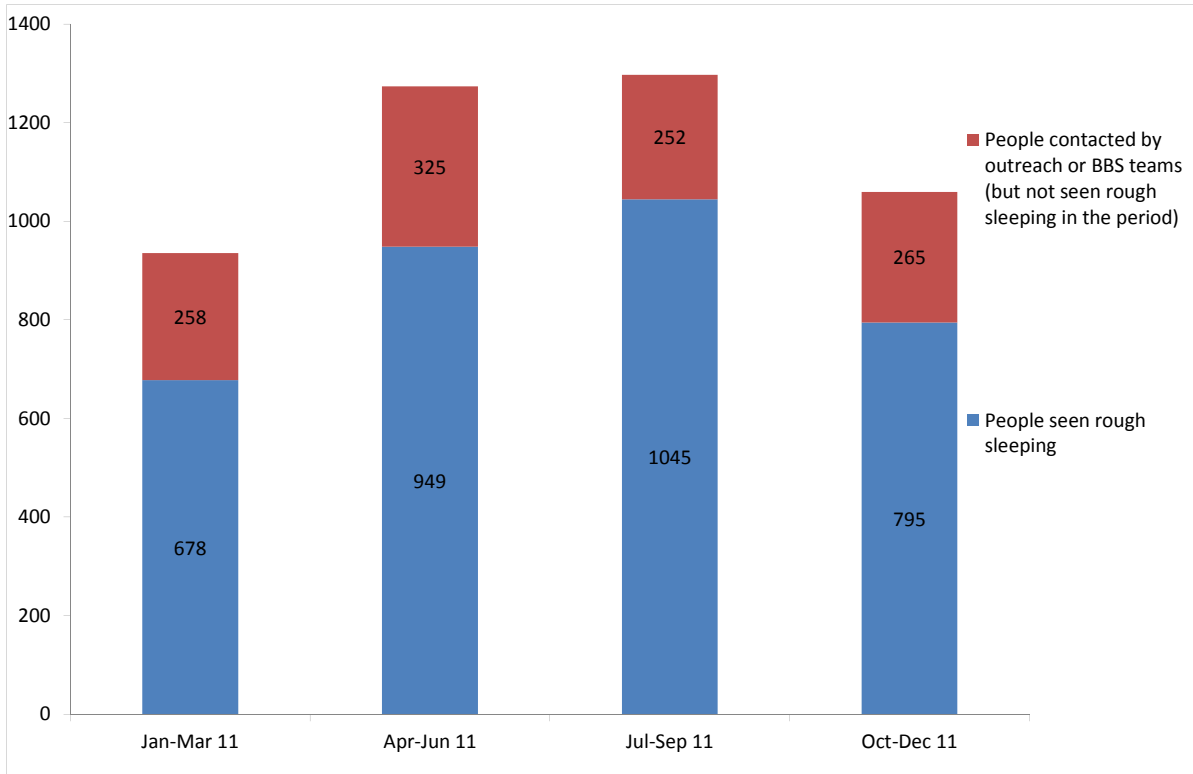
Street population (people who rough sleep and/or engage in a street lifestyle) contacted by outreach who fall into one or more of the street activity categories on CHAIN

CHAIN Quarterly report for 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 11 base: 936
Apr-Jun 11 base: 1274
Jul-Sep 11 base: 1297
Oct-Dec 11 base: 1060

1060 verified rough sleepers were contacted by services in Westminster during the quarter. This is a decrease from 1297 last quarter and compares to 977 in the same quarter last year.

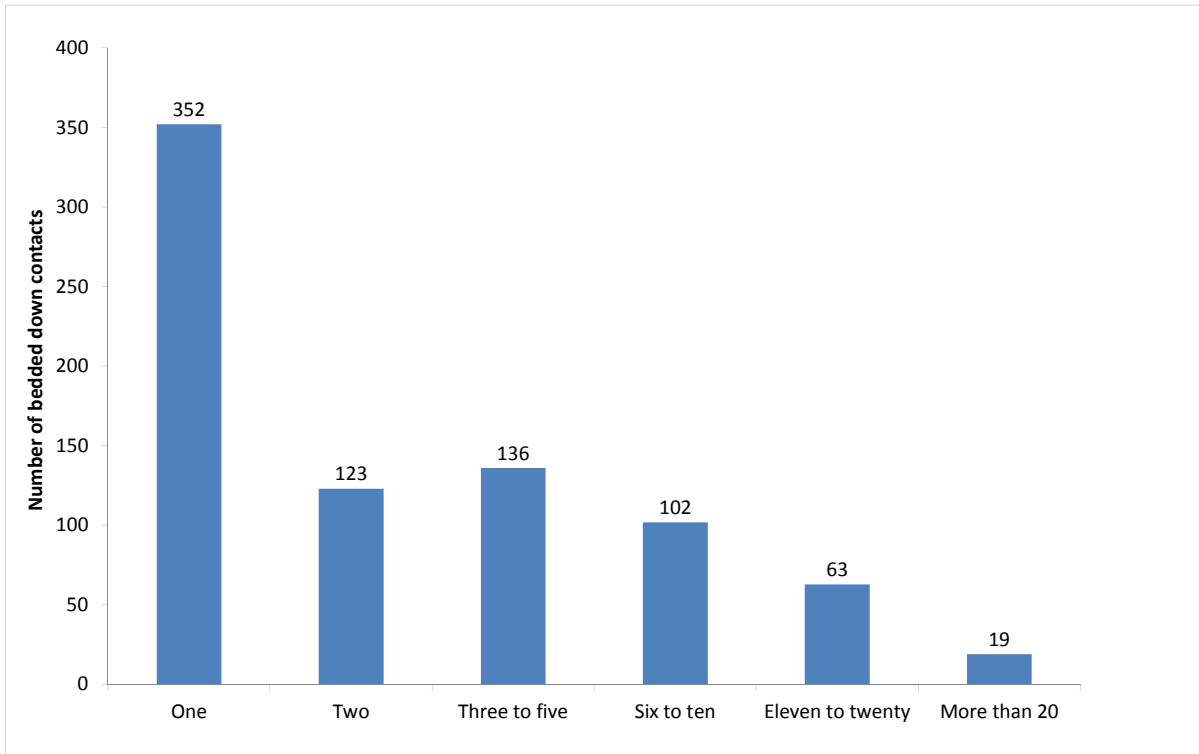
Of these 1060, 795 had a bedded down street contact in the quarter and so were known to have slept rough in Westminster during the quarter. The number sleeping rough this quarter has decreased by 24%.

In the same period last year, 764 people were seen sleeping rough (i.e. there was a 4% increase on the same period last year).

227 people were seen rough sleeping for the first time this quarter (flow). This compares to 470 in the previous quarter, a decrease of 41%.

2) Rough sleeping volume

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



Base: 795

Of the 795 people seen rough sleeping this quarter, 352 only had a single bedded down street contact.

Of the 795 people seen bedded down, 84 were from CEE countries and seen only once during the period.

3) Nationality of rough sleepers

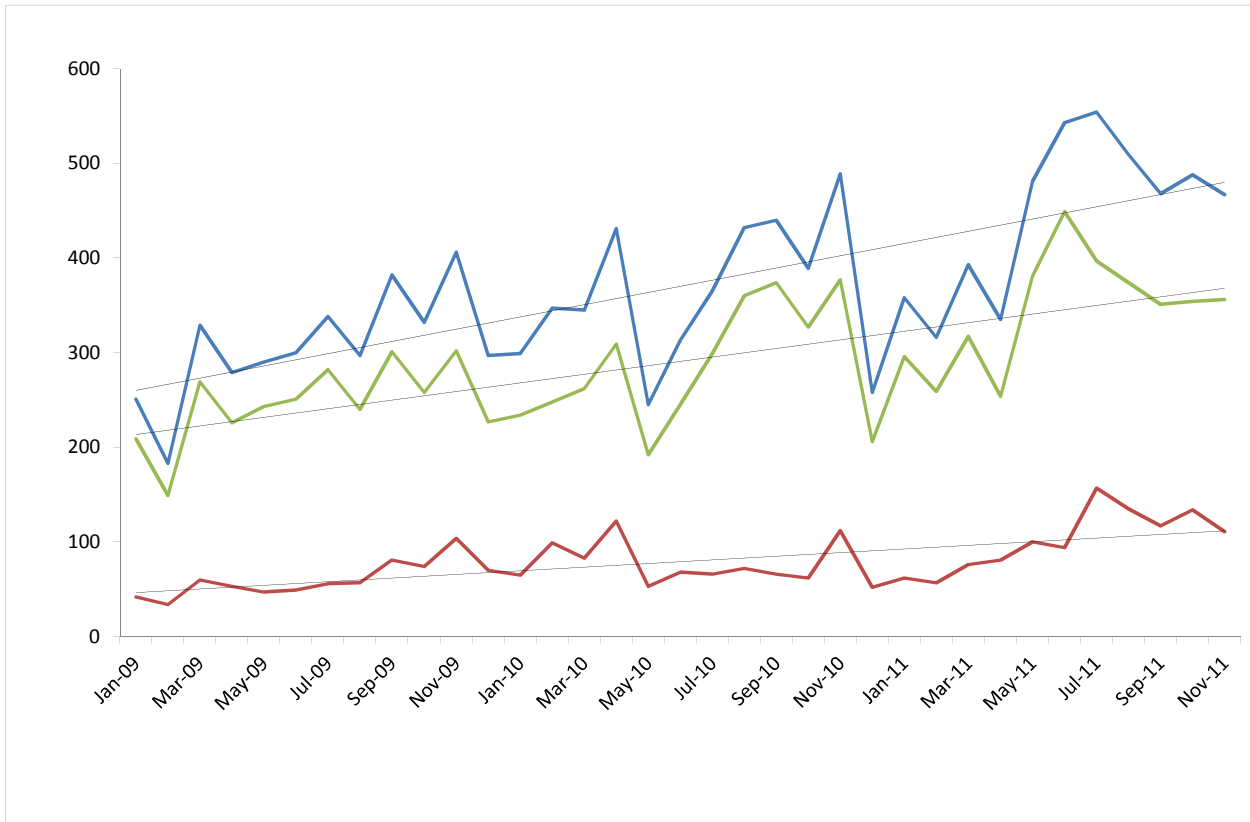
People seen rough sleeping by outreach or BBS teams during the quarter.

Nationality	Jan-Mar	%	Apr-Jun	%	Jul-Sep	%	Oct-Dec	%
UK	337	57%	458	55%	476	49%	391	51%
Ireland (Republic of)	24	4%	34	4%	34	4%	18	2%
Portugal	8	1%	22	3%	30	3%	19	2%
Bulgaria	1	0%	5	1%	13	1%	11	1%
Czech Republic	11	2%	14	2%	17	2%	13	2%
Estonia	3	1%	0	0%	3	0%	1	0%
Hungary	6	1%	9	1%	11	1%	16	2%
Latvia	13	2%	16	2%	21	2%	15	2%
Lithuania	14	2%	20	2%	24	2%	22	3%
Poland	35	6%	49	6%	79	8%	64	8%
Romania	30	5%	75	9%	88	9%	49	6%
Slovenia	1	0%	2	0%	1	0%	0	0%
Slovakia	21	4%	17	2%	26	3%	19	2%
Central and East European	135	23%	207	25%	283	29%	210	27%
other Europe	44	7%	57	7%	60	6%	55	7%
Eritrea	5	1%	9	1%	9	1%	7	1%
Africa	15	3%	15	2%	21	2%	28	4%
America	5	1%	10	1%	11	1%	11	1%
Asia	21	4%	23	3%	38	4%	27	4%
Australasia	1	0%	1	0%	2	0%	1	0%
Missing	62		39		12		8	
Not known	21		74		69		20	
Total	678		949		1045		795	
Total**	595	100%	836	100%	964	100%	767	100%

**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



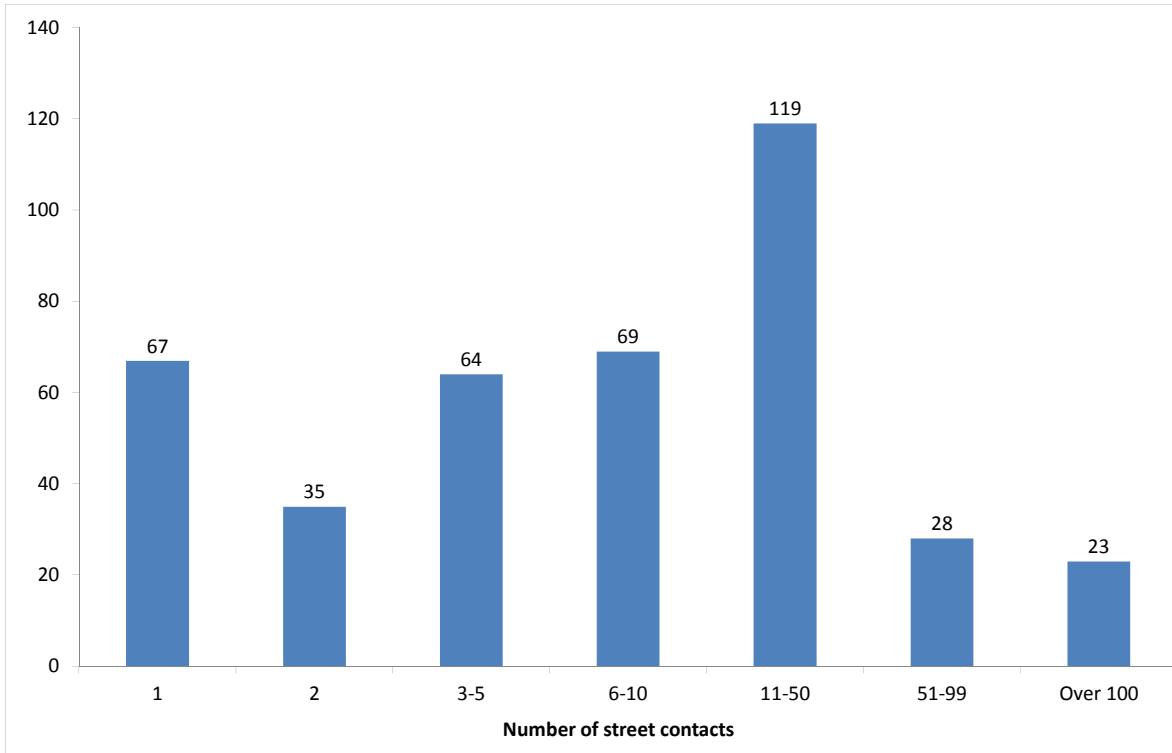
The blue line shows the total number of people seen rough sleeping.

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

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

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: 405

405 (38%) verified rough sleepers contacted across Westminster this quarter have never had a booking in action recorded on CHAIN. This has decreased somewhat from 609 (47%) in the previous period.

360 of these people have slept rough in the quarter, which is 45% of all people sleeping rough this quarter.

67 (17%) of the people who have never had a booking in action recorded on CHAIN have only ever had 1 street contact recorded.

23 verified rough sleepers contacted in Westminster have never had a booking in action despite having over 100 street contacts. This is similar to previous quarters (Jul-Sep: 28; Apr-Jun: 27; Jan-Mar: 23).

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 11	%	Jul-Sep 11	%
Assessment centre	3	1%	8	3%
Bed & breakfast	8	3%	2	1%
Clinic/Detox/Rehab	0	0%	5	2%
Night Centre	0	0%	0	0%
Rolling shelter	46	16%	51	19%
Hostel	115	40%	117	43%
Other temporary	0	0%	0	0%
Second-stage accommodation	4	1%	1	0%
St Mungo's complex needs	0	0%	0	0%
St Mungo's semi-independent	0	0%	0	0%
Clearing House/RSI	4	1%	1	0%
LA tenancy (general needs)	3	1%	5	2%
Private rented sector	0	0%	0	0%
Private rented sector - independent	33	12%	20	7%
Private rented sector - with some floating support/support	1	0%	0	0%
RSL tenancy (general needs)	0	0%	0	0%
Sheltered housing	2	1%	4	1%
Supported housing	4	1%	2	1%
Other long-term accommodation	0	0%	2	1%
Bookings into accommodation total	223	78%	218	81%
Return to home area	45	16%	31	12%
Seeking work	8	3%	9	3%
Move to area for friends/family	19	7%	19	7%
Move to area with appropriate services	26	9%	13	5%
Other	0	0%	0	0%
Reconnections total	62	22%	51	19%
TOTAL	285	100%	269	100%

Outreach and BBS teams across Westminster succeeded in reconnecting or booking into accommodation 217 people, 20% of the 1060 people contacted during the quarter.

This is a slightly higher proportion than previous periods (Jul-Sep: 16%; Apr-Jun: 12%).

161 people had a total of 223 booking in events. This indicates that individuals can be booked into accommodation (the same type or different) more than once in the quarter.

48 people were booked into long-term accommodation. This is higher than previous periods (Jul-Sep: 32; Apr-Jun: 27).

107 people were booked into hostel accommodation. This is consistent with last quarter (Jul-Sep: 110), but higher than previous periods (Apr-Jun: 76; Jan-Mar: 77).

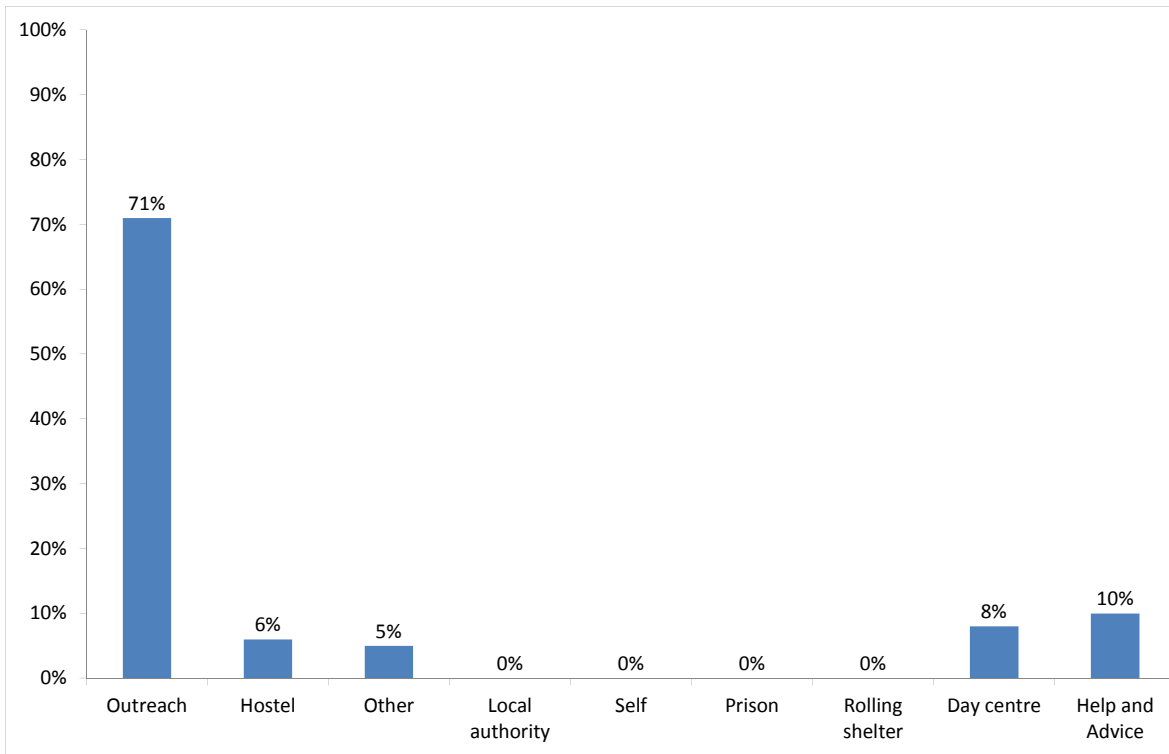
Outreach and BBS teams across Westminster achieved a confirmed reconnection with 60 people they contacted this quarter. This is 6% of the people contacted by outreach or BBS teams this quarter.

62 confirmed reconnection events were recorded by outreach and BBS teams for verified rough sleepers this quarter. In addition, teams recorded 71 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: 100

98 people arrived at accommodation in Westminster this year. These 98 people had 100 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 similar to last quarter (Jul-Sep: 99 people with 102 arrivals).

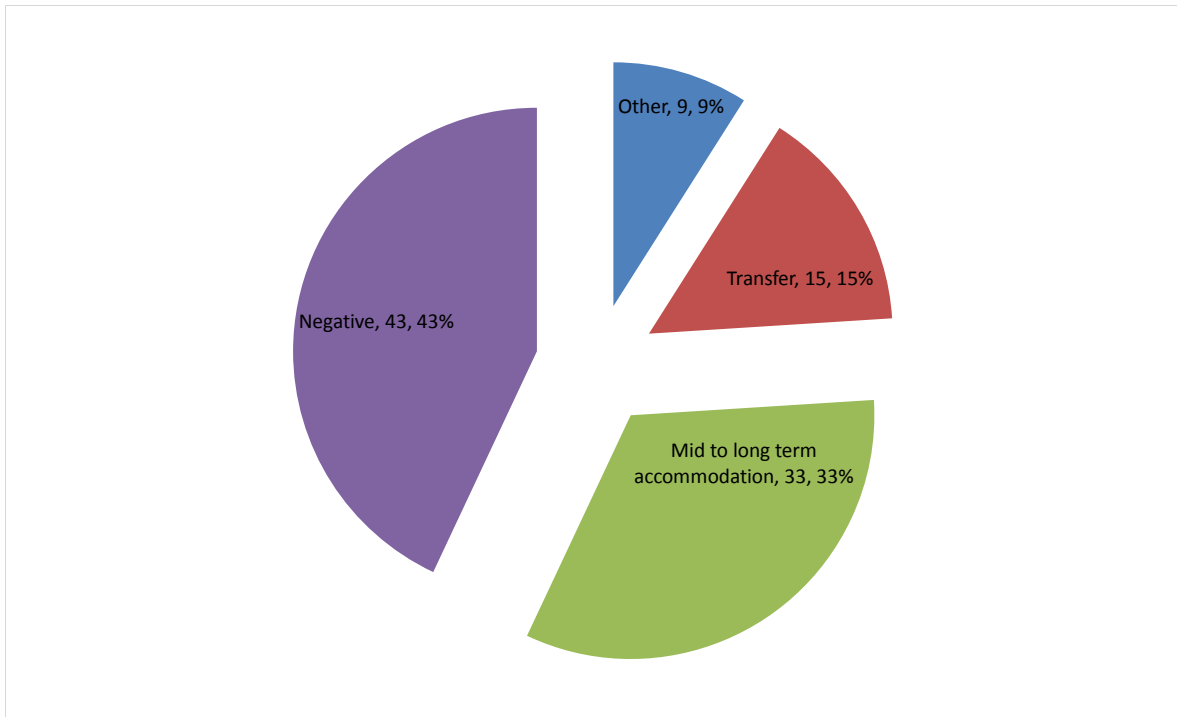
The proportion of arrivals to accommodation in Westminster that were referred by outreach or BBS teams and other accommodation projects is consistent with previous periods this quarter.

Breakdown by accommodation:

Source of referral → Accommodation ↓	BBS - CSTM	CSTM - Advice & Housing	BBS - Passage	The Passage - Day Centre	BBS - St Mungo's	Westminster SPOT	City Rough Sleepers Team	Lambeth SORT	London Street Rescue	Hostel	other referral source)	Total
Centrepoint - Greek Street				1								1
Church Army - Cosway Street					1				3			4
English Churches - King George's	1		5	1	4	3					3	17
English Churches - Queen Mary's		1	1									2
Look Ahead - Bayswater	1	3	1		1	1						7
Look Ahead - Hopkinson House	3					1				1		5
People Can - 13A Soho	4	3	6	1	2	2		2				20
Salvation Army - Edward Alsop Court	1	2	1	1	1						1	7
St Mungo's - Harrow Road			1	1	2	1	1					6
The Passage - Passage House	6	1	5	3	2	2					1	20
The Passage - Passage House Foyer										2		2
The Passage - Montfort House										1		1
Thames Reach - Shroton Street	3				2	1						6
St Mungo's - Shirland Road (17-19)										2		2
Total	19	10	20	8	15	11	1	2	3	6	5	100

8) Departures - destination on departure

Departure actions by destination on departure



Base: 100

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	6	6%
Detox clinic	2	2%
Died	2	2%
Hostel - another organisation	6	6%
Hostel - within the organisation	3	3%
Not known	31	31%
Private rented sector - independent	4	4%
Private rented sector - with some floating support/support	4	4%
Psychiatric hospital	3	3%
Returned to home country (non EEA)	1	1%
RSL tenancy (general needs)	5	5%
Sheltered Housing	1	1%
Sleeping rough/Returned to streets	3	3%
Staying with family	3	3%
Staying with friends	4	4%
Supported Housing	12	12%
Taken into custody	9	9%
Temporary accommodation (LA)	1	1%
Total	100	100%

98 people departed from accommodation in Westminster this year. These people had 100 departure actions. This indicates that an individual can depart more than once (at the same accommodation project or different) in a period.

9% of people left accommodation to move to another hostel. This is a decrease from 24% in Jul-Sep.

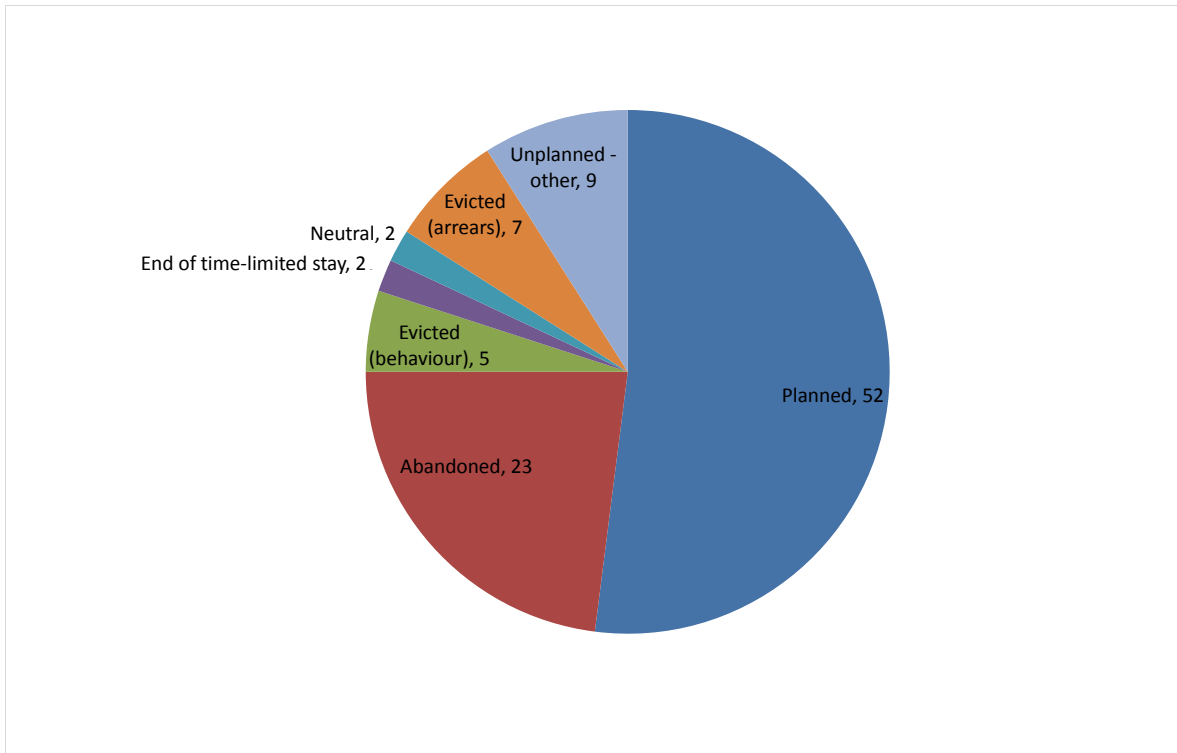
33% of people left accommodation to move to mid to long-term accommodation. This is an increase on 23% in Jul-Sep.

Breakdown by accommodation

Destination Accommodation																		Total		
	Clearing House/RSI	Detox clinic	Died	Hostel - another organisation	Hostel - within the organisation	Not known	Private rented sector -	Private rented sector - with	Psychiatric hospital	Returned to home country (Non EEA)	RSL tenancy (general needs)	Sheltered Housing	Sleeping rough/Returned	Staying with family	Staying with friends	Supported Housing	Taken into custody		Temporary accommodation	
Church Army - Cosway Street						1	1													2
English Churches - King George's		1				4					2		1		1	7	3			19
English Churches - Queen Mary's						1								1						2
Look Ahead - Bayswater						3	1	1	1				1		1					8
Look Ahead - Hopkinson House									2						1					3
People Can - 13A Soho		1	1	2		8										2	3			17
Salvation Army - Edward Alsop Court	3					7	1	1	1				1	1		1				16
St Mungo's - Harrow Road				1	1	3														5
The Passage - Passage House	1		1	2	2	2			1	1				1		2	2	1		16
The Passage - Passage House Foyer							1				1						1			3
The Passage - Montfort House	2										1									3
Thames Reach - Shroton Street				1		1						1			1					4
St Mungo's - Bliss Mews											1									1
St Mungo's - Bravington Road (225)						1														1
Total	6	2	2	6	3	31	4	4	3	1	5	1	3	3	4	12	9	1	100	

9) Departures - reason for leaving

Departures by whether or not the departure was planned or unplanned



Base: 100

98 people departed from accommodation in Westminster this year. These 98 people had 100 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 consistent with the previous quarter.

52% of departures were due to a planned move. This is lower than previous quarters (Jul-Sep: 62%; Apr-Jun: 76%).

23% of departures were due to abandonments. This is slightly higher than the previous quarter (Jul-Sep: 15%).

12% of departures were due to evictions. This is similar to previous quarters.

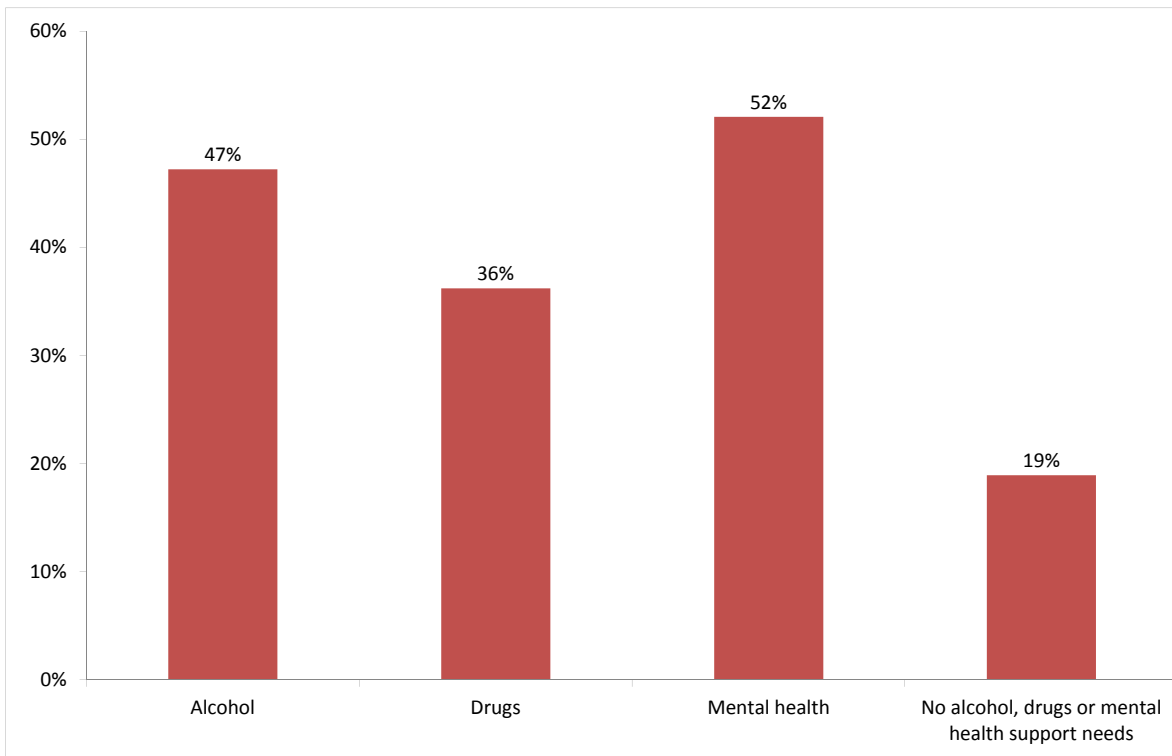
Breakdown by accommodation

Planned/Unplanned Accommodation	Planned	Abandoned Evicted (behaviour)	End of time- limited stay	Neutral	Evicted (arrears)	Unplanned - other	Total
Church Army - Cosway Street	1		1				2
English Churches - King George's	10	4	1		1	3	19
English Churches - Queen Mary's	1	1					2
Look Ahead - Bayswater	2	5	1				8
Look Ahead - Hopkinson House	3						3
People Can - 13A Soho	5	4	2	1	2	3	17
Salvation Army - Edward Alsop Court	8	4	1		3		16
St Mungo's - Harrow Road	2	2	1				5
The Passage - Passage House Foyer	2					1	3
The Passage - Passage House	11	2		1		2	16
The Passage - Montfort House	3						3
Thames Reach - Shroton Street	3	1					4
St Mungo's - Bliss Mews	1						1
St Mungo's - Bravington Road (225)					1		1
Total	52	23	5	2	7	9	100

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: 908 Note that the base figure for this graph excludes clients where all 3 support needs are not known or not recorded (333).

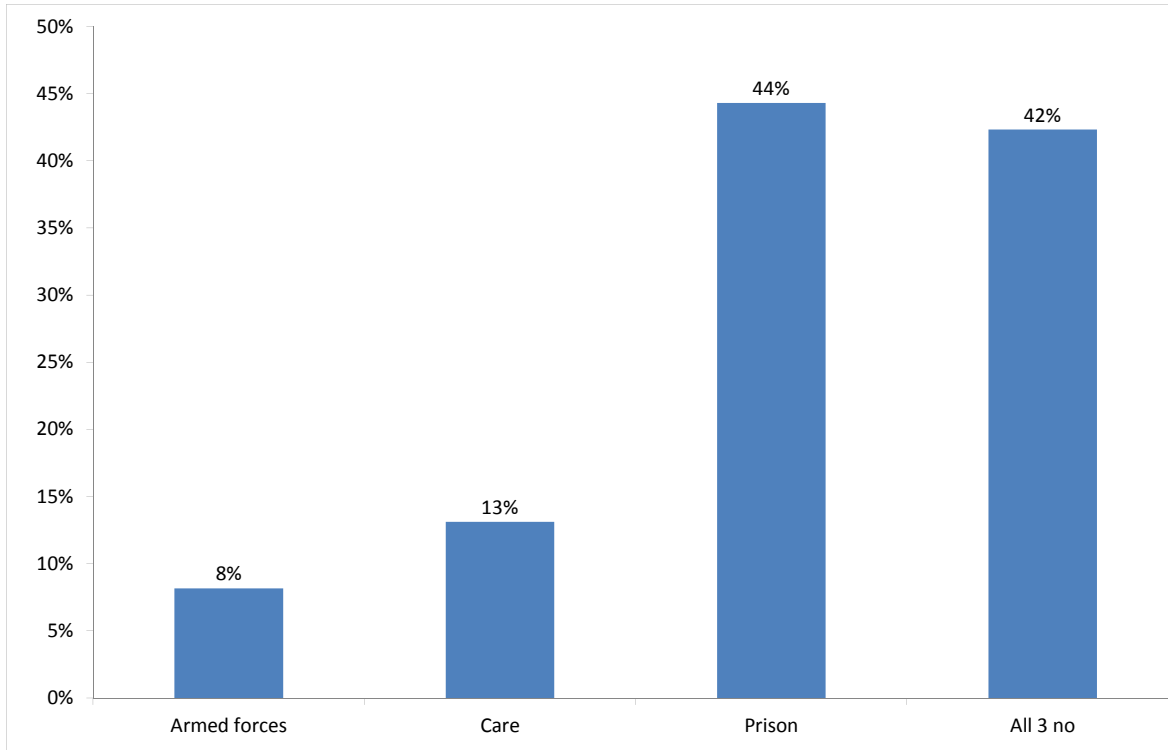
Support Needs	No. of people	%
Alcohol only	107	9%
Drugs only	45	4%
Mental health only	170	14%
Alcohol and drugs	87	7%
Alcohol and mental health	106	9%
Drugs and mental health	68	5%
Alcohol, drugs and mental health	129	10%
All 3 no	172	14%
All 3 not known or not assessed	333	27%
All 3 no, not known or not assessed	24	2%
Total	1241	100%

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

The proportions of support needs for people contacted in Westminster are similar to those reported across London as a whole this quarter.

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

66 people contacted in Westminster this quarter have previously been in the armed forces (61 last quarter).

Nationality	Number	% of people seen rough sleeping*
UK	23	5%
Non-UK	22	5%
Total	45	10%

106 people contacted in Westminster this quarter have previously been in care (120 last quarter).

358 people contacted in Westminster this quarter have previously been in prison (335 last quarter).

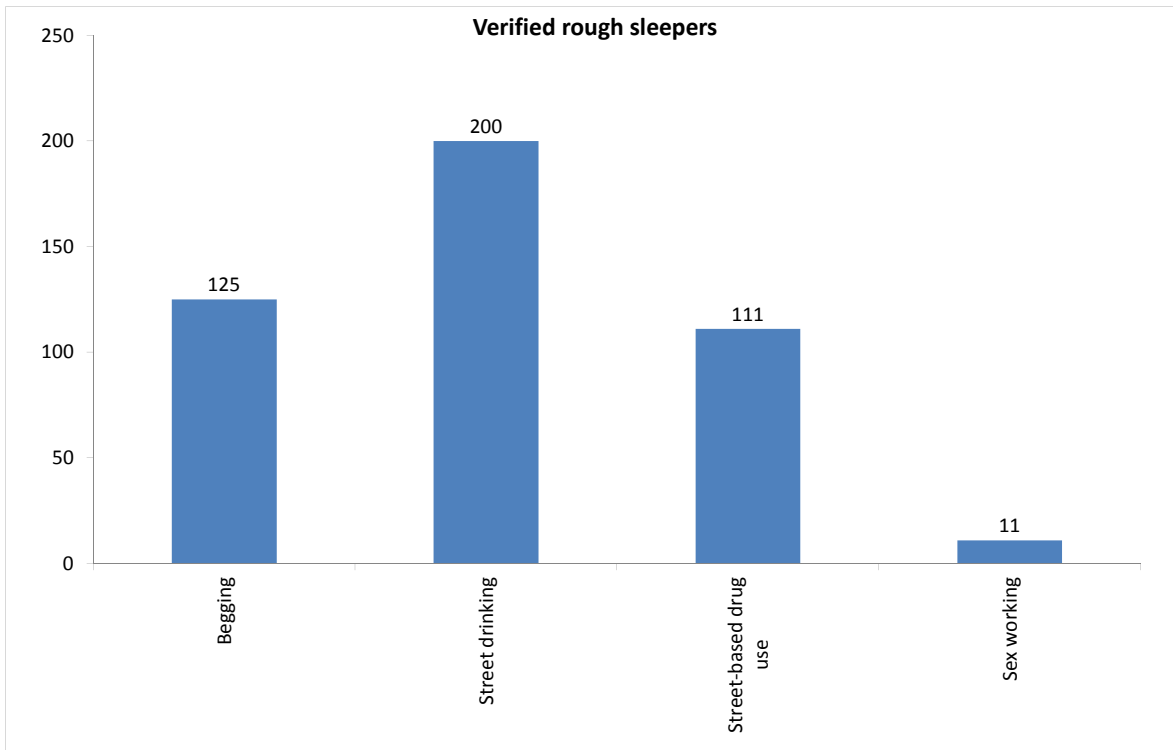
It is possible for someone contacted to have previous experience of more than one institution and so be included in more than one of the above figures. 78 people contacted in the year have been in care and prison.

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.

*The base is all those seen rough sleeping in the period who have been assessed for institutional history: 467

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: 334

Of the 1060 verified rough sleepers contacted this quarter, 334 (32%) 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 1060 verified rough sleepers contacted in the quarter by outreach or BBS teams, 412 people who are considered vulnerable but have not been seen rough sleeping were also contacted. Of these:

44 had confirmed reconnections;

29 were booked into accommodation across all boroughs;

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