



CHAIN

Quarterly Report for City of London January - March 2011



CHAIN Quarterly report for City of London 1st January to 31st March 2011

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 by flow, stock and returner model.

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

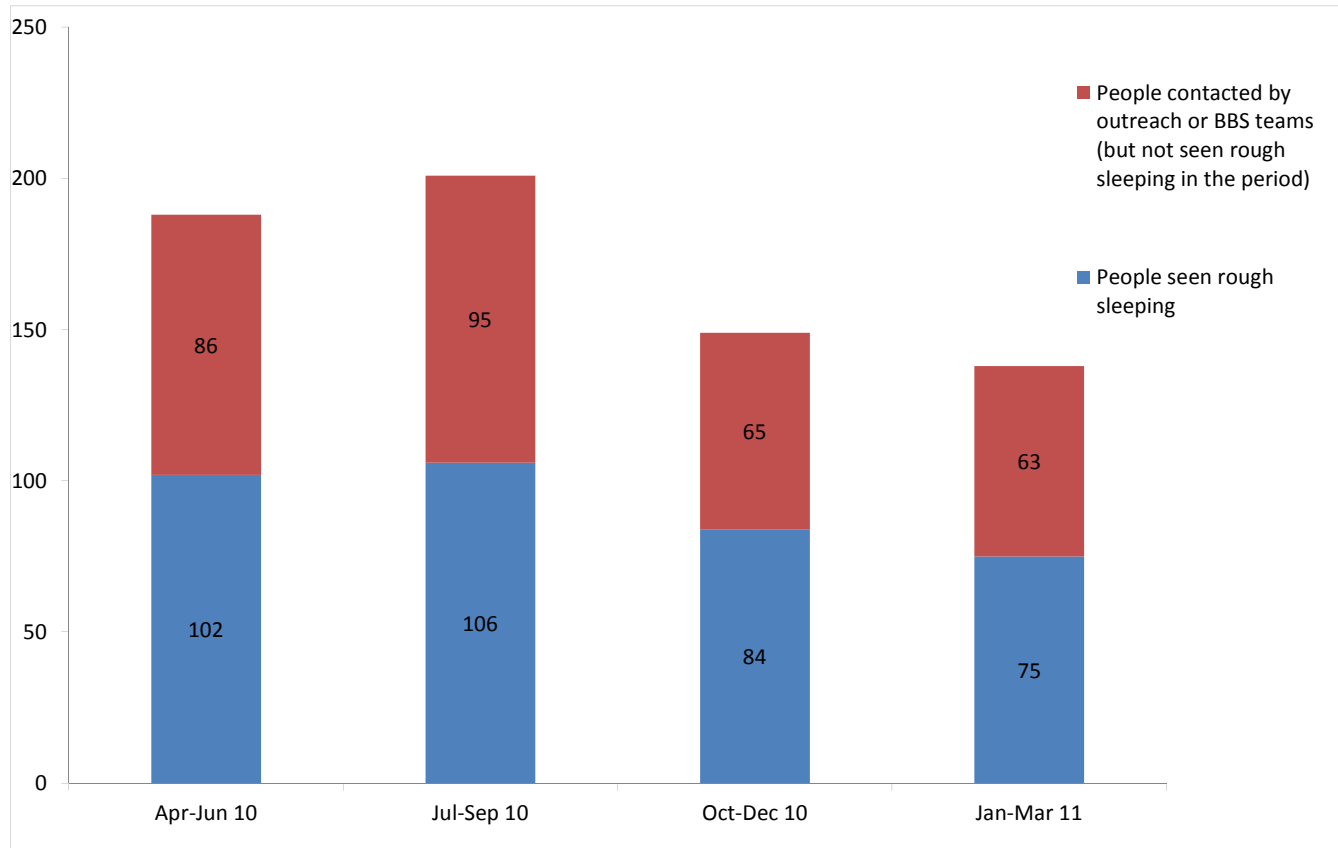
People contacted by outreach or BBS teams and/or arriving in accommodation in the quarter by experience of the armed forces, care or prison

CHAIN Quarterly report for City of London

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



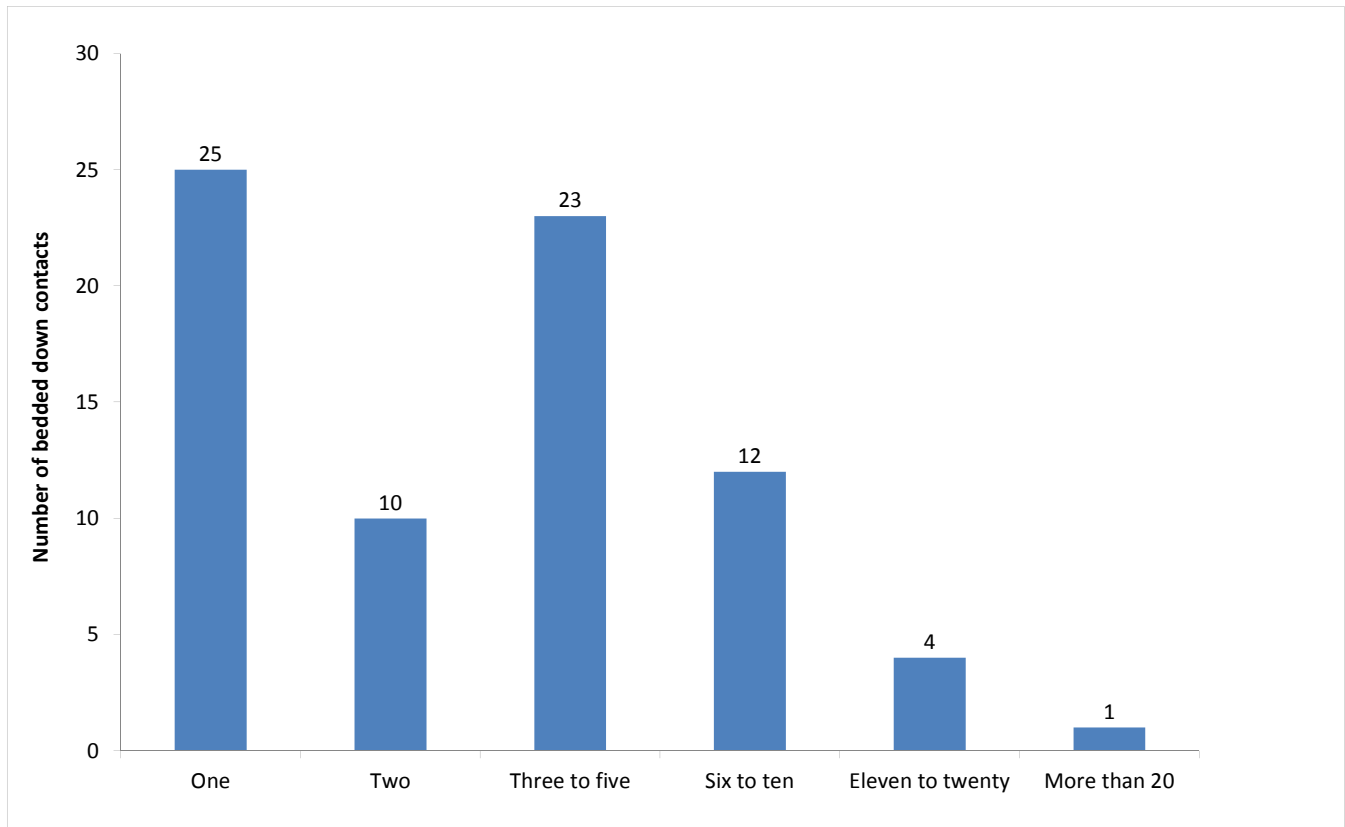
Apr-Jun 10 base: 188
Jul-Sep 10 base: 201
Oct-Dec 10 base: 149
Jan-Mar 11 base: 138

138 verified rough sleepers were contacted by services in City of London during the quarter. This is a decrease from 149 last quarter and compares to 223 in the same quarter last year.

Of these 138, 75 had a bedded down street contact in the quarter and so were known to have slept rough in City of London during the quarter. The number sleeping rough this quarter has decreased by 11%.

2) Rough sleeping volume

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



The proportion of stock, flow and returner people contacted across City of London this quarter is similar to the previous quarter.

Of the 75 people seen rough sleeping this quarter, 25 only had a single bedded down street contact.

Of the 75 people seen bedded down, 8 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.

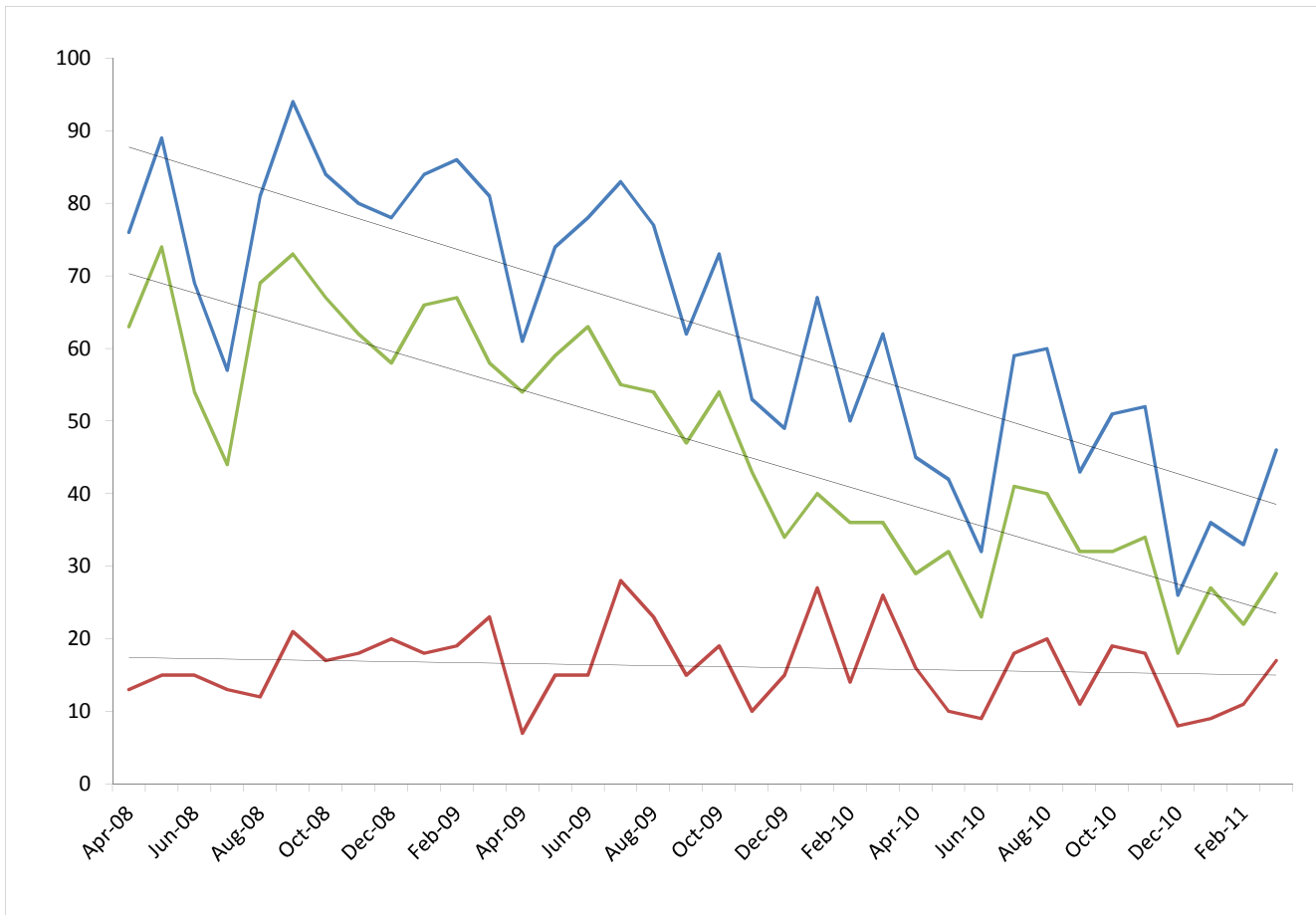
Nationality	Apr-Jun	%	Jul - Sep	%	Oct - Dec	%	Jan - Mar	%
UK	45	47%	46	46%	34	44%	32	46%
Ireland (Republic of)	4	4%	3	3%	3	4%	4	6%
Portugal	0	0%	1	1%	0	0%	1	1%
Bulgaria	1	1%	1	1%	1	1%	1	1%
Czech Republic	0	0%	1	1%	0	0%	0	0%
Estonia	1	1%	1	1%	0	0%	0	0%
Hungary	0	0%	0	0%	1	1%	4	6%
Latvia	3	3%	1	1%	3	4%	3	4%
Lithuania	11	12%	3	3%	4	5%	6	9%
Poland	10	11%	18	18%	20	26%	8	11%
Romania	4	4%	9	9%	3	4%	0	0%
Slovenia	0	0%	0	0%	0	0%	0	0%
Slovakia	2	2%	0	0%	1	1%	1	1%
Central and East European (CEE) sub-total	32	34%	34	34%	33	42%	23	33%
other Europe	10	11%	12	12%	5	6%	5	7%
Eritrea	0	0%	0	0%	0	0%	0	0%
Africa	2	2%	1	1%	1	1%	2	3%
America	1	1%	0	0%	0	0%	0	0%
Asia	1	1%	2	2%	2	3%	3	4%
Australasia	0	0%	0	0%	0	0%	0	0%
Missing	7		7		3		1	
Not known	0		0		3		4	
Total	102		106		84		75	
Total**	95	100%	99	100%	78	100%	70	100%

Base: 70 Note that the base figure for this graph excludes clients where the nationality is missing or not known (5).

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

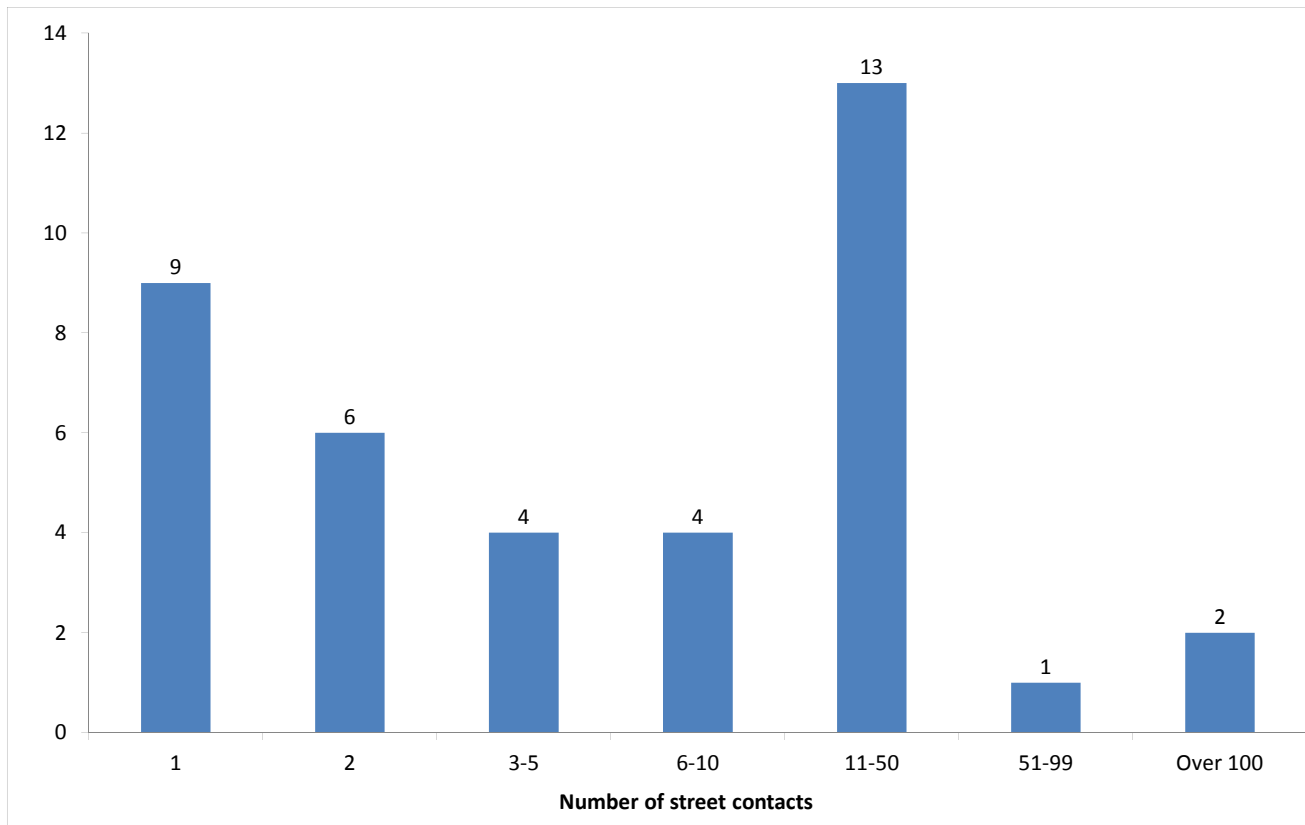
The green line shows the number of people seen rough sleeping excluding anyone from Central and East European (CEE) countries.

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

There has been a significant decrease in the number of people seen rough sleeping in the City of London over the last three years.

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: 39

39 (28%) verified rough sleepers contacted across City of London this quarter have never had a booking in action recorded on CHAIN. This has decreased slightly from 45 (30%) in the previous period.

30 of these people have slept rough in the quarter, which is 40% of all people sleeping rough this quarter.

9 (23%) of the people who have never had a booking in action recorded on CHAIN have only ever had one street contact recorded.

2 people in City of London have never had a booking in action despite having over a hundred street contacts. This is consistent with previous quarters (Apr - Jun; 4, Jul - Sep; 5, Oct - Dec; 3).

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	1	2%
Clinic/Detox/Rehab	0	0%
Night Centre	1	2%
Rolling shelter	16	36%
<i>Referrals only (no booking in)</i>	9	
Hostel	11	24%
<i>Referral rejected (no booking in)</i>	2	
Other temporary	0	0%
Second-stage accommodation	0	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	0	0%
Private rented sector - with some floating support/support	1	2%
RSL tenancy (general needs)	0	0%
Sheltered housing	0	0%
Supported housing	1	2%
Other long-term accommodation	1	2%
Bookings into accommodation total	32	71%
Return to home area	11	24%
Seeking work	0	0%
Move to area for friends/family	0	0%
Move to area with appropriate services	2	4%
Other	0	0%
Reconnections total	13	29%
TOTAL	45	100%

Outreach and BBS teams across City of London succeeded in reconnecting or booking into accommodation 31 people, 22% of the 138 people contacted during the quarter.

This is a similar proportion compared to last quarter - 37 people (25%).

21 people had a total of 32 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 compared to 6 people last quarter.

8 people were booked into hostel accommodation, 12 people last quarter.

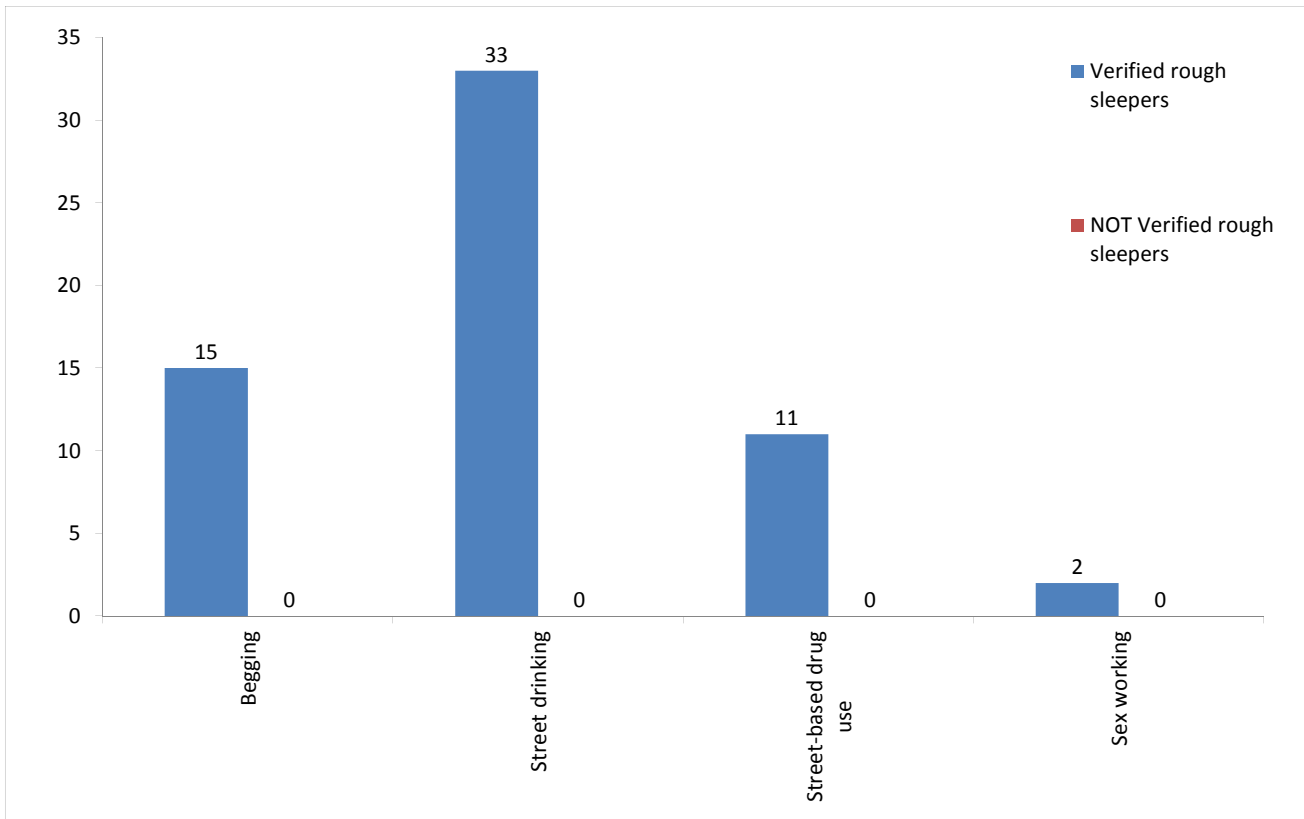
Outreach and BBS teams across City of London achieved a confirmed reconnection with 11 people they contacted this quarter. This is 8% of the people contacted by outreach or BBS teams this quarter.

13 advised reconnection events were recorded by outreach and BBS teams for verified rough sleepers this quarter. In addition, teams recorded 3 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: 45

Base for people not verified as rough sleepers: 4

Of the 138 verified rough sleepers contacted this quarter, 45 (33%) 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 138 verified rough sleepers contacted in the quarter by outreach or BBS teams, 4 people who are considered vulnerable but have not been seen rough sleeping were also contacted. Of these:

3 had confirmed reconnections

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

8) Arrivals

Temporary accommodation arrivals by accommodation project and source of referral.

5 people arrived at accommodation in City of London this year. These 5 people had 5 arrival actions.

The numbers of people arriving and arrivals are the same as last quarter.

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

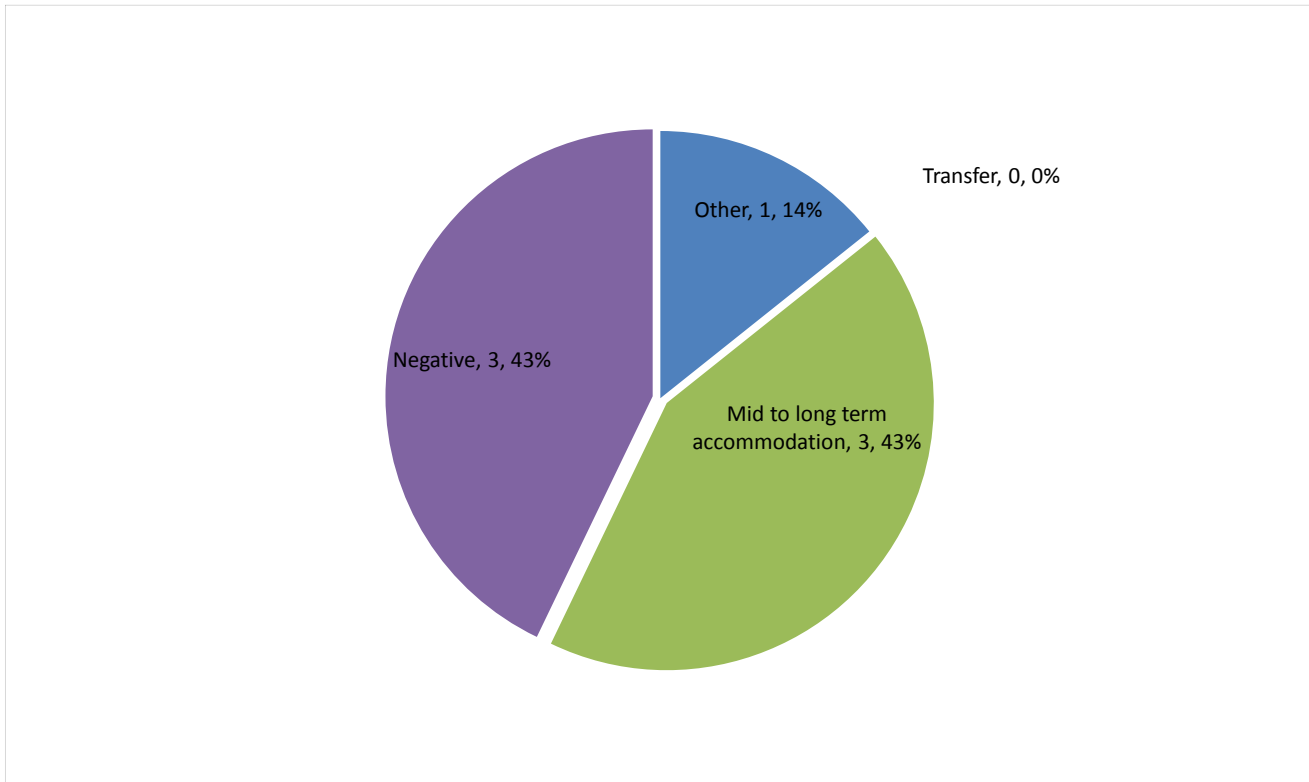
The proportion of arrivals in City of London referred by outreach or BBS teams (100%) is a notably higher proportion than the proportion across all boroughs (81%) this quarter.

Breakdown by accommodation:

Source of referral → Accommodation ↓	BBS - CSTM	Passage BBS and Day Centre	BBS - St Mungo's	Total
St Mungo's - The Lodge	1	2	2	5
Total	1	2	2	5

9) Departures - destination on departure

Departure actions by destination on departure



Base: 7

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	%
Not known	3	43%
Private rented sector - with some floating support/support	1	14%
Sheltered Housing	2	29%
Staying with friends	1	14%
Total	7	100%

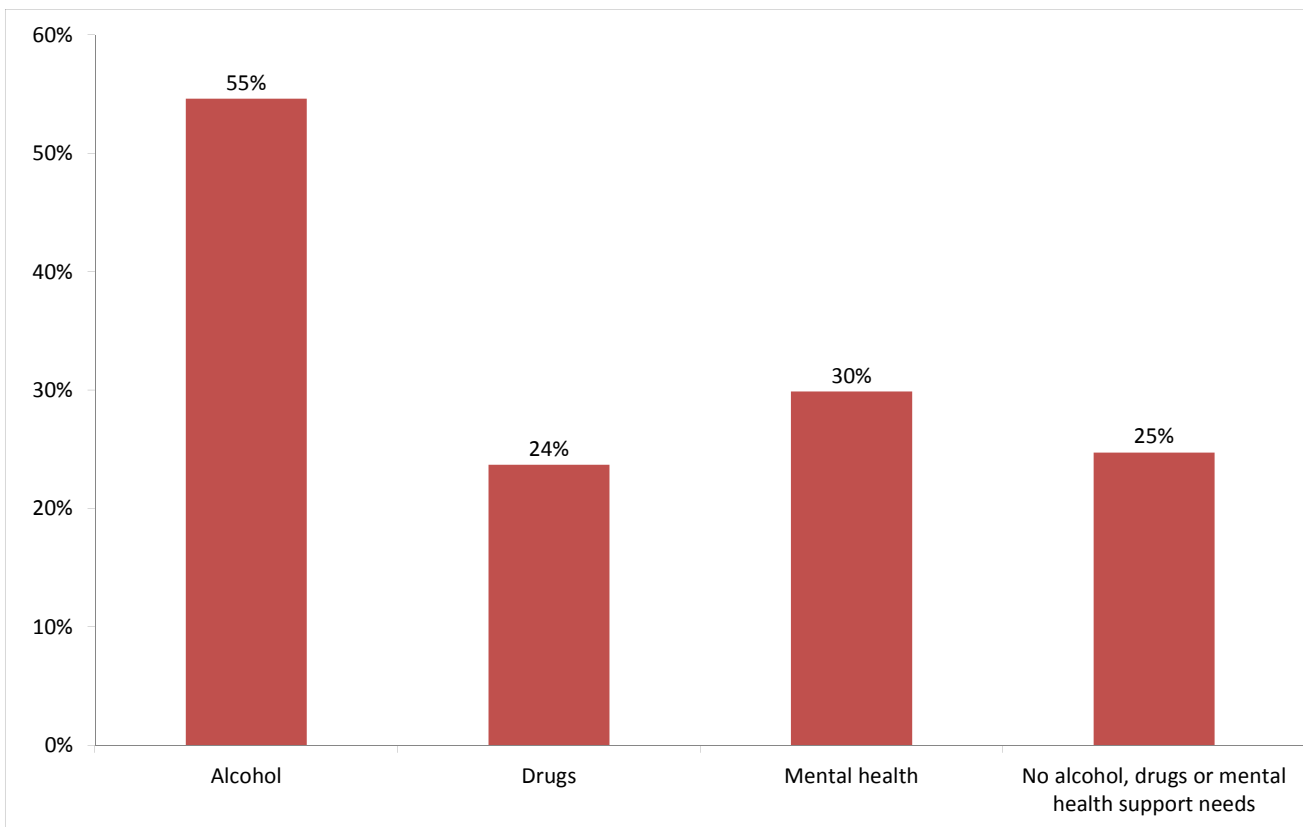
Breakdown by accommodation

Destination Accommodation	Not known	Private rented sector - with	Sheltered Housing	Staying with friends	Total
Providence Row - Middle Street	1			1	2
St Mungo's - The Lodge	2	1	2		5
Total	3	1	2	1	7

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: 97 Note that the base figure for this graph excludes clients where all 3 support needs are not known or not recorded (49).

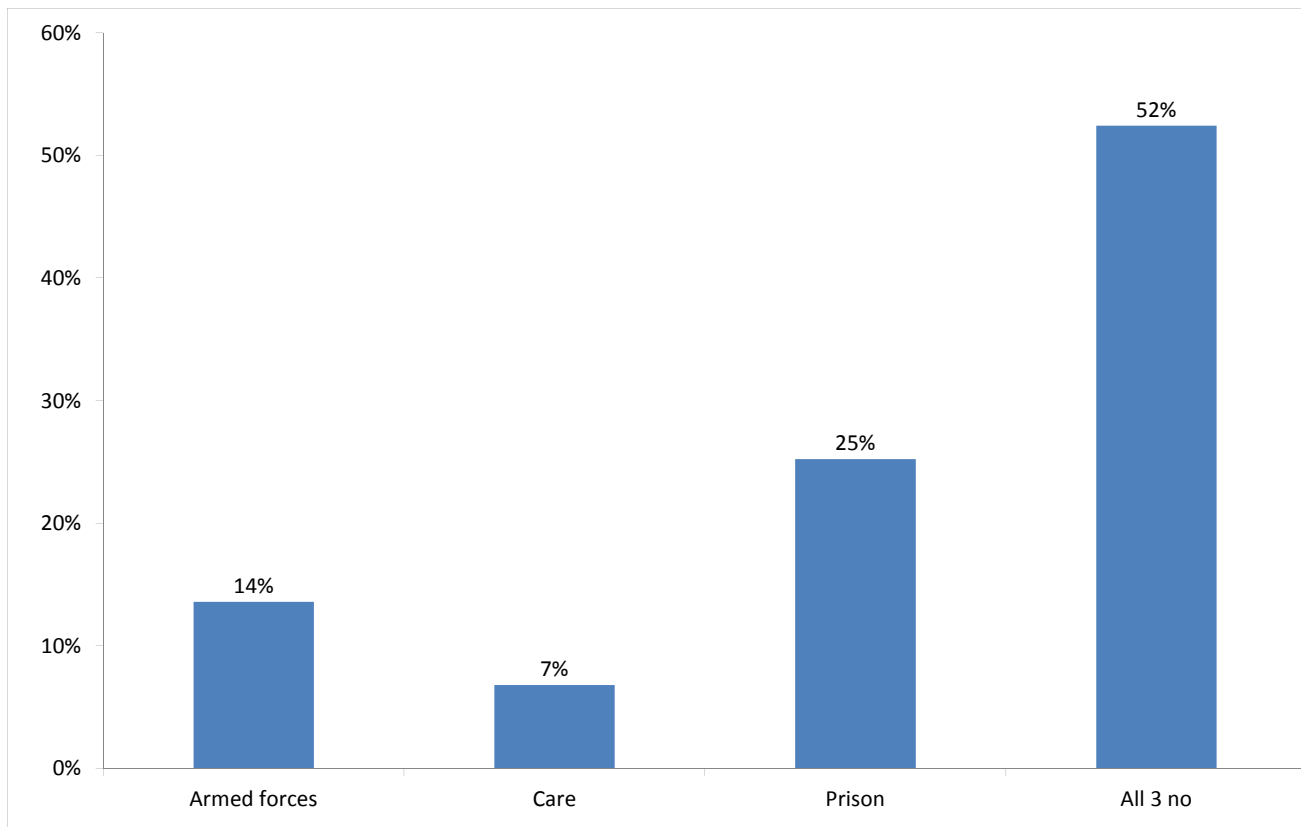
Support Needs	No. of people	%
Alcohol only	27	18%
Drugs only	8	5%
Mental health only	6	4%
Alcohol and drugs	7	5%
Alcohol and mental health	15	10%
Drugs and mental health	4	3%
Alcohol, drugs and mental health	4	3%
All 3 no	24	16%
All 3 not known or not assessed	49	34%
All 3 no, not known or not assessed	2	1%
Total	146	100%

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

The proportion of people contacted in City of London with a drug support need (24%) is notably lower than the proportion across all boroughs (43%) 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: 103 Note that the base figure for this graph excludes clients where all 3 institutional histories are not known.

14 people contacted in City of London this quarter have previously been in the armed forces (11 last quarter).

Nationality	Number	%
UK	5	38%
Non-UK	8	62%
Total **	13	100%

** Nationality information missing for 1 person

7 people contacted in City of London this quarter have previously been in care (7 last quarter).

26 people contacted in City of London this quarter have previously been in prison (28 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. 3 people contacted in the year have been in care and prison.

The proportion of people contacted in City of London with previous experience of the armed forces, care or prison is consistent with last quarter.