



CHAIN

Quarterly Report for Tower Hamlets January - March 2011



CHAIN Quarterly report for Tower Hamlets 1st January to 31st March 2011

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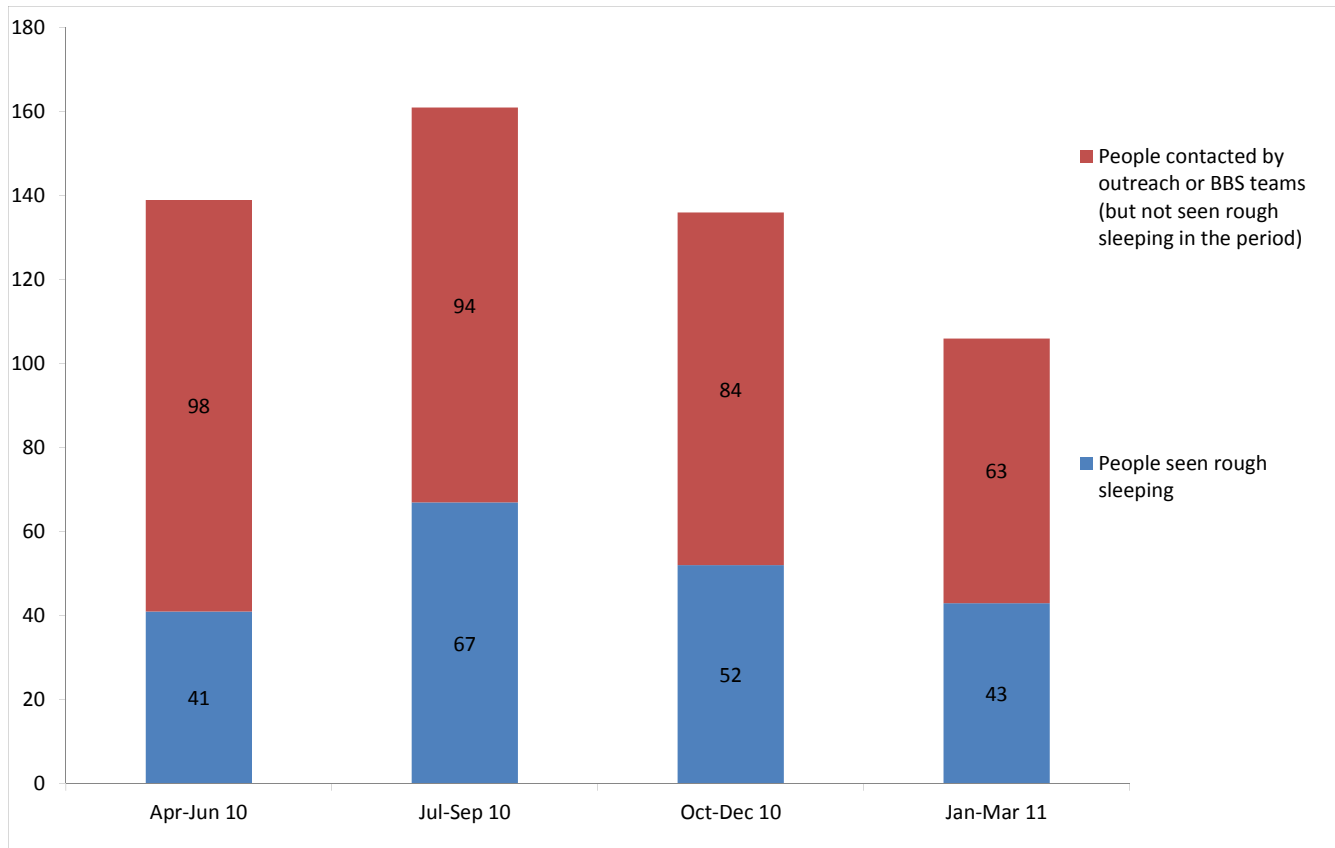
People contacted by outreach or BBS teams and/or arriving in accommodation in the quarter by experience of the armed forces, care or prison

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



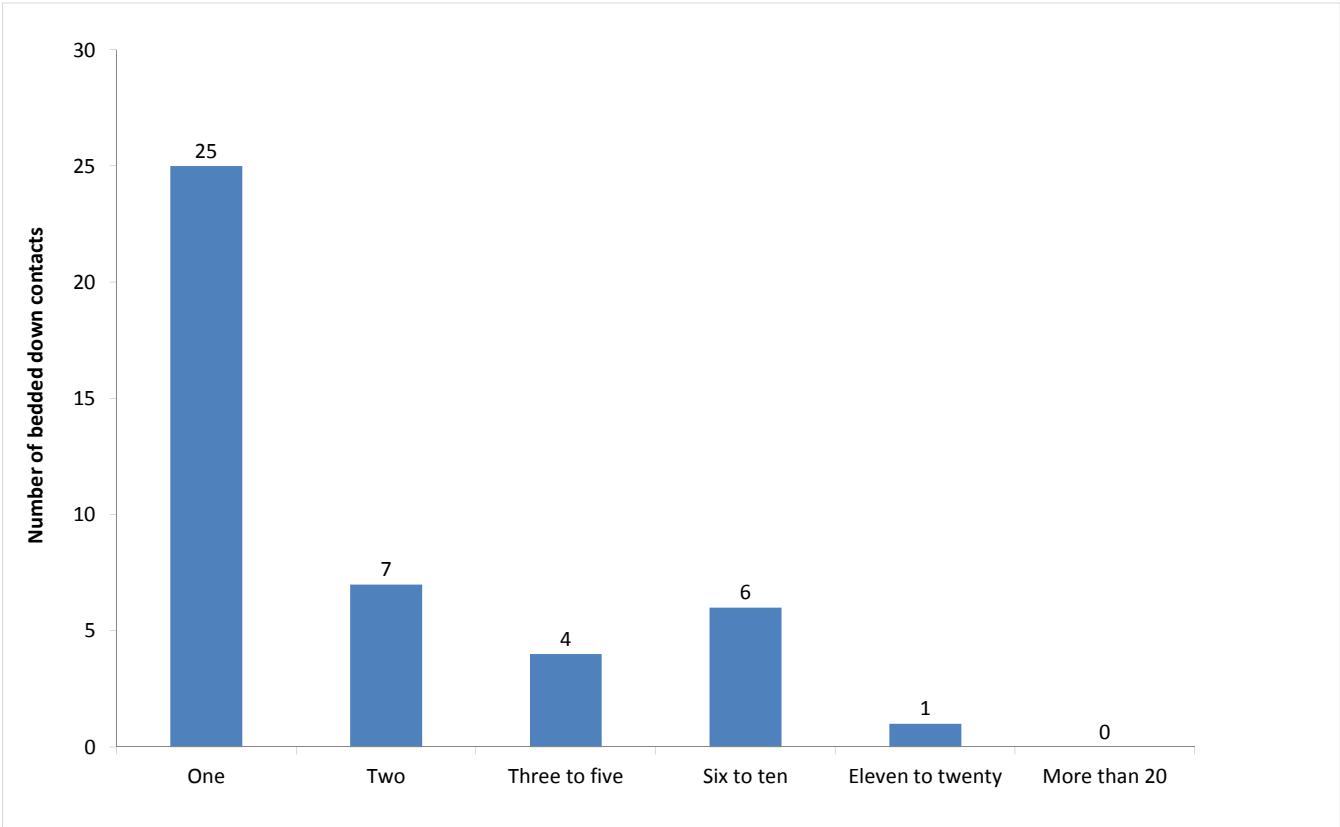
Apr-Jun 10 base: 139
Jul-Sep 10 base: 161
Oct-Dec 10 base: 136
Jan-Mar 11 base: 106

106 verified rough sleepers were contacted by services in Tower Hamlets during the quarter. This is a decrease from 136 last quarter and compares to 109 in the same quarter last year.

Of these 106, 43 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 17%.

2) Rough sleeping volume

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



Base: 106

Of the 43 people seen rough sleeping this quarter, 25 only had a single bedded down street contact.

Of the 43 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.

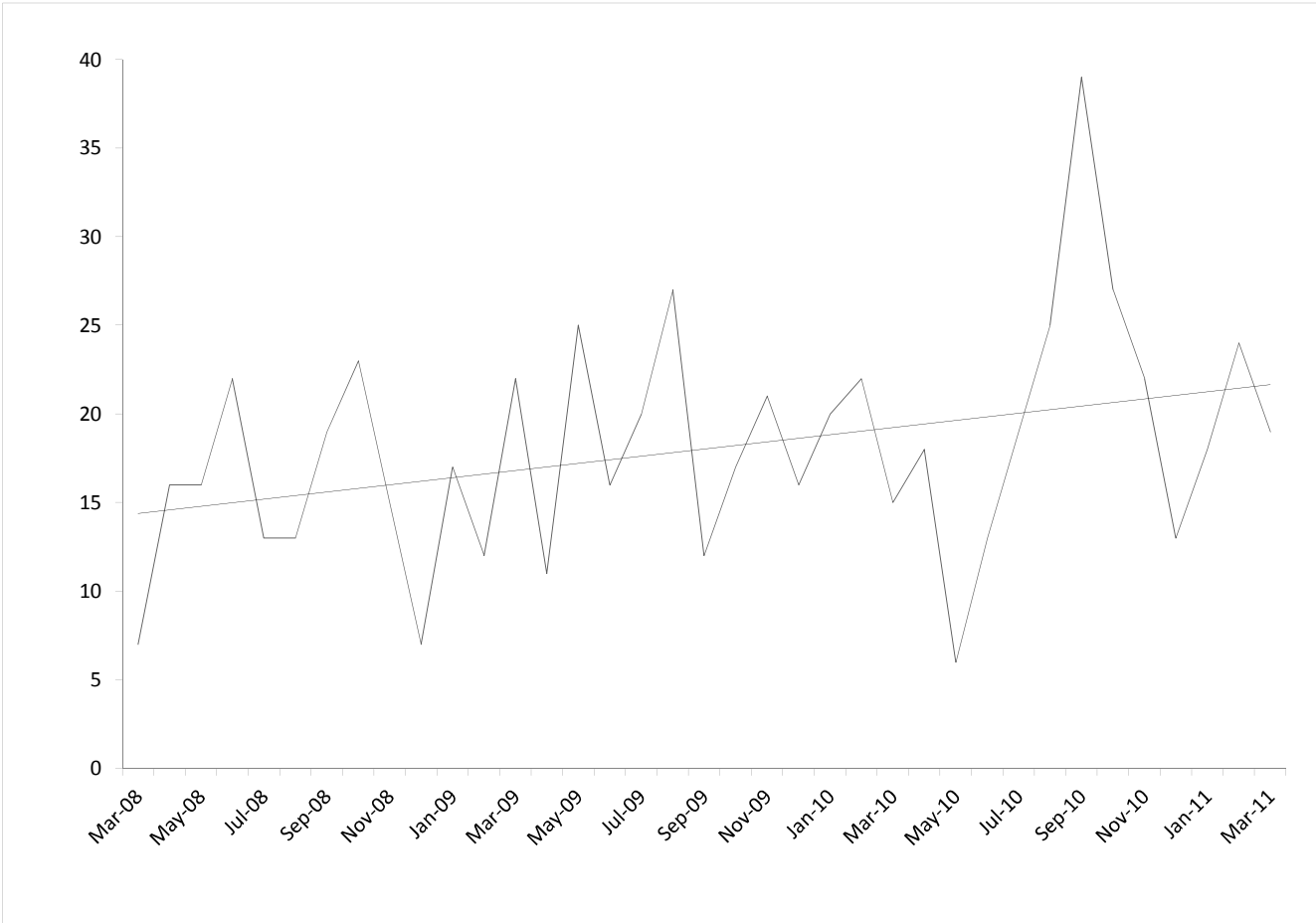
Nationality	Apr-Jun	%	Jul-Sep	%	Oct-Dec	%	Jan - Mar	%
UK	15	43%	30	45%	19	39%	12	30%
Ireland (Republic of)	1	3%	1	2%	1	2%	1	3%
Portugal	0	0%	1	2%	0	0%	1	3%
Bulgaria	0	0%	0	0%	0	0%	0	0%
Czech Republic	1	3%	2	3%	3	6%	1	3%
Estonia	1	3%	0	0%	0	0%	0	0%
Hungary	0	0%	1	2%	1	2%	0	0%
Latvia	2	6%	1	2%	1	2%	2	5%
Lithuania	1	3%	9	14%	3	6%	4	10%
Poland	4	11%	9	14%	3	6%	4	10%
Romania	1	3%	3	5%	4	8%	7	18%
Slovenia	0	0%	0	0%	1	2%	1	3%
Slovakia	0	0%	1	2%	0	0%		0%
Central and East European (CEE) sub-total	10	29%	26	39%	16	33%	19	48%
other Europe	1	3%	5	8%	3	6%	1	3%
Eritrea	3	9%	0	0%	1	2%	0	0%
Africa	3	9%	1	2%	7	14%	4	10%
America	0	0%	0	0%	0	0%	0	0%
Asia	2	6%	2	3%	2	4%	1	3%
Australasia	0	0%	0	0%	0	0%	0	0%
<i>Missing</i>	4		1		1		2	
<i>Not known</i>	2		0		2		1	
Total	41		67		52		43	
Total**	35	100%	66	100%	49	100%	40	98%

Base: 40 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

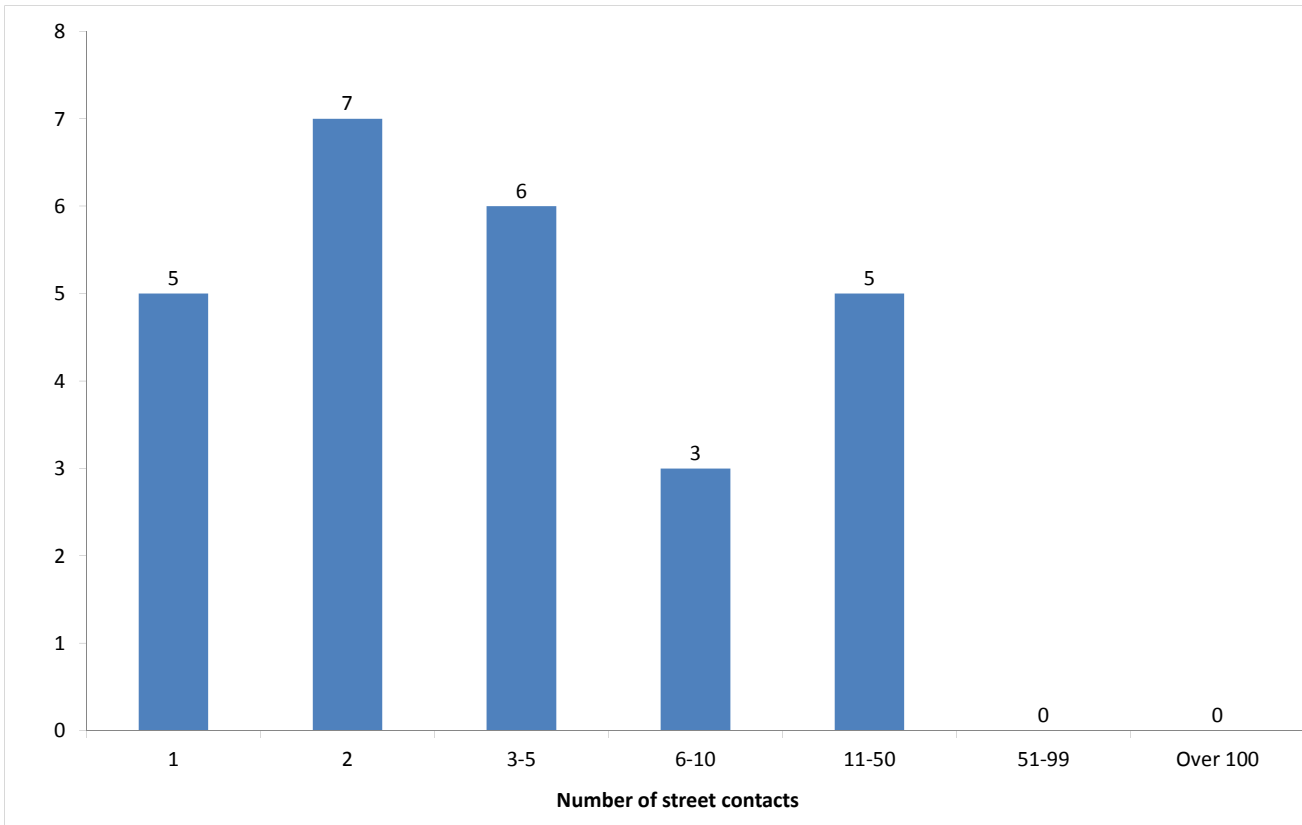
People seen rough sleeping by outreach or building based (BBS) teams by month



There has been a steady increase in the number of people seen rough sleeping in Tower Hamlets 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: 26

26 (25%) verified rough sleepers contacted across Tower Hamlets this quarter have never had a booking in action recorded on CHAIN. This has decreased slightly from 32 (24%) in the previous period.

21 of these people have slept rough in the quarter, which is 49% of all people sleeping rough this quarter.

5 (19%) 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	3	9%
Clinic/Detox/Rehab	1	3%
Night Centre	1	3%
Rolling shelter	6	19%
<i>Referrals only (no booking in)</i>	<i>10</i>	
Hostel	16	50%
<i>Referral rejected (no booking in)</i>	<i>1</i>	
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	1	3%
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	0	0%
RSL tenancy (general needs)	0	0%
Sheltered housing	0	0%
Supported housing	1	3%
Other long-term accommodation	0	0%
Bookings into accommodation total	29	91%
Return to home area	2	6%
Seeking work	0	0%
Move to area for friends/family	0	0%
Move to area with appropriate services	2	6%
Other	0	0%
Reconnections total	3	9%
TOTAL	32	100%

Outreach and BBS teams across Tower Hamlets succeeded in reconnecting or booking into accommodation 17 people, 16% of the 106 people contacted during the quarter.

This is a similar proportion to previous periods - Apr-Jun; 18 (13%), Jul - Sep; 30 (19%), Oct-Dec; 25 (18%).

17 people had a total of 29 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. This is the same as last quarter (2 people) and similar to previous periods.

12 people were booked into hostel accommodation. This is also the same as last quarter, 12 people.

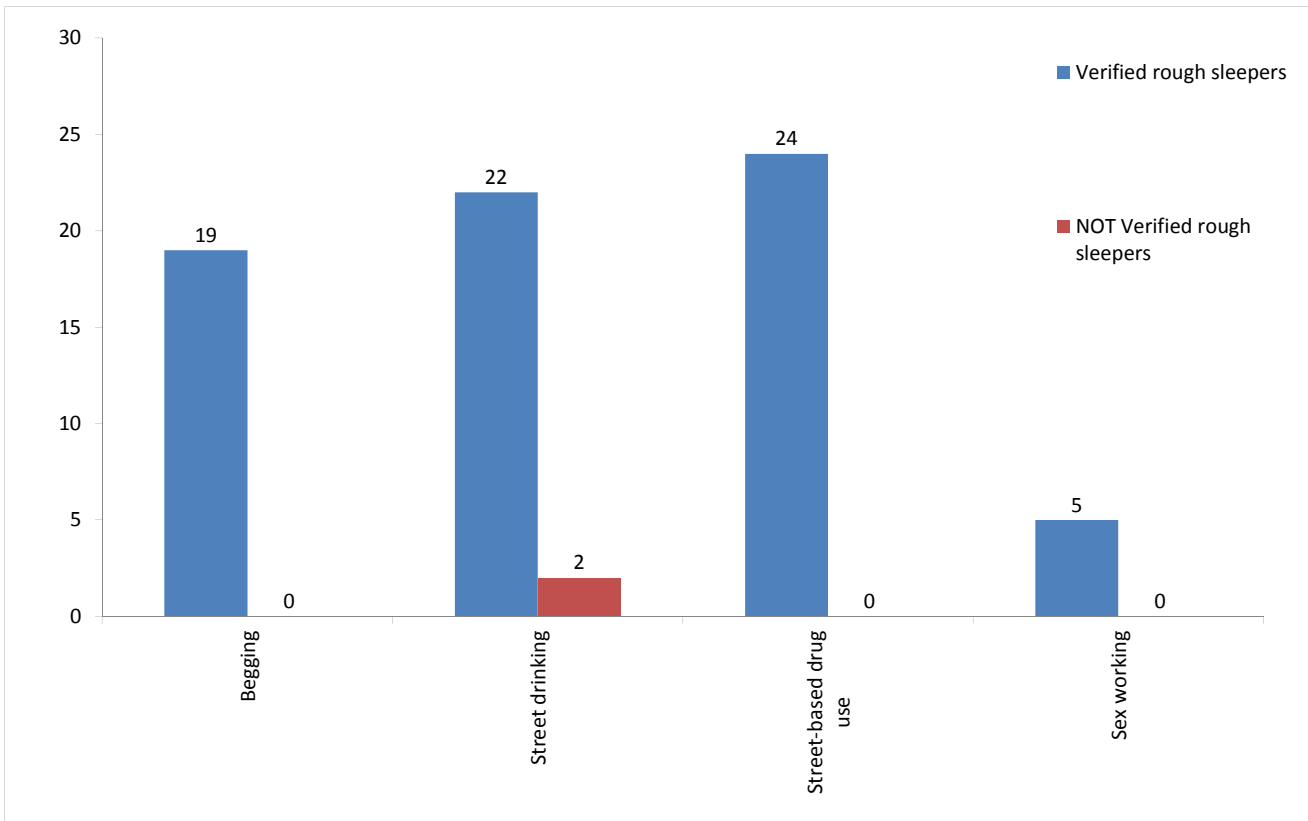
Outreach and BBS teams across Tower Hamlets achieved a confirmed reconnection with 1 person they contacted this quarter. This is 1% of the people contacted by outreach or BBS teams this quarter.

3 advised reconnection events were recorded by outreach and BBS teams for verified rough sleepers this quarter. In addition, teams recorded 0 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: 37

Base for people not verified as rough sleepers: 6

Of the 106 verified rough sleepers contacted this quarter, 37 (35%) have been assessed as engaging in one or more street activities.

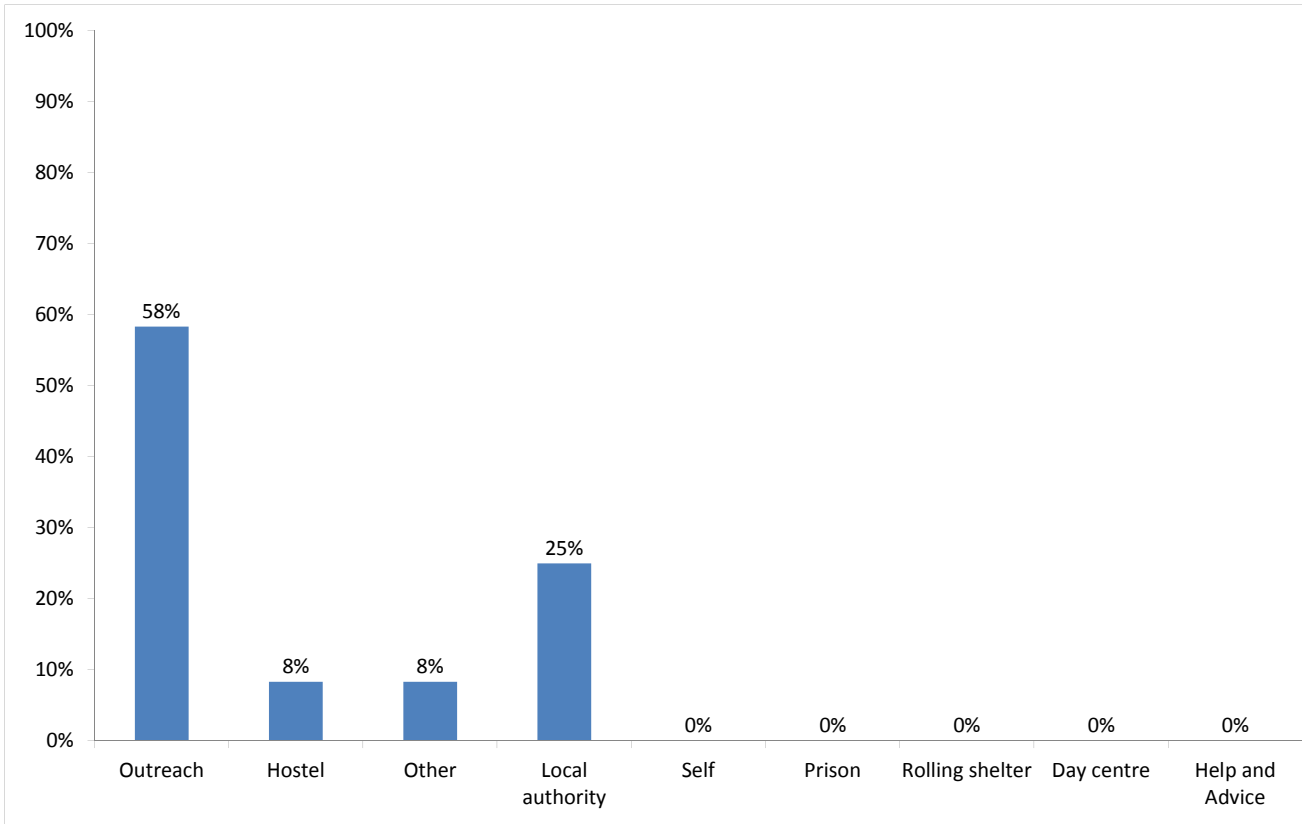
Some of these people contacted this quarter have been seen engaging in more than one type of street activity at some point.

In addition to the 106 verified rough sleepers contacted in the quarter by outreach or BBS teams, 6 people who are considered vulnerable but have not been seen rough sleeping were also contacted.

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

8) Arrivals

Temporary accommodation arrivals by accommodation project and source of referral.



Base: 24

24 people arrived at accommodation in Tower Hamlets this year. These 24 people had 24 arrival actions.

The numbers of people arriving and arrivals is slightly lower than the previous period: Oct-Dec; 32 people had 33 arrival actions.

The proportion of arrivals to accommodation in Tower Hamlets that were referred by outreach or BBS teams (58%) has decreased compared to 85% last quarter, but the proportion referred by local authority has increased (25%) compared to 3% last period.

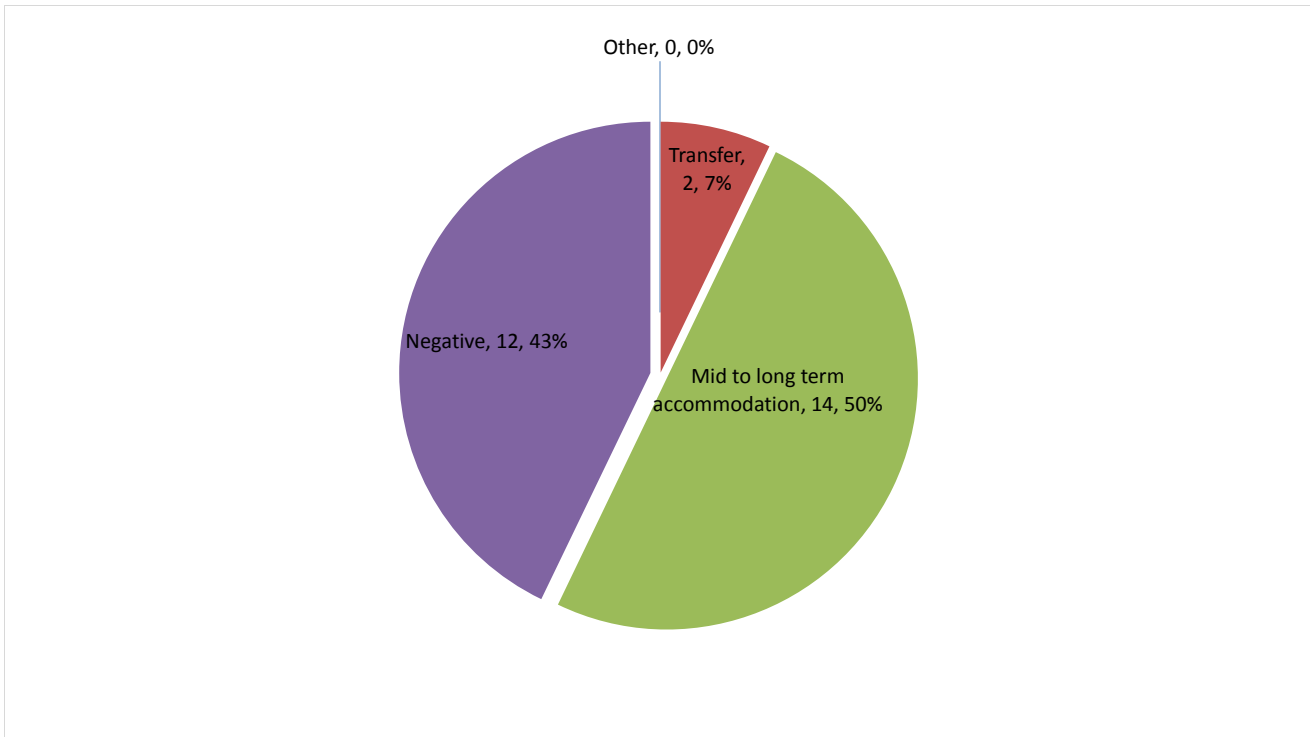
The proportion of arrivals in Tower Hamlets referred by the local authority (25%) is notably higher than the proportion across all boroughs (2%) this quarter.

Breakdown by accommodation:

Source of referral → Accommodation ↓	Passage BBS and Day Centre	BBS - St Mungo's	City Rough Sleepers Team	Southwark SPOT	Tower Hamlets SORT	London Street Rescue	Hostel	Local authority (other referral source)	Total	
Look Ahead - Aldgate	1	2		1	2	3	2	6	2	19
Providence Row - Edward Gibbons House						1				1
Providence Row - Dellow Hostel			2			1				3
Salvation Army - Booth House					1					1
Total	1	2	2	1	3	5	2	6	2	24

9) Departures - destination on departure

Departure actions by destination on departure



Base: 28

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	5	18%
Hostel - another organisation	1	4%
LA tenancy (general needs)	3	11%
Not known	7	25%
Rehab clinic	1	4%
RSL tenancy (general needs)	4	14%
Sleeping rough/Returned to streets	2	7%
Supported Housing	2	7%
Taken into custody	3	11%
Total	28	100%

4% of people left accommodation to move to another hostel. This is a decrease (14% last quarter) on the previous three periods.

50% of people left accommodation to move to mid to long-term accommodation. This is consistent with the previous three periods.

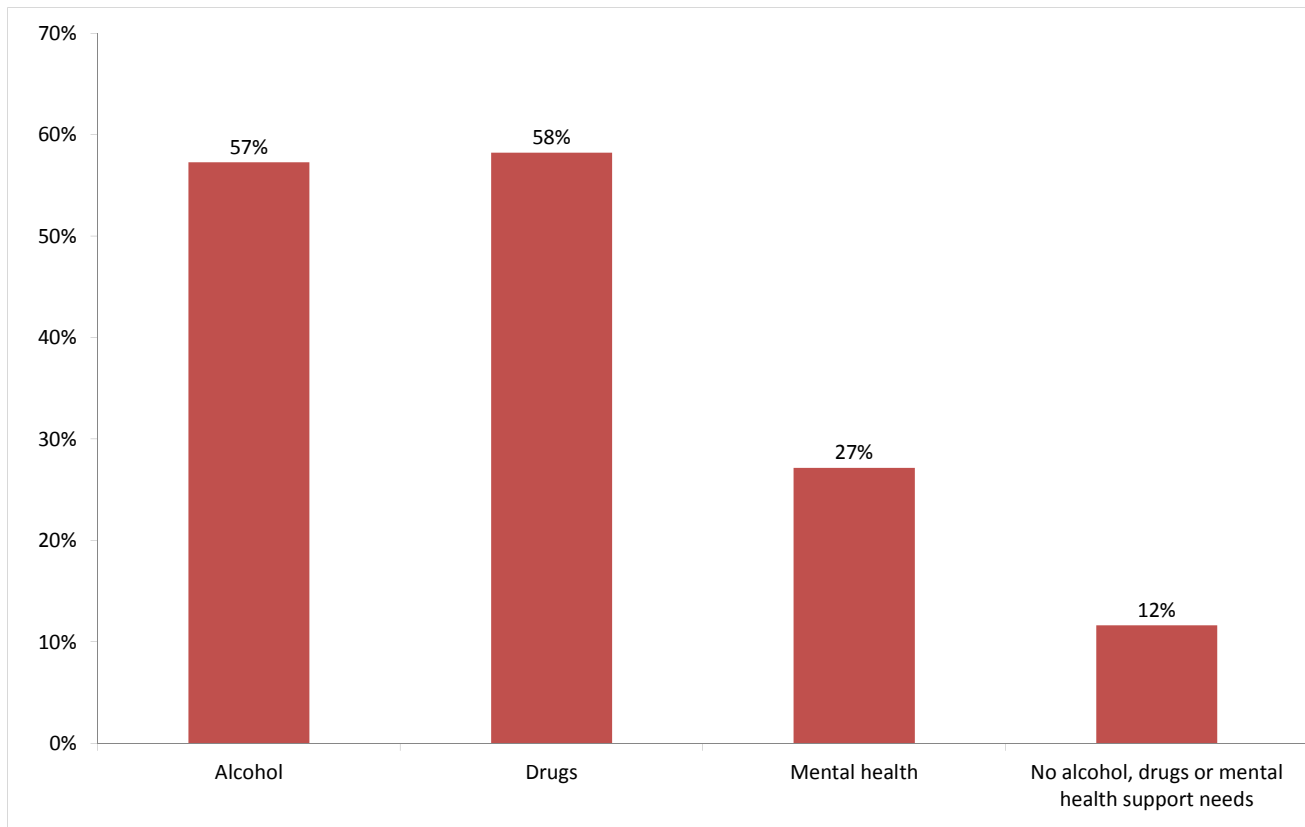
Breakdown by accommodation

Destination Accommodation	Clearing House/RSI	Hostel - another organisation	LA tenancy (general needs)	Not known	Rehab clinic	RSL tenancy (general needs)	Sleeping rough/Returned to	Supported Housing	Taken into custody	Total
Look Ahead - Aldgate	1	1	1	5		2			2	12
Providence Row - Daniel Gilbert House						1				1
Providence Row - Dellow Hostel			2		1					3
Providence Row - Edward Gibbons House				2				1		3
Providence Row - Hackney Road						1	2	1	1	5
Salvation Army - Booth House	4									4
Tower Hamlets Total	5	1	3	7	1	4	2	2	3	28
Total	5	1	3	7	1	4	2	2	3	28

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: 103 Note that the base figure for this graph excludes clients where all 3 support needs are not known or not recorded (46).

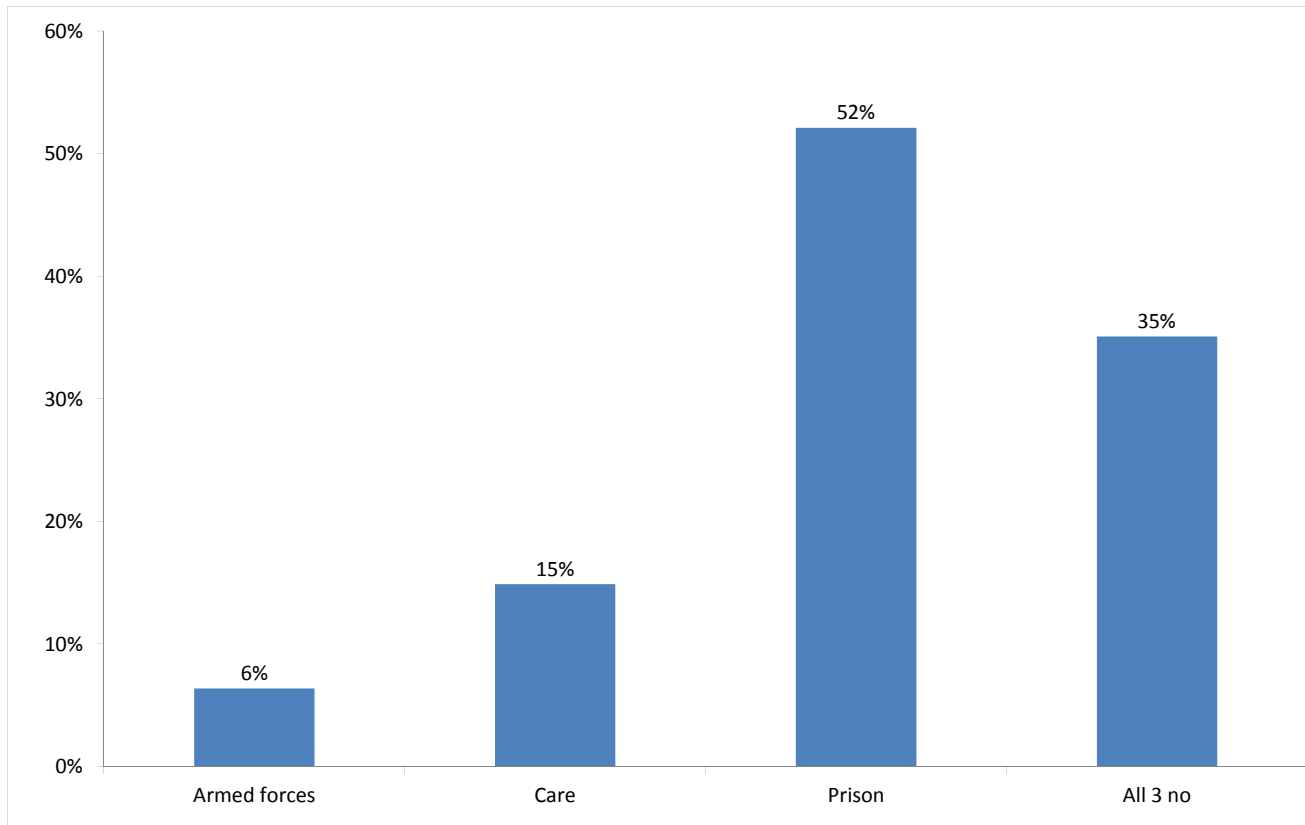
Support Needs	No. of people	%
Alcohol only	20	13%
Drugs only	23	15%
Mental health only	2	1%
Alcohol and drugs	19	13%
Alcohol and mental health	8	5%
Drugs and mental health	6	4%
Alcohol, drugs and mental health	12	8%
All 3 no	12	8%
All 3 not known or not assessed	46	31%
All 3 no, not known or not assessed	1	1%
Total	149	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 drug support need (58%) is notably higher 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: 94 Note that the base figure for this graph excludes clients where all 3 institutional histories are not known.

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

Nationality	Number
UK	4
Non-UK	2
Total	6

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

49 people contacted in Tower Hamlets this quarter have previously been in prison (64 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. 9 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 and care is consistent with previous three quarters.