



# CHAIN

## Quarterly Report for Westminster January - March 2011



# CHAIN Quarterly report for Westminster 1st January to 31st March 2011

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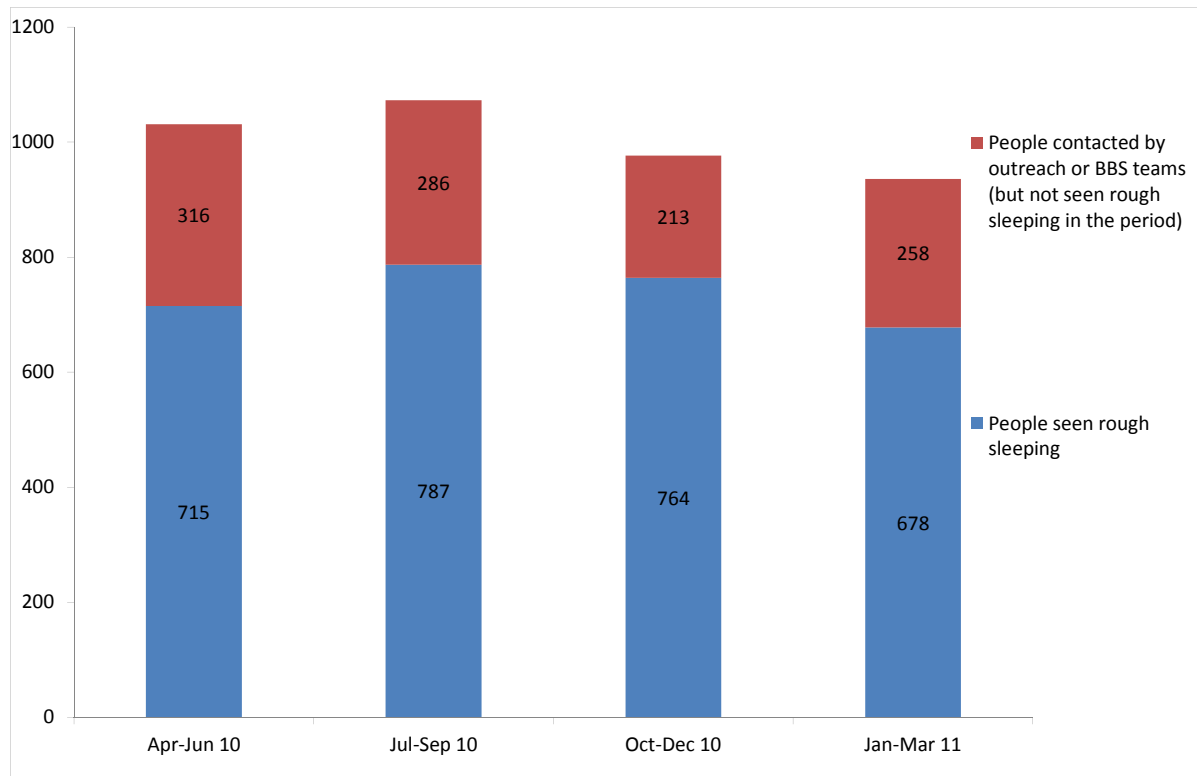
People contacted by outreach or BBS teams and/or arriving in accommodation in the quarter by experience of the armed forces, care or prison

# CHAIN Quarterly report for 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



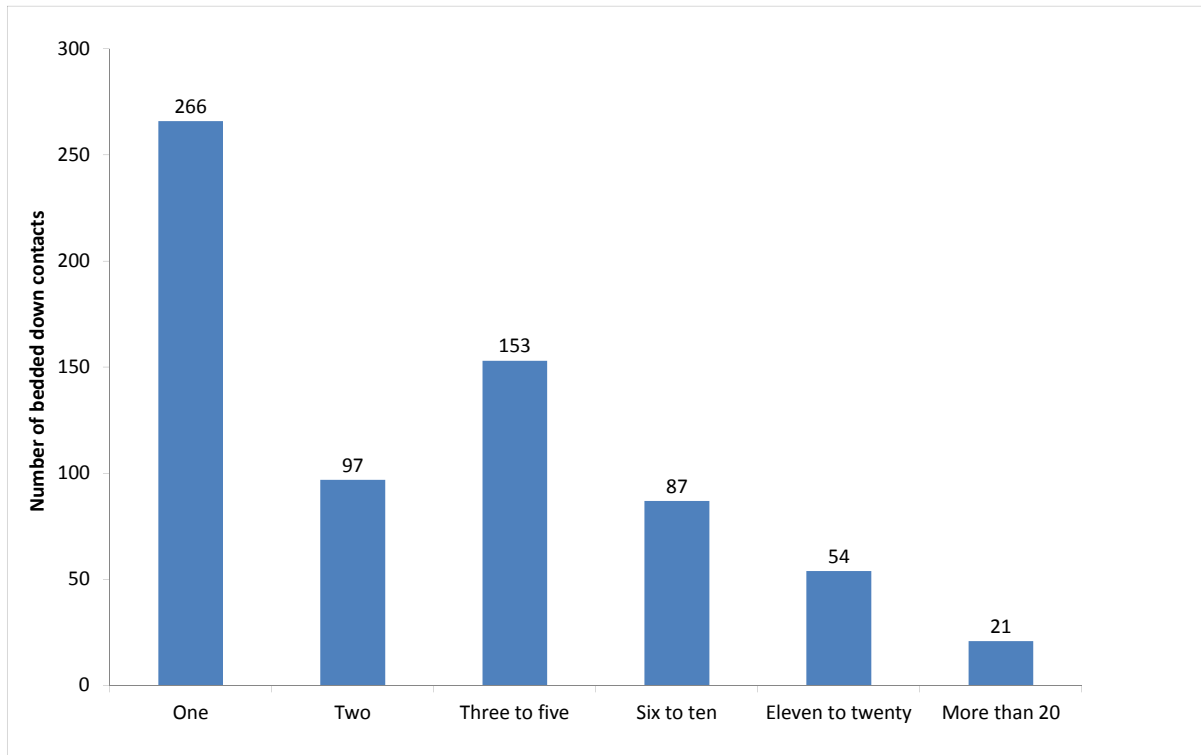
Apr-Jun 10 base: 1031  
Jul-Sep 10 base: 1073  
Oct-Dec 10 base: 977  
Jan-Mar 11 base: 936

936 verified rough sleepers were contacted by services in Westminster during the quarter. This is a decrease from 977 last quarter and compares to 984 in the same quarter last year.

Of these 936, 678 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 11%.

## 2) Rough sleeping volume

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



Base: 678

Of the 678 people seen rough sleeping this quarter, 266 only had a single bedded down street contact.

Of the 678 people seen bedded down, 59 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

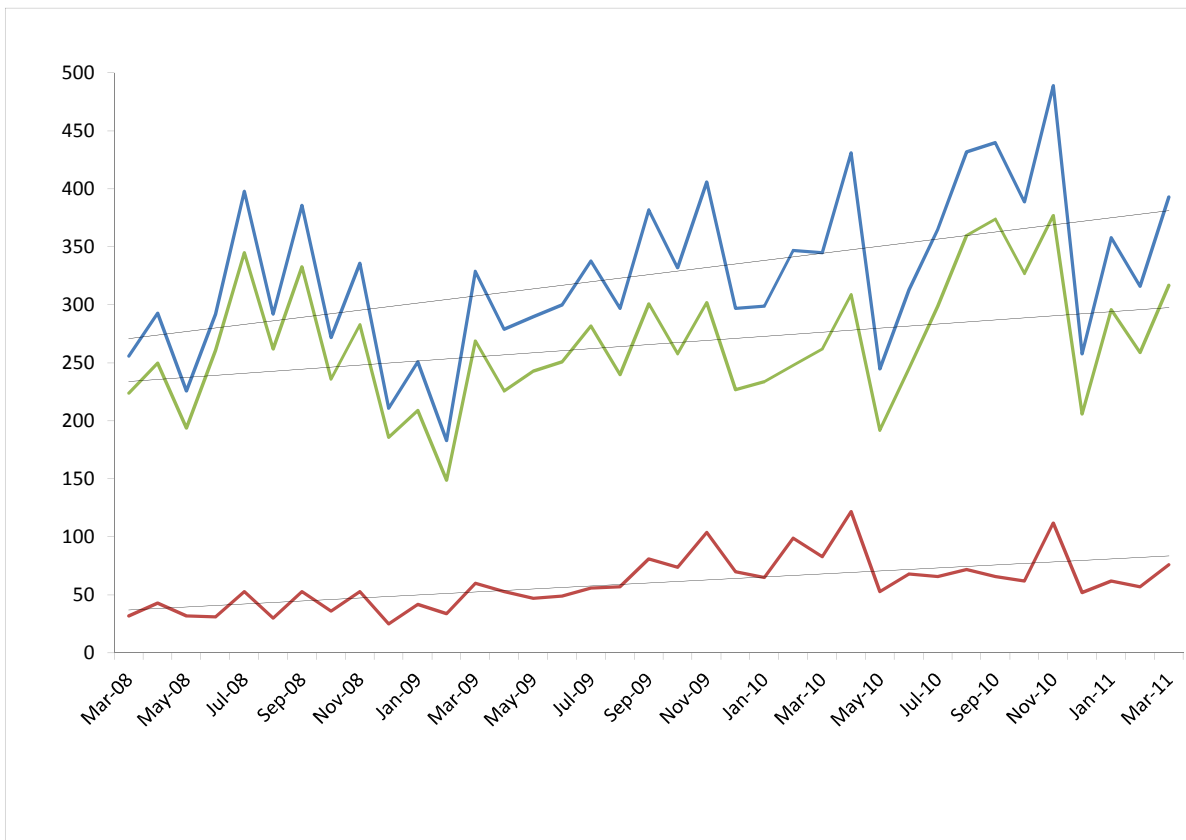
People seen rough sleeping by outreach or BBS teams during the quarter by flow, stock and returner model.

Nationality	Apr - Jun	%	Jul - Sep	%	Oct - Dec	%	Jan-Mar	%
UK	286	49%	351	56%	344	53%	337	57%
Ireland (Republic of)	22	4%	15	2%	21	3%	24	4%
Portugal	8	1%	12	2%	10	2%	8	1%
Bulgaria	3	1%	8	1%	7	1%	1	0%
Czech Republic	19	3%	16	3%	14	2%	11	2%
Estonia	2	0%	2	0%	6	1%	3	1%
Hungary	12	2%	17	3%	14	2%	6	1%
Latvia	3	1%	3	0%	11	2%	13	2%
Lithuania	16	3%	8	1%	15	2%	14	2%
Poland	65	11%	51	8%	45	7%	35	6%
Romania	38	7%	30	5%	51	8%	30	5%
Slovenia	2	0%	2	0%	1	0%	1	0%
Slovakia	16	3%	9	1%	15	2%	21	4%
<b>Central and East European (CEE) sub-total</b>	<b>176</b>	<b>30%</b>	<b>146</b>	<b>23%</b>	<b>179</b>	<b>27%</b>	<b>135</b>	<b>23%</b>
other Europe	47	8%	41	7%	47	7%	44	7%
Eritrea	5	1%	6	1%	2	0%	5	1%
Africa	17	3%	28	4%	19	3%	15	3%
America	3	1%	3	0%	5	1%	5	1%
Asia	17	3%	21	3%	22	3%	21	4%
Australasia	0	0%	1	0%	2	0%	1	0%
Missing	103		146		91		62	
Not known	31		17		22		21	
<b>Total</b>	<b>715</b>		<b>787</b>		<b>764</b>		<b>678</b>	
<b>Total**</b>	<b>581</b>	<b>100%</b>	<b>624</b>	<b>100%</b>	<b>651</b>	<b>100%</b>	<b>595</b>	<b>100%</b>

\*\*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.

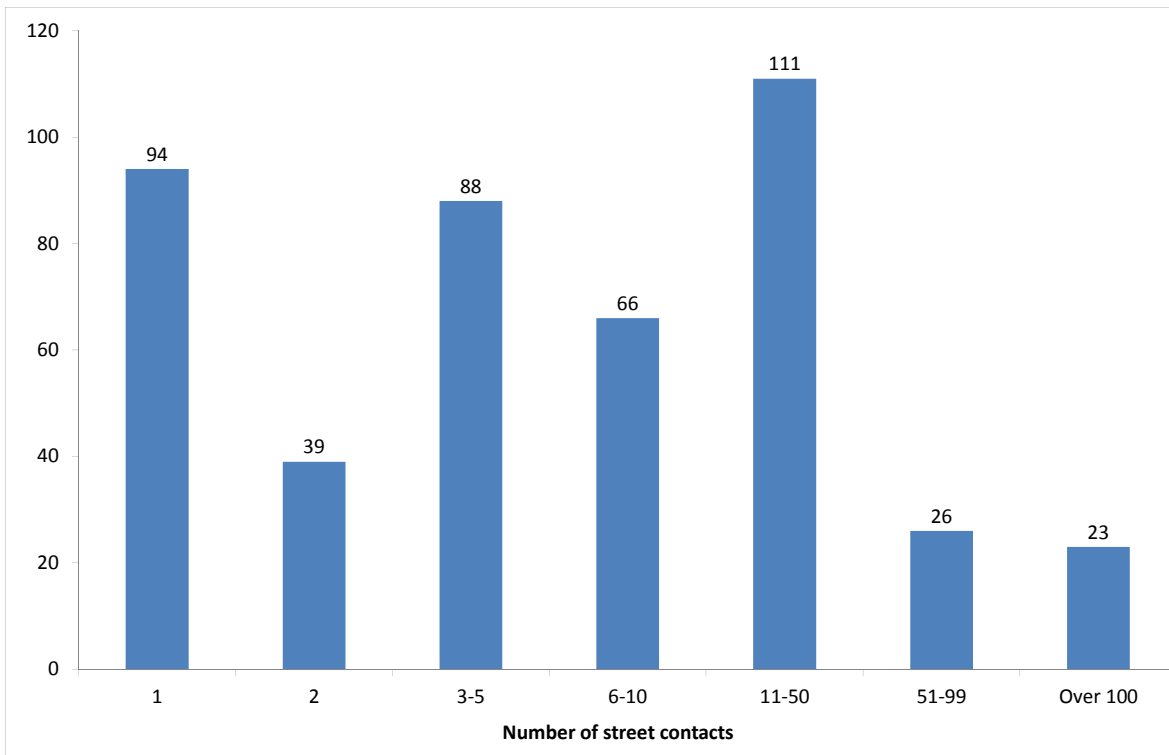
The green line shows the number of people seen rough sleeping excluding anyone from Central and East European (CEE) countries.

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

The difference in trend lines indicates the steady influence of CEE nationals on the upward trend in people seen rough sleeping by outreach teams in London. This would suggest that CEE nationals are not responsible for the steadily increasing trend.

## 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: 447

447 (48%) verified rough sleepers contacted across Westminster this quarter have never had a booking in action recorded on CHAIN. This is similar to 511 (52%) in the previous period.

386 of these people have slept rough in the quarter, which is 57% of all people sleeping rough this quarter.

94 (21%) of the people who have never had a booking in action recorded on CHAIN have only ever had one street contact recorded.

23 people in all London boroughs have never had a booking in action despite having over a hundred street contacts. This is similar to previous quarters (Oct-Dec 20, Jul-Sep 19, Apr-Jun 23).

## 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	7	2%
Bed & breakfast	4	1%
Clinic/Detox/Rehab	4	1%
Night Centre	47	13%
Rolling shelter	37	10%
<i>Referrals only (no booking in)</i>	95	
Hostel	125	34%
<i>Referral rejected (no booking in)</i>	2	
Other temporary	0	0%
Second-stage accommodation	2	1%
St Mungo's complex needs	1	0%
St Mungo's semi-independent	0	0%
Clearing House/RSI	1	0%
LA tenancy (general needs)	0	0%
Private rented sector	0	0%
Private rented sector - independent	4	1%
Private rented sector - with some floating support/support	0	0%
RSL tenancy (general needs)	0	0%
Sheltered housing	4	1%
Supported housing	0	0%
Other long-term accommodation	1	0%
<b>Bookings into accommodation total</b>	<b>237</b>	<b>64%</b>
Return to home area	69	18%
Seeking work	25	7%
Move to area for friends/family	37	10%
Move to area with appropriate services	60	16%
Other	26	7%
<b>Reconnections total</b>	<b>136</b>	<b>36%</b>
<b>TOTAL</b>	<b>373</b>	<b>100%</b>

Outreach and BBS teams across Westminster succeeded in reconnecting or booking into accommodation 148 people, 16% of the 936 people contacted during the quarter.

This is a slightly higher than previous periods - Oct-Dec 140, Jul-Sep 93.

120 people had a total of 237 booking in events. This indicates that individuals can be booked into accommodation (the same type or different) more than once in the quarter.

8 people were booked into long-term accommodation. This is higher than previous periods.

77 people were booked into hostel accommodation. This is higher than previous periods.

Outreach and BBS teams across Westminster achieved a confirmed reconnection with 29 people they contacted this quarter. This is 3% of the people contacted by outreach or BBS teams this quarter.

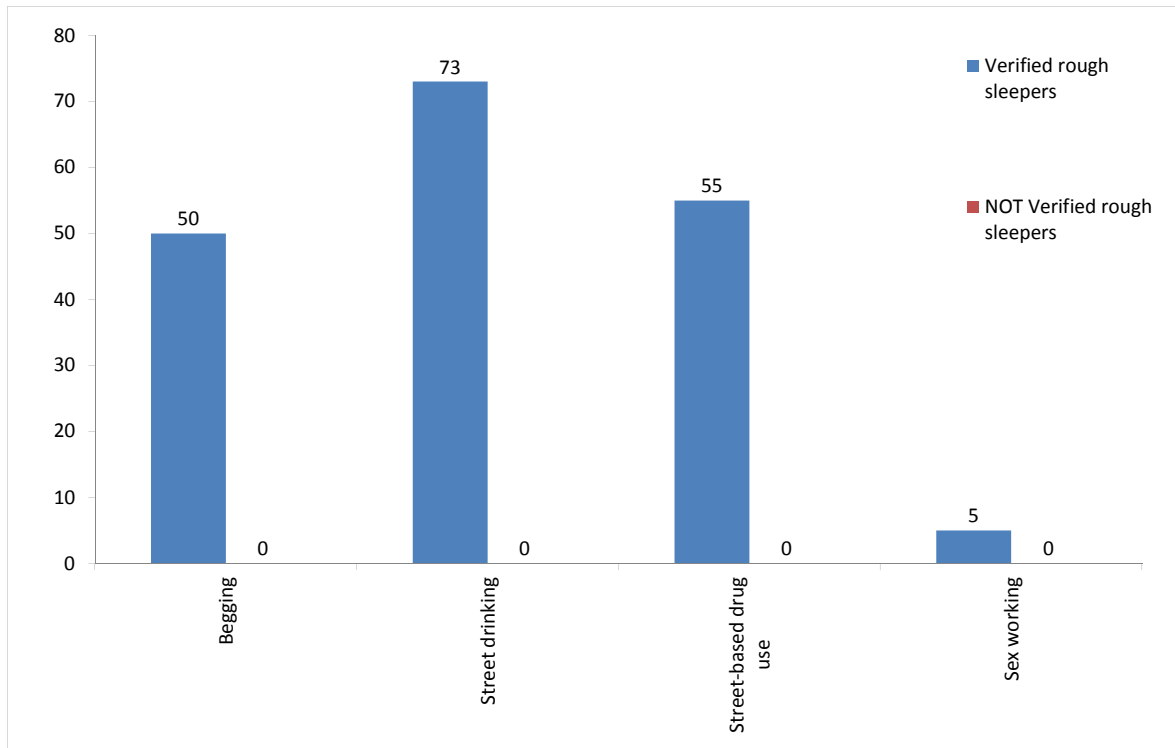
136 advised reconnection events were recorded by outreach and BBS teams for verified rough sleepers this quarter. In addition, teams recorded 7 such actions for the wider street population (people not seen sleeping rough).

\* 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: 125

Base for people not verified as rough sleepers: 12

Of the 936 verified rough sleepers contacted this quarter, 125 (13%) 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.

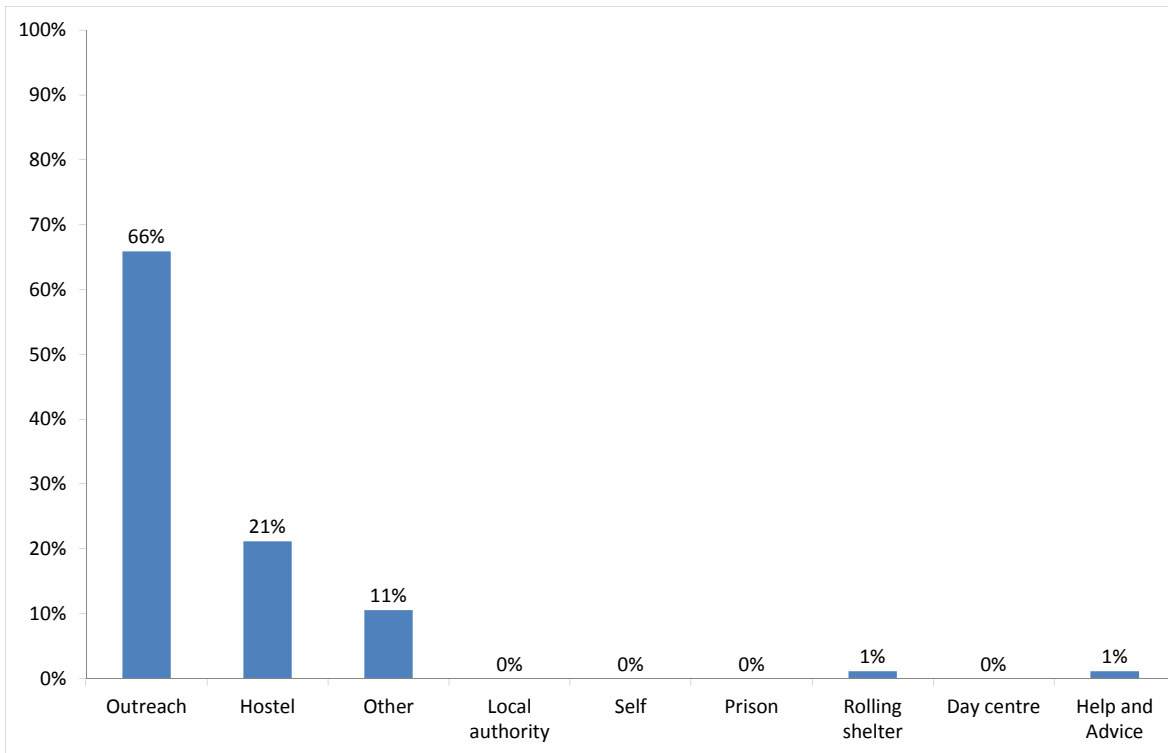
In addition to the 936 verified rough sleepers contacted in the quarter by outreach or BBS teams, 12 people who are considered vulnerable but have not been seen rough sleeping were also contacted. Of these:

1 had a confirmed reconnection.

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

### 8) Arrivals

Temporary accommodation arrivals by accommodation project and source of referral.



Base: 85

80 people arrived at accommodation in Westminster this year. These 80 people had 85 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 has fluctuated over previous periods (Oct-Dec 114/118, Jul-Sep 92/96).

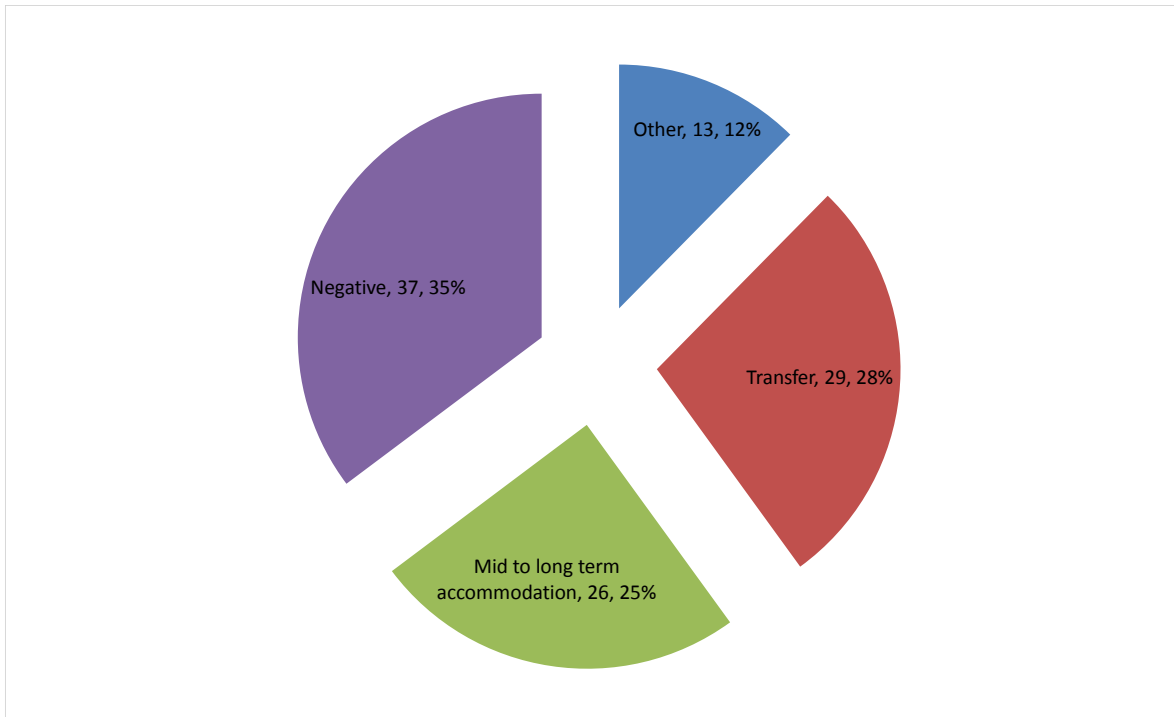
The proportion of arrivals to accommodation in Westminster that were referred by outreach or BBS teams and other accommodation projects is consistent with the previous period this quarter.

Breakdown by accommodation:

Source of referral → Accommodation	BBS - CSTM	CSTM - Advice & Housing	Passage Assessment centre	Passage BBS and Day Centre	Passage Second Stage	BBS - St Mungo's	Westminster SPOT	London Street Rescue	HART	Rolling shelter	Hostel	St Mungo's internal transfer	Advice Agency (other referral source)	Total	
The Passage - Passage Assessment Centre	4			6		2					1		1	14	
Church Army - Cosway Street								1						1	
English Churches - King George's	3			4		2			4	1				14	
English Churches - Queen Mary's						2							2	4	
Look Ahead - Bayswater			2	2		2	1				1			8	
Look Ahead - Hopkinson House	3			2		2	1				2			10	
Novas - CUC Soho	4										1			5	
Salvation Army - Edward Alsop Court		1	3		1	2							1	9	
St Mungo's - Harrow Road						3			1			2	1	7	
The Passage - Passage House				2							2			4	
The Passage - Montfort House				2							4		2	8	
Thames Reach - Shroton Street						1								1	
<b>Total</b>	<b>14</b>	<b>1</b>	<b>5</b>	<b>18</b>	<b>1</b>	<b>16</b>	<b>2</b>	<b>1</b>	<b>5</b>	<b>1</b>	<b>11</b>	<b>2</b>	<b>1</b>	<b>7</b>	<b>85</b>

## 9) Departures - destination on departure

Departure actions by destination on departure



Base: 105

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	%
Accomm where client is occupier	0	0%
Bed & Breakfast	0	0%
Care home	0	0%
Clearing House/RSI	5	5%
Detox clinic	0	0%
Committed suicide	0	0%
Died	3	3%
Home area	0	0%
Hospital	0	0%
Hospital - long term	1	1%
Hospital - NOT long term/acute care	1	1%
Hostel	0	0%
Hostel - another organisation	20	19%
Hostel - within the organisation	7	7%
LA tenancy (general needs)	1	1%
Long-term accommodation	0	0%
Not known	24	23%
Outside London	0	0%
Previous home (describe type of accomm in notes)	1	1%
Private rented sector - independent	8	8%
Private rented sector - with some floating support/support	0	0%
Psychiatric hospital	0	0%
Rehab clinic	1	1%
Returned to home country (CEE)	0	0%
Returned to home country (non CEE)	0	0%
RSL tenancy (general needs)	2	2%
Sheltered Housing	1	1%
Sleeping rough/Returned to streets	6	6%
Staying with family	5	5%
Staying with friends	5	5%
Supported Housing	7	7%
Taken into custody	7	7%
Temporary accommodation	0	0%
<b>Total</b>	<b>105</b>	<b>100%</b>

26% of people left accommodation to move to another hostel. This is an increase on the previous three periods (Oct-Dec 12%, Jul-Sep 18%, Apr-Jun 13%).

25% of people left accommodation to move to mid to long-term accommodation. This is an increase on the previous period (Oct-Dec 9%).

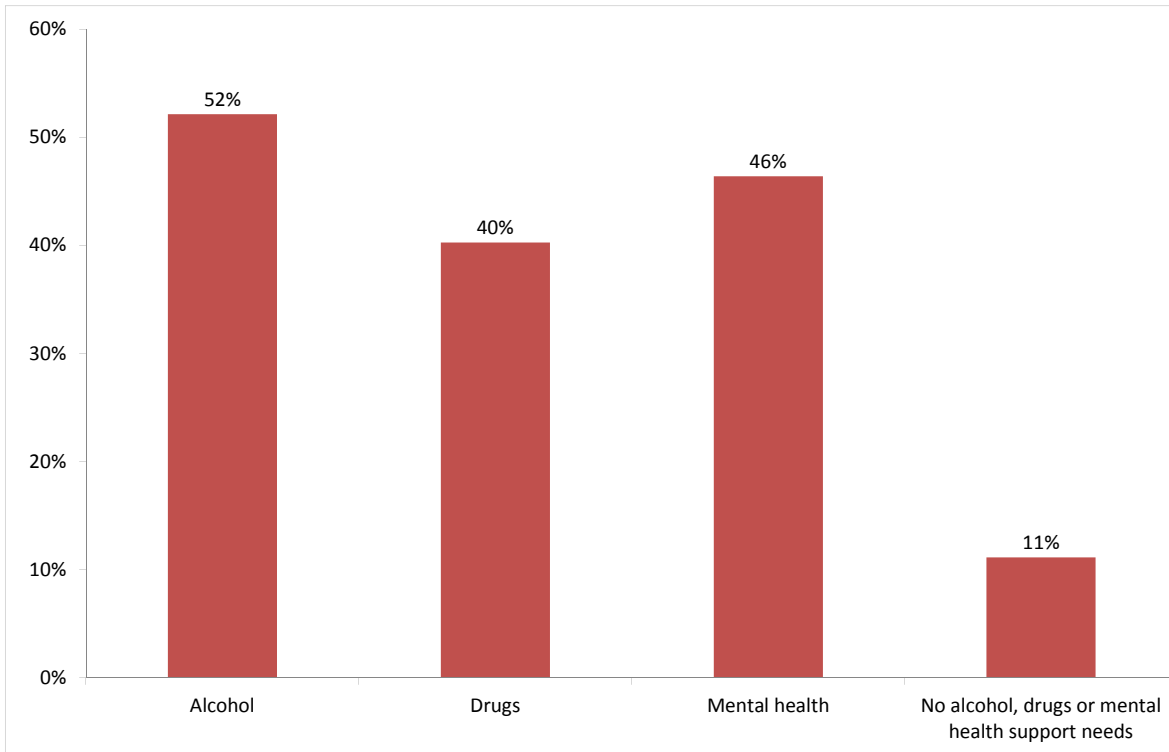
Breakdown by accommodation

Destination → Accommodation ↓	Clearing House/RSI	Died	Hospital - long term	Hospital - NOT long term/acute	Hostel - another organisation	Hostel - within the organisation	LA tenancy (general needs)	Not known	Previous home (describe type of)	Private rented sector -	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				7	2			3	1					3		1		18
Church Army - Cosway Street									1										1
English Churches - King George's	1	1							2			1		4		1	1	5	16
Look Ahead - Bayswater					1				4		3						1		9
Look Ahead - Hopkinson House					2				1		1		1	1				1	7
Look Ahead - Victoria		1		1	1	1			3		2					2	3	1	15
Novas - CUC Soho	1				2				4							1			8
Salvation Army - Edward Alsop Court	1				1				4						2				8
St Mungo's - Francis Street					1														1
St Mungo's - Harrow Road		1			1	1	1	1			1			1					7
The Passage - Passage House			1		3	2						1						1	8
The Passage - Passage House Foyer										1						1			2
The Passage - Montfort House	1				1	1					1								4
St Mungo's - Bravington Road (225)									1										1
<b>Total</b>	<b>5</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>20</b>	<b>7</b>	<b>1</b>	<b>24</b>	<b>1</b>	<b>8</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>6</b>	<b>5</b>	<b>5</b>	<b>7</b>	<b>7</b>	<b>105</b>

## 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: 278 Note that the base figure for this graph excludes clients where all 3 support needs are not known or not recorded (759).

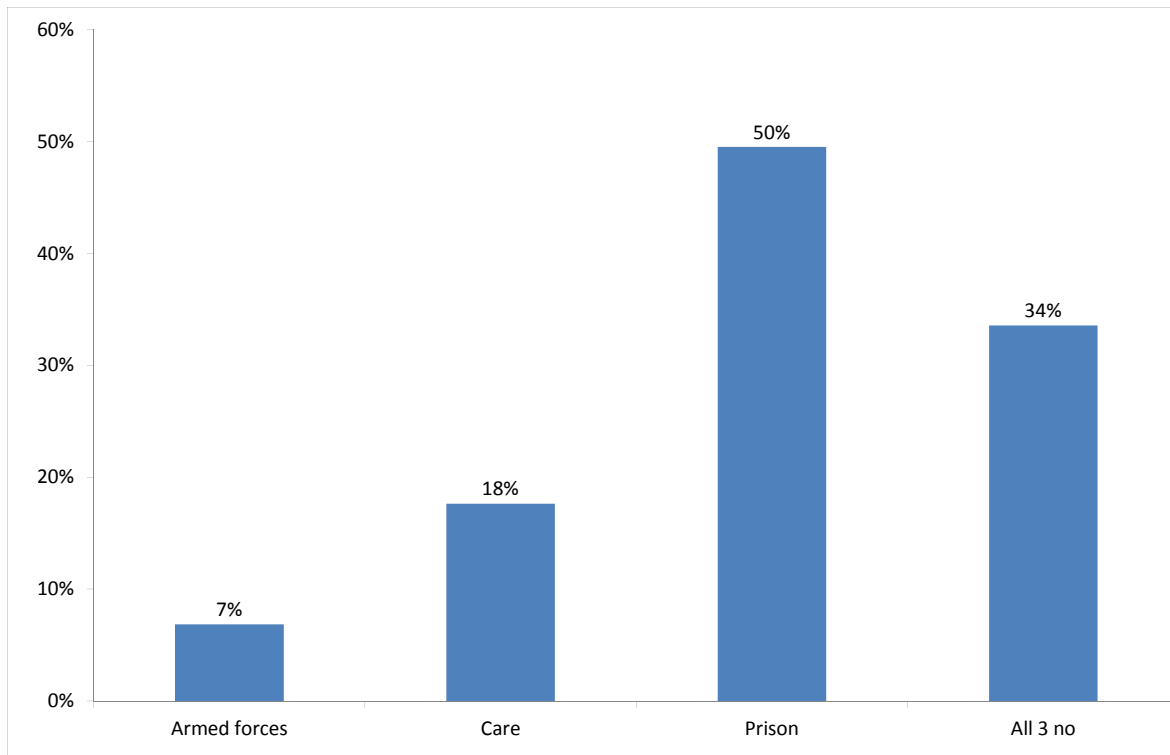
Support Needs	No. of people	%
Alcohol only	50	5%
Drugs only	28	3%
Mental health only	52	5%
Alcohol and drugs	34	3%
Alcohol and mental health	27	3%
Drugs and mental health	16	2%
Alcohol, drugs and mental health	34	3%
All 3 no	31	3%
All 3 not known or not assessed	759	73%
All 3 no, not known or not assessed	6	1%
<b>Total</b>	<b>1037</b>	<b>100%</b>

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

The proportion of people contacted in Westminster with a mental health support need is slightly higher than the proportion across all boroughs this quarter (37%).

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

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

Nationality	Number
UK	18
Non-UK	10
<b>Total</b>	<b>28</b>

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

202 people contacted in Westminster this quarter have previously been in prison (197 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. 60 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.