



# Street to Home Quarterly report

1st April to 30th June 2010



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### 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) Borough distribution (map and chart)

People seen sleeping rough in the quarter by borough

##### 6) 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

##### 7) Booking into accommodation and reconnection events

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

##### 8) Booking into accommodation (rolling)

People who have been contacted by outreach or building based (BBS) teams who have been booked into accommodation compared to those with no booking or reconnection event.

#### Wider street population

##### 9) 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

##### 10) Arrivals

Temporary accommodation arrivals by accommodation project and source of referral.

##### 11) Departures - planned or unplanned

Departure events by whether the departure was planned or unplanned

##### 12) Departures - destination on departure

Departure events by destination on departure

## **Support needs, experience of prison, armed forces and care, and wider street population**

### **13) Support needs**

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

### **14) Institutional history**

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

## **Clearing House**

### **15) Support needs for people housed in the period**

People who had a tenancy start in RSI accommodation in this quarter by support needs.

### **16) Number of street contacts on CHAIN prior to tenancy start**

People who had a tenancy start in RSI accommodation in this quarter by the number of street contacts on CHAIN.

### **17) Departures from permanent accommodation**

Outcomes for people who departed from RSI long-term accommodation in the quarter.

### **18) Abandonments and evictions by length of stay**

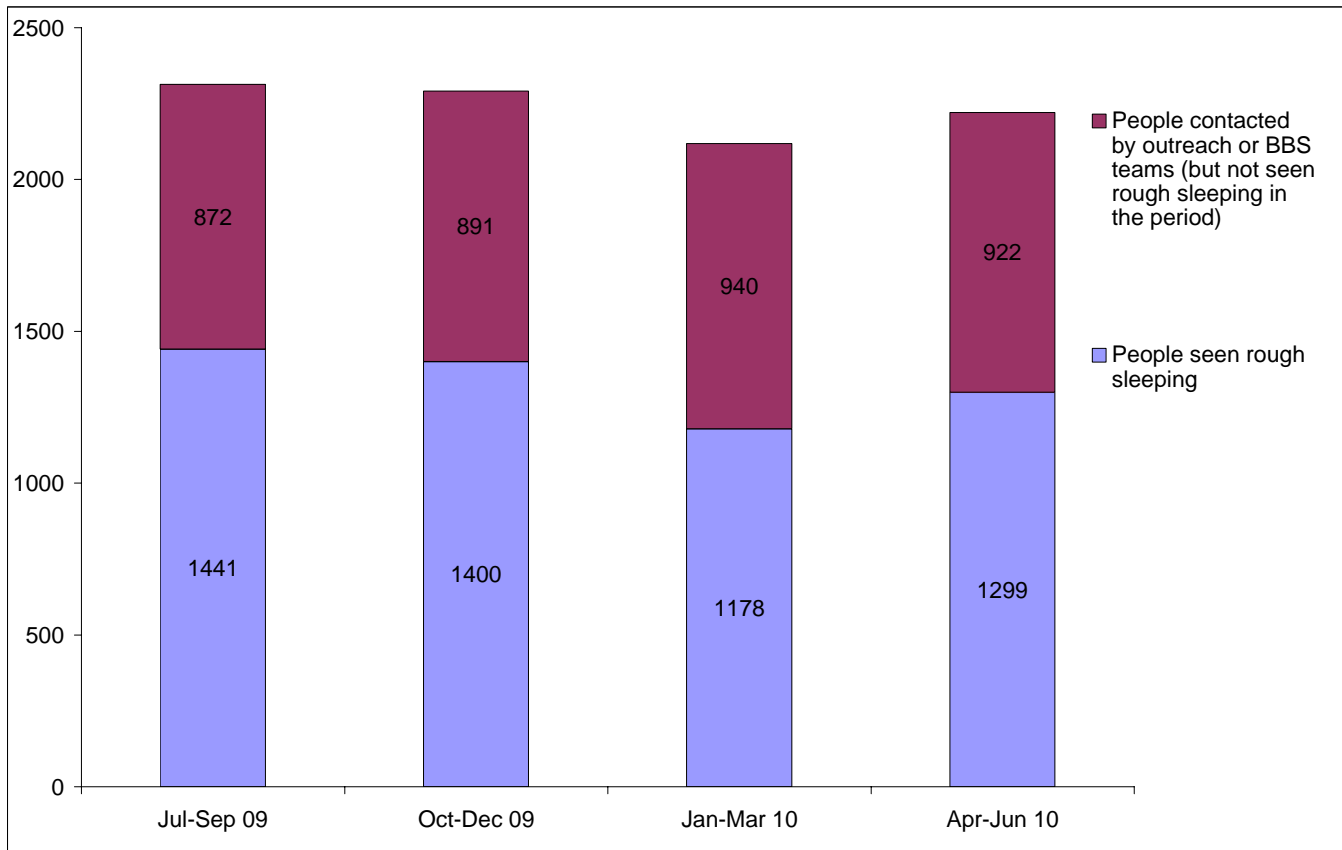
Length of stay of people who departed from RSI long-term accommodation in the period due to abandoning or being evicted from the property

# Street to Home Quarterly report

## 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



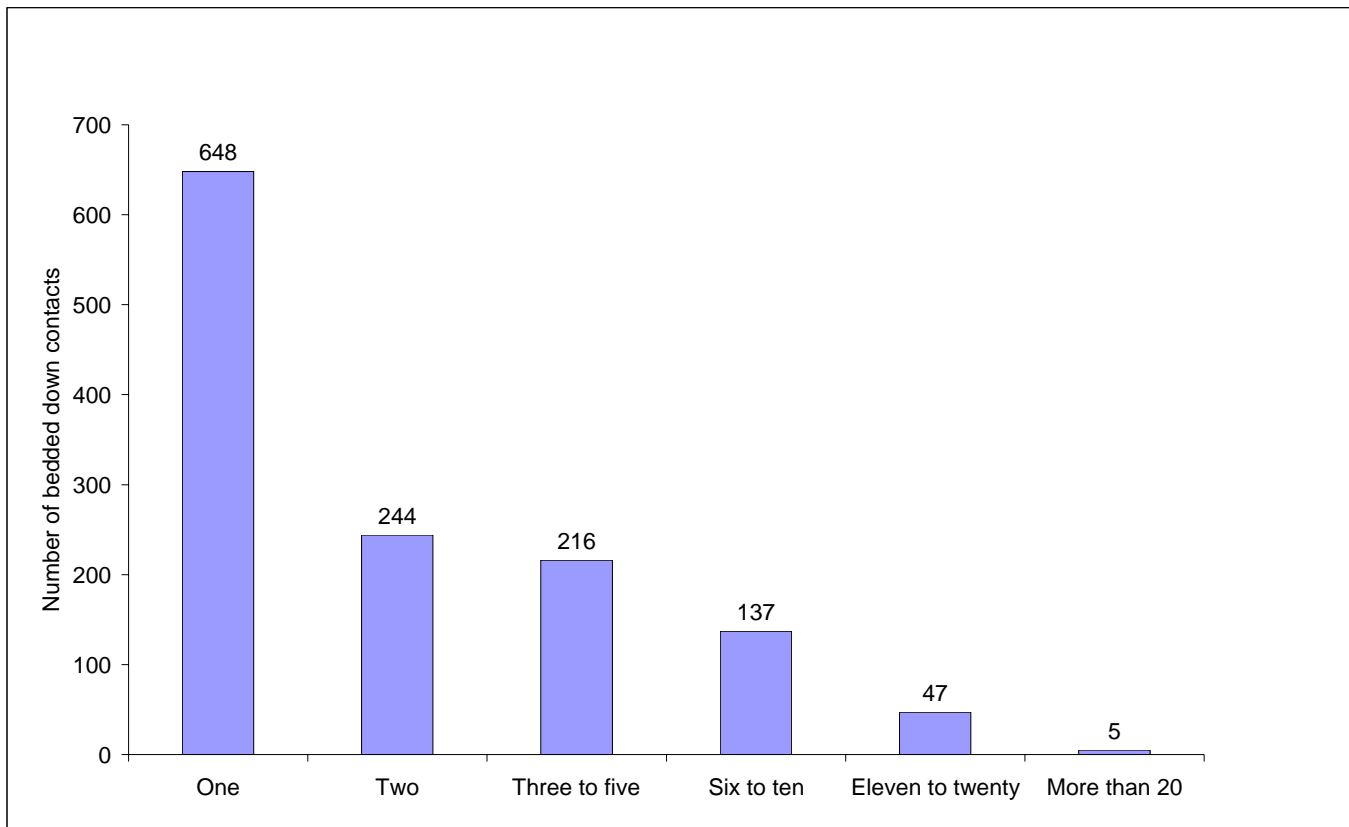
Jul-Sep 09 base: 2313  
Oct-Dec 09 base: 2291  
Jan-Mar 10 base: 2118  
Apr-Jun 10 base: 2221

2221 verified rough sleepers were contacted by services in London during the quarter. This is an increase from 2118 last quarter and compares to 2073 in the same quarter last year.

Of these 2221, 1299 had a bedded down street contact in the quarter and so were known to have slept rough in London during the quarter. The number sleeping rough this quarter has increased by 10%.

## 2) Rough sleeping volume

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



Base: 1299

Of the 707 people verified this quarter (flow), 422 only had a single bedded down street contact.

Of the 707 people seen bedded down for the first time, 261 were from CEE countries.

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	TOTAL	%	Last 1/4	%
UK	533	47%	524	50%
Ireland (Republic of)	36	3%	22	2%
France	13	1%	9	1%
Germany	15	1%	10	1%
Portugal	13	1%	17	2%
Spain	13	1%	8	1%
Italy	20	2%	18	2%
Bulgaria	8	1%	2	0%
Czech Republic	25	2%	32	3%
Estonia	5	0%	3	0%
Hungary	14	1%	10	1%
Latvia	13	1%	14	1%
Lithuania	46	4%	54	5%
Poland	175	15%	137	13%
Romania	58	5%	39	4%
Slovenia	2	0%	3	0%
Slovakia	21	2%	21	2%
<b>Central and East European (CEE) sub-total</b>	<b>367</b>	<b>32%</b>	<b>315</b>	<b>30%</b>
other Europe	21	2%	18	2%
Eritrea	7	1%	6	1%
Africa	46	4%	43	4%
America	8	1%	7	1%
India	9	1%	9	1%
Sri Lanka	8	1%	9	1%
other Asia	26	2%	29	3%
Australasia	1	0%	0	0%
<i>Missing</i>	<i>120</i>		<i>92</i>	
<i>Not known</i>	<i>43</i>		<i>42</i>	
<b>Total</b>	<b>1299</b>		<b>1178</b>	
<b>Total**</b>	<b>1136</b>		<b>1044</b>	

There have been some slight changes in proportions of people seen rough sleeping from the following countries, comparing this quarter to the previous one:

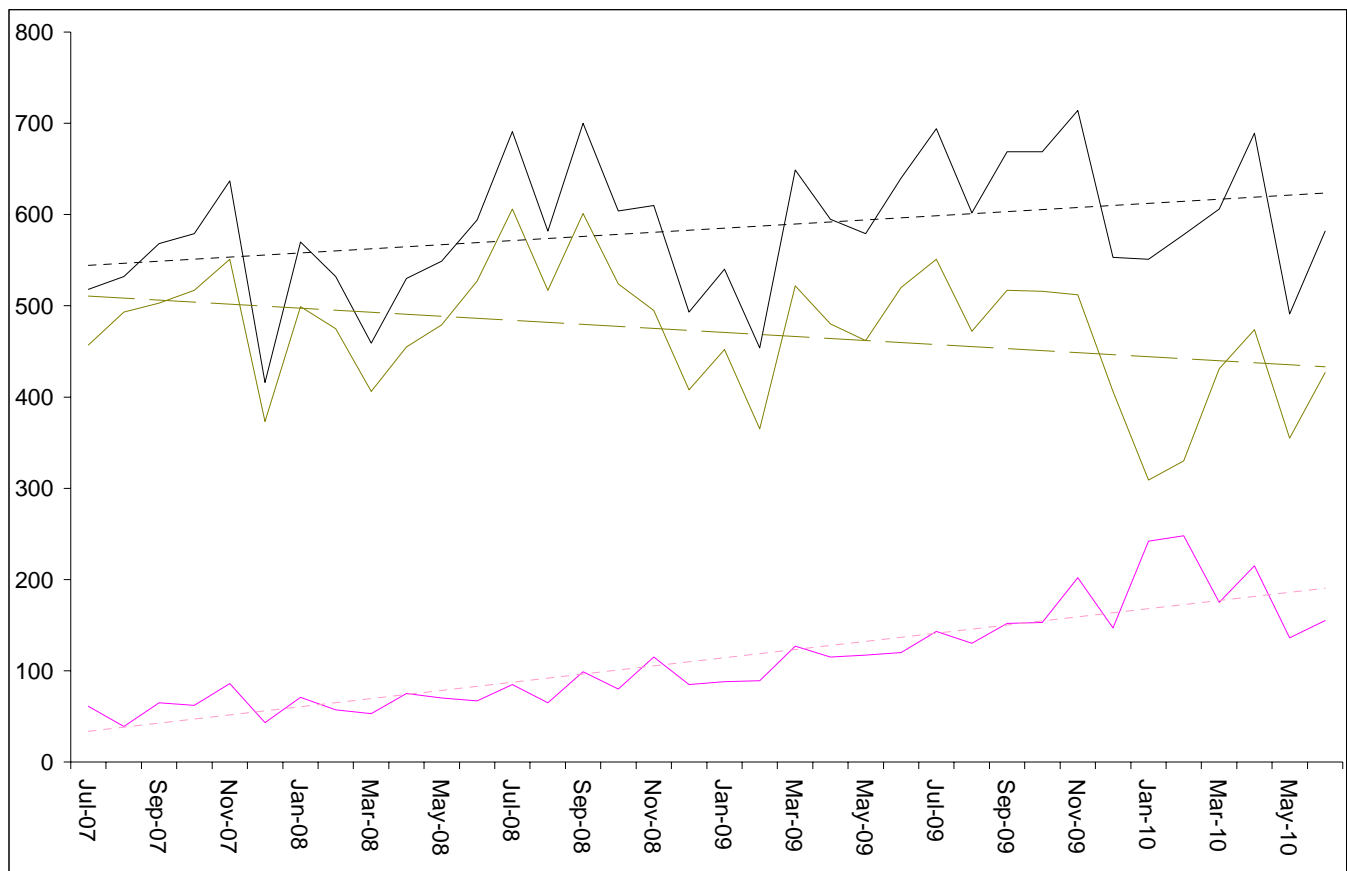
UK - drop from 50% to 47%

Poland - increase from 13% to 15%

\*\*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 dotted black trendline includes all rough sleepers.

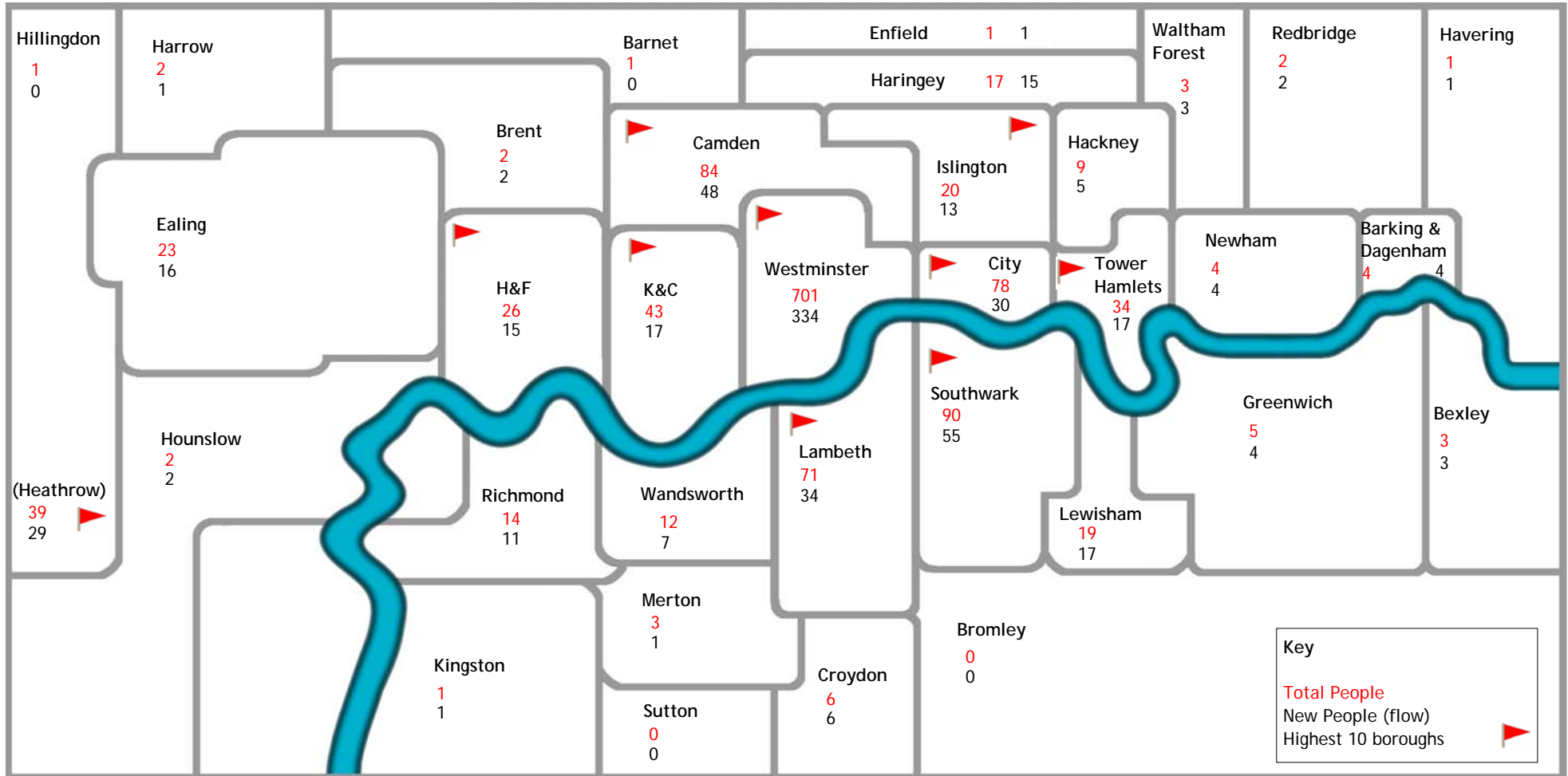
The dashed (green) trendline excludes rough sleepers from CEE countries.

The dotted (pink) trendline is for CEE rough sleepers

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) Borough distribution (map and chart)

People seen sleeping rough in the quarter by borough



Base: 1313



## 5) Borough distribution (map and chart) (continued)

Difference in number of people seen rough sleeping by outreach or building based service (BBS) teams in the quarter compared with previous periods by borough

Borough	<u>Apr-Jun 09</u>	Jan-Mar 10	Apr-Jun 10	Change from previous quarter
Barking & Dagenham	1	4	4	0
Barnet	4	4	1	-3
Bexley	2	1	3	+2
Brent	43	2	2	0
Bromley	2	6	0	-6
Camden	111	52	84	+32
City of London	133	126	78	-48
Croydon	9	7	6	-1
Ealing	25	15	23	+8
Enfield	2	3	1	-2
Greenwich	1	1	5	+4
Hackney	17	13	9	-4
Hammersmith & Fulham	22	26	26	0
Haringey	23	17	17	0
Harrow	1	1	2	+1
Havering	1	2	1	-1
Heathrow	25	26	39	+13
Hillingdon	6	2	1	-1
Hounslow	6	7	2	-5
Islington	25	20	20	0
Kensington & Chelsea	59	40	43	+3
Kingston	1	3	1	-2
Lambeth	64	72	71	-1
Lewisham	9	14	19	+5
Merton	6	6	3	-3
Newham	1	3	4	+1
Redbridge	1	7	2	-5
Richmond	7	7	14	+7
Southwark	88	56	90	+34
Sutton	2	1	0	-1
Tower Hamlets	43	53	34	-19
Waltham Forest	3	3	3	0
Wandsworth	11	9	12	+3
Westminster	571	628	701	+73

Compared to last quarter, there are 4 boroughs that have a designated outreach/BBS team where there has been a notable increase (over 10) in the number of verified rough sleepers contacted:

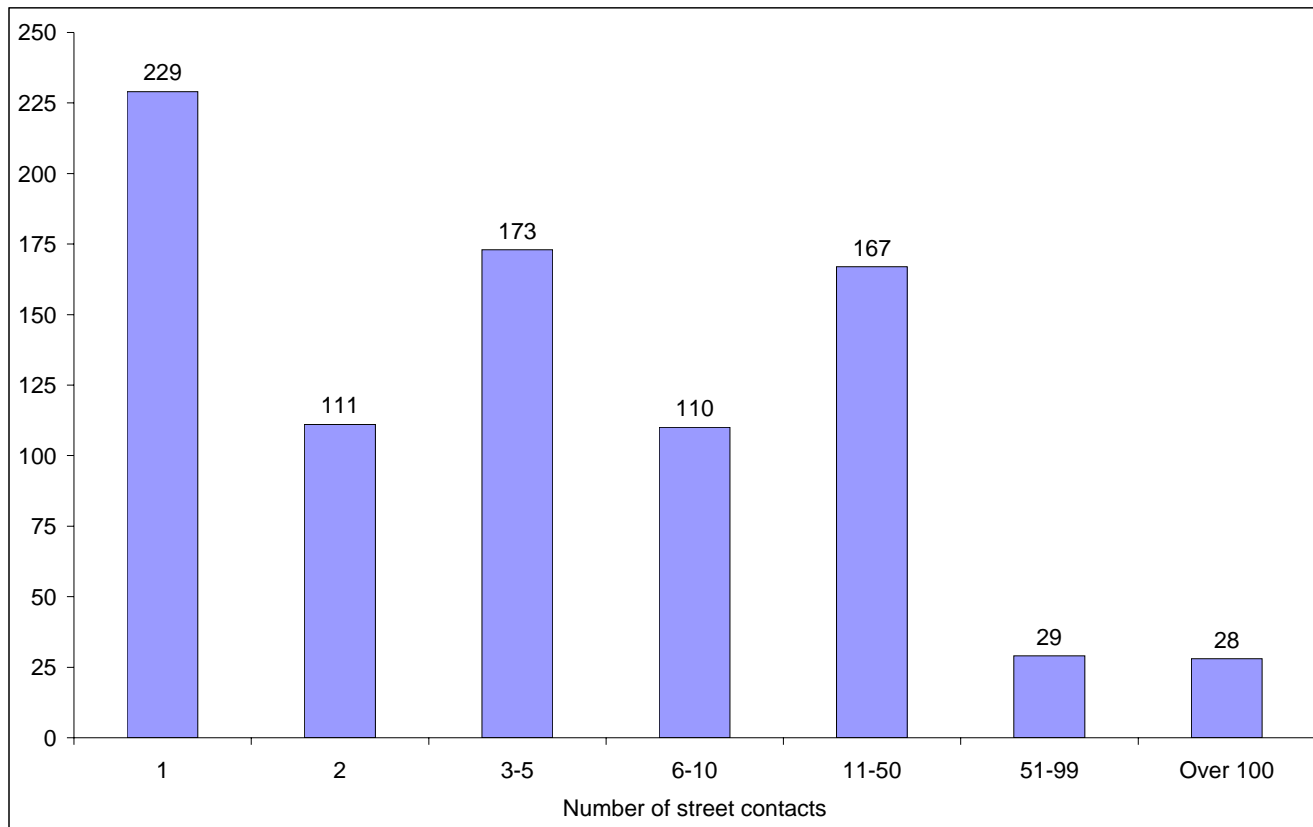
Camden (an increase of 32), Heathrow (an increase of 13), Southwark (an increase of 34) and Westminster (an increase of 73)

Compared to last quarter there are 2 boroughs that have a designated outreach/BBS team where there has been a notable decrease (over 10) in the number of verified rough sleepers contacted:

City of London (a decrease of 48) and Tower Hamlets (a decrease of 19)

## 6) 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: 847

847 (38%) verified rough sleepers contacted across London this quarter have never had a booking in action recorded on CHAIN. This is similar to the previous period (800).

691 of these people have slept rough in the quarter, which is 53% of all people sleeping rough this quarter.

229 (27%) of the people who have never had a booking in action recorded on CHAIN have only ever had one street contact recorded.

28 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 (Jan-Mar: 32, Oct-Dec 27, Jul-Sep 21).

## 7) Booking into accommodation and reconnection events

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

Accommodation type	No. of events	%
Assessment centre	20	2%
Bed & breakfast	29	3%
Clinic/Detox/Rehab	32	4%
Night Centre	22	2%
Rolling shelter	191	21%
<i>Referrals only (no booking in)</i>	234	
Hostel	347	38%
<i>Referral rejected (no booking in)</i>	19	
Other temporary	3	0%
Second-stage accommodation	9	1%
St Mungo's complex needs	0	0%
St Mungo's semi-independent	3	0%
Clearing House/RSI	5	1%
LA tenancy (general needs)	1	0%
Private rented sector	1	0%
Private rented sector - independent	8	1%
Private rented sector - with some floating support/support	2	0%
RSL tenancy (general needs)	1	0%
Sheltered housing	2	0%
Supported housing	5	1%
Other long-term accommodation	103	11%
<b>Bookings into accommodation total</b>	<b>784</b>	<b>86%</b>
Return to home area	68	7%
Seeking work	6	1%
Move to area for friends/family	22	2%
Move to area with appropriate services	33	4%
<b>Reconnections total</b>	<b>129</b>	<b>14%</b>
<b>TOTAL</b>	<b>913</b>	<b>100%</b>

Outreach and BBS teams across London succeeded in reconnecting or booking into accommodation 454 people, 20% of the 2221 people contacted during the quarter.

This is a slightly lower proportion than previous periods - Jan-Mar 32%, Oct-Dec 09 27%, Jul-Sep 23%.

384 people had a total of 784 booking in events. This indicates that individuals can be booked into accommodation (the same type or different) more than once in the quarter.

119 people were booked into long-term accommodation. This is higher than previous periods (Jan-Mar 73).

339 people were booked into hostel accommodation. This is higher than recent periods (Jan-Mar 243, Oct-Dec 243).

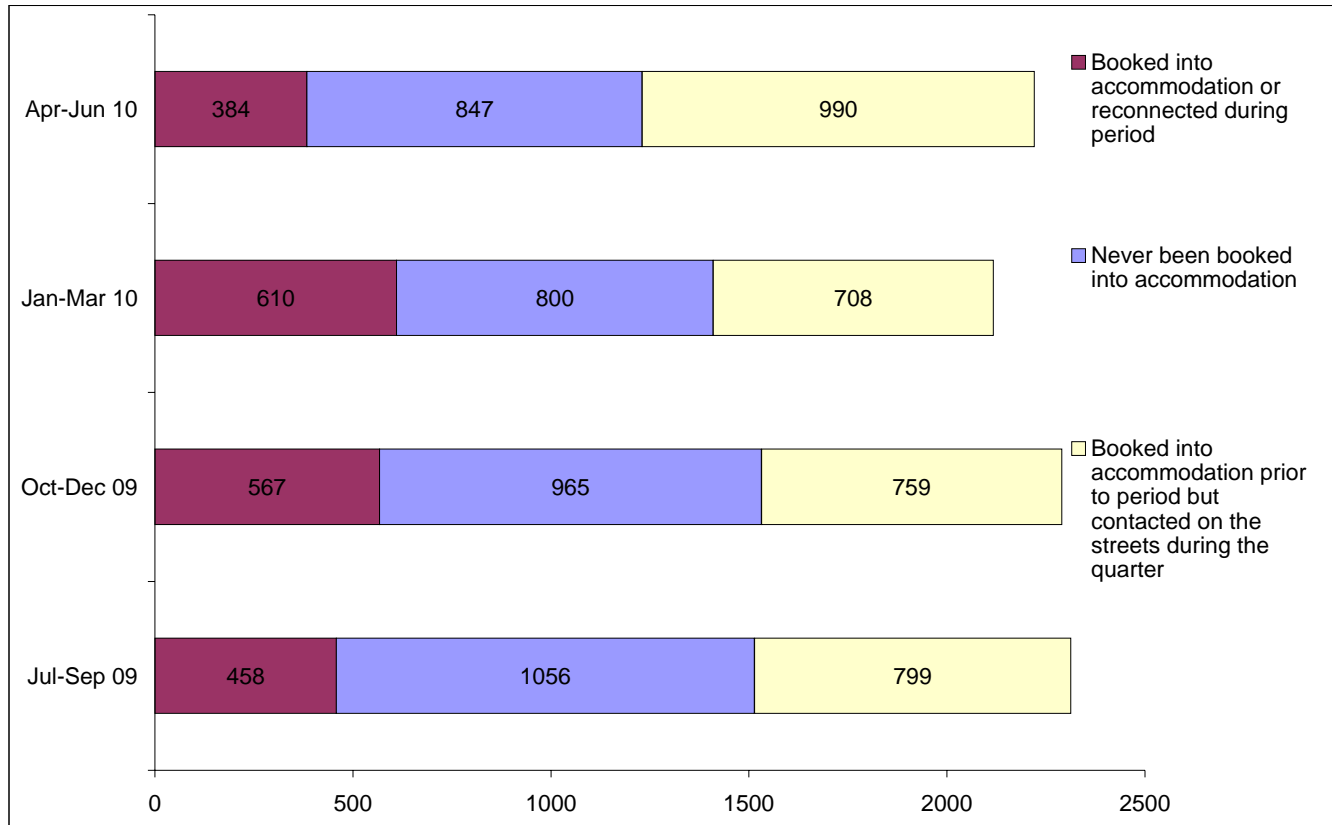
Outreach and BBS teams across London achieved a confirmed reconnection with 89 people they contacted this quarter. This is 4% of the people contacted by outreach or BBS teams this quarter.

129 confirmed reconnection events were recorded by outreach and BBS teams for verified rough sleepers this quarter. In addition, teams recorded 11 such events 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.

## 8) Booking into accommodation (rolling)

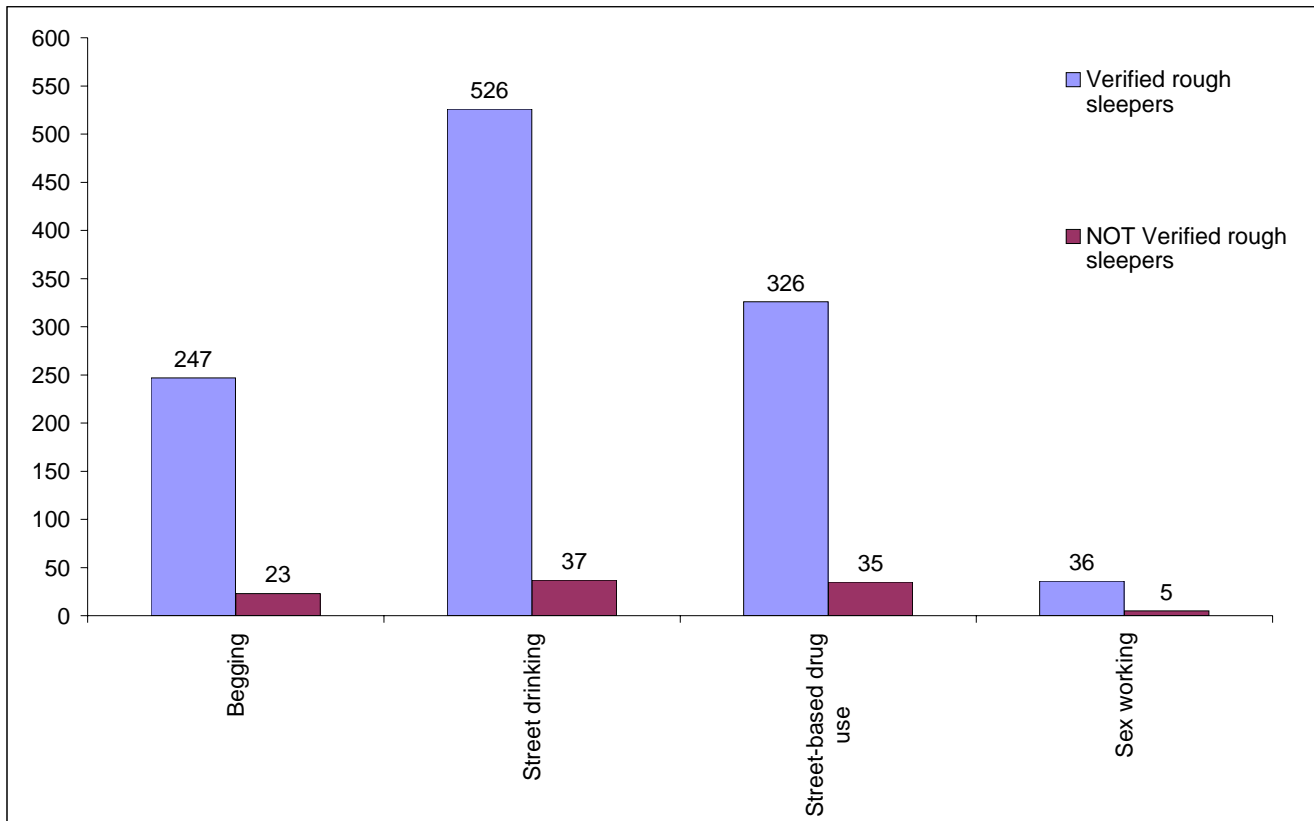
People who have been contacted by outreach or building based (BBS) teams who have been booked into accommodation compared to those with no booking or reconnection event.



Jul-Sep 09 base: 2313  
 Oct-Dec 09 base: 2291  
 Jan-Mar 10 base: 2118  
 Apr-Jun 10 base: 2221

## 9) 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: 700

Base for people not verified as rough sleepers: 249

Of the 2221 verified rough sleepers contacted this quarter, 700 (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 2221 verified rough sleepers contacted in the quarter by outreach or BBS teams, 249 people who are considered vulnerable but have not been seen rough sleeping were also contacted. Of these:

4 had confirmed reconnections;

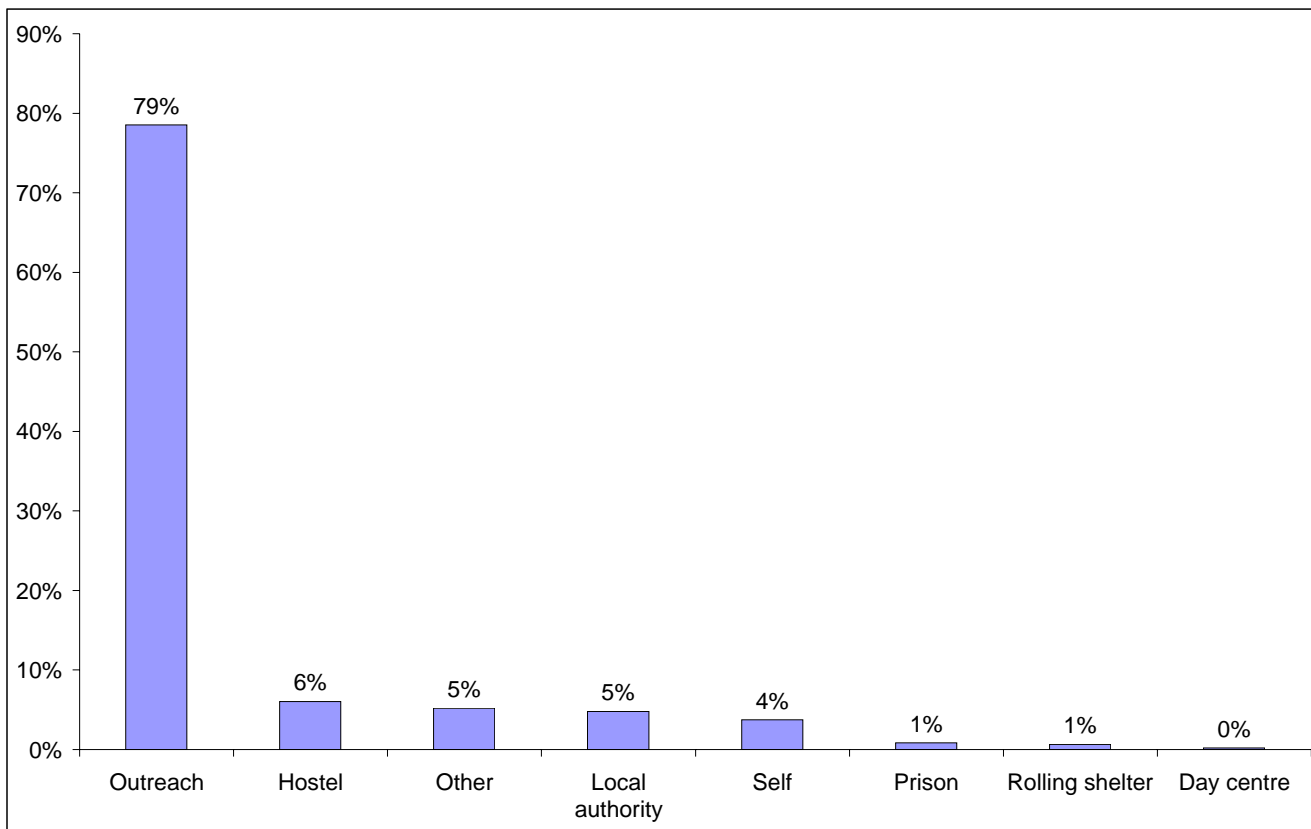
34 were booked into accommodation across all boroughs;

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

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

### 10) Arrivals

Temporary accommodation arrivals by accommodation project and source of referral.



Base: 480

418 people arrived at accommodation in London this quarter. These 418 people had 480 arrival events. 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 previous periods (Jan-Mar 437/473, Oct-Dec 390/417, Jul-Sep 382/406).

This quarter we have started splitting the source of referral categories into smaller groups. Comparisons will be made next quarter when more data has been collected.

## 10) Arrivals (continued)

Breakdown by accommodation:

Source of referral → Accommodation ↓	BBS - CSTM	CSTM MNP under 26	CSTM MNP 26+	CSTM - Advice & Housing	Passage Assessment centre	Passage BBS and Day Centre	BBS - St Mungo's	Westminster SPOT	CHC Brent Outreach	City Rough Sleepers Team	City Personal Budgets	CRI - Camden	Ealing SPOT	Heathrow Airport Outreach	Lambeth SORT	Southwark SPOT	Broadway Day Centre	H&F SORT	K & C SIT	SPEAR Outreach	Croydon Reach	Tower Hamlets SORT	London Street Rescue	Pilion Islington Outreach	HART	Rolling shelter	Hostel	St Mungo's internal transfer	Local authority	Prison	Self	other referral source)	Total	
St Mungo's - Esmond Road																																	1	1
<b>Brent Total</b>																																	1	1
St John of God - Olallo Project	4					5	1					1			1																			14
SHP - Arlington Road							1					1															1							3
SHP - Dennis Handfield House												1															2		1					4
SHP - 165 Project												1															2							3
Salvation Army - Cambria House																											1							1
St Mungo's - Birkenhead Street																													1					1
St Mungo's - Endell Street												1																	2					3
St Mungo's - Endsleigh Gardens												2															4	1	2	1				10
St Mungo's - St Pancras Way												1																						1
<b>Camden Total</b>	4					5	2					8			1											10	1	6	1					40
St Mungo's - The Lodge	4						8			7	1												1										1	22
<b>City of London Total</b>	4						8			7	1												1										1	22
Equinox - Friends Road							1																											1
<b>Croydon Total</b>							1																											1
Broadway - Sixty-Five													4																					4
YMCA - Ealing													5																					5
<b>Ealing Total</b>													9																					9
St Mungo's - Church Walk																																1		1
St Mungo's - Mare Street																							4			1								5
<b>Hackney Total</b>																							4			1						1		6



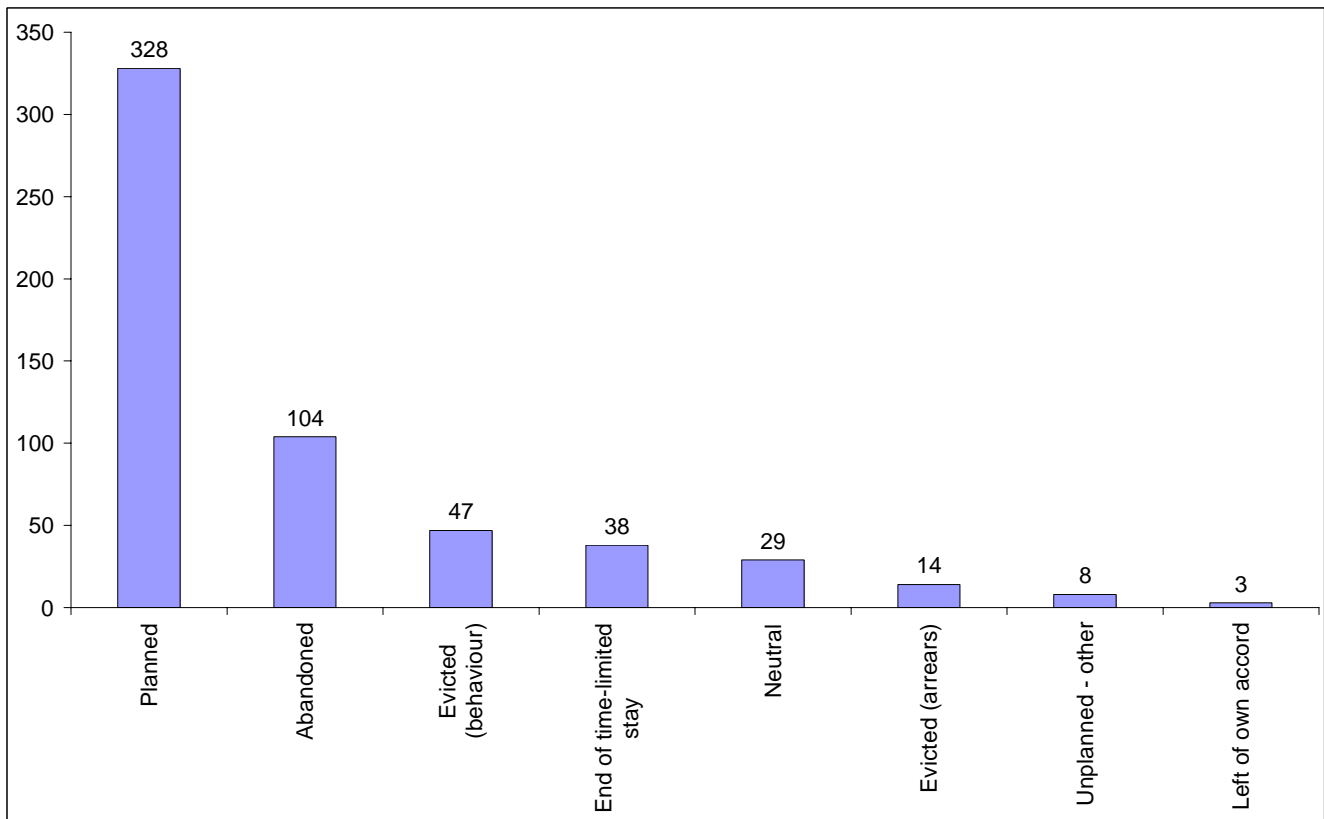


Source of referral → Accommodation ↓	BBS - CSTM	CSTM MNP under 26	CSTM MNP 26+	CSTM - Advice & Housing	Passage Assessment centre	Passage BBS and Day Centre	BBS - St Mungo's	Westminster SPOT	CHC Brent Outreach	City Rough Sleepers Team	City Personal Budgets	CRI - Camden	Ealing SPOT	Heathrow Airport Outreach	Lambeth SORT	Southwark SPOT Broadway Day Centre	H&F SORT	K & C SIT	SPEAR Outreach	Croydon Reach	Tower Hamlets SORT	London Street Rescue	Pilion Islington Outreach	HART	Rolling shelter	Hostel	St Mungo's internal transfer	Local authority	Prison	Self other referral (source)	Total	
St Mungo's - Rushworth Street							1			4			6	4	24	16		2	1	2	5	7						1				73
Equinox - Joe Richards House																1																1
Salvation Army - David Barker House														3	2	3																8
St Mungo's - Great Guildford Street															2	4											3					9
St Mungo's - Grange Road																5																5
<b>Southwark Total</b>							1			4			6	7	28	29		2	1	2	5	7				3	1					96
Look Ahead - Aldgate														1	1						2	1						5	1		1	12
Providence Row - Daniel Gilbert House																					1											1
Edward Gibbons House										1											1											2
Providence Row - Dellow Hostel										1																						1
Providence Row - Hackney Road																					1											1
Queen Victoria Seamen's Rest																						1										1
Salvation Army - Booth House																					1	2							1			4
<b>Tower Hamlets Total</b>										2				1	1						6	4						5	1	1	1	22
The Passage - Passage Assessment Centre						19	1	1																								21
Centrepoint - Greek Street	1	1																														2
Church Army - Cosway Street	1																													2		3
English Churches - King George's	1		1				2																			1			1	1	1	8
Equinox - Hopkinson House	1																							1								2
Look Ahead - Bayswater	1		2	1		2	2																	1		3				1		13
Look Ahead - Hopkinson House									1															1		1						3

Source of referral → Accommodation ↓	BBS - CSTM	CSTM MNP under 26	CSTM MNP 26+	CSTM - Advice & Housing	Passage Assessment centre	Passage BBS and Day Centre	BBS - St Mungo's	Westminster SPOT	CHC Brent Outreach	City Rough Sleepers Team	City Personal Budgets	CRI - Camden	Ealing SPOT	Heathrow Airport Outreach	Lambeth SORT	Southwark SPOT	Broadway Day Centre	H&F SORT	K & C SIT	SPEAR Outreach	Croydon Reach	Tower Hamlets SORT	London Street Rescue	Pilion Islington Outreach	HART	Rolling shelter	Hostel	St Mungo's internal transfer	Local authority	Prison	Self	other referral source)	Total	
Look Ahead - Victoria	13					9	3	2									1								1							2	31	
Novas - CUC Soho	5					3	2	3																	2	2			1		1		19	
Salvation Army - Edward Alsop Court						2	1																					4		2	5	14		
St Mungo's - Harrow Road						1	1																		1								3	
The Passage - Montfort House						1																												1
Thames Reach - Shroton Street	2						1																									1	4	
Westminster Total	25	1	3	1		37	13	6	1								1								7	2	5		5	1	4	12	124	
Other - Specify in other accommodation	1																				1													2
<b>Total</b>	<b>45</b>	<b>1</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>51</b>	<b>33</b>	<b>9</b>	<b>2</b>	<b>21</b>	<b>1</b>	<b>11</b>	<b>17</b>	<b>11</b>	<b>52</b>	<b>37</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>18</b>	<b>39</b>	<b>8</b>	<b>8</b>	<b>3</b>	<b>17</b>	<b>8</b>	<b>23</b>	<b>4</b>	<b>18</b>	<b>24</b>	<b>480</b>	

## 11) Departures - planned or unplanned

Departure events by whether the departure was planned or unplanned



Base: 571

523 people departed from accommodation in London this quarter. These 523 people had 571 departure events. 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 higher than previous quarters (Jan-Mar 437/473, Oct-Dec 390/417, Jul-Sep 382/406).

57% of departures were due to a planned move. This is similar to previous quarters.

18% of departures were due to abandonments. This is similar to previous quarters.

11% of departures were due to evictions. This is consistent with the previous three quarters.

Breakdown by accommodation

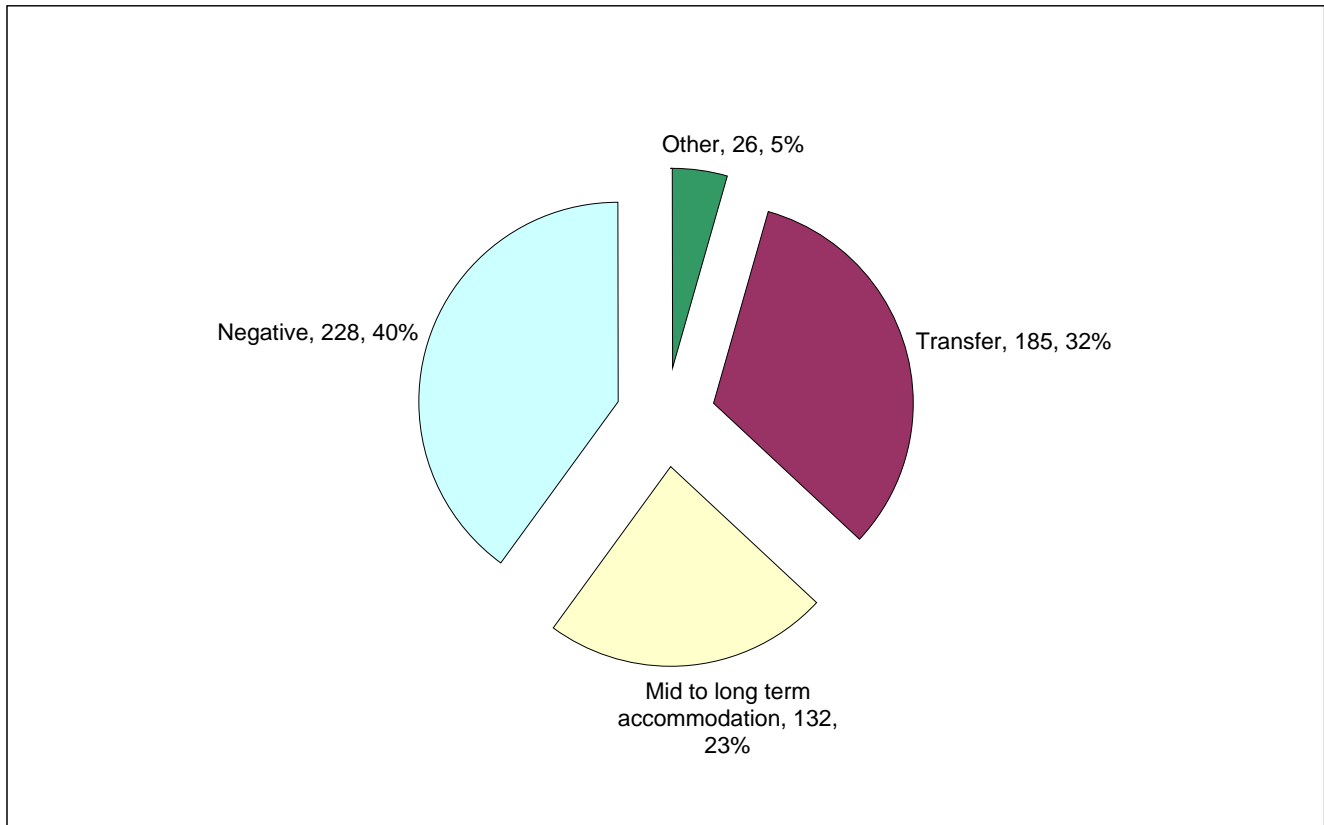
Planned/Unplanned Accommodation	Planned	Abandoned	Evicted (behaviour)	End of time- limited stay	Neutral	Evicted (arrears)	Unplanned - other	Left of own accord	Total
St Mungo's - Larix House						1			1
St Mungo's - Pound Lane	1								1
<b>Brent Total</b>	<b>1</b>					<b>1</b>			<b>2</b>
St John of God - Olallo Project	4	2	3	5					14
Salvation Army - Cambria House	1								1
SHP - Dennis Handfield House	2		1						3
SHP - 165 Project	1	1			1		1		4
St Mungo's - Birkenhead Street	3								3
St Mungo's - Endell Street	4						2		6
St Mungo's - Endsleigh Gardens	2	1	3	1	1				8
St Mungo's - Grafton Road	1								1
St Mungo's - St Pancras Way		1	3						4
St Mungo's - Woodyard Close	1								1
<b>Camden Total</b>	<b>19</b>	<b>5</b>	<b>10</b>	<b>6</b>	<b>2</b>		<b>3</b>		<b>45</b>
St Mungo's - The Lodge		9							9
<b>City of London Total</b>		<b>9</b>							<b>9</b>
Equinox - Friends Road	1								1
Croydon Reach			1						1
<b>Croydon Total</b>			<b>1</b>						<b>2</b>
Broadway - Sixty-Five	5				1				6
YMCA - Ealing	2	2				1			5
<b>Ealing Total</b>	<b>7</b>	<b>2</b>			<b>1</b>	<b>1</b>			<b>11</b>
St Mungo's - Church Walk	2								2
St Mungo's - Mare Street		2	1		1				4
<b>Hackney Total</b>	<b>2</b>	<b>2</b>	<b>1</b>		<b>1</b>				<b>6</b>

<div style="display: flex; justify-content: space-between;"> <span>Planned/Unplanned →</span> <span>Accommodation ↓</span> </div>	Planned	Abandoned	Evicted (behaviour)	End of time-limited stay	Neutral	Evicted (arrears)	Unplanned - other	Left of own accord	Total
Broadway - Goldhawk Road/Market Lane	2	1							3
Broadway - The Conninghams		1							1
Broadway - One-Sixty		1							1
Salvation Army - Edith Road	1								1
St Christopher's - Limegrove Project	4								4
<b>Hammersmith &amp; Fulham Total</b>	<b>7</b>	<b>3</b>							<b>10</b>
St Mungo's - Margery Street	79	11	3	9	4				106
Cranstoun Drug Services - City Road	6	6							12
St Mungo's - Tollington Road	1								1
<b>Islington Total</b>	<b>86</b>	<b>17</b>	<b>3</b>	<b>9</b>	<b>4</b>				<b>119</b>
Look Ahead - Earl's Court	5	1	1			1			8
St Mungo's - Cromwell Road	1		1						2
St Mungo's - Lancaster Road	1								1
<b>Kensington &amp; Chelsea Total</b>	<b>7</b>	<b>1</b>	<b>2</b>			<b>1</b>			<b>11</b>
Equinox - Brook Drive	6	10	1						17
St Mungo's - Cedars Road	7	5	1						13
Thames Reach - Graham House	1		1						2
Thames Reach - Stamford Street	3				1				4
<b>Lambeth Total</b>	<b>17</b>	<b>15</b>	<b>3</b>		<b>1</b>				<b>36</b>
St Mungo's - Pagnell Street	4	1						1	6
St Mungo's - Spring Gardens	3		3		1	1			8
<b>Lewisham Total</b>	<b>7</b>	<b>1</b>	<b>3</b>		<b>1</b>	<b>1</b>		<b>1</b>	<b>14</b>
SHP - Redbridge	2	1							3
<b>Redbridge Total</b>	<b>2</b>	<b>1</b>							<b>3</b>
St Mungo's - Rushworth Street	58	15	2	13	4		1	1	94
Salvation Army - David Barker House	5	1				1			7
St Mungo's - Great Guildford Street	10	1	1		1				13

<div style="display: flex; justify-content: space-between;"> <span>→</span> <span>Planned/Unplanned</span> </div> <div style="display: flex; justify-content: space-between;"> <span>↓</span> <span>Accommodation</span> </div>	Planned	Abandoned	Evicted (behaviour)	End of time-limited stay	Neutral	Evicted (arrears)	Unplanned - other	Left of own accord	Total
St Mungo's - Grange Road	1				1				2
<b>Southwark Total</b>	<b>74</b>	<b>17</b>	<b>3</b>	<b>13</b>	<b>6</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>116</b>
Look Ahead - Aldgate	8	3	3			4			18
Providence Row - Dellow Hostel			1						1
Salvation Army - Booth House	15	1	1	2		1			20
<b>Tower Hamlets Total</b>	<b>23</b>	<b>4</b>	<b>5</b>	<b>2</b>		<b>5</b>			<b>39</b>
The Passage - Passage Assessment Centre	15	1							16
Centrepoint - Greek Street	1								1
Church Army - Cosway Street		1	1	1					3
English Churches - King George's	5	2	2		4		1		14
Equinox - Hopkinson House			1						1
Look Ahead - Bayswater	9	5	2	2					18
Look Ahead - Victoria	25	7	5		5		1		43
Novas - CUC Soho	7	5	3		3	4			22
Salvation Army - Edward Alsop Court	8	1	1	5	1		1	1	18
St Mungo's - Harrow Road	1		1						2
The Passage - Passage House		1							1
The Passage - Montfort House	2								2
Thames Reach - Shroton Street	2	3					1		6
St Mungo's - Bravington Road		1							1
<b>Westminster Total</b>	<b>75</b>	<b>27</b>	<b>16</b>	<b>8</b>	<b>13</b>	<b>4</b>	<b>4</b>	<b>1</b>	<b>148</b>
<b>Total</b>	<b>327</b>	<b>104</b>	<b>47</b>	<b>38</b>	<b>29</b>	<b>14</b>	<b>8</b>	<b>3</b>	<b>571</b>

## 12) Departures - destination on departure

Departure events by destination on departure



Base: 571

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	5	1%
Care home	2	0%
Clearing House/RSI	34	6%
Detox clinic	17	3%
Died	7	1%
Home area	8	1%
Hospital - long term	3	1%
Hospital - NOT long term/acute care	2	0%
Hostel	22	4%
Hostel - another organisation	66	12%
Hostel - within the organisation	56	10%
LA tenancy (general needs)	5	1%
Long-term accommodation	11	2%
Not known	162	28%
Outside London	2	0%
Previous home (describe type of accomm in notes)	4	1%
Private rented sector - independent	21	4%
Private rented sector - with some floating support/support	3	1%
Psychiatric hospital	1	0%
Rehab clinic	9	2%
RSL tenancy (general needs)	11	2%
Sheltered Housing	4	1%
Sleeping rough/Returned to streets	38	7%
Staying with family	9	2%
Staying with friends	8	1%
Supported Housing	26	5%
Taken into custody	28	5%
Temporary accommodation	7	1%
<b>Total</b>	<b>571</b>	<b>100%</b>

32% of people leaving temporary accommodation were transferring to another type of temporary accommodation. This compares to 40% last quarter.

23% left to move to mid to long-term accommodation. This is consistent with the previous quarter.





Destination Accommodation	Bed & Breakfast	Care home	Clearing House/RSI	Detox clinic	Died	Home area	Hospital - long term	Hospital - NOT long	Hostel	Hostel - another	Hostel - within the organisation	LA tenancy (general needs)	Long-term accommodation	Not known	Outside London	Previous home (describe type)	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	Temporary accommodation	Total
Broadway - Sixty-Five		1	1									1								1	1						1		6
YMCA - Ealing				1						1				3															5
<b>Ealing Total</b>		1	1	1						1		1		3						1	1						1		11
St Mungo's - Church Walk																					1				1				2
St Mungo's - Mare Street														3													1		4
<b>Hackney Total</b>														3							1				1		1		6
Broadway - Goldhawk Road/Market Lane	1													1							1								3
Broadway - The Conninghams														1															1
Broadway - One-Sixty														1															1
Salvation Army - Edith Road																1													1
St Christopher's - Limegrove Project										1																3			4
<b>Hammersmith &amp; Fulham Total</b>	1									1				3		1					1					3			10
St Mungo's - Margery Street	1			5				1	15	29	13		2	19		4	2					1	3		1	5	4	1	106
Cranstoun Drug Services - City Road													1	5						5			1						12
St Mungo's - Tollington Road																		1											1
<b>Islington Total</b>	1			5				1	15	29	13		3	24		4	2	1	5			1	4		1	5	4	1	119
Look Ahead - Earl's Court			3							2				3															8
St Mungo's - Cromwell Road			1																				1						2
St Mungo's - Lancaster Road																					1								1
<b>Kensington &amp; Chelsea Total</b>			4							2				3							1		1						11

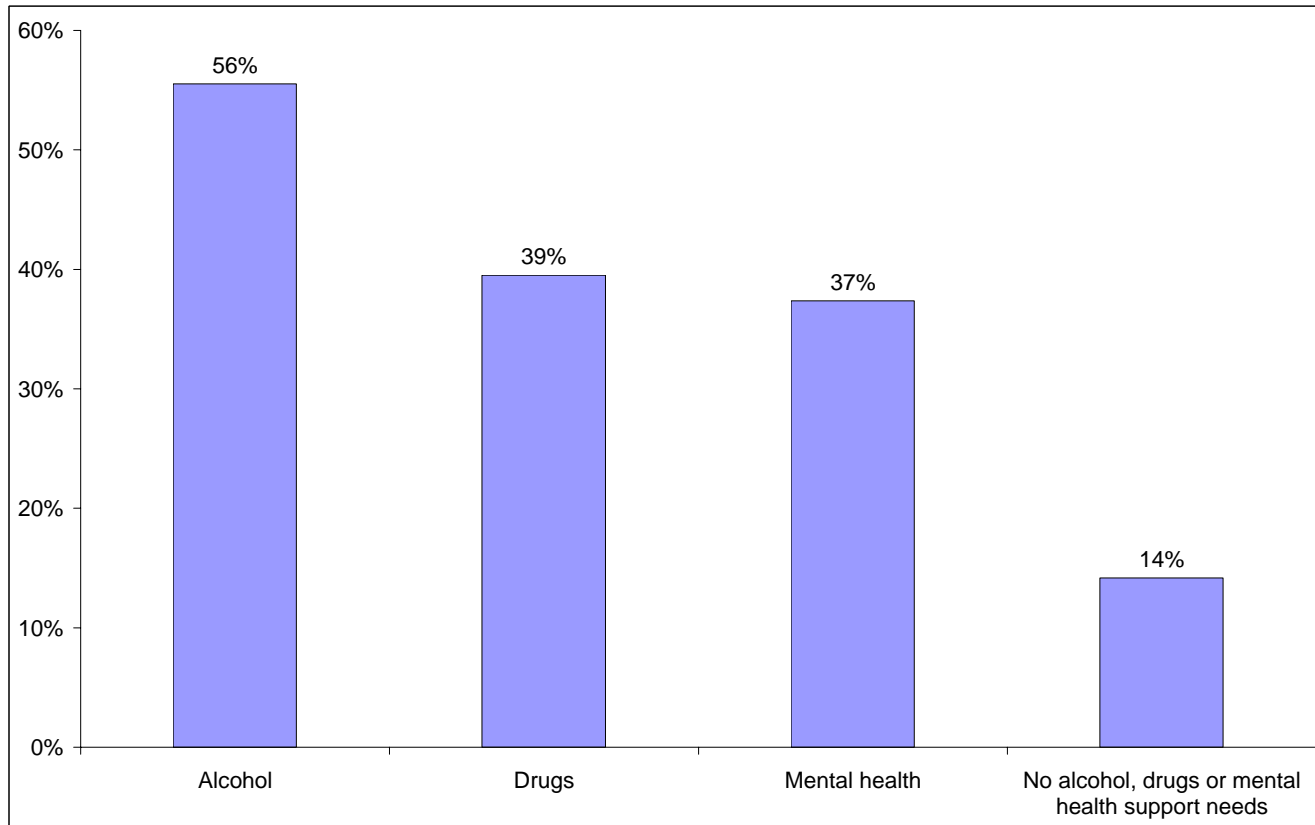
Destination Accommodation	Bed & Breakfast	Care home	Clearing House/RSI	Detox clinic	Died	Home area	Hospital - long term	Hospital - NOT long	Hostel	Hostel - another	Hostel - within the organisation	LA tenancy (general needs)	Long-term accommodation	Not known	Outside London	Previous home (describe type)	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	Temporary accommodation	Total
Equinox - Brook Drive										2				10						2				1	1	1			17
St Mungo's - Cedars Road				2						1	2			6										1		1			13
Thames Reach - Graham House										1				1															2
Thames Reach - Stamford Street											1															2	1		4
<b>Lambeth Total</b>				2						4	3			17						2				2	1	4	1		36
St Mungo's - Pagnell Street									1		2			2			1												6
St Mungo's - Spring Gardens			1								2			2			1						1				1		8
<b>Lewisham Total</b>			1						1		4			4			2						1				1		14
SHP - Redbridge														1								1				1			3
<b>Redbridge Total</b>														1								1				1			3
St Mungo's - Rushworth Street	3			3	1	1	1	1	4	18	19		2	30		2	3										4	2	94
Salvation Army - David Barker House			1									1	1	2			1	1											7
St Mungo's - Great Guildford Street											2			2										2	1	5	1		13
St Mungo's - Grange Road											1																1		2
<b>Southwark Total</b>	3		1	3	1	1	1	1	4	18	22	1	3	34		2	4	1						2	1	5	6	2	116
Look Ahead - Aldgate												2		10						1	3			2					18
Providence Row - Dellow Hostel											1																		1
Salvation Army - Booth House			13											5										1		1			20
<b>Tower Hamlets Total</b>			13								1	2		15						1	3			3		1			39

Destination →	Accommodation ↓																												
	Bed & Breakfast	Care home	Clearing House/RSI	Detox clinic	Died	Home area	Hospital - long term	Hospital - NOT long	Hostel	Hostel - another	Hostel - within the organisation	LA tenancy (general needs)	Long-term accommodation	Not known	Outside London	Previous home (describe type)	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	Temporary accommodation	Total
The Passage - Passage Assessment Centre						6	1		1	1	2	1	1	2											1				16
Centrepoint - Greek Street										1																			1
Church Army - Cosway Street														3															3
English Churches - King George's				1	1	1				1				1										3			2	4	14
Equinox - Hopkinson House																							1						1
Look Ahead - Bayswater			1							2		2	5									1	4		2			1	18
Look Ahead - Victoria			3	3			1		1	1	6		3		1	6							11	1		2	4		43
Novas - CUC Soho				2						2		1	11										1			2	3		22
Salvation Army - Edward Alsop Court			6		1							1	8									1					1		18
St Mungo's - Harrow Road										1													1						2
The Passage - Passage House																							1						1
The Passage - Montfort House												1									1								2
Thames Reach - Shroton Street					1					1			3															1	6
St Mungo's - Bravington Road													1																1
Westminster Total			10	6	3	7	2		2	10	8	1	5	36	2	1	6				1	2	22	1	3	6	12	2	148
<b>Total</b>	5	2	34	17	7	8	3	2	22	66	56	5	11	162	2	4	21	3	1	9	11	4	38	8	8	26	28	7	571

## Client Support Needs/Institutional History

### 13) Support needs

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



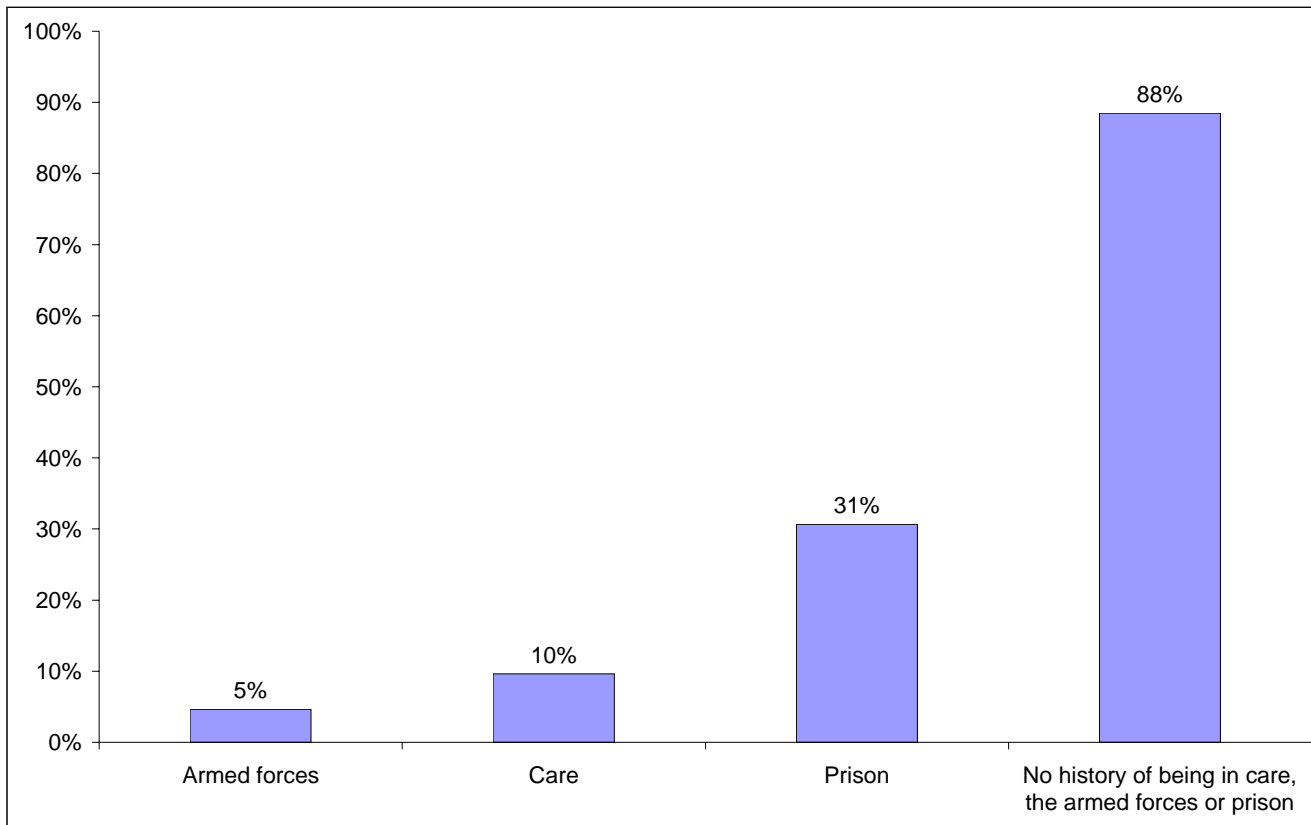
Base: 1509 Note that the base figure for this graph excludes clients where all 3 support needs are not known or not recorded (649).

Support Needs	No. of people	%
Alcohol only	325	15%
Drugs only	170	8%
Mental health only	164	8%
Alcohol and drugs	190	9%
Alcohol and mental health	164	8%
Drugs and mental health	77	4%
Alcohol, drugs and mental health	159	7%
All 3 no	214	10%
All 3 not known or not assessed	649	30%
All 3 no, not known or not assessed	46	2%
<b>Total</b>	<b>2158</b>	<b>100%</b>

The proportion of people contacted in London with a drugs or mental health support need is consistent with previous periods. There has been slight rise in the proportion of people with an alcohol support need - from 50% in the same quarter last year to 56% this quarter.

## 14) Institutional history

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: 1933 Note that the base figure for this graph excludes clients where all 3 institutional histories are not known.\*

90 people contacted in London this quarter have previously been in the armed forces (79 last quarter).

Nationality	Number	%
UK	51	57%
Non-UK	39	43%
<b>Total</b>	<b>90</b>	<b>100%</b>

186 people contacted in London this quarter have previously been in care (185 last quarter).

592 people contacted in London this quarter have previously been in prison (588 last quarter).

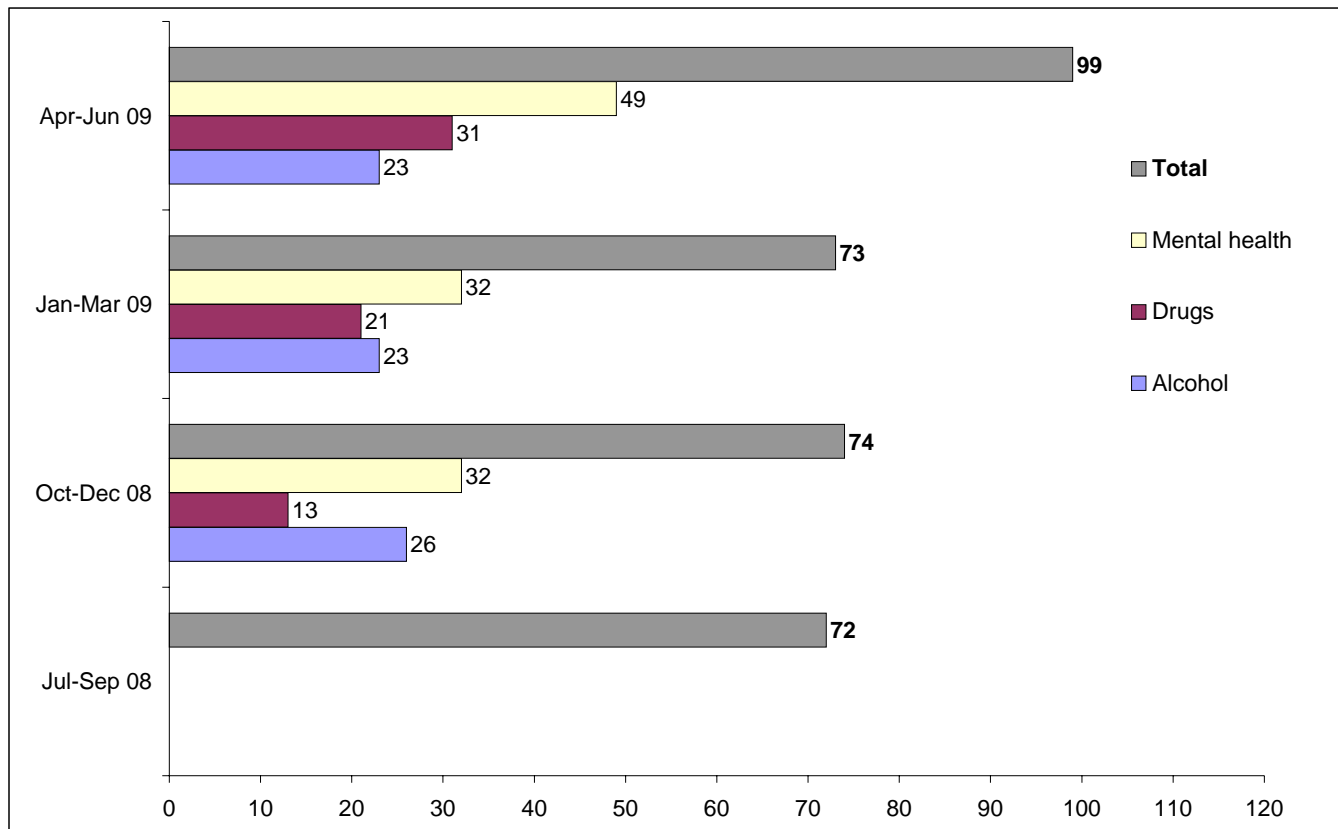
It is possible for someone contacted to have previous experience of more than one institution and so be included in more than one of the above figures. 129 people contacted in the year have been in care and prison.

\*Since the change of the institutional history fields on CHAIN, the number of clients with an unknown history of armed forces, care and or prison has been estimated as those with no assessment and only 1 bedded down event in the period.

## Clearing House - Permanent RSI Accommodation

### 15) Support needs for people housed in the period

People who had a tenancy start in RSI accommodation in this quarter by support needs.

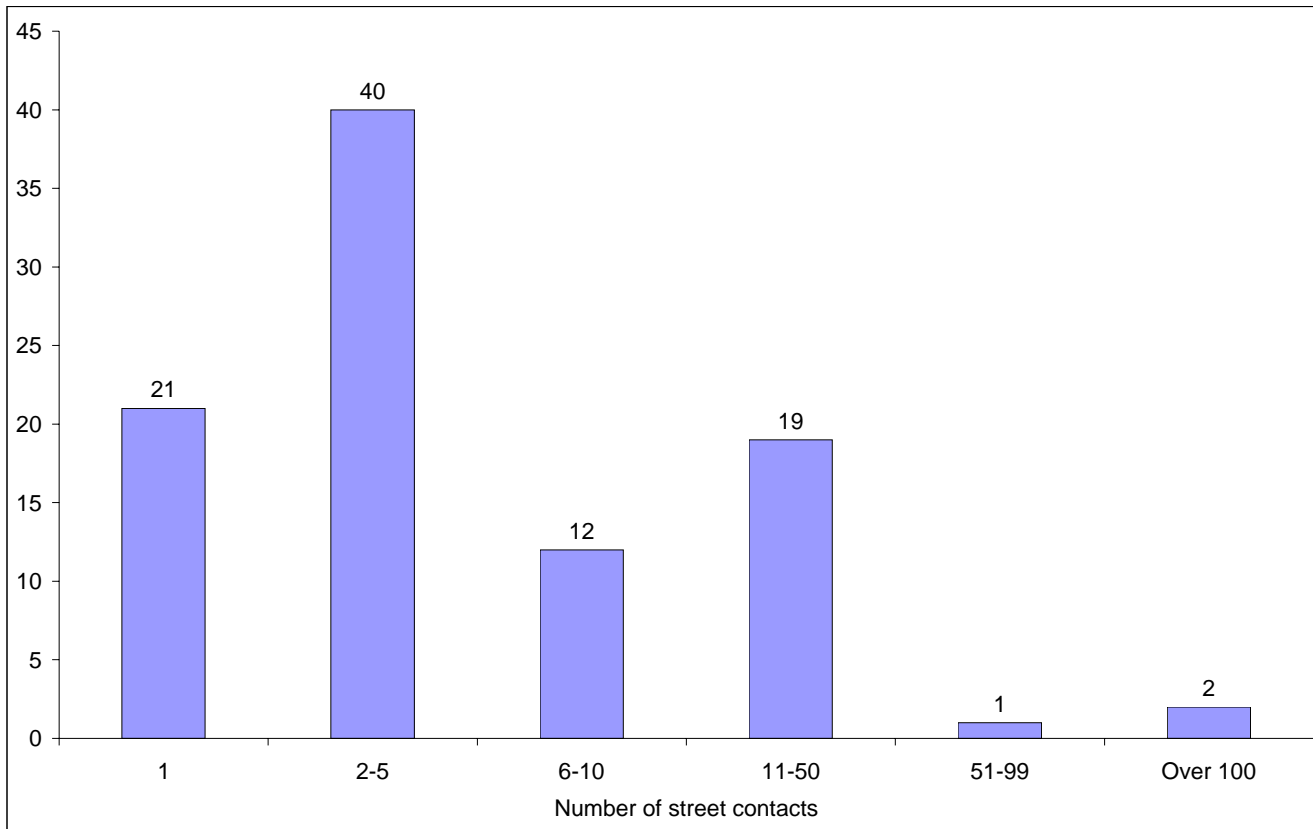


99 people started a tenancy in RSI accommodation in this quarter. This is an increase of 26 from 73 last quarter.

NB. The support needs shown are current support needs from the Clearing House database.

## 16) Number of street contacts on CHAIN prior to tenancy start

People who had a tenancy start in RSI accommodation in this quarter by the number of street contacts on CHAIN.



Base: 95

95 of the 99 people starting an RSI tenancy in the quarter, are verified rough sleepers with a CHAIN record\*.

21 of these people had only one street contact recorded on CHAIN before their tenancy start.

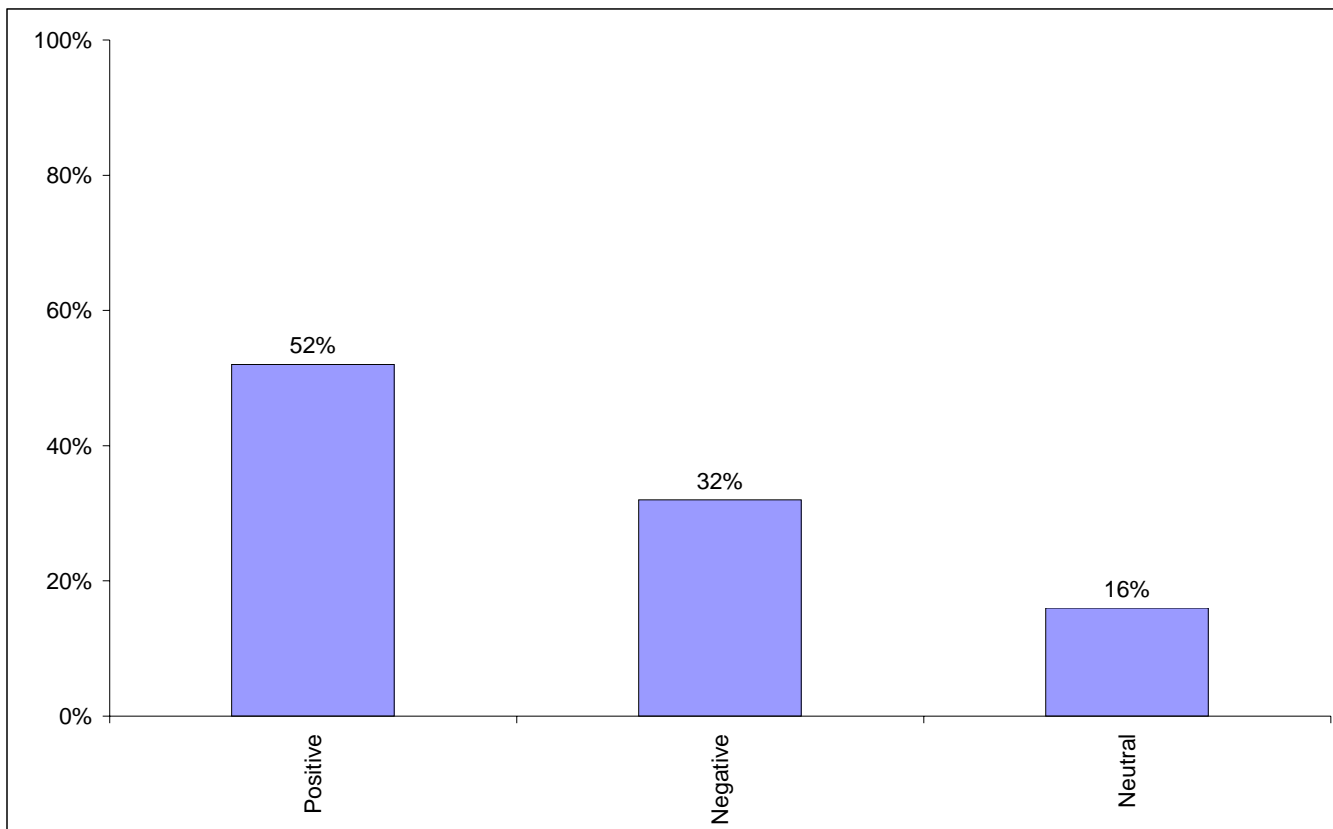
3 people had over 50 street contacts recorded on CHAIN before their tenancy start.

\*4 people with RSI tenancy starts in this quarter do not have a CHAIN record so are excluded from this graph. These were tenants who transferred during the April-June quarter but have been resident in RSI accommodation for some years.



## 17) Departures from permanent accommodation

Outcomes for people who departed from RSI long-term accommodation in the quarter.



Base: 75

Positive: Planned move, Transferred

Negative: Abandoned, Evicted

Neutral: Institution, Death, Other

Reason for leaving	No. of people	% of tenancy ends in period	% of tenancies overall
Abandoned by tenant	8	11%	0%
Evicted	15	20%	0%
Planned move out	17	23%	0%
Transferred	22	29%	1%
Went to prison	1	1%	0%
Death of tenant	2	3%	0%
Other	10	13%	0%
<b>Total</b>	<b>75</b>	<b>100%</b>	<b>2%</b>

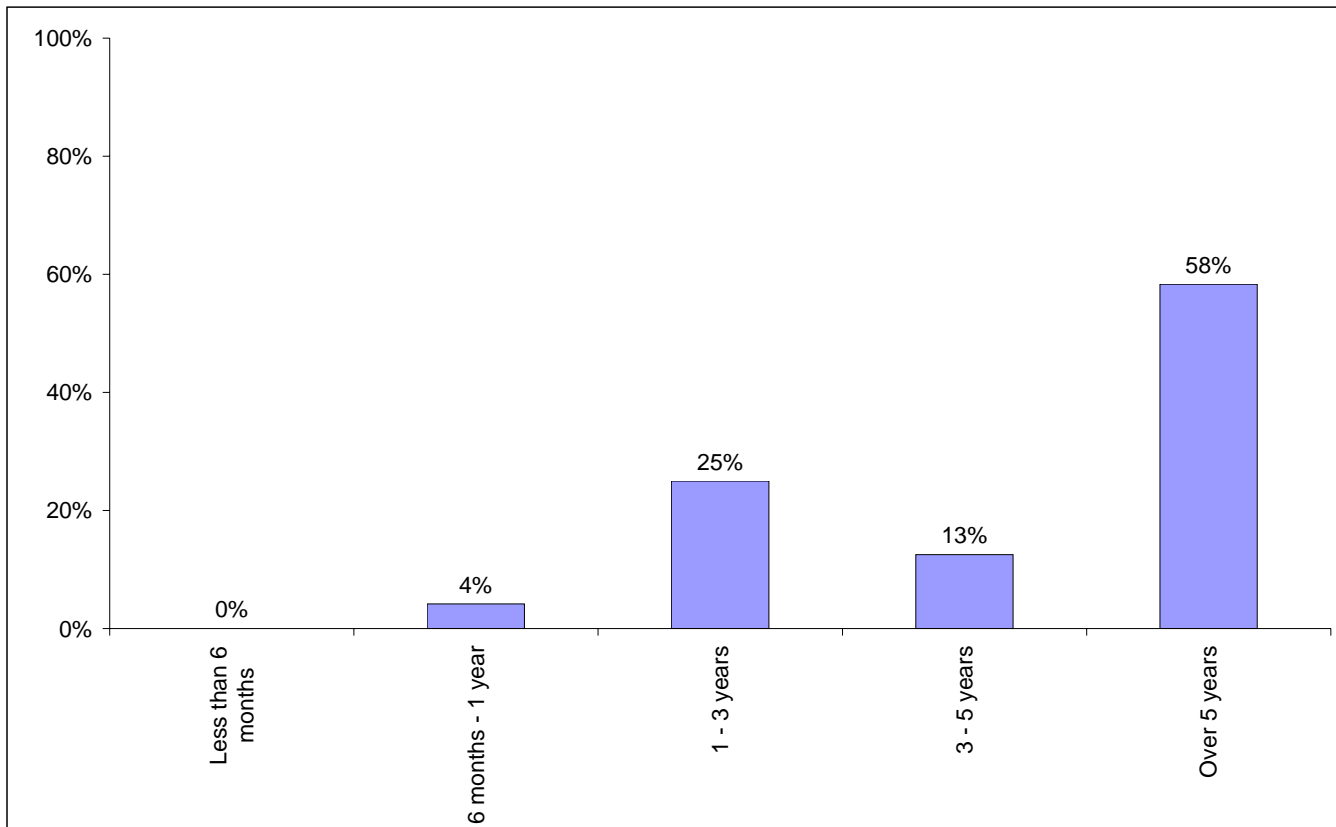
75 people ended an RSI accommodation tenancy this quarter. This is similar to the number of tenancy ends during previous quarters.

The proportions of people leaving RSI accommodation due to positive, negative and neutral outcomes are consistent with previous periods.

A total of 1% of current Clearing House tenancies ended negatively this quarter.

## 18) Abandonments and evictions by length of stay

Length of stay of people who departed from RSI long-term accommodation in the period due to abandoning or being evicted from the property



Base: 24

24 people ended an RSI tenancy in quarter due to abandoning or being evicted from their property. This is 1% of the 3521 current total number of RSI tenancies.

The majority of these people (71%) had been in their tenancy for three years or more. This is similar to previous periods.

25% of these people had been in their tenancy for one to three years.