



Street to Home Quarterly report

1st April to 30th June 2011



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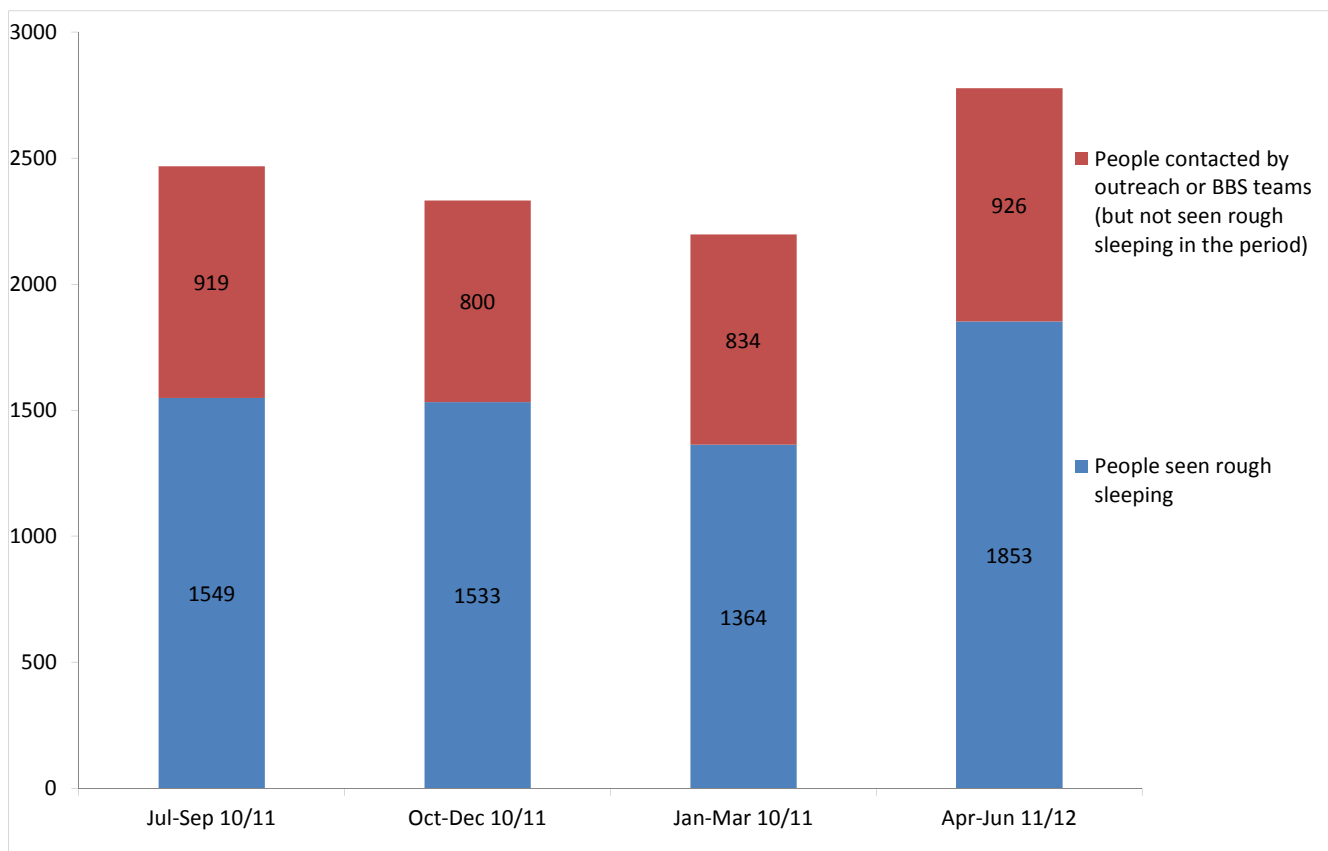
Length of stay of people who departed from RSI long-term accommodation in the period due to abandoning or being evicted from the property

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 10 base: 2468
Oct-Dec 10 base: 2333
Jan-Mar 11 base: 2198
Apr-Jun 11 base: 2779

2779 verified rough sleepers were contacted by services in London during the quarter. This is an increase from 2198 last quarter and compares to 2221 in the same quarter last year.

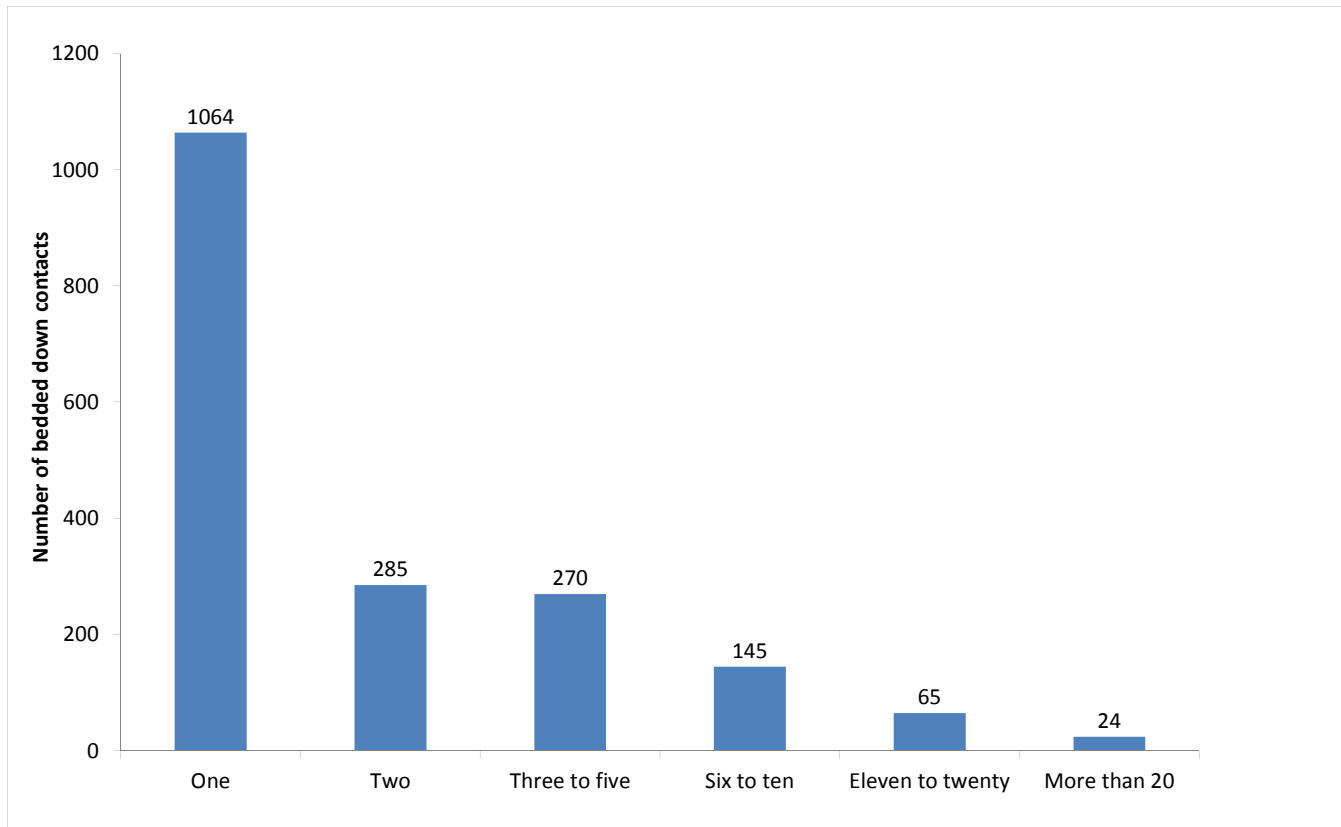
Of these 2779, 1853 had a bedded down street contact in the quarter and so were known to have slept rough in London during the quarter. The number sleeping rough this quarter has increased by 36%.

In the same period last year 1299 people were seen sleeping rough.

908 people were seen rough sleeping for the first time this quarter (flow). This compares to 549 in the previous quarter, an increase of 65%.

2) Rough sleeping volume

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



Base: 1853

Of the 1853 people seen rough sleeping this quarter, 1064 only had a single bedded down street contact.

Of the 1853 people seen bedded down, 238 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.

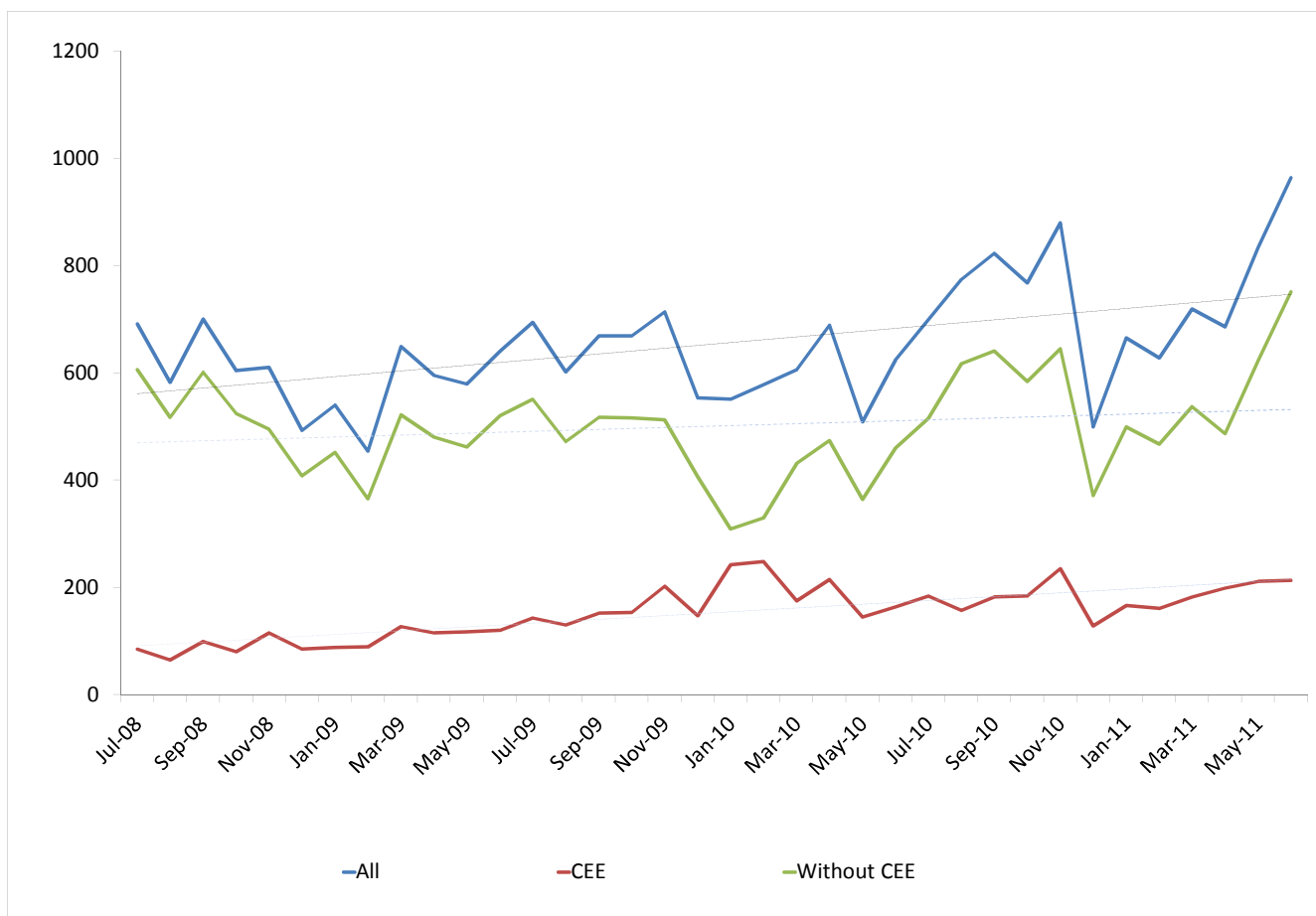
Nationality	Jul-Sep	%	Oct-Dec	%	Jan-Mar	%	Apr-Jun	%
UK	695	53%	678	49%	587	47%	850	50%
Ireland (Republic of)	36	3%	40	3%	41	3%	56	3%
France	23	2%	16	1%	23	2%	22	1%
Germany	11	1%	9	1%	9	1%	19	1%
Portugal	22	2%	25	2%	24	2%	29	2%
Spain	11	1%	9	1%	12	1%	13	1%
Italy	15	1%	19	1%	12	1%	16	1%
Bulgaria	11	1%	17	1%	4	0%	10	1%
Czech Republic	22	2%	26	2%	29	2%	25	1%
Estonia	3	0%	9	1%	4	0%	2	0%
Hungary	17	1%	20	1%	13	1%	22	1%
Latvia	13	1%	22	2%	29	2%	50	3%
Lithuania	38	3%	48	3%	47	4%	55	3%
Poland	146	11%	151	11%	133	11%	168	10%
Romania	74	6%	77	6%	52	4%	99	6%
Slovenia	2	0%	2	0%	2	0%	27	2%
Slovakia	17	1%	24	2%	33	3%	3	0%
Central and East European	343	26%	396	28%	346	28%	461	27%
Other Europe	25	2%	32	2%	32	3%	37	2%
Eritrea	9	1%	7	1%	8	1%	16	1%
Africa	64	5%	67	5%	72	6%	65	4%
America	4	0%	13	1%	12	1%	25	1%
India	10	1%	23	2%	30	2%	33	2%
Sri Lanka	12	1%	12	1%	6	0%	6	0%
Other Asia	33	3%	43	3%	33	3%	52	3%
Australasia	1	0%	3	0%	0	0%	2	0%
<i>Missing</i>	<i>181</i>		<i>106</i>		<i>81</i>		<i>99</i>	<i>6%</i>
<i>Not known</i>	<i>54</i>		<i>35</i>		<i>36</i>		<i>52</i>	<i>3%</i>
Total	1549		1533		1364		1853	
Total**	1314		1392		1247		1702	

There have been significant increases this quarter, compared to the previous quarter, in people seen rough sleeping from UK (850 this quarter compared to 587 in January to March) and Romania (99 this quarter compared to 52 in January to March).

**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.

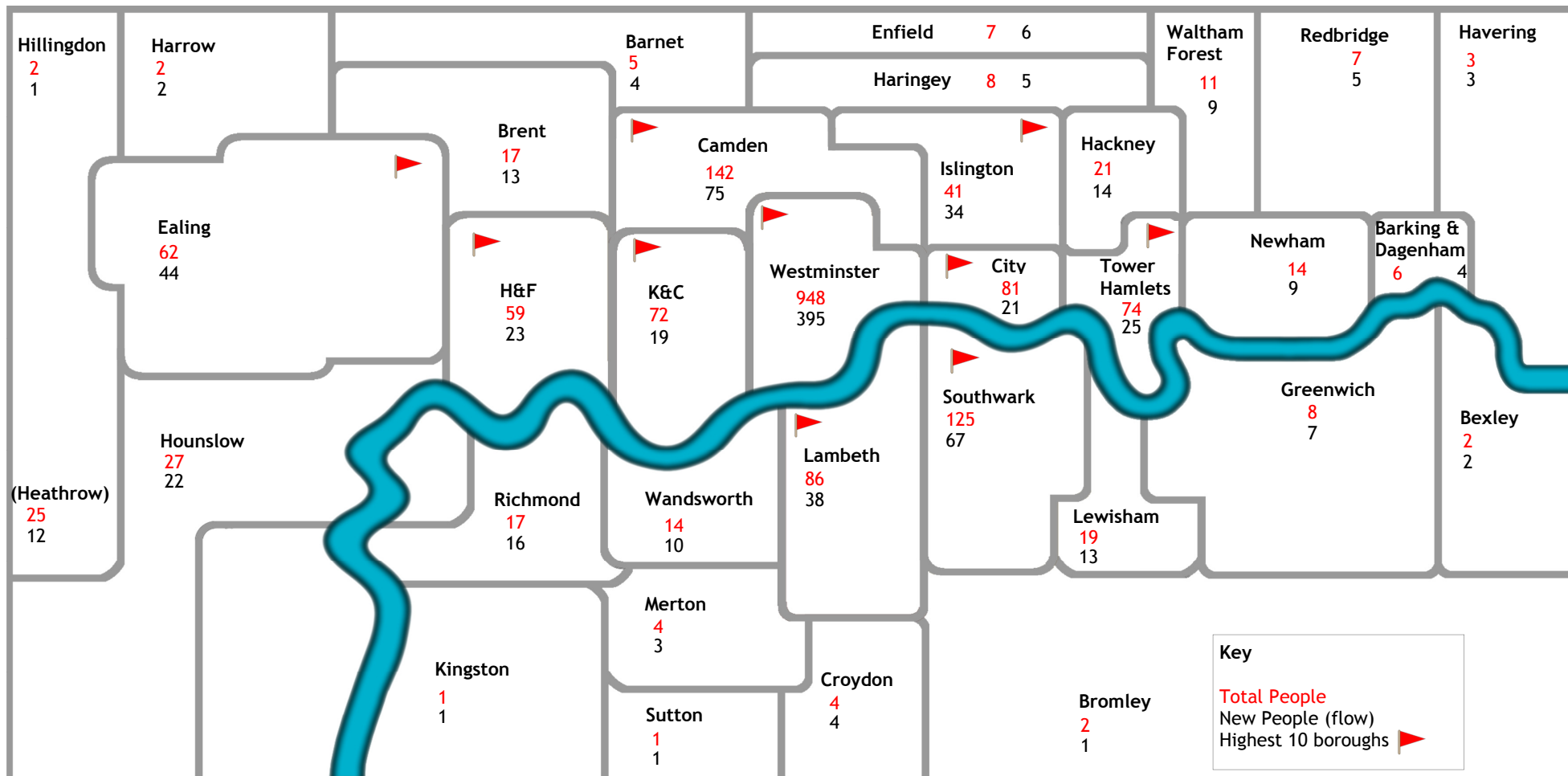
The green line shows the number of people seen rough sleeping excluding anyone from Central and East European (CEE) countries.

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

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: 1853

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	Jan-Mar 11	Apr-Jun 11	Change
Barking & Dagenham	3	6	+3
Barnet	2	5	+3
Bexley	1	2	+1
Brent	5	17	+12
Bromley	7	2	-5
Camden	100	142	+42
City of London	75	81	+6
Croydon	10	4	-6
Ealing	41	62	+21
Enfield	3	7	+4
Greenwich	8	8	0
Hackney	15	21	+6
Hammersmith & Fulham	34	59	+25
Haringey	11	8	-3
Harrow	0	2	+2
Havering	0	3	+3
Heathrow	30	25	-5
Hillingdon	0	2	+2
Hounslow	9	27	+18
Islington	10	41	+31
Kensington & Chelsea	55	72	+17
Kingston	4	1	-3
Lambeth	82	86	+4
Lewisham	4	19	+15
Merton	7	4	-3
Newham	10	14	+4
Redbridge	11	7	-4
Richmond	10	17	+7
Southwark	101	125	+24
Sutton	2	1	-1
Tower Hamlets	42	74	+32
Waltham Forest	7	11	+4
Wandsworth	6	14	+8
Westminster	683	948	+265

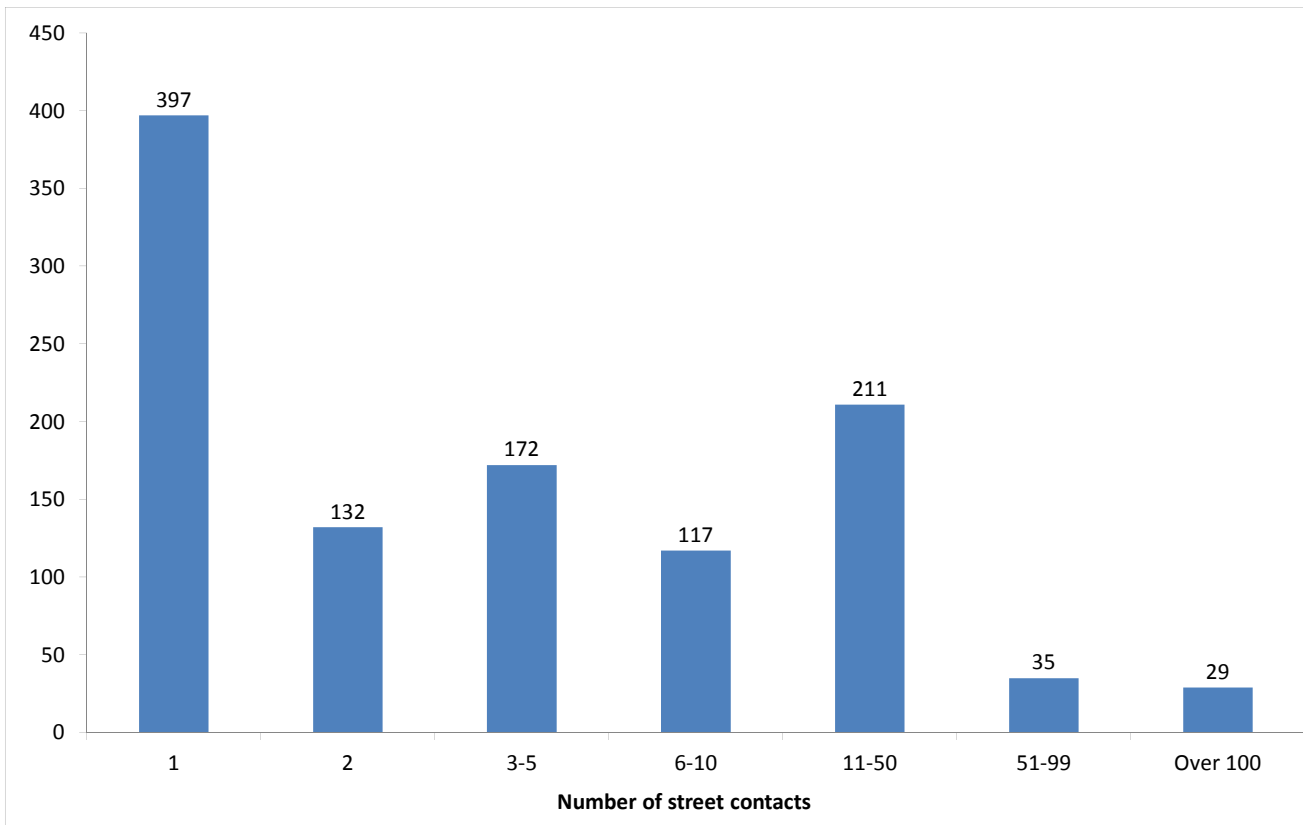
Compared to last quarter, there are 11 boroughs that have a designated outreach/BBS team where there has been a notable increase (over 10) in the number of verified rough sleepers contacted:

Camden, Ealing, Hammersmith & Fulham, Hounslow, Islington, Kensington & Chelsea, Lewisham, Southwark, Tower Hamlets and Westminster

Compared to last quarter there are no 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.

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: 1093

1093 (39%) verified rough sleepers contacted in London this quarter have never had a booking in action recorded on CHAIN. This is similar to the previous period (906, 41%).

939 of these people have slept rough in the quarter, which is 51% of all people sleeping rough this quarter.

397 (36%) of the people who have never had a booking in action recorded on CHAIN have only ever had one street contact recorded.

29 people in London have never had a booking in action despite having over 100 street contacts. This is similar to previous quarters (Jan-Mar: 25, Oct-Dec 23, Jul-Sep 24).

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	Apr-Jun	%	Jan-Mar	%
Assessment centre	15	2%	12	1%
Bed & breakfast	64	7%	30	3%
Clinic/Detox/Rehab	12	1%	21	2%
Night Centre			100	10%
Rolling shelter	128	15%	196	19%
Hostel	267	31%	328	32%
Other temporary	0	0%	0	0%
Second-stage accommodation	21	2%	8	1%
St Mungo's complex needs	0	0%	2	0%
St Mungo's semi-independent	0	0%	0	0%
Clearing House/RSI	8	1%	6	1%
LA tenancy (general needs)	14	2%	2	0%
Private rented sector	0	0%	0	0%
Private rented sector - independent	63	7%	25	2%
Private rented sector - with some floating support/support	8	1%	6	1%
RSL tenancy (general needs)	2	0%	1	0%
Sheltered housing	8	1%	6	1%
Supported housing	7	1%	12	1%
Other long-term accommodation	14	2%	4	0%
Bookings into accommodation total	631	73%	759	74%
Return to home area	172	20%	154	15%
Seeking work	23	3%	35	3%
Move to area for friends/family	57	7%	46	4%
Move to area with appropriate services	90	10%	89	9%
Other	0	0%	43	4%
Reconnections total	235	27%	266	26%
TOTAL	866	100%	1025	100%

Outreach and BBS teams in London succeeded in reconnecting or booking into accommodation 519 people, 19% of the 2779 people contacted during the quarter. This compares to 480 people (22% of 2198 contacted) in the previous quarter.

380 people had a total of 631 booking in events. This indicates that individuals can be booked into accommodation (the same type or different) more than once in the quarter. This compares to 421 people with 759 events last quarter.

119 people were booked into long-term accommodation.

252 people were booked into hostel accommodation. This is comparable to previous periods (Jan-Mar: 221, Oct-Dec 234, Jul-Sep 183).

Outreach and BBS teams in London achieved a confirmed reconnection with 66 people they contacted this quarter. This is 2% of the people contacted by outreach or BBS teams this quarter, and compares to 75 people in the previous quarter.

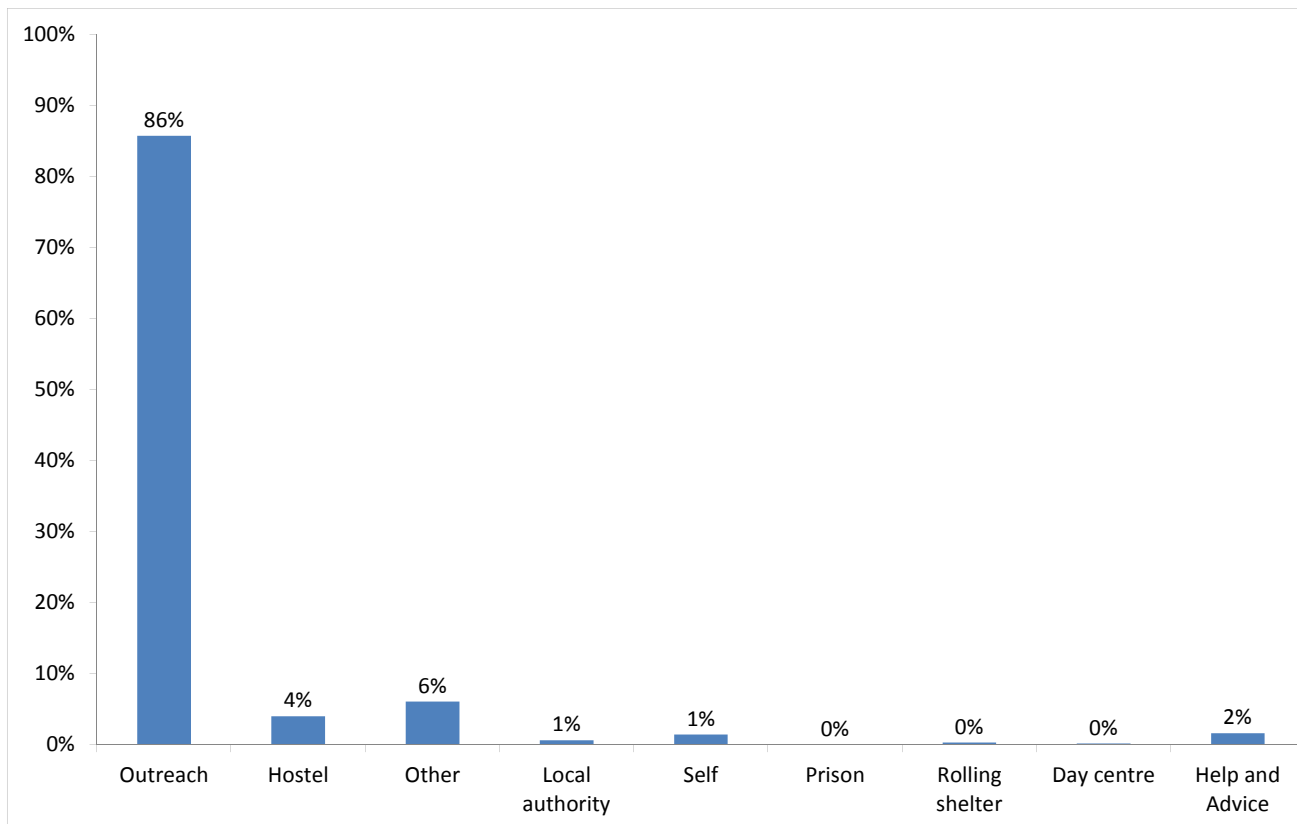
235 confirmed reconnection events were recorded by outreach and BBS teams for verified rough sleepers this quarter. In addition, teams recorded 90 such actions for the wider street population (people not seen sleeping rough).

* 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.

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

8) Arrivals

Temporary accommodation arrivals by accommodation project and source of referral.



Base: 625

554 people arrived at accommodation in across London this year. These 554 people had 625 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 higher than previous periods (Jan-Mar: 329/383, Oct-Dec: 386/453, Jul-Sep: 396/462).

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

Breakdown by accommodation:

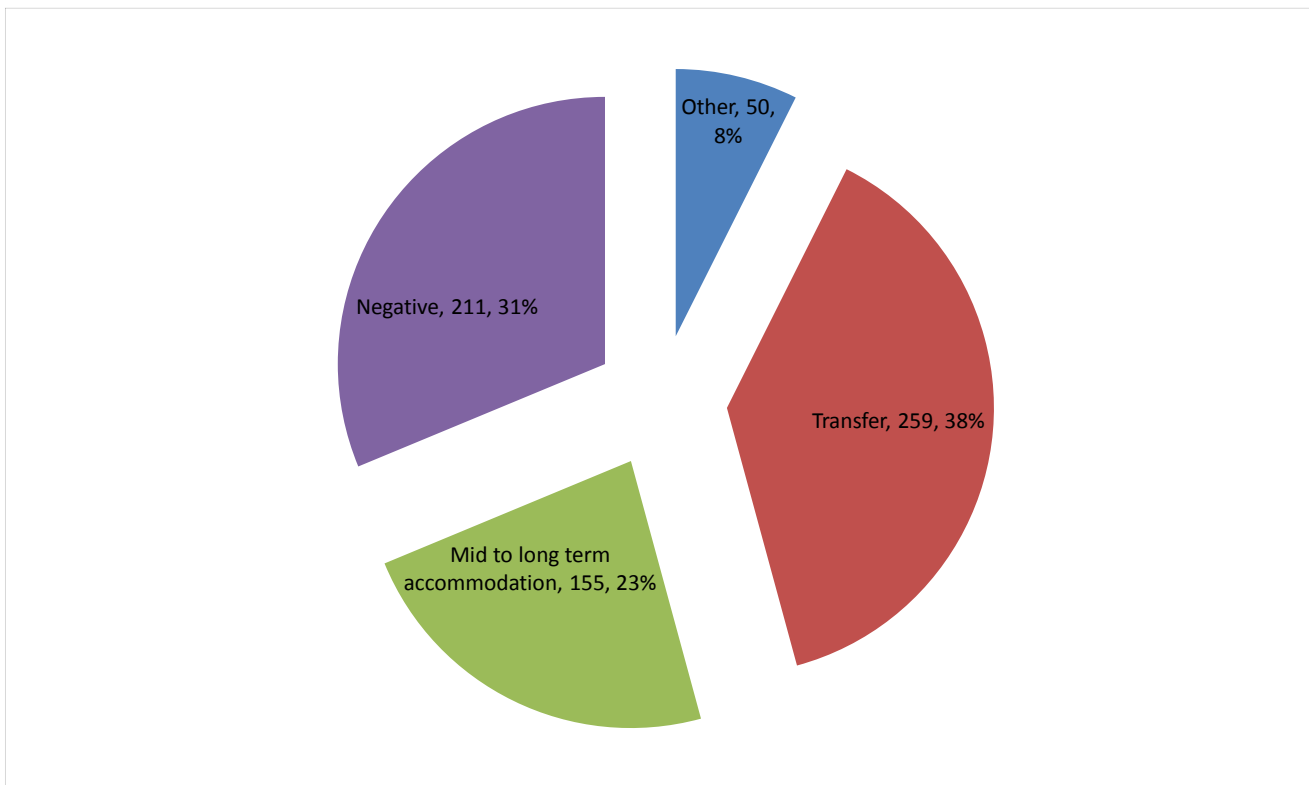
Source of referral →	BBS - CSTM	Westminster SSHU - CSTM	CSTM - Advice & Housing	Passage Assessment centre	BBS - Passage	Passage BBS and Day Centre	Passage Second Stage	BBS - St Mungo's	Westminster SSHU - Police	Westminster SPOT	City Rough Sleepers Team	CRI - Camden	Ealing SPOT	Heathrow Airport Outreach	Lambeth SORT	Southwark SPOT	HEF SORT	West London Day Centre	K & C SIT	SPEAR Outreach	Tower Hamlets SORT	Tower Hamlets HOST	London Street Rescue	London Reconnect	Pilton Islington Outreach	HAART	NSNO Assessment Hub	Rolling shelter	Hostel	St Mungo's internal transfer	GP/Hospital/Health authority	Local authority	Self	other referral source)	Total	
St John of God - Olallo Project			2		1			2		1																										6
SHP - Arlington Road																													1							1
SHP - Dennis Handfield House																													1						1	2
SHP - 165 Project												1																								1
St Mungo's - Birkenhead Street												2																	1							3
St Mungo's - Endsleigh Gardens												2																						1		3
St Mungo's - St Pancras Way												1																								1
Camden Total			2		1			2		1		6																	3						2	17
Providence Row - Middle Street											4																									4
St Mungo's - The Lodge					2						3								1																	6
City of London Total					2						7								1																	10
Broadway - Sixty-Five													6																							6
YMCA - Ealing													4																							4
Ealing Total													10																							10
St Mungo's - Church Walk																							1												1	2
St Mungo's - Mare Street																							1													1
Hackney Total																							2												1	3
Broadway - Goldhawk Road/Market Lane																	2									1		1							4	
Broadway - Edith Road																																		1	1	
Broadway - The Coninghams																		1									2								3	
Hammersmith & Fulham Total																	3									3		1					1		8	

Source of referral → Accommodation ↓	BBS - CSTM	Westminster SSHU - CSTM	CSTM - Advice & Housing	Passage Assessment centre	BBS - Passage	Passage BBS and Day Centre	Passage Second Stage	BBS - St Mungo's	Westminster SSHU - Police	Westminster SPOT	City Rough Sleepers Team	CRI - Camden	Ealing SPOT	Heathrow Airport Outreach	Lambeth SORT	Southwark SPOT	H&F SORT	West London Day Centre	K & C SIT	SPEAR Outreach	Tower Hamlets SORT	Tower Hamlets HOST	London Street Rescue	London Reconnect	Ptition Islington Outreach	HAART	NSNO Assessment Hub	Rolling shelter	Hostel	St Mungo's internal transfer	GP/Hospital/Health authority	Local authority	Self	other referral source)	Total	
NSNO Assessment Hub	20	1	4		10	6		13	1	3	18	23			25	32	16		3		3			59	3	11								3	254	
St Mungo's - Margery Street	8		2		2	5		5		2	6	3		4	1	7					3			11		8										67
Cranstoun Drug Services - City Road																2															1		9	3	15	
Islington Total	28	1	6		12	11		18	1	5	24	26		4	26	41	16		3		6			70	3	19					1		9	6	336	
St Mungo's - Cromwell Road																			6																6	
Kensington & Chelsea Total																			6																	6
Centrepont - Vauxhall Cross																1																				1
St Mungo's - Palace Road															1																					1
St Mungo's - Wix Lane																														1						1
Thames Reach - Graham House															4																				2	6
Thames Reach - Lambeth High Street																																			1	1
Thames Reach - Stamford Street															3														2						5	
Lambeth Total															8	1													2	1				3	15	
St Mungo's - Pagnell Street																								2						1				1	4	
St Mungo's - Spring Gardens																							4					2	1		1					8
Lewisham Total																							6					2	2			1		1	12	
SPEAR - Kew Road																				5															5	
Richmond Total																					5															5
St Mungo's - Rushworth Street											6		8	2	17	18					2	2		8			1									64
Equinox - Joe Richards House																																				3
Salvation Army - David Barker House															1	1																		3	5	
St Mungo's - Great Guildford Street															1	9																				10
St Mungo's - Grange Road																						1														7
Southwark Total											6		8	2	19	37					2	3		8			1							3	89	

Source of referral → Accommodation ↓	BBS - CSTM	Westminster SSHU - CSTM	CSTM - Advice & Housing	Passage Assessment centre	BBS - Passage	Passage BBS and Day Centre	Passage Second Stage	BBS - St Mungo's	Westminster SSHU - Police	Westminster SPOT	City Rough Sleepers Team	CRI - Camden	Ealing SPOT	Heathrow Airport Outreach	Lambeth SORT	Southwark SPOT	H&F SORT	West London Day Centre	K & C SJT	SPEAR Outreach	Tower Hamlets SORT	Tower Hamlets HOST	London Street Rescue	London Reconnect	Ptition Islington Outreach	HAART	NSNO Assessment Hub	Rolling shelter	Hostel	St Mungo's internal transfer	GP/Hospital/Health authority	Local authority	Self	other referral source)	Total				
Look Ahead - Aldgate											1										1															2			4
Providence Row - Daniel Gilbert House											1										1																		2
Providence Row - Edward Gibbons House																					1	1	1																3
Providence Row - Dellow Hostel																					1			2				1											4
Providence Row - Hackney Road											3										1																		4
Salvation Army - Booth House																					4		1				1												6
Tower Hamlets Total											5										9	1	4				1	1						2					23
The Passage - Passage Assessment Centre	1				2	3																																	6
Centrepoint - Greek Street	1																																						1
Church Army - Cosway Street					1																																		1
English Churches - King George's	3				3	2		2		1																1			1									3	16
English Churches - Queen Mary's								2																													1	3	
Look Ahead - Bayswater	2				1			1																						3							3	10	
Look Ahead - Hopkinson House	1				2																								3									6	
Novas - CUC Soho	1		1			1		2		1																		1	3									10	
Salvation Army - Edward Alsop Court	4					2				1								1													1		1				1	11	
St Mungo's - Harrow Road																										1												1	2
The Passage - Passage House	3		1	3	10		3																															1	21
The Passage - Passage House Foyer						1																																	1
The Passage - Montfort House						1		1																															2
Thames Reach - Shroton Street	1																																						1
Westminster Total	17		2	3	19	10	3	8		3								1								2		1	10			1				10	91		
Total	45	1	10	3	34	21	3	28	1	9	42	32	18	6	53	79	19	1	10	7	18	1	90	3	19	2	5	2	18	4	1	4	9	27			625		

9) Departures - destination on departure

Departure actions by destination on departure



Base: 701

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 owner	1	0%
Bed & Breakfast	49	7%
Care home	0	0%
Clearing House/RSI	15	2%
Detox clinic	6	1%
Committed suicide	0	0%
Died	6	1%
Home area	0	0%
Hospital	0	0%
Hospital - long term	5	1%
Hospital - NOT long term/acute care	2	0%
Hostel	0	0%
Hostel - another organisation	100	14%
Hostel - within the organisation	52	7%
LA tenancy (general needs)	39	6%
Long-term accommodation	0	0%
Not known	149	21%
Outside London	0	0%
Previous home (describe type of accomm in notes)	6	1%
Private rented sector - independent	20	3%
Private rented sector - with some floating support/support	7	1%
Psychiatric hospital	7	1%
Rehab clinic	13	2%
Returned to home country (CEE)	26	4%
Returned to home country (non CEE)	4	1%
RSL tenancy (general needs)	18	3%
Sheltered Housing	4	1%
Sleeping rough/Returned to streets	43	6%
Staying with family	14	2%
Staying with friends	30	4%
Supported Housing	34	5%
Taken into custody	19	3%
Temporary accommodation	0	0%
Temporary accommodation (LA)	30	4%
Tied accommodation with work	2	0%
Total	701	100%

658 people departed from accommodation in London this year. These 658 people had 701 departure actions. This indicates that an individual can depart from more than once (at 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: 417/453, Oct-Dec 413/452, Jul-Sep 491/534).

22% of people left accommodation to move to another hostel. This is a slight decrease on the previous three periods (Jan-Mar: 33%, Oct-Dec: 34%, Jul-Sep: 27%).

23% of people left accommodation to move to mid to long-term accommodation. This is similar to previous periods (Jan-Mar: 23%, Oct-Dec: 25%, Jul-Sep: 22%).

Breakdown by accommodation

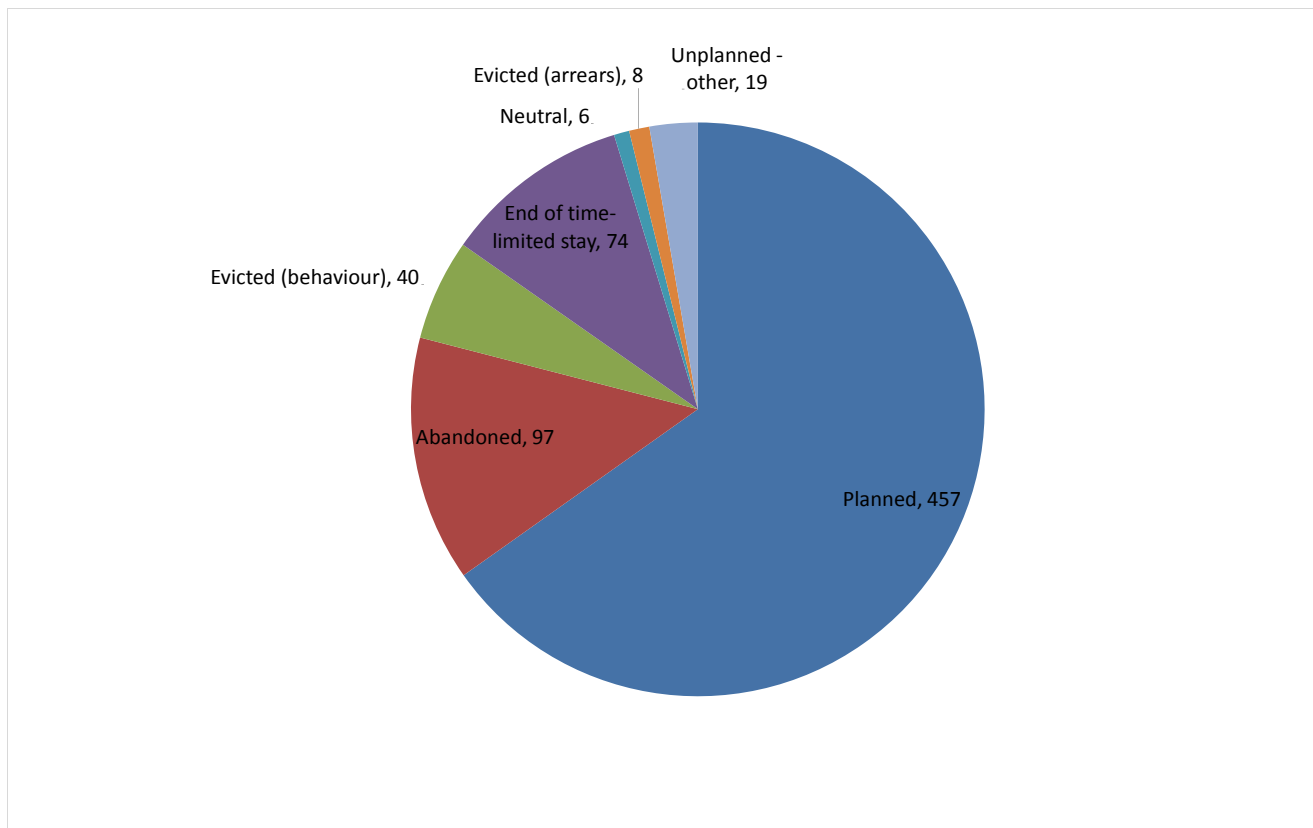
Destination Accommodation	Accomm where client is owner	Bed & Breakfast	Clearing House/RSI	Detox clinic	Died	Hospital - long term	Hospital - NOT long term/acute	Hostel - another organisation	Hostel - within the organisation	LA tenancy (general needs)	Not known	Previous home (describe type of	Private rented sector -	Private rented sector - with	Psychiatric hospital	Rehab clinic	Returned to home country (CEE)	Returned to home country (Non CEE)	RSL tenancy (general needs)	Sheltered Housing	Sleeping rough/Returned	Staying with family	Staying with friends	Supported Housing	Taken into custody	Tied accommodation	Temporary accommodation	Total
St Mungo's - Villiers Road																					1	1						2
Brent Total																					1	1						2
Irish Centre Housing - Conway House								1																				1
St John of God - Olallo Project									1		2		1									2		1				7
SHP - Arlington Road				1				1																				2
SHP - Dennis Handfield House											1											1						2
St Mungo's - Birkenhead Street											1				1													2
St Mungo's - Endell Street													1															1
St Mungo's - Endsleigh Gardens			2		1				1						2													6
St Mungo's - Grays Inn Road						1																						1
St Mungo's - St Pancras Way								1			2														1			4
Camden Total			2	1	1	1		4	1		6		2		3						3		1		1			26
Providence Row - Middle Street										1											1	1				1		4
St Mungo's - The Lodge										3	2								1					1				7
City of London Total									4		2								1	1	1			1	1			11

Destination Accommodation	Accomm where client is owner	Bed & Breakfast	Clearing House/RSI	Detox clinic	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 -	Private rented sector - with	Psychiatric hospital	Rehab clinic	Returned to home country (CEE)	Returned to home country (Non CEE)	RSL tenancy (general needs)	Sheltered Housing	Sleeping rough/Returned	Staying with family	Staying with friends	Supported Housing	Taken into custody	Tied accommodation	Temporary accommodation	Total
St Mungo's - Rushworth Street		3		1		2		14	14		13	1	2			1		1			2	2	1	3	3		1	64
Equinox - Joe Richards House																1							1					2
Salvation Army - David Barker House		1	2								1																	4
St Mungo's - Great Guildford Street											3					2					1			1	5			12
St Mungo's - Grange Road										1	2											1						4
Southwark Total		4	2	1		2		14	14	1	19	1	2			4		1			3	3	2	4	8		1	86
Look Ahead - Aldgate		1						3			2					2							1		1			13
Providence Row - Daniel Gilbert House			1								2								1									4
Providence Row - Dellow Hostel											3													1				4
Edward Gibbons House																								1				1
Providence Row - Hackney Road											1																	1
Salvation Army - Booth House		1	4						1	1	1		2															10
Tower Hamlets Total		2	5					3	1	1	9		2	1		2			3				1	2	1			33
The Passage - Passage Assessment Centre								2	7		1										1						1	12
English Churches - King George's			2			1				1	2								2	1	1		1	2	3			17
Look Ahead - Bayswater											4		1						1					1	1			8
Look Ahead - Hopkinson House					1			1			1											2						5
Look Ahead - Victoria			2				1	9	6	14			3	2		1			1		1		1	3			12	56

Destination Accommodation	Accomm where client is owner	Bed & Breakfast	Clearing House/RSI	Detox clinic	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 -	Private rented sector - with	Psychiatric hospital	Rehab clinic	Returned to home country (CEE)	Returned to home country (Non CEE)	RSL tenancy (general needs)	Sheltered Housing	Sleeping rough/Returned	Staying with family	Staying with friends	Supported Housing	Taken into custody	Tied accommodation	Temporary accommodation	Total
Novas - CUC Soho				1			1				5									1				2				10
Salvation Army - Edward Alsop Court											3		2											2		1		8
St Mungo's - Harrow Road					2			2			2																	6
The Passage - Passage House								6					1								1							8
The Passage - Passage House Foyer													1						1									2
The Passage - Montfort House			1						1	2																		4
St Mungo's - Bravington Road (3-5)										1																		1
St Mungo's - Portishead House									1																			1
Westminster Total			5	1	3	1	2	20	15	18	18		8	2	1	1			5	2	4	2	3	10	3	1	13	138
Total	1	49	15	6	6	5	2	100	52	39	149	6	20	7	7	13	26	4	18	4	43	14	30	34	19	2	30	701

10) Departures - reason for leaving

Departures by whether or not the departure was planned or unplanned



Base: 701

658 people departed from accommodation in London this year. These 658 people had 701 departure actions. This indicates that an individual can depart more than once (from the same accommodation project or different) in a period.

65% of departures were due to a planned move. This is similar to previous quarters (Jan-Mar: 62%, Oct-Dec 67%, Jul-Sep 59%).


14% of departures were due to abandonments. This is consistent with the previous three quarters.

7% 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	Total
St Mungo's - Villiers Road	1	1						2
Brent Total	1	1						2
Irish Centre Housing - Conway House	1							1
St John of God - Olallo Project	3	2	1	1				7
SHP - Arlington Road	2							2
SHP - Dennis Handfield House		1	1					2
St Mungo's - Birkenhead Street			1	1				2
St Mungo's - Endell Street	1							1
St Mungo's - Endsleigh Gardens	3		2		1			6
St Mungo's - Grays Inn Road	1							1
St Mungo's - St Pancras Way	1	1	2					4
Camden Total	12	4	7	2	1			26
Providence Row - Middle Street	2	1	1					4
St Mungo's - The Lodge	5	2						7
City of London Total	7	3	1					11
Broadway - Sixty-Five	6		1					7
YMCA - Ealing						1		1
Ealing Total	6		1			1		8
St Mungo's - Church Walk	3	1						4
St Mungo's - Mare Street				1				1
Hackney Total	3	1		1				5
Broadway - Goldhawk Road/Market Lane	2		1	2				5
Broadway - Edith Road	1							1
Broadway - Old Theatre	1		1		1			3
Broadway - The Coningshams	1							1
Hammersmith & Fulham Total	5		2	2	1			10

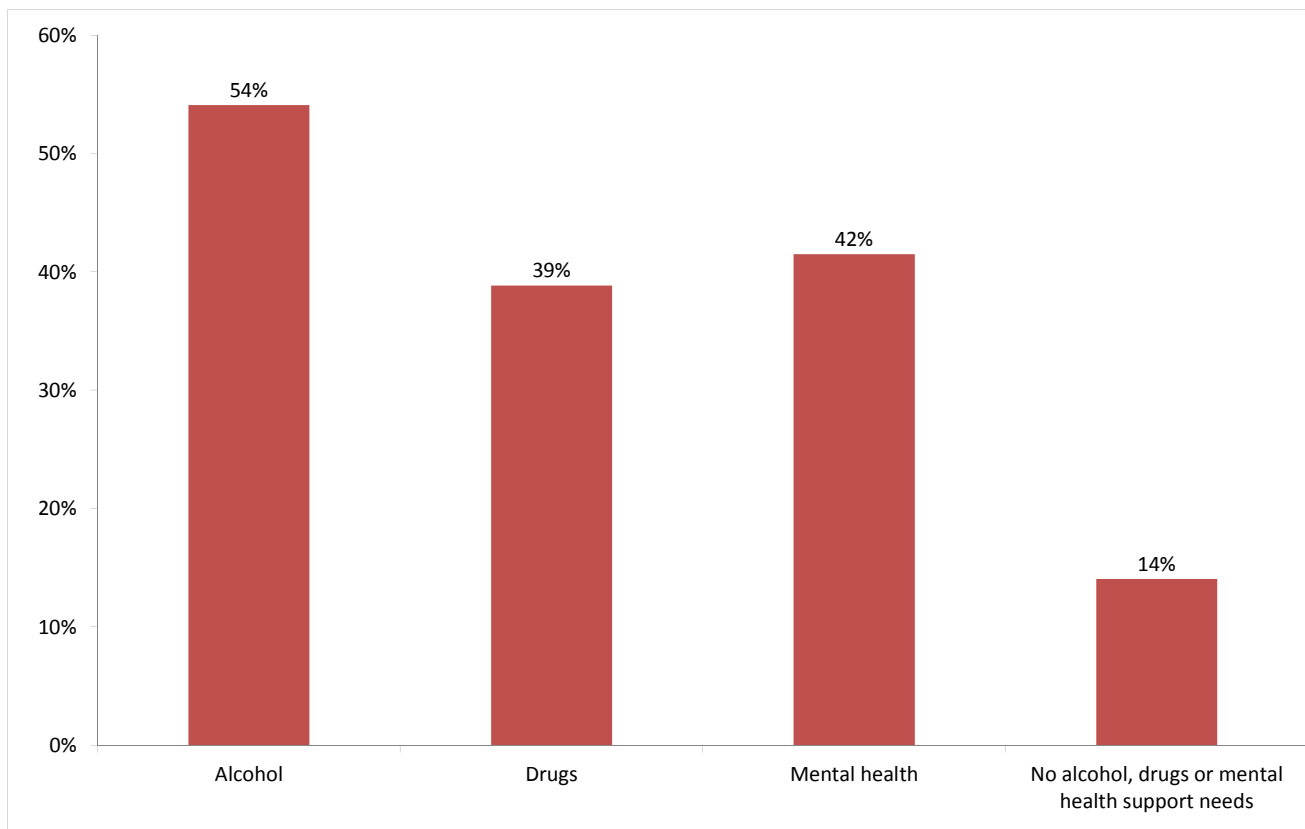
<div style="display: flex; justify-content: space-between;"> → Planned/Unplanned </div> <div style="display: flex; justify-content: space-between;"> ↓ Accommodation </div>	Planned	Abandoned	Evicted (behaviour)	End of time-limited stay	Neutral	Evicted (arrears)	Unplanned - other	Total
NSNO Assessment Hub	147	41	1	45			5	239
St Mungo's - Margery Street	47	9	5	3			1	65
Cranstoun Drug Services - City Road	8	8		1				17
Islington Total	202	58	6	49			6	321
St Mungo's - Cromwell Road	4							4
St Mungo's - Redcliffe Gardens	1							1
Kensington & Chelsea Total	5							5
Equinox - Brook Drive	1			1				2
St Mungo's - Auckland Hill	1							1
St Mungo's - Cedars Road	20	1	5					26
Thames Reach - Graham House	3	1	2		1			7
Thames Reach - Lambeth High Street	1							1
Thames Reach - Stamford Street	4							4
Lambeth Total	30	2	7	1	1			41
St Mungo's - Pagnell Street	3		1				1	5
St Mungo's - Spring Gardens	2	2	2				1	7
Lewisham Total	5	2	3				2	12
SHP - Jason Lee House			1					1
Redbridge Total			1					1
SPEAR - Kew Road	1					1		2
Richmond Total	1					1		2
St Mungo's - Rushworth Street	44	3	2	12			3	64
Equinox - Joe Richards House	1		1					2
Salvation Army - David Barker House	3	1						4
St Mungo's - Great Guildford Street	3	3	1			1	4	12
St Mungo's - Grange Road	2	2						4
Southwark Total	53	9	4	12		1	7	86

<div style="text-align: right;">  </div> Planned/Unplanned Accommodation	Planned	Abandoned	Evicted (behaviour)	End of time- limited stay	Neutral	Evicted (arrears)	Unplanned - other	Total
Look Ahead - Aldgate	9	1	2				1	13
Providence Row - Daniel Gilbert House	2			2				4
Providence Row - Dellow Hostel	1	3						4
Providence Row - Edward Gibbons House	1							1
Providence Row - Hackney Road			1					1
Salvation Army - Booth House	8			1		1		10
Tower Hamlets Total	21	4	3	3		1	1	33
The Passage - Passage Assessment Centre	10	1		1				12
English Churches - King George's	10	1	2			1	3	17
Look Ahead - Bayswater	4	3	1					8
Look Ahead - Hopkinson House	3		1		1			5
Look Ahead - Victoria	54	1		1				56
Novas - CUC Soho	5	3	1			1		10
Salvation Army - Edward Alsop Court	5	1		1		1		8
St Mungo's - Harrow Road	1	2			2	1		6
The Passage - Passage House Foyer	2							2
The Passage - Passage House	6	1		1				8
The Passage - Montfort House	4							4
St Mungo's - Bravington Road (3-5)	1							1
St Mungo's - Portishead House	1							1
Westminster Total	106	13	5	4	3	4	3	138
Total	457	97	40	74	6	8	19	701

Client Support Needs/Institutional History

11) Support needs

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



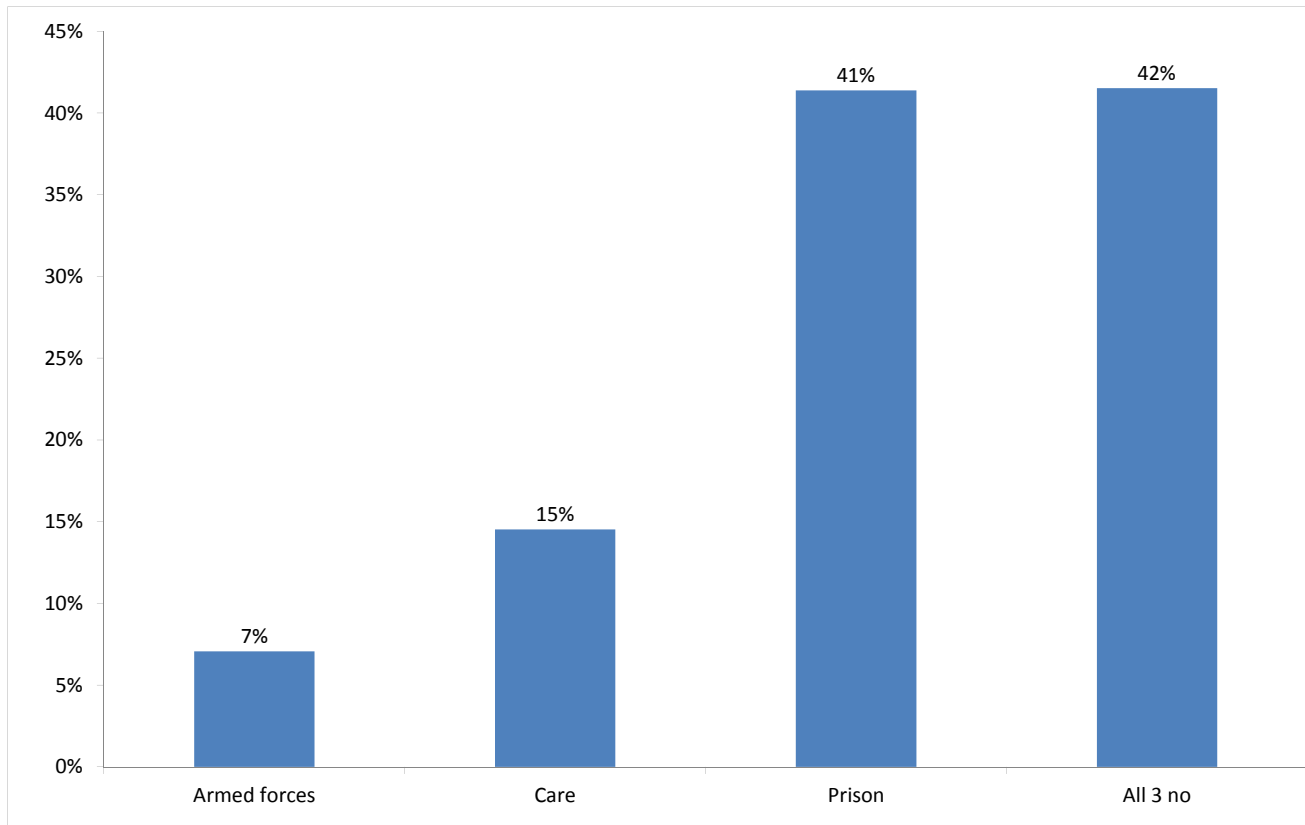
Base: 1913 Note that the base figure for this graph excludes clients where all 3 support needs are not known or not recorded (1032).

Support Needs	No. of people	%
Alcohol only	378	13%
Drugs only	196	7%
Mental health only	255	9%
Alcohol and drugs	232	8%
Alcohol and mental health	224	8%
Drugs and mental health	114	4%
Alcohol, drugs and mental health	201	7%
All 3 no	269	9%
All 3 not known or not assessed	1032	35%
All 3 no, not known or not assessed	44	1%
Total	2945	100%

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

12) 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: 1515 Note that the base figure for this graph excludes clients where all 3 institutional histories are not known.

107 people contacted in across London this quarter have previously been in the armed forces (63 last quarter).

Nationality	Number	% of people seen rough sleeping
UK	49	3%
Non-UK	58	3%
Total	107	6%

220 people contacted in London this quarter have previously been in care (148 last quarter).

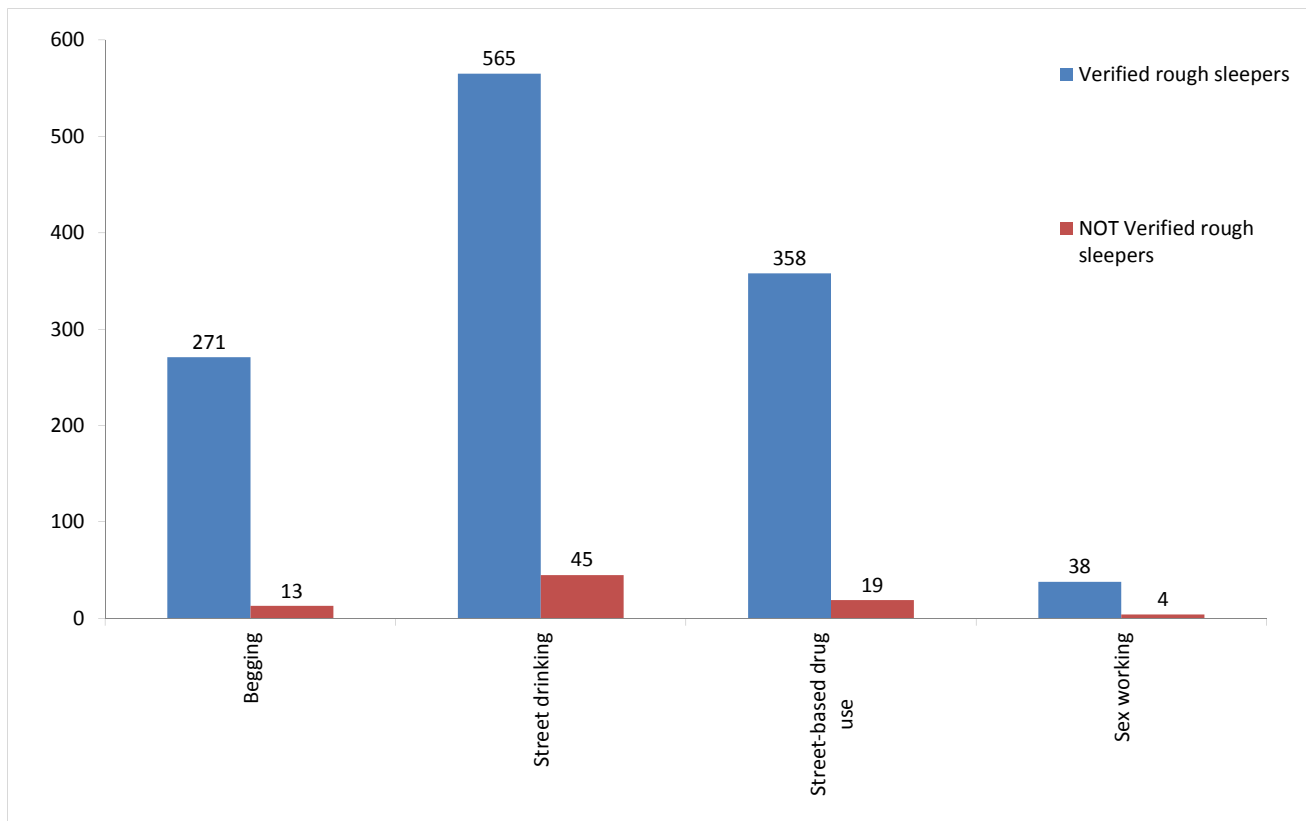
627 people contacted in London this quarter have previously been in prison (494 last quarter).

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. 146 people contacted in the year have been in care and prison.

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

13) 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: 847

Base for people not verified as rough sleepers: 521

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

In addition to the 2779 verified rough sleepers contacted in the quarter by outreach or BBS teams, 521 people who are considered vulnerable but have not been seen rough sleeping were also contacted. Of these:

42 had confirmed reconnections;

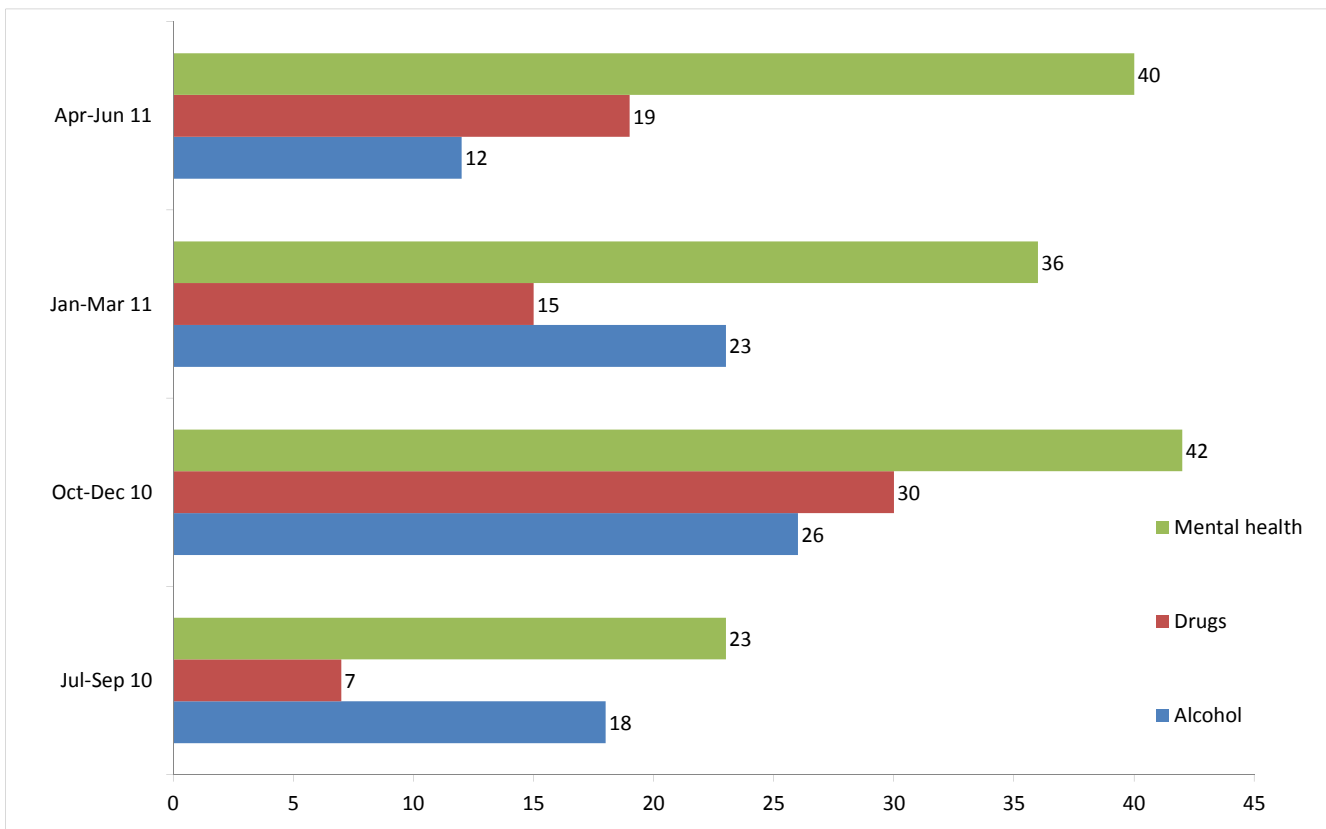
48 were booked into accommodation across all boroughs;

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

Clearing House - Permanent RSI Accommodation

14) Support needs for people housed in the period

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

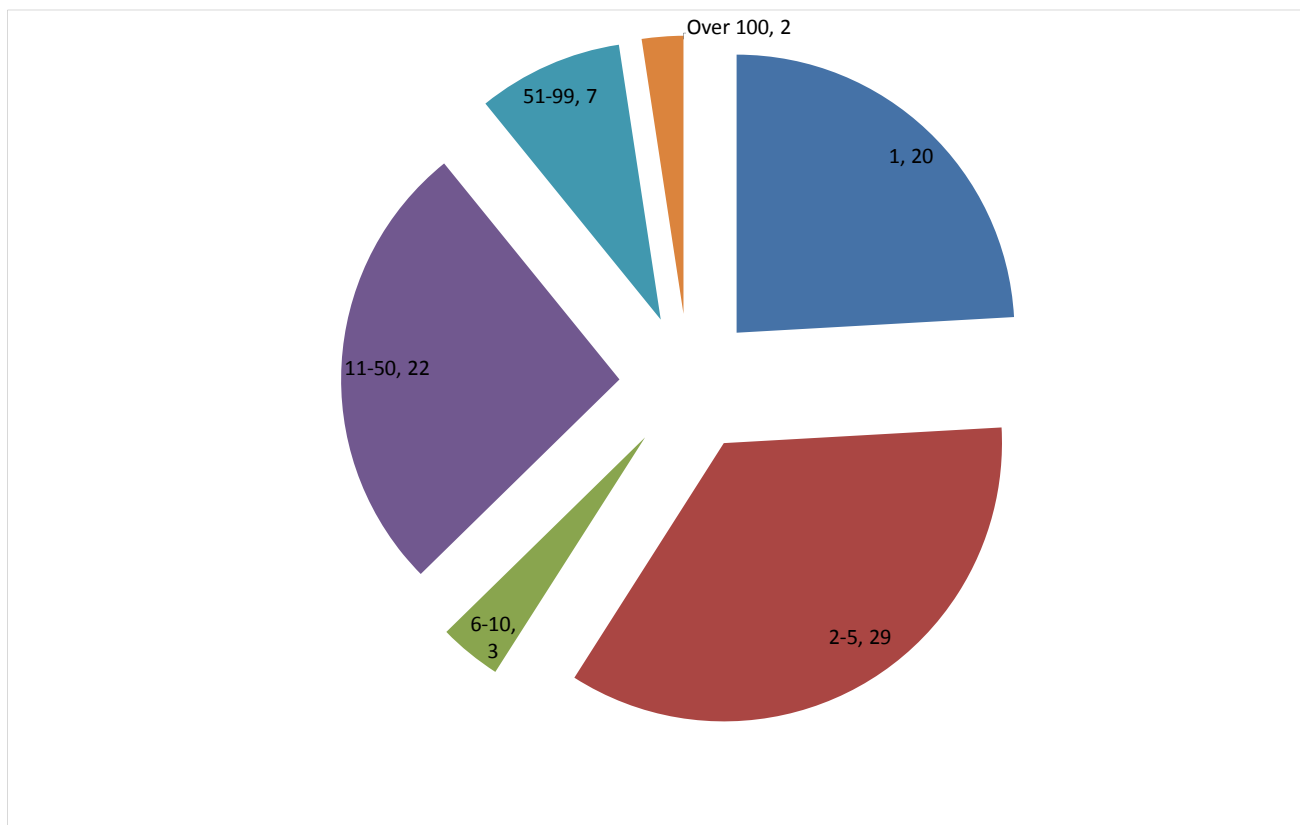


87 people started a tenancy in RSI accommodation this quarter. This compares to 83 people during January to March 2010.

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

15) 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: 83

Number of street contacts	Apr-Jun	Jan-Mar
1	20	24
2-5	29	23
6-10	3	12
11-50	22	15
51-99	7	6
Over 100	2	0

83 of the 87 people starting an RSI tenancy in the quarter, are verified rough sleepers with a CHAIN record*.

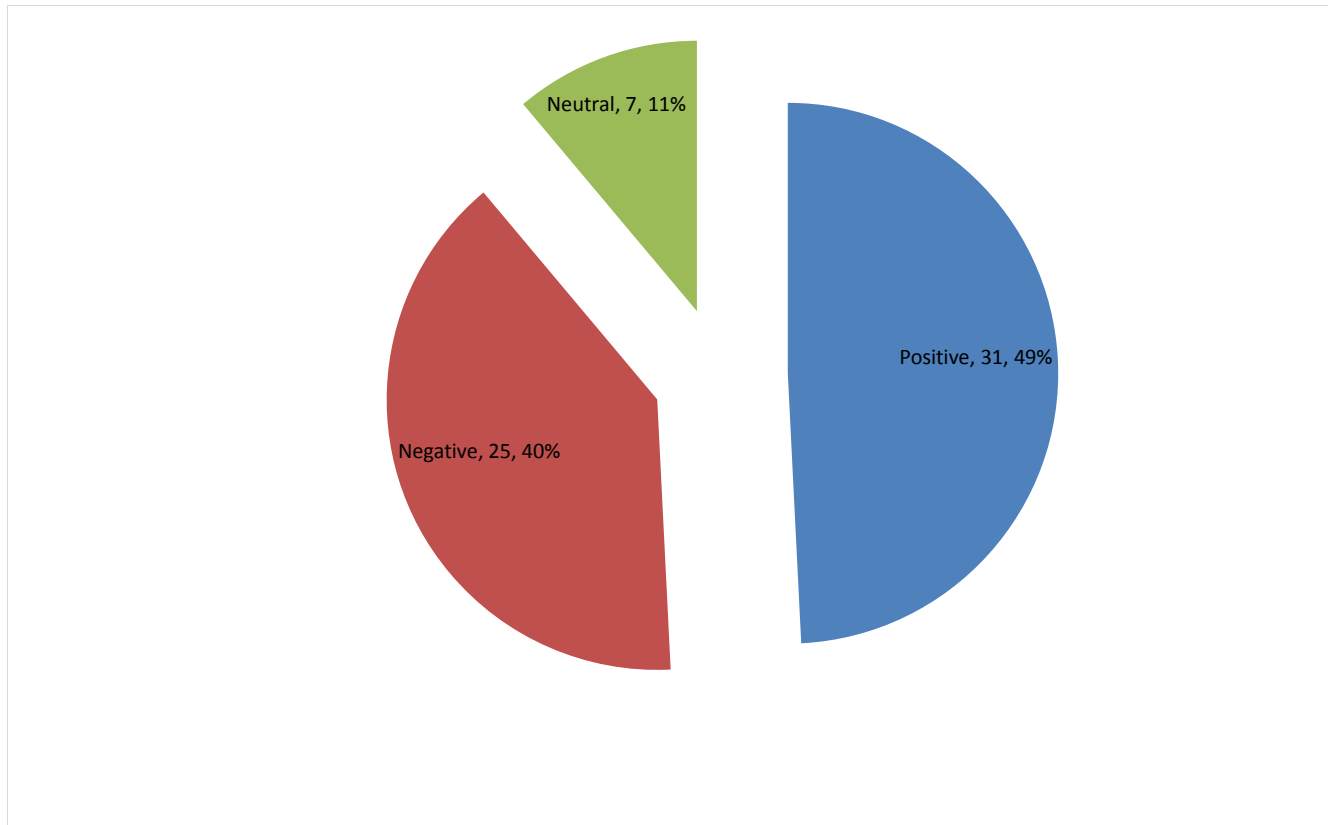
20 of these people had only 1 street contact recorded on CHAIN before their tenancy start.

9 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.

16) Departures from long-term accommodation

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



Base: 63

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	13	21%	0%
Evicted	10	16%	0%
Planned move out	17	27%	0%
Transferred	8	13%	0%
Went to prison	2	3%	0%
Death of tenant	6	10%	0%
RSI transfer	6	10%	0%
Other	1	2%	0%
Total	63	100%	2%

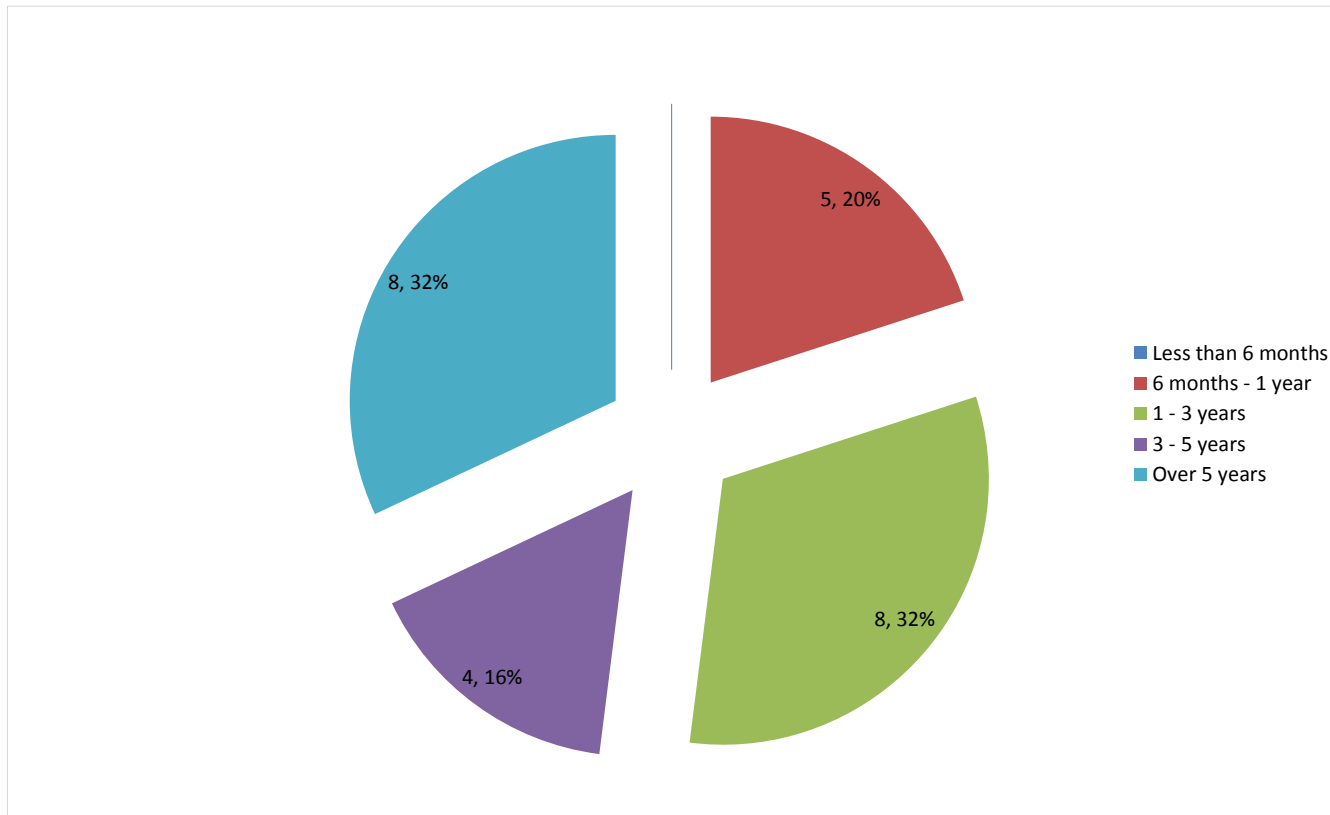
63 people ended an RSI accommodation tenancy this quarter. This is a decrease from 87 last quarter and 74 during October to December 2010.

The proportion of people leaving for negative reasons has increased this quarter (29% during January to March).

A total of 0.6% of current Clearing House tenancies ended negatively this quarter.

17) 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: 25

25 people ended an RSI tenancy in quarter due to abandoning or being evicted from their property. This is 0.7% of the 3625 current total number of RSI tenancies.

The majority of these people (48%) had been in their tenancy for 3 years or more. This compares to Jan-Mar: 44%, Oct-Dec: 53%, and Jul-Sep: 67%.

32% of these people had been in their tenancy for 1 to 3 years. This is a decrease from 44% during January to March 2011.