



# Street to Home Quarterly report

1st January to 31st March 2010



# Street to Home Quarterly report 1st January to 31st March 2010

## 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) People contacted by month

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

#### 4) Borough distribution (map and chart)

People seen sleeping rough in the quarter by borough

#### 5) No booking in actions

People contacted in the quarter with no booking in actions (by any outreach or BBS team), by total number of street contacts recorded on CHAIN

#### 6) Booking in and reconnection actions

Outreach booking in and reconnection actions achieved in the quarter by type

#### 7) Booking in actions (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 action.

### Wider street population

#### 8) 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

#### 9) Arrivals

Temporary accommodation arrival actions by accommodation project and source of referral.

#### 10) Departures - reason for leaving

Departure actions by reason for leaving

#### 11) Departures - destination on departure

Departure actions by destination on departure

### Support needs, institutional history and wider street population

#### 12) Support needs

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

#### 13) 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

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

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

### 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.

### 16) Departures from permanent accommodation

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

### 17) Abandonments and evictions by length of stay

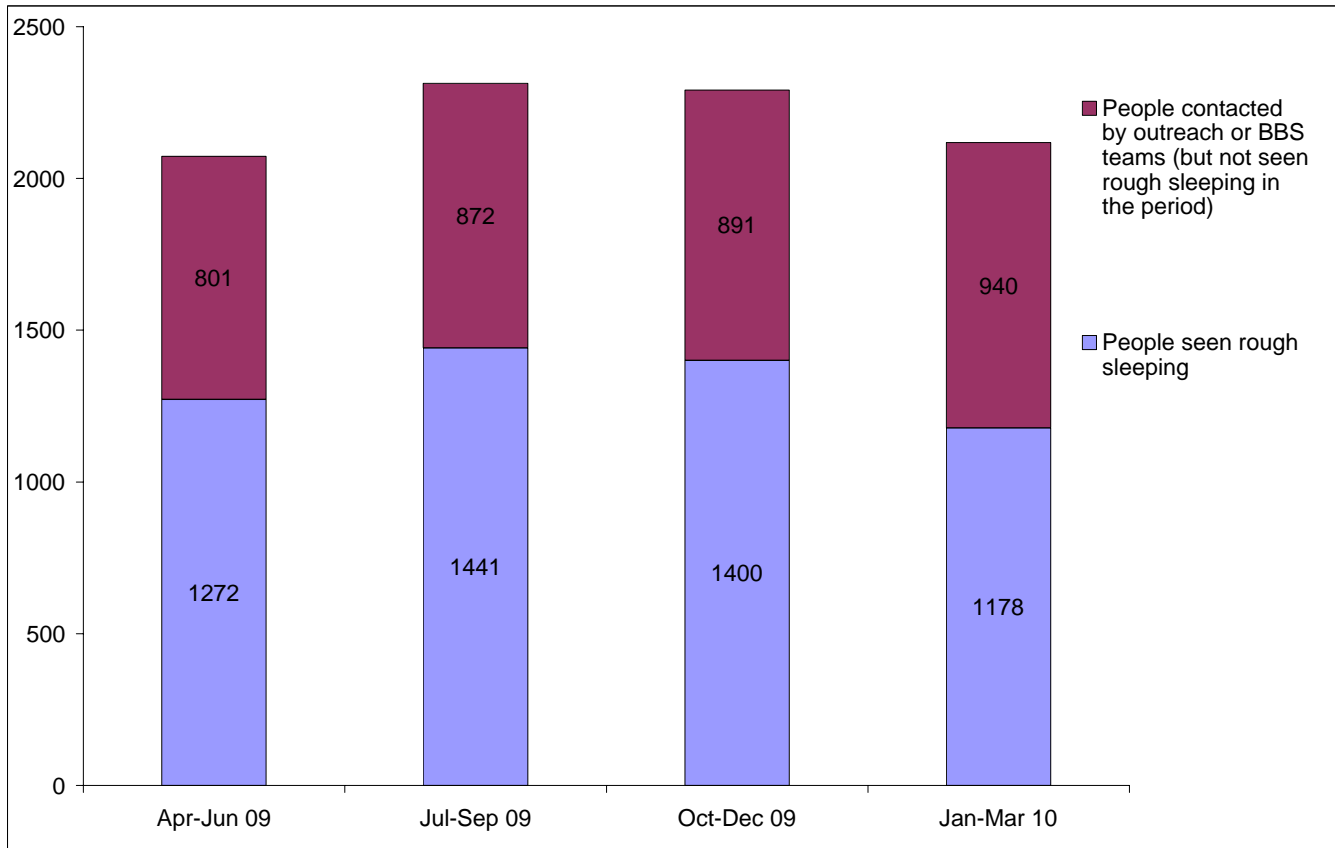
Length of stay of people who departed from RSI long-term accommodation in the period due to abandoning or being evicted from the property

# 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



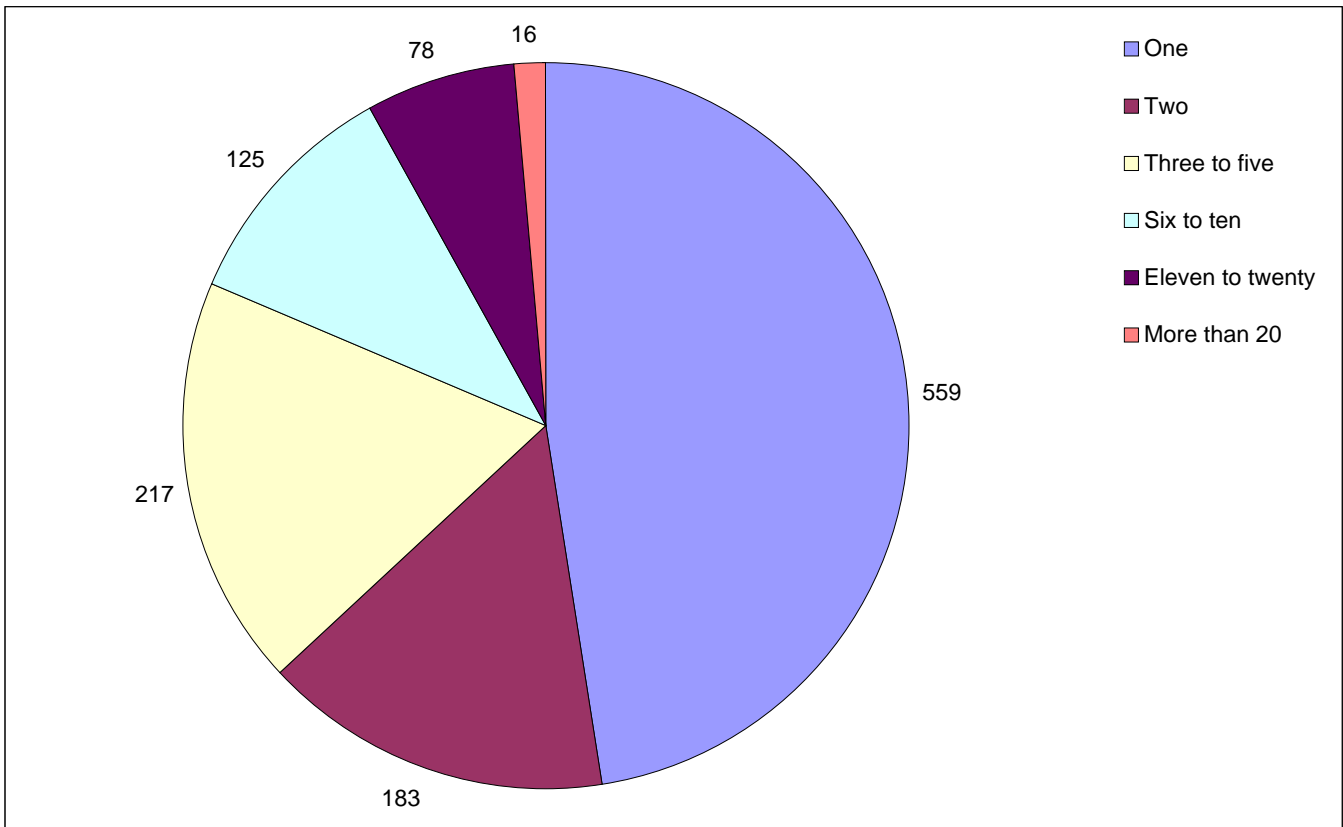
Apr-Jun 09 base: 2073  
Jul-Sep 09 base: 2313  
Oct-Dec 09 base: 2291  
Jan-Mar 10 base: 2118

2118 verified rough sleepers were contacted by outreach services reporting to CHAIN in all boroughs during the quarter. This is a decrease from 2291 last quarter, but compares to 2017 in the same quarter last year.

Of these 2118, 1178 had a bedded down street contact in the quarter and so were known to have slept rough in a London borough during the quarter. The number sleeping rough this quarter has decreased by 16% compared to the previous quarter (1400).

## 2) Rough sleeping volume

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



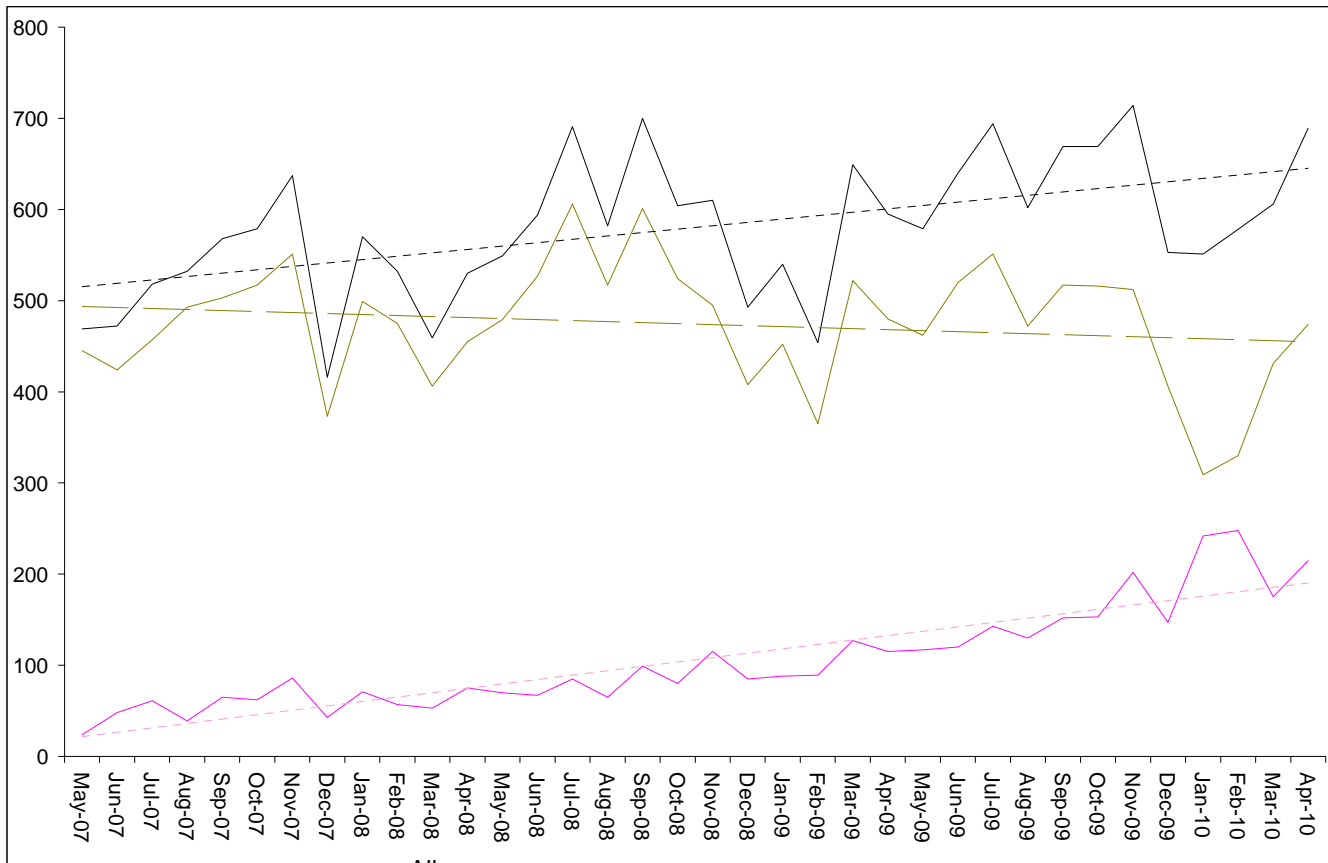
Of the 438 people verified this quarter (flow), 293 only had a single bedded down street contact.

Of the 438 people seen bedded down for the first time, 30% were from A10 countries (40% were from the UK).

NB A8 and A2 nationals often cannot be offered the same service as other people due to benefit restrictions.

### 3) People contacted by month

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



The black line shows the total number seen rough sleeping.

The green line shows the number of people seen rough sleeping excluding anyone from A8 or A2 countries.

The pink line shows the number of people seen rough sleeping from A8 or A2 countries.

The dotted black trendline includes all rough sleepers.

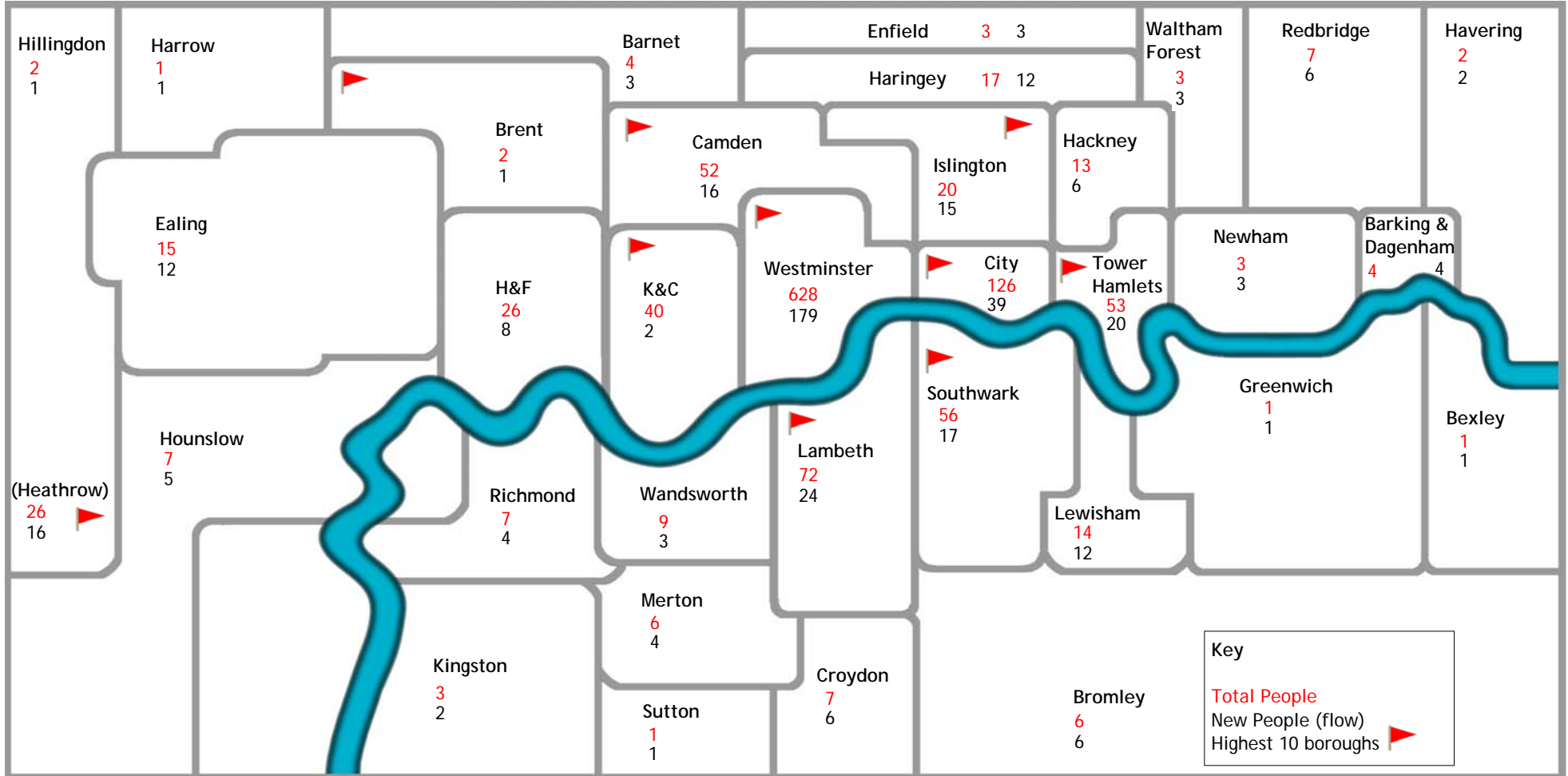
The dashed (green) trendline excludes rough sleepers from A8 and A2 countries.

The dotted (pink) trendline is for A8/A2 rough sleepers

The difference in trend lines indicates the increasing influence of A8 and A2 nationals on the upward trend in people seen rough sleeping by outreach teams in London.

#### 4) Borough distribution (map and chart)

People seen sleeping rough in the quarter by borough



Base: 1178

#### 4) Borough distribution (map and chart)

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 09	Oct-Dec 09	Jan-Mar 10	Change	% Change
Barking & Dagenham	0	3	4	+1	100%
Barnet	1	8	4	-4	-50%
Bexley	3	4	1	-3	-75%
Brent	47	7	2	-5	-71%
Bromley	3	5	6	+1	20%
Camden	77	75	52	-23	-31%
City of London	157	119	126	+7	6%
Croydon	1	15	7	-8	100%
Ealing	8	31	15	-16	-52%
Enfield	1	1	3	+2	200%
Greenwich	4	2	1	-1	-50%
Hackney	12	18	13	-5	-28%
Hammersmith & Fulham	18	36	26	-10	-28%
Haringey	15	18	17	-1	-6%
Harrow	0	4	1	-3	-75%
Havering	0	3	2	-1	-33%
Heathrow	34	20	26	+6	30%
Hillingdon	1	7	2	-5	-71%
Hounslow	13	10	7	-3	-30%
Islington	21	38	20	-18	-47%
Kensington & Chelsea	47	53	40	-13	-25%
Kingston	0	2	3	+1	0%
Lambeth	86	84	72	-12	-14%
Lewisham	15	19	14	-5	-26%
Merton	3	8	6	-2	-25%
Newham	6	7	3	-4	-57%
Redbridge	1	2	7	+5	250%
Richmond	20	20	7	-13	-65%
Southwark	71	100	56	-44	-44%
Sutton	1	2	1	-1	-50%
Tower Hamlets	41	44	53	+9	20%
Waltham Forest	1	16	3	-13	-81%
Wandsworth	9	11	9	-2	-18%
Westminster	512	681	628	-53	-8%

Compared to last quarter, there were no 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.

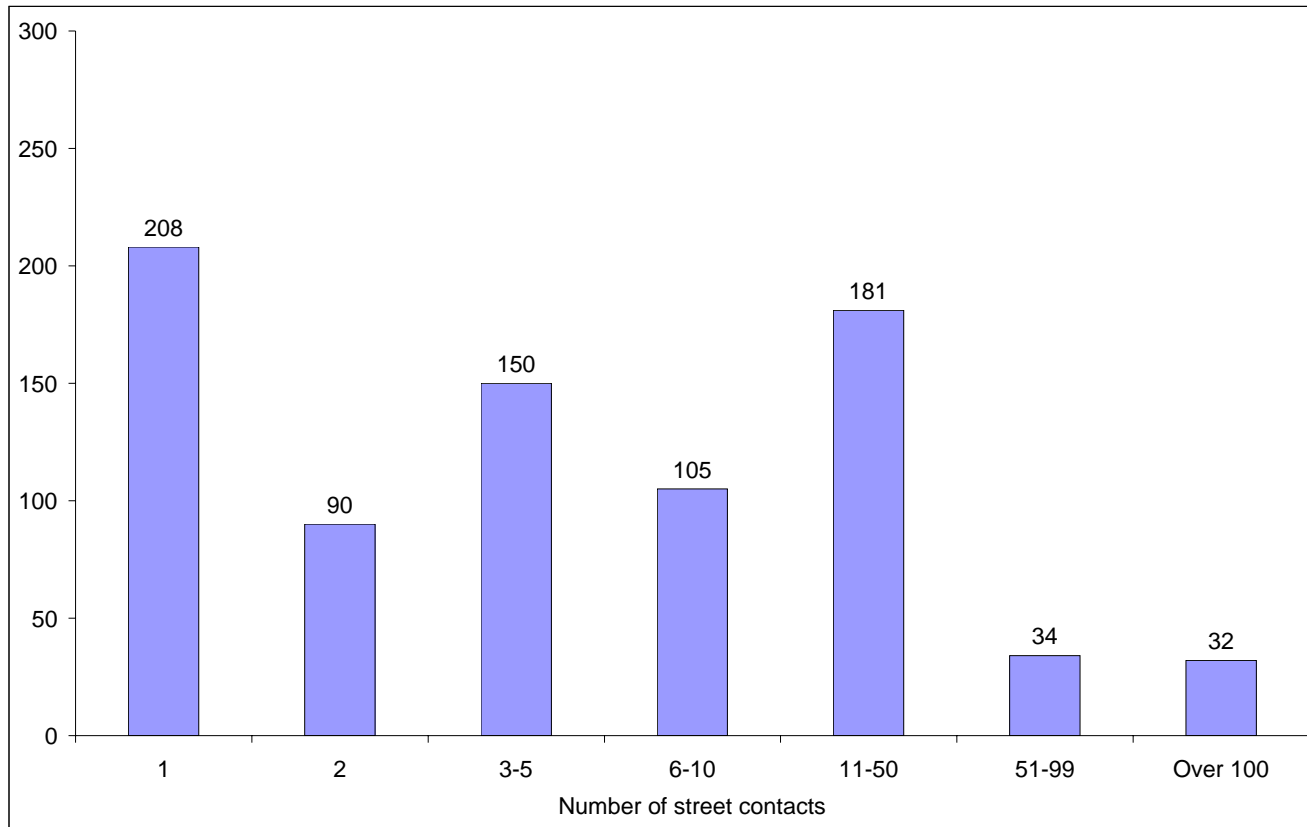
Compared to last quarter, the following boroughs that have a designated outreach/BBS team have seen a notable decrease (over 10) in the number of verified rough sleepers contacted:

Camden (a drop of 23), Ealing (a drop of 16), Hammersmith and Fulham (a drop of 10), Islington (a drop of 18), Kensington and Chelsea (a drop of 13), Lambeth (a drop of 12), Richmond (a drop of 13), Southwark (a drop of 44), Waltham Forest (a drop of 13) and Westminster (a drop of 53).



## 5) No booking in actions

People contacted in the quarter with no booking in actions (by any outreach or BBS team), by total number of street contacts recorded on CHAIN



Base: 800

800 (38%) verified rough sleepers contacted across all boroughs this quarter have never had a booking in action recorded on CHAIN. This has decreased from 965 (42%) in the previous period.

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

208 (26%) of the people who have never had a booking in action recorded on CHAIN have only ever had one street contact recorded.

32 people in all London boroughs have never had a booking in action despite having over a hundred street contacts. This is higher than previous quarters (Oct-Dec 09 - 27, Jul-Sep 09 - 21, Apr-Jun 09 - 20).

## 6) Booking in and reconnection actions

Outreach booking in and reconnection actions achieved in the quarter by type

Accommodation action	No. of actions	%
Booked into assessment centre	17	2%
Booked into bed and breakfast	74	8%
Booked into clinic	21	2%
Booked into emergency bed space	157	17%
Booked into rolling shelter	149	16%
<i>Referral to hostel</i>	303	*
Booked into hostel	269	29%
<i>Referral rejected</i>	30	*
Booked into temporary other accommodation	60	7%
Booked into long-term accommodation - RSI	7	1%
Booked into long-term accommodation - LA	11	1%
Booked into long-term accommodation - HA	8	1%
Booked into long-term accommodation - other	13	1%
Booked into private rented accommodation	36	4%
Booked into second stage accommodation	10	1%
<b>Bookings in total</b>	<b>832</b>	<b>90%</b>
Moved to area outside London	56	6%
Moved to other London borough	17	2%
Referred to another Borough's outreach team	18	2%
Returned to family	0	0%
Returned to home area	0	0%
<b>Reconnections total</b>	<b>91</b>	<b>10%</b>
<b>Total</b>	<b>923</b>	<b>100%</b>

Outreach and BBS teams across all boroughs succeeded in reconnecting or booking into accommodation 672 people, 32% of the 2118 people contacted during the quarter.

This is a higher proportion than previous periods - (Oct-Dec 09 - 27%, Jul-Sep 09 - 23%, Apr-Jun 09 - 25%)

610 people had a total of 832 booking in actions. This indicates that individuals can be booked into accommodation (the same type or different) more than once in the quarter.

73 people were booked into long-term accommodation. This is higher than Oct-Dec 09 (68). Periods prior to this did not include people booked into private rented accommodation in this figure, and so were much lower (Jul-Sep 09 - 31, Apr-Jun 09 - 29).

243 people were booked into hostel accommodation. This is the exact same number as in the previous two quarters.

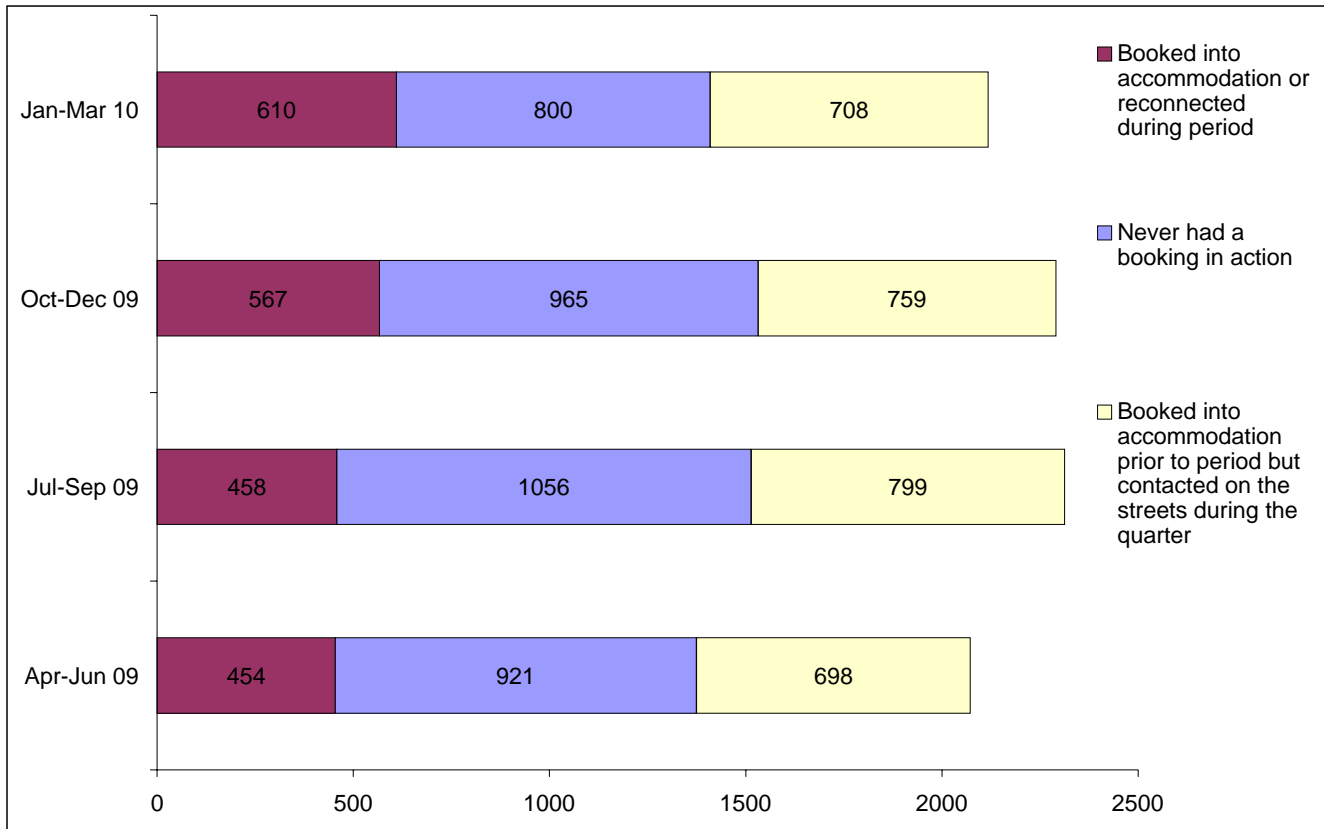
Outreach and BBS teams across all boroughs achieved a confirmed reconnection action with 89 people they contacted this quarter. This is 4% of the people contacted by outreach or BBS teams this quarter.

91 confirmed reconnection actions were recorded by outreach and BBS teams for verified rough sleepers this quarter. In addition, teams recorded 18 such actions for the wider street population (people not seen sleeping rough).

\* These actions 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. Referral rejected is an action currently recorded by hostels.

## 7) Booking in actions (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 action.

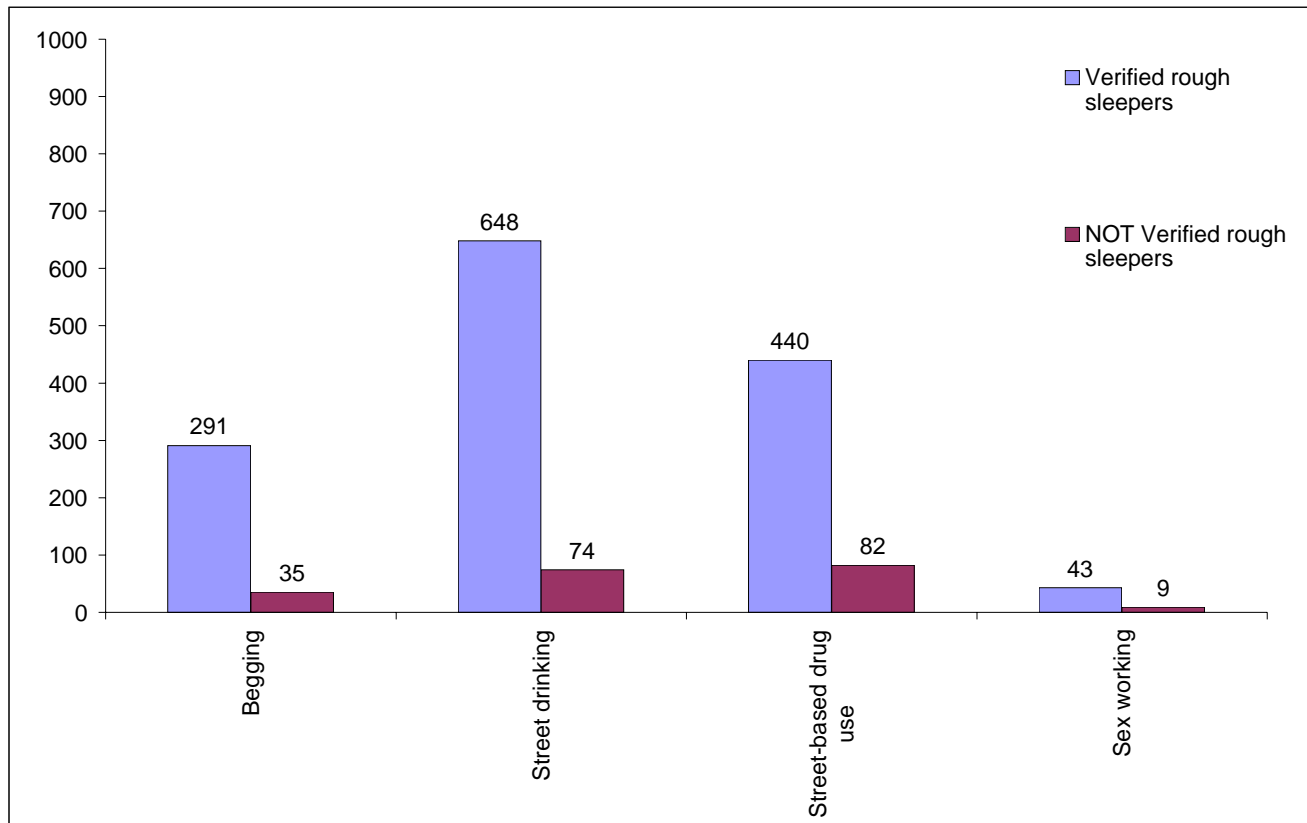


Apr-Jun 09 base: 2073  
 Jul-Sep 09 base: 2313  
 Oct-Dec 09 base: 2291  
 Jan-Mar 10 base: 2118

The proportion of people with a street contact but who have never had a booking in action decreased slightly this quarter (38%), having also decreased in previous the previous quarter (Oct-Dec 09 - 42%, Jul-Sep 09 - 46%).

## 8) 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: 1100

Base for people not verified as rough sleepers: 180

Of the 2118 verified rough sleepers contacted this quarter, 1100 (52%) 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 2118 verified rough sleepers contacted in the quarter by outreach or BBS teams, 180 people who are considered vulnerable but have not been seen rough sleeping were also contacted. Of these:

9 had confirmed reconnections;

37 were booked into accommodation across all boroughs;

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



Source of referral →	BBS CSTM	Passage BBS and Day Centre	BBS St Mungo's	Street Population Team	City RST	CRI Camden	Ealing SPOT	Heathrow Airport Outreach	Lambeth SORT	Southwark SPOT	H&F SORT	K&C SIT	SPEAR Outreach	Croydon Reach	Tower Hamlets SORT	London Street Rescue	Pillion Islington Outreach	HART team	Assessment centre	Day/night centre	Hostel/RS	St Mungo's Internal Transfer	GP/Hospital/Health authority	Local authority	Prison	Self	Other	Total	
St Mungo's, Church Walk															1	1													2
St Mungo's, Mare Street																1													1
<b>Hackney Total</b>															1	2													3
Broadway, Market Lane																					1								1
Broadway, Old Theatre																									1				1
Broadway, One-Sixty											2																		2
<b>Hammersmith &amp; Fulham Total</b>											2										1				1				4
RS - St Mungo's, Margery Street	10	7	7		13	2		3	1	6					2	9	8	2											70
City Road Cranstoun drug services																							1			11			12
<b>Islington Total</b>	10	7	7		13	2		3	1	6					2	9	8	2					1			11			82
Look Ahead, Earl's Court												2																	2
St Mungo's, Cromwell Road												2																	2
<b>Kensington &amp; Chelsea Total</b>												4																	4
Centrepoin, Vauxhall Cross	1																												1
Clinic - Equinox Brook Drive	1	1				2	1			2						1	3			1									12
St Mungo's, Cedars Road									9	3							1				1	2				2	1		19

Source of referral →	BBS CSTM	Passage BBS and Day Centre	BBS St Mungo's	Street Population Team	City RST	CRI Camden	Ealing SPOT	Heathrow Airport Outreach	Lambeth SORT	Southwark SPOT	H&F SORT	K&C SIT	SPEAR Outreach	Croydon Reach	Tower Hamlets SORT	London Street Rescue	Pillion Islington Outreach	HART team	Assessment centre	Day/night centre	Hostel/RS	St Mungo's Internal Transfer	GP/Hospital/Health authority	Local authority	Prison	Self	Other	Total
TR, Graham House		1		1	2		1		7					1	1	1					4						2	21
TR, Stamford Street									1	1																		2
<b>Lambeth Total</b>	<b>2</b>	<b>2</b>		<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>		<b>17</b>	<b>6</b>				<b>1</b>	<b>1</b>	<b>2</b>	<b>4</b>			<b>1</b>	<b>5</b>	<b>2</b>				<b>2</b>	<b>3</b>	<b>55</b>
St Mungo's, Pagnell Street																2						1						3
St Mungo's, Spring Gardens									1							1						2						4
<b>Lewisham Total</b>										<b>1</b>						<b>3</b>						<b>3</b>						<b>7</b>
SPEAR, Kew Road													5															5
<b>Richmond Total</b>													<b>5</b>															<b>5</b>
RS - St Mungo's, Rushworth Street					4		2	2	18	24			2	1	5	4												62
Broadway, Manor Place										1																		1
Equinox, Joe Richards House										1																		1
Salvation Army, David Barker House								1	1	2							1				1							6
St Mungo's, Great Guildford Street									3	1												1						5
St Mungo's, Grange Road										5												1		1				7
<b>Southwark Total</b>					<b>4</b>		<b>2</b>	<b>3</b>	<b>22</b>	<b>34</b>			<b>2</b>	<b>1</b>	<b>5</b>	<b>4</b>	<b>1</b>				<b>1</b>	<b>2</b>		<b>1</b>				<b>82</b>

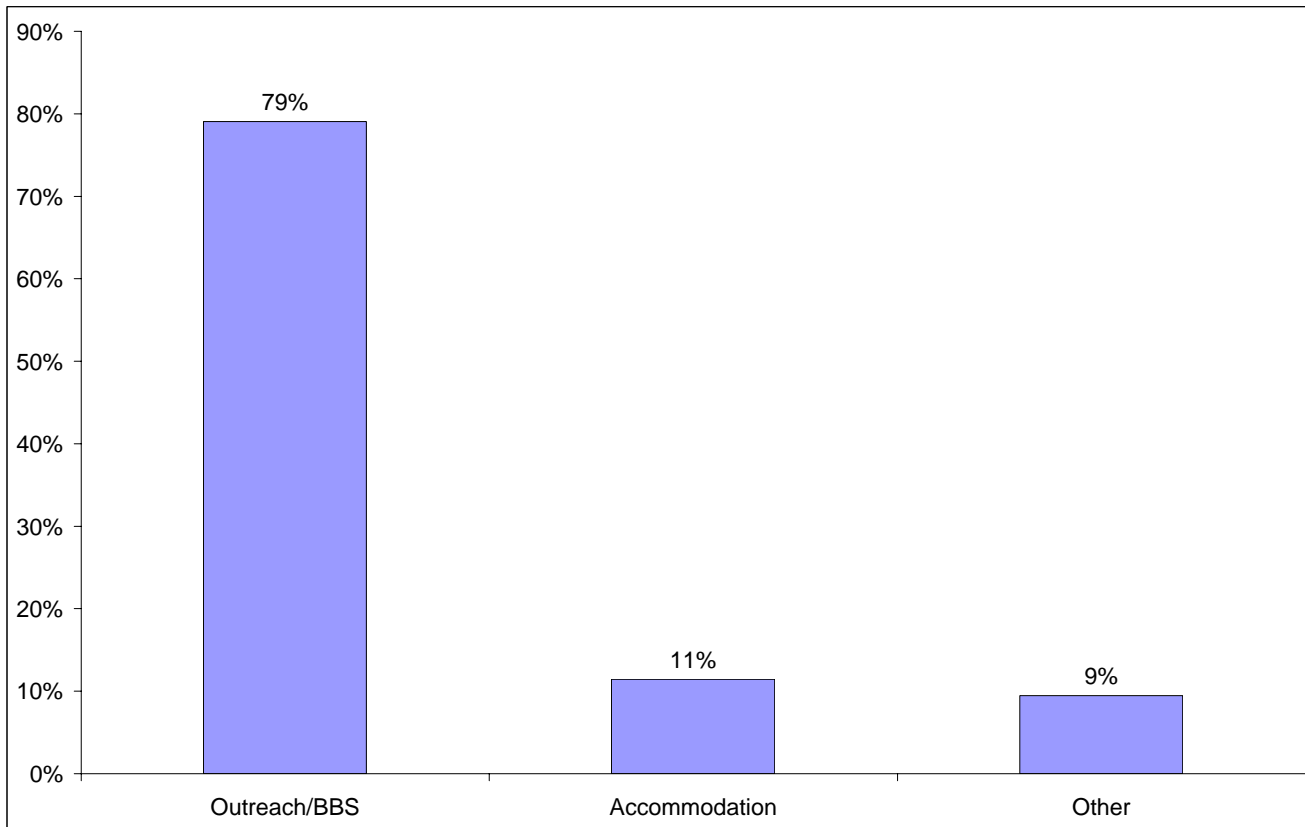




Source of referral →	BBS CSTM	Passage BBS and Day Centre	BBS St Mungo's	Street Population Team	City RST	CRI Camden	Ealing SPOT	Heathrow Airport Outreach	Lambeth SORT	Southwark SPOT	H&F SORT	K&C SIT	SPEAR Outreach	Croydon Reach	Tower Hamlets SORT	London Street Rescue	Pillion Islington Outreach	HART team	Assessment centre	Day/night centre	Hostel/RS	St Mungo's Internal Transfer	GP/Hospital/Health authority	Local authority	Prison	Self	Other	Total
The Passage, Passage House																			10									10
The Passage, Montfort House																			1		1							2
TR, Shroton Street	1		1																									2
<b>Westminster Total</b>	<b>41</b>	<b>34</b>	<b>14</b>	<b>3</b>											<b>1</b>			<b>7</b>	<b>16</b>		<b>11</b>			<b>1</b>		<b>2</b>	<b>5</b>	<b>135</b>
St Mungo's, Complex Needs Projects							1									1	1					1		1			2	7
St Mungo's, SIH Projects																					1						1	2
<b>Total</b>	<b>55</b>	<b>46</b>	<b>22</b>	<b>4</b>	<b>29</b>	<b>10</b>	<b>12</b>	<b>6</b>	<b>40</b>	<b>48</b>	<b>5</b>	<b>4</b>	<b>7</b>	<b>2</b>	<b>19</b>	<b>27</b>	<b>14</b>	<b>9</b>	<b>16</b>	<b>2</b>	<b>27</b>	<b>9</b>	<b>1</b>	<b>10</b>	<b>2</b>	<b>15</b>	<b>13</b>	<b>454</b>

## 9) Arrivals (continued)

Temporary accommodation arrival actions by accommodation project and source of referral.



Base: 454

389 people arrived at accommodation in all boroughs this quarter. These 389 people had 454 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 lower than the previous quarter (Oct-Dec 09 -398 people had 458 arrival actions).

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

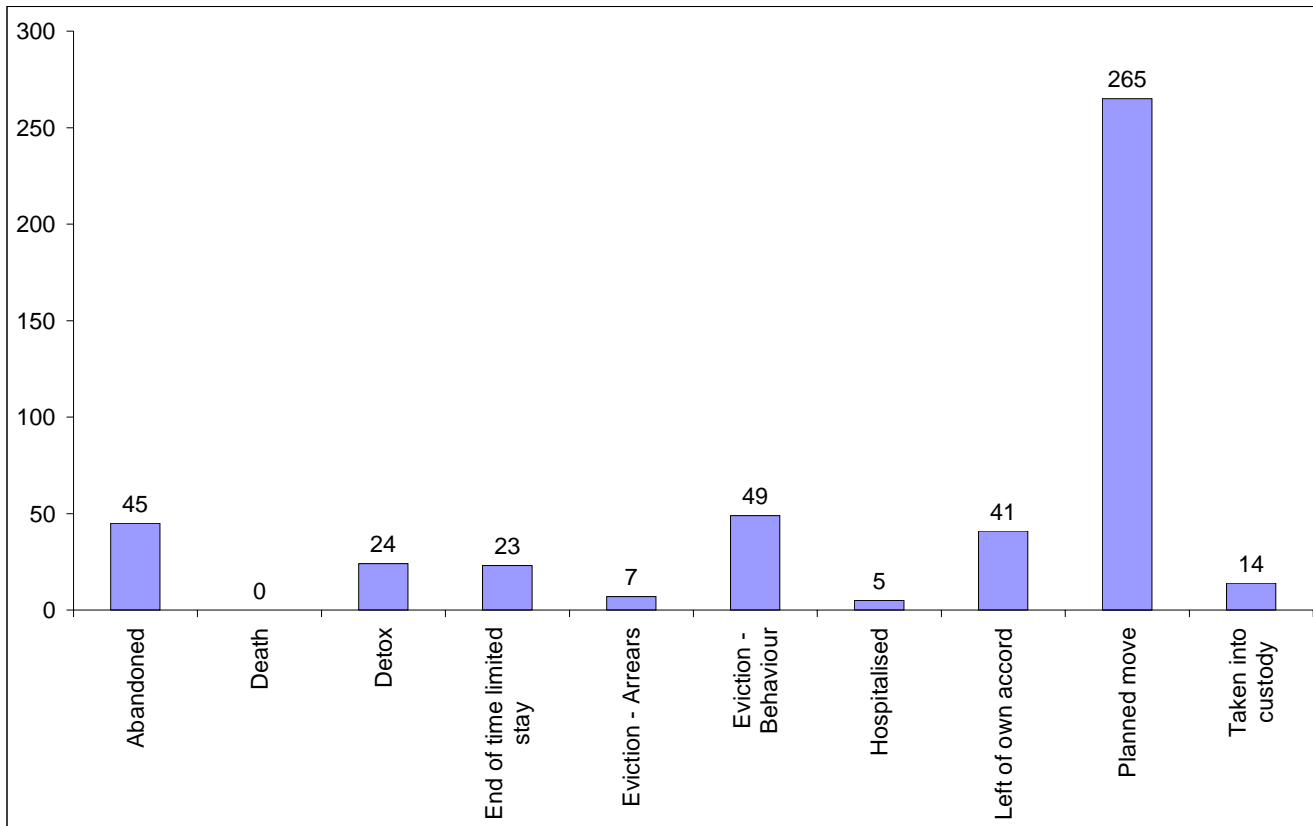
## 10) Departures - reason for leaving

Departure actions by reason for leaving

Reason for leaving →	Abandoned	Detox	Death	End of time limited stay	Hospitalised	Left of own accord	Eviction - Arrears	Eviction - Behaviour	Planned move	Taken into custody	Total
Accommodation ↓											
Community HA, The Crescent									1		1
ICH, Conway House					1				1		2
Olallo Project				6		1		4	3		14
Salvation Army, Cambria House									3		3
SHP, Dennis Handfield									2	3	5
SHP, 165 Project								1	3		4
St Mungo's, Birkenhead Street	1	1					1		3		6
St Mungo's, Endsleigh Gardens	1				1				2	1	5
St Mungo's, St Pancras Way						2					2
<b>Camden Total</b>	<b>2</b>	<b>1</b>		<b>6</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>5</b>	<b>18</b>	<b>4</b>	<b>42</b>
Providence Row, Middle Street	1										1
<b>City of London Total</b>	<b>1</b>										<b>1</b>
TR, Croydon Reach									1	1	2
<b>Croydon Total</b>									<b>1</b>	<b>1</b>	<b>2</b>
Broadway, Sixty Five		1							1		2
YMCA, Ealing							1		2		3
<b>Ealing Total</b>		<b>1</b>					<b>1</b>		<b>3</b>		<b>5</b>
St Mungo's, Church Walk								1	3		4
St Mungo's, Mare Street								1	1		2
<b>Hackney Total</b>								<b>2</b>	<b>4</b>		<b>6</b>
Broadway, Market Lane									3		3
Broadway, Old Theatre										1	1
Broadway, One-Sixty								1			1
St Christopher's, Limegrove									1		1
<b>Hammersmith &amp; Fulham Total</b>								<b>1</b>	<b>4</b>	<b>1</b>	<b>6</b>

Reason for leaving →	Abandoned	Detox	Death	End of time limited stay	Hospitalised	Left of own accord	Eviction - Arrears	Eviction - Behaviour	Planned move	Taken into custody	Total
Accommodation ↓											
RS - St Mungo's, Margery Street	6	6		4		3		4	40	1	64
City Road Cranstoun drug services				1		8			6		15
<b>Islington Total</b>	<b>6</b>	<b>6</b>		<b>5</b>		<b>11</b>		<b>4</b>	<b>46</b>	<b>1</b>	<b>79</b>
Look Ahead, Earl's Court									3		3
St Mungo's, Cromwell Road						1			2		3
<b>Kensington &amp; Chelsea Total</b>						<b>1</b>			<b>5</b>		<b>6</b>
Centrepont, Vauxhall Cross									4		4
Clinic - Equinox Brook Drive	2	1				4			4		11
St Mungo's, Cedars Road		1			1	5		4	9	1	21
TR, Graham House	5							1	16		22
TR, Stamford Street						1			3	1	5
<b>Lambeth Total</b>	<b>7</b>	<b>2</b>			<b>1</b>	<b>10</b>		<b>5</b>	<b>36</b>	<b>2</b>	<b>63</b>
St Mungo's, Pagnell Street						1		1	2		4
St Mungo's, Spring Gardens									4		4
<b>Lewisham Total</b>						<b>1</b>		<b>1</b>	<b>6</b>		<b>8</b>
SPEAR, Kew Road	1						1				2
<b>Richmond Total</b>	<b>1</b>						<b>1</b>				<b>2</b>
RS - St Mungo's, Rushworth Street	5			4		2		5	45	2	63
Broadway, Manor Place									1		1
Equinox, Joe Richards House	1								1	1	3
Salvation Army, David Barker House						1			4		5
St Mungo's, Great Guildford Street	1	1						1	4		7
St Mungo's, Grange Road		2				1					3
<b>Southwark Total</b>	<b>7</b>	<b>3</b>		<b>4</b>		<b>4</b>		<b>6</b>	<b>55</b>	<b>3</b>	<b>82</b>
Look Ahead, Aldgate	1					1	1	2	8	1	14
Providence Row, Daniel Gilbert House									3		3
Providence Row, Dellow Centre	2								3		5

Reason for leaving →	Abandoned	Detox	Death	End of time limited stay	Hospitalised	Left of own accord	Eviction - Arrears	Eviction - Behaviour	Planned move	Taken into custody	Total
Accommodation ↓											
Salvation Army, Booth House									7	1	8
<b>Tower Hamlets Total</b>	<b>3</b>					<b>1</b>	<b>1</b>	<b>2</b>	<b>21</b>	<b>2</b>	<b>30</b>
Passage House Assessment Centre				2		1		1	18		22
Centrepont, Greek Street									1		1
Church Army, Cosway Street								1	1		2
English Churches, King George's	2	4						3	3		12
English Churches, Queen Mary's						1			1		2
Equinox, Hopkinson House									2		2
Look Ahead, Bayswater		1						2	3		6
Look Ahead, Victoria	12	4			2	2		12	11		43
Novas Group, CUC Soho	3	2				1	2	1	7		16
Salvation Army, Edward Alsop Court	1			6		3			1		11
St Mungo's, Harrow Road						1		2	3		6
The Passage, Passage House									6		6
The Passage, Montfort House									1		1
TR, Shroton Street									1		1
<b>Westminster Total</b>	<b>18</b>	<b>11</b>		<b>8</b>	<b>2</b>	<b>9</b>	<b>2</b>	<b>22</b>	<b>59</b>		<b>131</b>
St Mungo's, Complex Needs Projects								1	3		4
St Mungo's, SIH Projects						1	1		4		6
<b>Total</b>	<b>45</b>	<b>24</b>		<b>23</b>	<b>5</b>	<b>41</b>	<b>7</b>	<b>49</b>	<b>265</b>	<b>14</b>	<b>473</b>



Base: 473

437 people departed from accommodation in all boroughs this quarter. These 437 people had 473 departure actions. 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 lower than previous quarters.

56% of departures were due to a planned move. This is largely consistent with the previous three quarters, having recovered from a slight decrease in the previous quarter (51%).

10% of departures were due to abandonments. This is largely consistent with the previous three quarters, having reduced from an increase in the previous quarter (17%).

12% of departures were due to evictions. This is consistent with the previous three quarters.

## 11) Departures - destination on departure

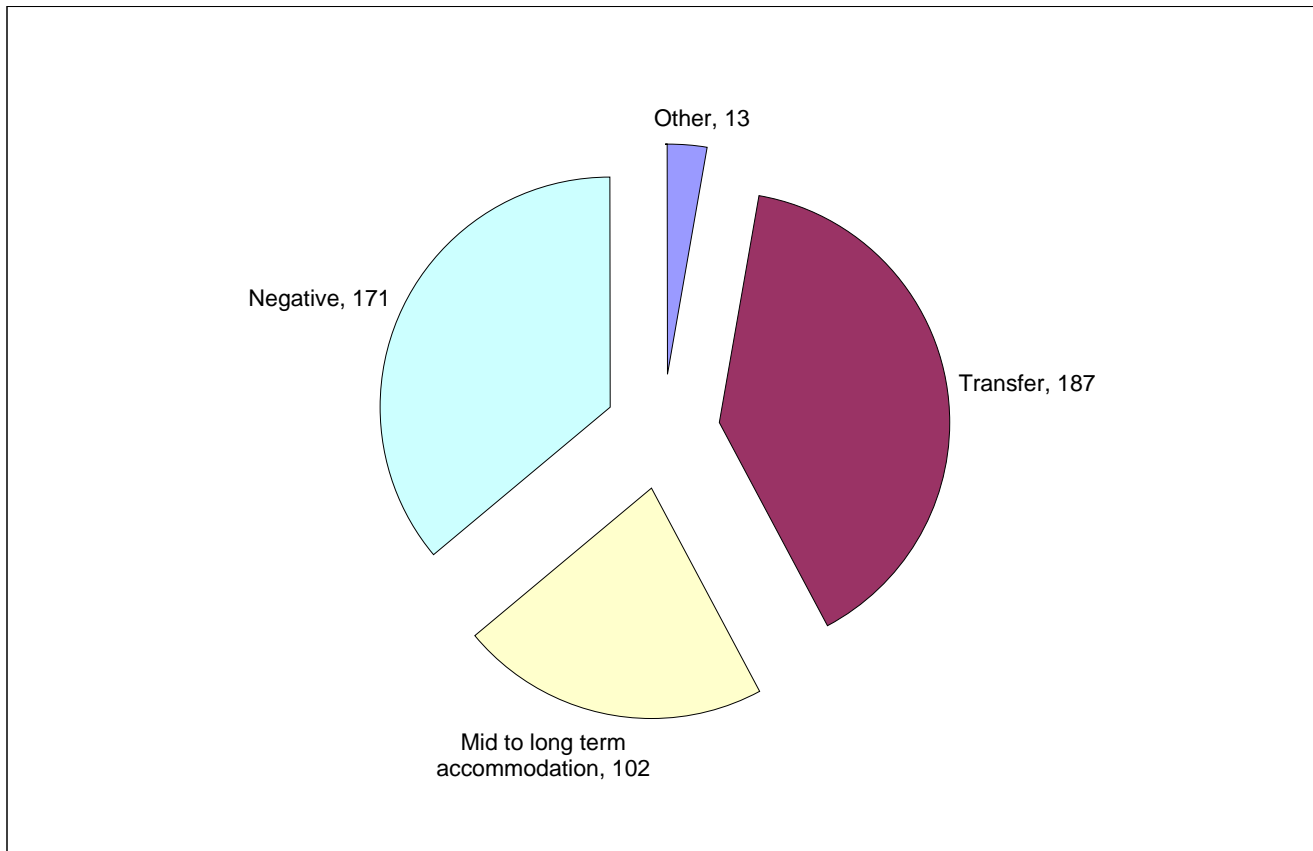
Departure actions by destination on departure

Destination Accommodation	Area outside London	Clinic	Death	Hospital	Move to another hostel	Move to other temp accomm	Move to long-term accomm	Not known - abandoned	Not known - end of time	Not known - evicted	Not known - left of own accord	Prison	Return to home area	Return to streets	Total
Community HA, The Crescent					1										1
ICH, Conway House				1	1										2
Olallo Project	1						2		6	3	1			1	14
Salvation Army, Cambria House							3								3
SHP, Dennis Handfield							2					3			5
SHP, 165 Project					3					1					4
St Mungo's, Birkenhead Street		1			2	1		1		1					6
St Mungo's, Endsleigh Gardens				1	1		1	1				1			5
St Mungo's, St Pancras Way											1			1	2
<b>Camden Total</b>	<b>1</b>	<b>1</b>		<b>2</b>	<b>8</b>	<b>1</b>	<b>8</b>	<b>2</b>	<b>6</b>	<b>5</b>	<b>2</b>	<b>4</b>		<b>2</b>	<b>42</b>
Providence Row, Middle Street								1							1
<b>City of London Total</b>								<b>1</b>							<b>1</b>
TR, Croydon Reach						1						1			2
<b>Croydon Total</b>						<b>1</b>						<b>1</b>			<b>2</b>
Broadway, Sixty Five		1					1								2
YMCA, Ealing					2					1					3
<b>Ealing Total</b>		<b>1</b>			<b>2</b>		<b>1</b>			<b>1</b>					<b>5</b>
St Mungo's, Church Walk					1		2			1					4
St Mungo's, Mare Street							1			1					2
<b>Hackney Total</b>					<b>1</b>		<b>3</b>			<b>2</b>					<b>6</b>
Broadway, Market Lane					1	2									3
Broadway, Old Theatre												1			1
Broadway, One-Sixty										1					1
St Christopher's, Limegrove					1										1
<b>Hammersmith &amp; Fulham Total</b>					<b>2</b>	<b>2</b>				<b>1</b>		<b>1</b>			<b>6</b>

Destination →	Area outside London	Clinic	Death	Hospital	Move to another hostel	Move to other temp accomm	Move to long-term accomm	Not known - abandoned	Not known - end of time	Not known - evicted	Not known - left of own accord	Prison	Return to home area	Return to streets	Total
RS - St Mungo's, Margery Street		6			28	6	5	6	3	1	3	1	1	4	64
City Road Cranstoun drug services	3					3			1		4		3	1	15
<b>Islington Total</b>	<b>3</b>	<b>6</b>			<b>28</b>	<b>9</b>	<b>5</b>	<b>6</b>	<b>4</b>	<b>1</b>	<b>7</b>	<b>1</b>	<b>4</b>	<b>5</b>	<b>79</b>
Look Ahead, Earl's Court						1	2								3
St Mungo's, Cromwell Road							2				1				3
<b>Kensington &amp; Chelsea Total</b>						<b>1</b>	<b>4</b>				<b>1</b>				<b>6</b>
Centrepoint, Vauxhall Cross						1	3								4
Clinic - Equinox Brook Drive		1			3	1		2			4				11
St Mungo's, Cedars Road		1		1	2	1	5			3	4	1	2	1	21
TR, Graham House					8	4	4	5						1	22
TR, Stamford Street					2	1					1	1			5
<b>Lambeth Total</b>		<b>2</b>		<b>1</b>	<b>15</b>	<b>8</b>	<b>12</b>	<b>7</b>		<b>3</b>	<b>9</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>63</b>
St Mungo's, Pagnell Street					1		1			1	1				4
St Mungo's, Spring Gardens					2		2								4
<b>Lewisham Total</b>					<b>3</b>		<b>3</b>			<b>1</b>	<b>1</b>				<b>8</b>
SPEAR, Kew Road								1		1					2
<b>Richmond Total</b>								<b>1</b>		<b>1</b>					<b>2</b>
RS - St Mungo's, Rushworth Street					37	2	6	5	4	4	2	2		1	63
Broadway, Manor Place						1									1
Equinox, Joe Richards House							1	1				1			3
Salvation Army, David Barker House					2		2				1				5
St Mungo's, Great Guildford Street		1			1		3	1						1	7
St Mungo's, Grange Road		2											1		3
<b>Southwark Total</b>		<b>3</b>			<b>40</b>	<b>3</b>	<b>12</b>	<b>7</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>82</b>
Look Ahead, Aldgate							8	1		3	1	1			14
Providence Row, Daniel Gilbert House						2	1								3
Providence Row, Dellow Centre							3	2							5



Destination →	Area outside London	Clinic	Death	Hospital	Move to another hostel	Move to other temp accomm	Move to long-term accomm	Not known - abandoned	Not known - end of time	Not known - evicted	Not known - left of own accord	Prison	Return to home area	Return to streets	Total
Salvation Army, Booth House						2	5					1			8
<b>Tower Hamlets Total</b>						4	17	3		3	1	2			30
Passage House Assessment Centre					14	1	1		2	1			3		22
Centrepoint, Greek Street					1										1
Church Army, Cosway Street					1					1					2
English Churches, King George's		4			1	1	1	2		3					12
English Churches, Queen Mary's	1				1										2
Equinox, Hopkinson House	1				1										2
Look Ahead, Bayswater		1			1		2			1				1	6
Look Ahead, Victoria	1	4		2			10	12		2	1		1	10	43
Novas Group, CUC Soho	1	2			2	3	1	3		3	1				16
Salvation Army, Edward Alsop Court							1	1	6		3				11
St Mungo's, Harrow Road					1		2			1	1			1	6
The Passage, Passage House					1	3	2								6
The Passage, Montfort House							1								1
TR, Shroton Street							1								1
<b>Westminster Total</b>	4	11		2	24	8	22	18	8	12	6		4	12	131
St Mungo's, Complex Needs Projects					2		1			1					4
St Mungo's, SIH Projects						1	3			1	1				6
<b>Total</b>	8	24		5	125	38	91	45	22	36	31	14	11	23	473



Base: 473

26% of people left accommodation to move to another hostel. This is consistent with the previous three periods.

19% left to move to long-term accommodation. This is consistent with previous periods.

A higher proportion of people left temporary accommodation in all boroughs to move to long-term accommodation this year.

**NB The key for the above pie-chart is:**

Area outside London, Death, Hospital = Other

Clinic, Move to another hostel, Move to other temp accomm = Transfer

Move to long-term accomm, Return to home area = Mid to long term accommodation

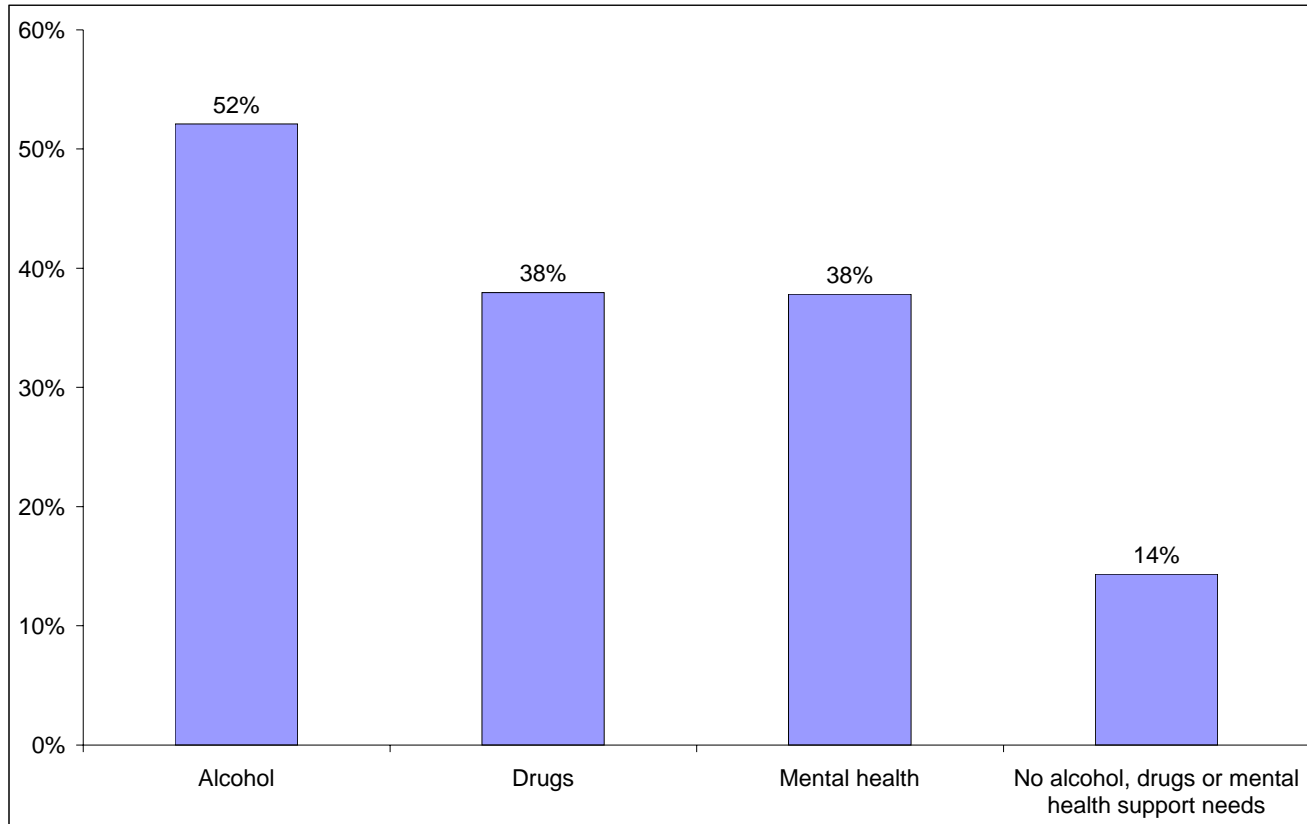
Not known - abandoned, Not known - end of time limited stay, Not known - evicted, Not known - left of own accord,

Prison, Return to streets = Negative

## Client Support Needs/Institutional History

### 12) Support needs

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



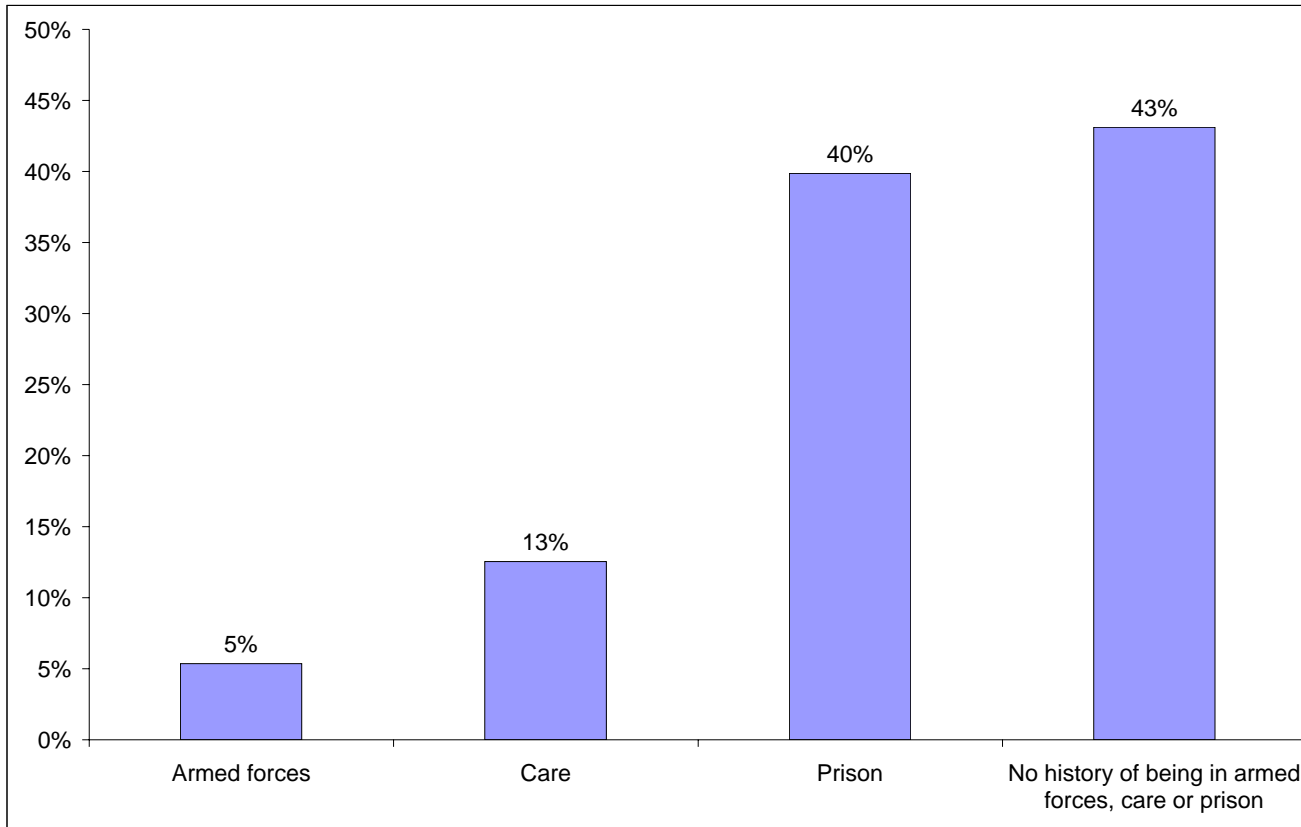
Base: 1647 Note that the base figure for this graph excludes clients where all 3 support needs are not known or not recorded (684).

Support Needs	No. of people	%
Alcohol only	353	15%
Drugs only	203	9%
Mental health only	206	9%
Alcohol and drugs	186	8%
Alcohol and mental health	181	8%
Drugs and mental health	98	4%
Alcohol, drugs and mental health	138	6%
All 3 no	236	10%
All 3 not known or not assessed	684	29%
All 3 no, not known or not assessed	46	2%
<b>Total</b>	<b>2331</b>	<b>100%</b>

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

### 13) 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: 1475 Note that the base figure for this graph excludes clients where all 3 institutional histories are not known.

79 people contacted in all boroughs this quarter have previously been in the armed forces (95 last quarter).

Nationality	Number	%
UK	41	52%
Non-UK	38	48%
<b>Total</b>	<b>79</b>	<b>100%</b>

185 people contacted in all boroughs this quarter have previously been in care (184 last quarter).

588 people contacted in all boroughs this quarter have previously been in prison (636 last quarter).

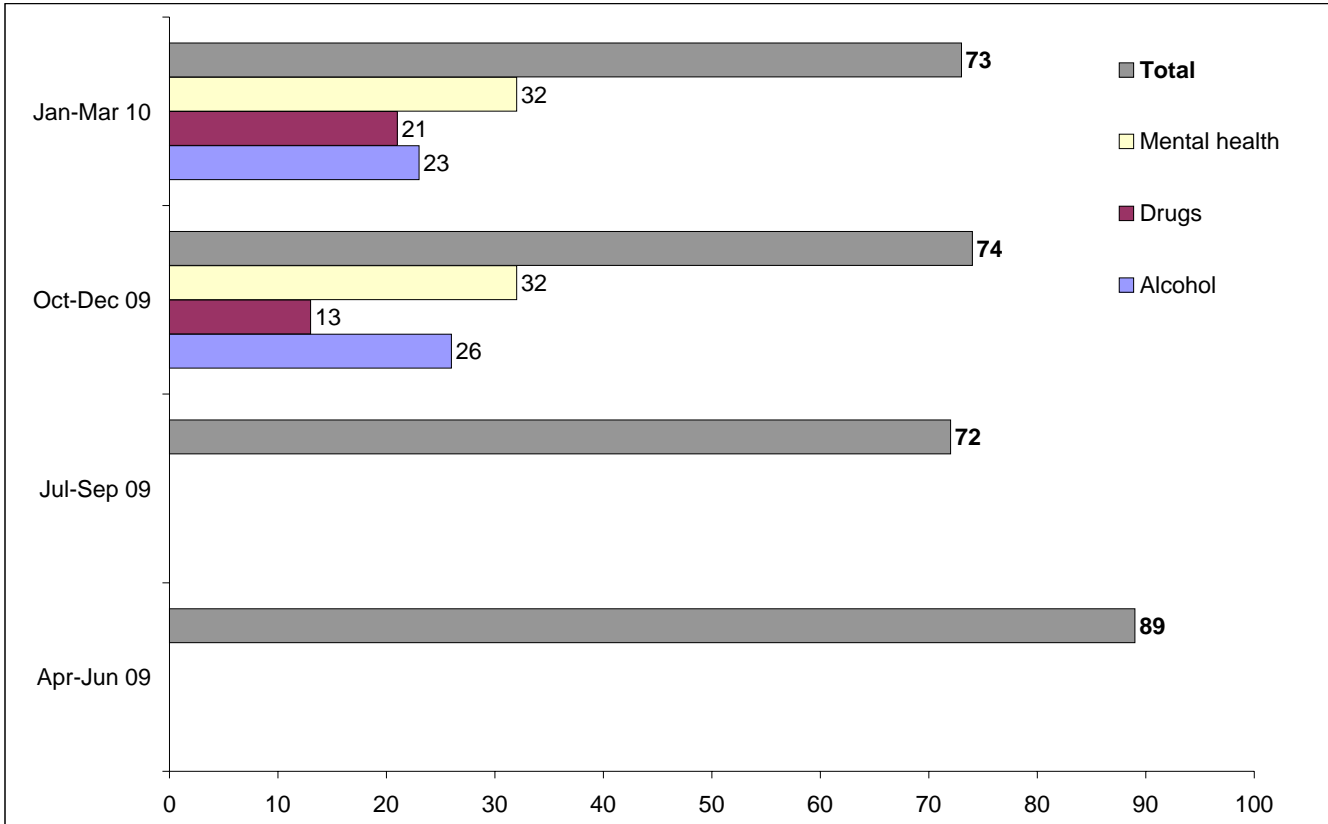
It is possible for someone contacted to have previous experience of more than one institution and so be included in more than one of the above figures. 138 people contacted in the year have been in care and prison.

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

## 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.

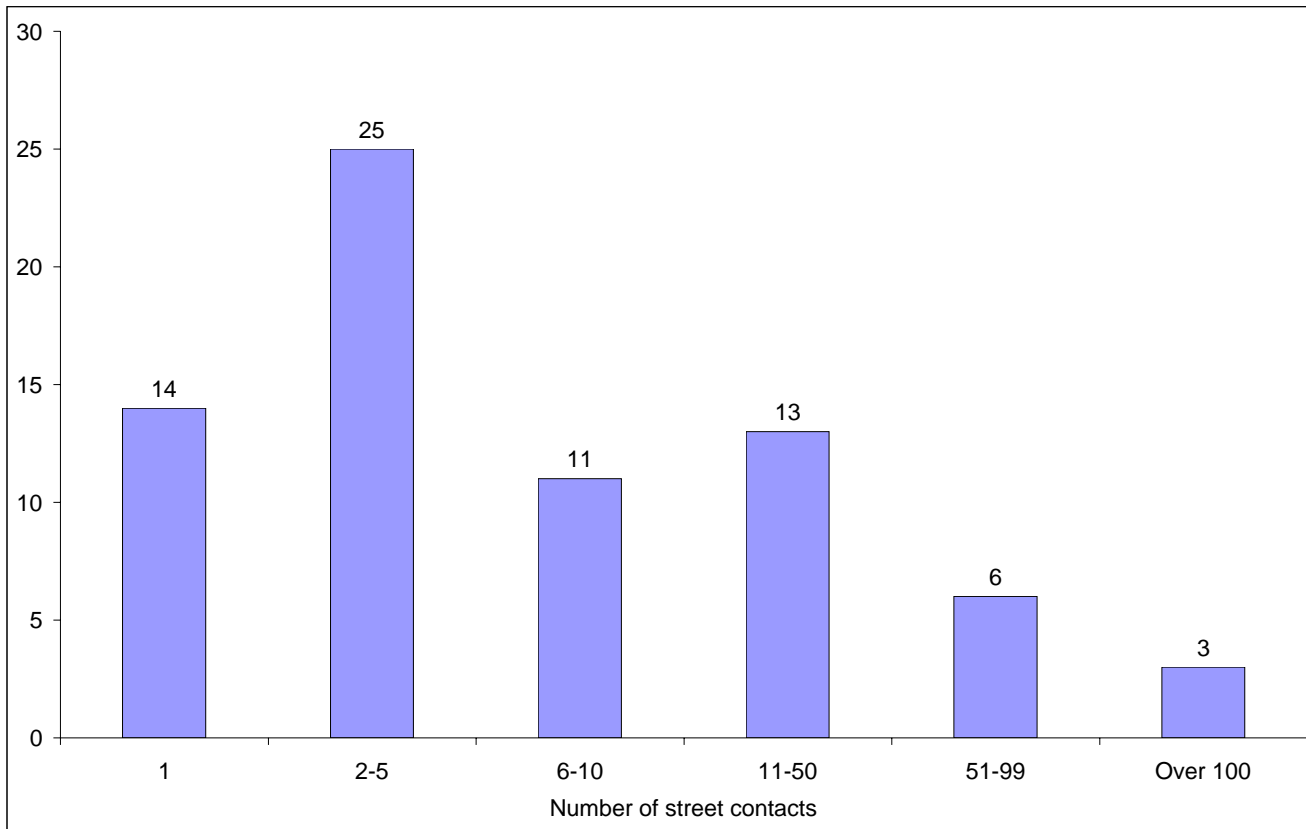


73 people started a tenancy in RSI accommodation in the quarter. This is consistent with the previous quarter.

NB. The support needs shown are current support needs from the Clearing House database and have been included in this report from the Oct-Dec 09 quarter.

### 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: 72

72 of the 73 people starting an RSI tenancy in the quarter, were verified rough sleepers with a CHAIN record\*.

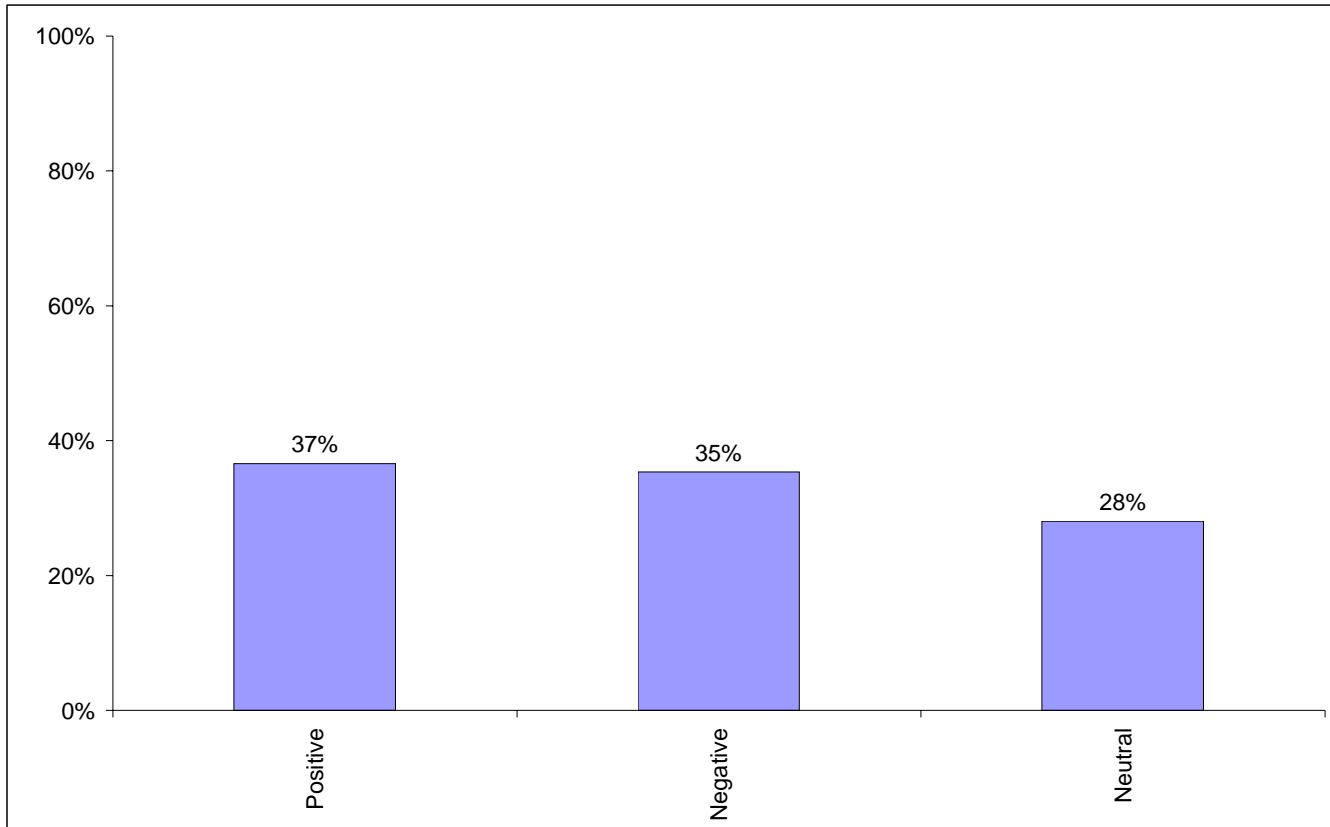
14 of these people had only one street contact recorded on CHAIN before their tenancy start.

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

\*1 person with an RSI tenancy start in this quarter does not have a CHAIN record so is excluded from this graph. This person was originally housed prior to the creation of the CHAIN database, and was transferred during this period.

## 16) Departures from permanent accommodation

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



Base: 82

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	10	12%	0%
Evicted	19	23%	1%
Planned move out	15	18%	0%
Transferred	15	18%	0%
Went to prison	2	2%	0%
Death of tenant	9	11%	0%
Other	12	15%	0%
<b>Total</b>	<b>82</b>	<b>100%</b>	<b>2%</b>

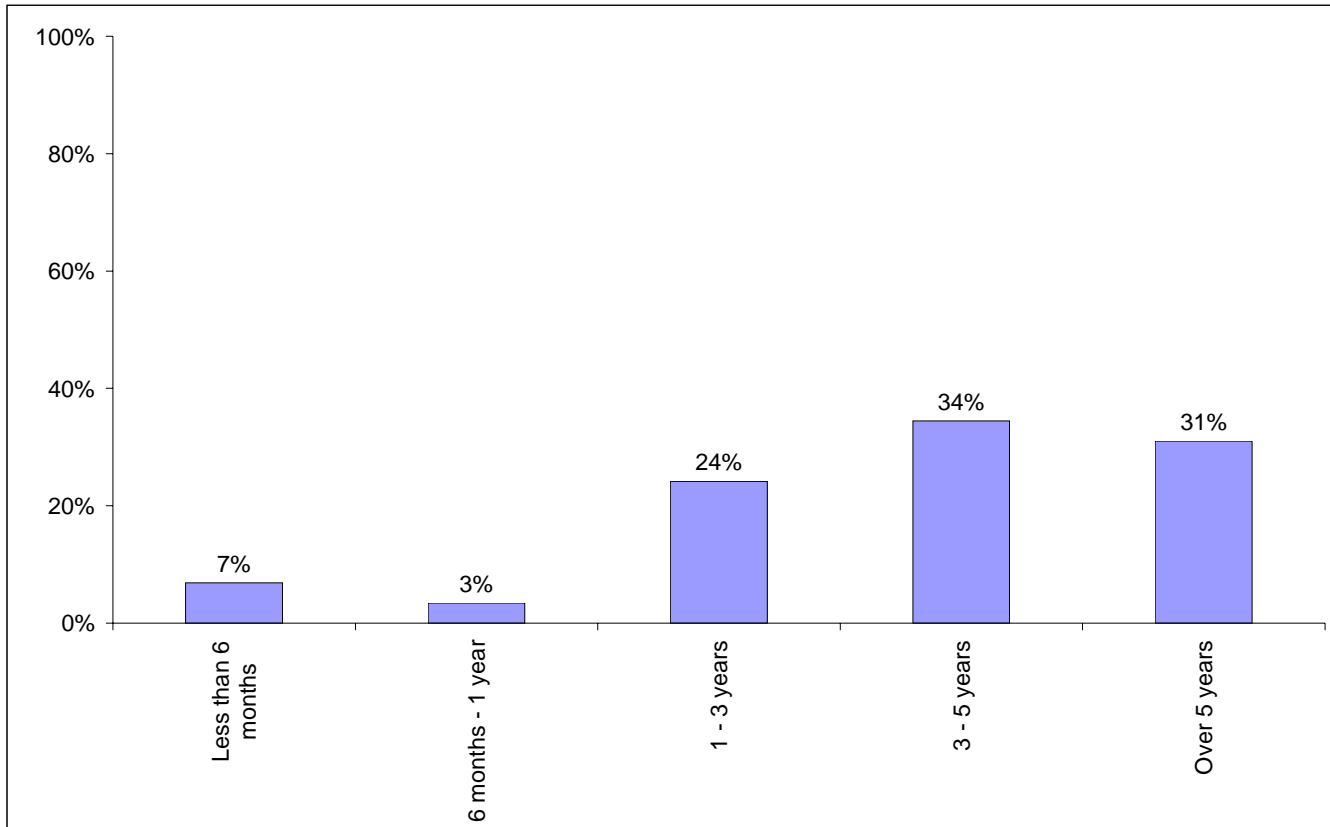
82 people ended an RSI accommodation tenancy in the quarter. This is an increase from 55 in the previous quarter.

The proportions of people leaving RSI accommodation due to negative outcomes increased from 22% in the previous quarter to 35% for this quarter.

A total of 1% 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: 29

29 people ended an RSI tenancy in quarter due to abandoning or being evicted from their property. This is 1% of the 3537 current RSI tenancies.

The majority of these people (66%) had been in their tenancy for three years or more. This is consistent with the previous quarter.

24% of these people had been in their tenancy for one to three years. This is consistent with the previous quarter.

10% of these people had been in their tenancy for one year or less. This compares with 8% in the previous quarter.