



Street to Home Quarterly report

1st January to 31st March 2011



CHAIN Street to Home report 1st January to 31st March 2011

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 by nationality.

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

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 arrivals by accommodation project and source of referral.

10) Departures - reason for leaving

Departures by whether or not the departure was planned or unplanned

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) 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

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 long-term accommodation

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

17) Abandonments and evictions by length of stay

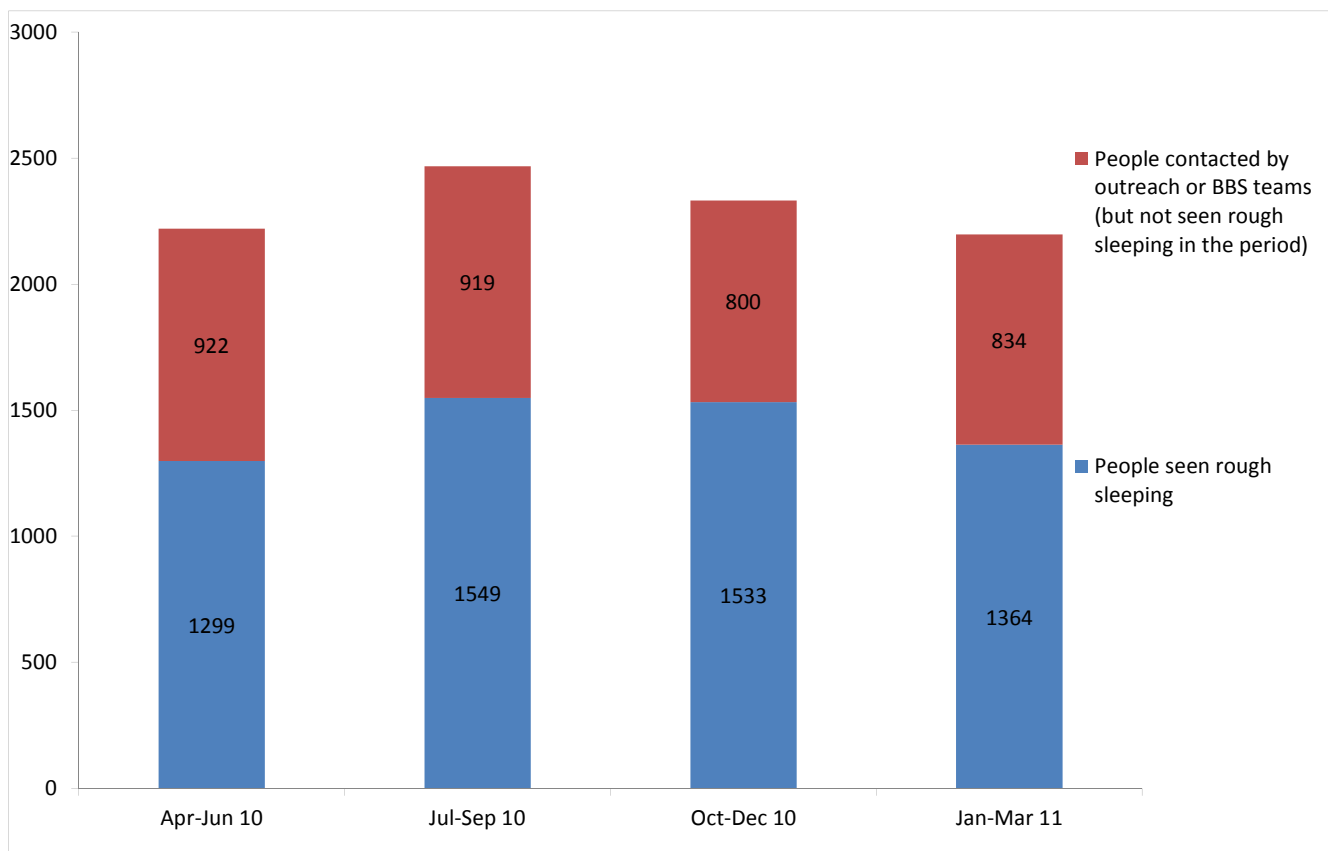
Length of stay of people who departed from RSI long-term accommodation in the period due to abandoning or being evicted from the property

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 10 base: 2221
Jul-Sep 10 base: 2468
Oct-Dec 10 base: 2333
Jan-Mar 11 base: 2198

2198 verified rough sleepers were contacted by services in all London boroughs during the quarter. This is a decrease from 2333 last quarter and compares to 2118 in the same quarter last year.

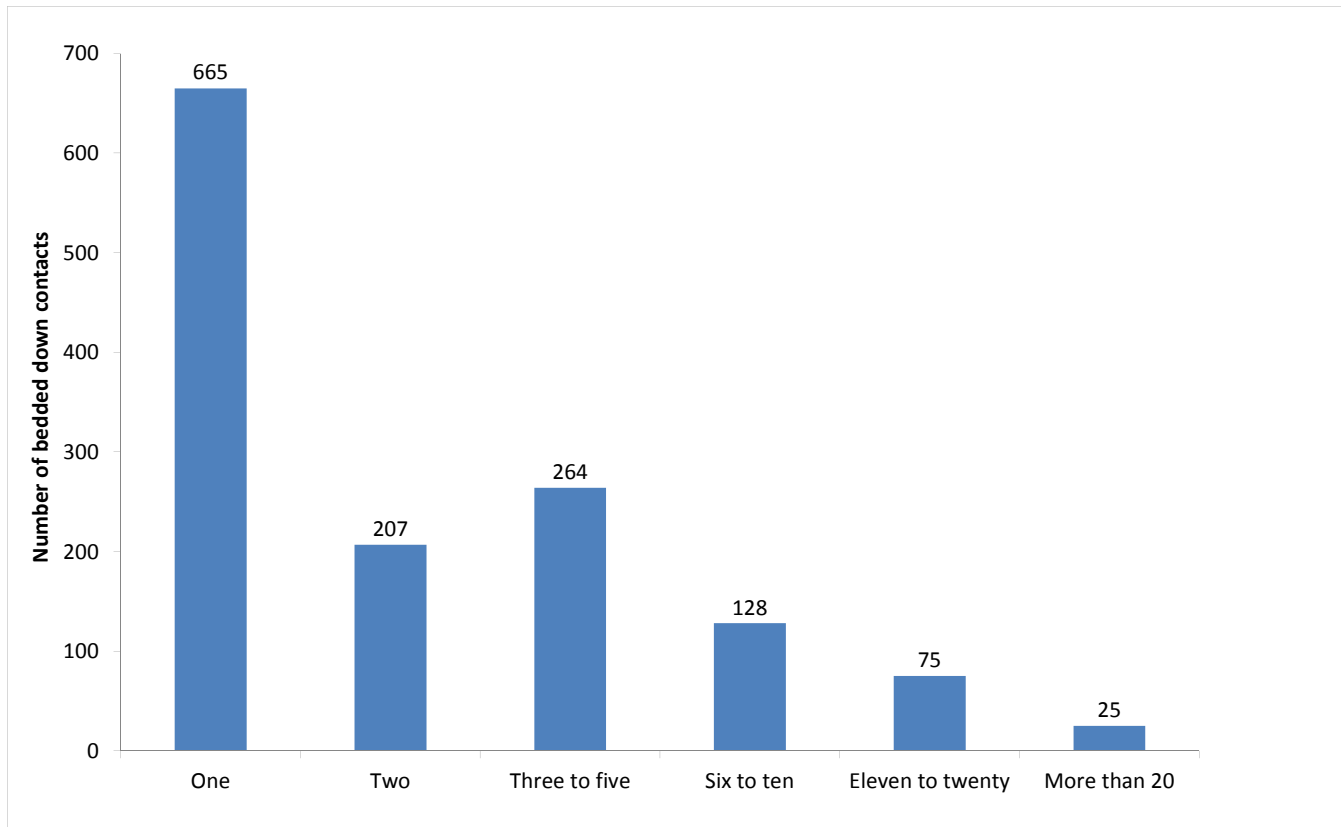
Of these 2198, 1364 had a bedded down street contact in the quarter and so were known to have slept rough in all London boroughs during the quarter. The number sleeping rough this quarter has decreased by 11% compared to the previous quarter.

In the same period last year 1178 people were seen sleeping rough.

In addition to people contacted on the streets, 78 people were seen sleeping on night buses operating within London.

2) Rough sleeping volume

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



Base: 1364

Of the 1364 people seen rough sleeping this quarter, 665 only had a single bedded down street contact.

Of the 1364 people seen bedded down, 156 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

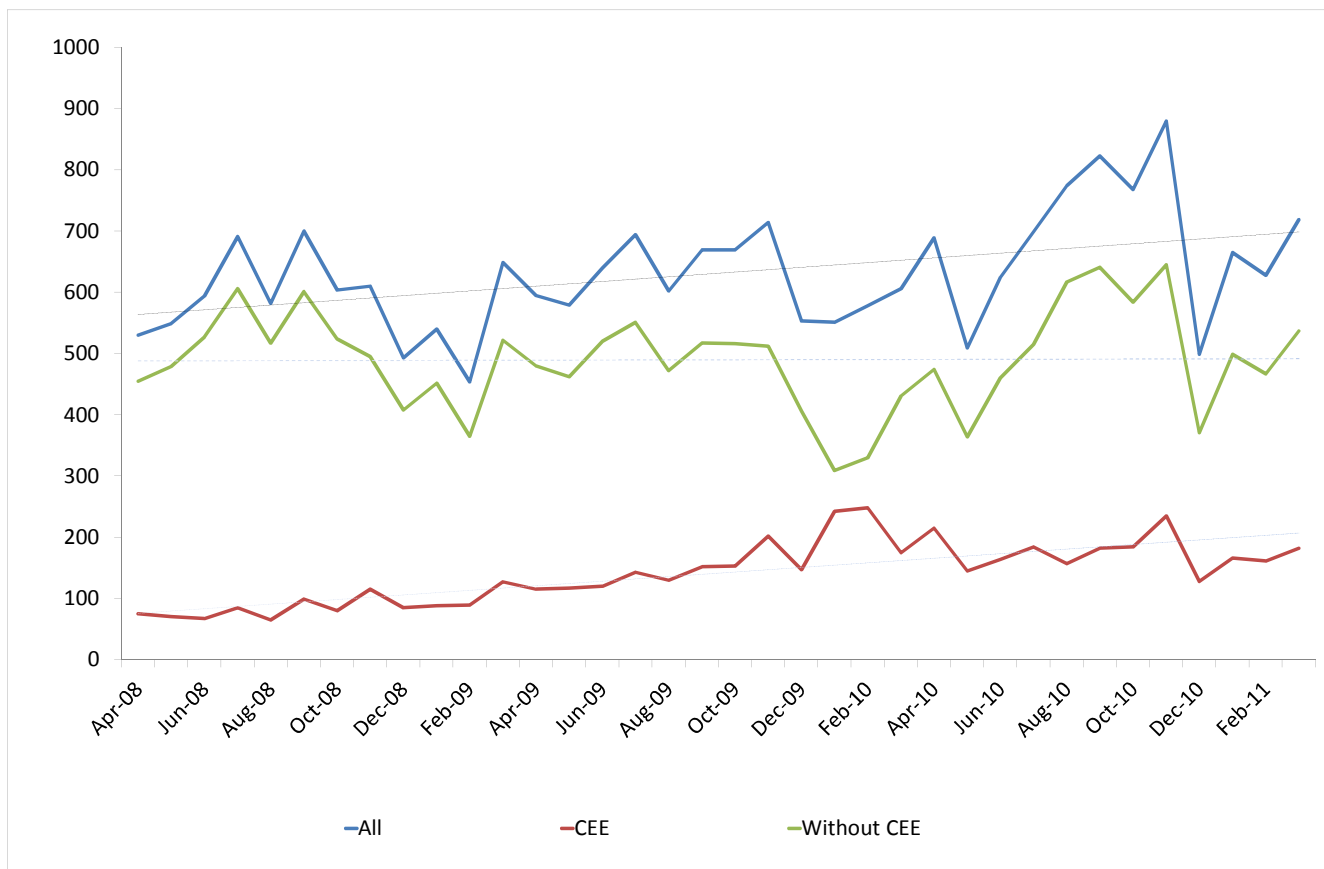
People seen rough sleeping by outreach or BBS teams during the quarter by nationality.

Nationality	Apr-Jun	%	Jul-Sep	%	Oct-Dec	%	Jan-Mar	%
UK	533	47%	695	53%	678	49%	587	47%
Ireland (Republic of)	36	3%	36	3%	40	3%	41	3%
France	13	1%	23	2%	16	1%	23	2%
Germany	15	1%	11	1%	9	1%	9	1%
Portugal	13	1%	22	2%	25	2%	24	2%
Spain	13	1%	11	1%	9	1%	12	1%
Italy	20	2%	15	1%	19	1%	12	1%
Bulgaria	8	1%	11	1%	17	1%	4	0%
Czech Republic	25	2%	22	2%	26	2%	29	2%
Estonia	5	0%	3	0%	9	1%	4	0%
Hungary	14	1%	17	1%	20	1%	13	1%
Latvia	13	1%	13	1%	22	2%	29	2%
Lithuania	46	4%	38	3%	48	3%	47	4%
Poland	175	15%	146	11%	151	11%	133	11%
Romania	58	5%	74	6%	77	6%	52	4%
Slovenia	2	0%	2	0%	2	0%	2	0%
Slovakia	21	2%	17	1%	24	2%	33	3%
Central and East European	367	32%	343	26%	396	28%	346	28%
Other Europe	21	2%	25	2%	32	2%	32	3%
Eritrea	7	1%	9	1%	7	1%	8	1%
Africa	46	4%	64	5%	67	5%	72	6%
America	8	1%	4	0%	13	1%	12	1%
India	9	1%	10	1%	23	2%	30	2%
Sri Lanka	8	1%	12	1%	12	1%	6	0%
Other Asia	26	2%	33	3%	43	3%	33	3%
Australasia	1	0%	1	0%	3	0%	0	0%
<i>Missing</i>	<i>120</i>		<i>181</i>		<i>106</i>		<i>81</i>	<i>6%</i>
<i>Not known</i>	<i>43</i>		<i>54</i>		<i>35</i>		<i>36</i>	<i>3%</i>
Total	1299		1549		1533		1364	
Total**	1136		1314		1392		1247	

**This total excludes those people seen rough sleeping where their nationality is not known

4) People contacted by month

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



The blue line shows the total number of people seen rough sleeping.

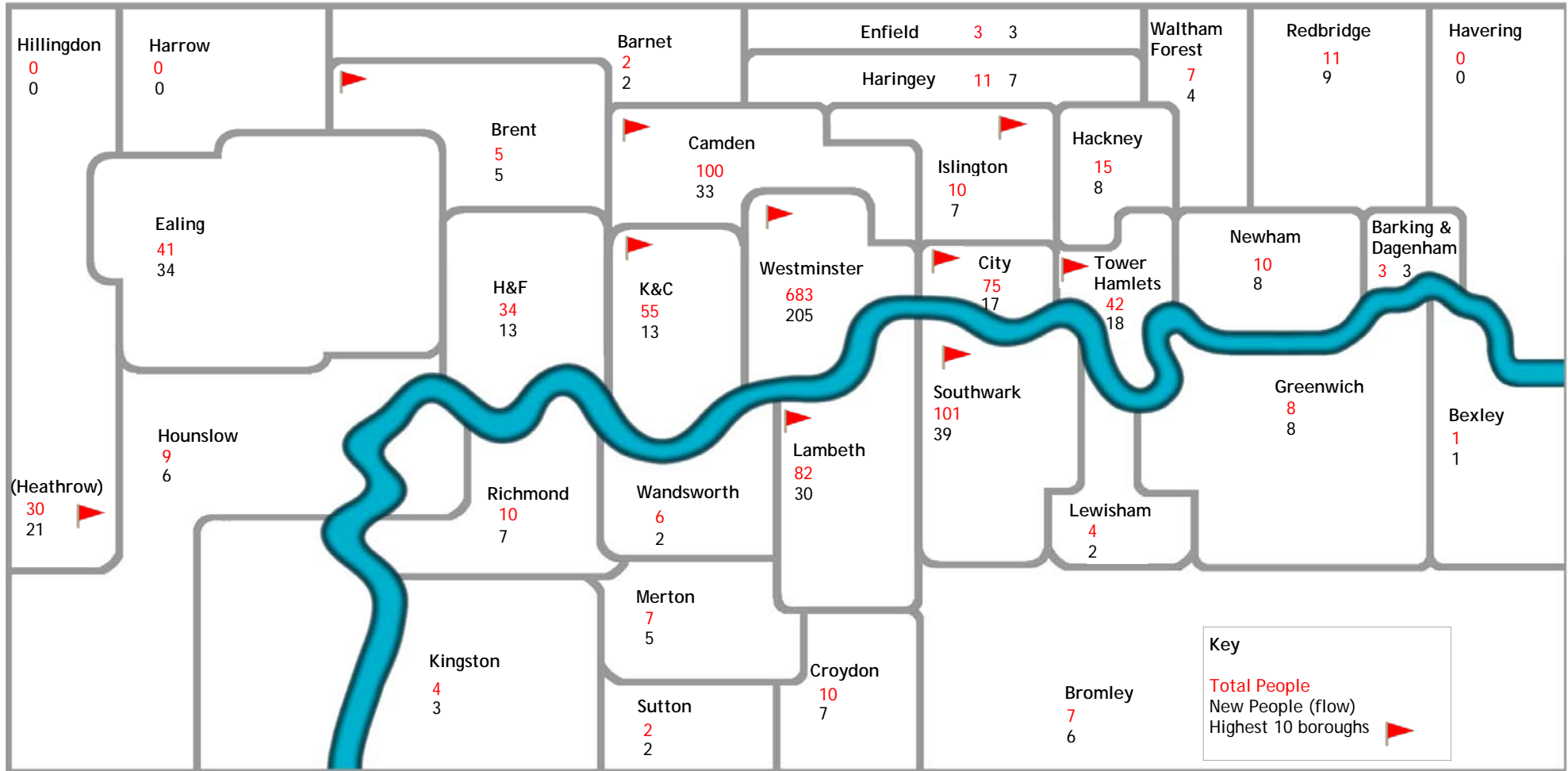
The green line shows the number of people seen rough sleeping excluding anyone from Central and East European (CEE) countries.

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

The difference in trend lines indicates the 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: 1364

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	Oct-Dec 10	Jan-Mar 11	Change
Barking & Dagenham	3	3	0
Barnet	8	2	-6
Bexley	3	1	-2
Brent	24	5	-19
Bromley	1	7	+6
Camden	99	100	+1
City of London	81	75	-6
Croydon	0	10	+10
Ealing	21	41	+20
Enfield	11	3	-8
Greenwich	12	8	-4
Hackney	23	15	-8
Hammersmith & Fulham	34	34	0
Haringey	18	11	-7
Harrow	4	0	-4
Havering	5	0	-5
Heathrow	36	30	-6
Hillingdon	1	0	-1
Hounslow	22	9	-13
Islington	8	10	+2
Kensington & Chelsea	58	55	-3
Kingston	1	4	+3
Lambeth	86	82	-4
Lewisham	16	4	-12
Merton	7	7	0
Newham	16	10	-6
Redbridge	6	11	+5
Richmond	17	10	-7
Southwark	122	101	-21
Sutton	0	2	+2
Tower Hamlets	52	42	-10
Waltham Forest	6	7	+1
Wandsworth	22	6	-16
Westminster	761	683	-78

Compared to last quarter, there are 2 boroughs that have a designated outreach/BBS team where there has been a notable increase (over 10) in the number of people seen rough sleeping:

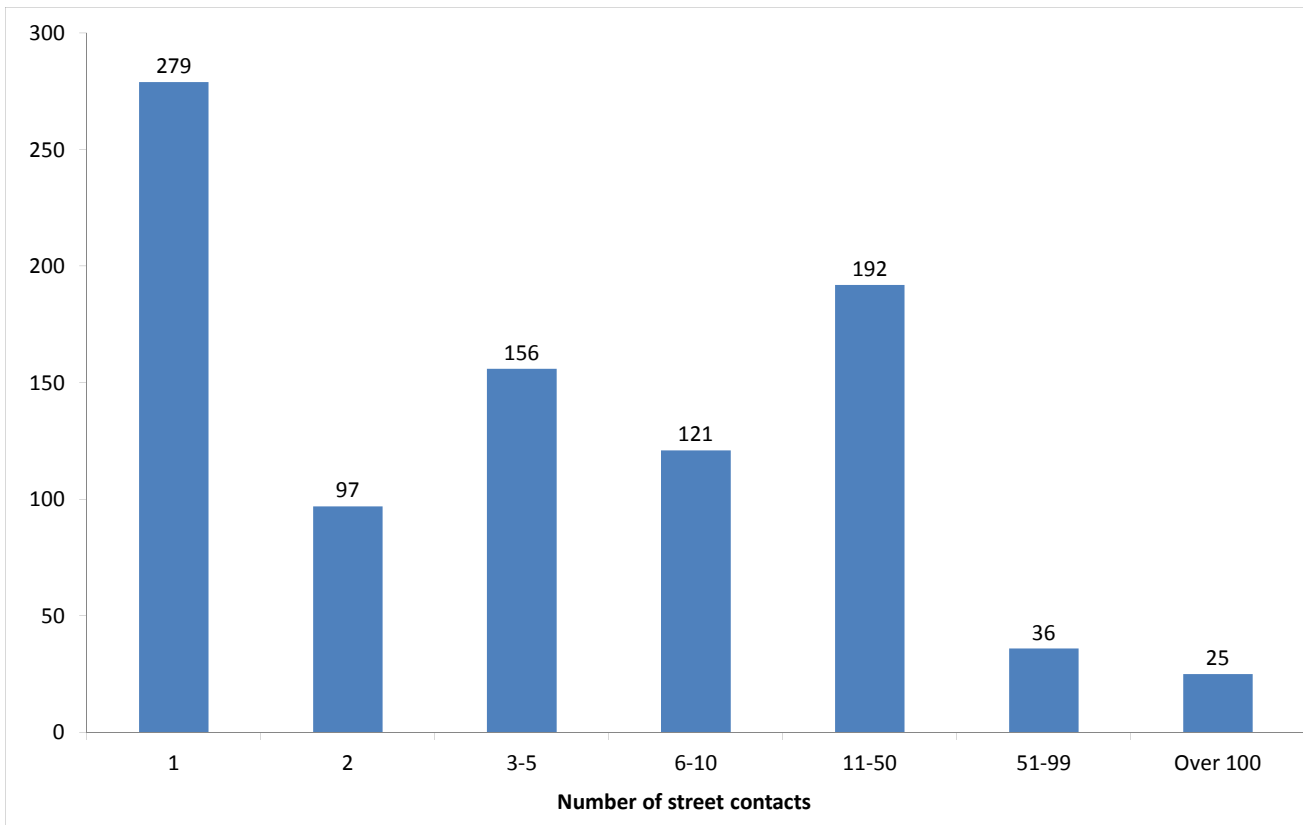
Croydon and Ealing

Compared to last quarter there are 7 boroughs that have a designated outreach/BBS team where there has been a notable decrease (over 10) in the number of people seen rough sleeping:

Brent, Hounslow, Lewisham, Southwark, Wandsworth and Westminster

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: 906

906 (41%) verified rough sleepers contacted across all London boroughs this quarter have never had a booking in action recorded on CHAIN. This has decreased slightly from 1037 (44%) in the previous period.

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

279 (31%) of the people who have never had a booking in action recorded on CHAIN have only ever had one street contact recorded.

25 people in all London boroughs have never had a booking in action despite having over a hundred street contacts. This is similar to previous quarters (Oct-Dec 23, Jul-Sep 24, Apr-Jun 28).

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	12	1%
Bed & breakfast	30	3%
Clinic/Detox/Rehab	21	2%
Night Centre	100	10%
Rolling shelter	196	19%
<i>Referrals only (no booking in)</i>	<i>290</i>	
Hostel	328	32%
<i>Referral rejected (no booking in)</i>	<i>13</i>	
Other temporary	0	0%
Second-stage accommodation	8	1%
St Mungo's complex needs	2	0%
St Mungo's semi-independent	0	0%
Clearing House/RSI	6	1%
LA tenancy (general needs)	2	0%
Private rented sector	0	0%
Private rented sector - independent	25	2%
Private rented sector - with some floating support/support	6	1%
RSL tenancy (general needs)	1	0%
Sheltered housing	6	1%
Supported housing	12	1%
Other long-term accommodation	4	0%
Bookings into accommodation total	759	74%
Return to home area	154	15%
Seeking work	35	3%
Move to area for friends/family	46	4%
Move to area with appropriate services	89	9%
Other	43	4%
Reconnections total	266	26%
TOTAL	1025	100%

Outreach and BBS teams across all London boroughs succeeded in reconnecting or booking into accommodation 480 people, 22% of the 2198 people contacted during the quarter.

This is a similar proportion to previous periods - Oct-Dec 22% (516), Jul-Sep 16% (399), Apr-Jun 20% (454).

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

38 people were booked into long-term accommodation. This is similar to previous periods (Oct-Dec 43, Jul-Sep 27).

221 people were booked into hostel accommodation. This compares to previous periods (Oct-Dec 234, Jul-Sep 183).

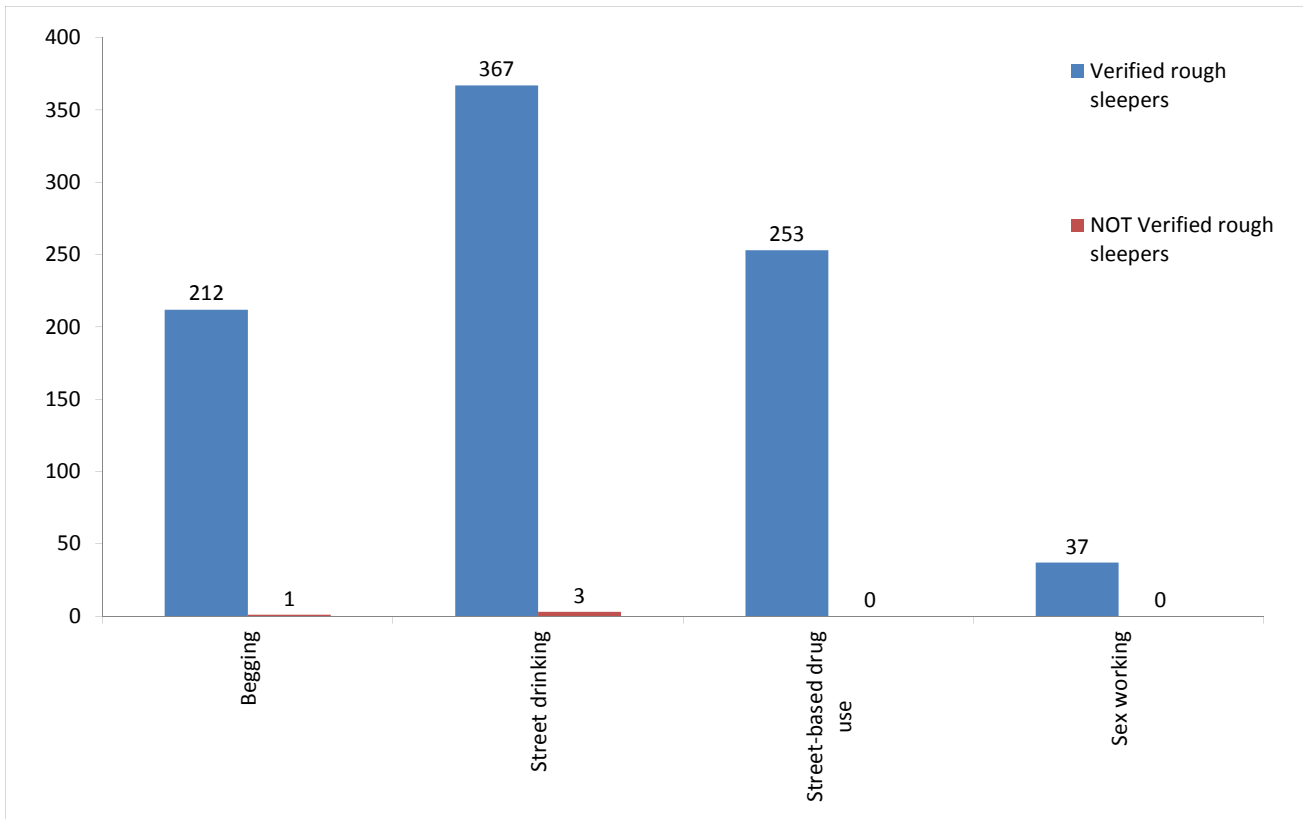
Outreach and BBS teams across all London boroughs achieved a confirmed reconnection with 75 people they contacted this quarter. This is 3% of the people contacted by outreach or BBS teams this quarter.

266 confirmed and advised reconnection events were recorded by outreach and BBS teams for verified rough sleepers this quarter. In addition, teams recorded 13 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.

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: 554

Base for people not verified as rough sleepers: 42

Of the 2198 verified rough sleepers contacted this quarter, 554 (25%) have been assessed as engaging in one or more street activities.

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

In addition to the 2198 verified rough sleepers contacted in the quarter by outreach or BBS teams, 42 people who are considered vulnerable but have not been seen rough sleeping were also contacted. Of these:

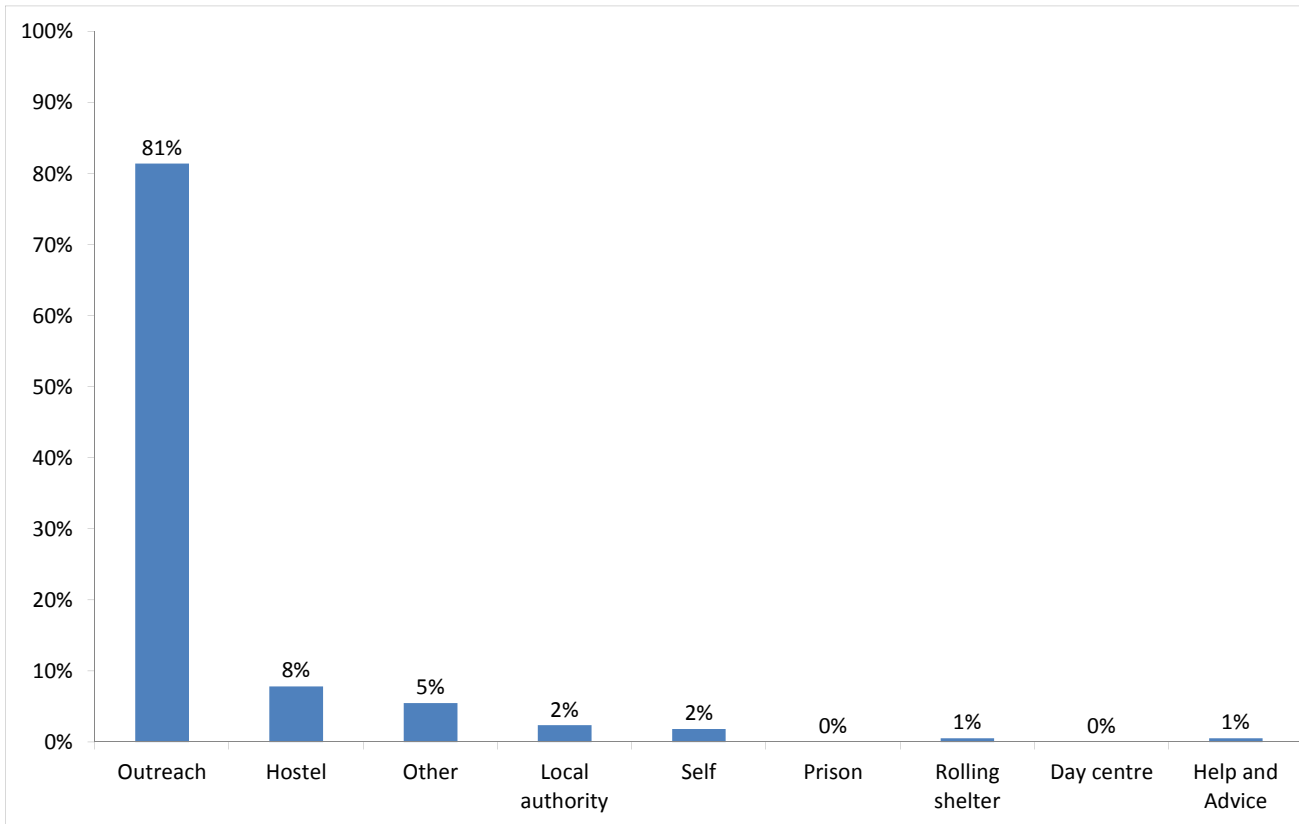
4 had confirmed reconnections;

2 were booked into accommodation across all boroughs

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

9) Arrivals

Temporary accommodation arrivals by accommodation project and source of referral.



Base: 383

329 people arrived at accommodation reporting to CHAIN in all London boroughs this quarter. These 329 people had 383 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 lower than previous periods (Oct-Dec 386/453, Jul-Sep 396/462, Apr-Jun 418/480).

Breakdown by accommodation:

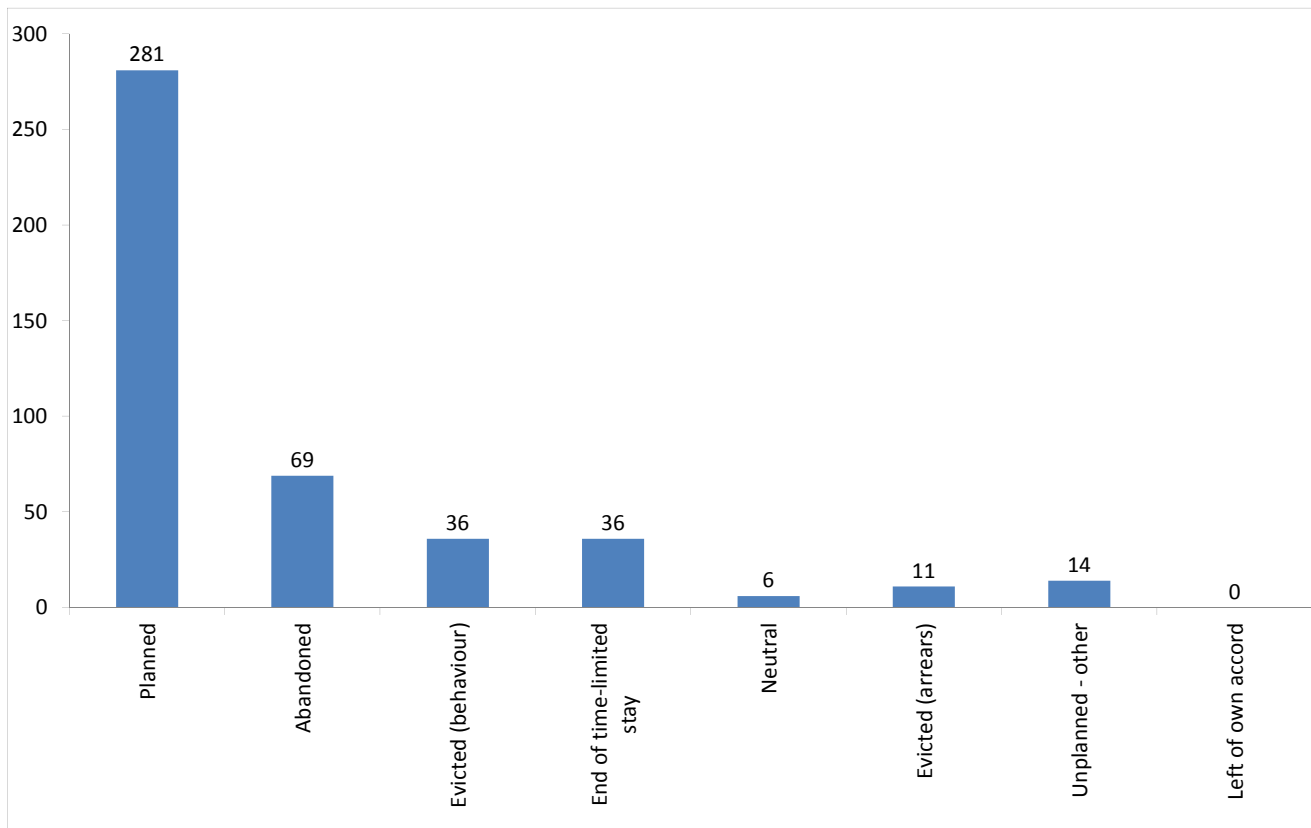
Source of referral	Accommodation	BBS - CSTM	Westminster SSHU CSTM	CSTM - Advice & Housing	Passage Assessment centre	Passage BBS and Day Centre	Westminster SSHU Passage	Passage Second Stage	BBS - St Mungo's	Westminster SSHU St Mungo's	Westminster SPOT	City Rough Sleepers Team	CRI - Camden	Ealing SPOT	Heathrow Airport Outreach	Lambeth SORT	Southwark SPOT	H&F SORT	K & C SIT	SPEAR Outreach	Tower Hamlets SORT	London Street Rescue	Pilion Islington Outreach	HART	Rolling shelter	Hostel	St Mungo's internal transfer	Advice Agency	GP/Hospital/Health authority	Local authority	Self	other referral source)	Total	
St John of God - Olallo Project						2				1	4																							7
SHP - Arlington Road													1																					1
SHP - 165 Project													1													1								2
Salvation Army - Cambria House																										1								1
St Mungo's - Birkenhead Street													1														1		1					3
St Mungo's - Endell Street													1																					1
St Mungo's - Endsleigh Gardens													1	1												1	1							4
Camden Total						2				1	4		5	1												3	2		1					19
St Mungo's - The Lodge		1				2			2																									5
City of London Total		1				2			2																									5
Broadway - Sixty-Five															2																		1	3
YMCA - Ealing														5																				5
Ealing Total														7																				8
St Mungo's - Church Walk																											1					1		3
Hackney Total																											1						1	3
Broadway - Goldhawk Road/Market Lane																					1	1				1								3
Broadway - Edith Road																																1		1
Hammersmith & Fulham Total																										1						1		4

Source of referral →	BBS - CSTM	Westminster SSHU CSTM	CSTM - Advice & Housing	Passage Assessment centre	Passage BBS and Day Centre	Westminster SSHU Passage	Passage Second Stage	BBS - St Mungo's	Westminster SSHU St Mungo's	Westminster SPOT	City Rough Sleepers Team	CRI - Camden	Ealing SPOT	Heathrow Airport Outreach	Lambeth SORT	Southwark SPOT	H&F SORT	K & C SIT	SPEAR Outreach	Tower Hamlets SORT	London Street Rescue	Pillion Islington Outreach	HART	Rolling shelter	Hostel	St Mungo's internal transfer	Advice Agency	GP/Hospital/Health authority	Local authority	Self	other referral (source)	Total
St Mungo's - Rushworth Street											5		5	4	20	28				3	11					1					1	78
Equinox - Joe Richards House																2																2
Salvation Army - David Barker House															1	2						1		1								5
St Mungo's - Great Guildford Street															1	5													1			7
St Mungo's - Grange Road																4																4
Southwark Total											5		5	4	22	41				3	12			1		1			1		1	96
Look Ahead - Aldgate					1			2								1				2	3				2				6	2		19
Edward Gibbons House																					1											1
Providence Row - Dellow Hostel											2																					2
Salvation Army - Booth House																				1												1
Tower Hamlets Total					1			2		2					1					3	4				2			6	2		2	23
The Passage - Passage Assessment Centre	4				5			2																	1						1	13
Church Army - Cosway Street																						1										1
English Churches - King George's	3				4			2															4	1								14
English Churches - Queen Mary's								2																						2		4
Look Ahead - Bayswater				2	2			2		1															1							8
Look Ahead - Hopkinson House	3				2			2		1															2							10
Look Ahead - Victoria			1																													1
Novas - CUC Soho	4																								1							5
Salvation Army - Edward Alsop Court			1	3			1	2																			1				1	9

Source of referral	Accommodation																										Total							
	BBS - CSTM	Westminster SSHU CSTM	CSTM - Advice & Housing	Passage Assessment centre	Passage BBS and Day Centre	Westminster SSHU Passage	Passage Second Stage	BBS - St Mungo's	Westminster SSHU St Mungo's	Westminster SPOT	City Rough Sleepers Team	CRI - Camden	Ealing SPOT	Heathrow Airport Outreach	Lambeth SORT	Southwark SPOT	H&F SORT	K & C SIT	SPEAR Outreach	Tower Hamlets SORT	London Street Rescue	Pilion Islington Outreach	HART	Rolling shelter	Hostel	St Mungo's internal transfer	Advice Agency	GP/Hospital/Health authority	Local authority	Self	other referral source)	Total		
St Mungo's - Harrow Road								3															1			1						1	6	
The Passage - Passage House					1																				2								2	3
The Passage - Montfort House					2																				4								2	8
Thames Reach - Shroton Street								1																									1	1
Westminster Total	14		2	5	16		1	16		2													5	1	11	1	1					7	83	
Total	26	1	2	5	32	1	1	30	1	8	14	7	16	7	55	55	1	4	1	7	37	4	5	2	18	7	1	1	9	7	18	383		

10) Departures - reason for leaving

Departures by whether or not the departure was planned or unplanned



Base: 453

417 people departed from accommodation reporting to CHAIN in all London boroughs this year. These 417 people had 453 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 (Oct-Dec 413/452, Jul-Sep 491/534, Apr-Jun 523/571).

62% of departures were due to a planned move. This is similar to previous quarters (Oct-Dec 67%, Jul-Sep 59%, Apr-Jun 57%).

15% of departures were due to abandonments. This is consistent with previous quarters.

10% of departures were due to evictions. This is consistent with previous quarters.

Breakdown by accommodation

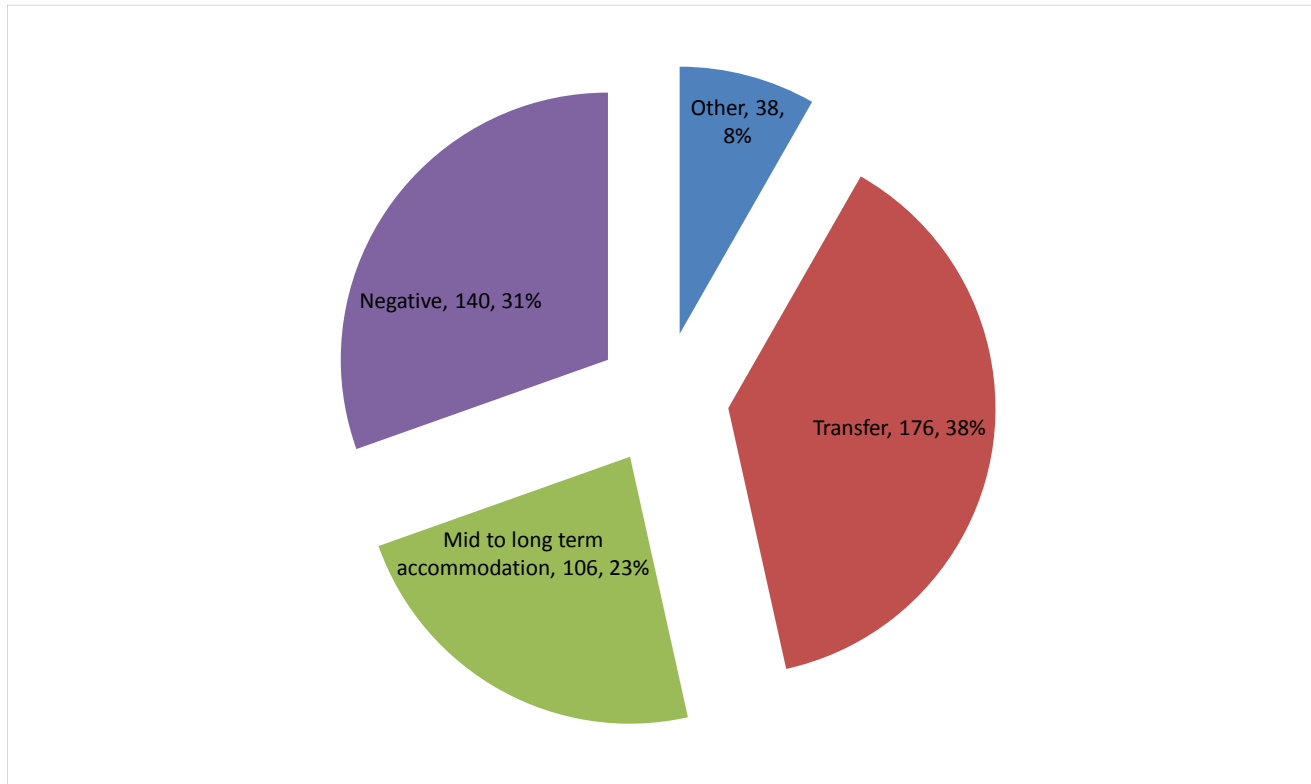
Planned/Unplanned Accommodation	Planned	Abandoned	Evicted (behaviour)	End of time- limited stay	Neutral	Evicted (arrears)	Unplanned - other	Total
St Mungo's - Esmond Road	1							1
St Mungo's - Teignmouth Road	1							1
Brent Total	2							2
Novas Group - Arlington House			1					1
St John of God - Olallo Project	1	1		8				10
SHP - 165 Project					1			1
St Mungo's - Birkenhead Street	2			1			1	4
St Mungo's - Endell Street	1	1						2
St Mungo's - Endsleigh Gardens	4		1					5
St Mungo's - St Pancras Way	2	1	2					5
Camden Total	10	3	4	9	1		1	28
Providence Row - Middle Street		2						2
St Mungo's - The Lodge	3	2						5
City of London Total	3	4						7
Broadway - Sixty-Five	1	1	1					3
YMCA - Ealing	4							4
Ealing Total	5	1	1					7
St Mungo's - Church Walk		1						1
Hackney Total		1						1
Broadway - Goldhawk Road/Market Lane	1	1	1					3
Broadway - Edith Road	3							3
Broadway - The Coninghams	2					1		3
Hammersmith & Fulham Total	6	1	1			1		9
St Mungo's - Margery Street	46	13	2	12	1	1	3	78
Cranstoun Drug Services - City Road	5	2		2				9
St Mungo's - Barnsbury Road	1							1

Planned/Unplanned Accommodation	Planned	Abandoned	Evicted (behaviour)	End of time- limited stay	Neutral	Evicted (arrears)	Unplanned - other	Total
St Mungo's - Wharton Street		1						1
Islington Total	52	16	2	14	1	1	3	89
Look Ahead - Earl's Court	4	1	1	3				9
St Mungo's - Cromwell Road	3	1	1					5
St Mungo's - Redcliffe Gardens			1					1
Kensington & Chelsea Total	7	2	3	3				15
Centrepoint - Vauxhall Cross	2			1				3
Equinox - Brook Drive	2	1						3
St Mungo's - Auckland Hill	1							1
St Mungo's - Cedars Road	11	2	4			1		18
St Mungo's - Palace Road	1							1
Thames Reach - Graham House	12	1	4		1			18
Thames Reach - Stamford Street	4			1				5
Lambeth Total	33	4	8	2	1	1		49
St Mungo's - Pagnell Street	2	4	1					7
St Mungo's - Spring Gardens	2	1					1	4
Lewisham Total	4	5	1				1	11
SPEAR - Kew Road	2							2
Richmond Total	2							2
St Mungo's - Rushworth Street	65	9		8				82
Salvation Army - David Barker House	5							5
St Mungo's - Great Guildford Street	4	1	1					6
St Mungo's - Grange Road	4	1	2					7
Southwark Total	78	11	3	8				100
Look Ahead - Aldgate	5	4	1				2	12
Providence Row - Daniel Gilbert House	1							1
Providence Row - Dellow Hostel	3							3
Edward Gibbons House	1	1	1					3

Planned/Unplanned Accommodation	Planned	Abandoned	Evicted (behaviour)	End of time- limited stay	Neutral	Evicted (arrears)	Unplanned - other	Total
Providence Row - Hackney Road	2					2	1	5
Salvation Army - Booth House	4							4
Tower Hamlets Total	16	5	2			2	3	28
The Passage - Passage Assessment Centre	15		1			2		18
Church Army - Cosway Street			1					1
English Churches - King George's	4	4	3		1		4	16
Look Ahead - Bayswater	5	3				1		9
Look Ahead - Hopkinson House	4	1	1				1	7
Look Ahead - Victoria	9	2	1		1	1	1	15
Novas - CUC Soho	3	2	2			1		8
Salvation Army - Edward Alsop Court	4	3				1		8
St Mungo's - Francis Street	1							1
St Mungo's - Harrow Road	4	1	1		1			7
The Passage - Passage House Foyer	2							2
The Passage - Passage House	8							8
The Passage - Montfort House	4							4
St Mungo's - Bravington Road (225)			1					1
Westminster Total	63	16	11		3	6	6	105
Total	281	69	36	36	6	11	14	453

11) Departures - destination on departure

Departure actions by destination on departure



Base: 453

Destination categories on CHAIN	Chart category	Colour
Care home, Clearing House/RSI, Home area, Hospital - long term, LA tenancy (general needs), Long-term accommodation, Previous home, Private rented sector - independent, Private rented sector - supported, RSL tenancy (general needs), Sheltered Housing, Supported Housing	Mid to long term accommodation	
Bed & Breakfast, Detox clinic, Hostel, Hostel - another organisation, Hostel - within the organisation, Rehab clinic, Temporary accommodation, Psychiatric hospital, Hospital - NOT long term/acute care	Transfer	
Not known, Sleeping rough/returned to streets, Taken into custody	Negative	
Died, Outside London, Staying with family, Staying with friends	Other	


Destination on departure from temporary accommodation	Number	%
Accomm where client is occupier	0	0%
Bed & Breakfast	8	2%
Care home	0	0%
Clearing House/RSI	17	4%
Detox clinic	4	1%
Committed suicide	0	0%
Died	6	1%
Home area	0	0%
Hospital	0	0%
Hospital - long term	3	1%
Hospital - NOT long term/acute care	2	0%
Hostel	0	0%
Hostel - another organisation	95	21%
Hostel - within the organisation	55	12%
LA tenancy (general needs)	8	2%
Long-term accommodation	0	0%
Not known	93	21%
Outside London	0	0%
Previous home (describe type of accomm in notes)	1	0%
Private rented sector - independent	20	4%
Private rented sector - with some floating support/support	3	1%
Psychiatric hospital	3	1%
Rehab clinic	9	2%
Returned to home country (CEE)	1	0%
Returned to home country (non CEE)	2	0%
RSL tenancy (general needs)	12	3%
Sheltered Housing	4	1%
Sleeping rough/Returned to streets	31	7%
Staying with family	12	3%
Staying with friends	20	4%
Supported Housing	28	6%
Taken into custody	16	4%
Temporary accommodation	0	0%
Total	453	100%

33% of people left accommodation to move to another hostel. This is similar to previous periods (Oct-Dec 34%, Jul-Sep 27%, Apr-Jun 22%).

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

Breakdown by accommodation

Destination Accommodation	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	rough/Returned to streets	Staying with family	Staying with friends	Supported Housing	Taken into custody	Total	
St Mungo's - Esmond Road								1																	1	
St Mungo's - Teignmouth Road									1																	1
Brent Total								1	1																	2
Novas Group - Arlington House										1																1
St John of God - Olallo Project										3		1								3		3				10
SHP - 165 Project				1																						1
St Mungo's - Birkenhead Street		1						1		1														1	4	
St Mungo's - Endell Street										1													1			2
St Mungo's - Endsleigh Gardens	1						2													1	1					5
St Mungo's - St Pancras Way							1	2		2																5
Camden Total	1	1		1			3	3		8		1								4	1	3	1	1		28
Providence Row - Middle Street										1												1				2
St Mungo's - The Lodge										2		1							2							5
City of London Total										3		1							2			1				7
Broadway - Sixty-Five										1								1		1						3
YMCA - Ealing		1	1				1															1				4
Ealing Total		1	1				1			1								1		1	1					7

Destination Accommodation																									
	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	rough/Returned to streets	Staying with family	Staying with friends	Supported Housing	Taken into custody	Total
St Mungo's - Church Walk										1															1
Hackney Total										1															1
Broadway - Goldhawk Road/Market Lane										2													1		3
Broadway - Edith Road																							3		3
Broadway - The Coninghams								1		1													1		3
Hammersmith & Fulham Total								1		3													5		9
St Mungo's - Margery Street	2			1			29	9		13		2	2			1				11	1	3	1	3	78
Cranstoun Drug Services - City Road							1			3					4					1					9
St Mungo's - Barnsbury Road							1																		1
St Mungo's - Wharton Street										1															1
Islington Total	2			1			31	9		17		2	2		4	1				12	1	3	1	3	89
Look Ahead - Earl's Court		1					2	1		3					1							1			9
St Mungo's - Cromwell Road								1	2											1		1			5
St Mungo's - Redcliffe Gardens										1															1
Kensington & Chelsea Total		1					2	2	2	4					1					1		2			15
Centrepoint - Vauxhall Cross										1								1					1		3
Equinox - Brook Drive	1						1			1															3
St Mungo's - Auckland Hill																		1							1

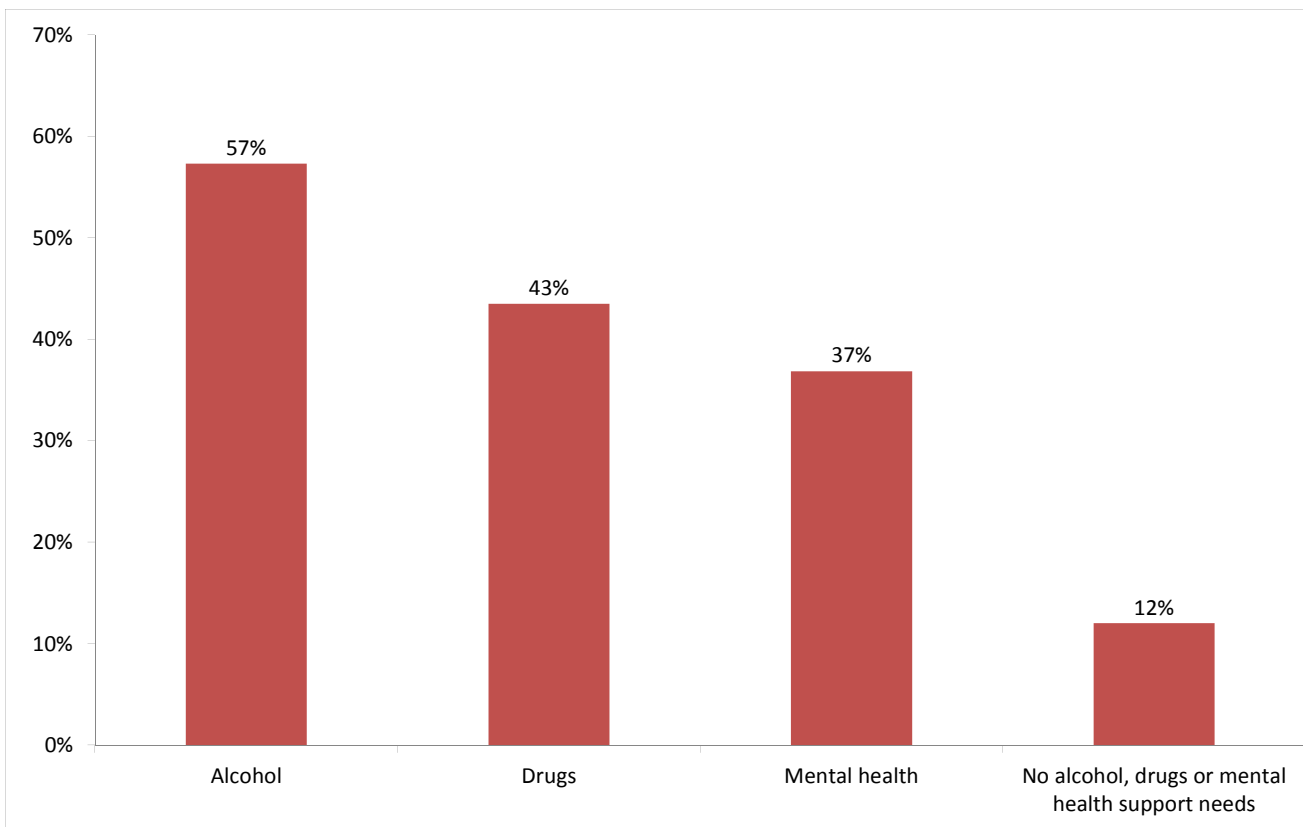
Destination Accommodation	Bed & Breakfast	Clearing House/RSI	Detox clinic	Died	Hospital - long term	Hospital - NOT long term/acute	Hostel - another organisation	Hostel - within the organisation	LA tenancy (general needs)	Not known	Previous home (describe type of)	Private rented sector -	Private rented sector - with	Psychiatric hospital	Rehab clinic	Returned to home country (CEE)	Returned to home country (Non CEE)	RSL tenancy (general needs)	Sheltered Housing	rough/Returned to streets	Staying with family	Staying with friends	Supported Housing	Taken into custody	Total
Edward Gibbons House										2													1		3
Providence Row - Hackney Road																		1		2			1	1	5
Salvation Army - Booth House		4																							4
Tower Hamlets Total		5					1		3	7					1			4		2			2	3	28
The Passage - Passage Assessment Centre		1					7	2		3	1										3		1		18
Church Army - Cosway Street										1															1
English Churches - King George's		1		1						2								1		4		1	1	5	16
Look Ahead - Bayswater							1			4		3											1		9
Look Ahead - Hopkinson House							2			1					1				1	1				1	7
Look Ahead - Victoria				1		1	1	1		3		2										2	3	1	15
Novas - CUC Soho		1					2			4												1			8
Salvation Army - Edward Alsop Court		1					1			4											2				8
St Mungo's - Francis Street							1																		1
St Mungo's - Harrow Road				1			1	1	1	1		1								1					7
The Passage - Passage House					1		3	2										1					1		8
The Passage - Passage House Foyer												1										1			2

Destination Accommodation	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	rough/Returned to streets	Staying with family	Staying with friends	Supported Housing	Taken into custody	Total
The Passage - Montfort House		1					1	1				1													4
St Mungo's - Bravington Road (225)										1															1
Westminster Total		5		3	1	1	20	7	1	24	1	8			1			2	1	6	5	5	7	7	105
Total	8	17	4	6	3	2	95	55	8	93	1	20	3	3	9	1	2	12	4	31	12	20	28	16	453

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



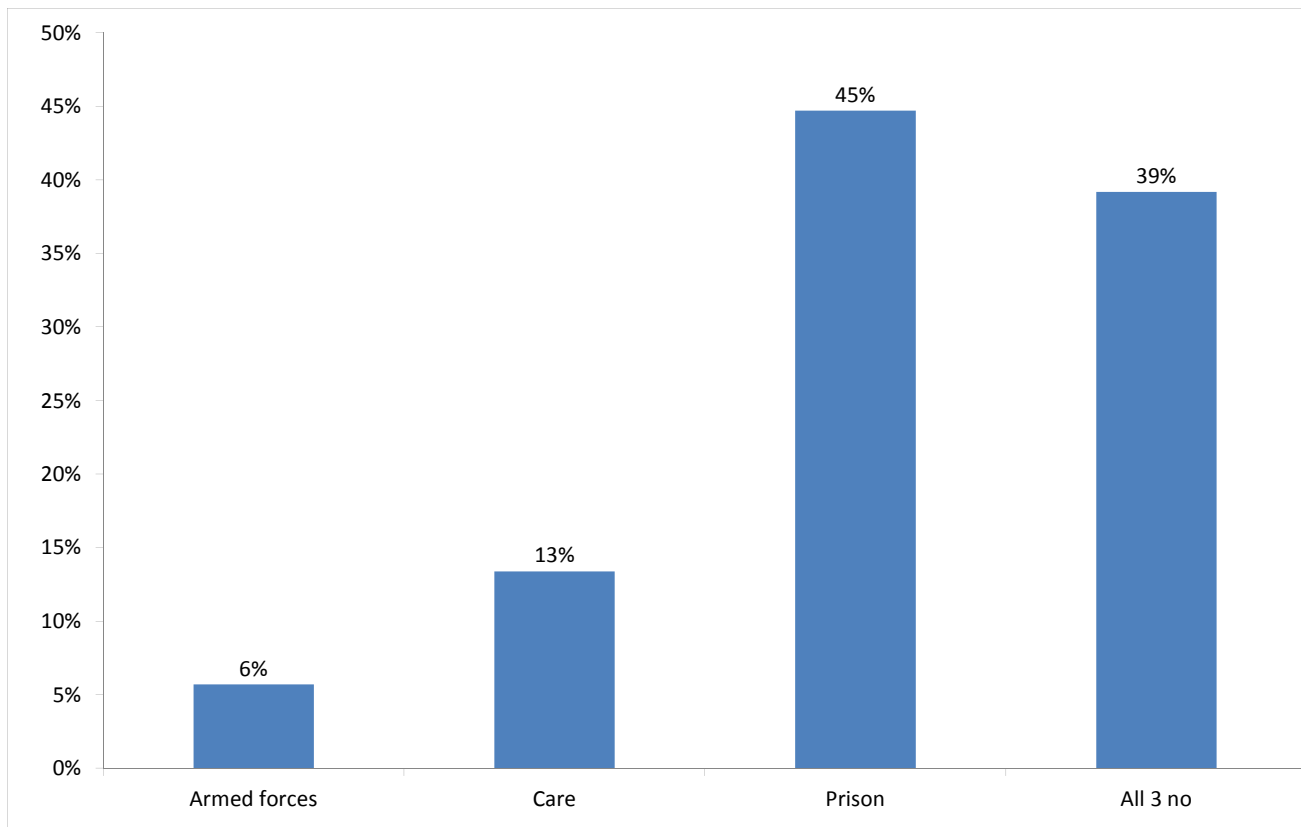
Base: 1115 Note that the base figure for this graph excludes clients where all 3 support needs are not known or not recorded (1259).

Support Needs	No. of people	%
Alcohol only	251	11%
Drugs only	146	6%
Mental health only	111	5%
Alcohol and drugs	153	6%
Alcohol and mental health	114	5%
Drugs and mental health	65	3%
Alcohol, drugs and mental health	121	5%
All 3 no	134	6%
All 3 not known or not assessed	1259	53%
All 3 no, not known or not assessed	20	1%
Total	2374	100%

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

13) 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: 1105 Note that the base figure for this graph excludes clients where all 3 institutional histories are not known.

63 people contacted in all London boroughs this quarter have previously been in the armed forces (67 last quarter).

Nationality	Number
UK	35
Non-UK	28
Total	63

148 people contacted in all London boroughs this quarter have previously been in care (168 last quarter).

494 people contacted in all London boroughs this quarter have previously been in prison (490 last quarter).

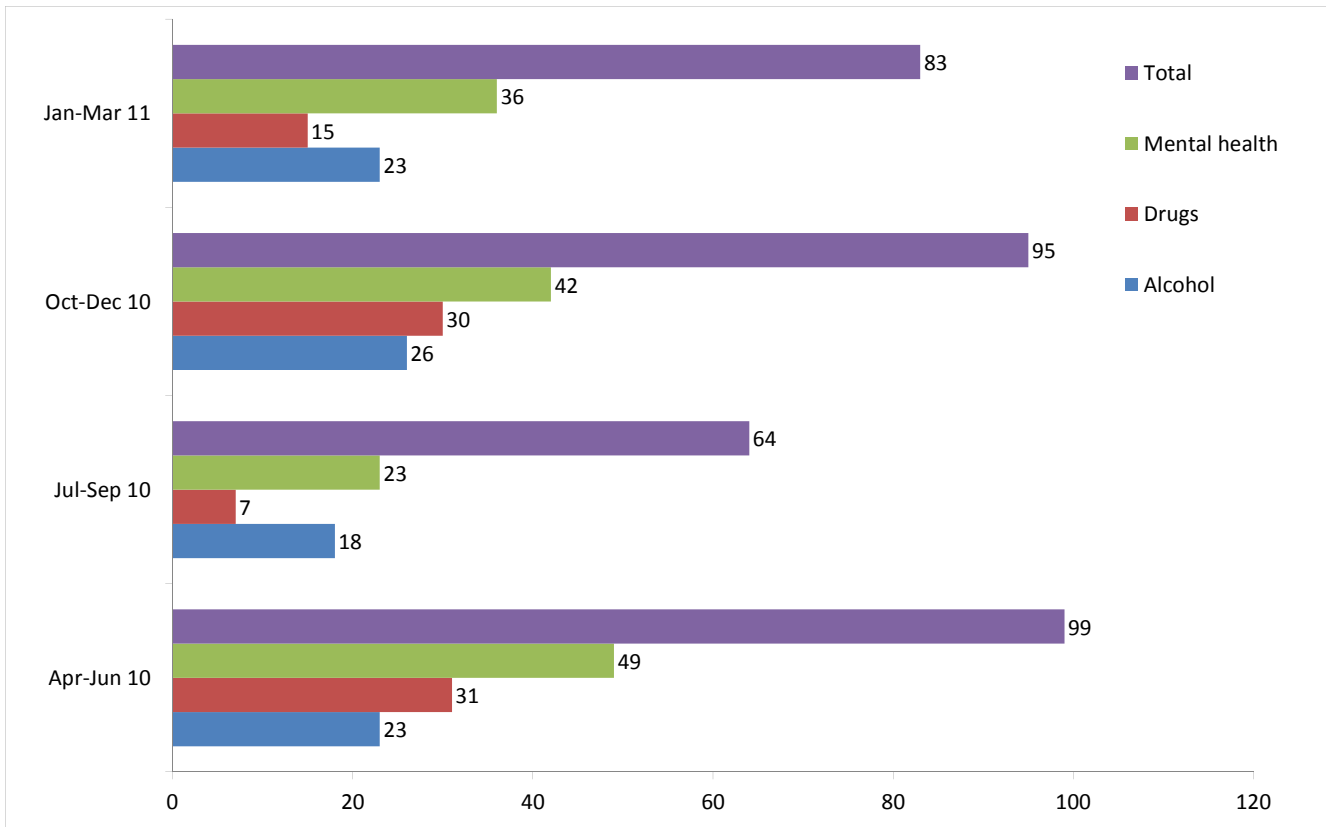
It is possible for someone contacted to have previous experience of more than one institution and so be included in more than one of the above figures. 110 people contacted in the year have been in care and prison.

The proportion of people contacted in all London 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.

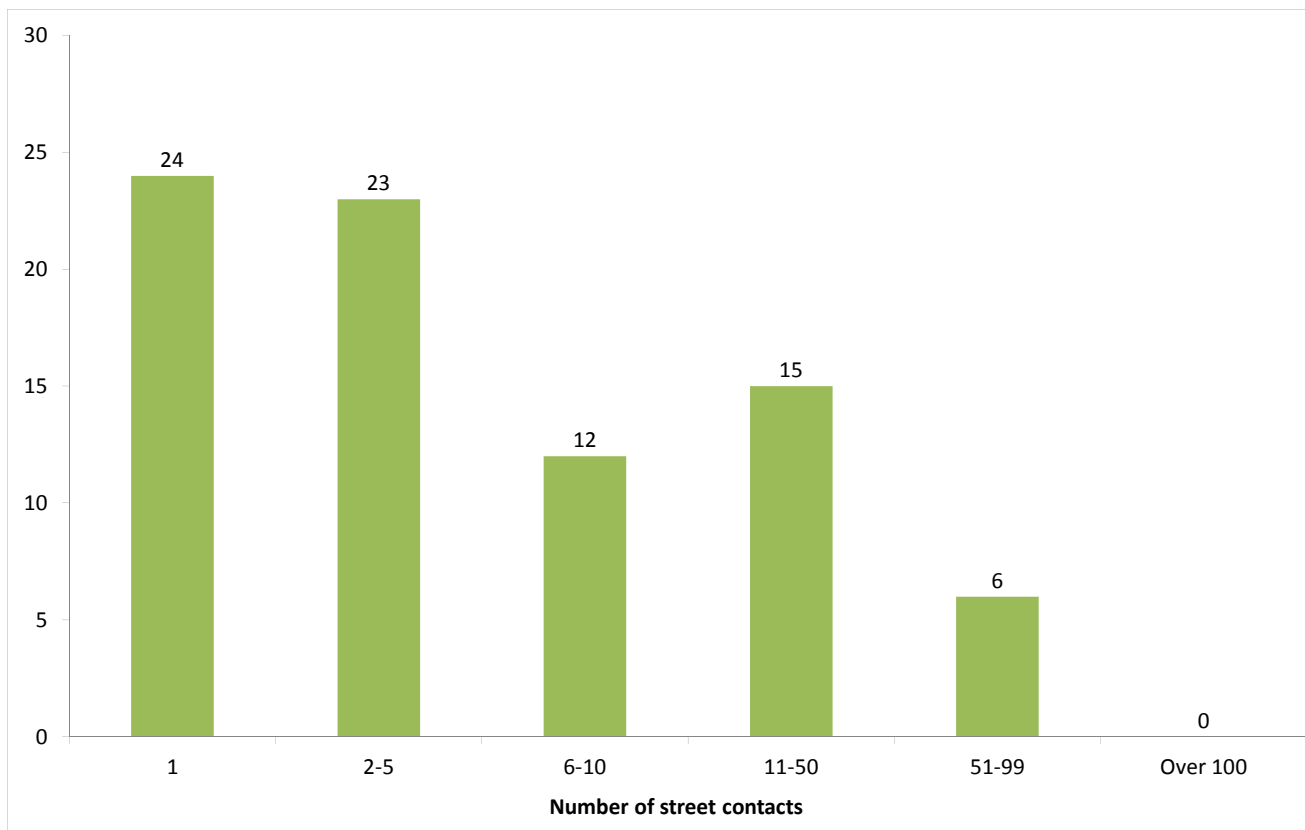


83 people started a tenancy in RSI accommodation. This is a decrease of 13% from 95 in Oct-Dec 2010.

NB. The support needs shown are current support needs from the Clearing House database - clients may have experienced other support needs in the past.

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: 80

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

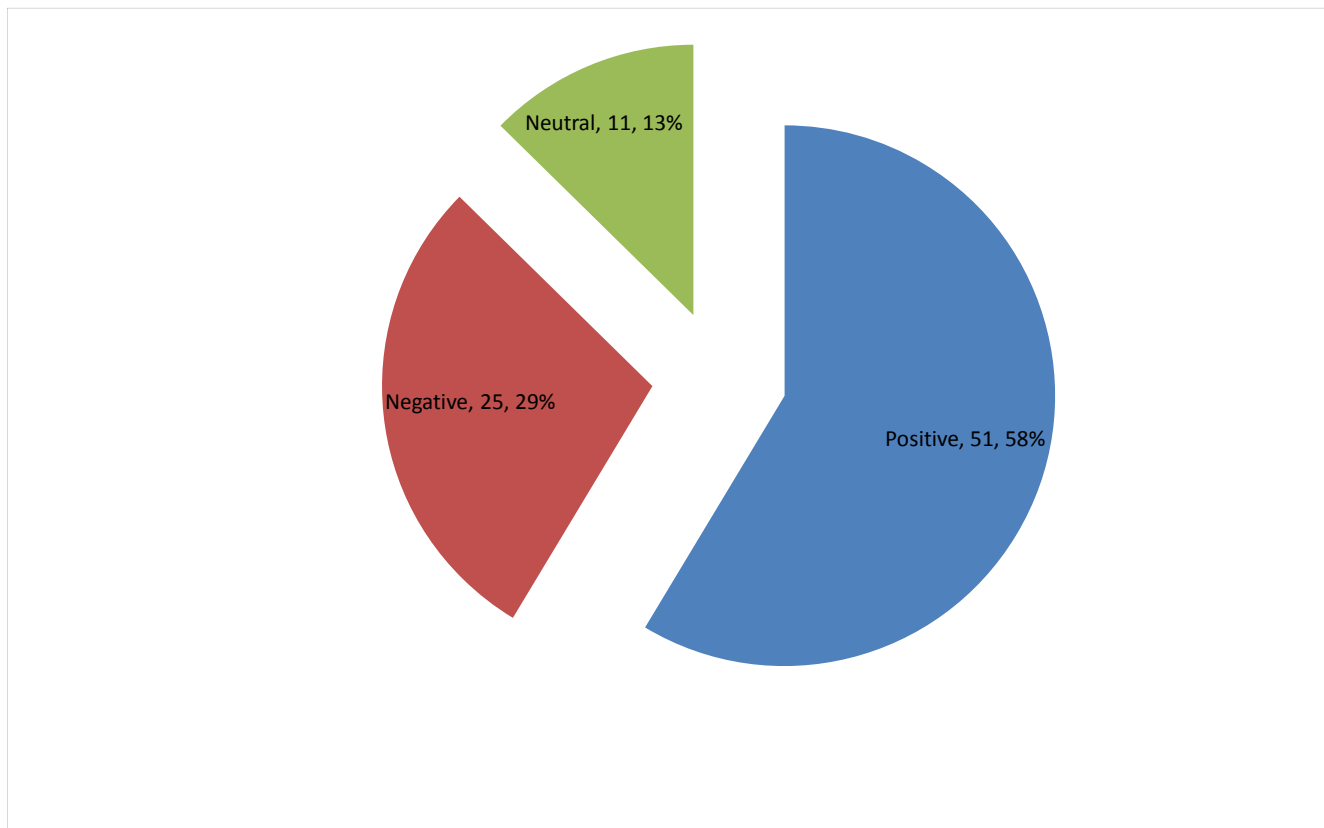
24 of these people had only one street contact recorded on CHAIN before their tenancy start.

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

*3 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: 87

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	4	5%	0%
Evicted	19	22%	1%
Planned move out	26	30%	1%
RSI transfer	12	14%	0%
Transferred	13	15%	0%
Went to prison	2	2%	0%
Death of tenant	11	13%	0%
Total	87	100%	2%

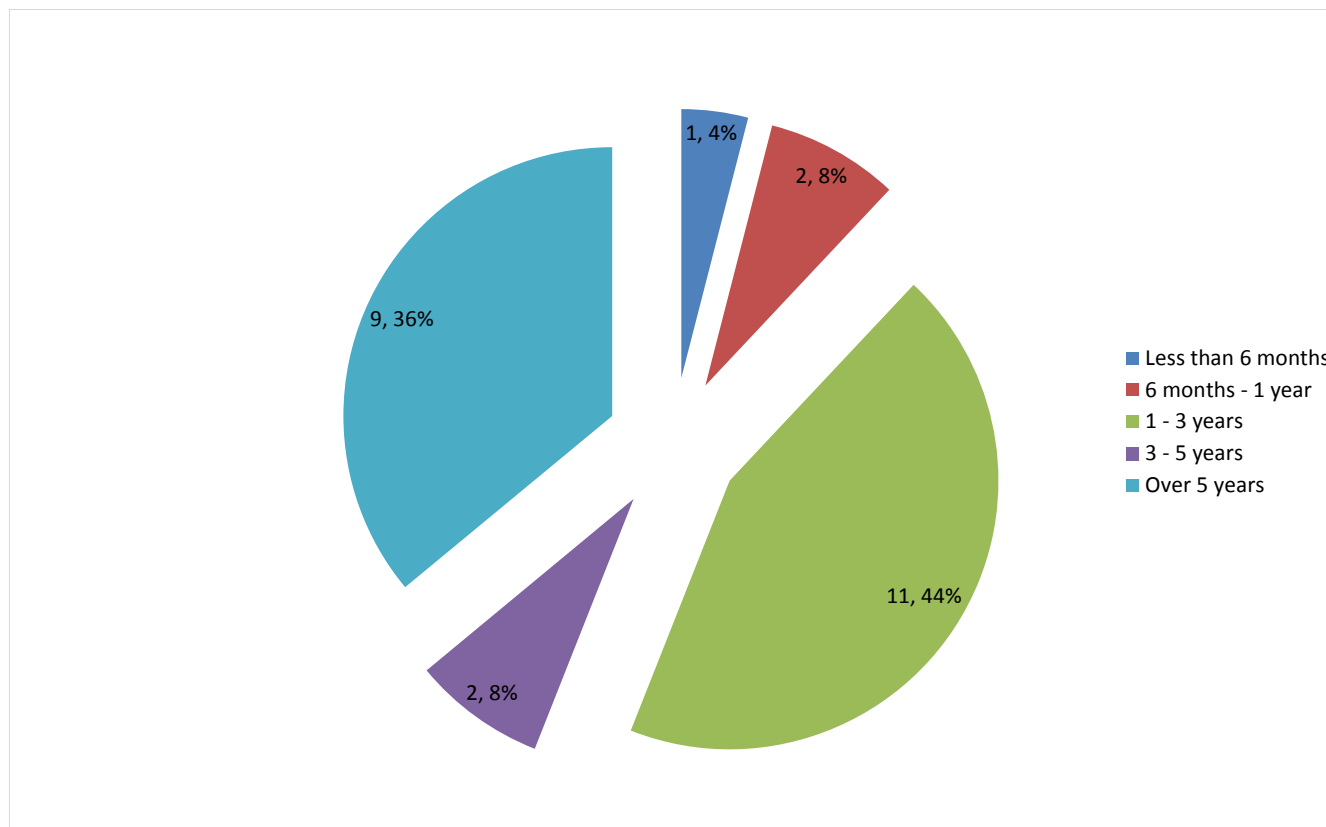
87 people ended an RSI accommodation tenancy this period. This is a decrease from 74 during the previous quarter and 82 in the same period last year.

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

A total of 0.7% 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 3626 current total number of RSI tenancies.

The majority of these people (44%) had been in their tenancy for three years or more. This compares to Oct-Dec 53%, Jul-Sep 67%, Apr-Jun 71%.

44% of these people had been in their tenancy for one to three years. This compares to Oct-Dec 24%, Jul-Sep 17%, Apr-Jun 25%).