



# Street to Home Quarterly report

1st July to 30th September 2011



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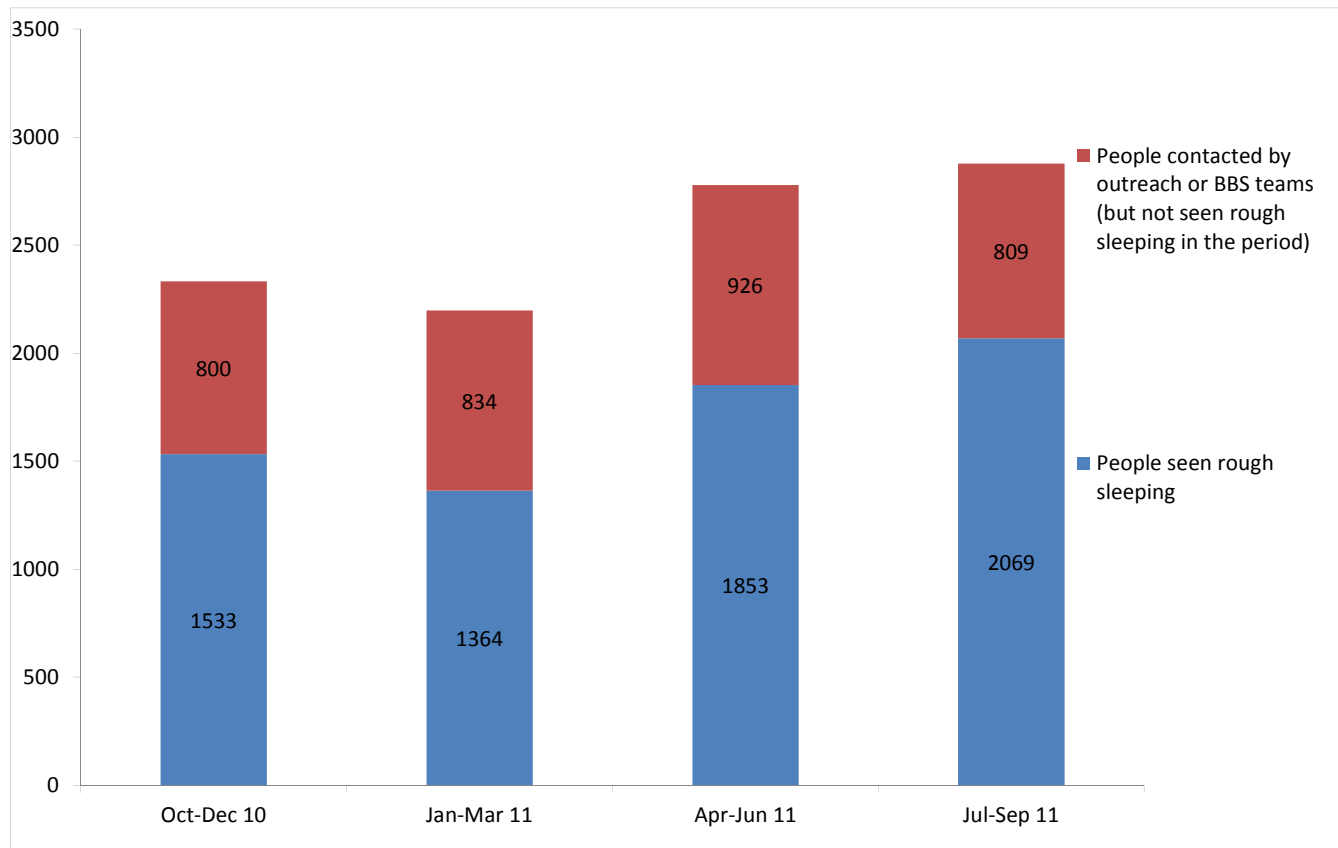
Length of stay of people who departed from RSI long-term accommodation in the period due to abandoning or being evicted from the property

# 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



Oct-Dec 10 base: 2333  
Jan-Mar 11 base: 2198  
Apr-Jun 11 base: 2779  
Jul-Sep 11 base: 2878

2878 verified rough sleepers were contacted by services in London during the quarter. This is an increase from 2779 last quarter and compares to 2468 in the same quarter last year.

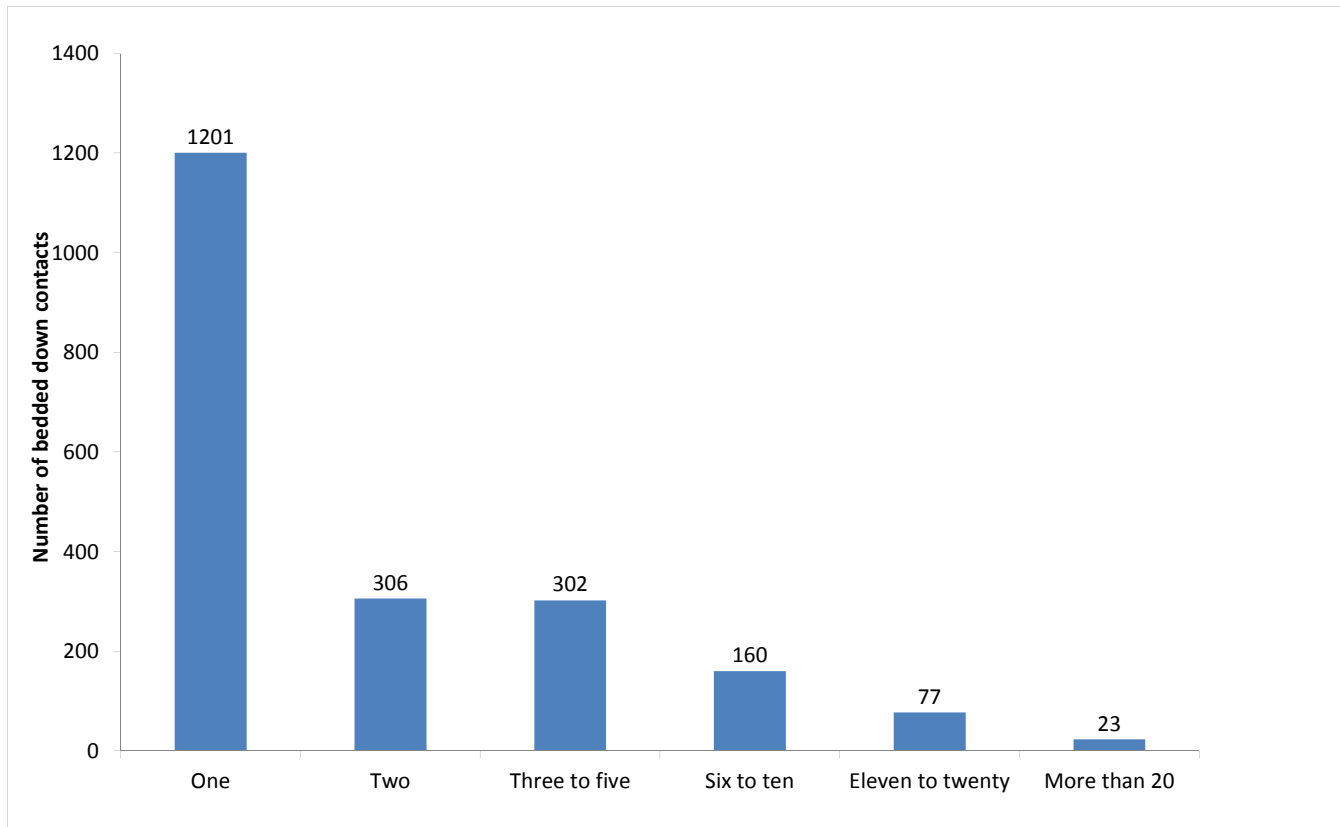
Of these 2878, 2069 had a bedded down street contact in the quarter and so were known to have slept rough in London during the quarter. The number sleeping rough this quarter has increased by 12% when compared to the previous quarter.

In the same period last year, 1549 people were seen sleeping rough.

1083 people were seen rough sleeping for the first time this quarter (flow). This compares to 908 in the previous quarter, an increase of 19%.

## 2) Rough sleeping volume

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



Base: 2069

Of the 2069 people seen rough sleeping this quarter, 1201 only had a single bedded down street contact.

Of the 2069 people seen bedded down, 323 were from CEE countries and seen only once during the period. This means 27% of people seen for the first time in the period were from CEE countries.

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

### 3) Nationality of rough sleepers

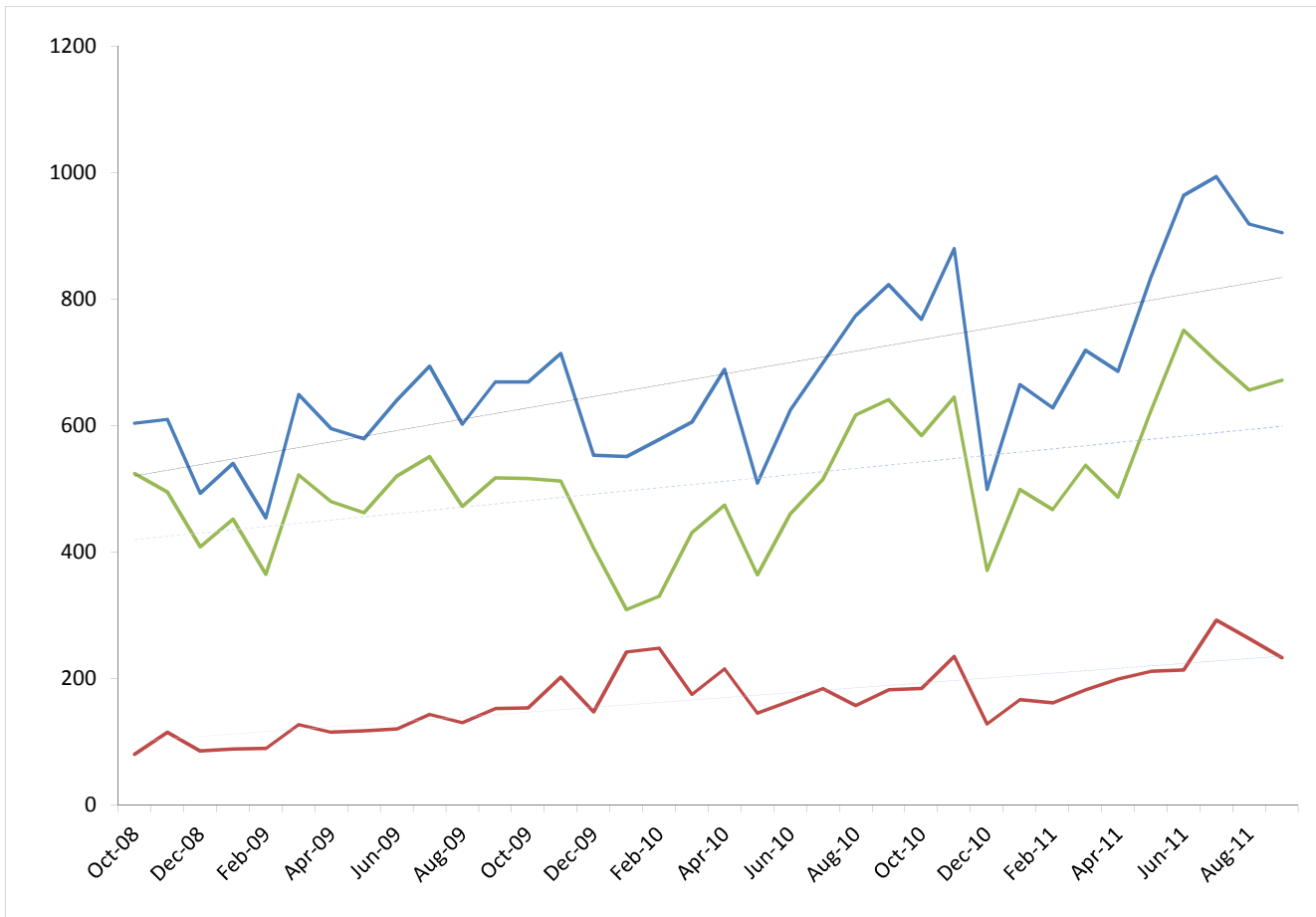
People seen rough sleeping by outreach or BBS teams during the quarter

Nationality	Oct-Dec	%	Jan-Mar	%	Apr-Jun	%	Jul-Sep	%
UK	678	49%	587	47%	850	50%	928	48%
Ireland (Republic of)	40	3%	41	3%	56	3%	55	3%
France	16	1%	23	2%	22	1%	23	1%
Germany	9	1%	9	1%	19	1%	11	1%
Portugal	25	2%	24	2%	29	2%	46	2%
Spain	9	1%	12	1%	13	1%	17	1%
Italy	19	1%	12	1%	16	1%	17	1%
Bulgaria	17	1%	4	0%	10	1%	22	1%
Czech Republic	26	2%	29	2%	25	1%	32	2%
Estonia	9	1%	4	0%	2	0%	6	0%
Hungary	20	1%	13	1%	22	1%	18	1%
Latvia	22	2%	29	2%	50	3%	45	2%
Lithuania	48	3%	47	4%	55	3%	69	4%
Poland	151	11%	133	11%	168	10%	224	12%
Romania	77	6%	52	4%	99	6%	125	6%
Slovenia	2	0%	2	0%	27	2%	34	2%
Slovakia	24	2%	33	3%	3	0%	1	0%
<b>Central and East European</b>	<b>396</b>	<b>28%</b>	<b>346</b>	<b>28%</b>	<b>461</b>	<b>27%</b>	<b>576</b>	<b>30%</b>
Other Europe	32	2%	32	3%	37	2%	40	2%
Eritrea	7	1%	8	1%	16	1%	19	1%
Africa	67	5%	72	6%	65	4%	90	5%
America	13	1%	12	1%	25	1%	24	1%
India	23	2%	30	2%	33	2%	31	2%
Sri Lanka	12	1%	6	0%	6	0%	7	0%
Other Asia	43	3%	33	3%	52	3%	57	3%
Australasia	3	0%	0	0%	2	0%	3	0%
<i>Missing</i>	<i>106</i>		<i>81</i>		<i>99</i>	<i>6%</i>	<i>94</i>	<i>5%</i>
<i>Not known</i>	<i>35</i>		<i>36</i>		<i>52</i>	<i>3%</i>	<i>31</i>	<i>2%</i>
<b>Total</b>	<b>1533</b>		<b>1364</b>		<b>1853</b>		<b>2069</b>	
<b>Total**</b>	<b>1392</b>		<b>1247</b>		<b>1702</b>		<b>1944</b>	

12 people from Iran were seen sleeping rough this quarter (in other Asia group above) and 11 people from Jamaica (within America group above).

#### 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.

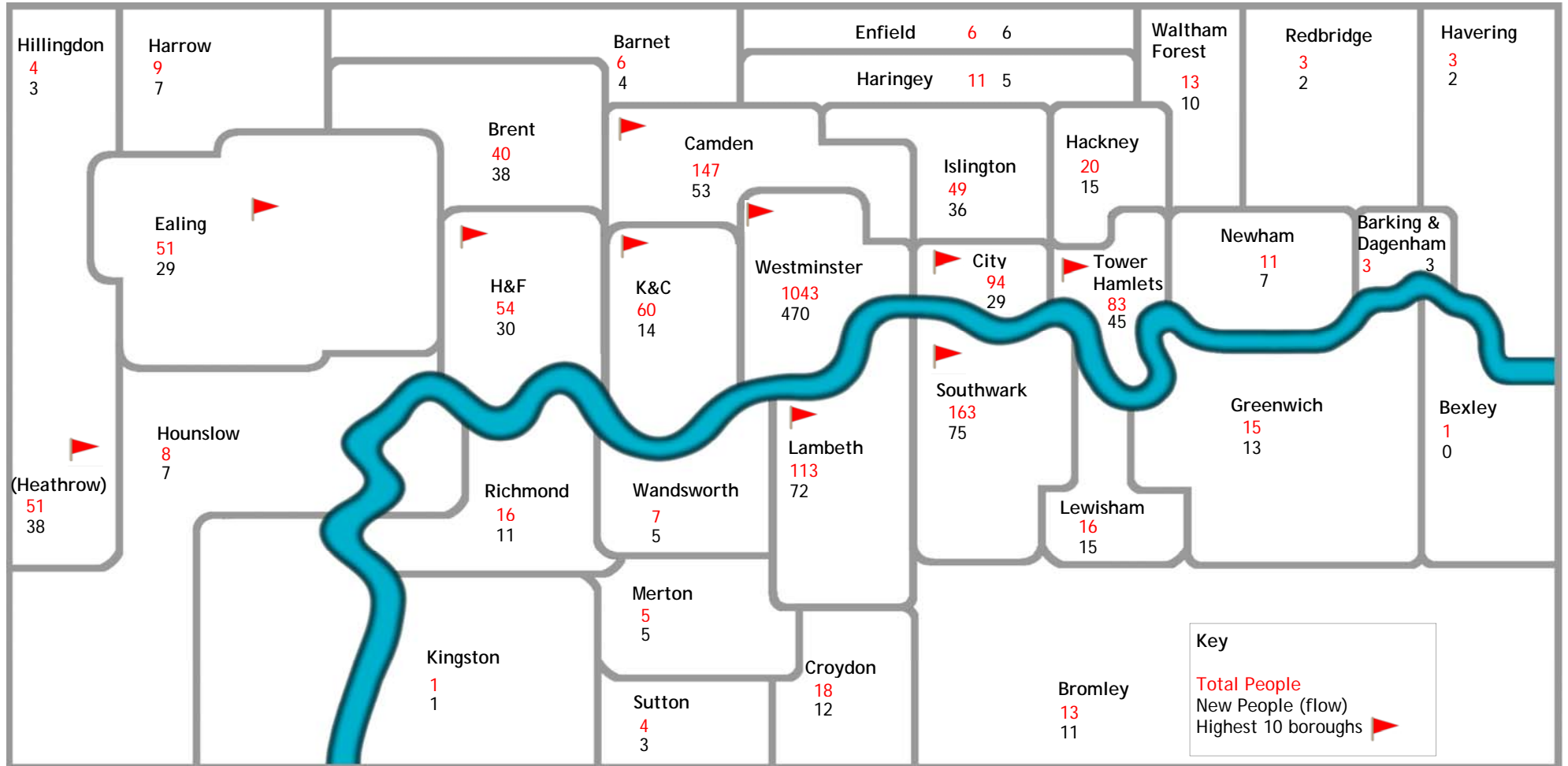
The green line shows the number of people seen rough sleeping excluding anyone from Central and eastern European (CEE) countries.

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: 2069



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

Borough	Apr-Jun 11	Jul-Sep 11	Change	% change
Barking & Dagenham	6	3	-3	-50%
Barnet	5	6	+1	20%
Bexley	2	1	-1	-50%
Brent	17	40	+23	135%
Bromley	2	13	+11	550%
Camden	142	147	+5	4%
City of London	81	94	+13	16%
Croydon	4	18	+14	350%
Ealing	62	51	-11	-18%
Enfield	7	6	-1	-14%
Greenwich	8	15	+7	88%
Hackney	21	20	-1	-5%
Hammersmith & Fulham	59	54	-5	-8%
Haringey	8	11	+3	38%
Harrow	2	9	+7	350%
Havering	3	3	0	0%
Heathrow	25	51	+26	104%
Hillingdon	2	4	+2	100%
Hounslow	27	8	-19	-70%
Islington	41	49	+8	20%
Kensington & Chelsea	72	60	-12	-17%
Kingston	1	1	0	0%
Lambeth	86	113	+27	31%
Lewisham	19	16	-3	-16%
Merton	4	5	+1	25%
Newham	14	11	-3	-21%
Redbridge	7	3	-4	-57%
Richmond	17	16	-1	-6%
Southwark	125	163	+38	30%
Sutton	1	4	+3	300%
Tower Hamlets	74	83	+9	12%
Waltham Forest	11	13	+2	18%
Wandsworth	14	7	-7	-50%
Westminster	948	1043	+95	10%

Compared to last quarter, there are 8 boroughs where there has been a notable increase (over 10) in the number of people seen sleeping rough:

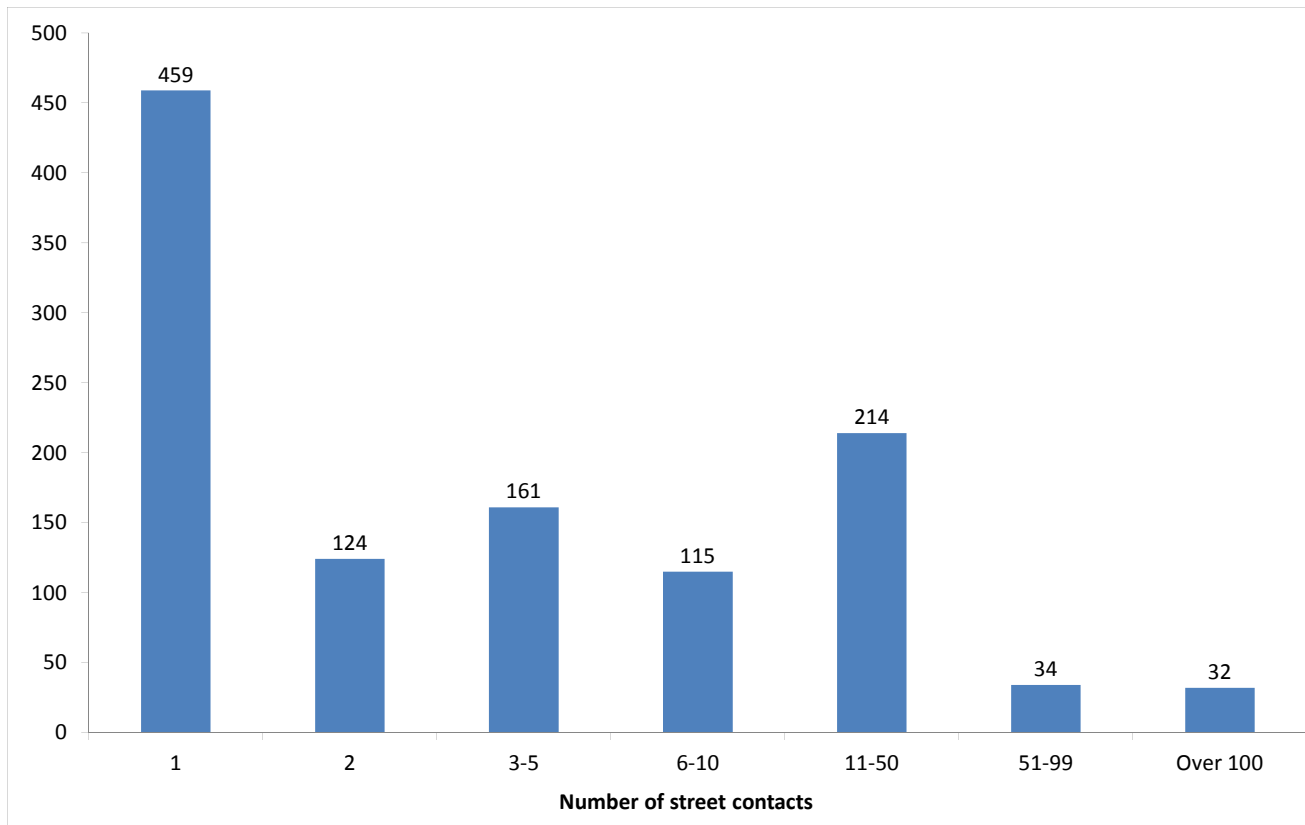
**Brent, Bromley, City of London, Croydon, Heathrow, Lambeth, Southwark and Westminster**

Compared to last quarter there are 3 boroughs where there has been a notable decrease (over 10) in the number of people seen sleeping rough:

**Ealing, Hounslow, Kensington & Chelsea**

## 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: 1139

1139 (40%) verified rough sleepers contacted across London this quarter have never had a booking in action recorded on CHAIN. This has increased slightly from 1093 (39%) in the previous period.

1019 of these people have slept rough in the quarter, which is 49% of all people sleeping rough this quarter.

459 (40%) 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 100 street contacts. This is higher than previous quarters (Apr-Jun: 29; Jan-Mar: 25, Oct-Dec 23).

## 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	Jul-Sep 11	%	Apr-Jun 11	%
Assessment centre	26	2%	15	2%
Bed & breakfast	69	6%	64	7%
Clinic/Detox/Rehab	27	3%	12	1%
Rolling shelter	183	17%	128	15%
Hostel	315	29%	267	31%
Other temporary	0	0%	0	0%
Second-stage accommodation	6	1%	21	2%
St Mungo's complex needs	1	0%	0	0%
St Mungo's semi-independent	0	0%	0	0%
Clearing House/RSI	6	1%	8	1%
LA tenancy (general needs)	8	1%	14	2%
Private rented sector	0	0%	0	0%
Private rented sector - independent	76	7%	63	7%
Private rented sector - with some floating support/support	7	1%	8	1%
RSL tenancy (general needs)	1	0%	2	0%
Sheltered housing	4	0%	8	1%
Supported housing	19	2%	7	1%
Other long-term accommodation	12	1%	14	2%
<b>Bookings into accommodation total</b>	<b>760</b>	<b>71%</b>	<b>631</b>	<b>73%</b>
Return to home area	215	20%	172	20%
Seeking work	46	4%	23	3%
Move to area for friends/family	100	9%	57	7%
Move to area with appropriate services	122	11%	90	10%
Other	0	0%	0	0%
<b>Reconnections total</b>	<b>315</b>	<b>29%</b>	<b>235</b>	<b>27%</b>
<b>TOTAL</b>	<b>1075</b>	<b>100%</b>	<b>866</b>	<b>100%</b>

Outreach and BBS teams across London succeeded in reconnecting or booking into accommodation 607 people, 21% of the 2878 people contacted during the quarter.

This compares to 519, 19% in April to June, and 480, 22% in January to March 2011.

525 people had a total of 760 booking in events. This indicates that individuals can be booked into accommodation (the same type or different) more than once in the quarter.

114 people were booked into long-term accommodation. This compares to 119 during the previous quarter.

295 people were booked into hostel accommodation. This compares to 252 in the previous quarter.

Outreach and BBS teams across London achieved a confirmed reconnection with 101 people they contacted this quarter. This is 4% of the people contacted by outreach or BBS teams this quarter.

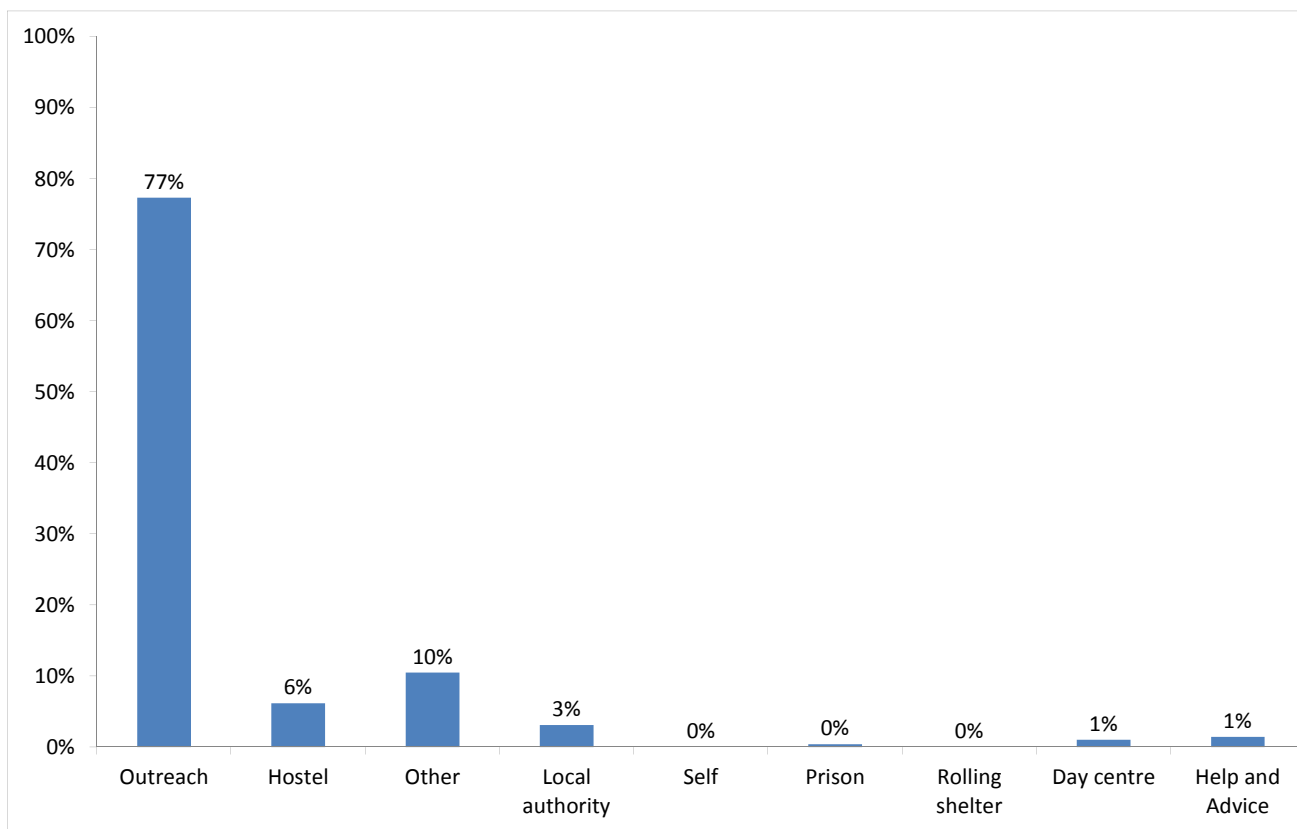
315 confirmed reconnection events were recorded by outreach and BBS teams for verified rough sleepers this quarter. In addition, teams recorded 67 such actions for the wider street population (people not seen sleeping rough).

\* 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: 486

417 people arrived at accommodation in London this year. These 417 people had 486 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 Apr-Jun but higher than the previous periods (Apr-Jun: 554/625; Jan-Mar: 329/383, Oct-Dec: 386/453).

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



Source of referral → Accommodation ↓	BBS - CSTM	CSTM - Advice & Housing	BBS - Passage	The Passage - Day Centre	Passage BBS and Day Centre	Passage Second Stage	BBS - St Mungo's	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	Pilion Islington Outreach	NSNO Assessment Hub	Hostel	St Mungo's internal transfer	Advice Agency	Local authority	Prison	other referral source)	Total
Broadway - Goldhawk Road/Market Lane															1										3					2	6
Broadway - Edith Road															1									1			3				5
Broadway - Old Theatre																													1		1
Broadway - The Coninghams																								1			2		2		5
<b>Hammersmith &amp; Fulham Total</b>															2									2	3		5		5		17
St Mungo's - Margery Street	15		14				19	2	9	3		4	4	4					3			18	8			1				1	105
St Mungo's - Tollington Road																														1	1
St Mungo's - Wharton Street																											1				1
<b>Islington Total</b>	15		14				19	2	9	3		4	4	4					3			18	8			1	1		2		107
Look Ahead - Warwick Road																	2														2
St Mungo's - Cromwell Road																	7														7
<b>Kensington &amp; Chelsea Total</b>																	9														9
Equinox - Brook Drive														1									3								4
St Mungo's - Palace Road													1																		1
Thames Reach - Graham House			2										9									1			2		1				15
Thames Reach - Lambeth High Street																													1		1
Thames Reach - Stamford Street													1																		1
<b>Lambeth Total</b>			2										11	1								1	3		2		1		1		22

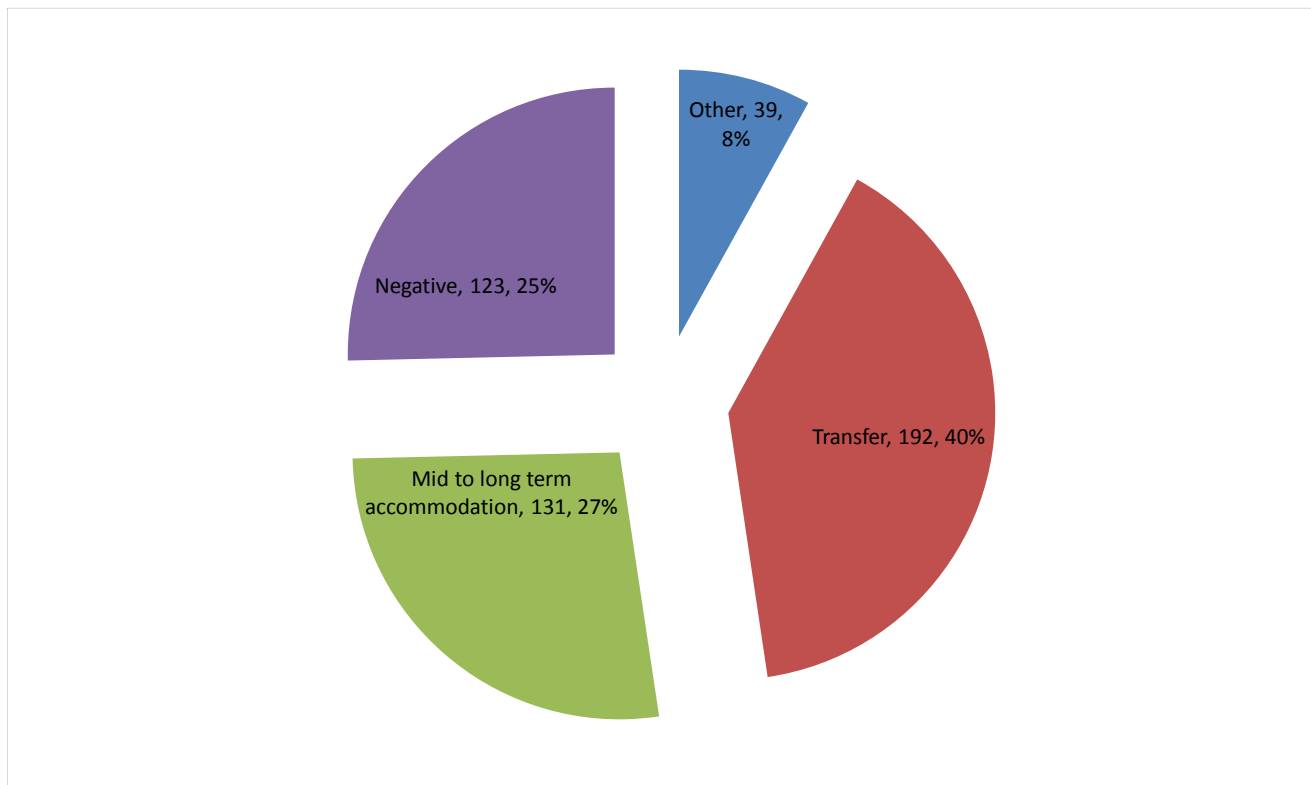
Source of referral →	BBS - CSTM	CSTM - Advice & Housing	BBS - Passage	The Passage - Day Centre	Passage BBS and Day Centre	Passage Second Stage	BBS - St Mungo's	Westminster SPOT	City Rough Sleepers Team	CRI - Camden	Ealing SPOT	Heathrow Airport Outreach	Lambeth SORT	Southwark SPOT	H&F SORT	West London Day Centre	K & C SIT	SPEAR Outreach	Tower Hamlets SORT	Tower Hamlets HOST	London Street Rescue	London Reconnect	Pilion Islington Outreach	NSNO Assessment Hub	Hostel	St Mungo's internal transfer	Advice Agency	Local authority	Prison	other referral source)	Total
St Mungo's - Pagnell Street																					1									2	3
St Mungo's - Spring Gardens														1								5			1			1			8
<b>Lewisham Total</b>														1								6			1			1		2	11
SPEAR - Kew Road																			4												4
<b>Richmond Total</b>																			4												4
St Mungo's - Rushworth Street							1	4			7	3	17	31					1	4		12			1					1	82
Equinox - Joe Richards House														3																	3
Salvation Army - David Barker House												1	2	5																1	9
St Mungo's - Great Guildford Street														4																	4
St Mungo's - Grange Road														4																	4
<b>Southwark Total</b>							1	4			7	4	19	47					1	4		12			1					2	102
Look Ahead - Aldgate	1						1	5											2						1			2			12
Edward Gibbons House								2												1											3
Providence Row - Dellow Hostel								3											1	1											5
Salvation Army - Booth House																			6		4										10
<b>Tower Hamlets Total</b>	1						1	10											9	2	4				1			2			30
Church Army - Cosway Street							1									1														1	3
English Churches - King George's	3		4				3	6																	1				1		18
English Churches - Queen Mary's			1																												1
Look Ahead - Bayswater	2	3					4	1																	1						11

Source of referral → Accommodation ↓	BBS - CSTM	CSTM - Advice & Housing	BBS - Passage	The Passage - Day Centre	Passage BBS and Day Centre	Passage Second Stage	BBS - St Mungo's	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	Pilion Islington Outreach	NSNO Assessment Hub	Hostel	St Mungo's internal transfer	Advice Agency	Local authority	Prison	other referral source)	Total	
Look Ahead - Hopkinson House	3		2																						1							6
Novas - CUC Soho	4		3		1		4	1																	2							15
Salvation Army - Edward Alsop Court	2		3				2																		6		2		1	1		17
St Mungo's - Harrow Road				1			1	1																								3
The Passage - Passage House	1	1	12	2			2	1																								19
The Passage - Passage House Foyer				1					1	3	1																					6
The Passage - Montfort House				1																											1	2
Thames Reach - Shroton Street					1																											1
<b>Westminster Total</b>	<b>15</b>	<b>4</b>	<b>28</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>20</b>	<b>11</b>							<b>1</b>										<b>11</b>		<b>2</b>		<b>2</b>	<b>3</b>	<b>102</b>	
<b>Total</b>	<b>34</b>	<b>7</b>	<b>45</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>40</b>	<b>18</b>	<b>27</b>	<b>12</b>	<b>9</b>	<b>9</b>	<b>34</b>	<b>53</b>	<b>2</b>	<b>1</b>	<b>9</b>	<b>5</b>	<b>18</b>	<b>2</b>	<b>43</b>	<b>9</b>	<b>8</b>	<b>30</b>	<b>27</b>	<b>3</b>	<b>2</b>	<b>15</b>	<b>2</b>	<b>16</b>	<b>486</b>	



## 9) Departures - destination on departure

Departure actions by destination on departure



Base: 485

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

Destination on departure from temporary accommodation	Number	%
Bed & Breakfast	9	2%
Care home	4	1%
Clearing House/RSI	13	3%
Detox clinic	12	2%
Died	7	1%
Hospital - long term	3	1%
Hospital - NOT long term/acute care	5	1%
Hostel - another organisation	106	22%
Hostel - within the organisation	53	11%
LA tenancy (general needs)	10	2%
Not known	82	17%
Previous home (describe type of accomm in notes)	1	0%
Private rented sector - independent	19	4%
Private rented sector - with some floating support/support	4	1%
Psychiatric hospital	2	0%
Returned to home country (CEE)	32	7%
Returned to home country (non CEE)	3	1%
RSL tenancy (general needs)	18	4%
Sheltered Housing	3	1%
Sleeping rough/Returned to streets	14	3%
Staying with family	11	2%
Staying with friends	21	4%
Supported Housing	19	4%
Taken into custody	27	6%
Temporary accommodation (LA)	5	1%
Tied accommodation with work	2	0%
<b>Total</b>	<b>485</b>	<b>100%</b>

454 people departed from accommodation in London this quarter. These 454 people had 485 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 lower than Apr-Jun but higher than the previous quarters (Apr-Jun: 658/701; Jan-Mar: 417/453, Oct-Dec 413/452).

33% of people left accommodation to move to another hostel. This is similar to the previous three periods (Apr-Jun: 22%, Jan-Mar: 33%, Oct-Dec: 34%).

27% of people left accommodation to move to mid to long-term accommodation. This is similar to previous periods (Apr-Jun: 23%, Jan-Mar: 23%, Oct-Dec: 25%).



Destination Accommodation																											
	Bed & Breakfast	Care home	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	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
Broadway - Sixty-Five		1									1	1															3
<b>Ealing Total</b>		1									1	1															3
St Mungo's - Church Walk											1											1					2
<b>Hackney Total</b>											1											1					2
Broadway - Goldhawk Road/Market Lane							1				1												2				4
Broadway - Edith Road											1												1				2
Broadway - Old Theatre									1																		1
Broadway - The Coninghams								1	2		1																4
St Mungo's - Munden Street																	1										1
<b>Hammersmith &amp; Fulham Total</b>							1	1	3		3						1						3				12
St Mungo's - Vartry Road						1																					1
<b>Haringey Total</b>						1																					1
St Mungo's - Margery Street	7		2	4			2	41	10	1	17	5			1					1	1	2	8	1		4	107
St Mungo's - Court Gardens																								1			1
St Mungo's - Rosebery Avenue																	1										1
St Mungo's - Wharton Street																	1										1
<b>Islington Total</b>	7		2	4			2	41	10	1	17	5			1		2			1	1	2	8	2		4	110

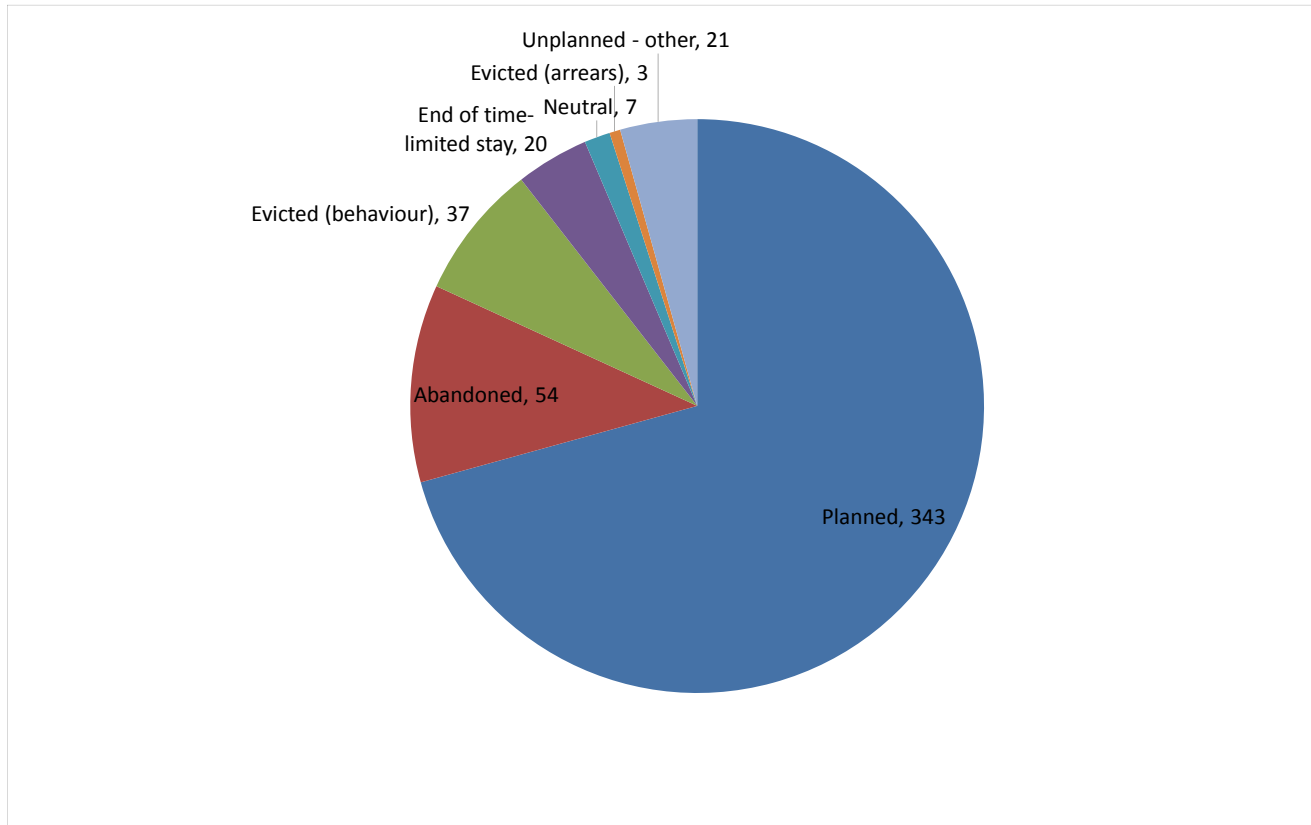
Destination Accommodation																					Total								
	Bed & Breakfast	Care home	Clearing House/RSI	Detox clinic	Died	Hospital - long term	Hospital - NOT long term/acute	Hostel - another organisation	Hostel - within the organisation	LA tenancy (general needs)	Not known	Previous home (describe type of	Private rented sector -	Private rented sector - with	Psychiatric hospital	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		
St Mungo's - Chepstow Villas																		1											1
St Mungo's - Cromwell Road				1				1			1							1											4
St Mungo's - Redcliffe Gardens																		1											1
Kensington & Chelsea Total				1				1			1							3											6
Equinox - Brook Drive											1					2													3
St Mungo's - Auckland Hill											1																		1
St Mungo's - Cedars Road				1				4	1									4			2								12
St Mungo's - St Gothard's Road								1	1																				2
St Mungo's - Palace Road									1																				1
St Mungo's - Wix Lane																						1							1
Thames Reach - Graham House		1			2		1	1	1		2										1								10
Thames Reach - Lambeth High Street		1								1																			2
Thames Reach - Stamford Street															1														1
Lambeth Total		2		1	2		1	6	4	1	4				1		2	4		3	1	1							33
St Mungo's - Pagnell Street									1	1	1																		3
St Mungo's - Spring Gardens									1		2										1	1		1	1				7
Lewisham Total									2	1	3										1	1		1	1				10

Destination Accommodation	Bed & Breakfast	Care home	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	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
SPEAR - Kew Road			1																	1			1				3
<b>Richmond Total</b>			1																	1			1				3
St Mungo's - Rushworth Street	2			3	1	1		32	17		15		5				1			1		3	2	7		1	91
Equinox - Joe Richards House				1																							1
Salvation Army - David Barker House			3					1		1	1		2									1					9
St Mungo's - Great Guildford Street								1	1	1					1								1	3			8
St Mungo's - Grange Road					1					2	3													2			8
<b>Southwark Total</b>	2		3	4	2	1	1	33	18	4	19		7		1		1			1		4	3	12		1	117
Look Ahead - Aldgate					1						5							1			1						8
Providence Row - Daniel Gilbert House																	1										1
Providence Row - Dellow Hostel									1																		1
Edward Gibbons House								1			1																2
Salvation Army - Booth House			1					1			5						1					1					9
<b>Tower Hamlets Total</b>			1		1			2	1		11						3				1	1					21
Church Army - Cosway Street									1		1																2
English Churches - King George's								1			3				1			2		1	1		1	5			15
English Churches - Queen Mary's																	1			1							2

Destination Accommodation	Bed & Breakfast	Care home	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	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
Look Ahead - Bayswater								1			3		4	2						1			1				12
Look Ahead - Hopkinson House								1											1		2						4
Look Ahead - Victoria								1	1											2							4
Novas - CUC Soho			1	1				1			3											3		3			12
Salvation Army - Edward Alsop Court								1	1		2						1	1			3	5	1	2			17
St Mungo's - Francis Street																	1										1
St Mungo's - Harrow Road					1			3	1		1											1		1			8
The Passage - Passage House			1			1		7	3	1	3		1	1						1				1			20
The Passage - Passage House Foyer			1					1					1														3
The Passage - Montfort House				1					1																		2
St Mungo's - Royal Oak																					1						1
<b>Westminster Total</b>			3	2	1	1		17	8	1	16		6	3	1		1	4	2	6	7	9	3	12			103
<b>Total</b>	9	4	13	12	7	3	5	106	53	10	82	1	19	4	2	32	3	18	3	14	11	21	19	27	2	5	485

## 10) Departures - reason for leaving

Departures by whether or not the departure was planned or unplanned



Base: 485

454 people departed from accommodation in London this year. These 454 people had 485 departure actions. This indicates that an individual can depart more than once (from the same accommodation project or different) in a period.

71% of departures were due to a planned move. This is similar to previous quarters (Apr-Jun: 65%, Jan-Mar: 62%, Oct-Dec 67%).

11% of departures were due to abandonments (14% previous quarter). This is consistent with the previous three quarters.

7% of departures were due to evictions (8% previous quarter). This is consistent with the previous three quarters.





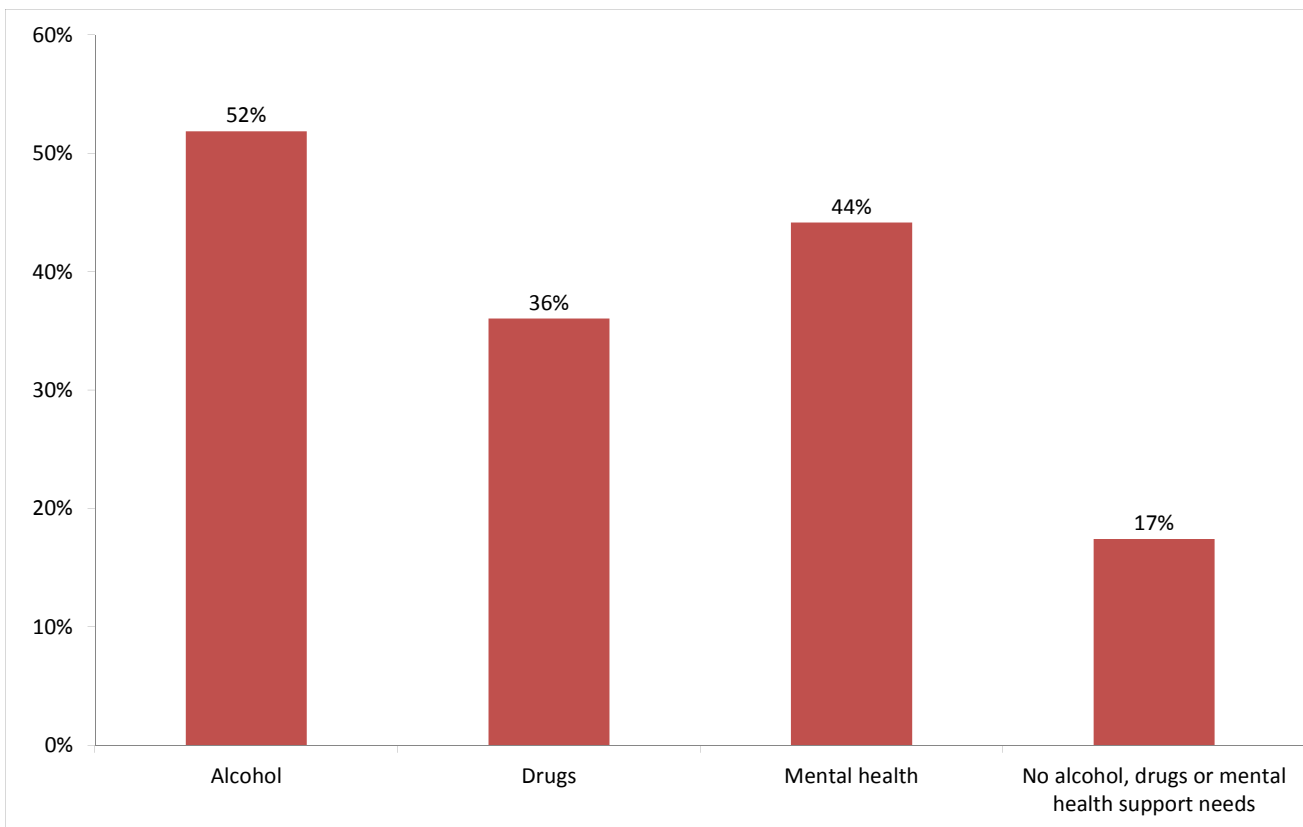
Planned/Unplanned Accommodation	Planned	Abandoned	Evicted (behaviour)	End of time- limited stay	Neutral	Evicted (arrears)	Unplanned - other	Total
St Mungo's - Margery Street	85	10	5	6			1	107
St Mungo's - Court Gardens			1					1
St Mungo's - Rosebery Avenue	1							1
St Mungo's - Wharton Street	1							1
<b>Islington Total</b>	<b>87</b>	<b>10</b>	<b>6</b>	<b>6</b>			<b>1</b>	<b>110</b>
St Mungo's - Chepstow Villas	1							1
St Mungo's - Cromwell Road	3	1						4
St Mungo's - Redcliffe Gardens	1							1
<b>Kensington &amp; Chelsea Total</b>	<b>5</b>	<b>1</b>						<b>6</b>
Equinox - Brook Drive	2	1						3
St Mungo's - Auckland Hill		1						1
St Mungo's - Cedars Road	10		2					12
St Mungo's - St Gothard's Road	2							2
St Mungo's - Wix Lane	1							1
St Mungo's - Palace Road	1							1
Thames Reach - Graham House	5	2	1		2			10
Thames Reach - Lambeth High Street	2							2
Thames Reach - Stamford Street	1							1
<b>Lambeth Total</b>	<b>24</b>	<b>4</b>	<b>3</b>		<b>2</b>			<b>33</b>
St Mungo's - Pagnell Street	2	1						3
St Mungo's - Spring Gardens	4	1	2					7
<b>Lewisham Total</b>	<b>6</b>	<b>2</b>	<b>2</b>					<b>10</b>
SPEAR - Kew Road	2		1					3
<b>Richmond Total</b>	<b>2</b>		<b>1</b>					<b>3</b>
St Mungo's - Rushworth Street	65	11	4	4	1		6	91
Equinox - Joe Richards House	1							1
Salvation Army - David Barker House	8					1		9

Planned/Unplanned Accommodation	Planned	Abandoned	Evicted (behaviour)	End of time- limited stay	Neutral	Evicted (arrears)	Unplanned - other	Total
St Mungo's - Great Guildford Street	5						3	8
St Mungo's - Grange Road	2	3	2		1			8
<b>Southwark Total</b>	<b>81</b>	<b>14</b>	<b>6</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>9</b>	<b>117</b>
Look Ahead - Aldgate	2	2	3		1			8
Providence Row - Daniel Gilbert House	1							1
Providence Row - Dellow Hostel	1							1
Edward Gibbons House	1		1					2
Salvation Army - Booth House	4			5				9
<b>Tower Hamlets Total</b>	<b>9</b>	<b>2</b>	<b>4</b>	<b>5</b>	<b>1</b>			<b>21</b>
Church Army - Cosway Street	1			1				2
English Churches - King George's	6	2	2				5	15
English Churches - Queen Mary's	1	1						2
Look Ahead - Bayswater	7	4	1					12
Look Ahead - Hopkinson House	4							4
Look Ahead - Victoria	2		1	1				4
Novas - CUC Soho	6	1	1			1	3	12
Salvation Army - Edward Alsop Court	12	3	1				1	17
St Mungo's - Francis Street	1							1
St Mungo's - Harrow Road	4	1	1		1		1	8
The Passage - Passage House Foyer	3							3
The Passage - Passage House	14	3		2			1	20
The Passage - Montfort House	2							2
St Mungo's - Royal Oak	1							1
<b>Westminster Total</b>	<b>64</b>	<b>15</b>	<b>7</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>11</b>	<b>103</b>
<b>Total</b>	<b>342</b>	<b>54</b>	<b>37</b>	<b>20</b>	<b>7</b>	<b>3</b>	<b>21</b>	<b>485</b>

## 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



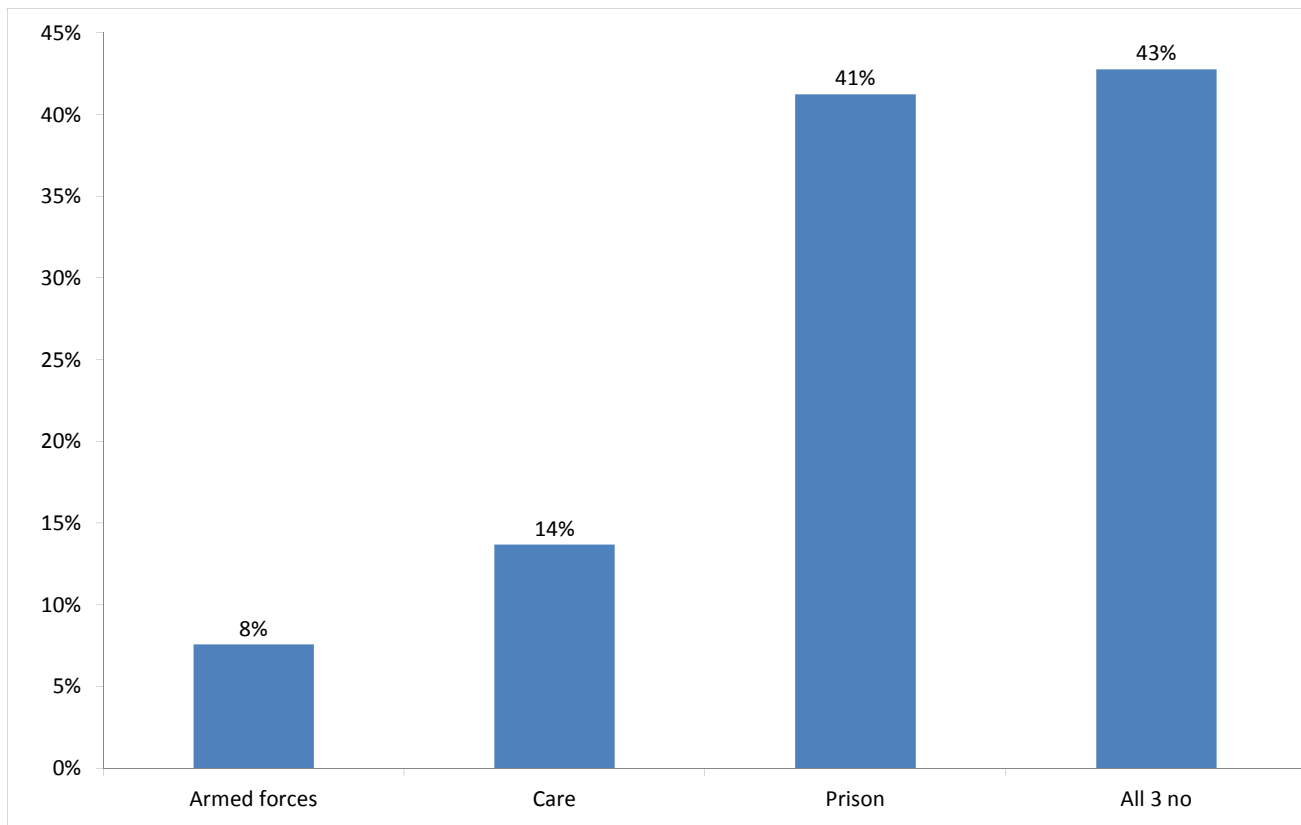
Base: 2153 Note that the base figure for this graph excludes clients where all three support needs are not known or not recorded (927).

Support Needs	No. of people	%
Alcohol only	367	12%
Drugs only	180	6%
Mental health only	297	10%
Alcohol and drugs	225	7%
Alcohol and mental health	283	9%
Drugs and mental health	129	4%
Alcohol, drugs and mental health	242	8%
All 3 no	375	12%
All 3 not known or not assessed	927	30%
All 3 no, not known or not assessed	55	2%
<b>Total</b>	<b>3080</b>	<b>100%</b>

The proportion of people contacted in London with an alcohol, drugs or mental health support need is consistent with the previous two 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: 1833 Note that the base figure for this graph excludes clients where all three institutional histories are not known.

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

Of those 139 people, 99 were seen sleeping rough during the quarter.

Nationality	Number	% of people seen rough sleeping*
UK	43	4%
Non-UK	56	5%
<b>Total</b>	<b>99</b>	<b>9%</b>

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

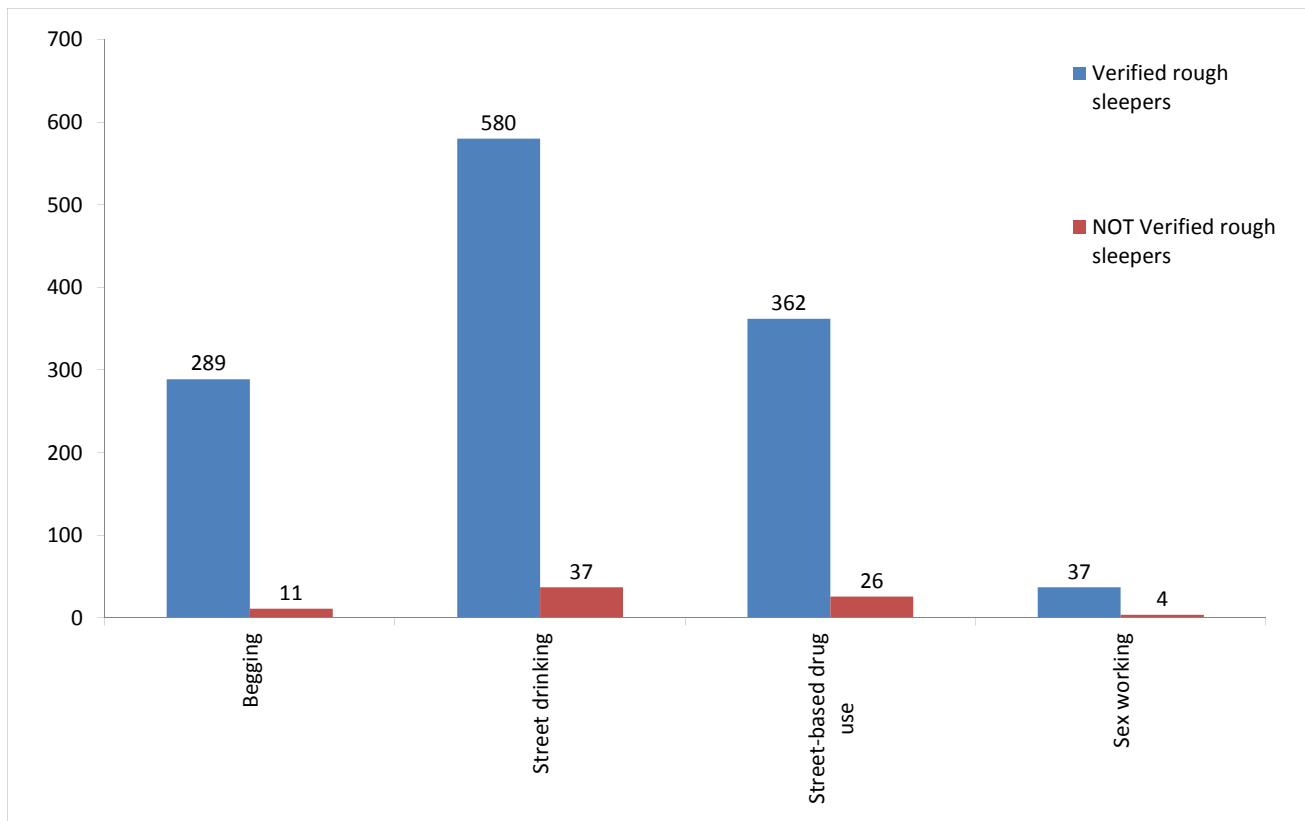
756 people contacted in London this quarter have previously been in prison (627 last quarter).

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

\*Base: People seen rough sleeping in the period who have been assessed for armed forces, care or prison: 1119

### 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: 913

Base for people not verified as rough sleepers: 528

Of the 2878 verified rough sleepers contacted this quarter, 913 (32%) have been assessed as engaging in one or more street activities.

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

In addition to the 2878 verified rough sleepers contacted in the quarter by outreach or BBS teams, 528 people who are considered vulnerable but have not been seen rough sleeping were also contacted. Of these:

33 had confirmed reconnections;

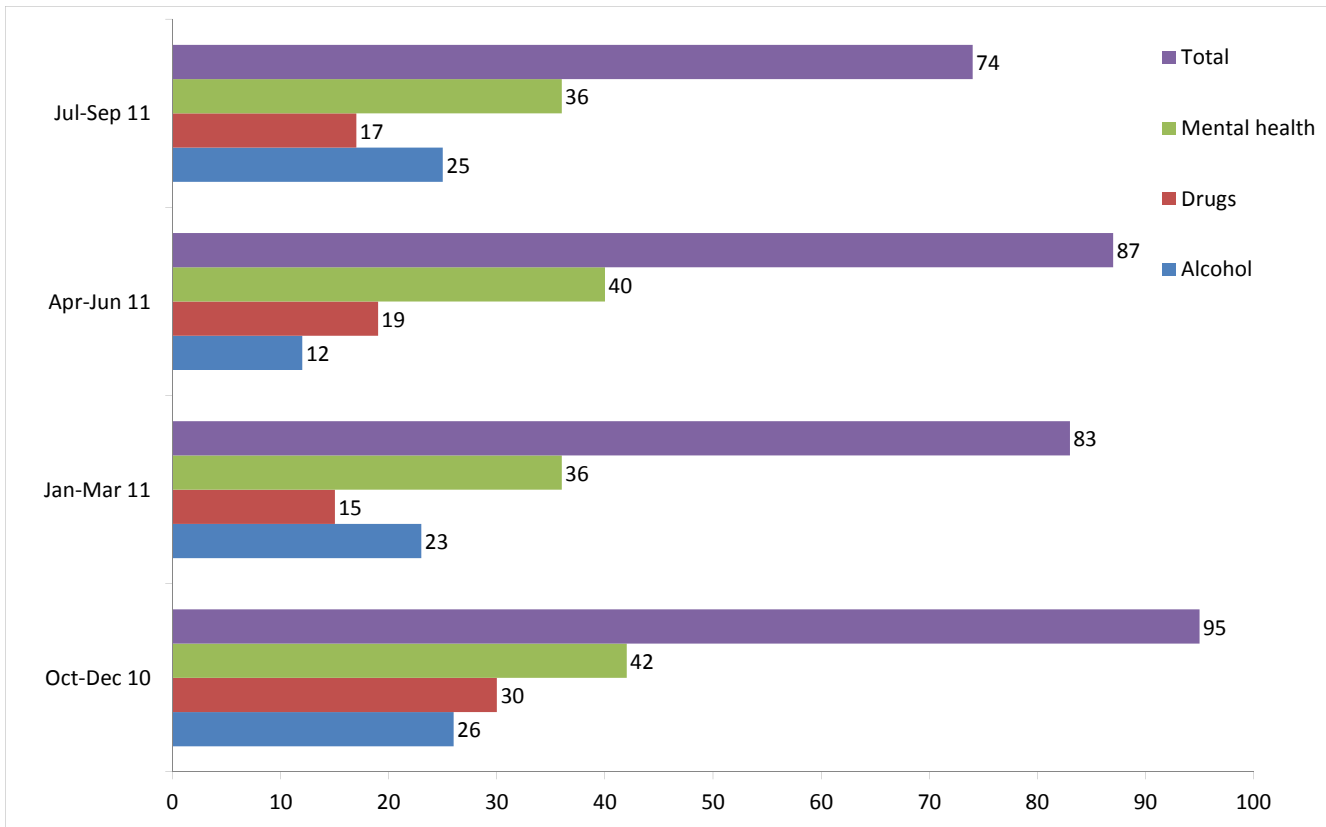
48 were booked into accommodation across all boroughs;

62 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.

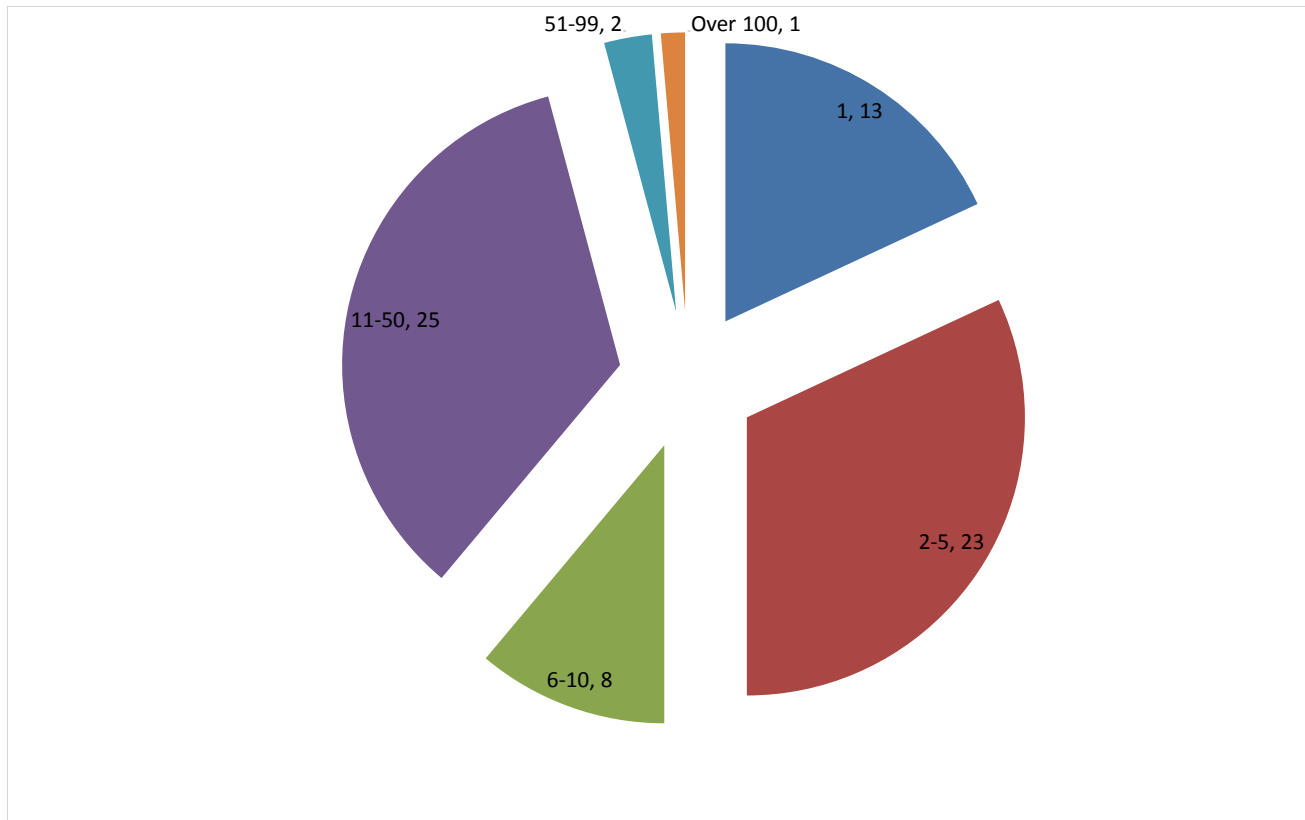


74 people started a tenancy in RSI accommodation this quarter. This is a decrease of 87 last quarter.

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: 72

Number of street contacts	Jul-Sep	Apr-Jun	Jan-Mar
1	13	20	24
2-5	23	29	23
6-10	8	3	12
11-50	25	22	15
51-99	2	7	6
Over 100	1	2	0

72 of the 74 people starting an RSI tenancy in the quarter, are verified rough sleepers with a CHAIN record\*.

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

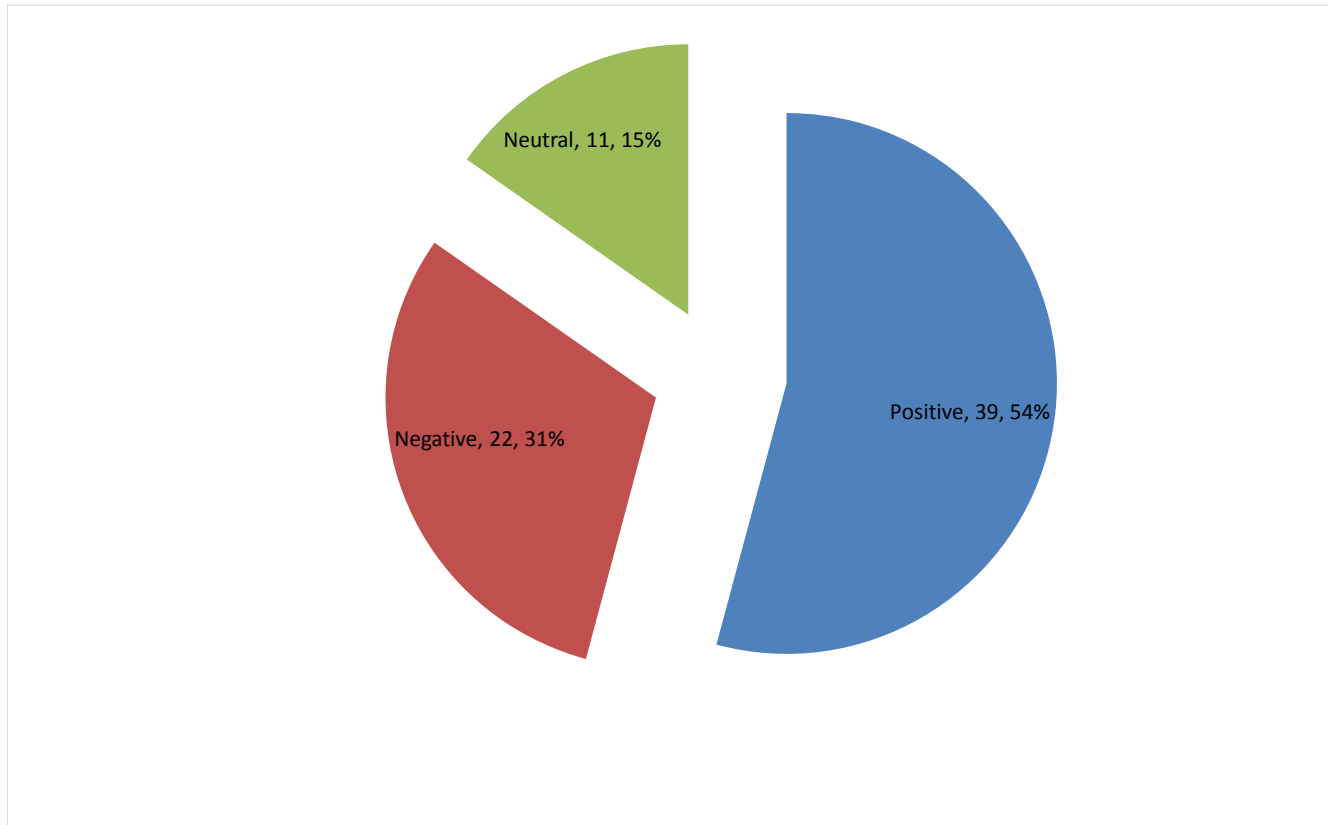
3 people had over 50 street contacts recorded on CHAIN before their tenancy start.

\*One person starting an RSI tenancy this quarter does not have a CHAIN record, and one is on CHAIN but has not slept rough; both 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: 72

Positive: Planned move, Transferred

Negative: Abandoned, Evicted

Neutral: Institution, Death, Other

Reason for leaving	No. of people	% of tenancy ends in period	% of tenancies overall
Abandoned by tenant	8	11%	0%
Evicted	14	19%	0%
Planned move out	22	31%	1%
Transferred	11	15%	0%
RSI Transfer	6	8%	0%
Death of tenant	9	13%	0%
Other	2	3%	0%
<b>Total</b>	<b>72</b>	<b>100%</b>	<b>2%</b>

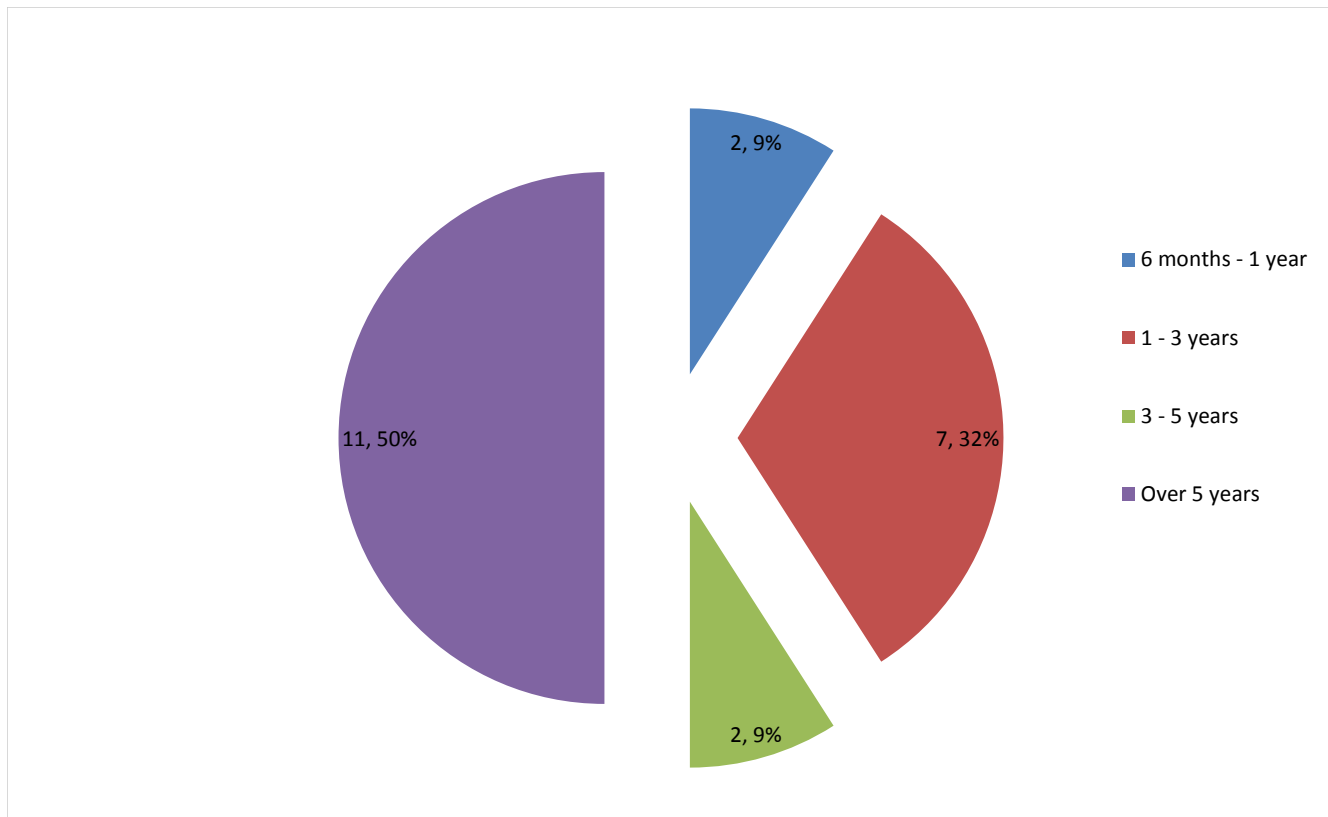
72 people ended an RSI accommodation tenancy this quarter. This compares to: Apr-Jun 67, Jan-Mar 87, Oct-Dec 74).

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

A total of 0.6% of current Clearing House tenancies ended negatively this quarter. This is the same as the previous 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: 22

22 people ended an RSI tenancy in quarter due to abandoning or being evicted from their property. This is 0.6% of the 3618 current total number of RSI tenancies.

The majority of these people (59%) had been in their tenancy for three years or more. This has fluctuated over previous periods (Apr-Jun 48%, Jan-Mar 44%, Oct-Dec 53%).

32% of these people had been in their tenancy for one to three years. This is the same as the previous period.