



Street to Home Quarterly report

1st July to 30th September 2010



Street to Home

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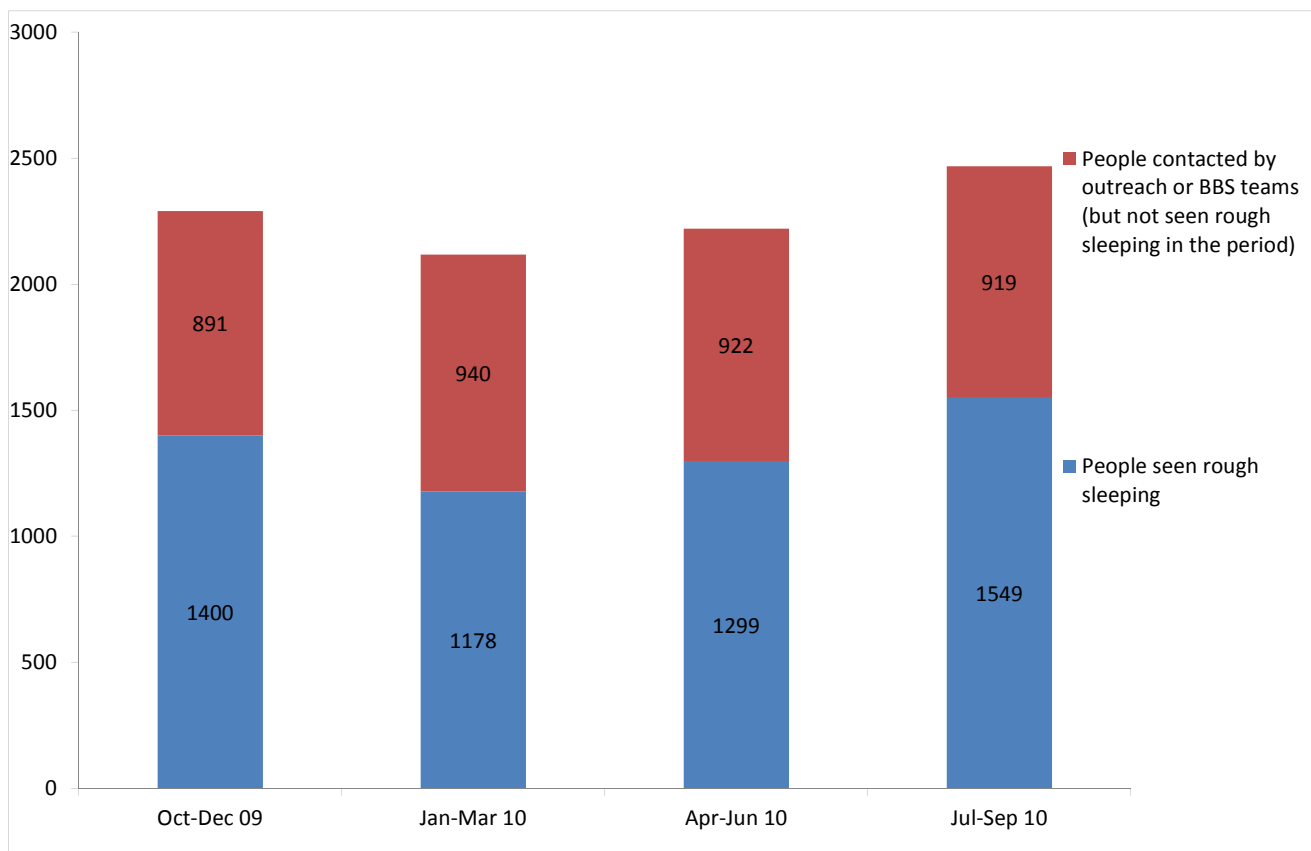
Length of stay of people who departed from RSI long-term accommodation in the period due to abandoning or being evicted from the property

Street to Home 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 09 base: 2291
Jan-Mar 10 base: 2118
Apr-Jun 10 base: 2221
Jul-Sep 10 base: 2468

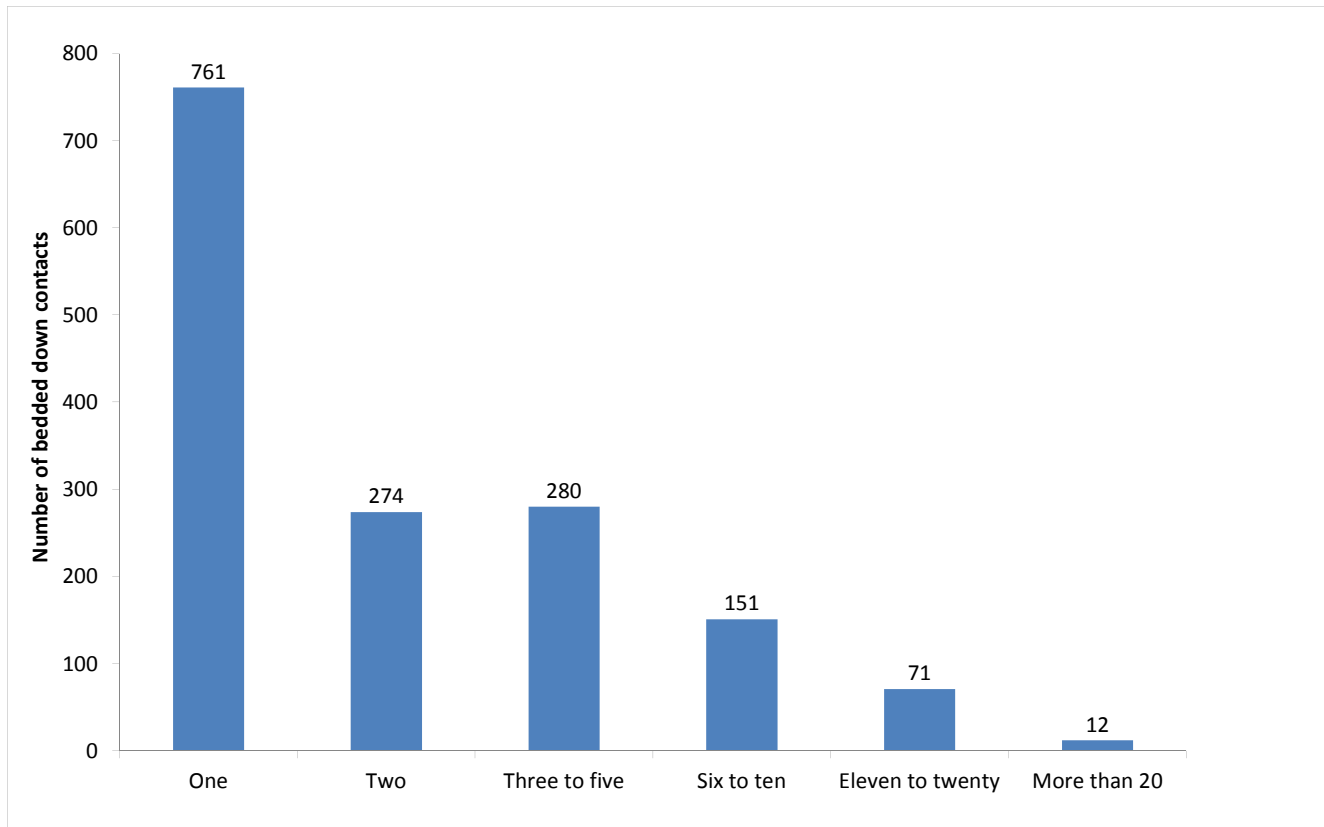
2468 verified rough sleepers were contacted by services in London boroughs during the quarter. This is an increase from 2221 last quarter and compares to 2313 in the same quarter last year.

Of these 2468, 1549 had a bedded down street contact in the quarter and so were known to have slept rough in London boroughs during the quarter. The number sleeping rough this quarter has increased by 19%.

The number of flow (new) people seen rough sleeping this quarter was 683. This compares to 705 in the previous quarter, and 657 in the same quarter last year.

2) Rough sleeping volume

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



Base: 1549

Of the 1549 people seen rough sleeping this quarter, 683 were seen for the first time and 761 only had a single bedded down street contact.

Of the 1549 people seen bedded down, 161 were from CEE countries and seen for the first time 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

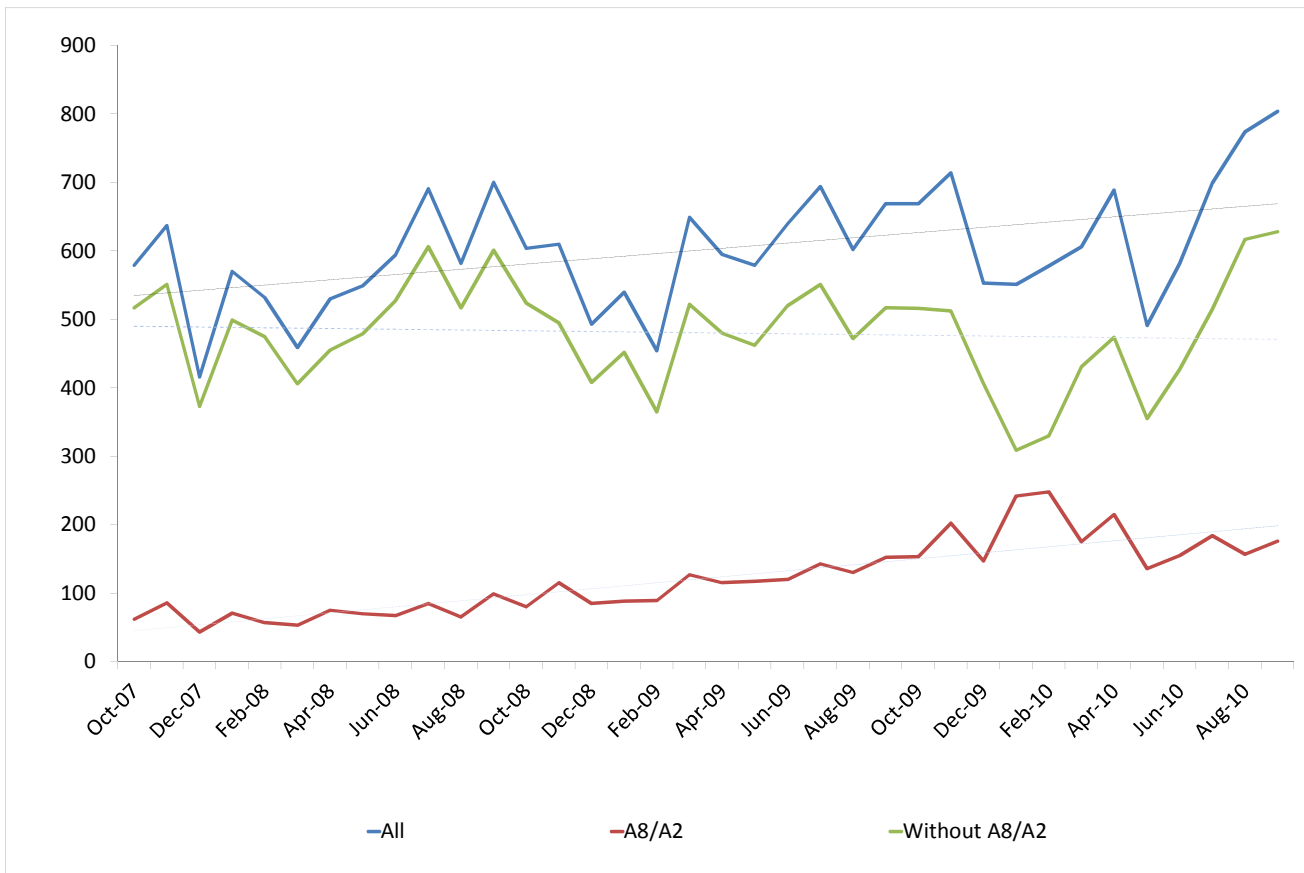
Nationality	Jan-Mar	%	Apr-Jun	%	Jul-Sep	%
UK	524	50%	533	47%	695	53%
Ireland (Republic of)	22	2%	36	3%	36	3%
France	9	1%	13	1%	23	2%
Germany	10	1%	15	1%	11	1%
Portugal	17	2%	13	1%	22	2%
Spain	8	1%	13	1%	11	1%
Italy	18	2%	20	2%	15	1%
Bulgaria	2	0%	8	1%	11	1%
Czech Republic	32	3%	25	2%	22	2%
Estonia	3	0%	5	0%	3	0%
Hungary	10	1%	14	1%	17	1%
Latvia	14	1%	13	1%	13	1%
Lithuania	54	5%	46	4%	38	3%
Poland	137	13%	175	15%	146	11%
Romania	39	4%	58	5%	74	6%
Slovenia	3	0%	2	0%	2	0%
Slovakia	21	2%	21	2%	17	1%
Central and East European	315	30%	367	32%	343	26%
other Europe	18	2%	21	2%	25	2%
Eritrea	6	1%	7	1%	9	1%
Africa	43	4%	46	4%	64	5%
America	7	1%	8	1%	4	0%
India	9	1%	9	1%	10	1%
Sri Lanka	9	1%	8	1%	12	1%
other Asia	29	3%	26	2%	33	3%
Australasia	0	0%	1	0%	1	0%
<i>Missing</i>	<i>92</i>		<i>120</i>		<i>181</i>	
<i>Not known</i>	<i>42</i>		<i>43</i>		<i>54</i>	
Total	1178		1299		1549	
Total**	1044		1136		1314	

Base: 1314 Note that the base figure for this graph excludes clients where the nationality is missing or not known (235).

The proportion of rough sleepers from the UK has remained stable over the last 3 quarters, at around 1 in 2. CEEs (Central and Eastern European citizens) have remained stable at just above 1 in 4 of people seen rough sleeping.

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.

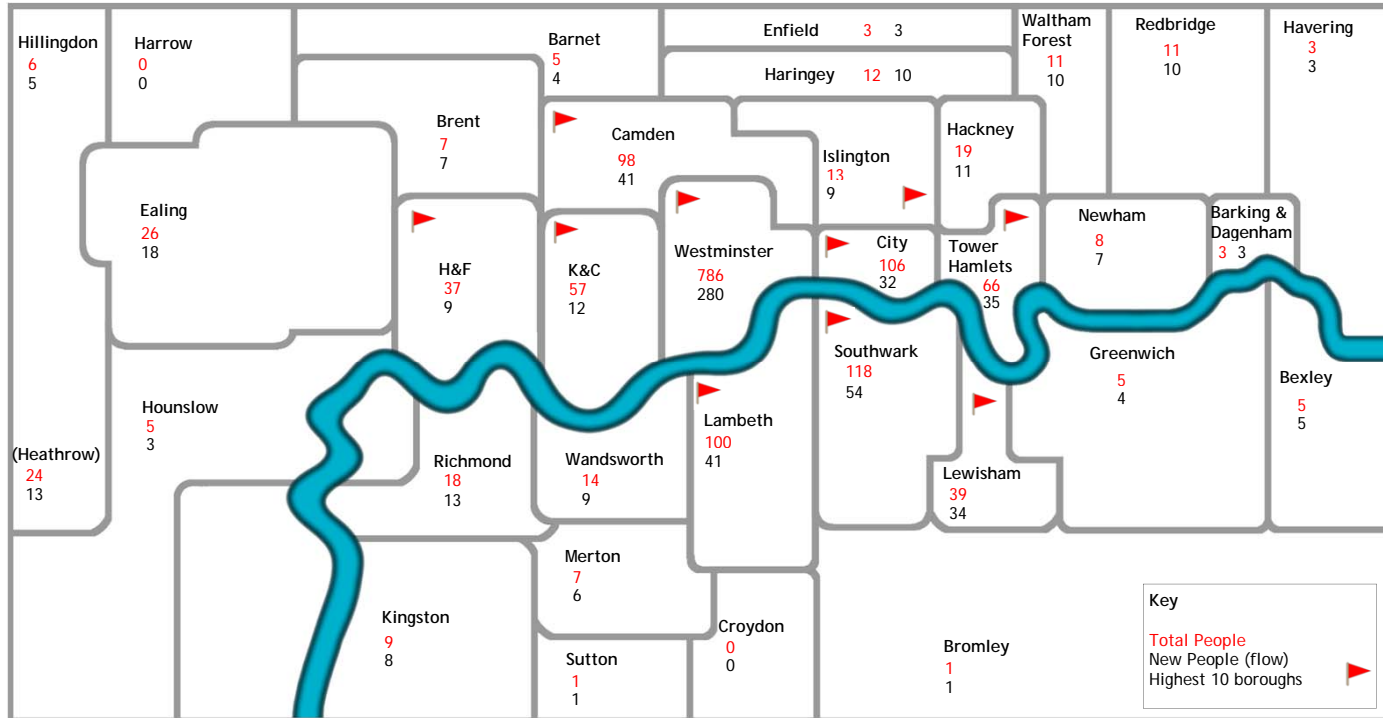
The green line shows the number of people seen rough sleeping excluding anyone from Central and East European (CEE) countries.

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

If people from CEE countries are excluded from the total count per month, the general trend is currently downward.

5) Borough distribution (map and chart)

People seen sleeping rough in the quarter by borough



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

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

Borough	Apr-Jun 10	Jul-Sep 10	Change
Barking & Dagenham	4	3	-1
Barnet	1	5	+4
Bexley	3	5	+2
Brent	2	7	+5
Bromley	0	1	+1
Camden	84	98	+14
City of London	78	106	+28
Croydon	6	0	-6
Ealing	23	26	+3
Enfield	1	3	+2
Greenwich	5	5	0
Hackney	9	19	+10
Hammersmith & Fulham	26	37	+11
Haringey	17	12	-5
Harrow	2	0	-2
Havering	1	6	+5
Heathrow	39	24	-15
Hillingdon	1	6	+5
Hounslow	2	5	+3
Islington	20	13	-7
Kensington & Chelsea	43	57	+14
Kingston	1	9	+8
Lambeth	71	100	+29
Lewisham	19	39	+20
Merton	3	7	+4
Newham	4	8	+4
Redbridge	2	3	+1
Richmond	14	18	+4
Southwark	90	118	+28
Sutton	0	1	+1
Tower Hamlets	34	66	+32
Waltham Forest	3	11	+8
Wandsworth	12	14	+2
Westminster	715	786	+71

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

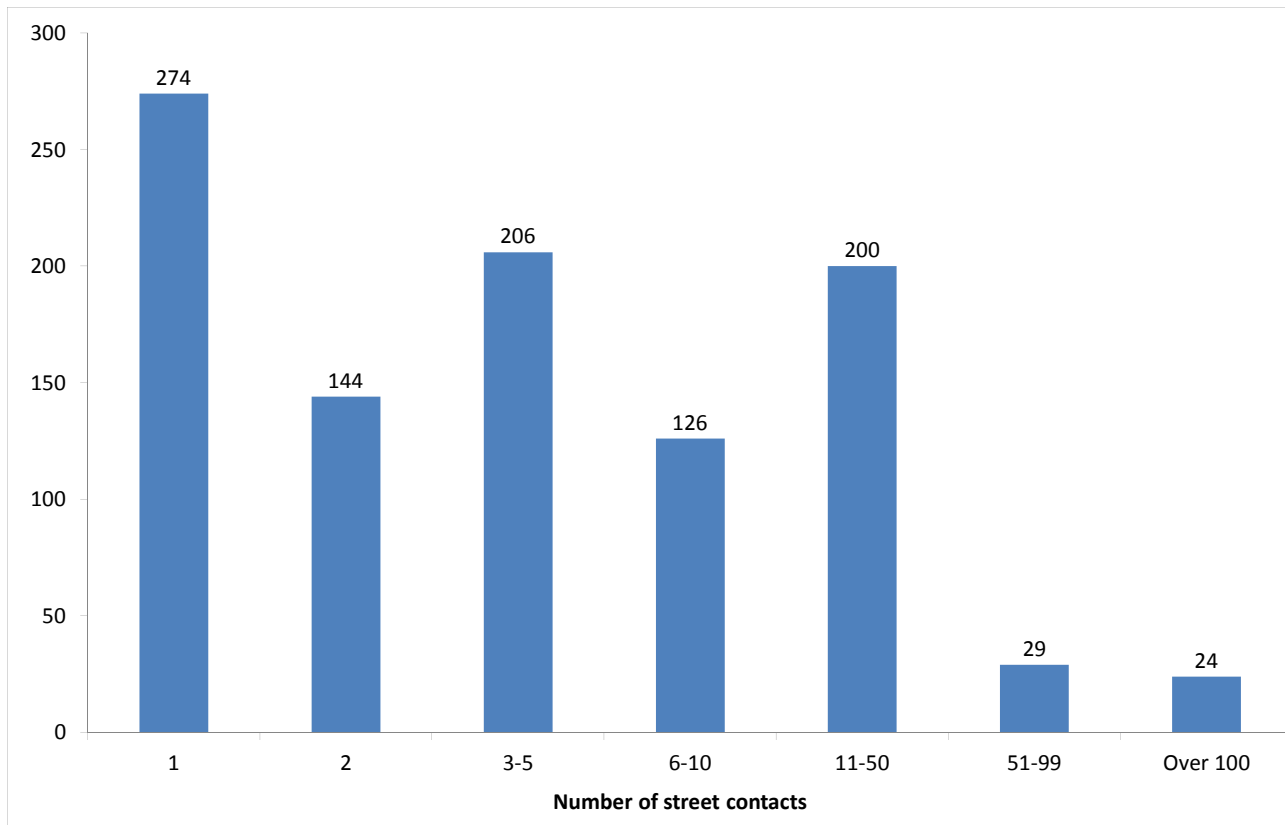
Camden, City of London, Hackney, Hammersmith and Fulham, Kensington and Chelsea, Lambeth, Lewisham, Southwark, Tower Hamlets and Westminster

Compared to last quarter there is 1 borough that has a designated outreach/BBS team where there has been a notable decrease (over 10) in the number of verified rough sleepers contacted:

Heathrow

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: 1003

1003 (41%) verified rough sleepers contacted across London boroughs this quarter have never had a booking in action recorded on CHAIN. This has increased slightly from 847 (38%) in the previous period.

842 of these people have slept rough in the quarter, which is 54% of all people sleeping rough this quarter.

274 (27%) of the people who have never had a booking in action recorded on CHAIN have only ever had one street contact recorded.

24 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 (Apr-Jun: 28, Jan-Mar: 32).

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	8	1%
Bed & breakfast	40	6%
Clinic/Detox/Rehab	17	3%
Night Centre	13	2%
Rolling shelter	152	23%
<i>Referrals only (no booking in)</i>	279	
Hostel	193	29%
<i>Referral rejected (no booking in)</i>	13	
Other temporary	0	0%
Second-stage accommodation	5	1%
St Mungo's complex needs	3	0%
St Mungo's semi-independent	0	0%
Clearing House/RSI	5	1%
LA tenancy (general needs)	2	0%
Private rented sector	0	0%
Private rented sector - independent	15	2%
Private rented sector - with some floating support/support	3	0%
RSL tenancy (general needs)	0	0%
Sheltered housing	2	0%
Supported housing	8	1%
Other long-term accommodation	7	1%
Bookings into accommodation total	473	72%
Return to home area	117	18%
Seeking work	15	2%
Move to area for friends/family	34	5%
Move to area with appropriate services	53	8%
Other	25	4%
Reconnections total	188	28%
TOTAL	661	100%

Outreach and BBS teams across London boroughs succeeded in reconnecting or booking into accommodation 399 people, 16% of the 2468 people contacted during the quarter.

This is a slightly lower proportion than previous periods - Apr-June: 21%, Jan-Mar: 32%, Oct-Dec: 27%.

351 people had a total of 473 booking in events. This indicates that individuals can be booked into accommodation (the same type or different) more than once in the quarter.

27 people were booked into long-term accommodation. This is similar to previous periods (Apr-June: 33, Jan-Mar: 73).

183 people were booked into hostel accommodation. This is lower than previous periods (Apr-Jun: 213).

Outreach and BBS teams across London boroughs achieved a confirmed reconnection with 61 people they contacted this quarter. This is 2% of the people contacted by outreach or BBS teams this quarter.

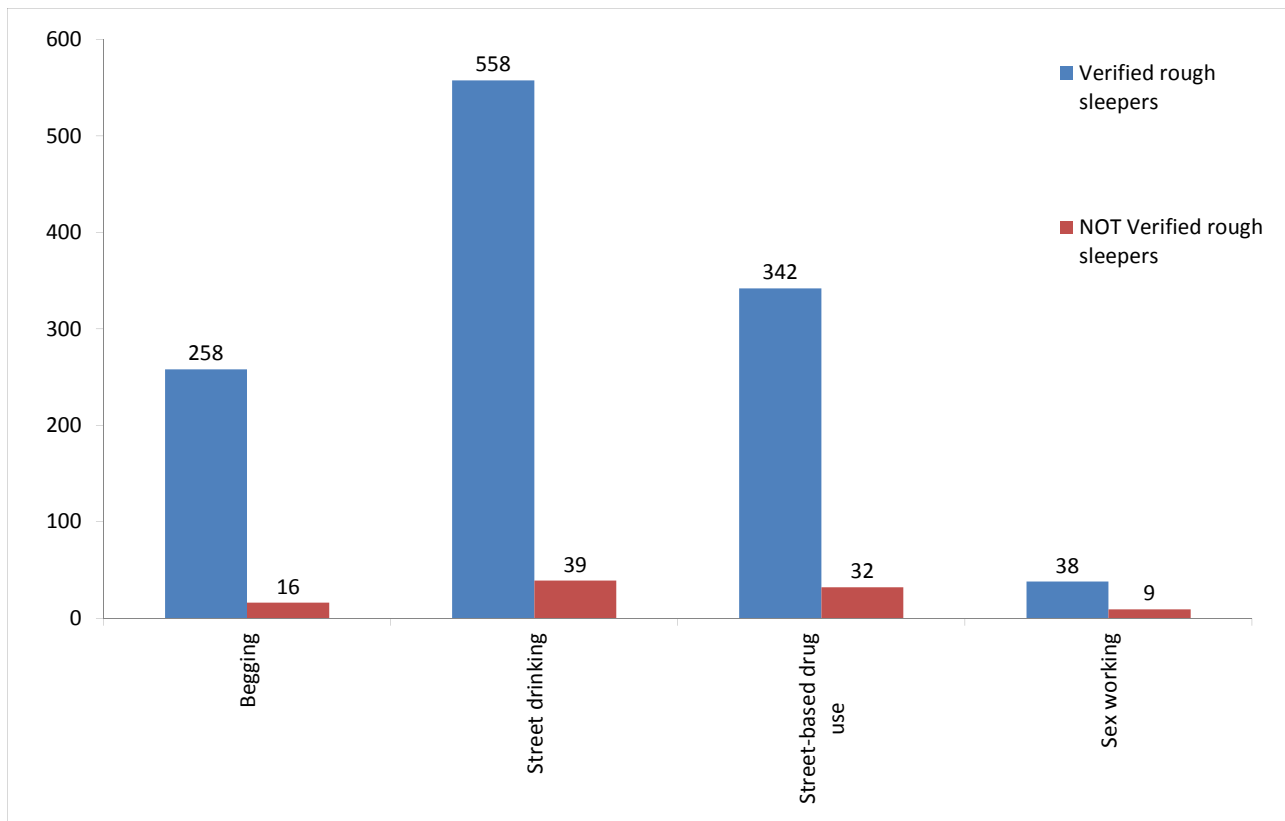
188 confirmed reconnection events were recorded by outreach and BBS teams for verified rough sleepers this quarter. In addition, teams recorded 11 such actions for the wider street population (people not seen sleeping rough).

* 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.

Please note that the CHAIN team have identified a possible under-recording of bookings into accommodation following the introduction of the new system.

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: 762

Base for people not verified as rough sleepers: 261

Of the 2468 verified rough sleepers contacted this quarter, 762 (31%) 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 2468 verified rough sleepers contacted in the quarter by outreach or BBS teams, 261 people who are considered vulnerable but have not been seen rough sleeping were also contacted. Of these:

4 had confirmed reconnections;

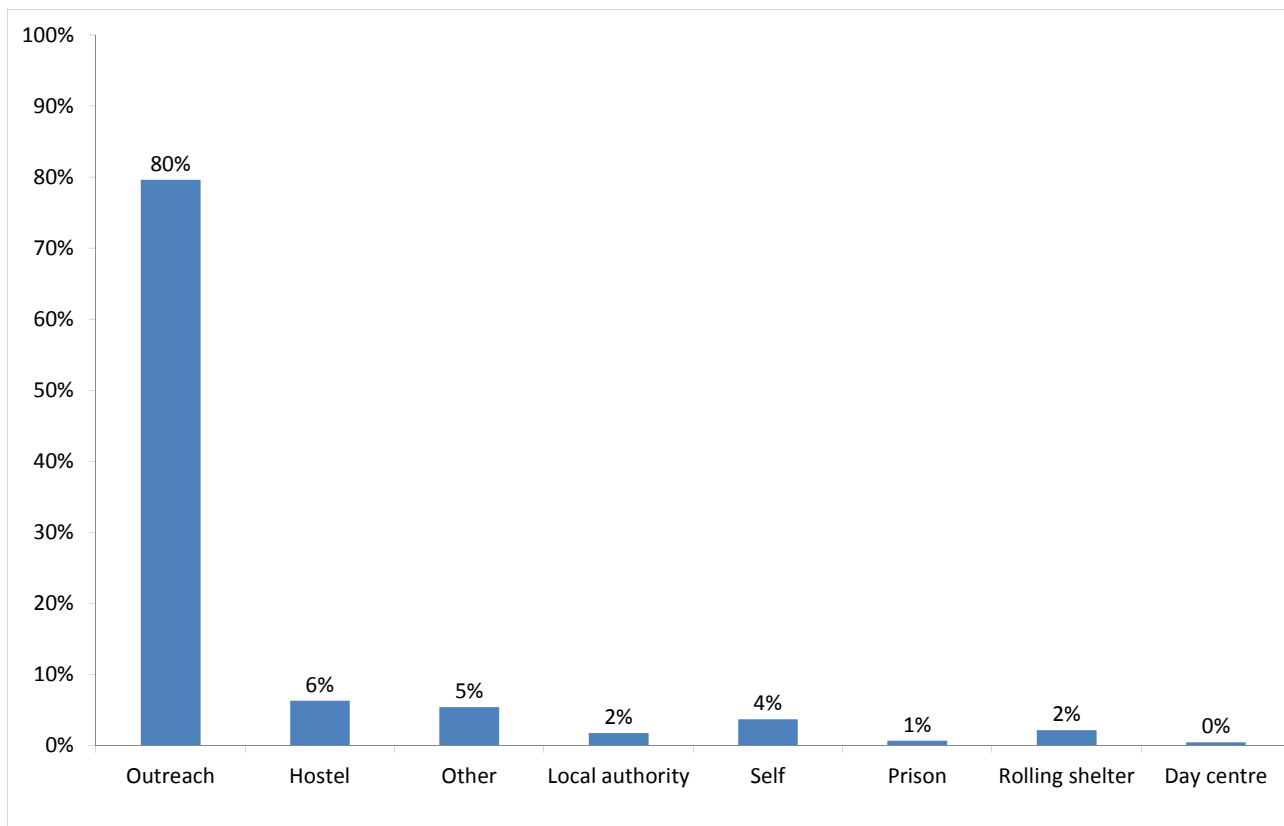
27 were booked into accommodation across all boroughs;

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

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

9) Arrivals

Temporary accommodation arrivals by accommodation project and source of referral.



Base: 462

396 people arrived at accommodation in London boroughs this quarter. These 396 people had 462 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 (Apr-June: 523 people, Jan-Mar: 437) but is similar to the number in the same period last year (Jul-Sep 09: 382 people).

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

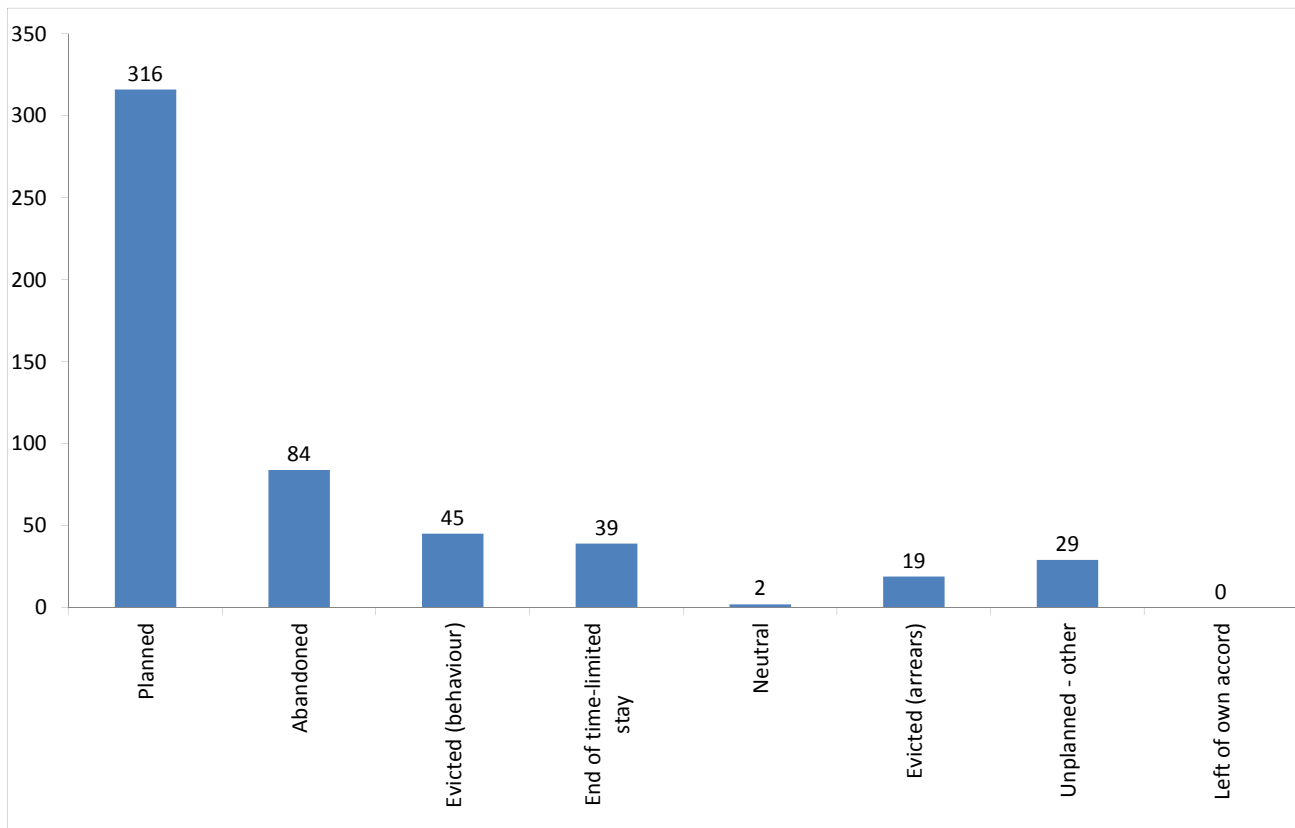
Source of referral →	BBS - CSTM	CSTM MNP 26+	CSTM - Advice & Housing	Passage BBS and Day Centre	BBS - St Mungo's	Westminster SPOT	City Rough Sleepers Team	CRI - Camden	Ealing SPOT	Heathrow Airport Outreach	Lambeth SORT	Southwark SPOT	Broadway Day Centre	H&F SORT	K & C SIT	SPEAR Outreach	Tower Hamlets SORT	London Street Rescue	Pilion Islington Outreach	HART	Rolling shelter	Hostel	St Mungo's internal transfer	Advice Agency	Local authority	Prison	Self	other referral source)	Total	
St Mungo's - Church Walk																			1											1
St Mungo's - Mare Street												1																		3
Hackney Total												1																		4
Broadway - Goldhawk Road/Market Lane														2									1					2	5	
Broadway - Edith Road														1									2		1				4	
Hammersmith & Fulham Total														3									3		1			2	9	
St Mungo's - Vartry Road																			1										1	
Haringey Total																			1										1	
St Mungo's - Margery Street	13			11	7	1	6	4		4	3	9					5	13	3	2		1								82
Cranstoun Drug Services - City Road																											10		10	
St Mungo's - Rosebery Avenue																													1	
St Mungo's - Wharton Street																													1	
Islington Total	13			11	7	1	6	4		4	3	9					5	13	5	2		1						10	94	
St Mungo's - Cromwell Road															2														2	
St Mungo's - Redcliffe Gardens															1														1	
Kensington & Chelsea Total															3														3	
Equinox - Brook Drive				1	1	1						1		1					2	2			2					4	15	
St Mungo's - Cedars Road											19												1				1	1	22	
St Mungo's - Palace Road																								1					1	

Source of referral →	Accommodation ↓	BBS - CSTM	CSTM MNP 26+	CSTM - Advice & Housing	Passage BBS and Day Centre	BBS - St Mungo's	Westminster SPOT	City Rough Sleepers Team	CRI - Camden	Ealing SPOT	Heathrow Airport Outreach	Lambeth SORT	Southwark SPOT	Broadway Day Centre	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	Local authority	Prison	Self other referral source)	Total	
Thames Reach - Graham House												3						1	4			1	2				1			12
Thames Reach - Stamford Street												4																	1	5
Lambeth Total					1	1	1					26	1		1			1	6	2		1	4	1	1		1	1	6	55
St Mungo's - Pagnell Street												1								2				1					1	5
St Mungo's - Spring Gardens																				2				3						5
Lewisham Total												1								4				4					1	10
SPEAR - Kew Road																		3												3
Richmond Total																		3												3
St Mungo's - Rushworth Street								6		10	3	20	22					2	11	12										86
Equinox - Joe Richards House													1																	1
Salvation Army - David Barker House													3																	3
St Mungo's - Great Guildford Street												3	6									1	1							11
St Mungo's - Grange Road													5																	5
Southwark Total								6		10	3	23	37					2	11	12		1	1							106
Look Ahead - Aldgate								1										3	3										1	8
Edward Gibbons House								3												2					2					7
Providence Row - Dellow Hostel								2										3				1								6
Providence Row - Hackney Road								1																						1
Salvation Army - Booth House								1										2	1						1		1			6
Tower Hamlets Total								8										8	6			1			3		1	1		28

Source of referral → Accommodation ↓	BBS - CSTM	CSTM MNP 26+	CSTM - Advice & Housing	Passage BBS and Day Centre	BBS - St Mungo's	Westminster SPOT	City Rough Sleepers Team	CRI - Camden	Ealing SPOT	Heathrow Airport Outreach	Lambeth SORT	Southwark SPOT	Broadway Day Centre	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	Local authority	Prison	Self other referral source)	Total	
Passage Assessment Centre	2			4																									6
Centrepoint - Greek Street																					1								1
Church Army - Cosway Street																		1											1
CSTM - Night centre	1																												1
English Churches - King George's	4	1	2	2	1	1															2	2	2				1	1	19
Look Ahead - Bayswater	2		1	4	3																1	1				1		1	14
Look Ahead - Hopkinson House				2																		1	3					1	7
Look Ahead - Victoria	3				1																1								5
Novas - CUC Soho	4			5	2																2	1	1			1	2	2	20
Salvation Army - Edward Alsop Court	2			1																					1		2	6	12
St Mungo's - Harrow Road					4																								4
Thames Reach - Shroton Street	2			1	1																								4
Westminster Total	20	1	3	19	12	1												1		5	6	7			1	2	5	11	94
Total	37	1	4	35	23	5	23	12	19	7	54	49	1	7	3	5	25	47	7	7	10	21	8	1	8	3	17	23	462

10) Departures - planned or unplanned

Departures by whether or not the departure was planned or unplanned



Base: 534

491 people departed from accommodation in London boroughs this year. These 491 people had 534 departure actions. This indicates that an individual can depart more than once (from the same accommodation project or different) in a period.

The number of people departing and departures is lower than the previous quarters (Apr-Jun: 523 people, Jan-Mar: 437).

59% of departures were due to a planned move. This is similar to previous quarters.

16% of departures were due to abandonments. This is similar to previous quarters.

12% of departures were due to evictions. This is similar to 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 - Craven Park	1					1		2
St Mungo's - Esmond Road	1							1
St Mungo's - Villiers Road	1							1
Brent Total	3					1		4
St John of God - Olallo Project	3	2	2	8				15
Salvation Army - Cambria House	1							1
SHP - Arlington Road			1					1
SHP - Dennis Handfield House	4						4	8
SHP - 165 Project	1							1
St Mungo's - Adamson Road	1							1
St Mungo's - Argyle Walk	1							1
St Mungo's - Birkenhead Street	1			2				3
St Mungo's - Endell Street	3							3
St Mungo's - Endsleigh Gardens	2		2					4
St Mungo's - Grays Inn Road	1							1
St Mungo's - Hampstead Road			1					1
St Mungo's - Lamble Street						1		1
St Mungo's - St Pancras Way	4		1			1		6
Camden Total	22	2	7	10		2	4	47
Providence Row - Middle Street						1		1
St Mungo's - The Lodge	2	5						7
City of London Total	2	5				1		8
Equinox - Friends Road	1							1
Croydon Total	1							1
Broadway - Sixty-Five			1					1
YMCA - Ealing	2		1			1		4
Ealing Total	2		2			1		5

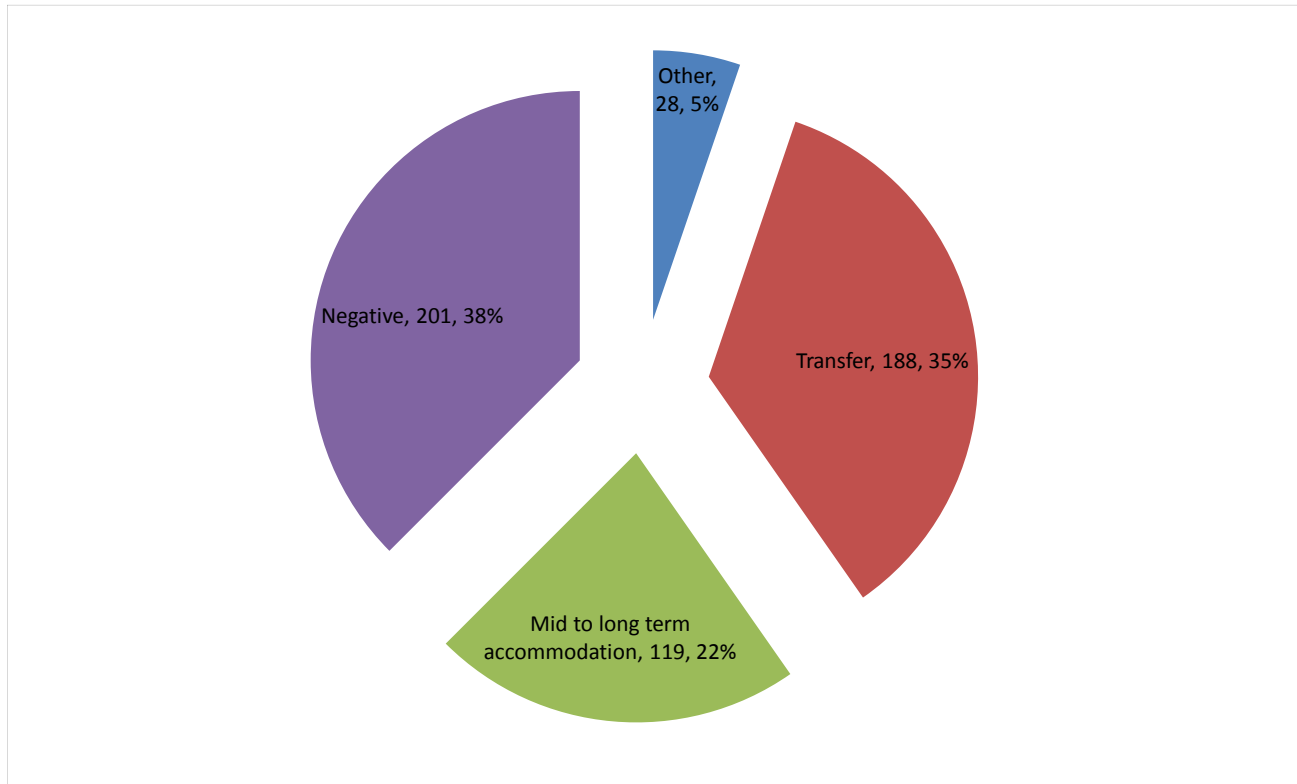
Planned/Unplanned Accommodation	→							
	Planned	Abandoned	Evicted (behaviour)	End of time-limited stay	Neutral	Evicted (arrears)	Unplanned - other	Total
St Mungo's - Church Walk			1					1
Hackney Total			1					1
Broadway - Goldhawk Road/Market Lane	2			2			1	5
Broadway - Edith Road	2							2
Broadway - The Conninghams	5		1					6
Hammersmith & Fulham Total	9		1	2			1	13
St Mungo's - Vartry Road	1							1
Haringey Total	1							1
St Mungo's - Margery Street	58	12	5	4			2	81
Cranstoun Drug Services - City Road	5	3		1				9
St Mungo's - Hilldrop Road					1			1
St Mungo's - Wharton Street			1					1
Islington Total	63	15	6	5	1		2	92
Look Ahead - Earl's Court	2	1	1			1		5
St Mungo's - Cromwell Road	1							1
Kensington & Chelsea Total	3	1	1			1		6
Equinox - Brook Drive	12	2	1					15
St Mungo's - Auckland Hill	2							2
St Mungo's - Cedars Road	12	5	4				2	23
St Mungo's - Gothard's Road	1							1
Thames Reach - Graham House	8			1			3	12
Thames Reach - Lambeth High Street	1							1
Thames Reach - Stamford Street	1							1
Lambeth Total	37	7	5	1			5	55
St Mungo's - Pagnell Street	4	3					1	8
St Mungo's - Spring Gardens		1	1					2
Lewisham Total	4	4	1				1	10

Planned/Unplanned Accommodation	Planned	Abandoned	Evicted (behaviour)	End of time- limited stay	Neutral	Evicted (arrears)	Unplanned - other	Total
SPEAR - Kew Road	1		1					2
Richmond Total	1		1					2
St Mungo's - Rushworth Street	54	12	3	11				80
Broadway - Manor Place	1							1
Equinox - Joe Richards House		1	1					2
St Mungo's - Great Guildford Street	8	3	1				1	13
St Mungo's - Grange Road	6							6
Southwark Total	69	16	5	11			1	102
Look Ahead - Aldgate	8	6	3			1	1	19
Providence Row - Daniel Gilbert House	1							1
Providence Row - Dellow Hostel	7							7
Edward Gibbons House	1	1	2			1		5
Salvation Army - Booth House	10	2		2		3	1	18
Tower Hamlets Total	27	9	5	2		5	2	50
Passage Assessment Centre	5	1						6
English Churches - King George's	10	3	1			2	6	22
Look Ahead - Bayswater	7	1	2	1			2	13
Look Ahead - Hopkinson House	7							7
Look Ahead - Victoria	25	7	3			5	2	42
Novas - CUC Soho	6	6	2		1	1	2	18
Salvation Army - Edward Alsop Court	5	2	1	7			1	16
St Mungo's - Francis Street	1							1
St Mungo's - Harrow Road	2	1	1					4
The Passage - Passage House		1						1
The Passage - Montfort House	1							1
Thames Reach - Shroton Street		2						2

Planned/Unplanned Accommodation	Planned	Abandoned	Evicted (behaviour)	End of time- limited stay	Neutral	Evicted (arrears)	Unplanned - other	Total
St Mungo's - Elgin Avenue		1						1
St Mungo's - Shirland Road	1							1
Westminster Total	70	25	10	8	1	8	13	135
Other - Specify in other accommodation	2							2
Total	316	84	45	39	2	19	29	534

11) Departures - destination on departure

Departure actions by destination on departure



Base: 534


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	3	1%
Bed & Breakfast	4	1%
Care home	2	0%
Clearing House/RSI	19	4%
Detox clinic	17	3%
Died	4	1%
Home area	0	0%
Hospital	0	0%
Hospital - long term	6	1%
Hospital - NOT long term/acute care	7	1%
Hostel	0	0%
Hostel - another organisation	85	16%
Hostel - within the organisation	60	11%
LA tenancy (general needs)	14	3%
Long-term accommodation	0	0%
Not known	144	27%
Outside London	0	0%
Previous home (describe type of accomm in notes)	2	0%
Private rented sector - independent	25	5%
Private rented sector - with some floating support/support	3	1%
Psychiatric hospital	0	0%
Rehab clinic	15	3%
Returned to home country (CEE)	3	1%
RSL tenancy (general needs)	18	3%
Sheltered Housing	1	0%
Sleeping rough/Returned to streets	27	5%
Staying with family	12	2%
Staying with friends	12	2%
Supported Housing	21	4%
Taken into custody	30	6%
Temporary accommodation	0	0%
Total	534	99%

27% leaving temporary accommodation were transferring to another type of temporary accommodation. This compares to 32% in the previous period.

22% of people left accommodation to move to mid to long-term accommodation. This is similar to the last quarter.

Destination Accommodation	→	Accomm where client is occupier	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	Rehab clinic	Returned to home country (CEE)	RSL tenancy (general needs)	Sheltered Housing	Sleeping rough/Returned	Staying with family	Staying with friends	Supported Housing	Taken into custody	Total
	↓																									
St Mungo's - Lamble Street													1													1
St Mungo's - St Pancras Way				1						1	1		1		1							1				6
Camden Total				1	2			1		6	5		16		7						1	2	1	1	4	47
Providence Row - Middle Street																							1			1
St Mungo's - The Lodge													3		1						2			1		7
City of London Total													3		1						2		1	1		8
Equinox - Friends Road																						1				1
Croydon Total																						1				1
Broadway - Sixty-Five													1													1
YMCA - Ealing								1				1	1								1					4
Ealing Total								1				1	2								1					5
St Mungo's - Church Walk													1													1
Hackney Total													1													1
Broadway - Goldhawk Road/Market Lane						1				1			1											1	1	5
Broadway - Edith Road			1																1							2
Broadway - The Conninghams										1	2		1		1				1							6
Hammersmith & Fulham Total			1			1				2	2		2		1				2					1	1	13

Destination Accommodation	 	Accomm where client is occupier	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	Rehab clinic	Returned to home country (CEE)	RSL tenancy (general needs)	Sheltered Housing	Sleeping rough/Returned	Staying with family	Staying with friends	Supported Housing	Taken into custody	Total
		St Mungo's - Vartry Road																			1					
Haringey Total																			1							1
St Mungo's - Margery Street			3			2			4	31	9		17		4	1	1					2	3	2	2	81
Cranstoun Drug Services - City Road													4				4							1		9
St Mungo's - Hilldrop Road							1																			1
St Mungo's - Wharton Street																							1			1
Islington Total			3			2	1		4	31	9		21		4	1	5					2	4	3	2	92
Look Ahead - Earl's Court					1	1							3													5
St Mungo's - Cromwell Road																			1							1
Kensington & Chelsea Total					1	1							3						1							6
Equinox - Brook Drive										1			3				7	3				1				15
St Mungo's - Auckland Hill										1	1															2
St Mungo's - Cedars Road						1	2		1	1	3	1	7		2				2				1		2	23
St Mungo's - Gothard's Road																			1							1
Thames Reach - Graham House						1		1	1	2	2									1				1	3	12
Thames Reach - Lambeth High Street											1															1
Thames Reach - Stamford Street																								1		1
Lambeth Total						2	2	1	2	5	7	1	10		2		7	3	3	1		1	1	2	5	55

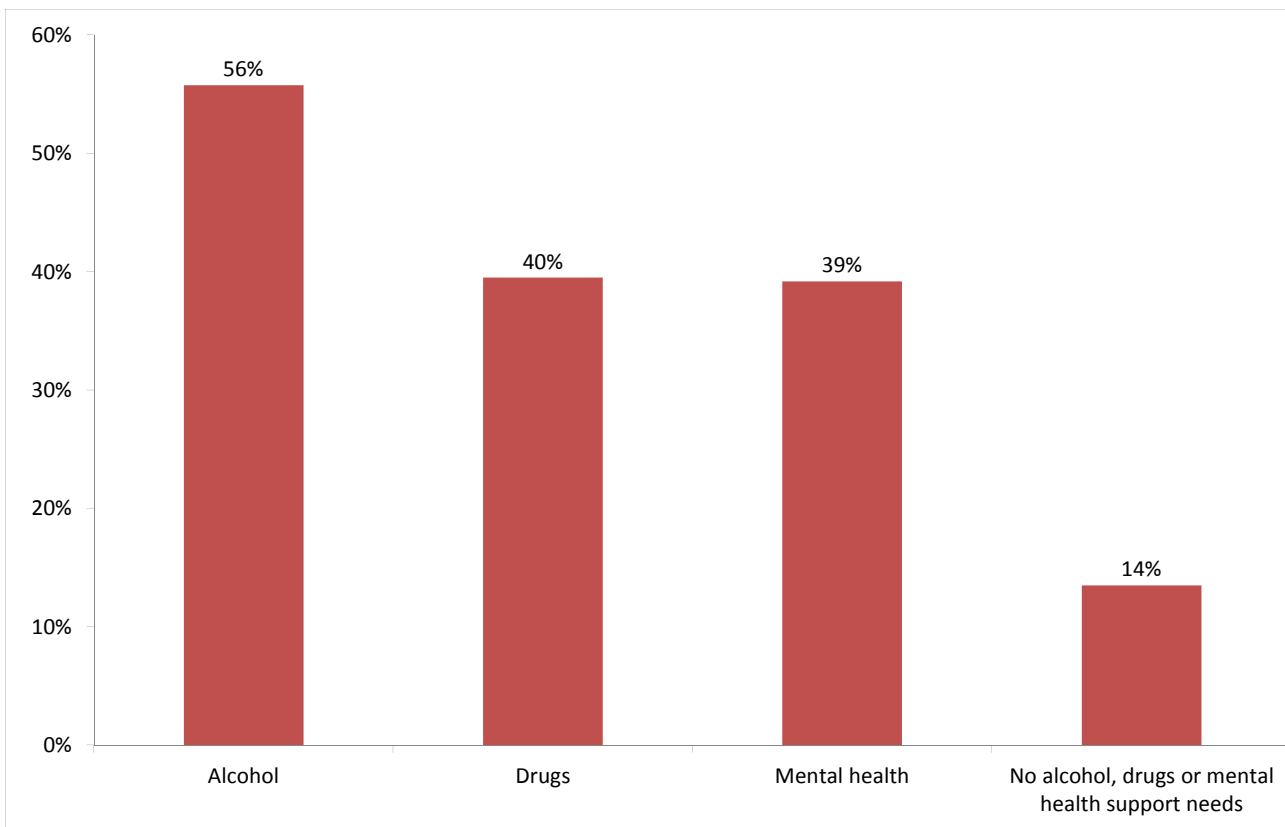
Destination Accommodation	 	Accomm where client is occupier	Bed & Breakfast	Care home	Clearing House/RSI	Detox clinic	Died	Hospital - long term	Hospital - NOT long term/acute	Hostel - another organisation	Hostel - within the organisation	LA tenancy (general needs)	Not known	Previous home (describe type of	Private rented sector -	Private rented sector - with	Rehab clinic	Returned to home country (CEE)	RSL tenancy (general needs)	Sheltered Housing	Sleeping rough/Returned	Staying with family	Staying with friends	Supported Housing	Taken into custody	Total
		St Mungo's - Pagnell Street											2		3		1				1					
St Mungo's - Spring Gardens											1										1					2
Lewisham Total											3		3		1				1		1				1	10
SPEAR - Kew Road													1											1		2
Richmond Total													1											1		2
St Mungo's - Rushworth Street						3				23	20		25	2	2							1		4		80
Broadway - Manor Place																						1				1
Equinox - Joe Richards House													2													2
St Mungo's - Great Guildford Street						1					2		2				2				2			3	1	13
St Mungo's - Grange Road						2					1	1							1			1				6
Southwark Total						6				23	23	1	29	2	2		2		1		3	2		7	1	102
Look Ahead - Aldgate						1		1		2		1	10		2				1						1	19
Providence Row - Daniel Gilbert House											1															1
Providence Row - Dellow Hostel					1							5			1											7
Edward Gibbons House											1		4													5
Salvation Army - Booth House					9							1	7												1	18
Tower Hamlets Total					10	1		1		2	2	7	21		3				1						2	50

Destination Accommodation	Accomm where client is occupier	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	Rehab clinic	Returned to home country (CEE)	RSL tenancy (general needs)	Sheltered Housing	Sleeping rough/Returned	Staying with family	Staying with friends	Supported Housing	Taken into custody	Total
Passage Assessment Centre									3	2										1					6
English Churches - King George's	1			1	1							4						5		2			2	6	22
Look Ahead - Bayswater			1	1					2			1								3	1	1	1	2	13
Look Ahead - Hopkinson House	1								5												1				7
Look Ahead - Victoria					3		1		4	4		6		3	2					8	4	2	2	3	42
Novas - CUC Soho						1			1		4	8										2		2	18
Salvation Army - Edward Alsop Court	1			4								10												1	16
St Mungo's - Francis Street										1															1
St Mungo's - Harrow Road							1			1										2					4
The Passage - Passage House												1													1
The Passage - Montfort House														1											1
Thames Reach - Shroton Street												2													2
St Mungo's - Elgin Avenue																				1					1
St Mungo's - Shirland Road																		1							1
Westminster Total	3		1	6	4	1	2		15	8	4	32		4	2			6		17	6	5	5	14	135
Other - Specify in other accommodation								1								1									2
Total	3	4	2	19	17	4	6	7	85	60	14	144	2	25	3	15	3	18	1	27	12	12	21	30	534

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



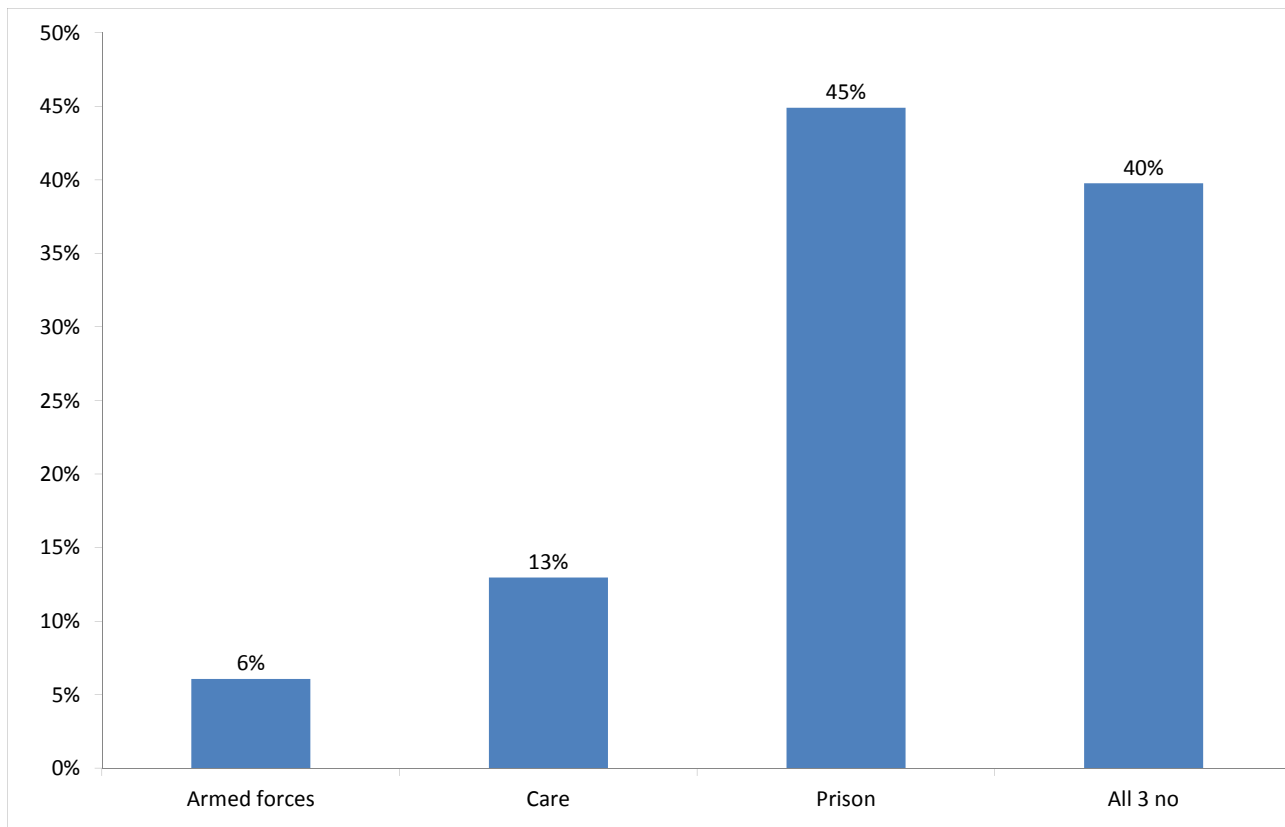
Base: 1562 Note that the base figure for this graph excludes clients where all 3 support needs are not known or not recorded (1099).

Support Needs	No. of people	%
Alcohol only	332	12%
Drugs only	175	7%
Mental health only	175	7%
Alcohol and drugs	191	7%
Alcohol and mental health	186	7%
Drugs and mental health	89	3%
Alcohol, drugs and mental health	162	6%
All 3 no	211	8%
All 3 not known or not assessed	1099	41%
All 3 no, not known or not assessed	41	2%
Total	2661	100%

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

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: 1265 Note that the base figure for this graph excludes clients where all 3 institutional histories are not known.

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

Nationality	Number	%
UK	42	55%
Non-UK	35	45%
Total	77	100%

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

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

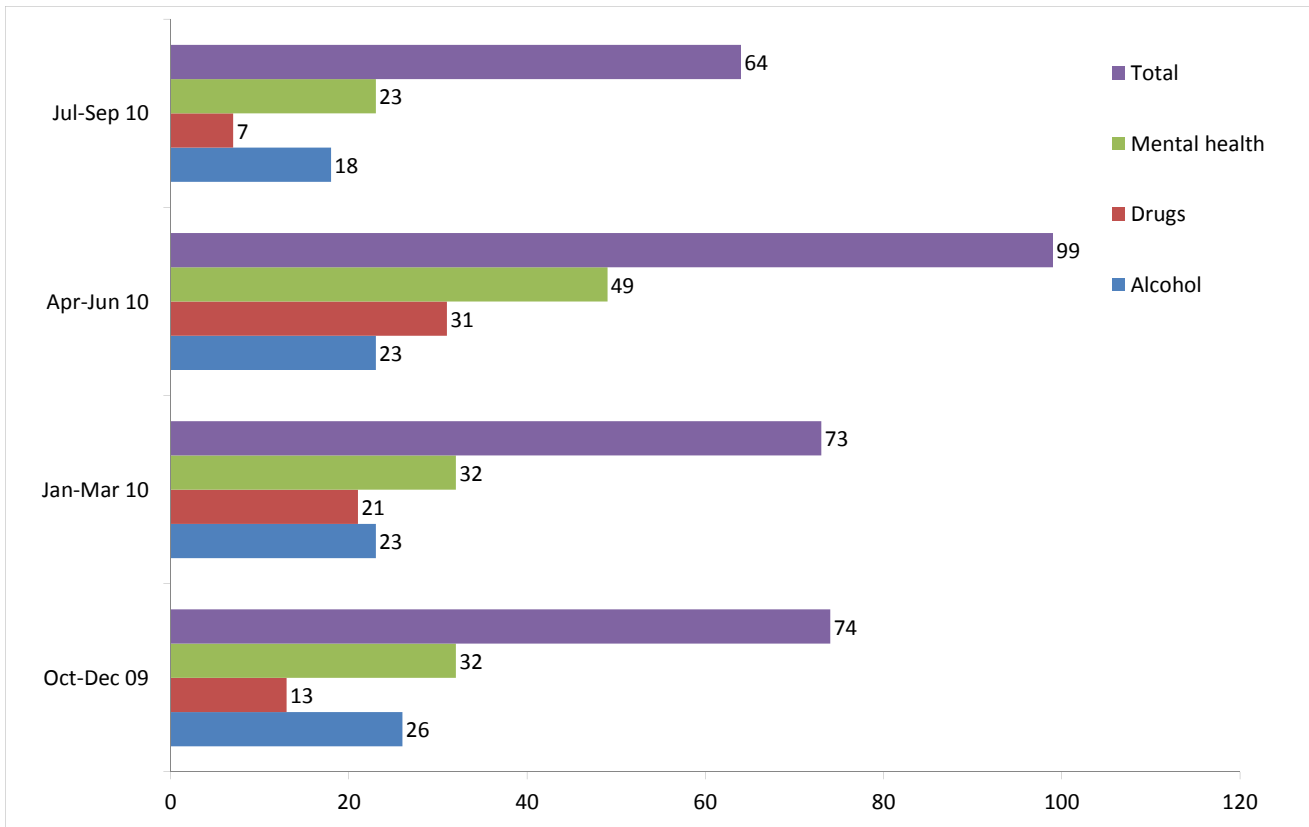
It is possible for someone contacted to have previous experience of more than one institution and so be included in more than one of the above figures. 49 people contacted in the year have been in care and prison.

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

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.

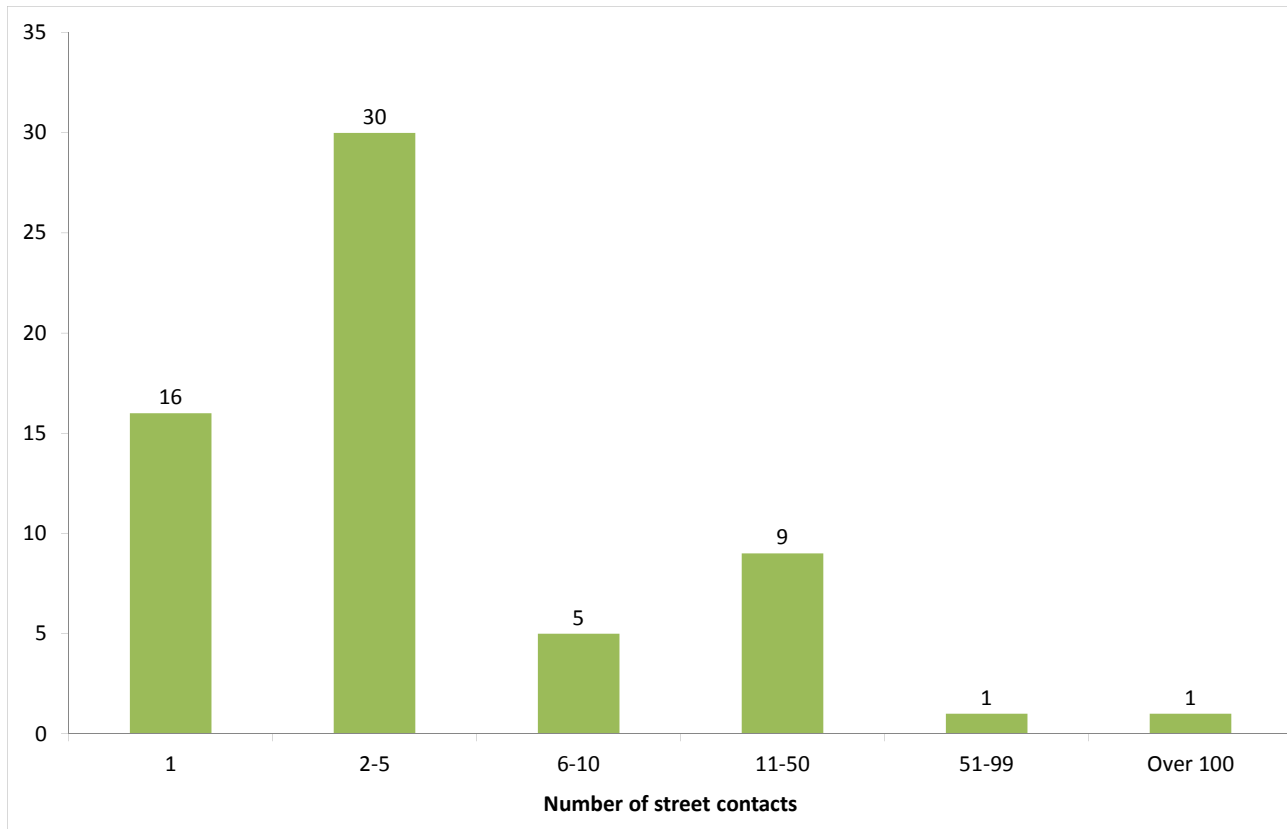


64 people started a tenancy in RSI accommodation this quarter. This is a decrease of 50% from 99 last quarter.

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: 62

62 of the 64 people starting an RSI tenancy in the quarter, are verified rough sleepers with a CHAIN record*.

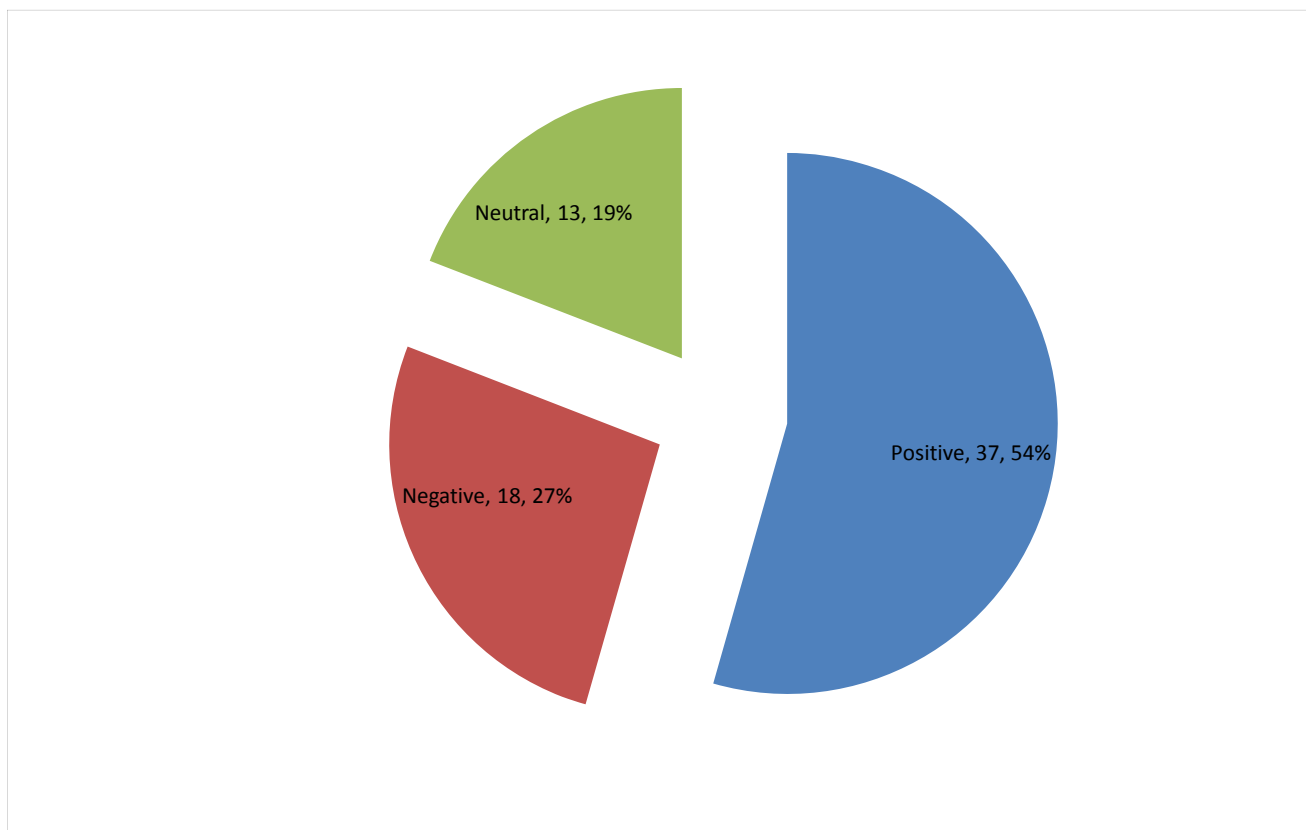
16 of these people had only one street contact recorded on CHAIN before their tenancy start.

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

*2 people with RSI tenancy starts in this quarter do not have a CHAIN record so are excluded from this graph.

16) Departures from permanent accommodation

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



Base: 68

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	6%	0%
Evicted	14	21%	0%
Planned move out	20	29%	1%
Transferred	17	25%	0%
Went to prison	0	0%	0%
Death of tenant	7	10%	0%
Other	6	9%	0%
Total	68	100%	2%

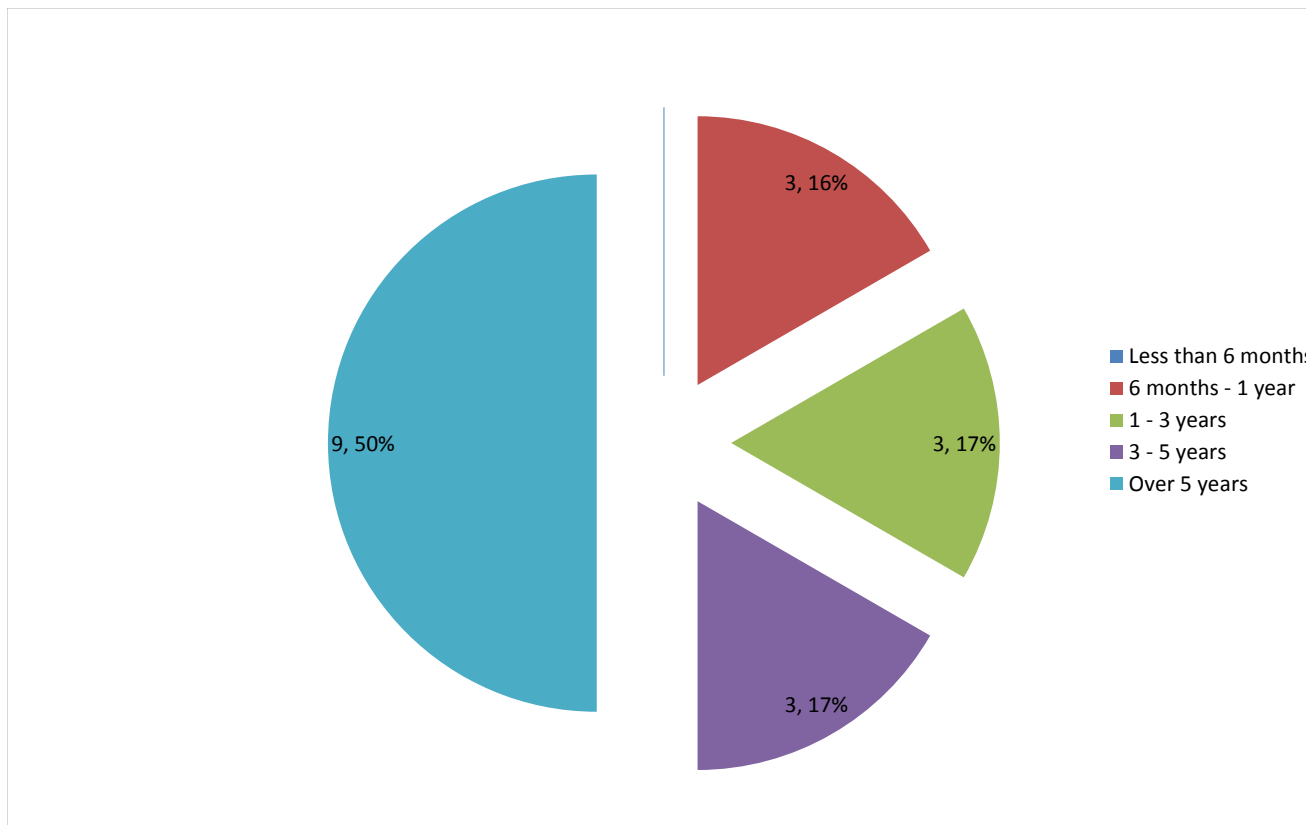
68 people ended an RSI accommodation tenancy this quarter. This is a decrease from 75 during April to June 2010.

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

A total of 0.5% 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: 18

18 people ended an RSI tenancy in quarter due to abandoning or being evicted from their property. This is 0.5% of the 3583 current total number of RSI tenancies.

The majority of these people (67%) had been in their tenancy for three years or more. This is similar to 71% during April to June 2010.

17% of these people had been in their tenancy for one to three years. This is a decrease from 25% last quarter.