



Street to Home Quarterly report

1st October to 31st December 2010



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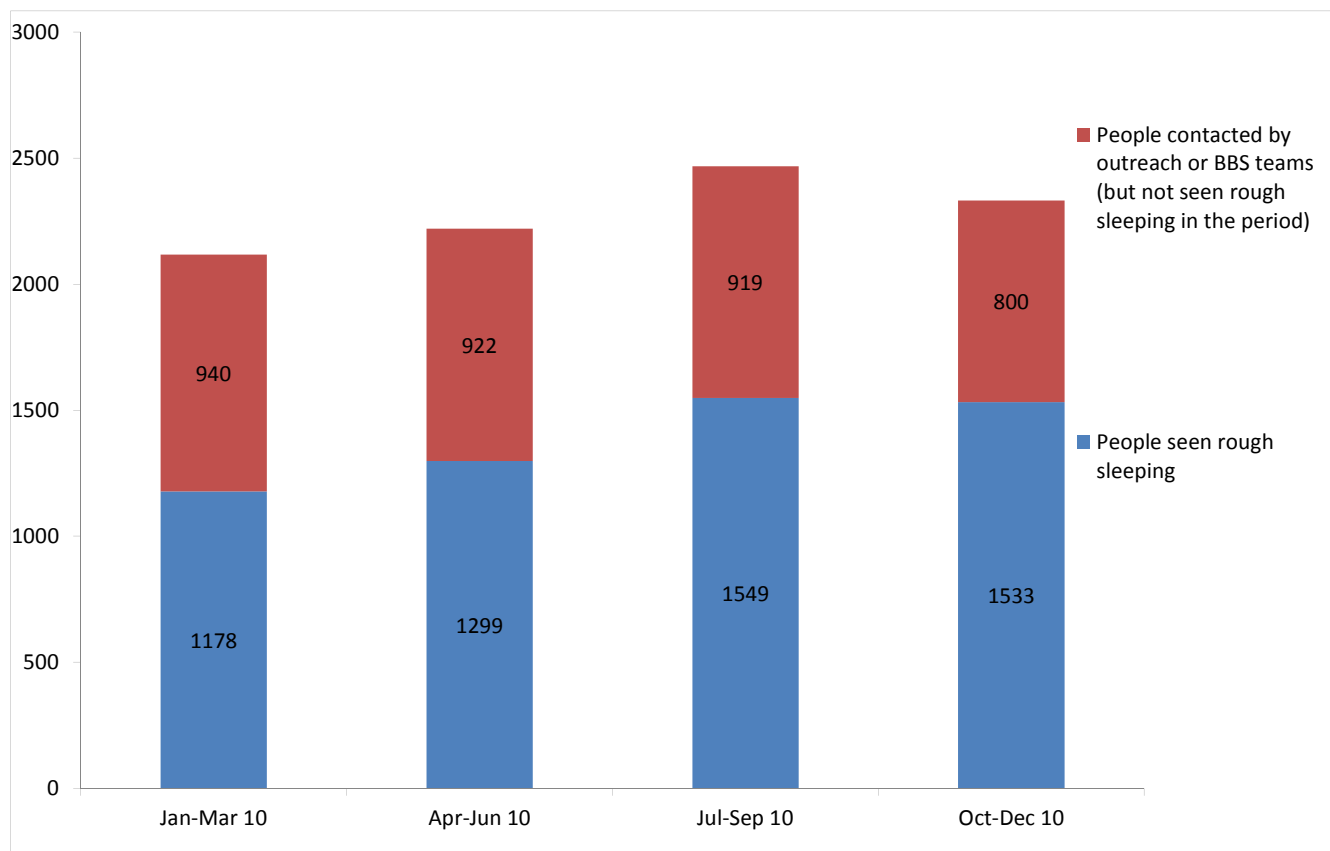
Length of stay of people who departed from RSI long-term accommodation in the period due to abandoning or being evicted from the property

CHAIN Quarterly report for October to December 2010

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



Jan-Mar 10 base: 2118
Apr-Jun 10 base: 2221
Jul-Sep 10 base: 2468
Oct-Dec 10 base: 2333

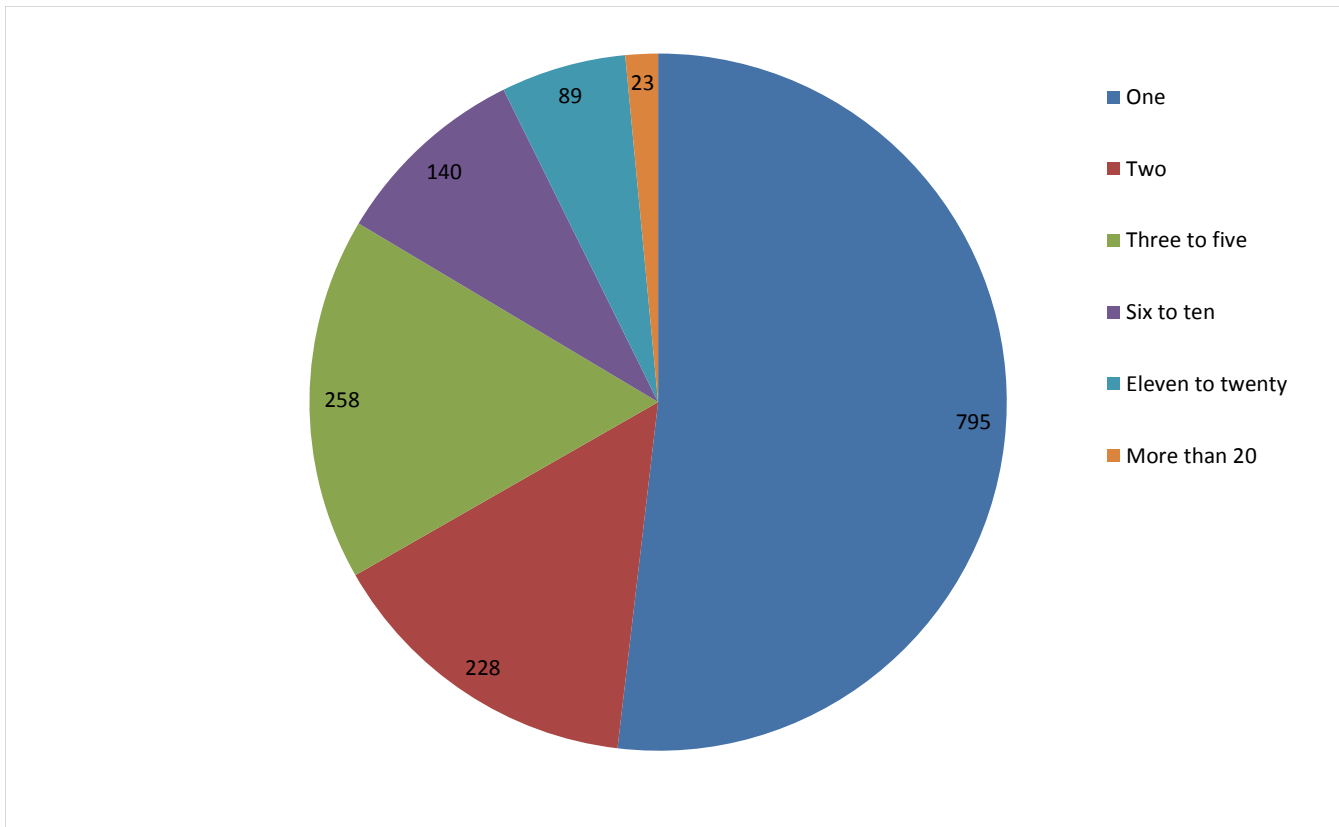
2333 verified rough sleepers were contacted by services in all London boroughs during the quarter. This is a decrease from 2468 last quarter and compares to 2291 in the same quarter last year.

Of these 2333, 1533 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 1% compared to the previous quarter; this also compares to Oct-Dec 09 - 1400, Oct-Dec 08 1197.

In addition to people contacted on the streets, 22 people were seen sleeping on night buses operating within London. Twelve of these clients were new to the service, 10 were known.

2) Rough sleeping volume

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



Base: 1533

Of the 1533 people seen rough sleeping this quarter, 795 only had a single bedded down street contact.

Of the 1533 people seen bedded down, 205 were from Central and East European countries (CEE) and seen for the first time during the period.

681 people were seen for the first time this quarter, compared to 683 in the previous period (Jul-Sep).

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

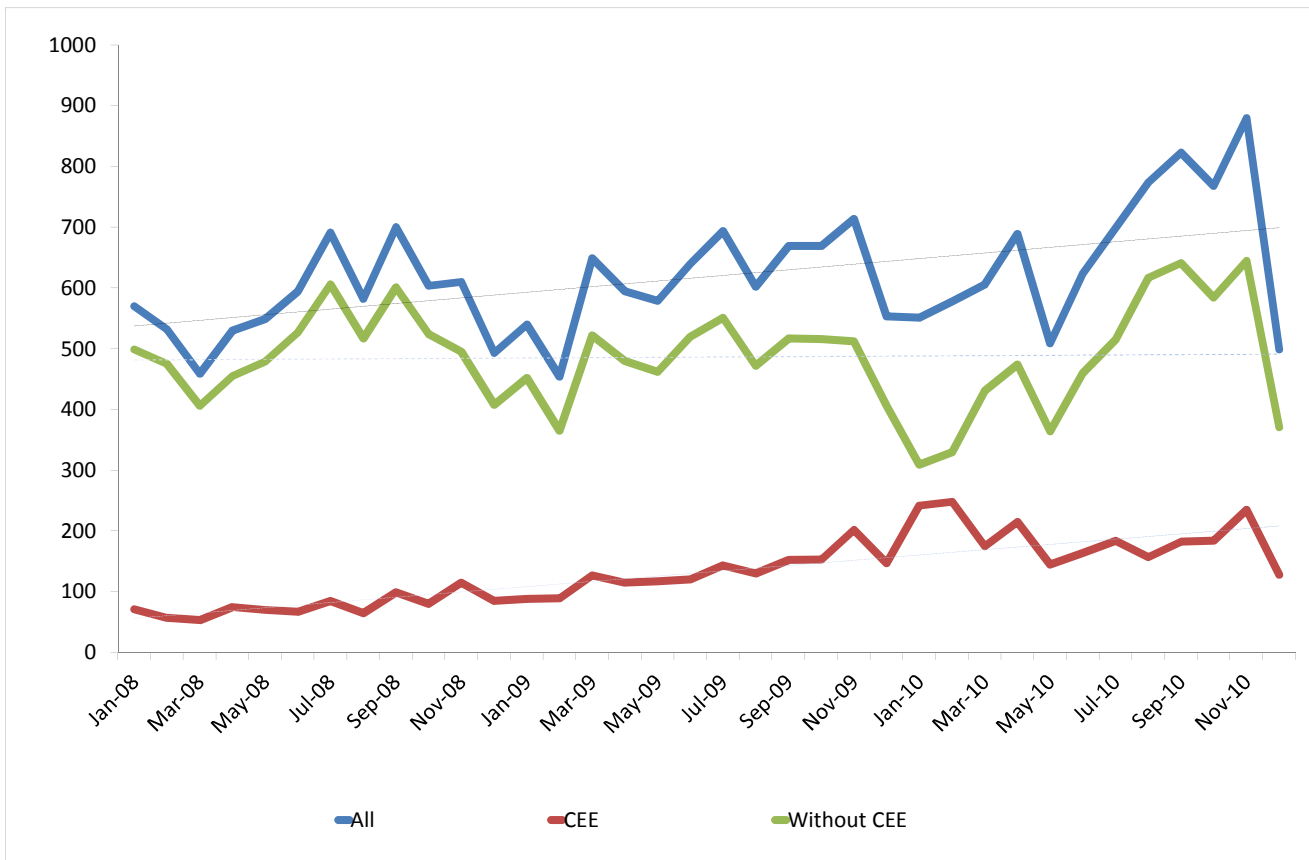
Nationality	Jan-Mar	%	Apr-Jun	%	Jul-Sep	%	Oct-Dec	%
UK	524	50%	533	47%	695	53%	678	49%
Ireland (Republic of)	22	2%	36	3%	36	3%	40	3%
France	9	1%	13	1%	23	2%	16	1%
Germany	10	1%	15	1%	11	1%	9	1%
Portugal	17	2%	13	1%	22	2%	25	2%
Spain	8	1%	13	1%	11	1%	9	1%
Italy	18	2%	20	2%	15	1%	19	1%
Bulgaria	2	0%	8	1%	11	1%	17	1%
Czech Republic	32	3%	25	2%	22	2%	26	2%
Estonia	3	0%	5	0%	3	0%	9	1%
Hungary	10	1%	14	1%	17	1%	20	1%
Latvia	14	1%	13	1%	13	1%	22	2%
Lithuania	54	5%	46	4%	38	3%	48	3%
Poland	137	13%	175	15%	146	11%	151	11%
Romania	39	4%	58	5%	74	6%	77	6%
Slovenia	3	0%	2	0%	2	0%	24	2%
Slovakia	21	2%	21	2%	17	1%	2	0%
Central and East European	315	30%	367	32%	343	26%	396	28%
other Europe	18	2%	21	2%	25	2%	32	2%
Eritrea	6	1%	7	1%	9	1%	7	1%
Africa	43	4%	46	4%	64	5%	67	5%
America	7	1%	8	1%	4	0%	13	1%
India	9	1%	9	1%	10	1%	23	2%
Sri Lanka	9	1%	8	1%	12	1%	12	1%
other Asia	29	3%	26	2%	33	3%	43	3%
Australasia	0	0%	1	0%	1	0%	3	0%
<i>Missing</i>	<i>92</i>		<i>120</i>		<i>181</i>		<i>106</i>	
<i>Not known</i>	<i>42</i>		<i>43</i>		<i>54</i>		<i>35</i>	
Total	1178		1299		1549		1533	
Total**	1044		1136		1314		1392	

The proportion of rough sleepers from CEE countries is remaining stable at just over 1 in 4. Similarly people from the UK account for about 1 in 2 people seen rough sleeping.

**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



Base for people seen rough sleeping: 1533

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

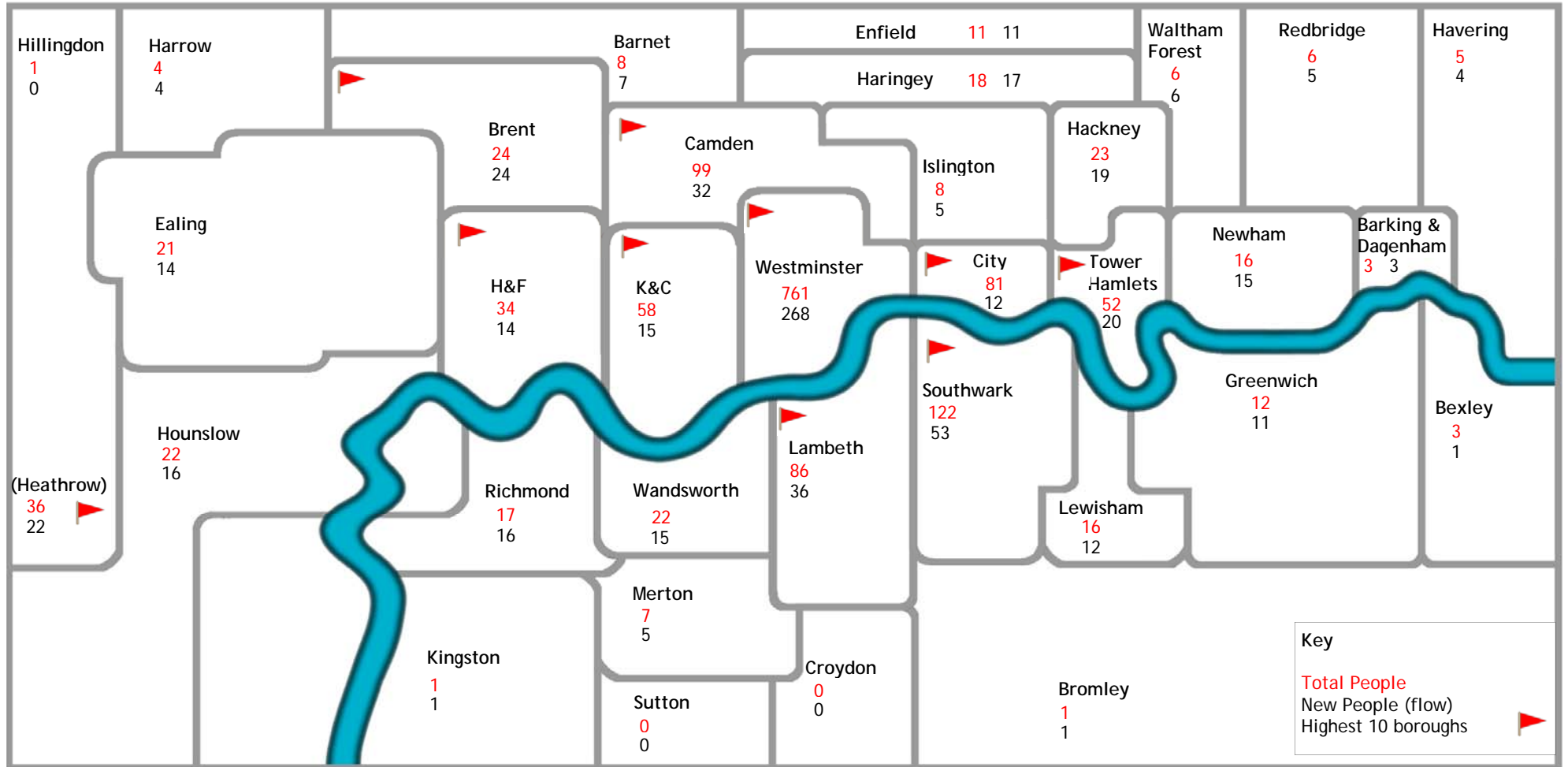
The green line shows the number of people seen rough sleeping excluding anyone from Central and East European (CEE)

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

There is a steady increase in the number of rough sleepers seen from CEE countries. If people from CEE countries are excluded from the figures however, the number of people seen rough sleeping is decreasing slightly over time.

5) Borough distribution (map and chart)

People seen sleeping rough in the quarter by borough



Base: 1533

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	Jul-Sep 10	Oct-Dec 10	Change
Barking & Dagenham	3	3	0
Barnet	5	8	+3
Bexley	5	3	-2
Brent	7	24	+17
Bromley	1	1	0
Camden	98	99	+1
City of London	106	81	-25
Croydon	0	0	0
Ealing	26	21	-5
Enfield	3	11	+8
Greenwich	5	12	+7
Hackney	19	23	+4
Hammersmith & Fulham	37	34	-3
Haringey	12	18	+6
Harrow	0	4	+4
Havering	6	5	-1
Heathrow	24	36	+12
Hillingdon	6	1	-5
Hounslow	5	22	+17
Islington	13	8	-5
Kensington & Chelsea	57	58	+1
Kingston	9	1	-8
Lambeth	100	86	-14
Lewisham	39	16	-23
Merton	7	7	0
Newham	8	16	+8
Redbridge	3	6	+3
Richmond	18	17	-1
Southwark	118	122	+4
Sutton	1	0	-1
Tower Hamlets	66	52	-14
Waltham Forest	11	6	-5
Wandsworth	14	22	+8
Westminster	786	761	-25

Compared to last quarter, there are 3 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:

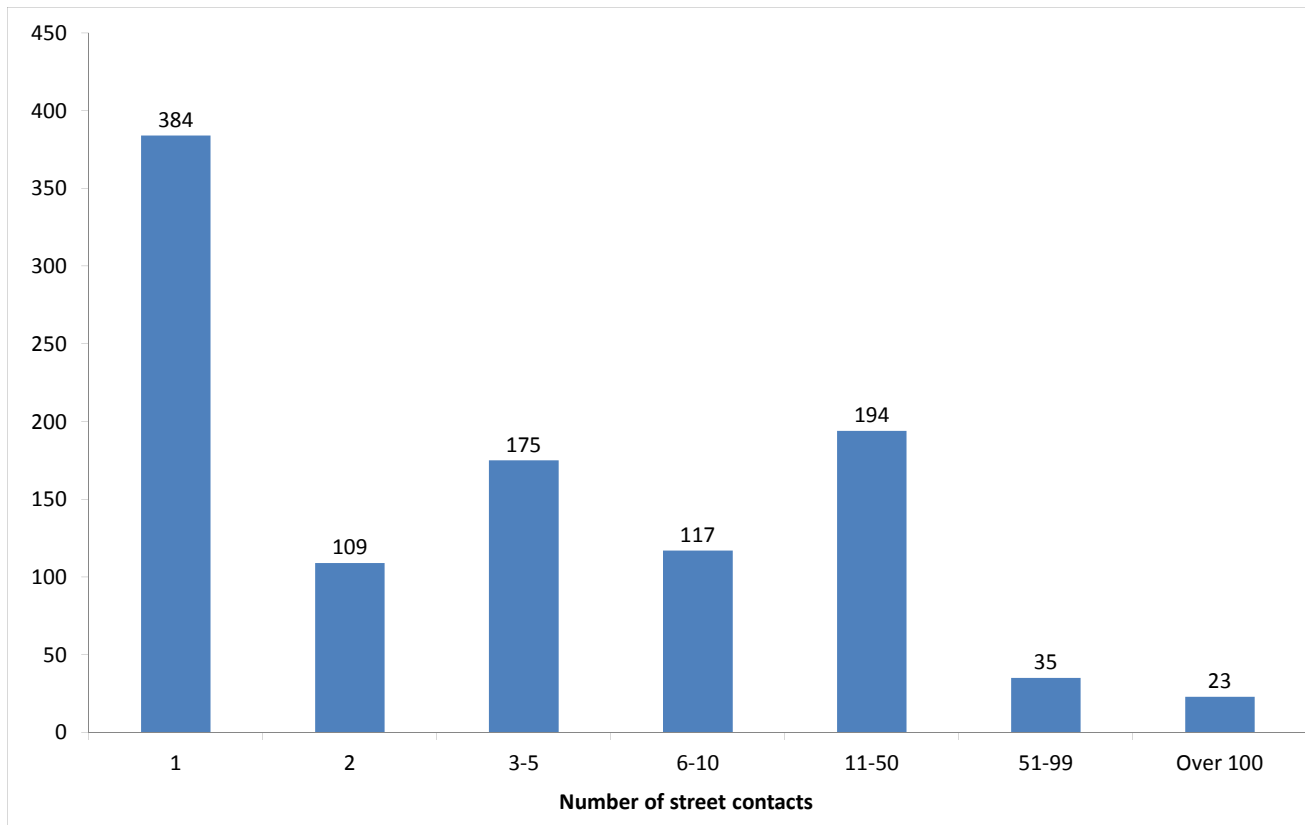
Brent, Heathrow and Hounslow

Compared to last quarter there are 5 boroughs that have a designated outreach/BBS team where there has been a notable decrease (over 10) in the number of verified rough sleepers contacted:

City of London, Lambeth, Lewisham, Tower Hamlets 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: 1037

1037 (44%) verified rough sleepers contacted across all London boroughs this quarter have never had a booking in action recorded on CHAIN. This has increased slightly from 1003 (41%) in the previous period.

902 of these people have slept rough in the quarter, which is 59% of all people sleeping rough this quarter.

384 (37%) of the people who have never had a booking in action recorded on CHAIN have only ever had one street contact recorded.

23 people in all London boroughs have never had a booking in action despite having over a hundred street contacts. This is slightly lower than the previous three quarters.

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	26	2%
Bed & breakfast	38	4%
Clinic/Detox/Rehab	25	2%
Night Centre	174	16%
Rolling shelter	195	18%
<i>Referrals only (no booking in)</i>	<i>312</i>	
Hostel	326	31%
<i>Referral rejected (no booking in)</i>	<i>20</i>	
Other temporary	0	0%
Second-stage accommodation	17	2%
St Mungo's complex needs	0	0%
St Mungo's semi-independent	0	0%
Clearing House/RSI	11	1%
LA tenancy (general needs)	3	0%
Private rented sector	0	0%
Private rented sector - independent	30	3%
Private rented sector - with some floating support/support	10	1%
RSL tenancy (general needs)	0	0%
Sheltered housing	3	0%
Supported housing	8	1%
Other long-term accommodation	6	1%
Bookings into accommodation total	872	82%
Return to home area	111	11%
Seeking work	18	2%
Move to area for friends/family	51	5%
Move to area with appropriate services	50	5%
Other	21	2%
Reconnections total	185	18%
TOTAL	1057	100%

Outreach and BBS teams across all London boroughs succeeded in reconnecting or booking into accommodation 516 people, 22% of the 2333 people contacted during the quarter.

This compares to previous periods - Jul-Sep 16%, Apr-Jun 20%, Jan-Mar 32%.

453 people had a total of 872 booking in events. This indicates that individuals can be booked into accommodation (the same type or different) more than once in the quarter.

43 people were booked into long-term accommodation by outreach workers. This is higher than the previous period (27).

234 people were booked into hostel accommodation. This is higher than the previous period (Jul-Sep 183).

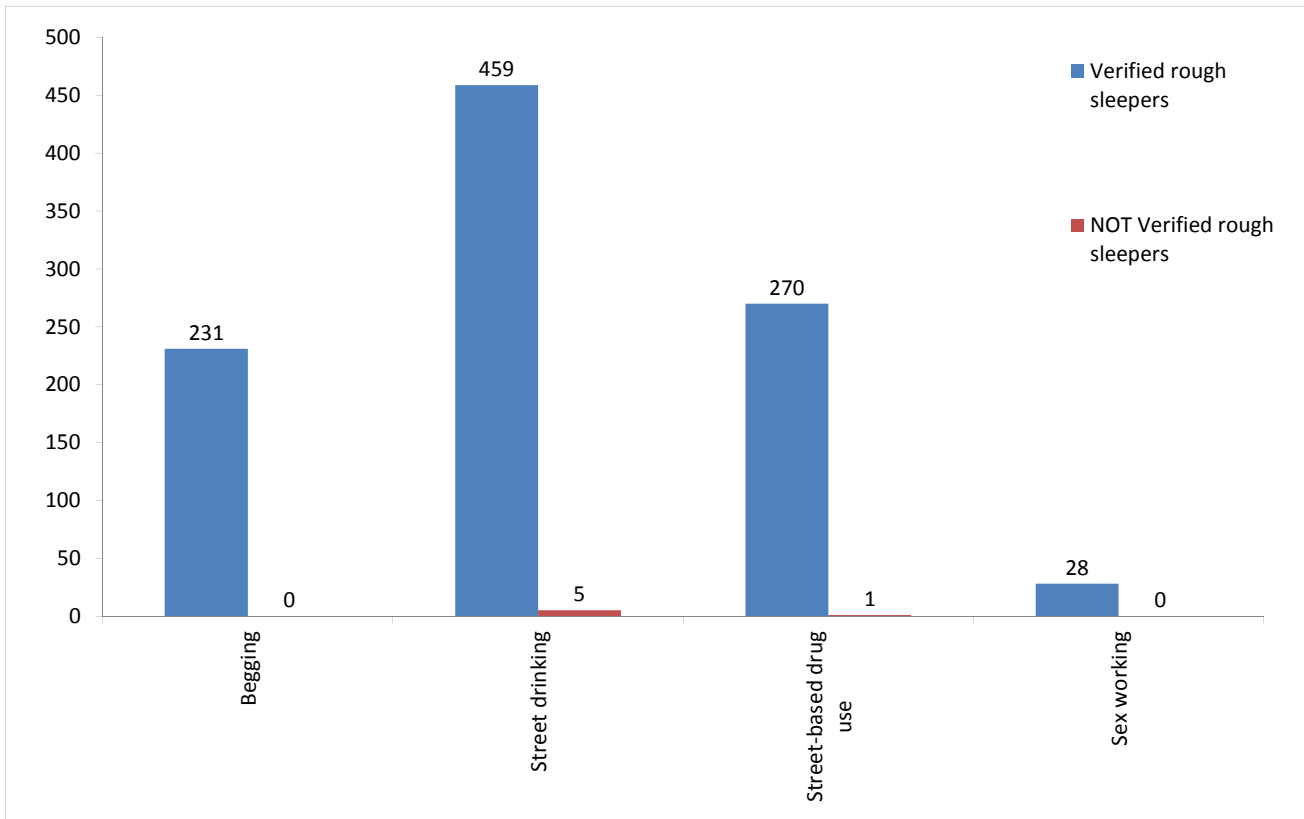
Outreach and BBS teams across all London boroughs achieved a confirmed reconnection with 76 people they contacted this quarter. This is 3% of the people contacted by outreach or BBS teams this quarter.

185 confirmed reconnection events were recorded by outreach and BBS teams for verified rough sleepers this quarter. In addition, teams recorded 6 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: 667

Base for people not verified as rough sleepers: 39

Of the 2333 verified rough sleepers contacted this quarter, 667 (29%) have been assessed as engaging in one or more street activities.

In addition to the 2333 verified rough sleepers contacted in the quarter by outreach or BBS teams, 39 people who are considered vulnerable but have not been seen rough sleeping were also contacted. Of these:

2 had confirmed reconnections;

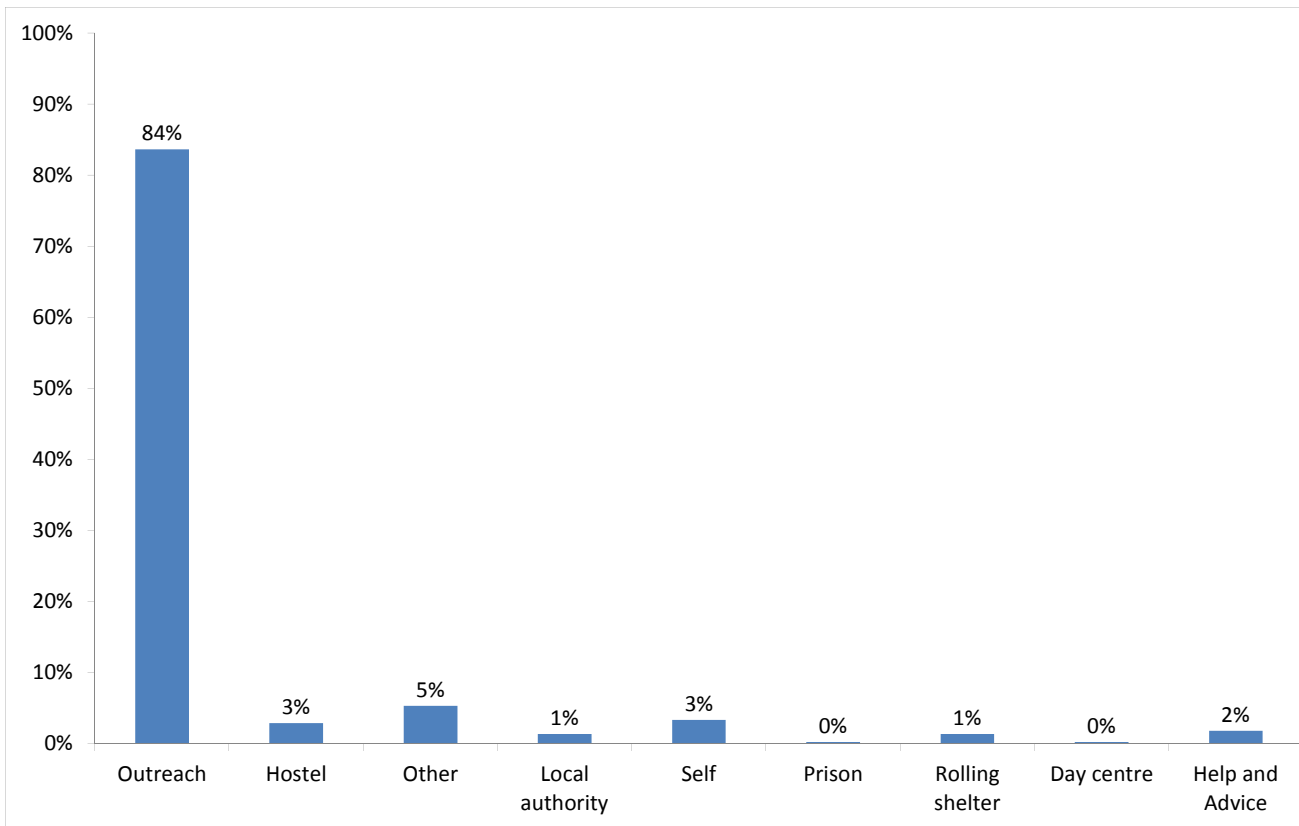
3 were booked into accommodation;

3 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: 453

386 people arrived at accommodation in all London boroughs this quarter. These 386 people had 453 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 (Jul-Sep 396, Apr-Jun 418 people).

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

9) Arrivals (continued)

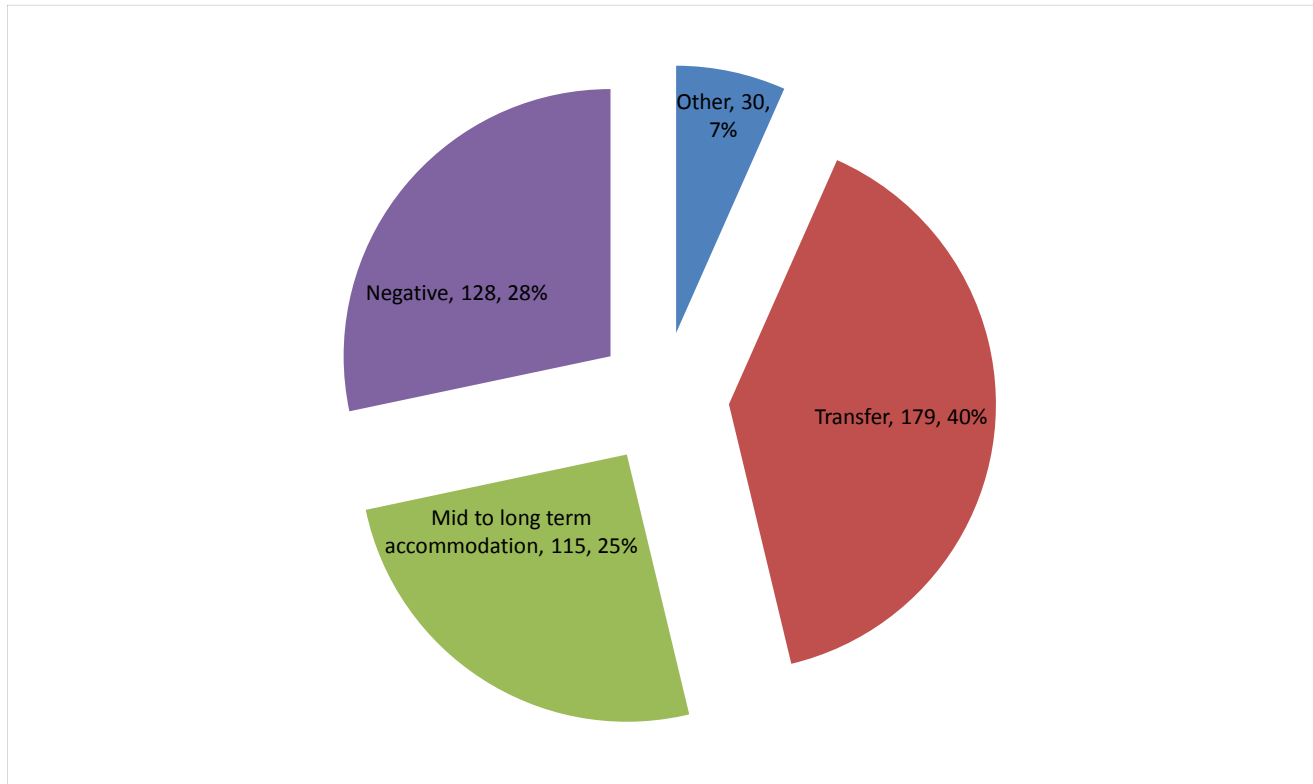
Breakdown by accommodation:

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 SPOT	CHC Brent Outreach	City Rough Sleepers Team	CRI - Camden	Ealing SPOT	Heathrow Airport Outreach	Lambeth SORT	Southwark SPOT	H&F SORT	K & C SIT	SPEAR Outreach	Spire Day Centre	Tower Hamlets SORT	Tower Hamlets HOST	London Street Rescue	Pilton Islington Outreach	HART	Rolling shelter	Hostel	St Mungo's internal transfer	GP/Hospital/Health authority	Local authority	Prison	Self	other referral source)	Total		
St Mungo's - Larix House																																		1	1	
Brent Total																																		1	1	
St John of God - Olallo Project	2				1				3						1		1																			8
SHP - Arlington Road																																		1	1	
St Mungo's - Birkenhead Street												1																							1	2
St Mungo's - Endell Street												1																								1
St Mungo's - Endsleigh Gardens																											1	1							2	
Camden Total	2				1				3			2			1		1										1	1	1					1	14	
Providence Row - Middle Street											2																									2
St Mungo's - The Lodge								1			1																									2
City of London Total								1			3																									4
Broadway - Sixty-Five							1						3																							4
Ealing Total							1						3																							4
St Mungo's - Church Walk																																		1	1	
Hackney Total																																		1	1	
Broadway - Goldhawk Road/Market Lane																	1										2									3
London Cyrenians - Shepherds House																	1																			1
Hammersmith & Fulham Total																	2										2									4
St Mungo's - Margery Street	9	1	2		7			14	3		8	3		3	1	5					4		11	3	3											77
Cranstoun Drug Services - City Road																																	10		10	
Islington Total	9	1	2		7			14	3		8	3		3	1	5					4		11	3	3								10		87	

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 SPOT	CHC Brent Outreach	City Rough Sleepers Team	CRI - Camden	Ealing SPOT	Heathrow Airport Outreach	Lambeth SORT	Southwark SPOT	H&F SORT	K & C SIT	SPEAR Outreach	Spires Day Centre	Tower Hamlets SORT	Tower Hamlets HOST	London Street Rescue	Pilton Islington Outreach	HART	Rolling shelter	Hostel	St Mungo's internal transfer	GP/Hospital/Health authority	Local authority	Prison	Self	other referral source)	Total	
Providence Row - Hackney Road											2																								2
Salvation Army - Booth House					1				1												4		4											1	11
Tower Hamlets Total					1			1	1		6		1		1						6	2	10				1							1	31
The Passage - Passage Assessment Centre	1				2			2																	1										6
Centrepoin - Greek Street			1									1																							2
Church Army - Cosway Street					1																								1					2	
CSTM - Night centre	4				4																														8
English Churches - King George's	1		1		4			2	2																3	1			1					2	17
English Churches - Queen Mary's Hostel					1																														1
Look Ahead - Bayswater	4				3			3																	1										11
Look Ahead - Hopkinson House					3																						1								4
Look Ahead - Victoria	2				1			3																											6
Novas - CUC Soho	5				2				3																1	5	2						1	19	
Salvation Army - Edward Alsop Court	3		4		2			7	1	1																			1			4	7	30	
St Mungo's - Harrow Road	1							3																											4
The Passage - Passage House					1	3																							1						5
The Passage - Montfort House					2																														2
Thames Reach - Shroton Street								1																											1
Westminster Total	21		6	1	28			21	6	1		1													6	6	3		2	2		4	10	118	
Total	32	1	8	1	38	2	1	39	14	1	27	6	14	5	69	58	3	4	5	1	14	2	34	4	9	6	9	3	2	6	1	15	19	453	

10) Departures - destination on departure

Departure actions by destination on departure



Base: 452

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	3	1%
Care home	1	0%
Clearing House/RSI	24	5%
Detox clinic	12	3%
Committed suicide	1	0%
Died	6	1%
Home area	0	0%
Hospital	0	0%
Hospital - long term	1	0%
Hospital - NOT long term/acute care	1	0%
Hostel	0	0%
Hostel - another organisation	90	20%
Hostel - within the organisation	63	14%
LA tenancy (general needs)	7	2%
Long-term accommodation	0	0%
Not known	88	19%
Outside London	0	0%
Previous home (describe type of accomm in notes)	1	0%
Private rented sector - independent	23	5%
Private rented sector - with some floating support/support	10	2%
Psychiatric hospital	1	0%
Rehab clinic	9	2%
Returned to home country (CEE)	1	0%
Returned to home country (non CEE)	1	0%
RSL tenancy (general needs)	13	3%
Sheltered Housing	4	1%
Sleeping rough/Returned to streets	20	4%
Staying with family	9	2%
Staying with friends	15	3%
Supported Housing	29	6%
Taken into custody	19	4%
Temporary accommodation	0	0%
Total	452	100%

40% of people left accommodation to transfer to other temporary accommodation - this is a similar proportion to previous periods.

Just over 1 in 4 (28%) of people leaving did so for negative reasons (including evictions, abandonments and not knowns). This is slightly lower than previous periods (Jul-Sep 38%, Apr-Jun 40%).

10) Departures - destination on departure (continued)

Breakdown by accommodation:

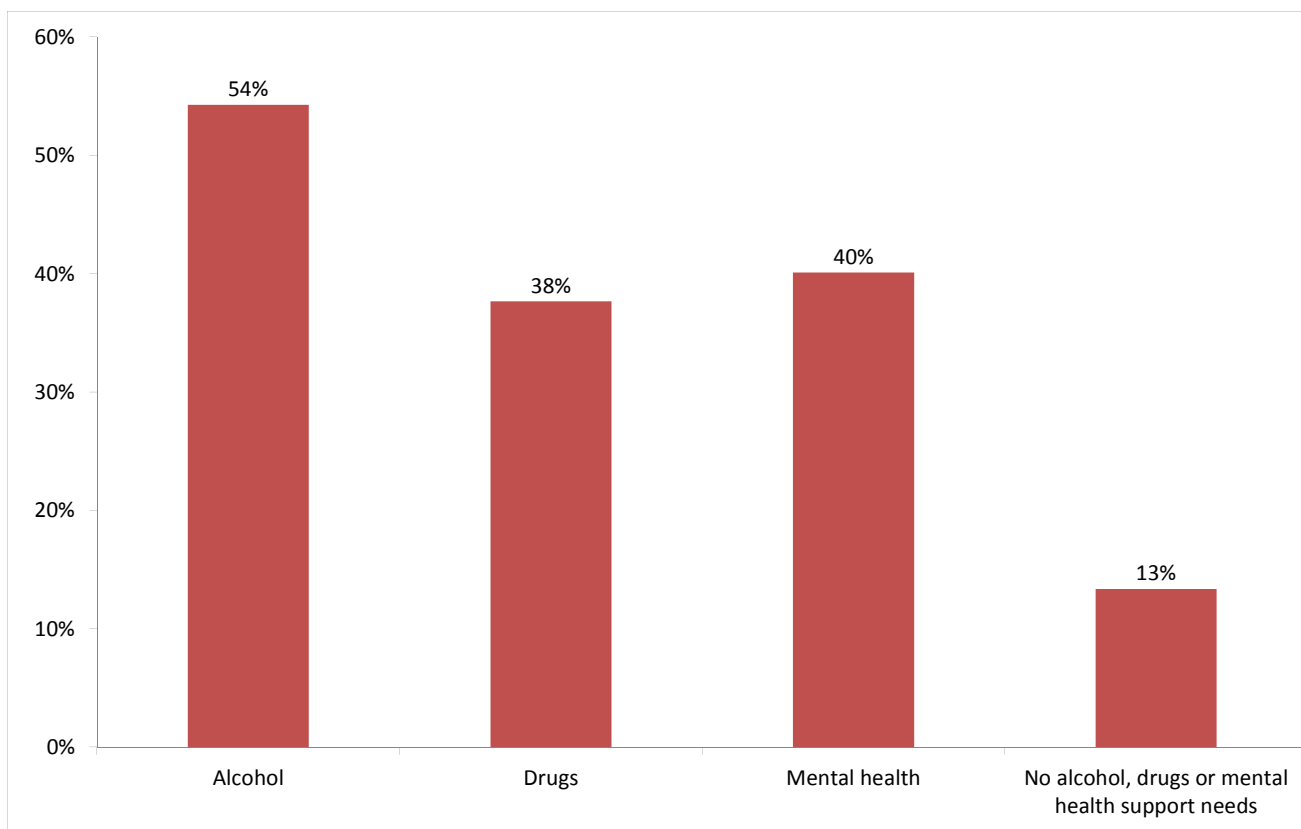
Destination Accommodation	Bed & Breakfast	Care home	Clearing House/RSI	Detox clinic	Died	Committed suicide	Hospital - long term	Hospital - NOT long term/acute	Hostel - another organisation	Hostel - within the organisation	LA tenancy (general needs)	Not known	Previous home (describe type of)	Private rented sector -	Private rented sector - with	Psychiatric hospital	Rehab clinic	Returned to home country (CEE)	Returned to home country (Non CEE)	RSL tenancy (general needs)	Sheltered Housing	Sleeping rough/Returned	Staying with family	Staying with friends	Supported Housing	Taken into custody	Total
St Mungo's - Craven Park										1																	1
St Mungo's - Teignmouth Road																				1							1
Brent Total										1										1							2
St John of God - Olallo Project									3			4		5				1				3		5		2	23
Salvation Army - Cambria House			1																								1
SHP - 165 Project									3																		3
St Mungo's - Birkenhead Street										1																	1
St Mungo's - Charlton King's Road																				1							1
St Mungo's - Endell Street									1																1		2
St Mungo's - Endsleigh Gardens																				1						1	2
St Mungo's - St Pancras Way									1																		1
Camden Total			1						8	1		4		5				1		2		3		5	1	3	34
Providence Row - Middle Street											2	1										1	1				5
St Mungo's - The Lodge				1								1													1		3
City of London Total				1							2	2										1	1		1		8

Destination Accommodation	Bed & Breakfast	Care home	Clearing House/RSI	Detox clinic	Died	Committed suicide	Hospital - long term	Hospital - NOT long term/acute	Hostel - another organisation	Hostel - within the organisation	LA tenancy (general needs)	Not known	Previous home (describe type of)	Private rented sector -	Private rented sector - with	Psychiatric hospital	Rehab clinic	Returned to home country (CEE)	Returned to home country (Non CEE)	RSL tenancy (general needs)	Sheltered Housing	Sleeping rough/Returned	Staying with family	Staying with friends	Supported Housing	Taken into custody	Total
Salvation Army - Booth House			11									3												1			15
Tower Hamlets Total			11	1	3				5		1	9					1							1	4		36
The Passage - Passage Assessment Centre										1		1															2
English Churches - King George's			2	1					1			4				1				1		2			1	3	16
English Churches - Queen Mary's Hostel												1								1							2
Look Ahead - Bayswater	1		2									1		1			1					2	1		1	1	11
Look Ahead - Hopkinson House																					1	1					2
Look Ahead - Victoria				1					4	2		3		5	3						1		2	1	1	2	25
Novas - CUC Soho		1		2								2										2	1	2	5	1	16
Salvation Army - Edward Alsop Court			1									11		2										1	1		16
St Mungo's - Harrow Road										2		3								1							6
The Passage - Passage House										1														1			2
St Mungo's - Royal Oak										1																	1
Westminster Total	1	1	5	4					5	7		26		8	3	1	1			3	2	7	4	5	9	7	99
Total	3	1	24	12	6	1	1	1	90	63	7	88	1	23	10	1	9	1	1	13	4	20	9	15	29	19	452

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



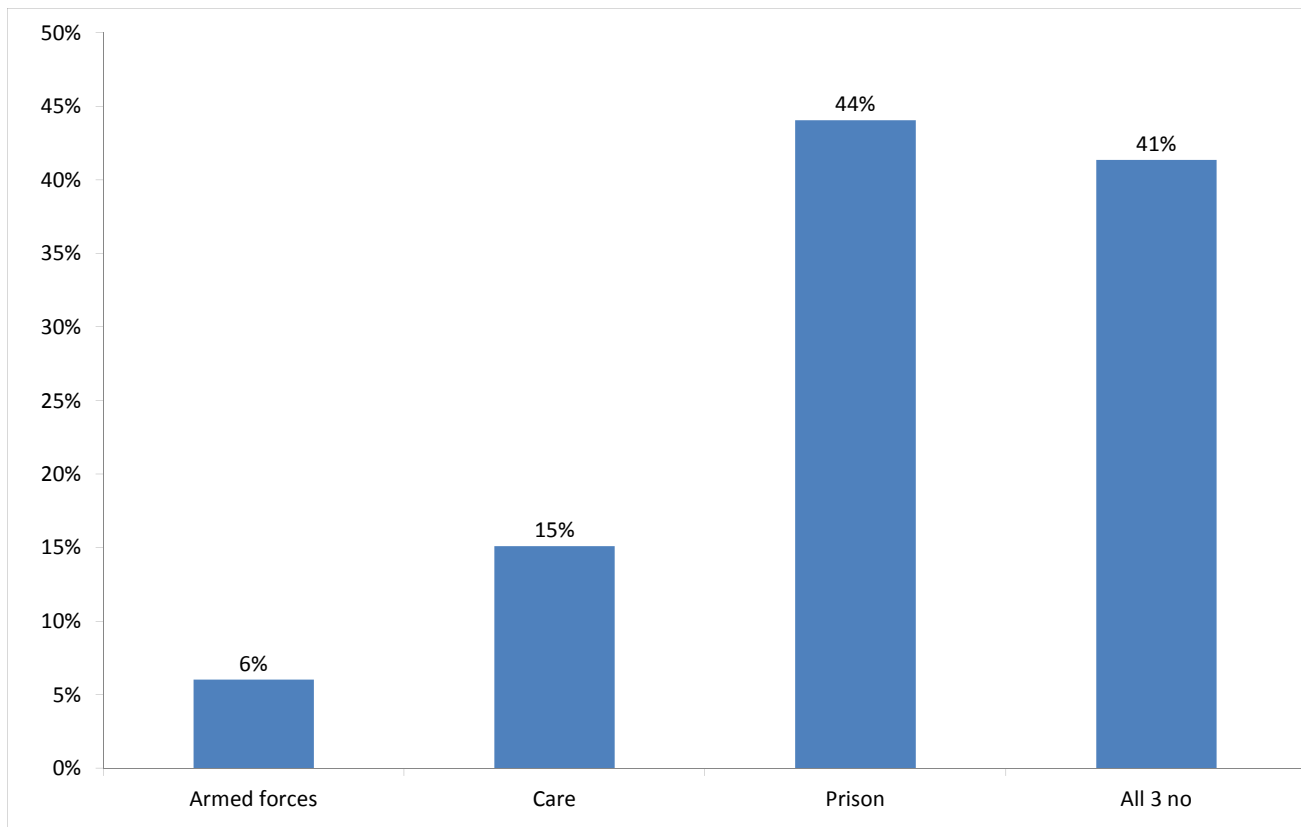
Base: 1511 Note that the base figure for this graph excludes clients where all 3 support needs are not known or not recorded (1057).

Support Needs	No. of people	%
Alcohol only	342	13%
Drugs only	156	6%
Mental health only	189	7%
Alcohol and drugs	160	6%
Alcohol and mental health	164	6%
Drugs and mental health	99	4%
Alcohol, drugs and mental health	154	6%
All 3 no	202	8%
All 3 not known or not assessed	1057	41%
All 3 no, not known or not assessed	45	2%
Total	2568	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.

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: 1112 Note that the base figure for this graph excludes clients where all 3 institutional histories are not known.

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

Nationality	Number	%
UK	35	52%
Non-UK	32	48%
Total	67	100%

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

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

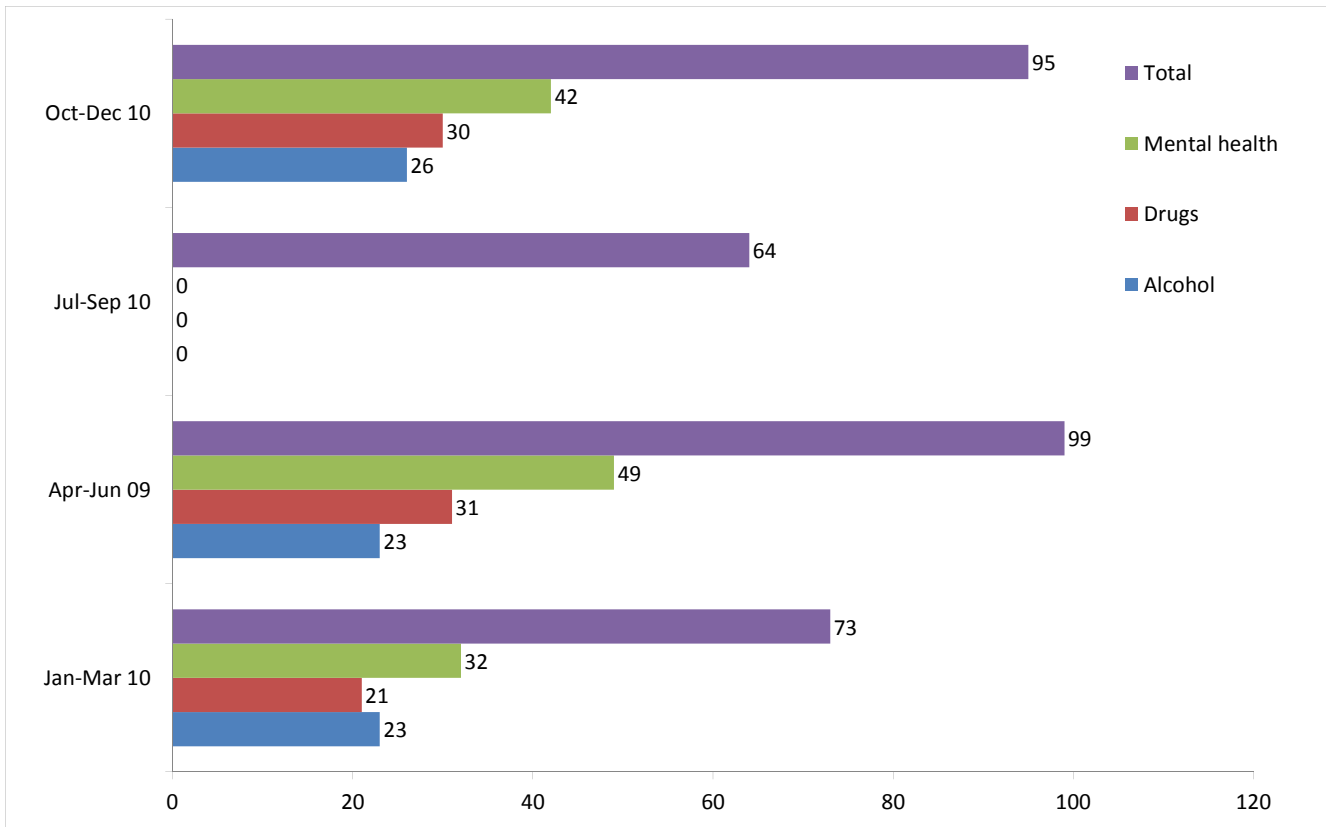
It is possible for someone contacted to have previous experience of more than one institution and so be included in more than one of the above figures. 120 people contacted in the year have been in care and prison.

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 - Long-term RSI Accommodation

13) Support needs for people housed in the period

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

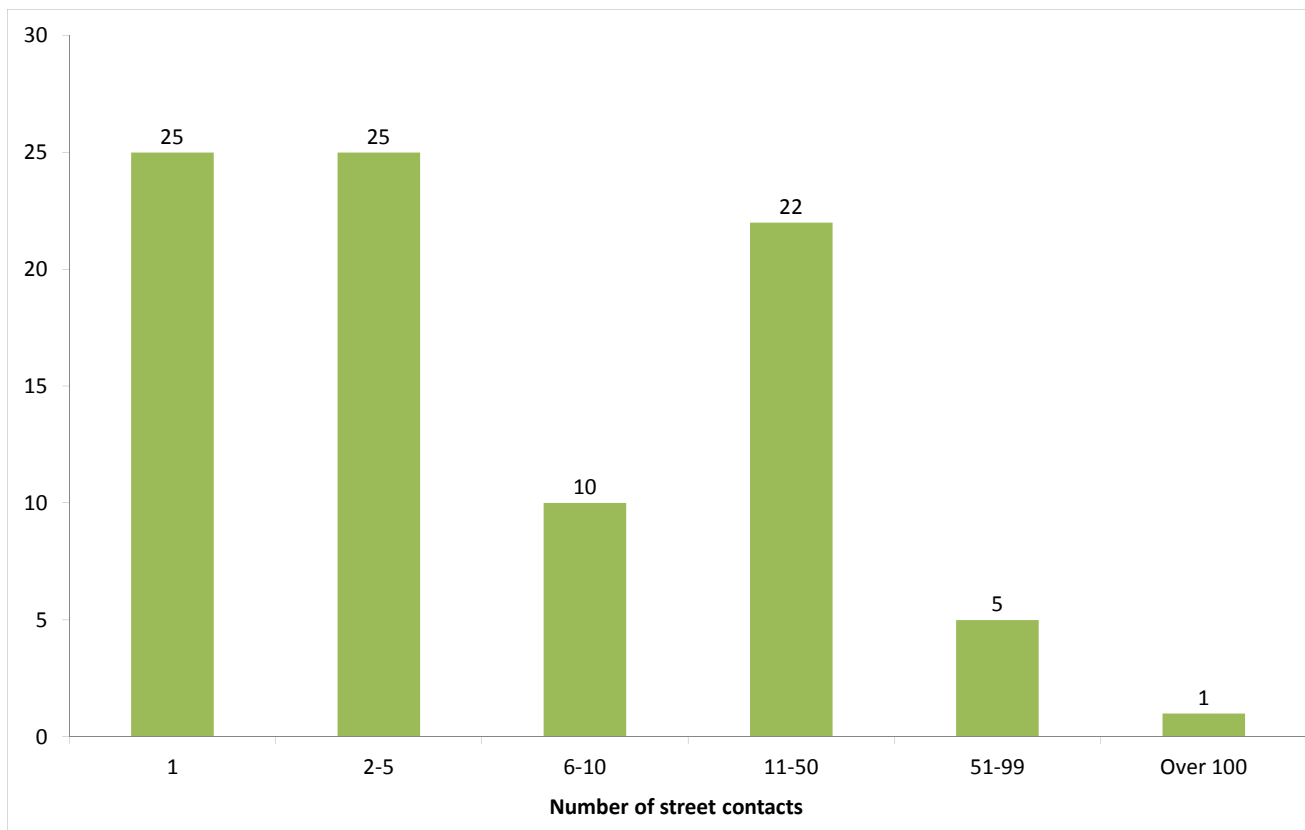


95 people started a tenancy in RSI accommodation between October and December 2010. This compares to Jul-Sep 64 and Apr-Jun 92.

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

14) 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: 88

88 of the 95 people starting an RSI tenancy in the quarter, are verified rough sleepers with a CHAIN record*.

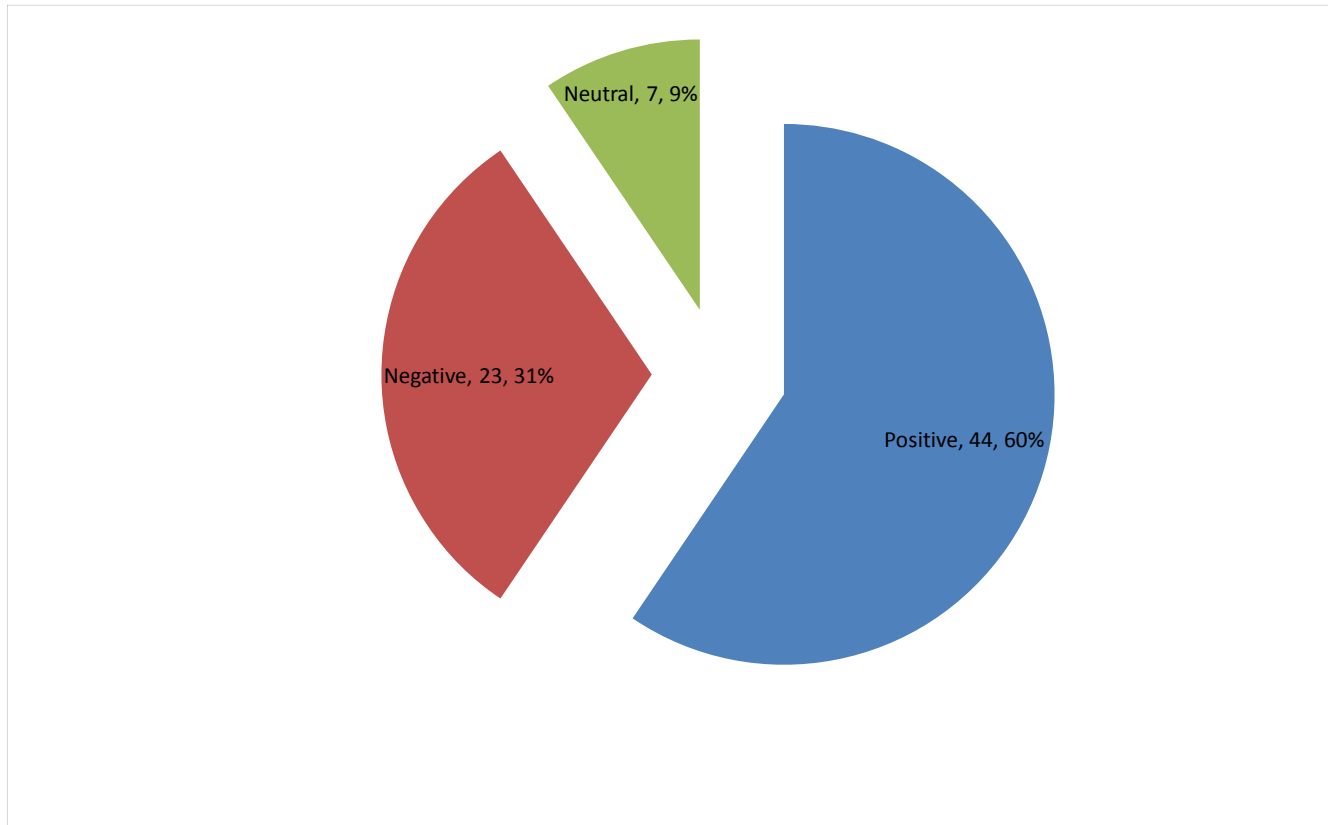
25 of these people had only one street contact recorded on CHAIN before their tenancy start.

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

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

15) Departures from long-term accommodation

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



Base: 74

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	9	12%	0%
Evicted	11	15%	0%
Planned move out	23	31%	1%
Transferred	21	28%	1%
Went to prison	3	4%	0%
Death of tenant	6	8%	0%
Other	1	1%	0%
Total	74	100%	2%

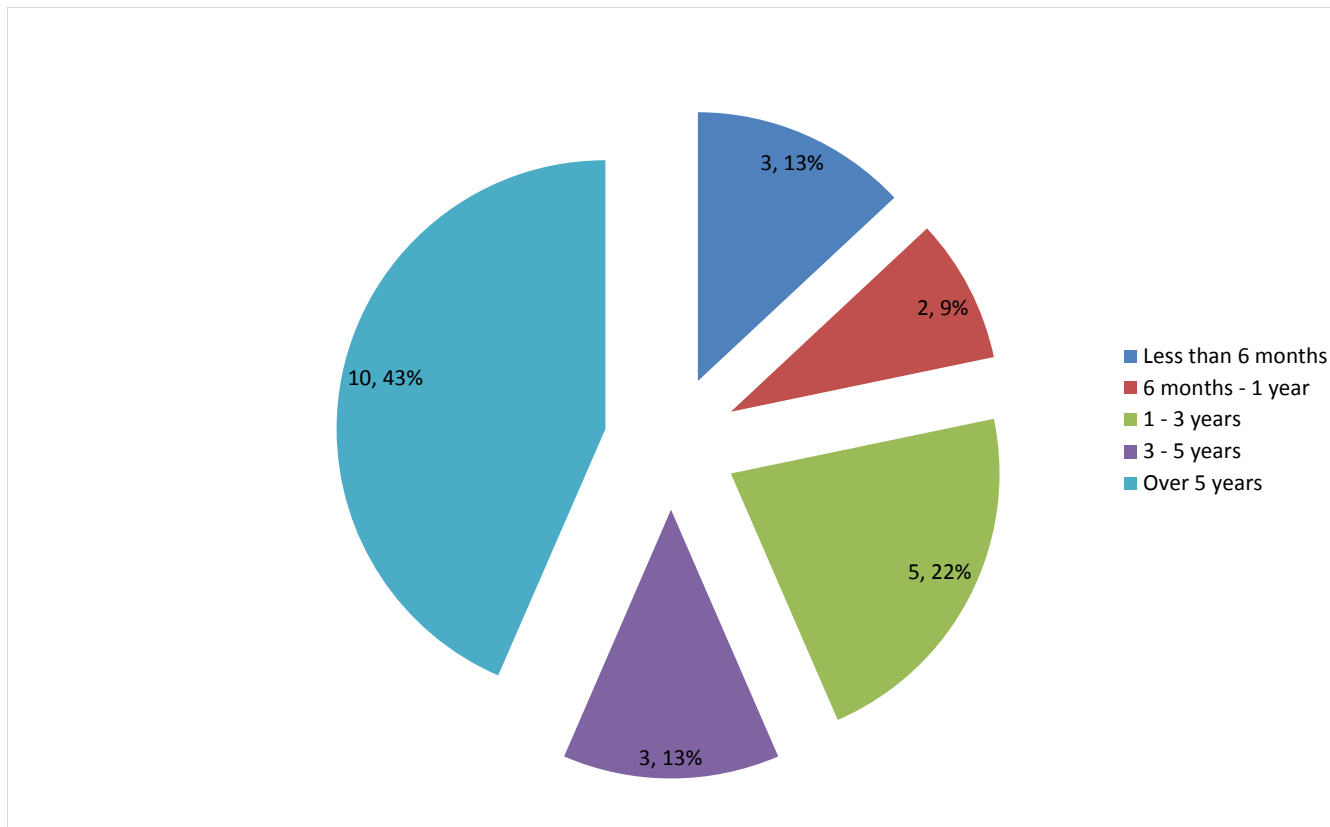
74 people ended an RSI accommodation tenancy between October and December 2010. This is an increase from 68 in Jul-Sep 2010.

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

A total of 0.64% of current Clearing House tenancies ended negatively this quarter.

16) 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: 23

23 people ended an RSI tenancy in quarter due to abandoning or being evicted from their property. This is 0.64% of the 3589 current total number of RSI tenancies.

The majority of these people (57%) had been in their tenancy for three years or more. This is a decrease from 67% last quarter and 71% during April-June 2010.