



Street to Home Quarterly report

1st October to 31st December 2011



CHAIN Quarterly report for 1st October to 31st December 2011

Contents

Outreach Work

1) Rough sleeping

People seen by outreach or building based (BBS) teams in the quarter - rough sleeping or contacted either on the streets or in services.

2) Rough sleeping volume

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

3) Nationality of rough sleepers

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

4) People seen rough sleeping by month

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

5) Borough distribution (map and chart)

People seen sleeping rough in the quarter by borough.

6) No booking into accommodation events

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

7) Booking into accommodation and reconnection events

Outreach accommodation (bookings and referrals) and reconnection events achieved in the quarter by type of accommodation.

Hostels, assessment centres, rolling shelters and second stage accommodation

8) Arrivals

Temporary accommodation arrivals by accommodation project and source of referral.

9) Departures - destination on departure

Departure actions by destination on departure.

10) Departures - reason for leaving

Departures by whether or not the departure was planned or unplanned.

Support needs and institutional history

11) Support needs

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

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.

Wider street population

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.

Clearing House

14) Support needs for people housed in the period

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

15) Number of street contacts on CHAIN prior to tenancy start

People who had a tenancy start in RSI accommodation in this quarter by the number of street contacts on CHAIN.

16) Borough where people starting an RSI tenancy most recently slept rough

People who had a tenancy start in RSI accommodation in this quarter by the borough where they slept rough most recently.

17) Departures from long-term accommodation

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

18) Abandonments and evictions by length of stay

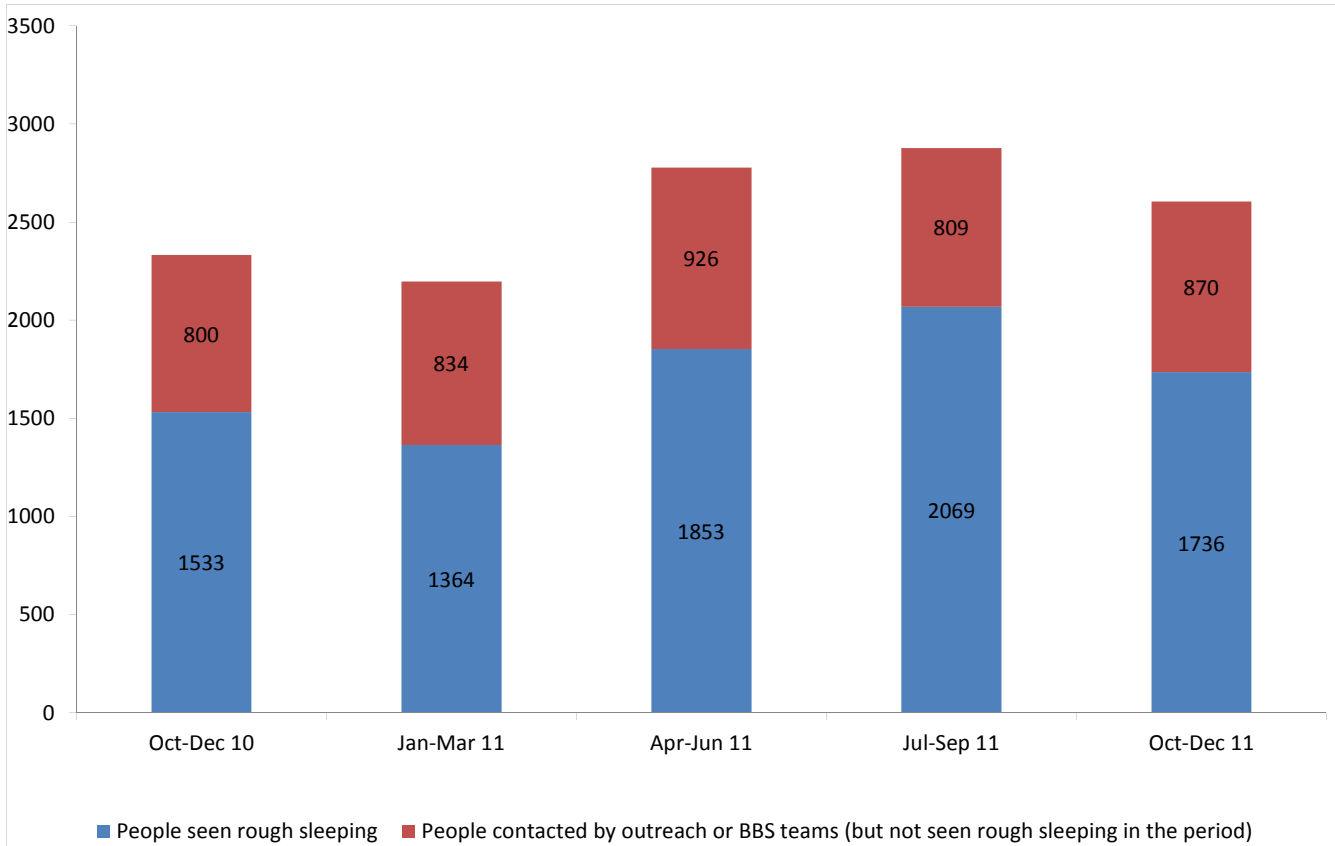
Length of stay of people who departed from RSI long-term accommodation in the period due to abandoning or being evicted from the property.

Street to Home Quarterly report

Outreach Work

1) Rough sleeping

People seen by outreach or building based (BBS) teams in the quarter - rough sleeping or contacted either on the streets or in services.



Oct-Dec 10 base: 2333
Jan-Mar 11 base: 2198
Apr-Jun 11 base: 2779
Jul-Sep 11 base: 2878
Oct-Dec 11 base: 2606

2606 verified rough sleepers were contacted by services in London during the quarter. This is an decrease from 2878 last quarter and compares to 2333 in the same quarter last year.

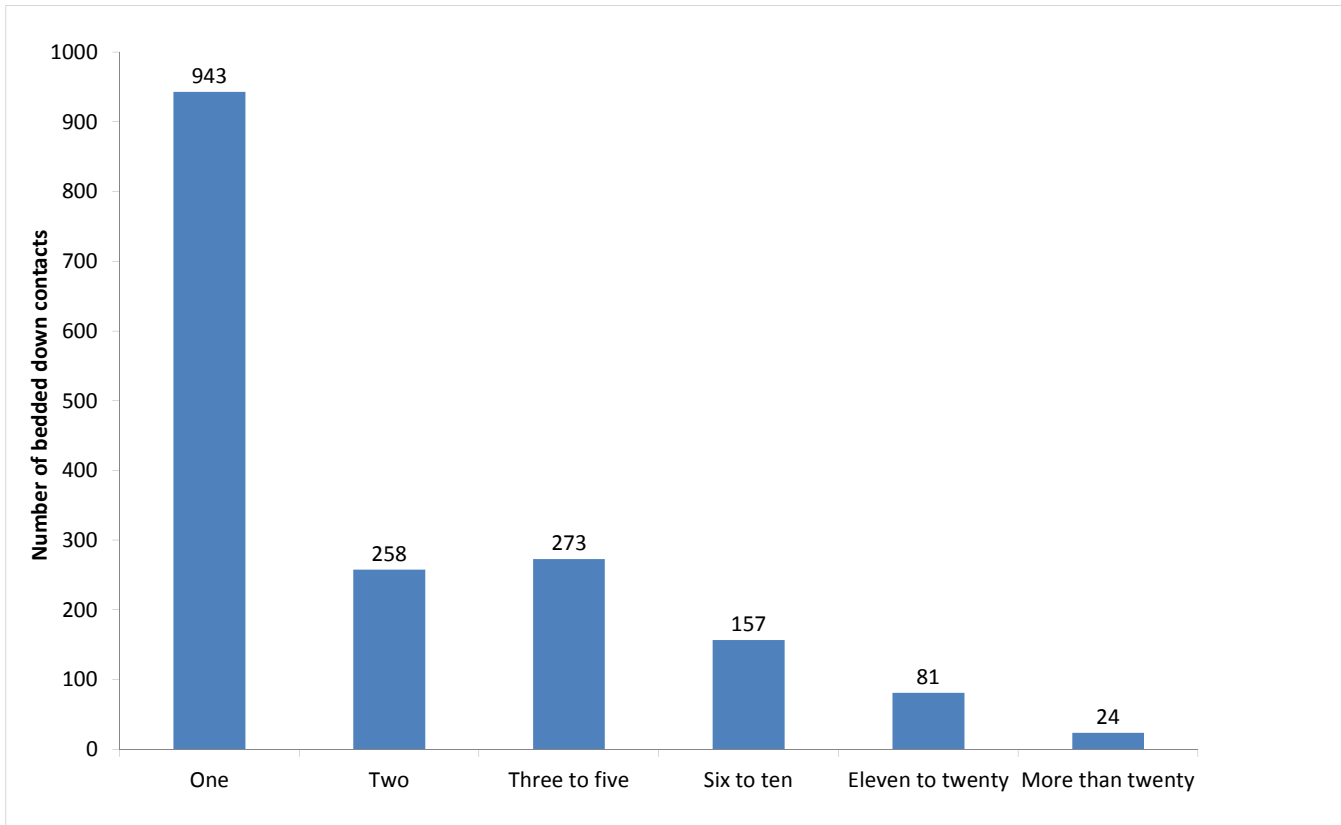
Of these 2606, 1736 had a bedded down street contact in the quarter and so were known to have slept rough in London during the quarter. The number sleeping rough this quarter has decreased by 16%.

In the same period last year, 1533 people were seen sleeping rough (there were 13% more people seen sleeping rough in Oct-Dec 11 than Oct-Dec 10).

712 people were seen rough sleeping for the first time this quarter (flow). This compares to 1083 in the previous quarter, a decrease of 34%.

2) Rough sleeping volume

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



Base: 1736

Of the 1736 people seen rough sleeping this quarter, 943 only had a single bedded down street contact.

Of the 1736 people seen bedded down, 215 were from CEE countries and seen only once during the period.

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

3) Nationality of rough sleepers

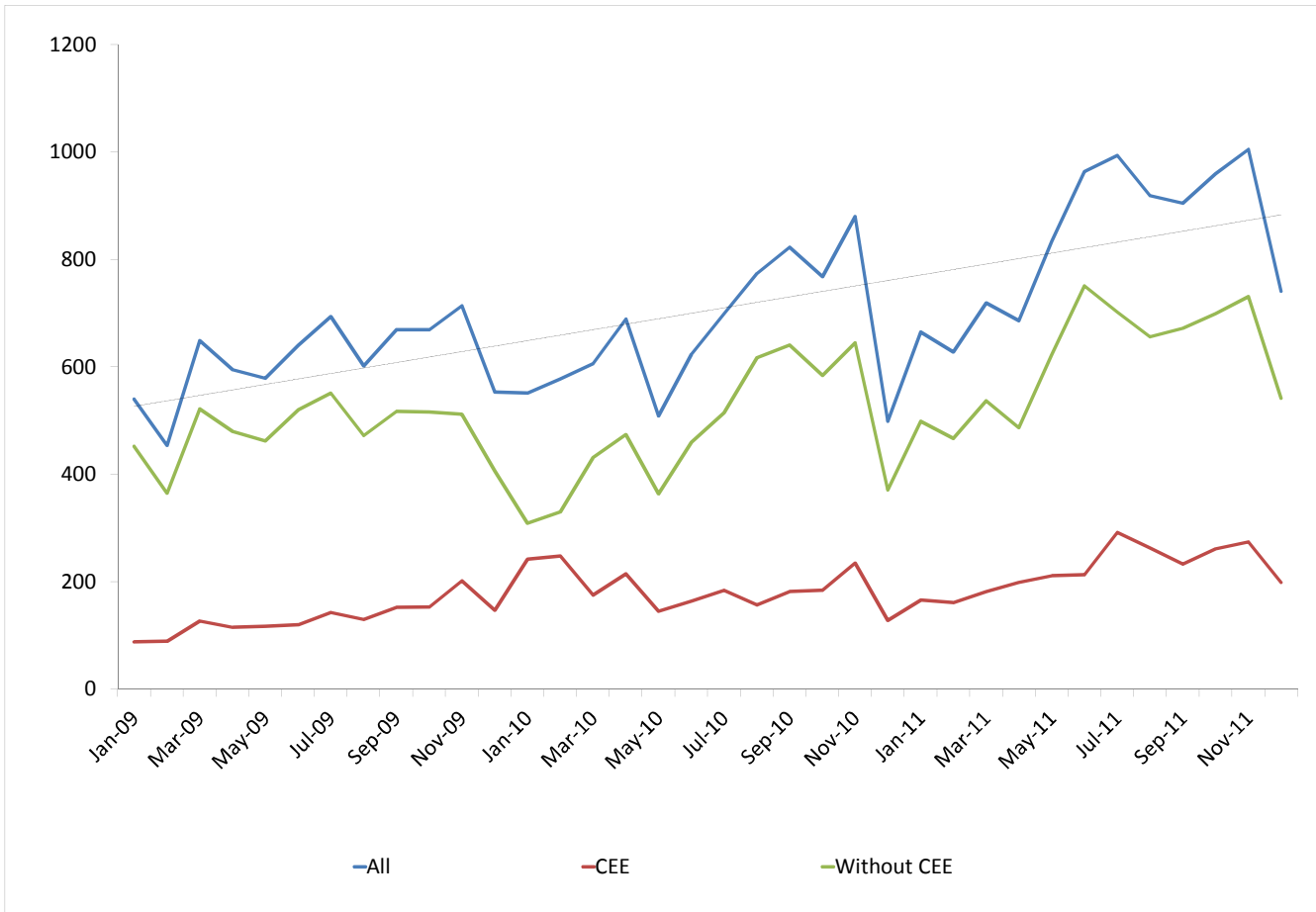
People seen rough sleeping by outreach or BBS teams during the quarter.

Nationality	Jan-Mar	%	Apr-Jun	%	Jul-Sep	%	Oct-Dec	%
UK	587	47%	850	50%	928	45%	798	46%
Ireland (Republic of)	41	3%	56	3%	55	3%	38	2%
France	23	2%	22	1%	23	1%	23	1%
Germany	9	1%	19	1%	11	1%	10	1%
Portugal	24	2%	29	2%	46	2%	37	2%
Spain	12	1%	13	1%	17	1%	9	1%
Italy	12	1%	16	1%	17	1%	22	1%
Bulgaria	4	0%	10	1%	22	1%	14	1%
Czech Republic	29	2%	25	1%	32	2%	21	1%
Estonia	4	0%	2	0%	6	0%	5	0%
Hungary	13	1%	22	1%	18	1%	32	2%
Latvia	29	2%	50	3%	45	2%	37	2%
Lithuania	47	4%	55	3%	69	3%	60	3%
Poland	133	11%	168	10%	224	11%	209	12%
Romania	52	4%	99	6%	125	6%	78	4%
Slovenia	2	0%	27	2%	34	2%	22	1%
Slovakia	33	3%	3	0%	1	0%	1	0%
Central and East European	346	28%	461	27%	576	28%	479	28%
Other Europe	32	3%	37	2%	40	2%	39	2%
Eritrea	8	1%	16	1%	19	1%	10	1%
Africa	72	6%	65	4%	90	4%	83	5%
America	12	1%	25	1%	24	1%	30	2%
India	30	2%	33	2%	31	1%	35	2%
Sri Lanka	6	0%	6	0%	7	0%	9	1%
Other Asia	33	3%	52	3%	57	3%	50	3%
Australasia	0	0%	2	0%	3	0%	2	0%
Missing	81		99	6%	94	5%	20	1%
Not known	36		52	3%	31	1%	42	2%
Total	1364		1853		2069		1736	
Total**	1247		1702		1944		1674	

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

4) People seen rough sleeping by month

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



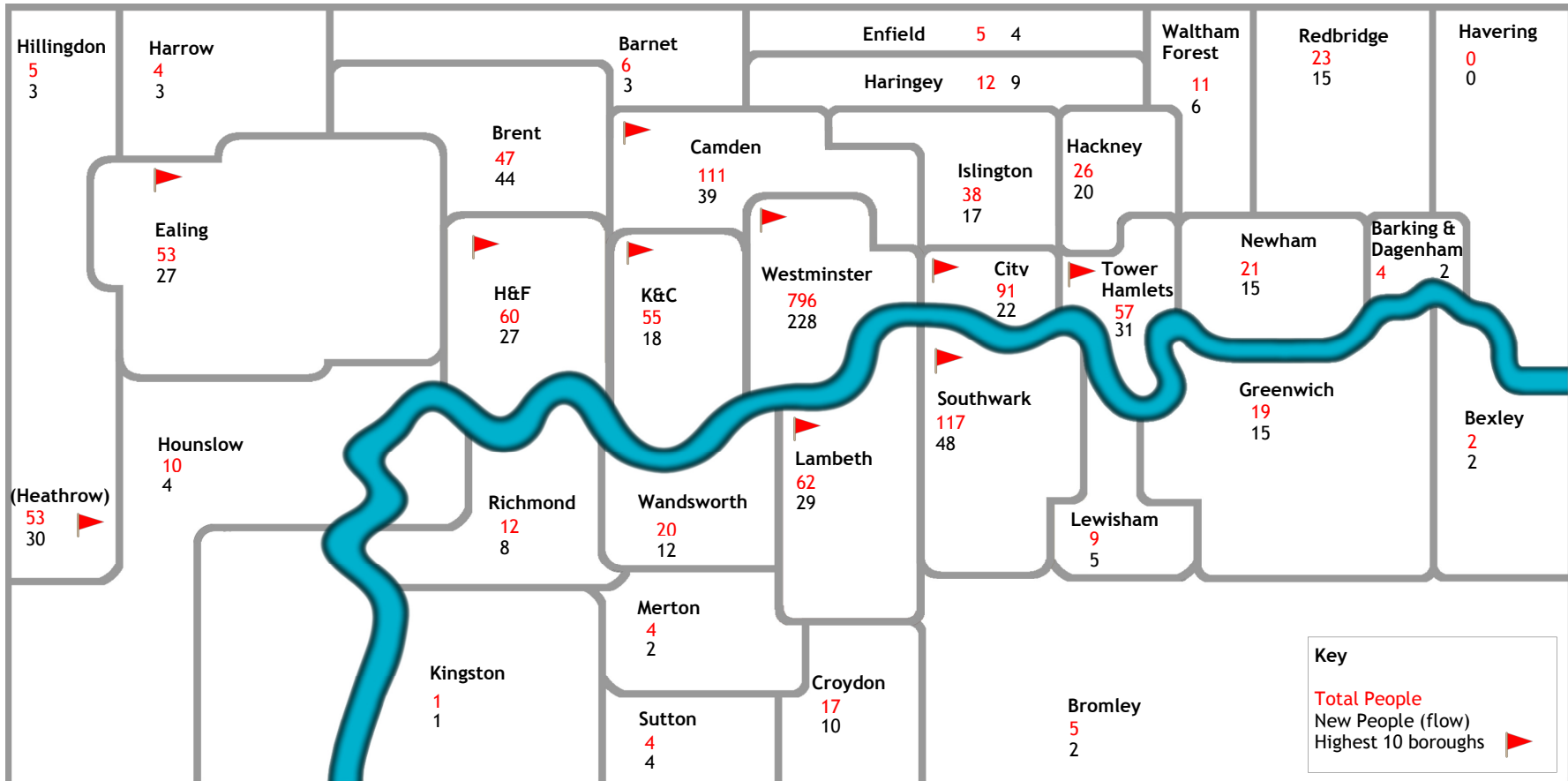
The blue line shows the total number of people seen rough sleeping.

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.

5) Borough distribution (map and chart)

People seen sleeping rough in the quarter by borough.



Base: 1736

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 11	Oct-Dec 11	Change	% Change
Barking & Dagenham	3	4	+1	33%
Barnet	6	6	0	0%
Bexley	1	2	+1	100%
Brent	40	47	+7	18%
Bromley	13	5	-8	-62%
Camden	147	111	-36	-24%
City of London	94	91	-3	-3%
Croydon	18	17	-1	-6%
Ealing	51	53	+2	4%
Enfield	6	5	-1	-17%
Greenwich	15	19	+4	27%
Hackney	20	26	+6	30%
Hammersmith & Fulham	54	60	+6	11%
Haringey	11	12	+1	9%
Harrow	9	4	-5	-56%
Havering	3	0	-3	-100%
Heathrow	51	53	+2	4%
Hillingdon	4	5	+1	25%
Hounslow	8	10	+2	25%
Islington	49	38	-11	-22%
Kensington & Chelsea	60	55	-5	-8%
Kingston	1	1	0	0%
Lambeth	113	62	-51	-45%
Lewisham	16	9	-7	-44%
Merton	5	4	-1	-20%
Newham	11	21	+10	91%
Redbridge	3	23	+20	667%
Richmond	16	12	-4	-25%
Southwark	163	117	-46	-28%
Sutton	4	4	0	0%
Tower Hamlets	83	57	-26	-31%
Waltham Forest	13	11	-2	-15%
Wandsworth	7	20	+13	186%
Westminster	1043	796	-247	-24%

Compared to last quarter, there are three boroughs where there has been a notable increase (over 10) in the number of verified rough sleepers contacted:

Newham, Redbridge and Wandsworth

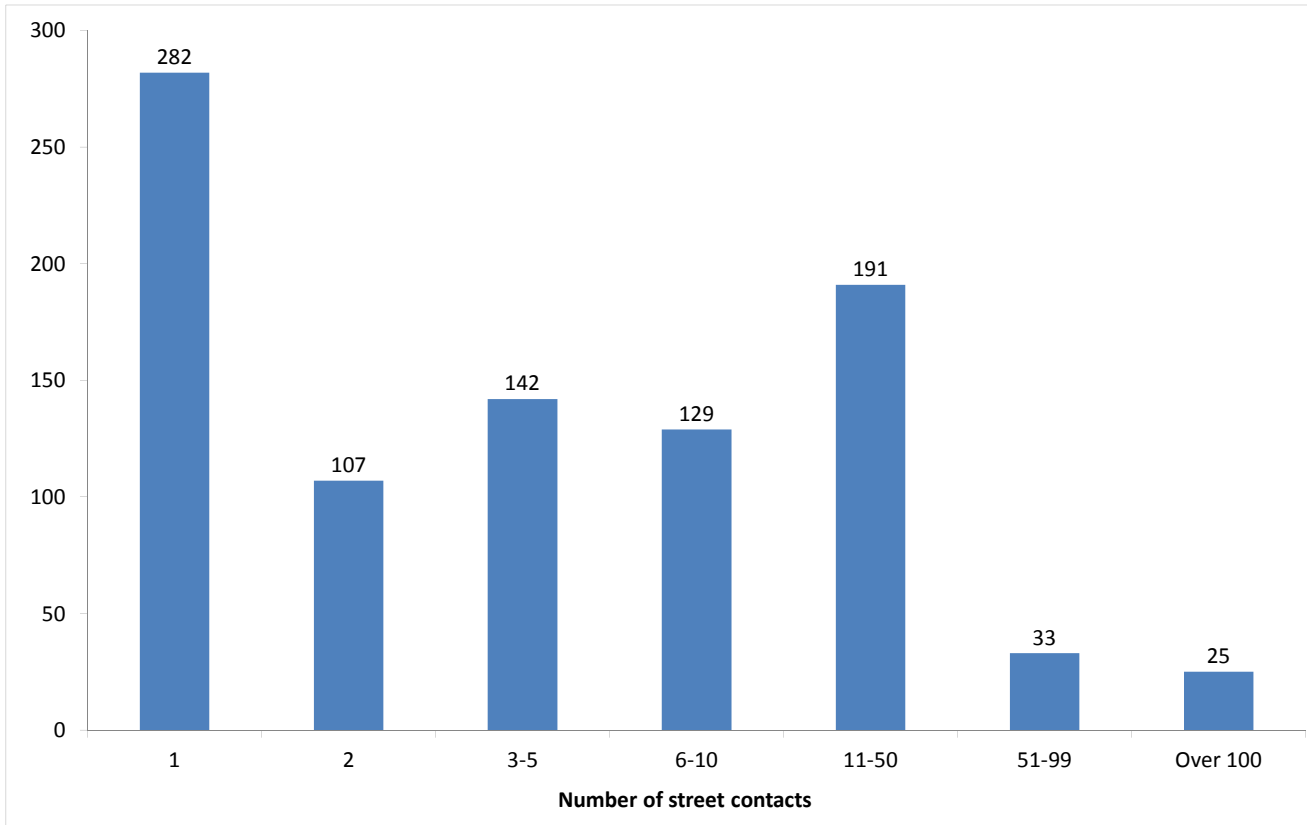
Compared to last quarter there are six boroughs where there has been a notable decrease (over 10) in the number of verified rough sleepers contacted:

Camden, Islington, Lambeth, Southwark, Tower Hamlets and Westminster

NB A new outreach service started in Redbridge this quarter which might explain the increase in numbers of people rough sleeping.

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: 909

909 (35%) verified rough sleepers contacted across London this quarter have never had a booking in action recorded on CHAIN. This has decreased slightly from 1139 (40%) in the previous period.

772 of these people have slept rough in the quarter, which is 44% of all people sleeping rough this quarter.

282 (31%) of the people who have never had a booking in action recorded on CHAIN have only ever had one street contact recorded. This compares to 459 (40%) in the previous quarter.

25 people in all London boroughs have never had a booking in action despite having over 100 street contacts. This is similar to previous quarters (Jul-Sep 11: 32, Apr-Jun: 29, Jan-Mar: 25).

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	Oct-Dec 11	%	Jul-Sep 11	%
Assessment centre	37	3%	26	2%
Bed & breakfast	99	9%	69	6%
Clinic/Detox/Rehab	21	2%	27	3%
Rolling shelter	202	18%	183	17%
Hostel	311	27%	315	29%
Other temporary	0	0%	0	0%
Second-stage accommodation	20	2%	6	1%
St Mungo's complex needs	2	0%	1	0%
St Mungo's semi-independent	0	0%	0	0%
Clearing House/RSI	16	1%	6	1%
LA tenancy (general needs)	10	1%	8	1%
Private rented sector	0	0%	0	0%
Private rented sector - independent	90	8%	76	7%
Private rented sector - with some floating support/support	10	1%	7	1%
RSL tenancy (general needs)	3	0%	1	0%
Sheltered housing	6	1%	4	0%
Supported housing	15	1%	19	2%
Other long-term accommodation	0	0%	12	1%
Bookings into accommodation total	842	74%	760	71%
Return to home area	201	18%	215	20%
Seeking work	40	3%	46	4%
Move to area for friends/family	115	10%	100	9%
Move to area with appropriate services	140	12%	122	11%
Other	0	0%	0	0%
Reconnections total	302	26%	315	29%
TOTAL	1144	100%	1075	100%

Outreach and BBS teams across London succeeded in reconnecting or booking into accommodation 699 people, 27% of the 2606 people contacted during the quarter.

This is slightly higher than previous quarters: Jul-Sep: 607/21%, Apr-Jun: 19%, Jan-Mar: 22%.

607 people had a total of 842 booking in events. This indicates that individuals can be booked into accommodation (the same type or different) more than once in the quarter.

145 people were booked into long-term accommodation. This is higher than previous periods (Jul-Sep: 114, Apr-Jun: 119).

286 people were booked into hostel accommodation. This is consistent with last quarter but higher than the quarter preceding that (Jul-Sep: 295, Apr-Jun: 252).

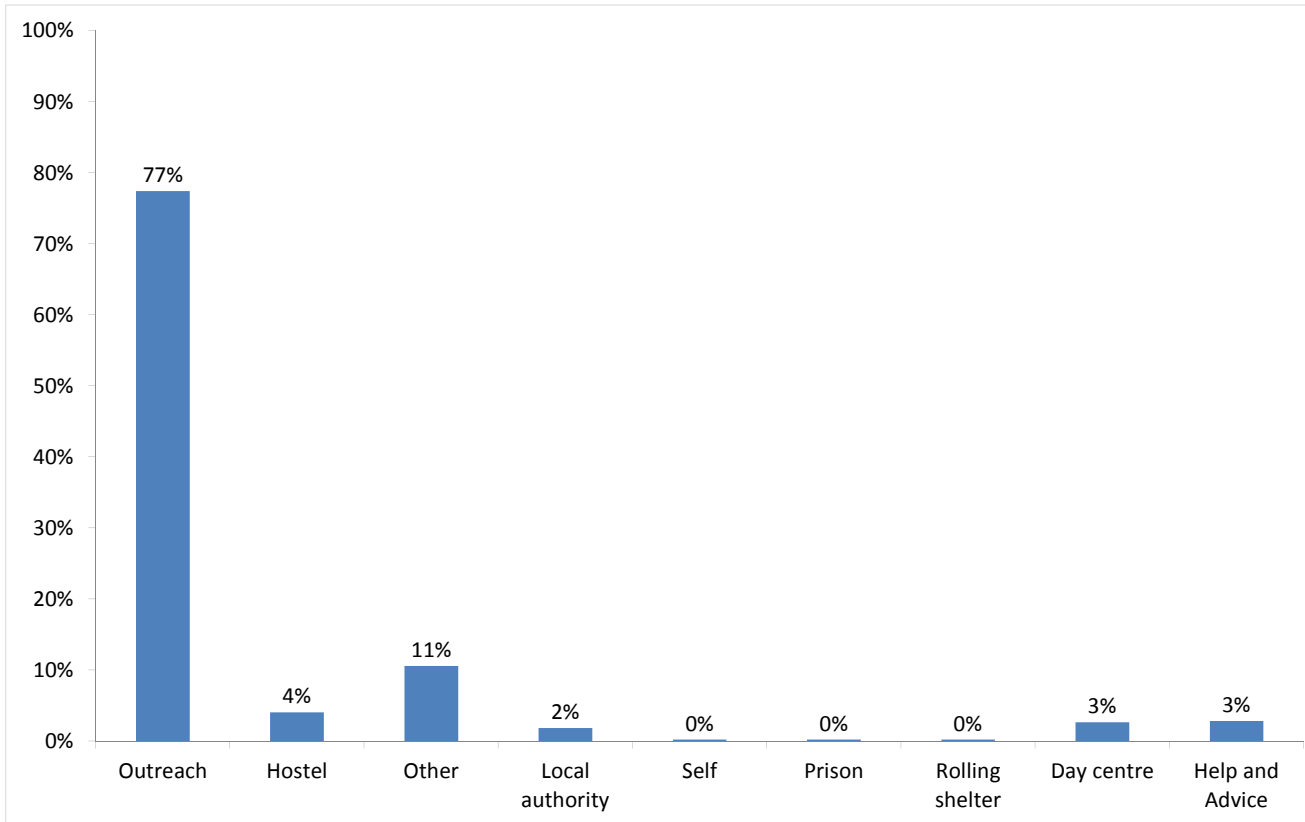
Outreach and BBS teams across London achieved a confirmed reconnection with 119 people they contacted this quarter. This is 5% of the people contacted by outreach or BBS teams this quarter.

302 reconnection events were recorded by outreach and BBS teams for verified rough sleepers this quarter. In addition, teams recorded 154 such actions for the wider street population (people not seen sleeping rough).

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

8) Arrivals

Temporary accommodation arrivals by accommodation project and source of referral.



Base: 492

427 people arrived at accommodation in London this year. These 427 people had 492 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 has fluctuated over previous periods (Jul-Sep: 417/486, Apr-Jun: 554/625; Jan-Mar: 329/383).

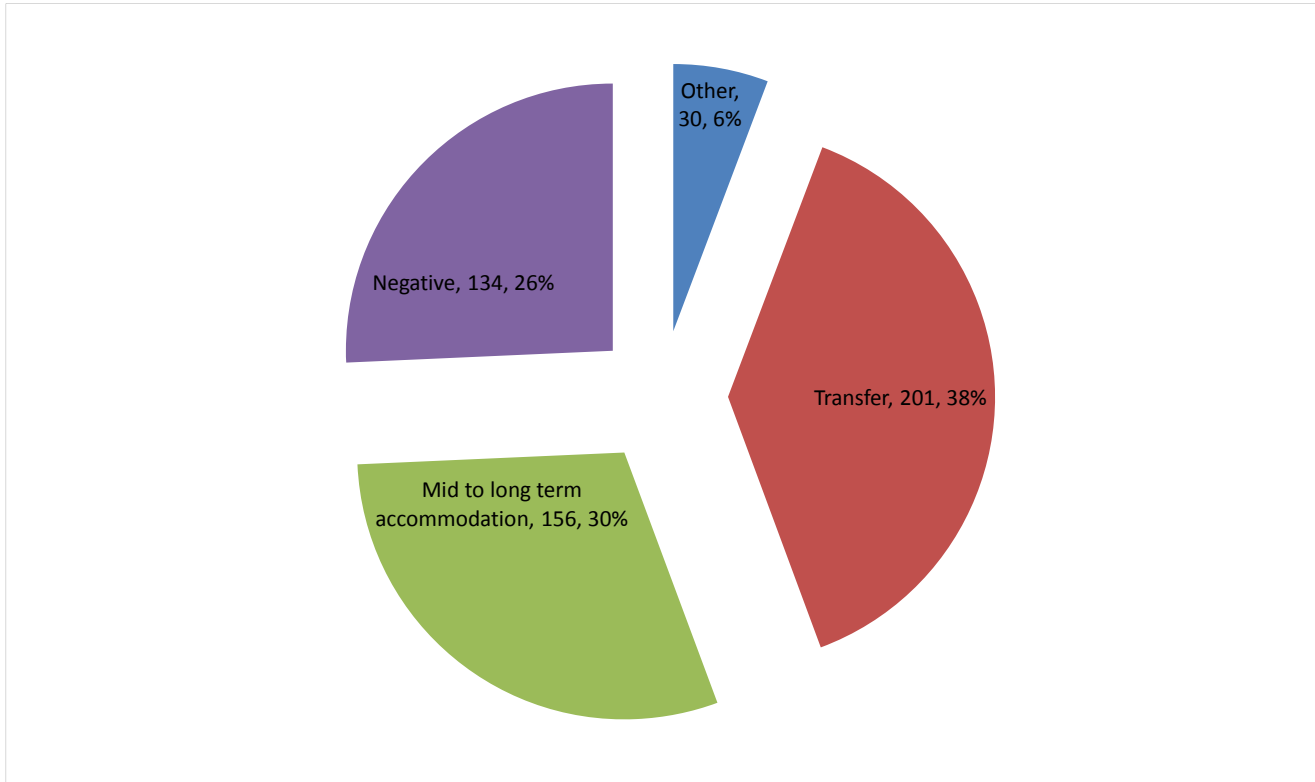
Breakdown by accommodation:

Source of referral → Accommodation ↓	BBS - CSTM	CSTM - Advice & Housing	BBS - Passage	The Passage - Day Centre	Westminster SSHU Passage	BBS - St Mungo's	Westminster SPOT	CHC Brent Outreach	City Rough Sleepers Team	City Personal Budgets	CRI - Camden	Ealing SPOT	Heathrow Airport Outreach	Lambeth SORT	Southwark SPOT	H&F SORT	K & C SIT	SPEAR Outreach	Tower Hamlets SORT	Tower Hamlets HOST	London Street Rescue	London Reconnect	Pilion Islington Outreach	NSNO Assessment Hub	Rolling shelter	Hostel	St Mungo's internal transfer	Local authority	Prison	Self	other referral source)	Total			
St Mungo's - Craven Park																												1					1		
St Mungo's - Teignmouth Road								1																									1		
St Mungo's - Villiers Road																															1		1		
Brent Total								1																				1			1		3		
St John of God - Olallo Project	3		1	4		2	2				3												20		30									69	
SHP - Dennis Handfield House											1															4							5		
SHP - 165 Project																										2			1	1			4		
St Mungo's - Birkenhead Street											6																							6	
St Mungo's - Endell Street											3																							3	
St Mungo's - Endsleigh Gardens																									1	1		1						3	
St Mungo's - St Pancras Way											1																							1	
Camden Total	3		1	4		2	2				14												20		30	1	7	1		1	1	1		91	
Providence Row - Middle Street									1																									1	
St Mungo's - The Lodge				1		1									2																			4	
City of London Total				1		1			1						2																			5	
Broadway - Sixty-Five												3																			1			4	
YMCA - Ealing												3																						3	
Ealing Total												6																							7
St Mungo's - Mare Street																						2												2	
Hackney Total																						2												2	
Broadway - Goldhawk Road/Market Lane																1										2								3	
Broadway - Edith Road																1										1								2	
Broadway - Old Theatre																										2								2	
St Mungo's - Munden Street																												1						1	
Hammersmith & Fulham Total																2										5	1							8	

Source of referral → Accommodation ↓	BBS - CSTM	CSTM - Advice & Housing	BBS - Passage	The Passage - Day Centre	Westminster SSHU Passage	BBS - St Mungo's	Westminster SPOT	CHC Brent Outreach	City Rough Sleepers Team	City Personal Budgets	CRI - Camden	Ealing SPOT	Heathrow Airport Outreach	Lambeth SORT	Southwark SPOT	H&F SORT	K & C SIT	SPEAR Outreach	Tower Hamlets SORT	Tower Hamlets HOST	London Street Rescue	London Reconnect	Pilion Islington Outreach	NSNO Assessment Hub	Rolling shelter	Hostel	St Mungo's internal transfer	Local authority	Prison	Self other referral source)	Total		
Providence Row - Hackney Road									1																							1	
Salvation Army - Booth House									4										5	4												13	
Tower Hamlets Total									7										6	4				1			2			1	21		
Centrepoint - Greek Street				1																												1	
Church Army - Cosway Street						1																3										4	
English Churches - King George's	1		5	1		4	3																							3	17		
English Churches - Queen Mary's		1	1																													2	
Look Ahead - Bayswater	1	3	1			1	1																									7	
Look Ahead - Hopkinson House	3						1																			1						5	
People Can - 13A Soho	3	2	5	1		1	1							2																		15	
Salvation Army - Edward Alsop Court	1	2	1	1		1																									1	7	
St Mungo's - Harrow Road				1		1	1		1																							4	
The Passage - Passage House	6	1	5	3		2	2																								1	20	
The Passage - Passage House Foyer																										2							2
The Passage - Montfort House																										1						1	
Thames Reach - Shroton Street	3					2	1																									6	
St Mungo's - Shirland Road (17-19)																										2						2	
Westminster Total	18	9	18	8	1	29	10	5	30	1	17	16	6	25	54	2	13	2	16	4	54	23	7	31	1	19	1	9	1	5	93		
Total	32	14	30	13	1	29	18	5	30	1	17	16	6	25	54	2	13	2	16	4	54	23	7	31	1	19	1	9	1	17	492		

9) Departures - destination on departure

Departure actions by destination on departure.



Base: 521

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 owner	1	0%
Bed & Breakfast	16	3%
Care home	0	0%
Clearing House/RSI	23	4%
Detox clinic	10	2%
Committed suicide	0	0%
Died	7	1%
Home area	0	0%
Hospital	0	0%
Hospital - long term	2	0%
Hospital - NOT long term/acute care	0	0%
Hostel	0	0%
Hostel - another organisation	101	19%
Hostel - within the organisation	51	10%
LA tenancy (general needs)	8	2%
Long-term accommodation	0	0%
Not known	90	17%
Outside London	0	0%
Previous home	0	0%
Private rented sector - independent	19	4%
Private rented sector - with some floating support/support	9	2%
Psychiatric hospital	4	1%
Rehab clinic	2	0%
Returned to home country (EEA)	41	8%
Returned to home country (non EEA)	3	1%
RSL tenancy (general needs)	18	3%
Sheltered Housing	7	1%
Sleeping rough/Returned to streets	17	3%
Staying with family	6	1%
Staying with friends	17	3%
Supported Housing	28	5%
Taken into custody	27	5%
Temporary accommodation	0	0%
Temporary accommodation (LA)	13	2%
Tied accommodation with work	1	0%
Total	521	100%

485 people departed from accommodation in London this year. These people had 521 departure actions. This indicates that an individual can depart from more than once (at the same accommodation project or different) in a period.

29% of people left accommodation to move to another hostel. This is similar to the previous three periods (Jul-Sep: 33%, Apr-Jun: 22%, Jan-Mar: 33%).

30% of people left accommodation to move to mid to long-term accommodation. This is an increase on the previous three periods (Jul-Sep: 27%, Apr-Jun: 23%, Jan-Mar: 23%).

Breakdown by accommodation

Destination Accommodation	Accomm where client is owner	Bed & Breakfast	Clearing House/RSJ	Detox clinic	Died	Hospital - long term	Hostel - another organisation	Hostel - within the organisation	LA tenancy (general needs)	Not known	Private rented sector -	Private rented sector - with	Psychiatric hospital	Rehab clinic	Returned to home country (EEA)	Returned to home country (Non EEA)	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	
St Mungo's - Villiers Road								1																		1	
Brent Total								1																			1
St John of God - Olallo Project				2			1			7	1				38	2			4		1	1		1	4	62	
SHP - Dennis Handfield House			1		1					2													1			5	
SHP - 165 Project							1			1													2			4	
St Mungo's - Birkenhead Street				1						5	1															7	
St Mungo's - Endsleigh Gardens							1																1			2	
St Mungo's - Grays Inn Road						1																				1	
Camden Total			1	3	1	1	3			15	2				38	2			4		1	1	4	1	4	81	
Providence Row - Middle Street																		1								1	
St Mungo's - The Lodge			1						2	1																4	
City of London Total			1						2	1								1								5	
Broadway - Sixty-Five														2				1								3	
YMCA - Ealing										3		1														4	
Ealing Total										3		1		2				1								7	
Broadway - Goldhawk Road/Market Lane								2		2																4	
Broadway - Edith Road								1																		1	
Broadway - Old Theatre					1																					1	
Broadway - The Coningshams								3															1			4	

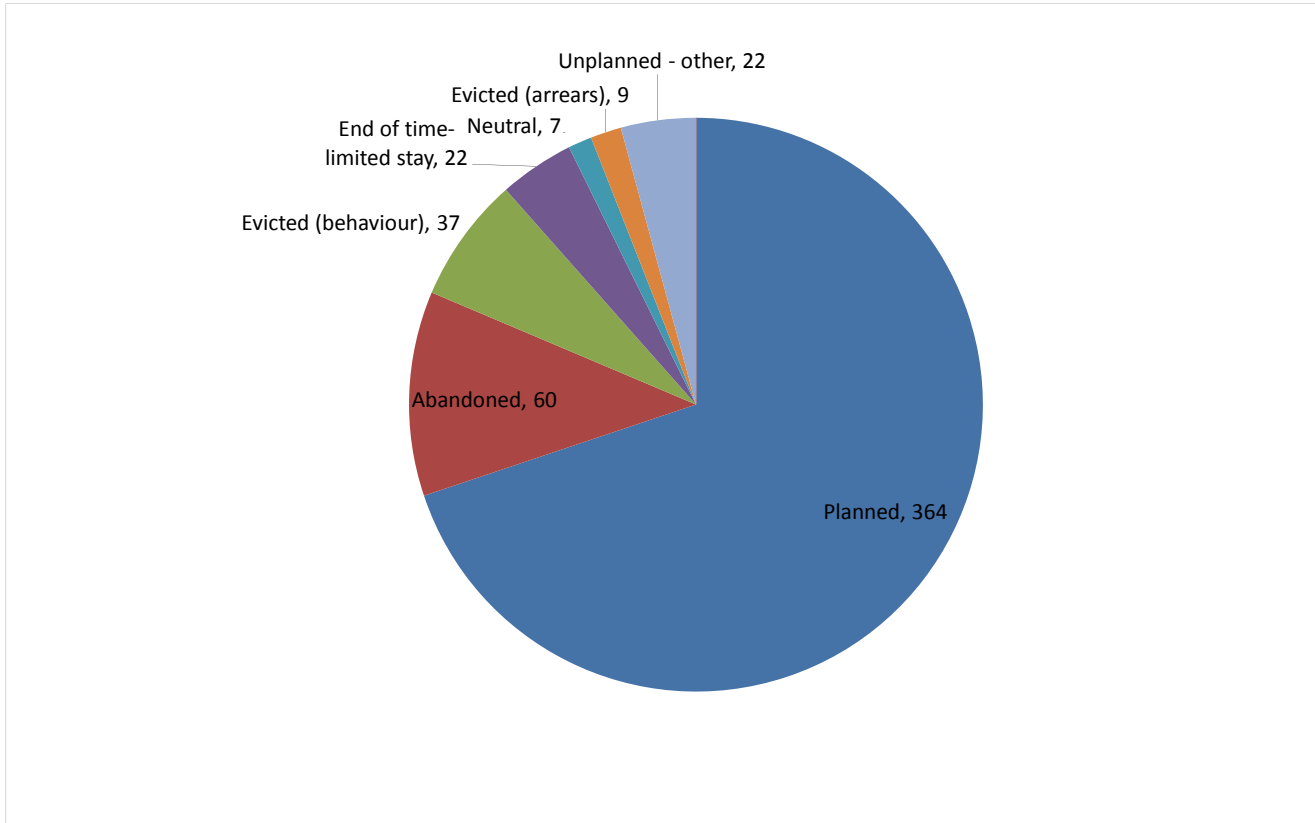
Destination Accommodation	Accomm where client is owner	Bed & Breakfast	Clearing House/RSI	Detox clinic	Died	Hospital - long term	Hostel - another organisation	Hostel - within the organisation	LA tenancy (general needs)	Not known	Private rented sector -	Private rented sector - with	Psychiatric hospital	Rehab clinic	Returned to home country (EEA)	Returned to home country (Non EEA)	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
St Mungo's - Munden Street																	1									1
Hammersmith & Fulham Total					1			6		2							1						1			11
St Mungo's - Margery Street		8	1				45	12	3	17	9	3						1	2		3	4	3		4	115
St Mungo's - Court Gardens								1																		1
St Mungo's - Rosebery Avenue																	3									3
St Mungo's - Wharton Street								1																		1
Islington Total		8	1				45	14	3	17	9	3					3	1	2		3	4	3		4	120
Look Ahead - Warwick Road								1	1	2																4
St Mungo's - Cromwell Road				1				1													1					3
St Mungo's - Culross House																	1									1
Kensington & Chelsea Total				1			1	2		2							1				1					8
Equinox - Brook Drive															1											1
St Mungo's - Auckland Hill										1																1
St Mungo's - Cedars Road					1		6			1							5					1	2			16
St Mungo's - Palace Road								1																		1
Thames Reach - Graham House			1	1				2													1	2				7
Thames Reach - Stamford Street			1																			1	1			3
Lambeth Total			2	1	1		7	2		2					1		5				1	4	3			29
St Mungo's - Pagnell Street								1		1																2
St Mungo's - Spring Gardens			2					1														1				4

Destination Accommodation	→		←																							
	Accomm where client is owner	Bed & Breakfast	Clearing House/RSI	Detox clinic	Died	Hospital - long term	Hostel - another organisation	Hostel - within the organisation	LA tenancy (general needs)	Not known	Private rented sector -	Private rented sector - with	Psychiatric hospital	Rehab clinic	Returned to home country (EEA)	Returned to home country (Non EEA)	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
Lewisham Total			2				1	1		1												1				6
SPEAR - Kew Road			1								1						1		1							4
Richmond Total			1								1						1		1							4
St Mungo's - Rushworth Street	1	8		2		1	31	14		8	3	1	1		2			2	7	1	5	2	2		4	95
Look Ahead - Joe Richards House										1													1			2
Salvation Army - David Barker House			6		1		1			2							1						1			12
St Mungo's - Copleston Road																				1						1
St Mungo's - Great Guildford Street				1			2	4	2												1	3				13
St Mungo's - Grange Road							1	2	1	4																8
Southwark Total	1	8	6	3	1	1	35	20	3	15	3	1	1		2		1	2	7	2	6	5	4		4	131
Look Ahead - Aldgate					1		3			2	1						1				1		1			10
Providence Row - Dellow Hostel								1															1			2
Edward Gibbons House				1																						1
Salvation Army - Booth House			3					1		1								1		1		1	2			10
Tower Hamlets Total			3	1	1		3	2		3	1						1	1		1	1	1	4			23
Church Army - Cosway Street										1	1															2
English Churches - King George's				1						4							2		1		1	7	3			19
English Churches - Queen Mary's										1										1						2
Look Ahead - Bayswater										3	1	1	1						1							8
Look Ahead - Hopkinson House												2									1					3

Destination Accommodation	→																									
	Accomm where client is owner	Bed & Breakfast	Clearing House/RSI	Detox clinic	Died	Hospital - long term	Hostel - another organisation	Hostel - within the organisation	LA tenancy (general needs)	Not known	Private rented sector -	Private rented sector - with	Psychiatric hospital	Rehab clinic	Returned to home country (EEA)	Returned to home country (Non EEA)	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
People Can - 13A Soho					1		2			7												2	2			14
Salvation Army - Edward Alsop Court			3							6	1	1							1	1		1				14
St Mungo's - Harrow Road							1	1		3																5
The Passage - Passage House			1		1		2	2		2			1			1				1		2	2		1	16
The Passage - Passage House Foyer											1						1						1			3
The Passage - Montfort House			2														1									3
Thames Reach - Shroton Street							1			1								1			1					4
St Mungo's - Bliss Mews																	1									1
St Mungo's - Bravington Road (225)										1																1
Westminster Total			6	1	2		6	3		29	3	4	3			1	5	1	3	3	4	12	8		1	95
Total	1	16	23	10	7	2	101	51	8	90	19	9	4	2	41	3	18	7	17	6	17	28	27	1	13	521

10) Departures - reason for leaving

Departures by whether or not the departure was planned or unplanned.



Base: 521

485 people departed from accommodation in London this year. These 485 people had 521 departure actions. This indicates that an individual can depart more than once (from the same accommodation project or different) in a period.



70% of departures were due to a planned move. This is similar to previous quarters (Jul-Sep: 71%, Apr-Jun: 65%, Jan-Mar 62%).



12% of departures were due to abandonments. This is consistent with previous quarters (Jul-Sep: 11%, Apr-Jun: 14%).

9% of departures were due to evictions. This is consistent with previous quarters (Jul-Sep: 7%, Apr-Jun: 8%).

Breakdown by accommodation

Planned/Unplanned Accommodation	Planned	Abandoned	Evicted (behaviour)	End of time- limited stay	Neutral	Evicted (arrears)	Unplanned - other	Total
St Mungo's - Villiers Road	1							1
Brent Total	1							1
St John of God - Olallo Project	51	4	4	3				62
SHP - Dennis Handfield House	1	1	1		1		1	5
SHP - 165 Project	1	1					2	4
St Mungo's - Birkenhead Street	2	1	1	3				7
St Mungo's - Endsleigh Gardens			1				1	2
St Mungo's - Grays Inn Road	1							1
Camden Total	56	7	7	6	1		4	81
Providence Row - Middle Street	1							1
St Mungo's - The Lodge	3	1						4
City of London Total	4	1						5
Broadway - Sixty-Five	3							3
YMCA - Ealing	1		2			1		4
Ealing Total	4		2			1		7
Broadway - Goldhawk Road/Market Lane	2		1			1		4
Broadway - Edith Road	1							1
Broadway - Old Theatre					1			1
Broadway - The Coninghams	3		1					4
St Mungo's - Munden Street	1							1
Hammersmith & Fulham Total	7		2		1	1		11
St Mungo's - Margery Street	86	10	10	7			2	115
St Mungo's - Court Gardens	1							1
St Mungo's - Rosebery Avenue	3							3
St Mungo's - Wharton Street	1							1
Islington Total	91	10	10	7			2	120
Look Ahead - Warwick Road	2	2						4

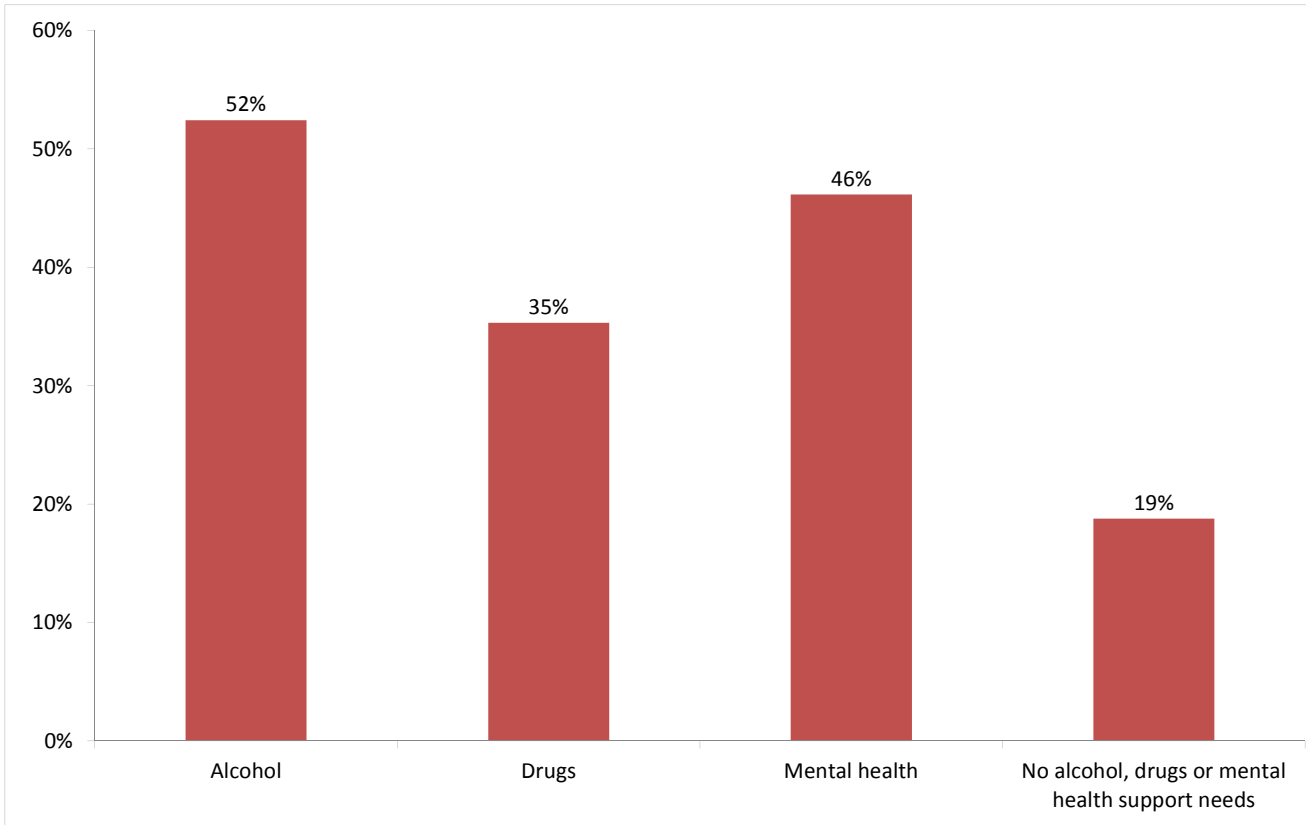
Planned/Unplanned  Accommodation 	Planned	Abandoned	Evicted (behaviour)	End of time-limited stay	Neutral	Evicted (arrears)	Unplanned - other	Total
	St Mungo's - Cromwell Road	3						
St Mungo's - Culross House	1							1
Kensington & Chelsea Total	6	2						8
Equinox - Brook Drive	1							1
St Mungo's - Auckland Hill		1						1
St Mungo's - Cedars Road	12	1	2		1			16
St Mungo's - Palace Road	1							1
Thames Reach - Graham House	6	1						7
Thames Reach - Stamford Street	2						1	3
Lambeth Total	22	3	2		1		1	29
St Mungo's - Pagnell Street	1	1						2
St Mungo's - Spring Gardens	4							4
Lewisham Total	5	1						6
SPEAR - Kew Road	3	1						4
Richmond Total	3	1						4
St Mungo's - Rushworth Street	76	7	6	5			1	95
Look Ahead - Joe Richards House		1					1	2
Salvation Army - David Barker House	8	1		1	1		1	12
St Mungo's - Copleston Road	1							1
St Mungo's - Great Guildford Street	13							13
St Mungo's - Grange Road	3	3	2					8
Southwark Total	101	12	8	6	1		3	131
Look Ahead - Aldgate	6	1	1		1		1	10
Providence Row - Dellow Hostel	1						1	2
Edward Gibbons House	1							1
Salvation Army - Booth House	6	1		1			2	10
Tower Hamlets Total	14	2	1	1	1		4	23
Church Army - Cosway Street	1			1				2

Planned/Unplanned  Accommodation 	Planned	Abandoned	Evicted (behaviour)	End of time-limited stay	Neutral	Evicted (arrears)	Unplanned - other	Total
	English Churches - King George's	10	4	1			1	3
English Churches - Queen Mary's	1	1						2
Look Ahead - Bayswater	2	5	1					8
Look Ahead - Hopkinson House	3							3
People Can - 13A Soho	4	3	2		1	2	2	14
Salvation Army - Edward Alsop Court	7	3		1		3		14
St Mungo's - Harrow Road	2	2	1					5
The Passage - Passage House Foyer	2						1	3
The Passage - Passage House	11	2			1		2	16
The Passage - Montfort House	3							3
Thames Reach - Shroton Street	3	1						4
St Mungo's - Bliss Mews	1							1
St Mungo's - Bravington Road (225)						1		1
Westminster Total	50	21	5	2	2	7	8	95
Total	364	60	37	22	7	9	22	521

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.



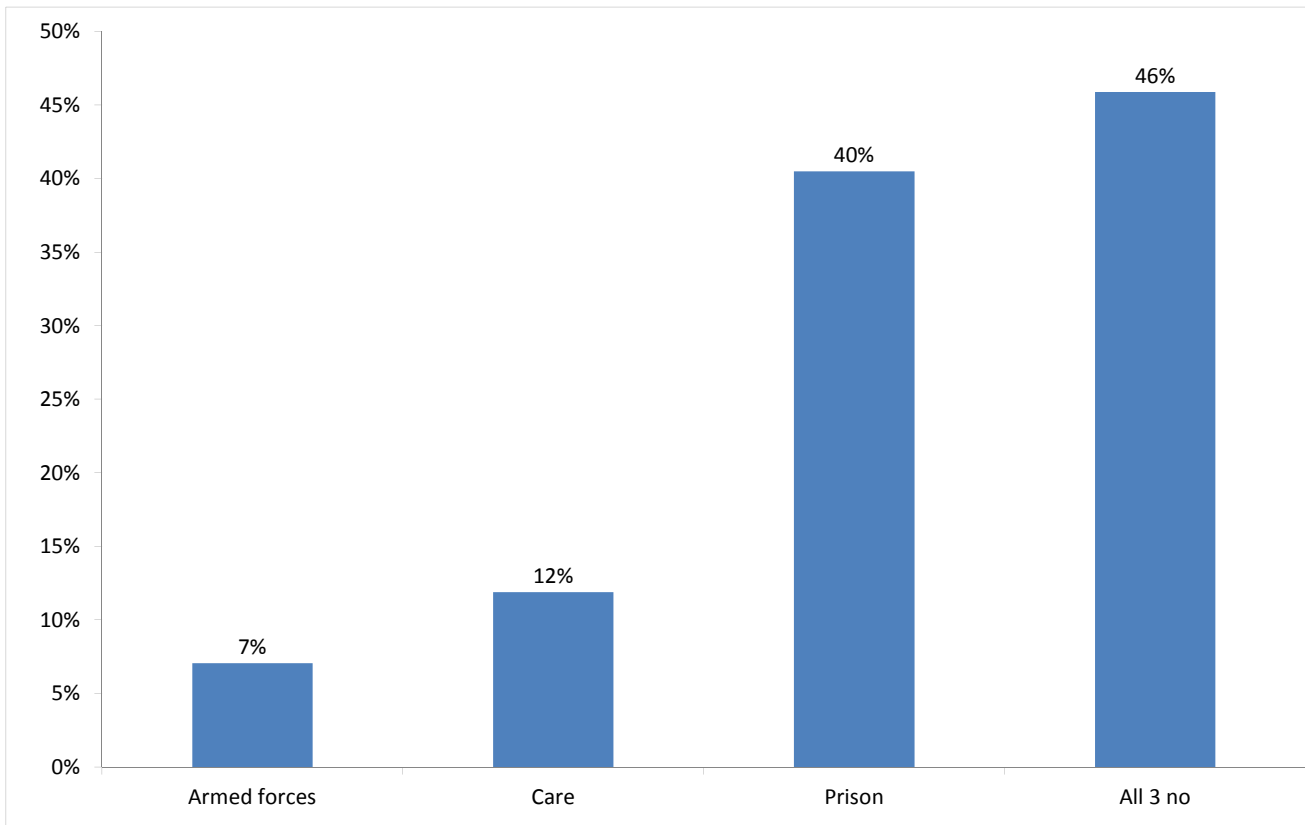
Base: 2222 Note that the base figure for this graph excludes clients where all three support needs are not known or not recorded (631).

Support Needs	No. of people	%
Alcohol only	365	13%
Drugs only	142	5%
Mental health only	317	11%
Alcohol and drugs	225	8%
Alcohol and mental health	291	10%
Drugs and mental health	134	5%
Alcohol, drugs and mental health	284	10%
All 3 no	417	15%
All 3 not known or not assessed	631	22%
All 3 no, not known or not assessed	47	2%
Total	2853	100%

The proportion of people contacted in London with an alcohol, drugs or mental health support need is consistent with the previous three 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: 1968 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 (139 last quarter).

Of those 139, 89 were seen rough sleeping in the quarter:

Nationality	Number	% of people seen rough sleeping*
UK	41	4%
Non-UK	48	4%
Total	89	8%

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

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

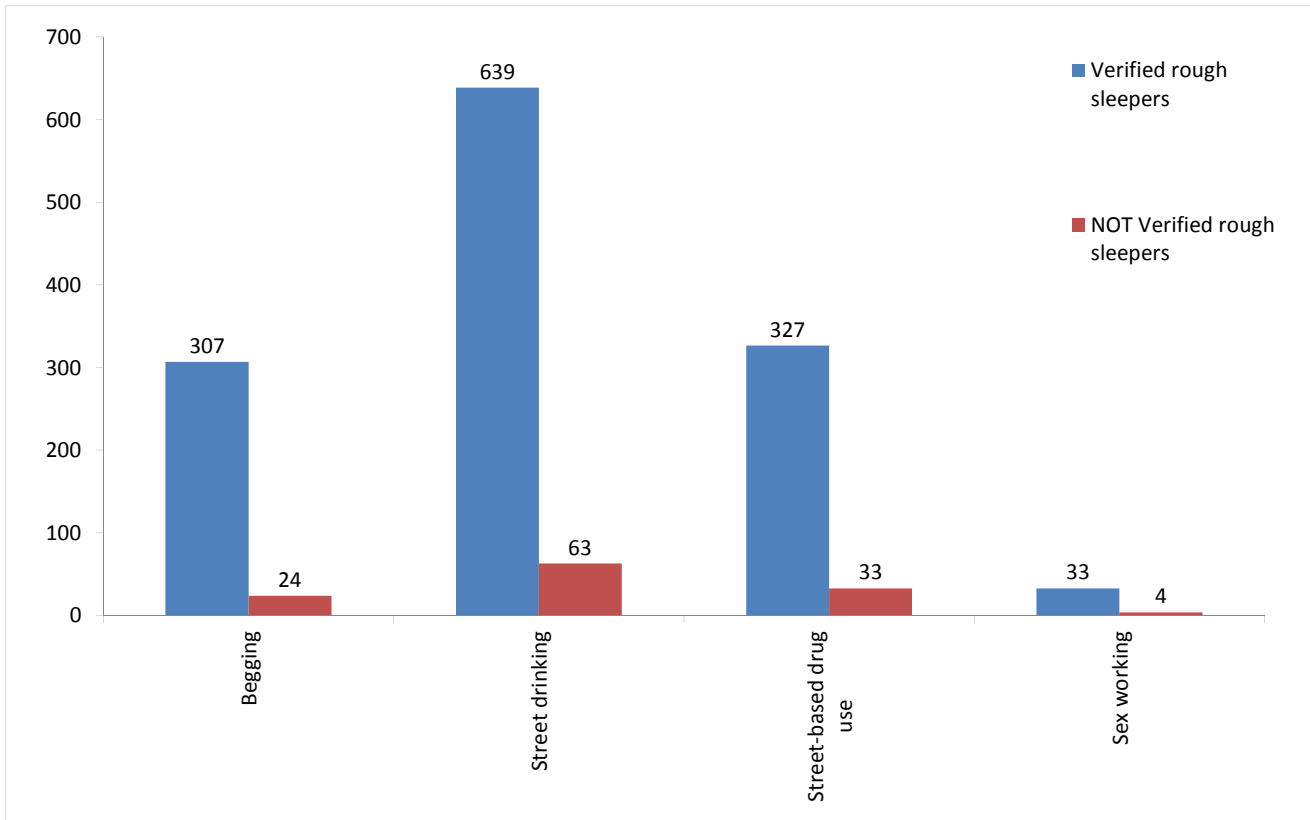
It is possible for someone contacted to have previous experience of more than one institution and so be included in more than one of the above figures. 158 people contacted in the year have been in care and prison.

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

*Base: People seen rough sleeping in the period who have been assessed for armed forces, care or prison: 1095

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: 916

Base for people not verified as rough sleepers: 786

Of the 2606 verified rough sleepers contacted this quarter, 916 (35%) 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 2606 verified rough sleepers contacted in the quarter by outreach or BBS teams, 786 people who are considered vulnerable but have not been seen rough sleeping were also contacted. Of these:

48 had confirmed reconnections;

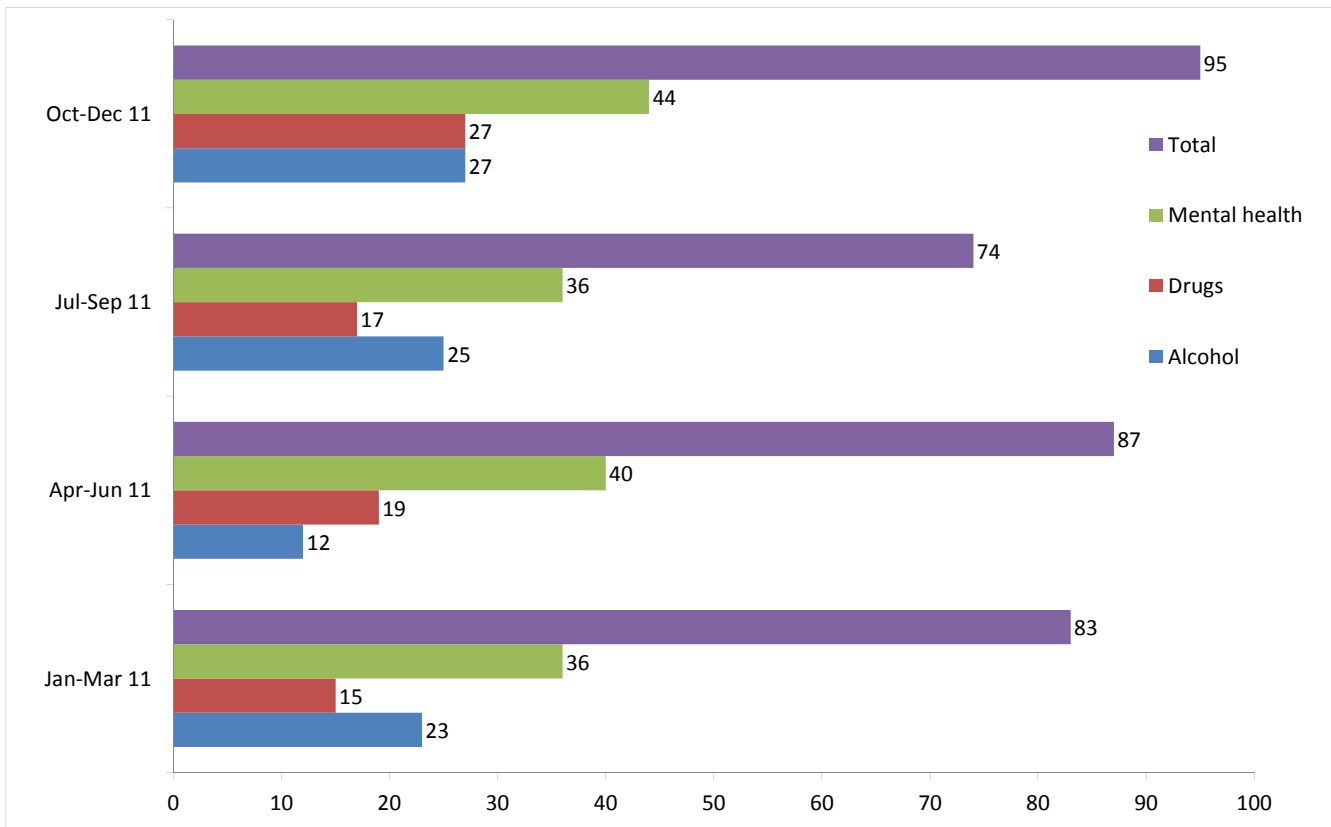
124 were booked into accommodation across all boroughs;

159 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.

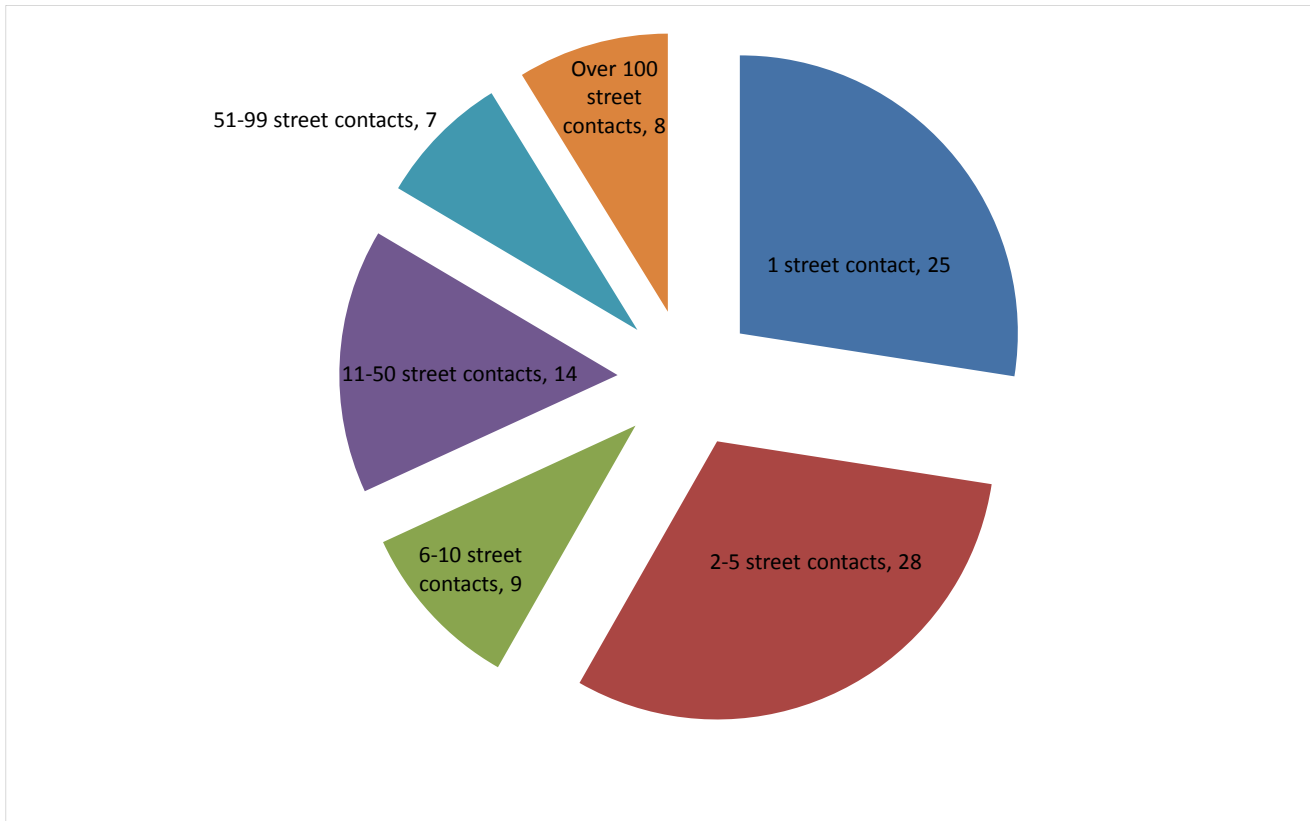


95 people started a tenancy in RSI accommodation in this quarter. This compares to: Jul-Sep: 74, Apr-Jun: 87.

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: 91

Number of street contacts	Oct-Dec	Jul-Sep	Apr-Jun	Jan-Mar
1 street contact	25	13	20	24
2-5 street contacts	28	23	29	23
6-10 street contacts	9	8	3	12
11-50 street contacts	14	25	22	15
51-99 street contacts	7	2	7	6
Over 100 street contacts	8	1	2	0

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

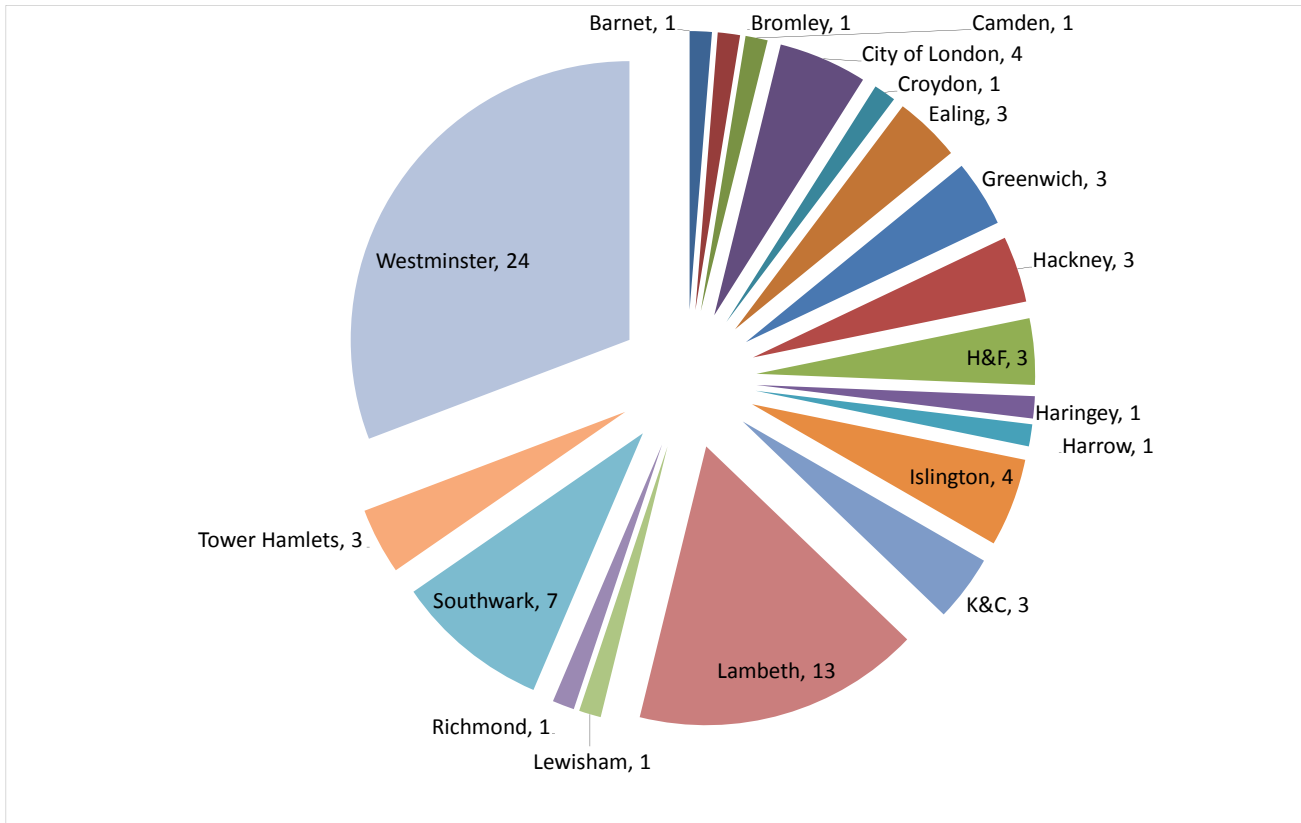
25 of these people had only one street contact recorded on CHAIN before their tenancy start.

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

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

16) Borough where people starting an RSI tenancy most recently slept rough

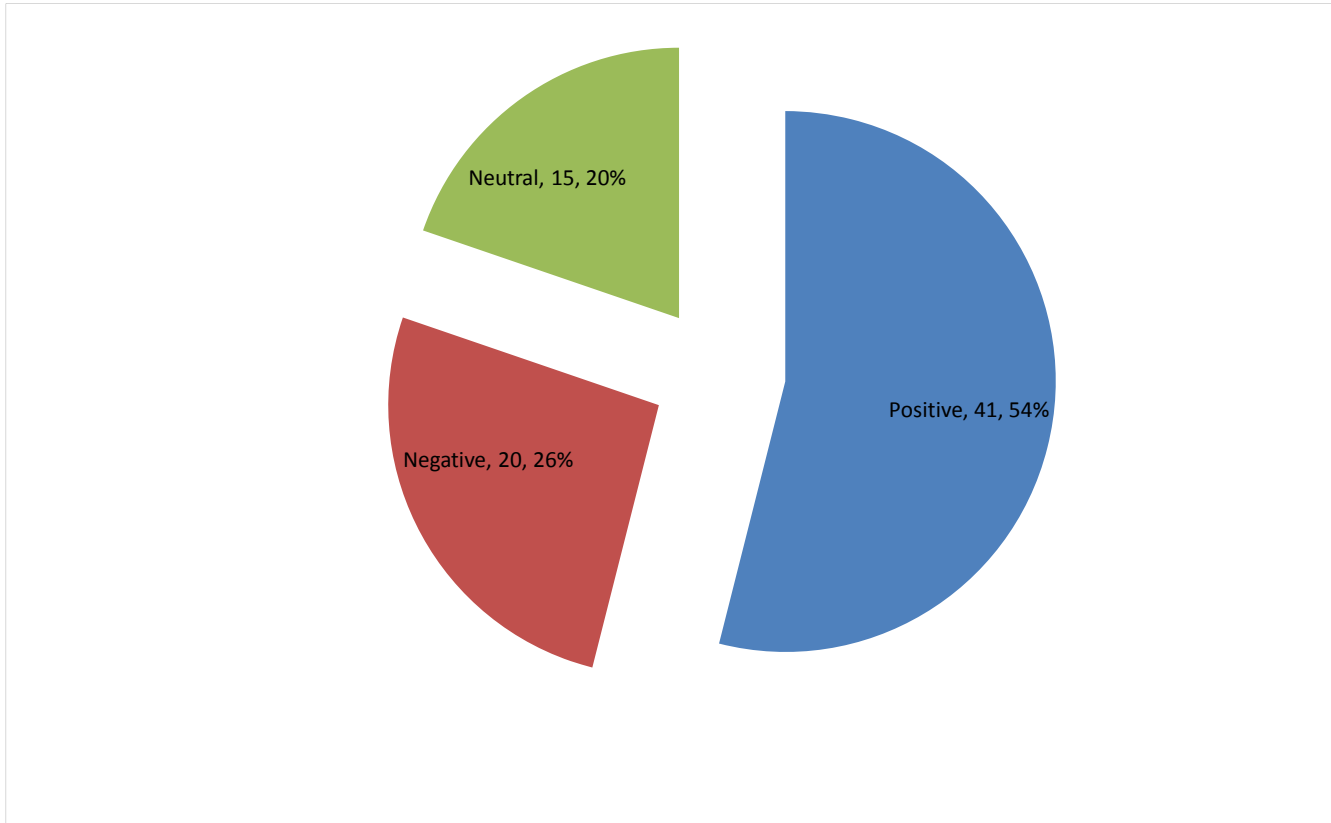
People who had a tenancy start in RSI accommodation in this quarter by the borough where they slept rough most recently.



Base: 78

17) Departures from long-term accommodation

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



Base: 76

Positive: Planned move, Transferred

Negative: Abandoned, Evicted, Went to prison

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	10	13%	0%
Planned move out	28	37%	1%
Transferred	7	9%	0%
RSI transfer	6	8%	0%
Went to institution	1	1%	0%
Went to prison	2	3%	0%
Death of tenant	10	13%	0%
Other	4	5%	0%
Total	76	100%	2%

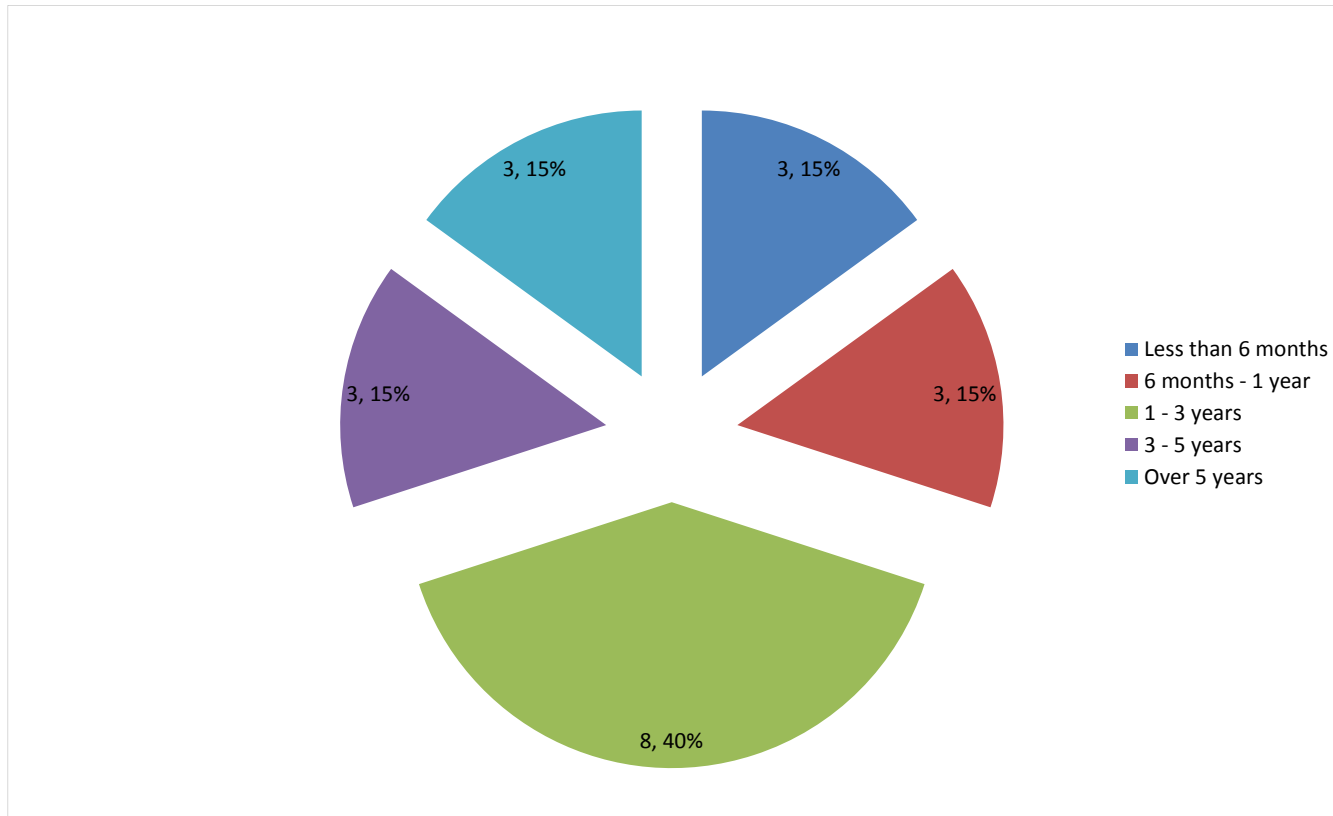
76 people ended an RSI accommodation tenancy this quarter. This is an increase from 72 in Jul-Sep 11 and 67 in Apr-Jun 11.

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.

18) 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: 20

20 people ended an RSI tenancy in quarter due to abandoning or being evicted from their property. This is 0.6% of the 3628 current total number of RSI tenancies.

40% of these people had been in their tenancy for one to three years. This is similar to the previous period (32%).