
CHAIN ANNUAL REPORT

HAMMERSMITH & FULHAM

APRIL 2014 - MARCH 2015

MAYOR OF LONDON

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1. INTRODUCTION

This report presents information about people seen rough sleeping by outreach teams in Hammersmith & Fulham between April 2014 and March 2015. Information in the report is derived from the Combined Homelessness and Information Network (CHAIN), a multi-agency database recording information about rough sleepers and the wider street population in London. CHAIN, which is commissioned and funded by the Greater London Authority (GLA) and managed by St Mungo's Broadway, represents the UK's most detailed and comprehensive source of information about rough sleeping.

The final section of the report presents information about people arriving at or departing from temporary accommodation for rough sleepers in Hammersmith & Fulham. People included in this section will have been seen rough sleeping at some point in their history, but not necessarily during 2014/15.

Percentage figures in this report

Please note that, in some cases, percentage figures given in this report are rounded up or down to the nearest whole number. This may mean that individual figures in tables and charts do not add up to a combined total of 100%.

Glossary of acronyms used in this report

ASB: Anti-Social Behaviour

Defined in the Crime and Disorder Act (1998) as acting 'in a manner that caused or was likely to cause harassment, alarm or distress to one or more persons not of the same household as the perpetrator.'

CEE: Central and Eastern European

Used to denote the ten A8 and A2 European Union accession countries (Bulgaria, Czech Republic, Estonia, Hungary, Latvia, Lithuania, Poland, Romania, Slovakia and Slovenia).

CHAIN: Combined Homelessness and Information Network

A multi-agency database recording information about rough sleepers and the wider street population in London, commissioned and funded by the GLA and managed by St Mungo's Broadway.

EEA: European Economic Area

The 28 countries of the European Union (EU), plus a further three countries that are part of the EU's single market (Iceland, Liechtenstein and Norway). Common usage generally also includes Switzerland, whose citizens have the same rights to live and work in the UK as other EEA nationals.

GLA: Greater London Authority

The top-tier administrative body for Greater London, consisting of a directly elected executive Mayor of London, and an elected 25-member London Assembly.

NLOS: No Living on the Streets

A GLA commissioned assessment and reconnection project for rough sleepers who were living on the streets and not eligible for No Second Night Out. From October 2014 onwards the project was integrated into the GLA's No Second Night Out service.

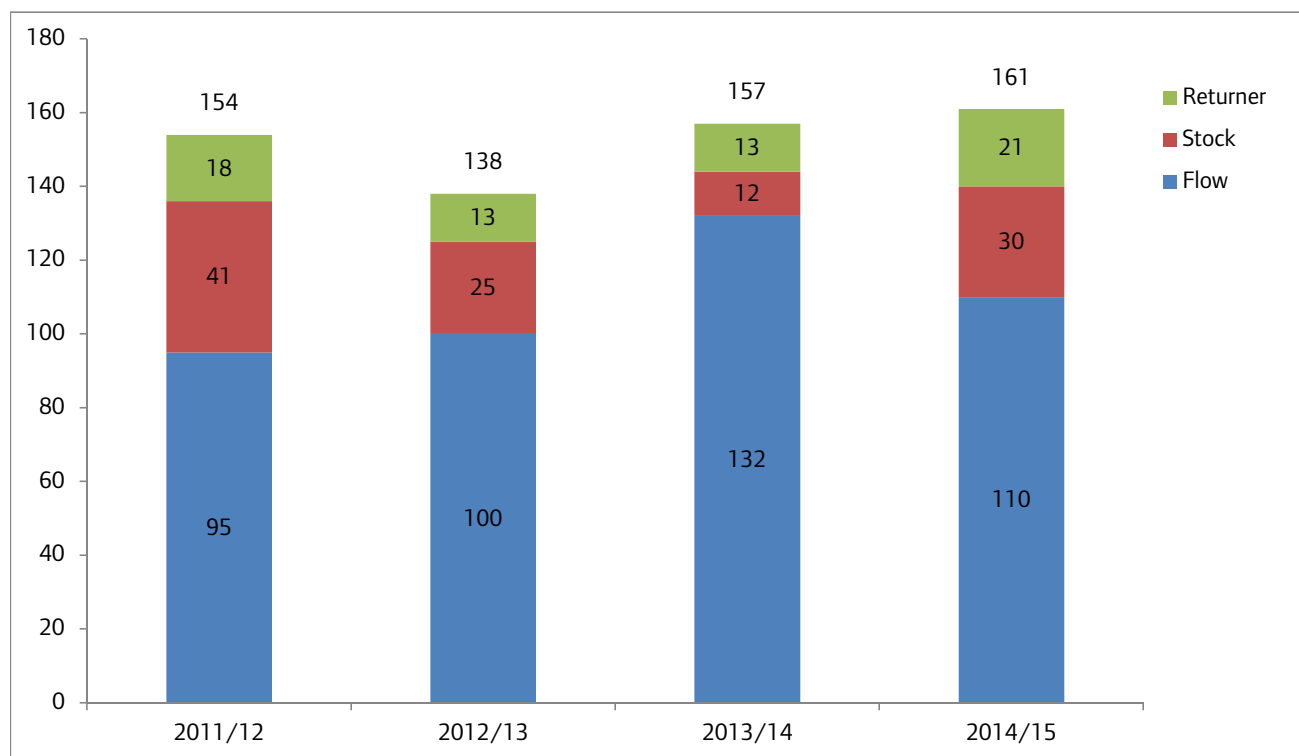
NSNO: No Second Night Out

A GLA commissioned assessment and reconnection project for rough sleepers. The service originally specifically targeted new rough sleepers, but from October 2014 onwards it has also worked with rough sleepers who are living on the streets. The term is also used in other contexts to refer to a wider strategy to end rough sleeping, both in London and nationwide.

2. ROUGH SLEEPER POPULATION ANALYSIS

2.1 Number of people seen rough sleeping: Flow, stock, returner model

People seen rough sleeping in the year, by the flow, stock and returner model.



2011/12 base: 154
 2012/13 base: 138
 2013/14 base: 157
 2014/15 base: 161

The flow, stock and returner model categorises people seen rough sleeping in the year according to whether they have also been seen rough sleeping in previous periods:

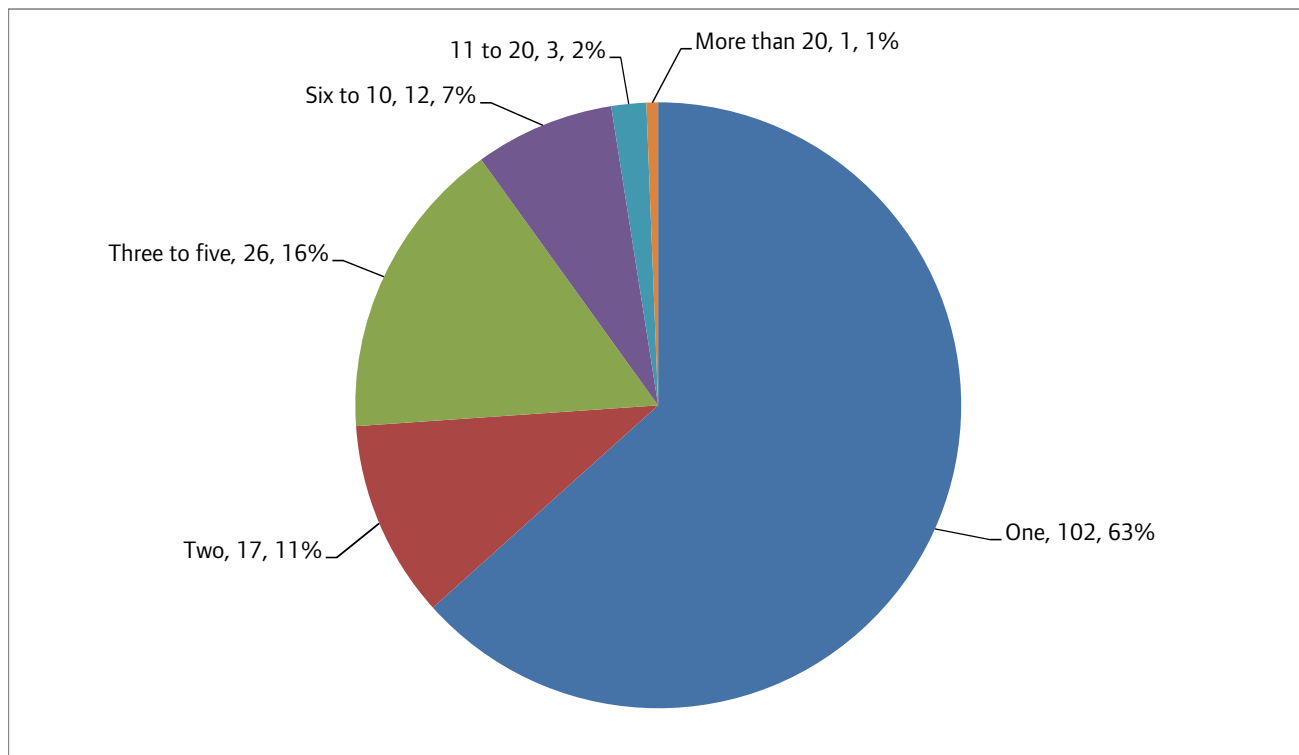
| Category | Description |
|----------|--|
| Flow | People who had never been seen rough sleeping prior to 2014/15 (i.e. new rough sleepers). |
| Stock | People who were also seen rough sleeping in 2013/14 (i.e. those seen across a minimum of two consecutive years). |
| Returner | People who were first seen rough sleeping prior to 2013/14 , but were not seen during 2013/14 (i.e. those who have had a gap in their rough sleeping histories). |

161 people were seen rough sleeping in the borough in 2014/15. This represents a 3% increase when compared to 2013/14.

68% of people seen rough sleeping in the borough during the year were new rough sleepers (flow), while 19% fell into the stock category, and 13% were returners.

2.2 Number of times seen rough sleeping

People seen rough sleeping in the year, by number of times seen rough sleeping.



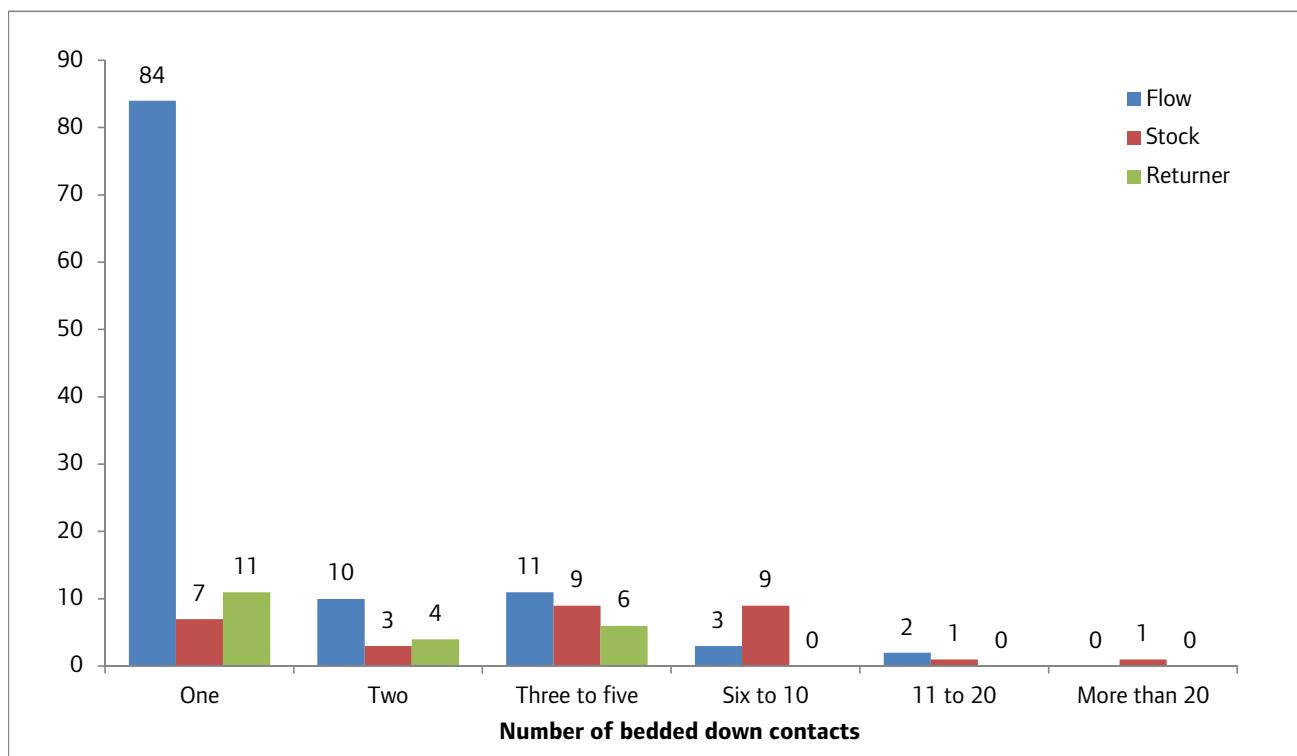
Base: 161

102 (63%) people were seen rough sleeping only once in 2014/15, this compares to 125 (80%) seen rough sleeping only once in 2013/14.

76% of people seen rough sleeping in the borough during 2014/15 who were new to the streets did not spend a second night on the streets during the year.

2.3 Rough sleeping volume: Flow, stock, returner model

People seen rough sleeping in the year, by flow, stock, returner model, and number of times seen rough sleeping.



Base (Flow): 110
 Base (Stock): 30
 Base (Returner): 21

2.4 New rough sleepers (flow): History prior to rough sleeping

People seen rough sleeping for the first time ever in 2014/15, by history prior to first being seen rough

The table below details what kind of accommodation new rough sleepers reported they were living in as their last longer term or settled base prior to first being seen rough sleeping.

| Last settled base | No. | % |
|--|------------|-------------|
| Long term accommodation | | |
| Private rented accommodation | 49 | 52% |
| Local authority accommodation | 8 | 9% |
| Owner occupied | 2 | 2% |
| Housing association accommodation | 2 | 2% |
| Tied accommodation | 1 | 1% |
| <i>Long term accommodation subtotal</i> | 62 | 66% |
| Short or medium term accommodation | | |
| Hostel | 9 | 10% |
| Temporary accommodation (Local authority) | 1 | 1% |
| Temporary accommodation (non-Local authority) | 0 | 0% |
| Asylum support accommodation | 1 | 1% |
| <i>Short or medium term accommodation subtotal</i> | 11 | 12% |
| Institution | | |
| Prison | 5 | 5% |
| Hospital | 1 | 1% |
| <i>Institution subtotal</i> | 6 | 6% |
| Inappropriately accommodated | | |
| Squat | 0 | 0% |
| Outhouse | 1 | 1% |
| <i>Inappropriately accommodated subtotal</i> | 7 | 7% |
| Other | 14 | 15% |
| Not recorded | 16 | |
| Total (excl. not recorded) | 94 | 100% |
| Total | 110 | |

Note: Total excluding not recorded is used as the base for percentages.

The table below details new rough sleepers' status at their last settled base, where the last settled base was not of an institutional or inappropriate nature.

| Status at last settled base* | No. | % |
|--|-----------|-------------|
| Tenant | 29 | 47% |
| Informal arrangement | 12 | 19% |
| Parental home | 9 | 15% |
| Living with partner | 12 | 19% |
| Owner | 0 | 0% |
| Not recorded/applicable | 15 | |
| Total (excl. not recorded/applicable) | 62 | 100% |
| Total | 77 | |

*Applies to people whose last settled base was local authority accommodation, temporary accommodation, owner occupied accommodation, private rented accommodation, tied accommodation, and in some cases where "other" has been specified.

Note: Total excluding not recorded/applicable is used as the base for percentages.

New rough sleepers' reasons for leaving their last settled base prior to first being seen rough sleeping.

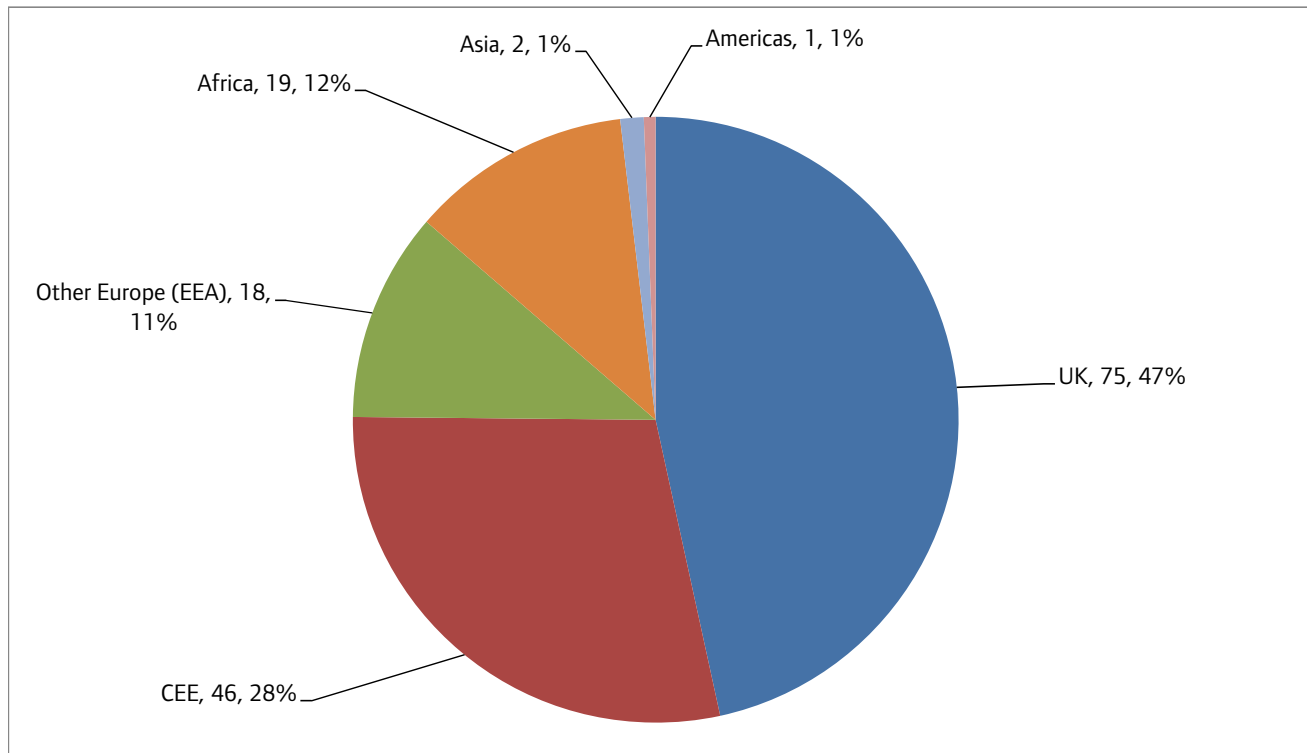
| Reason for leaving last settled base | No. | % |
|---|------------|--------------|
| Asked to leave or evicted | | |
| Asked to leave | 17 | 18.1% |
| Evicted - arrears | 4 | 4.3% |
| Evicted - ASB | 2 | 2.1% |
| Evicted - other | 5 | 5.3% |
| <i>Asked to leave or evicted subtotal</i> | <i>28</i> | <i>29.8%</i> |
| Employment and education | | |
| Seeking work - from within UK | 10 | 10.6% |
| Seeking work - from outside UK | 6 | 6.4% |
| Financial problems - loss of job | 3 | 3.2% |
| Seeking work - origin not recorded | 0 | 0.0% |
| Study | 0 | 0.0% |
| <i>Employment and education subtotal</i> | <i>19</i> | <i>20.2%</i> |
| Relationships | | |
| Relationship breakdown | 12 | 12.8% |
| Bereavement | 0 | 0.0% |
| Move nearer family/community | 0 | 0.0% |
| <i>Relationships subtotal</i> | <i>12</i> | <i>12.8%</i> |
| Financial | | |
| Financial problems - housing benefit | 1 | 1.1% |
| Financial problems - debt | 3 | 3.2% |
| Financial problems - other | 5 | 5.3% |
| <i>Financial subtotal</i> | <i>9</i> | <i>9.6%</i> |
| End of stay in short or medium term accommodation | | |
| Evicted - given non priority decision | 0 | 0.0% |
| End of stay - hostel | 0 | 0.0% |
| End of stay - asylum accommodation | 0 | 0.0% |
| End of stay - other | 4 | 4.3% |
| <i>End of stay in short or medium term accommodation subtotal</i> | <i>4</i> | <i>4.3%</i> |
| Victim of violence, harassment or abuse | | |
| Domestic violence - victim | 0 | 0.0% |
| Harassment/abuse/violence - gang | 0 | 0.0% |
| Harassment/abuse/violence - racial | 1 | 1.1% |
| Tenancy hijack | 0 | 0.0% |
| Harassment/abuse/violence - homophobic | 0 | 0.0% |
| Harassment/abuse/violence - other | 0 | 0.0% |
| <i>Victim of violence, harassment or abuse subtotal</i> | <i>1</i> | <i>1.1%</i> |
| End of stay in institution | | |
| End of stay - prison | 5 | 5.3% |
| End of stay - hospital | 1 | 1.1% |
| <i>End of stay in institution subtotal</i> | <i>6</i> | <i>6.4%</i> |
| Housing conditions | | |
| Housing conditions | 1 | 1.1% |
| Perpetrator of violence, harassment or abuse | | |
| Domestic violence - perpetrator | 0 | 0.0% |
| Transient | | |
| Transient/travelling around | 0 | 0.0% |
| Other | | |
| Other | 14 | 14.9% |
| Not recorded | 16 | |
| Total (excl. not recorded) | 94 | 100% |
| Total | 110 | |

Note: Total excluding not recorded is used as the base for percentages.

3. DEMOGRAPHICS & SUPPORT NEEDS

3.1 Nationality: Overall composition

People seen rough sleeping in the year, by nationality.



Base: 161 people seen rough sleeping in the year whose nationality was known.

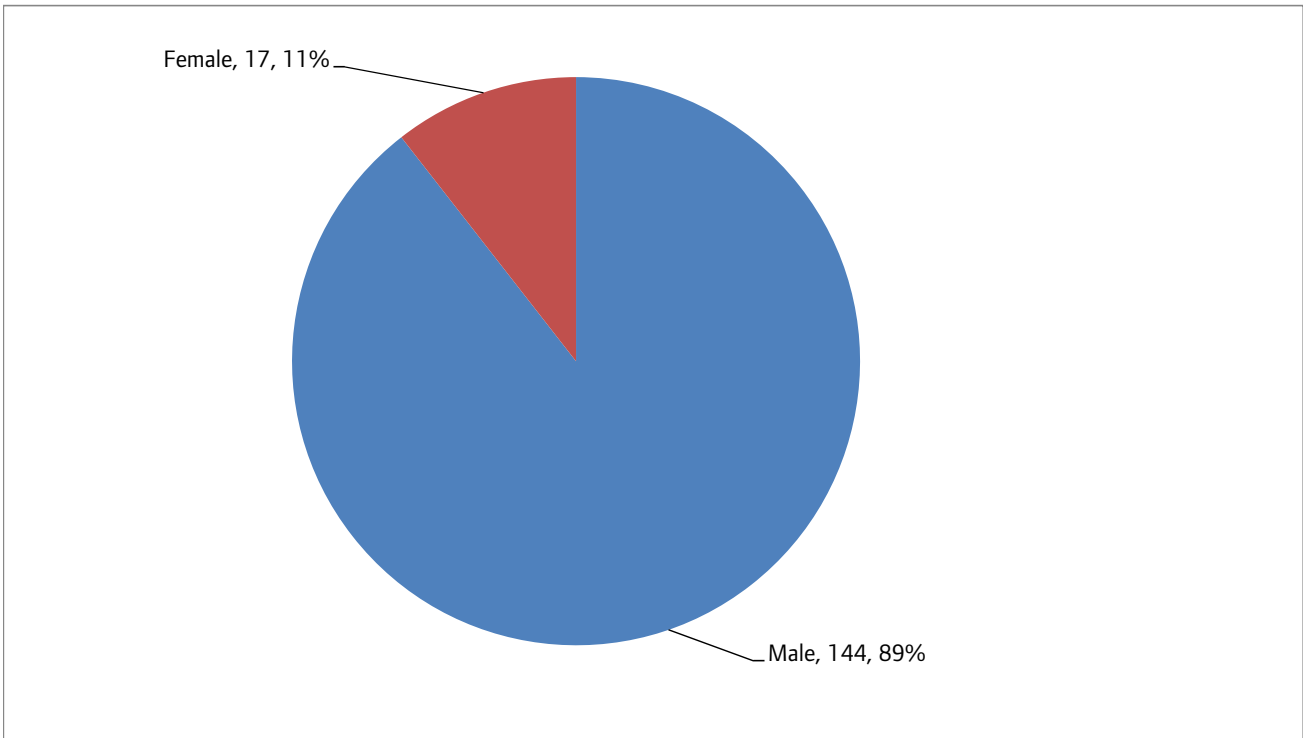
3.2 Nationality: Flow, stock, returner model

| | Flow | Stock | Returner | Total | |
|------------------------------------|------------|-----------|-----------|------------|---------------|
| Nationality | No. | No. | No. | No. | % |
| UK | 47 | 15 | 13 | 75 | 46.6% |
| Bulgaria | 1 | 1 | 0 | 2 | 1.2% |
| Czech Republic | 0 | 0 | 0 | 0 | 0.0% |
| Estonia | 0 | 0 | 0 | 0 | 0.0% |
| Hungary | 1 | 0 | 0 | 1 | 0.6% |
| Latvia | 2 | 0 | 0 | 2 | 1.2% |
| Lithuania | 1 | 0 | 0 | 1 | 0.6% |
| Poland | 15 | 1 | 2 | 18 | 11.2% |
| Romania | 12 | 8 | 1 | 21 | 13.0% |
| Slovakia | 1 | 0 | 0 | 1 | 0.6% |
| Slovenia | 0 | 0 | 0 | 0 | 0.0% |
| <i>CEE subtotal</i> | <i>33</i> | <i>10</i> | <i>3</i> | <i>46</i> | <i>28.6%</i> |
| Italy | 6 | 0 | 0 | 6 | 3.7% |
| Ireland (Republic of) | 3 | 1 | 1 | 5 | 3.1% |
| Portugal | 2 | 0 | 1 | 3 | 1.9% |
| Spain | 1 | 1 | 0 | 2 | 1.2% |
| France | 0 | 0 | 0 | 0 | 0.0% |
| Other European (EEA) countries | 2 | 0 | 0 | 2 | 1.2% |
| <i>Other Europe (EEA) subtotal</i> | <i>14</i> | <i>2</i> | <i>2</i> | <i>18</i> | <i>11.2%</i> |
| Other Europe (Non-EEA) | 0 | 0 | 0 | 0 | 0.0% |
| Other Europe (Not known) | 0 | 0 | 0 | 0 | 0.0% |
| Somalia | 2 | 1 | 1 | 4 | 2.5% |
| Eritrea | 3 | 1 | 1 | 5 | 3.1% |
| Other African countries | 9 | 1 | 0 | 10 | 6.2% |
| <i>Africa subtotal</i> | <i>14</i> | <i>3</i> | <i>2</i> | <i>19</i> | <i>11.8%</i> |
| India | 0 | 0 | 0 | 0 | 0.0% |
| Iran | 1 | 0 | 1 | 2 | 1.2% |
| Other Asian countries | 0 | 0 | 0 | 0 | 0.0% |
| <i>Asia subtotal</i> | <i>1</i> | <i>0</i> | <i>1</i> | <i>2</i> | <i>1.2%</i> |
| Americas | 1 | 0 | 0 | 1 | 0.6% |
| Australasia | 0 | 0 | 0 | 0 | 0.0% |
| Not known | 0 | 0 | 0 | 0 | |
| Total (excl. Not known) | 110 | 30 | 21 | 161 | 100.0% |
| Total (incl. Not known) | 110 | 30 | 21 | 161 | |

Note: Total excluding not known is used as base for percentages.

3.3 Gender

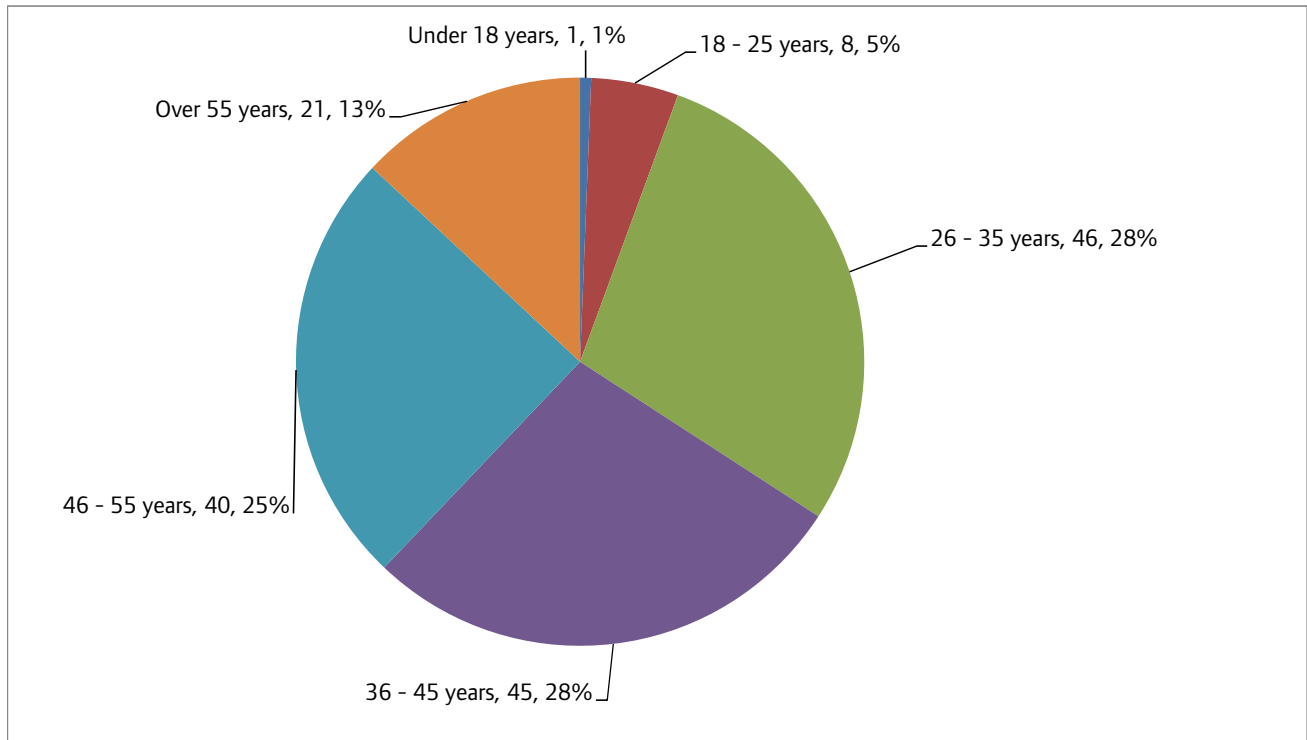
People seen rough sleeping in the year, by gender.



Base: 161

3.4 Age

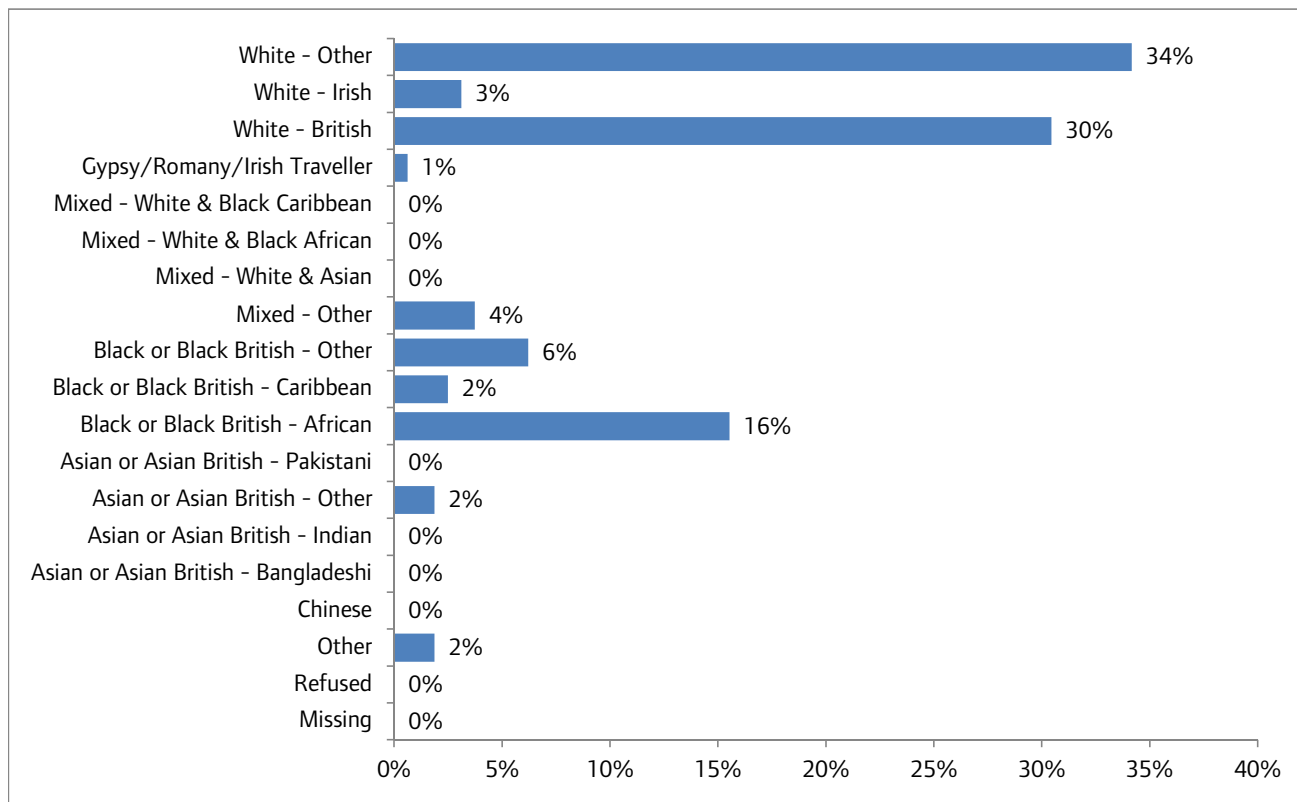
People seen rough sleeping in the year, by age.



Base: 161

3.5 Ethnicity

People seen rough sleeping in the year, by ethnicity.

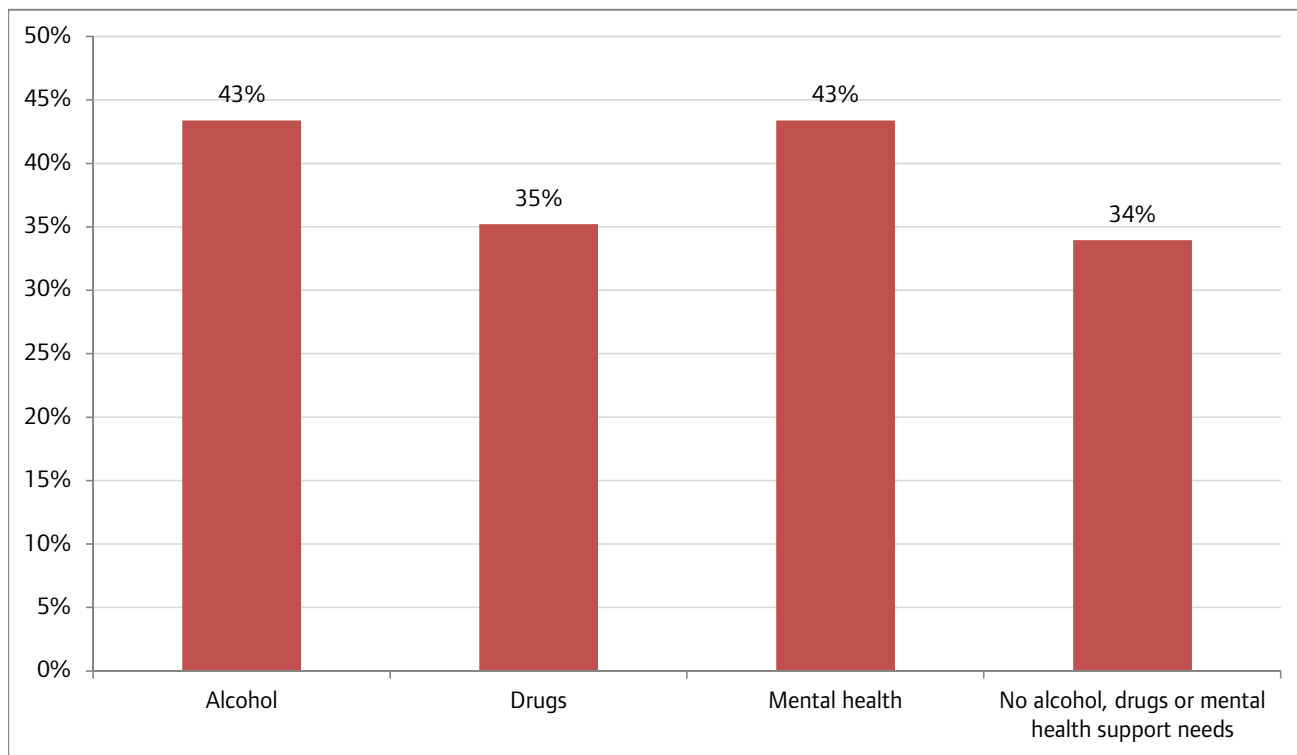


Base: 161

3.6 Support needs

People seen rough sleeping in the year, by support needs.

Support needs data in CHAIN is derived from assessments made by those working with rough sleepers in the homelessness sector. It is important to note that 1% of rough sleepers in the borough in 2014/15 did not have a support needs assessment recorded.

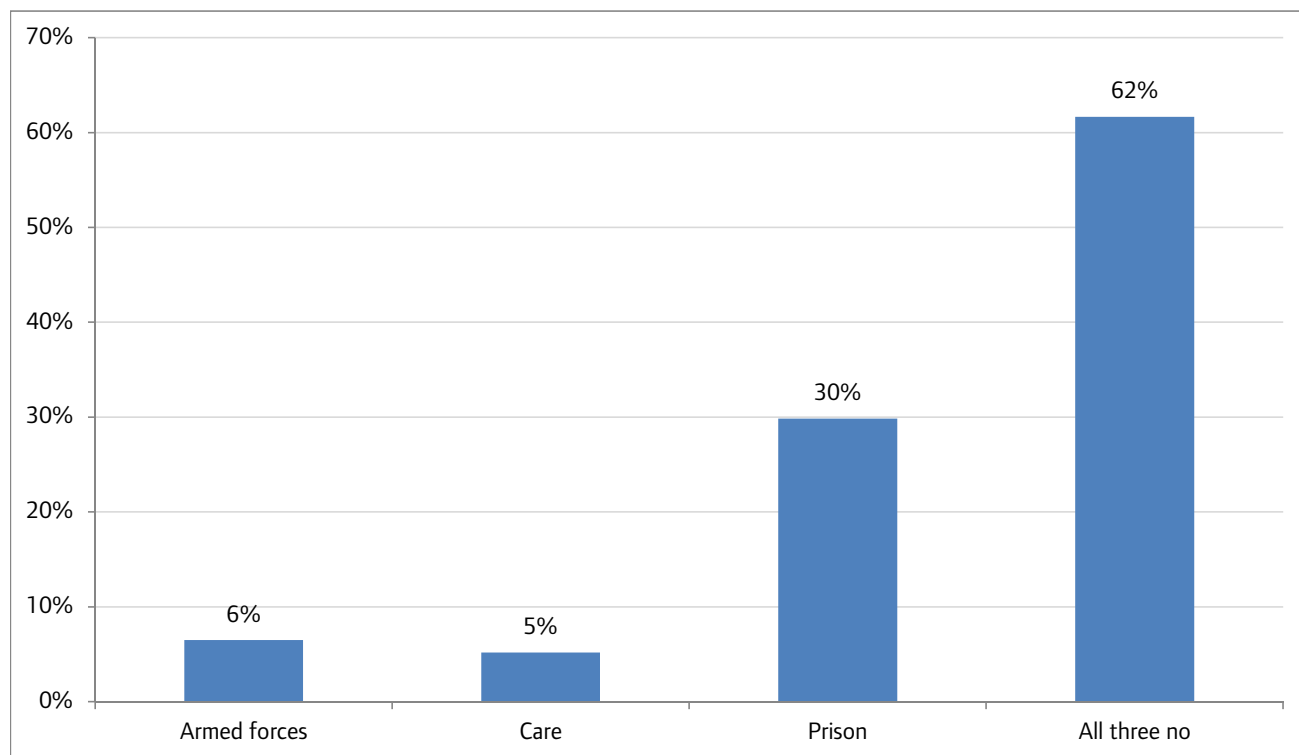


Base: 159. Note that the base figure for this chart excludes clients where none of the three support needs were known or assessed (2).

| Support Needs | No. people | % of people seen rough sleeping |
|---|------------|---------------------------------|
| Alcohol only | 14 | 9% |
| Drugs only | 7 | 4% |
| Mental health only | 19 | 12% |
| Alcohol and drugs | 12 | 7% |
| Alcohol and mental health | 13 | 8% |
| Drugs and mental health | 7 | 4% |
| Alcohol, drugs and mental health | 30 | 19% |
| All three no | 54 | 34% |
| All three not known or not assessed | 2 | 1% |
| All three no, not known or not assessed | 3 | 2% |
| Total | 161 | 100% |

3.7 Institutional & armed forces history

People seen rough sleeping in the year, by experience of armed forces, care or prison.



Base: 154. Note that the base figure for this chart excludes clients where none of the three institutional histories were recorded (7).

Nationality of rough sleepers with experience of armed forces:

| Nationality | No. | % |
|------------------------------------|------------|----|
| UK | 2 | 1% |
| Non-UK | 8 | 5% |
| Total with armed forces experience | 10 | 6% |
| Base (total assessed) | 154 | |

10 people seen rough sleeping in the borough in 2014/15 had experience of serving in the armed forces, of whom 2 were UK nationals. Time spent in the forces could have been at any point in the person's life, and it is not necessarily the case that the person has recently been discharged.

4. HELPING PEOPLE OFF THE STREETS

4.1 Accommodation outcomes

Outreach teams and other services work to help rough sleepers into a range of accommodation types, most commonly hostels but also the private rented sector and residential treatment centres.

In 2014/15, 19 people who had been seen rough sleeping during the year were booked into accommodation by services in the borough.

The table below details the accommodation outcomes achieved with people seen rough sleeping in the year, compared to outcomes for rough sleepers in the previous year.

| Accommodation type | 2013/14 | | 2014/15 | |
|--|------------|---------------|------------|---------------|
| | No. events | % | No. events | % |
| Temporary accommodation | | | | |
| Assessment centre | 0 | 0.0% | 1 | 3.4% |
| Bed & breakfast | 2 | 8.0% | 1 | 3.4% |
| Clinic/Detox/Rehab | 1 | 4.0% | 2 | 6.9% |
| Friends & family | 0 | 0.0% | 0 | 0.0% |
| Hostel | 14 | 56.0% | 14 | 48.3% |
| Local authority temporary accommodation | 0 | 0.0% | 3 | 10.3% |
| Nightstop | 0 | 0.0% | 0 | 0.0% |
| Second-stage accommodation | 0 | 0.0% | 0 | 0.0% |
| Other temporary accommodation | 1 | 4.0% | 2 | 6.9% |
| <i>Temporary accommodation subtotal</i> | <i>18</i> | <i>72.0%</i> | <i>23</i> | <i>79.3%</i> |
| Long term accommodation | | | | |
| Care home | 1 | 4.0% | 0 | 0.0% |
| Clearing House/RSI | 0 | 0.0% | 0 | 0.0% |
| Local authority tenancy (general needs) | 0 | 0.0% | 0 | 0.0% |
| Private rented sector - independent | 6 | 24.0% | 4 | 13.8% |
| Private rented sector - with some floating support | 0 | 0.0% | 1 | 3.4% |
| RSL tenancy (general needs) | 0 | 0.0% | 0 | 0.0% |
| Sheltered housing | 0 | 0.0% | 0 | 0.0% |
| St Mungo's Broadway complex needs | 0 | 0.0% | 0 | 0.0% |
| St Mungo's Broadway semi-independent | 0 | 0.0% | 0 | 0.0% |
| Supported housing | 0 | 0.0% | 1 | 3.4% |
| Tied accommodation | 0 | 0.0% | 0 | 0.0% |
| Other long-term accommodation | 0 | 0.0% | 0 | 0.0% |
| <i>Long term accommodation subtotal</i> | <i>7</i> | <i>28.0%</i> | <i>6</i> | <i>20.7%</i> |
| Total | 25 | 100.0% | 29 | 100.0% |

Note: An individual may have been booked into accommodation more than once during the period.

4.2 NSNO & NLOS attendance

People seen rough sleeping during the year who were referred from the borough to NSNO or NLOS.

| | 2013/14 | 2014/15* |
|------|---------|----------|
| NSNO | 126 | 86 |
| NLOS | 1 | 0 |

*From October 2014 onwards NLOS ceased operating as a separate service and was integrated into NSNO.

Note: Some people may have attended both NSNO and NLOS during the period.

4.3 Reconnection outcomes

Confirmed reconnections achieved with people seen rough sleeping in the year.

Outreach and other services help people to reconnect to their home area or country, where they are more likely to find a solution to their homelessness, for example through appropriate support networks, entitlement to accommodation or access to an alcohol treatment centre. Reconnection destinations could be another borough within London, an area elsewhere in the UK, or another country. Some people may have had more than one reconnection recorded during the year.

| Reconnection reason | 2013/14 | | 2014/15 | |
|--|----------|-----|----------|-----|
| | No. | % | No. | % |
| Return to home area | 1 | 33% | 2 | 67% |
| Seeking work | 0 | 0% | 0 | 0% |
| Move to area for friends/family | 1 | 33% | 0 | 0% |
| Move to area with appropriate services | 1 | 33% | 1 | 33% |
| Reconnections total* | 3 | | 3 | |

| Reconnection destination | 2013/14 | | 2014/15 | |
|--|----------|-------------|----------|-------------|
| | No. | % | No. | % |
| UK - London | 1 | 33% | 3 | 100% |
| UK - outside London | 0 | 0% | 0 | 0% |
| Central and Eastern Europe | 1 | 33% | 0 | 0% |
| Other Europe | 1 | 33% | 0 | 0% |
| Rest of the world | 0 | 0% | 0 | 0% |
| <i>Not known</i> | <i>0</i> | | <i>0</i> | |
| Reconnections total (excl. destination not known) | 3 | 100% | 3 | 100% |

*Reconnections can be recorded with multiple reasons, so the overall total will be lower than the combined sum of the separate reconnection reasons. Percentages are based on the total number of reconnections.

2 people seen rough sleeping in 2014/15 also had a confirmed reconnection recorded by services in the borough during the period.

5. TEMPORARY ACCOMMODATION

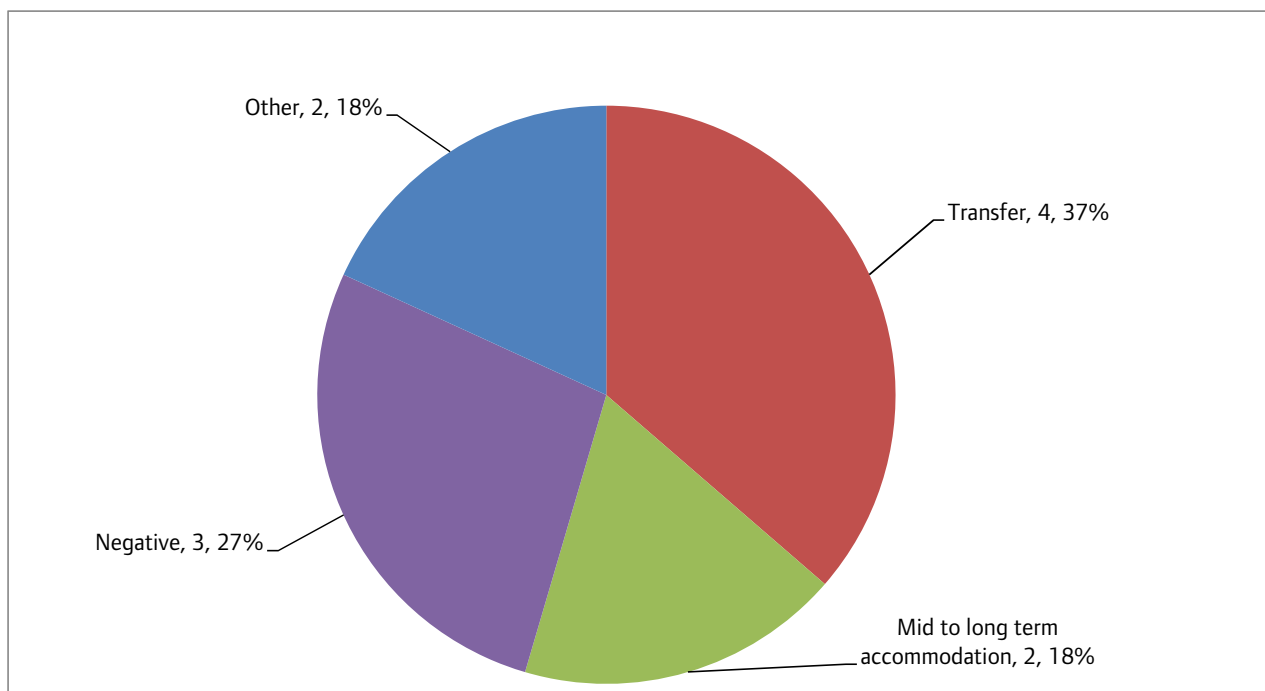
Arrivals and departures at hostels, assessment centres and second-stage accommodation based in the borough. All people counted in this section had previously been seen rough sleeping, but not necessarily during 2014/15.

5.1 Arrivals

A total of 12 individuals arrived at temporary accommodation during the period.

5.2 Departures: Destination on departure

A total of 9 individuals departed from temporary accommodation during the period.



Base: 11

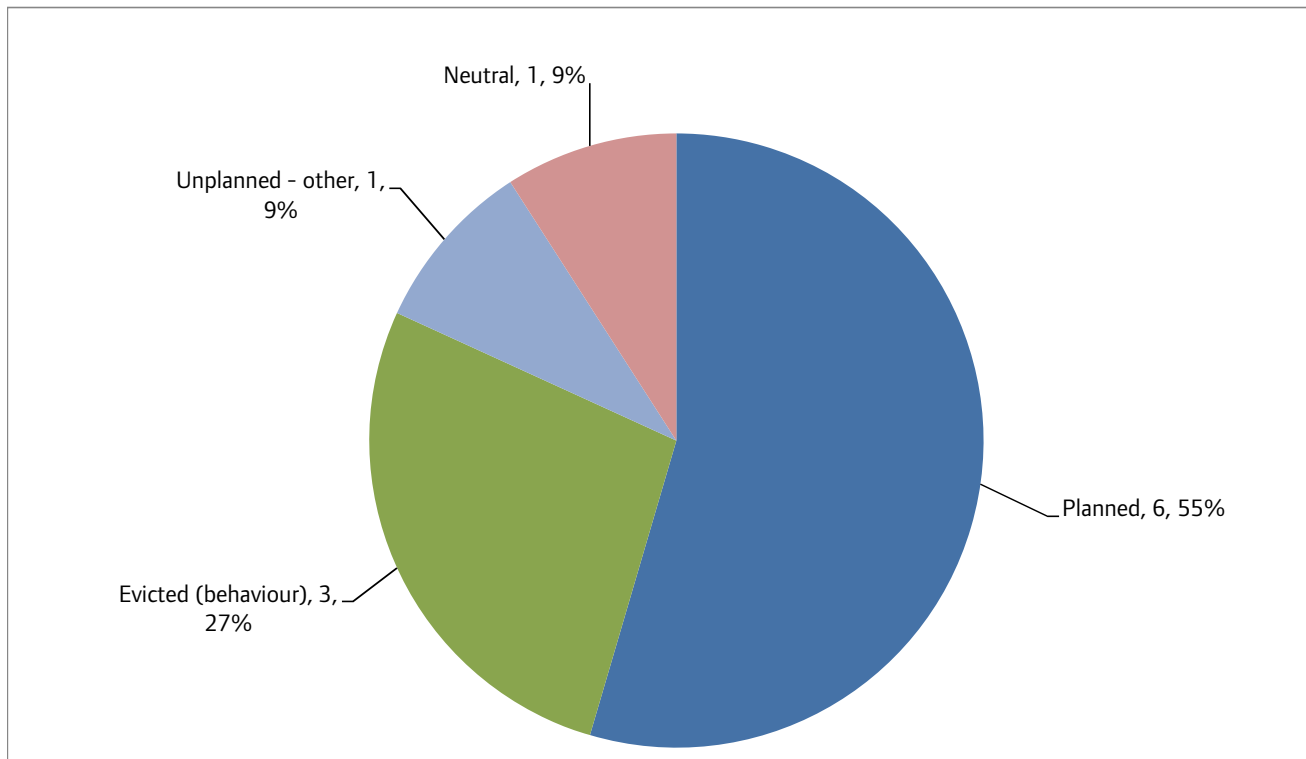
| Destination on departure | Destination category | Chart colour |
|---|--------------------------------|--------------|
| Assessment centre, Bed & breakfast, Detox clinic, Hospital - not long term/acute care, Hostel - another organisation, Hostel - within the organisation, NASS accommodation, Night shelter, NLOS assessment hub, NSNO assessment hub, NSNO staging post, Psychiatric hospital, Rehab clinic, Temporary accommodation (LA) | Transfer | |
| Accommodation where client is owner, Care home, Clearing House/RSI, Hospital - long term, LA tenancy (general needs), Long stay hospice, Private rented sector - independent, Private rented sector - with some floating support, Returned to home country (EEA), Returned to home country (non EEA), RSL tenancy (general needs), Sheltered housing, Supported housing, Tied accommodation | Mid to long term accommodation | |
| Committed suicide, Not known, Sleeping rough/Returned to streets, Taken into custody | Negative | |
| Died, Previous home, Staying with family, Staying with friends | Other | |

Note: An individual may have had more than one accommodation departure during the period.

| Destination on departure | No. departures | % |
|--|----------------|-------------|
| Transfer | | |
| Assessment centre | 0 | 0% |
| Bed & breakfast | 0 | 0% |
| Detox clinic | 0 | 0% |
| Hospital - not long term/acute care | 1 | 9% |
| Hostel - another organisation | 0 | 0% |
| Hostel - within the organisation | 3 | 27% |
| NASS accommodation | 0 | 0% |
| Night shelter | 0 | 0% |
| NLOS assessment hub | 0 | 0% |
| NSNO assessment hub | 0 | 0% |
| NSNO staging post | 0 | 0% |
| Psychiatric hospital | 0 | 0% |
| Rehab clinic | 0 | 0% |
| Temporary accommodation (LA) | 0 | 0% |
| <i>Transfer subtotal</i> | 4 | 36% |
| Mid to long term accommodation | | |
| Accommodation where client is owner | 0 | 0% |
| Care home | 0 | 0% |
| Clearing House/RSI | 0 | 0% |
| Hospital - long term | 0 | 0% |
| LA tenancy (general needs) | 0 | 0% |
| Long stay hospice | 0 | 0% |
| Private rented sector - independent | 1 | 9% |
| Private rented sector - with some floating support | 0 | 0% |
| Returned to home country (EEA) | 0 | 0% |
| Returned to home country (non EEA) | 0 | 0% |
| RSL tenancy (general needs) | 0 | 0% |
| Sheltered housing | 0 | 0% |
| Supported housing | 1 | 9% |
| Tied accommodation with work | 0 | 0% |
| <i>Mid to long term accommodation subtotal</i> | 2 | 18% |
| Negative | | |
| Committed suicide | 0 | 0% |
| Not known | 0 | 0% |
| Sleeping rough/Returned to streets | 1 | 9% |
| Taken into custody | 2 | 18% |
| <i>Negative subtotal</i> | 3 | 27% |
| Other | | |
| Died | 1 | 9% |
| Previous home | 0 | 0% |
| Staying with family | 0 | 0% |
| Staying with friends | 1 | 9% |
| <i>Other subtotal</i> | 2 | 18% |
| Total | 11 | 100% |

5.3 Departures: Reason for leaving

Temporary accommodation departures by reason for leaving.



Base: 11

Note: An individual may have had more than one accommodation departure during the period. In most cases where a person's reason for leaving has been recorded as 'Neutral', their tenancy has ended due to them dying.

GREATER**LONDON**AUTHORITY
