



Street to Home
Annual Report
1st April 2010 to 31st March 2011



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Street to Home Report - 2010/11

This report presents information about people who have been seen rough sleeping or contacted by outreach teams in London and those who have used accommodation for rough sleepers in London in 2010/11. Information is from the 'Combined Homelessness and Information Network' (CHAIN), a database commissioned and funded by the Greater London Authority and managed by Broadway.

CHAIN is the most detailed and comprehensive source of information available about rough sleeping; the database provides London with unparalleled, up-to-date evidence about the nature and extent of the most extreme form of homelessness. Information from CHAIN is used every day to assist work with individuals and inform rough sleeping strategy.

This full length report is designed to describe work undertaken by services working with rough sleepers across London. The Street to Home summary bulletin provides headline findings with a particular emphasis on those seen rough sleeping in the year. This can be accessed at <http://www.broadwaylondon.org/CHAIN/NewsletterandReports.html>.

Context

Ending rough sleeping

London has a higher level of rough sleeping than any other region in England. The bulk of services for rough sleepers in London are commissioned directly by Local Authorities using the Homelessness Grant. The level of this grant has been maintained but is not ring-fenced.

In 2008 the Mayor of London made a commitment to end rough sleeping in London by the end of 2012. The Mayor's London Delivery Board spearheads this work. The Board is comprised of senior people from a range of government departments and agencies, NHS London, the probation service, the Metropolitan Police, local authorities and the homelessness sector.

The London Delivery Board has defined an end to rough sleeping:

'By the end of 2012 no one will live on the streets of London, and no individual arriving on the streets will sleep out for a second night.'

Information from CHAIN assists the London Delivery Board in understanding the problem of rough sleeping, taking steps to prevent and respond to rough sleeping and monitoring progress towards the target of ending rough sleeping.

Outreach work and statistics from CHAIN

CHAIN is an invaluable tool for outreach workers in joining-up and monitoring their work.

Outreach teams, commissioned by Local Authorities and the Greater London Authority (GLA), work during the day and at night across London contacting rough sleepers to help them off the streets. They contact those sleeping on the streets, in stairwells, in parks and a range of other locations. The figures do not cover hidden homeless groups such as 'sofa surfers' or those in squats.

The statistics in this report are based on information collected by outreach workers and recorded on the CHAIN system over a 12-month period. Outreach workers are experienced in working with homeless people and are able to judge whether or not someone is rough sleeping and how best to help them.

Information presented summarises data about contacts made by experienced outreach workers over a whole year period. This enables a more in-depth look at rough sleeping than the snapshot provided by 'street counts' which are undertaken to monitor levels of rough sleeping on a particular night. CHAIN shows the number of rough sleepers over an entire year whereas street counts show the number seen on one night.

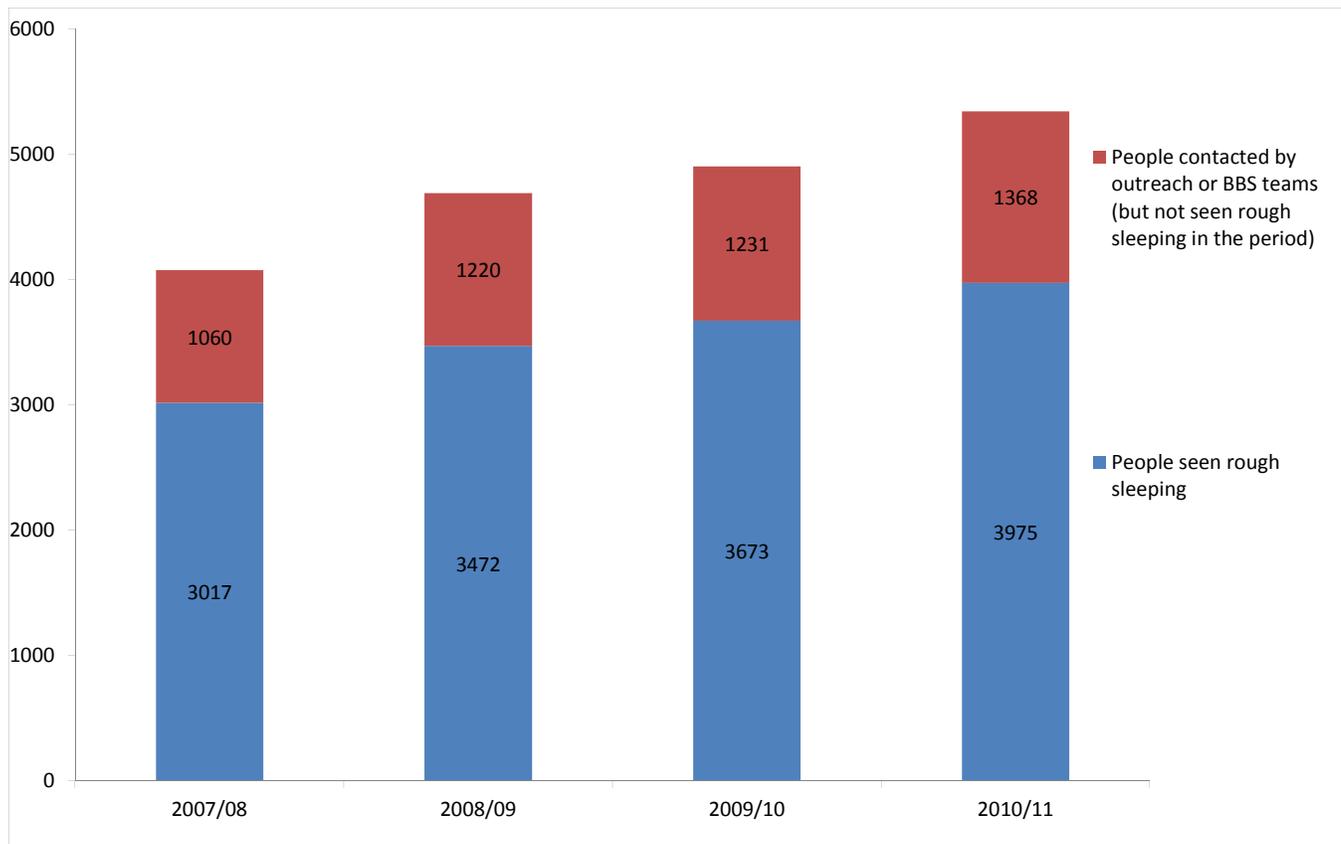
CHAIN is limited to recording the contacts made by outreach teams. Where a need is newly identified in an area and additional outreach services are set up to contact rough sleepers, CHAIN figures tend to go up in that area as people are effectively identified and contacted.

Street to Home Annual Report

Outreach Work

1) Rough sleeping

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



2007/08 base: 4077
2008/09 base: 4692
2009/10 base: 4904
2010/11 base: 5343

5343 verified rough sleepers were contacted by services in all London boroughs during 2010/11. This is an increase of 9% from 4904 last year.

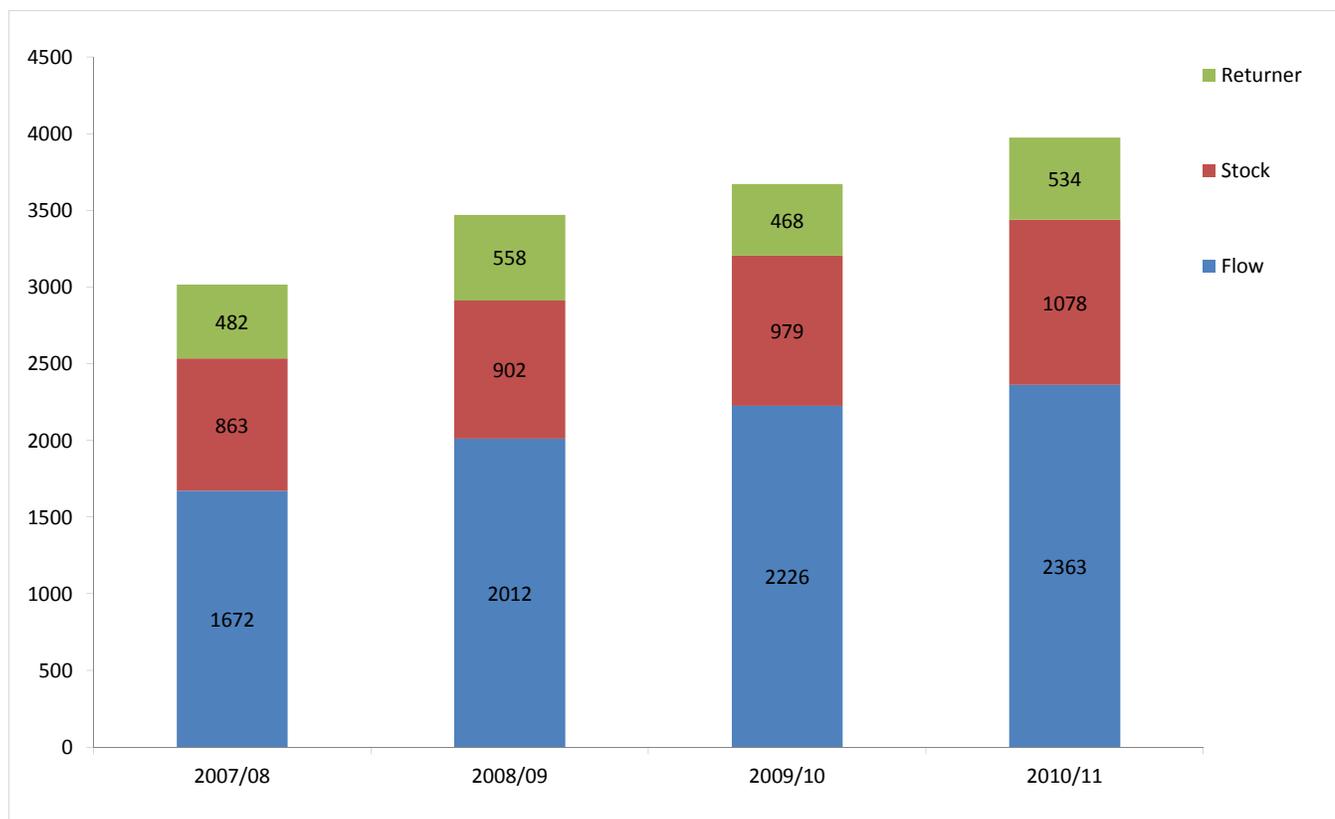
Of these 5343, 3975 had a bedded down street contact in the quarter and so were known to have slept rough in one or more London boroughs during the year. The number of people seen sleeping rough this year has increased by 8% compared to 2009/10.

2) Rough sleeping (rolling) (flow, stock and returner)

People seen rough sleeping by outreach or building based (BBS) teams in the year by the flow, stock and returner model

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

Flow People who have never been seen sleeping rough before
Stock People who have also been seen bedded down between 1st April 2010 to 31st March 2011
Returner People who were also seen sleeping rough at least over a year ago, but not between 1st April 2010 and 31st March 2011



2007/08 base: 3017
 2008/09 base: 3472
 2009/10 base: 3673
 2010/11 base: 3975

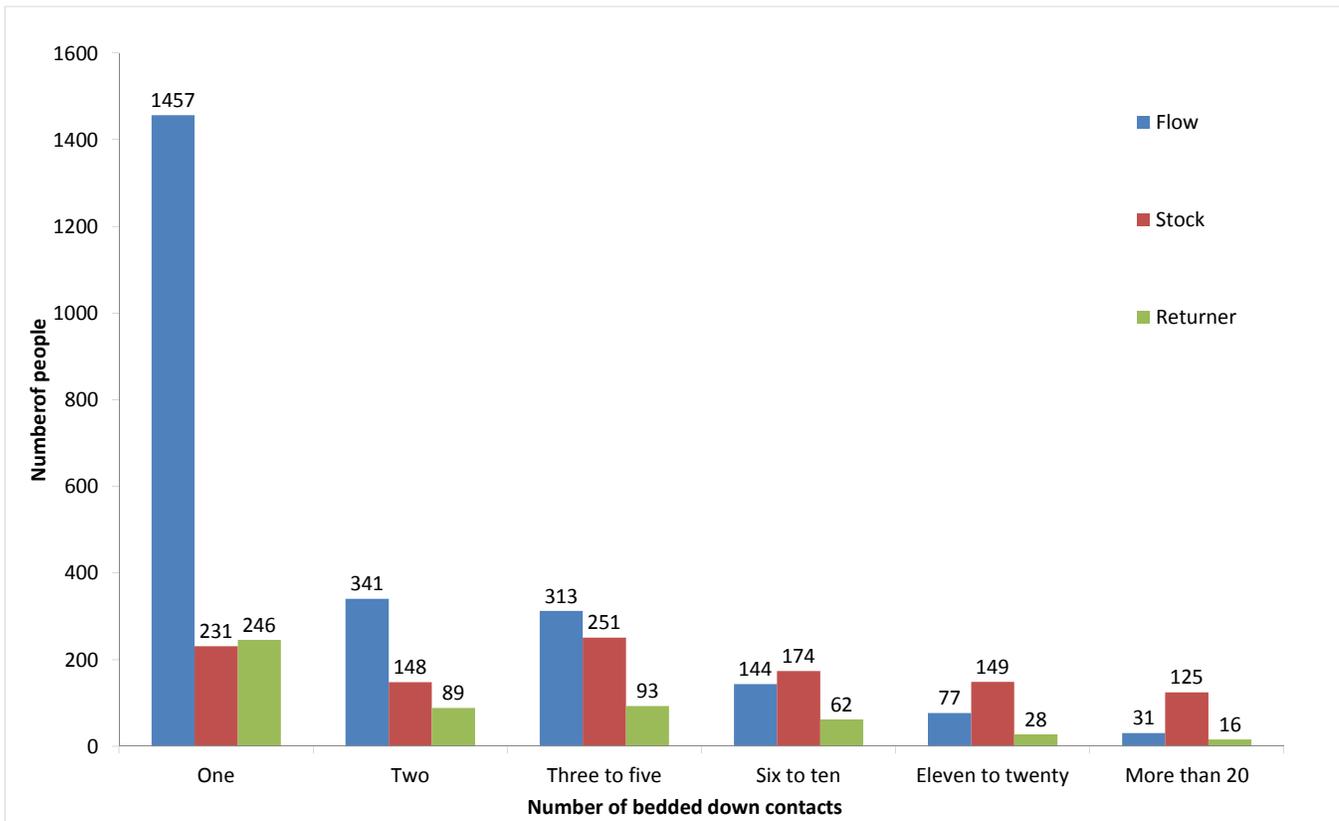
2363 people seen rough sleeping were flow. This means they had not previously been seen bedded down by any outreach or BBS team that reports to CHAIN and were verified as a rough sleeper this year. This number has increased by 41% since 2007/08.

1078 people rough sleeping were stock. This means they had been contacted by an outreach or BBS team during this year in addition to the year preceding this period. This number has increased by 25% since 2007/08.

534 people seen rough sleeping were returners. This means they had been seen sleeping rough by outreach or BBS teams sometime before 1st April 2011, have not slept rough for at least a year, but have been seen sleeping rough prior to this. This number has increased by 11% since 2007/08.

3) Rough sleeping volume (flow, stock and returner)

People seen rough sleeping by number of bedded down contacts during the quarter, by flow, stock and returner model



Base (Flow): 2363
Base (Stock): 1078
Base (Returner): 534

Of the 3975 people seen rough sleeping this quarter, 1934 only had a single bedded down street contact.

Of the 3975 people seen bedded down, 1134 were from CEE countries. Of these, 455 were only seen once during the period.

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

4) Nationality of rough sleepers

People seen rough sleeping by outreach or BBS teams during the year by flow, stock and returner model.

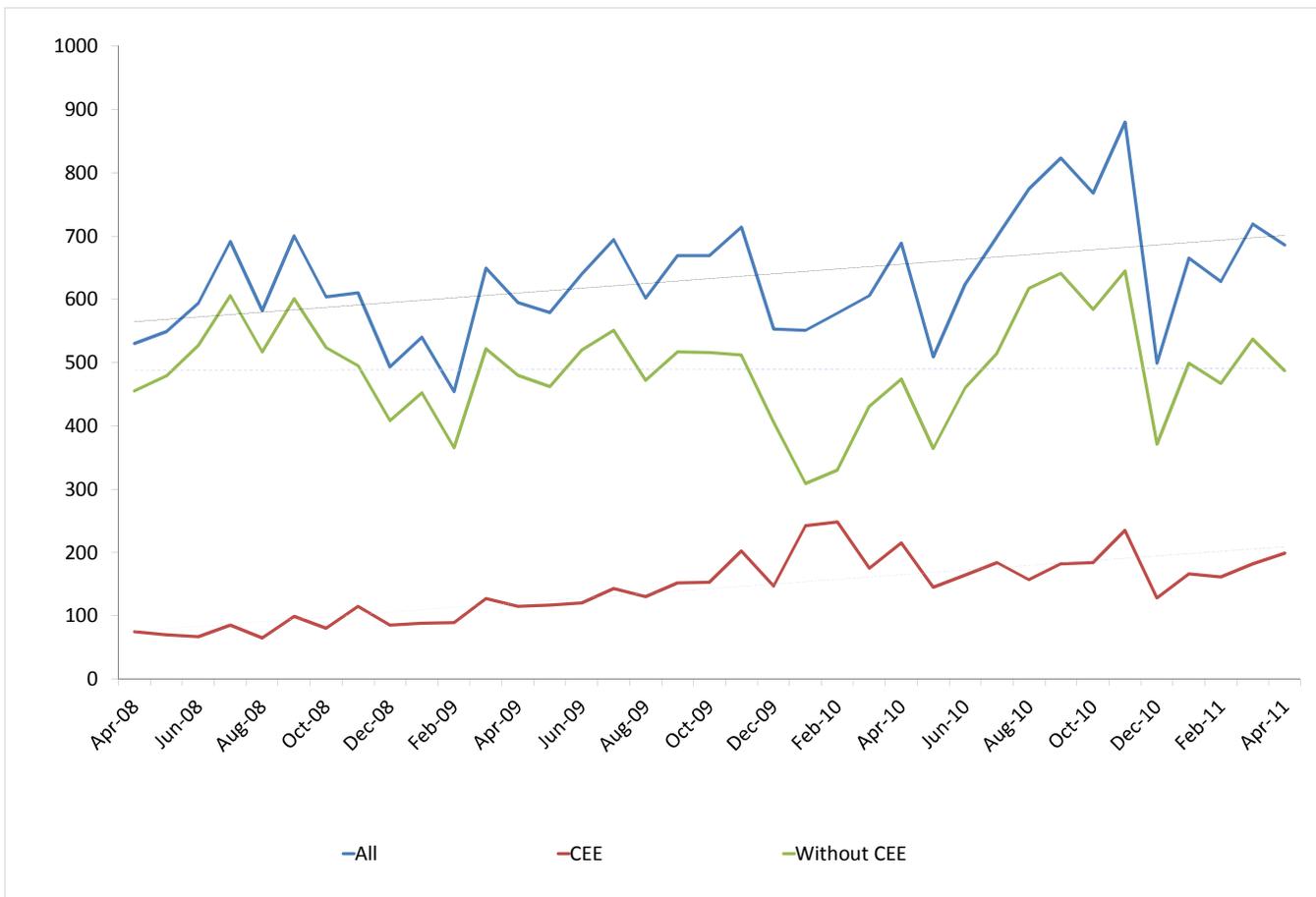
Nationality	Flow	%	Stock	%	Returner	%	TOTAL
UK	928	53%	533	31%	283	16%	1744
Ireland (Republic of)	48	46%	28	27%	29	28%	105
Portugal	41	66%	12	19%	9	15%	62
Bulgaria	29	85%	5	15%	0	0%	34
Czech Republic	42	58%	30	41%	1	1%	73
Estonia	11	73%	3	20%	1	7%	15
Hungary	30	67%	11	24%	4	9%	45
Latvia	38	70%	14	26%	2	4%	54
Lithuania	72	60%	43	36%	6	5%	121
Poland	239	59%	149	37%	16	4%	404
Romania	181	86%	24	11%	5	2%	210
Slovakia	38	66%	19	33%	1	2%	58
Slovenia	1	50%	1	50%	0	0%	2
Central and East European	681	67%	299	29%	36	4%	1016
other Europe	168	70%	48	20%	24	10%	240
Eritrea	26	87%	1	3%	3	10%	30
Africa	145	77%	28	15%	16	8%	189
America	28	88%	2	6%	2	6%	32
Asia	136	74%	36	19%	13	7%	185
Australasia	2	50%	2	50%	0	0%	4
Missing	109	41%	61	23%	98	37%	268
Not known	51	51%	28	28%	21	21%	100
Total	2363		1078		534		3975
Total**	2203		989		415		3607

Note: The percentages indicate the proportion of flow, stock and returner clients within each Nationality category.

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

5) People contacted by month

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



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

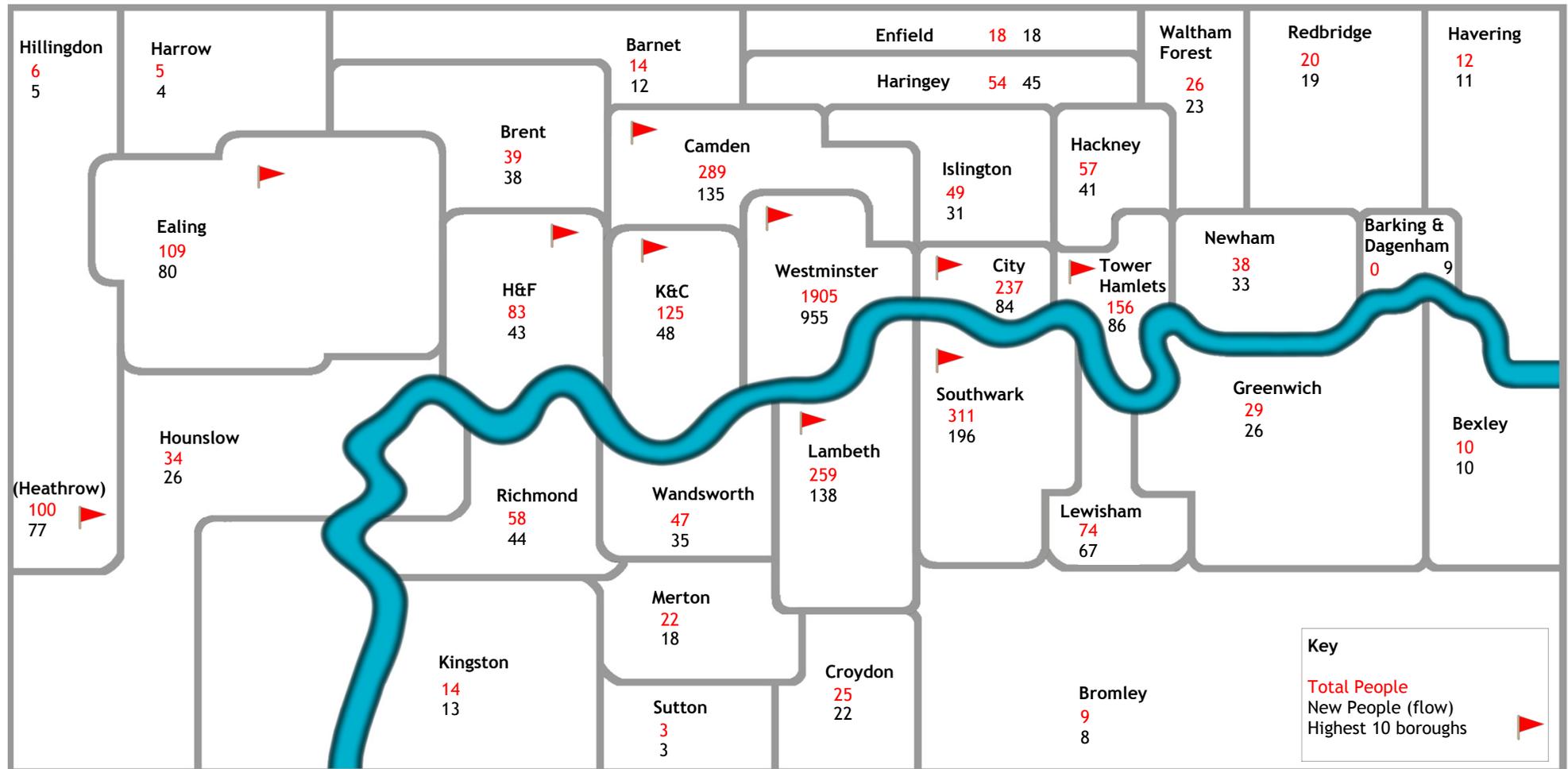
The green line shows the number of people seen rough sleeping excluding anyone from Central and East European (CEE) countries.

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

The difference in trend lines indicates the increasing influence of Central and East European nationals on the upward trend in people seen rough sleeping by outreach teams in London.

6) Borough distribution (map and chart)

People seen sleeping rough in the year by borough



Base: 3975

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	2007/08	2008/09	2009/10	2010/11	Change since 2007/08
Barking & Dagenham	0	1	9	13	+13
Barnet	6	7	18	14	+8
Bexley	5	4	13	10	+5
Brent	83	144	77	39	-44
Bromley	5	5	16	9	+4
Camden	253	243	280	289	+36
City of London	238	374	338	237	-1
Croydon	0	1	50	25	+25
Ealing	88	69	93	109	+21
Enfield	8	14	10	18	+10
Greenwich	4	10	4	29	+25
Hackney	57	45	63	57	0
Hammersmith & Fulham	118	72	93	83	-35
Haringey	13	42	65	54	+41
Harrow	5	1	6	5	0
Havering	3	7	7	12	+9
Heathrow	33	119	73	100	+67
Hillingdon	11	8	16	6	-5
Hounslow	50	26	24	34	-16
Islington	29	76	96	49	+20
Kensington & Chelsea	77	94	138	125	+48
Kingston	0	3	10	14	+14
Lambeth	298	328	230	259	-39
Lewisham	39	39	46	74	+35
Merton	4	9	23	22	+18
Newham	7	16	18	38	+31
Redbridge	8	11	15	20	+12
Richmond	38	57	46	58	+20
Southwark	190	233	250	311	+121
Sutton	5	2	7	3	-2
Tower Hamlets	143	147	149	156	+13
Waltham Forest	1	2	30	26	+25
Wandsworth	47	45	38	47	0
Westminster	1507	1612	1694	1905	+398

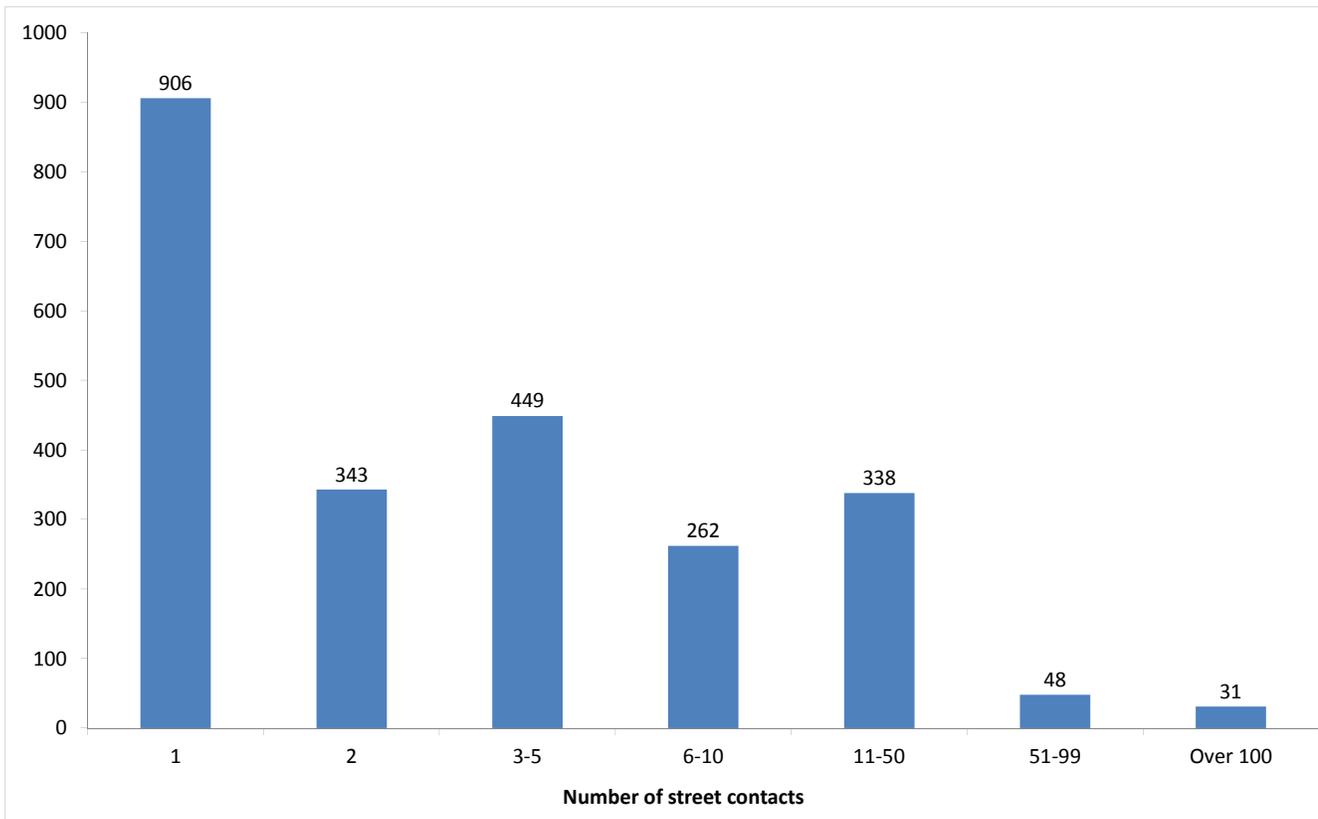
Compared to 2007/08, there are 2 boroughs that have a designated outreach/BBS team where there has been a notable increase (over 100) in the number of people seen rough sleeping:

Southwark (an increase of 121) and Westminster (an increase of 398)

There are no boroughs where there has been a significant decrease (more than 100) since 2007/08.

7) No booking in actions

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



Base: 2377

2377 (44%) verified rough sleepers contacted across all London boroughs this year have never had a booking in action recorded on CHAIN.

Although the actual number of people contacted who have not had a booking in action has increased over the last 4 years (2009/10: 2235, 2008/09: 2235, 2007/08: 1755), the proportion of people contacted has remained stable at around 44%.

2185 of these people have slept rough in the year, which is 55% of all people sleeping rough this year.

906 (38%) of the people who have never had a booking in action recorded on CHAIN have only ever had one street contact recorded.

31 people in all London boroughs have never had a booking in action despite having over a hundred street contacts. This is generally higher than previous years (2009/10: 33, 2008/09: 21, 2007/08: 19)

8) Accommodation and reconnection events (Outreach)

Outreach accommodation (bookings in only) and confirmed reconnection events achieved in the year by type of accommodation

Accommodation type/Reconnection type	2010/11	%	2009/10*	%
Assessment centre	65	2%	78	3%
Bed & breakfast	146	5%	188	6%
Clinic/Detox/Rehab	94	3%	84	3%
Night Centre	248	8%		
Rolling shelter	586	19%	499	16%
Hostel	964	31%	1109	36%
Other temporary	407	13%	175	6%
Second-stage accommodation	35	1%	32	1%
St Mungo's complex needs	6	0%		
St Mungo's semi-independent	7	0%		
Clearing House/RSI	21	1%	36	1%
LA tenancy (general needs)	8	0%	34	1%
Private rented sector	1	0%	108	4%
Private rented sector - independent	54	2%		
Private rented sector - with some floating support/support	14	0%		
RSL tenancy (general needs)	2	0%		
Sheltered housing	12	0%		
Supported housing	17	1%		
Other long-term accommodation	27	1%	35	1%
Bookings into accommodation total	2714	86%		
Return to home area	247	8%		
Seeking work	34	1%		
Move to area for friends/family	86	3%		
Move to area with appropriate services	115	4%		
Other	89	3%		
Reconnections total	440	14%		
TOTAL	3154	100%		

*Since the way in which accommodation and reconnection work has changed since the introduction of the new CHAIN system not all categories are comparable. Those which are, have been completed for the previous year.

Outreach and BBS teams across all London boroughs succeeded in reconnecting or booking into accommodation 1604 people, 30% of the 5343 people contacted during the year.

This is a slightly lower proportion than previous periods - 2009/10: 1921 (39%), 2008/09: 1647 (35%).

1372 people had a total of 2714 booking in events. This indicates that individuals can be booked into accommodation (the same type or different) more than once in the year.

159 people were booked into long-term accommodation. This has fluctuated over previous periods (2009/10: 247, 2008/09: 176) although the options for recording move-on to long-term accommodation has increased on the new system.

This figure refers to people booked directly into long-term accommodation by outreach teams only.

For figures relating to people leaving hostels to move on to mid to long-term accommodation, please refer to section 11.

892 people were booked into hostel accommodation. This compares to 2009/10: 937, 2008/09: 874.

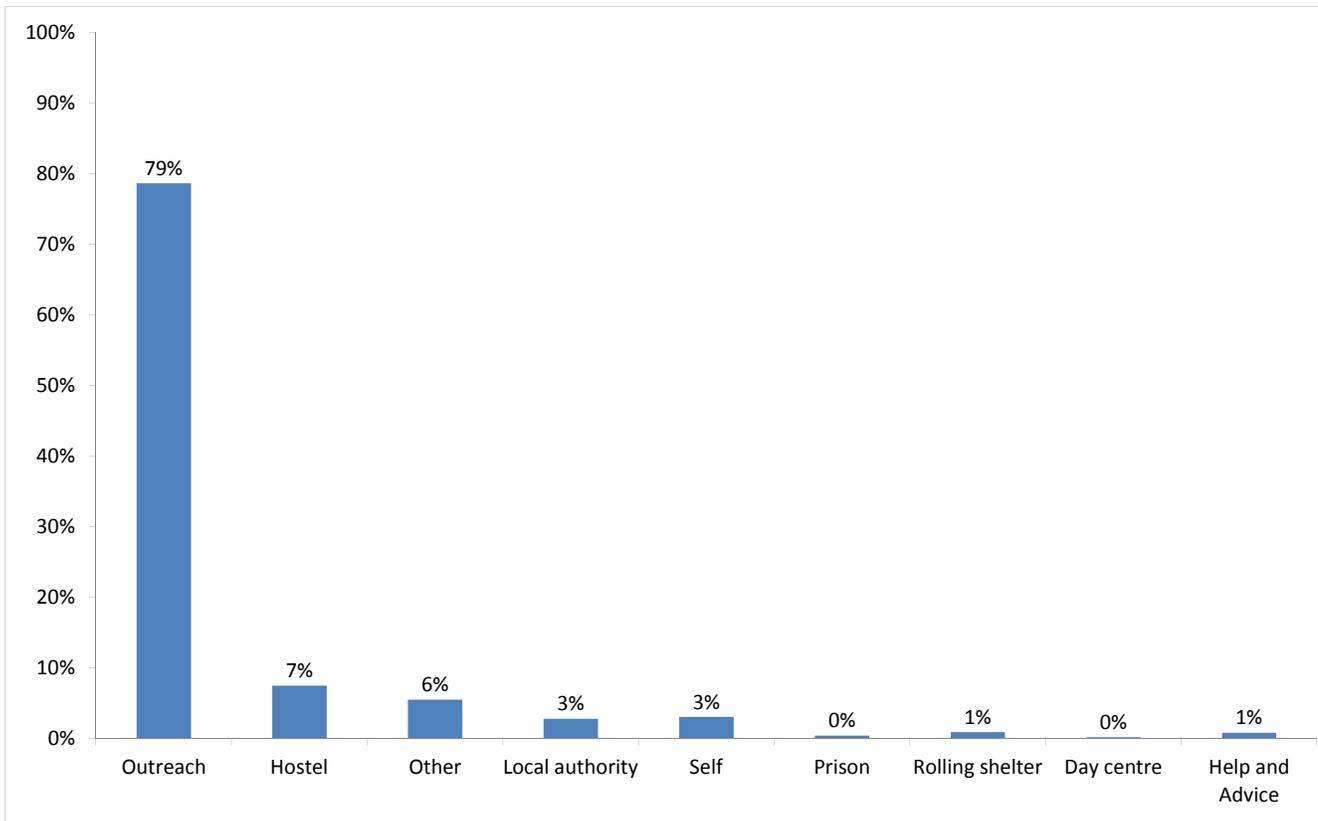
Outreach and BBS teams across all London boroughs achieved a confirmed reconnection with 326 people they contacted this year. This is 6% of the people contacted by outreach or BBS teams this year.

440 confirmed reconnection events were recorded by outreach and BBS teams for verified rough sleepers this year. In addition, teams recorded 212 such actions for the wider street population (people not seen sleeping rough).

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

9) Arrivals

Temporary accommodation arrivals by accommodation project and source of referral.



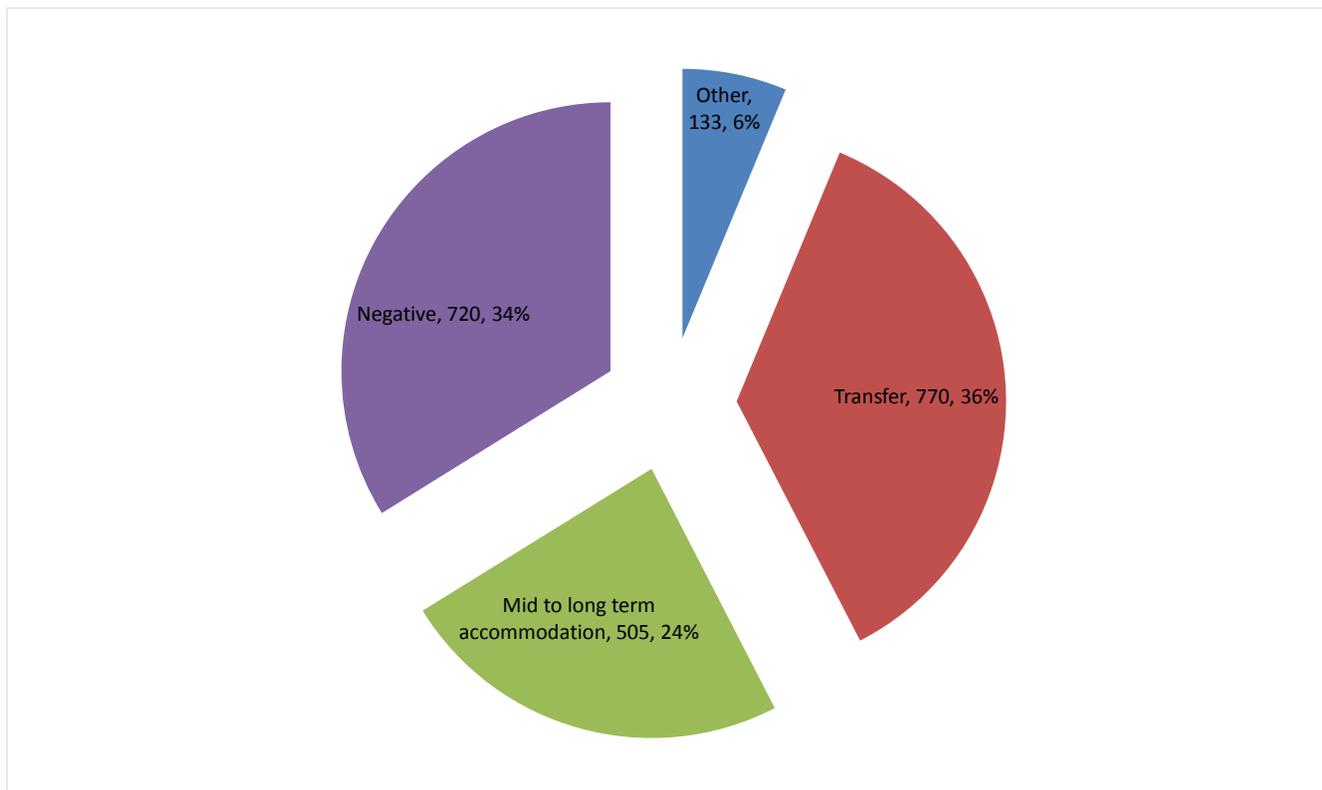
Base: 1987

1403 people arrived at accommodation in all London boroughs this year. These 1403 people had 1987 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 are slightly higher than previous periods - 2009/10: 1352, 2008/09: 1326, 2007/08: 1370.

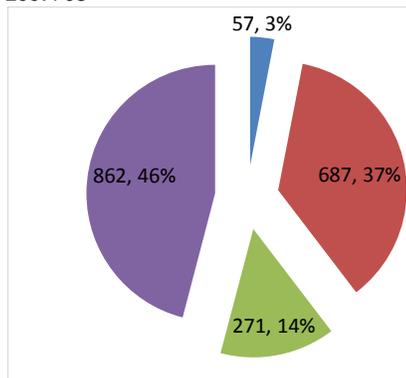
10) Departures - destination on departure

Departure actions by destination on departure



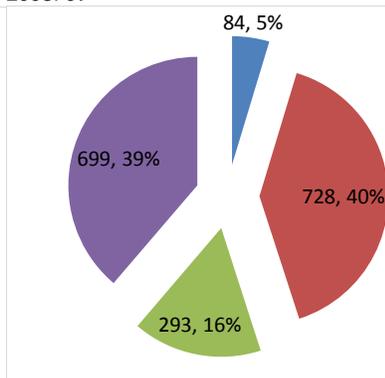
Base: 2128

2007/08



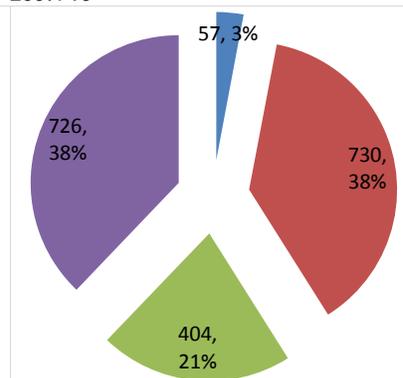
Base: 1877

2008/09



Base: 1804

2009/10



Base: 1925

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	4	0%
Bed & Breakfast	19	1%
Care home	6	0%
Clearing House/RSI	102	5%
Detox clinic	56	3%
Committed suicide	1	0%
Died	26	1%
Home area	7	0%
Hospital	1	0%
Hospital - long term	13	1%
Hospital - NOT long term/acute care	12	1%
Hostel	21	1%
Hostel - another organisation	350	16%
Hostel - within the organisation	252	12%
LA tenancy (general needs)	41	2%
Long-term accommodation	13	1%
Not known	518	24%
Outside London	2	0%
Previous home (describe type of accomm in notes)	10	0%
Private rented sector - independent	92	4%
Private rented sector - with some floating support/support	23	1%
Psychiatric hospital	5	0%
Rehab clinic	47	2%
Returned to home country (CEE)	6	0%
Returned to home country (non CEE)	4	0%
RSL tenancy (general needs)	57	3%
Sheltered Housing	15	1%
Sleeping rough/Returned to streets	108	5%
Staying with family	49	2%
Staying with friends	56	3%
Supported Housing	112	5%
Taken into custody	93	4%
Temporary accommodation	7	0%
Total	2128	100%

1660 people departed from accommodation in all London boroughs this year. These 1660 people had 2128 departure actions. This indicates that an individual can depart more than once (from the same accommodation project or different) in a period.

29% of people left accommodation to move to another hostel. This is similar to previous periods (2009/10: 26%, 2008/09: 28%, 2007/08: 25%).

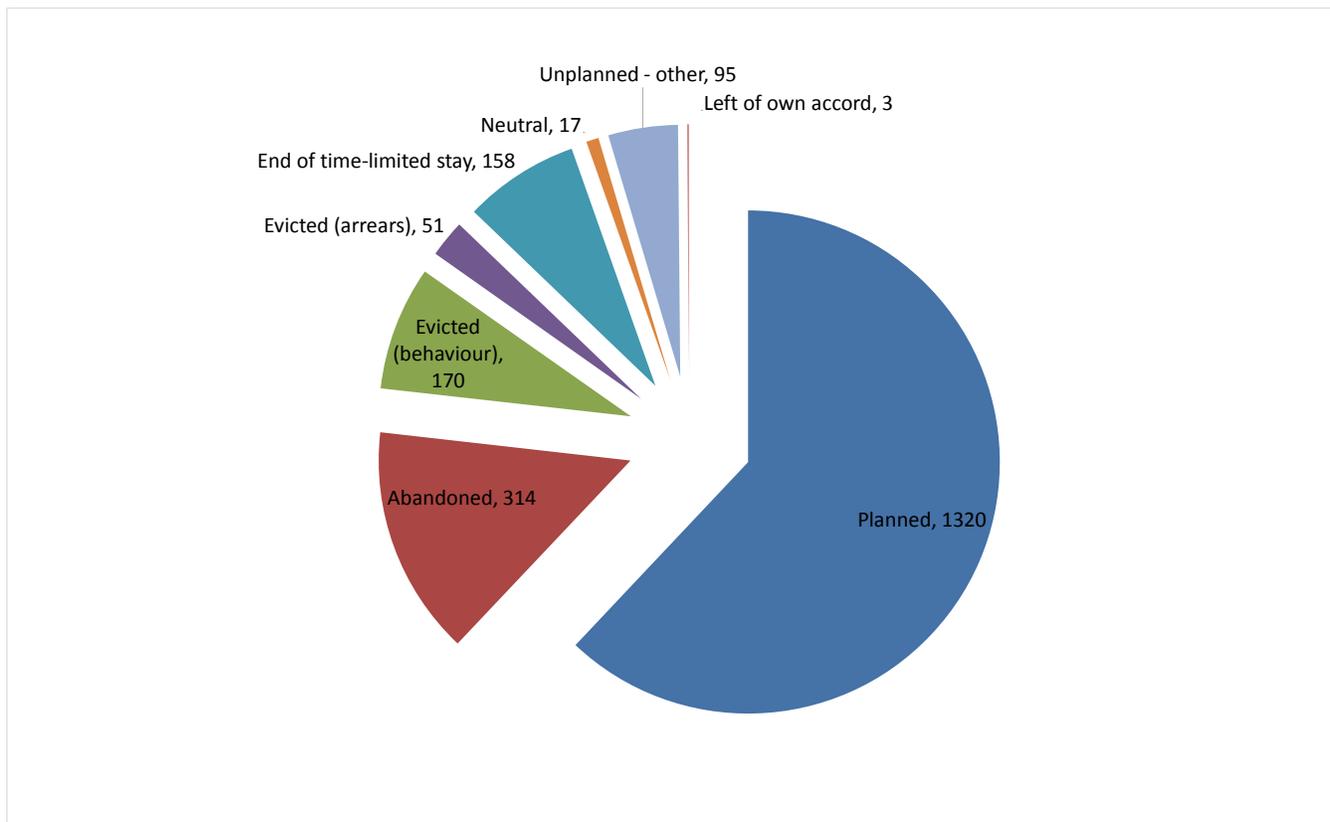
Breakdown by accommodation

Destination Accommodation	<div style="display: flex; justify-content: space-between; align-items: center;"> → Accomm where client is owner </div>																Total																	
	Bed & Breakfast	Care home	Cleaning House/RSI	Detox clinic	Died	Committed suicide	Home area	Hospital	Hospital - long term	Hospital - NOT long term/acute	Hostel	Hostel - another organisation	Hostel - within the organisation	LA tenancy (general needs)	Long-term accommodation	Not known		Outside London	Previous home (describe type of)	Private rented sector -	Private rented sector - with some	Psychiatric hospital	Rehab clinic	Returned to home country (CEE)	Returned to home country (Non CEE)	RSL tenancy (general needs)	Sheltered Housing	Sleeping rough/Returned to	Staying with family	Staying with friends	Supported Housing	Taken into custody	Temporary accommodation	
St Mungo's - Chichester Road					1																												1	
St Mungo's - Craven Park												1	3																				4	
St Mungo's - Esmond Road													1												1								2	
St Mungo's - Pound Lane																								1									1	
St Mungo's - Teignmouth Road														1										1									2	
St Mungo's - Villiers Road																								1									1	
Brent Total					1							1	4	1										4									11	
House Assessment Centre												1				1																	2	
Camden LA - Parker House												1				1																	2	
Irish Centre Housing - Conway House					1								2			1																	4	
Novas Group - Artlington House																	1																1	
St John of God - Olallo Project												3				23		14					1					10		9		2	2	64
Salvation Army - Cambria House																																	3	
SHP - Arlington Road																1																	1	
SHP - Dennis Handfield House												3	3	1		2													1		2	5	17	
SHP - 165 Project					2							4				1		1														1	9	
St Mungo's - Adamson Road													1																				1	
St Mungo's - Argyle Walk														1																			1	
St Mungo's - Birkenhead Street												1	4			5																1	14	
St Mungo's - Charlton King's Road																								1									1	
St Mungo's - Endell Street					1							2	3			1		1												1		2	13	
St Mungo's - Endsleigh Gardens																6								2		2	2	1		1	2		23	
St Mungo's - Grafton Road																								1									1	
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												3	4			6		1									2	1					18	

Destination Accommodation	→		←		Detox clinic	Died	Committed suicide	Home area	Hospital	Hospital - long term	Hospital - NOT long term/acute	Hostel	Hostel - another organisation	Hostel - within the organisation	LA tenancy (general needs)	Long-term accommodation	Not known	Outside London	Previous home (describe type of)	Private rented sector -	Private rented sector - with some	Psychiatric hospital	Rehab clinic	Returned to home country (CEE)	Returned to home country (Non CEE)	RSL tenancy (general needs)	Sheltered Housing	Sleeping rough/Returned to	Staying with family	Staying with friends	Supported Housing	Taken into custody	Temporary accommodation	Total				
	Accomm where client is owner	Bed & Breakfast	Care home	Cleaning House/RSI																																		
St Mungo's - Great Guildford Street					1								2	5		1	6						2														39	
St Mungo's - Grange Road					3	1							1	1	2		3									2												17
Southwark Total		8		4	14	3		1		2	1	3	88	89	4	5	86		6	16	8	3	4		2	4	3	9	7	7		19	9	2		407		
Look Ahead - Aldgate	1			1	1	2				1			6		5		31			2			2			7			3			2	3			67		
Providence Row - Daniel Gilbert House													1												1												2	
Providence Row - Dellow Hostel				1								1	1	9		1				1		2										2				18		
Edward Gibbons House			1		3	2						1	1				8															1				17		
Providence Row - Hackney Road													1				3			1					1		2				2	1			11			
Salvation Army - Booth House				41											1		15												1	1	1	1	1			61		
Tower Hamlets Total	1	1	43	4	4					1			8	4	15		58			4		4			9		2	4	1		8	5			176			
Passage Assessment Centre				1				5	1	1		1	16	17		1	6	2	1					1	1			3	3	1	2					63		
Centrepoint - Greek Street													1							1																2		
Church Army - Cosway Street													1				4										1									6		
English Churches - King George's	1			3	3	2		1					2				11					1			6		8		1		4	15				58		
English Churches - Queen Mary's																	3								1		1									5		
Equinox - Hopkinson House					1								2														1									4		
Look Ahead - Bayswater		1	1	4									4			2	12				3		1				1	7	2	3	3	3	1			48		
Look Ahead - Hopkinson House	1			1									8	1			1						1				2	2	2			2				21		
Look Ahead - Victoria				3	9	1				2	1	1	10	11	1		16		1	17	6						1	17	4	5	7	10				123		

11) Departures - planned or unplanned

Departures by whether or not the departure was planned or unplanned



Base: 2128

1660 people departed from accommodation in all London boroughs this year. These 1660 people had 2128 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 higher than the last two years but lower than years before then (2009/10: 1352/1970, 2008/09: 1326/1940, 2007/08: 1370/2030).

62% of departures were due to a planned move. This is slightly higher than previous years (2009/10: 56%, 2008/09: 53%, 2007/08: 48%).

15% of departures were due to abandonments. This is consistent with previous years.

10% of departures were due to evictions. This is slightly lower than previous years (2009/10: 11%, 2008/09: 13%, 2007/08: 15%).

Breakdown by accommodation

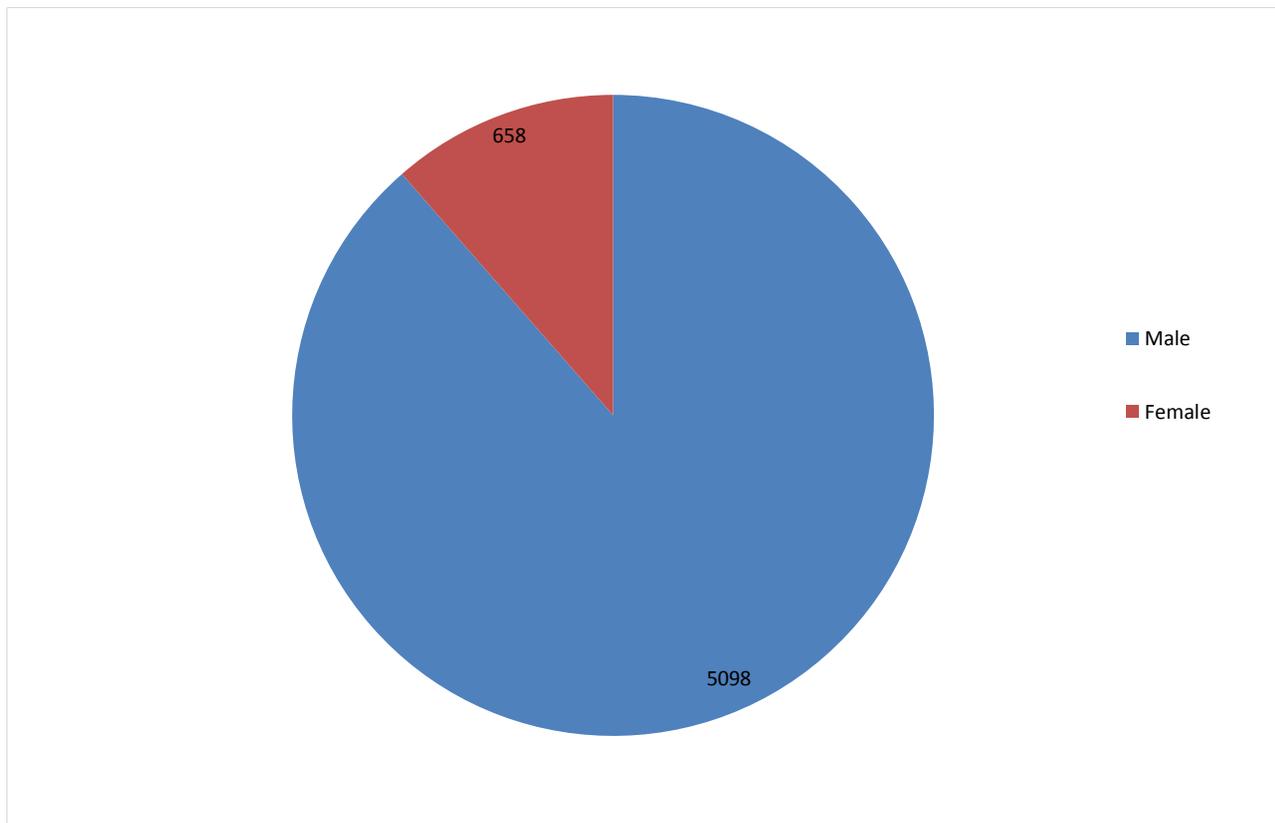
Planned/Unplanned Accommodation	Planned	Abandoned	Evicted (behaviour)	End of time- limited stay	Neutral	Evicted (arrears)	Unplanned - other Left of own accord	Total
St Mungo's - Chichester Road							1	1
St Mungo's - Craven Park	3					1		4
St Mungo's - Esmond Road	2							2
St Mungo's - Pound Lane	1							1
St Mungo's - Teignmouth Road	2							2
St Mungo's - Villiers Road	1							1
Brent Total	9					1	1	11
House Assessment Centre	1					1		2
Camden LA - Parker House	1			1				2
Irish Centre Housing - Conway House	3	1						4
Novas Group - Arlington House			1					1
St John of God - Olallo Project	18	8	6	31			1	64
Salvation Army - Cambria House	3							3
SHP - Arlington Road			1					1
SHP - Dennis Handfield House	10	1	1				5	17
SHP - 165 Project	5	1			1		2	9
St Mungo's - Adamson Road	1							1
St Mungo's - Argyle Walk	1							1
St Mungo's - Birkenhead Street	7	1		5			1	14
St Mungo's - Charlton King's Road	1							1
St Mungo's - Endell Street	10	1					2	13
St Mungo's - Endsleigh Gardens	12	1	7	1			2	23
St Mungo's - Grafton Road	1							1
St Mungo's - Grays Inn Road	1							1
St Mungo's - Hampstead Road			1					1
St Mungo's - Lambie Street						1		1
St Mungo's - St Pancras Way	7	2	8			1		18
St Mungo's - Woodyard Close	2							2
Camden Total	84	16	25	38	1	3	13	180

Planned/Unplanned Accommodation	Planned	Abandoned	Evicted (behaviour)	End of time- limited stay	Neutral	Evicted (arrears)	Unplanned - other	Left of own accord	Total
Salvation Army - Booth House	45	3	1	6		5	1		61
Tower Hamlets Total	104	26	14	8	4	15	5		176
The Passage - Passage Assessment Centre	53	4	4			2			63
Centrepoint - Greek Street	2								2
Church Army - Cosway Street	1	1	2	2					6
English Churches - King George's	21	12	7		1	2	15		58
English Churches - Queen Mary's	1	3	1						5
Equinox - Hopkinson House	2		1		1				4
Look Ahead - Bayswater	26	12	5	2		1	2		48
Look Ahead - Hopkinson House	16	2	1				2		21
Look Ahead - Victoria	78	17	10		1	7	10		123
Novas - CUC Soho	36	15	14		1	7	5		78
Salvation Army - Edward Alsop Court	21	6	1	23		3	3	1	58
St Mungo's - Francis Street	2								2
St Mungo's - Harrow Road	12	3	4		1				20
The Passage - Passage House Foyer	3								3
The Passage - Passage House	21	6							27
The Passage - Montfort House	9								9
Thames Reach - Shroton Street	2	5					1		8
St Mungo's - Bravington Road (225)	1	1	1						3
St Mungo's - Elgin Avenue		1							1
St Mungo's - Royal Oak	1								1
St Mungo's - Shirland Road	1								1
St Mungo's - Shirland Road (93)	1								1
Westminster Total	310	88	51	27	5	22	38	1	542
Total	1319	314	170	158	17	50	95	3	2128

Demographics

12) Gender

People contacted by outreach or BBS teams and/or arriving in or departing from accommodation in the year by gender

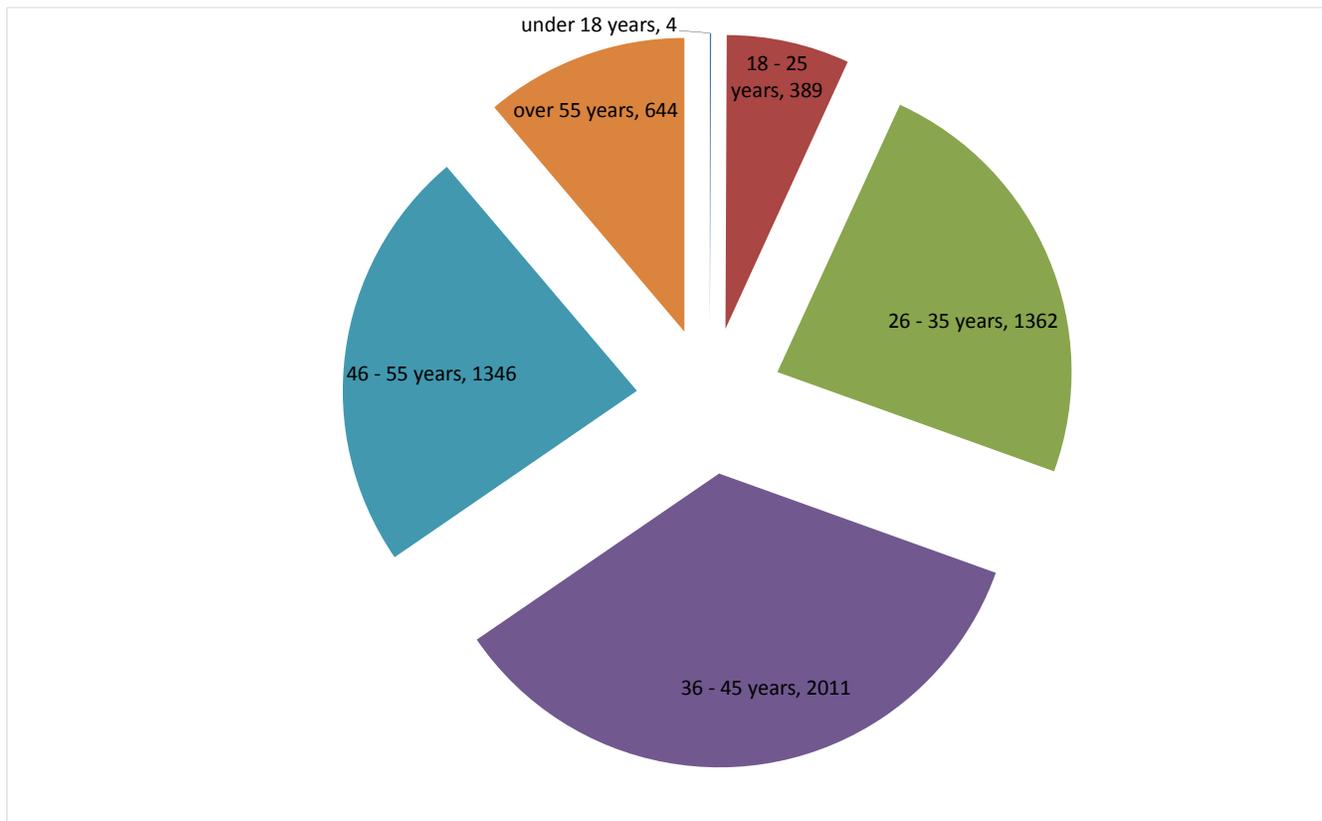


Base: 5756

The proportion of male and female people contacted in all London boroughs this year is consistent with the previous three years.

13) Age

People contacted by outreach or BBS teams and/or arriving in or departing from accommodation in the year by age



Base: 5756

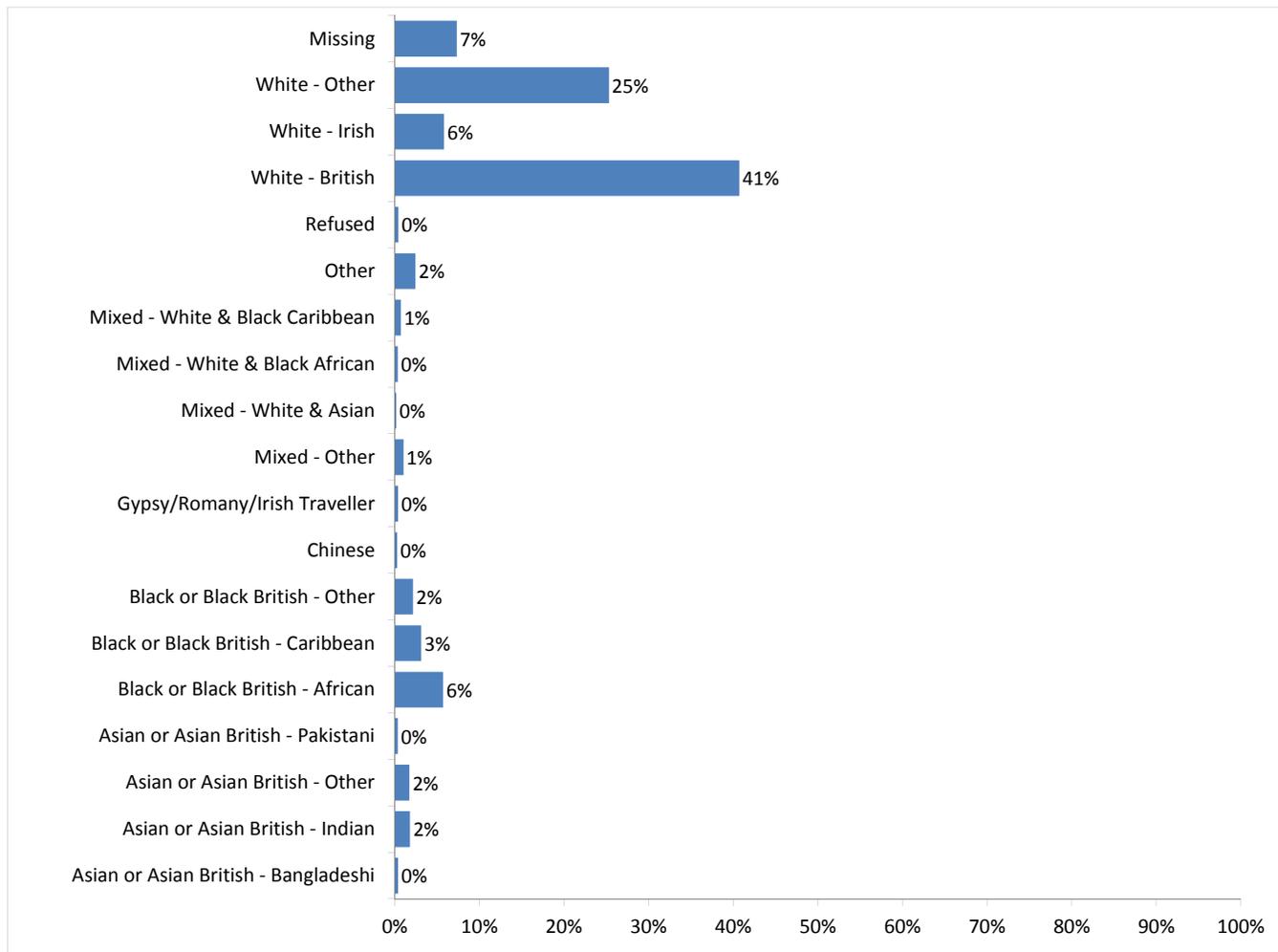
59% of people contacted in all London boroughs this year were aged 26-45. This is slightly lower than previous years (2009/10: 61%, 2008/09: 61%, 2007/08: 62%).

7% of people contacted were aged 25 years or under, 4 of which were aged under 18 years. This is consistent with previous years.

35% were aged over 46 years, which is slightly higher than previous years (2009/10: 31%, 2008/09: 31%, 2007/08: 30%).

14) Ethnicity

People contacted by outreach or BBS teams and/or arriving in or departing from accommodation in the year by ethnicity



Base: 5756

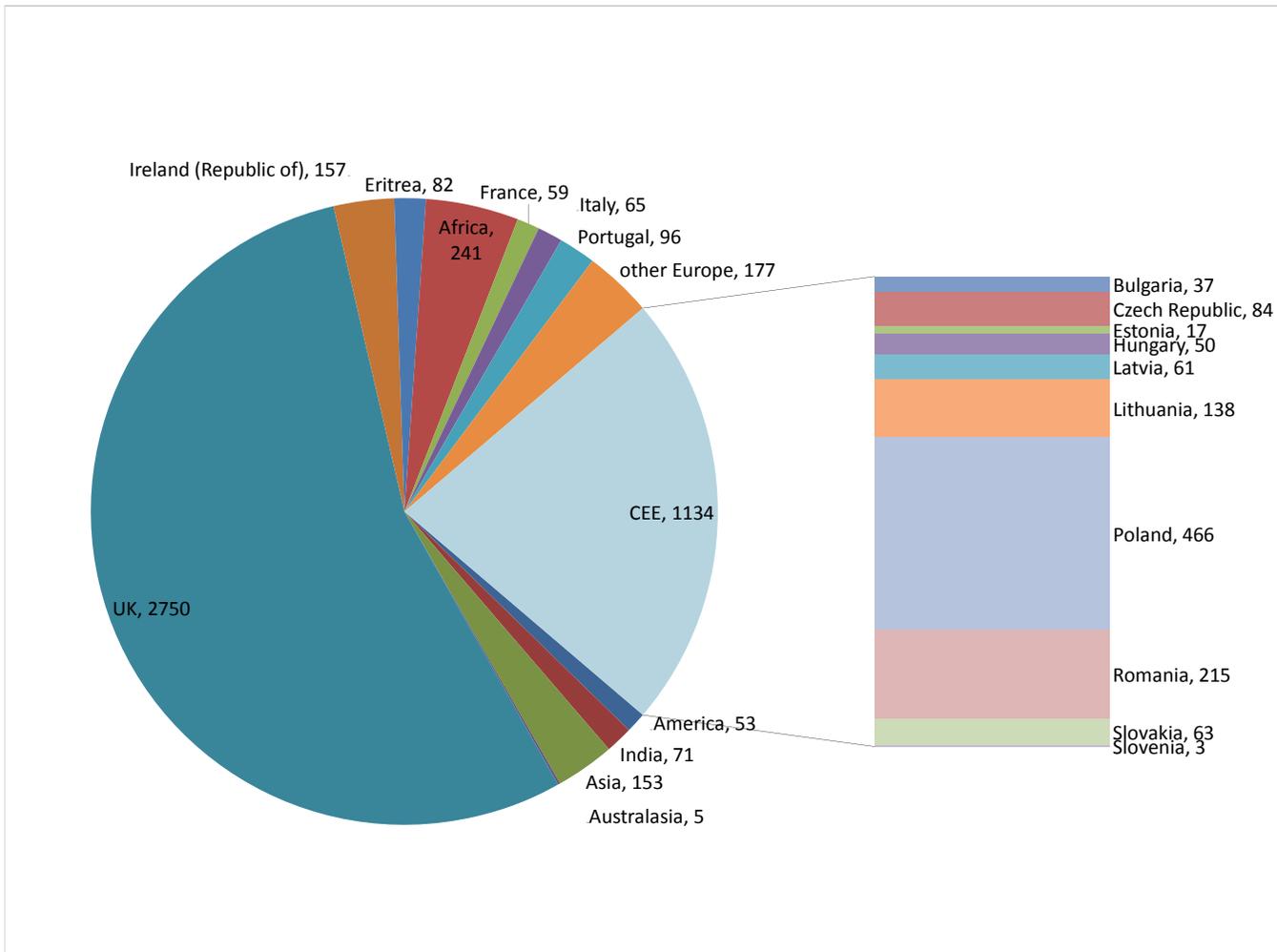
The majority of people contacted in all London boroughs in 2010/11 are white (72%), most of whom are white British. This is similar to previous years.

11% of people contacted are black and 4% are Asian. This is consistent with the previous three years.

Of the 1456 people contacted in 2008/09 with an ethnic origin of White - Other, 1134 are A8 nationals (see section 15 for a more detailed breakdown).

15) Nationality

People contacted by outreach and/or arriving in or departing from accommodation in the year by nationality.



Base: 5043 Note that the base figure for this graph excludes clients where the nationality is missing or not known (713).

Excluding people whose nationality is unknown, the three most prevalent nationalities of people contacted by outreach, BBS teams or arriving at accommodation are:

Nationality	2007/08	2008/09	2009/10	2010/11
UK	61%	62%	58%	55%
CEE	11%	15%	20%	22%
European (including Portugal and Italy)	6%	8%	7%	8%
Eritrea	6%	4%	3%	2%

The proportion of people from Central and Eastern European (CEE) countries has increased by 2% since last year.

16) Nationality (rolling)

Nationality of people contacted by outreach or BBS teams or arriving in or departing from accommodation (rolling over the last four years).

Nationality	2007/08		2008/09		2009/10		2010/11	
	No.	%*	No.	%*	No.	%*	No.	%*
UK	1967	61%	2588	62%	2689	58%	2750	55%
Ireland (Republic of)	153	5%	158	4%	154	3%	157	3%
Portugal	85	3%	91	2%	76	2%	96	2%
Italy	47	1%	70	2%	61	1%	65	1%
Bulgaria	4	0%	2	0%	15	0%	37	1%
Czech Republic	30	1%	45	1%	79	2%	84	2%
Estonia	3	0%	9	0%	11	0%	17	0%
Hungary	12	0%	28	1%	31	1%	50	1%
Latvia	15	0%	29	1%	48	1%	61	1%
Lithuania	39	1%	78	2%	134	3%	138	3%
Poland	204	6%	269	6%	434	9%	466	9%
Romania	25	1%	70	2%	99	2%	215	4%
Slovenia	1	0%	4	0%	6	0%	3	0%
Slovakia	25	1%	45	1%	57	1%	63	1%
CEE sub-total	358	11%	579	14%	914	20%	1134	22%
other Europe	111	3%	154	4%	183	4%	236	5%
Eritrea	189	6%	186	4%	117	3%	82	2%
Africa	130	4%	171	4%	202	4%	241	5%
America	33	1%	45	1%	55	1%	53	1%
Asia	132	4%	140	3%	150	3%	224	4%
Australasia	6	0%	11	0%	11	0%	5	0%
<i>Missing</i>	<i>840</i>		<i>806</i>		<i>664</i>		<i>558</i>	
<i>Not known</i>	<i>154</i>		<i>199</i>		<i>178</i>		<i>155</i>	
Total	4205	100%	5198	100%	5454		5756	
Total**	3211		4193		4612	100%	5043	100%

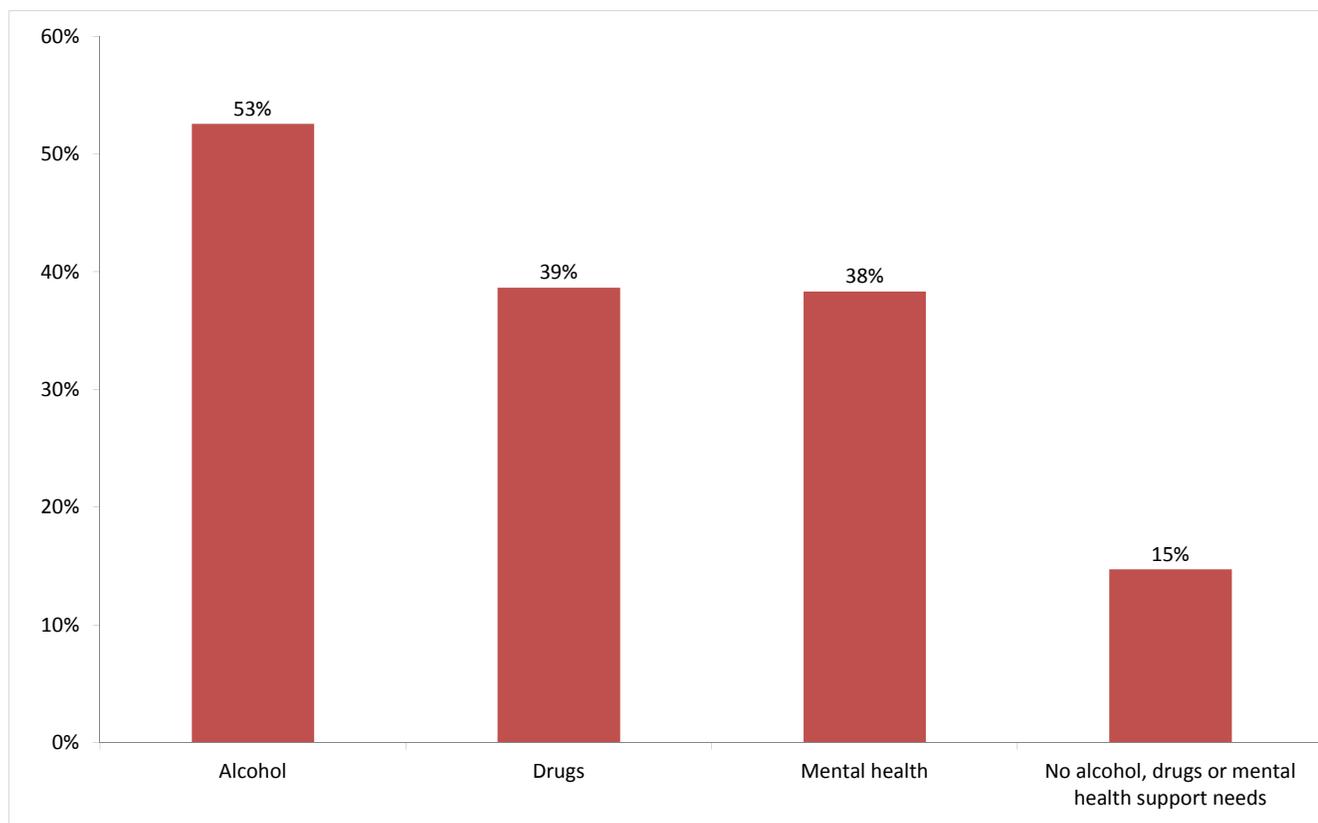
*Percentages are of those clients where their nationality is known

**Excludes Missing and Not Known

Client Support Needs/Institutional History

17) Support needs

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



Base: 3394 Note that the base figure for this graph excludes clients where all 3 support needs are not known or not recorded (2339).

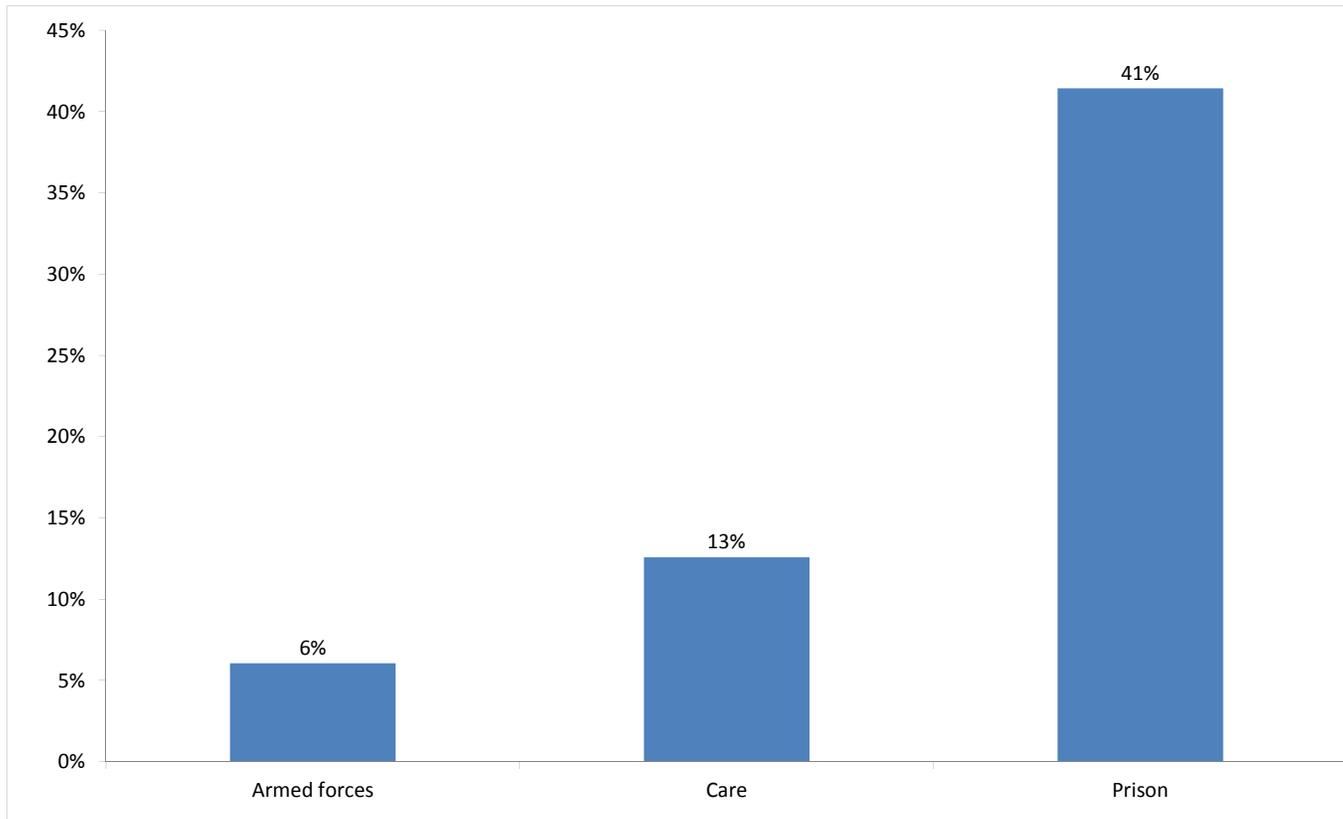
Support Needs	No. of people	%
Alcohol only	708	12%
Drugs only	391	7%
Mental health only	420	7%
Alcohol and drugs	396	7%
Alcohol and mental health	356	6%
Drugs and mental health	201	4%
Alcohol, drugs and mental health	324	6%
All 3 no	500	9%
All 3 not known or not assessed	2339	41%
All 3 no, not known or not assessed	98	2%
Total	5733	100%

The proportion of people with an alcohol support has been rising slightly over the last four years - 2010/11: 53%, 2009/10: 50%, 2008/09: 49%, 2007/08: 49%. The proportion of people contacted in 2003/04 with an alcohol support need was 42%.

The proportion of people with a drug support has been decreasing slightly over the last four years - 2010/11: 39%, 2009/10: 38%, 2008/09: 40%, 2007/08: 41%. The proportion of people contacted in 2003/04 with a drug support need was 45%.

18) Experience of armed forces, care and prison

People contacted by outreach or BBS teams and/or arriving in accommodation in the year by experience of the armed forces, care or prison



Base: 2478 Note that the base figure for this graph excludes clients where all 3 institutional histories are not known.

150 people contacted in all London boroughs this year have previously been in the armed forces (176 last year).

312 people contacted in all London boroughs this year have previously been in care (372 last year).

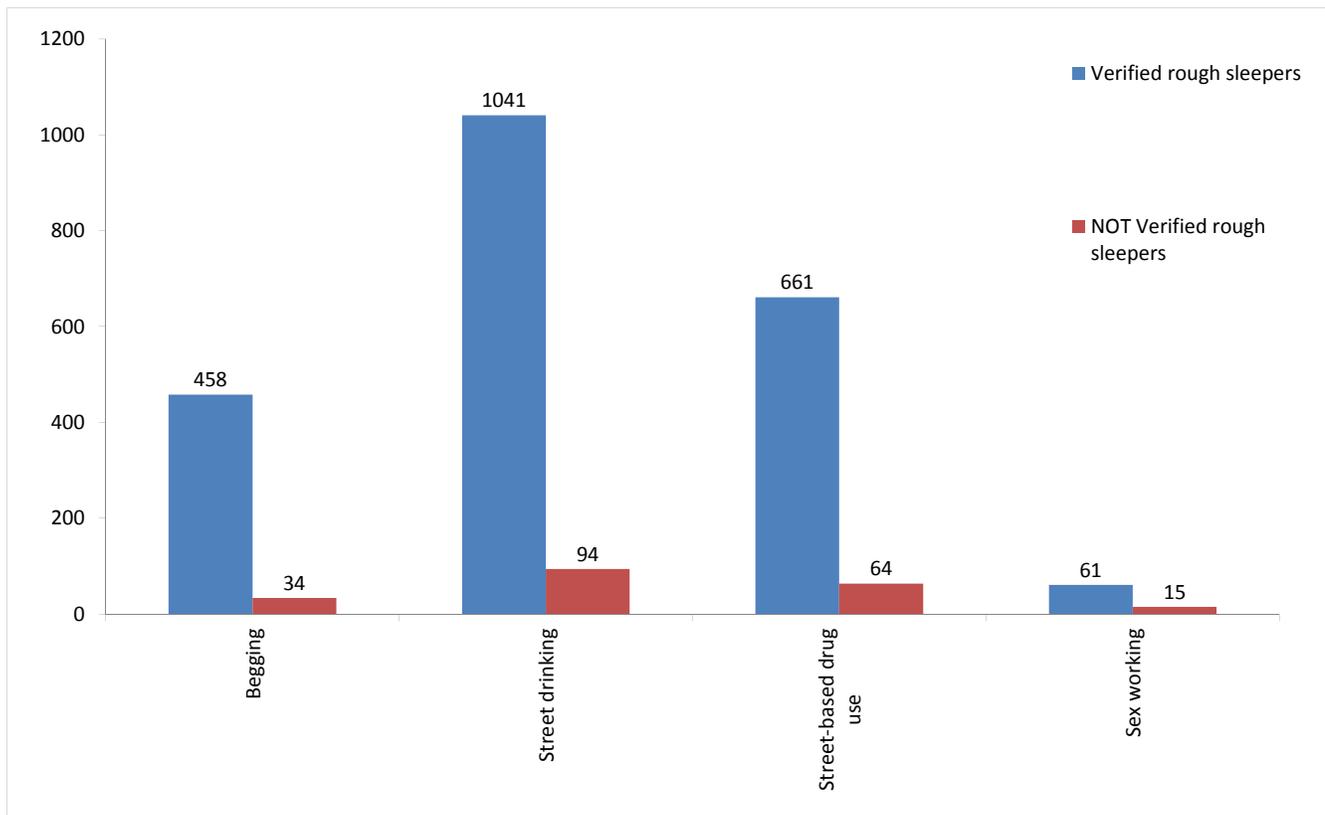
1027 people contacted in all London boroughs this year have previously been in prison (1257 last year).

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. 214 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 years.

19) 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: 1517

Base for people not verified as rough sleepers: 199

Of the 5343 verified rough sleepers contacted this year, 1517 (28%) have been assessed as engaging in one or more street activities.

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

In addition to the 5343 verified rough sleepers contacted in the year by outreach or BBS teams, 199 people who are considered vulnerable but have not been seen rough sleeping were also contacted. Of these:

138 had confirmed reconnections;

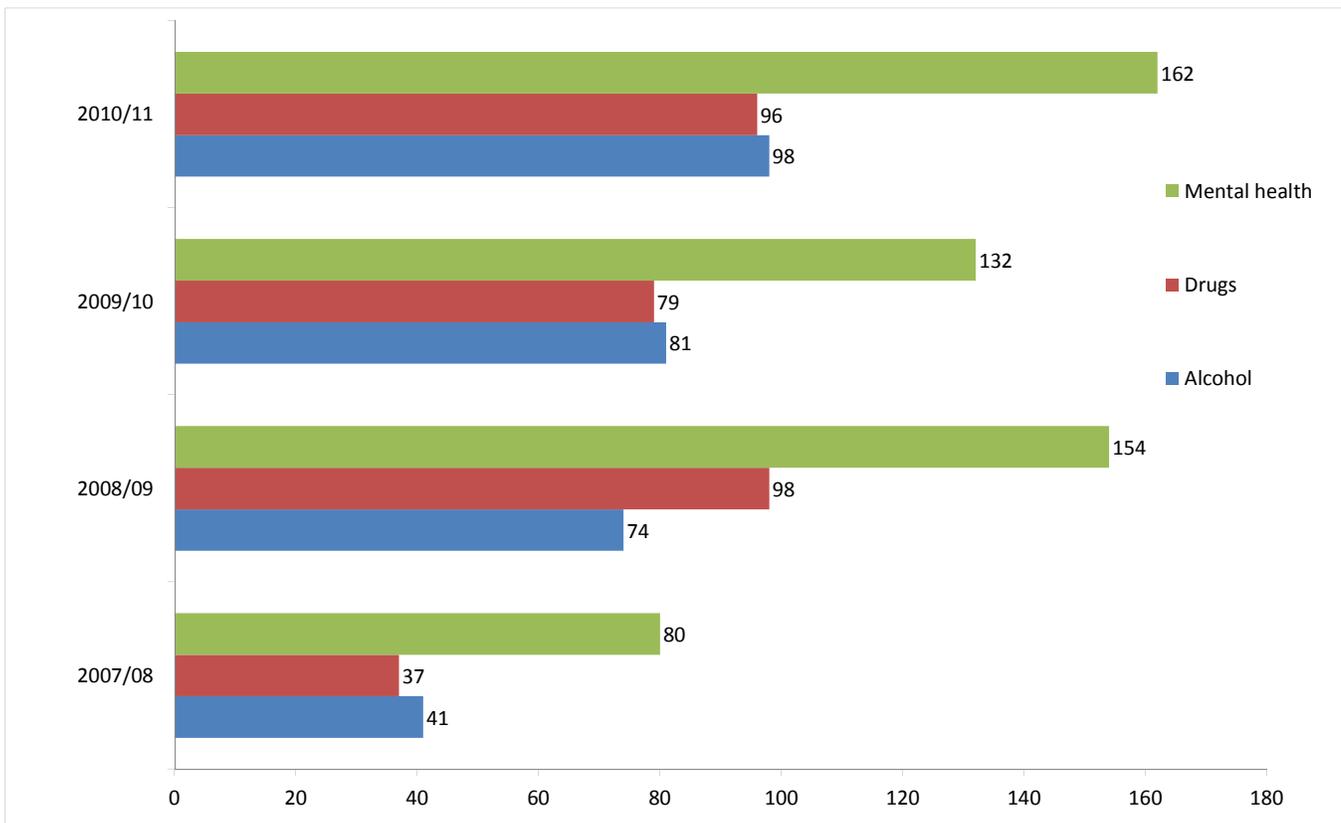
168 were booked into accommodation across all boroughs;

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

Clearing House - Permanent RSI Accommodation

20) Support needs for people housed in the period

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



2007/08 base: 204

2008/09 base: 337

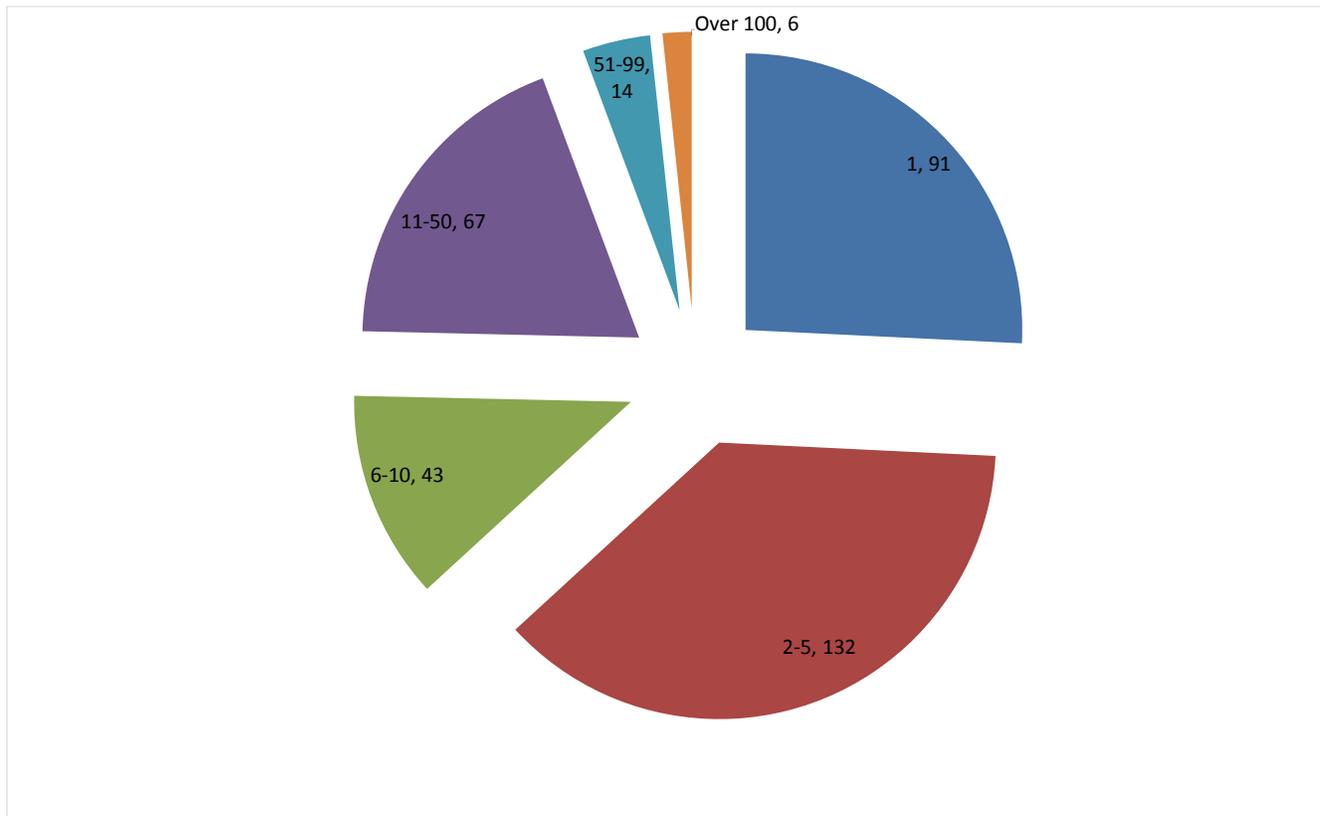
2009/10 base: 309

2010/11 base: 366

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

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

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



Base: 353

Number of street contacts	2007/08	2008/09	2009/10	2010/11
1	49	40	60	91
2-5	65	99	123	132
6-10	24	40	42	43
11-50	38	40	64	67
51-99	4	7	13	14
Over 100	1	2	7	6
Total	181	228	309	353

353 of the 366 people starting an RSI tenancy in the year, are verified rough sleepers with a CHAIN record*.

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

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

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

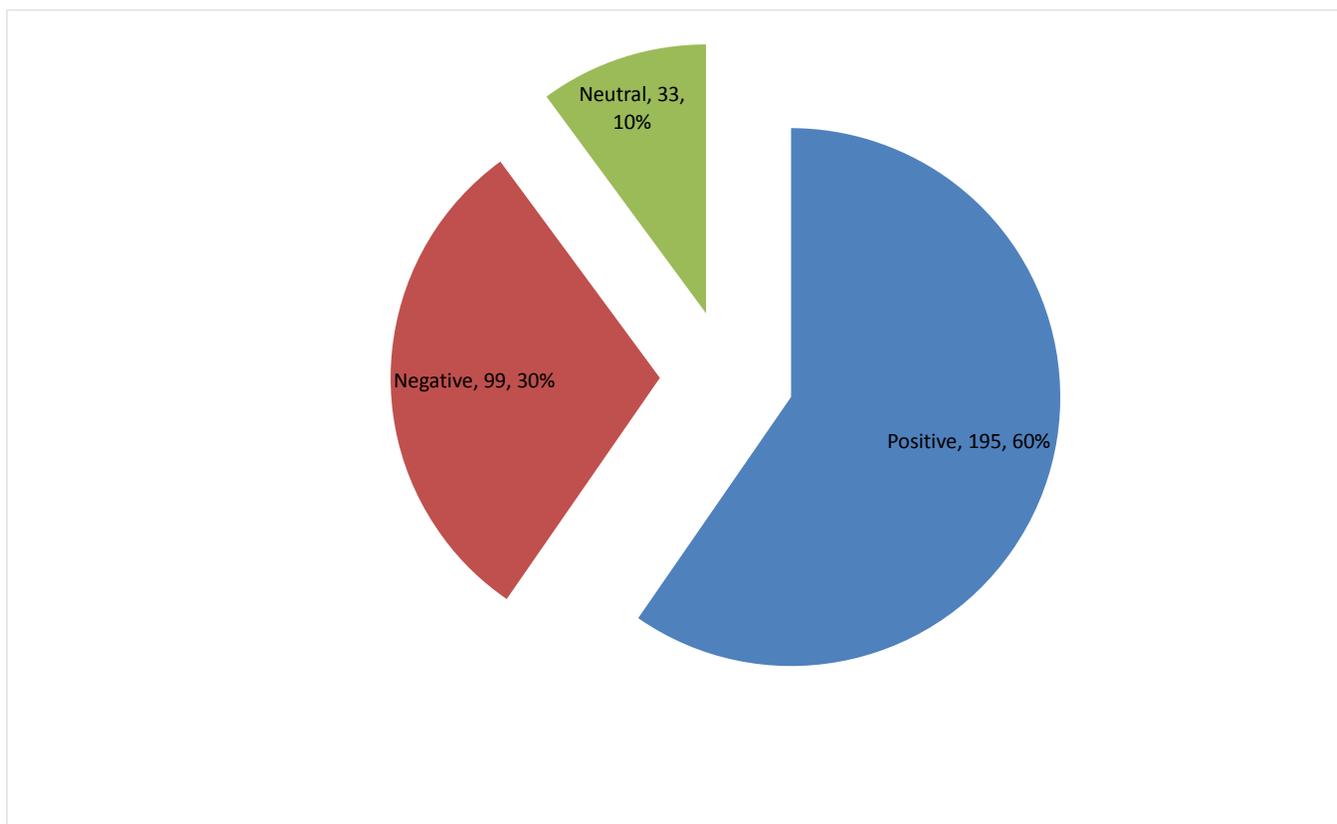
22) Borough where people starting an RSI tenancy most recently slept rough

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

Borough	Total
Bexley	1
Brent	9
Camden	26
City of London	12
Croydon	2
Ealing	14
Enfield	3
Greenwich	4
H&F	11
Hackney	6
Haringey	6
Harrow	1
Havering	1
Heathrow	1
Hillingdon	3
Hounslow	5
Islington	9
K&C	11
Kingston upon Thames	1
Lambeth	36
Lewisham	8
Merton	3
Newham	2
Richmond	1
Southwark	26
Tower Hamlets	22
Waltham Forest	3
Wandsworth	3
Westminster	106
Bus route	2
Not recorded	2
Grand Total	340

23) Departures from long-term accommodation

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



Base: 327

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	29	9%	1%
Evicted	64	20%	2%
Planned move out	92	28%	3%
RSI transfer	35	11%	1%
Transferred	68	21%	2%
Went to institution	1	0%	0%
Went to prison	6	2%	0%
Death of tenant	28	9%	1%
Other	4	1%	0%
Total	327	100%	9%

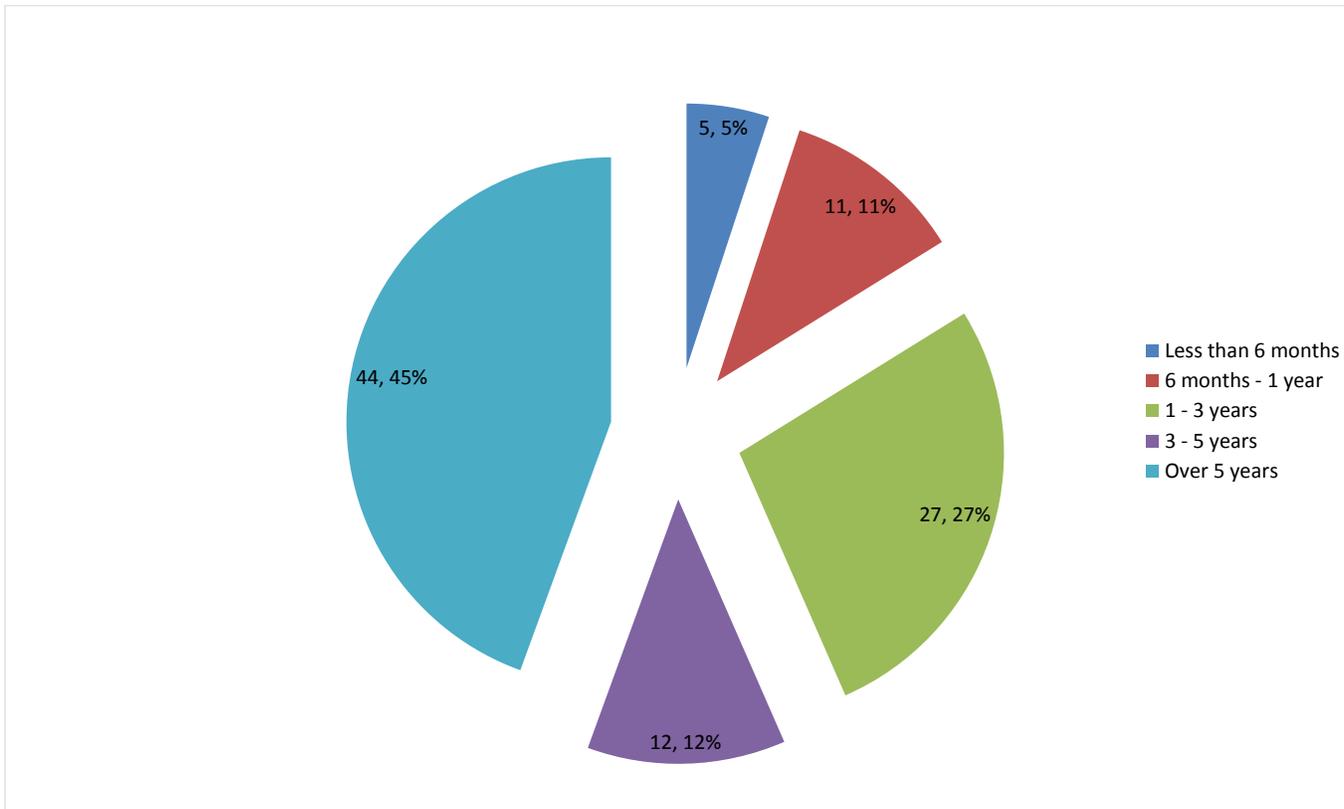
327 people ended an RSI accommodation tenancy this year. This compares to - 2009/10: 352, 2008/09: 280, 2007/08: 284.

A higher proportion of people left Clearing House accommodation for positive reasons this year - 60% - compared to previous years (2009/10: 45%, 2008/09: 48%, 2007/08: 43%).

A total of 3% of current Clearing House tenancies ended negatively this year.

24) 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: 99

99 people ended an RSI tenancy in year due to abandoning, being evicted from their property or being sent to prison. This is 3% of the 3626 current total number of RSI tenancies.

The majority of these people (57%) had been in their tenancy for three years or more. This compares to - 2009/10: 77%, 2008/09: 53%, 2007/08: 63%.

27% of these people had been in their tenancy for one to three years. This is similar to previous periods.

16% of these people had been in their tenancy for one year or less. This is higher than previous periods (2009/10: 4%, 2008/09: 6%, 2007/08: 10%).