



Street to Home
Annual Report
1st April 2009 to 31st March 2010



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Introduction: an overview of the work undertaken with rough sleepers in London

This report presents information about people seen contacted by outreach teams in London and those who have accessed accommodation for rough sleepers in London in 2009/10. Information is from the Combined Homelessness and Information Network (CHAIN), a database funded by Communities and Local Government (CLG) and managed by Broadway.

Ending rough sleeping

Homelessness organisations, the government and many members of the public agree that nobody should need to live on the streets in the 21st Century.

Over half of England's rough sleepers are found in London. In 2008 the Mayor of London made a commitment to end rough sleeping in London by the end of 2012. The London Delivery Board spearheads this work. The Board comprises senior people from a range of government departments, NHS London, the probation service, the Metropolitan Police, key 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.'

During the coming year, the coalition of bodies working with the Mayor's office will continue to seek ways of helping rough sleepers come off the streets, working closely with organisations and individuals in local communities who are concerned about rough sleepers.

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

Outreach teams, commissioned by Local Authorities and the CLG, 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, on buses, in stairwells, in parks and a range of other locations. The figures do not cover hidden homeless groups such as 'sofa surfers' or those staying in squats.

The statistics in this report are based on information collected by outreach workers and added to 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.

The response to someone sleeping rough will vary according their particular needs. Often the help and advice will extend beyond simply finding them a hostel bed. For example, some people will need to be referred to specialist services to help them address deep-seated problems associated with alcohol and drug misuse and poor mental health. In contrast some people who find themselves sleeping rough need quick advice or help to return home - often being 'reconnected' to an area outside London, including reconnections to Central and Eastern European countries such as Poland.

Working with Central and Eastern European (CEE) migrants¹

Working with migrants from CEE countries is a key challenge in ending rough sleeping. Because most rough sleepers from these countries are unable to claim welfare benefits, they cannot access most hostels. Key measures taken to help this group of people off the streets include providing assistance to access employment and providing reconnections services to facilitate a return to their home country. Where CEE migrants (and other EU nationals) who are regularly seen rough sleeping are not exercising their treaty rights and choose not to voluntarily return home, the United Kingdom Borders Agency (UKBA) has the authority to administratively remove them back to their home country following an investigation of their situation.

Focusing on the most vulnerable, entrenched rough sleepers

There are a group of people who have been sleeping rough on the streets for at least five of the last ten years and/or had met with outreach workers on at least fifty occasions. These people are of special concern to the outreach teams. During the past year a unique initiative took place that targeted this group of 205 rough sleepers which has helped around three-quarters of this group off the street. The RS205 project has just been extended with a further 116 long-term rough sleepers included in the project and able to get special assistance and attention.

Technical note on statistics presented this report

The bases for statistics in this report vary depending on the most effective way to represent the work of services for rough sleepers. Some graphs include people seen rough sleeping during the year only and other include those who were contacted by outreach teams or arrived at or left accommodation but were not actually seen rough sleeping 2009/10.

2 Key findings

3673 people were seen rough sleeping in 2009/10.

- o 1744 (47%) of these people were seen just once
- o 358 (10%) were seen more than 10 times
- o 2226 (60%) of these people were new to the streets
- o Nearly half (46%) were seen rough sleeping in Westminster

Just over half (52%) of those seen rough sleeping were from the UK. 26% were from Central and Eastern European (CEE) countries that joined the EU in 2004 and 2007. The 6% rise in people seen rough sleeping between 2008/09 and 2009/10 is accounted for by people from CEE countries. When this group are excluded from the figures the number of people seen rough sleeping has gone down by 3%.

The proportion of young people seen rough sleeping remained low throughout the year - 9% were under 25. Of all those contacted by outreach teams and hostels (including those not seen rough sleeping) 8% were under 25. Only 3 people under 18 were contacted rough sleeping and no further people under 18 were contacted by outreach teams and hostels in the year but not seen rough sleeping.

Just under a third (32%) of those seen rough sleeping had been in prison at some point in their lives - this is consistent with the last two years. A slightly higher proportion of all those contacted by hostels and outreach teams had spent time in prison (38%) The proportion of those of all nationalities who had served in the armed forces was 6% (or 5% of all those contacted by outreach teams or hostels). Amongst UK nationals 3% (53 people)

¹ EU expansion in 2004 and 2007 enabled people from the following countries to come to the UK to work: Poland, Lithuania, Estonia, Latvia, Slovenia, Slovakia, Hungary and the Czech Republic, Romania and Bulgaria. These are referred to as Central and Eastern European (CEE) Countries in this report. People from these countries are subject to various restrictions and most of those rough sleeping from these countries are not entitled to welfare benefits.

of all those seen rough sleeping in the year had served in the armed forces at some point -this compares with 4% of those seen rough sleeping last year.

While most people are only seen rough sleeping once or twice there is a small group who are 'living on the streets'. For example, 20 people were seen more than 50 times in the year. Two of these people were in accommodation at the end of the year. In 2009, the Delivery Board created an initiative intended to focus efforts on getting the most entrenched rough sleepers in London off the streets. This project - called the Rough Sleeping 205 (RS205) project - identified 205 of the most entrenched rough sleepers and sought new and innovative ways to assist them. The RS205 project has just been extended so that a further 116 long-term rough sleepers are included in the project and able to get special assistance and attention. Of the 20 people seen more than 50 times in 2009/10, eight are included in the original RS205 group, and a further nine are in the recently extended list. Two are included in a similar project to assist those who have a history of leaving hostel accommodation for negative reasons.

Outreach teams booked 1712 people into accommodation in 2009/10. This was primarily hostels for single homeless people. 326 people were assisted to return to a home area or an area where they could access appropriate services. More people were booked into long term accommodation with the help of outreach workers this year - 247 compared to 176 last year. Many of these moves were into Private Rented Sector accommodation (108). 315 people started tenancies in social rented Clearing House properties, which are allocated to people who have a history of rough sleeping in London.

Outreach teams 'reconnected' 326 people to a home area or an area where they would be able to access services.

1352 people arrived in accommodation projects (mainly hostels) reporting to CHAIN in 2009/10 and 1501 people left accommodation projects.

People leaving accommodation were often transferring to another short-term accommodation project such as a hostel or detox facility (38% of moves were transfers). The same proportion of moves was for negative reasons, including 5% which were to prison. Homeless Link are currently undertaking research in this area and helping organisations pilot new approaches to reducing levels of eviction and abandonment. The London Delivery Board also has a subgroup looking into this issue. Two years ago the CHAIN research report 'Profiling rough sleepers' revealed that level of abandonment had reduced dramatically over the period of the study (7-10 years) but that less progress had been made in the area of evictions. A fifth (21%) of moves from short-term accommodation were to medium or long-term accommodation such as the private rented sector or social housing.

Clearing House or Rough Sleepers Initiative (RSI) properties are Housing Association flats across London, allocated to people with a rough sleeping history. The waiting list and allocation of properties is managed by Broadway. Tenancy support is provided to Clearing House tenants via a range of organisations. There are currently 3667 Clearing House Units in London. 309 people started Clearing House tenancies in 2009/10. This is slightly lower than in 2008/09 but higher than 2006/7. 3% of all Clearing House tenancies ended negatively (due to eviction or abandonment) in 2009/10.

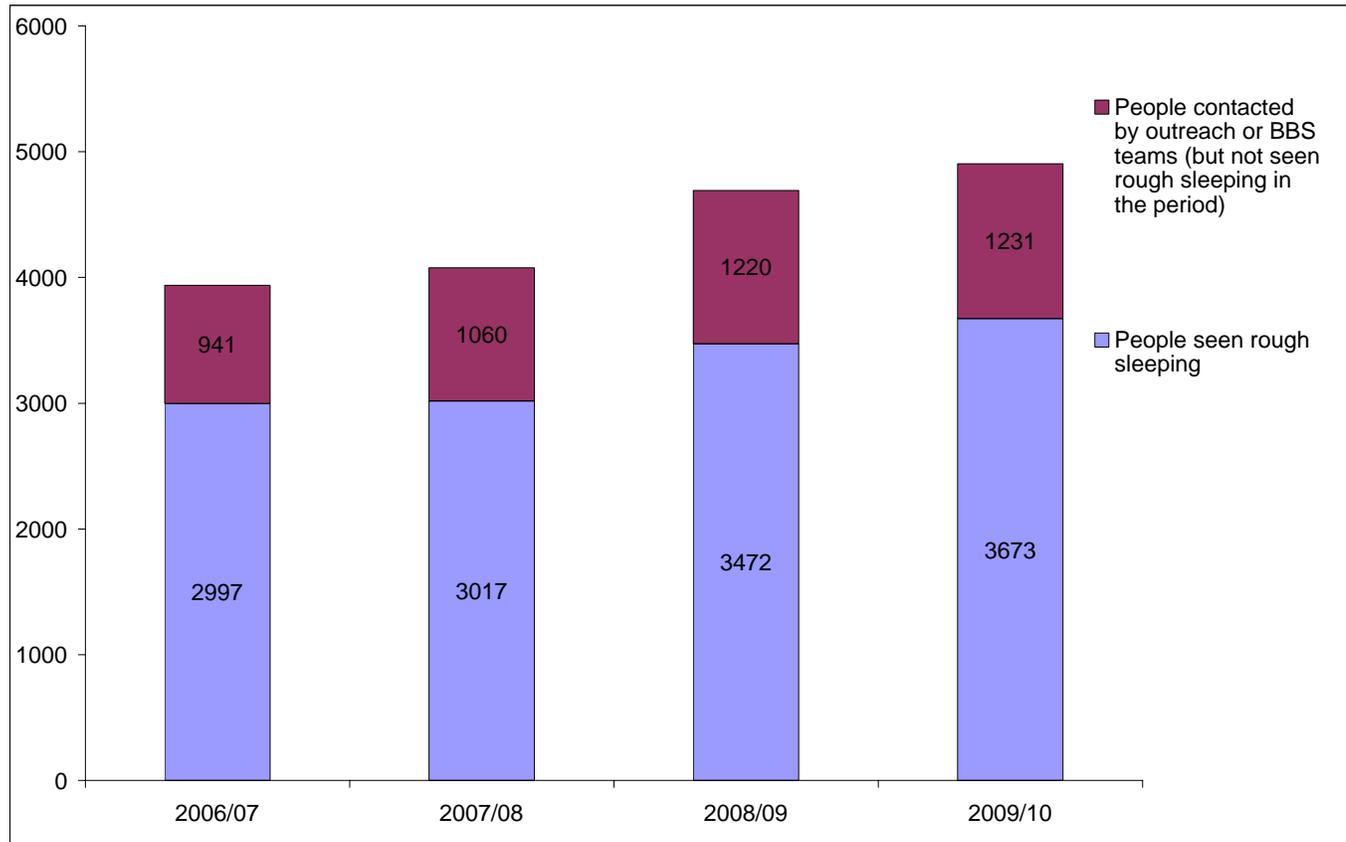
A new CHAIN system was launched in May 2010 - improvements made include improved recording about why people end up rough sleeping, what local connection they have and where they were immediately prior to sleeping rough (e.g. prison or hospital). It is hoped that this improved intelligence about new (and returning) rough sleepers will help local authorities and providers of homelessness services better prevent rough sleeping.

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



2006/07 base: 3938
2007/08 base: 4077
2008/09 base: 4692
2009/10 base: 4904

4904 verified rough sleepers were contacted by services in London boroughs during the year. This is an increase from 4692 last year.

Of these 4904, 3673 had a bedded down street contact in 2009/10. The number of people seen sleeping rough this year has increased by 6%.

In addition to people contacted on the streets, 136 people were seen sleeping on night buses operating within London.

81% (110) clients had not been met rough sleeping previously and have now been newly verified on CHAIN. The numbers of people found on specific bus routes are as follows:

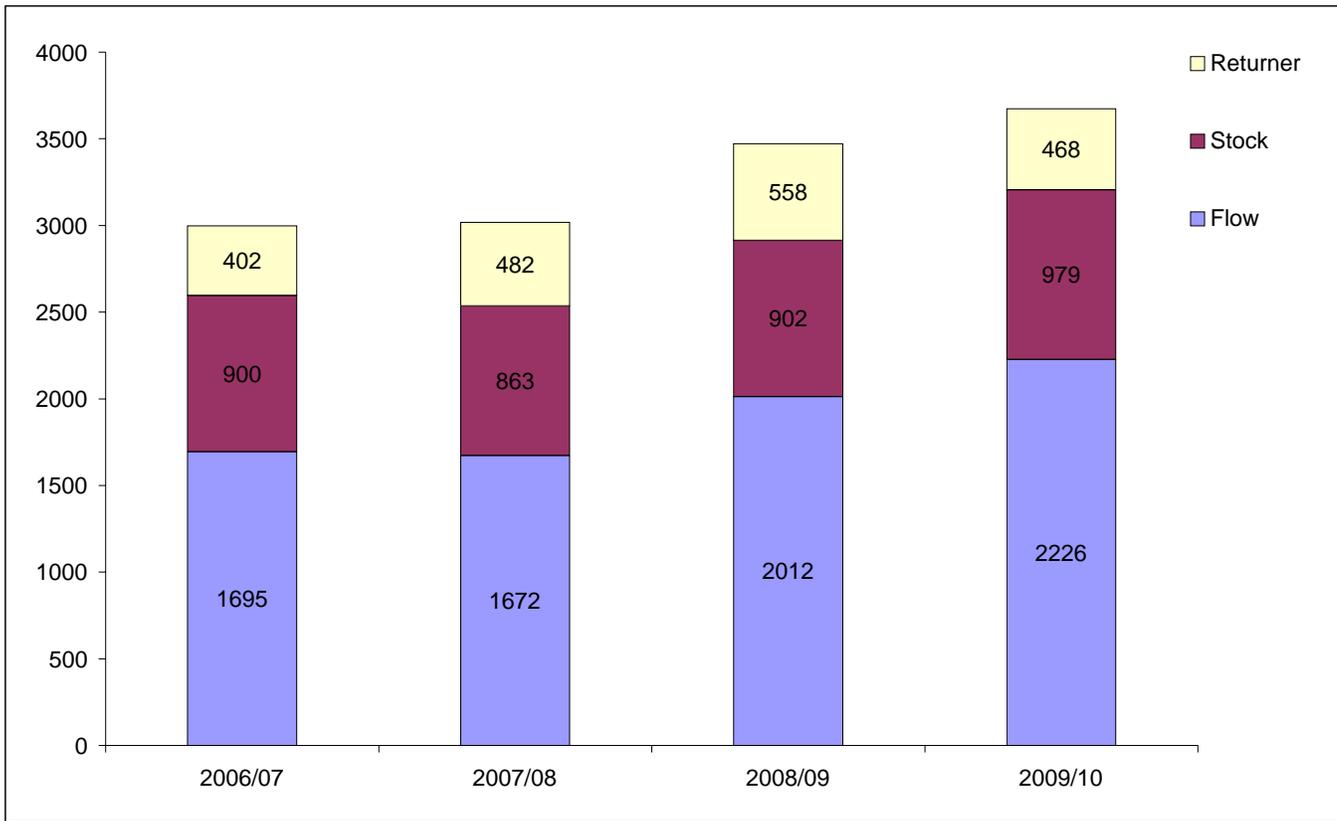
29 bus - 16% (22) 453 bus - 17% (23) 25 bus - 42% (57) 149 bus - 25% (34)

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 2008 to 31st March 2009
Returner People who were also seen sleeping rough at least over a year ago, but not between 1st April 2008 and 31st March 2009



2006/07 base: 2997
 2007/08 base: 3017
 2008/09 base: 3472
 2009/10 base: 3673

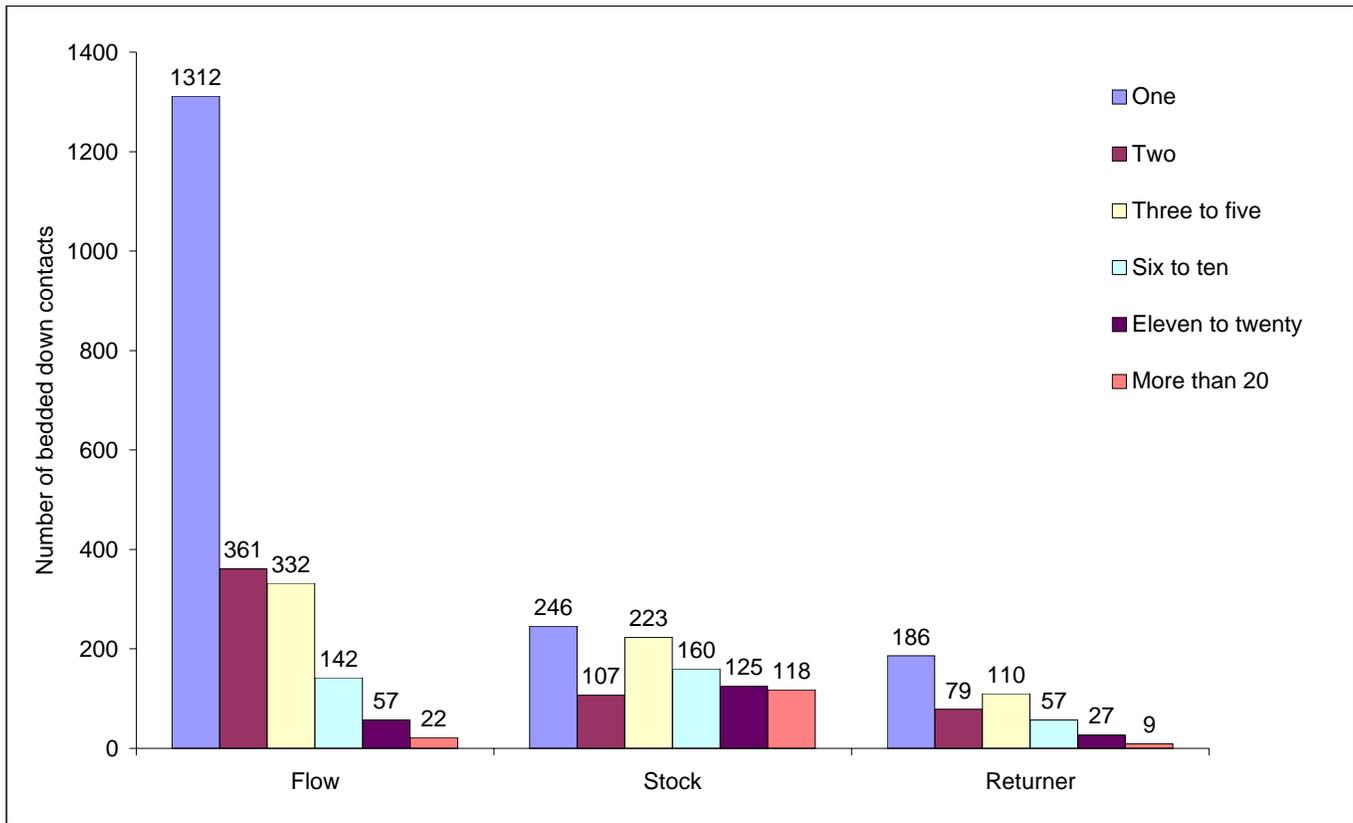
2226 people seen rough sleeping were flow (new to the streets). This means they had not previously been seen sleeping rough by any outreach or BBS team that reports to CHAIN and were verified as a rough sleeper this year.

979 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.

468 people seen rough sleeping were returners. This means they had been seen sleeping rough by outreach or BBS teams sometime before 1st April 2008, have not been seen sleeping rough for at least a year, and were sleeping rough again in 2009/10.

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

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



Base (Flow): 2226
Base (Stock): 979
Base (Returner): 468

The proportion of stock, flow and returner people contacted across London boroughs this year is similar to the previous year, although there is a slightly higher amount of flow (61%) compared to last year (58%), and a slightly lower number of returners (13%) compared to last year (16%).

Of the 2226 people verified this year (flow), 1312 only had a single bedded down street contact.

Of the 2226 people seen bedded down for the first time, 627 were from CEE countries (28%). This compares to 417 (21%) of new people seen during 2008/09.

4) Nationality of rough sleepers (flow, stock and returner)

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

Nationality	Flow	Stock	Returner	TOTAL	%*
UK	941	537	222	1700	52%
Ireland (Republic of)	36	30	22	88	3%
Italy	26	9	6	41	1%
Portugal	30	11	5	46	1%
Bulgaria	12	1	1	14	0%
Czech Republic	54	17	5	76	2%
Estonia	7	2	0	9	0%
Hungary	20	9	0	29	1%
Latvia	31	11	1	43	1%
Lithuania	92	27	3	122	4%
Poland	288	92	18	398	12%
Romania	83	10	0	93	3%
Slovenia	2	3	1	6	0%
Slovakia	38	15	2	55	2%
CEE sub-total	627	187	31	845	26%
other Europe	104	34	13	151	5%
Eritrea	61	7	0	68	2%
Africa	106	22	16	144	4%
America	33	8	0	41	1%
Asia	78	23	13	114	4%
Australasia	4	4	1	9	0%
<i>Missing</i>	<i>86</i>	<i>71</i>	<i>128</i>	<i>285</i>	
<i>Not known</i>	<i>94</i>	<i>36</i>	<i>11</i>	<i>141</i>	
Total	2226	979	468	3673	100%
Total**	2046	872	329	3247	100%

*Percentages provided are over the 3247 base, those people seen rough sleeping where their nationality is known

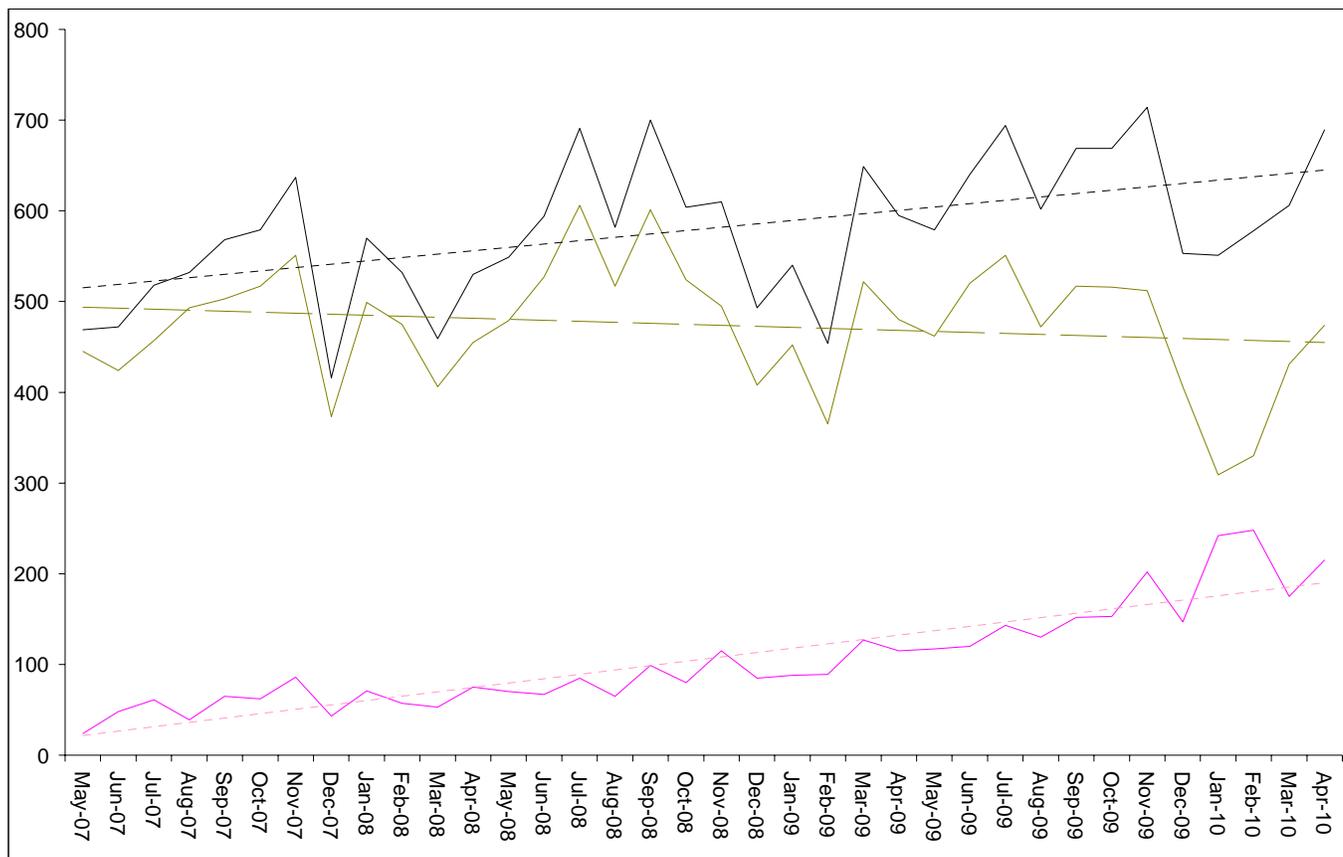
**This total excludes those people seen rough sleeping where their nationality is not known

Just over half (52%) of those seen rough sleeping were from the UK. This compares to 58% last year.

26% were from Central and Eastern European (CEE) countries that joined the EU in 2004 and 2007. This compares to 18% last year.

5) People contacted by month (May 2007 to April 2010)

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



The black line shows the total number seen rough sleeping.

The green line shows the number of people seen rough sleeping excluding anyone from CEE countries.

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

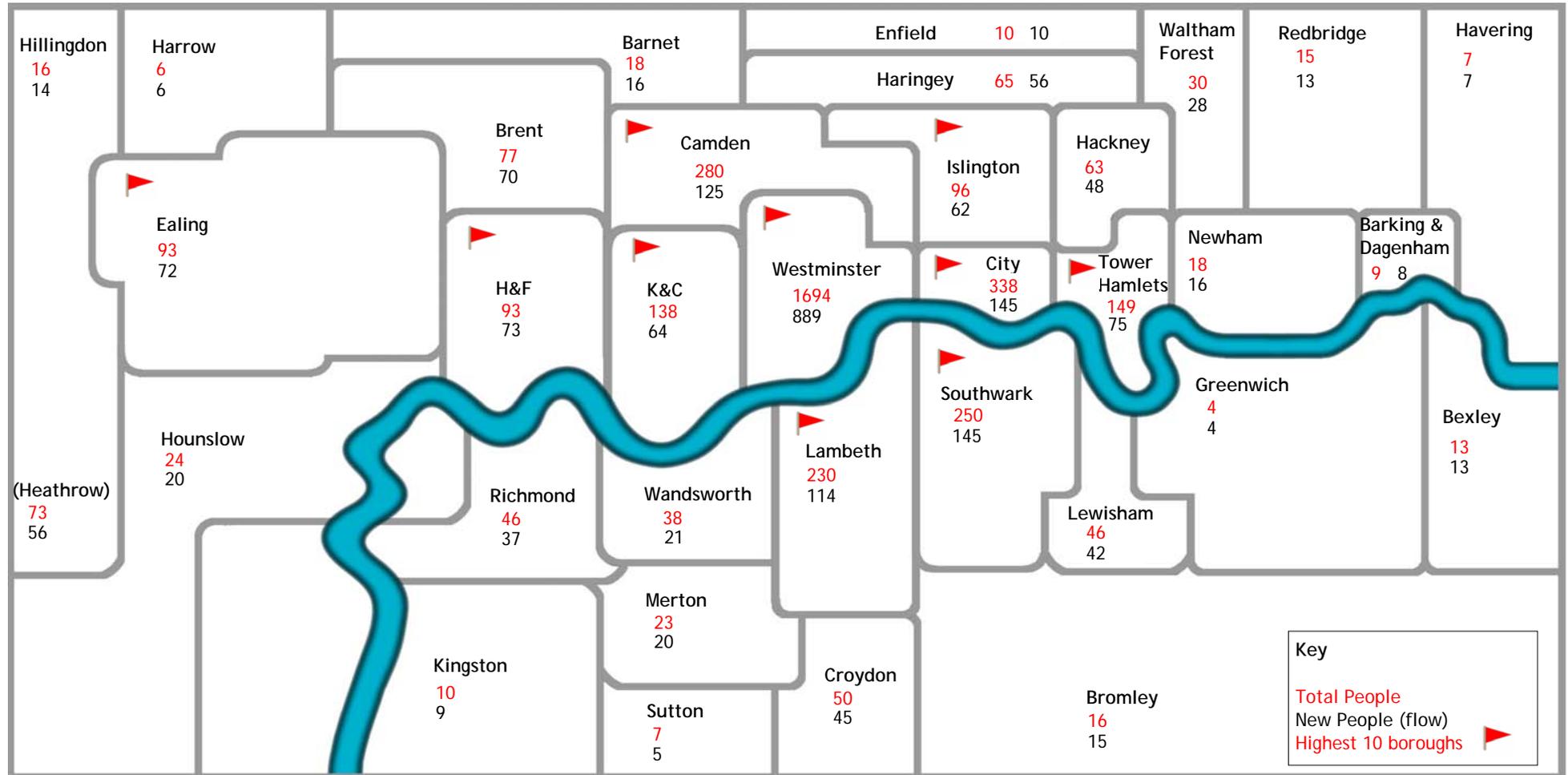
The difference in trend lines indicates the increasing influence of CEE nationals on the increase in people seen rough sleeping by outreach teams in London.

The number of people seen rough sleeping in 2009/10 is 6% higher than the number seen in 2008/09.

However if people from CEE are excluded from the figure there has been a decrease of 3% in the number of people seen rough sleeping.

6) Borough distribution (map and chart)

People seen sleeping rough in the year by borough



Base: 3673

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

People seen sleeping rough in the year by borough

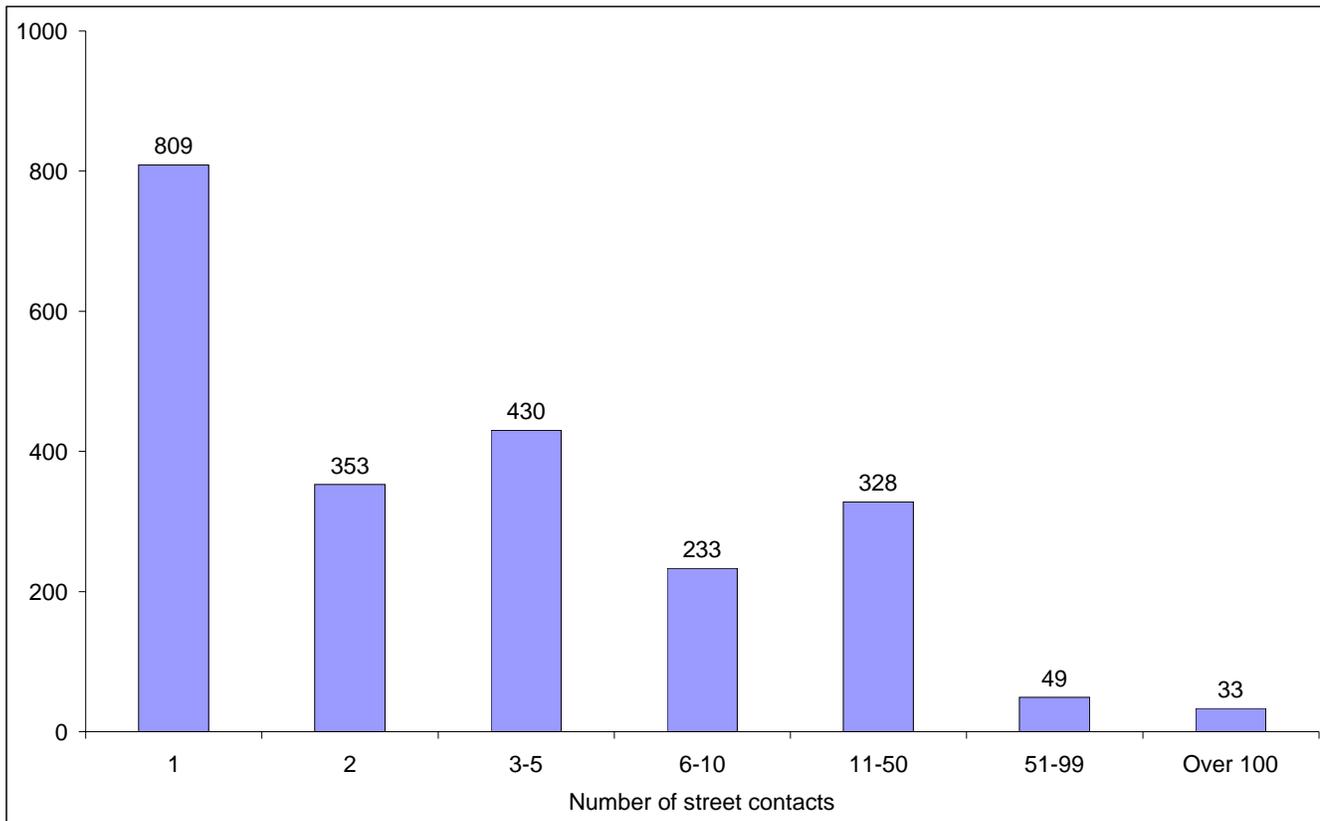
Difference in number of people seen rough sleeping by outreach or building based service (BBS) teams in the quarter compared with previous periods by borough

Borough	2008/09	2009/10	Change
Barking & Dagenham	1	9	+8
Barnet	7	18	+11
Bexley	4	13	+9
Brent	144	77	-67
Bromley	5	16	+11
Camden	243	280	+37
City of London	374	338	-36
Croydon*	1	50	+49
Ealing	69	93	+24
Enfield	14	10	-4
Greenwich	10	4	-6
Hackney	45	63	+18
Hammersmith & Fulham	72	93	+21
Haringey	42	65	+23
Harrow	1	6	+5
Havering	7	7	0
Heathrow	119	73	-46
Hillingdon	8	16	+8
Hounslow	26	24	-2
Islington	76	96	+20
Kensington & Chelsea	94	138	+44
Kingston	3	10	+7
Lambeth	328	230	-98
Lewisham	39	46	+7
Merton	9	23	+14
Newham	16	18	+2
Redbridge	11	15	+4
Richmond	57	46	-11
Southwark	233	250	+17
Sutton	2	7	+5
Tower Hamlets	147	149	+2
Waltham Forest	2	30	+28
Wandsworth	45	38	-7
Westminster	1612	1694	+82

* NB Croydon has had a dedicated outreach team since September 2009.

7) No booking in actions

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



Base: 2235

2235 (46%) verified rough sleepers contacted across London boroughs this year have never had a booking in action recorded on CHAIN. This is the same proportion as last year.

1982 of these people have slept rough in the year, which is 54% of all people sleeping rough this year.

809 (36%) of the people who have never had a booking in action recorded on CHAIN have only ever had one street contact recorded.

33 people in all London boroughs have never had a booking in action despite having over a hundred street contacts. This is higher than previous years (08/09: 21; 07/08: 19; 06/07: 19).

Twenty-two of the 33 people have been selected for the RS205 project, which is aimed at providing enhanced assistance for clients who have a long history of rough sleeping, with a view to finding appropriate long-term accommodation.

8) Booking in and reconnection actions

Outreach booking in and reconnection actions achieved in the year by type

Accommodation action	No. of actions	%
Booked into assessment centre	78	3%
Booked into bed and breakfast	188	6%
Booked into clinic	84	3%
Booked into emergency bed space	286	9%
Booked into rolling shelter	499	16%
<i>Referral to hostel</i>	1187	*
Booked into hostel	1109	36%
<i>Referral rejected</i>	132	*
Booked into temporary other accommodation	175	6%
Booked into long-term accommodation - RSI	36	1%
Booked into long-term accommodation - LA	34	1%
Booked into long-term accommodation - HA	37	1%
Booked into long-term accommodation - other	35	1%
Booked into private rented accommodation	108	4%
Booked into second stage accommodation	32	1%
Bookings in total	2701	89%
Moved to area outside London	237	8%
Moved to other London borough	61	2%
Referred to another Borough's outreach team	45	1%
Returned to family	1	0%
Returned to home area	3	0%
Reconnections total	347	11%
Total	3048	100%

Outreach and BBS teams across London boroughs succeeded in reconnecting or booking into accommodation 1921 people, 39% of the 4904 people contacted during the year - the same proportion of the 3673 people seen rough sleeping in the period (slightly higher than 2008/09 - 36%).

This is a higher proportion than the previous period - (08/09: 1647, 35%)

1712 people had a total of 2701 booking in actions. This indicates that individuals can be booked into accommodation (the same type or different) more than once in the year.

247 people were booked into long-term accommodation. This is higher than the previous year (176).

937 people were booked into hostel accommodation. This is higher than the previous year (874).

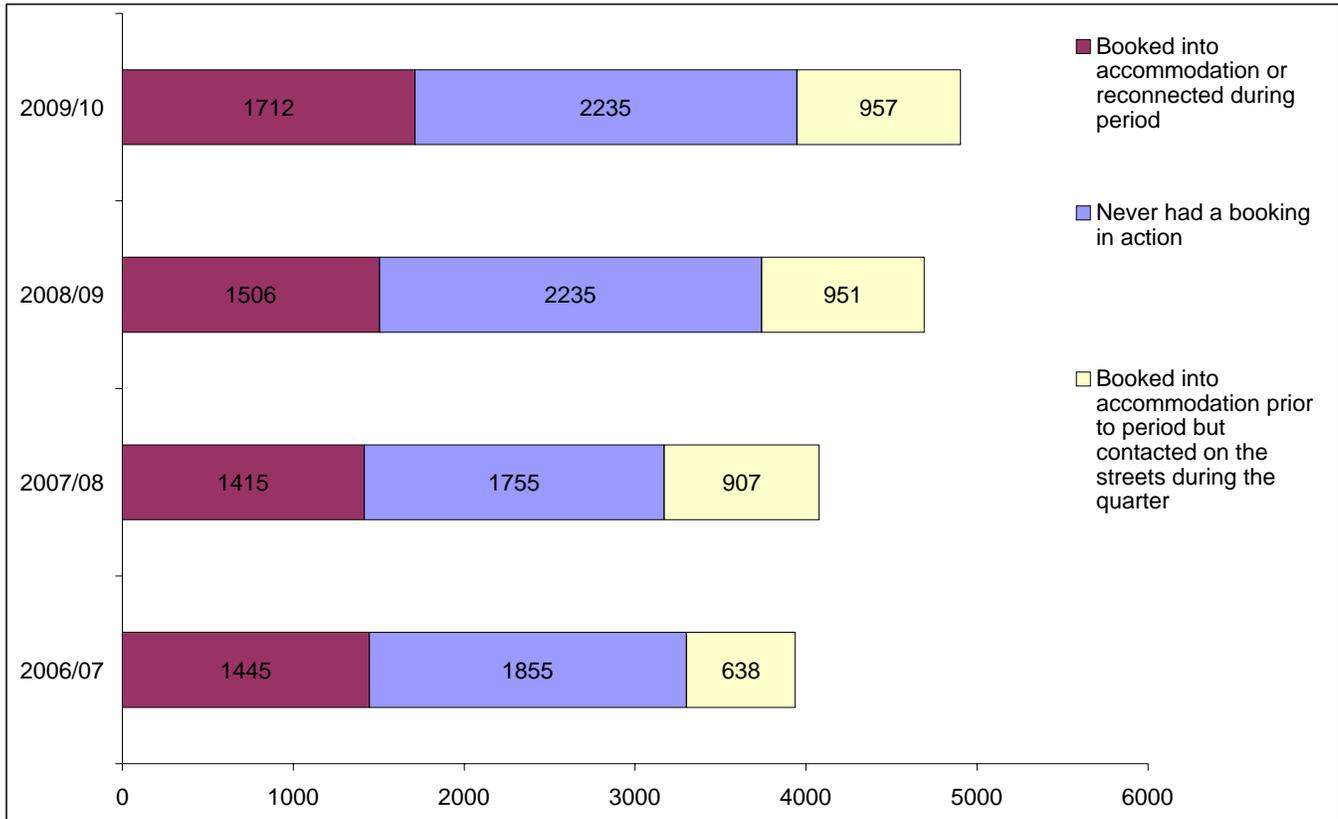
Outreach and BBS teams across London boroughs achieved a confirmed reconnection action with 326 people they contacted this year. This is 7% of the people contacted by outreach or BBS teams this year.

347 confirmed reconnection actions were recorded by outreach and BBS teams for verified rough sleepers this year. In addition, teams recorded 111 such actions for the wider street population (people not seen sleeping rough).

* These actions are excluded from the total - referral to hostel is a speculative referral to a hostel, confirmation of which leads to a booking in action being recorded. Referral rejected is an action currently recorded by hostels.

9) Booking in actions (rolling)

People who have been contacted by outreach or building based (BBS) teams who have been booked into accommodation compared to those with no booking or reconnection action.

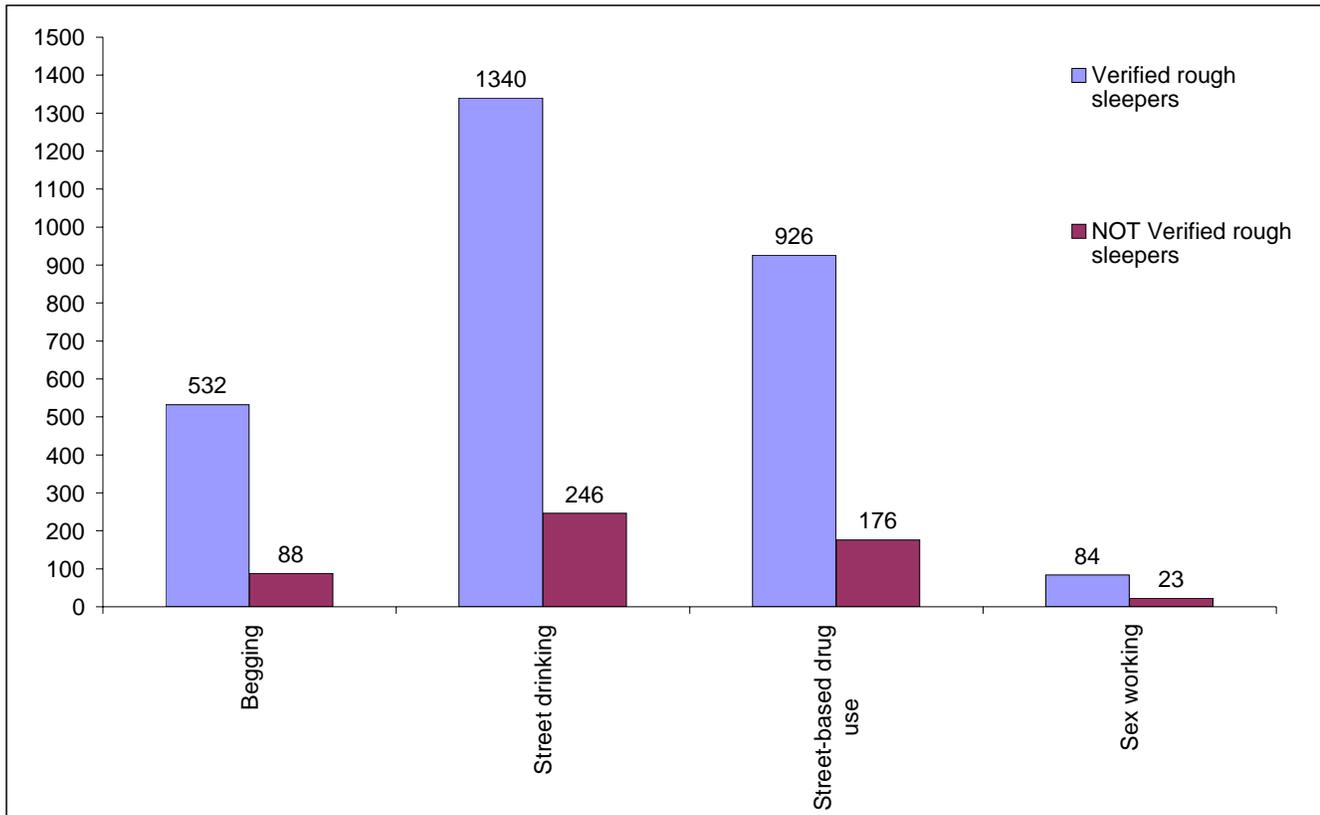


2006/07 base: 3938
2007/08 base: 4077
2008/09 base: 4692
2009/10 base: 4904

The proportion of people with a street contact in the period who have never had a booking in action decreased slightly this year (46%). Over 50% of these people have only 1 or 2 street contacts on CHAIN.

10) 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: 2339

Base for people not verified as rough sleepers: 546

Of the 4904 verified rough sleepers contacted this year, 2339 (48%) have been assessed as engaging in one or more street activities.

In addition to the 4904 verified rough sleepers contacted in the year by outreach or BBS teams, 546 people who are considered vulnerable but have not been seen rough sleeping were also contacted. Of these:

100 had confirmed reconnections;

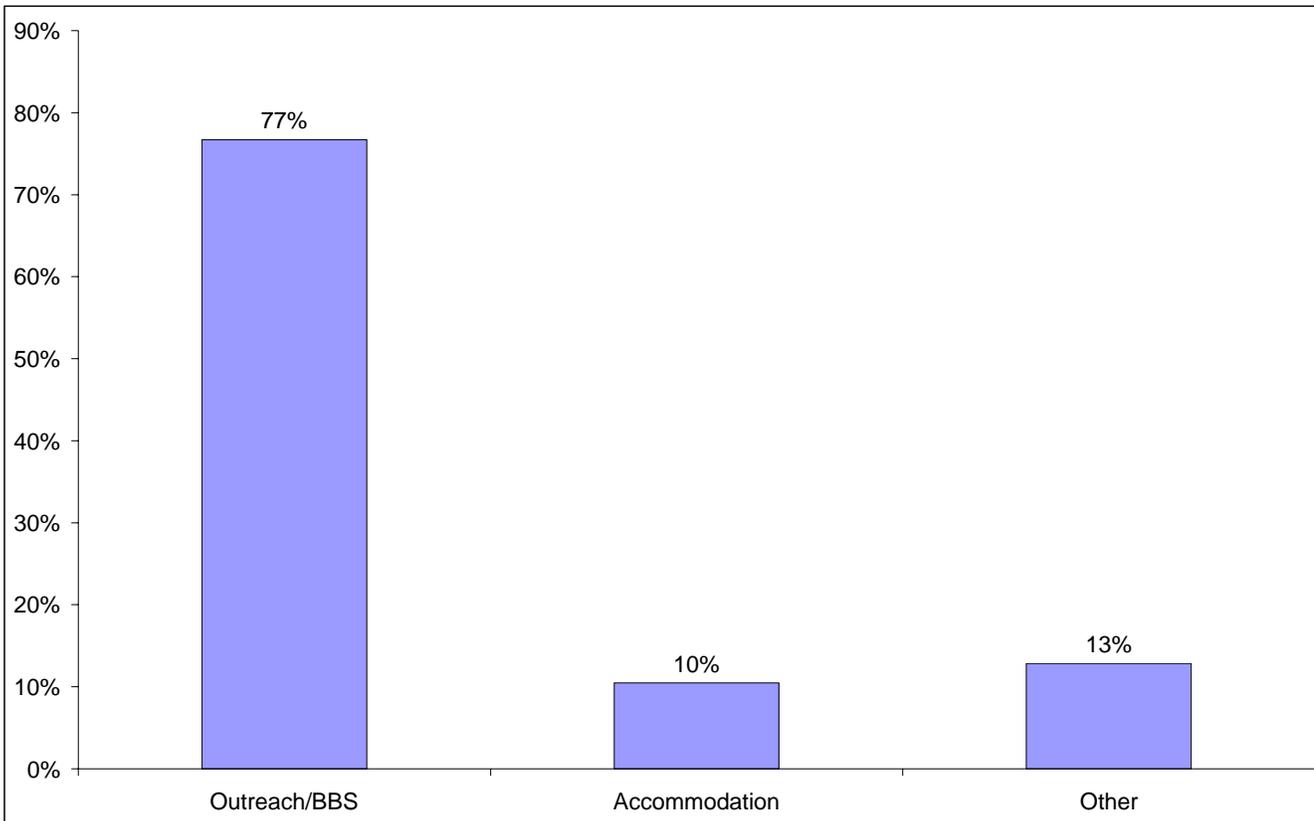
86 were booked into accommodation across all boroughs;

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

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

11) Arrivals

Temporary accommodation arrival actions by accommodation project and source of referral.



Base: 1970

1352 people arrived at accommodation in London boroughs this year. These 1352 people had 1970 arrival actions. This indicates that an individual can arrive more than once (at the same accommodation project or different) in the period.

The numbers of people arriving is consistent with the previous two years (08/09: 1326; 07/08: 1370)

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

11) Arrivals (continued)

Temporary accommodation arrival actions by accommodation project and source of referral.

Source of referral →	BBS CSTM	Passage BBS and Day Centre	BBS St Mungo's Street Population Team	CHC Brent Outreach	City RST	CRI Camden	Ealing SPOT	Heathrow Airport Outreach	Lambeth SORT	Southwark SPOT	H&F SORT	K&C Outreach	K&C SIT	SPEAR Outreach	New Horizon YC and Outreach	Croydon Reach	Tower Hamlets SORT	London Street Rescue	Pillion Islington Outreach	HART team	Assessment centre	Day/night centre	Hostel/RS	St Mungo's Internal Transfer	GP/Hospital/Health authority	Local authority	Prison	Self	Other	Total
Accommodation ↓																														
St Mungo's, Pound Lane				5																										5
Brent Total				5																										5
ICH, Conway House						5																	2			5	1			13
LBC, Holmes Road																										2				2
Olallo Project	21	10	5		2	11			1		9										1	1						1	3	65
SHP Arlington Road																							1							1
SHP, Dennis Handfield						4																	10			1	1		2	18
SHP, 165 Project						2																	5			2			1	10
Salvation Army, Cambria House																							3							3
St Mungo's, Birkenhead Street						6									1								5			7				19
St Mungo's, Endell St						6																	1	5		2			1	15
St Mungo's, Endsleigh Gardens						2	3			1													1							7
St Mungo's, St Pancras Way						6																		3		1			7	17
Camden Total	21	10	5		2	42	3		1	1	9				1						1	1	28	8	20	2	1	14	170	
Providence Row, Middle Street					6																									6
City of London Total					6																									6

Source of referral →	Accommodation ↓	BBS CSTM	Passage BBS and Day Centre	BBS St Mungo's Street Population Team	CHC Brent Outreach	City RST	CRI Camden	Ealing SPOT	Heathrow Airport Outreach	Lambeth SORT	Southwark SPOT	H&F SORT	K&C Outreach	K&C SIT	SPEAR Outreach	New Horizon YC and Outreach	Croydon Reach	Tower Hamlets SORT	London Street Rescue	Pillion Islington Outreach	HART team	Assessment centre	Day/night centre	Hostel/RS	St Mungo's Internal Transfer	GP/Hospital/Health authority	Local authority	Prison	Self	Other	Total	
TR, Croydon Reach																	7															7
Croydon Total																	7															7
Broadway, Sixty Five								9																						1	10	
YMCA, Ealing				1				27		1																						29
Ealing Total				1				36		1																				1	39	
St Mungo's, Church Walk			2															1	1											2	6	
St Mungo's, Mare Street					2															6			2							2	12	
Hackney Total			2		2													1	7				2							4	18	
Broadway, Market Lane												7											3				1			3	14	
Broadway, Old Theatre												2											3					5			10	
Broadway, The Coningshams												9											1				4			1	15	
London Cyrenians, Shepherds House																							1								1	
Salvation Army, Edith Road												2																			2	
St Christopher's, Limegrove																											1			1	2	
Hammersmith & Fulham Total												20											8			6	5		5		44	
St Mungo's, Vartry Rd																				1											1	
Haringey Total																				1											1	
RS - St Mungo's, Margery Street		20	13	15	2	1	21	7	7	4	13							6	23	17	3	1		9					1	1	164	

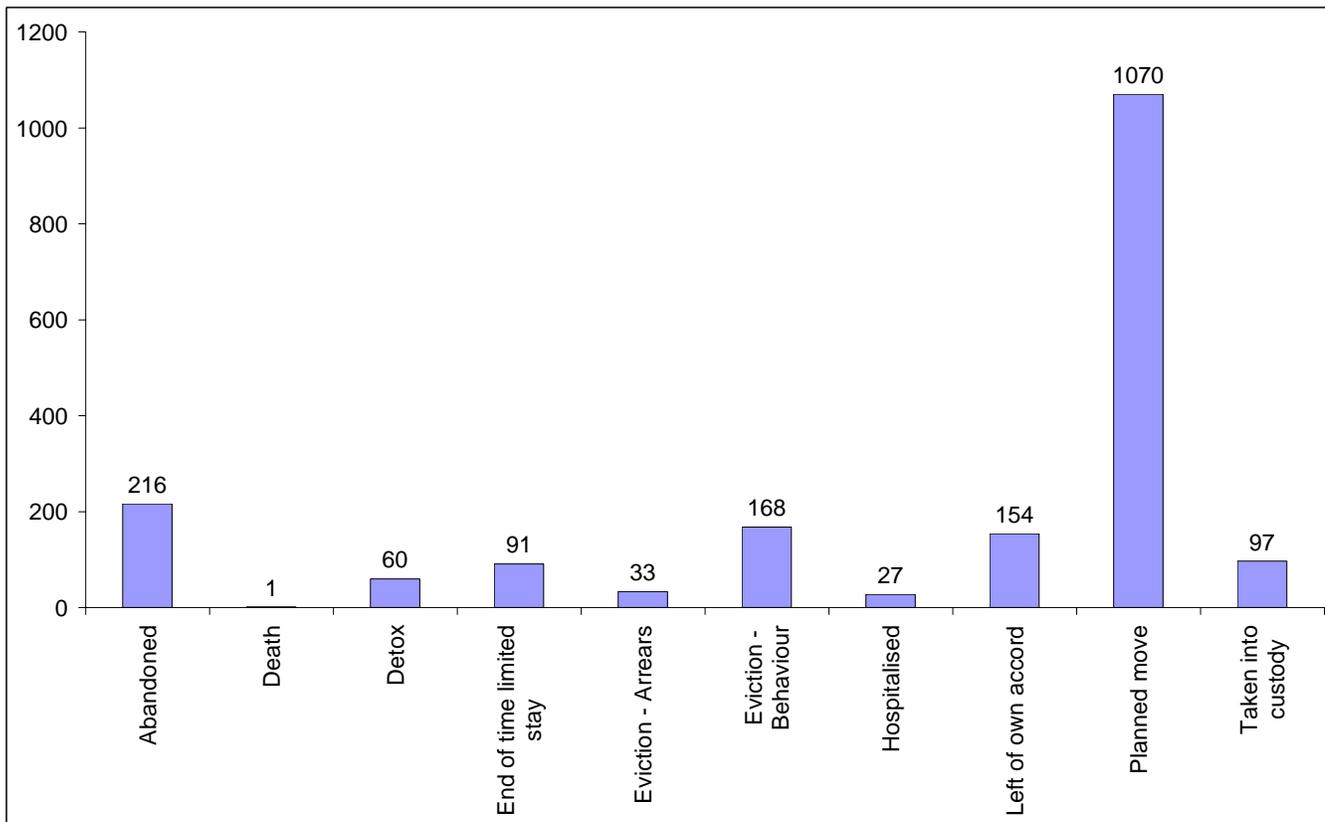
Source of referral →	BBS CSTM	Passage BBS and Day Centre	BBS St Mungo's Street Population Team	CHC Brent Outreach	City RST	CRI Camden	Ealing SPOT	Heathrow Airport Outreach	Lambeth SORT	Southwark SPOT	H&F SORT	K&C Outreach	K&C SIT	SPEAR Outreach	New Horizon YC and Outreach	Croydon Reach	Tower Hamlets SORT	London Street Rescue	Pillion Islington Outreach	HART team	Assessment centre	Day/night centre	Hostel/RS	St Mungo's Internal Transfer	GP/Hospital/Health authority	Local authority	Prison	Self	Other	Total
City Road Cranstoun drug services																			3					1			45	1	50	
Islington Total	20	13	15	2	1	21	7	7	4	13							6	23	20	3	1	9	1			46	2	214		
Look Ahead, Earl's Court		1			1							4	7												1			1	15	
St Mungo's, Cromwell Road											1	2	3												1			4	11	
Kensington & Chelsea Total		1			1						1	6	10												2		5	26		
Centrepoint, Vauxhall Cross	2	1							3													1								7
Clinic - Equinox Brook Drive	2	7	1	1		3	4		1	3				2				2	7			1	2							36
St Mungo's, Cedars Road									26	7								1	1				3	17		2	2	3	62	
TR, Graham House		3	1	1		2	2		20	13						1	1	12				1	10				2	13	82	
TR, Lambeth High Street																							1							1
TR, Stamford Street		1							4	1								2					1					2	11	
Lambeth Total	4	12	2	2		2	3	6	54	24				2		1	1	17	8			3	17	17		2	4	18	199	
St Mungo's, Pagnell Street										3								9						5				6	23	
St Mungo's, Spring Gardens									1	4								7				1	7		3			1	24	
Lewisham Total									1	7								16				1	12		3		7	47		
SPEAR, Kew Road														17														1	18	
Richmond Total														17														1	18	
RS - St Mungo's, Rushworth Street					18		14	4	71	95			1	4		1	12	42	1			1	2							266
Broadway, Manor Place										2																		1	3	

Source of referral →	BBS CSTM	Passage BBS and Day Centre	BBS St Mungo's	Street Population Team	CHC Brent Outreach	City RST	CRI Camden	Ealing SPOT	Heathrow Airport Outreach	Lambeth SORT	Southwark SPOT	H&F SORT	K&C Outreach	K&C SIT	SPEAR Outreach	New Horizon YC and Outreach	Croydon Reach	Tower Hamlets SORT	London Street Rescue	Pillion Islington Outreach	HART team	Assessment centre	Day/night centre	Hostel/RS	St Mungo's Internal Transfer	GP/Hospital/Health authority	Local authority	Prison	Self	Other	Total
Equinox, Joe Richards House											7																1				8
Salvation Army, David Barker House								1	1	7	7												6			1					25
St Mungo's, Great Guildford Street								1		10	21									1			4	2						1	40
St Mungo's, Grange Road											20														1	1				22	
Southwark Total						18		16	5	88	152			1	4		1	12	43	3			11	5	3			2		364	
Look Ahead, Aldgate	1					1	2	4			7							14	21			1	2						6	59	
Providence Row, Daniel Gilbert House						1												3	1							1		1		7	
Providence Row, Edward Gibbons Hse						2												3	7											12	
Providence Row, Dellow Centre						7													1			2	1			1	1			13	
Providence Row, Hackney Road						5												2	2											9	
Salvation Army, Booth House	1					6												11	32			3				1		1		55	
Tower Hamlets Total	2					22	2	4			7							33	64			6	3			3	1	8		155	
Passage House Assessment Centre	22	54	6	1																		3							9	95	
RS - St Mungo's, Seymour Place	21	17	26								1										6	1	1							73	
Centrepoint, Greek Street	6																													6	
Church Army, Cosway Street		1	3															1	1				1					3	10		
English Churches, King George's	14	18	8	4																	6		7				2	4	63		
English Churches, Queen Mary's	1	3	1																				1					1	7		

Source of referral → Accommodation ↓	BBS CSTM	Passage BBS and Day Centre	BBS St Mungo's Street Population Team	CHC Brent Outreach	City RST	CRI Camden	Ealing SPOT	Heathrow Airport Outreach	Lambeth SORT	Southwark SPOT	H&F SORT	K&C Outreach	K&C SIT	SPEAR Outreach	New Horizon YC and Outreach	Croydon Reach	Tower Hamlets SORT	London Street Rescue	Pillion Islington Outreach	HART team	Assessment centre	Day/night centre	Hostel/RS	St Mungo's Internal Transfer	GP/Hospital/Health authority	Local authority	Prison	Self	Other	Total	
Equinox, Hopkinson House	4	2																		3			3								12
Look Ahead, Bayswater	5	10	10																	1	2		4						1	33	
Look Ahead, Victoria	66	49	13	6																2	2		10			1	1	2	152		
Novas Group, CUC Soho	17	8	11	1																5	3	1	13			1		1	61		
Salvation Army, Edward Alsop Court	6	7	2														1				1	2			3		7	10	39		
St Mungo's, Harrow Road	3	3	4		1		2													1	1		1					2	18		
The Passage, Passage House		6																			20						2	2	30		
The Passage, Montfort House		2																			4		2						8		
TR, Shroton Street	1	2	6																	1								1	11		
Westminster Total	166	182	90	12	1		2			1							2	1		28	33	4	43		3	4	10	36	618		
St Mungo's, Complex Needs Projects	1		1				1								1				3	1				2	1	2		5	18		
St Mungo's, SIH Projects			2		1					1													1	4	6			6	21		
Total	214	220	116	16	9	73	54	68	12	149	206	30	6	11	23	2	9	55	175	32	31	35	14	123	48	2	48	14	61	114	1970

12) Departures - reason for leaving

Departure actions by reason for leaving



Base: 1917

Reason for leaving →	Abandoned	Detox	Death	End of time limited stay	Hospitalised	Left of own accord	Eviction - Arrears	Eviction - Behaviour	Planned move	Taken into custody	Total
St Mungo's, Pound Lane									2		2
Brent Total									2		2
Community HA, The Crescent									1		1
Community HA, Goodge Place									1		1
ICH, Conway House		1			1	1			2	1	6
LBC, Holmes Road									1		1
Olallo Project	5			13		6		12	16		52
Salvation Army, Cambria House									3		3
SHP, Dennis Handfield	1	1			1			1	12	10	26
SHP, 165 Project						2		1	5	1	9

Reason for leaving → Accommodation ↓	Abandoned	Detox	Death	End of time limited stay	Hospitalised	Left of own accord	Eviction - Arrears	Eviction - Behaviour	Planned move	Taken into custody	Total
St Mungo's, Birkenhead Street	3	1		3			1	1	7	1	17
St Mungo's, Endell St	2				1				4		7
St Mungo's, Endsleigh Gardens	4				2			2	14	2	24
St Mungo's, Grays Inn Rd									1		1
St Mungo's, St Pancras Way						3		3	6	4	16
Camden Total	15	3		16	5	12	1	20	73	19	164
Providence Row, Middle Street	1						1		2		4
City of London Total	1						1		2		4
TR, Croydon Reach						1			1	1	3
Croydon Total						1			1	1	3
Broadway, Sixty Five	1	1							7	2	11
YMCA, Ealing	3					3	1	4	6		17
Ealing Total	4	1				3	1	4	13	2	28
St Mungo's, Church Walk								1	4		5
St Mungo's, Mare Street						1	1	2	3		7
Hackney Total						1	1	3	7		12
Broadway, Market Lane	1			2				1	12		16
Broadway, Old Theatre						1		1			2
Broadway, The Conninghams	1				1	1	1	2	7		13
London Cyrenians, Shepherds House									2		2
Salvation Army, Edith Road									3		3
St Christopher's, Limegrove							1		4		5
Hammersmith & Fulham Total	2			2	1	2	2	4	28		41
St Mungo's, Vartry Rd									1		1
Haringey Total									1		1

Reason for leaving → Accommodation ↓	Abandoned	Detox	Death	End of time limited stay	Hospitalised	Left of own accord	Eviction - Arrears	Eviction - Behaviour	Planned move	Taken into custody	Total
RS - St Mungo's, Margery Street	18	10		8	1	3		8	73	3	124
City Road Cranstoun drug services				4		27			20		51
Islington Total	18	10		12	1	30		8	93	3	175
Look Ahead, Earl's Court	1				1	1	1		9		13
St Mungo's, Cromwell Road						4		1	7	1	13
Kensington & Chelsea Total	1				1	5	1	1	16	1	26
Centrepont, Vauxhall Cross							2	1	8		11
Clinic - Equinox Brook Drive	3	1		6		9		4	10		33
St Mungo's, Cedars Road		2			2	10		17	27	5	63
TR, Graham House	10	1				4	1	1	59		76
TR, Lambeth High Street									3		3
TR, Stamford Street	1					2			8	2	13
Lambeth Total	14	4		6	2	25	3	23	115	7	199
St Mungo's, Pagnell Street	1				1	6		6	17		31
St Mungo's, Spring Gardens									6		6
Lewisham Total	1				1	6		6	23		37
SPEAR, Kew Road	2	1		1		1	1	3	8		17
Richmond Total	2	1		1		1	1	3	8		17
RS - St Mungo's, Rushworth Street	28	5		17	2	7		11	190	10	270
Broadway, Manor Place									5		5
Equinox, Joe Richards House	4	1							4	1	10
Salvation Army, David Barker House	2					4			21	1	28
St Mungo's, Great Guildford Street	7	4				2		7	17	8	45
St Mungo's, Grange Road		4				2			12	1	19
Southwark Total	41	14		17	2	15		18	249	21	377

Reason for leaving → Accommodation ↓	Abandoned	Detox	Death	End of time limited stay	Hospitalised	Left of own accord	Eviction - Arrears	Eviction - Behaviour	Planned move	Taken into custody	Total
Look Ahead, Aldgate	5	2			1	3	5	8	34	6	64
Providence Row, Daniel Gilbert House	3							1	5		9
Providence Row, Dellow Hostel	5					1			9		15
Providence Row, Edward Gibbons Hse	1					1			1		3
Providence Row, Hackney Road									2		2
Salvation Army, Booth House	11			3	1	2	2	1	40	3	63
Tower Hamlets Total	25	2		3	2	7	7	10	91	9	156
Passage House Assessment Centre	8	1		5	1	6		5	62	2	90
RS - St Mungo's, Seymour Place	11	2		1	3	1		7	66	5	96
Centrepoint, Greek Street				1					2		3
Church Army, Cosway Street	3			4				1	4		12
English Churches, King George's	13	6			1	1	4	8	18	9	60
English Churches, Queen Mary's	1			2		2		1	3		9
Equinox, Hopkinson House	1								7	2	10
Look Ahead, Bayswater	4	1		1	1	2	3	3	16	1	32
Look Ahead, Victoria	37	10			2	10		29	53	6	147
Novas Group, CUC Soho	6	5				3	4	8	28	4	58
Salvation Army, Edward Alsop Court	2			20		4	3		8		37
St Mungo's, Harrow Road	1					6		2	10	1	20
The Passage, Passage House	2		1		1	1		1	27		33
The Passage, Montfort House						1		1	6		8
TR, Shroton Street	3					1			7	1	12
Westminster Total	92	25	1	34	9	38	14	66	317	31	627
St Mungo's, Complex Needs Projects					2	2		2	9	1	16
St Mungo's, SIH Projects					1	6	1		22	2	32
Total	216	60	1	91	27	154	33	168	1070	97	1917

1501 people departed from accommodation in London boroughs this quarter. These 1501 people had 1917 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 previous year (1393 people, 1804 departures).

The proportion of departures from the rolling shelter in London boroughs that were due to a planned moves (66%) is notably higher than that for all accommodation (56%).

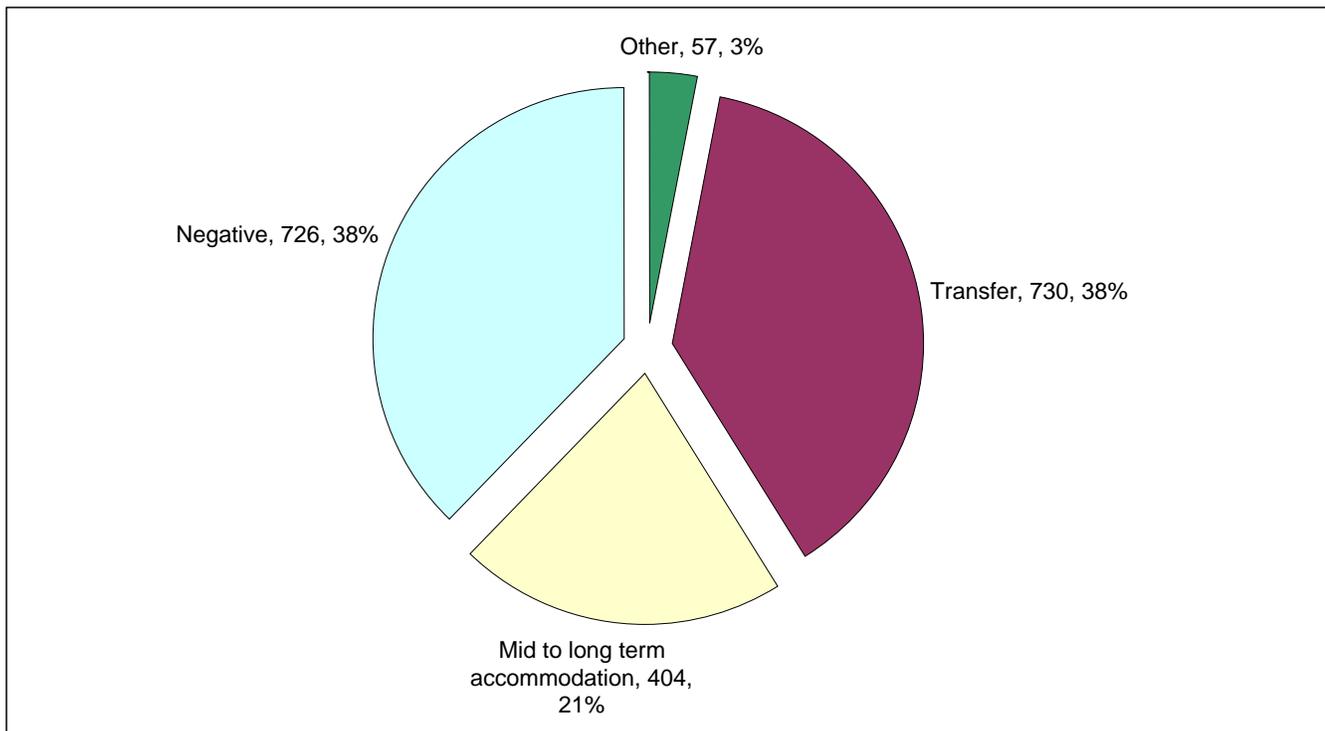
56% of departures were due to a planned move. This is an increase from the previous two years (53% in 2008/09; 48% in 2007/08).

11% of departures were due to abandonments. This is consistent with the previous year (10%), but lower than the year prior to that (07/08: 15%).

10% of departures were due to evictions. This is lower than previous three years (08/09: 13%, 07/08: 15%, 06/07: 16%).

13) Departures - destination on departure

Departure actions by destination on departure



Base: 1917

Destination categories on CHAIN	Chart category	Colour
Move to long-term accomm, Return to home area	Mid to long term accommodation	Yellow
Clinic, Move to another hostel, Move to other temp accomm	Transfer	Maroon
Not known - abandoned, Not known - end of time limited stay, Not known - evicted, Not known - left of own accord, Prison, Return to streets	Negative	Cyan
Area outside London, Death, Hospital	Other	Green

Destination →	Accommodation													Total		
	Area outside London	Clinic	Death	Hospital	Move to another hostel	Move to other temp accomm	Move to long-term accomm	Not known - abandoned	end of time limited stay	Not known - evicted	Not known - left of own accord	Prison	Return to home area		Return to streets	
St Mungo's, Pound Lane							2									2
Brent Total							2									2
Community HA, The Crescent					1											1
Community HA, Goodge Place						1										1
ICH, Conway House		1		1	2						1	1				6
LB Holmes Road						1										1

Destination Accommodation	Area outside London	Clinic	Death	Hospital	Move to another hostel	Move to other temp accomm	Move to long-term accomm	Not known - abandoned	end of time limited stay	Not known - evicted	Not known - left of own accord	Prison	Return to home area	Return to streets	Total
Olallo Project	3				2	1	7	5	13	6	6		3	6	52
Salvation Army, Cambria House							3								3
SHP, Dennis Handfield		1		1	8	2	2	1		1		10			26
SHP, 165 Project					4		1			1	1	1	1		9
St Mungo's, Birkenhead Street		1			6	1		3	3	2		1			17
St Mungo's, Endell St				1	1		3	2							7
St Mungo's, Endsleigh Gardens				2	10		4	4		1		2		1	24
St Mungo's, Grays Inn Rd					1										1
St Mungo's, St Pancras Way					3		2			3	2	4	1	1	16
Camden Total	3	3		5	38	5	23	15	16	14	10	19	5	8	164
Providence Row, Middle Street							2	1		1					4
City of London Total							2	1		1					4
TR, Croydon Reach						1						1	1		3
Croydon Total						1						1	1		3
Broadway, Sixty Five		1				1	6	1				2			11
YMCA, Ealing					2	1	3	3		4	2		1	1	17
Ealing Total		1			2	2	9	4		4	2	2	1	1	28
St Mungo's, Church Walk					2		2			1					5
St Mungo's, Mare Street							3			3	1				7
Hackney Total					2		5			4	1				12
Broadway, Market Lane					3	6	3	1	2	1					16
Broadway, Old Theatre										1	1				2
Broadway, The Coninghams				1	4	1	2	1		3	1				13
London Cyrenians, Shepherds House							2								2
Salvation Army, Edith Road						1	2								3
St Christopher's, Limegrove					1	1	2			1					5
Hammersmith & Fulham Total				1	8	9	11	2	2	6	2				41

Destination Accommodation	Area outside London	Clinic	Death	Hospital	Move to another hostel	Move to other temp accomm	Move to long-term accomm	Not known - abandoned	end of time limited stay	Not known - evicted	Not known - left of own accord	Prison	Return to home area	Return to streets	Total
St Mungo's, Vartry Rd							1								1
Haringey Total							1								1
RS - St Mungo's, Margery Street	1	10		1	52	11	8	18	5	3	3	3	1	8	124
City Road Cranstoun drug services	6					11			4		16		6	8	51
Islington Total	7	10		1	52	22	8	18	9	3	19	3	7	16	175
Look Ahead, Earl's Court				1	1	3	5	1		1	1				13
St Mungo's, Cromwell Road					2	1	4				4	1		1	13
Kensington & Chelsea Total				1	3	4	9	1		1	5	1		1	26
Centrepont, Vauxhall Cross						2	6			3					11
Clinic - Equinox Brook Drive		1			8	2		3	6	4	9				33
St Mungo's, Cedars Road	1	2		2	8	4	14			13	8	5	2	4	63
TR, Graham House		1			34	14	10	10		1	2		2	2	76
TR, Lambeth High Street					1	1	1								3
TR, Stamford Street					2	4	1	1			2	2	1		13
Lambeth Total	1	4		2	53	27	32	14	6	21	21	7	5	6	199
St Mungo's, Pagnell Street				1	7		10	1		6	5		1		31
St Mungo's, Spring Gardens					3		3								6
Lewisham Total				1	10		13	1		6	5		1		37
SPEAR, Kew Road		1				4	4	2		2	1			3	17
Richmond Total		1				4	4	2		2	1			3	17
RS - St Mungo's, Rushworth Street		5		2	163	12	13	28	13	10	3	10	5	6	270
Broadway, Manor Place						2	3								5
Equinox, Joe Richards House		1			1		3	4				1			10
Salvation Army, David Barker House	1				2		16	2			4	1	2		28

Destination Accommodation	Area outside London	Clinic	Death	Hospital	Move to another hostel	Move to other temp accomm	Move to long-term accomm	Not known - abandoned	end of time limited stay	Not known - evicted	Not known - left of own accord	Prison	Return to home area	Return to streets	Total
St Mungo's, Great Guildford Street		4			2	6	9	7		5		8	2	2	45
St Mungo's, Grange Road		4			4		8				1	1	1		19
Southwark Total	1	14		2	172	20	52	41	13	15	8	21	10	8	377
Look Ahead, Aldgate		2		1	1	2	28	5		13	1	6	4	1	64
Providence Row, Daniel Gilbert House						4	1	3		1					9
Providence Row, Dellow Centre					1	1	7	5			1				15
Providence Row, Edward Gibbons Hse						1		1			1				3
Providence Row, Hackney Road							2								2
Salvation Army, Booth House				1	2	9	24	11	3	3	1	3	5	1	63
Tower Hamlets Total		2		2	4	17	62	25	3	17	4	9	9	2	156
Passage House Assessment Centre	2	1		1	47	7	3	8	5	3	1	2	7	3	90
RS - St Mungo's, Seymour Place	2	2		3	49	13	3	11	1	6		5		1	96
Centrepoint, Greek Street					2				1						3
Church Army, Cosway Street					2		2	3	4	1					12
English Churches, King George's		6		1	2	2	13	13		10		9	2	2	60
English Churches, Queen Mary's	1				1	1	1	1	2	1	1				9
Equinox, Hopkinson House	1				1	2	2	1				2	1		10
Look Ahead, Bayswater	2	1		1	7	2	5	4		5	2	1		2	32
Look Ahead, Victoria	8	10		2	4	9	37	37		2	2	6	2	28	147
Novas Group, CUC Soho	1	5			8	9	8	6		12	3	4	2		58
Salvation Army, Edward Alsop Court						6	2	2	20	3	4				37
St Mungo's, Harrow Road					4		6	1		1	6	1		1	20
The Passage, Passage House			1	1	11	8	7	2					2	1	33
The Passage, Montfort House					1		5						1	1	8
TR, Shroton Street					2	4	1	3			1	1			12
Westminster Total	17	25	1	9	141	63	95	92	33	44	20	31	17	39	627

Destination →	Area outside London	Clinic	Death	Hospital	Move to another hostel	Move to other temp accomm	Move to long-term accomm	Not known - abandoned	end of time limited stay	Not known - evicted	Not known - left of own accord	Prison	Return to home area	Return to streets	Total
St Mungo's, Complex Needs Projects				2	4	1	4			2	2	1			16
St Mungo's, SIH Projects				1	4	2	16			1	6	2			32
Total	29	60	1	27	493	177	348	216	82	141	106	97	56	84	1917

Just under four in ten (38%) of departures were transfers into other short term accommodation such as another hostel or a clinic. This is consistent with last year.

26% of people left accommodation to move to another hostel. This is consistent with previous years.

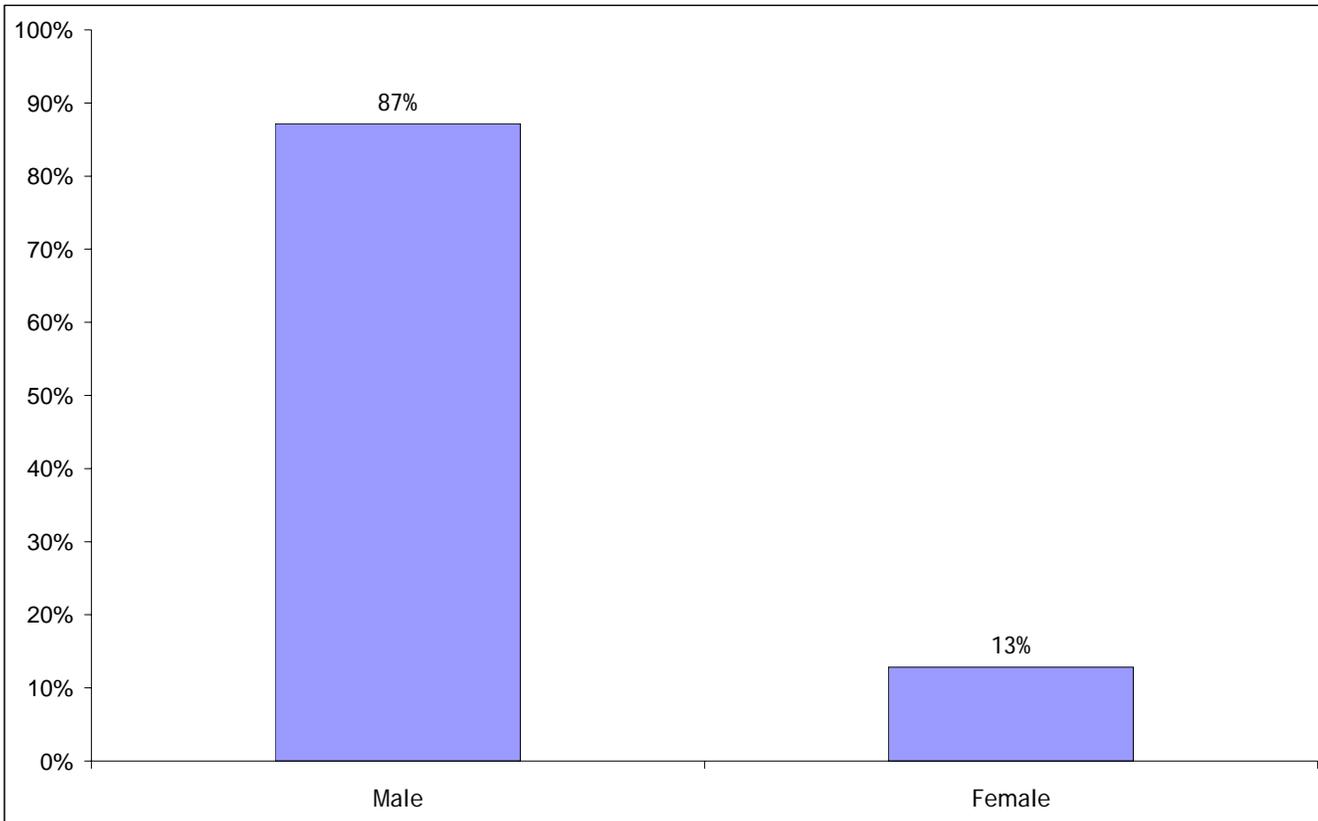
18% left to move to long-term accommodation. This is an increase compared to previous years (08/09: 14%; 07/08: 13%; 06/07: 14%).

38% left for negative reasons - this compares to 39% last year.

Demographics

14) Gender

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

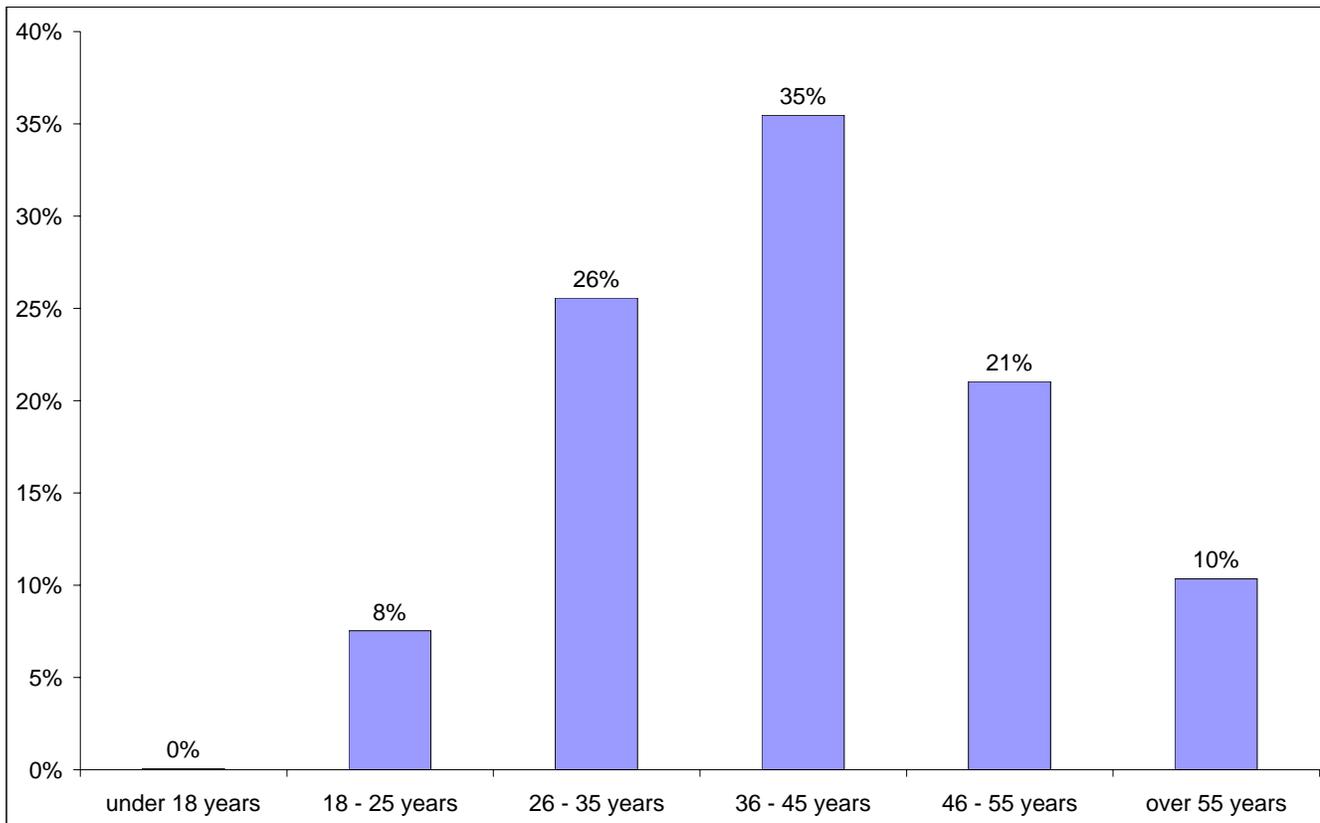


Base: 5454

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

15) Age

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



Base: 5454

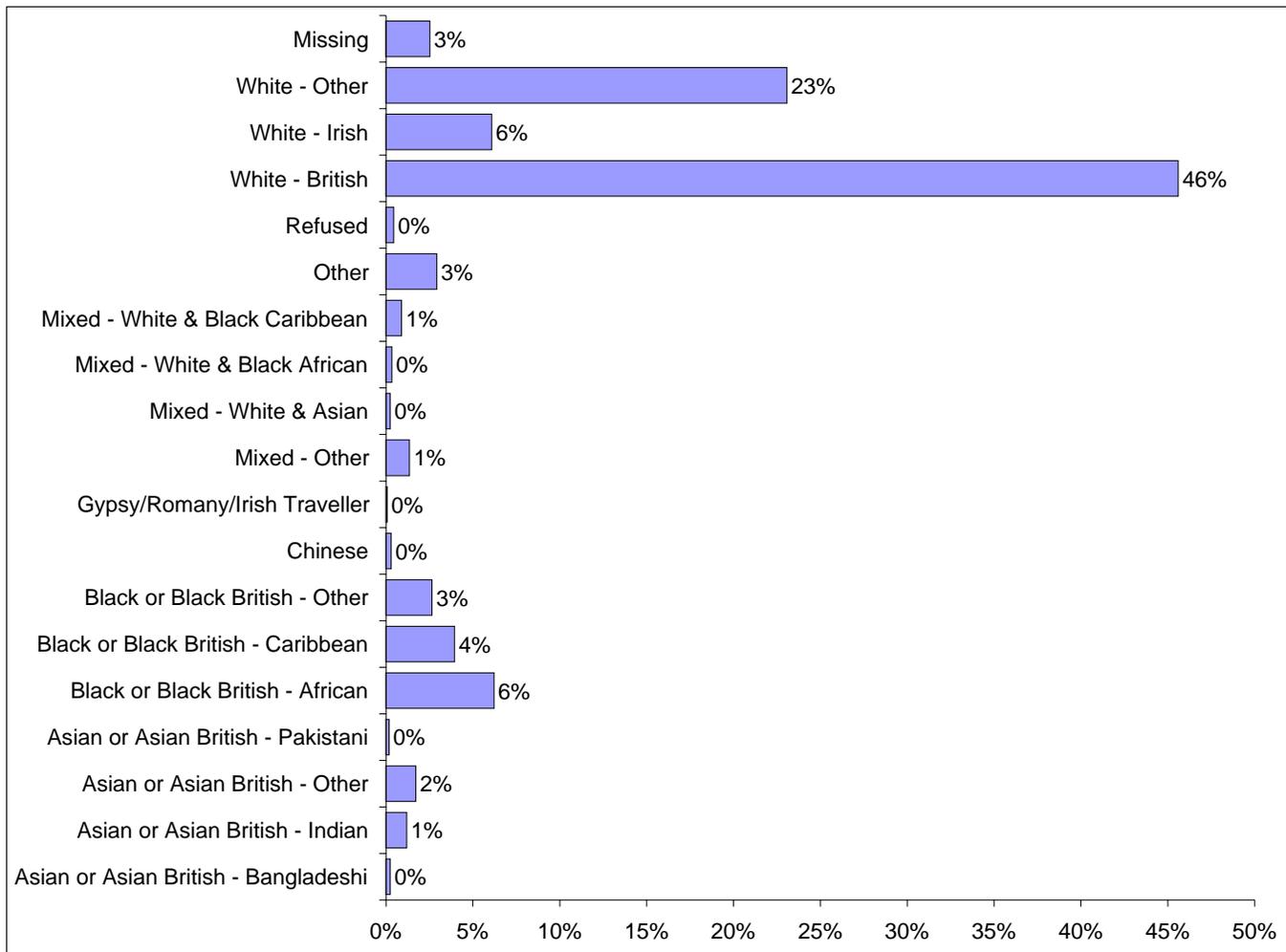
61% of people contacted in London boroughs this year were aged 26-45. This is consistent with the previous three years.

8% of people contacted were aged 25 years or under, 3 of which were aged under 18 years. This is consistent with recent years.

10% were aged over 55 years, which is also consistent with the previous three years.

16) Ethnicity

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



Base: 5454

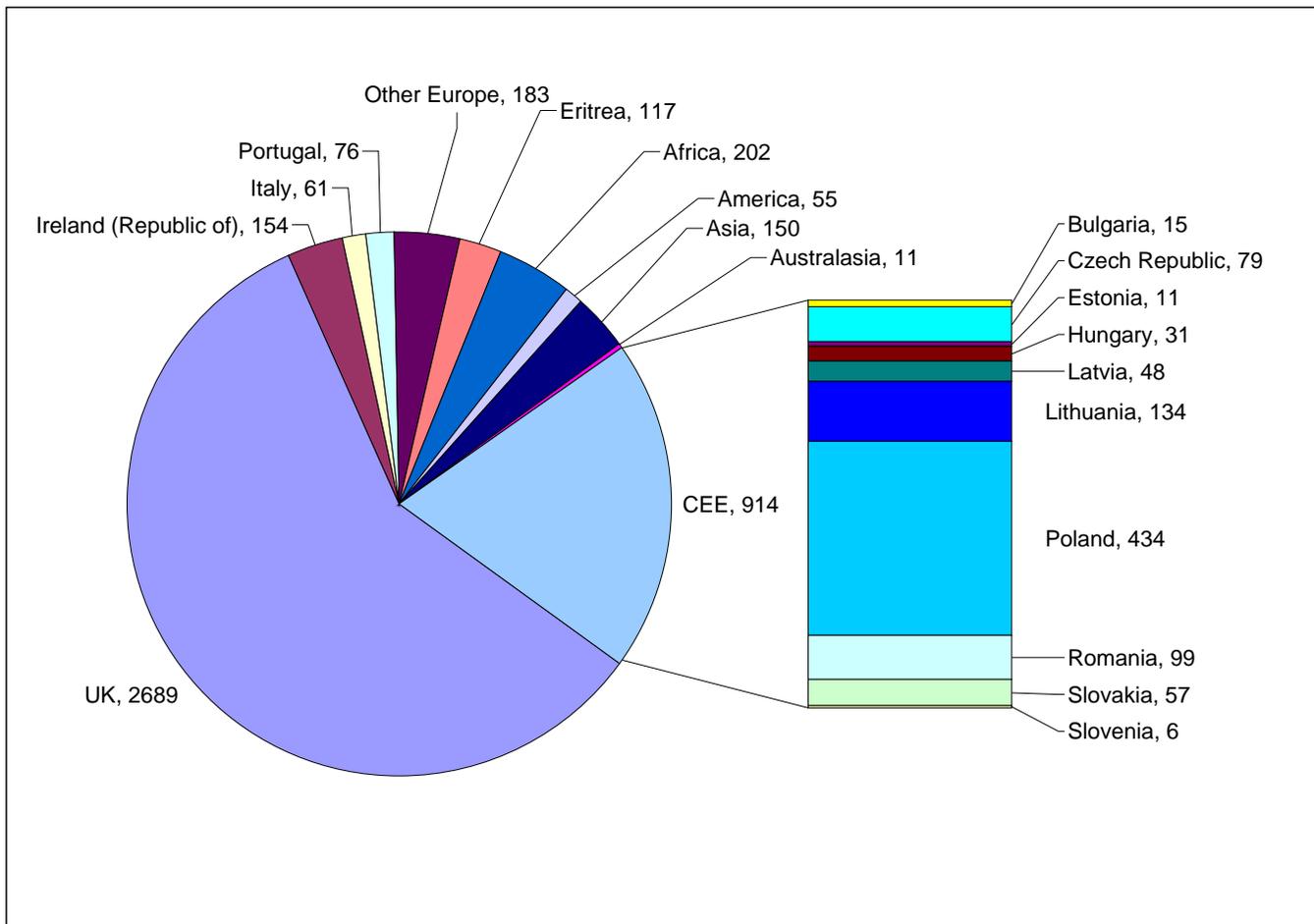
The majority of people contacted in London boroughs are white (75%), most of whom are white British.

13% of people contacted are black and 3% are Asian. The ethnic origin of those contacted in London boroughs is consistent with the previous three years.

Of the 1259 people contacted in 2008/09 with an ethnic origin of White - Other, 914 are Central and East European (CEE) nationals (see section 17 for a more detailed breakdown).

17) Nationality

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



Base: 4612 Note that the base figure for this graph excludes clients where the nationality is missing or not known (842).

Nationality	2006/07	2007/08	2008/09	2009/10
UK	66%	61%	62%	58%
CEE	9%	11%	15%	20%
European (including Portugal and Italy)	5%	6%	8%	7%
Eritrea	3%	6%	4%	3%

The proportion of people contacted from CEE countries has increased by 5% since last year. The proportion of people seen rough sleeping from CEE countries has increased by 6%.

18) 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	2006/07		2007/08		2008/09		2009/10	
	No.	%*	No.	%*	No.	%*	No.	%*
UK	1881	66%	1967	61%	2588	62%	2689	58%
Ireland (Republic of)	132	5%	153	5%	158	4%	154	3%
Portugal	80	3%	85	3%	91	2%	76	2%
Italy	55	2%	47	1%	70	2%	61	1%
Bulgaria	1	0%	4	0%	2	0%	15	0%
Czech Republic	33	1%	30	1%	45	1%	79	2%
Estonia	5	0%	3	0%	9	0%	11	0%
Hungary	14	0%	12	0%	28	1%	31	1%
Latvia	16	1%	15	0%	29	1%	48	1%
Lithuania	28	1%	39	1%	78	2%	134	3%
Poland	130	5%	204	6%	269	6%	434	9%
Romania	7	0%	25	1%	70	2%	99	2%
Slovenia	1	0%	1	0%	4	0%	6	0%
Slovakia	18	1%	25	1%	45	1%	57	1%
CEE sub-total	253	9%	358	11%	579	14%	914	20%
Other Europe	117	4%	111	3%	154	4%	183	4%
Eritrea	97	3%	189	6%	186	4%	117	3%
Africa	106	4%	130	4%	171	4%	202	4%
America	37	1%	33	1%	45	1%	55	1%
Asia	98	3%	132	4%	140	3%	150	3%
Australasia	12	0%	6	0%	11	0%	11	0%
<i>Missing</i>	<i>1075</i>		<i>840</i>		<i>806</i>		<i>664</i>	
<i>Not known</i>	<i>155</i>		<i>154</i>		<i>199</i>		<i>178</i>	
Total	4098		4205		5198		5454	
Total**	2868	100%	3211	100%	4193	100%	4612	100%

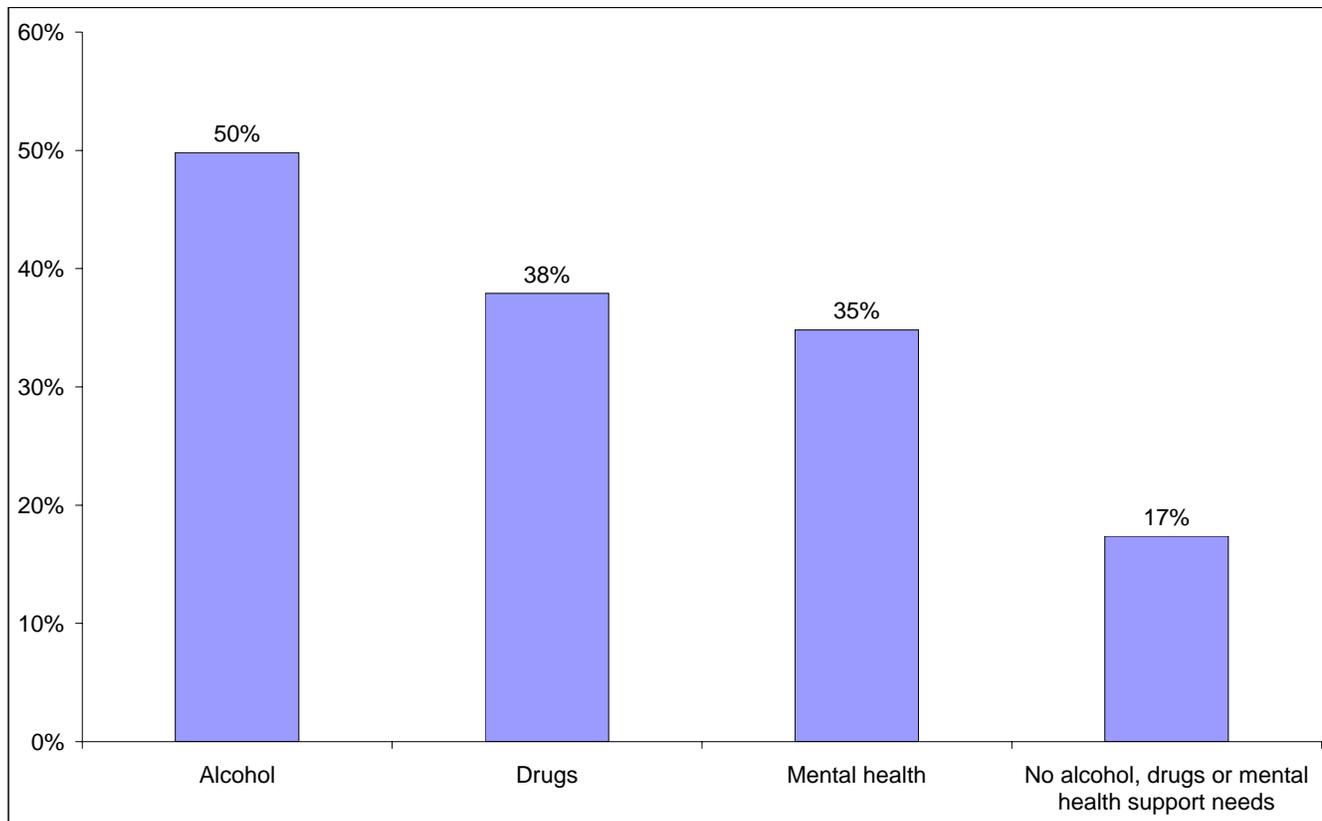
*Percentages are of those clients where their nationality is known

**Excludes Missing and Not Known

Client Support Needs/Experience of prison, care and the armed forces

19) Support needs

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



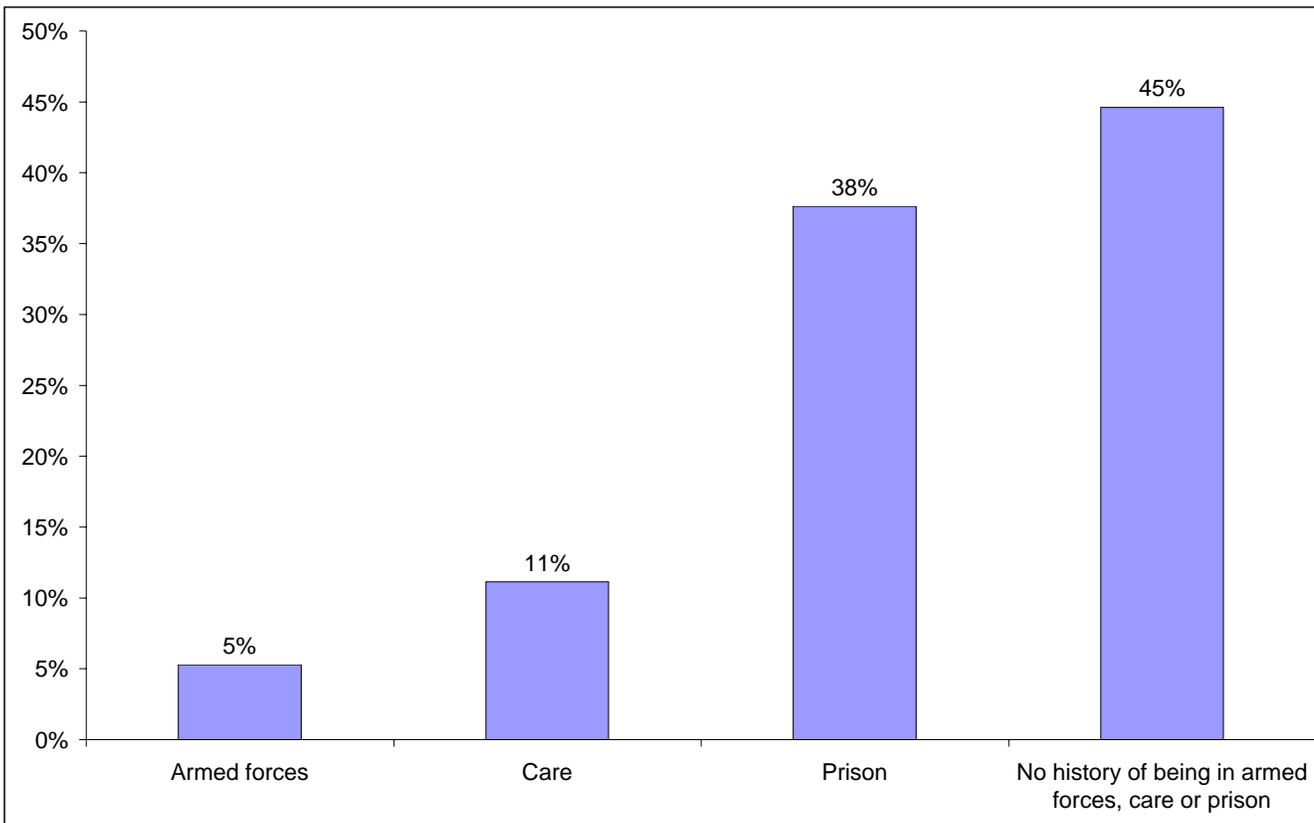
Base: 3727 Note that the base figure for this graph excludes clients where all 3 support needs are not known or not recorded

Support Needs	No. of people	%
Alcohol only	760	14%
Drugs only	466	9%
Mental health only	423	8%
Alcohol and drugs	433	8%
Alcohol and mental health	361	7%
Drugs and mental health	212	4%
Alcohol, drugs and mental health	302	6%
All 3 no	648	12%
All 3 not known or not assessed	1727	32%
All 3 no, not known or not assessed	122	2%
Total	5454	100%

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

20) Experience of prison, care and the armed forces

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: 3340 Note that the base figure for this graph excludes clients where all 3 categories are not known.

176 people contacted in London boroughs this year have previously been in the armed forces (180 last year).

Half of these people are not British nationals:

Nationality	Number	%	Number of people seen rough sleeping	%
UK	88	50%	53	50%
Non-UK	88	50%	53	50%
Total	176	100%	106	100%

372 people contacted in London boroughs this year have previously been in care (409 last year).

1257 people contacted in London boroughs this year have previously been in prison (1375 last year).

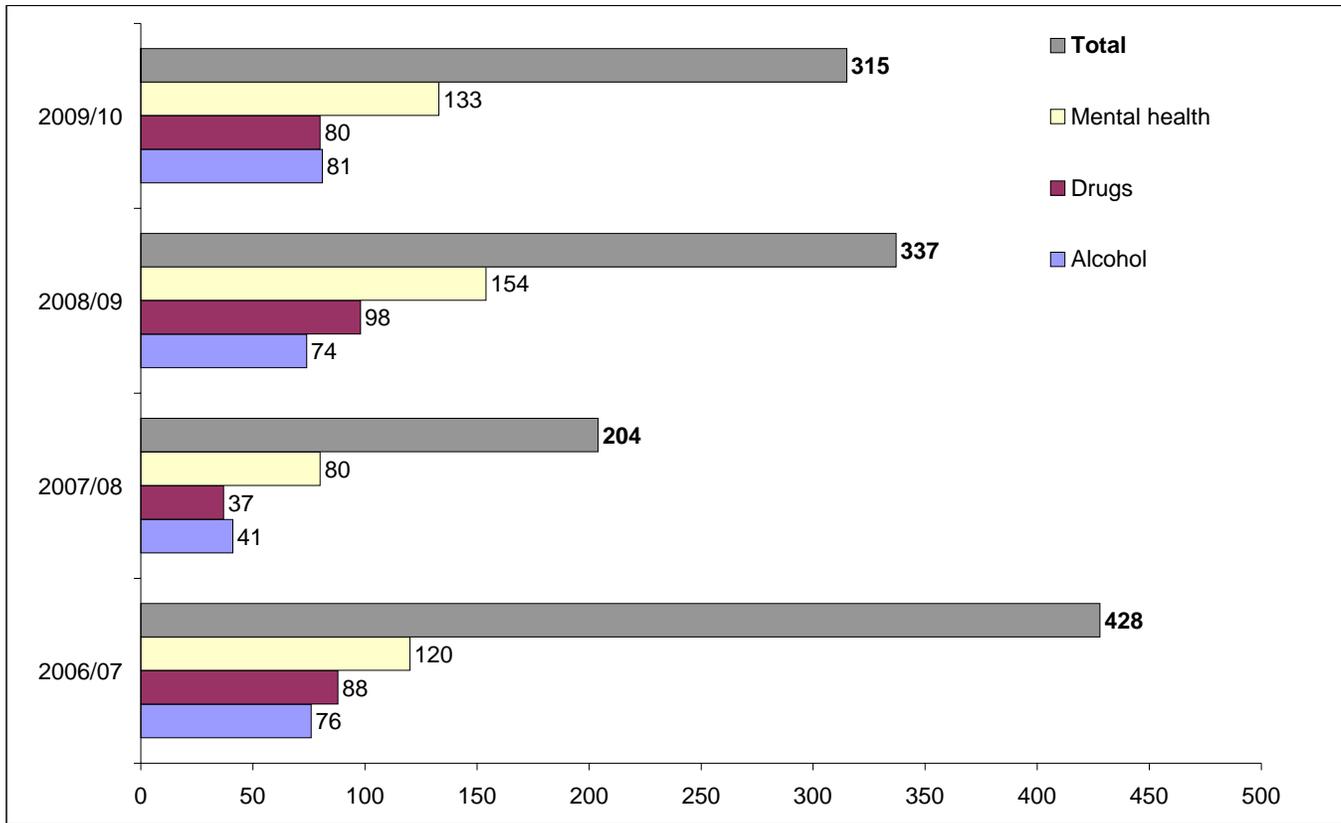
It is possible for someone contacted to be included in more than one of the above figures, e.g. 261 people contacted in the year have been in care and prison.

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

Clearing House - Long-term RSI Accommodation

21) Support needs for people housed in the period

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

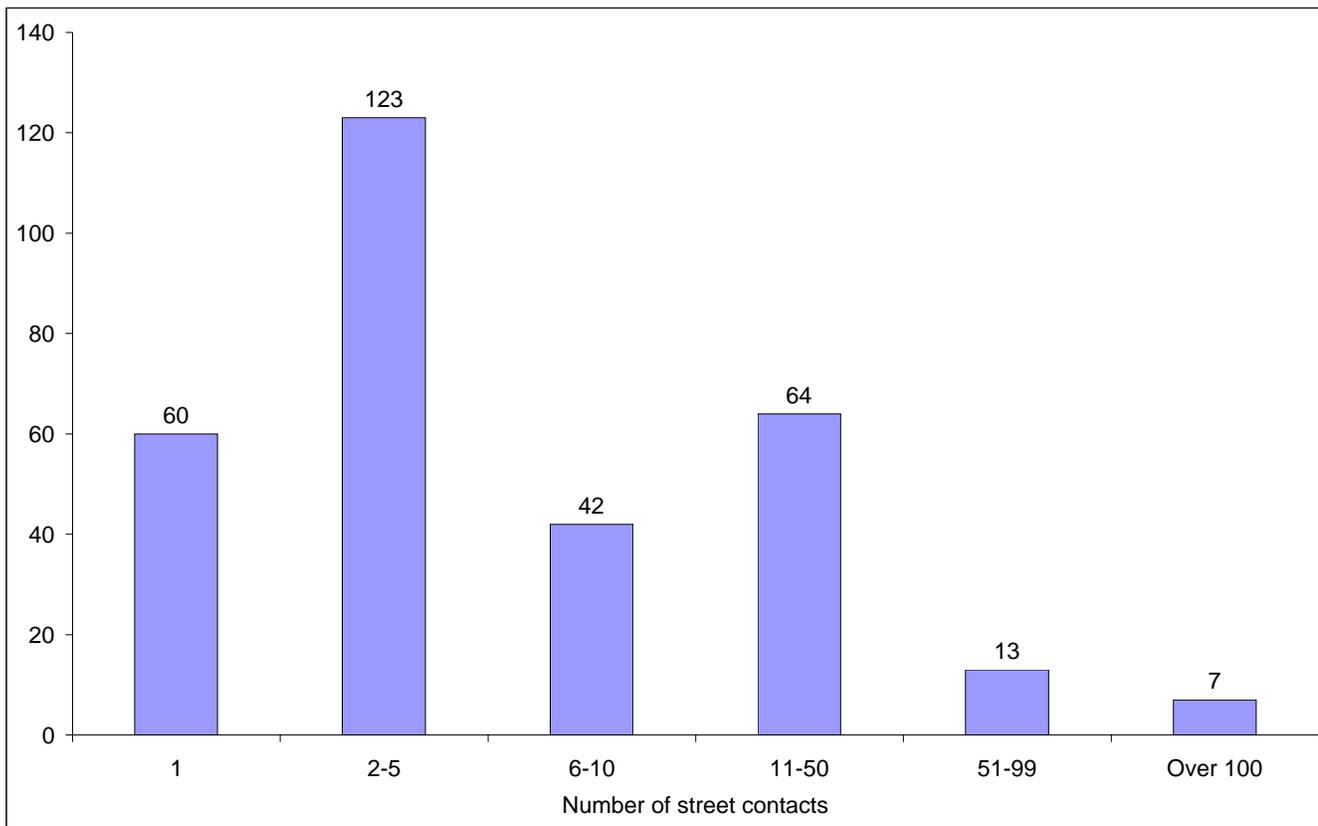


315 people started a tenancy in RSI accommodation during 2009/10. This is a decrease of 7% from 337 in the previous year.

NB. The support needs shown are current support needs from the Clearing House database. Those clients who do not have current support needs may have a recent history of one or more support needs.

22) 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: 309

309 of the 315 people starting an RSI tenancy in the year, are verified rough sleepers with a CHAIN record*.

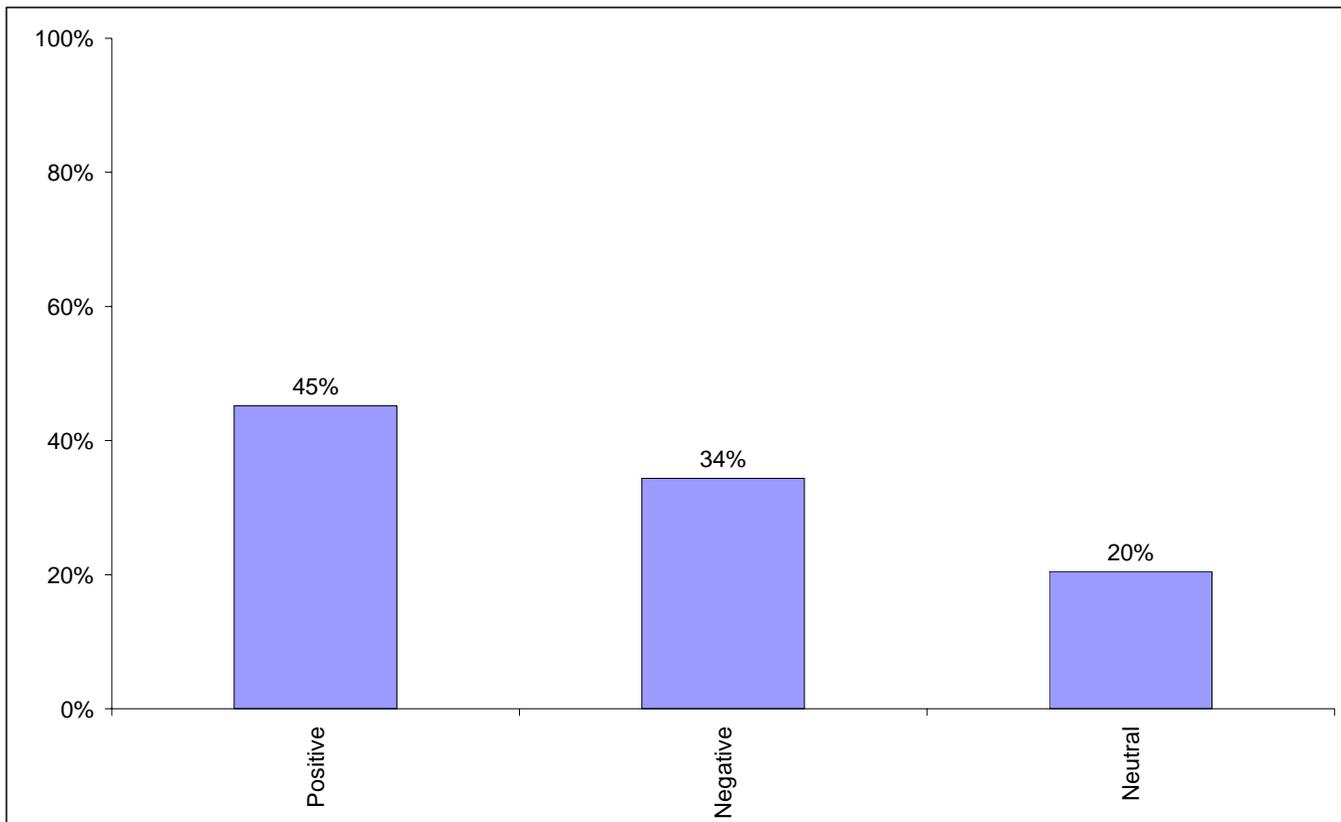
60 of these people had only one street contact recorded on CHAIN before their tenancy start.

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

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

23) Departures from long-term accommodation

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



Base: 352

Positive: Planned move, Transferred

Negative: Abandoned, Evicted

Neutral: Institution, Death, Other

Reason for leaving	No. of people	% of tenancy ends in period	% of tenancies overall
Abandoned	48	14%	1%
Evicted	73	21%	2%
Planned move to alternative accommodation	87	25%	2%
Transferred	72	20%	2%
Institution (e.g. detox, prison)	5	1%	0%
Death	28	8%	1%
Other	39	11%	1%
Total	352	100%	10%

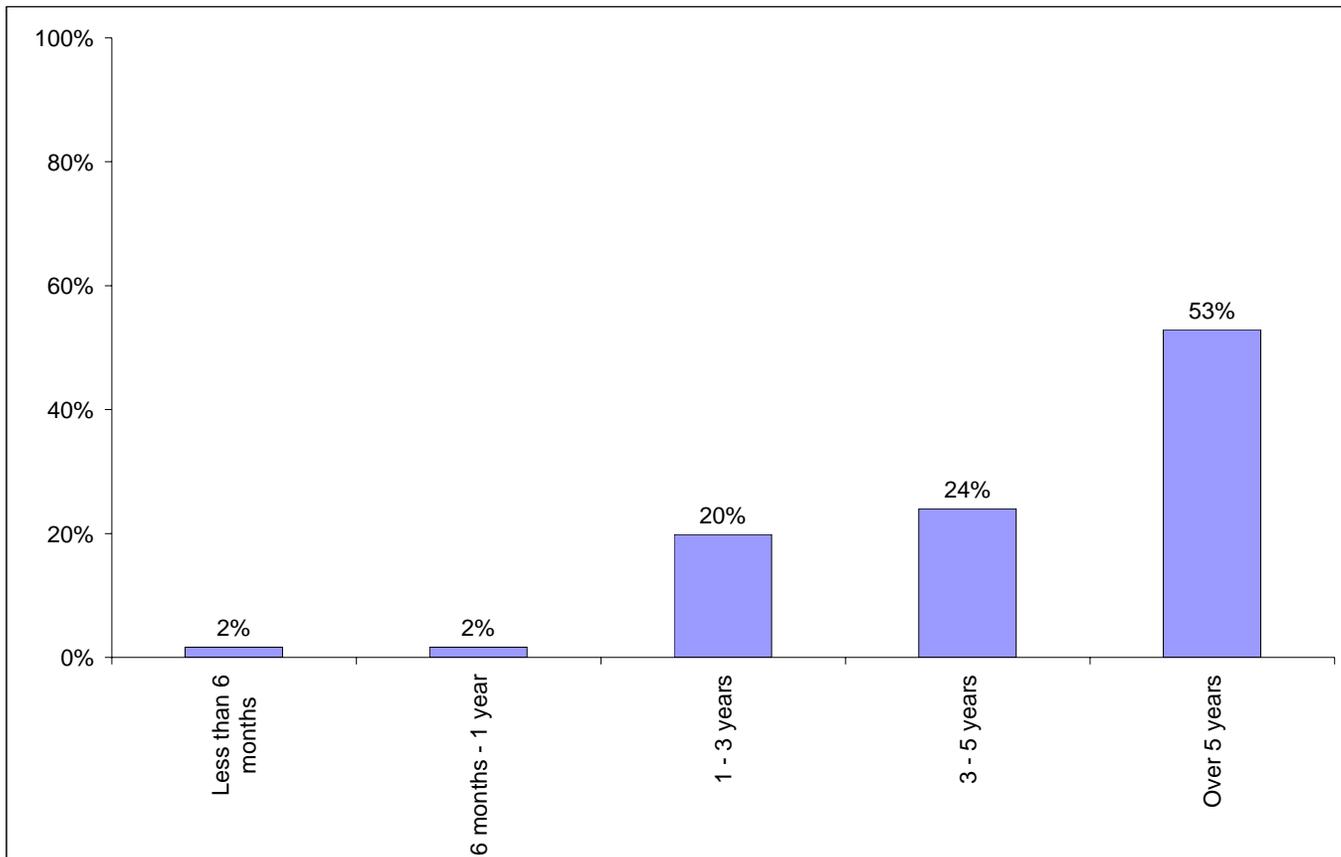
352 people ended an RSI accommodation tenancy this year. This is an increase from 280 in 2008/09.

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

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

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: 121

121 people ended an RSI tenancy in year due to abandoning or being evicted from their property. This is 3% of the 3601 current total number of RSI tenancies.

The majority of these people (77%) had been in their tenancy for three years or more. This is an increase from 53% in 2008/09.

20% of these people had been in their tenancy for one to three years. This is a decrease from 40% during 2008/09.

3% of these people had been in their tenancy for one year or less. This compares with 7% during 2008/09.