



Street to Home
Annual Report for London
1st April 2008 to 31st March 2009



Street to Home annual report for All boroughs 1st April 2008 to 31st March 2009

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Key findings

- The Combined Homelessness And Information Network (CHAIN) database records information about contacts with rough sleepers made by outreach and Building Based Services (BBS) teams and other actions including accessing and departing from hostels and other short-term accommodation.
- The Clearing House is a lettings service for long term accommodation provided by registered social landlords (RSLs) under the Government's Rough Sleepers Initiative (RSI).
- CHAIN and Clearing House services are commissioned by CLG and managed by Broadway.
- This report presents key statistics from CHAIN and Clearing House for the year April 2008- March 2009 along with comparative data for previous years in many cases.
- Rough sleeping figures presented reflect those contacted sleeping rough on the streets of London by outreach and BBS teams - i.e. 'verified rough sleepers'. They do not cover 'hidden homeless' groups such as those who are squatting or staying in places which are inaccessible to outreach workers.
- 3472 people were contacted sleeping rough in 2008/09. This is 455 more than last year.
- In addition to those who were seen sleeping rough in the year, 1220 other verified rough sleepers were contacted by outreach and BBS teams.
- The 2008/09 Street to Home report uses a model called the 'flow, stock returner' model for the first time:

Group	Definition	2007/08		2008/09	
		No.	%	No.	%
Flow	People who are new i.e. have not been seen sleeping rough before 2008/09.	1672	55	2012	58
Stock	People who were seen bedded down in 2008/09 and the previous year too	863	29	902	26
Returner	People who were seen bedded down in 2008/09 and were also seen sleeping rough in a previous year but not during 2007/08.	482	16	558	16
Total		3017	100	3472	100

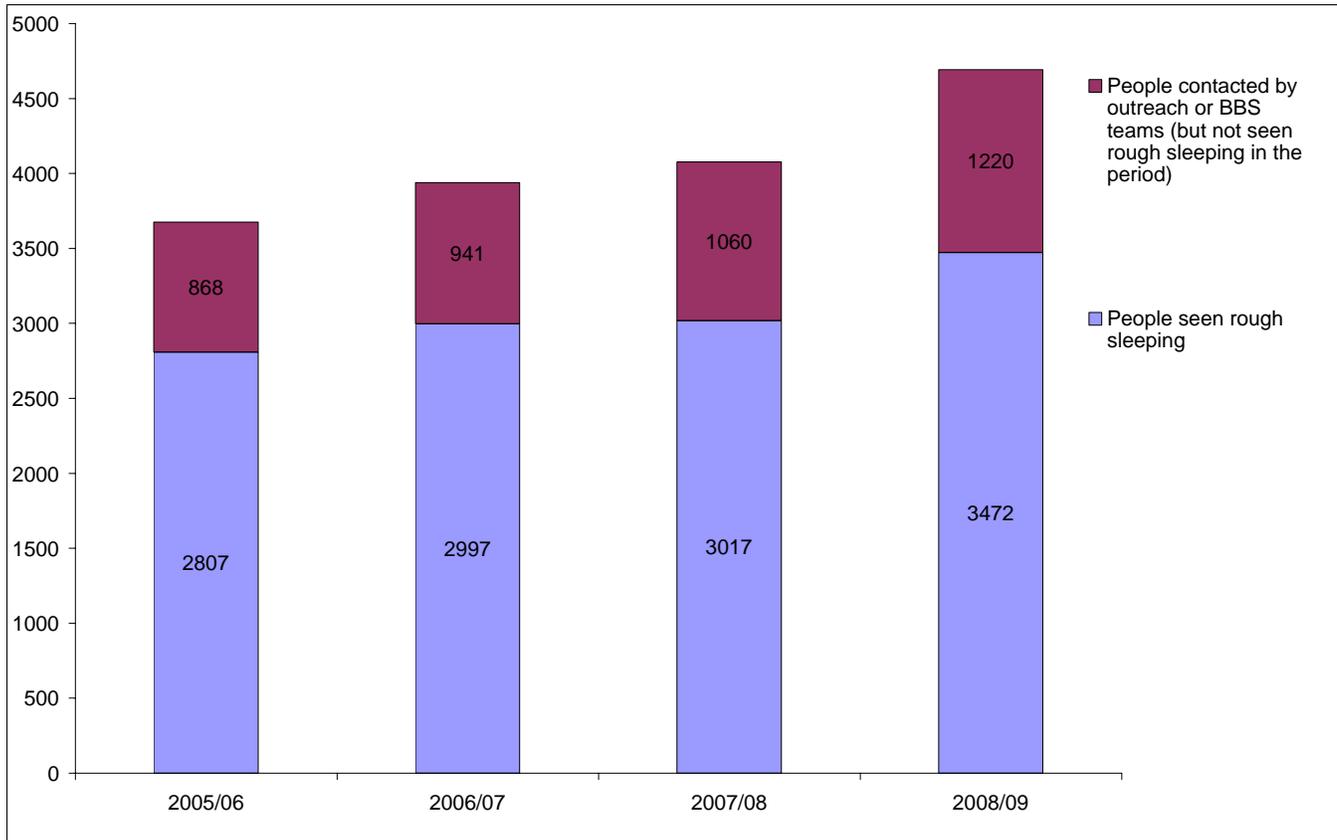
- Six in ten of those contacted in 2008/09 were UK nationals. The proportion of people contacted from A8 and A2 countries rose slightly again from 11% to 14%.
- The number of people arriving at temporary accommodation dropped from 1370 in 2007/08 to 1326 in 2008/09 a decrease of 44.
- 256 people started Clearing House tenancies in 2008/09. 40 of these people had one bedded down street contact before starting their tenancies. Nine had over 50 street contacts before starting their tenancy.

Street to Home Annual Report for all boroughs

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



2005/06 base: 3675
 2006/07 base: 3938
 2007/08 base: 4077
 2008/09 base: 4692

4692 verified rough sleepers were contacted by services in London in 2008/09. This is an increase from 4077 last year.

Of these 4692, 3472 had a bedded down street contact in the year and so were known to have slept rough in London in 2008/09. The number seen sleeping rough this year has increased by 15%.

Of the 3017 sleeping rough in 2008/09, 832 were contacted during a street count in one or more of these boroughs - Westminster, Hammersmith & Fulham, Kensington & Chelsea, Southwark and City of London.

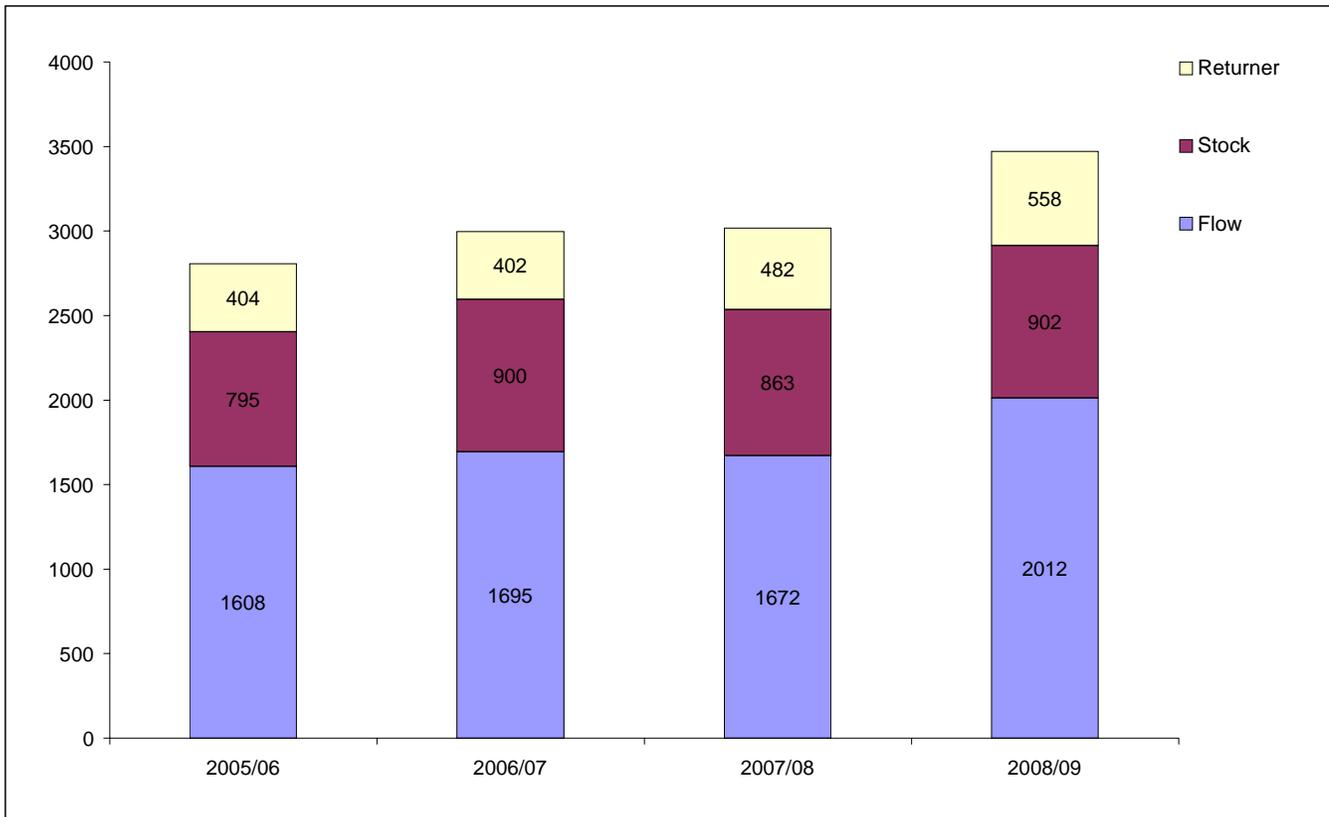
35 people were contacted only during a street count and not on a standard outreach shift in the period.

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 in 2007/08
Returner	People who were also seen sleeping rough at least over a year ago, but not during 2007/08



2005/06 base:	2807
2006/07 base:	2997
2007/08 base:	3017
2008/09 base:	3472

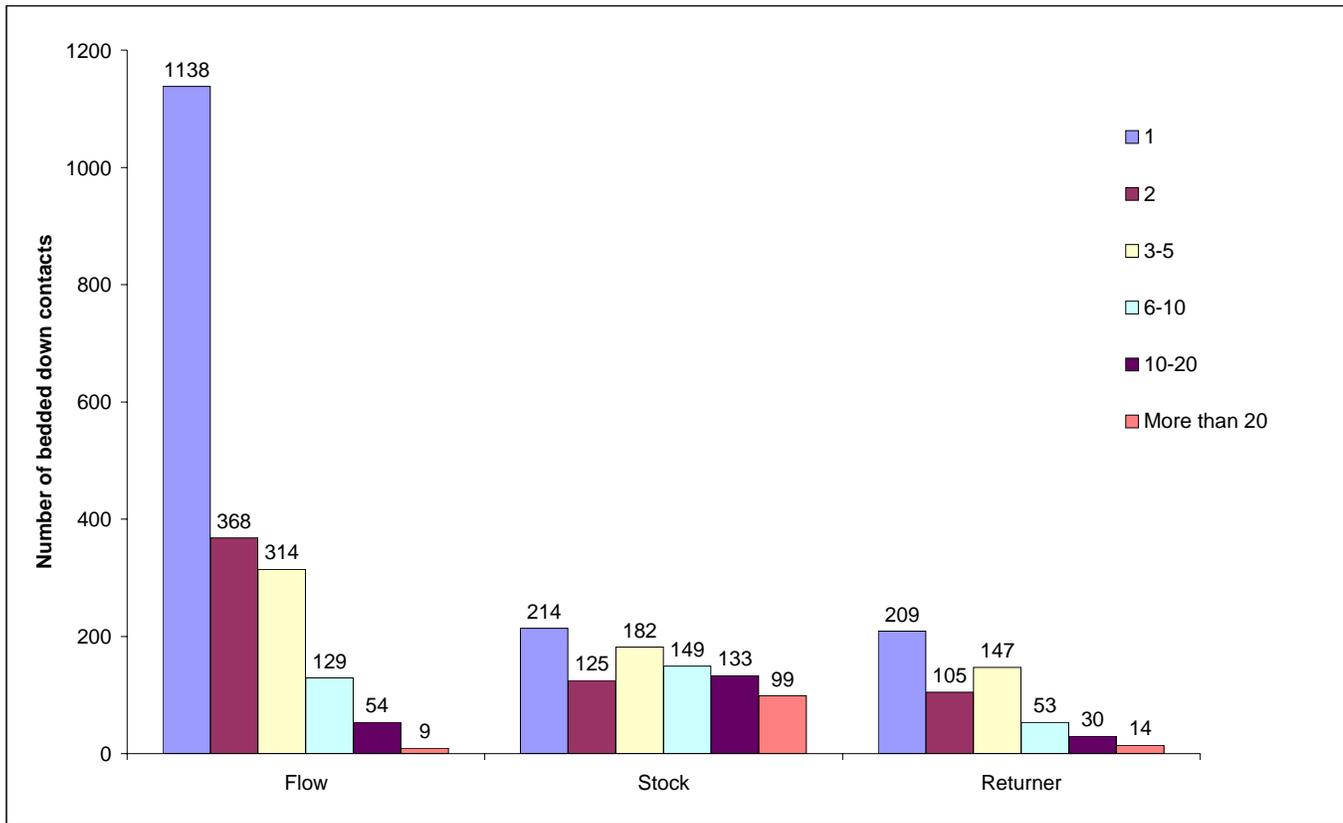
2012 people rough sleeping were flow (new to the streets). This means they had not previously been contacted by any outreach or BBS team that reports to CHAIN and were verified as a rough sleeper this year.

902 people rough sleeping were stock. This means they had been contacted by an outreach or BBS team during 2007/08 in addition to 2008/09.

558 people seen rough sleeping were returners. This means they had been seen sleeping rough by outreach or BBS teams sometime before 1st April 2007, have not been seen sleeping rough for at least a year, but have been seen sleeping rough during 2008/09.

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): 2012
 Base (Stock): 902
 Base (Returner): 558

The proportion of flow, stock and returner people contacted across all boroughs this year is similar to 2007/08.

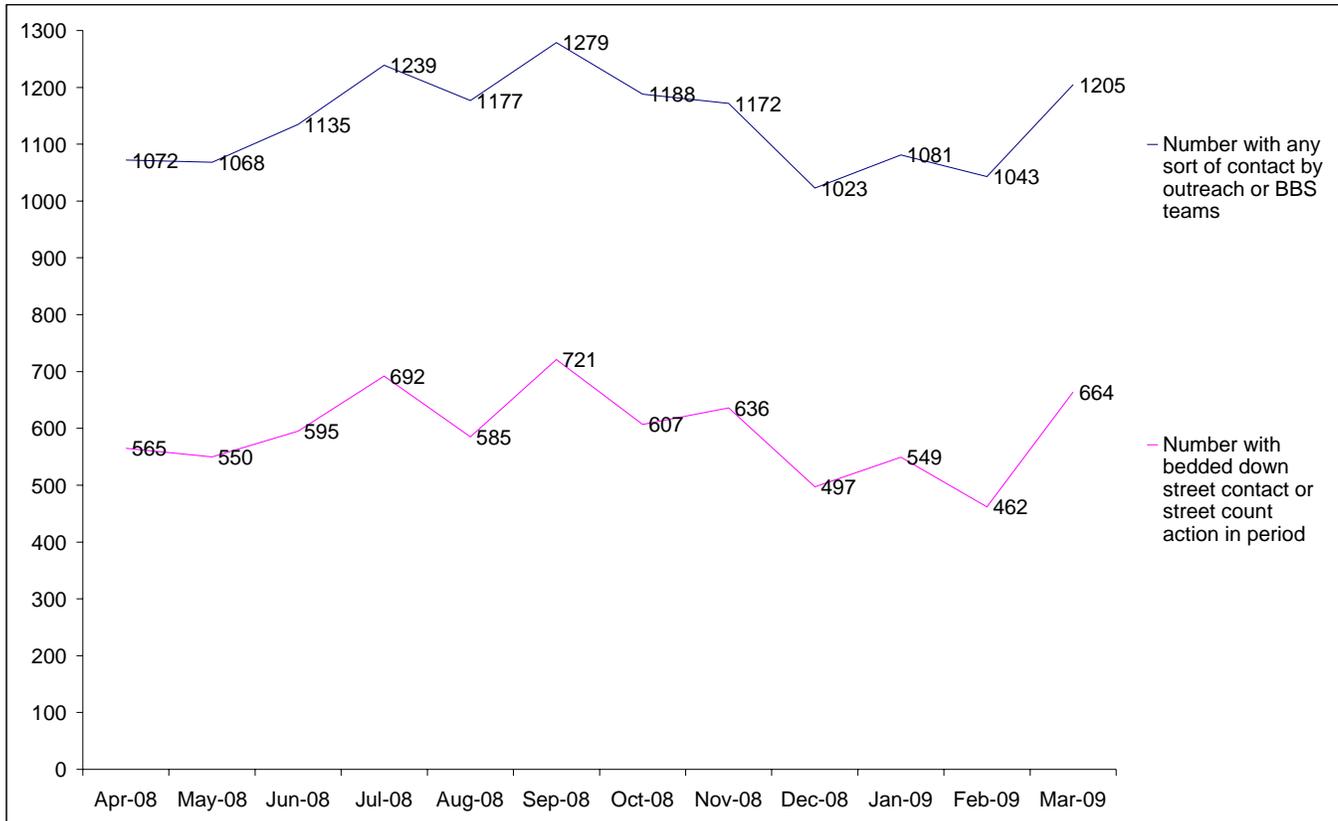
Of the 2012 people verified in 2008/09 (flow), 1138 only had a single bedded down street contact.

Of the 1138 people seen rough sleeping only once in the period (and who were also new to CHAIN), 549 were from the UK, 103 from Poland, 69 from Eritrea and 59 people from other African countries.

NB The majority of A8 and A2 nationals are not eligible for welfare benefits in the UK - this means they cannot necessarily be offered the same services as people who are eligible for benefits.

4) People contacted by month

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



Base for verified rough sleepers: 4692

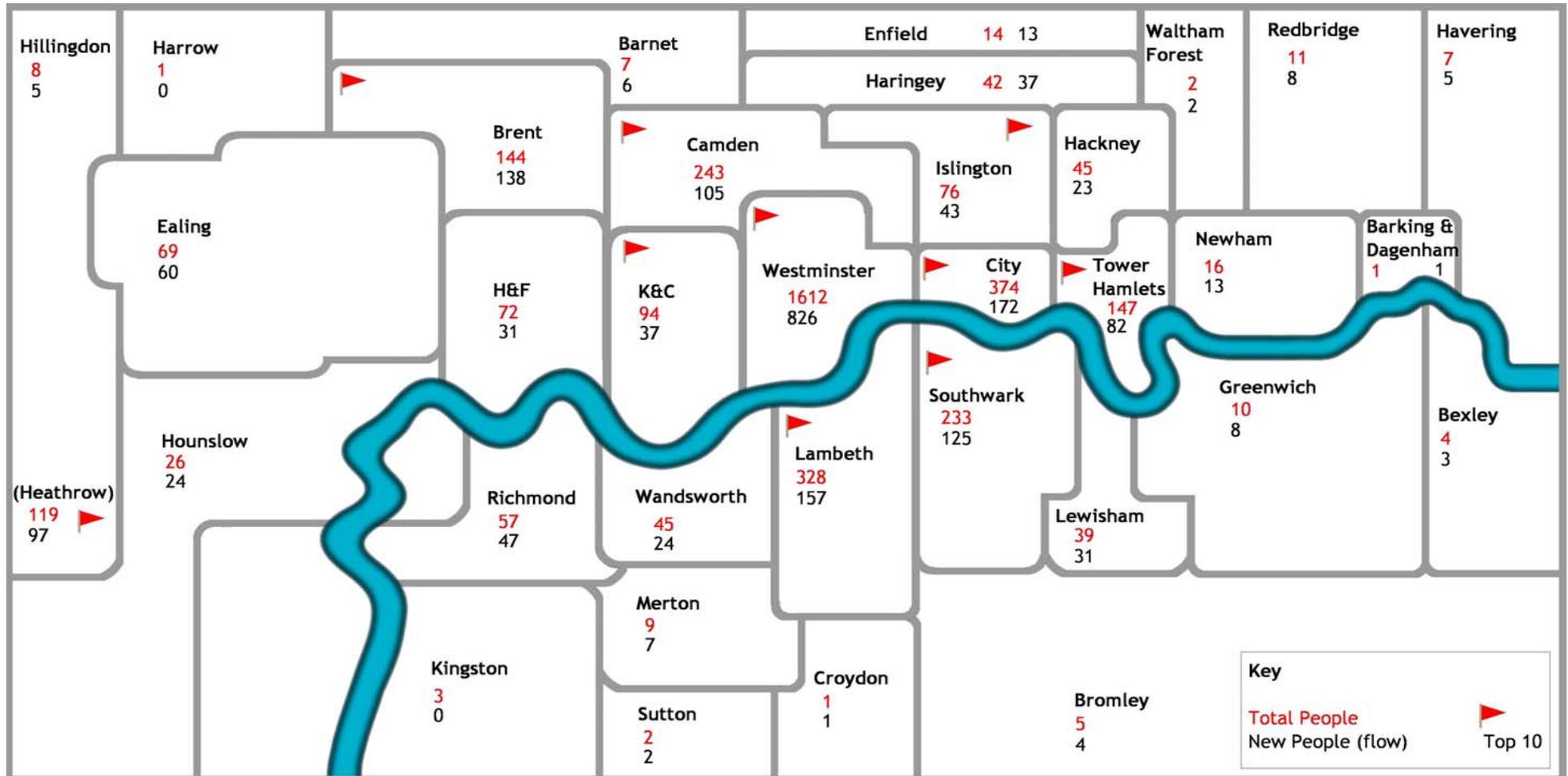
Base for verified rough sleepers with bedded down street contact or street count action: 3472

Of the 4692 verified rough sleepers contacted by outreach or BBS teams this year, the average number contacted in a month was 1140. The highest number were contacted in September (1279) and the lowest in December (1023).

The graph shows that a similar pattern is followed by the subset of people rough sleeping in the year. The average number contacted in a month was 594, and the highest number (721) were contacted in the same month as for all people contacted, the lowest in February (462).

5) Borough distribution (map and chart)

People seen sleeping rough in the year by borough



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

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

Borough	2007/08	2008/09	Change	% Change
Barking & Dagenham	0	1	+1	100%
Barnet	6	7	+1	17%
Bexley	5	4	-1	-20%
Brent	83	144	+61	73%
Bromley	5	5	0	0%
Camden	253	243	-10	-4%
City of London	238	374	+136	57%
Croydon	0	1	+1	100%
Ealing	88	69	-19	-22%
Enfield	8	14	+6	75%
Greenwich	4	10	+6	150%
Hackney	57	45	-12	-21%
Hammersmith & Fulham	118	72	-46	-39%
Haringey	13	42	+29	223%
Harrow	5	1	-4	-80%
Havering	3	7	+4	133%
Heathrow	33	119	+86	261%
Hillingdon	11	8	-3	-27%
Hounslow	50	26	-24	-48%
Islington	29	76	+47	162%
Kensington & Chelsea	77	94	+17	22%
Kingston	0	3	+3	0%
Lambeth	298	328	+30	10%
Lewisham	39	39	0	0%
Merton	4	9	+5	125%
Newham	7	16	+9	129%
Redbridge	8	11	+3	38%
Richmond	38	57	+19	50%
Southwark	190	233	+43	23%
Sutton	5	2	-3	-60%
Tower Hamlets	143	147	+4	3%
Waltham Forest	1	2	+1	100%
Wandsworth	47	45	-2	-4%
Westminster	1507	1612	+105	7%

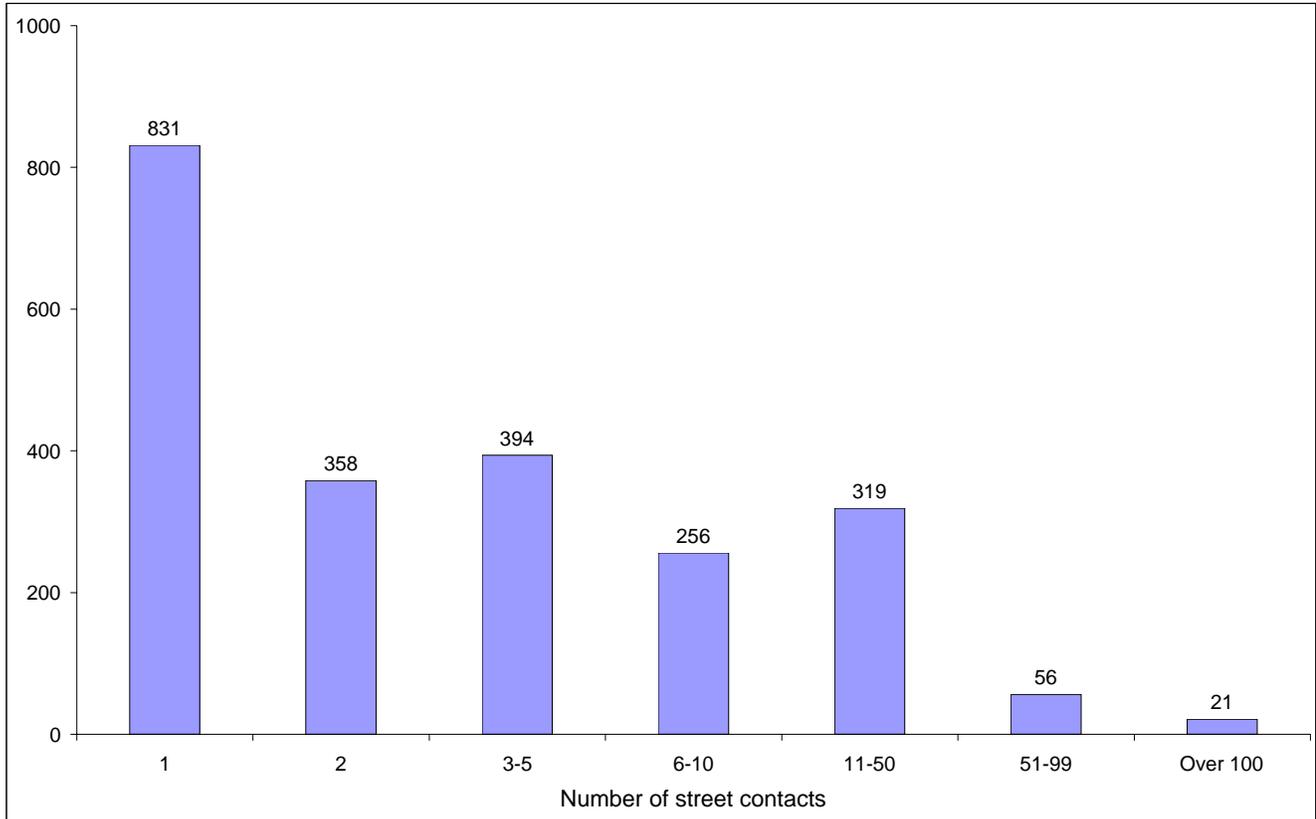
Compared to last year, there are 2 boroughs that have a designated outreach/BBS team where there has been a notable increase (over 100) in the number of verified rough sleepers contacted this year.

City of London and Westminster

Compared to last year there are no boroughs that have a designated outreach/BBS team where there has been a notable decrease (over 100) in the number of verified rough sleepers contacted this year.

6) 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 (48%) verified rough sleepers contacted across London in 2008/09 have never had a booking in action recorded on CHAIN. This has increased slightly from 1755 (43%) in 2007/08.

1890 of these people have slept rough in the year, which is 54% of all people sleeping rough this year.

831 (37%) of the people who have never had a booking in action recorded on CHAIN have only ever had one street contact recorded.

21 people in all London boroughs have never had a booking in action despite having over ten street contacts. This is slightly higher than previous years (2007/08: 19, 2006/07: 19, 2005/06: 15, 2004/05: 7).

7) 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	93	4%
Booked into bed and breakfast	114	4%
Booked into clinic	73	3%
Booked into emergency bed space	287	11%
Booked into rolling shelter	450	18%
<i>Referral to hostel</i>	1480	*
Booked into hostel	963	38%
<i>Referral rejected</i>	87	*
Booked into temporary other accommodation	95	4%
Booked into long-term accommodation - RSI	70	3%
Booked into long-term accommodation - LA	15	1%
Booked into long-term accommodation - HA	21	1%
Booked into long-term accommodation - other	16	1%
Booked into private rented accommodation	55	2%
Booked into second stage accommodation	36	1%
Bookings in total	2288	90%**
Moved to area outside London	172	7%
Moved to other London borough	35	1%
Referred to another Borough's outreach team	56	2%
Returned to family	0	0%
Returned to home area	0	0%
Reconnections total	263	10%
Total	2551	100%

Outreach and BBS teams across London succeeded in reconnecting or booking into accommodation 1647 people, 35% of the 4692 people contacted during the year.

This is a slightly lower proportion than previous periods - 2007/08: 35%, 2006/07: 37%, 2005/06: 39%.

1506 people had a total of 2288 booking in actions. This indicates that individuals can be booked into accommodation (the same type or different) more than once in a year.

176 people were booked into long-term accommodation. This is higher than previous periods (2007/08: 99, 2006/07: 102, 2005/06: 59, 2004/05: 70).

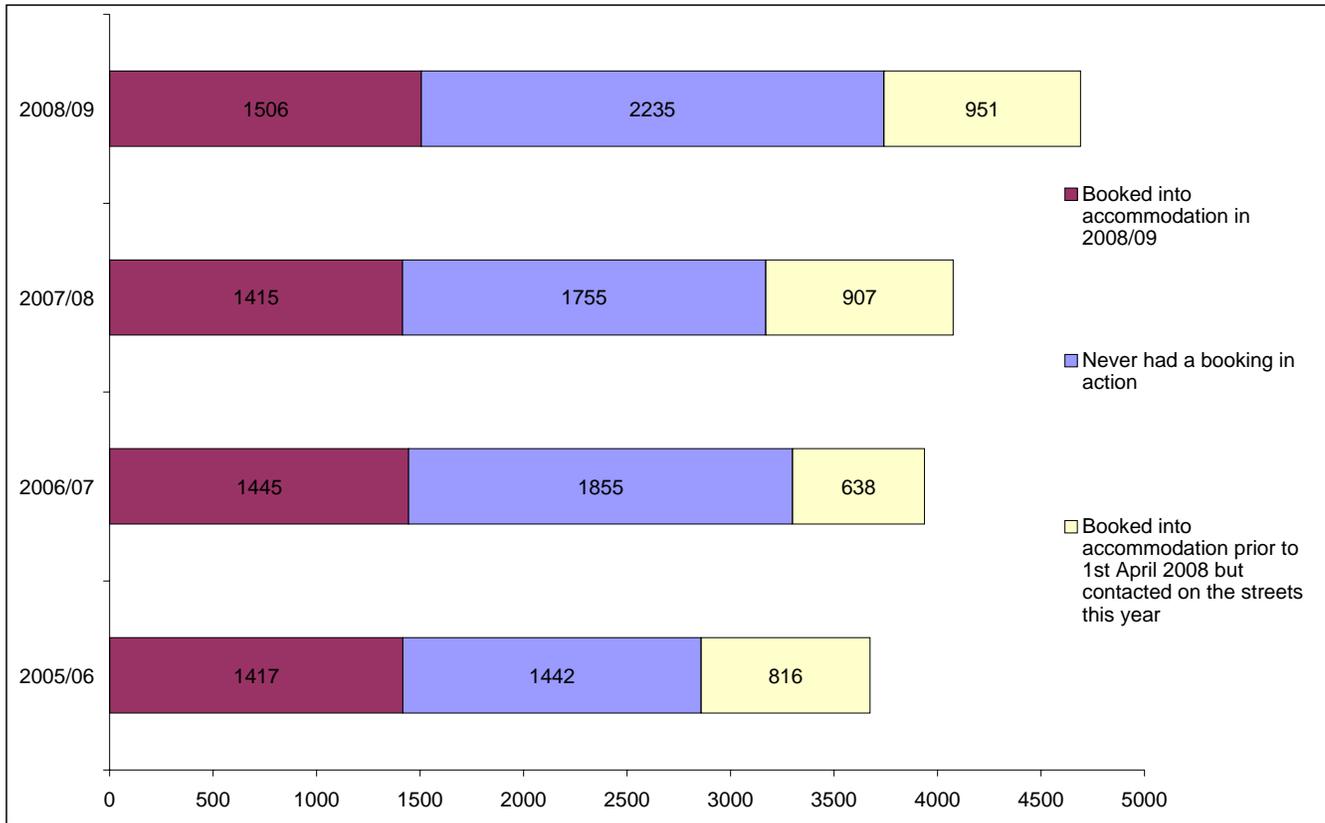
874 people were booked into hostel accommodation. This is similar to recent years but lower than a few years ago (2007/08: 852, 2006/07: 847, 2005/06: 878, 2004/05: 1035).

Outreach and BBS teams across London boroughs achieved a confirmed reconnection action with 235 people they contacted this year. This is 5% of the people contacted by outreach or BBS teams this year.

263 confirmed reconnection actions were recorded by outreach and BBS teams for verified rough sleepers this year. In addition, teams recorded 60 such actions for the wider street population (people not seen sleeping rough).

8) 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.

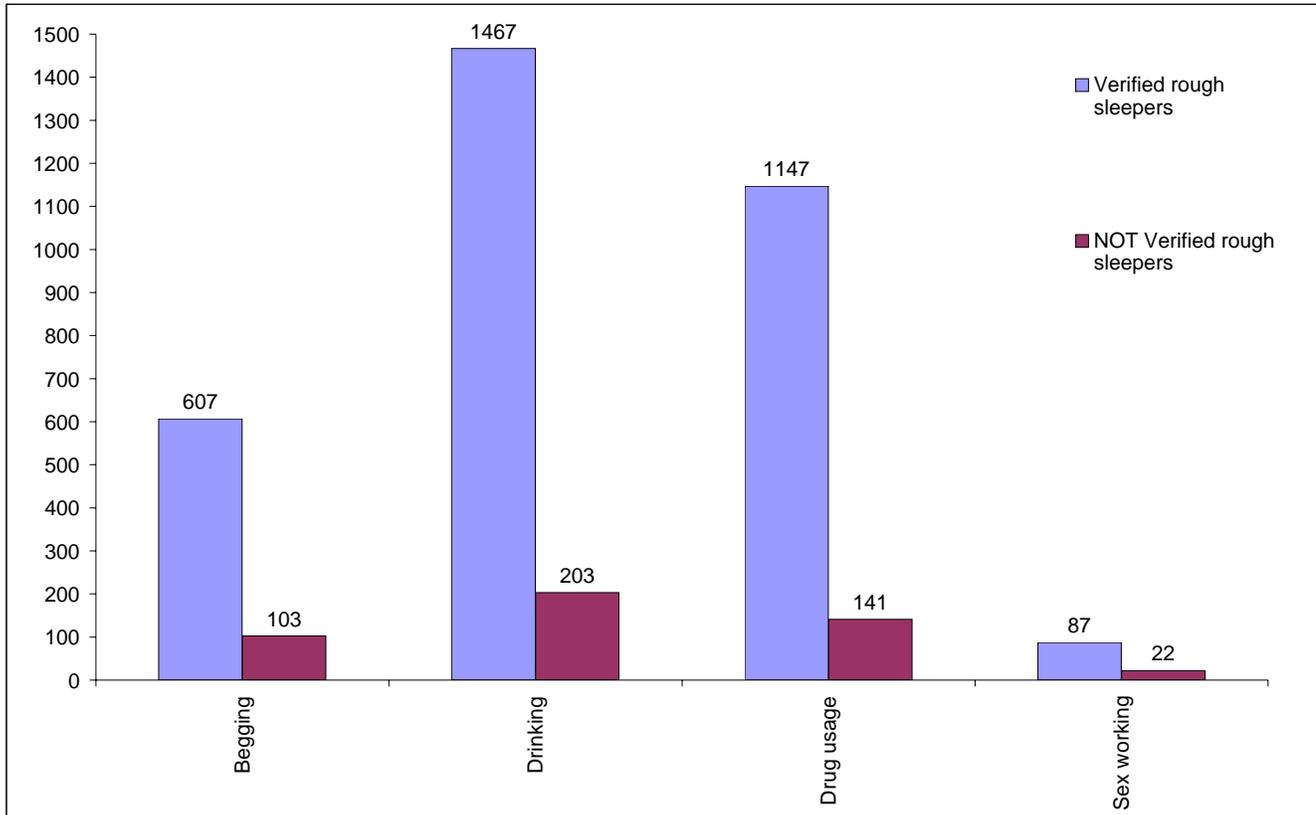


2005/06 base: 3675
 2006/07 base: 3938
 2007/08 base: 4077
 2008/09 base: 4692

The proportion of people with a street contact but who have never had a booking in action increased slightly this year (48%), having consistently increased in previous years (2007/08: 43%, 2006/07: 47%, 2005/06: 39%).

9) 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: 2605

Base for people who are not verified rough sleepers: 385

Of the 4692 verified rough sleepers contacted, 2605 (56%) have engaged in street activity in the year.

Some of these people have engaged in more than one type of street activity in the year.

In addition to the 4692 verified rough sleepers contacted in the year by outreach or BBS teams and/or arriving at accommodation, 385 members of the wider street population were also contacted in the year in this borough across all boroughs. Of these:

45 had confirmed reconnections.

80 were booked into accommodation across all boroughs.

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

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

10) Arrivals

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 CAT	Lambeth and Southwark SPOT	Heathrow Airport Outreach	Lambeth SORT	West London Outreach	SPEAR Outreach	New Horizon YC and Outreach	London Street Rescue	Pillion Islington Outreach	HART team	Assessment centre	Day/night centre	Hostel/RS	St Mungo's Internal Transfer	Local authority	Prison	Self	Other	Total
Accommodation ↓																										
St Mungo's, Pound Lane					1																					1
Brent Total					1																					1
Parker House Assessment Centre							47											1	1	1		2			3	55
Community HA, Goodge Place																									1	1
Community HA, The Crescent																									1	1
Olallo Project		2					1																		3	6
SHP, Dennis Handfield							4											1		6						11
SHP, 165 Project							2							1				2		8					5	18
St Mungo's, Adamson Road																									1	1
St Mungo's, Argyle St																						1				1
St Mungo's, Argyle Walk																									1	1
St Mungo's, Endsleigh Gardens			2				7											4		6	3	5				27

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 CAT	Lambeth and Southwark SPOT	Heathrow Airport Outreach	Lambeth SORT	West London Outreach	SPEAR Outreach	New Horizon YC and Outreach	London Street Rescue	Pillion Islington Outreach	HART team	Assessment centre	Day/night centre	Hostel/RS	St Mungo's Internal Transfer	Local authority	Prison	Self	Other	Total
Accommodation ↓																										
St Mungo's, Seven Sisters Road							4											2			3	1			2	12
St Mungo's, St Pancras Way			1			2									1						4				6	14
Camden Total		2	3			2	65							1	1			10	1	21	11	8			23	148
Providence Row, Middle Street						3																			1	4
St Mungo's, Chancery Lane							5														1				1	7
City of London Total						3	5														1				2	11
Broadway, Sixty Five								13																	2	17
YMCA, Ealing								8																		8
Ealing Total								21																	2	25
St Mungo's, Church Walk						1									2						1					4
St Mungo's, Mare Street	1		1												1				1	2					1	7
Hackney Total	1		1			1									3				1	2	1				1	11
Broadway, Market Lane												1								1					5	12
Broadway, Old Theatre																										8
Broadway, One-Sixty						1																		1	1	14
London Cyrenians, Shepherds House																					1				1	3

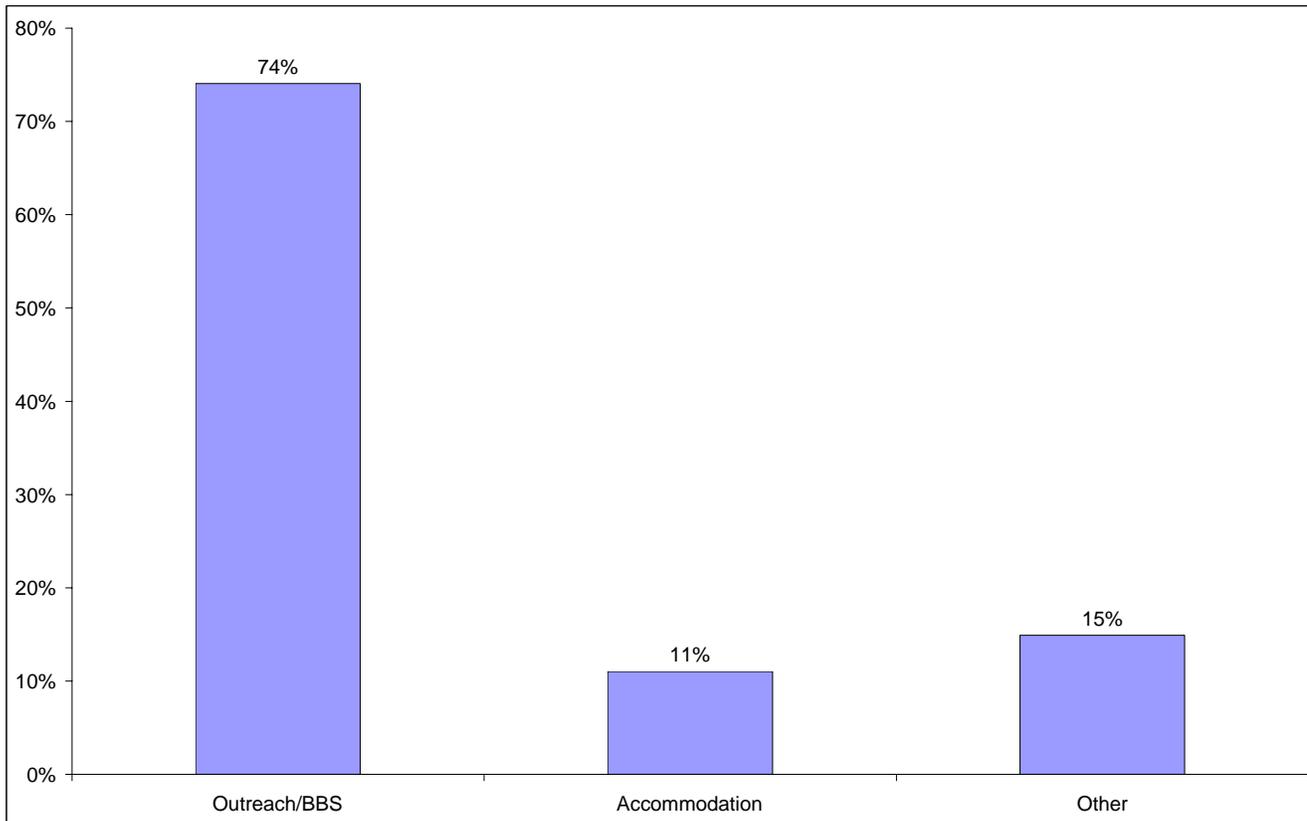
Source of referral →	BBS CSTM	Passage BBS and Day Centre	BBS St Mungo's	Street Population Team	CHC Brent Outreach	City RST	CRI Camden	Ealing CAT	Lambeth and Southwark SPOT	Heathrow Airport Outreach	Lambeth SORT	West London Outreach	SPEAR Outreach	New Horizon YC and Outreach	London Street Rescue	Pillion Islington Outreach	HART team	Assessment centre	Day/night centre	Hostel/RS	St Mungo's Internal Transfer	Local authority	Prison	Self	Other	Total
Accommodation ↓																										
Salvation Army, Edith Road												1										3				4
St Christopher's, Limegrove												1										5			2	8
Hammersmith & Fulham Total						1						24								2	2	9		1	9	49
City Road Cranstoun drug services																								32		32
St Mungo's, Rosebery Av																					2					2
Islington Total																					2			32		34
Look Ahead, Earl's Court	3		2					10				5	1												7	28
St Mungo's, Cromwell Road								7	1			5									1	3			3	20
SS - St Mungo's, Culross House																					1					1
Kensington & Chelsea Total	3		2					17	1			10	1								2	3			10	49
Centrepoin, Vauxhall Cross		1							3		1								1	1						7
Clinic - Equinox Brook Drive	4	3	1	3		2	3	1			1	1	4		2	1		1	3	2					1	33
St Mungo's, Cedars Road								1	29		7				6					1	21	1	5	1	12	84
St Mungo's, Wix Lane																					2					2
TR, Graham House	1	4		1					16		2				20				1	8				1	6	60
TR, Lambeth High Street																				1					1	2

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 CAT	Lambeth and Southwark SPOT	Heathrow Airport Outreach	Lambeth SORT	West London Outreach	SPEAR Outreach	New Horizon YC and Outreach	London Street Rescue	Pillion Islington Outreach	HART team	Assessment centre	Day/night centre	Hostel/RS	St Mungo's Internal Transfer	Local authority	Prison	Self	Other	Total
Providence Row, Edward Gibbons Hse						1									2										1	4
Providence Row, Dellow Centre						5									5							6				16
Providence Row, Hackney Road															6									1	7	
Salvation Army, Booth House	1					7			1						36					2		1		8	3	59
Tower Hamlets Total	4		4			17	5		4		1				76			5		2	7		8	30	163	
Passage House Assessment Centre	31	55	9	2													4	2		2					1	106
RS - St Mungo's, Seymour Place	52	63	68	3													16			2					2	206
Centrepoint, Greek Street	5	1																							1	7
Church Army, Cosway Street	1	1	1												5									1	9	18
English Churches, King George's	19	9	7	1													6			8				1	4	55
English Churches, Queen Mary's	4	9																							4	17
Equinox, Hopkinson House	1	4	2																	1						8
Look Ahead, Bayswater	11	7	4						2									4	1	2					1	32
Look Ahead, Victoria	45	28	19	1					1								4			6					3	107
Novas Group, CUC Soho	17	17	13	2													3	4	1	19						76
Salvation Army, Edward Alsop Court	1	6													1			2	1	1				4	20	36

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 CAT	Lambeth and Southwark SPOT	Heathrow Airport Outreach	Lambeth SORT	West London Outreach	SPEAR Outreach	New Horizon YC and Outreach	London Street Rescue	Pillion Islington Outreach	HART team	Assessment centre	Day/night centre	Hostel/RS	St Mungo's Internal Transfer	Local authority	Prison	Self	Other	Total
St Mungo's, Francis Street																				1					2	3
St Mungo's, Harrow Road	5	4	6			4			1		1				1					1	2				6	31
The Passage, Passage House	4	10	1															34							1	50
The Passage, Montfort House		1																5	1							7
TR, Shroton Street	4	5	3														1	1		1					4	19
SS - St Mungo's, Bravington Rd																					1				1	2
SS - St Mungo's, Shirland Rd																						5			1	6
Westminster Total	200	220	133	9		4			4		1				7		34	52	4	44	3	5		6	60	786
Total	214	230	144	17	1	51	77	66	298	4	49	35	30	1	184	2	34	68	14	90	56	36	5	50	184	1940

10) Arrivals (continued)

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



Base: 1940

1326 people arrived at accommodation reporting to CHAIN this year. These 1326 people had 1940 arrival actions. This indicates that an individual can arrive more than once (at the same accommodation project or different) in a period.

The number of people arriving is lower than previous periods (2007/08: 1370, 2006/07: 1524, 2005/06: 1586).

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

11) Departures - reasons for leaving

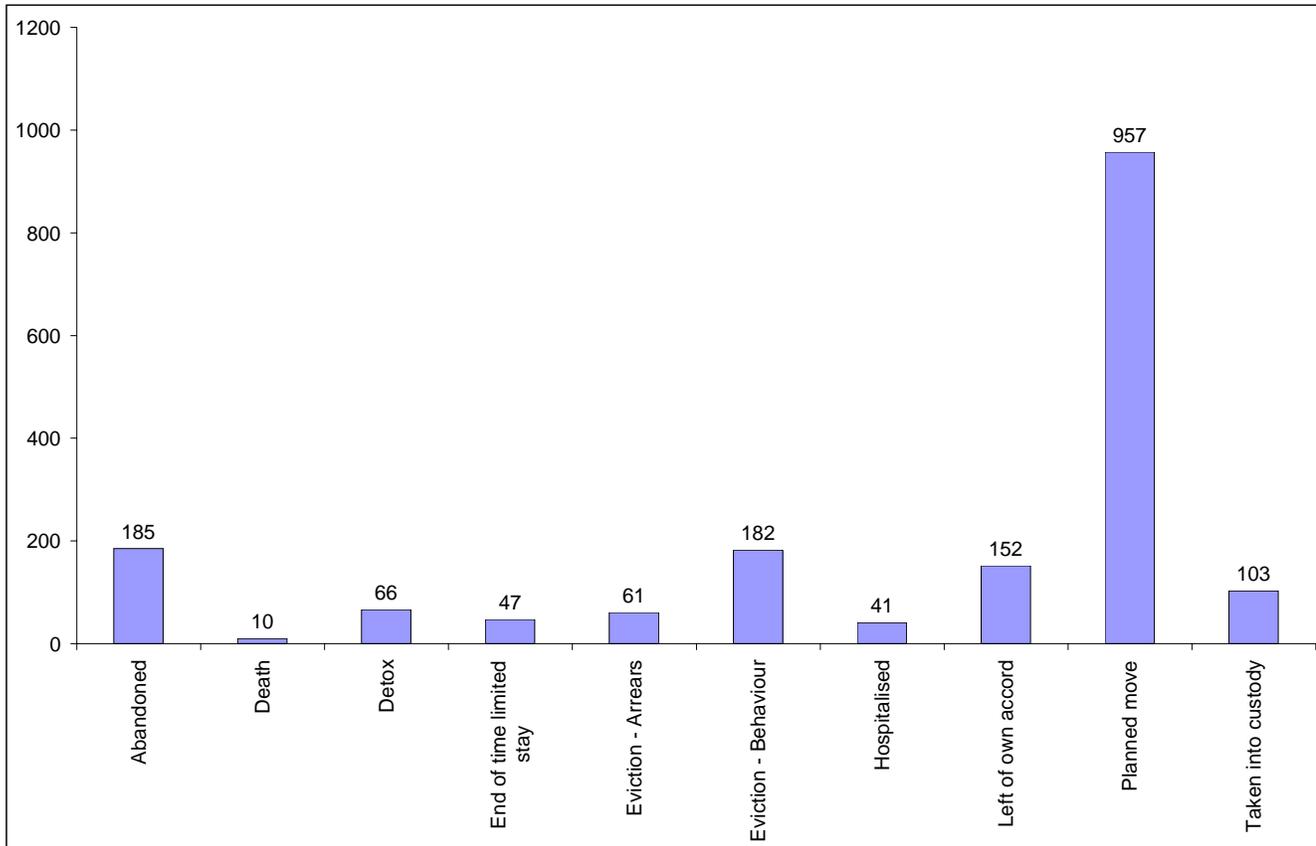
Departure actions by reason for leaving

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
Accommodation ↓											
St Mungo's, Pound Lane									2		2
Brent Total									2		2
Parker House Assessment Centre	7			5	3	3		2	35	5	60
ICH, Conway House						1			2		3
Olallo Project										1	1
SHP, Dennis Handfield	1	1	2						12		16
SHP, 165 Project	2	1				1	2		8	4	18
St Mungo's, Adamson Road									1		1
St Mungo's, Argyle St									1		1
St Mungo's, Argyle Walk								1	2		3
St Mungo's, Birkenhead Street									4		4
St Mungo's, Endsleigh Gardens	2					1		4	23	4	34
St Mungo's, Grays Inn Rd									1		1
St Mungo's, Seven Sisters Road	1	1							2		4
St Mungo's, St Pancras Way		2	1		1	6		1	7	1	19
Camden Total	13	5	3	5	4	12	2	8	98	15	165
St Mungo's, Chancery Lane	2								1	1	4
City of London Total	2								1	1	4
St Mungo's, Chichester Rd								1			1
Croydon Total								1			1
Broadway, Sixty Five		2	1					4	4	2	13
YMCA, Ealing	1	1				1	1		4	2	10
Ealing Total	1	3	1			1	1	4	8	4	23
St Mungo's, Church Walk						1			1		2

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
Accommodation ↓											
St Mungo's, Mare Street						2			2		4
Hackney Total						3			3		6
Broadway, Market Lane		1	1	1				1	8	1	13
Broadway, One-Sixty					1	2			9		12
London Cyrenians, Shepherds House									2		2
Look Ahead, Goldhawk Road				1		1			1		3
Salvation Army, Edith Road	2							1	5		8
St Christopher's, Limegrove		1						2	5	1	9
SS - Broadway, Talgarth Road							1				1
Hammersmith & Fulham Total	2	2	1	2	1	3	1	4	30	2	48
City Road Cranstoun drug services						21		1	4		26
Islington Total						21		1	4		26
Look Ahead, Earl's Court	3					1	1	6	16		27
St Mungo's, Cromwell Road	1		1		2	3	1	3	9	2	22
SS - St Mungo's, Culross House						1			2		3
Kensington & Chelsea Total	4		1		2	5	2	9	27	2	52
Centrepoint, Vauxhall Cross	1	1				1			3	1	7
Clinic - Equinox Brook Drive		12		4		11		6	2		35
St Mungo's, Cedars Road	1	4	1		4	24	1	11	30	10	86
St Mungo's, Wix Lane									4		4
TR, Graham House	4		1		6			3	20		34
TR, Lambeth High Street									2		2
TR, Stamford Street	1								2	1	4
Lambeth Total	7	17	2	4	10	36	1	20	63	12	172
St Mungo's, Pagnell Street			1			7	1	2	10		21
Lewisham Total			1			7	1	2	10		21

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
SPEAR, Kew Road	2	3				2		4	14		25
Richmond Total	2	3				2		4	14		25
RS - St Mungo's, Rushworth Street	34	6		6	6	9		16	201	8	286
Broadway, Manor Place						1					1
Equinox, Joe Richards House		1						1	5	2	9
Salvation Army, David Barker House						4	3		17		24
St Mungo's, Great Guildford Street	12	7	1		2	2		6	25	6	61
St Mungo's, Grange Road						1		4	10	3	18
Southwark Total	46	14	1	6	8	17	3	27	258	19	399
Look Ahead, Aldgate	8	3		1	2		5	21	35	5	80
Providence Row, Dellow Centre	1					2		1	1		5
Providence Row, Hackney Road		1						4	2		7
Salvation Army, Booth House	6			8	1	1	7	6	30	1	60
Tower Hamlets Total	15	4		9	3	3	12	32	68	6	152
Passage House Assessment Centre	7	2				4	1	4	71	4	93
RS - St Mungo's, Seymour Place	34	3		5	3	4		20	119	18	206
Centrepoint, Greek Street	1								3		4
Church Army, Cosway Street	1			10					1		12
English Churches, King George's	8	4			1	2	10	11	13	4	53
English Churches, Queen Mary's				2	2	1			7		12
Equinox, Hopkinson House	3	1						4	1		9
Look Ahead, Bayswater	2				1	1	2	3	25	1	35
Look Ahead, Victoria	8	3			3	4	1	8	56	10	93
Novas Group, CUC Soho	17	4			1	4	19	12	15	3	75
Salvation Army, Edward Alsop Court	11			3		4	2	2	16		38
St Mungo's, Francis Street						1			1		2

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, Harrow Road		1			1	11		4	11		28
The Passage, Passage House	1			1	1	1	2	1	27	2	36
The Passage, Montfort House						2					2
TR, Shroton Street						1		1	4		6
SS - St Mungo's, Bravington Rd						1	1		1		3
SS - St Mungo's, Shirland Rd						1					1
Westminster Total	93	18		21	13	42	38	70	371	42	708
Total	185	66	10	47	41	152	61	182	957	103	1804



Base: 1804

1393 people departed from accommodation this year. These 1393 people had 1804 departure actions. This indicates that an individual can depart more than once (from the same accommodation project or different) in a period.

As with arrivals, the number of people departing and departures are lower than the previous 5 years. The number of people leaving accommodation reporting to CHAIN has dropped over 400 since 2003/04.

53% of departures were due to a planned move. This is similar to previous periods (2007/08: 48%; 2006/07: 53%).

10% of departures were due to abandonments. This is lower than previous periods (2007/08: 15%, 2006/07: 15%, 2005/06: 17%).

13% of departures were due to evictions. This is similar to previous periods.

12) Departures - destination on departure

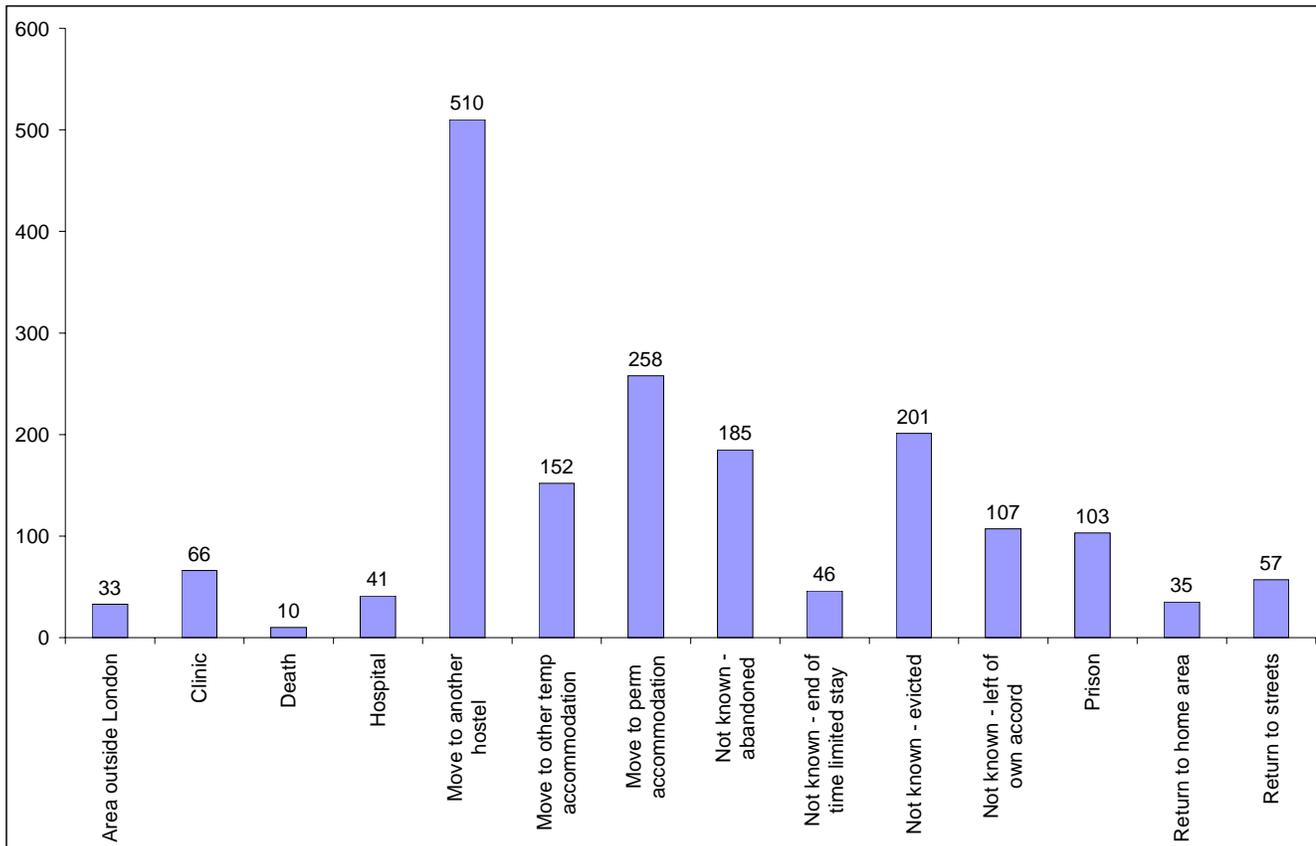
Departure actions by destination on departure

Destination Accommodation	Area outside London	Clinic	Death	Hospital	Move to another hostel	Move to other temp	Move to perm accommodation	Not known - abandoned	Not known - end of time	Not known - evicted	Not known - left of own accord	Prison	Return to home area	Return to streets	Total
St Mungo's, Pound Lane							2								2
Brent Total							2								2
Parker House Assessment Centre				3	32	3		7	5	2	2	5	1		60
ICH, Conway House						1	1				1				3
Olallo Project												1			1
SHP, Dennis Handfield	1	1	2		10		1	1							16
SHP, 165 Project		1			4	3		2		2	1	4	1		18
St Mungo's, Adamson Road					1										1
St Mungo's, Argyle St							1								1
St Mungo's, Argyle Walk					2					1					3
St Mungo's, Birkenhead Street					3		1								4
St Mungo's, Endsleigh Gardens					15	2	6	2		1	1	4		3	34
St Mungo's, Grays Inn Rd					1										1
St Mungo's, Seven Sisters Road		1			2			1							4
St Mungo's, St Pancras Way		2	1	1	4	2	1			1	4	1		2	19
Camden Total	1	5	3	4	74	11	11	13	5	7	9	15	2	5	165
St Mungo's, Chancery Lane					1			2				1			4
City of London Total					1			2				1			4
St Mungo's, Chichester Rd										1					1
Croydon Total										1					1
Broadway, Sixty Five		2	1			2	2			4		2			13
YMCA, Ealing		1				1	3	1		1	1	2			10
Ealing Total		3	1			3	5	1		5	1	4			23
St Mungo's, Church Walk							1				1				2

Destination →	Area outside London	Clinic	Death	Hospital	Move to another hostel	Move to other temp	Move to perm accommodation	Not known - abandoned	Not known - end of time	Not known - evicted	Not known - left of own accord	Prison	Return to home area	Return to streets	Total
St Mungo's, Mare Street	1						2				1				4
Hackney Total	1						3				2				6
Broadway, Market Lane		1	1		2	3	3		1	1		1			13
Broadway, One-Sixty	1			1	5	3	1				1				12
London Cyrenians, Shepherds House						1	1								2
Look Ahead, Goldhawk Road	1						1		1						3
Salvation Army, Edith Road							5	2		1					8
St Christopher's, Limegrove		1			1	1	3			2		1			9
SS - Broadway, Talgarth Road										1					1
Hammersmith & Fulham Total	2	2	1	1	8	8	14	2	2	5	1	2			48
City Road Cranstoun drug services	1					3				1	17		1	3	26
Islington Total	1					3				1	17		1	3	26
Look Ahead, Earl's Court					1	7	8	3		7			1		27
St Mungo's, Cromwell Road			1	2	2		7	1		1	2	2	1	3	22
SS - St Mungo's, Culross House							2				1				3
Kensington & Chelsea Total			1	2	3	7	17	4		8	3	2	2	3	52
Centrepont, Vauxhall Cross		1				3		1			1	1			7
Clinic - Equinox Brook Drive		12			2				4	6	11				35
St Mungo's, Cedars Road	4	4	1	4	10	1	17	1		7	20	10	1	6	86
St Mungo's, Wix Lane					1		3								4
TR, Graham House	1		1	6	3	11	5	4		1				2	34
TR, Lambeth High Street						2									2
TR, Stamford Street						2		1				1			4
Lambeth Total	5	17	2	10	16	19	25	7	4	14	32	12	1	8	172
St Mungo's, Pagnell Street			1		3	1	6			3	6		1		21
Lewisham Total			1		3	1	6			3	6		1		21

Destination →	Area outside London	Clinic	Death	Hospital	Move to another hostel	Move to other temp	Move to perm accommodation	Not known - abandoned	Not known - end of time	Not known - evicted	Not known - left of own accord	Prison	Return to home area	Return to streets	Total
SPEAR, Kew Road	1	3			2	6	5	2		1	1			4	25
Richmond Total	1	3			2	6	5	2		1	1			4	25
RS - St Mungo's, Rushworth Street	1	6		6	176	14	7	34	6	13	5	8	5	5	286
Broadway, Manor Place											1				1
Equinox, Joe Richards House		1			2	1	2			1		2			9
Salvation Army, David Barker House					1	1	15			3	4				24
St Mungo's, Great Guildford Street		7	1	2	4	8	13	12		4		6	2	2	61
St Mungo's, Grange Road					5	2	3			3	1	3		1	18
Southwark Total	1	14	1	8	188	26	40	46	6	24	11	19	7	8	399
Look Ahead, Aldgate		3		2	1	4	30	8	1	26		5			80
Providence Row, Dellow Centre	1						1	1		1	1				5
Providence Row, Hackney Road		1					2			4					7
Salvation Army, Booth House	4			1	2	2	22	6	8	13	1	1			60
Tower Hamlets Total	5	4		3	3	6	55	15	9	44	2	6			152
Passage House Assessment Centre	5	2			61	7		7		3		4	1	3	93
RS - St Mungo's, Seymour Place		3		3	109	5	3	34	4	17	3	18	2	5	206
Centrepoint, Greek Street					3			1							4
Church Army, Cosway Street							1	1	10						12
English Churches, King George's		4		1	4	2	7	8		11	2	4		10	53
English Churches, Queen Mary's	1			2	1	1	4		2					1	12
Equinox, Hopkinson House		1					1	3		4					9
Look Ahead, Bayswater				1	7	9	9	2		3	1	1		2	35
Look Ahead, Victoria	3	3		3	8	19	21	8		7		10	9	2	93
Novas Group, CUC Soho		4		1	4	4	4	17		31	1	3	6		75
Salvation Army, Edward Alsop Court						3	12	11	3	4	4		1		38
St Mungo's, Francis Street							1				1				2

Destination →	Area outside London	Clinic	Death	Hospital	Move to another hostel	Move to other temp	Move to perm accommodation	Not known - abandoned	Not known - end of time	Not known - evicted	Not known - left of own accord	Prison	Return to home area	Return to streets	Total
St Mungo's, Harrow Road	2	1		1	3	1	6			3	9			2	28
The Passage, Passage House	3			1	12	7	5	1	1	3		2	1		36
The Passage, Montfort House	1												1		2
TR, Shroton Street						4				1				1	6
SS - St Mungo's, Bravington Rd							1			1	1				3
SS - St Mungo's, Shirland Rd	1														1
Westminster Total	16	18		13	212	62	75	93	20	88	22	42	21	26	708
Total	33	66	10	41	510	152	258	185	46	201	107	103	35	57	1804



Base: 1804

28% of people left accommodation to move to another hostel. This is similar to previous periods.

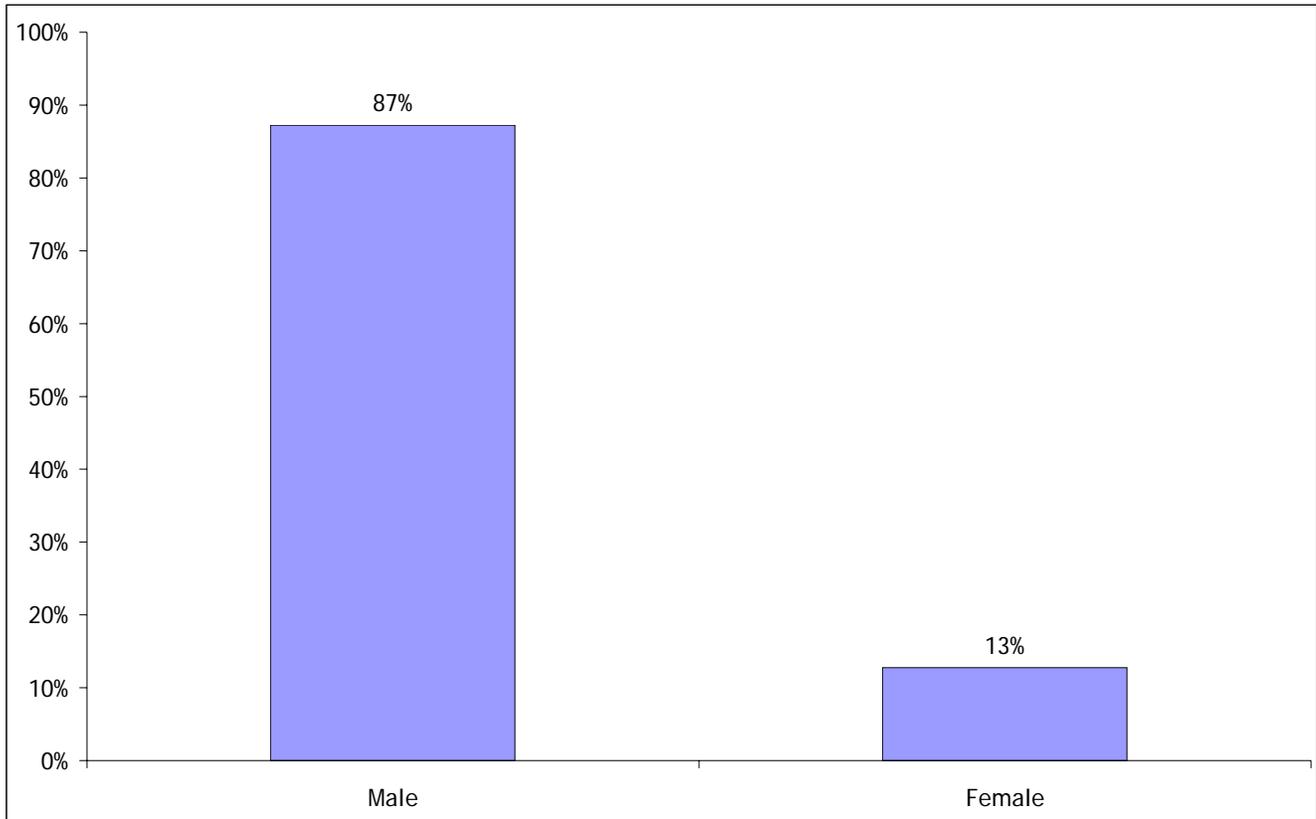
14% left to move to permanent accommodation. This is consistent with previous periods.

A similar proportion of people left temporary accommodation in all London boroughs to move to permanent accommodation, compared to previous years.

Demographics

13) Gender

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

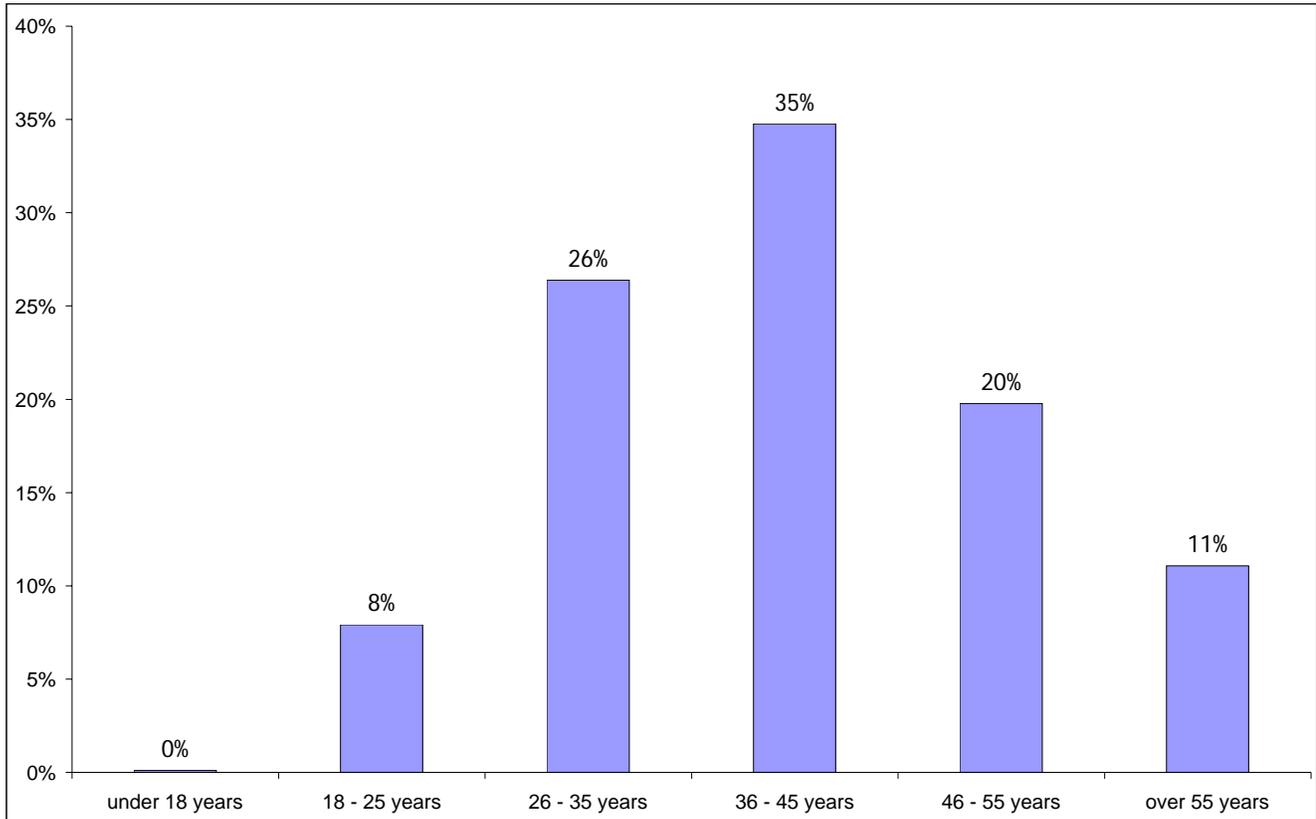


Base: 5198

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

14) Age

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



Base: 5198

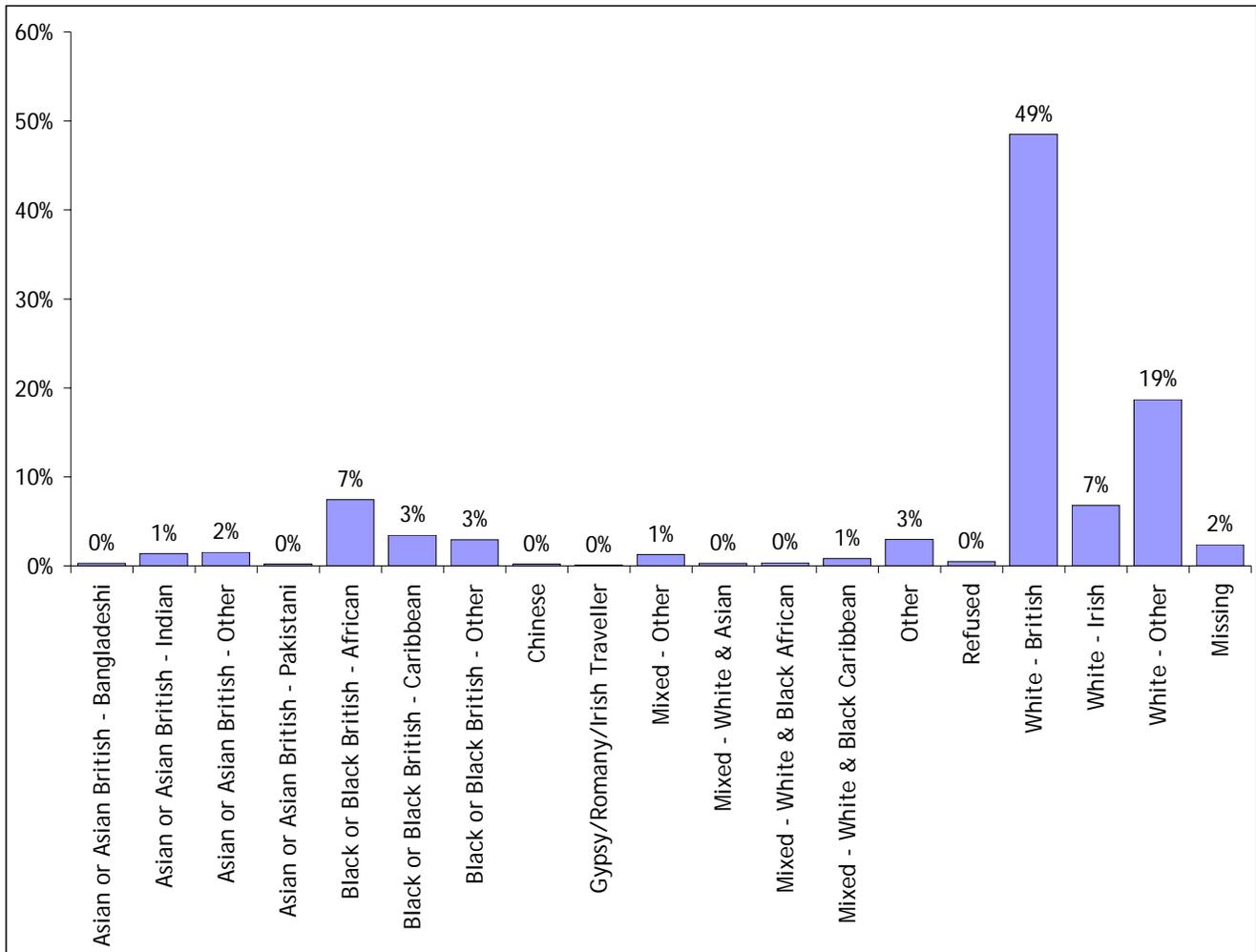
61% of people contacted in all London boroughs this year were aged 26-45. This is consistent with the previous three years.

8% of people contacted were aged 25 years or under, 5 of which were aged under 18 years. This is consistent with previous years.

11% were aged over 55 years, which is also consistent with the previous three years.

15) Ethnicity

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



Base: 5198

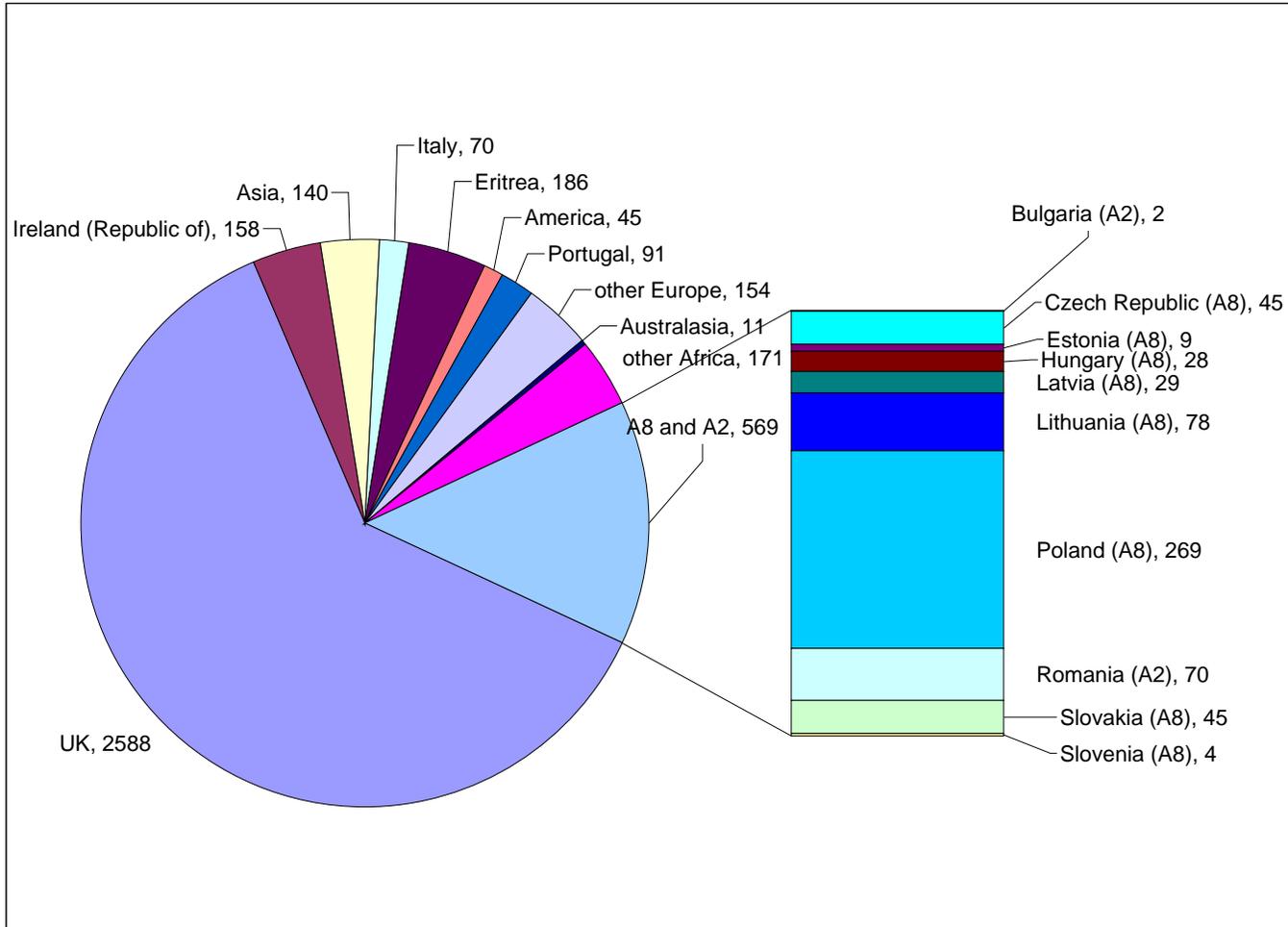
The majority of people contacted in all London boroughs in 2008/09 are white (74%), most of whom are white British.

14% of people contacted are black and 3% are Asian. The ethnic origin of those contacted in all London boroughs is consistent with the previous three years.

Of the 971 people contacted in 2008/09 with an ethnic origin of White - Other, 579 are A8 nationals (see section 16 for a more detailed breakdown).

16) Nationality

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



Base: 4193 Note that the base figure for this graph excludes clients where the nationality is missing or not known (1005).

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

Nationality	2005/06	2006/07	2007/08	2008/09
UK	70%	66%	61%	62%
A8 and A2	6%	9%	11%	14%
Eritrea	2%	3%	6%	4%

The proportion of people from A8 and A2 countries has increased by 3% since last year.

17) Nationality of rough sleepers (flow, stock and returner model)

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

Nationality	Flow	%	Stock	%	Returner	%	TOTAL
UK	934	55%	498	29%	278	16%	1710
Ireland (Republic of)	39	43%	33	37%	18	20%	90
Italy	30	61%	9	18%	10	20%	49
Portugal	28	49%	19	33%	10	18%	57
Bulgaria (A2)	2	100%	0	0%	0	0%	2
Czech Republic (A8)	28	64%	14	32%	2	5%	44
Estonia (A8)	7	78%	2	22%	0	0%	9
Hungary (A8)	18	69%	7	27%	1	4%	26
Latvia (A8)	20	69%	5	17%	4	14%	29
Lithuania (A8)	52	70%	20	27%	2	3%	74
Poland (A8)	193	79%	39	16%	12	5%	244
Romania (A2)	64	91%	6	9%	0	0%	70
Slovenia (A8)	3	75%	1	25%	0	0%	4
Slovakia (A8)	30	70%	12	28%	1	2%	43
A8 and A2 sub-total	417	77%	106	19%	22	4%	545
other Europe	90	76%	20	17%	9	8%	119
Eritrea	117	92%	8	6%	2	2%	127
other Africa	91	75%	24	20%	6	5%	121
America	27	82%	3	9%	3	9%	33
Asia	67	67%	24	24%	9	9%	100
Australasia	7	78%	1	11%	1	11%	9
<i>Missing</i>	61	17%	122	34%	172	48%	355
<i>Not known</i>	104	66%	35	22%	18	11%	157
Total	2012	58%	902	26%	558	16%	3472
Total**	1847	62%	745	25%	368	12%	2960

Overall 58% of people seen sleeping rough in 2008/09 were new to the streets of London.

92% of Eritreans seen rough sleeping were new to the streets.

77% of people from A8 and A2 countries who were seen rough sleeping were new to the streets.

43% of people from the Irish Republic seen rough sleeping were new to the streets.

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	2005/06		2006/07		2007/08		2008/09	
	No.	%*	No.	%*	No.	%*	No.	%*
UK	1247	70%	1881	66%	1967	61%	2588	62%
Ireland (Republic of)	102	6%	132	5%	153	5%	158	4%
Portugal	38	2%	80	3%	85	3%	91	2%
Italy	34	2%	55	2%	47	1%	70	2%
Bulgaria (A2)			1	0%	4	0%	2	0%
Czech Republic (A8)	13	1%	33	1%	30	1%	45	1%
Estonia (A8)	1	0%	5	0%	3	0%	9	0%
Hungary (A8)	2	0%	14	0%	12	0%	28	1%
Latvia (A8)	8	0%	16	1%	15	0%	29	1%
Lithuania (A8)	14	1%	28	1%	39	1%	78	2%
Poland (A8)	53	3%	130	5%	204	6%	269	6%
Romania (A2)			7	0%	25	1%	70	2%
Slovenia (A8)	6	0%	1	0%	1	0%	4	0%
Slovakia (A8)	7	0%	18	1%	25	1%	45	1%
A8 and A2 sub-total	104	6%	253	9%	358	11%	579	14%
other Europe	66	4%	117	4%	111	3%	154	4%
Eritrea	35	2%	97	3%	189	6%	186	4%
Other Africa	86	5%	106	4%	130	4%	171	4%
America	19	1%	37	1%	33	1%	45	1%
Asia	49	3%	98	3%	132	4%	140	3%
Australasia	6	0%	12	0%	6	0%	11	0%
<i>Missing</i>	<i>1934</i>		<i>1075</i>		<i>840</i>		<i>806</i>	
<i>Not known</i>	<i>134</i>		<i>155</i>		<i>154</i>		<i>199</i>	
Total	3854	100%	4098	100%	4205	100%	5198	100%
Total**	1786		2868		3211		4193	

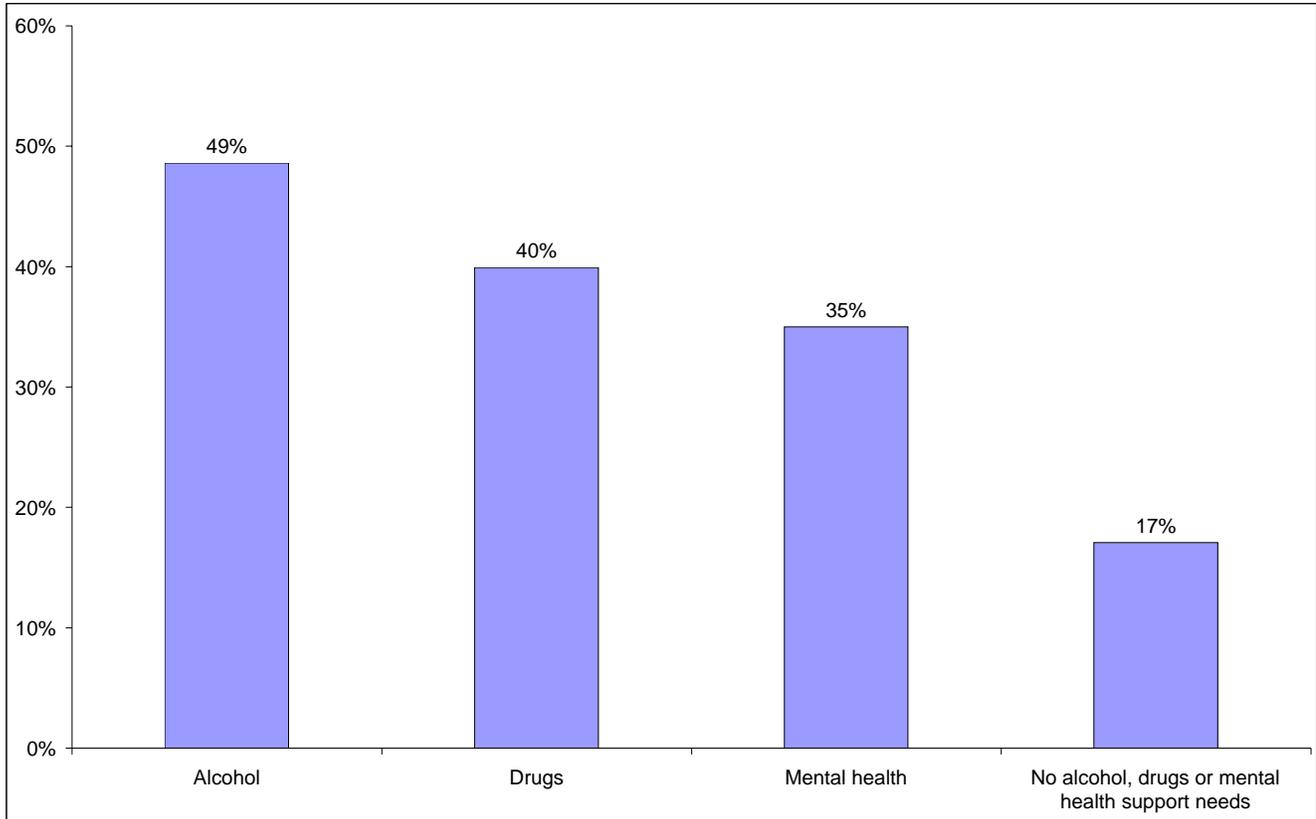
*Percentages are of those clients where their nationality is known

**Excludes Missing and Not Known

Client Support Needs/Institutional History

19) Support Needs

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



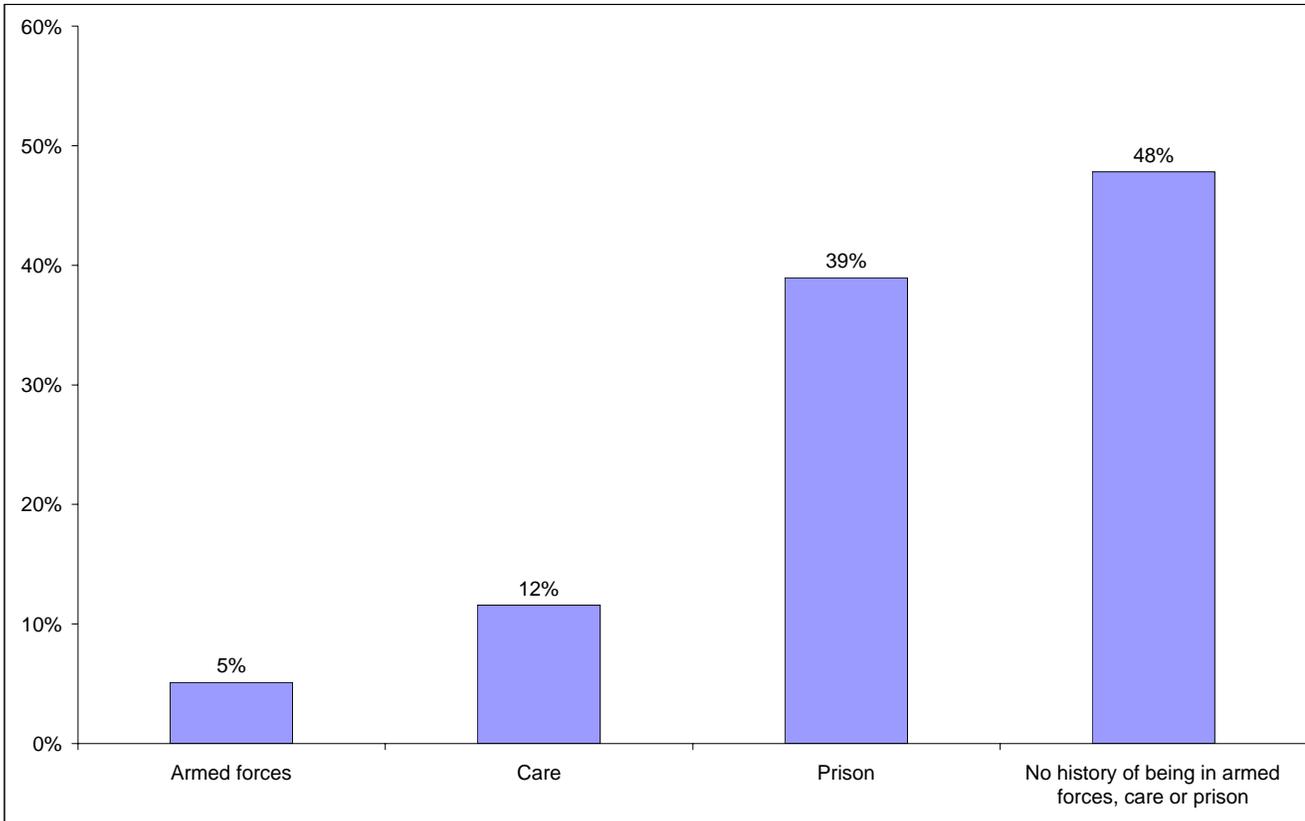
Base: 3910 Note that the base figure for this graph excludes clients where all 3 support needs are not known or not recorded (1288).

Support Needs	No. of people	%
Alcohol only	732	14%
Drugs only	555	11%
Mental health only	438	8%
Alcohol and drugs	470	9%
Alcohol and mental health	394	8%
Drugs and mental health	231	4%
Alcohol, drugs and mental health	305	6%
All 3 no	668	13%
All 3 not known or not assessed	1288	25%
All 3 no, not known or not assessed	117	2%
Total	5198	100%

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

20) Institutional history

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



Base: 3531 Note that the base figure for this graph excludes clients where all 3 institutional histories are not known.

180 people contacted in all London boroughs this year have previously been in the armed forces (203 last year).

409 people contacted in all London boroughs this year have previously been in care (353 last year).

1375 people contacted in all London boroughs this year have previously been in prison (1175 last year).

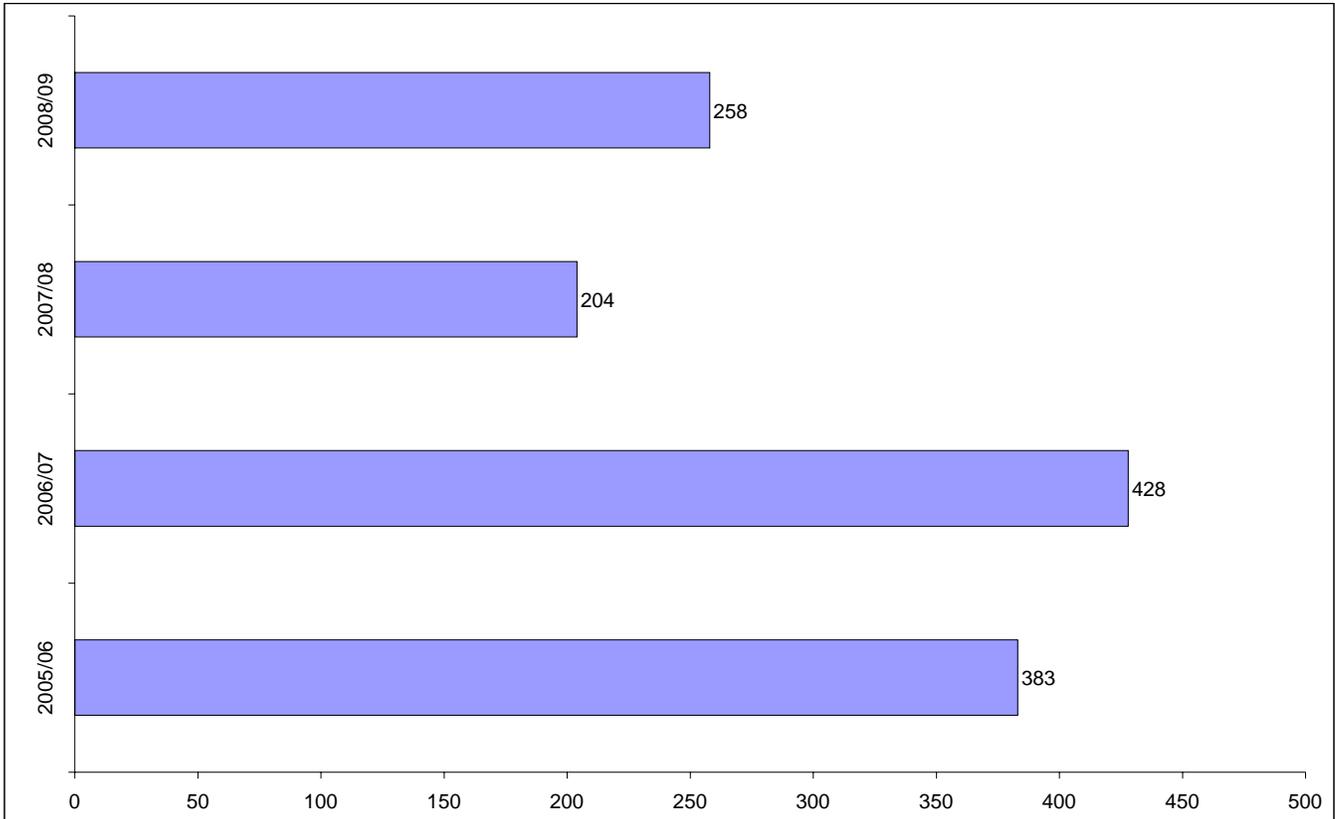
It is possible for someone contacted to have previous experience of more than one institution and so be included in more than one of the above figures. 294 people contacted in the year have been in care and prison.

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

Clearing House - Permanent RSI Accommodation

21) Support needs for people housed in the period

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

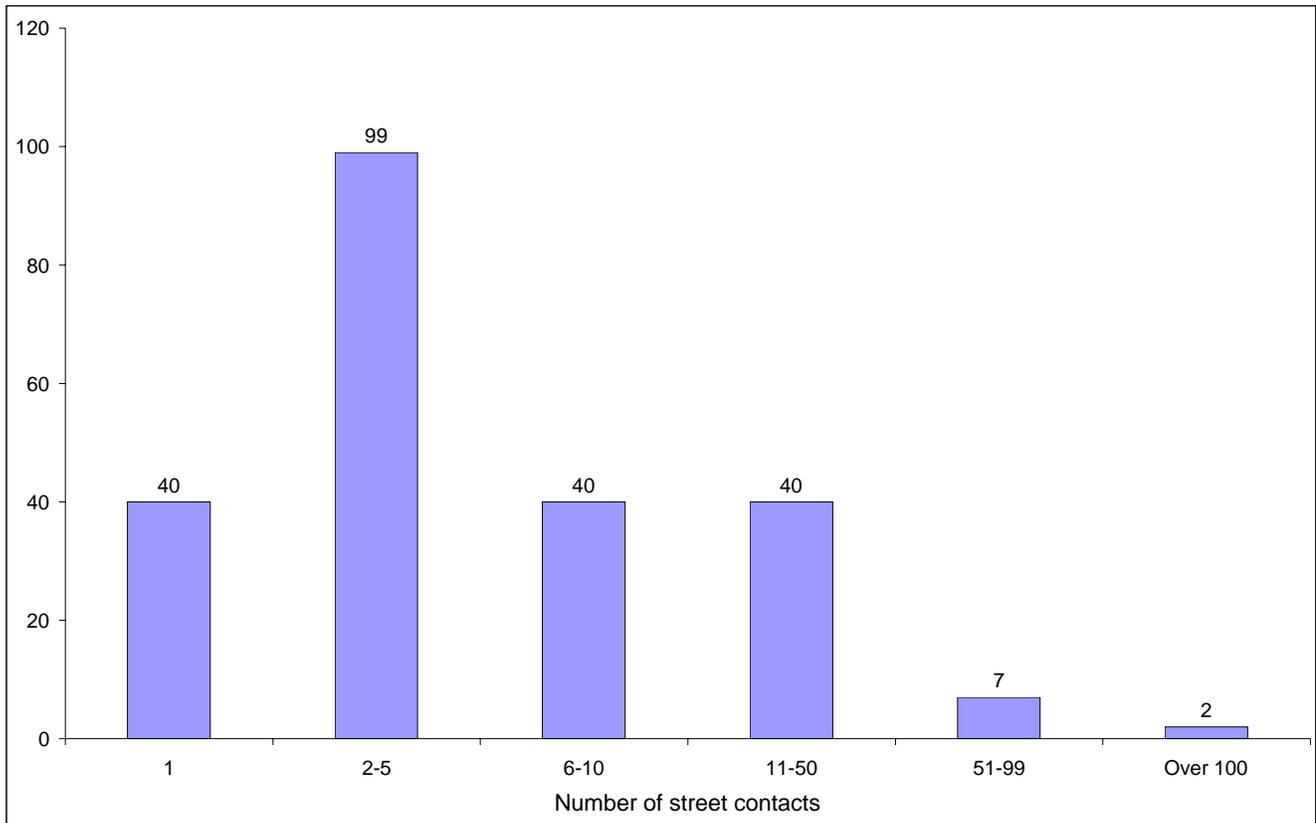


258 people started a tenancy in RSI accommodation in 2008/09.

NB. This chart previously showed people who had started a tenancy in RSI accommodation in the year by support needs. This data is not currently available from the Clearing House database but should be available next year.

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

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



Base: 228

228 of the 256 people starting an RSI tenancy in 2008/09, are verified rough sleepers with a CHAIN record*.

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

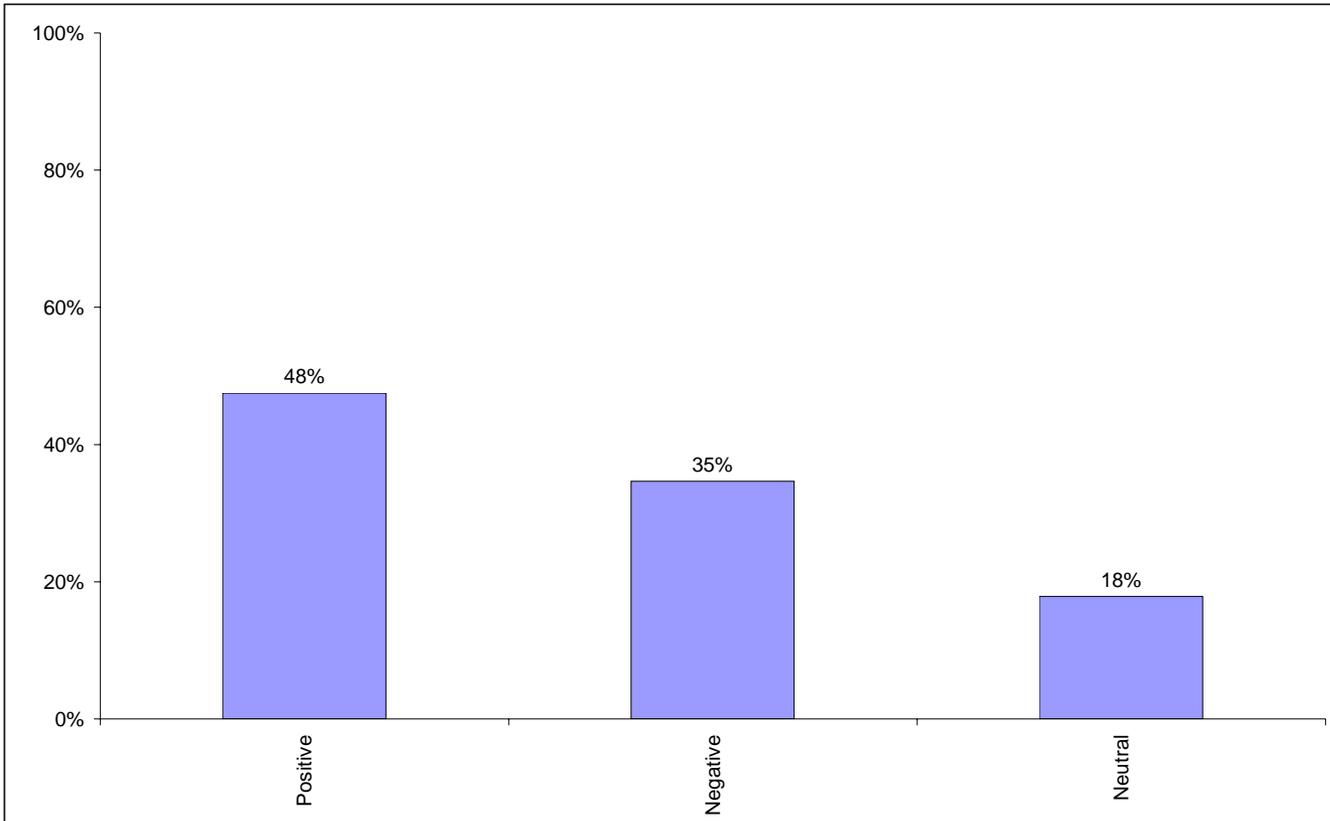
9 people had over 50 street contacts recorded on CHAIN before their tenancy start.

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

Hard-to-let properties are often let through the voids list - in 2008/09 clients needed to have a history of rough sleeping but not necessarily a CHAIN record - the Clearing House receives referrals from a number of agencies who do not use CHAIN but work with rough sleepers. Additionally there are a small number of clients who are longer-term RSI tenants who are transferred from one RSI property to another - these people would have started their tenancy prior to the existence of CHAIN.

23) Departures from permanent accommodation

Outcomes for people who departed from RSI permanent accommodation in the period.



Base: 280

Positive: Planned move, Transferred

Negative: Abandoned, Evicted

Neutral: Institution, Death, Other

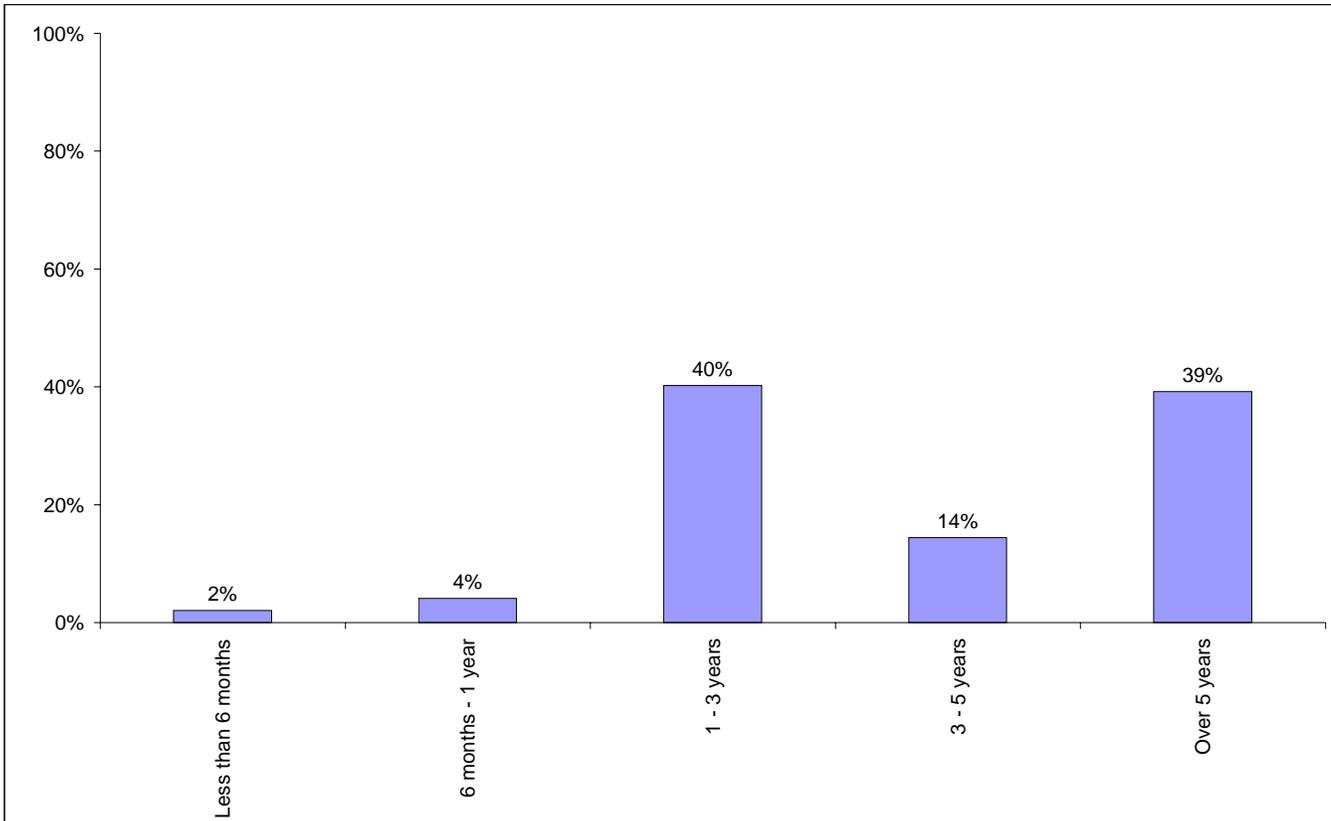
Reason for leaving	No. of people	%
Abandoned	33	12%
Evicted	64	23%
Planned move to alternative accommodation	75	27%
Transferred	58	21%
Institution (e.g. detox, prison)	4	1%
Death	28	10%
Other	18	6%
Total	280	100%

280 people ended an RSI accommodation tenancy in 2008/09. This is a slight decrease from 284 in 2007/08 and a big decrease from 405 in 2006/07.

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

24) Abandonments and evictions by length of stay

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



Base: 97

97 people ended an RSI tenancy in 2008/09 due to abandoning or being evicted from their property.

The majority of these people (54%) had been in their tenancy for three years or more. This is a slight decrease from previous years (2007/08: 63%, 2006/07: 64%, 2005/06: 65%).