



Street to Home Annual Report

1st April 2011
to
31st March 2012



Street to Home Annual Report 2011/2012

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Introduction

This report presents information about people contacted by outreach teams and arriving at or leaving short-term accommodation for homeless adults in London in 2011/12. Information is from the 'Combined Homelessness and Information Network' (CHAIN), a database commissioned and funded by the Greater London Authority (GLA) and managed by Broadway.

CHAIN is an invaluable tool for outreach workers in joining up and monitoring their work. Outreach teams, commissioned by Local Authorities and the GLA, work during the day and at night across London contacting rough sleepers to help them off the streets. They contact those sleeping on the streets, in stairwells, in parks and a range of other locations. The figures do not include 'hidden homeless' groups such as those 'sofa surfing' or living in squats.

A summary of findings and commentary on the figures is available in the Street to Home Bulletin. This report presents a full description of key statistics from CHAIN for those wanting a more in-depth view of the data.

Headline findings

5,678 people were seen rough sleeping by outreach workers in 2011/12

This is an increase of 43% compared to 2010/11. Enhanced levels of outreach services as part of 'No Second Night Out' (see context section below) means that people sleeping rough, and in particular new people to the streets, are more likely to be contacted. The greatest increase occurred in April to May 2011, when the 'No Second Night Out' project started.

3,825 people slept rough for the first time in London, 2,696 (70%) of whom spent only one night on the streets

This is an important figure given the Mayor's pledge that no-one new to the streets should spend a second night sleeping rough. The number of people seen just once has increased by 69%, compared to 2010/11. 'No Second Night Out' means that new rough sleepers are more likely to get the help they need straight away and avoid spending a second night on the streets; 1,402 people attended the new No Second Night Out assessment hub and of these people 1,127 (80%) were not seen rough sleeping again.

33% (1,853) rough sleepers had been seen sleeping rough before April 2011

The majority of rough sleepers seen each year are new to CHAIN - this year 7% more people were new to the streets than in 2010/11. 1,853 people contacted this year had also been seen sleeping rough before April 2011. A focus of 'No Second Night Out' and borough services is to move new people away from the streets very quickly, helping to ensure that this group do not become long-term rough sleepers.

170 (3%) of rough sleepers were seen in all four quarters of 2010/11

There is a very slight decrease in people sleeping rough in four quarters this year. This group are of particular concern as they are more likely than others to be 'living on the streets'. Only 4% (210) people were seen sleeping rough more than 20 times in the year.

Nearly half (45%, 2,554) of those seen rough sleeping were contacted in Westminster

Westminster consistently sees the highest number of rough sleepers

Under half (47%) of those seen rough sleeping had a UK nationality. 28% were from Central and Eastern Europe*

Increases in the number of people seen rough sleeping have been fairly consistent across the main nationality groups - UK and CEE groups; the increase in those from CEE groups was very slightly higher than the overall increase in rough sleeping.

12% (658 people) seen rough sleeping were female

The proportion of male and female rough sleepers remains consistent with previous years, although the number of females seen has risen from 374 in 2010/11; a similar proportion (11%) were young people under 25, and only 14 people contacted were under 18.

336 (4%) people from the UK had previously been in the armed forces

The proportion of people from the UK with an armed forces background recorded on CHAIN remains low. The proportion is higher (10%) if people from outside the UK are included.

Outreach teams and NSNO helped 1,658 people into accommodation and 1,081 people to return to their home area

There were particular increases in the number of rough sleepers outreach teams booked into long term accommodation and into the Private Rented Sector.

Hostel outcomes for CHAIN clients have continued to improve

30% of those leaving hostels did so to move to medium to long term accommodation in 2011/12 compared to 24% in 2010/11. 25% left for negative reasons (abandoning or being evicted from their accommodation) - a drop compared to 34% last year.

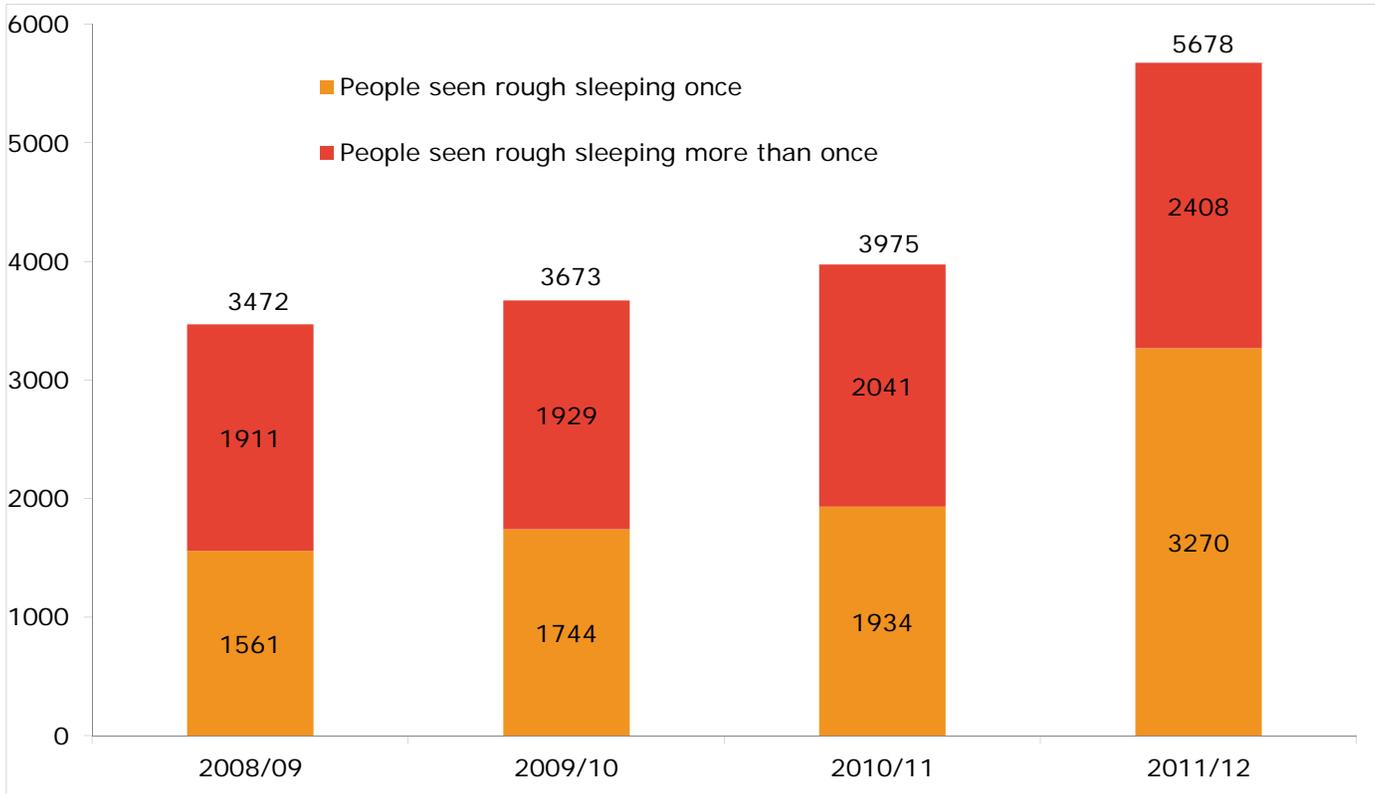
* EU expansion in 2004 and 2007 enabled people from the following countries to come to the UK to work: Poland, Lithuania, Estonia, Latvia, Slovenia, Slovakia, Hungary and the Czech Republic and Romania and Bulgaria. These are referred to as Central and Eastern European (CEE) countries in this report.

Street to Home Annual Report

Outreach Work

1) Rough sleeping

People seen sleeping rough by outreach teams in the year



2008/09 base: 3472
 2009/10 base: 3673
 2010/11 base: 3975
 2011/12 base: 5678

5678 people were seen sleeping rough in London in 2011/12.

70% of new people were seen sleeping rough just once and did not spend a second night on the streets during the year. This compares to 62% in 2010/11.

58% of people were seen rough sleeping just once during the year, this compares to 49% of people seen just once in 2010/11.

The number of people seen sleeping rough more than 10 times has increased by 16% when comparing this year to 2010/11.

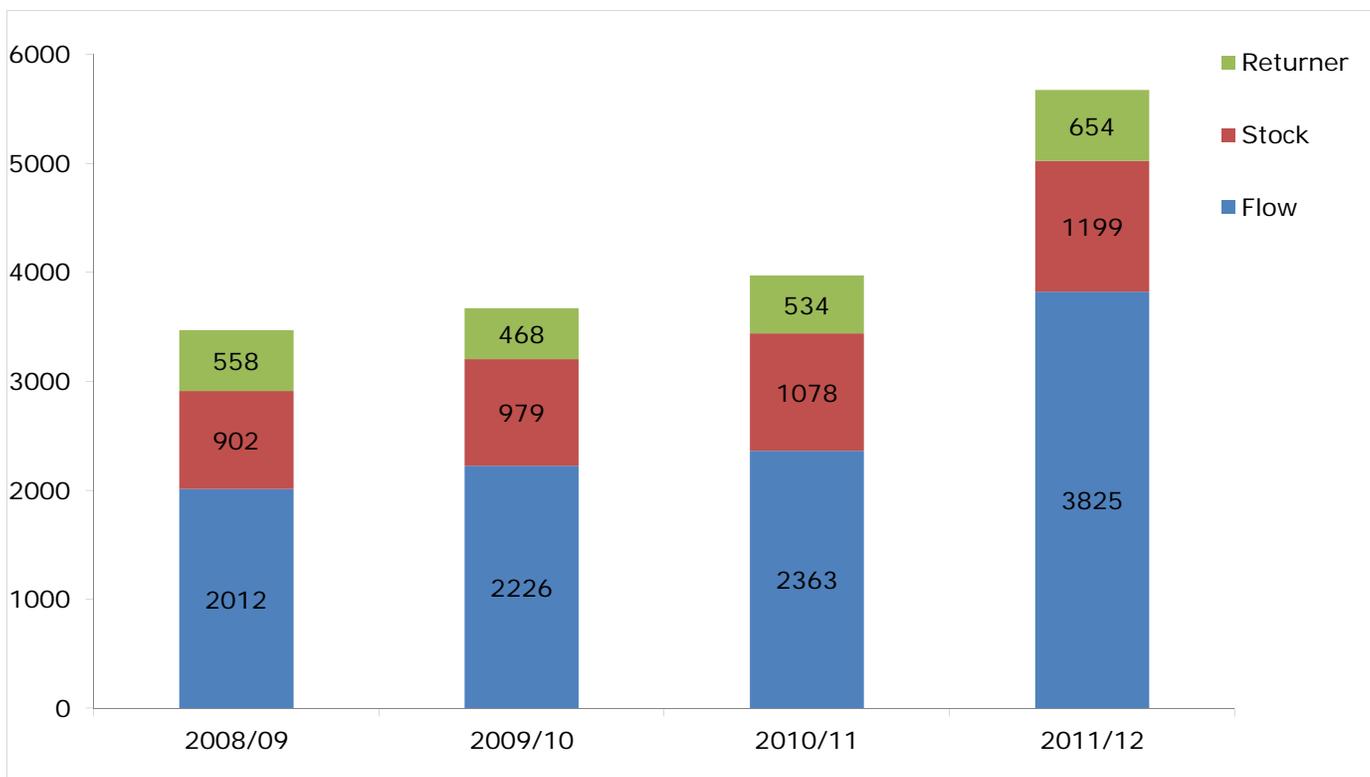
In addition to people seen sleeping rough, CHAIN also records when people were contacted by outreach workers when they are not sleeping rough. 1280 verified rough sleepers were contacted by services in London during the year but were not actually seen rough sleeping in the year.

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

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

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

Flow	People who have never been seen sleeping rough before
Stock	People who have also been seen bedded down between 1st April 2010 to 31st March 2011
Returner	People who were also seen sleeping rough at least over a year ago, but not between 1st April 2011 and 31st March 2012



2008/09 base:	3472
2009/10 base:	3673
2010/11 base:	3975
2011/12 base:	5678

3825 people were seen rough sleeping for the first time this year (flow). This compares to 2363 in the previous year, an increase of 62%. The additional outreach shifts and coverage and public helpline for reporting rough sleepers, provided as part of the No Second Night Out project means that new rough sleepers are more likely to be contacted the first night they spend on the streets. This is part of the reason for an increase in new rough sleepers recorded on CHAIN, but also why an increasing proportion of new rough sleepers are seen only once.

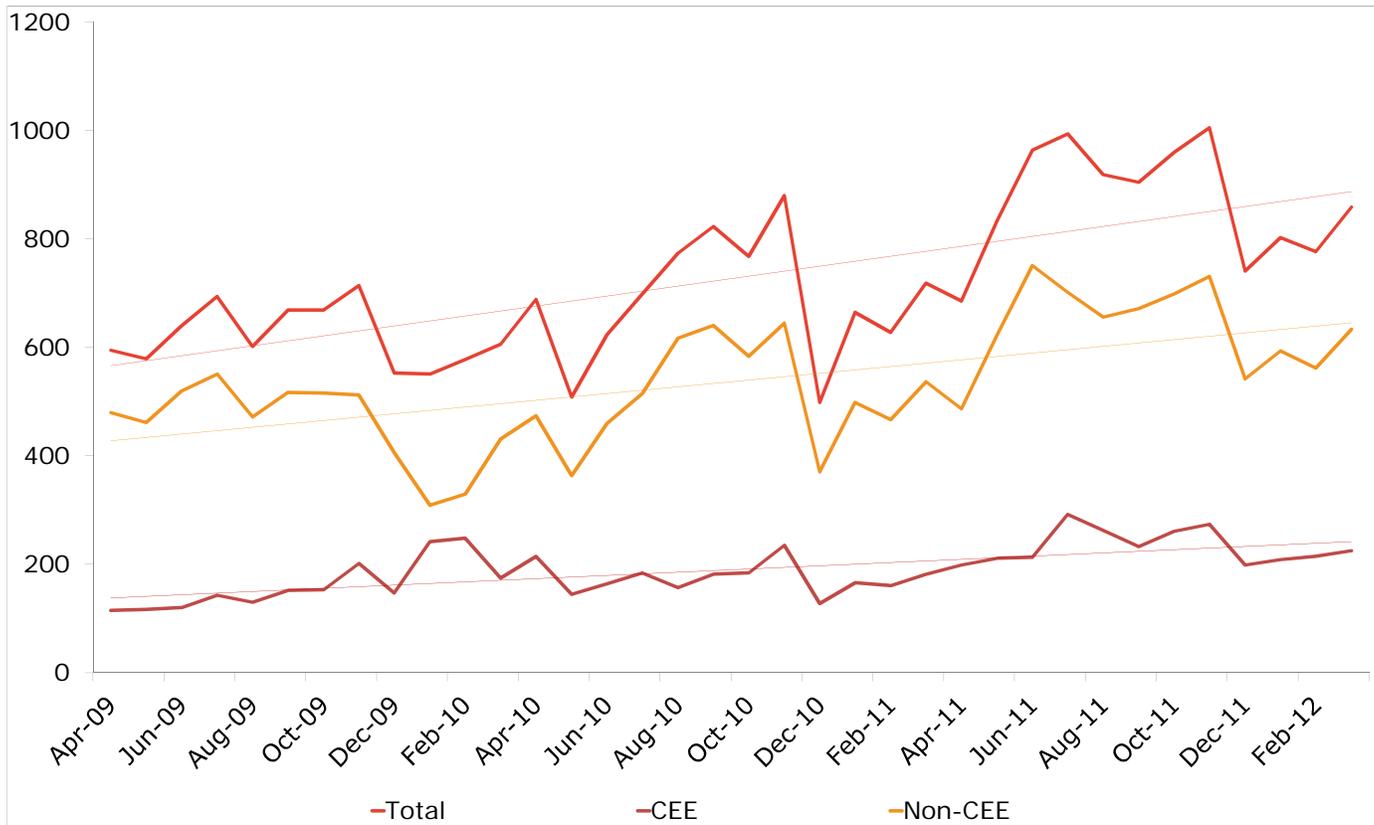
1199 people rough sleeping were stock. This compares to 1078 in 2010/11, a rise of 11%.

It is important to note that people falling into the stock category may have only been seen sleeping rough a small numbers of times, but with a significant interval between periods on the street.

654 people seen rough sleeping were returners. This compares to 534 in 2010/11, a rise of 22%. However 65% of returners were only seen sleeping rough once or twice in the year, suggesting that they were not sustaining a lifestyle of sleeping rough in London.

3) People contacted by month

People seen rough sleeping by outreach teams by month



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

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

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

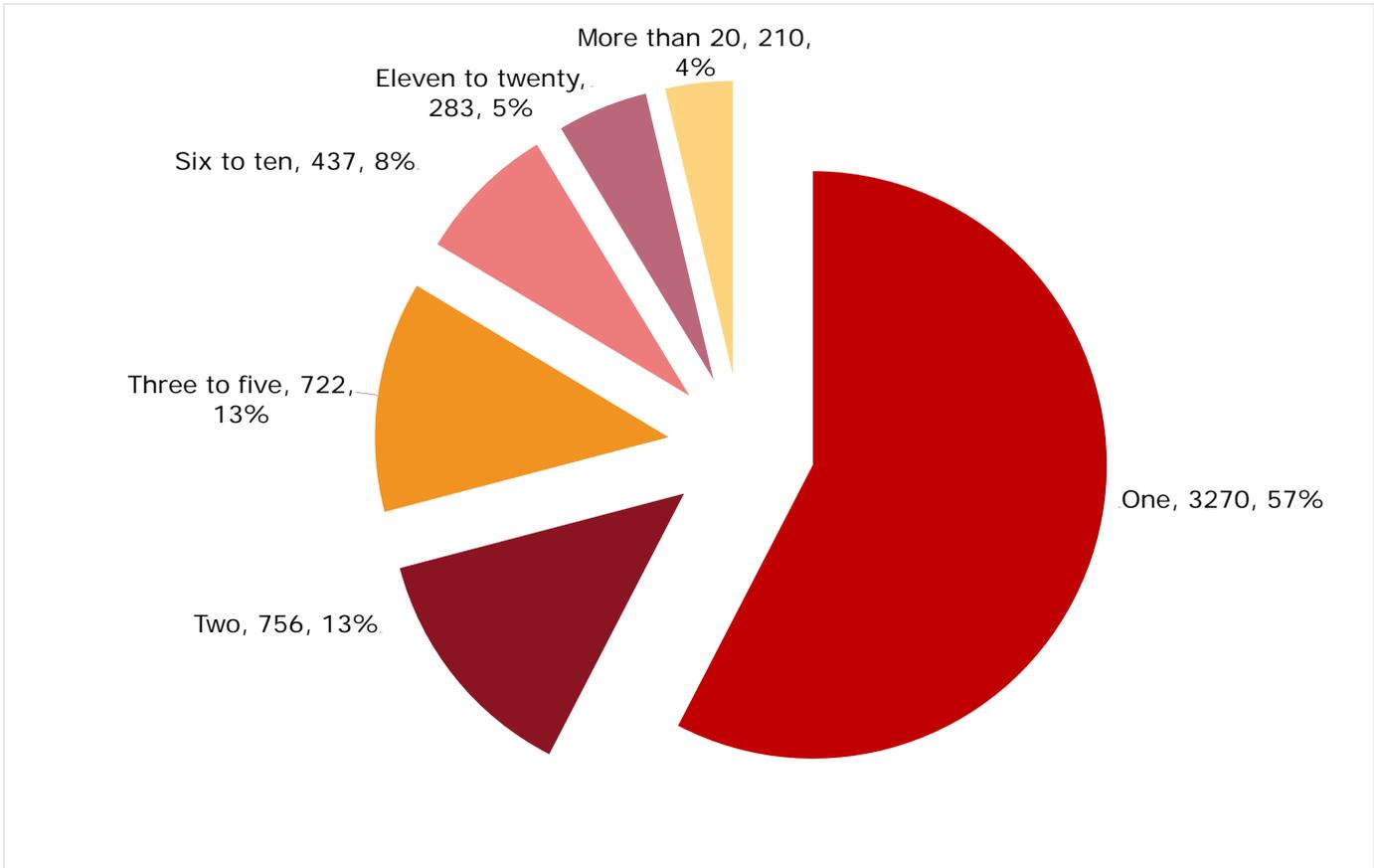
The reason for looking at these groups is that for several years the presence of people from CEE countries has impacted on the overall trend in the number of people contacted rough sleeping. This year the graph shows that rough sleeping is increasing, albeit not quite as steeply, even if CEE people are taken out of the figures.

The month which saw the highest number of people contacted rough sleeping was November 2011 (1005 people) and the month with the lowest number of people contacted rough sleeping was April 2012 (686 people).

The largest proportion of CEEs in 2011/12 were Polish, representing 11% of the 5,678 people seen sleeping rough. The next most populous category are Romanians, at 6%. These are similar proportions to 2010/11.

4) Rough sleeping - overall

People seen sleeping rough by number of contacts in the year

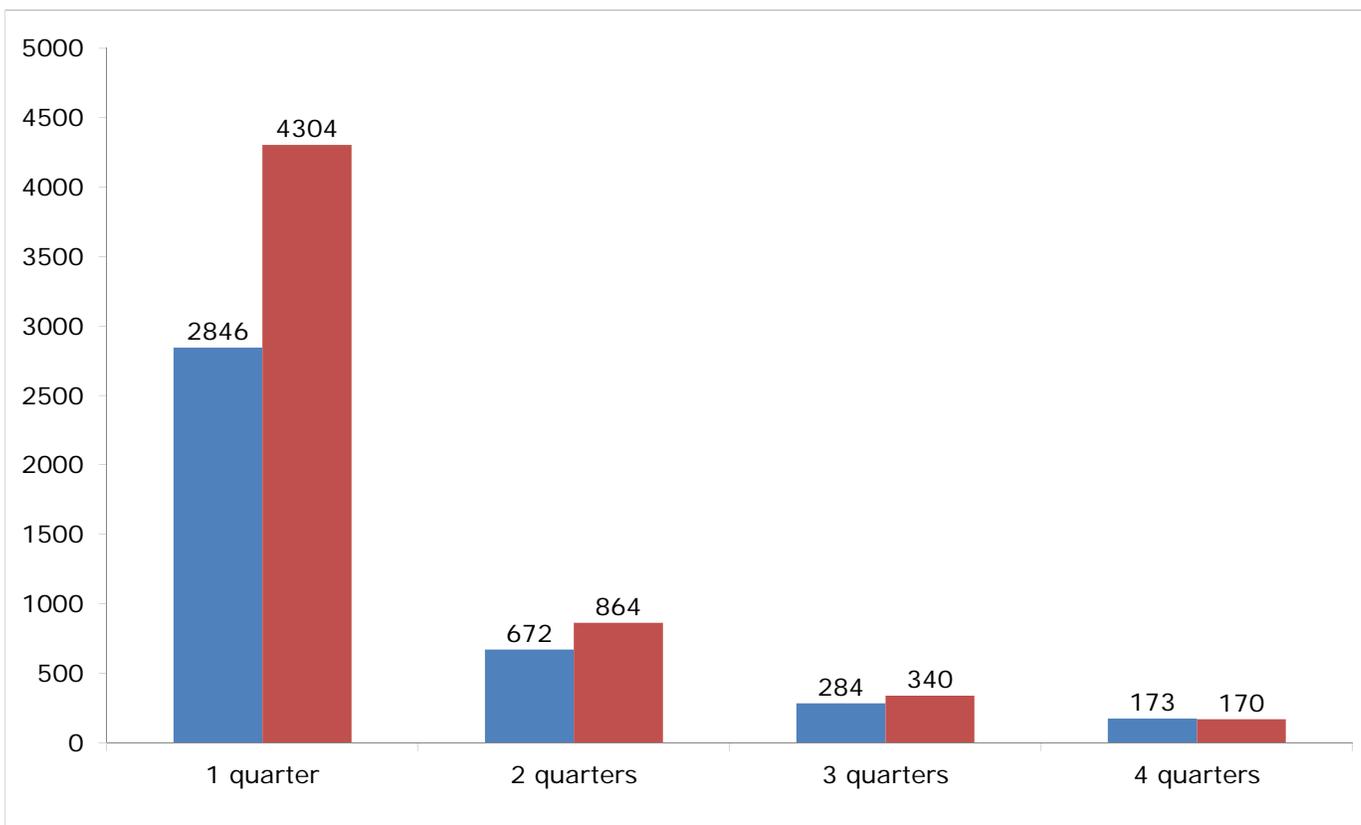


Base: 5678

3270 (57%) people were seen sleeping rough only once in 2011/12, this compares to 1934 (49%) seen sleeping rough only once in 2010/11. 70% were only seen once or twice. One in ten (9%) of people were seen rough sleeping more than 10 times. A small group of people were seen very regularly with 34 people seen more than 50 times in the year (33 people in 2010/11).

5) Quarters seen rough sleeping

Number of quarters people seen rough sleeping by outreach teams



2010/11 base: 3972

2011/12 base: 5678

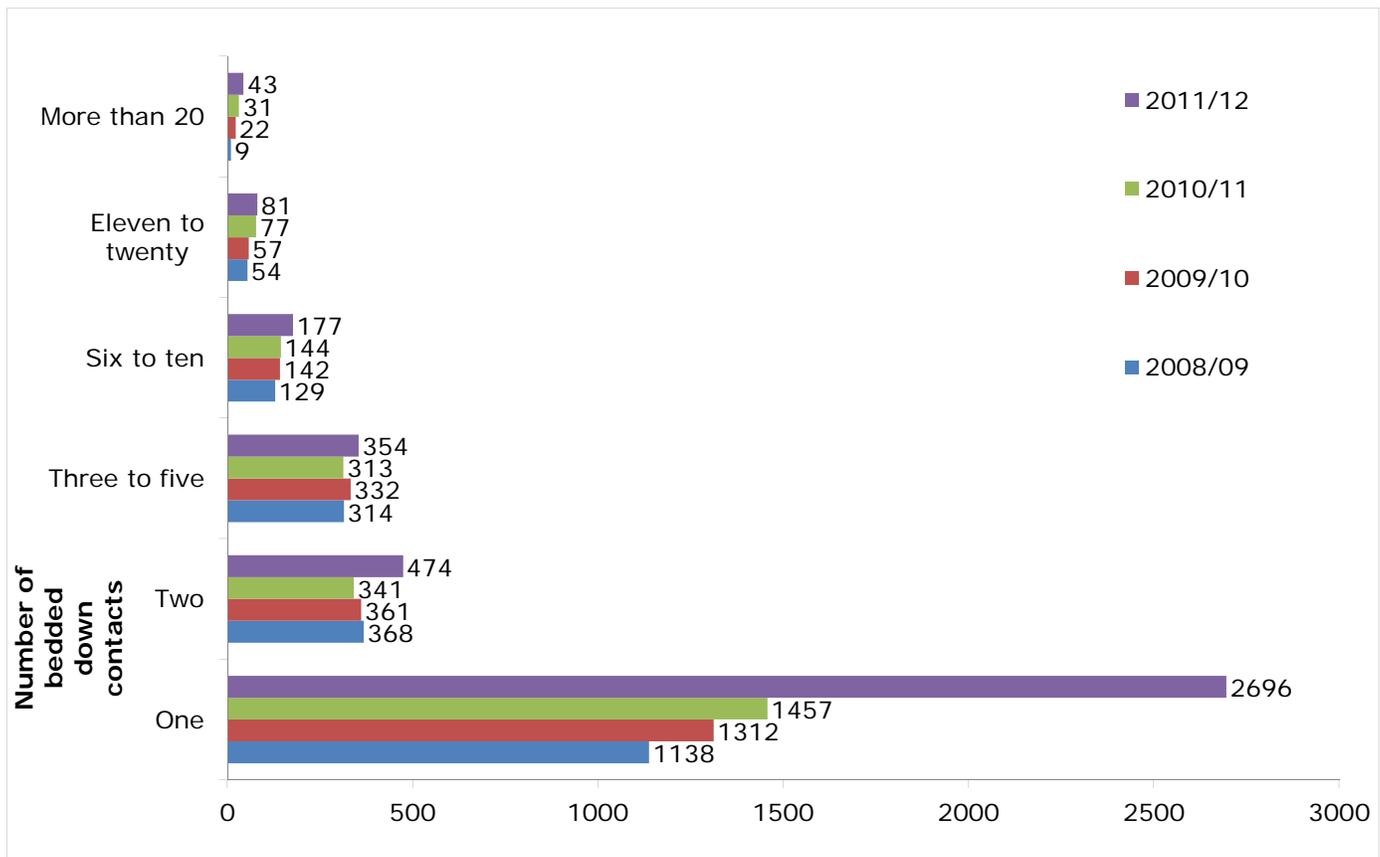
	2010/11		2011/12	
	Number of people	% of rough sleepers	Number of people	% of rough sleepers
Number of quarters seen rough sleeping during year				
One	2846	72%	4304	76%
Two	672	17%	864	15%
Three	284	7%	340	6%
Four	173	4%	170	3%
Total	3975	100%	5678	100%

The graph above shows how many people were seen in one, two, three of four quarters of the year. It is important to be aware that this is limited to 2011/12 and people may have been seen in preceding and subsequent quarters. Three quarters (76%) of those seen rough sleeping in total were only seen in one quarter of the year. 3% of those seen rough sleeping were seen bedded down in all four quarters of the year suggesting that their rough sleeping is an on-going issue and was not successfully resolved. This group is of particular importance given the mayor's pledge that no-one should be living on the streets by the end of the year. A focus on this group has seen many long term rough sleepers move into accommodation over the last two years.

New initiatives this year have included providing a 'housing first' model to some long-term rough sleepers enabling them to move straight into long-term accommodation without first staying in hostels.

6) Rough sleeping - flow

People seen sleeping rough for the first time by number of contacts in the year



2008/09 base: 2012
 2009/10 base: 2226
 2010/11 base: 2363
 2011/12 base: 3825

70% of new people were seen sleeping rough only once.

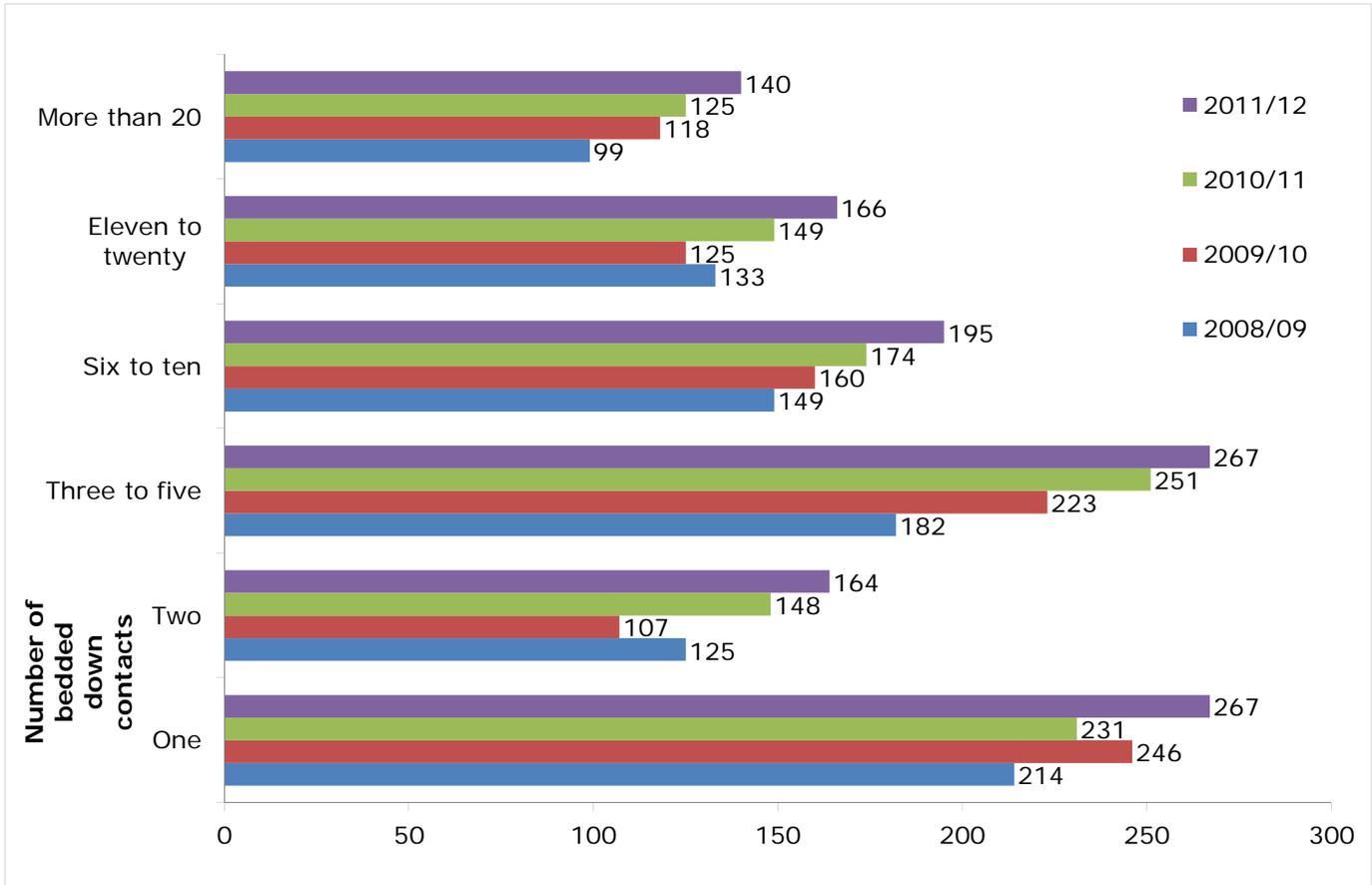
Only 3% of new people were seen sleeping rough more than ten times in the year.

The number of new people seen sleeping rough only once has increased by 85% this year, when compared to 2010/11.

The increases are far less marked when looking at higher numbers of contacts in the period; e.g. the number of new people seen sleeping rough twice has increased by 39%, when compared to 2010/11.

7) Rough sleeping - stock

People seen sleeping rough during the year, and also at some point during the previous year, by number of contacts



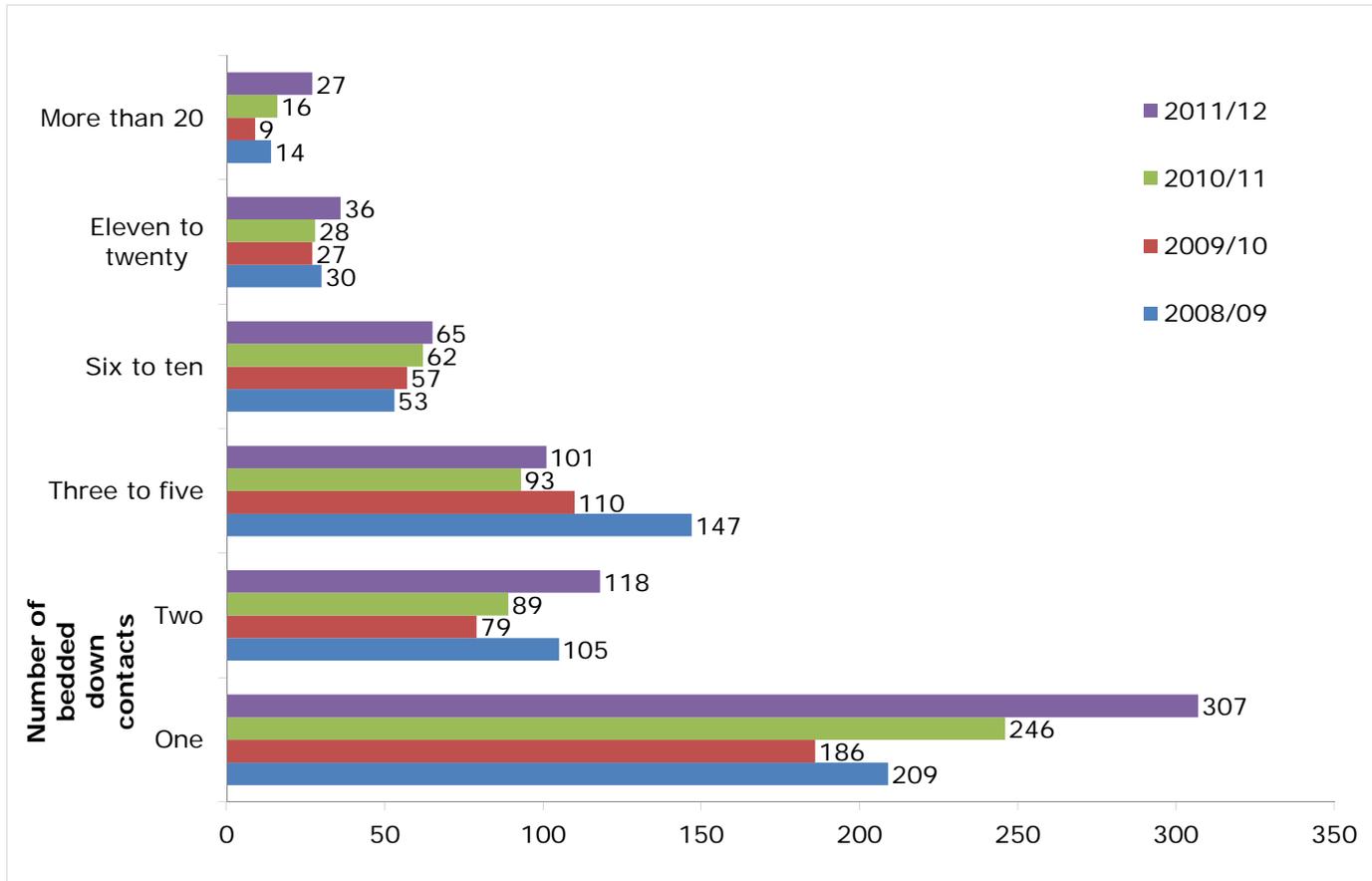
2008/09 base: 902
 2009/10 base: 979
 2010/11 base: 1078
 2011/12 base: 1199

The number of stock people seen sleeping rough only once has increased by 16% this year, when compared to 2010/11.

The increases are similar when looking at higher numbers of contacts in the period.

8) Rough sleeping - returner

People seen sleeping rough during the year, and also at some point during the previous year, by number of contacts



2008/09 base: 558
 2009/10 base: 468
 2010/11 base: 534
 2011/12 base: 654

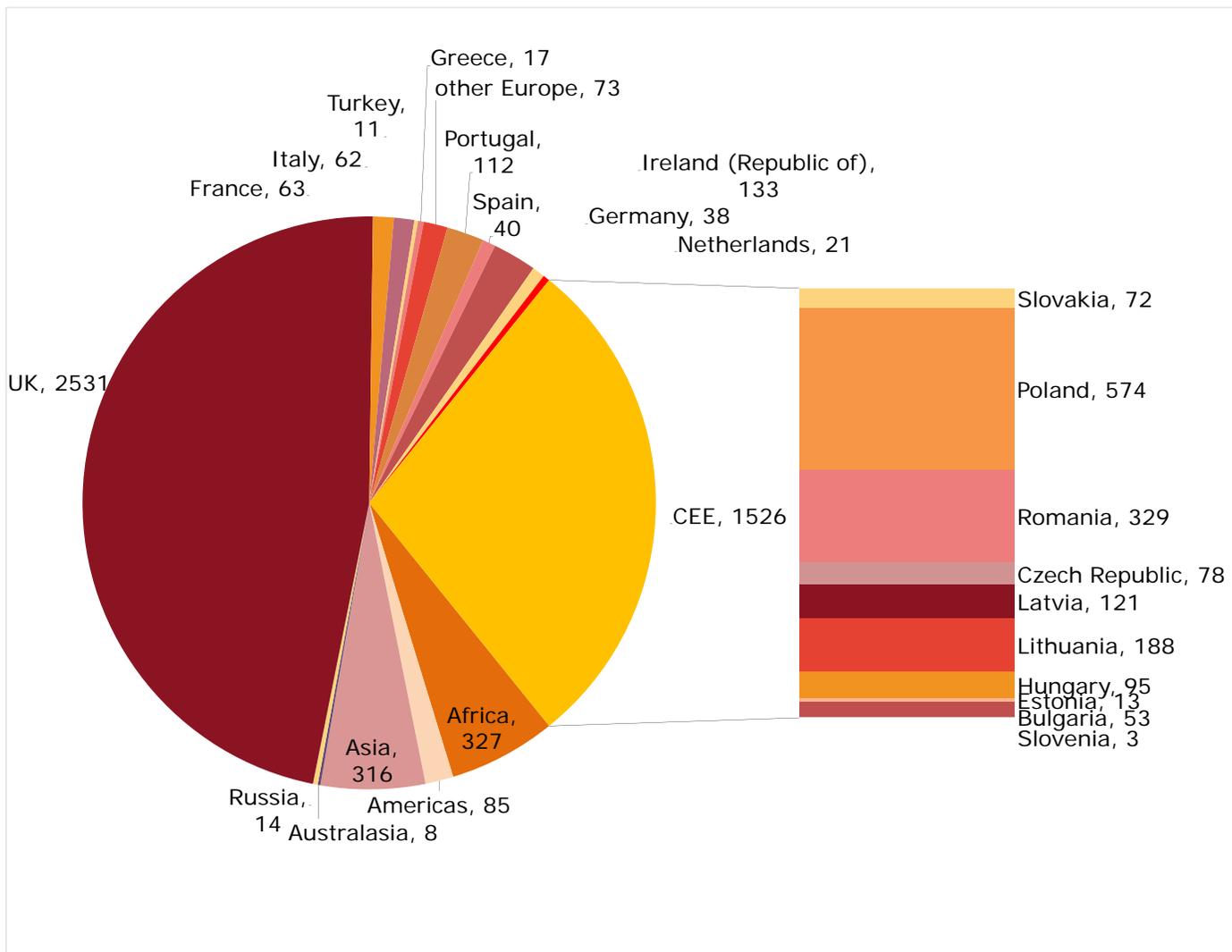
The number of people seen returning to sleeping rough has increased by 25% this year, when compared to 2010/11.

The increase is higher when looking at returning people seen sleeping rough twice - 33%, when compared to 2010/11. As the volume of rough sleeping contacts increase beyond three however, there is a less marked increase, and within the three to five bedded down contacts in the year category, the number of returners seen in 2011/12 (101) is lower than in 2008/09 (147).

This distribution would suggest that returners are not sustaining a rough sleeping lifestyle - 65% were only seen once or twice in the year.

9) Nationality of rough sleepers (pie with CEE exploded section)

People seen rough sleeping by outreach or BBS teams during the year by nationality, by number of contacts



Base: 5377 (does not include people whose nationality is not known)

The nationality profile of rough sleepers remains very diverse. 47% of people seen rough sleeping were from the UK – a drop of 1% compared to last year and of 4% and 10% compared to 2008/09 and 2009/10 respectively. The proportion of rough sleepers contacted from CEE countries has remained consistent at 28%, the same proportion as last year. A significant number of rough sleepers have other European nationalities, the largest groups amongst these being from the Republic of Ireland (133) and Portugal (112). 372 people contacted had African nationalities and 316 had Asian nationalities. It is not possible to surmise how long people have been in the UK or whether they have access to public funds from nationality figures.

The following page provides a detailed breakdown of nationality figures over the last four years.

10) Nationality of rough sleepers (rolling)

People seen rough sleeping by outreach or BBS teams, broken down by nationality, rolling over the last four years

Continent/Country	2008/09		2009/10		2010/11		2011/12	
	Count	%	Count	%	Count	%	Count	%
Africa	248	8%	212	7%	219	6%	327	6%
Eritrea	127	4%	68	2%	30	1%	54	1%
Sudan	14	0%	5	0%	13	0%	17	0%
South Africa	10	0%	13	0%	13	0%	17	0%
Ghana	5	0%	8	0%	13	0%	13	0%
Somalia	27	1%	29	1%	35	1%	52	1%
Nigeria	8	0%	18	1%	25	1%	35	1%
Ethiopia	16	1%	14	0%	15	0%	13	0%
Algeria	9	0%	11	0%	10	0%	21	0%
other Africa	26	1%	37	1%	45	1%	79	1%
Not known	6	0%	3	0%	11	0%	13	0%
Zimbabwe	0	0%	6	0%	9	0%	13	0%
Americas	33	1%	41	1%	32	1%	85	2%
other America	13	0%	17	1%	13	0%	36	1%
Jamaica	15	1%	15	0%	12	0%	30	1%
USA	5	0%	9	0%	7	0%	19	0%
Asia	100	3%	114	4%	185	5%	316	6%
other Asia	22	1%	25	1%	29	1%	36	1%
India	27	1%	25	1%	60	2%	125	2%
Sri Lanka	14	0%	23	1%	24	1%	24	0%
Not known	2	0%	1	0%	4	0%	14	0%
Afghanistan	5	0%	4	0%	4	0%	15	0%
China	5	0%	7	0%	9	0%	18	0%
Iraq	6	0%	6	0%	8	0%	13	0%
Bangladesh	5	0%	4	0%	11	0%	20	0%
Iran	11	0%	15	0%	28	1%	35	1%
Pakistan	3	0%	4	0%	8	0%	16	0%
Australasia	9	0%	9	0%	4	0%	8	0%
CEE	545	18%	845	26%	1016	28%	1526	28%
Slovakia	43	1%	55	2%	58	2%	72	1%
Poland	244	8%	398	12%	404	11%	574	11%
Romania	70	2%	93	3%	210	6%	329	6%
Czech Republic	44	1%	76	2%	73	2%	78	1%
Latvia	29	1%	43	1%	54	1%	121	2%
Lithuania	74	3%	122	4%	121	3%	188	3%
Hungary	26	1%	29	1%	45	1%	95	2%
Estonia	9	0%	9	0%	15	0%	13	0%
Bulgaria	2	0%	14	0%	34	1%	53	1%
Slovenia	4	0%	6	0%	2	0%	3	0%
Europe	315	11%	326	10%	407	11%	584	11%
Portugal	57	2%	46	1%	62	2%	112	2%
Spain	11	0%	29	1%	31	1%	40	1%
Ireland (Republic of)	90	3%	88	3%	105	3%	133	2%
Germany	15	1%	22	1%	30	1%	38	1%
Netherlands	10	0%	11	0%	13	0%	21	0%
Russia	3	0%	5	0%	7	0%	14	0%
other Europe	22	1%	25	1%	36	1%	59	1%
France	31	1%	36	1%	51	1%	63	1%
Italy	49	2%	41	1%	44	1%	62	1%
Turkey	8	0%	5	0%	11	0%	11	0%
Greece	6	0%	7	0%	8	0%	17	0%
Not known	13	0%	11	0%	9	0%	14	0%
UK	1710	58%	1700	52%	1744	48%	2531	47%
Not known	512		426		368		301	
Grand Total	3472		3673		3975		5678	

The proportion of rough sleepers with a UK nationality is consistent with last year at just under half (47% this year and 48% in 2010/11). Over the last four years the proportion of people with a UK nationality has been declining. The proportion of people from CEE countries has remained stable at 26-28% over the last three years following an increase of 8% when comparing 2008/09 to 2009/10. A very consistent one in ten (10%-11%) of people seen rough sleeping in the last four years have had other European nationalities. There has been a small but steady increase in the proportion of people with Asian nationalities over the last four years (from 3%-6%). In each year the most common Asian nationality among rough sleepers is Indian.

11) Nationality of rough sleepers (flow, stock, returner)

People seen rough sleeping by outreach or BBS teams, broken down by nationality and flow, stock, returner categorisation

Continent/Country	Flow	%*	Stock	%*	Returner	%*	Total	%**
Africa	261	80%	48	15%	18	6%	327	6%
Eritrea	42	78%	4	7%	8	15%	54	1%
Sudan	15	88%	1	6%	1	6%	17	0%
South Africa	10	59%	5	29%	2	12%	17	0%
Africa	68	86%	9	11%	2	3%	79	1%
Ghana	11	85%	2	15%		0%	13	0%
Somalia	41	79%	8	15%	3	6%	52	1%
Nigeria	27	77%	7	20%	1	3%	35	1%
Ethiopia	11	85%	2	15%		0%	13	0%
Algeria	13	62%	7	33%	1	5%	21	0%
Not known	12	92%	1	8%		0%	13	0%
Zimbabwe	11	85%	2	15%		0%	13	0%
Americas	70	82%	6	7%	9	11%	85	2%
Americas	30	83%	5	14%	1	3%	36	1%
Jamaica	23	77%	1	3%	6	20%	30	1%
USA	17	89%		0%	2	11%	19	0%
Asia	243	77%	54	17%	19	6%	316	6%
Asia	24	67%	9	25%	3	8%	36	1%
India	98	78%	20	16%	7	6%	125	2%
Sri Lanka	17	71%	4	17%	3	13%	24	0%
Not known	12	86%	2	14%		0%	14	0%
Afghanistan	12	80%	1	7%	2	13%	15	0%
China	11	61%	6	33%	1	6%	18	0%
Iraq	10	77%	3	23%		0%	13	0%
Bangladesh	16	80%	3	15%	1	5%	20	0%
Iran	29	83%	5	14%	1	3%	35	1%
Pakistan	14	88%	1	6%	1	6%	16	0%
Australasia	5	63%	2	25%	1	13%	8	0%
CEE	1123	74%	317	21%	86	6%	1526	28%
Slovakia	42	58%	22	31%	8	11%	72	1%
Poland	384	67%	153	27%	37	6%	574	11%
Romania	280	85%	38	12%	11	3%	329	6%
Czech Republic	58	74%	13	17%	7	9%	78	1%
Latvia	89	74%	27	22%	5	4%	121	2%
Lithuania	139	74%	41	22%	8	4%	188	3%
Hungary	79	83%	12	13%	4	4%	95	2%
Estonia	8	62%	3	23%	2	15%	13	0%
Bulgaria	42	79%	7	13%	4	8%	53	1%
Slovenia	2	67%	1	33%		0%	3	0%
Europe	403	69%	133	23%	48	8%	584	11%
Portugal	81	72%	19	17%	12	11%	112	2%
Spain	30	75%	8	20%	2	5%	40	1%
Ireland (Republic of)	73	55%	44	33%	16	12%	133	2%
Germany	26	68%	11	29%	1	3%	38	1%
Netherlands	16	76%	4	19%	1	5%	21	0%
Russia	12	86%	2	14%		0%	14	0%
other Europe	47	80%	10	17%	2	3%	59	1%
France	41	65%	16	25%	6	10%	63	1%
Italy	41	66%	15	24%	6	10%	62	1%
Turkey	8	73%	2	18%	1	9%	11	0%
Greece	15	88%	2	12%		0%	17	0%
Not known	13	93%		0%	1	7%	14	0%
UK	1511	60%	608	24%	412	16%	2531	47%
Not known	209	69%	31	10%	61	20%	301	
Grand Total	3825	67%	1199	21%	654	12%	5678	

*The % are of the total of each nationality category, e.g. 21% of people seen sleeping rough from Central and Eastern European countries fall into the Stock category.

**The Total % is the % of the overall total number of people seen sleeping rough in the period where their nationality is known (5377).

There were high proportions of flow among rough sleepers from the following countries - Greece (88%), Romania (85%), and a number of African nations (e.g. Sudan - 88%, Zimbabwe - 85%). Just over one in four (27%) Polish people seen sleeping rough were stock (had been sleeping rough this year and some time during 2011/11).

Number of people seen rough sleeping by outreach or building based service (BBS) teams in the year by borough

Borough	2008/09	2009/10	2010/11	2011/12	Change since 2010/11
Barking & Dagenham	1	9	13	17	+4
Barnet	7	18	14	22	+8
Bexley	4	13	10	7	-3
Brent	144	77	39	166	+127
Bromley	5	16	9	21	+12
Camden	243	280	289	399	+110
City of London	374	338	237	279	+42
Croydon	1	50	25	42	+17
Ealing	69	93	109	216	+107
Enfield	14	10	18	24	+6
Greenwich	10	4	29	65	+36
Hackney	45	63	57	81	+24
Hammersmith & Fulham	72	93	83	176	+93
Haringey	42	65	54	43	-11
Harrow	1	6	5	21	+16
Havering	7	7	12	7	-5
Heathrow	119	73	100	150	+50
Hillingdon	8	16	6	16	+10
Hounslow	26	24	34	68	+34
Islington	76	96	49	165	+116
Kensington & Chelsea	94	138	125	164	+39
Kingston	3	10	14	11	-3
Lambeth	328	230	259	311	+52
Lewisham	39	46	74	54	-20
Merton	9	23	22	22	0
Newham	16	18	38	79	+41
Redbridge	11	15	20	57	+37
Richmond	57	46	58	63	+5
Southwark	233	250	311	417	+106
Sutton	2	7	3	13	+10
Tower Hamlets	147	149	156	256	+100
Waltham Forest	2	30	26	46	+20
Wandsworth	45	38	47	62	+15
Westminster	1612	1694	1905	2554	+649

13) Reconnections (Outreach and NSNO)

Reconnections achieved with people seen sleeping rough

It is important to note that each reconnection can have multiple reasons attached to it. The percentages expressed are of the total number of reconnections recorded in the year.

Reconnection reason	2011/12	% *	2010/11	% *
---------------------	---------	-----	---------	-----

Outreach team reconnections (including work recorded by Reconnection teams for clients not attending the NSNO Hub)

Return to home area	349	73%	195	62%
Seeking work	57	12%	32	10%
Move to area for friends/family	143	30%	76	24%
Move to area with appropriate services	160	34%	86	27%
Reconnections total	477		317	

No Second Night Out reconnections (including work recorded by Reconnection teams for clients attending the Hub)

Return to home area	445	64%
Seeking work	91	13%
Move to area for friends/family	255	37%
Move to area with appropriate services	348	50%
Reconnections total	698	

Overall (Total)

Return to home area	794	68%
Seeking work	148	13%
Move to area for friends/family	398	34%
Move to area with appropriate services	508	43%
Reconnections total	1175	

*Each reconnection can be recorded with multiple reasons

**Base: 5678

5678 people were seen rough sleeping in 2011/12, of which 1081 were reconnected by outreach, No Second Night Out and reconnection teams (with 1175 reconnection events). This means 19% of people seen sleeping rough during the year were reconnected. 282 people were reconnected during 2010/11, representing 7% of the 3975 people seen sleeping rough.

The main reason why people were reconnected (other than returning to their home area) was to find more appropriate services (34%).

There has been an overall increase in the number of reconnections by outreach teams this year (477) when compared to last year (317).

The No Second Night Out (NSNO) service have reconnected 687 people seen sleeping rough this year (18% of people seen sleeping rough for the first time this year).

NB Only confirmed reconnections are included in the above.

14) Accommodation events (Outreach and NSNO)

Outreach teams and NSNO helping rough sleepers into temporary and long-term accommodation

Accommodation type	2011/12	%	2010/11	%
Assessment centre	87	3%	48	3%
Bed & breakfast	348	12%	108	7%
Clinic/Detox/Rehab	55	2%	59	4%
Rolling shelter	613	21%	499	31%
Hostel	1092	38%	755	47%
Temporary accommodation (LA)	138	5%	*	
Temporary accommodation (other)	5	0%	*	
Second-stage accommodation	45	2%	23	1%
St Mungo's complex needs	3	0%	2	0%
St Mungo's semi-independent	7	0%	2	0%
Clearing House/RSI**	23	1%	9	1%
LA tenancy (general needs)	23	1%	3	0%
Private rented sector - independent	280	10%	46	3%
Private rented sector - with some floating support	27	1%	11	1%
RSL tenancy (general needs)	7	0%	1	0%
Sheltered housing	15	1%	7	0%
Supported housing	52	2%	13	1%
Other long-term accommodation	68	2%	18	1%
Total	2888	100%	1604	100%

Outreach, BBS teams and No Second Night Out succeeded in booking 1658 people into accommodation, 18% of the 5678 people seen sleeping rough during the year.

383 people seen sleeping rough were also booked into long-term accommodation (compared to 109 last year).

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

925 people were booked in or referred to hostel accommodation (689 last year).

For figures relating to people leaving hostels to move on to mid to long-term accommodation, please refer to section 17.

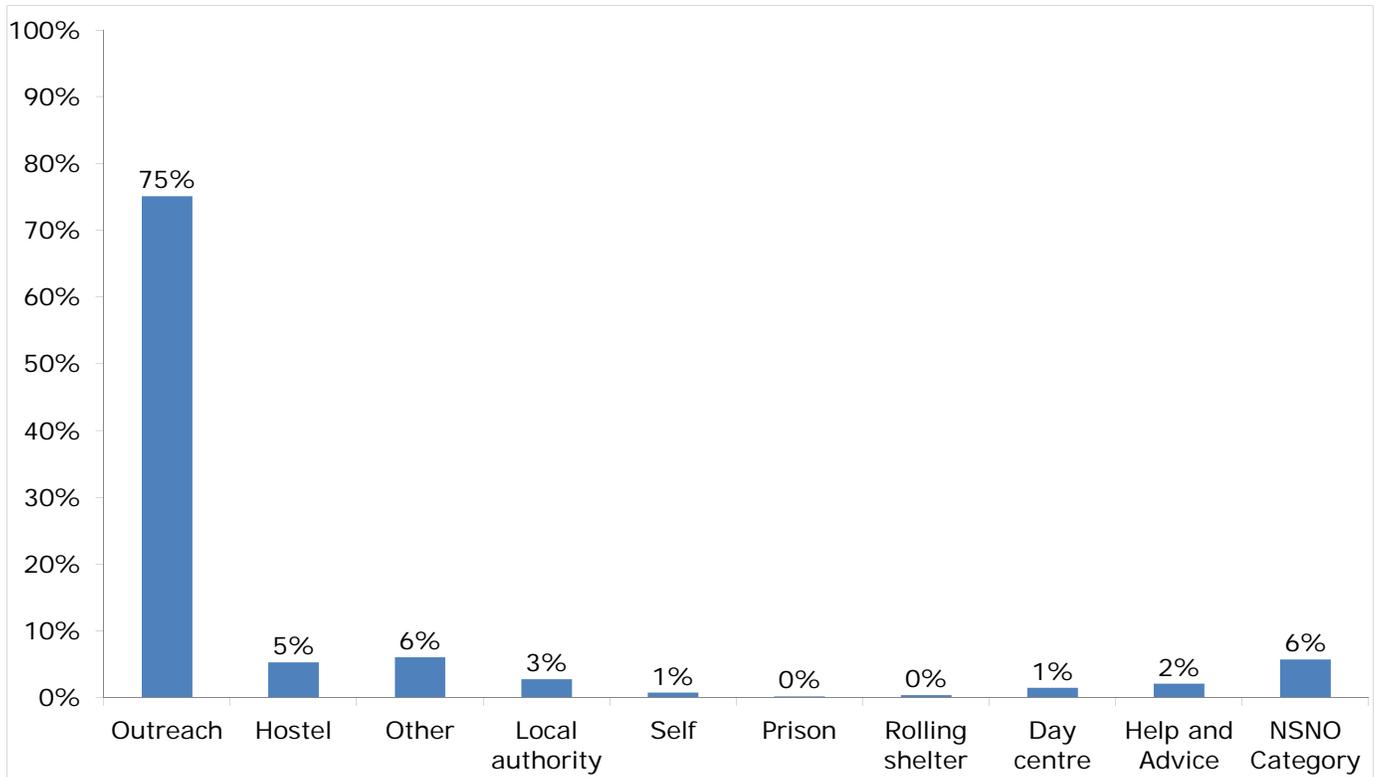
*Both of these categories are new for 2011/12 so there are no figures for 2010/11

**Overall the Clearing House housed 335 rough sleepers this year, referred from a variety of sources

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

15) Arrivals

Temporary accommodation arrivals by accommodation project and source of referral



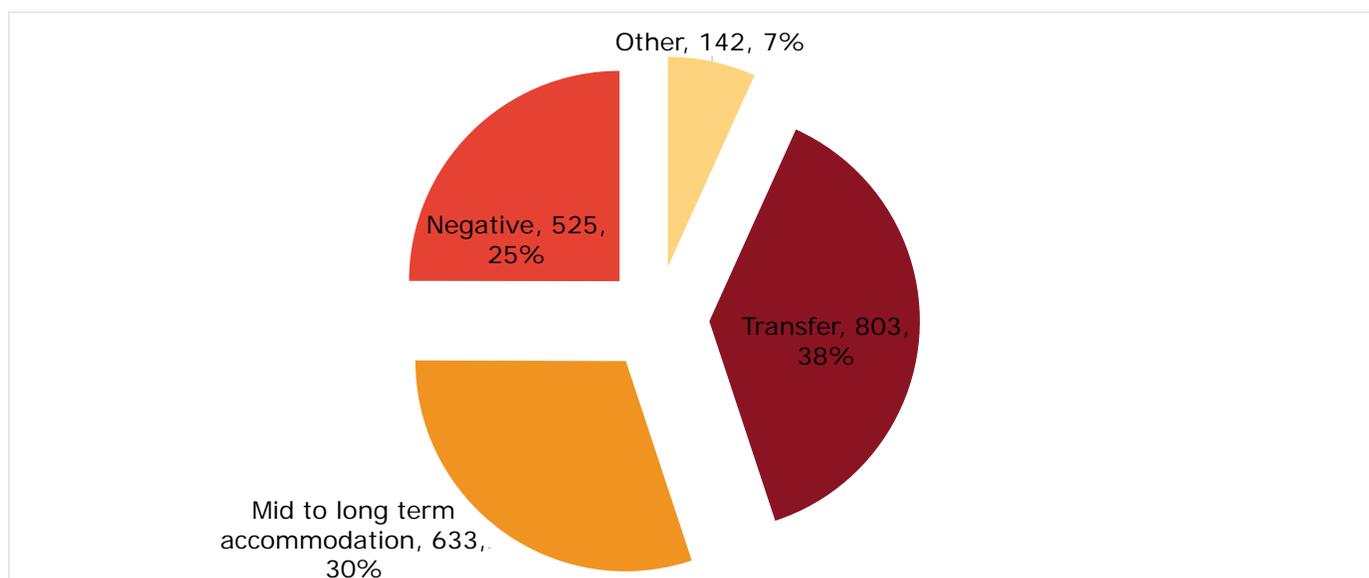
Base: 2009

1512 people arrived at accommodation in London this year. These 1512 people had 2009 arrival actions. This indicates that an individual can arrive more than once (at the same accommodation project or different) in a period.

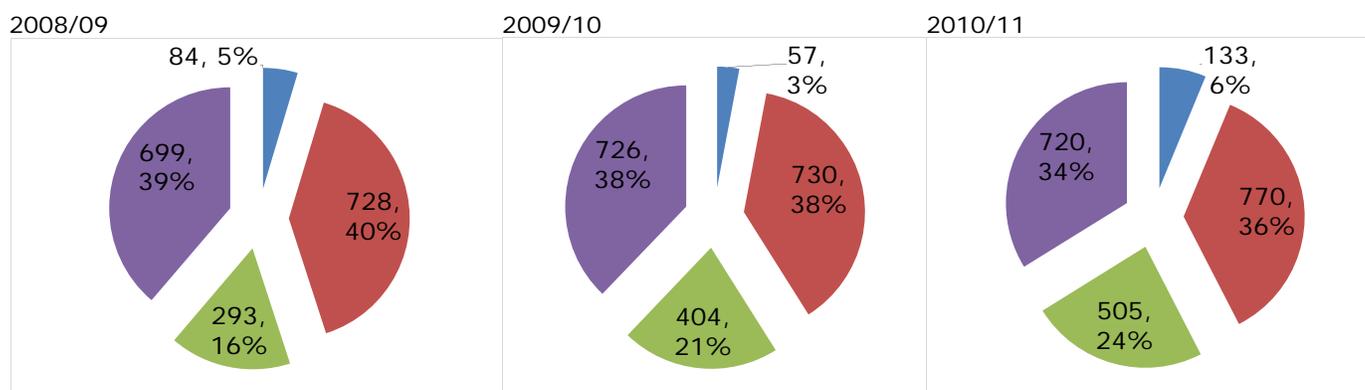
The number of people arriving is higher than previous periods (2010/11: 1403; 2009/10: 1352; 2008/09: 1326)

16) Departures - destination on departure

Departure actions by destination on departure



Base: 2103



Base: 1804

Base: 1917

Base: 2128

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

The proportion of people leaving temporary accommodation for negative reasons has decreased from 46% in 2007/08 to 25% in 2011/12.

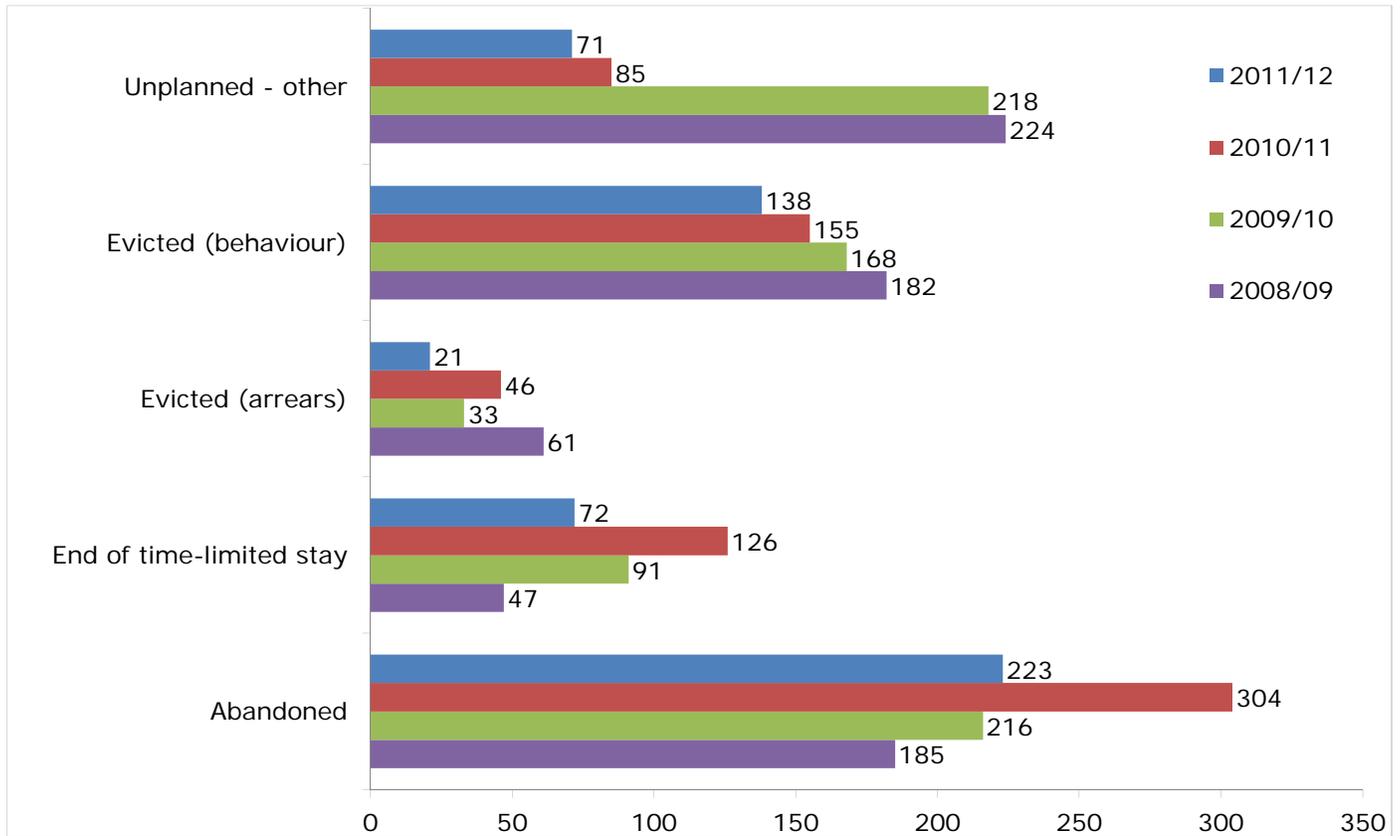
Destination on departure from temporary accommodation	Number	%
Accommodation where client is owner	1	0%
Bed & Breakfast	51	2%
Care home	10	0%
Clearing House/RSI	67	3%
Detox clinic	47	2%
Died	24	1%
Hospital - long term	13	1%
Hospital - NOT long term/acute care	10	0%
Hostel - another organisation	400	19%
Hostel - within the organisation	185	9%
LA tenancy (general needs)	64	3%
Not known	363	17%
Night Shelter	35	2%
Previous home (describe type of accomm in notes)	5	0%
Private rented sector - independent	86	4%
Private rented sector - with some floating support	31	1%
Psychiatric hospital	13	1%
Rehab clinic	16	1%
Returned to home country (EEA)	128	6%
Returned to home country (non EEA)	9	0%
RSL tenancy (general needs)	73	3%
Sheltered Housing	15	1%
Sleeping rough/Returned to streets	71	3%
Staying with family	45	2%
Staying with friends	73	3%
Supported Housing	125	6%
Taken into custody	91	4%
Temporary accommodation (LA)	46	2%
Tied accommodation with work	6	0%
Total	2103	100%

1710 people departed from accommodation in London this year. These 1710 people had 2103 departure actions. This indicates that an individual can depart from more than once (at the same accommodation project or different) in a period.

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

17) Departures - negative - reason for leaving (rolling)

Negative departures (from the previous graph) broken down by reason for leaving



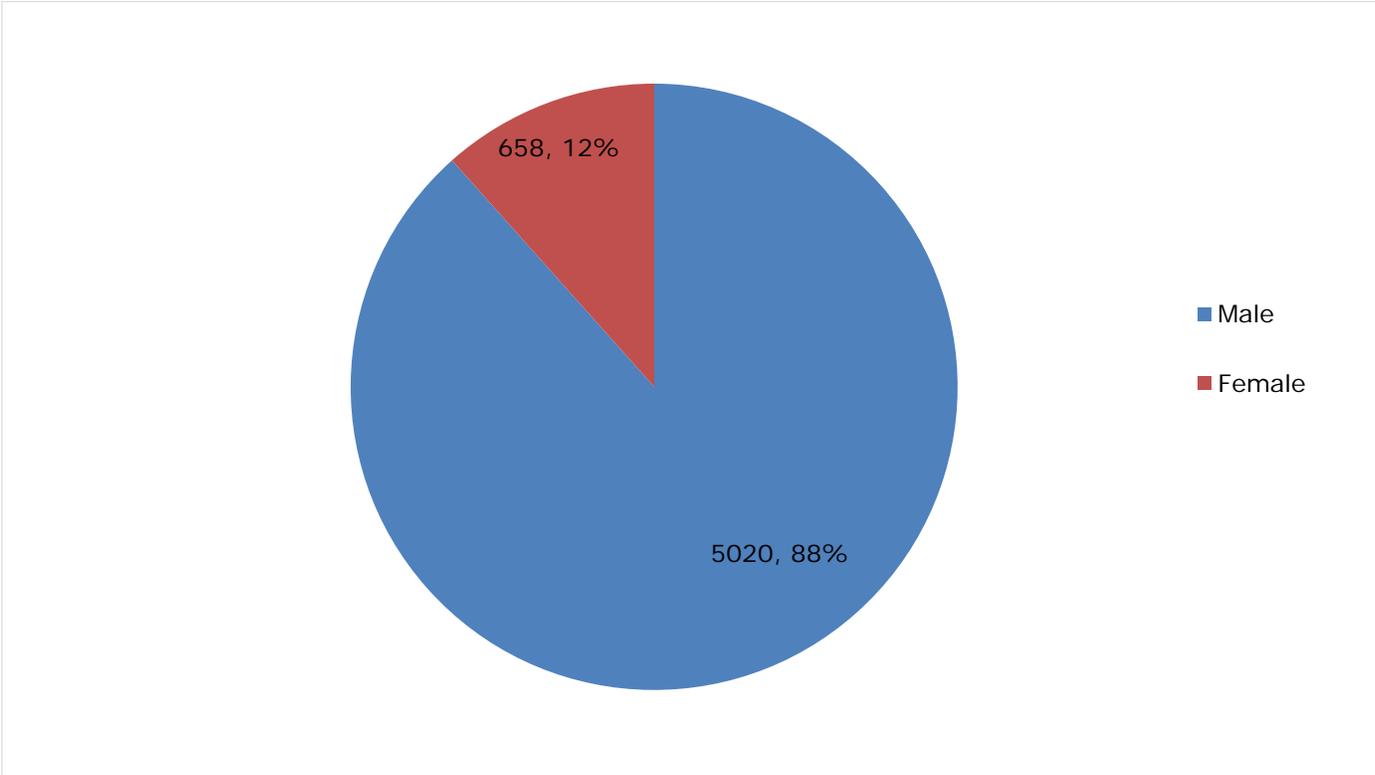
2008/09 base: 699
 2009/10 base: 726
 2010/11 base: 720
 2011/12 base: 525

Overall, negative departures have decreased over the last four years. Unplanned departures and evictions have decreased since 2008/09.

Demographics

18) Gender

People seen sleeping rough in the year by gender

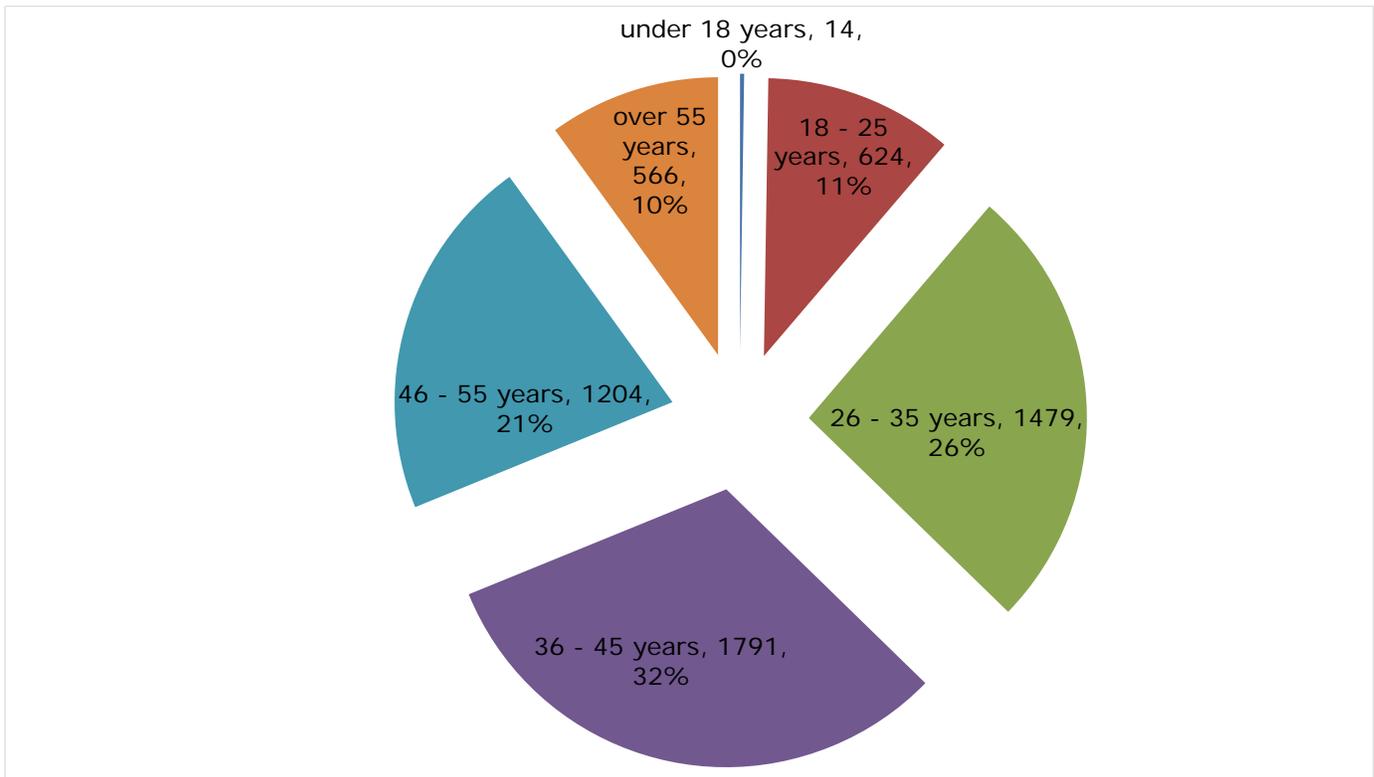


Base: 5678

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

19) Age

People seen sleeping rough in the year by age



Base: 5678

58% of people contacted in London this year were aged 26-45. This is consistent with the previous three years.

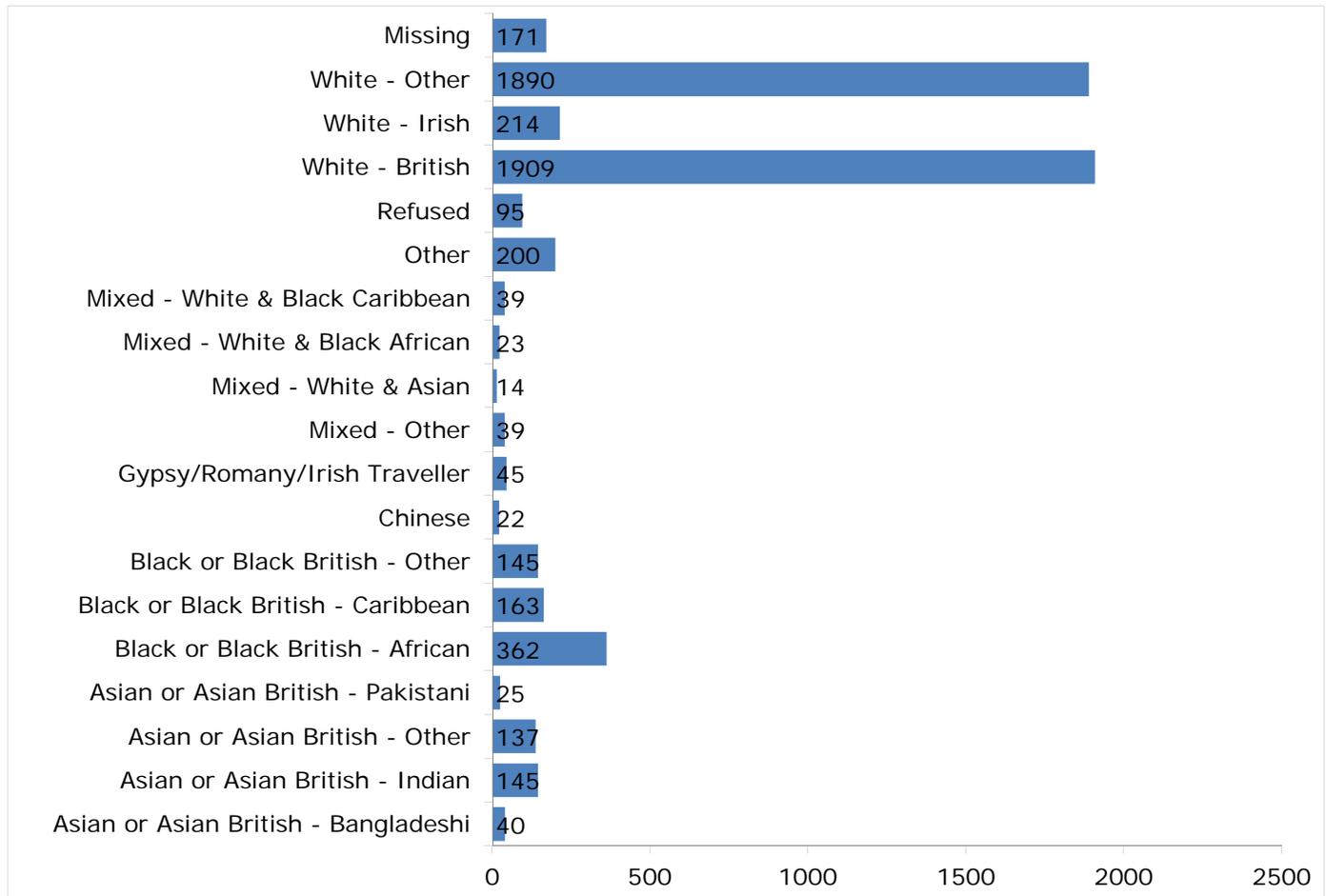
11% of people contacted were aged 25 years or under, 14 of which were aged under 18 years. Four people under 18 were seen rough sleeping in 2010/11.

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

Although the number of people seen sleeping rough has increased this year when compared to 2010/11, the proportions across all age categories remain comparable.

20) Ethnicity

People seen sleeping rough in the year by ethnicity



Base: 5678

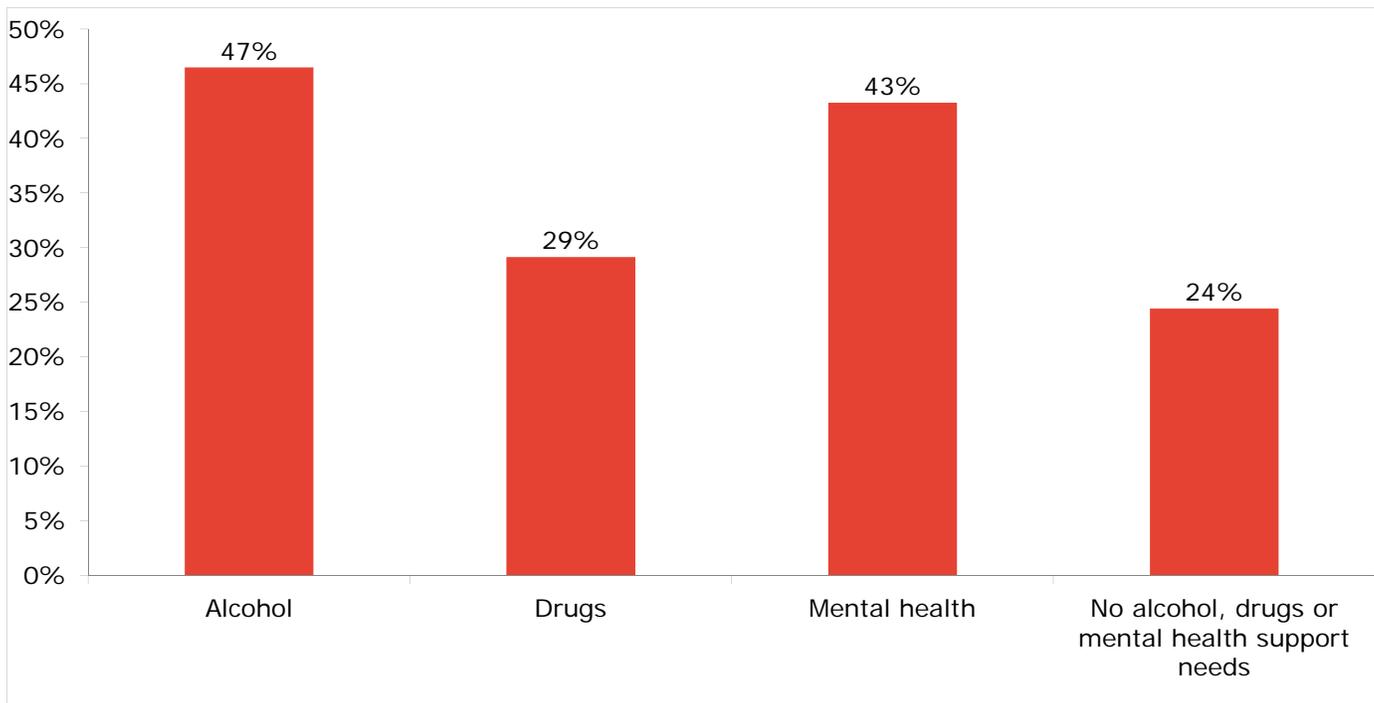
The majority of people contacted in London in 2011/12 are white (71%); there is close to a 50/50 split between White British and White Other (mostly people from Central and Eastern European countries).

12% of people contacted are black and 6% are Asian. The ethnic origin of those contacted in London is consistent with the previous three years.

Client Support Needs/Institutional History

21) Support needs

People seen sleeping rough in the year by support needs



Base: 3844 Note that the base figure for this graph excludes clients where all three support needs are not known or not recorded (1834).

Support Needs	No. of people	%
Alcohol only	638	11%
Drugs only	231	4%
Mental health only	582	10%
Alcohol and drugs	271	5%
Alcohol and mental health	463	8%
Drugs and mental health	203	4%
Alcohol, drugs and mental health	416	7%
All three no	939	17%
All three not known or not assessed	1834	32%
All three no, not known or not assessed	101	2%
Total	5678	100%

The proportion of people seen rough sleeping with an alcohol support need has dropped from 52% last year to 47% in 2011/12.

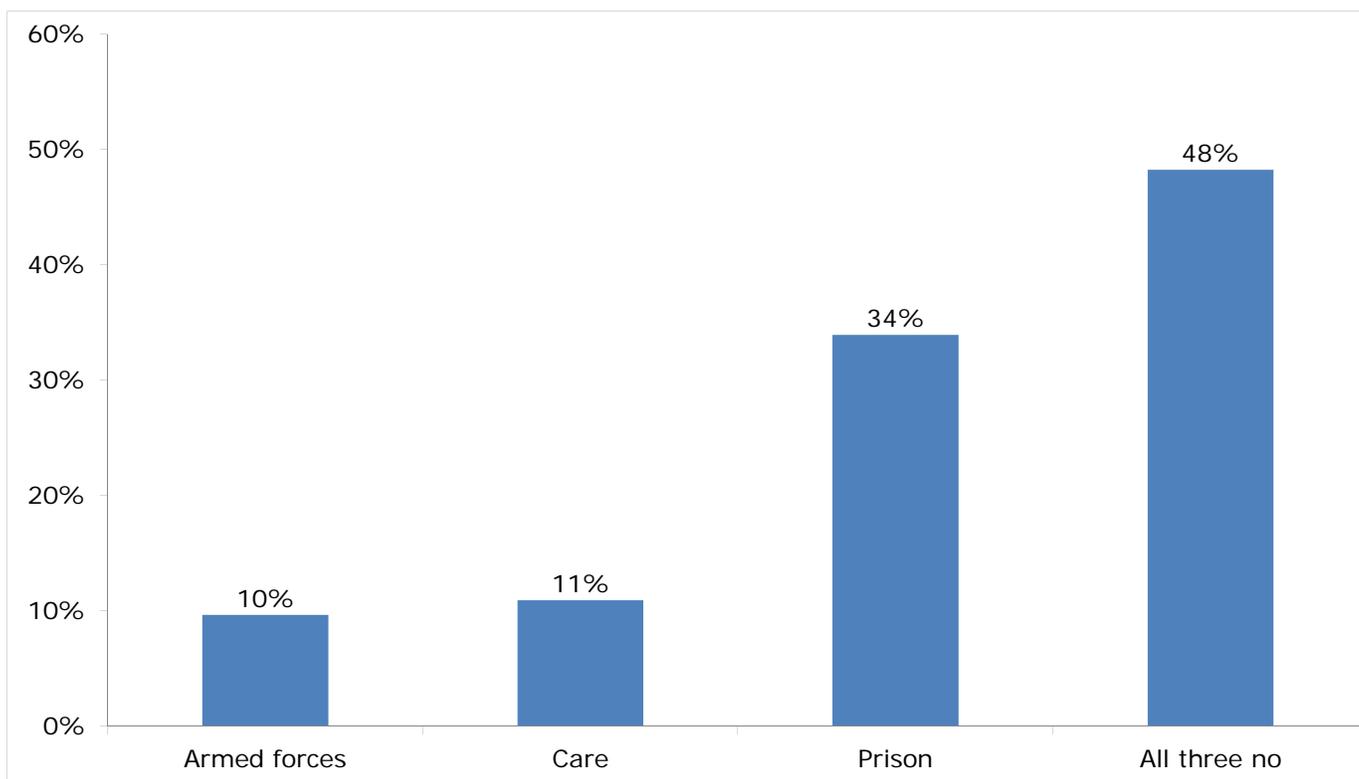
The proportion of people seen rough sleeping with a drug support need has dropped slightly from 32% last year to 29% in 2011/12.

The proportion of people seen rough sleeping with a mental health support need has increased slightly from 39% last year to 43% in 2011/12.

Support needs are evaluated by outreach teams and form part of an assessment conducted with clients.

22) Experience of armed forces, care and prison

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



Base: 3482 Note that the base figure for this graph excludes clients where all three institutional histories are not known.

336 people seen sleeping rough in London this year have previously been in the armed forces (77 last year).

Nationality	2011/12	% of people seen rough sleeping*	2010/11	% of people seen rough sleeping**
UK	124	4%	36	3%
Non-UK	212	6%	41	3%
Total	336	10%	77	7%

380 people contacted in London this year have previously been in care (312 last year).

1182 people contacted in London this year have previously been in prison (1027 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. 213 people seen sleeping rough in the year have been in care and prison.

*This base includes people seen rough sleeping who have been assessed for institutional history (3482 out of 5678)

**This base includes people seen rough sleeping who have been assessed for institutional history (1176 out of 3975)

The proportion of people seen sleeping rough who have experience of the armed forces has increased from 7% in 2010/11 to 10% in 2011/12.

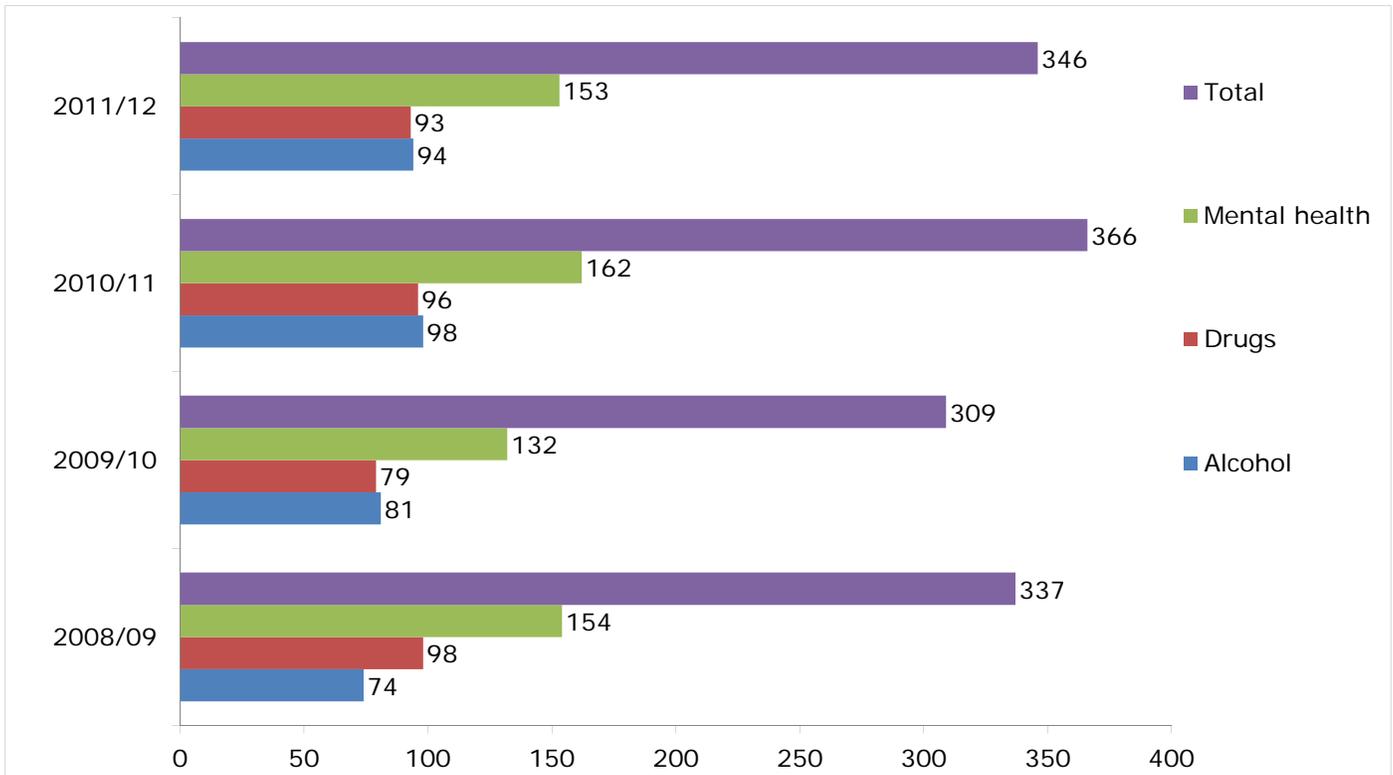
The proportion of people with experience of care has remained similar (12% last year compared to 11% this year).

The proportion of people with experience of prison has decreased slightly from 37% last year to 34% in 2011/12.

Clearing House - Long-term RSI Accommodation

23) Support needs for people housed in the period

People who had a tenancy start in Rough Sleeper's Initiative (RSI) accommodation in this year by support needs.



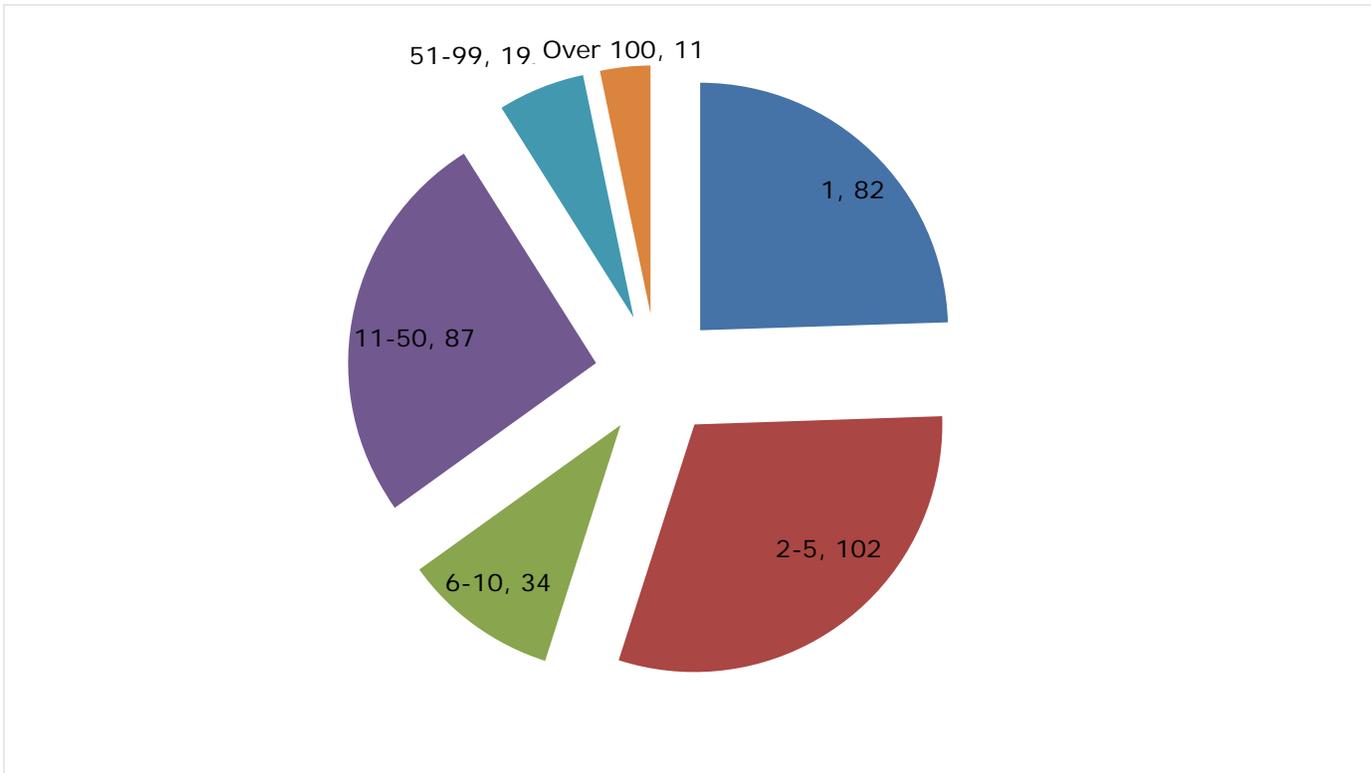
346 people started a tenancy in RSI accommodation in 2011/12. This is a similar number to previous years (see purple column on above chart).

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.

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

24) 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: 335

Number of street contacts	2008/09	2009/10	2010/11	2011/12
1	40	60	91	82
2-5	99	123	132	102
6-10	40	42	43	34
11-50	40	64	67	87
51-99	7	13	14	19
Over 100	2	7	6	11
Total	228	309	353	335

335 of the 346 people starting an RSI tenancy in the year, are verified rough sleepers with a CHAIN record*.

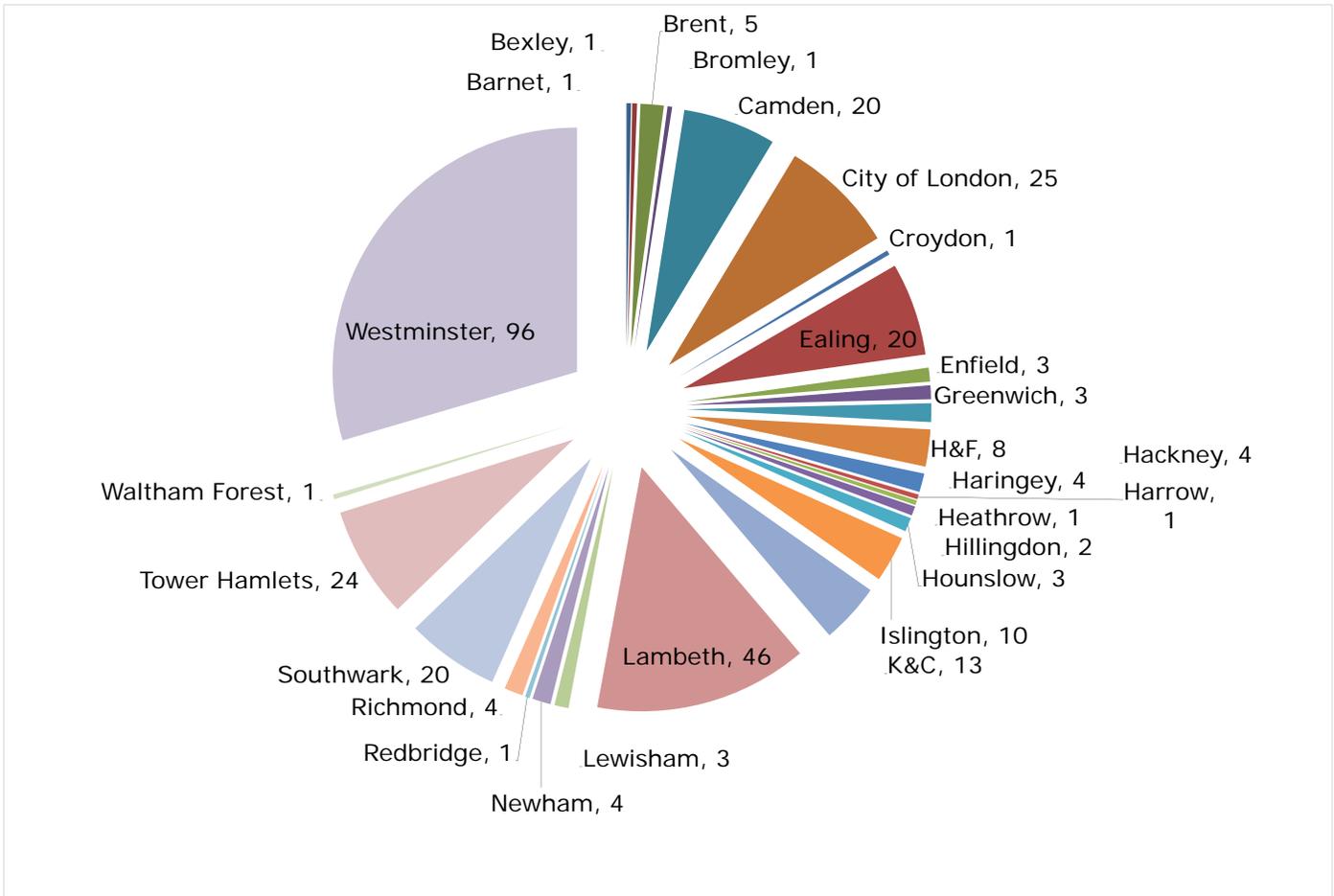
82 of these people had only one street contact recorded on CHAIN before their tenancy start.

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

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

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

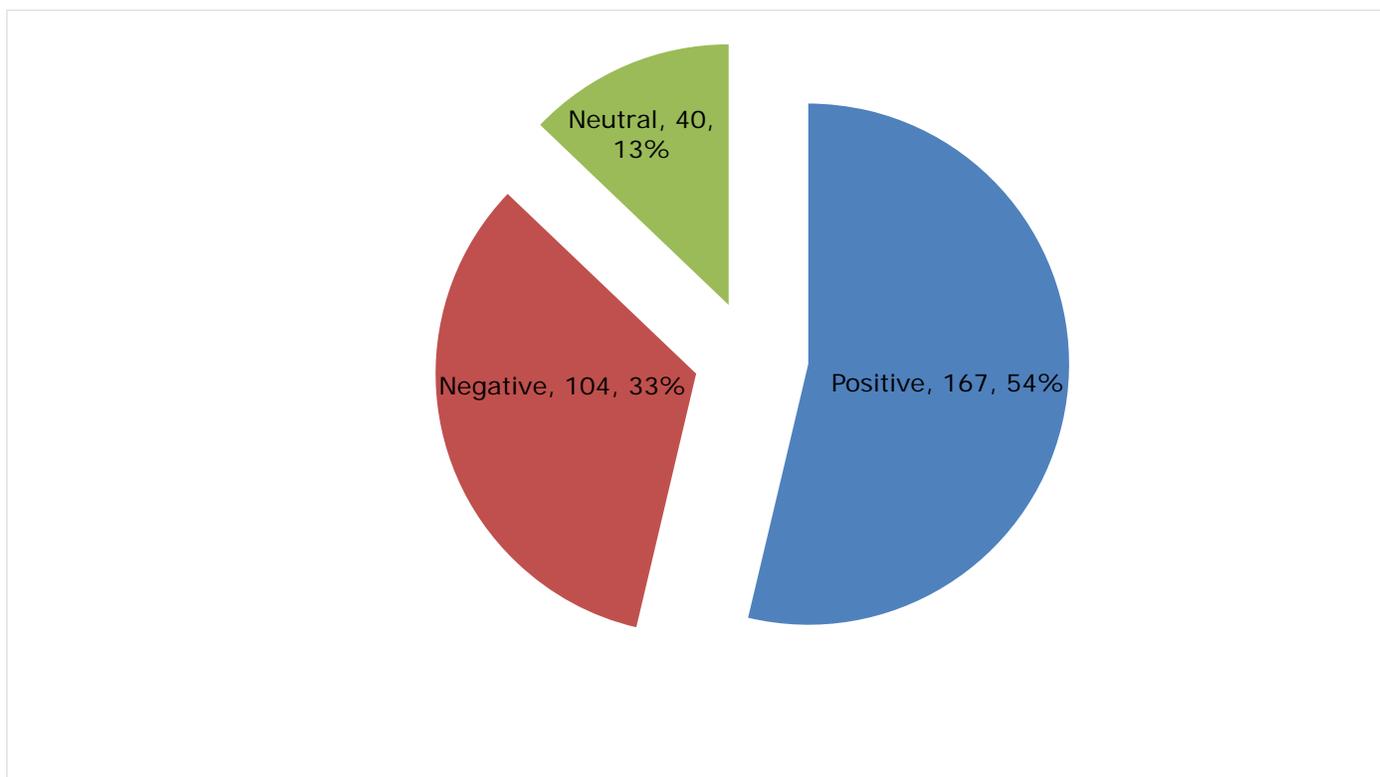
People who had a tenancy start in RSI accommodation in this year by the borough where they slept rough most recently



Base: 325

26) Departures from long-term accommodation

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



Base: 311

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 by tenant	44	14%	1%
Evicted	52	17%	1%
Planned move out	101	32%	3%
RSI transfer	36	12%	1%
Transferred	30	10%	1%
Went to institution	1	0%	0%
Went to prison	8	3%	0%
Death of tenant	32	10%	1%
Other	7	2%	0%
Total	311	100%	9%

311 people ended an RSI accommodation tenancy this year. This is a decrease from 327 in 2010/11 and 352 in 2009/10.

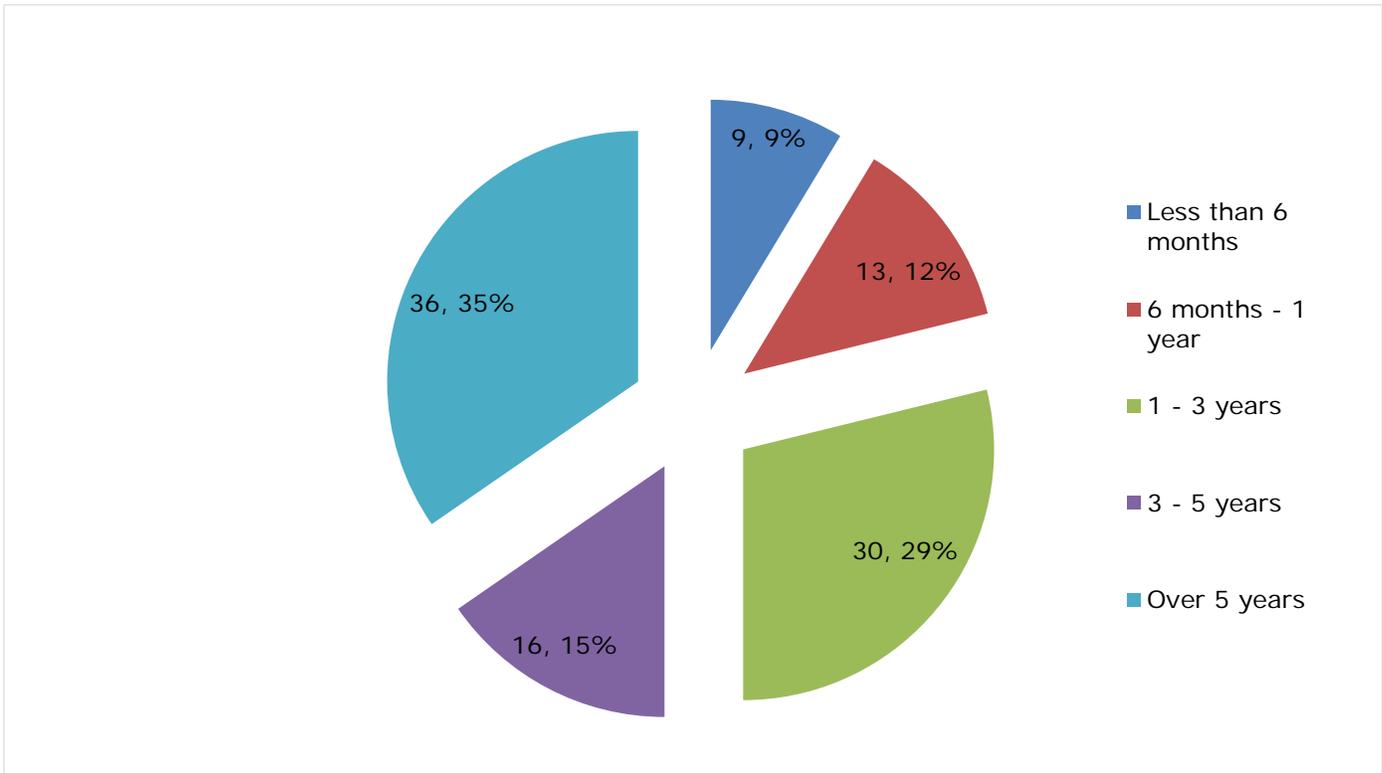
The proportions of people leaving for the various reasons have remained consistent with previous years.

A total of 3% of current Clearing House tenancies ended negatively this year. This proportion is the same as 2010/11.

In 2011/12 there were 167 planned moves from Clearing House accommodation to a variety of other options including, PRS, transfers to general needs, sheltered accommodation etc. 89% of these clients were in Clearing House properties for over one year.

27) 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: 104

104 people ended an RSI tenancy in year due to abandoning or being evicted from their property. This is 3% of the 3622 current total number of RSI tenancies.

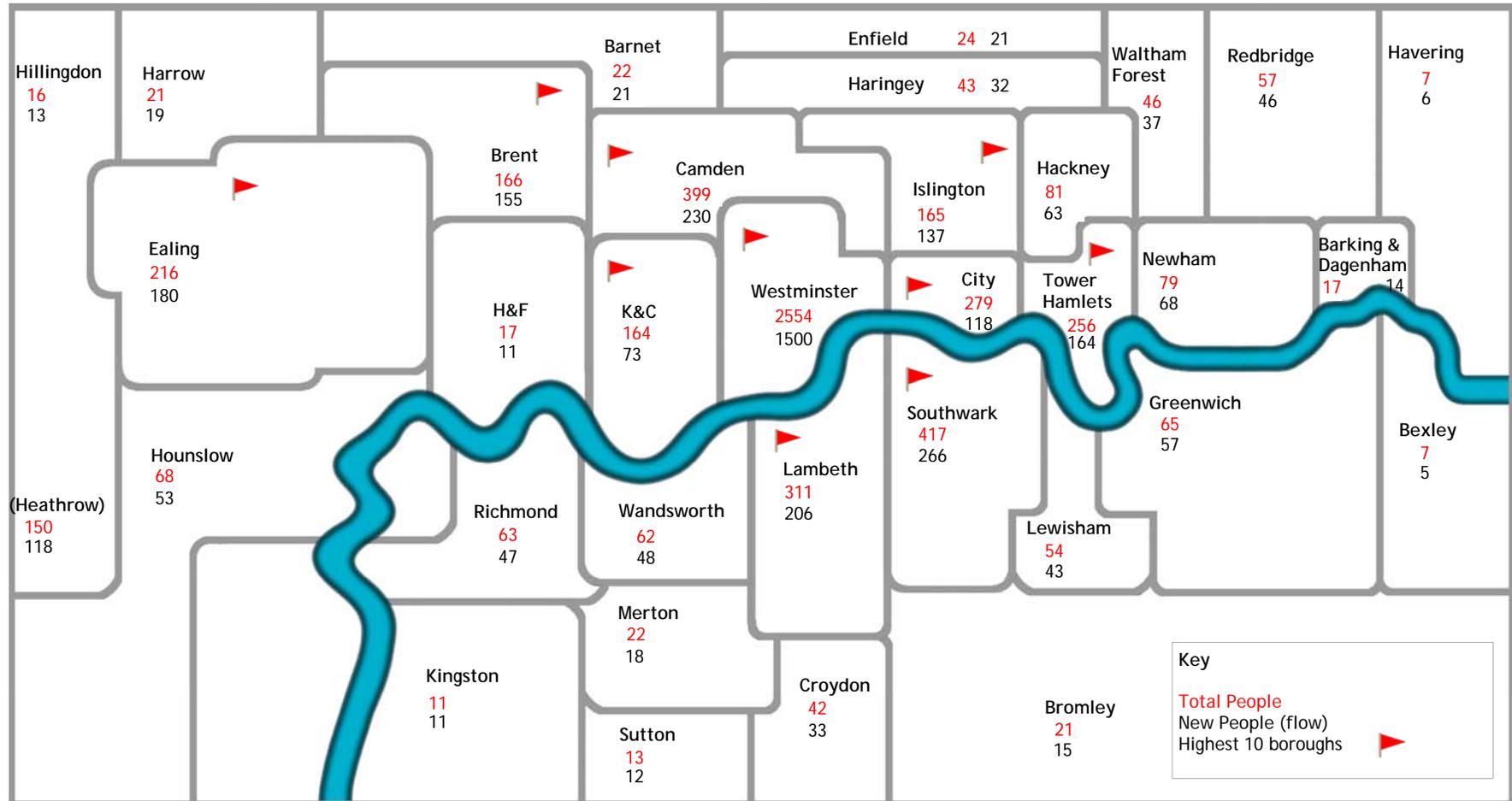
Half of these people (50%) had been in their tenancy for three years or more. This proportion has decreased from 57% in 2010/11 and 77% in 2009/10.

29% of these people had been in their tenancy for one to three years. This is similar to previous years (2010/11: 27%).

No-one who had been in their tenancy for one year or less left for negative reasons. This compares to 16% during 2010/11, although in previous years this proportion has been around 4%.

12) Borough distribution (map and chart)

A map of London boroughs, and the numbers of new and know people seen rough sleeping by outreach teams during 2011/12



Number of people seen rough sleeping by outreach or building based service (BBS) teams in the year by borough

Borough	2008/09	2009/10	2010/11	2011/12	Change since 2010/11
Barking & Dagenham	1	9	13	17	+4
Barnet	7	18	14	22	+8
Bexley	4	13	10	7	-3
Brent	144	77	39	166	+127
Bromley	5	16	9	21	+12
Camden	243	280	289	399	+110
City of London	374	338	237	279	+42
Croydon	1	50	25	42	+17
Ealing	69	93	109	216	+107
Enfield	14	10	18	24	+6
Greenwich	10	4	29	65	+36
Hackney	45	63	57	81	+24
Hammersmith & Fulham	72	93	83	176	+93
Haringey	42	65	54	43	-11
Harrow	1	6	5	21	+16
Havering	7	7	12	7	-5
Heathrow	119	73	100	150	+50
Hillingdon	8	16	6	16	+10
Hounslow	26	24	34	68	+34
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13) Reconnections (Outreach and NSNO)

Reconnections achieved with people seen sleeping rough

It is important to note that each reconnection can have multiple reasons attached to it. The percentages expressed are of the total number of reconnections recorded in the year.

Reconnection reason	2011/12	%*	2010/11	%*
---------------------	---------	----	---------	----

Outreach team reconnections (including work recorded by Reconnection teams for clients not attending the NSNO Hub)

Return to home area	349	73%	195	62%
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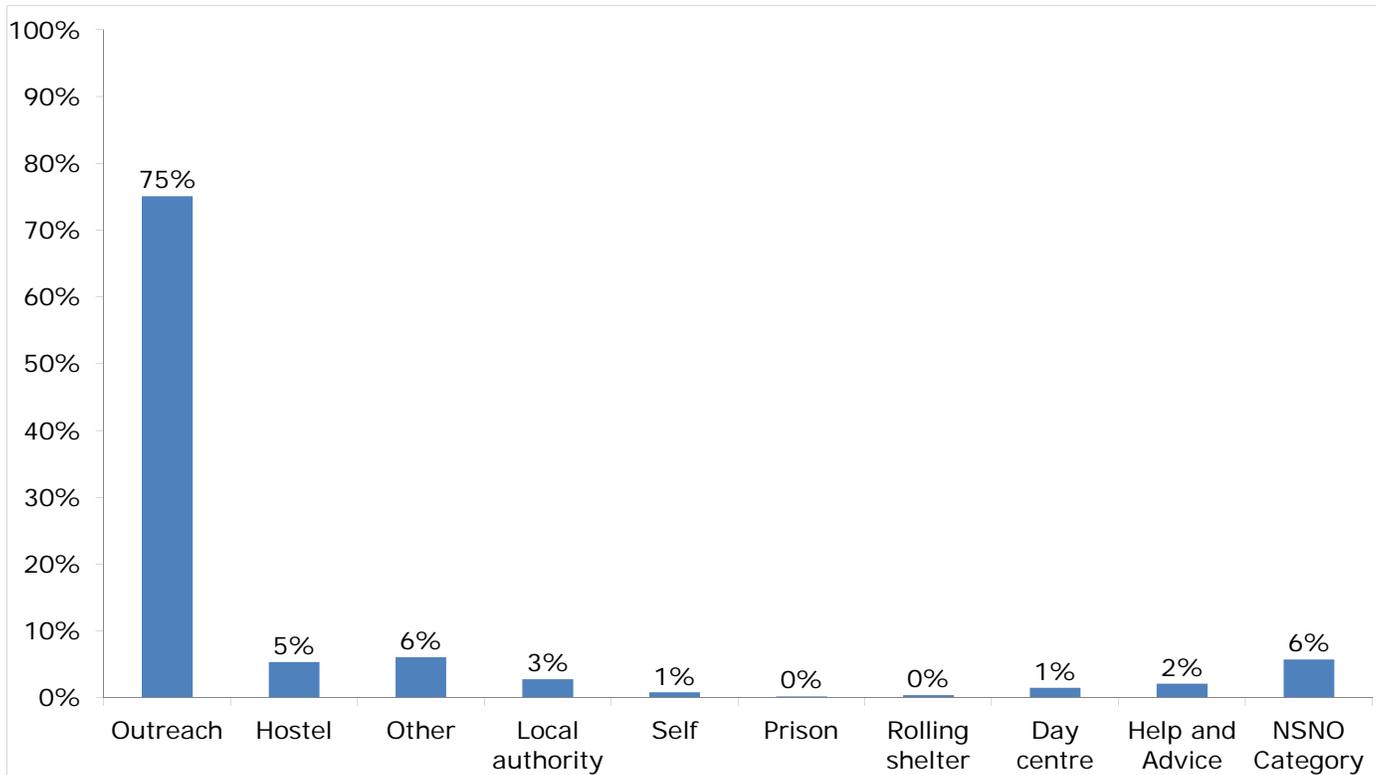
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15) Arrivals

Temporary accommodation arrivals by accommodation project and source of referral



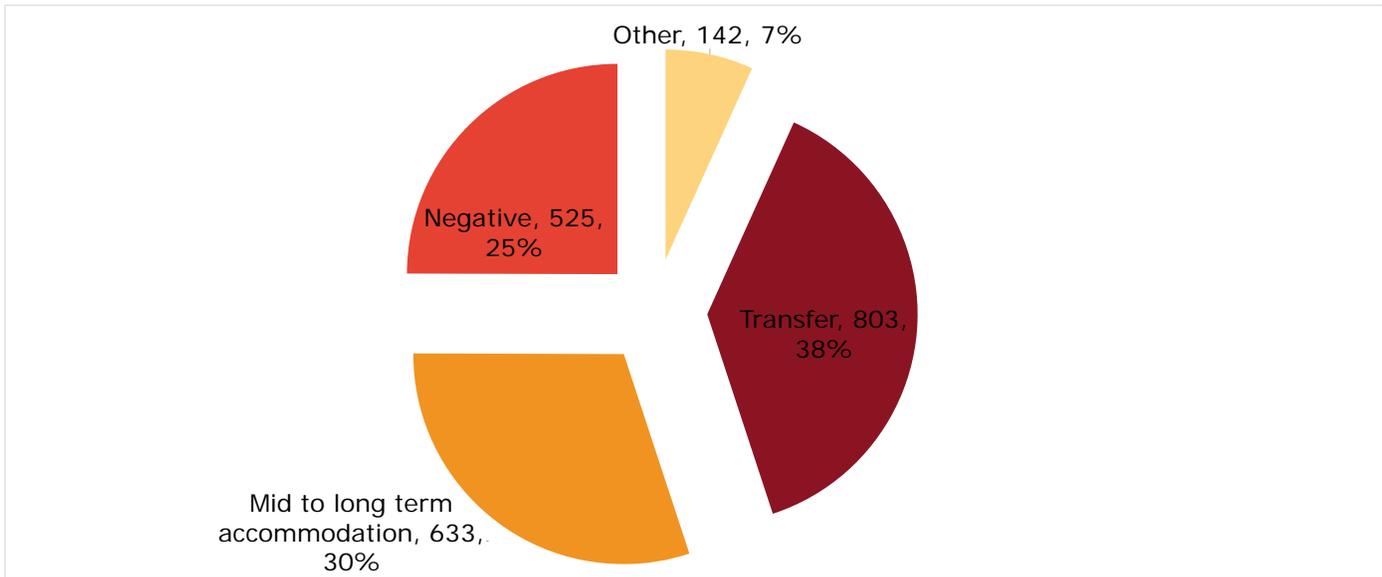
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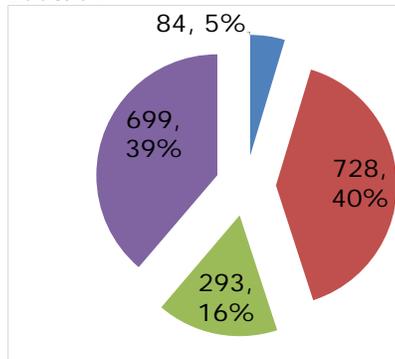
16) Departures - destination on departure

Departure actions by destination on departure



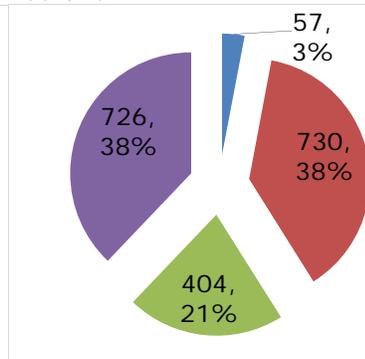
Base: 2103

2008/09



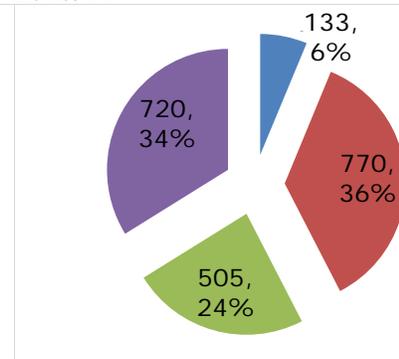
Base: 1804

2009/10



Base: 1917

2010/11



Base: 2128

Destination categories on CHAIN	Chart category	Colour
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Died, Previous home, Staying with family, Staying with friends	Other	Blue

The proportion of people leaving temporary accommodation for negative reasons has decreased from 46% in 2007/08 to 25% in 2011/12.

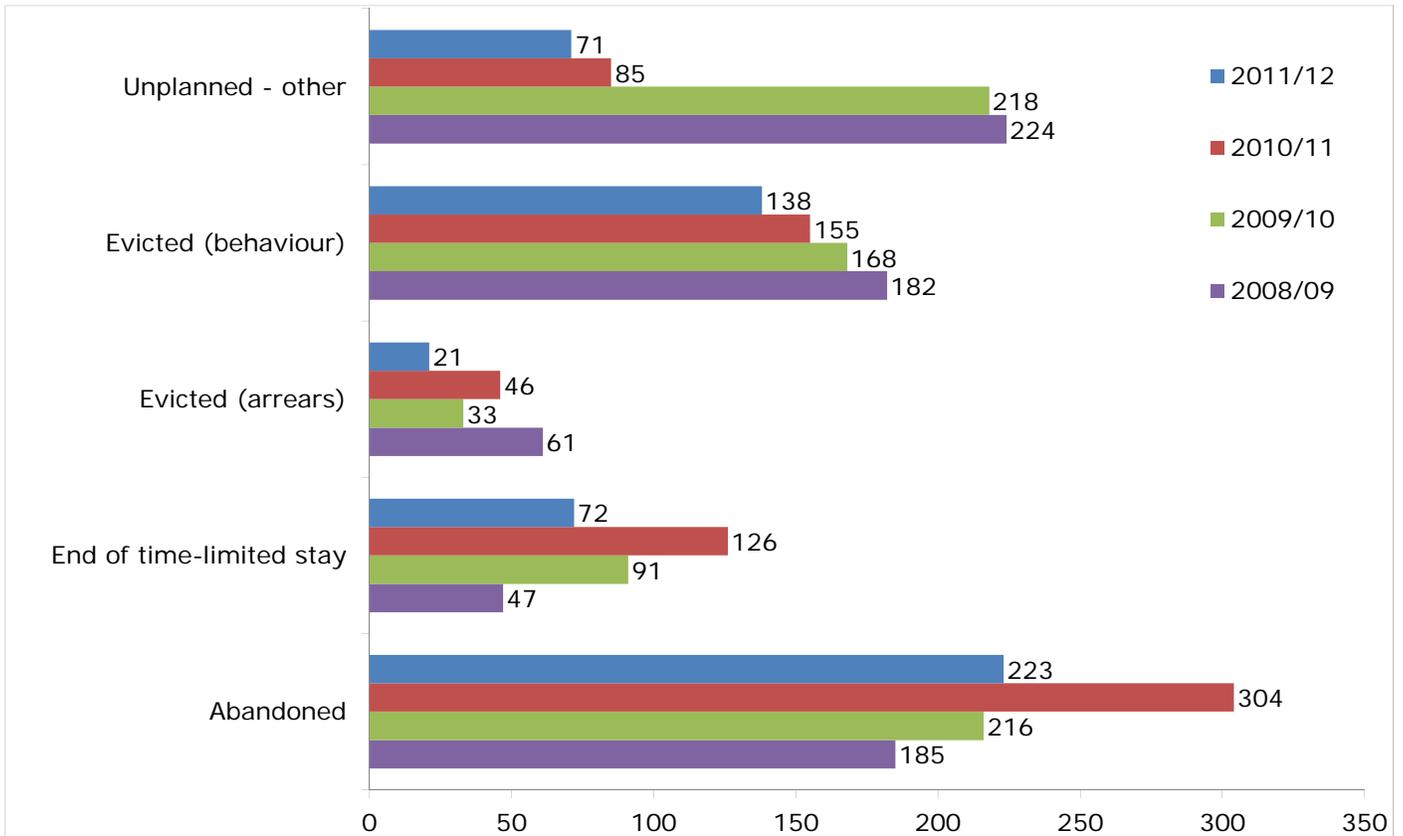
Destination on departure from temporary accommodation	Number	%
Accommodation where client is owner	1	0%
Bed & Breakfast	51	2%
Care home	10	0%
Clearing House/RSI	67	3%
Detox clinic	47	2%
Died	24	1%
Hospital - long term	13	1%
Hospital - NOT long term/acute care	10	0%
Hostel - another organisation	400	19%
Hostel - within the organisation	185	9%
LA tenancy (general needs)	64	3%
Not known	363	17%
Night Shelter	35	2%
Previous home (describe type of accomm in notes)	5	0%
Private rented sector - independent	86	4%
Private rented sector - with some floating support	31	1%
Psychiatric hospital	13	1%
Rehab clinic	16	1%
Returned to home country (EEA)	128	6%
Returned to home country (non EEA)	9	0%
RSL tenancy (general needs)	73	3%
Sheltered Housing	15	1%
Sleeping rough/Returned to streets	71	3%
Staying with family	45	2%
Staying with friends	73	3%
Supported Housing	125	6%
Taken into custody	91	4%
Temporary accommodation (LA)	46	2%
Tied accommodation with work	6	0%
Total	2103	100%

1710 people departed from accommodation in London this year. These 1710 people had 2103 departure actions. This indicates that an individual can depart from more than once (at the same accommodation project or different) in a period.

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

17) Departures - negative - reason for leaving (rolling)

Negative departures (from the previous graph) broken down by reason for leaving



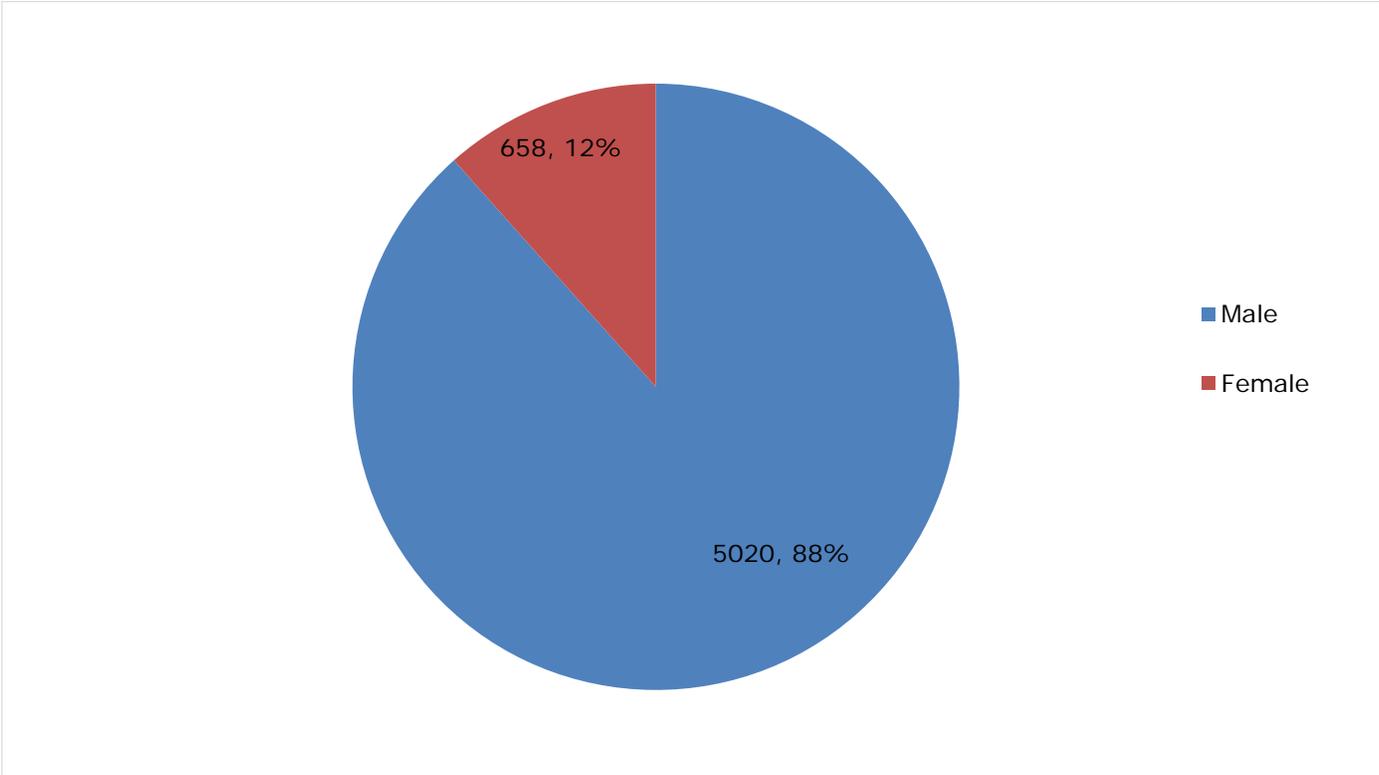
2008/09 base: 699
 2009/10 base: 726
 2010/11 base: 720
 2011/12 base: 525

Overall, negative departures have decreased over the last four years. Unplanned departures and evictions have decreased since 2008/09.

Demographics

18) Gender

People seen sleeping rough in the year by gender

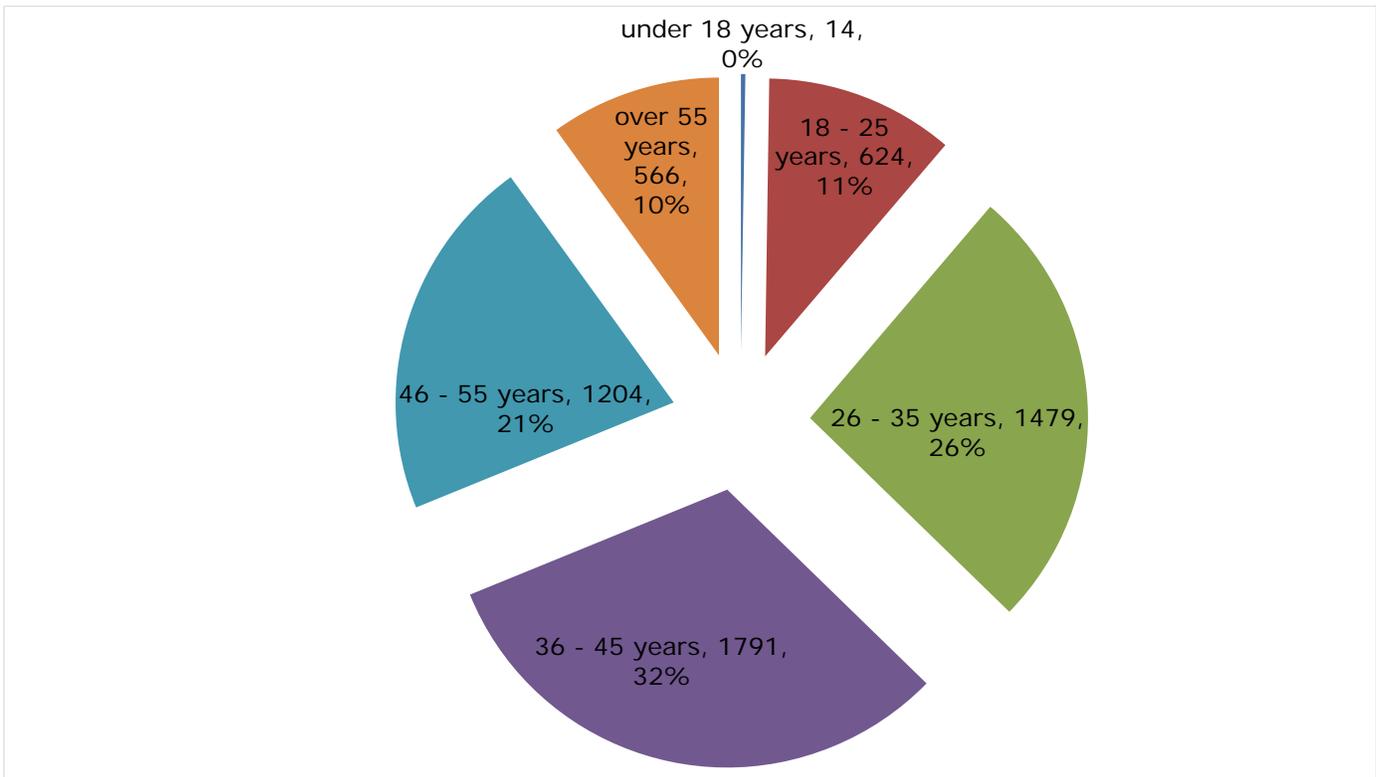


Base: 5678

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

19) Age

People seen sleeping rough in the year by age



Base: 5678

58% of people contacted in London this year were aged 26-45. This is consistent with the previous three years.

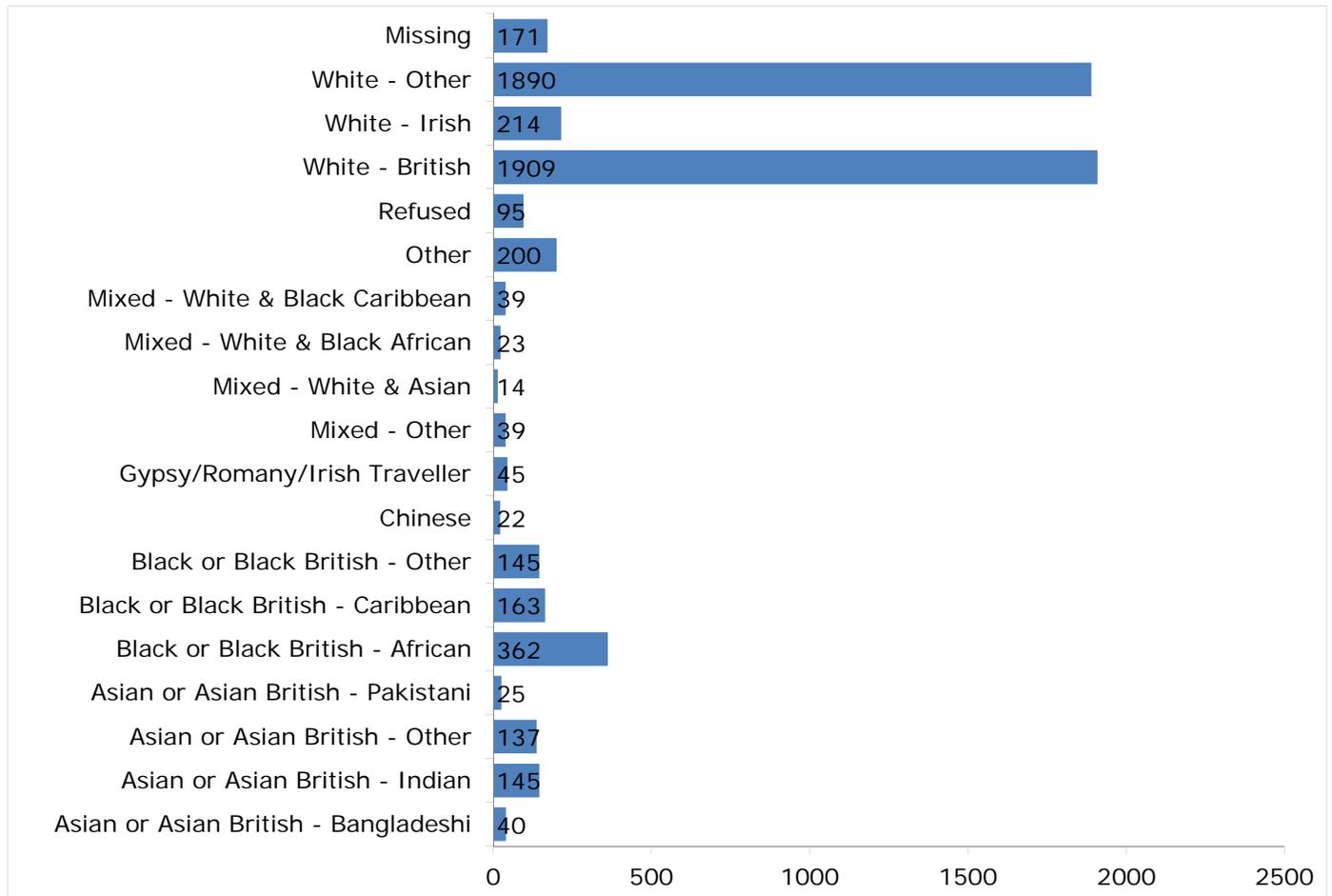
11% of people contacted were aged 25 years or under, 14 of which were aged under 18 years. Four people under 18 were seen rough sleeping in 2010/11.

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

Although the number of people seen sleeping rough has increased this year when compared to 2010/11, the proportions across all age categories remain comparable.

20) Ethnicity

People seen sleeping rough in the year by ethnicity



Base: 5678

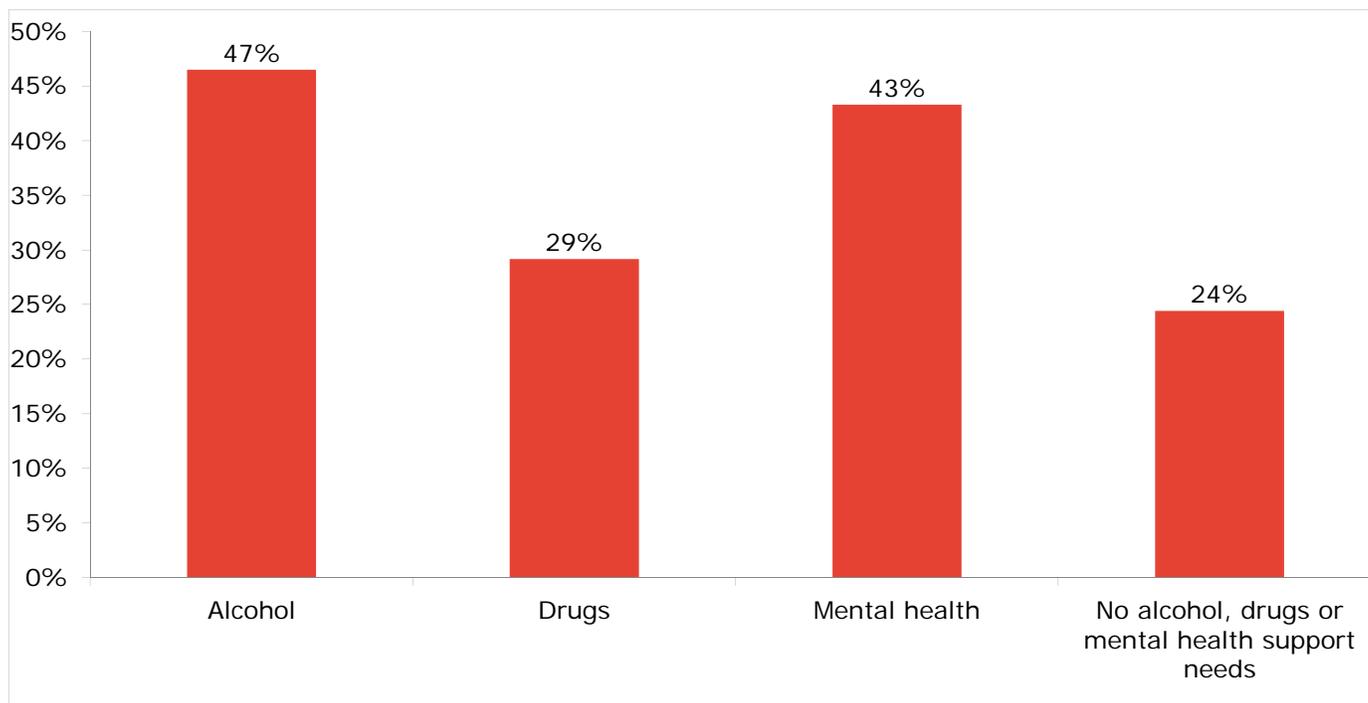
The majority of people contacted in London in 2011/12 are white (71%); there is close to a 50/50 split between White British and White Other (mostly people from Central and Eastern European countries).

12% of people contacted are black and 6% are Asian. The ethnic origin of those contacted in London is consistent with the previous three years.

Client Support Needs/Institutional History

21) Support needs

People seen sleeping rough in the year by support needs



Base: 3844 Note that the base figure for this graph excludes clients where all three support needs are not known or not recorded (1834).

Support Needs	No. of people	%
Alcohol only	638	11%
Drugs only	231	4%
Mental health only	582	10%
Alcohol and drugs	271	5%
Alcohol and mental health	463	8%
Drugs and mental health	203	4%
Alcohol, drugs and mental health	416	7%
All three no	939	17%
All three not known or not assessed	1834	32%
All three no, not known or not assessed	101	2%
Total	5678	100%

The proportion of people seen rough sleeping with an alcohol support need has dropped from 52% last year to 47% in 2011/12.

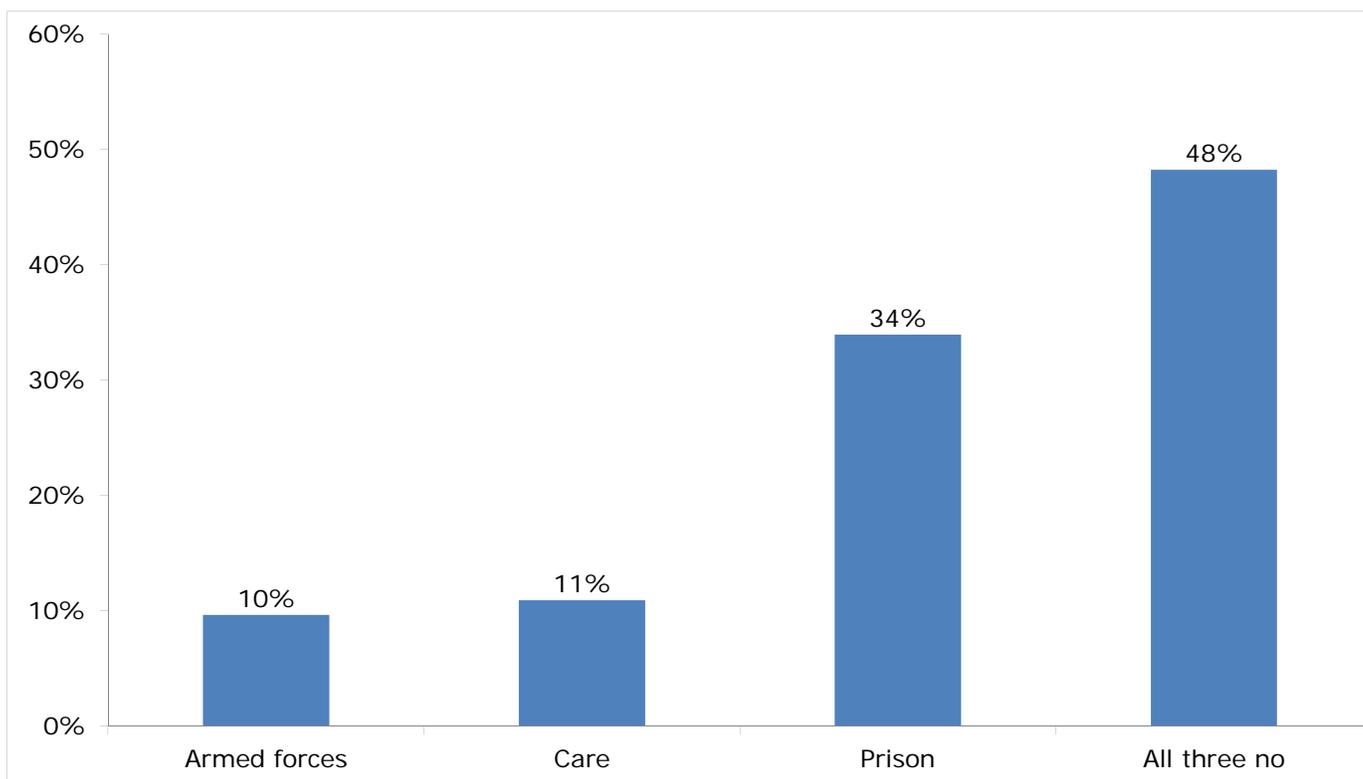
The proportion of people seen rough sleeping with a drug support need has dropped slightly from 32% last year to 29% in 2011/12.

The proportion of people seen rough sleeping with a mental health support need has increased slightly from 39% last year to 43% in 2011/12.

Support needs are evaluated by outreach teams and form part of an assessment conducted with clients.

22) Experience of armed forces, care and prison

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



Base: 3482 Note that the base figure for this graph excludes clients where all three institutional histories are not known.

336 people seen sleeping rough in London this year have previously been in the armed forces (77 last year).

Nationality	2011/12	% of people seen rough sleeping*	2010/11	% of people seen rough sleeping**
UK	124	4%	36	3%
Non-UK	212	6%	41	3%
Total	336	10%	77	7%

380 people contacted in London this year have previously been in care (312 last year).

1182 people contacted in London this year have previously been in prison (1027 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. 213 people seen sleeping rough in the year have been in care and prison.

*This base includes people seen rough sleeping who have been assessed for institutional history (3482 out of 5678)

**This base includes people seen rough sleeping who have been assessed for institutional history (1176 out of 3975)

The proportion of people seen sleeping rough who have experience of the armed forces has increased from 7% in 2010/11 to 10% in 2011/12.

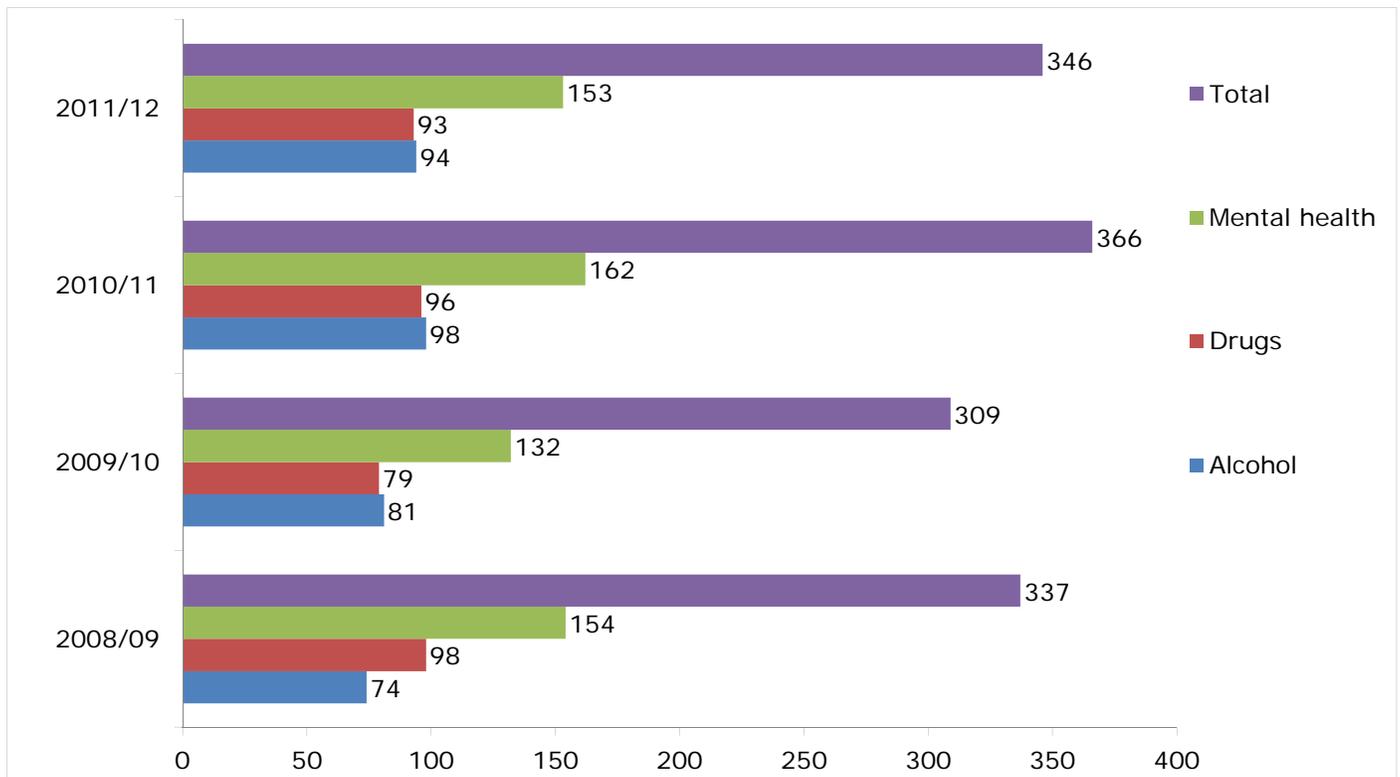
The proportion of people with experience of care has remained similar (12% last year compared to 11% this year).

The proportion of people with experience of prison has decreased slightly from 37% last year to 34% in 2011/12.

Clearing House - Long-term RSI Accommodation

23) Support needs for people housed in the period

People who had a tenancy start in Rough Sleeper's Initiative (RSI) accommodation in this year by support needs.



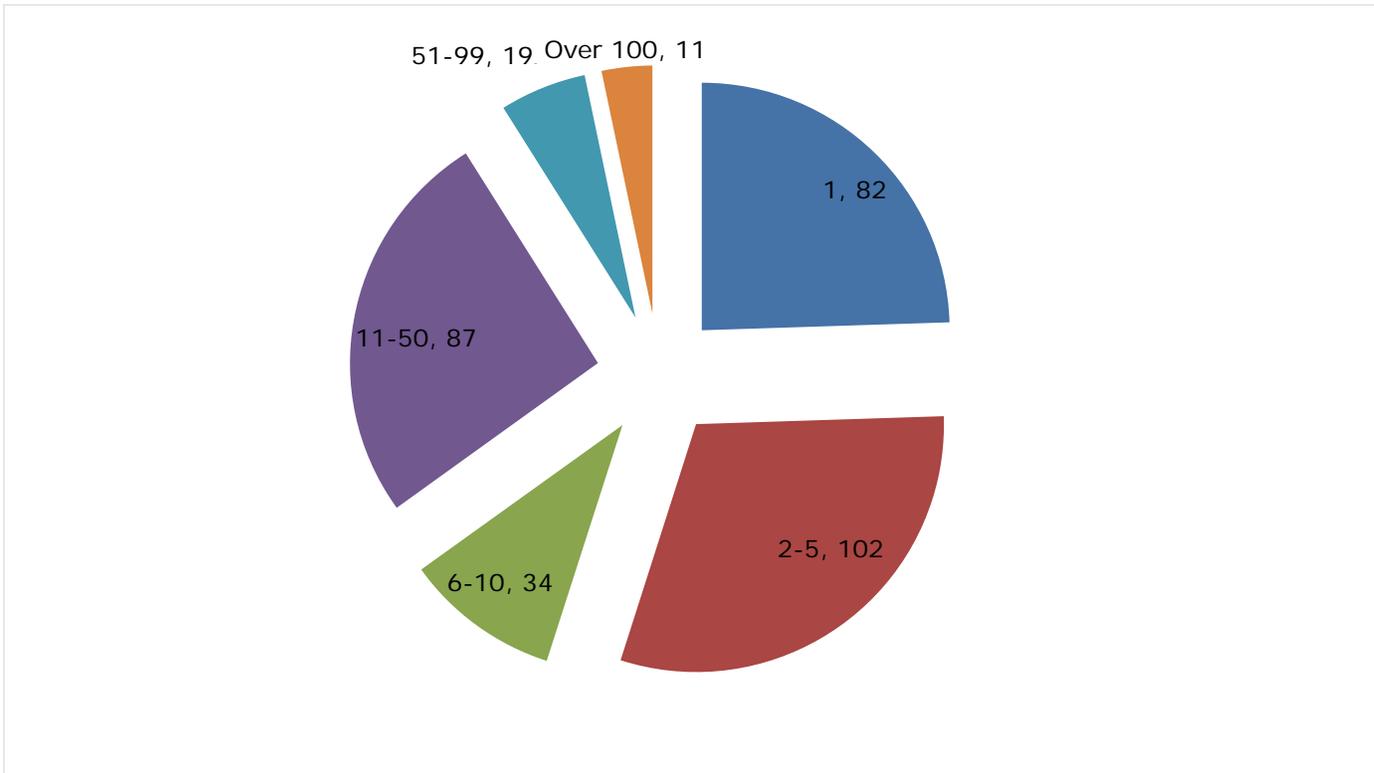
346 people started a tenancy in RSI accommodation in 2011/12. This is a similar number to previous years (see purple column on above chart).

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.

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

24) 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: 335

Number of street contacts	2008/09	2009/10	2010/11	2011/12
1	40	60	91	82
2-5	99	123	132	102
6-10	40	42	43	34
11-50	40	64	67	87
51-99	7	13	14	19
Over 100	2	7	6	11
Total	228	309	353	335

335 of the 346 people starting an RSI tenancy in the year, are verified rough sleepers with a CHAIN record*.

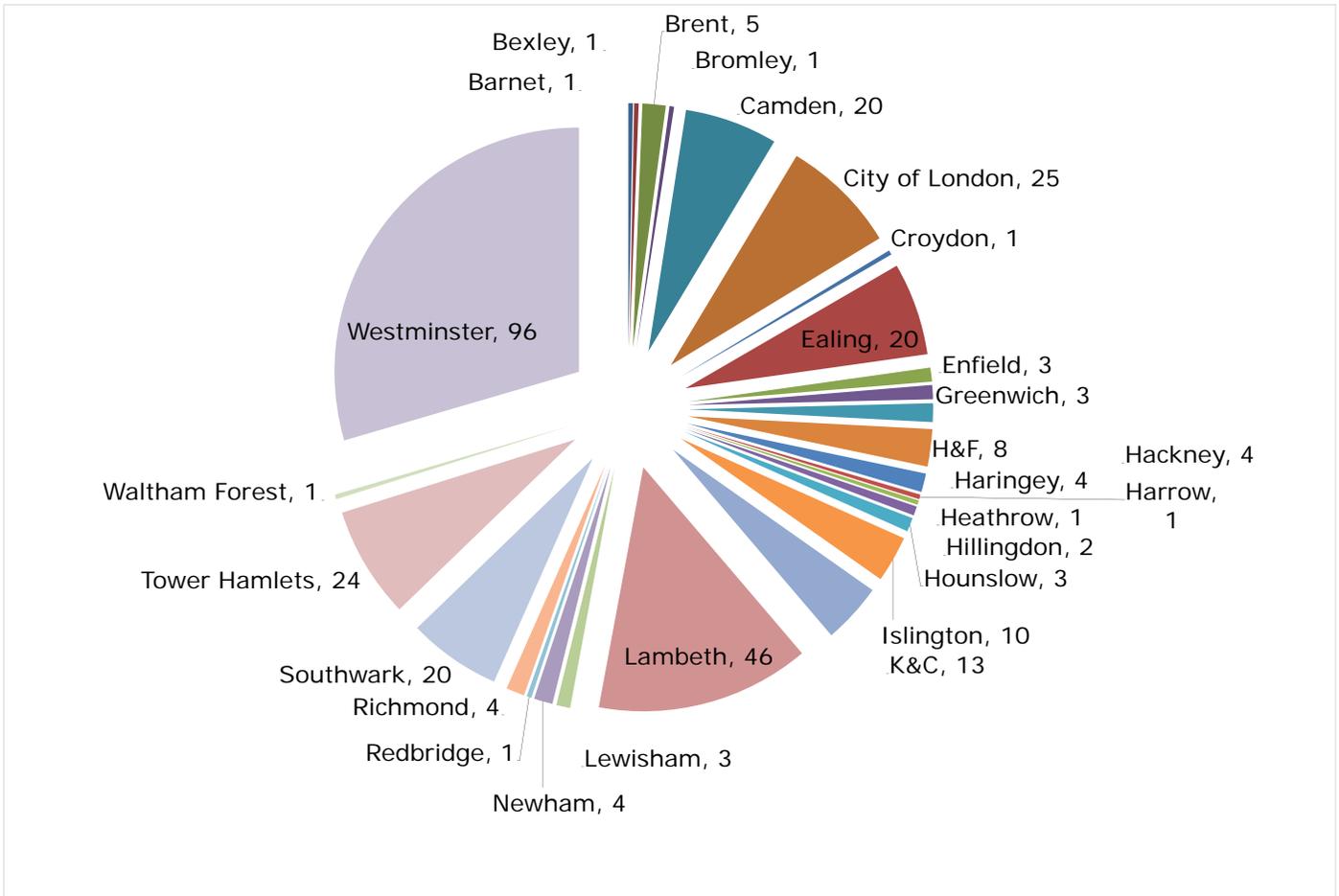
82 of these people had only one street contact recorded on CHAIN before their tenancy start.

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

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

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

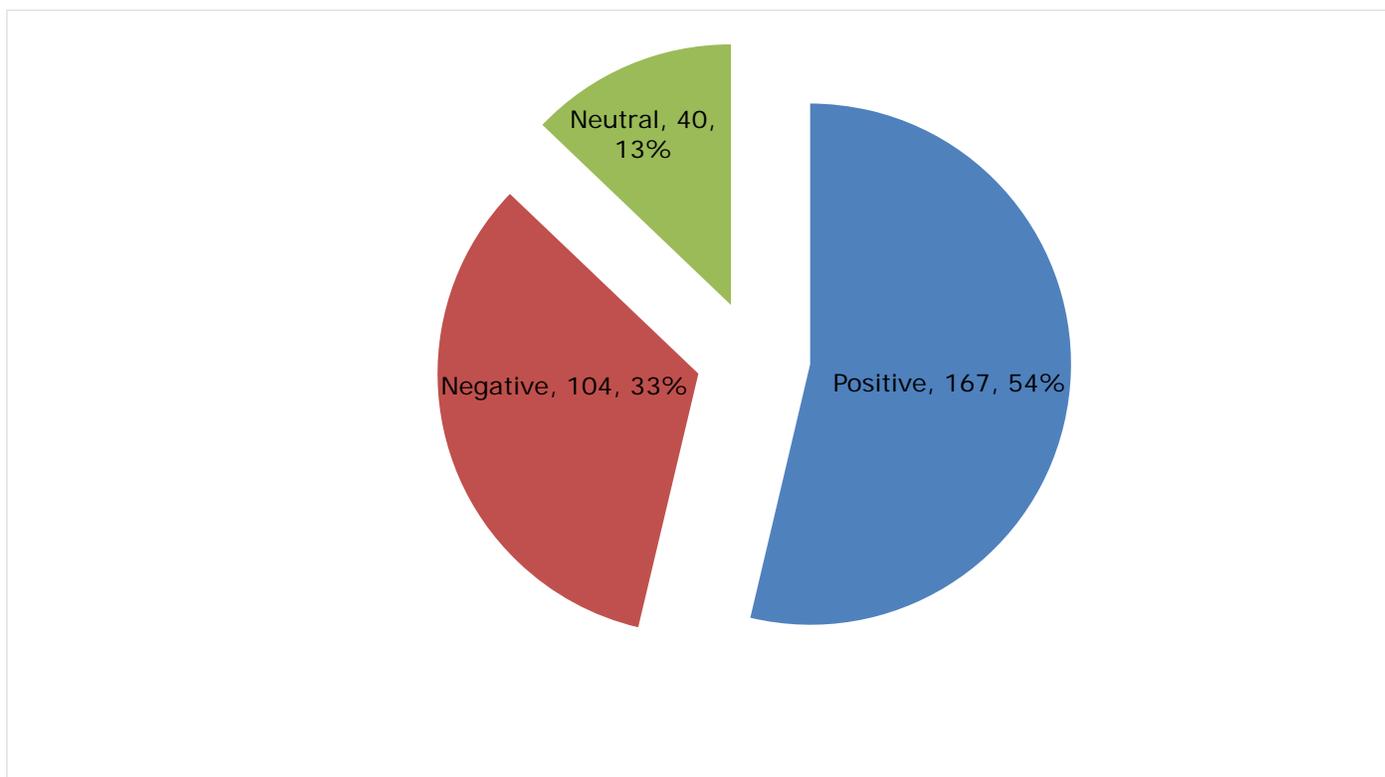
People who had a tenancy start in RSI accommodation in this year by the borough where they slept rough most recently



Base: 325

26) Departures from long-term accommodation

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



Base: 311

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 by tenant	44	14%	1%
Evicted	52	17%	1%
Planned move out	101	32%	3%
RSI transfer	36	12%	1%
Transferred	30	10%	1%
Went to institution	1	0%	0%
Went to prison	8	3%	0%
Death of tenant	32	10%	1%
Other	7	2%	0%
Total	311	100%	9%

311 people ended an RSI accommodation tenancy this year. This is a decrease from 327 in 2010/11 and 352 in 2009/10.

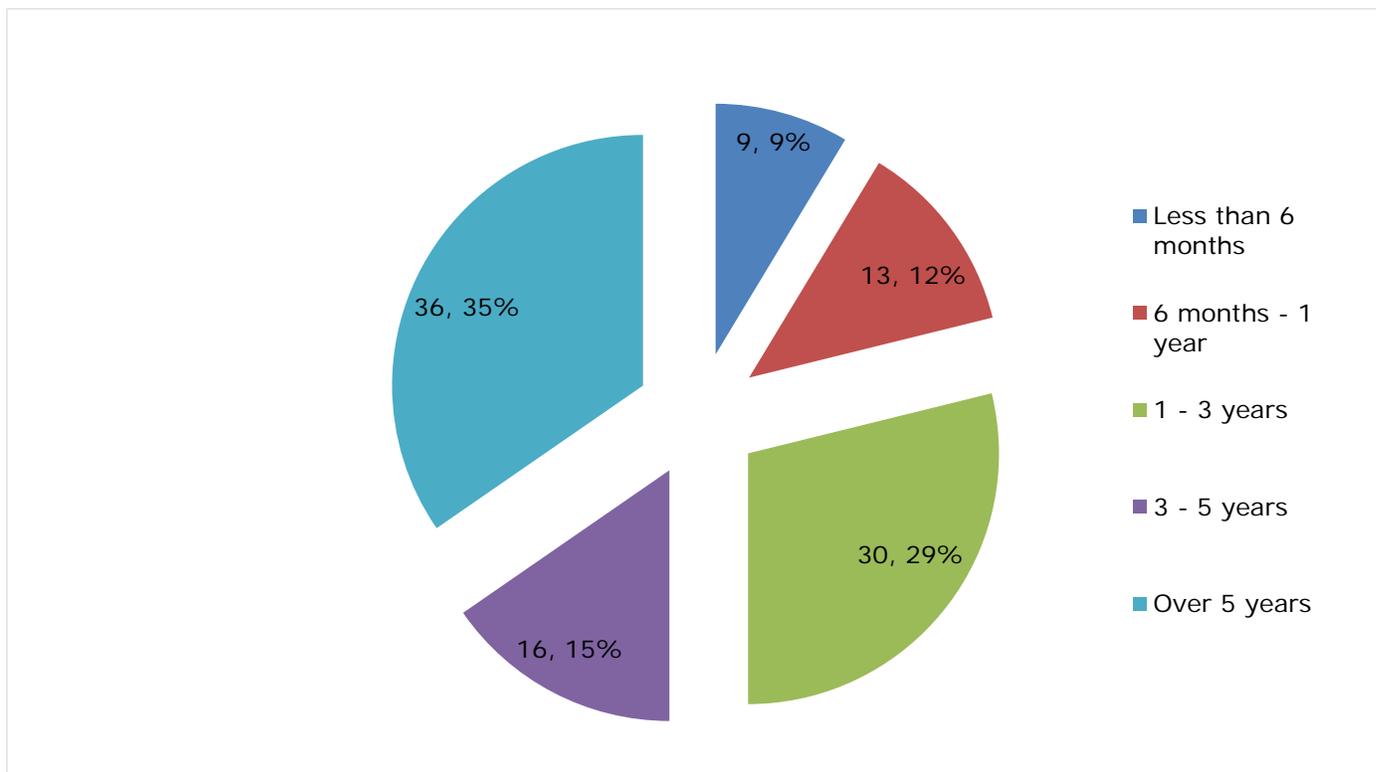
The proportions of people leaving for the various reasons have remained consistent with previous years.

A total of 3% of current Clearing House tenancies ended negatively this year. This proportion is the same as 2010/11.

In 2011/12 there were 167 planned moves from Clearing House accommodation to a variety of other options including, PRS, transfers to general needs, sheltered accommodation etc. 89% of these clients were in Clearing House properties for over one year.

27) 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: 104

104 people ended an RSI tenancy in year due to abandoning or being evicted from their property. This is 3% of the 3622 current total number of RSI tenancies.

Half of these people (50%) had been in their tenancy for three years or more. This proportion has decreased from 57% in 2010/11 and 77% in 2009/10.

29% of these people had been in their tenancy for one to three years. This is similar to previous years (2010/11: 27%).

No-one who had been in their tenancy for one year or less left for negative reasons. This compares to 16% during 2010/11, although in previous years this proportion has been around 4%.