

No Second Night Out: A review of the first three months of the project

September 2011

**Review conducted by Broadway and No Second Night
Out**



Foreword

No Second Night Out (NSNO) is an innovative new pilot project that aims to ensure that new rough sleepers do not spend a second night on the streets.

This is an interim review of the first three months of the project, from 1 April to 30 June 2011. As such, its findings are tentative. This review explores the use of the hub, early outcomes for its clients, the strengths of the project and potential areas for improvement. It also identifies areas for the final project evaluation to explore in more detail.

A further, fuller evaluation will be undertaken at the end of the six month pilot in September 2011 by York University and Broadway's specialist research team. This will draw on a broader range of both quantitative and qualitative data and will provide conclusions and recommendations for the future of the project and will inform the decision-making about whether to continue NSNO in 12-13.

This review was written and conducted by Broadway's specialist research team and the NSNO project director. It was informed by:

- Quantitative data from CHAIN¹ about the usage and outcomes of the project.
- Qualitative interviews and focus groups with project stakeholders (including five current hub clients, three former hub clients, three outreach teams, a housing options worker and a street population coordinator) conducted by Broadway's research team.
- Reflections by the NSNO project director and project team about the strengths of the project and areas for development.
- Case studies of their work with individuals in the hub provided by NSNO project staff.

¹ CHAIN (the Combined Homelessness and Information Network) is London's most comprehensive and widely used database on rough sleeping and the street population.

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Executive summary

Background

- No Second Night Out (NSNO) is a key initiative of the Mayor of London's strategy to end rough sleeping in the capital by 2012. The project is being piloted in ten London boroughs: Brent, Camden, City of London, Hammersmith and Fulham, Islington, Kensington and Chelsea, Lambeth, Southwark, Tower Hamlets and Westminster.
- The NSNO project aims to ensure that new rough sleepers do not spend a second night on the streets. It is piloting a 24-hour assessment hub which assesses the needs of new rough sleepers and provides them with a single service offer (SSO) which is to be a credible alternative to their rough sleeping. A 24 hour telephone rough sleeping referral line and website has been set up to support public reporting of rough sleepers.
- This report reviews the first three months of the pilot project, from 1 April to 30 June 2011. A full, further evaluation of the six month pilot project will be conducted in October 2011 which will inform the decision-making about whether to continue NSNO in 12-13.

Initial Findings

- NSNO has been successful in supporting 184 newly identified rough sleepers to move quickly off the streets and into accommodation following attendance at the assessment hub.
- 272 newly identified rough sleepers attended the NSNO assessment hub during the 3 month period (1 April - 30 June 2011).
- Over two thirds (184 people, 68%) of those attending the hub were assisted to find an alternative to rough sleeping and had a positive departure from the hub into some form of accommodation. The comparable figure over the period for new rough sleepers who did not attend the hub was 12%: people who attended the hub would appear five times more likely to move off the streets than those who did not.
- Of the 184 people supported to move off the streets, 173 people were reconnected to a home area. The remaining 11 people had a local connection² to the borough in which they were seen sleeping rough so were reconnected in this area. Of the people who were reconnected³, 57% (94 people) were reconnected to a home borough within London, 15% (24 people) to an area within the UK outside London, and 28% (45 people) to a home country outside the UK.
- 32% of all new rough sleepers contacted on the streets in the NSNO pilot boroughs attended the NSNO hub. Over two thirds of new rough sleepers did not attend the NSNO hub: 63% were not referred to the hub, and 5% were referred but declined to attend. Successful referral rates of new rough sleepers (referrals which individuals accepted) varied greatly between boroughs (from 16% in Westminster to 86% in Hammersmith and Fulham). More information is needed to identify the reasons for low referral rates, and the full end-of-pilot evaluation will explore this further.
- People who attended the hub were less likely than those who did not to be seen sleeping rough again in London within the 3 month period or the following four weeks. 11% of the people who attended the hub were seen sleeping rough again between 1 April and 25 July 2011. This falls to 8% of those who had a positive departure from the hub. This compares with 34% of new rough sleepers who did not attend the hub. More data is needed to identify how far people helped off the streets by NSNO sustained accommodation over the longer term.
- One third (32%) of people attending the hub had a negative departure: they abandoned the hub before they had received a single service offer, or did not accept their single service

² A local connection is some form of connection to an area, usually by having lived there for at least six months or by having family who live there.

³ This information was not recorded for 10 people.

offer. People from non-UK countries were more likely to refuse their single service offer; this suggests that they did not wish to return to their home country. In total, 59% of people born outside the UK had a positive departure from the hub, in comparison with 75% of people born in the UK.

- 42% of hub clients were UK nationals. 27% were from Central and Eastern Europe and the remaining 31% were from a wide range of other European and non-European countries.
- The average length of stay at the hub was 3.23 days, which was just over the project's target of a maximum of 72 hours. 57% people stayed for 72 hours or less, and 43% of people stayed for more than 72 hours. The length of stay increased if the hub was busy or where clients arrived just before or over a weekend or bank holiday period. Interviews suggest that people's stays in the hub could be protracted by a shortage of move-on accommodation, and a slower response time from other services such as outreach teams and Housing Options. The NSNO project board is addressing the lack of short-term accommodation and are exploring the idea of procuring five shared properties in the private rented sector (PRS) to be used as 'staging posts/interim accommodation units' for clients waiting to be housed either in the PRS or to be re-connected elsewhere.
- 176 telephone referrals were passed on from the rough sleeping referral line to outreach teams (almost all of which in the NSNO boroughs) and 466 were passed on to London Street Rescue⁴. Telephone referrals were primarily from individuals self-referring (39%), voluntary sector organisations (31%) and members of the public (21%). Information received through the telephone referral line resulted in 42 known referrals to the NSNO hub⁵. The full end-of-pilot evaluation will explore the use and effectiveness of the telephone referral line further.

Emerging issues and learning

Strengths

- Advocacy by NSNO staff makes a significant difference to an outcome for a client who has already approached Housing Options but had not received the same service when they presented previously (although it is important to stress that the project is not and should not be seen as a golden ticket into services).
- A 24/7-assessment hub model has significant advantages. Outreach teams appreciate the lack of bureaucracy to access it, referrals are routinely being made between the hours of 6am to 3am and the service allows them opportunity to divert their time to more entrenched and complex rough sleepers.
- The successful partnership with Thames Reach's London Reconnection Service has proved to be crucial when assisting EU nationals to return safely home in a planned and supported way.
- Making single service offers in a relevant language at the hub has proved successful.
- The assessment hub has no beds and is located away from areas with high concentrations of rough sleepers and it is a separate facility. These principles have positively impacted on the pilot's outcomes and enabled staff to communicate reconnection offers without risk that this may be diluted through association of others within the street or rough sleeping population.
- There is no evidence to suggest that there has been an increase in rough sleeping or associated street activity in the vicinity of the assessment hub.

⁴ Many of these were relevant to non-NSNO boroughs but initial data recording practices mean that it is not possible to identify how many.

⁵ The remainder were not eligible, could not be located, or did not have an outcome recorded.

Challenges

- Teams and organisations on whose support many hub clients depend (for example housing options teams, outreach teams and benefits agencies) often work to longer timescales than the hub. For example, it takes on average at least three weeks to get a decision after making a benefit application. The short assessment time of 72 hours that the hub works to requires faster response times from all parties concerned. This is proving to be a challenge for the project and can prolong people's stays at the hub.
- Outreach teams, housing officers and street population coordinators have expressed concern that they do not have the facilities to accommodate some hub clients, particularly those with low support needs. In order to fulfil their obligations to the hub and provide a speedy resolution they might be using inappropriate solutions, and this might jeopardise the longer term success of reconnections.
- The NSNO staff have faced difficulty getting a response from out-of-hours services, often having to contact the call centres multiple times and not getting any response back. In addition, despite someone being vulnerable and possibly in priority need the hub have faced the situation where the out-of-hours team cannot secure any temporary accommodation.
- The team's experience when making an approach to many Housing Options services is that it is often difficult to gain access through the initial screening process and there are difficulties in making advance appointments which can often mean waiting for up to two or three days to get a service.
- People who are identified as suitable for private rented sector (PRS) accommodation are facing considerable delays in accessing it. This takes between two and six weeks and often much longer (when people have to wait for benefits decisions or are on waiting lists). This puts increased pressure on the hub in terms of where clients are accommodated during this period.
- The majority of people who return to the street and do not take up their single service offer are non-UK nationals. There continues to be a gap in some teams to provide the offer of the hub or reiterate a consistent message due to language barriers.
- The UK Border Agency (UKBA) currently supports the Assessment Hub by providing timely information and advice regarding specific individuals that attend the hub. They are currently supporting the NSNO hub with a number of cases. However, due to the complexity of the individual cases, all have had to return to the street whilst UKBA maintain an interest in them or whilst other services are now linked in and providing advice and assistance where appropriate.
- The hub is, at times, overstretched - something which has been mitigated by increasing resource for the hub. When the hub is very busy, people end up staying longer than 72 hours and this can undermine their confidence in the project. It also puts practical strains on the individuals themselves, as the facilities at the hub are not suited to prolonged stays. There are fewer services available at weekends or bank holidays which prolongs people's stays.
- Some of the characteristics of hub users are different to those anticipated. Many rough sleepers attending the hub self-report that they are not new to rough sleeping but that this is the first time they have been met by an outreach worker. The support needs of many people attending the hub are much complex than was first anticipated.

Introduction

The No Second Night Out (NSNO) project was launched on 1 April 2011 as a pilot project aimed at ensuring those who find themselves sleeping rough in central London for the first time need not spend a second night on the streets. It is central to the Mayor of London's London Delivery Board (the partnership body he established in 2009) to deliver his commitment to end rough sleeping in the capital. Success will mean that by the end of 2012 no one will live on the streets of the capital and no individual arriving on the streets will sleep out for a second night. The NSNO project is central to achieving this success.

Over the course of 2010/11, 60% of the 3,975 people seen rough sleeping in London were new to the streets. It is this group that NSNO has been set up to target. There are other services that focus on those living on the streets, or repeatedly return to the streets and fall out of accommodation and support.

NSNO seeks to introduce a step change in the way services respond to those who arrive new to rough sleeping on the streets. It aims to:

- Provide a rapid response to new rough sleeping, based on better intelligence and public awareness.
- Link those who migrate into central London back into services where their local connection means they are most likely to sustain a life away from the streets.
- Provide a single service offer based on the assessment of each individual's needs, which means no-one need spend a second night out on the streets.

It does so through:

- A dedicated 24 hour assessment hub facility, staffed by a team of assessment workers (who provide the single service offer) and reconnection workers (who liaise with services, negotiate and advocate on a client's behalf, and where necessary accompany individuals returning to local services). The 'hub' is not an accommodation project, but a place of safety where people can be assessed any time day or night in an environment away from the street. There is an intention that no-one should spend more than 72 hours at the hub.
- A 24 hour telephone rough sleeping referral line and website, to support public reporting of rough sleepers. More information is needed to fully evaluate the use and effectiveness of this, and this will be explored in the full project evaluation.
- Working closely with outreach teams (through whom all referrals to the project are directed) to provide a consistent response to new rough sleepers, and expanding the remit of the London Street Rescue service to ensure there is capacity to respond to new rough sleepers at all times.

To aid the development of the project, measure its impact, allow for a detailed evaluation and inform wider policy discussion and decisions, NSNO includes robust data capture, monitoring and analysis. This informs project management and development, outcome measurement and supports decision-making by the project board and London Delivery Board.

The NSNO pilot operates across ten central London boroughs: Brent, Camden, City of London, Hammersmith and Fulham, Islington, Kensington and Chelsea, Lambeth, Southwark, Tower Hamlets and Westminster.

1. Outcomes

Short term outcomes

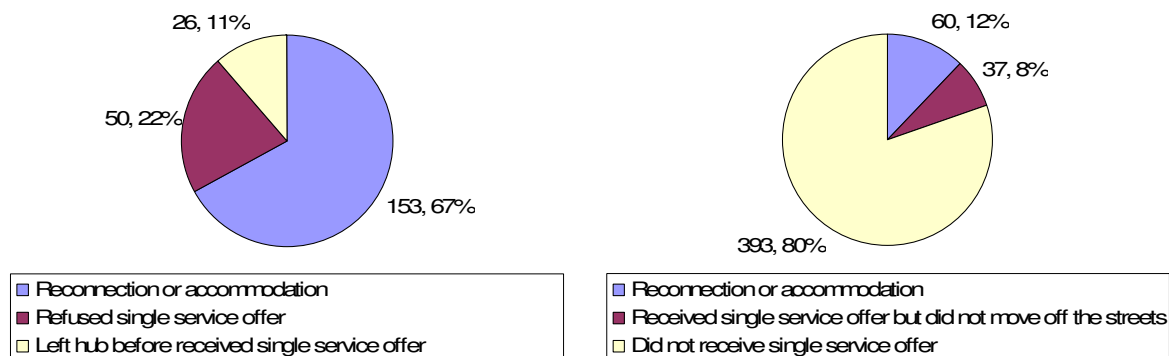
During the first three months it was in operation, 272 new rough sleepers attended the NSNO assessment hub. Of these, over two thirds (184 people, 68%) had a positive departure: a move into some form of accommodation (most often through reconnection to another area). A further 58 people (21%) were given a single service offer which they refused and subsequently left the hub, and a further 30 people (11%) abandoned the hub prior to a single service offer being made.

In its first three months of operation, NSNO has helped 184 people move off the streets and into some form of accommodation.

Figure 2.1 shows that new rough sleepers who attended the hub were far more likely to go into accommodation or be reconnected than those who did not. Two thirds (67%) of new rough sleepers attending the hub moved into accommodation or were reconnected, in comparison with only 12% of those who did not attend the hub. It is possible that some of this difference can be attributed to differences in characteristics (such as willingness to move off the streets) of those who did and did not attend the hub. The full project evaluation will explore this further.

Figure (2.1) Comparison of outcomes for new rough sleepers (flow⁶) attending and not attending the hub

(a) New rough sleepers attending the hub (b) New rough sleepers not attending the hub



See Appendix A for a table showing outcomes broken down by borough.

Many people are accompanied to interviews at Housing Options or other services by NSNO's reconnection workers, where this is required. Most of the people with high support needs have been accompanied. The NSNO project team found that the advocacy role played by NSNO staff can make a significant difference to an outcome for a client who has already approached Housing Options but had not received the same service. Qualitative interviews with both professionals and clients also suggested that this was the case.

CHAIN data shows that 16% of hub clients had previously approached a Housing Options team or Homeless Person's Unit for support within the previous twelve months prior to rough sleeping.

Longer term outcomes

Given that the project has only been operational for three months at the point of this evaluation, there was limited data available about the sustainability of outcomes for people reconnected by the

⁶ 'Flow' is a term used to describe new rough sleepers who have been seen by an outreach team sleeping rough once. An additional 43 people who are not classified as 'flow' attended the hub; of these, 17 had been seen sleeping rough at least once previously and 28 had not been verified as sleeping rough at the point of referral into the hub. To enable comparison between like groups, these 43 people are not included in this chart.

hub. The initial intention was for follow-up to take place at 1 week and at 1 month and this is currently being reviewed and collected by the NSNO team. The full end-of-pilot evaluation will analyse this information and consider to what extent it is sufficient.

There is some evidence that demonstrates lasting outcomes based on interviews with former hub clients:

'I was very fortunate to get picked up when I did. I was sleeping rough, I was soaking wet, I didn't know what to do. They [hub staff] picked up my morale, I felt safe there. They found me a temporary place to live. [NSNO staff member] took me there. They took me to the Homeless Unit.' – former client, still in accommodation

'They got me back to [home area]. They got me back in my flat. One of the workers took me to [area] himself. They spoke to the council. [If I hadn't gone to the hub] I'd still be sleeping rough. All the hostels were full, or they didn't take dogs, so I'd have been stuck' – former client, still in his flat.

Outreach workers also described seeing some clients stay in accommodation over the longer term:

'It's a fantastic resource. They've had some really surprising results, people we think we'll see back on the streets, staying off. Their reconnection workers must be talented'. – outreach worker

People who attended the hub were far less likely than those who did not to be seen sleeping rough again in London during the three month period or the following four weeks⁷. 11% of all the new rough sleepers who attended the hub (30 people) were seen sleeping rough again in London. This breaks down as follows: 8% (14) of hub clients who had had a positive departure were seen sleeping rough again and 18% (16) of those who abandoned or left without a single service offer were seen sleeping rough again. In comparison, 34% of new rough sleepers who did not attend the hub were seen sleeping rough again in London during this period. It is important to consider that 25% of all those who attended the hub were reconnected to an area outside London or the UK. Because information is only recorded about rough sleeping in London, it is not known whether people returned to rough sleeping in these areas. The full end-of-pilot evaluation report will explore this further.

There is also evidence that some reconnections have failed. A number of people had notified the assessment hub directly that following a departure they were now homeless in their reconnection area. As part of the qualitative research conducted for this review, telephone contact was made with a number of former hub clients who had been reconnected. One of these people had been served an eviction notice by the council for the following week. The full end-of-pilot evaluation report will explore the extent of, and reasons for, failed reconnections further.

Outcomes for longer term rough sleepers

In addition to the positive outcomes that NSNO has achieved for many new rough sleepers, several of the outreach workers interviewed said that the NSNO project was freeing them up to spend more time and resources supporting longer term rough sleepers:

'It's a massive tool in our arsenal. There's less pressure on our holding area, on our outreach workers, it's changing our work. We have more opportunities to focus on entrenched rough sleepers and those who are falling out of hostels.' - outreach worker

However, some outreach workers said that they had seen instances of NSNO clients taking precedence over longer term rough sleepers when accommodation was allocated.

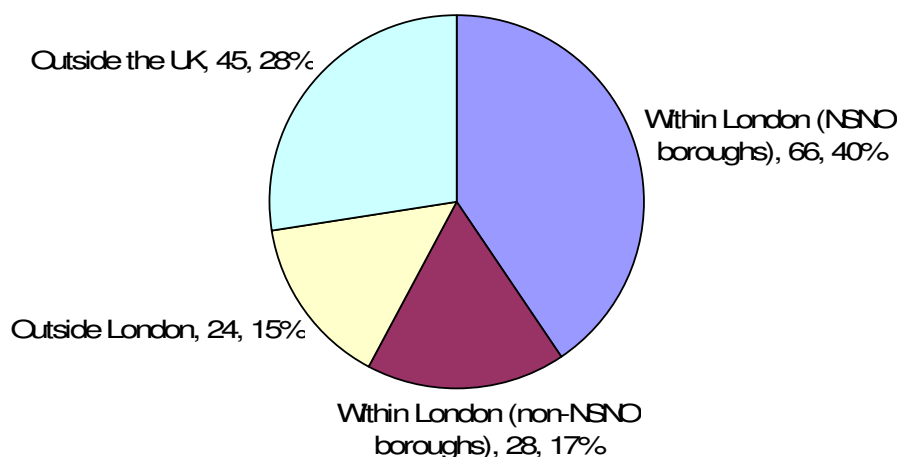
⁷ This data covers the period 1 April to 25 July 2011.

Reconnections

64% of hub clients were reconnected. All but 11 of the hub clients who had a positive departure from the hub were reconnected (these 11 people had a local connection to the borough in which they were sleeping rough, or no local connection). Figure 2.2 shows the areas to which people were reconnected.

Figure 2.2 Destination of reconnections

Over half (57%) of all reconnections from the hub were within London, with the majority of those in the NSNO boroughs⁸.



Base: 163 (this data was not recorded for an additional 10 people who were reconnected. Procedures have since been established to ensure full data recording).

Figure 2.3 shows referrals from and reconnections to each of the ten NSNO boroughs. All of the boroughs referred more people to the hub than were reconnected back to them. Lambeth was the London borough to which the largest number of reconnections was made (18) followed by Southwark (11) and Islington (10).

Figure 2.3 Referrals from and reconnections to the ten No Second Night Out boroughs (Q1 2011)

Borough	Number of people referred to the hub from the borough	Number of people reconnected to the borough	Difference
Westminster	75	6	69
Southwark	38	11	27
Lambeth	32	18	14
Camden	29	3	26
Islington	21	10	11
Hammersmith & Fulham	18	7	11
City of London	17	0	17
Kensington & Chelsea	12	3	9
Tower Hamlets	11	6	5
Brent	7	2	5
Total	260	66	194

Note: An additional 11 people were referred from bus routes so have no borough recorded, and an additional 1 borough of origination was unrecorded.

15% of reconnections (24 people) were within the UK but outside London. Essex received the largest number of reconnections outside London (5) with the rest being widely dispersed.

⁸ The NSNO boroughs are the ten London boroughs in which the NSNO pilot was conducted.

Just over a quarter of reconnections (28%, 45 people) were outside the UK, with the majority of these (67% of all reconnections outside the UK) to Central and Eastern European countries. Appendix B shows the destination (area) of reconnections.

Accommodation moved to on departure from the assessment hub

Appendix C shows people's immediate accommodation destinations on departing the hub. The most common destination for people on departure was to temporary accommodation such as a B&B, whilst they awaited more permanent accommodation. Other common destinations were to homelessness hostels, returns to a home country, staying with family or friends, and local authority temporary accommodation.

A shortage of accommodation options for people with low or no support needs has been a significant challenge to the project. Qualitative interviews with both clients and professionals, and the experience of hub staff, reflect this. Access to the private rented sector for hub clients has taken between two and six weeks and often much longer (when people have to wait for benefits decisions or are on waiting lists), and B&Bs have been used to accommodate people in the interim. Hub staff have also experienced challenges accessing emergency out-of-hours temporary accommodation. A number of interviewees said that this had led to hub clients being inappropriately housed, for example people with no support needs being housed in supported accommodation such as hostels (and therefore denying these services to people for whom they are more appropriate). The NSNO project is addressing the lack of short-term accommodation and are exploring the idea of procuring five shared properties in the private rented sector (PRS) to be used as 'staging posts/interim accommodation units' for clients waiting to be housed either in the PRS or to be re-connected elsewhere.

Length of stay at the assessment hub

The NSNO hub is an assessment centre and not an accommodation unit, and the intention is that no one should spend more than 72 hours at the hub.

57% of hub clients stayed at the hub for 72 hours or less, and 43% of people stayed at the hub for more than 72 hours. The average length of stay at the hub was 3.23 days. When people who abandoned the hub or refused their single service offer are excluded from this figure, the average length of stay increases to 88 hours, or 3.67 days.

Significant issues affecting the ability of the hub to keep stays below 72 hours included:

- Staff resources and capacity: the length of stay increased during periods when the hub was particularly busy (when it had over 20 clients).
- A lack of appropriate short and long term move-on accommodation (as discussed above).
- The longer deadlines to which other services (including Housing Options, benefits agencies, and outreach teams) work.

Qualitative interviews suggested that stays of significantly longer than 72 hours risked increasing client anxiety, in particular that their needs might not be met and that they might be required to return to rough sleeping. The full project evaluation will explore further how widespread such anxieties are among clients, and how adequately hub staff are communicating with clients and alleviating anxieties where appropriate.

The single service offer

The assessment process begins within an hour of attendance at the NSNO hub. New rough sleepers are made an offer once the assessment is complete which is judged to be the most appropriate to prevent them from continuing to sleep rough. On the whole, the hub clients who were interviewed for this review felt that they had received an appropriate single service offer:

'They're going to connect me back to [home area]. [Service] should help me find a place with a private landlord. I think it could be [the best thing for me]. I'm hopeful.' – hub client

Abdul's case study below shows that people can change their mind about their willingness to return to their home area over the time they are at the hub. Hub staff believe that providing a clear single service offer can provide the impetus for change as people are aware there is no option available in London.

Case study: Abdul – accepting the single service offer

When Abdul was brought into the hub and assessed he reiterated that he didn't want to go back to Birmingham where his local connection was. After his first night at the hub a worker sat down with him and explained that his SSO was going to be to reconnect back to Birmingham and he had to make a choice between that or going back to the streets. After exploring the options available to him in, the hub contacted [a local homelessness service provider] and a referral form was filled in and sent so that Abdul could go back with some support around his alcohol dependency.

As hub staff were waiting for feedback on the referral Abdul then stressed that he was really keen to go back to Birmingham and wanted to leave London. He was supported to make contact with his nephew who confirmed that Abdul was able to stay with him if he returned. Staff made a call to confirm with [the local service] that they would continue to work with Abdul after he had left the hub. A coach was booked and Abdul returned that same evening after spending 2 nights in the hub. A phone call was received the same day confirming that Abdul had an interview at [the local service]. This was then followed up by staff and it has been confirmed that Abdul had attended the interview and was awaiting a decision [about longer term accommodation] whilst staying with his nephew.

(Case study written by NSNO staff. Names and some details have been changed).

Negative departures from the hub: abandonments and refusals of the single service offer

32% of people who came to the hub had a negative departure.

11% of people who came to the hub (30 people) abandoned it (leaving the hub without a single service offer). Some of them had not completed a full assessment, and consequently there is some missing data about the characteristics or support needs of some this group.

21% of people who came to the hub (58 people) did not accept their single service offer. People from non-UK countries were more likely to refuse their single service offer than people who were born in the UK. 29% of hub clients who were born outside the UK refused their single service offer, compared with 14% of people born within the UK. In total, 59% of people born outside the UK had a positive departure from the hub, in comparison with 75% of people born in the UK. This suggests that, for many people from outside the UK, returning to their home country was not an offer they wished to accept:

'The only thing they could do is send me back to [home country]. I have no family there so it would be the same – I'd be on the streets.' – hub client

Some outreach workers interviewed for this review also questioned whether a reconnection was an appropriate offer for people who had spent many years living in the UK. The full end-of-pilot evaluation will explore further the appropriateness of reconnections abroad, and consider under which circumstances a reconnection abroad is an appropriate offer and under which it might not be.

Younger people were also more likely to refuse their single service offer. 61% of those aged 35 and under had a positive departure from the hub, compared with 70% of those aged over 35.

The full project evaluation will explore the reasons why people abandon the hub or refuse their single service offers in more detail, and will aim to identify the outcomes for people who abandon or refuse.

2. Referrals

New rough sleepers are referred to NSNO by street outreach workers. The criteria for referral into the hub is that an individual is met rough sleeping by an outreach worker and has not been previously recorded on CHAIN (the database of rough sleepers in London).

The target group

The NSNO project aims to support new rough sleepers, and its target group is those who have slept rough for one night⁹.

Of the 272 hub clients, 84% had been recorded by an outreach team on the CHAIN database as sleeping rough once. Of the remaining 16% (43 people):

- 26 had not been seen bedded down, but were judged to be vulnerable and were expected to sleep rough that night.
- 17 had been seen sleeping rough more than once. Some of these were referred to the project in error but the decision was made to accept some who had been last seen sleeping rough several years previously, on the assumption that this was a new rough sleeping period.

At the point at which this review was conducted, the decision was made to continue to accept referrals of people falling into the first group, at the discretion of the outreach team, but to no longer accept referrals of people falling into the second group, in order to ensure that the focus of the project remains on its target group.

Outreach workers interviewed for this review stressed the importance of flexible referral criteria which allowed them to refer some people who had slept rough previously.

The qualitative research conducted, and the experiences of hub staff, suggest that many of the people referred to the hub had been sleeping rough for more than one night, but had not been seen by an outreach team. All of the five current hub clients interviewed said they had slept rough for longer than one night (for between 3 nights and several months). They described sleeping in bin cupboards, cars and a car park, riding buses and sleeping on church steps. A number of hub clients said that, whilst rough sleeping, they had previously come into contact with services who had not told them about the NSNO project (or referred them to other support services). The services / professionals with whom people said they had come into contact include a day centre, hostels, police and bus drivers (whilst sleeping on night buses), the Job Centre and benefits agencies.

The fact that outreach teams wish to refer some people who are not new to the streets to NSNO, and that many of NSNO's clients are not in fact only on their first night on the streets, raises questions about how well the approach would work with or could be tailored to other groups of rough sleepers. This will be considered in the full end-of-pilot evaluation.

Referrals by borough

Overall, 36% of all new rough sleepers seen by outreach teams in the NSNO pilot boroughs were referred into the hub. 31% took up the offer and attended the hub, and a further 5% declined it.

The borough referring the largest number of people into NSNO was Westminster, who made over a quarter (28%) of referrals into the project. However, Westminster (the borough which saw by far the greatest number of new rough sleepers) referred the lowest proportion of new rough sleepers to NSNO than any other borough, with only 20% of new rough sleepers seen in Westminster being referred to the hub. Figure 3.1 shows the proportion of new rough sleepers referred by borough. Other boroughs with low referral rates included Brent, Camden and Kensington and Chelsea, all of

⁹ Many new rough sleepers find their own way off the streets, and the project did not want to provide support to people who did not need it. It was also considered to be important to avoid the risk of people who were not homeless claiming support from NSNO with the expectation that this would provide a fast-track into housing.

which referred less than half of the new rough sleepers they saw to NSNO. The highest referral rates were in Hammersmith and Fulham, The City of London and Lambeth. The other boroughs referring the greatest numbers of people were Southwark, Lambeth and Camden.

Figure 3.1 Referrals, refusals and non-referrals of new rough sleepers to the hub by borough

	Total new rough sleepers	Referred to and attended hub		Referred to hub but declined to attend		Not referred to hub	
	No.	No.	%	No.	%	No.	%
Westminster	388	62	16%	15	4%	311	80%
Southwark	67	33	49%	3	4%	31	46%
Lambeth	38	27	71%	1	3%	10	26%
Camden	72	23	32%	5	7%	44	61%
Hammersmith and Fulham	22	19	86%	1	5%	2	9%
Islington	35	19	54%	1	3%	15	43%
City of London	22	13	59%	4	18%	5	23%
Tower Hamlets	22	9	41%	3	14%	10	45%
Kensington & Chelsea	18	8	44%	0	0%	10	56%
Brent	13	4	31%	0	0%	9	69%
Bus route	22	12	55%	0	0%	10	45%
All boroughs	719	229	32%	33	5%	457	64%

Base: all new rough sleepers who attended the hub¹⁰.

Non-referrals to No Second Night Out

A large proportion (457 people out of 719, or 64%) of new rough sleepers who were seen by outreach workers were not referred to the NSNO assessment hub.

There is an extensive variation in referrals to the hub from different boroughs. The proportion of new rough sleepers who were referred and accepted the referral ranges from 86% in Hammersmith and Fulham to 16% in Westminster. Four of the ten boroughs referred less than half of new rough sleepers seen in the area to NSNO. The full project evaluation will explore the reasons for this variation in more detail. It is notable that different boroughs have different contexts in terms of existing service provision, numbers of rough sleepers, and demographic of rough sleepers.

The qualitative research tentatively suggests¹¹ that outreach teams did not refer new rough sleepers to hub for a variety of reasons including:

- The perceived need to build up trust with new rough sleepers over a longer period before making the offer.
- Difficulties communicating the offer because of language barriers.
- The time it takes to accompany a client to the hub. This is likely to be a particular area of concern in areas which refer larger numbers of rough sleepers or are at a further distance from the hub.
- The belief (expressed by a small minority of outreach workers) that the outreach team in partnership with existing services in the area can provide a similar (or better) service to new rough sleepers than NSNO. The full end-of-pilot evaluation will explore how far this is the case and how far it represents a lack of 'buy in' from some outreach workers.

¹⁰ This table contains data for those recorded as new rough sleepers on the CHAIN database: those who had been seen sleeping rough once by an outreach team. It excludes the 43 people who were referred to the hub who had not been seen sleeping by an outreach team, or who had been seen sleeping rough by an outreach team on a previous occasion.

¹¹ Interviews were conducted with only three outreach teams.

The latter reason appeared to be related to a concern, expressed by a small minority of outreach workers spoken to, about the underlying ethos of NSNO. The primary concerns raised were: (i) that people with complex needs could not be fully assessed, and the most appropriate single service offer for them identified, within three days; (ii) that reconnections were not always the most appropriate offer for people who did not wish to return home; (iii) that people with support needs would not get these needs met after reconnection; and (iv) that people who refused their single service offer were being excluded from services.

How widespread such concerns are, how they impact on referral rates, and how far they are supported by outcomes data and interviews with clients, will be explored in the full end-of-pilot evaluation. The full evaluation will also explore other reasons for non-referral in more detail.

It is important to point out that people who are not referred to NSNO spend longer on the streets and become ineligible for support from the service. Those subsequently desiring support will have the support of outreach teams, but will need to go through existing service pathways.

Refusals of No Second Night Out

A small but significant number of people (33, or less than 5% of all new rough sleepers) were referred to the NSNO hub by an outreach worker but declined to attend. The reasons for refusals will be explored further in the full end-of-pilot evaluation. Some outreach workers interviewed said that they knew of a small number of people who had been 'put off' the hub by longer term rough sleepers advising them not to attend. Other reasons for refusals suggested by outreach workers included a fear or lack of trust, and an assertion that rough sleeping was not due to homelessness. Some outreach workers suggested that, whilst they built up trust with people, it would be useful to have the flexibility to re-refer people to NSNO after a few weeks, even if they refused it.

Developing rapid identification and referral processes for new rough sleepers

The NSNO team works closely with the outreach teams in each borough and is dependent on them to help rapidly identify new rough sleepers before they spend a second night on the streets. This has required outreach teams to develop a new way of working. Qualitative interviews suggest that this has been achieved, with several outreach teams saying that NSNO has changed the way in which they work, and clients describing receiving a quick response:

'The monitoring is really valuable in terms of tracking people and keeping an eye on them, picking them up and making sure they're assessed. Previously, we would have allocated people [to an outreach worker] in a meeting two weeks later. It [NSNO] enables a rapid response to people.' – outreach worker.

'The hub has radically changed a lot of our processes [...] For people who are really vulnerable, you can do something that day. It's rewarding for us. It's a fantastic offer. You can take someone somewhere now [...] You can contact someone, do an assessment and get them into a service in half an hour.' – outreach worker (from a different team)

'I phoned [the referral line] on Saturday night just after midnight. I came here [to the hub] at 2am on Sunday. The street rescue team brought me. I had an assessment that night. The efficiency is good.' – hub client

Outreach workers also said that the ability to access the hub immediately without seeking managerial agreement was helpful.

NSNO Rough sleeping referral line

A total of 732 telephone referrals were made to the referral line during the evaluation period. 24% (176) of these were passed on to the most appropriate outreach teams (almost all in the NSNO pilot boroughs; see Appendix D). 466 calls (64%) were passed on to London Street Rescue: some

of these were relevant to the NSNO boroughs and some were not¹². The remainder of calls were specific to non-NSNO boroughs.

The largest proportion (39%) of referrals to the telephone line were self-referrals, with large proportions of referrals also being received from public services and voluntary sector organisations (31%), and members of the public (21%) (see Appendix E).

Of the 732 telephone referrals¹³:

- 67 people within NSNO boroughs were contacted and found not to be eligible for NSNO
- 129 people were looked for by outreach teams but not located.
- 42 people were contacted by outreach workers and fitted the criteria for referral into the NSNO hub. This equates to 15% of all referrals into the NSNO assessment Hub.

Only a third of outcomes of the telephone referrals have been recorded on CHAIN so this is an area that requires improvement in order to evaluate the effectiveness of the telephone referral line.

The project team found that it was often difficult to establish whether or not people self-referring were currently sleeping rough, highlighting the importance of verification and discretion sitting with outreach teams. A number of professionals interviewed expressed concern that, once the telephone line was more widely publicised to the public, there would be an increase in self-referrals from people who were not homeless but might claim to be in order to benefit from advocacy and support to find housing. Some reported that this was already happening in a small number of cases, however there is little concrete evidence for this.

¹² Initial recording practices mean that it is not possible to give figures for this.

¹³ Data has not been recorded about the outcome of the majority of these referrals.

3. Users of the NSNO assessment hub

Gender, age, ethnicity and nationality

The demographics of hub clients reflected those for all new rough sleepers in terms of age, sex and ethnic profile.

87% of hub clients were male and 13% female. 14% of hub clients were aged under 25, 29% were aged 25-35, 29% were aged 36-45, 20% were aged 46-55, and 8% were aged 56 and over.

The most common ethnic groups were White – other (with over one third (36%) of clients belonging to this group), White – British (27%) and Black or Black British – African (11%).

42% of hub clients were UK nationals. Of the remainder, 27% were from CEE countries, and the remaining 31% were from a wide range of other European and non-European countries. Statistics about all rough sleepers seen by outreach teams in 2010/11 show that 48% of rough sleepers are from the UK, 28% from CEE countries and 24% from other countries. This shows that a slightly higher proportion of hub clients than all other rough sleepers are from non-UK and non-CEE countries.

Support needs

Figure 4.1 shows that hub clients were less likely to have an alcohol or drug support need than the overall rough sleeping population seen in London in 2010/11¹⁴. However, they were more likely to have a mental health support need. See Appendix F for a detailed breakdown of the support needs of hub clients.

Figure 4.1 Support needs of hub clients compared with the London rough sleeping population

	Alcohol	Drug	Mental health
NSNO clients	41%	26%	48%
Overall rough sleeping population (2010/2011)	52%	32%	39%

Note: This table excludes people whose support needs are unknown.

¹⁴ Data from the CHAIN database presented in the *Street to Home Bulletin 2010/11*, Broadway.

4. Conclusions

This is a review of the first three months of the NSNO project. A full evaluation will be conducted at the end of the six month pilot period in October, and this will enable the development of more substantial conclusions and recommendations. Early tentative conclusions are:

- NSNO has been successful in supporting many new rough sleepers to move off the streets. It enables a new rapid response to new rough sleepers and provides a safe space away from the streets whilst assessment takes place and accommodation or reconnection is arranged. NSNO provides crucial advocacy, in particular with local authority Housing Options services. The majority of hub clients move on from the hub into some form of accommodation within less than four days.
- NSNO requires other services working with new rough sleepers (such as outreach teams and Housing Options) to change their practice, including adopting rapid response times. The failure of some services to do so (such as the slower processes of Housing Options teams and long waiting times after benefits assessments) can form a barrier to NSNO achieving its aims.
- Urgent consideration needs to be given to the issue of to what extent is it reasonable to expect local authorities to make a rapid preventative offer of accommodation to a single person with no support needs who happens to be sleeping rough when that individual, if sofa surfing, squatting or otherwise being hidden homeless, would not get the same offer. Differences in approach of this type, once understood by the hidden homeless community at large, may lead to people in this group coming out onto the streets to get an accommodation offer that would not normally be available to them.
- Many people stay at the hub for longer than the target of 72 hours. Interviews suggest that this is due primarily to a shortage of move-on accommodation, and the slower response time from other services referred to above. The NSNO project board is addressing the lack of short-term accommodation and exploring the idea of procuring five shared properties in the private rented sector (PRS) to be used as 'staging posts/interim accommodation units' for clients waiting for either the PRS or to be re-connected elsewhere.
- Almost all hub clients receive a single service offer of reconnection to their home area, and most accept this. New rough sleepers who attended the hub were less likely than those who did not to be seen sleeping rough again in London. Further data is required to identify how many of the people helped off the streets by NSNO sustain their accommodation over the longer term.
- Qualitative interviews suggest that there is a shortage of accommodation within London for people to move on to from the hub. This includes in particular emergency out of hours temporary accommodation, short term accommodation and private rented sector accommodation. A number of interviewees said that this had led to hub clients being inappropriately housed, for example people with no support needs being housed in supported accommodation such as hostels (and therefore denying these services to people for whom they are more appropriate).
- The hub is often full to capacity and during these periods staff can be under pressure and response times can increase.
- Only one third of new rough sleepers in the pilot boroughs have been referred to the assessment hub and referral rates differ greatly between boroughs. Further information is required to explore the reasons for low referral rates. Qualitative interviews suggest a number of barriers to referring people, including some concerns about the NSNO project held by a small minority of outreach workers.

5. Areas for the full end-of-pilot evaluation to explore

The end-of-pilot evaluation (to be conducted in October 2011) will be a comprehensive evaluation of the project, its processes and its outcomes. It will explore further all of the issues raised in this report, using further qualitative information and updated quantitative information for the first six months of the project. In particular, further data collection and analysis is needed to explore the following questions raised by this review:

- To identify how far the people using NSNO are its intended client group (new rough sleepers who would not have found their own way off the streets) and identify the project's impact on rough sleeping figures overall.
- To evaluate the project's longer term outcomes (both for people helped to move off the streets and for those who do not accept a single service offer or abandon the hub) and to explore how far NSNO's data collection processes provide adequate information around longer term outcomes to review and inform the project.
- To explore why 64% of new rough sleepers are not referred to NSNO, why the referral rates differ so greatly between boroughs, and how (if appropriate) referrals can be increased. To consider how the outcomes for people who do not attend the hub compare with those who do, and identify reasons for this.
- To explore how far differences in outcomes for new rough sleepers who attend the hub and those who do not can be attributed to NSNO, and how far they are attributable to other factors such as different levels of willingness to move off the streets.
- To explore further why 43% of hub clients stay for over 72 hours, and whether and how people's length of stay could be reduced to meet the target of 72 hours.
- To explore further why 32% of NSNO clients leave the hub without a single service offer or refuse their single service offer, and how abandonments and refusals might be minimised.
- To explore how far the single service offers provided have been the most appropriate for individuals, particularly those of reconnection to other countries, and identify how more people might be encouraged to accept their single service offers. To consider under which circumstances a reconnection abroad is an appropriate offer and under which it might not be.
- To explore the extent to which other services have changed their practice, and to explore how far and in which areas changes in the practice of other services are still needed in order for NSNO to meet its aims.
- To evaluate the effectiveness of existing outreach provision in identifying new rough sleepers, and the effectiveness of the extension of the Street Rescue service.
- To identify the reasons why new rough sleepers come to be on the streets, including their most recent type of accommodation.
- To consider the use and effectiveness of the telephone referral line.
- To make recommendations for the future of the project, including how data collection and review processes can be established to ensure that the future development of the project is based on sound evidence of its impact.

Appendix A: Outcomes by borough
Data for new rough sleepers (flow clients) only

	All Boroughs		Brent		Camden		City of London	
	No.	%	No.	%	No.	%	No.	%
Total new rough sleepers in period	719	100%	13	2%	72	10%	22	3%
REFERRED TO HUB	229	100%	4	2%	23	10%	13	6%
Reconnection	93	41%	1	25%	12	52%	1	8%
Accommodation	9	4%	0	0%	2	9%	0	0%
Reconnection and Accommodation	51	22%	1	25%	6	26%	4	31%
<i>Outcomes Subtotal</i>	<i>153</i>	<i>67%</i>	<i>2</i>	<i>50%</i>	<i>20</i>	<i>87%</i>	<i>5</i>	<i>38%</i>
Left with SSO	50	22%	1	25%	1	4%	2	15%
Left without SSO	26	11%	1	25%	2	9%	6	46%
Still at Hub	0	0%	0	0%	0	0%	0	0%
Referred to Hub Total	229	100%	4	100%	23	100%	13	100%
REFUSED REFERRAL TO HUB	33	100%	0	0	5	15%	4	12%
Reconnection	4	12%	0	0%	0	0%	0	0%
Accommodation	0	0%	0	0%	0	0%	0	0%
Reconnection and Accommodation	0	0%	0	0%	0	0%	0	0%
<i>Outcomes Subtotal</i>	<i>4</i>	<i>12%</i>	<i>0</i>	<i>0%</i>	<i>0</i>	<i>0%</i>	<i>0</i>	<i>0%</i>
SSO but no outcome	3	9%	0	0%	1	20%	0	0%
No SSO and no outcome	26	79%	0	0%	4	80%	4	100%
Refused Referral to Hub Total	33	100%	0	0%	5	100%	4	100%
NOT OFFERED HUB	457	100%	9	2%	44	10%	5	1%
Reconnection	21	5%	0	0%	1	2%	1	20%
Accommodation	35	8%	0	0%	2	5%	0	0%
Reconnection and Accommodation	0	0%	0	0%	0	0%	0	0%
<i>Outcomes Subtotal</i>	<i>56</i>	<i>12%</i>	<i>0</i>	<i>0%</i>	<i>3</i>	<i>7%</i>	<i>1</i>	<i>20%</i>
SSO but no outcome	34	7%	0	0%	1	2%	0	0%
No SSO and no outcome	367	80%	9	100%	40	91%	4	80%
Not Offered Hub Total	457	100%	9	100%	44	100%	5	100%

	Hammersmith & Fulham		Islington		Kensington & Chelsea		Lambeth	
	No.	%	No.	%	No.	%	No.	%
Total Flow Clients in Period	22	3%	35	5%	18	3%	38	5%
REFERRED TO HUB	19	8%	19	8%	8	3%	27	12%
Reconnection	6	32%	7	37%	0	0%	14	52%
Accommodation	1	5%	0	0%	1	13%	1	4%
Reconnection and Accommodation	7	37%	5	26%	4	50%	5	19%
<i>Outcomes Subtotal</i>	<i>14</i>	<i>74%</i>	<i>12</i>	<i>63%</i>	<i>5</i>	<i>63%</i>	<i>20</i>	<i>74%</i>
Left with SSO	4	21%	5	26%	3	38%	5	19%
Left without SSO	1	5%	2	11%	0	0%	2	7%
Still at Hub	0	0%	0	0%	0	0%	0	0%
Referred to Hub Total	19	100%	19	100%	8	100%	27	100%
REFUSED REFERRAL TO HUB	1	3%	1	3%	0	0%	1	3%
Reconnection	0	0%	0	0%	0	0%	0	0%
Accommodation	0	0%	0	0%	0	0%	0	0%
Reconnection and Accommodation	0	0%	0	0%	0	0%	0	0%
<i>Outcomes Subtotal</i>	<i>0</i>	<i>0%</i>	<i>0</i>	<i>0%</i>	<i>0</i>	<i>0%</i>	<i>0</i>	<i>0%</i>
SSO but no outcome	0	0%	0	0%	0	0%	0	0%
No SSO and no outcome	1	100%	1	100%	0	0%	1	100%
Refused Referral to Hub Total	1	100%	1	100%	0	0%	1	100%
NOT OFFERED HUB	2	0%	15	3%	10	2%	10	2%
Reconnection	0	0%	0	0%	0	0%	0	0%
Accommodation	0	0%	6	40%	2	20%	2	20%
Reconnection and Accommodation	0	0%	0	0%	0	0%	0	0%
<i>Outcomes Subtotal</i>	<i>0</i>	<i>0%</i>	<i>6</i>	<i>40%</i>	<i>2</i>	<i>20%</i>	<i>2</i>	<i>20%</i>
SSO but no outcome	0	0%	0	0%	2	20%	0	0%
No SSO and no outcome	2	100%	9	60%	6	60%	8	80%
Not Offered Hub Total	2	100%	15	100%	10	100%	10	100%

	Southwark		Tower Hamlets		Westminster		Bus route	
	No.	%	No.	%	No.	%	No.	%
Total Flow Clients in Period	67	9%	22	3%	388	54%	22	3%
REFERRED TO HUB	33	14%	9	4%	62	27%	12	5%
Reconnection	15	45%	1	11%	35	56%	1	8%
Accommodation	1	3%	0	0%	2	3%	1	8%
Reconnection and Accommodation	6	18%	4	44%	8	13%	1	8%
<i>Outcomes Subtotal</i>	<i>22</i>	<i>67%</i>	<i>5</i>	<i>56%</i>	<i>45</i>	<i>73%</i>	<i>3</i>	<i>25%</i>
Left with SSO	8	24%	2	22%	15	24%	4	33%
Left without SSO	3	9%	2	22%	2	3%	5	42%
Still at Hub	0	0%	0	0%	0	0%	0	0%
Referred to Hub Total	33	100%	9	100%	62	100%	12	100%
REFUSED REFERRAL TO HUB	3	9%	3	9%	15	45%	0	0%
Reconnection	0	0%	0	0%	4	27%	0	0%
Accommodation	0	0%	0	0%	0	0%	0	0%
Reconnection and Accommodation	0	0%	0	0%	0	0%	0	0%
<i>Outcomes Subtotal</i>	<i>0</i>	<i>0%</i>	<i>0</i>	<i>0%</i>	<i>0</i>	<i>0%</i>	<i>0</i>	<i>0%</i>
SSO but no outcome	0	0%	0	0%	2	13%	0	0%
No SSO and no outcome	3	100%	3	100%	9	60%	0	0%
Refused Referral to Hub Total	3	100%	3	100%	15	100%	0	0%
NOT OFFERED HUB	31	7%	10	2%	311	68%	10	2%
Reconnection	0	0%	0	0%	19	6%	0	0%
Accommodation	3	10%	1	10%	19	6%	0	0%
Reconnection and Accommodation	0	0%	0	0%	0	0%	0	0%
<i>Outcomes Subtotal</i>	<i>3</i>	<i>10%</i>	<i>1</i>	<i>10%</i>	<i>38</i>	<i>12%</i>	<i>0</i>	<i>0%</i>
SSO but no outcome	0	0%	0	0%	31	10%	0	0%
No SSO and no outcome	28	90%	9	90%	242	78%	10	100%
Not Offered Hub Total	31	100%	10	100%	311	100%	10	100%

Appendix B: Destination of reconnections

Reconnection Destination	Borough/Country	Total	%
London - LDB	Brent London Borough Council	2	1.23%
	Camden London Borough Council	3	1.84%
	Hammersmith and Fulham London Borough Council	7	4.29%
	Islington London Borough Council	10	6.13%
	Kensington and Chelsea London Borough Council	3	1.84%
	Lambeth London Borough Council	18	11.04%
	Southwark London Borough Council	11	6.75%
	Tower Hamlets London Borough Council	6	3.68%
	Westminster City Council	6	3.68%
London - LDB Total		66	40.49%
London - non-LDB	Barking and Dagenham London Borough Council	1	0.61%
	Barnet London Borough Council	1	0.61%
	Bromley London Borough Council	4	2.45%
	Ealing London Borough Council	3	1.84%
	Enfield London Borough Council	1	0.61%
	Hackney London Borough Council	4	2.45%
	Haringey London Borough Council	3	1.84%
	Havering London Borough Council	1	0.61%
	Hillingdon London Borough Council	1	0.61%
	Hounslow London Borough Council	1	0.61%
	Lewisham London Borough Council	1	0.61%
	Merton London Borough Council	1	0.61%
	Newham London Borough Council	2	1.23%
	Sutton London Borough Council	1	0.61%
	Waltham Forest London Borough Council	1	0.61%
	Wandsworth London Borough Council	2	1.23%
London - non-LDB Total		28	17.18%
UK outside London	Birmingham City Council	2	1.23%
	Devon County Council	1	0.61%
	Doncaster Metropolitan Borough Council	1	0.61%
	Edinburgh City Council	1	0.61%
	Essex County Council	5	3.07%
	Hertfordshire County Council	2	1.23%
	Leicester City Council	1	0.61%
	Milton Keynes Borough Council	1	0.61%
	Neath Port Talbot County Borough Council	1	0.61%
	Norfolk County Council	1	0.61%
	North Somerset District Council	1	0.61%
	Nottinghamshire County Council	1	0.61%
	Portsmouth City Council	2	1.23%
	Sheffield City Council	1	0.61%
	Slough Borough Council	1	0.61%
	Surrey County Council	1	0.61%
	Worcestershire County Council	1	0.61%

UK outside London Total		24	14.72%
Outside UK	Austria	1	0.61%
	Belgium	1	0.61%
	Canada	1	0.61%
	Czech Republic	3	1.84%
	France	1	0.61%
	Germany	2	1.23%
	Greece	1	0.61%
	Holland	1	0.61%
	Ireland (Republic of)	1	0.61%
	Italy	1	0.61%
	Latvia	1	0.61%
	Lithuania	2	1.23%
	Norway	1	0.61%
	Poland	6	3.68%
	Portugal	1	0.61%
	Romania	17	10.43%
	Russia	1	0.61%
Slovakia	1	0.61%	
USA	2	1.23%	
Outside UK Total		45	27.61%
Grand Total		163	100.00%

Note: An additional ten people were reconnected but their destination was not recorded.

Appendix C: Destination on Departure from the Assessment Hub¹⁵

Bed & Breakfast	52
Hostel - another organisation	34
Returned to home country (CEE)	29
Staying with friends	19
Temporary accommodation (local authority)	17
Staying with family	7
Previous home	6
Returned to home country (Non CEE)	5
Supported Housing	5
Local authority tenancy (general needs)	4
Private rented sector -independent	3
Psychiatric hospital	3
Private rented sector - with some floating support/support	2
Accommodation where client is owner	1
Sheltered Housing	1
Tied accommodation with work	1
Total	189

¹⁵ Some discrepancies in recording mean that this totals 189, although only 184 hub clients had a positive departure from the hub. It is likely that the additional five recorded destinations are for people who abandoned the hub without accepting their single service offer but whose destination was known.

Appendix D: Telephone referrals passed to outreach teams by individual team

Outreach Team	Referrals passed to team	
	Number	%
Tower Hamlets SORT	26	15%
Lambeth SORT	23	13%
CRI - Camden	14	8%
BBS St Mungo's	13	7%
K & C SIT	10	6%
Pilion Islington Outreach	9	5%
Southwark SPOT	9	5%
Westminster SPOT	8	5%
Passage BBS and Day Centre	6	3%
BBS CSTM	5	3%
CHC Brent Outreach	4	2%
City Rough Sleepers team	4	2%
Ealing SPOT	4	2%
Croydon Outreach	3	2%
CSTM - Day Centre	3	2%
Heathrow Airport Outreach	3	2%
H&F SORT	2	1%
CSTM - Advice & Housing	1	1%
SPEAR Outreach	1	1%
Not recorded	28	16%
Grand Total	176	100%

Appendix E: Source of referrals to telephone referral line

Source of the referral	Number of referrals	%
Self-referral	282	39%
Public services and voluntary sector organisations	224	31%
Member of public	154	21%
Other	48	7%
Business	11	2%
Not recorded	13	2%
Total	732	100%

Note 1: % figures total over 100% because of rounding.

Note 2: The majority of 'other' sources are from family and friends.

Appendix F: Support needs of hub clients

	Alcohol		Drug		Mental health	
	Number of people	%	Number of people	%	Number of people	%
High or medium support need	46	28%	21	13%	55	35%
Low or unspecified level of support need	22	13%	20	13%	21	13%
No support need	97	59%	118	74%	82	52%
Total	165	100%	159	100%	158	100%

Note: This table excludes people whose support needs are unknown.