

Ealing Street & Community Outreach Team 2015-2016: Annual Report

EALING HEADLINE DATA

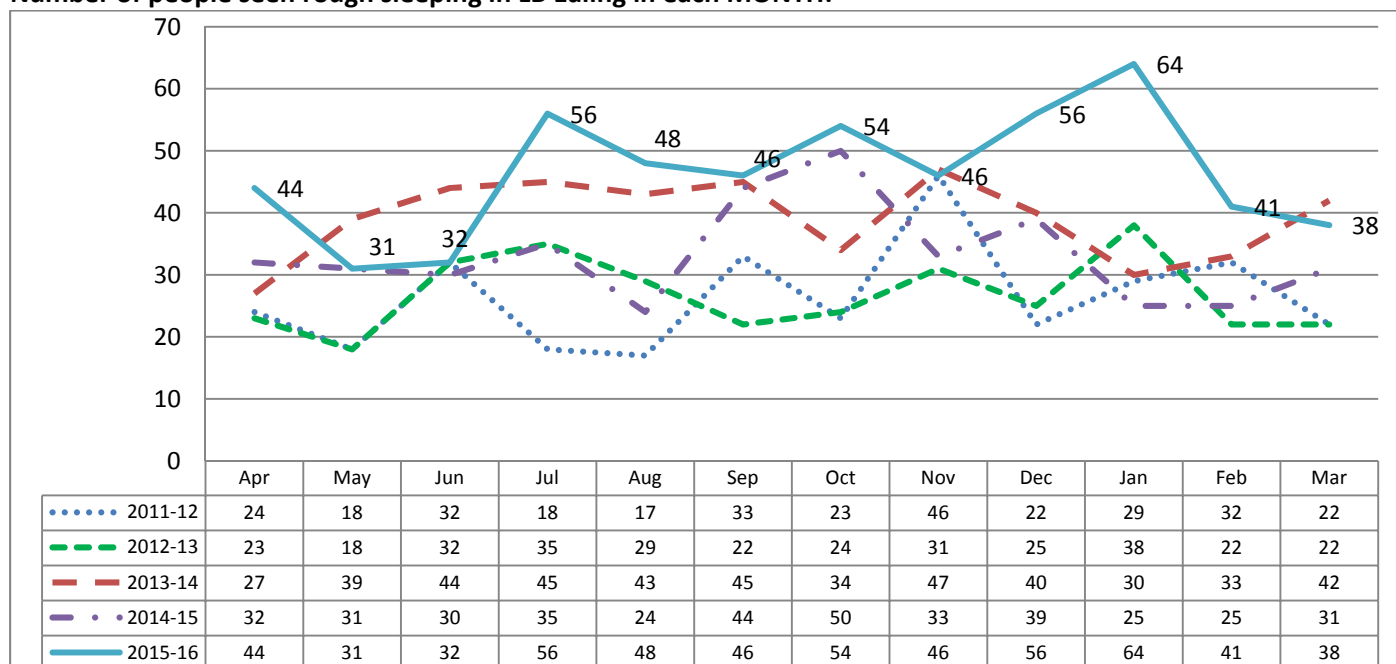
Number of people seen rough sleeping in LB Ealing by YEAR:

Annual Combined Homelessness and Information Network* (CHAIN) Data figures are as follows in Ealing:

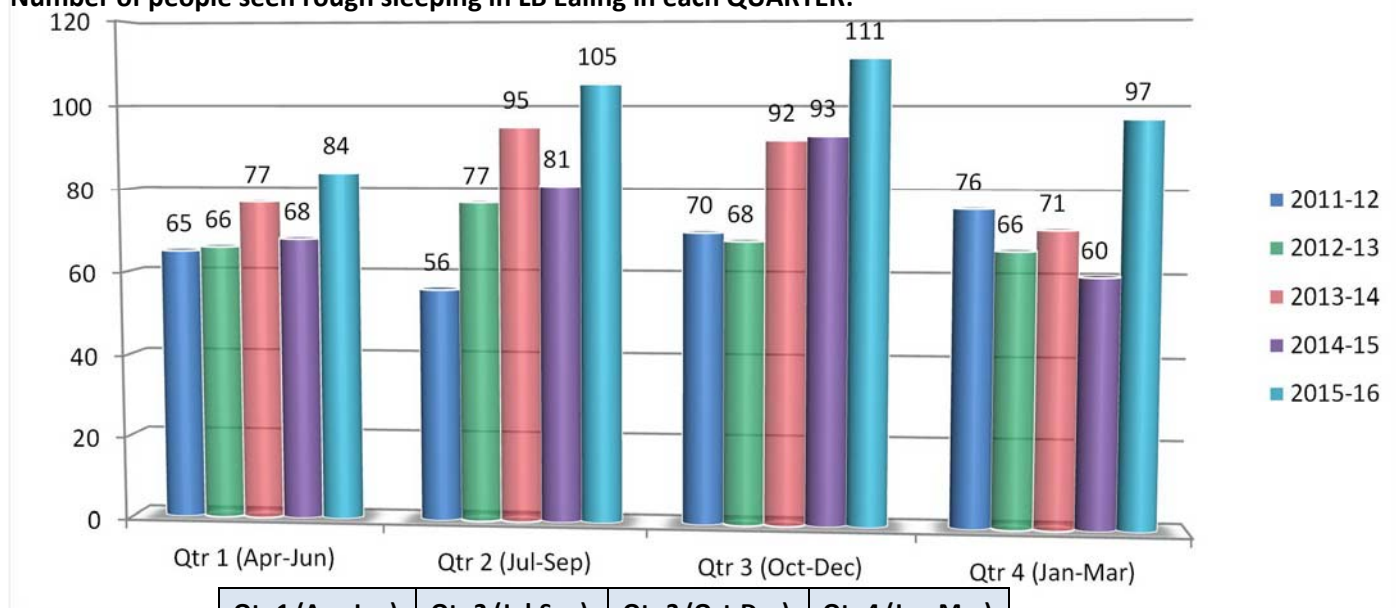
	2011/12	2012/13	2013/14	2014/15	2015/16
Ealing	216	244	248	219	287

**The official CHAIN Report numbers vary slightly from our reports due to clients being subsequently merged or added/changed on the system.*

Number of people seen rough sleeping in LB Ealing in each MONTH:



Number of people seen rough sleeping in LB Ealing in each QUARTER:



	Qtr 1 (Apr-Jun)	Qtr 2 (Jul-Sep)	Qtr 3 (Oct-Dec)	Qtr 4 (Jan-Mar)
2011-12	65	56	70	76
2012-13	66	77	68	66
2013-14	77	95	92	71
2014-15	68	81	93	60
2015-16	84	105	111	97

1. INTRODUCTION

St Mungo's Broadway Ealing Outreach Team has been commissioned by LBE Housing to deliver an assertive outreach service, targeting and engaging rough sleepers throughout Ealing.

The focus of the service is to make lasting differences to the lives of vulnerable individuals and the community as a whole and to measure these outcomes. What is difficult to measure is the increase in quality of life of these individuals when health, immigration, family and housing needs are dealt with effectively and sustainably.

2. DEFINITIONS

Rough Sleepers are generally defined as follows:

People sleeping, about to bed down (sitting on/in or standing next to their bedding) or actually bedded down in the open air (such as on the streets, in tents, doorways, parks, bus shelters or encampments). People in buildings or other places not designed for habitation (such as stairwells, barns, sheds, car parks, cars, derelict boats, stations, or "bashes" which are makeshift shelters, often comprised of cardboard boxes).

The definition does not include people in hostels or shelters, people in campsites or other sites used for recreational purposes or organised protest, squatters or travellers.

There are exceptions to the above – such as cars that are taxed and road-worthy - and also some local definitions which can vary from Borough to Borough.

Rough sleeping cohorts are defined as follows:

New rough sleepers: *Those who had not been contacted by outreach teams rough sleeping before the period*

Living on the streets: *Those who have had a high number of contacts over 3 weeks or more which suggests they are living on the streets*

Intermittent rough sleepers: *People who were seen rough sleeping before the period began at some point, and contacted in the period - but not regularly enough to be 'living on the streets'*

The **Rough Sleepers "RS205" initiative** identified a priority group of the most entrenched rough sleepers across London which is monitored by the Mayors Rough Sleeping Group (formally the LDB) since 2009.

3. ROUGH SLEEPER COHORTS

CHAIN Quarterly Report Figures:

Following the cohort definitions above, this table defines the people seen rough sleeping according to the number of Bedded Down contacts each person has had

ie. A 'New RS with no second night out' was only seen once by Outreach rough sleeping, however they may have spent more than one night out on the streets.

Ealing: Headlines Volumes	Qtr1	Qtr2	Qtr3	Qtr4
New Rough Sleepers (All)	39	47** (43)	50	42
New RS with no second night out	26 **	35**	28	24
New RS with a second night out but not living on the streets	9	11**	20	17
New RS joining living on the streets population*	3	1	2	1
Living on the Streets (All)	10	17** (16)	17	15
LOS - Transferred from new RS*	3	1	2	1
LOS - Known	6	14**	15	14
LOS - RS205	1	2	0	0
Intermittent Rough Sleepers	39 ** (40)	42** (39)	46	41
Total	84 ** (86)	105** (97)	111	97

* This cohort is listed under both new RS and living on the streets headings, but is only counted once towards the overall total

** The data on this report has been amended from the CHAIN report for the MRSRG – MRSRG data is in BRACKETS

4. ANNUAL STREET COUNTS

When looking at the number of rough sleepers on a given night, the annual rough sleeping counts/estimates give a snapshot of a single night in each area. These take place each autumn across all Boroughs.

This table shows the counts/estimates for West London Boroughs (including Ealing) over the last five years:

Local Authority	2010	2011	2012	2013	2014	2015	Number of Households 2015 ('000s) ²	2015 Rough Sleeping Rate (per 1,000 households)
rent	3	7	11	6	11	55	117.2	0.47
Hillingdon ³	9	15	20	38	45	36	108.2	0.33
Kensington and Chelsea	32	19	27	23	34	24	77.4	0.31
Hounslow	8	45	12	17	32	27	103.9	0.26
Ealing	5	15	11	15	17	31	131.5	0.24
Harrow	4	1	2	4	4	6	90.2	0.07
Hammersmith and Fulham	15	8	8	10	8	5	80.8	0.06

Source: <https://www.gov.uk/government/statistics/rough-sleeping-in-england-autumn-2015>

The Ealing Street Count in 2015 took place in November, this shows the breakdown of people seen on the night:

Area	#
Southall	18
Acton	6
Ealing	7
Greenford, Northolt, Perivale	0
Total	31

New/Known Rough Sleepers	#
Newly encountered rough sleepers	8
Known / Intermittent Rough Sleepers	23

Immigration notes	
Non EU Migrants	17
EU Migrants	7
UK citizens	4
Status unknown	3
Total	31

Recourse to public funds	No clients
No Recourse/Not eligible	19
Not known	6
Yes - eligible	6
Total	31

Nationality	
France	1
India	15
Ireland (Republic of)	1
Netherlands	1
Not known	3
Pakistan	1
Poland	3
Portugal	1
UK	4
Ukraine	1
Total	31

5. REFERRALS

Referral Source	Qtr1	Qtr2	Qtr3	Qtr4	Total
Business	1				1
Church	2	1		2	5
Day Centre	2	1	3	1	7
Drug/alcohol service	10	10	4	3	27
Friend/Family	2	2		3	7
Health Care/Professionals	2	3	7	2	14
Homelessness Agencies	19	16	13	20	68
Local authority	33	20	19	20	92
Member of the Public	16	19	36	65	136
Other	8	12	6	6	32
Police/SNT	6	6	8	7	27
Probation service	1			1	2
Public service	4	1	2	4	11
Self	44	45	24	44	157
Local councillor				1	1
Total	150	136	122	179	587

Self referrals include those via our rough sleeper advice surgeries.

The referral counts reflected above do not include people found rough sleeping via Outreach when on shift.

Referral Outcomes:

The following table shows the broad outcomes.

Referral Outcomes	Qtr1	Qtr2	Qtr3	Qtr4	Total
Client already in contact with service	10	12	17	21	60
Client located	39	25	27	21	112
Client no longer rough sleeping	5	5	3	8	21
Client not located	88	83	65	113	349
Duplicate referral	5	9	7	11	32
Site could not be located	3	2	3	5	13
Total	150	136	122	179	587

6. ACCOMMODATION STAYS

The following table shows the Accommodation stays for 2015-16

Accommodation	Referral	Booked in	Arrival	Leaving
Assessment Centre	100	96	96	82
Ashford Place Assessment Centre	1	1	1	
HSSH Sanctuary Assessment Centre	44	43	43	32
NLOS Assessment Hub	2			
NSNO Assessment Hub - North	2	2	2	2
NSNO Assessment Hub - South	1	1	1	1
NSNO Assessment Hub - West	41	41	41	41
St Mungo's - St Anselm's Assessment Bed	9	8	8	6
Clinic/Detox/Rehab	1	1		
Other - Specify in other accommodation	1	1		
Friends & Family	4	3	3	
Friends & family	4	3	3	
Hostel	43	28	27	6
Broadway - Sixty-Five	14	10	9	
Missionaries of Charity - Gift of Love	1			
Missionaries of Charity - Home of Peace	3	2	2	
Other - Specify in other accommodation	2	1	1	
St John of God - Olallo Project	7	3	3	3
YMCA - Ealing	13	9	9	3
Look Ahead	1	1	1	
Refuge	2	2	2	
Long-term accommodation	37	25	25	3
Care home	4	3	3	
Clearing House/RSI	10	4	4	
LA tenancy (general needs)	2	1	1	
Private rented sector - independent	16	12	12	3
Private rented sector - with some floating support/support	2	2	2	
RSL tenancy (general needs)	1	1	1	
Supported housing	2	2	2	
Nightstop	10	10	10	10
Nightstop	10	10	10	10
NSNO Staging Post	12	7	7	7
NSNO Staging Post - Reconnection	4	4	4	4
NSNO Staging Post - Safe Seats	3	3	3	3
Other - Specify in other accommodation	1			
METRO	4			
NSNO Subregional Staging Post	8	8	8	5
NSNO Subregional Staging Post (West)	8	8	8	5
Second-stage accommodation	5	5	5	1
Betel of Britain	1	1	1	
Training Flat	3	3	3	
REMAR	1	1	1	1
Temporary accommodation	31	30	30	15
Bed & Breakfast	13	12	12	7
Temporary accommodation (LA)	18	18	18	8

Winter/Night Shelter	39	19	18	14
Ealing Churches Winter Night Shelter	31	18	17	13
Firm Foundation Winter Night Shelter	1			
Glass Door - Night Shelter	4			
Other - Specify in other accommodation	2	1	1	1
Shelter From The Storm	1			
Total	290	232	229	143

Severe Weather Emergency Protocol

This was activated during the winter when temperatures were forecast to drop to zero or below for three consecutive nights. The protocol exists to save lives during extreme weather, and rough sleepers were offered local and pan-London provision. Figures are not recorded in the table above as they do not constitute accommodation stays.

Local provision included 2 spaces in Broadway 65, additional spaces in the HSSH Shelter, and B&B via the Local Authority.

New Services:

Sub regional Staging Post - West

This provision was located in Harrow and open to the West sub-region boroughs. It was open to rough sleepers who had been accepted for supported housing or private rented with support, but no vacancy was available, providing interim accommodation. All referrals are signed off by the local authority.

We had 8 clients use the service last year – 5 moved on successfully, 3 remained in the service at the end of the year.

Hope for Southall Street Homeless (HSSH):

A new charity in Southall was created through joint work within the Southall faith community and with support from St Mungo's and the Local Authority. The service brings a new approach to supporting rough sleepers off the streets in Southall. The service opened a 14 bed assessment centre/ night shelter on the 6th January and has been running either full or at high capacity since opening.

St Mungo's, together with Refugee Action (as part of the Street Legal project) is supporting all clients accessing the assessment centre to help move them away from street homelessness.

The outcomes will be reviewed further, but so far have made a striking difference to the health and wellbeing of those who are accessing the service.

7. CLIENT DEMOGRAPHICS – Verified Rough Sleepers only

The tables are broken down by those seen in separate Quarters and Years.

A Rough Sleeper seen in Quarter 1 and 3, will appear in both quarter stats, but only once in the Yearly figures for that year.

GENDER:

The overall gender breakdown has remained stable.

Quarterly

Gender	Qtr1 2015-16		Qtr 2 2015-16		Qtr 3 2015-16		Qtr 4 2015-16	
	#	%	#	%	#	%	#	%
Female	8	10%	10	10%	7	6%	12	12%
Male	76	90%	95	90%	104	94%	85	88%
Total	84		105		111		97	

Yearly

Gender	Year 2013-14		Year 2014-15		Year 2015-16	
	#	%	#	%	#	%
Female	26	11%	20	9%	31	11%
Male	220	89%	198	91%	256	89%
Total	246		218		287	

AGE:

The 30-39 age group maintains its peak position as the most common age for the majority of rough sleepers encountered in the borough by our team – however there has been an increase in the 60-69 age range this year.

Quarterly

Age	Qtr1 2015-16		Qtr 2 2015-16		Qtr3 2015-16		Qtr 4 2015-16	
	#	%	#	%	#	%	#	%
18-20	1	1%	1	1%		0%		0%
20-29	14	17%	19	18%	15	14%	11	11%
30-39	28	33%	30	29%	41	37%	47	48%
40-49	25	30%	28	27%	27	24%	23	24%
50-59	9	11%	19	18%	17	15%	9	9%
60-69	6	7%	7	7%	9	8%	6	6%
70-79	1	1%	1	1%	2	2%	1	1%
Total	84		105		111		97	

Yearly

Age	Year 2013-14		Year 2014-15		Year 2015-16	
	#	%	#	%	#	%
18-20					1	0%
20-29	57	23%	42	19%	49	17%
30-39	77	31%	79	36%	104	36%
40-49	69	28%	51	23%	76	26%
50-59	34	14%	37	17%	37	13%
60-69	8	3%	7	3%	18	6%
70-79	1	0%	2	1%	2	1%
Total	246		218		287	

ETHNICITY:

The three main ethnicities remain the same (Asian, WB and WO), with an increase in Asian/British-Indians over the year, and a spike in Roma numbers in the last quarter.

Quarterly:

Ethnicity	Qtr1 2015-16		Qtr2 2015-16		Qtr3 2015-16		Qtr 4 2015-16	
	#	%	#	%	#	%	#	%
Asian or Asian British - Indian	21	25%	43	41%	44	40%	37	38%
Asian or Asian British - Other	4	5%	7	7%	4	4%	4	4%
Asian or Asian British - Pakistani	1	1%	1	1%	1	1%	1	1%
Black or Black British - African	5	6%	1	1%	8	7%	4	4%
Black or Black British - Caribbean	4	5%	2	2%	1	1%	1	1%
Black or Black British - Other	3	4%	1	1%	4	4%	2	2%
Gypsy/Romany/Irish Traveller	4	5%	5	5%			16	16%
Mixed - Other					1	1%	2	2%
Mixed - White & Black Caribbean			1	1%				
Mixed - White & Black African					2	2%	1	1%
Mixed - White & Asian	1	1%	1	1%				
Other	3	4%	1	1%				
Refused	2	2%	1	1%	1	1%		
White - British	8	10%	14	13%	13	12%	11	11%
White - Irish	2	2%	1	1%	3	3%	2	2%
White - Other	26	31%	26	25%	29	26%	16	16%
Total	84		105		111		97	

Yearly:

Ethnicity	Year 2013-14		Year 2014-15		Year 2015-16	
	#	%	#	%	#	%
Asian or Asian British - Indian	70	28%	45	21%	82	29%
Asian or Asian British - Other	10	4%	11	5%	15	5%
Asian or Asian British - Pakistani	1	0%	1	0%	4	1%
Black or Black British - African	9	4%	16	7%	15	5%
Black or Black British - Caribbean	8	3%	6	3%	5	2%
Black or Black British - Other	9	4%	6	3%	10	3%
Gypsy/Romany/Irish Traveller	5	2%	11	5%	25	9%
Mixed - Other	2	1%			2	1%
Mixed - White & Black Caribbean			1	0%	1	0%
Mixed - White & Black African					2	1%
Mixed - White & Asian					1	0%
Other	5	2%	5	2%	4	1%
Refused	1	0%	1	0%	3	1%
White - British	25	10%	28	13%	36	13%
White - Irish	6	2%	11	5%	4	1%
White - Other	95	39%	76	35%	78	27%
Total	246		218		287	

NATIONALITY:

We continue to see a peak in the main three nationalities; **UK, Polish and Indian**, however the last Quarter has shown an increase in Romanian Rough Sleepers above numbers of Polish or other European nationals.

Nationality	Qtr1 2015-16		Qtr 2 2015-16		Qtr3 2015-16		Qtr4 2015-16		Year 2015-16	
	#	%	#	%	#	%	#	%	#	%
UK	23	27%	25	24%	27	24%	24	25%	80	28%
EU	34	40%	30	29%	34	31%	36	37%	112	39%
Estonia			1	1%					1	0%
France	2	2%	1	1%	1	1%			3	1%
Ireland (Republic of)	2	2%			2	2%	1	1%	4	1%
Italy					1	1%	1	1%	1	0%
Latvia	2	2%	2	2%	2	2%	1	1%	2	1%
Lithuania							1	1%	1	0%
Netherlands					1	1%	1	1%	1	0%
Poland	23	27%	16	15%	20	18%	12	12%	62	22%
Portugal			2	2%	4	4%	1	1%	6	2%
Romania	4	5%	8	8%	2	2%	17	18%	30	10%
Sweden	1	1%			1	1%	1	1%	1	0%
Non-EU	25	30%	22	21%	45	41%	35	36%	84	29%
Ghana							2	2%	2	1%
Grenada	1	1%							1	0%
India	18	21%	37	35%	38	34%	30	31%	64	22%
Nepal					1	1%			1	0%
Pakistan					2	2%	1	1%	2	1%
Russia			1	1%					1	0%
Somalia	2	2%	1	1%					3	1%
Sri Lanka			1	1%	1	1%			1	0%
Sudan					1	1%			1	0%
Syrian Arab Republic	1	1%							1	0%
Thailand							1	1%	1	0%
Ukraine	2	2%	2	2%	2	2%	1	1%	3	1%
USA	1	1%							1	0%
Zimbabwe			1	1%					1	0%
Other area/Not known - Asia			1	1%					1	0%
Not known	2	2%	6	6%	5	5%	2	2%	11	4%
Total	84		105		111		97		287	

IMMIGRATION STATUS:

The following table shows the known Immigration Status for rough sleepers, sub-divided by recourse to public funds.

In the last Quarter of the year the percentage of rough sleepers with NRPF/Not Eligible for 'benefits' has increased to 56%. Those who are ineligible for public funds, such as Housing Benefits, have less routes off the streets – as a result we see higher numbers of rough sleepers remaining on the streets from one quarter to the next, but making up a slightly smaller proportion (37%) for the overall year.

Non-EU nationals with NRPF - 60 are from India, 2-Pakistan, 2-Ukraine, 1-Ghana.

	Qtr1 2015-16		Qtr 2 2015-16		Qtr 3 2015-16		Qtr4 2015-16		Year 2015-16	
Recourse to public funds / Immigration Status	#	%	#	%	#	%	#	%	#	%
No Recourse to Public Funds	25	30%	42	40%	47	42%	54	56%	106	37%
Non-EU	18	21%	38	36%	39	35%	30	31%	65	23%
<i>Asylum seeker</i>	1	1%	2	2%	2	2%	1	1%	2	1%
<i>Failed asylum seeker</i>					1	1%			1	0%
<i>Illegal entrant</i>	6	7%	17	16%	18	16%	13	13%	31	11%
<i>Not known</i>	6	7%	11	10%	7	6%	8	8%	14	5%
<i>Overstayer</i>	5	6%	8	8%	11	10%	8	8%	17	6%
EU National	9	11%	4	4%	8	7%	24	25%	40	14%
UK National	1	1%							1	0%
Not known	20	24%	32	30%	28	25%	13	13%	73	25%
EU National Limited Leave to Remain (LLR)	17	20%	25	24%	21	19%	10	10%	59	21%
Not known	1	1%							1	0%
Not known	2	2%	7	7%	7	6%	3	3%	13	5%
Yes	36	43%	31	30%	36	32%	30	31%	108	38%
EU National Indefinite leave to remain (ILR)	8	10%	1	1%	5	5%	2	2%	13	5%
Not known	6	7%	3	3%	3	3%	3	3%	14	5%
Other visa			1	1%	1	1%	1	1%	1	0%
UK National	22	26%	25	24%	27	24%	24	25%	79	28%
Total	84		105		111		97		287	

8. RECONNECTIONS

The following shows the Reconnection Outcomes that have been confirmed.

	Qtr1	Qtr2	Qtr3	Qtr4
Reconnection - Confirmed				
England	3	2	2	3
Europe				
Estonia			1	
France				1
Romania	1	2		
Poland	2	2		
Portugal			1	
Outside Europe				
Asia	1		1	
South America	1			
Total	6	6	4	4

Reconnections in Ealing tend to be very complex, as many of those who have stronger ties or options elsewhere are very reluctant to take these up. This is in part due to the very strong community ties that many of the rough sleeping population have in Ealing and the UK, as well as significant issues around “shame” for foreign nationals returning home without having made a success of their stay in the UK.

EEA

We have a population of EEA nationals, who are either ‘transient’ across boroughs, or rough sleep in green spaces in the borough, which are often very hidden and difficult to find. This affects our ability to maintain any regular contact with them to support them – particularly as many are either not eligible or will have difficulty proving their eligibility for Housing Benefit and so cannot access supported housing.

Some have complex support needs, and we make regular referrals to the METRO project who deal with complex EEA clients, and explore reconnection as well as options to remain in the UK.

We have seen a recent increase in the number of Roma rough sleeping in the borough – many report being moved on from Central London. They appear to have no substantial ties here, and are also begging in the area. They have declined reconnection and are not eligible for traditional housing options unless they private rent. We are working closely with the Local Authority who are now leading on this.

Non-EEA

The other significant issue is that, particularly amongst Indian nationals, there are major barriers to obtaining Travel Documents to return home. St Mungo’s is working with Refugee Action and Praxis, under a joint service called **Street Legal**. This brings immigration advice to rough sleepers to try and help resolve these issues. However in most cases progress is often slow or there are a lack of options available to try and resolve situations.

9. ROUGH SLEEPING – Areas & Hotspots

The following shows the *Area* in which each client was first seen rough sleeping in the relevant Quarter:

	Qtr1 2015-16		Qtr2 2015-16		Qtr 3 2015-16		Qtr 4 2015-16	
	#	%	#	%	#	%	#	%
Town Centre								
Ealing - Acton	29	35%	23	22%	30	27%	30	31%
Ealing - Ealing Broadway	9	11%	10	10%	10	9%	8	8%
Ealing - Ealing Common					1	1%		
Ealing - Greenford	4	5%	1	1%	11	10%	7	7%
Ealing - Hangar Lane			2	2%	1	1%	1	1%
Ealing - Hanwell	5	6%	5	5%			2	2%
Ealing - Northolt	1	1%			2	2%	1	1%
Ealing - Perivale	2	2%	1	1%				
Ealing - South Ealing								
Ealing - Southall	30	36%	59	56%	52	47%	45	46%
Ealing - West Ealing	4	5%	4	4%	4	4%	3	3%
Ealing - Park Royal								
Total	84		105		111		97	

Rough Sleeping continues to be most concentrated around Acton and Southall areas.

Southall:

Southall is the area in the borough with most rough sleepers – with 495 street contacts over the year. However towards the end of the year there has been a reduction in Rough Sleeping – from 162 contacts with 52 clients in Qtr3 to 111 with 45 clients in Qtr4.

The two main hotspots are St Anselms & Havelock Estate:

St Anselms Church

Rough Sleeping at St Anselms' church peaked in Qtr 2 (with 62 contacts in 3 months) and was the largest concentrated hotspot in Southall with 133 contacts with 24 different rough sleepers over the year.

Since the opening of the Hope for Southall Street Homeless shelter, rough sleeping has almost disappeared, with only 4 rough sleepers seen a total of 12 times in Qtr 4.

Havelock Estate

This large council estate was in the top-5 most serious hotspots across London in Quarter three with over 50 contacts in December. There were 231 contacts with 50 rough sleepers on the Estate over the year. Numbers peaked in Qtr3, but remained high in Qtr4.

Increases in rough sleeping could be as a result of actions closing hotspots elsewhere in Southall, and work on the estate closing empty buildings/squats. Drug misuse is the main issue amongst rough sleepers on the estate - the local Drug & Alcohol service cannot enter the Estate on safety grounds to engage and support them in situ.

Acton:

Acton

South Acton Estate

This large Council Estate is in the process of regeneration – the decanting of blocks, together with other factors, led to a significant increase in rough sleeping seen in the figures in Qtr1 and Qtr2. Numbers have tailed off and the estate is no longer a hotspot.

Acton High Street

Areas along the High St (inc the Town Hall, Library, etc) have become a significant and visible hotspot area for rough sleeping towards the end of the year. This has been mainly due to increase in the number of Romanian rough sleepers who are begging and sleeping in the area.

10. Ealing StreetMed & Outreach Service

In October 2014 St Mungo's Broadway funded a part-time nurse in Ealing to work with the Ealing Outreach Team. The post was a pilot to help develop the boroughs health response to rough sleepers who have unmet health needs. As a result, a successful funding bid was put in to the Better Care Fund to run a 2 year service from August 2015, including a full-time nurse and 2 days language specific support. The service aims to reduce emergency admissions / re-admissions, reduce A&E attendances and delayed discharges, by working with key partners including Ealing Hospital, the Housing & Support Brokerage Officer, and the Ealing Outreach team, within which the service is based.

11. PREVENTION & ROUGH SLEEPER ADVICE SURGERIES

The team run a weekly Rough Sleeper advice surgery at the Acton Homeless Concern in Acton. These sessions are used to see new and existing clients, take on new cases or provide advice and signposting to more appropriate services or to reconnect clients to their local borough / city.

We can no longer record all advice given at the surgery on CHAIN, so the figures are unavailable.

12. HOMELESSNESS FORUM

The Ealing Homelessness Forum was established more than 20 years ago to address the increasing need for housing and assistance. It is held quarterly and endeavours to strengthen the communication and coordination of support between statutory and voluntary services specifically concerned with homelessness in the borough.

This year the forum has covered topics including:

- Mental Capacity, trauma-informed care, autism
- Dual Diagnosis & Offending
- Care Act 2014

And presentations and updates from:

- LB Ealing Housing
- Veterans Aid
- Ealing Street Pastors
- Hope for Southall Street Homeless Shelter
- Ealing Specialist Advice Service
- LB Ealing - Public Health
- RISE
- DWP & JCP
- Housing & Support Brokerage
- Hospital Discharge & Housing First Services

13. STAFFING

The St Mungo's Broadway Ealing Street & Community Outreach is made up of;

2 Street Outreach workers with specialisms around EEA nationals, and South Asian nationals

1 Street Outreach Project worker, working with new people to the streets

1 Street-Med Nurse part-time (2.5 days) from October 2014 to September 2015, full-time thereafter and funded through the Better Care Fund

1 Manager

And supported by volunteers as well as Social Work and Nursing students.

Feedback from volunteers & students has been extremely positive

This was received from one student:

I have really enjoyed my time with St Mungo's and have learned so much to add to my future practice! [...] The team has been greatly supportive every step of the way. This allowed me to manage my own case load and seek help when needed. It is thanks to this environment that I feel that I have been able to flourish as a student social worker....While I may be on my way to becoming a social worker, I will always retain my learning and identity as an outreach worker!

14. CASE STUDY

See addendum.

Report prepared by Elizabeth Ursell (Manager)