



The Clearing House Quarterly Monitoring Report

Quarter 1 2009/10

April - June 2009



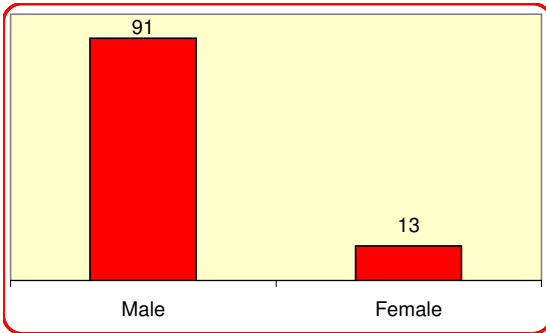
This report reflects the newly agreed outcomes and criteria which the Clearing House will report on quarterly.

Section One - Demographics

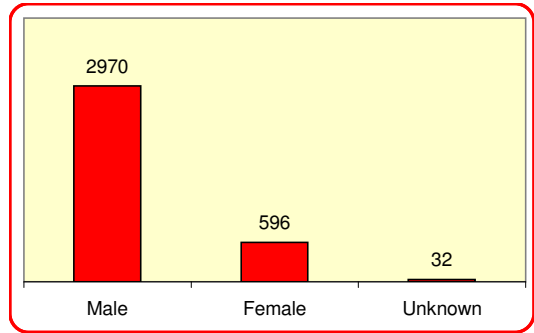
Sections one and two show the demographics (including support needs) of all current tenants as well as referrals received within the quarter.

Gender

Referrals received this quarter

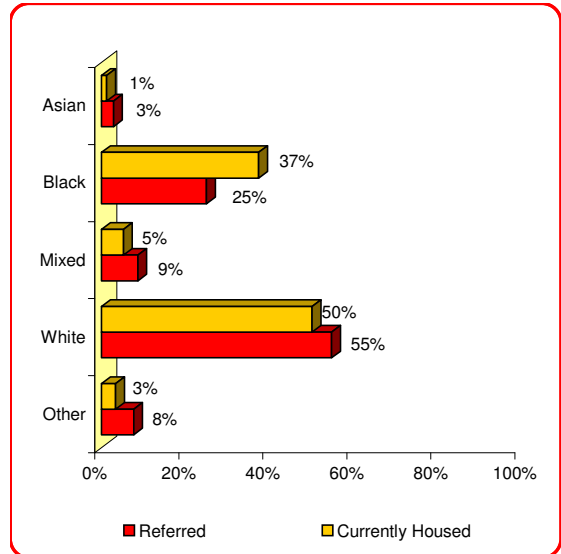


Currently Housed



Ethnicity

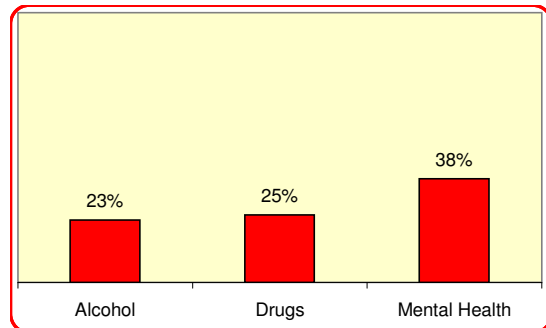
Ethnicity	Referred	Currently Housed
Asian or Asian British Bangladeshi	0	6
Asian or Asian British Indian	1	11
Asian or Asian British Other	2	24
Asian or Asian British Pakistani	0	3
Black or Black British African	17	788
Black or Black British Caribbean	8	324
Black or Black British Other	1	235
Blank	0	8
Chinese	0	1
Mixed Other	4	98
Mixed White and Asian	1	20
Mixed White and Black African	3	43
Mixed White and Black Caribbean	1	27
Other	8	121
Refused	0	3
White British	46	569
White Irish	6	222
White Other	5	1013
Unknown	1	82
Total	104	3598



Section Two - Client Support Needs

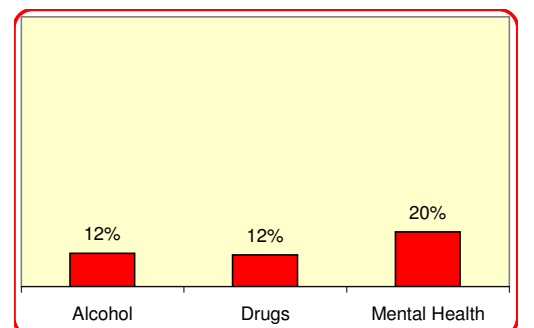
Current Support Needs

Referrals This Quarter



Base: 104

Support needs of all clients who are currently housed

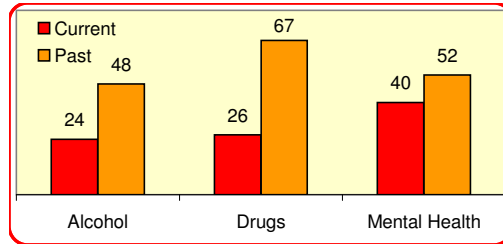


Base: 3598

Past and Current Support Needs

Past and current support needs (referrals received within the quarter)

Support Need	Number	%
Alcohol Current	24	23%
Alcohol Past	48	46%
Drugs Current	26	25%
Drugs Past	67	64%
Mental Health Current	40	38%
Mental Health Past	52	50%
No Alcohol, Drug, MH need	10	10%



Complex needs - current support needs only (referrals received within the quarter)

Complex needs	Number	%
Alcohol and Drugs	2	2%
MH and Drugs	12	12%
MH and Alcohol	6	6%
MH, Drugs and Alcohol	3	3%

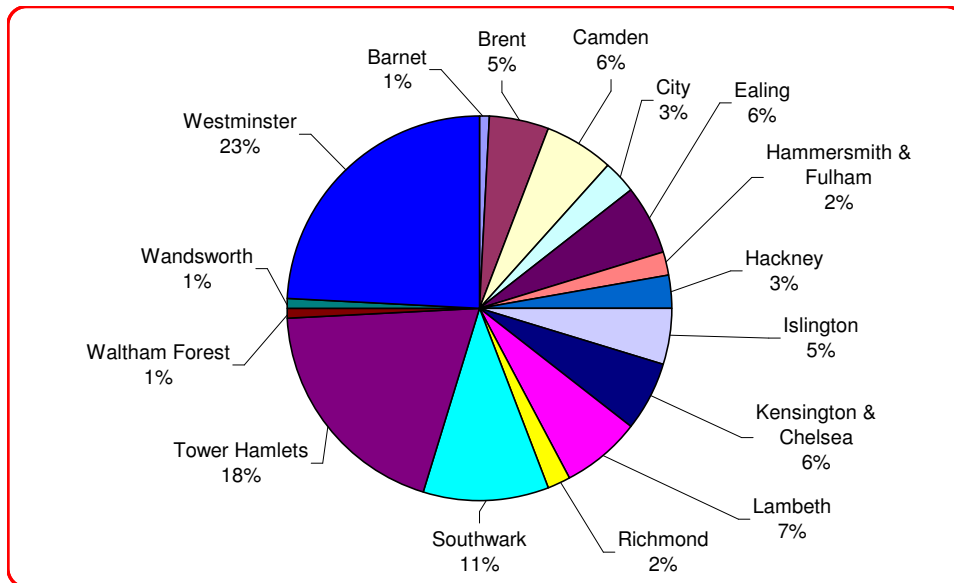
Section Three - Referral Information

This section refers to the origin of referrals received within the quarter and shows them by referral agency and borough.

13 Referrals were rejected. The reasons are as follows:

- 9 were not verified Rough Sleepers;
- 2 had no support needs and were therefore ineligible;
- 2 had been on the Waiting List within the last 12 months and were not yet eligible to reapply.

Referrals by borough



Referrals by agency

Referral agency	No.
Broadway - Broadway Sixty Five	3
Broadway - Resettlement	4
Broadway City Outreach Team - Central Office	3
Broadway-Coninghams	1
Central & Cecil Housing Care Support - Burlington House	1
Centrepoint - Salters City Foyer	1
Centrepoint - Vauxhall Cross Hostel	1
Cricklewood Homeless Concern - CHC Brent Outreach	5
Ealing CAT - Outreach	2
English Churches - Resettlement	3
Homeless Households Support Service	1
Irish Centre Housing Ltd - Hostel	1
Lookahead - Aldgate Hostel	5
Lookahead - Bayswater Hostel	1
Lookahead - Princess Beatrice House	3
Lookahead - Victoria Hostel Resettlement	8
NOVAS - DEANST	2
Passage DC - Resettlement	2
Passage House - Longmore	1
Pilion Trust - PILION TRUST	6
Providence Row - Dellow Centre	2
Providence Row - Hackney Road	4
Salvation Army - Booth House Resettlement	9
Salvation Army - DAVID BARKER HOUSE	2
Salvation Army - Edith Road	1
SPEAR - Resettlement	2
St Mungos - Cedars Road Hostel	3
St Mungos - Cromwell Road Hostel	1
St Mungos - Endsleigh Gardens Hostel	4
St Mungos - Grange Road Project	2
St Mungos - Guildford	4
St Mungos - Harrow Road Hostel	3
St Mungos - Old Street	3
St Mungos - Seven Sisters Road Hostel	1
St Mungos CHA - Chepstow Villas	1
Thames Reach - Southwark Projects	1
Thames Reach Bondway - Resettlement	3
The Connection at St Martins - Martins	1
The Connection at St Martins - Multiple Needs Team	1
TST South West - HUDSON HOUSE	1
Westminster Social Services	1
Total	104

Referrals by borough

Borough	No.
Barnet	1
Brent	5
Camden	6
City	3
Ealing	6
Hammersmith & Fulham	2
Hackney	3
Islington	5
Kensington & Chelsea	6
Lambeth	7
Richmond	2
Southwark	11
Tower Hamlets	20
Waltham Forest	1
Wandsworth	1
Westminster	25
Total	104

Section Four - Waiting List information

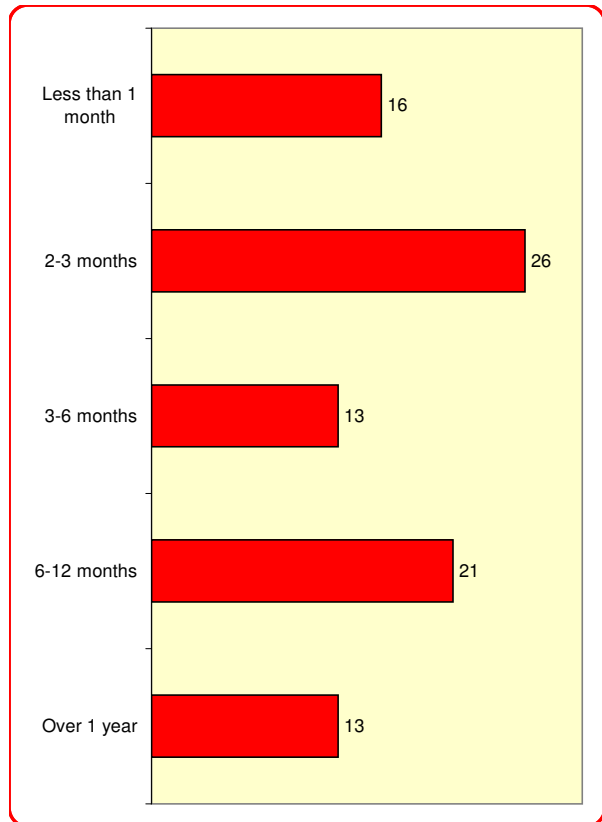
Borough choices for referred and currently nominated clients

The table below shows Boroughs selected by clients on the waiting list and those currently nominated.

Borough	
Barking & Dagenham	5
Barnet	17
Bexley	8
Brent	36
Bromley	11
Camden	73
City	33
Croydon	11
Ealing	49
Enfield	15
Greenwich	31
Hackney	39
Hammersmith & Fulham	68
Haringey	35
Harrow	25
Havering	4
Hillingdon	25
Hounslow	23
Islington	64
Kensington & Chelsea	78
Kingston	5
Lambeth	43
Lewisham	33
Merton	10
Newham	22
Redbridge	5
Richmond	14
Southwark	50
Sutton	2
Tower Hamlets	40
Waltham Forest	20
Wandsworth	35
Westminster	68

Waiting List time for clients housed

The chart below shows the time spent on the waiting list before clients were housed, for tenants with a tenancy start within the quarter.



38% of clients housed this quarter waited longer than 6 months. However, nearly 50% of clients waited less than 3 months. This is due to fewer people being on the waiting list in Q1 and therefore less demand within each borough.

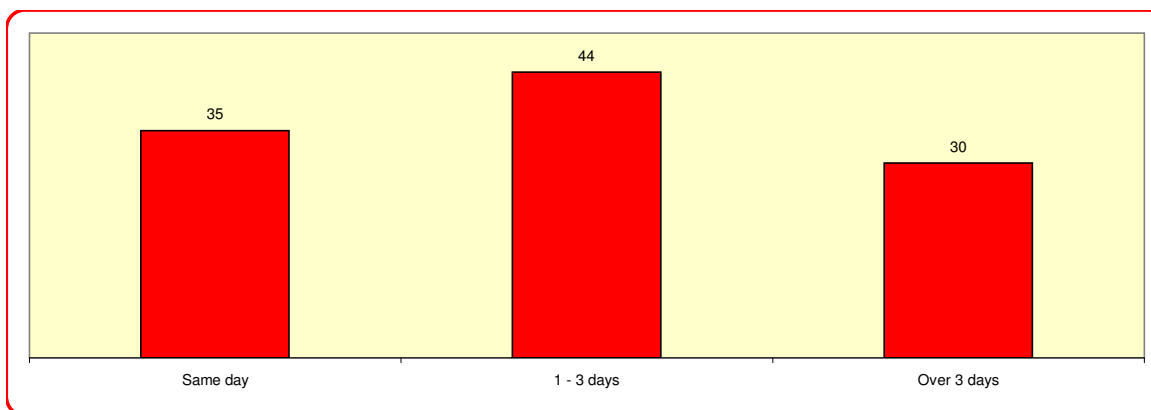
The Clearing House aims to minimize the amount of time clients spend on the waiting list. This quarter 13 Clients waited over 1 year. The reasons are as follows:

- 3 Tenancy starts were internal RSL transfers which picked up the original waiting list date, so the timescale does not reflect the reality;
- 5 Clients chose slow moving boroughs, 2 of these also had mobility issues, and 1 had a dog;
- 3 Clients had a combination of on hold periods, slow moving boroughs, and mobility issues;
- 1 Client was removed from the waiting list due to an unreasonable rejection and was then returned to the list following a successful appeal which took time;
- 1 Client had 3 nominations turned down by a housing provider. Following an investigation into client's suitability for RSI, they were then returned to waiting list.

Section Five - Nominations

The following section explores information about nominations to void properties made within the quarter.

Nomination turnaround times



The Clearing House aims to nominate to all properties within 3 working days. There were 109 nominations within the period, of these 30 nominations took longer than 3 days. The reasons are as follows:

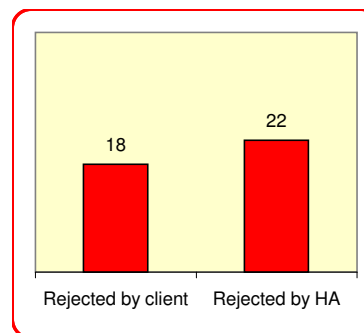
- 16 were let via the voids list which can take up to 8 working days for a nomination;
- 4 were due to the low waiting list (but a suitable referral was found before the voids list became necessary);
- 4 were due to Housing Provider delays when further information was required;
- 3 were due to Clearing House delays over the Easter weekend;
- 2 were problem schemes and difficult to nominate to;
- 1 was due to a database error (which was fixed and has not recurred).

Nomination outcomes

Shows nomination outcomes within the quarter which did not result in a tenancy start.

Refusal reason	Rejected by client	Rejected by HA	Total
Clearing House Error	0	1	1
Client didn't turn up	2	2	4
Client no longer in contact	3	0	3
Death	0	1	1
Did not meet the criteria	0	2	2
Dislike the area	4	0	4
Dislike the property	1	0	1
Drug user scheme inappropriate	0	0	0
Medical grounds	3	1	4
Not ready for independence	2	1	3
Other	0	0	0
Pets not allowed	0	3	3
Property not ready	1	0	1
Property too small	1	0	1
Property withdrawn by HA	0	1	1
Rent too high (by appeal only)	0	0	0
Too high support needs	0	5	5
Too low support needs	0	0	0
Unsuitable environment	1	2	3
Unsuitable for letting	0	3	3
Total	18	22	40

Rejections



11 referrals were removed from the waiting list following unsuccessful nominations. The reasons are as follows:

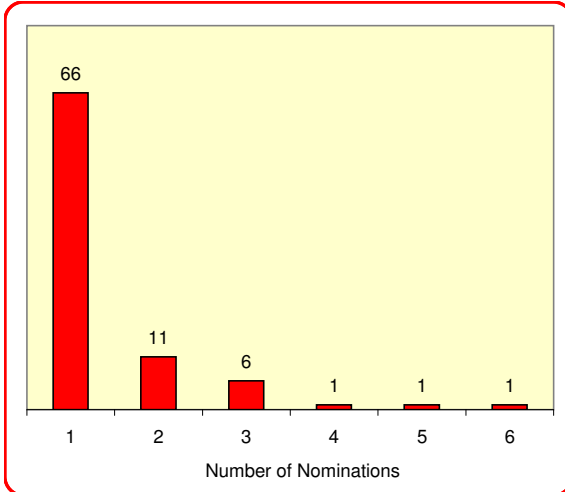
- 5 for unjustifiable refusals which put the client in breach of the one nomination policy;
- 3 for an unsuccessful nomination to a void property (a voids list client is only eligible to be put forward for the property they apply for on the voids list. They can be referred to the main waiting list if they meet eligibility criteria);
- 1 died;
- 1 found alternative accommodation;
- 1 withdrew after viewing as they no longer considered they were ready for independent living and will reapply when they are.

Section Six - Voids and Lettings

This section shows information about properties with a tenancy start date within the quarter.

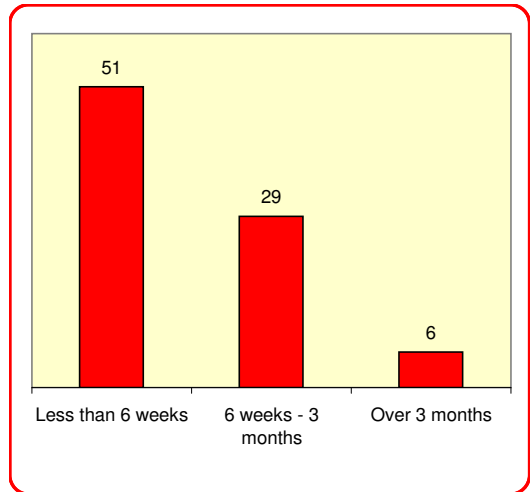
Number of nominations required to let a void property

Shows the number of nominations required to successfully let a property (for tenancies started within the quarter).



Void turnaround times

Shows the amount of time from void notification to letting the void property (for tenancies started within the quarter).



Over three quarters (77%) of all void properties were filled with the first nomination.

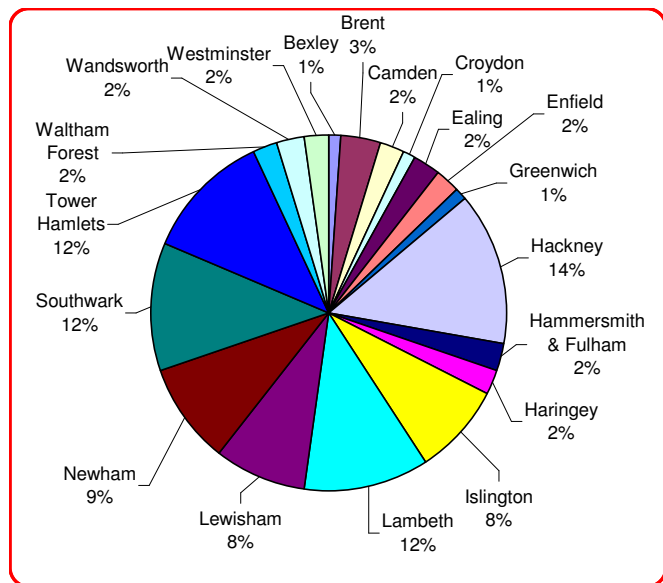
The Clearing House is committed to encouraging a fast turnaround of voids and as such will report on the reasons for those which take over 6 weeks. This quarter 35 voids took longer than 6 weeks. The reasons are as follows:

- 18 were nominated on time and 2 were nominated after 6 working days, but the delay in tenancy start rested with the Housing Provider;
- 11 were a result of multiple nominations required to let the property, including 3 where the Housing provider failed to notify the Clearing House of the outcome of one or more of the nominations for several weeks and one where the property was finally let via the voids list;
- 4 properties were nominated to before works were completed. These works were then delayed, increasing the void time.

Number of lettings (by borough housed in)

Shows the boroughs where these tenancies started.

Borough	Count
Bexley	1
Brent	3
Camden	2
Croydon	1
Ealing	2
Enfield	2
Greenwich	1
Hackney	12
Hammersmith & Fulham	2
Haringey	2
Islington	7
Lambeth	10
Lewisham	7
Newham	8
Southwark	10
Tower Hamlets	10
Waltham Forest	2
Wandsworth	2
Westminster	2
Total	86

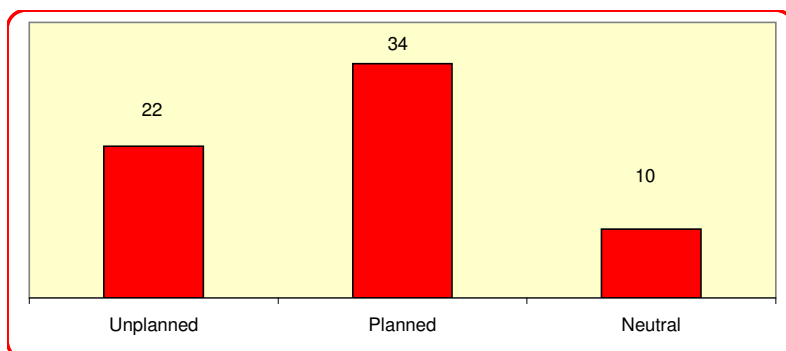


Boroughs with the largest number of RSI units are: Brent, Camden, Hackney, Hammersmith & Fulham, Islington, Kensington & Chelsea, Lambeth, Southwark, Tower Hamlets and Westminster.

Section Seven - Tenancy Outcomes

This section shows the the tenancy outcomes for all moves and closed cases within the quarter

Tenancy outcomes (Planned/Unplanned/Neutral)



There were 66 tenancy ends this quarter out of a stock of 3598 housed tenants, indicating that 98% of tenancies are being maintained. Only 22 of the tenancy ends were unplanned - representing one third of tenancy ends this quarter, but only 0.6% as a percentage of all Clearing House tenancies.

Reason for leaving (including closed cases)

Reason for leaving	Neutral	Planned	Unplanned	Total
Abandoned by Tenant	0	0	7	7
Death of Tenant	7	0	0	7
Evicted	0	0	14	14
Other	3	0	0	3
Planned Move Out	0	22	0	22
Transferred	0	12	0	12
Went To Institution	0	0	0	0
Went To Prison	0	0	1	1
Total	10	34	22	66

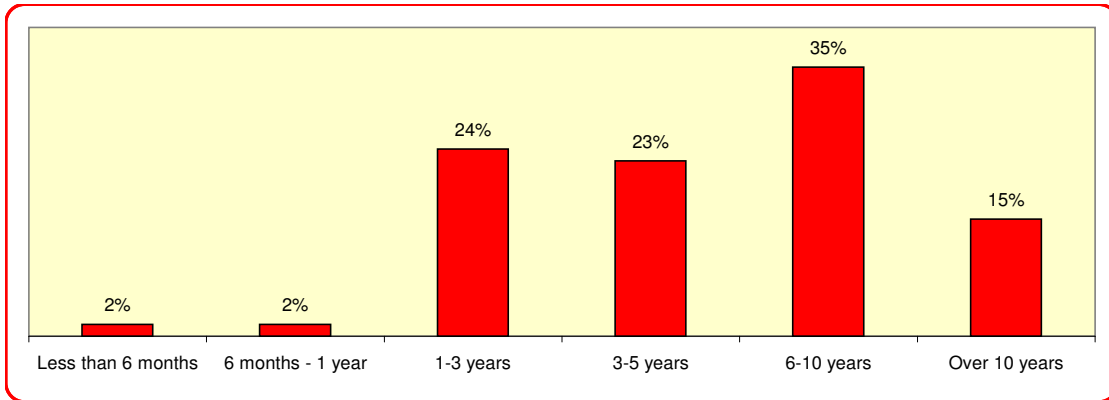
Reason for leaving (closed cases only)

This table shows a breakdown of tenancy ends for all closed cases

Reason for leaving	Neutral	Planned	Unplanned	Total
Abandoned by Tenant	0	0	3	3
Death of Tenant	5	0	0	5
Evicted	0	0	8	8
Planned Move Out	0	10	0	10
Transferred	0	7	0	7
Total	5	17	11	33

Closed cases account for half of tenancy ends within the quarter. They are representative of the overall split of planned, unplanned and neutral tenancy ends.

Departures by length of stay



Base: 66

Length of stay	Neutral	Planned	Unplanned	Total
Less than 6 months	1	0	0	1
6 months - 1 year	0	1	0	1
1 - 3 years	1	8	7	16
3 - 5 years	3	5	7	15
6 - 10 years	4	11	8	23
Over 10 years	1	9	0	10
Total	10	34	22	66

97% of all tenancies which ended in the quarter had lasted longer than a year. Half had lasted 6 years or over.

Section Eight - RSI stock

Total stock:

Number of properties (housed, nominated, void and ready to let): 3640

Number of properties which are withdrawn and due for substitution: 234

Number of properties being investigated to confirm status has dropped to: 71

Total no of bedspaces created (returned to stock) in Q1 - 45