



The Clearing House

Quarterly Monitoring Report

Quarter 4 2009/10

January - March 2010



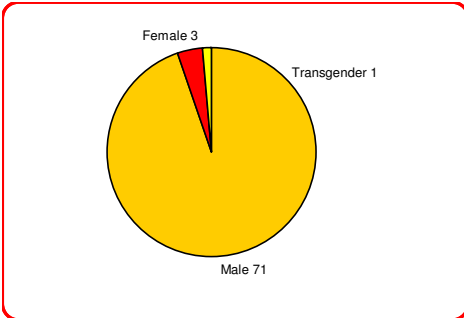
This report reflects the agreed outcomes and criteria which the Clearing House will report on quarterly.

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

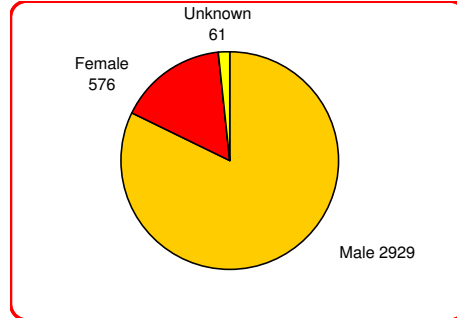
Section One - Demographics

Gender

Referrals received this quarter

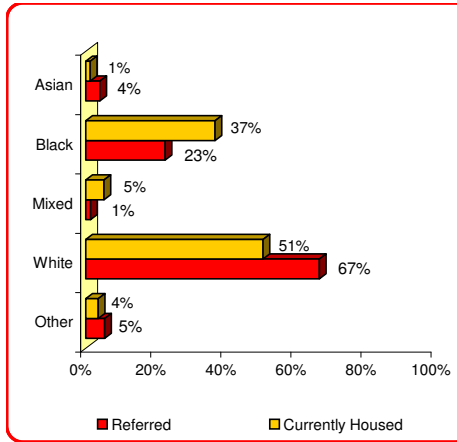


Currently Housed



Ethnicity

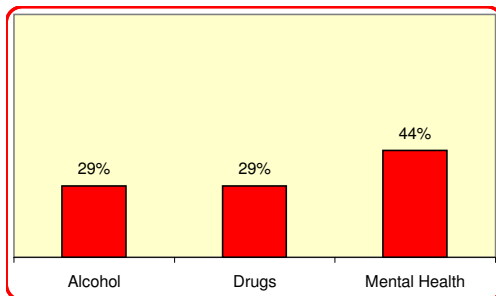
Ethnicity	Referred	Currently Housed
Asian or Asian British Bangladeshi	0	7
Asian or Asian British Indian	0	13
Asian or Asian British Other	2	22
Asian or Asian British Pakistani	1	2
Black or Black British African	8	764
Black or Black British Caribbean	8	319
Black or Black British Other	1	220
Chinese	0	2
Mixed Other	0	88
Mixed White and Asian	0	20
Mixed White and Black African	0	46
Mixed White and Black Caribbean	1	28
Other	4	126
White British	36	621
White Irish	3	218
White Other	11	951
Not Stated	0	80
Total	75	3536



Section Two - Client Support Needs

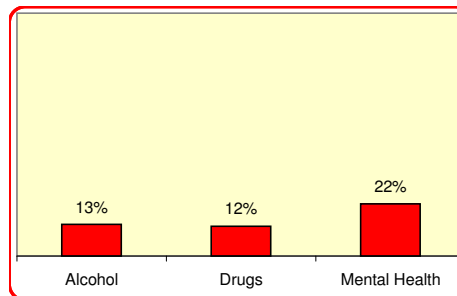
Current Support Needs

Referrals This Quarter



Base: 75

Support needs of all clients who are currently housed

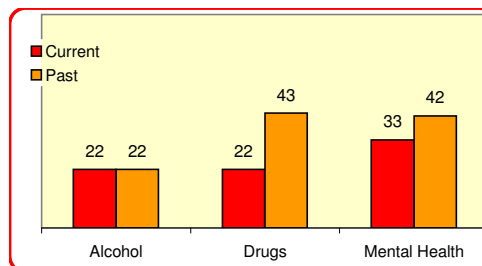


Base: 3566

Past and Current Support Needs

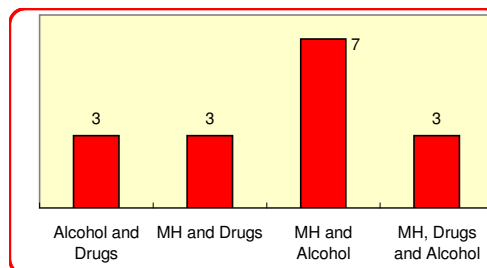
Past and current support needs (referrals received within the quarter)

Support Need	Current		Past	
	No.	%	No.	%
Alcohol	22	29%	36	48%
Drugs	22	29%	43	57%
Mental Health	33	44%	42	56%
No Alcohol, Drug, MH need	2	3%	N/A	N/A



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

Complex needs	Number	%
Alcohol and Drugs	3	4%
MH and Drugs	3	4%
MH and Alcohol	7	9%
MH, Drugs and Alcohol	3	4%



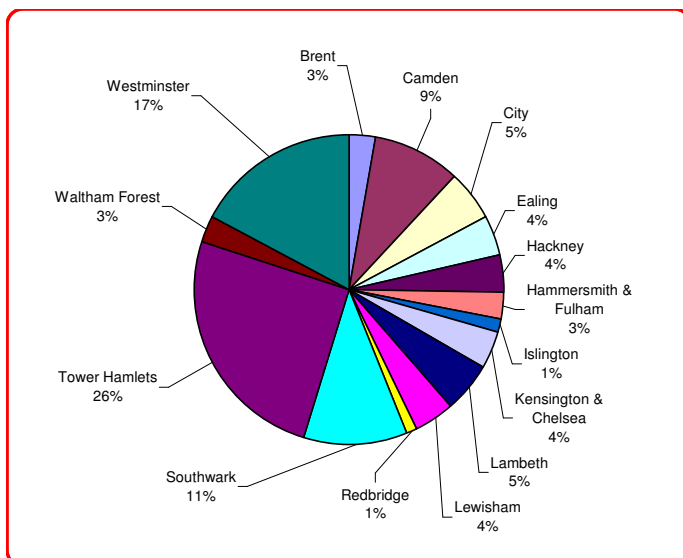
Section Three - Referral Information

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

9 Referrals were rejected. The reasons are as follows:

- 1 was not a verified Rough Sleeper
- 4 had no demonstrable support needs and were therefore ineligible
- 3 had support needs issues that were too high for TST support
- 1 is already an RSI tenant.

Referrals by borough



Referrals by agency

Referral agency	No.
Brent - Start Plus Team	1
Broadway - Broadway Sixty Five	1
Broadway - Market Lane Residential	1
Broadway City Outreach Team	3
Broadway City Outreach Team - Central Office	1
Central & Cecil Housing Care Support - Burlington House	1
Centrepoint - Hostel	1
Centrepoint - Vauxhall Cross Hostel	1
Ealing CAT - Outreach	2
English Churches - Resettlement	1
Homeless Households Support Service	1
Irish Centre Housing - Hackett	1
Lookahead - Aldgate Hostel	5
Lookahead - Bayswater Hostel	1
Lookahead - Princess Beatrice House	1
Lookahead - Victoria Hostel Resettlement	3
NOVAS - DEANST	1
Passage House - Longmore	2
Pilion Trust - PILION TRUST	1
Redbridge Night Shelter	1
Salvation Army - Booth House Resettlement	13
Salvation Army - Cambria House	2
Salvation Army - DAVID BARKER HOUSE	2
Salvation Army - Edith Road	1
Salvation Army - Resettlement	3
Single Homeless Project - Dennis Handfield House, 93-95 Kings Cross	2
Southwark & Lambeth SPOT - Southwark SPOT	1
St Mungo's - 39 St Gothard Road	1
St Mungo's - Cedars Road Hostel	1
St Mungo's - Cromwell Road Hostel	2
St Mungo's - Endsleigh Gardens Hostel	1
St Mungo's - Grange Road Project	1
St Mungo's - Guildford	3
St Mungo's - Old Street	2
St Mungo's - Pagnell Street Hostel	2
St Mungo's - Seven Sisters Road Hostel	1
St Mungo's- Garden	1
Thames Reach - Graham House	1
Thames Reach - Resettlement	5
Grand Total	75

Q3 Referrals with additional status

Data	Total
Rough Sleeper 205	4
CLG 65 Returners	0
Couples referred	0

Referrals by borough

Borough	No.
Brent	2
Camden	7
City	4
Ealing	3
Hackney	3
Hammersmith & Fulham	2
Islington	1
Kensington & Chelsea	3
Lambeth	4
Lewisham	3
Redbridge	1
Southwark	8
Tower Hamlets	19
Waltham Forest	2
Westminster	13
Grand Total	75

Referrals rejected by referral agency

Referral agency	No.
Brent - Start Plus Team	1
Pilion Trust - PILION TRUST	4
St Christopher - Limegrove Hostel	1
St Mungo's Association HA - Gothard	1
St Mungo's- Garden	1
Thames Reach - Southwark Projects	1
Grand Total	9

Section Four - Waiting List information

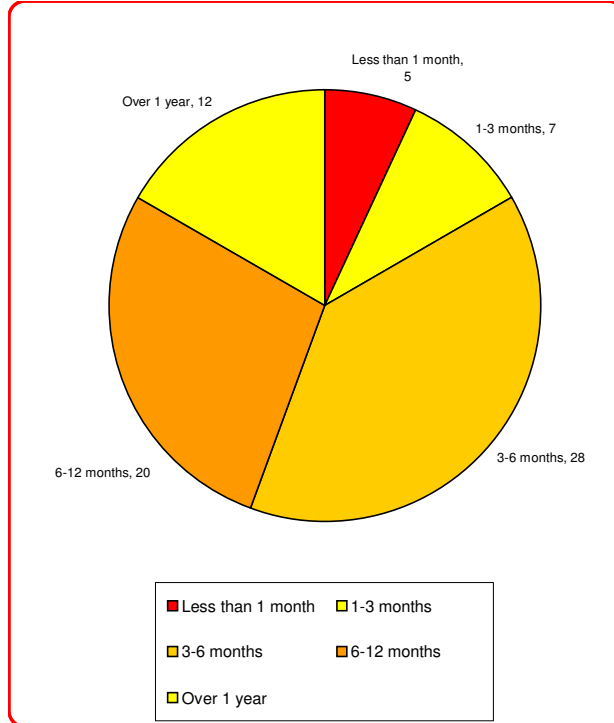
Borough choices for referred and currently nominated clients

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

Borough	
Barking & Dagenham	4
Barnet	19
Bexley	8
Brent	30
Bromley	11
Camden	64
City	40
Croydon	10
Ealing	47
Enfield	16
Greenwich	30
Hackney	39
Hammersmith & Fulham	68
Haringey	21
Harrow	17
Havering	1
Hillingdon	14
Hounslow	17
Islington	68
Kensington & Chelsea	75
Kingston	1
Lambeth	48
Lewisham	39
Merton	6
Newham	12
Redbridge	3
Richmond	24
Southwark	57
Sutton	0
Tower Hamlets	37
Waltham Forest	7
Wandsworth	35
Westminster	78

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.



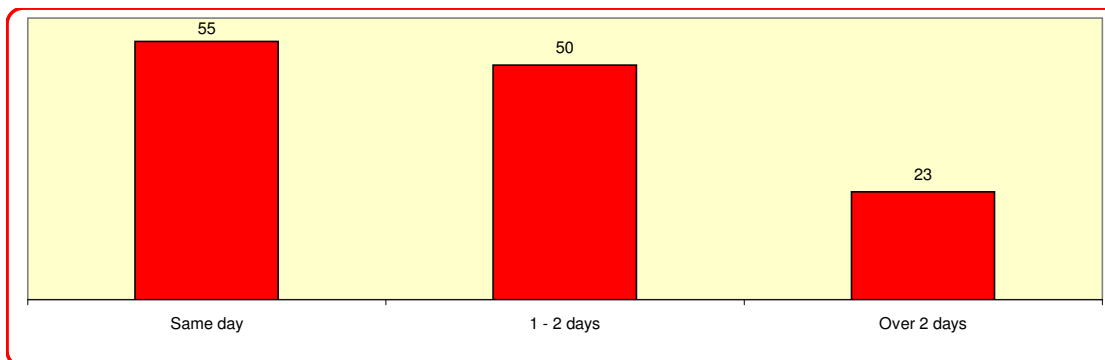
44% of clients housed this quarter had been waiting longer than 6 months. 16% of clients were waiting less than 3 months.

The Clearing House aims to minimize the amount of time clients spend on the waiting list. This quarter 12 clients waited over 1 year (waiting list date to start date). This is due to the influx of identified entrenched rough sleepers who are given priority on the waiting list, as well as an increase in high priority transfer requests.

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 2 working days. There were 128 nominations within the period, of these 23 nominations took longer than 2 days. The reasons are as follows:

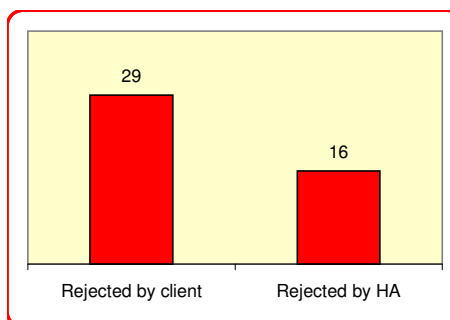
- 4 were let via the voids list which can take up to 8 working days for a nomination
- 10 were due to Housing Provider delays when further information was required
- 3 were due to busy periods when the team was short staffed
- 6 were problem schemes and difficult to nominate to

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	2	0	2
Client didn't turn up	0	2	2
Client no longer in contact	2	0	2
Did not meet the criteria	1	2	3
Dislike the area	5	0	5
Dislike the property	1	0	1
Drug user scheme inappropriate	3	0	3
Found alternative accommodation	1	0	1
Medical grounds	1	0	1
Not ready for independence	2	1	3
Other	3	2	5
Property too small	2	0	2
Property withdrawn by HA	0	2	2
Too high support needs	0	5	5
Too low support needs	1	0	1
Unsuitable environment	4	1	5
Unsuitable for letting	1	1	2
Total	29	16	45

Rejections



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

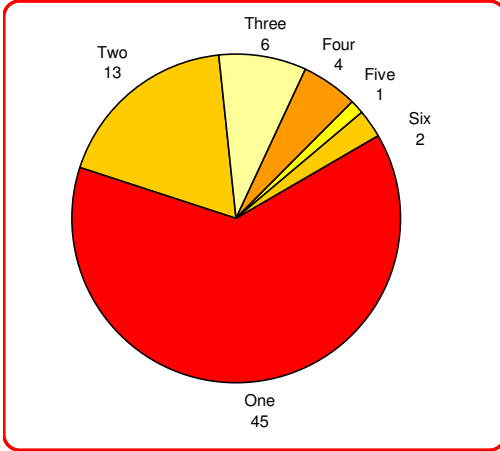
- 6 for unjustifiable refusals which put the client in breach of the one nomination policy
- 3 went to prison
- 2 lost contact with their referral agency during nomination process
- 2 clients found alternative accommodation

Section Six - Voids and Lettings

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

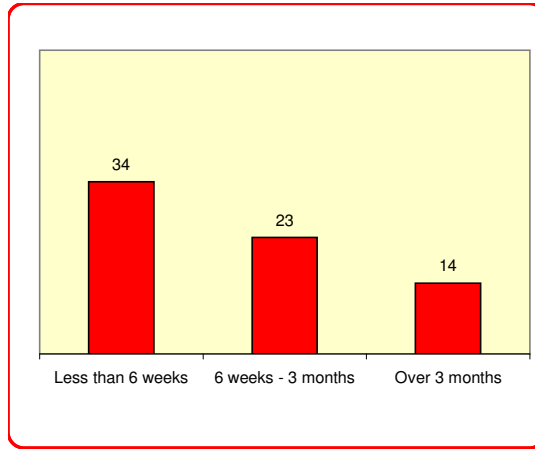
Number of nominations required to let a void property

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).



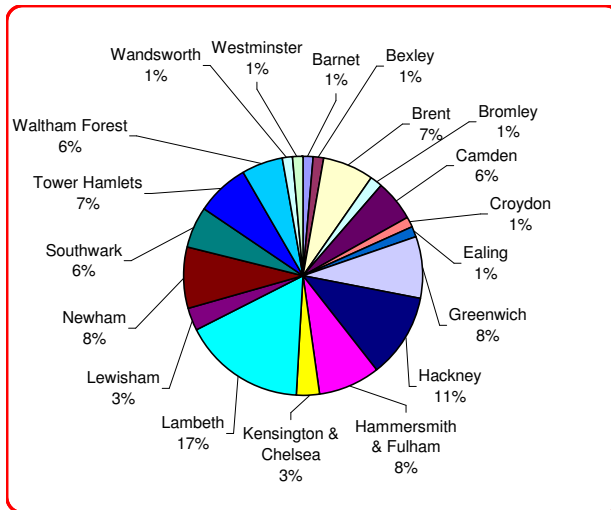
The Clearing House is committed to encouraging a fast turnaround of voids and as such is committed to reporting on the reasons for those which take over 6 weeks. This quarter 37 voids took longer than 6 weeks. The reasons are as follows:

- 23 were nominated on time but the delay in tenancy start rested with the Housing Provider
- 13 were a result of multiple nominations required to let the property.
- 1 properties was hard to let and had to be offered through the voids list, it was an outer borough property for a client over the age of 55.

Number of lettings (by borough housed in)

Shows the boroughs where these tenancies started.

Borough	Count
Barnet	1
Bexley	1
Brent	5
Bromley	1
Camden	4
Croydon	1
Ealing	1
Greenwich	6
Hackney	8
Hammersmith & Fulham	6
Kensington & Chelsea	2
Lambeth	12
Lewisham	2
Newham	6
Southwark	4
Tower Hamlets	5
Waltham Forest	4
Wandsworth	1
Westminster	1
Total	71

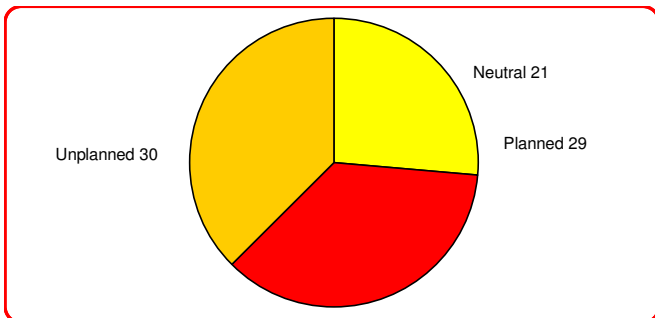


Boroughs with the largest number of RSI units are: Brent, Camden, Hackney, Hammersmith & Fulham, Islington, Kensington & Chelsea, Lambeth, Southwark, Tower Hamlets and Westminster.

Section Seven - Tenancy Outcomes

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

Tenancy outcomes (Planned/Unplanned/Neutral)



There were 73 tenancy ends this quarter out of a stock of 3661 housed tenants. This means that 98% of tenancies were being maintained. 25 of the tenancy ends were unplanned - representing 34% of tenancy ends this quarter as opposed to 22% in Q3. This is only 0.7% 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	10	10
Death of Tenant	9	0	0	9
Evicted	0	0	18	18
Other	12	0	0	12
Planned Move Out	0	15	0	15
Transferred	0	14	0	14
Went To Institution	0	0	0	0
Went To Prison	0	0	2	2
Total	21	29	30	80

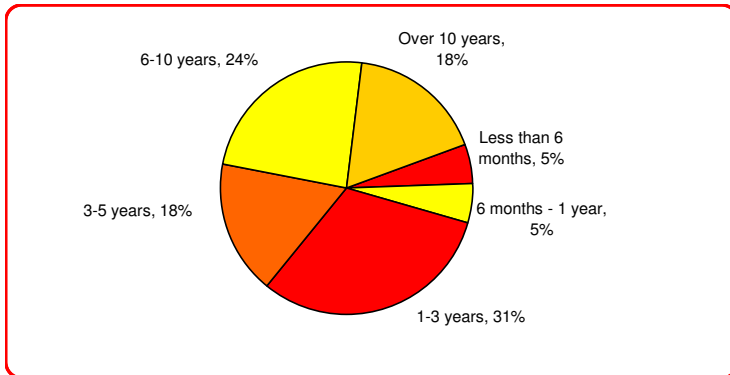
Reason for leaving (closed cases only)

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

Reason for leaving	Neutral	Planned	Unplanned	Total
Abandoned by Tenant	0	0	5	5
Death of Tenant	9	0	0	9
Evicted	0	0	9	9
Planned Move Out	0	6	0	6
Transferred	0	7	0	7
Went To Prison	0	0	1	1
Other	6	0	0	6
Total	15	13	15	43

Closed cases account for 54% of tenancy ends within the quarter.

Departures by length of stay



Length of stay	Neutral	Planned	Unplanned	Total
Less than 6 months	2	0	2	4
6 months - 1 year	1	2	1	4
1 - 3 years	7	10	8	25
3 - 5 years	1	4	9	14
6 - 10 years	5	8	6	19
Over 10 years	5	5	4	14
Total	21	29	30	80

92% of all tenancies which ended in the quarter had lasted longer than a year. 41% lasted 6 years or over.

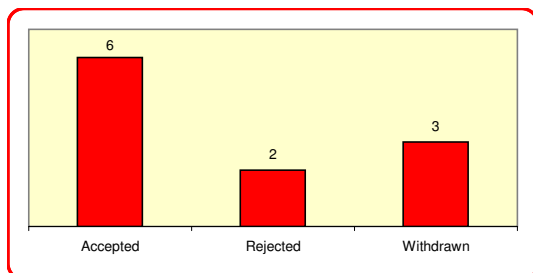
Section Eight - RSI stock

Total stock:

Number of properties (housed, nominated, void and ready to let): 3661
 Number of properties which are withdrawn and due for substitution: 285
 Number of properties being investigated to confirm status: 8
 Total no of bedspaces created (returned to stock) in Q4 - 32

Section Nine - TST Move On Scheme & Property Procurement - Performance against targets

Support TST workers in accessing PRS accommodation on behalf of their clients



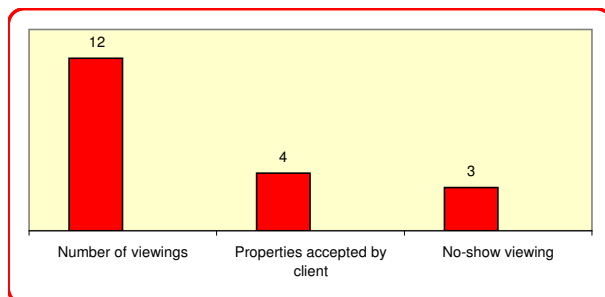
3 clients withdrew their applications:

- 2 clients decided to stay in Clearing House property due to insecurity of AST tenancy in PRS
- 1 client accepted a PRS property in her required area, but withdrew the offer as kitchen/lounge were not separate

2 Applications to the scheme were rejected:

- One client had a drug relaps due to personal circumstances - advised to reapply in 6 months time
- A client had a court sentence pending due to attacking a friend - advised to reapply in 6 months time

Referrals from TST workers working to resettle clients



In this quarter 4 out of 12 viewings were successful which shows an increase in viewings overall. Out of the 4 successful viewings (indicating 4 clients accepted a property), 3 clients signed a tenancy agreement.

Tenancy Offers	Q4
Tenancies Signed	3
Tenancies Not Signed	1

The remaining 1 tenancy did not go ahead due to a client pulling out before an agreement was signed

Broker properties for TST clients:

Landlords and properties	Q4
Landlords	13
Properties offered	21

During the last quarter the availability of 1bed properties dropped significantly, we believe this can be attributed to market conditions; as there has been a shortage of properties to purchase, many buyers opted to rent instead, resulting in a high demand for one bed properties.

RS205 - Property Procurement

One RS205 client from South East has been offered a property. Tenancy is due to start in May 2010.

CLG Move on Fund

There was one official application made to the fund for covering moving costs. However several TST Workers are offering the CLG Move on Fund to their clients as a way of sourcing their properties although no applications have come through in Q4.

Appendix 1 - Clearing House Quarterly stats - Rolling figures

Number of referrals by current borough

Borough	Q1		Q2		Q3		Q4	
	No.	%	No.	%	No.	%	No.	%
Barnet	1	1%						
Bexley			1	1%				
Bromley			1	1%				
Brent	5	5%	1	1%	3	3%	2	3%
Camden	6	6%	6	5%	5	5%	7	9%
City			3	2%	2	2%	4	5%
Croydon								
Ealing	3	3%	8	6%			3	4%
Enfield			1	1%				
Greenwich					1	1%		
Hammersmith & Fulham	6	6%	8	6%	8	7%	2	3%
Hackney			5	4%	4	4%	3	4%
Haringey	2	2%	1	1%				
Hounslow					1	1%		
Islington			6	5%	9	8%	1	1%
Kensington & Chelsea	3	3%	14	11%	5	5%	3	4%
Kingston					1	1%		
Lambeth	5	5%	15	11%	7	6%	4	5%
Lewisham	6	6%	4	3%	6	6%	3	4%
Redbridge							1	1%
Richmond	2	2%	2	2%	1	1%		
Southwark	7	7%	13	10%	15	14%	8	11%
Tower Hamlets	20	19%	25	19%	16	15%	19	25%
Wandsworth	12	12%	1	1%				
Waltham Forest	1	1%	2	2%	2	2%	2	3%
Westminster	25	24%	15	11%	23	21%	13	17%
Total	104	100%	132	100%	109	100%	75	100%

Current support needs for referrals received in quarter

Current Support Needs	Q1		Q2		Q3		Q4	
	No.	%	No.	%	No.	%	No.	%
Alcohol	24	27%	43	34%	32	27%	22	29%
Drugs	26	29%	31	25%	33	28%	22	29%
Mental Health	40	44%	51	41%	54	45%	33	43%
Total	90	100%	125	100%	119	100%	77	100%

Waiting list time for clients housed in quarter

Waiting List time	Q1		Q2		Q3		Q4	
	No.	%	No.	%	No.	%	No.	%
Less than 1 month	16	18%	8	11%	14	19%	5	8%
2-3 months	26	29%	37	51%	20	27%	0	0%
3-6 months	13	15%	11	15%	26	36%	28	43%
6-12 months	21	24%	11	15%	12	16%	20	31%
Over 1 year	13	15%	5	7%	1	1%	12	18%
Total	89	100%	72	100%	73	100%	65	100%

Tenancy ends in quarter including reason for leaving

Reason for leaving	Q1		Q2		Q3		Q4	
	No.	%	No.	%	No.	%	No.	%
Abandoned by Tenant	7	11%	6	9%	5	9%	8	11%
Death of Tenant	7	11%	4	6%	5	9%	9	12%
Evicted	14	21%	19	30%	7	13%	15	21%
Other	3	5%	6	9%	7	13%	10	14%
Planned Move Out	22	33%	20	31%	17	31%	16	22%
Transferred	12	18%	9	14%	14	25%	13	18%
Went To Institution	0	0%	0	0%	0	0%	0	0%
Went To Prison	1	2%	0	0%	0	0%	2	3%
Total	66	100%	64	100%	55	100%	73	100%