

# St Mungo's Broadway Outreach Service, Hounslow

## ANNUAL REPORT

2014-15

Period covered: 

from	to
01/05/2014	31/03/2015

  
Date of completion: 

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1. Overview	
1.1 Total no. of referrals received in year	<b>286</b>
1.2 No. of referrals verified as rough sleeping	<b>108</b>
1.3 % of RS off the streets within 3 days	<b>32.5</b>
1.5 No. verified currently on caseload	<b>122</b>
1.5 No. verified currently on caseload	

2. Profile of clients currently on caseload	
2.1 No. of clients NRPF	<b>22</b>

2.2 Gender	<b>107</b>
<i>Male</i>	
<i>Female</i>	<b>15</b>

2.3 Age of clients	<b>0</b>
<i>Under 18</i>	
<i>18-24</i>	<b>7</b>
<i>25-34</i>	<b>28</b>
<i>35-44</i>	<b>41</b>
<i>45-54</i>	<b>29</b>
<i>55-64</i>	<b>13</b>

2.4 Vulnerabilities	<b>43</b>
<i>Mental health</i>	
<i>Physical health - TB</i>	<b>0</b>
<i>Physical health - other</i>	<b>42</b>
<i>Drug misuse</i>	<b>29</b>
<i>Alcohol misuse</i>	<b>55</b>
<i>Offender</i>	<b>25</b>
<i>Learning diffi./dis.</i>	<b>8</b>
<i>Domestic violence</i>	<b>1</b>

3. Economic wellbeing		
3.1 NRPF clients who commenced reconnection or regularisation process within 6 months of verification	no.	%
	<b>22</b>	<b>57</b>

4. Enjoying and achieving	
4.1 Details on pathways established with local support services to increase engagement in meaningful activities (e.g. training, employment, volunteering, social groups, leisure):	
<i>iHear, No 10 project, the Olive Branch, Job Centre, The Upper Room, Employment Agency</i>	

4.2 Clients who received a needs assessment and a support plan which includes access to and maintenance of meaningful activities	<i>no.</i>	<i>%</i>

4.3 Clients who are supported to:	<i>no.</i>	<i>%</i>
<i>Participate in training and/or education</i>	<b>13</b>	<b>8</b>
<i>Participate in cultural, leisure and/or faith activities</i>		
<i>Participate in work (paid or unpaid)</i>	<b>11</b>	<b>4.1</b>
<i>Establish contact with external groups, friends or family</i>	<b>6</b>	<b>3</b>

### 5. Being healthy

5.1 Case-managed clients with identified health needs	<i>no.</i>	<i>%</i>
	<b>175</b>	<b>59</b>

5.2 Case-managed clients offered registration with a GP (if not already registered locally)	<i>no.</i>	<i>%</i>
	<b>144</b>	<b>100</b>

5.3 Case-managed clients who have engaged with GPs to receive treatment	<i>no.</i>	<i>%</i>
	<b>44</b>	<b>20.5</b>

5.4 Case-managed clients with identified health needs who have been supported to engage with relevant services, and those who are actively engaging	Supported to engage		Actively engaging	
	<i>no.</i>	<i>%</i>	<i>no.</i>	<i>%</i>
<i>Drug misuse</i>	<b>69</b>	<b>84.5</b>	<b>26</b>	<b>41</b>
<i>Alcohol misuse</i>	<b>126</b>	<b>85.5</b>	<b>25</b>	<b>26.5</b>
<i>TB</i>	<b>17</b>	<b>100</b>	<b>17</b>	<b>100</b>
<i>Foot clinic</i>	<b>1</b>	<b>100</b>	<b>1</b>	<b>100</b>
<i>Wound care</i>	<b>6</b>	<b>100</b>	<b>6</b>	<b>100</b>
<i>Diabetes care</i>	<b>1</b>	<b>100</b>	<b>1</b>	<b>100</b>
<i>Mental health - diagnosed</i>	<b>24</b>	<b>79</b>	<b>11</b>	<b>58</b>
<i>Mental health - undiagnosed</i>	<b>80</b>	<b>78</b>	<b>0</b>	<b>0</b>
<i>Chronic long term condition</i>	<b>5</b>	<b>56.5</b>	<b>4</b>	<b>83.5</b>
<i>Dental</i>				
<i>Other:</i>	<b>30</b>	<b>100</b>	<b>11</b>	<b>76</b>

5.5 Outreach sessions by nurse to professionals and stakeholders to raise awareness of homeless health and to promote service	<i>no.</i>
	<b>24</b>

### 6. Staying safe and service exits

6.1 Outcomes of case-managed clients who have exited the service:	<i>no.</i>	<i>%</i>
<i>Entry to supported accommodation</i>	<b>5</b>	<b>14.7</b>
<i>Entry to PRS accommodation (via Council deposit)</i>		
<i>Entry to accommodation via Clearing House</i>	<b>3</b>	<b>8.8</b>
<i>Entry to PRS (via SMB)</i>	<b>4</b>	<b>11.8</b>
<i>Local authority housing duty accepted</i>	<b>3</b>	<b>8.8</b>
<i>Local authority adult social care duty</i>		
<i>Local authority temporary accommodation</i>	<b>3</b>	<b>8.8</b>
<i>Reconnection: other borough</i>	<b>1</b>	<b>2.9</b>
<i>Reconnection: other country</i>	<b>7</b>	<b>20.6</b>
<i>Hospital admission</i>		
<i>Imprisonment</i>		
<i>Continuing to sleep rough in other borough</i>	<b>4</b>	<b>11.8</b>

Death	2	5.9
Lost contact / missing	4	11.8

6.2 Percentage of case-managed clients who have exited the service who were invited/completed an end of service survey	Invited		Completed	
	no.	%	no.	%
	2	5.9	2	5.9

6.3 No. of former case-managed clients who have received training/support to become service volunteers	no.
	0

6.4 Evidence that clients' views have been taken into account to develop the service  
*[Free text]*

6.5 Present examples of cases that best demonstrate achievement in 'distance travelled' by clients

**7. Safeguarding**

7.1 No. of safeguarding cases identified by service	no.
Substantiated	
Unsubstantiated	1
Inconclusive	3

7.2 No. of action plans implemented	1
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7.3 No. of serious untoward incidents reported	
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7.4 Follow up actions  
*[Free text]*

**8. Complaints**

8.1 Details of any complaints about the service, and relevant actions
0

**9. Compliments**

9.1 Details of any compliments about the service
2

**10. Contract meetings**

10.1 Details of any recommendations for discussion points at contract meeting
<i>SWEP Planning on-going</i>