



USING DATA TO SUPPORT ROUGH SLEEPING OUTREACH

FINAL PRESENTATION

11/06/2021

AGENDA

1. Context

Who do we work with? What is the state of rough sleeping? What is CHAIN?

2. Project

What is the project overview? What was our initial focus? What did we do?

3. Key Findings

What did we find? How did that change our approach? How did we use our findings?

4. Next Steps

What is missing in the short term? What is missing in the long term?

5. Reflections

What did we take from the placement? What are our reflections?

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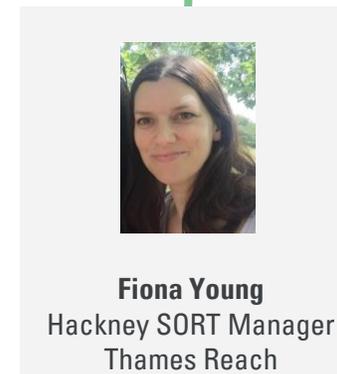
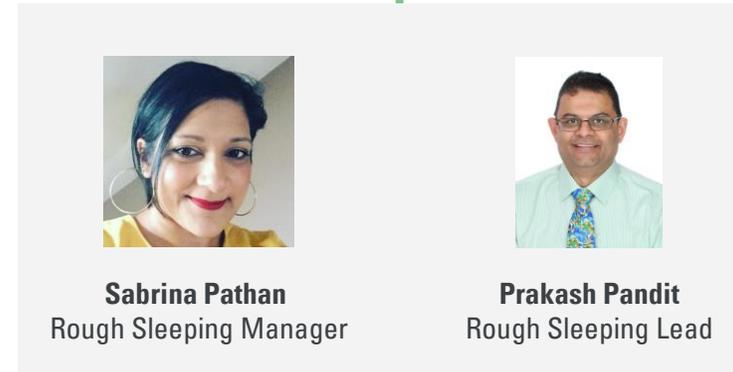
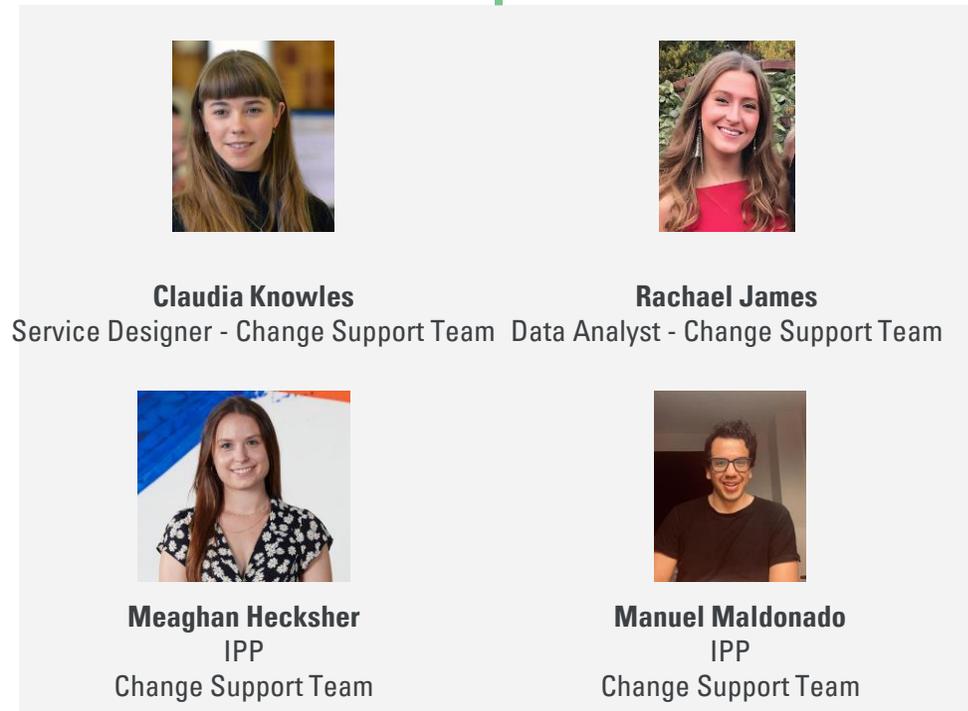
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ORGANIZATIONAL CONTEXT

Hackney Council



ROUGH SLEEPING

London

10,726 people

were recorded sleeping rough in 2019/20

192% increase

since 2009/10

Source: Trust for London

Hackney

**353 verified sleeping
rough** in Hackney in 2020-21

30% increase

since last year despite the Everyone In Campaign

Source: Hackney Council

CHAIN

What is it?

Multi-agency database that records information about people sleeping rough in London. Commissioned and funded by the Mayor of London and managed by St Mungo's.

Allows users to share information about what is being done to help rough sleepers.

Reports are used at an operational level to monitor the effectiveness of services, and at a more strategic level to gather intelligence about trends.

Source: St Mungo's

What is recorded?

- Basic identifying and demographic information
- People's support needs
- People's circumstances prior to rough sleeping
- Contacts made with outreach workers on the street
- Key outcomes, actions and events

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PROJECT OVERVIEW

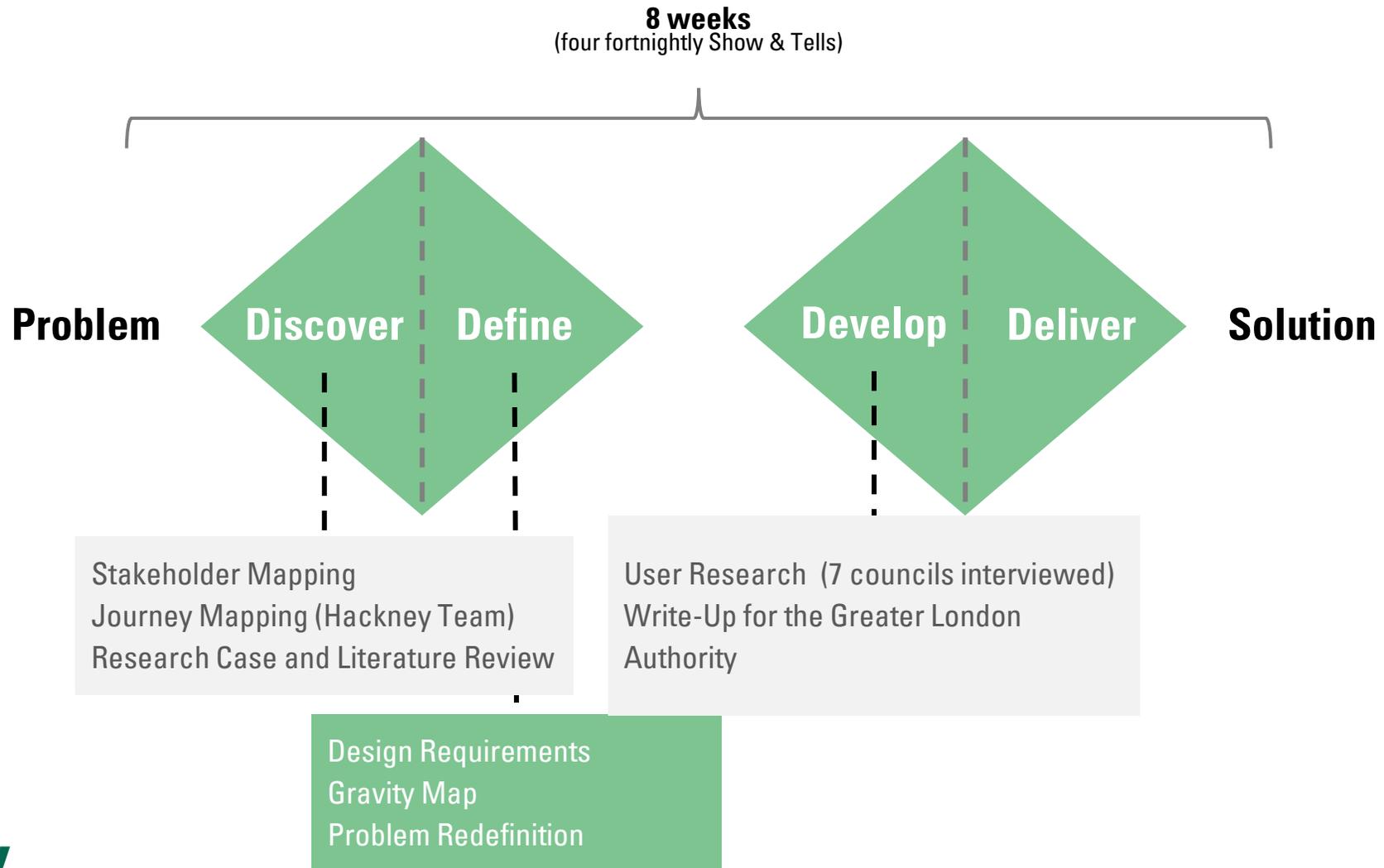
Problem

Roughly **25% of the Hackney's Rough Sleeping Team's time** is spent on requesting, extracting and processing data from CHAIN in order to submit reports to different stakeholders.

Question

How can **we improve the access to and use of CHAIN data** to support rough sleepers and the teams that work with them?

TIMELINE



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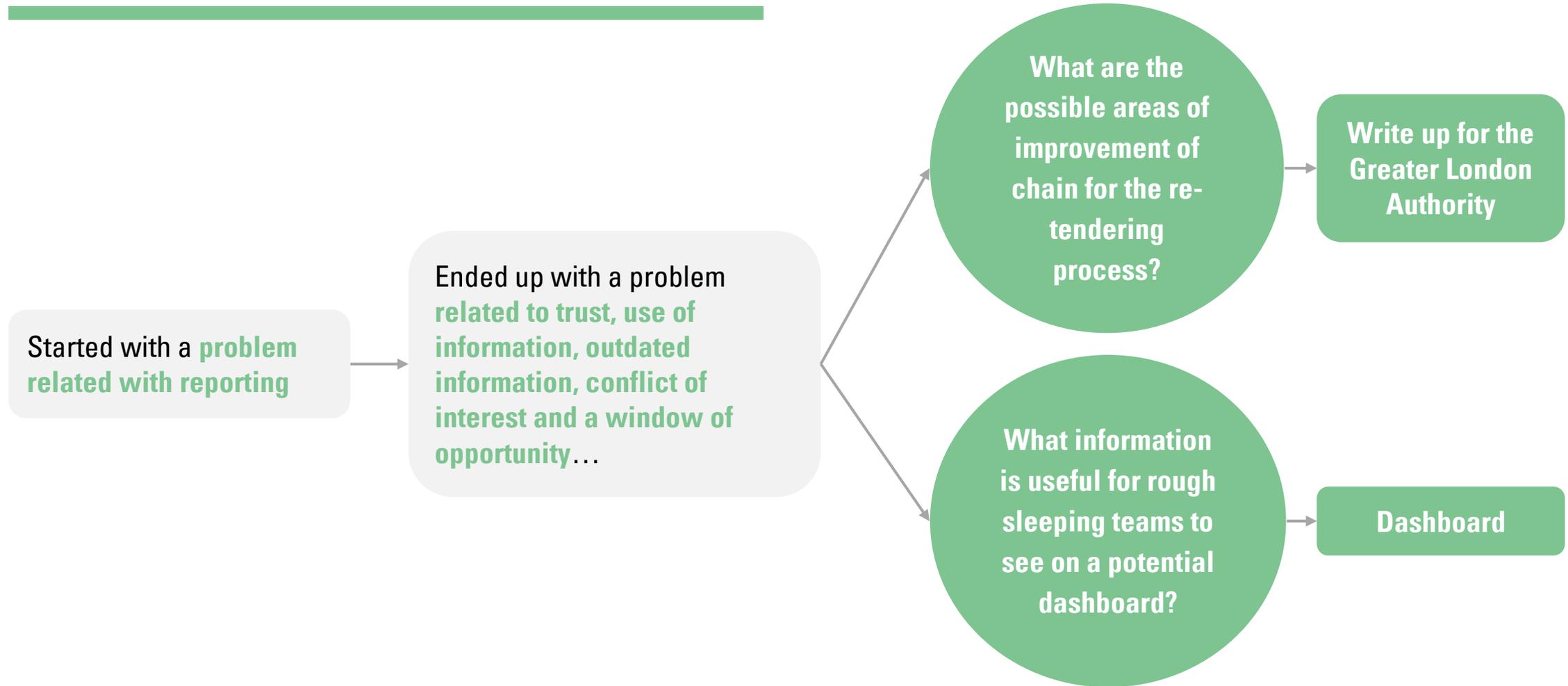
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PROBLEM REDEFINITION



THE TRANSITION OF CHAIN

- CHAIN was created with the objective **of being a useful tool that allows boroughs to share information** about people sleeping rough in London.
- Nonetheless, data access problems **have transformed CHAIN into an outdated and cumbersome tool** that does not encourage cooperation...

IMPLICATIONS OF THE TRANSITION OF CHAIN

Data misuse between
Council/Outreach Teams
and Home Office



Restrictions of access and
reporting to Councils and
Outreach Teams



Councils and Outreach Teams
looked for other ways to
access live data



Councils and Outreach Teams
created separate data sets and
connections to other services



Information on CHAIN
becomes less relevant and
therefore is not updated

KEY FINDINGS

What are the possible areas of improvement of chain for the re-tendering process?

CHAIN is not creating the promised value to the users.

- Increased access to data so that regular reports can be sent to funders easily and efficiently
- Rethink how information is input and connect data sets so that data can be extracted from one interface
- Reevaluate who is the gatekeeper of rough sleeping information

“I’m relying on someone else to pull information that I would feel comfortable doing myself”

“Sharing information is the only way we can work together”

KEY FINDINGS

What information is useful for rough sleeping teams to see on a potential dashboard?

CHAIN is used to monitor success in reducing rough sleeping.

- Trends that permit them to support people sleeping rough
- The journey of people sleeping rough in their boroughs
- Effectiveness of the services provided and actions

"I am looking to achieve X, please pull a report to factor in X-Y-Z and is this best way to achieve it?"

"[CHAIN] creates a picture of the support that we are providing to clients"

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NEXT STEPS

Short term:

- Work through the barriers that prevent data access
- Create a method for Rough Sleeping teams to easily develop reports for stakeholders
- Develop a data extraction template for other boroughs to use

Long term :

- Set up a forum for people to speak about CHAIN experiences and concerns
- Speak to Greater London Authority to provide key information for the retendering process
- Consider how to build a coordinated approach and create trust

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REFLECTIONS

Design Thinking works to create possible solutions, a shared space for stakeholders, and quick wins but creating long term outcomes can be a struggle.

Stakeholder management when suggesting changes within an organization is key to implement those changes.

A data project needs to consider future access to key data from the beginning.

Challenge of building trust-based relationships.

Historic and political context are elements that need research from the start of a project, especially in the public sector.

Systems Thinking is a key element in a process like this project. There is an implicit System around rough sleeping that needs to be addressed.

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