

CHAIN ANNUAL REPORT

GREATER LONDON

APRIL 2020 - MARCH 2021

**SUPPORTED BY
MAYOR OF LONDON**



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CHAIN enquiries 020 3856 6007

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1. INTRODUCTION

This report presents information about people seen rough sleeping by outreach teams in London between April 2020 and March 2021. Information in the report is derived from the Combined Homelessness and Information Network (CHAIN), a multi-agency database recording information about rough sleepers and the wider street population in London. CHAIN, which is commissioned and funded by the Greater London Authority (GLA) and managed by St Mungo's, represents the UK's most detailed and comprehensive source of information about rough sleeping.

Services that record information on CHAIN include outreach teams, accommodation projects and specialist projects such as the GLA commissioned No Second Night Out (NSNO) assessment and reconnection service. The system allows users to share information about work done with rough sleepers and about their needs, ensuring that they receive the most appropriate support and that efforts are not duplicated. Reports from the system are used at an operational level by commissioning bodies to monitor the effectiveness of their services, and at a more strategic level by policy makers to gather intelligence about trends within the rough sleeping population and to identify emerging needs.

CHAIN data differs fundamentally from national street count statistics which are released by the Ministry of Housing, Communities and Local Government. Information recorded on CHAIN constitutes an ongoing record of all work done year-round by outreach teams in London, covering every single shift they carry out. In this sense it is much more comprehensive than street count data, which represents a snapshot of people seen rough sleeping on a single night. However, street count data tends to be referenced more regularly when analysing trends nationwide, as most other areas of the UK do not operate equivalent systems to CHAIN for recording their general work with rough sleepers.

In this report, people are counted as having been seen rough sleeping if they have been encountered by a commissioned outreach worker bedded down on the street, or in other open spaces or locations not designed for habitation, such as doorways, stairwells, parks or derelict buildings. The report does not include people from "hidden homeless" groups such as those "sofa surfing" or living in squats, unless they have also been seen bedded down in one of the settings outlined above.

The final section of the report presents information about people arriving at or departing from temporary accommodation for rough sleepers in London. People included in this section will have been seen rough sleeping in London at some point in their history, but not necessarily during 2020/21.

This report presents the full set of key annual data from CHAIN, for those wanting the most in-depth view. A shorter summary of findings and commentary on the figures is also available in the CHAIN 2020/21 Annual Bulletin, which can be downloaded from the GLA Datastore at <http://data.london.gov.uk/dataset/chain-reports>.

This year's report must inevitably be read in the context of the Covid-19 pandemic, which hit the UK in March 2020, shortly before the start of the period covered here. Rough sleeping figures are likely to have been impacted by people losing accommodation or employment as a result of the pandemic, while there have also been significant changes to the types of help that have been available to rough sleepers, and the ways that homelessness services can operate. Although outreach teams in London have had to make some adjustments to their working practices, they have continued to work with people on the streets throughout the pandemic, and there has not been a reduction in service which might have affected the likelihood of rough

sleepers being seen and recorded on CHAIN. Trends which may highlight the effects of the pandemic have been noted at various points in this report, including the relative numbers of people seen rough sleeping throughout the year, reasons reported by new rough sleepers for leaving their last settled base, and the nationality profile of people seen rough sleeping.

A total of 11,018 people were seen rough sleeping in London during 2020/21. This is a 3% increase compared to the total of 10,726 people seen in 2019/20, following previous increases of 21% between 2018/19 and 2019/20, and 18% between 2017/18 and 2018/19. This year's total is almost twice that of ten years ago, when 5,678 people were seen rough sleeping in 2011/12. Within the 11,018 overall total, 7,531 were new rough sleepers (also referred to as 'flow'), who had never been seen bedded down in London prior to this year.

Probably the highest profile aspect of efforts to keep rough sleepers safe during the Covid-19 pandemic has been the provision of emergency accommodation under the Government's 'Everyone In' initiative, most commonly in hotels which have been repurposed while tourism and business travel have been curtailed. A total of 3,365 people who were seen rough sleeping during 2020/21 were recorded on CHAIN as having been placed in Covid-19 emergency accommodation provided by local authorities or the GLA, which is 33% of all people seen rough sleeping during the period. This figure excludes those who had already been booked into this accommodation in March 2020, or who were placed in this accommodation during 2020/21 but not seen rough sleeping during the period. It should be noted that CHAIN was not the primary system used by local authorities for recording provision of this accommodation, and whilst developments and efforts were made during 2020 to enable CHAIN to capture as much of this activity as possible, other data sets report much higher numbers accessing this accommodation.

More broadly, homelessness services worked to help 6,055 people who were seen rough sleeping during 2020/21 into any type of accommodation (i.e. 55% of all rough sleepers in the year). Alongside this work, 367 people seen rough sleeping in the year were assisted to reconnect to their home area or country, where they have more options available to them (i.e. 3% of all people seen rough sleeping in the period). In total, 6,130 people seen rough sleeping in 2020/21 were either helped into accommodation or to reconnect, which represents 56% of all rough sleepers seen during the year. It should be noted that this does not necessarily mean that the other 44% of people seen rough sleeping during the year are still rough sleeping, as many of them will no longer be in contact with services and may have found their own solutions. The overall proportion of 56% of people seen rough sleeping helped into accommodation or to reconnect during 2020/21 compares to a proportion of 42% for people seen rough sleeping in 2019/20.

Percentage figures in this report

Please note that, in some cases, percentage figures given in this report are rounded up or down to the nearest whole number. This may mean that individual figures in tables and charts do not add up to a combined total of 100%, or that there could be small discrepancies between percentage figures in tables and corresponding charts.

Glossary of acronyms used in this report

ASB: Anti-Social Behaviour

Defined in the Crime and Disorder Act (1998) as acting 'in a manner that caused or was likely to cause harassment, alarm or distress to one or more persons not of the same household as the perpetrator.'

CEE: Central and Eastern European

Used to denote the ten A8 and A2 European Union accession countries (Bulgaria, Czech Republic, Estonia, Hungary, Latvia, Lithuania, Poland, Romania, Slovakia and Slovenia).

CHAIN: Combined Homelessness and Information Network

A multi-agency database recording information about rough sleepers and the wider street population in London, commissioned and funded by the GLA and managed by St Mungo's.

EEA: European Economic Area

The 27 countries of the European Union (EU), plus a further three countries that are part of the EU's single market (Iceland, Liechtenstein and Norway). Common usage generally also includes Switzerland, whose citizens have the same rights to live and work in the UK as other EEA nationals.

GLA: Greater London Authority

The top-tier administrative body for Greater London, consisting of a directly elected executive Mayor of London, and an elected 25-member London Assembly.

NSNO: No Second Night Out

A GLA commissioned assessment and reconnection project for rough sleepers. The service originally specifically targeted new rough sleepers, but from October 2014 onwards it has also worked with rough sleepers who are living on the streets. The term is also used in other contexts to refer to a wider strategy to end rough sleeping, both in London and nationwide.

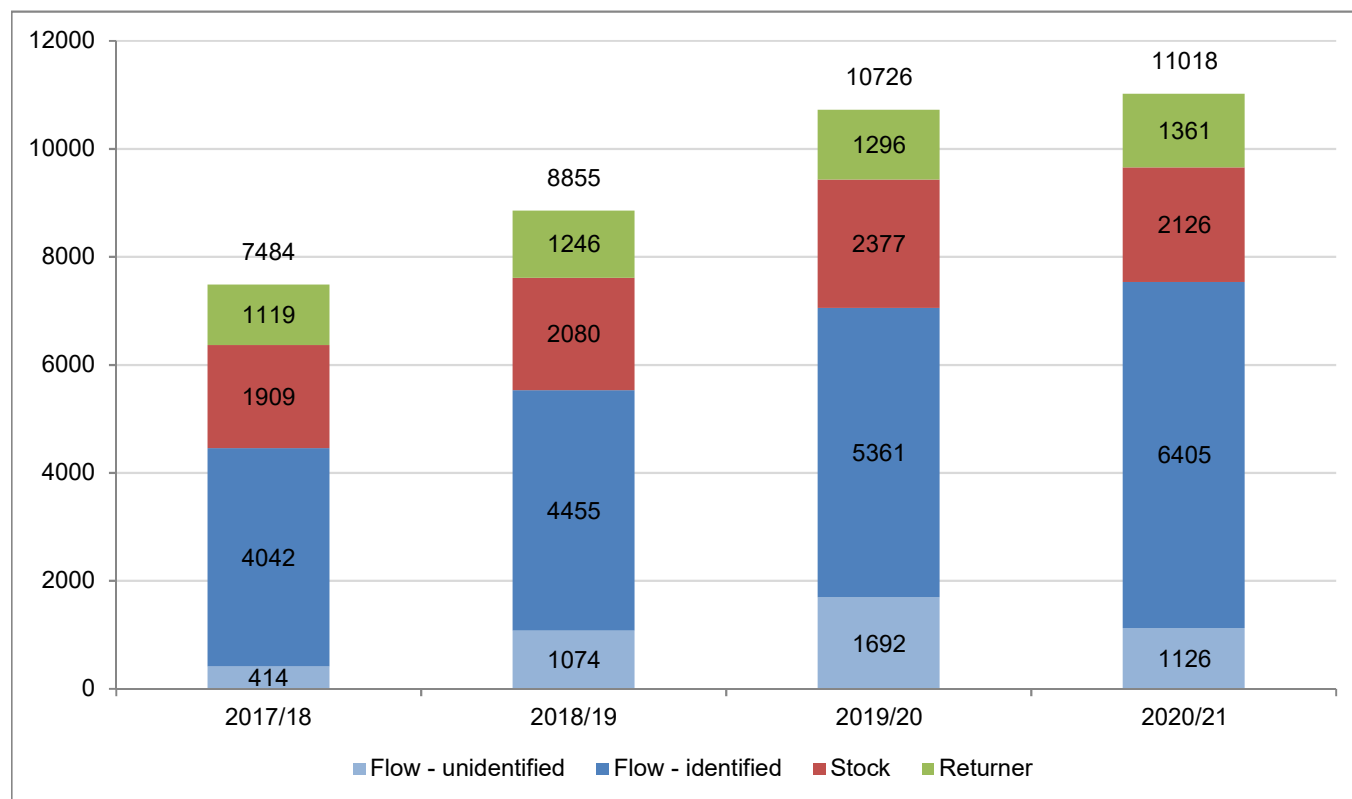
RSI: Rough Sleeping Initiative

Cross-government plan of action, announced in March 2018, to significantly reduce the number of people sleeping rough in England and Wales. The RSI acronym has also previously been used to refer to the 1990s Rough Sleepers Initiative, which was successful in reducing rough sleeping at that time.

2. ROUGH SLEEPER POPULATION ANALYSIS

2.1 Number of people seen rough sleeping: Flow, stock, returner model

People seen rough sleeping in the year, by the flow, stock and returner model.



2017/18 base: 7484
 2018/19 base: 8855
 2019/20 base: 10726
 2020/21 base: 11018

The flow, stock and returner model categorises people seen rough sleeping in the year according to whether they have also been seen rough sleeping in previous periods:

Category	Description
Flow	People who had never been seen rough sleeping prior to 2020/21 (i.e. new rough sleepers). Those within this category are further subdivided as follows: Unidentified - those new rough sleepers recorded without a name, and with only one contact. Identified - those new rough sleepers recorded with a name, and/or with more than one contact.
Stock	People who were also seen rough sleeping in 2019/20 (i.e. those seen across a minimum of two consecutive years).
Returner	People who were first seen rough sleeping prior to 2019/20, but were not seen during 2019/20 (i.e. those who have had a gap in their rough sleeping histories).

11,018 people were seen rough sleeping in London in 2020/21, which is a 3% increase compared to the total of 10,726 people seen in 2019/20. This compares to a 21% increase between 2018/19 and 2019/20, and an 18% increase between 2017/18 and 2018/19. Although the proportionate increase is much smaller than in the previous two years, this still represents an extra 292 people seen rough sleeping in London, compared to 2019/20.

62% of people were seen rough sleeping just once during the year. This is slightly higher than the 60% seen just once in both 2019/20 and 2018/19.

73% of people who were new to the streets were seen rough sleeping just once. This is unchanged from the proportion of 73% seen just once in both 2019/20 and 2018/19.

7,531 people were seen rough sleeping for the first time this year (also referred to as flow). This is a 7% increase on the number of new rough sleepers in 2019/20. By comparison, there was a 28% increase in the number of new rough sleepers between 2018/19 and 2019/20, and a 24% increase in the number of new rough sleepers between 2017/18 and 2018/19.

1,126 of the 7,531 people who were seen rough sleeping for the first time during 2020/21 were recorded without a name, and only had one contact (referred to as 'flow - unidentified'). This is 15% of all new rough sleepers, and 10% of the overall total people seen rough sleeping during the year. Because they could not be identified, these people are more likely to have had duplicate client records created, and thus to be double counted in the figures for people seen rough sleeping during the year. Unidentified client records are often created during street counts, which had been occurring on a bimonthly basis since the inception of the Government's Rough Sleeping Initiative in 2018, but have become less frequent following the start of the Covid-19 pandemic.

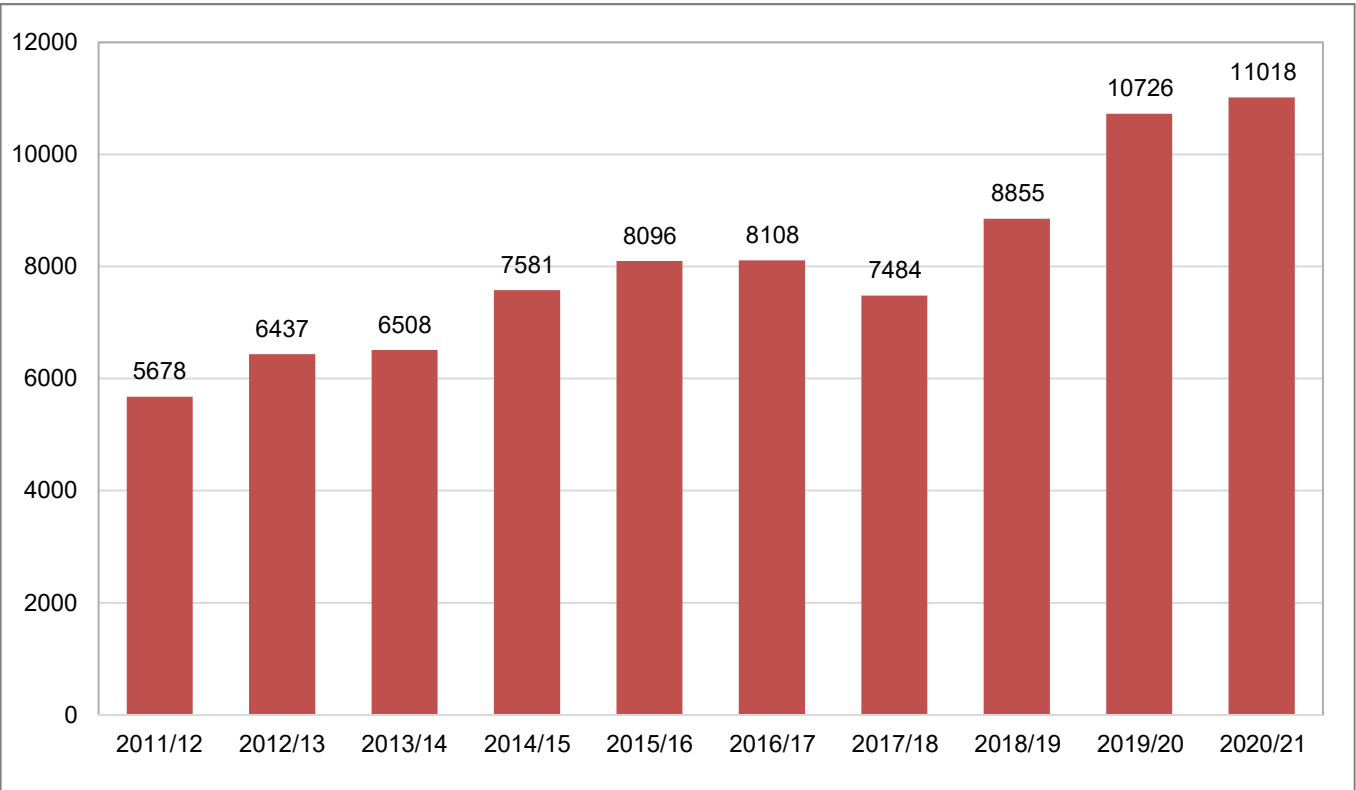
2,126 people seen rough sleeping in 2020/21 were in the stock group. This is an 11% decrease on the stock figure for 2019/20, compared to a 14% increase between 2018/19 and 2019/20, and a 9% increase between 2017/18 and 2018/19.

1,361 people seen rough sleeping during the year were returners. This compares to 1,296 in 2019/20, representing a rise of 5%, compared to increases of 4% between 2018/19 and 2019/20, and 11% between 2017/18 to 2018/19.

New rough sleepers are therefore the group which has shown the greatest increase compared to 2019/20.

2.2 Number of people seen rough sleeping: Long range trend

People seen rough sleeping by year, over the last ten years.



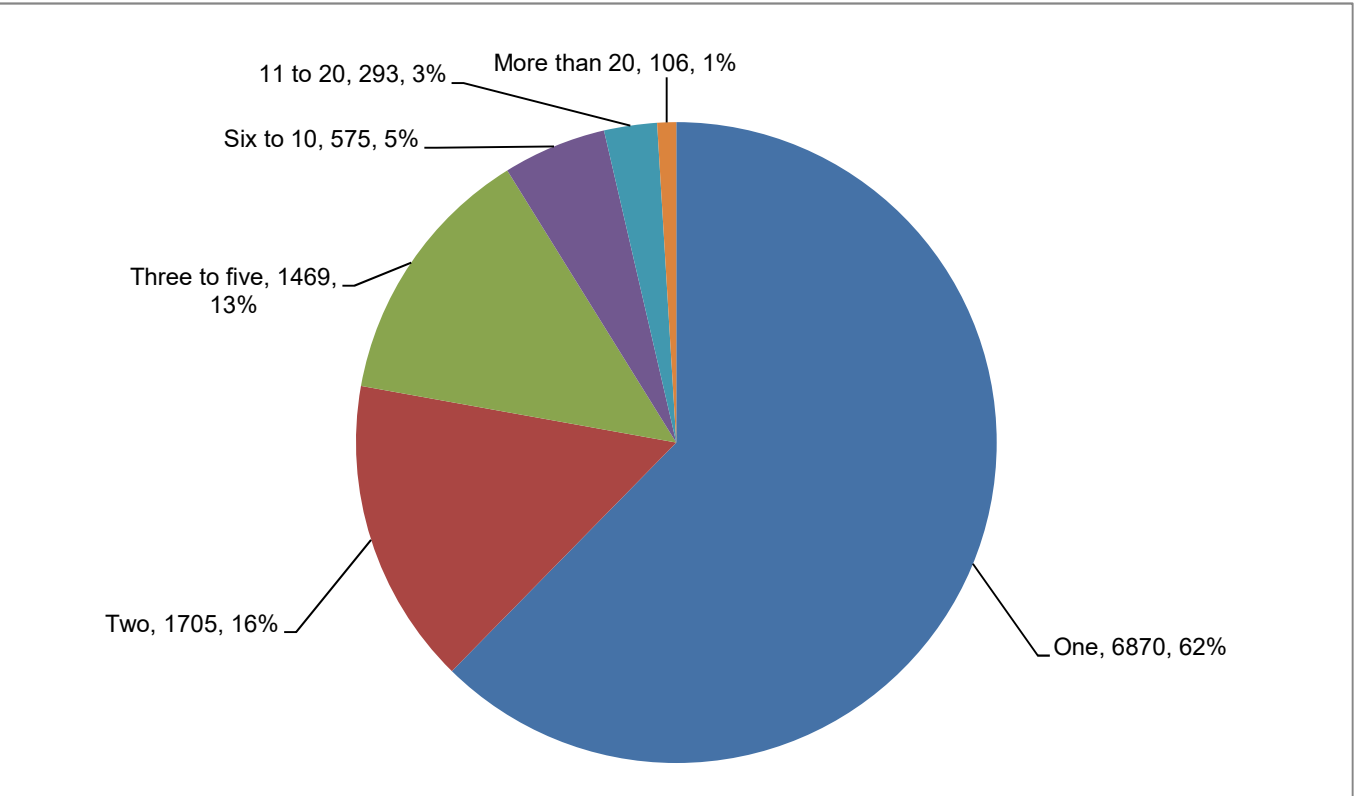
Across the last ten years, the number of people recorded rough sleeping on CHAIN has risen year on year, with the exception of 2017/18.

The 11,018 people seen rough sleeping in 2020/21 is almost twice the number seen in 2011/12 (a 94% increase). The 21% increase from 2018/19 to 2019/20 was the largest proportionate rise in annual figures during the last ten years.

During 2018/19 and 2019/20, significant new funding saw a large increase in the number of outreach services and staff in London, together with the introduction of bimonthly street counts, as noted above. It is likely that these factors will have had some influence on the number of people being recorded on CHAIN.

2.3 Number of times seen rough sleeping

People seen rough sleeping in the year, by number of times seen rough sleeping.

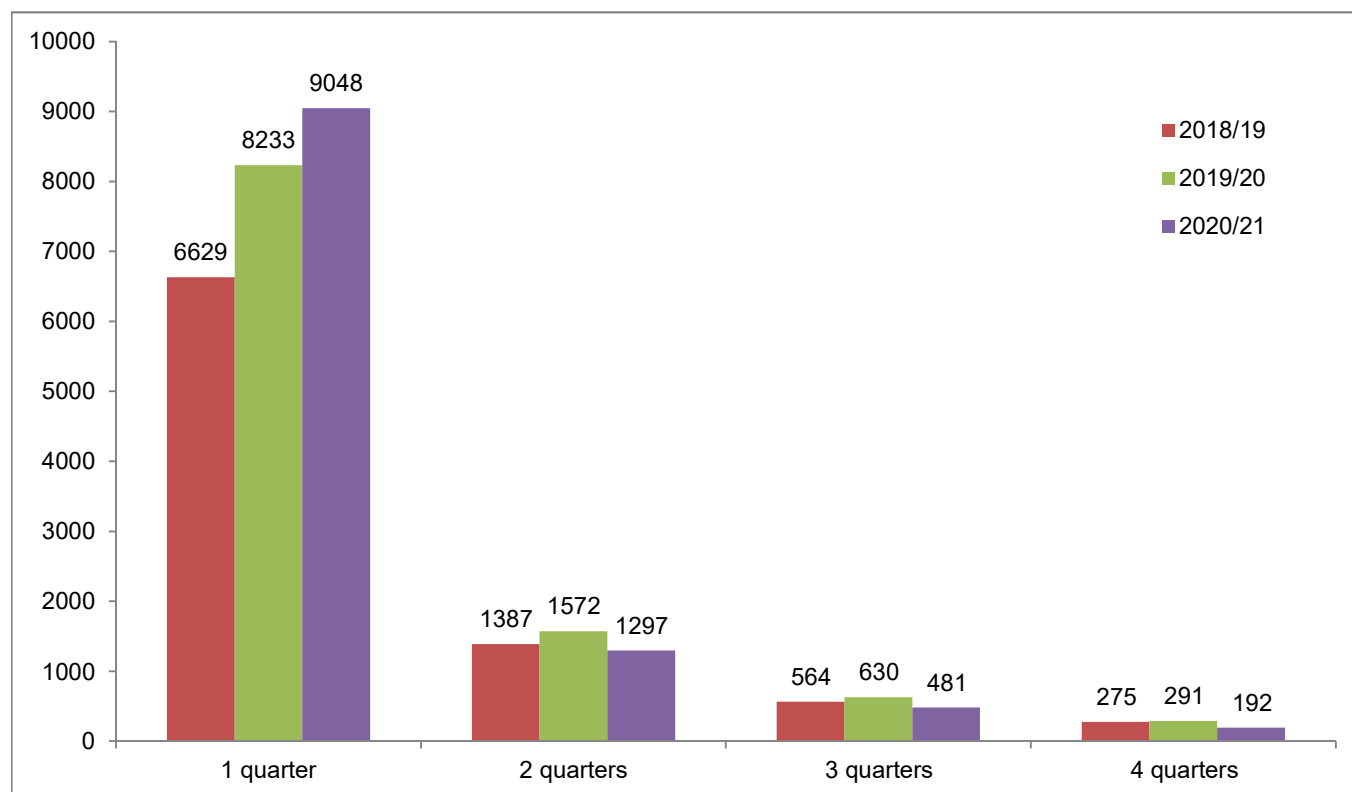


Base: 11018

6,870 (62%) people were seen rough sleeping only once in 2020/21, which compares to 6,435 (60%) seen rough sleeping just once in 2019/20. 78% were seen only once or twice. Around one in twenty people (4%) were seen rough sleeping more than ten times. Thirteen people were seen rough sleeping more than 50 times in the year, compared to three people with this many contacts in 2019/20, and none in 2018/19.

2.4 Number of quarters seen rough sleeping

People seen rough sleeping in the year, by number of separate quarters in the year within which they were seen.



2018/19 base: 8855

2019/20 base: 10726

2020/21 base: 11018

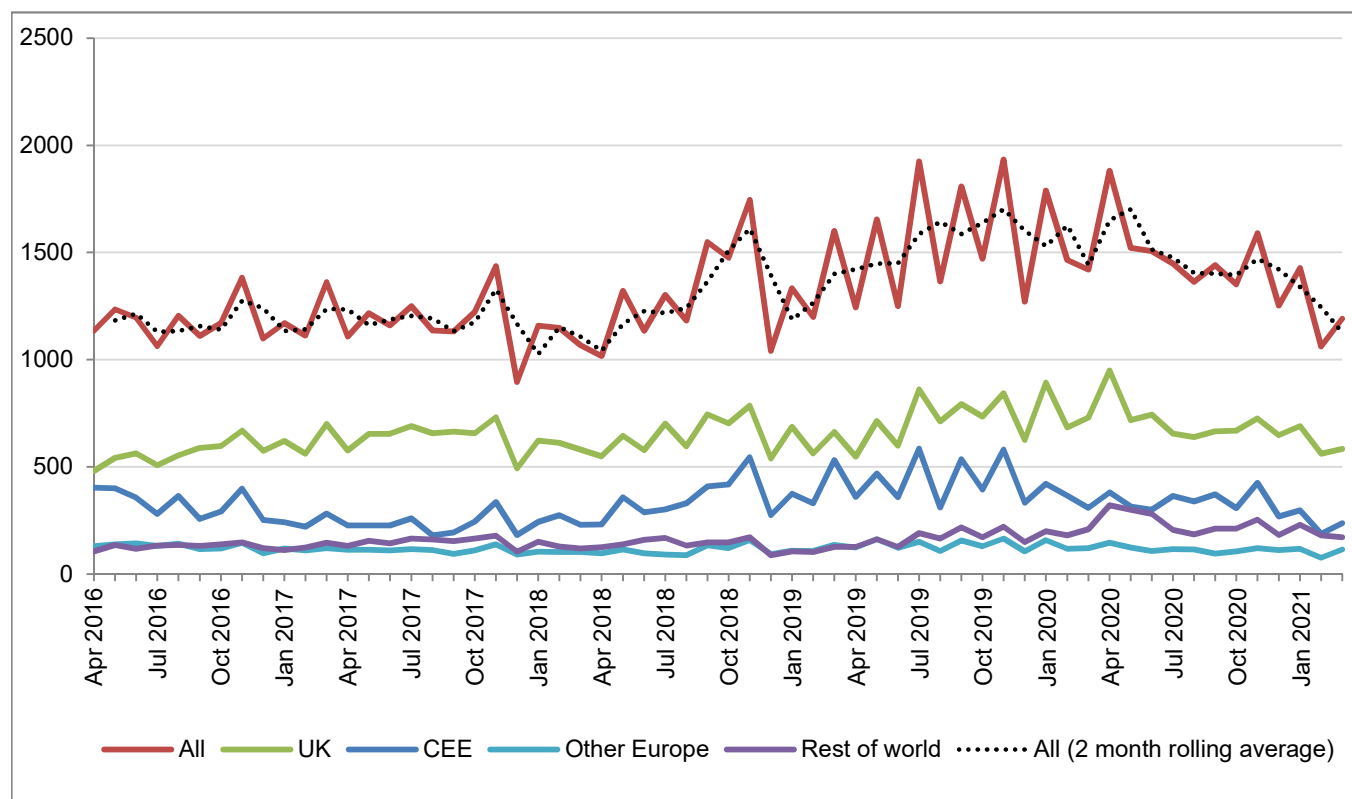
Number of quarters of the year within which rough sleepers were seen	2018/19		2019/20		2020/21	
	No. rough sleepers	% rough sleepers	No. rough sleepers	% rough sleepers	No. rough sleepers	% rough sleepers
One	6629	75%	8233	77%	9048	82%
Two	1387	16%	1572	15%	1297	12%
Three	564	6%	630	6%	481	4%
Four	275	3%	291	3%	192	2%
Total	8855	100%	10726	100%	11018	100%

The chart and table above show how many people were seen in one, two, three or all four quarters during each of the last three years. It is important to be aware that the figures for each year are limited to the year in question, and people may have also been seen in previous or subsequent years. Just over four fifths (82%) of those seen rough sleeping in 2020/21 were only seen in one quarter of the year. 2% of those seen rough sleeping in 2020/21 were seen bedded down in all four quarters of the year, suggesting that their rough sleeping is an ongoing issue and was not successfully resolved.

The proportion of people seen rough sleeping in just one quarter of the year has increased slightly over the last three years, from 75% in 2018/19 to 82% in 2020/21.

2.5 Monthly rough sleeping trend

Number of people seen rough sleeping per month, since April 2016.



The chart above shows the monthly trend in numbers of people seen rough sleeping over the last five years, broken down by nationality group.

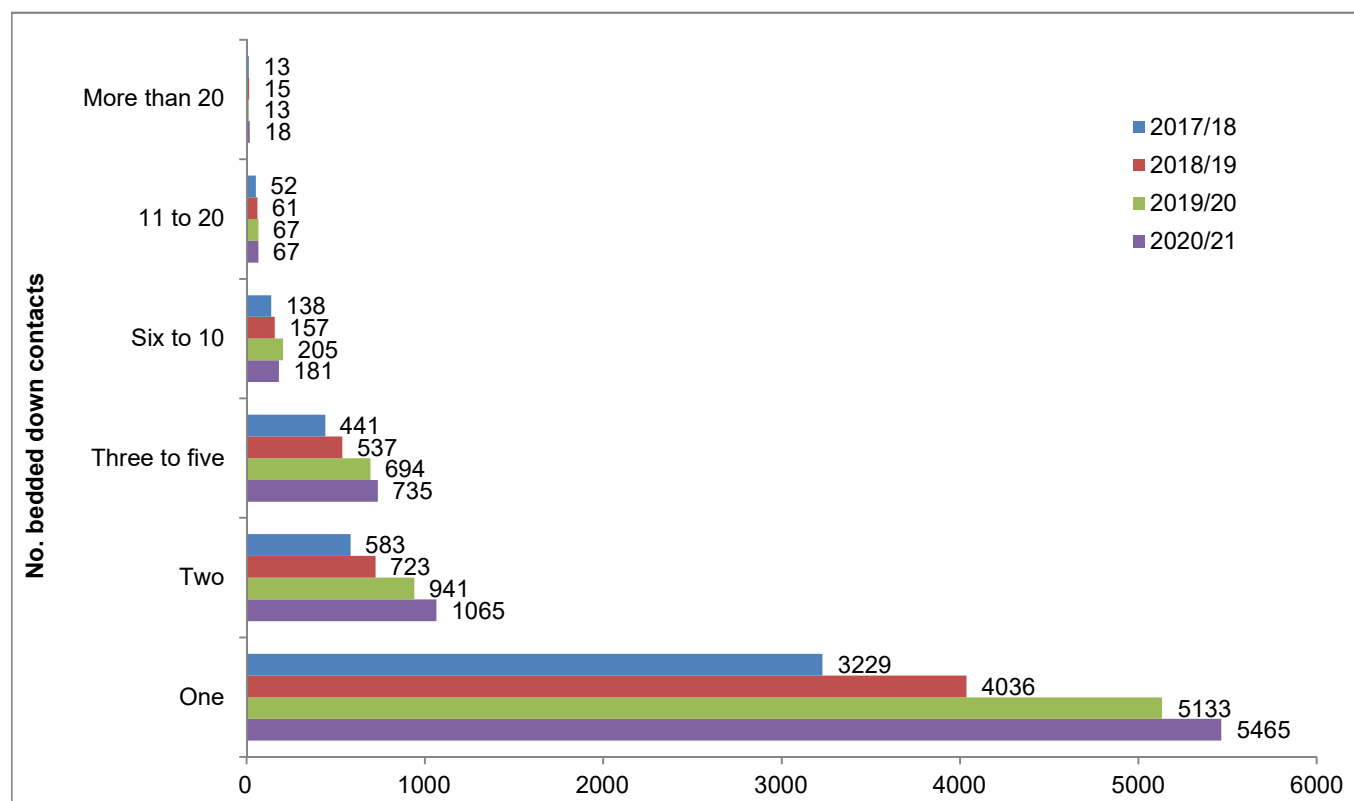
The All line, showing overall numbers seen rough sleeping per month, indicates that the annual peak usually occurs in November, when the Government's annual street count takes place, while the lowest numbers are usually recorded in December, when winter shelters and Crisis at Christmas come into operation. Peaks and troughs became much more frequent between late 2018 and early 2020, during which time bimonthly street counts were introduced as part of the Government's Rough Sleeping Initiative. The All (2 month rolling average) line smooths out these variations to give a clearer indication of the ongoing trend.

The pattern for 2020/21 is somewhat different to that in previous years. The month when the greatest number of people were seen rough sleeping was April (1,882 people), which is not normally a peak month. This appears to be related to the start of the Covid-19 pandemic and the associated lockdown. Following that early peak, the ongoing trend throughout the rest of the year has been towards a decline in numbers seen rough sleeping, albeit with the usual spike for the November street count. The lowest monthly total was recorded in February, when 1,062 people were seen rough sleeping.

The separate nationality lines show that the overall April peak was specifically reflected in the UK and 'rest of world' groups, and that it was sustained for a longer period for 'rest of world' nationals. Conversely, the April peak was not seen amongst CEE and other European nationals.

2.6 New rough sleepers (flow): Number of times seen

People seen rough sleeping for the first time in 2020/21, by number of times seen rough sleeping during the year.



2017/18 base: 4456

2018/19 base: 5529

2019/20 base: 7053

2020/21 base: 7531

New rough sleepers represented 68% of the total rough sleeper population in 2020/21, slightly higher than the proportions of 66% in 2019/20 and 62% in 2018/19.

73% of new people were seen rough sleeping only once, which is unchanged from the proportions reported in both 2019/20 and 2018/19. Only 1% of those new to the streets were seen rough sleeping more than ten times in the year.

The chart indicates that, although there has been a notable overall increase in the number of people being newly seen rough sleeping, this has mainly been amongst those seen five times or fewer, while there has been a decrease in the number of new rough sleepers seen six to ten times.

It should be noted that, of those new rough sleepers seen once who were asked, 71% stated that they had already been rough sleeping for at least a week before they were first recorded on CHAIN by an outreach worker. This information should be treated with caution, as it has not been verified by outreach services, but does give some indication that new rough sleepers may well have been street homeless for some time before first being contacted.

2.7 New rough sleepers (flow): History prior to rough sleeping

People seen rough sleeping for the first time in 2020/21, by history prior to first being seen rough sleeping.

The table below details what kind of accommodation new rough sleepers reported they were living in as their last longer term or settled base prior to first being seen rough sleeping. For some categories of last settled base, recording of information was previously split between the type of accommodation in which the person was living (e.g. private rented) and their status at that accommodation (e.g. living with parents). Due to the difficulty often encountered in obtaining this level of detail, from April 2020 we have simplified recording by combining the two factors into a single field. Under the new system, if the most significant aspect of the person's last settled base was who they were living with, that would take precedence in recording, compared to the type of accommodation. This change in recording practice means that direct comparisons with previous years' figures for last settled base should be treated with caution.

Last settled base	No.	%
Long term accommodation		
Living with friends/family	1508	28.8%
Private rented accommodation	1275	24.4%
Living with partner	413	7.9%
Living with parents	399	7.6%
Local authority accommodation	160	3.1%
Housing association/RSL accommodation	93	1.8%
Owner occupied accommodation	49	0.9%
Sheltered housing/registered care accommodation	23	0.4%
Tied accommodation	22	0.4%
<i>Long term accommodation subtotal</i>	3942	75.4%
Short or medium term accommodation		
Hostel	191	3.7%
Asylum support accommodation	104	2.0%
Temporary accommodation (Local authority)	93	1.8%
B&B/other temporary accommodation	29	0.6%
Clinic/Detox/Rehab	8	0.2%
<i>Short or medium term accommodation subtotal</i>	425	8.1%
Institution		
Prison	177	3.4%
Hospital	9	0.2%
<i>Institution subtotal</i>	186	3.6%
Inappropriately accommodated		
Squat	101	1.9%
Outhouse	9	0.2%
<i>Inappropriately accommodated subtotal</i>	110	2.1%
Newly arrived in UK		
Newly arrived in UK - not homeless in home country	191	3.7%
Newly arrived in UK - homeless in home country	43	0.8%
<i>Newly arrived in UK subtotal</i>	234	4.5%
Other	332	6.3%
Not recorded	2302	
Total (excl. not recorded)	5229	100.0%
Total	7531	

Note: Total excluding not recorded is used as the base for percentages.

New rough sleepers' reasons for leaving their last settled base prior to first being seen rough sleeping.

Reason for leaving last settled base	No.	%
Asked to leave or evicted		
Asked to leave	1719	32.9%
Evicted - arrears	209	4.0%
Evicted - end of tenancy agreement	44	0.8%
Evicted - ASB	39	0.7%
Evicted - other	190	3.6%
<i>Asked to leave or evicted subtotal</i>	<i>2201</i>	<i>42.1%</i>
Employment and education		
Financial problems - loss of job	572	10.9%
Seeking work - from outside UK	115	2.2%
Seeking work - from within UK	101	1.9%
Study	2	0.0%
<i>Employment and education subtotal</i>	<i>790</i>	<i>15.1%</i>
Relationships		
Relationship breakdown	716	13.7%
Death of relative/friend	54	1.0%
Move nearer family/friends/community	21	0.4%
<i>Relationships subtotal</i>	<i>791</i>	<i>15.1%</i>
Financial		
Financial problems - debt	75	1.4%
Financial problems - housing benefit	14	0.3%
Financial problems - other	66	1.3%
<i>Financial subtotal</i>	<i>155</i>	<i>3.0%</i>
End of stay in short or medium term accommodation		
End of stay - asylum accommodation	73	1.4%
End of stay - hostel	54	1.0%
Evicted - given non priority decision	13	0.2%
End of stay - other	90	1.7%
<i>End of stay in short or medium term accommodation subtotal</i>	<i>230</i>	<i>4.4%</i>
Victim of violence, harassment or abuse		
Harassment/abuse/violence	160	3.1%
Domestic violence - victim	68	1.3%
Tenancy hijack	5	0.1%
<i>Victim of violence, harassment or abuse subtotal</i>	<i>233</i>	<i>4.5%</i>
End of stay in institution		
End of stay - prison	177	3.4%
End of stay - hospital	9	0.2%
<i>End of stay in institution subtotal</i>	<i>186</i>	<i>3.6%</i>
Housing conditions		
Housing conditions	59	1.1%
Perpetrator of violence, harassment or abuse		
Domestic violence - perpetrator	19	0.4%
Transient		
Transient/travelling around	36	0.7%
Other		
Other	529	10.1%
Not recorded	2302	
Total (excl. not recorded)	5229	100.0%
Total	7531	

Note: Total excluding not recorded is used as the base for percentages.

75% of new rough sleepers reported their last settled base as some kind of long term accommodation. Within this, people who had been living with friends or family were the most numerous group, at 29%, while people who had been living in private rented accommodation also formed a significant proportion, at 24%.

6% of new rough sleepers in 2019/20 were recorded as having recently arrived in the UK and having had no settled base since arriving. This is consistent with the 7% in 2019/20, but slightly lower than the 10% in 2018/19.

Being asked to leave or evicted continues to constitute the most commonly reported overall category of reason for leaving last settled base, cited by 42% of new rough sleepers (compared to 36% reporting reasons in this category in 2019/20). More specifically, being asked to leave was reported as the reason for leaving by 33% of new rough sleepers in 2020/21, compared to 20% in 2019/20.

People leaving their last settled base due to a relationship breakdown constituted 14% of new rough sleepers this year, compared to 11% in 2019/20. Loss of job was cited as the reason for leaving last settled base by 11% of new rough sleepers in 2020/21, compared to 7% in 2019/20. Seeking work, either from within or outside the UK, was cited as reason for leaving by 4% of new rough sleepers this year, which compares to 7% last year.

1,147 people seen rough sleeping for the first time in 2020/21 were recorded as having approached their local authority Housing Options service for help in the 12 months prior to first being seen rough sleeping. This is 29% of those new rough sleepers for whom this information was recorded (and 15% of all new rough sleepers in the year). Of these, 1,104 (96%) had approached Housing Options teams in London boroughs.

2.8 New rough sleepers (flow): Nationality

New rough sleepers' nationalities and period spent in UK

Nationality category		Time between date of entry to UK and date first seen rough sleeping						Total
		Less than 1 week	1-2 weeks	2-4 weeks	4-12 weeks	12 weeks - 1 year	More than 1 year	
CEE	No.	33	17	34	82	118	683	967
	%	3%	2%	4%	8%	12%	71%	100%
Other Europe	No.	19	4	6	18	46	374	467
	%	4%	1%	1%	4%	10%	80%	100%
Rest of world	No.	20	4	6	18	77	1200	1325
	%	2%	0%	0%	1%	6%	91%	100%
Total	No.	72	25	46	118	241	2257	2759
	%	3%	1%	2%	4%	9%	82%	100%

Base: 2759 people seen rough sleeping for the first time in 2020/21 who were non-UK nationals and had a date of entry to the UK recorded.

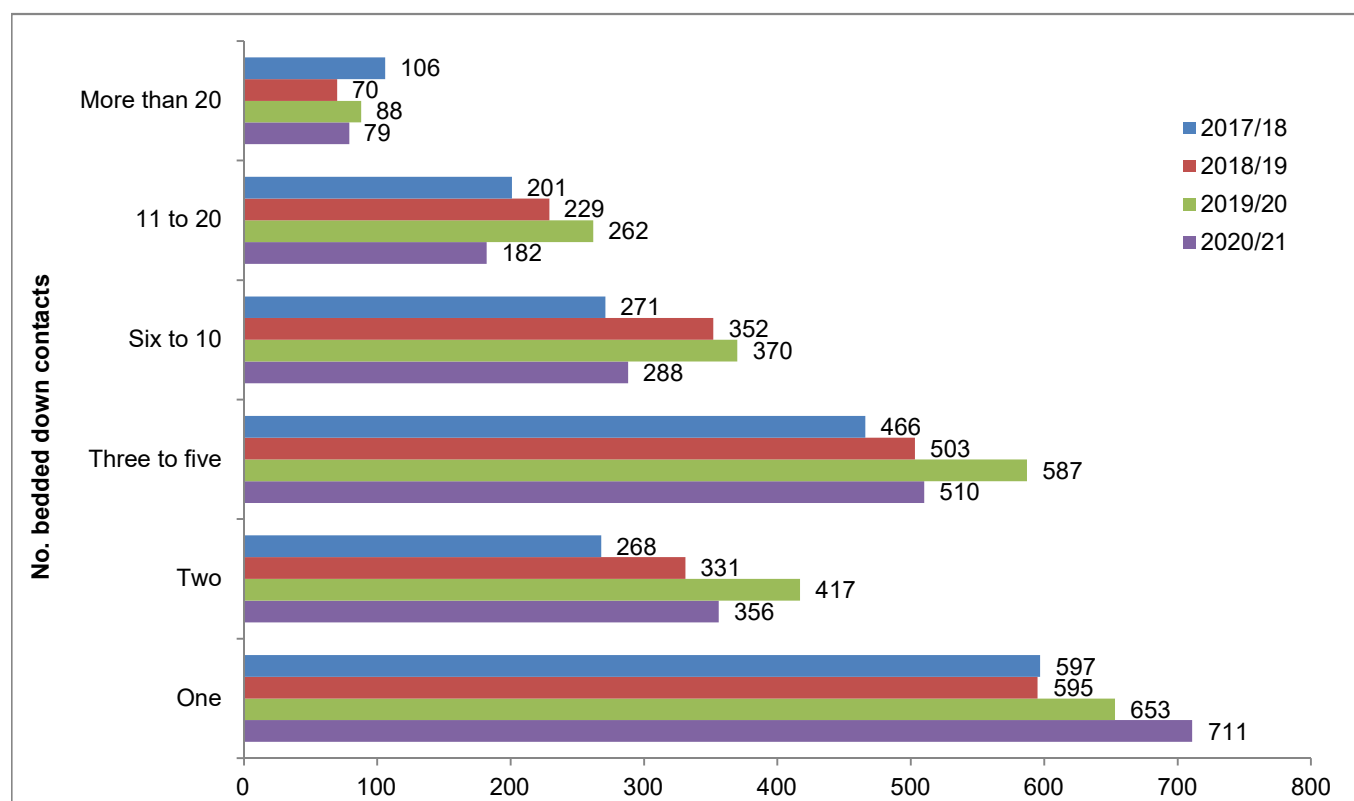
There were 2,759 new rough sleepers in 2020/21 who were non-UK nationals and had information recorded concerning the date they first entered the UK. The above table shows the difference between their date of entry to the UK and the first date they were seen rough sleeping in London, broken down by nationality category. It should be noted that this information is self-reported, and in most cases has not been independently verified.

82% of those represented in the table above had been in the UK for more than a year when they were first seen rough sleeping in London, which is notably higher than the 68% in 2019/20. 91% of new rough sleepers from non-European countries had been in the UK for more than a year, compared to 71% of CEE national new rough sleepers, and 80% of those from other European countries.

The proportion of new rough sleepers from any nationality group seen rough sleeping within two weeks of entering the country remains low, at 4%.

2.9 Stock rough sleepers: Number of times seen

People seen rough sleeping across a minimum of two consecutive years (stock), by number of times seen rough sleeping in the year.

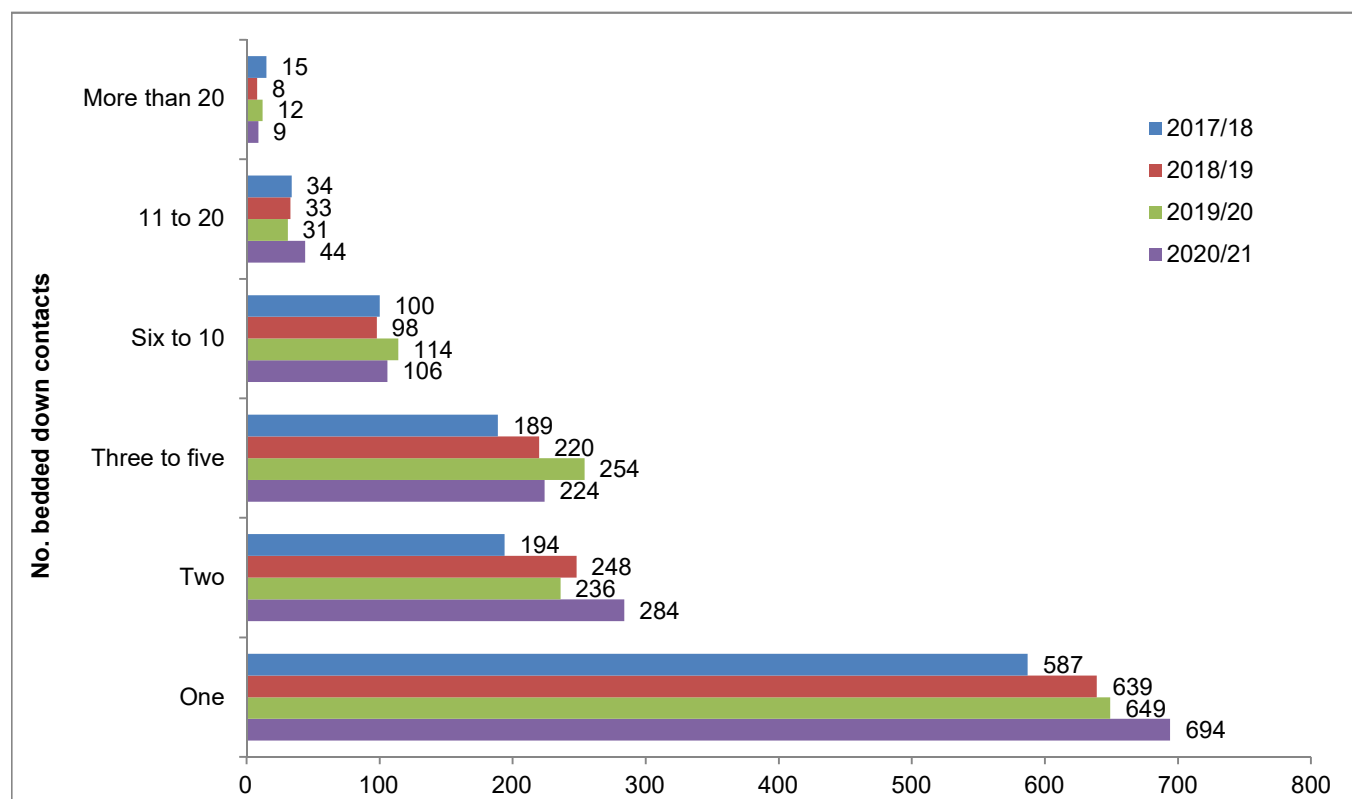


2017/18 base: 1909
 2018/19 base: 2080
 2019/20 base: 2377
 2020/21 base: 2126

The number of people in the stock group has decreased by 11% from 2019/20, and represents 19% of the total rough sleeper population in 2020/21 (compared to 22% in 2019/20). 33% of people in the stock group were seen rough sleeping only once in 2020/21, which is slightly higher than the 27% in 2019/20.

2.10 Returner rough sleepers: Number of times seen

People seen rough sleeping in 2020/21 who were first seen rough sleeping prior to 2019/20, but not seen rough sleeping during 2019/20 (returners), by number of times seen rough sleeping in the year.



2017/18 base: 1119

2018/19 base: 1246

2019/20 base: 1296

2020/21 base: 1361

The number of people returning to rough sleeping in 2020/21 has risen by 5%, when compared to 2019/20. Returners constituted 12% of all people seen rough sleeping in 2020/21, which is unchanged from 2019/20.

The proportion of returners who were seen rough sleeping just once during 2020/21 was 51%. This compares to 50% in 2019/20.

72% of returners were seen only once or twice in the year, which suggests that the majority of returners are not continuing a rough sleeping lifestyle over long periods of time. This is marginally higher than the figure of 68% of returners seen only once or twice in 2019/20.

3. SPATIAL DISTRIBUTION

3.1 Total rough sleepers by borough: Yearly comparison

People seen rough sleeping in the year, by borough. Combined borough totals will add up to a figure greater than the overall total for London, as some people will have been seen rough sleeping in more than one borough during the period.

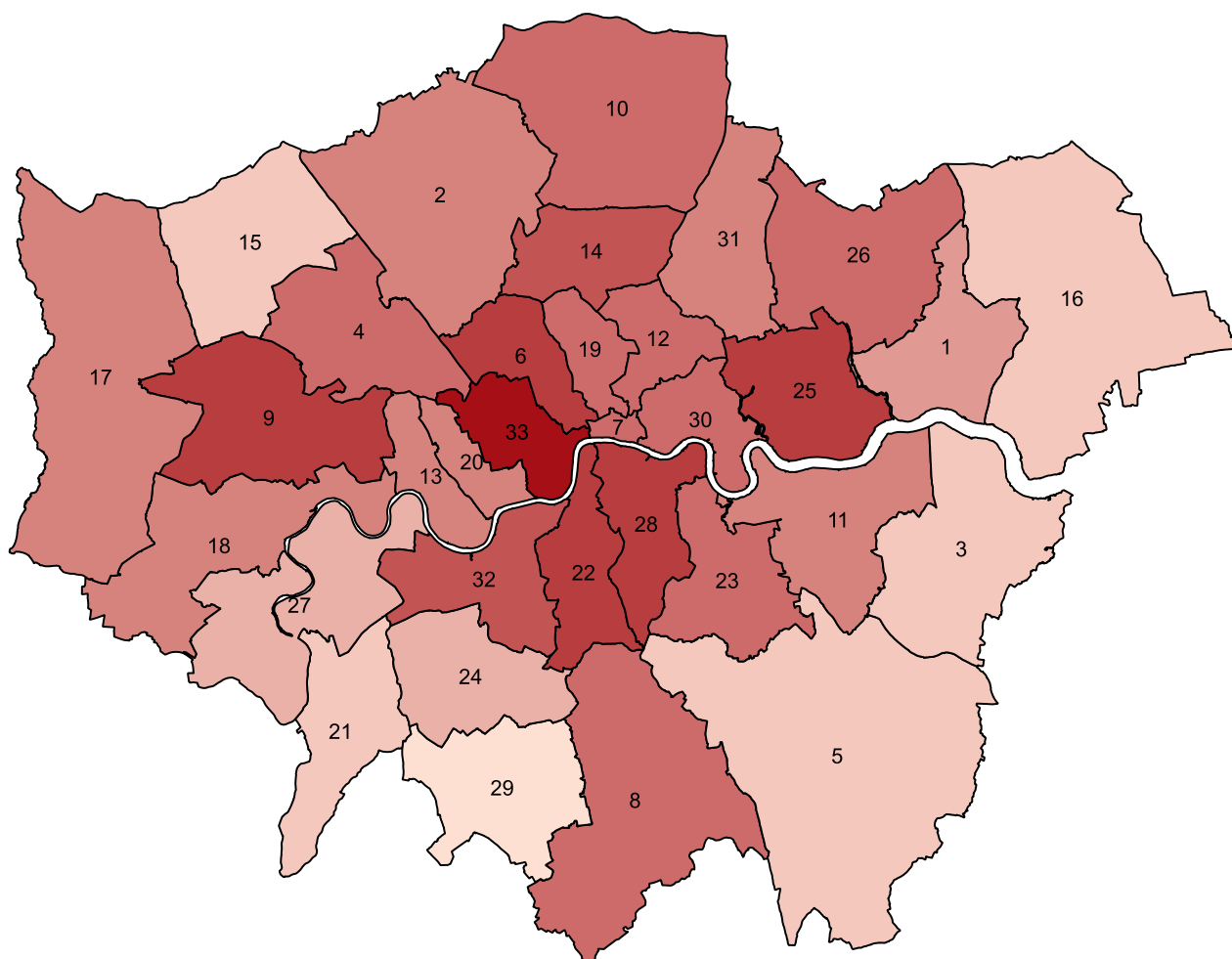
Borough	2017/18	2018/19	2019/20	2020/21	Change since 2019/20	Change since 2017/18
Westminster	2165	2512	2757	2162	-595	-3
Camden	784	815	639	630	-9	-154
Ealing	358	382	493	624	131	266
Lambeth	279	363	431	581	150	302
Newham	418	612	724	578	-146	160
Southwark	309	435	548	567	19	258
Haringey	212	253	327	405	78	193
Wandsworth	68	111	203	401	198	333
Tower Hamlets	375	316	459	400	-59	25
Islington	176	276	367	388	21	212
Redbridge	239	214	330	380	50	141
Brent	200	248	320	374	54	174
City of London	348	441	434	350	-84	2
Hackney	171	163	275	350	75	179
Enfield	109	100	206	326	120	217
Croydon	234	274	306	322	16	88
Lewisham	199	165	229	301	72	102
Barnet	53	94	178	282	104	229
Hillingdon	58	123	270	282	12	224
Kensington & Chelsea	229	265	316	271	-45	42
Waltham Forest	94	137	133	261	128	167
Hammersmith & Fulham	202	171	266	243	-23	41
Hounslow	170	87	147	223	76	53
Greenwich	94	91	133	213	80	119
Barking & Dagenham	40	49	85	161	76	121
Heathrow	52	283	241	117	-124	65
Richmond	107	128	152	115	-37	8
Merton	24	57	92	109	17	85
Bexley	19	32	42	88	46	69
Kingston upon Thames	50	86	124	87	-37	37
Havering	27	32	71	73	2	46
Harrow	33	30	45	67	22	34
Bromley	47	47	67	54	-13	7
Sutton	34	49	34	18	-16	-16
Bus route	142	224	183	143	-40	1
Tube line	5	18	23	0	-23	-5

Note: Although Heathrow is located within the borough of Hillingdon and is not actually a borough in itself, it is counted separately for the purposes of CHAIN reporting due to the specific rough sleeping issues found there. Where rough sleepers have been seen by outreach workers on public transport, their contacts are ascribed to "bus route" or "tube line" rather than to a particular borough.

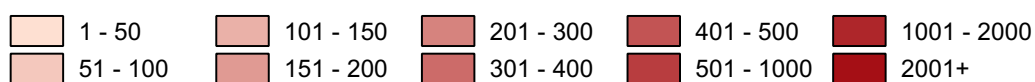
The boroughs in which the greatest numbers of rough sleepers were seen in 2020/21 were Westminster, Camden, Ealing, Lambeth, Newham and Southwark. This is broadly consistent with 2019/20, although Lambeth has risen from recording the eighth highest total in 2019/20 to the fourth highest in 2020/21.

3.2 Total rough sleepers by borough: Map

The map below shows a colour coded representation of the total number of people seen rough sleeping during the year in each borough.



No. People Seen Rough Sleeping



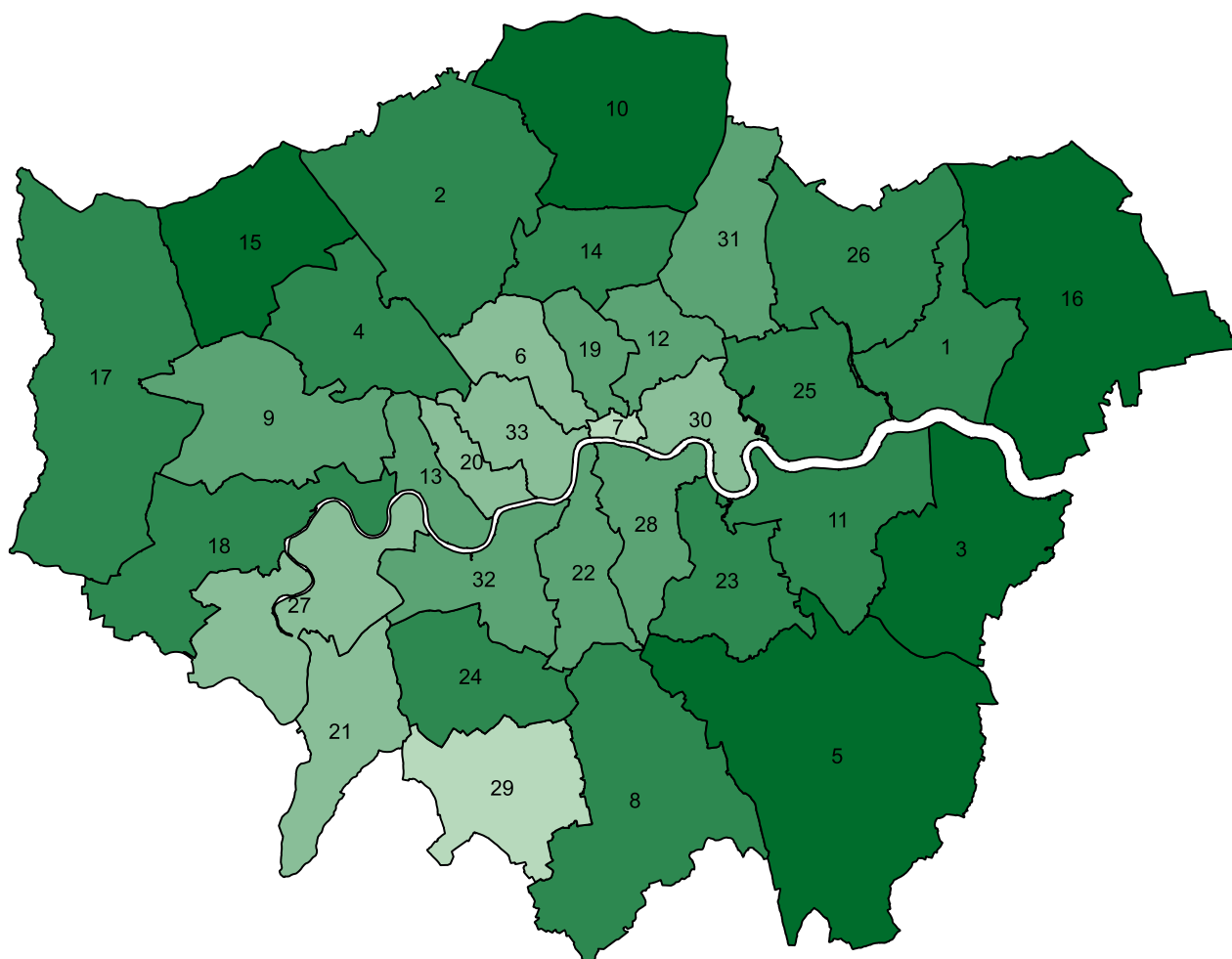
Key	Borough	Total	Key	Borough	Total	Key	Borough	Total
1	Barking & Dagenham	161	12	Hackney	350	23	Lewisham	301
2	Barnet	282	13	Hammersmith & Fulham	243	24	Merton	109
3	Bexley	88	14	Haringey	405	25	Newham	578
4	Brent	374	15	Harrow	67	26	Redbridge	380
5	Bromley	54	16	Havering	73	27	Richmond	115
6	Camden	630	17	Hillingdon	282	28	Southwark	567
7	City of London	350	18	Hounslow	223	29	Sutton	18
8	Croydon	322	19	Islington	388	30	Tower Hamlets	400
9	Ealing	624	20	Kensington & Chelsea	271	31	Waltham Forest	261
10	Enfield	326	21	Kingston upon Thames	87	32	Wandsworth	401
11	Greenwich	213	22	Lambeth	581	33	Westminster	2162
						34	Heathrow	117

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3.3 New rough sleepers by borough: Map

The map below shows new rough sleepers as a percentage of the total number of people seen rough sleeping in each borough during the year, colour coded by relative proportion.



New Rough Sleepers As Percentage Of All

41% - 50% 51% - 60% 61% - 70% 71% - 80% 81% - 90%

Key	Borough	%
1	Barking & Dagenham	80
2	Barnet	79
3	Bexley	86
4	Brent	76
5	Bromley	81
6	Camden	51
7	City of London	41
8	Croydon	73
9	Ealing	67
10	Enfield	81
11	Greenwich	75

Key	Borough	%
12	Hackney	67
13	Hammersmith & Fulham	67
14	Haringey	73
15	Harrow	90
16	Havering	81
17	Hillingdon	73
18	Hounslow	74
19	Islington	69
20	Kensington & Chelsea	57
21	Kingston upon Thames	51
22	Lambeth	64

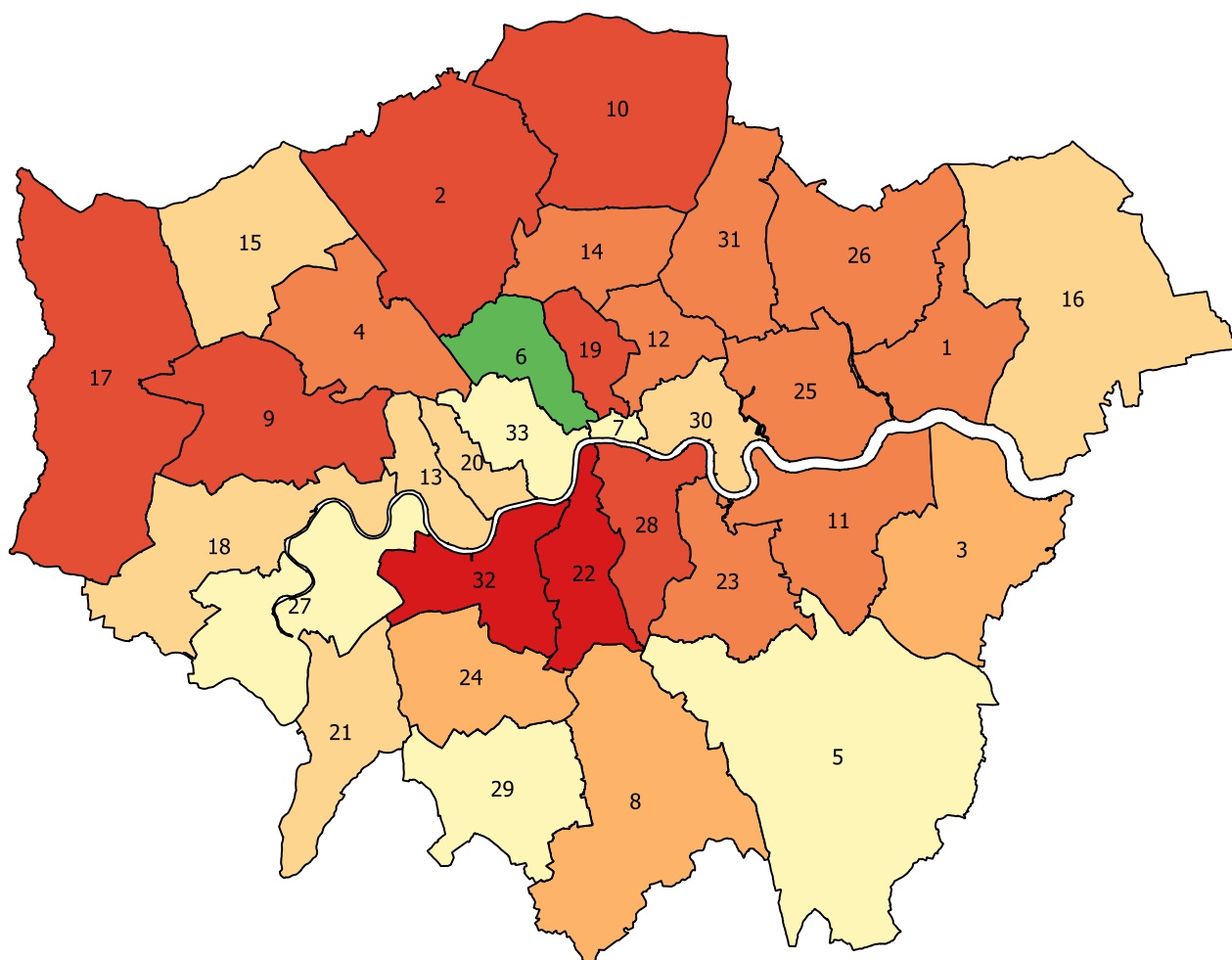
Key	Borough	%
23	Lewisham	74
24	Merton	77
25	Newham	73
26	Redbridge	74
27	Richmond	53
28	Southwark	62
29	Sutton	50
30	Tower Hamlets	55
31	Waltham Forest	68
32	Wandsworth	67
33	Westminster	60
34	Heathrow	74

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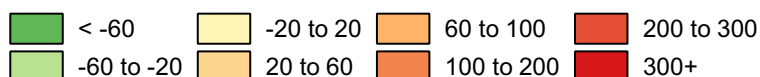
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3.4 Change since 2017/18 by borough: Map

The map below shows a colour coded representation of the change in total number of people seen rough sleeping in each borough, between 2017/18 and 2020/21.



Change In Total Since 2017/18



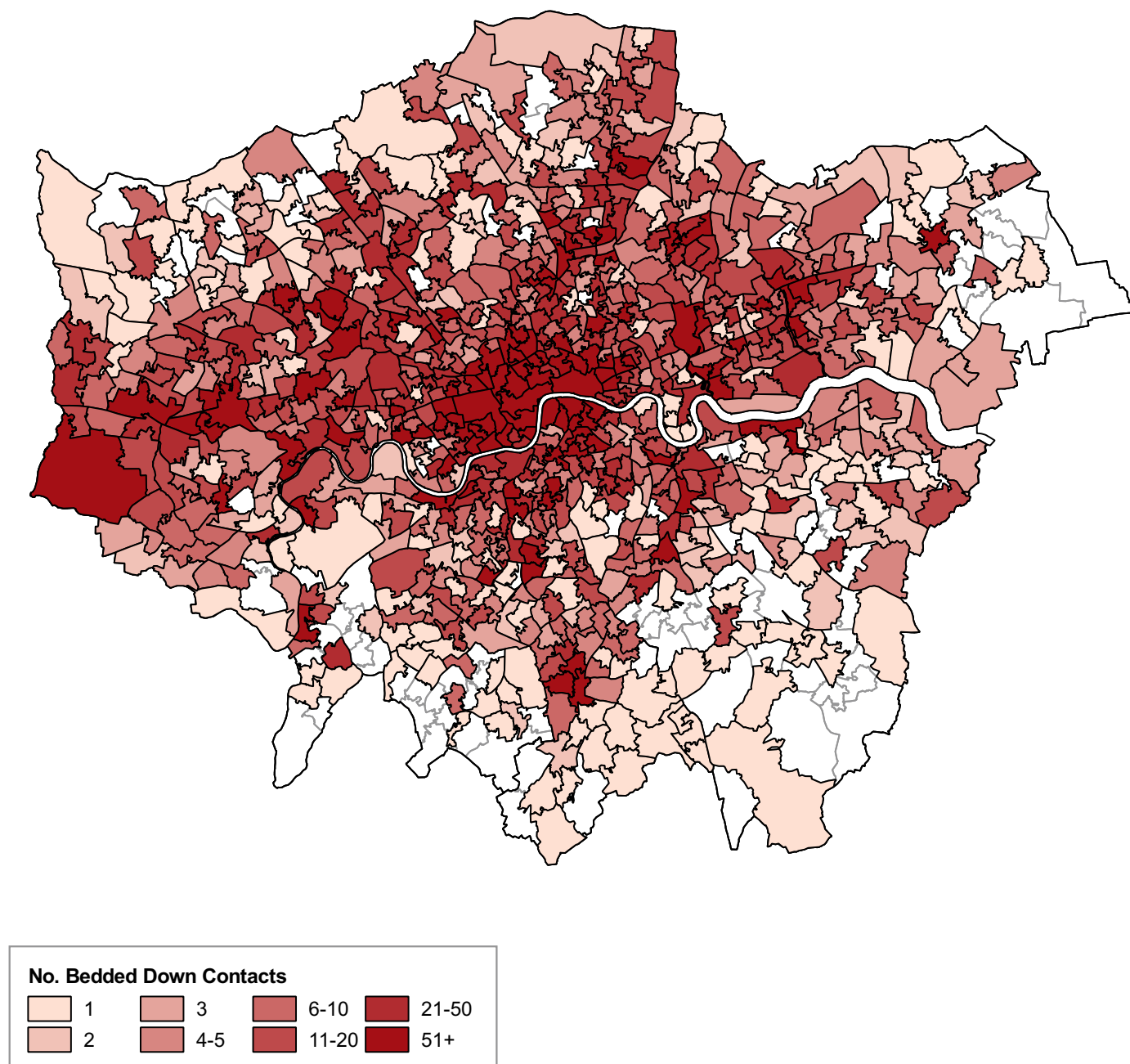
Key	Borough	Change
1	Barking & Dagenham	121
2	Barnet	229
3	Bexley	69
4	Brent	174
5	Bromley	7
6	Camden	-154
7	City of London	2
8	Croydon	88
9	Ealing	266
10	Enfield	217
11	Greenwich	119

Key	Borough	Change
12	Hackney	179
13	Hammersmith & Fulham	41
14	Haringey	193
15	Harrow	34
16	Havering	46
17	Hillingdon	224
18	Hounslow	53
19	Islington	212
20	Kensington & Chelsea	42
21	Kingston upon Thames	37
22	Lambeth	302

Key	Borough	Change
23	Lewisham	102
24	Merton	85
25	Newham	160
26	Redbridge	141
27	Richmond	8
28	Southwark	258
29	Sutton	-16
30	Tower Hamlets	25
31	Waltham Forest	167
32	Wandsworth	333
33	Westminster	-3
34	Heathrow	65

3.5 Bedded down street contacts by area: Map

The map below shows the number of bedded down street contacts recorded in each Middle Super Output Area across Greater London during the period. It is important to note that this represents volume of contacts rather than individuals, and some people may have been seen on multiple occasions within a given area.



City of London is now the local authority area with the thirteenth highest number of rough sleepers recorded, having recorded the seventh highest total in 2019/20 and the fourth highest in 2018/19. The number of people seen rough sleeping in Wandsworth has increased considerably since 2017/18, to the point where it is now one of the top ten boroughs.

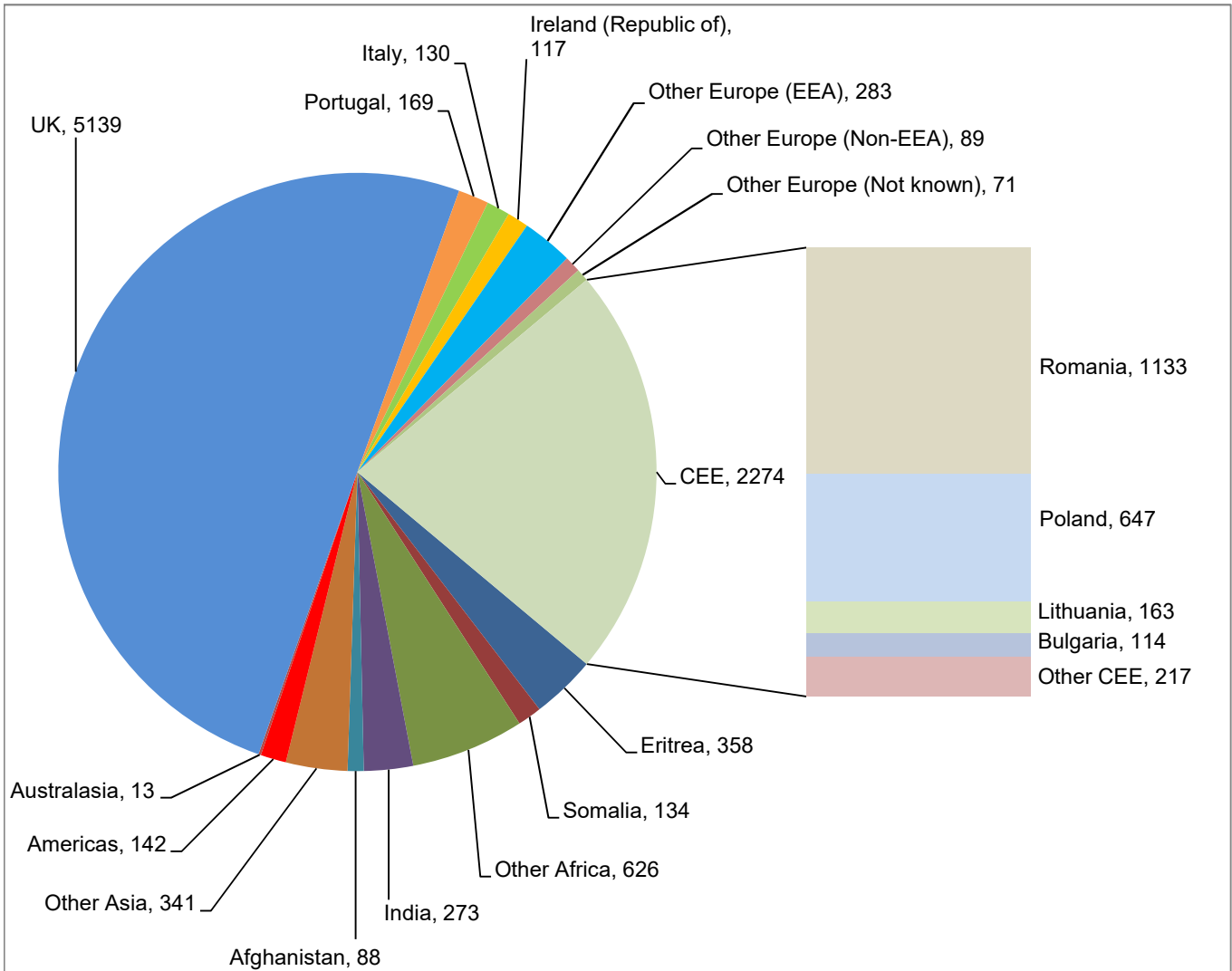
Of the top ten boroughs, Westminster, Camden, Newham, and Tower Hamlets have shown a decrease in numbers on the previous year.

Due to the suspension of the night tube service in London throughout 2020/21, the TFL Outreach team has focused its work on other areas of the transport network, meaning that nobody was recorded rough sleeping on the tube this year.

4. DEMOGRAPHICS & SUPPORT NEEDS

4.1 Nationality: Overall composition

People seen rough sleeping in the year, by nationality.



Base: 10247 people seen rough sleeping in the year whose nationality was known.

The nationality profile of rough sleepers in London remains diverse, with a total of 129 different nationalities recorded during 2020/21. The proportion of people seen rough sleeping who were UK nationals was 50%, which is largely consistent with the proportions of 48% in 2019/20 and 49% in 2018/19. The proportion of rough sleepers from CEE countries has decreased markedly, at 22% this year, compared to 30% in 2019/20 and 31% in 2018/19.

A notable trend in 2020/21 has been the increase in the proportion of people seen rough sleeping who were from non-European countries, with 19% falling into this group, compared to 13% in 2019/20. People from African countries accounted for 11% of all rough sleepers in 2020/21 (1,118 people), compared to 7% in 2019/20 (651 people) and 6% in 2018/19 (459 people). Asian nationals constituted 7% of people seen rough sleeping in 2020/21 (702 people), compared to 5% in 2019/20 (520 people) and 4% in 2018/19 (358 people).

As in previous recent years, Romanians (1,133, 11%) comprise the single largest non-UK nationality, with Poles (647, 6%) making up the second largest. People from Eritrea (358, 4%) and India (273, 3%) are the third and fourth most numerous non-UK nationalities.

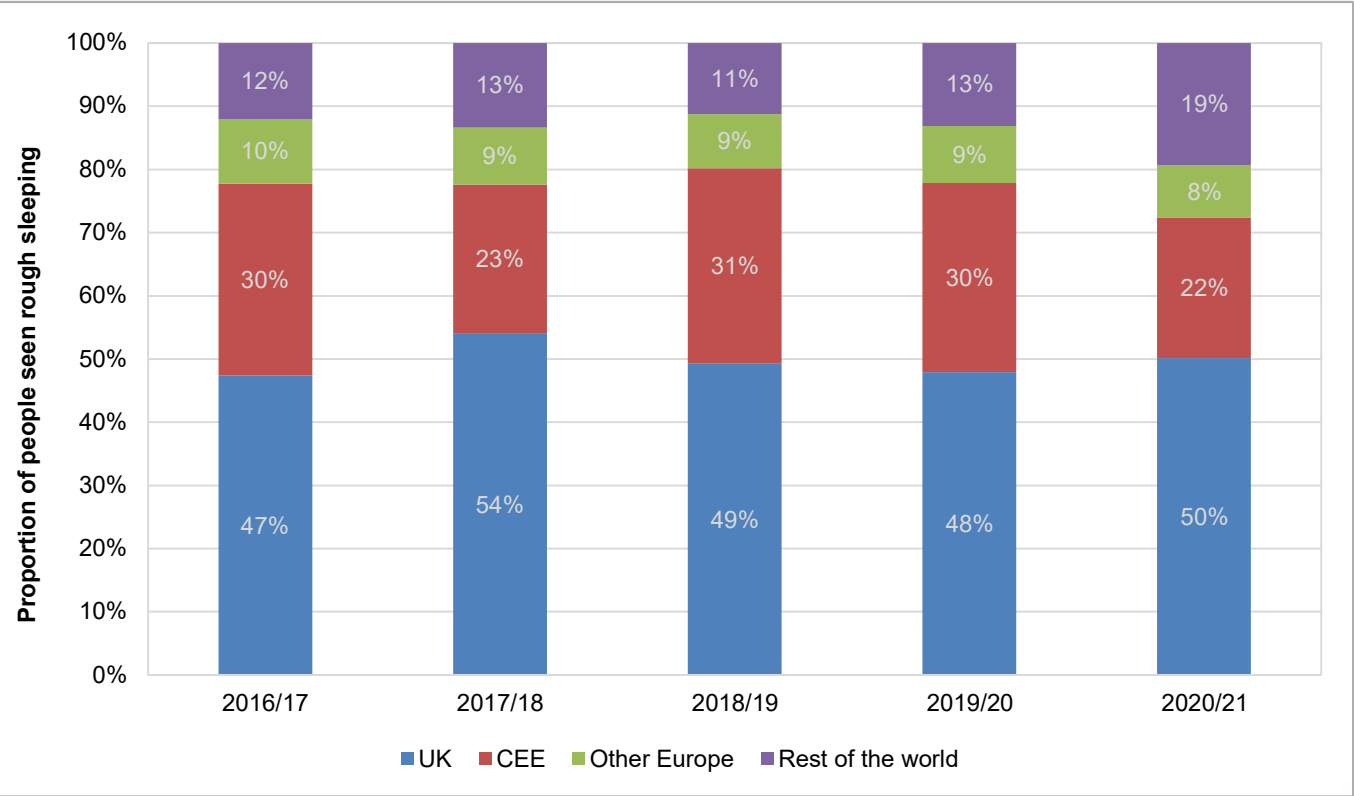
The number of people seen rough sleeping whose nationality was not known has decreased somewhat, at 771 in 2020/21 compared to 954 in 2019/20. This may be related to the suspension of bimonthly street counts during the Covid-19 pandemic, meaning that 'unidentified' duplicate client records are less likely to be recorded, or to an increased willingness amongst some non-UK nationals to engage with outreach services while the pandemic has been underway.

4.2 Nationality: Yearly comparison

	2018/19		2019/20		2020/21	
Nationality	No.	%	No.	%	No.	%
UK	4023	49.3%	4683	47.9%	5139	50.2%
Romania	1279	15.7%	1491	15.3%	1133	11.1%
Poland	665	8.2%	828	8.5%	647	6.3%
Lithuania	193	2.4%	203	2.1%	163	1.6%
Bulgaria	128	1.6%	155	1.6%	114	1.1%
Latvia	77	0.9%	71	0.7%	79	0.8%
Hungary	78	1.0%	68	0.7%	62	0.6%
Czech Republic	46	0.6%	58	0.6%	37	0.4%
Slovakia	34	0.4%	31	0.3%	25	0.2%
Estonia	15	0.2%	16	0.2%	11	0.1%
Slovenia	3	0.0%	3	0.0%	3	0.0%
CEE subtotal	2518	30.9%	2924	29.9%	2274	22.2%
Portugal	98	1.2%	132	1.4%	169	1.6%
Italy	130	1.6%	119	1.2%	130	1.3%
Ireland (Republic of)	120	1.5%	111	1.1%	117	1.1%
France	48	0.6%	68	0.7%	74	0.7%
Spain	54	0.7%	67	0.7%	70	0.7%
Netherlands	17	0.2%	18	0.2%	33	0.3%
Germany	28	0.3%	35	0.4%	26	0.3%
Other European (EEA) countries	62	0.8%	69	0.7%	80	0.8%
Other Europe (EEA) subtotal	557	6.8%	619	6.3%	699	6.8%
Turkey	12	0.1%	16	0.2%	27	0.3%
Other European (Non-EEA) countries	47	0.6%	63	0.6%	62	0.6%
Other Europe (Non-EEA) subtotal	59	0.7%	79	0.8%	89	0.9%
Other Europe (Not known)	81	1.0%	187	1.9%	71	0.7%
Eritrea	65	0.8%	144	1.5%	358	3.5%
Somalia	49	0.6%	86	0.9%	134	1.3%
Sudan	46	0.6%	86	0.9%	92	0.9%
Nigeria	49	0.6%	46	0.5%	90	0.9%
Algeria	20	0.2%	28	0.3%	77	0.8%
Ethiopia	25	0.3%	31	0.3%	75	0.7%
Angola	3	0.0%	10	0.1%	31	0.3%
Other African countries	202	2.5%	220	2.3%	261	2.5%
Africa subtotal	459	5.6%	651	6.7%	1118	10.9%
Jamaica	36	0.4%	33	0.3%	53	0.5%
Other Americas countries	55	0.7%	67	0.7%	89	0.9%
Americas subtotal	91	1.1%	100	1.0%	142	1.4%
India	144	1.8%	218	2.2%	273	2.7%
Afghanistan	13	0.2%	29	0.3%	88	0.9%
Iran	53	0.6%	85	0.9%	83	0.8%
Pakistan	15	0.2%	18	0.2%	52	0.5%
Sri Lanka	33	0.4%	29	0.3%	40	0.4%
Bangladesh	26	0.3%	32	0.3%	27	0.3%
Iraq	13	0.2%	16	0.2%	27	0.3%
Other Asian countries	61	0.7%	93	1.0%	112	1.1%
Asia subtotal	358	4.4%	520	5.3%	702	6.9%
Australasia	8	0.1%	9	0.1%	13	0.1%
Not Known	701		954		771	
Total (excl. Not known)	8154	100.0%	9772	100.0%	10247	100.0%
Total (incl. Not known)	8855		10726		11018	

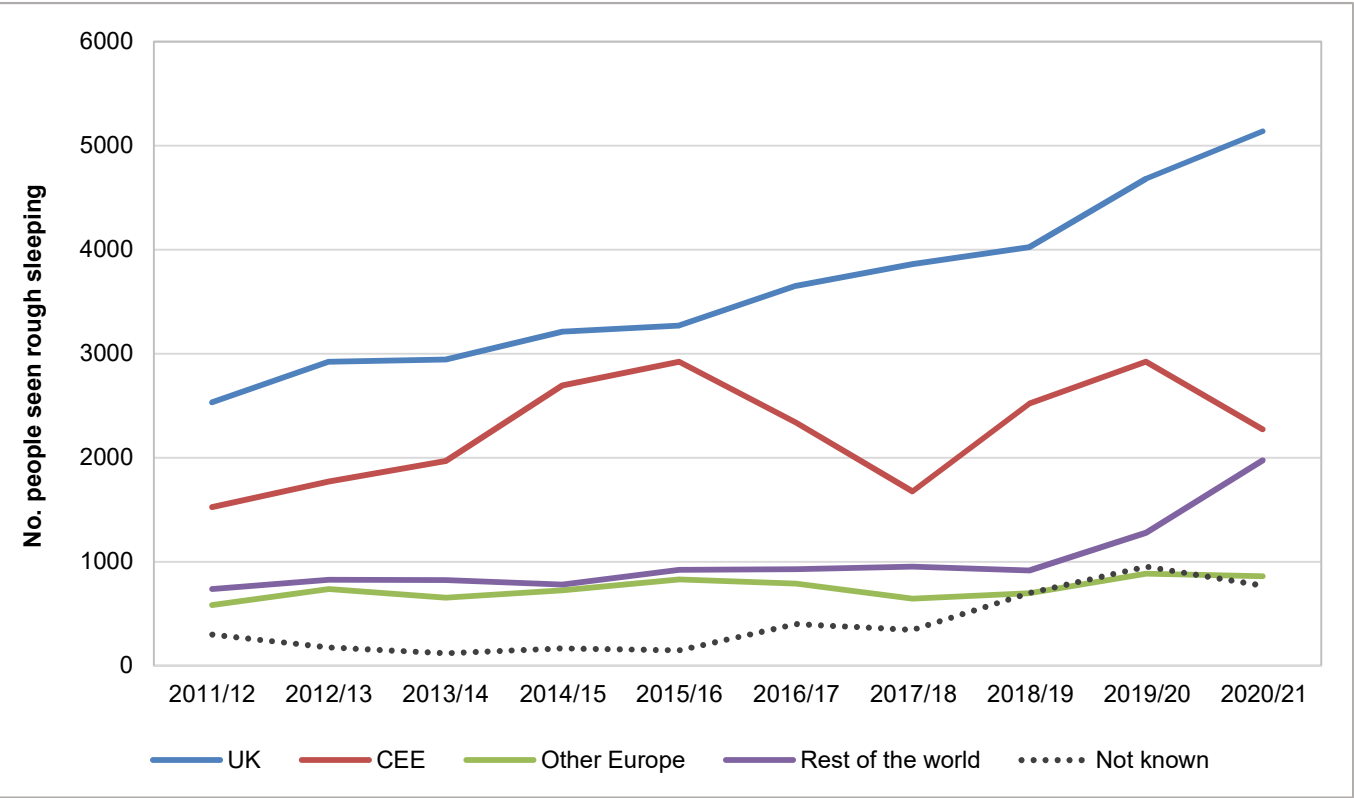
Note: Total excluding not known is used as base for percentages.

Nationality proportions for people seen rough sleeping across the last five years.



Note: Percentages are based on total people seen rough sleeping for whom nationality was known.

Nationality of people seen rough sleeping across the last ten years.



4.3 Nationality: Flow, stock, returner model

The tables below compare flow, stock, returner breakdown and nationality, giving proportions firstly within nationality and then within flow, stock, returner category.

Nationality category	Flow		Stock		Returner		Total	
	No.	%	No.	%	No.	%	No.	%
UK	3330	65%	1119	22%	690	13%	5139	100%
CEE	1329	58%	581	26%	364	16%	2274	100%
Other Europe	603	70%	163	19%	93	11%	859	100%
Rest of world	1535	78%	241	12%	199	10%	1975	100%
Not known	734	95%	22	3%	15	2%	771	100%
Total	7531	68%	2126	19%	1361	12%	11018	100%

Base: 11018 people seen rough sleeping in the year.

There is some spread apparent in how different nationality groups fall into the rough sleeping categories, with the biggest contrast being seen in the 58% of CEE nationals falling into the flow category, compared to 78% of those from outside Europe. There is also some contrast seen in the stock category, with 12% of people from outside Europe falling into this group, compared to 22% of UK nationals. There is less variation apparent in the returner category, which constitutes a smaller overall total.

Nationality category	Flow		Stock		Returner		Total	
	No.	%	No.	%	No.	%	No.	%
UK	3330	44%	1119	53%	690	51%	5139	47%
CEE	1329	18%	581	27%	364	27%	2274	21%
Other Europe	603	8%	163	8%	93	7%	859	8%
Rest of world	1535	20%	241	11%	199	15%	1975	18%
Not known	734	10%	22	1%	15	1%	771	7%
Total	7531	100%	2126	100%	1361	100%	11018	100%

Base: 11018 people seen rough sleeping in the year.

CEE nationals form a notably higher proportion of the returner and stock groups, compared to the flow group. People from outside Europe constitute a higher proportion of the flow group, compared to stock and returner. As might be expected, the proportion of people whose nationality was not known was markedly higher amongst the flow group.

4.4 Immigration status

The table below compares immigration status amongst different nationality groups, excluding UK nationals. It should be noted that this information is self-reported or based on what outreach workers could conclude from the information given, and in many cases it has not been independently verified by an immigration adviser. Therefore, immigration status data should be treated with caution.

Immigration status	CEE	Other Europe	Rest of world	Total
EEA national - status not known	1126	304	5	1435
Indefinite Leave to Remain or Settlement	0	45	684	729
EEA national - no status under Settlement Scheme	594	106	0	700
EEA national - settled status	261	163	0	424
EEA national - pre-settled status	211	71	0	282
No valid leave/undocumented	0	10	202	212
Asylum seeker	0	4	170	174
Refugee status	0	1	159	160
Refused asylum seeker	0	1	60	61
Limited Leave to Remain (LLR)	0	0	60	60
Other Limited Leave without NRPF condition	0	0	51	51
EEA national - EUSS application submitted and pending	31	13	0	44
Discretionary Leave	0	0	24	24
Student visa	0	0	6	6
Humanitarian protection	0	0	0	0
Other Limited Leave with NRPF condition	0	0	0	0
Spouse/partner visa	0	0	0	0
Visitor visa	0	0	0	0
Other	1	7	129	137
Not known	4	94	405	503
Missing	46	40	20	106
Total	2274	859	1975	5108

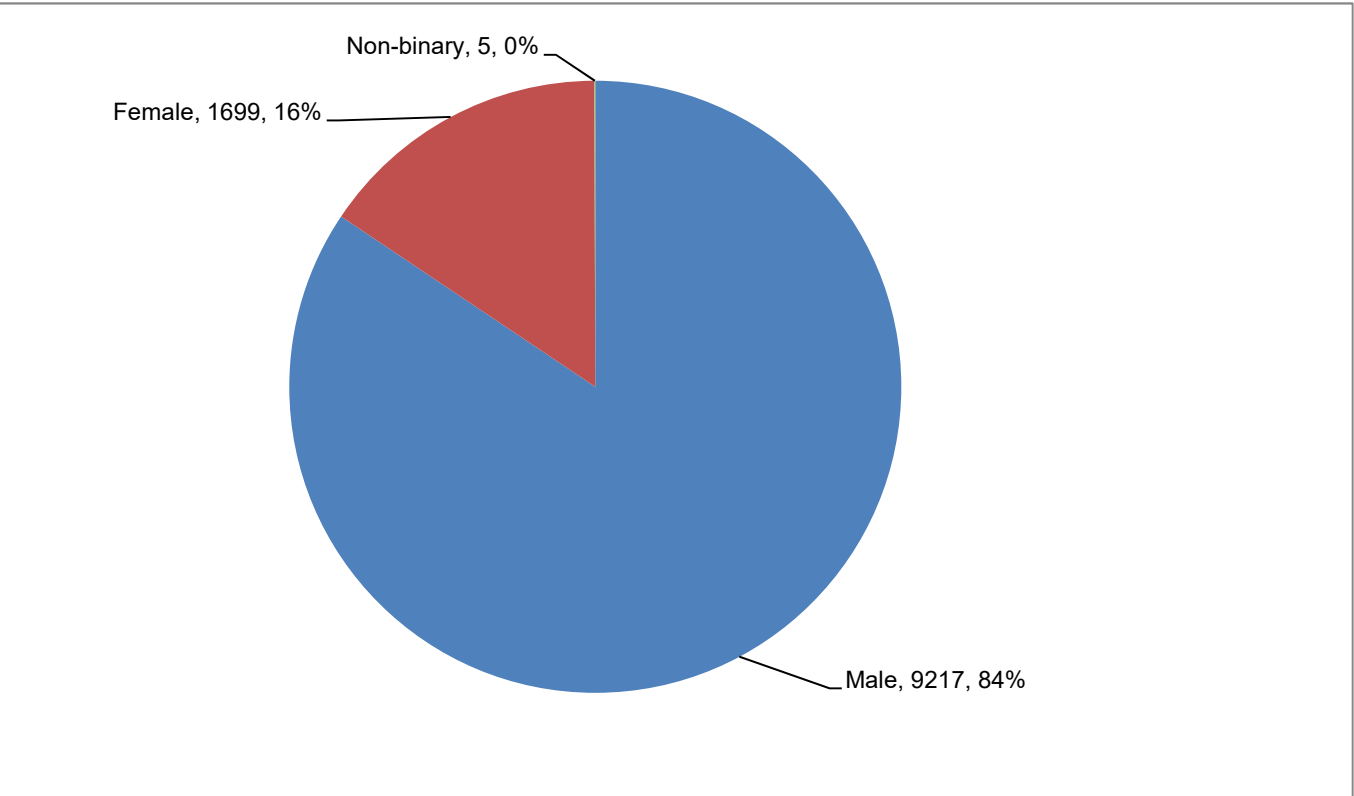
Base: 5108 people seen rough sleeping in the year whose nationality was known and who were not from the UK.

The table above shows that the most commonly recorded immigration status was EEA national with status under the EU Settlement Scheme not known (1,435 people). The second most commonly recorded status was Indefinite Leave to Remain or Settlement, with 729 people having this status.

Immigration status options have recently been reviewed and updated on CHAIN. However, many people included above will have had their status recorded prior to this review, meaning that there may be some inconsistent or overlapping categories in the table.

4.5 Gender

People seen rough sleeping in the year, by gender.

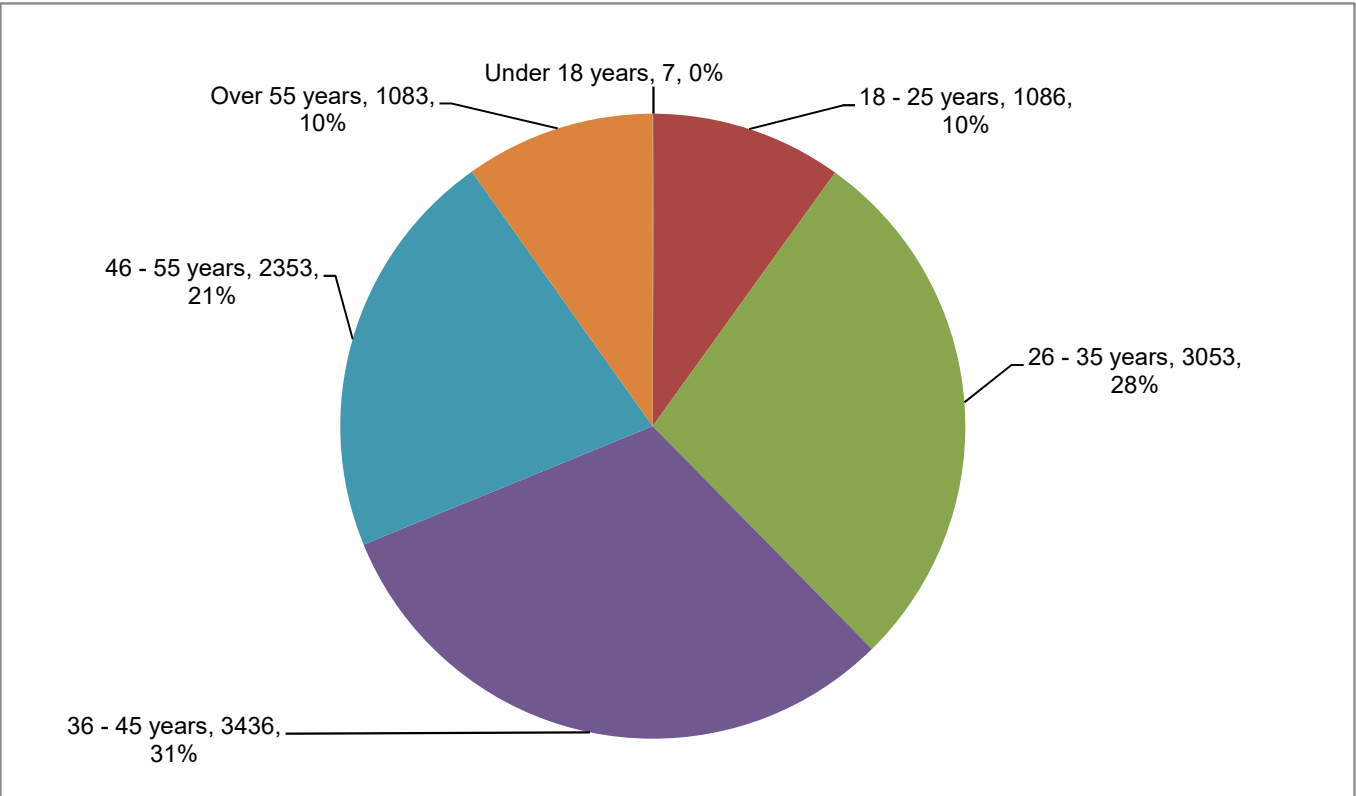


Base: 10921 people seen rough sleeping whose gender was known. This excludes 97 people whose gender was not known.

The gender breakdown of people seen rough sleeping in 2020/21 is broadly consistent with that in 2019/20, with 84% of people seen rough sleeping this year being male, compared to 83% last year.

4.6 Age

People seen rough sleeping in the year, by age.



Base: 11018

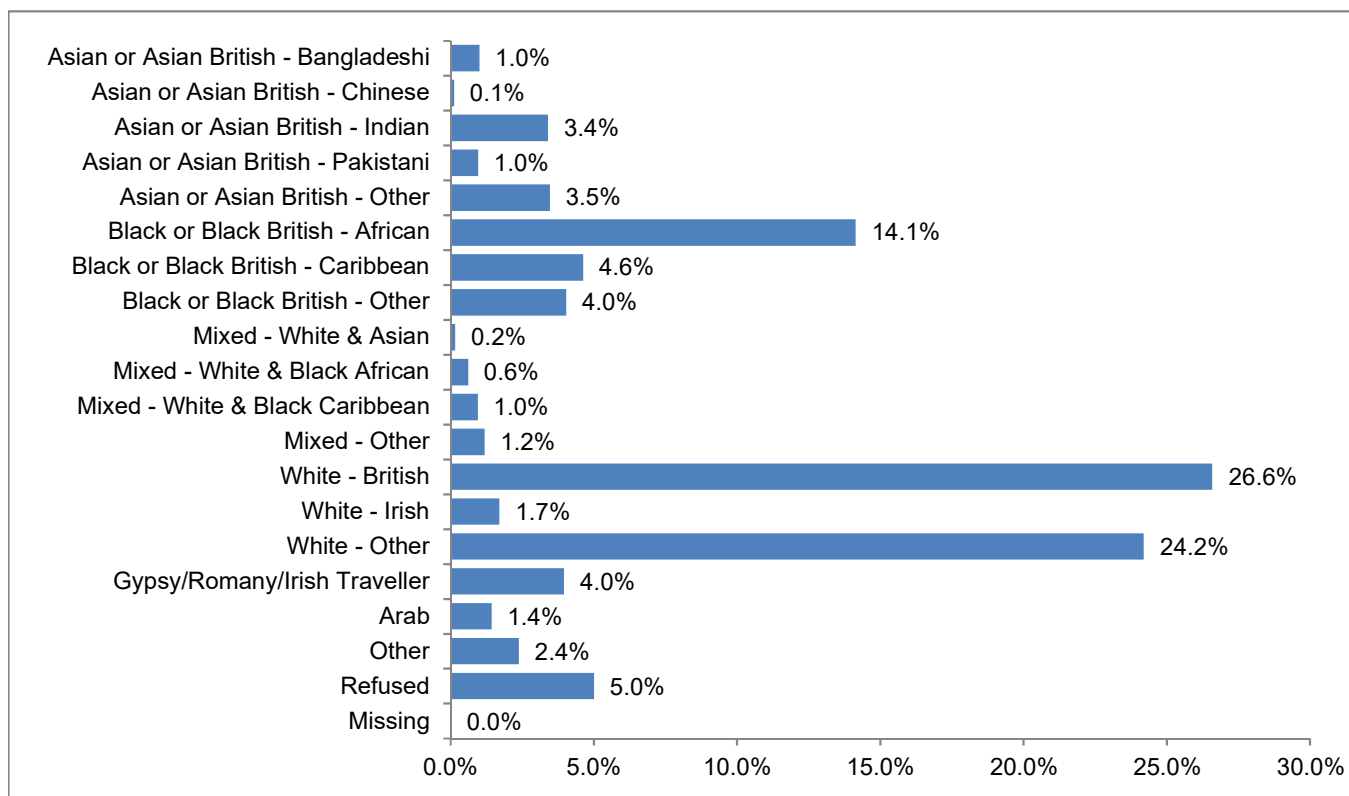
Age distribution amongst rough sleepers remains broadly consistent with previous years, although there has been a slight increase in the proportion of people seen rough sleeping who were aged 25 or under, with 10% (1,093 people) of rough sleepers seen in 2020/21 in this group, compared to 8% (835 people) in 2019/20. 38% (4,146 people) of rough sleepers in the year were aged 35 or under, compared to 35% (3,779 people) in 2019/20.

People in the over 55 age group represented 10% of rough sleepers in 2020/21 (1,083 people), which is very similar to the 11% seen in 2019/20.

There were seven people aged under 18 seen rough sleeping this year, which is higher than the one person in this age group seen in 2019/20.

4.7 Ethnicity

People seen rough sleeping in the year, by ethnicity.



Base: 11018

The majority of people seen rough sleeping in London in 2020/21 were White, with a proportion of 52%, which is somewhat lower than the 59% in 2019/20. Within this group, White British comprises 27%, compared to 29% in 2019/20, while White Other comprises 24%, also compared to 29% in 2019/20.

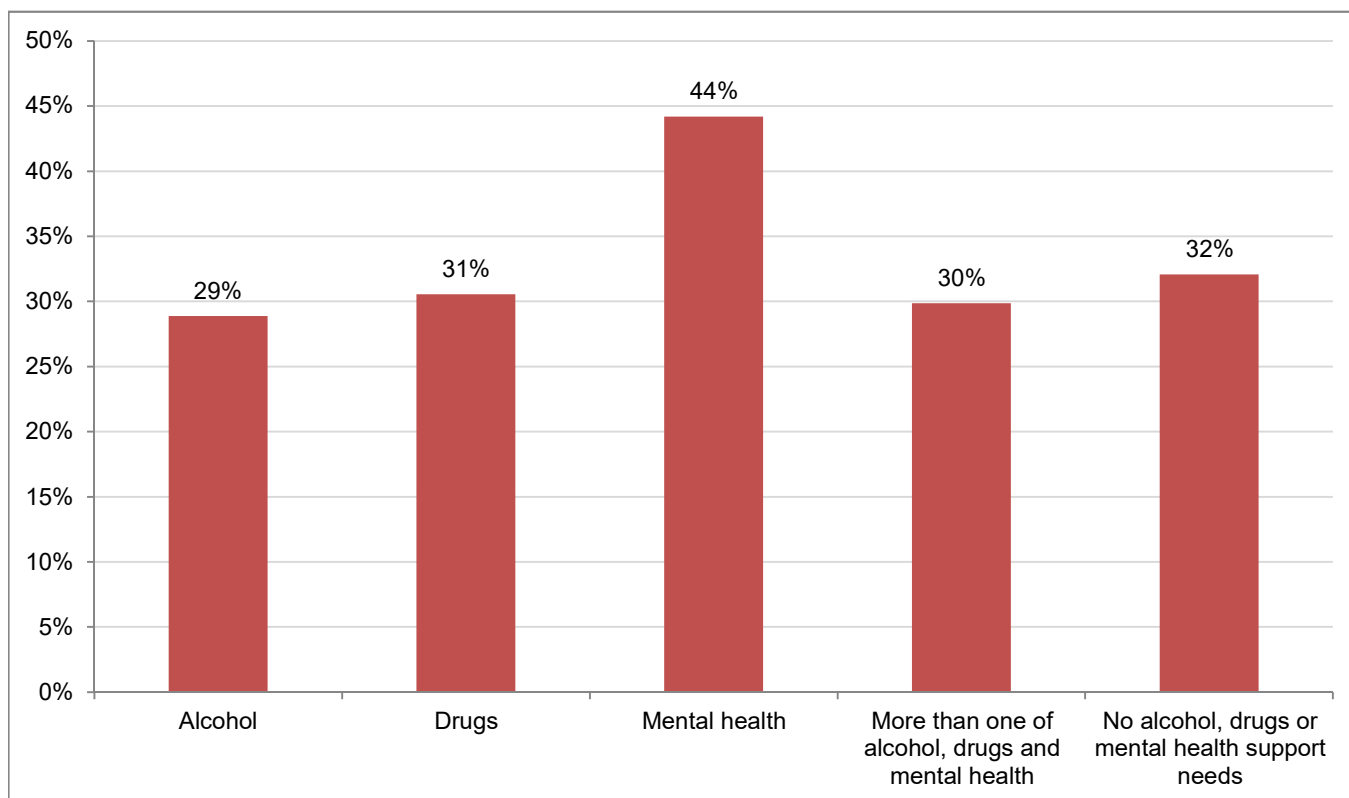
23% of people seen rough sleeping in the year were Black, which is a fairly notable increase on the proportion of 14% seen in 2019/20. 9% of people seen rough sleeping in 2020/21 were of Asian ethnicity, compared to 7% in 2019/20. 4% of rough sleepers in 2020/21 were from the Gypsy/Romany/Irish Traveller group, compared to 6% in 2019/20.

In order to bring CHAIN recording into line with usage in the national census, the previously employed category 'Chinese' has been renamed as 'Asian or Asian British - Chinese'.

4.8 Support needs

People seen rough sleeping in the year, by support needs.

Support needs data in CHAIN is derived from assessments made by those working with rough sleepers in the homelessness sector. It should be noted that a quarter (26%) of rough sleepers in 2020/21 did not have a support needs assessment recorded, the majority of these (86%) being people who had only been seen rough sleeping once or twice.



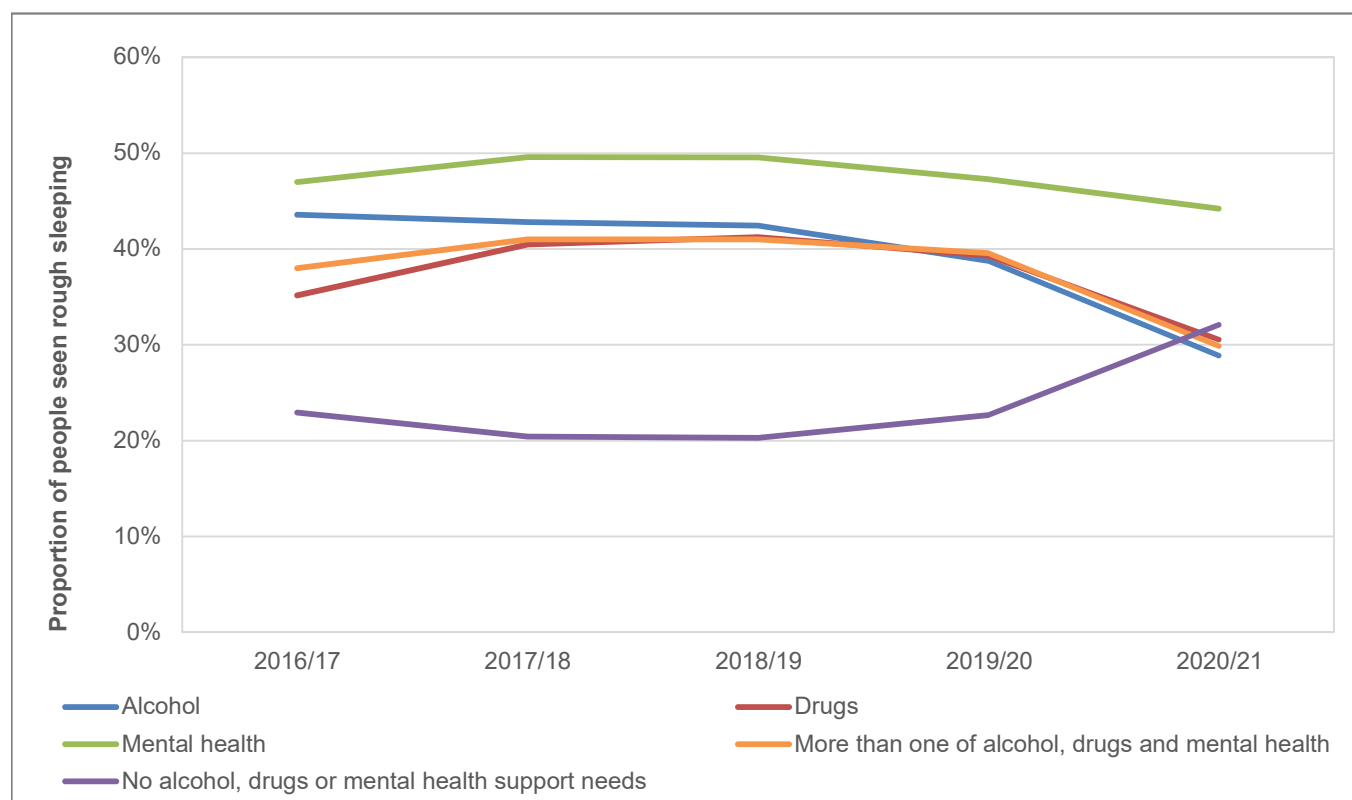
Base: 8111. Note that the base figure for this chart excludes people for whom none of the three support needs were known or assessed (2907).

Support Needs	No. people	% of people seen rough sleeping
Alcohol only	794	10%
Drugs only	612	8%
Mental health only	1451	18%
Alcohol and drugs	288	4%
Alcohol and mental health	557	7%
Drugs and mental health	874	11%
Alcohol, drugs and mental health	703	9%
All three no	2602	32%
All three no, not known or not assessed	230	3%
All three not known or not assessed	2907	
Total (excl. not assessed)	8111	100%
Total (incl. not assessed)	11018	

Note: Total excluding not known or assessed is used as base for percentages.

The most frequently reported support need amongst people seen rough sleeping in 2020/21 was mental health, with 44% of those assessed during the period having a need in this area. 29% of people assessed had a support need relating to alcohol, while 31% were found to have a support need around drug use. Just under a third (30%) of those assessed were found to have more than one of the three support needs, while a similar proportion (32%) had no support needs in these areas.

The graph below shows changes in the prevalence of alcohol, drug and mental health support needs amongst people seen rough sleeping over the last five years.



Note: Percentages are based on total people seen rough sleeping who were assessed for at least one of the three key support needs.

2016/17 base: 5518

2017/18 base: 5320

2018/19 base: 5352

2019/20 base: 6311

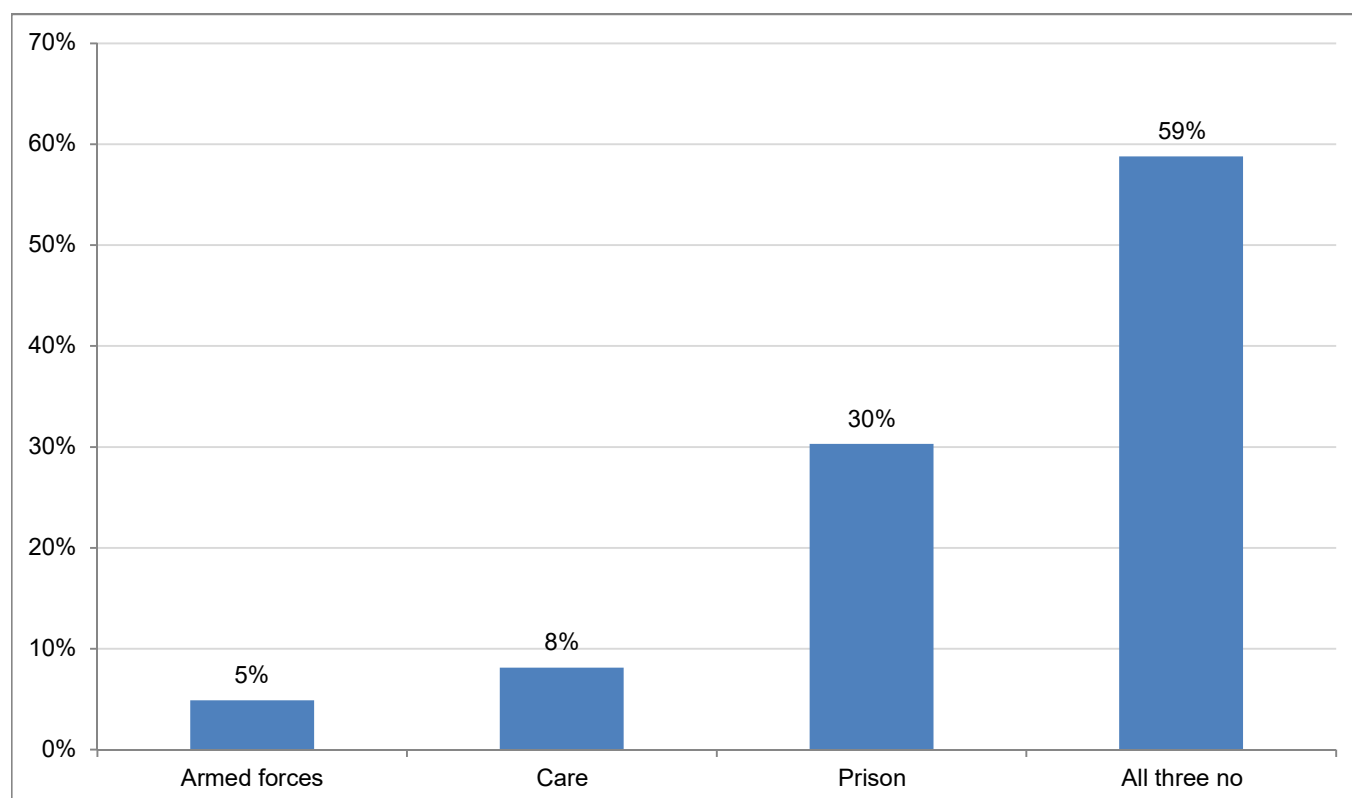
2020/21 base: 8111

There has been a noticeable decrease in the proportion of rough sleepers assessed as having support needs relating to alcohol (29% in 2020/21 compared to 39% in 2019/20) and drugs (31% in 2020/21 compared to 39% in 2019/20). The proportion of rough sleepers assessed as having a mental health need has shown a less marked decrease, at 44% this year compared to 47% in 2019/20. The proportion of rough sleepers assessed as having more than one of the three support needs has also decreased, from 40% in 2019/20 to 30% in 2020/21, while the proportion with none of the three support needs has increased, from 23% in 2019/20 to 32% in 2020/21.

It should be noted that a decrease in the proportion of individuals recorded with a particular support need does not necessarily equate to a decrease in their number, as the size of the overall base has increased.

4.9 Institutional & armed forces history

People seen rough sleeping in the year, by experience of armed forces, care or prison.



Base: 7912. Note that the base figure for this chart excludes people for whom none of the three institutional histories were assessed (3106).

Nationality of rough sleepers with experience of armed forces:

Nationality	2018/19		2019/20		2020/21	
	No.	%	No.	%	No.	%
UK	115	2%	129	2%	122	2%
Non-UK	207	4%	247	4%	265	3%
Total with armed forces experience	322	6%	376	6%	387	5%
Base (total assessed)	5194		6013		7912	

387 people seen rough sleeping in 2020/21 had experience of serving in the armed forces, of whom 122 were UK nationals. The proportion of rough sleepers with experience of serving in the armed forces remains largely consistent with previous years. Time spent in the forces could have been at any point in the person's life, and it is not necessarily the case that the person has recently been discharged.

643 people seen rough sleeping in 2020/21 had previous experience of living in care (compared to 582 in 2019/20), and 2,397 had experience of serving time in prison (compared to 2,050 in 2019/20). Of the 643 people with experience of living in care, 97 were aged 25 or under.

Proportions of rough sleepers with experience of care (8%) and prison (30%) remain largely consistent with the previous year (10% with experience of care in 2019/20, and 34% with experience of prison).

5. HELPING PEOPLE OFF THE STREETS

5.1 Accommodation outcomes

The table below details the accommodation outcomes achieved with people seen rough sleeping in the year, compared to outcomes for rough sleepers in the previous year. Some people will have had more than one outcome recorded during the year.

In 2020/21, 6,055 people who had been seen rough sleeping during the year were booked into accommodation. This is 55% of all people seen rough sleeping during the year (compared to 41% in 2019/20).

Accommodation type	2019/20		2020/21	
	No. events	%	No. events	%
Hubs, shelters and emergency accommodation				
COVID-19 Emergency Accommodation (Local)	472	5%	3668	32%
COVID-19 Emergency Accommodation (Pan London)	219	2%	1551	14%
Hub	2494	28%	46	0%
Nightstop	10	0%	4	0%
SWEP (Local)	241	3%	1014	9%
SWEP (Pan-London)	25	0%	298	3%
Winter/Night Shelter	782	9%	409	4%
<i>Hubs, shelters and emergency accommodation subtotal</i>	<i>4243</i>	<i>48%</i>	<i>6990</i>	<i>62%</i>
Temporary accommodation				
Assessment centre	742	8%	587	5%
Bed & breakfast	721	8%	545	5%
Clinic/Detox/Rehab	27	0%	17	0%
Friends & family	75	1%	41	0%
Hostel	511	6%	442	4%
Local authority temporary accommodation	885	10%	1026	9%
Second-stage accommodation	3	0%	3	0%
Staging post	575	7%	492	4%
Other temporary accommodation	269	3%	313	3%
<i>Temporary accommodation subtotal</i>	<i>3808</i>	<i>43%</i>	<i>3466</i>	<i>31%</i>
Long term accommodation				
Care home	1	0%	6	0%
Clearing House/RSI	46	1%	77	1%
Local authority tenancy (general needs)	29	0%	31	0%
Private rented sector - independent	184	2%	278	2%
Private rented sector - with some floating support	147	2%	185	2%
RSL tenancy (general needs)	7	0%	8	0%
Sheltered housing	7	0%	11	0%
St Mungo's complex needs	7	0%	1	0%
St Mungo's semi-independent	9	0%	10	0%
Supported housing	249	3%	188	2%
Tied accommodation	7	0%	9	0%
Other long-term accommodation	80	1%	47	0%
<i>Long term accommodation subtotal</i>	<i>773</i>	<i>9%</i>	<i>851</i>	<i>8%</i>
Total	8824	100%	11307	100%

Note: An individual may have been booked into accommodation more than once during the period.

5.2 Covid-19 emergency accommodation

People seen rough sleeping during 2020/21 who were recorded on CHAIN as being placed in Covid-19 emergency accommodation provided by local authorities or the GLA, under the Government's 'Everyone In' initiative. These stays are also included in the overall summary of accommodation outcomes for the year (section 5.1).

A total of 3,635 people who were seen rough sleeping during the year were recorded on CHAIN as having been placed in Covid-19 emergency accommodation (i.e. 33% of all people seen rough sleeping during the year).

Local authority providing accommodation	No. events
Pan-London provision (GLA)	1551
Barking & Dagenham	51
Barnet	61
Bexley	19
Brent	68
Bromley	15
Camden	75
City of London	153
Croydon	17
Ealing	512
Enfield	242
Greenwich	80
Hackney	97
Hammersmith & Fulham	124
Haringey	189
Harrow	16
Havering	14
Hillingdon	149
Hounslow	55
Islington	67
Kensington & Chelsea	110
Kingston upon Thames	36
Lambeth	90
Lewisham	153
Merton	20
Newham	241
Redbridge	181
Richmond	63
Southwark	124
Sutton	3
Tower Hamlets	156
Waltham Forest	20
Wandsworth	365
Westminster	89
Not recorded	13
Total	5219

Note: An individual may have been booked into Covid-19 emergency accommodation more than once during the period.

It is important to note that this information will differ from figures quoted elsewhere regarding total numbers of people accommodated under Everyone In during the course of the pandemic. The figures above do not include a significant number of people staying in this accommodation during 2020/21 who had already been booked in prior to the start of the period, or who were not seen rough sleeping during 2020/21, but had been provided with accommodation to prevent them rough sleeping during the pandemic.

CHAIN was not the primary system used by local authorities for recording provision of this accommodation, and whilst developments and efforts were made during 2020 to enable CHAIN to capture as much of this activity as possible, other data sets report much higher numbers accessing this accommodation.

5.3 NSNO attendance

People seen rough sleeping during the year who accessed GLA commissioned NSNO staging posts or triage hubs.

	2019/20	2020/21
No. accessing service	1773	597

The 2019/20 figure is for people attending NSNO assessment hubs and staging posts. NSNO assessment hubs ceased operating in late March 2020, due to restrictions arising from the Covid-19 pandemic, so the 2020/21 figure is based on people staying at NSNO staging posts or accessing the new non-residential NSNO triage hubs. Most NSNO staff were redeployed to provide support in GLA commissioned Pan-London Covid-19 emergency hotels.

5.4 Reconnection outcomes

Confirmed reconnections achieved with people seen rough sleeping in the year.

Outreach teams, NSNO, and other services help people to reconnect to their home area or country, where they have more options available to them, for example through appropriate support networks, entitlement to accommodation or access to an alcohol treatment centre. Reconnection destinations could be another borough within London, an area elsewhere in the UK, or another country. Some people may have had more than one reconnection recorded during the year.

	2019/20		2020/21	
Reconnection reason	No.	%	No.	%
Return to home area	630	76%	308	79%
Seeking work	41	5%	9	2%
Move to area for friends/family	301	36%	154	39%
Move to area with appropriate services	375	45%	109	28%
Reconnections total*	834		392	

Reconnection destination	No.	%	No.	%
UK - London	519	64%	134	35%
UK - outside London	108	13%	56	15%
Central and Eastern Europe	129	16%	173	45%
Other Europe	50	6%	13	3%
Rest of the world	8	1%	7	2%
<i>Not known</i>	20		9	
Reconnections total (excl. destination not known)	814	100%	383	100%

*Reconnections can be recorded with multiple reasons, so the overall total will be lower than the combined sum of the separate reconnection reasons. Percentages are based on the total number of reconnections.

367 people seen rough sleeping in 2020/21 also had a confirmed reconnection recorded during the period. This means that 3% of all people seen rough sleeping in the year were reconnected, which is lower than the proportion of 8% in 2019/20.

50% of reconnections this year were to destinations outside the UK, which is a notably higher proportion than the 23% in 2019/20. The proportion of reconnections to destinations within London fell significantly, at 35% in 2020/21 compared to 64% in 2019/20, while the proportion to UK destinations outside London remained steady, at 15%, compared to 13% in 2019/20.

The significant decrease in the total number of reconnections recorded, compared to 2019/20, is likely to relate to the suspension of operation of NSNO assessment hubs, following the onset of the Covid-19 pandemic. Lockdowns, and general restrictions on national and international movements related to the pandemic, may also have had an effect on the possibility of facilitating reconnections during this time.

6. TEMPORARY ACCOMMODATION

Arrivals and departures at hostels, assessment centres and second-stage accommodation. All people counted in this section had previously been seen rough sleeping, but not necessarily during 2020/21. The figures in this section of the report do not include arrivals and departures from Covid-19 emergency accommodation.

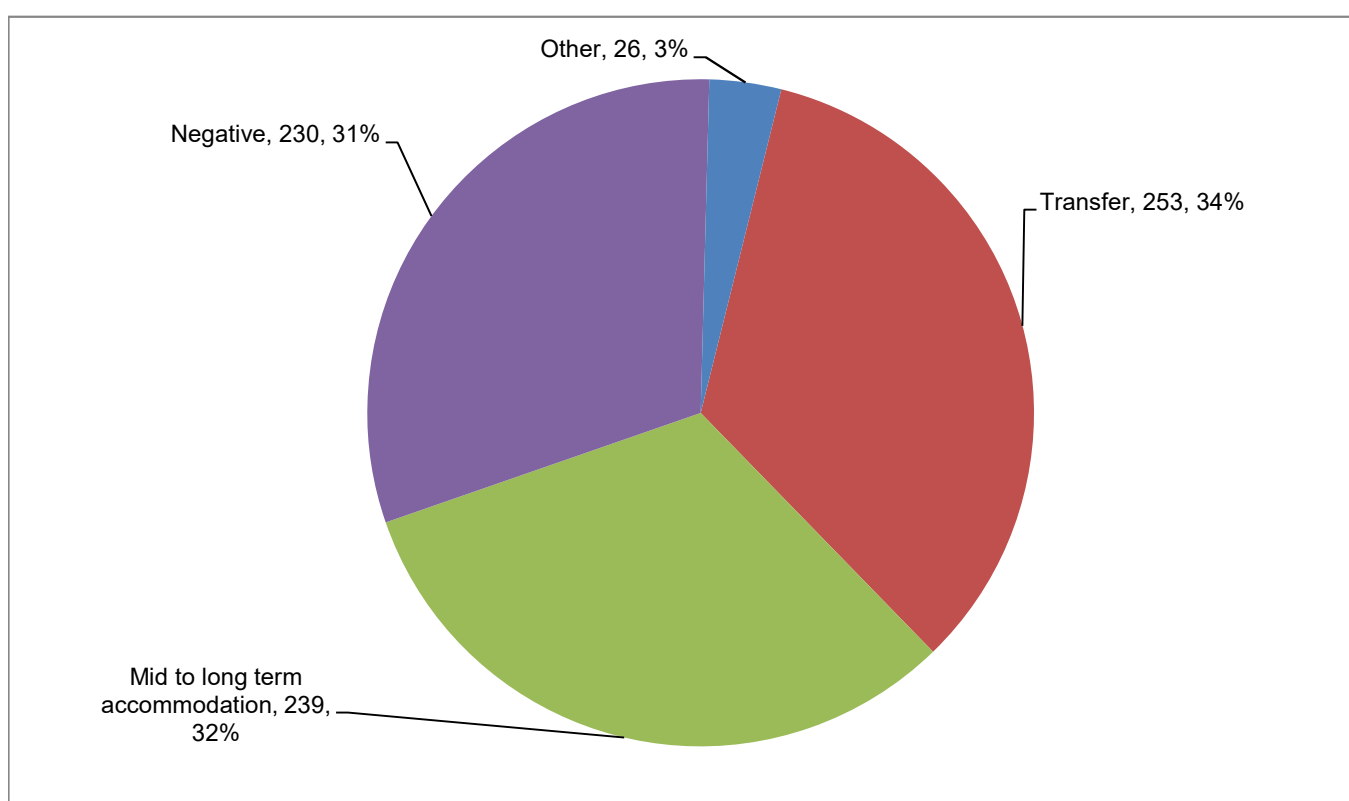
6.1 Arrivals

A total of 638 individuals arrived at temporary accommodation during the period.

6.2 Departures: Destination on departure

A total of 642 individuals departed from temporary accommodation during the period, with a total of 748 departures recorded between them.

Departures from temporary accommodation, by destination on departure.



Base: 748

Destination on departure	Destination category	Chart colour
Assessment centre, Bed & breakfast, Covid-19 Emergency Hotel, Detox clinic, Hospital - not long term/acute care, Hostel - another organisation, Hostel - within the organisation, Hosting placement, Internal transfer, NASS accommodation, Night shelter, NSNO assessment hub, NSNO staging post, Psychiatric hospital, Rehab clinic, Temporary accommodation (LA)	Transfer	
Accommodation where client is owner, Care home, Clearing House/RSI, Hospital - long term, LA tenancy (general needs), Long stay hospice, Private rented sector - independent, Private rented sector - with some floating support, Returned to home country (EEA), Returned to home country (non EEA), RSL tenancy (general needs), Sheltered housing, Supported housing, Tied accommodation with work	Mid to long term accommodation	
Committed suicide, Not known, Sleeping rough/Returned to streets, Taken into custody	Negative	
Died, Previous home, Staying with family, Staying with friends	Other	

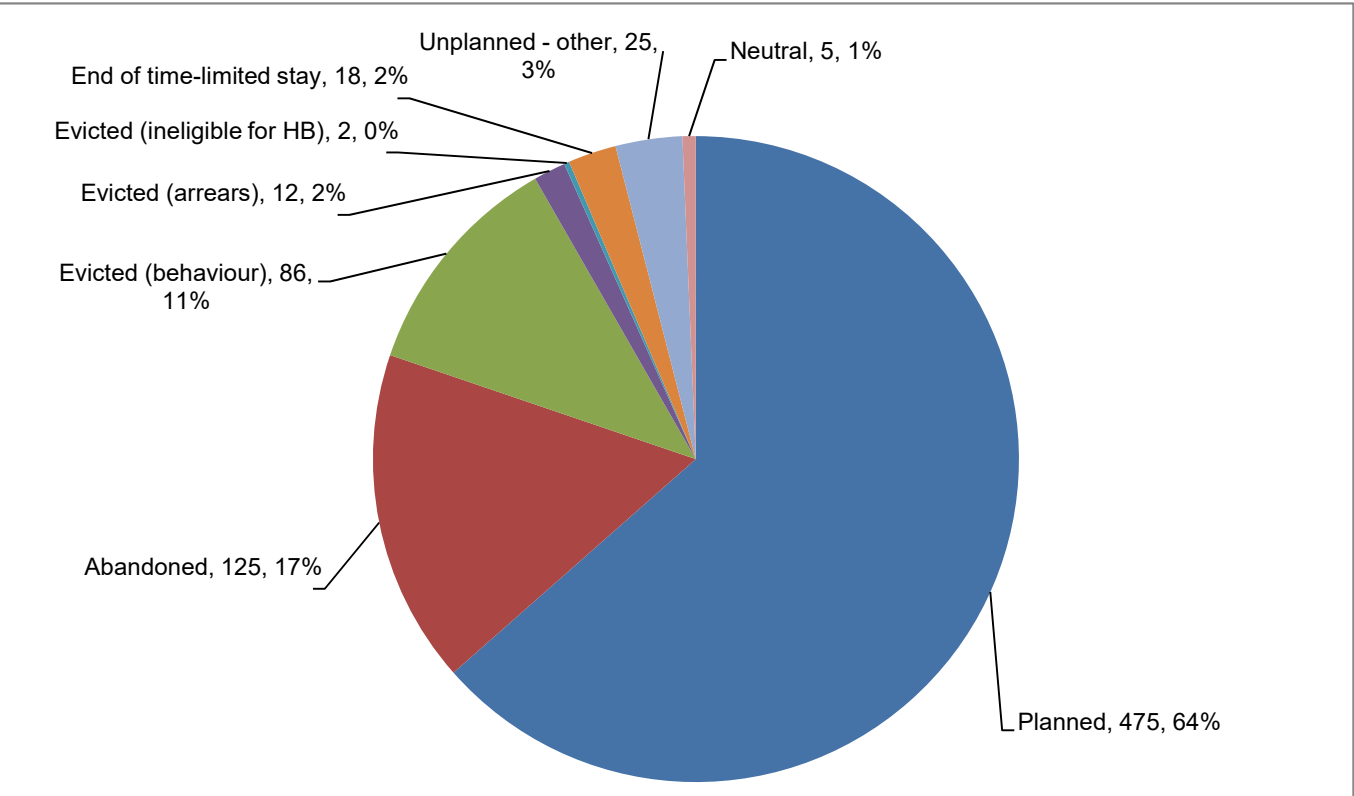
Note: An individual may have had more than one accommodation departure during the period.

Destination on departure	No. departures	%
Transfer		
Assessment centre	47	6.3%
Bed & breakfast	15	2.0%
Covid-19 Emergency Hotel	23	3.1%
Detox clinic	5	0.7%
Hospital - not long term/acute care	5	0.7%
Hostel - another organisation	51	6.8%
Hostel - within the organisation	19	2.5%
Hosting placement	0	0.0%
Internal SWEPP transfer	20	2.7%
NASS accommodation	0	0.0%
Night shelter	7	0.9%
NSNO assessment hub	2	0.3%
NSNO staging post	7	0.9%
Psychiatric hospital	1	0.1%
Rehab clinic	5	0.7%
Temporary accommodation (LA)	46	6.1%
<i>Transfer subtotal</i>	<i>253</i>	<i>33.8%</i>
Mid to long term accommodation		
Accommodation where client is owner	0	0.0%
Care home	0	0.0%
Clearing House/RSI	13	1.7%
Hospital - long term	10	1.3%
LA tenancy (general needs)	6	0.8%
Long stay hospice	0	0.0%
Private rented sector - independent	48	6.4%
Private rented sector - with some floating support	53	7.1%
Returned to home country (EEA)	19	2.5%
Returned to home country (non EEA)	0	0.0%
RSL tenancy (general needs)	4	0.5%
Sheltered housing	4	0.5%
Supported housing	79	10.6%
Tied accommodation with work	3	0.4%
<i>Mid to long term accommodation subtotal</i>	<i>239</i>	<i>32.0%</i>
Negative		
Committed suicide	0	0.0%
Not known	113	15.1%
Sleeping rough/Returned to streets	81	10.8%
Taken into custody	36	4.8%
<i>Negative subtotal</i>	<i>230</i>	<i>30.7%</i>
Other		
Died	5	0.7%
Previous home	2	0.3%
Staying with family	15	2.0%
Staying with friends	4	0.5%
<i>Other subtotal</i>	<i>26</i>	<i>3.5%</i>
Total	748	100.0%

In 2020/21, 32% of departures from temporary accommodation were moves to mid to long term accommodation, which is an increase from the figure of 23% in 2019/20. There was a decrease in the proportion of negative departures, with 31% in this category in 2020/21, compared to 37% in 2019/20, and 51% in 2018/19. During 2020/21, 9% of departures were for a move to another hostel, which is similar to the 10% recorded in 2019/20. However, the proportion of departures to supported housing has increased, with 11% of moves in 2020/21 being to this type of accommodation, compared to 7% last year. Departures to private rented accommodation accounted for 14% of all moves this year, compared to 7% in 2019/20.

6.3 Departures: Reason for leaving

Temporary accommodation departures by reason for leaving.



Base: 748

Note: An individual may have had more than one accommodation departure during the period. In most cases where a person's reason for leaving has been recorded as 'Neutral', their tenancy has ended due to them dying.

In 2020/21, 33% of departures from temporary accommodation were for evictions, abandonments and unplanned departures, which is the same proportion as in 2019/20. The proportion of planned moves has increased, at 64% compared to 58% in 2019/20.

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