CHAIN ANNUAL REPORT

OUTER BOROUGHS

APRIL 2018 - MARCH 2019

CHAIN

CONTENTS

COPYRIGHT

Greater London Authority

June 2019

Published by
Greater London Authority
City Hall
The Queen's Walk
More London
London SE1 2AA
www.london.gov.uk

CHAIN enquiries 020 3856 6007

Copies of this report are available
from http://data.london.gov.uk

1. INTRODUCTION

This report presents information about people seen rough sleeping by outreach teams in the outer boroughs between April 2018 and March 2019. 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.

Most sections of this report include figures representing an amalgamated total for everyone seen rough sleeping in the outer boroughs taken as a whole, followed by a breakdown providing figures for each of the boroughs individually. Some people will have been seen rough sleeping in more than one of the outer boroughs during the year, so the combined total for the separate boroughs works out to a higher number than the overall amalgamated total for the outer boroughs.

The final section of the report presents information about people arriving at or departing from temporary accommodation for rough sleepers in the outer boroughs. People included in this section will have been seen rough sleeping at some point in their history, but not necessarily during 2018/19.

For the purposes of recording on CHAIN, Heathrow is counted as a "borough", so that the particular issue of rough sleeping at the airport can be distinguished from rough sleeping in the wider borough of Hillingdon. Some rough sleepers were seen by outreach workers on buses and tubes during 2018/19, and their contacts cannot be ascribed to a particular borough. These people have been included in the overall figures for the outer boroughs in this report, and are also counted separately under "bus route" and "tube line" in the individual borough breakdowns.

Editions of this report prior to 2017/18 included the borough of Haringey, and editions prior to 2016/17 included Newham. In both cases, these boroughs are now omitted from the outer borough figures as they are covered by their own separate reports, due to their increased numbers of rough sleepers and concomitant implementation of borough-specific outreach services. These changes should be taken into account when comparing the amalgamated outer boroughs total for 2018/19 against that for earlier years.

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 28 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.

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.
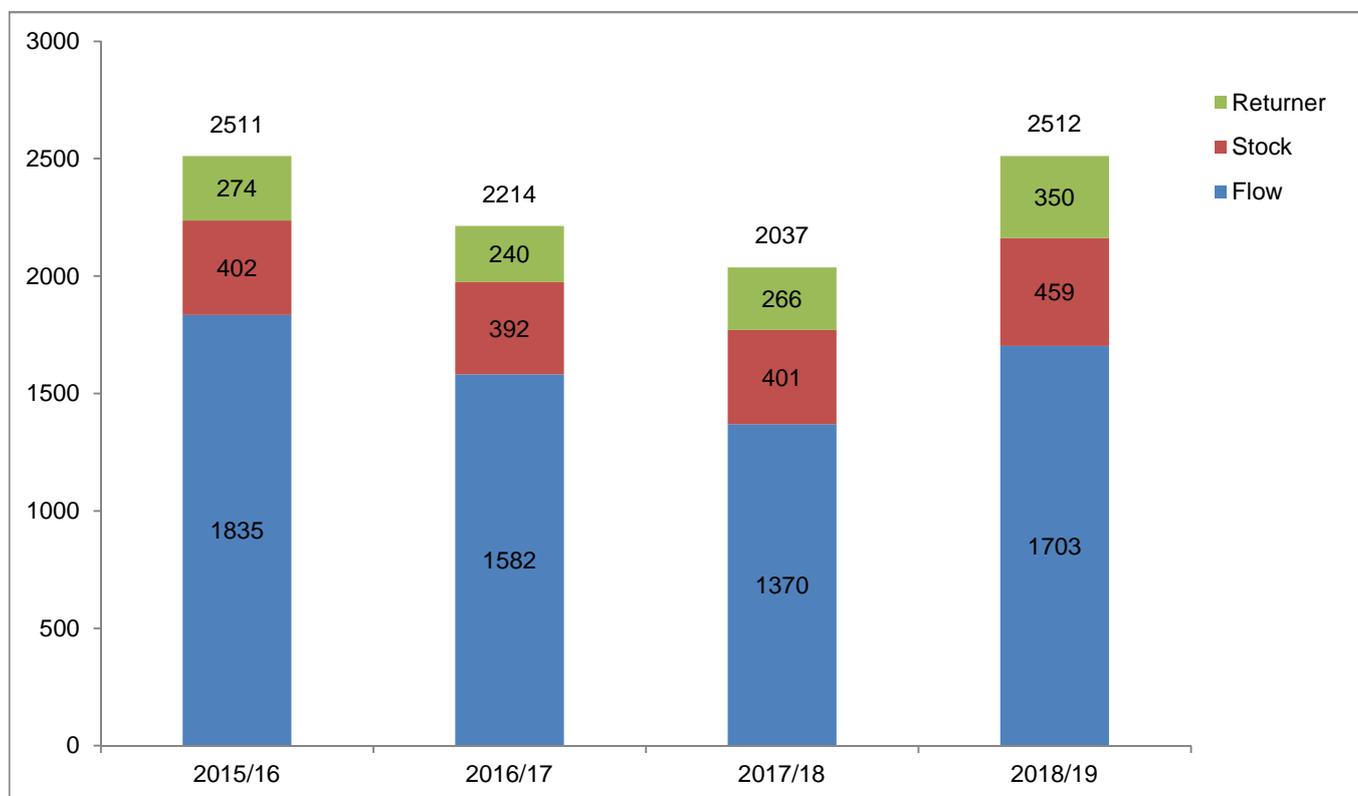
2015/16 base: 2511
2016/17 base: 2214
2017/18 base: 2037
2018/19 base: 2512

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 2018/19 (i.e. new rough sleepers).
Stock	People who were also seen rough sleeping in 2017/18 (i.e. those seen across a minimum of two consecutive years).
Returner	People who were first seen rough sleeping prior to 2017/18 , but were not seen during 2017/18 (i.e. those who have had a gap in their rough sleeping histories).

2,512 people were seen rough sleeping in the outer boroughs in 2018/19. This represents a 23% increase when compared to 2017/18.

68% of people seen rough sleeping in the outer boroughs during the year were new rough sleepers (flow), while 18% fell into the stock category, and 14% were returners.

Borough	Flow	Stock	Returner	Total
Barking & Dagenham	34	11	4	49
Barnet	65	18	11	94
Bexley	27	0	5	32
Bromley	34	5	8	47
Croydon	195	52	27	274
Enfield	71	10	19	100
Greenwich	58	10	23	91
Hackney	110	27	26	163
Harrow	21	4	5	30
Havering	21	8	3	32
Heathrow	222	24	37	283
Hillingdon	87	17	19	123
Hounslow	48	27	12	87
Kingston upon Thames	62	14	10	86
Lewisham	99	32	34	165
Merton	36	10	11	57
Redbridge	141	58	15	214
Richmond	65	38	25	128
Sutton	35	10	4	49
Waltham Forest	93	30	14	137
Wandsworth	72	21	18	111
Bus route	146	48	30	224
Tube line	8	7	3	18

2.2 Number of times seen rough sleeping

People seen rough sleeping in the year, by number of times seen rough sleeping.
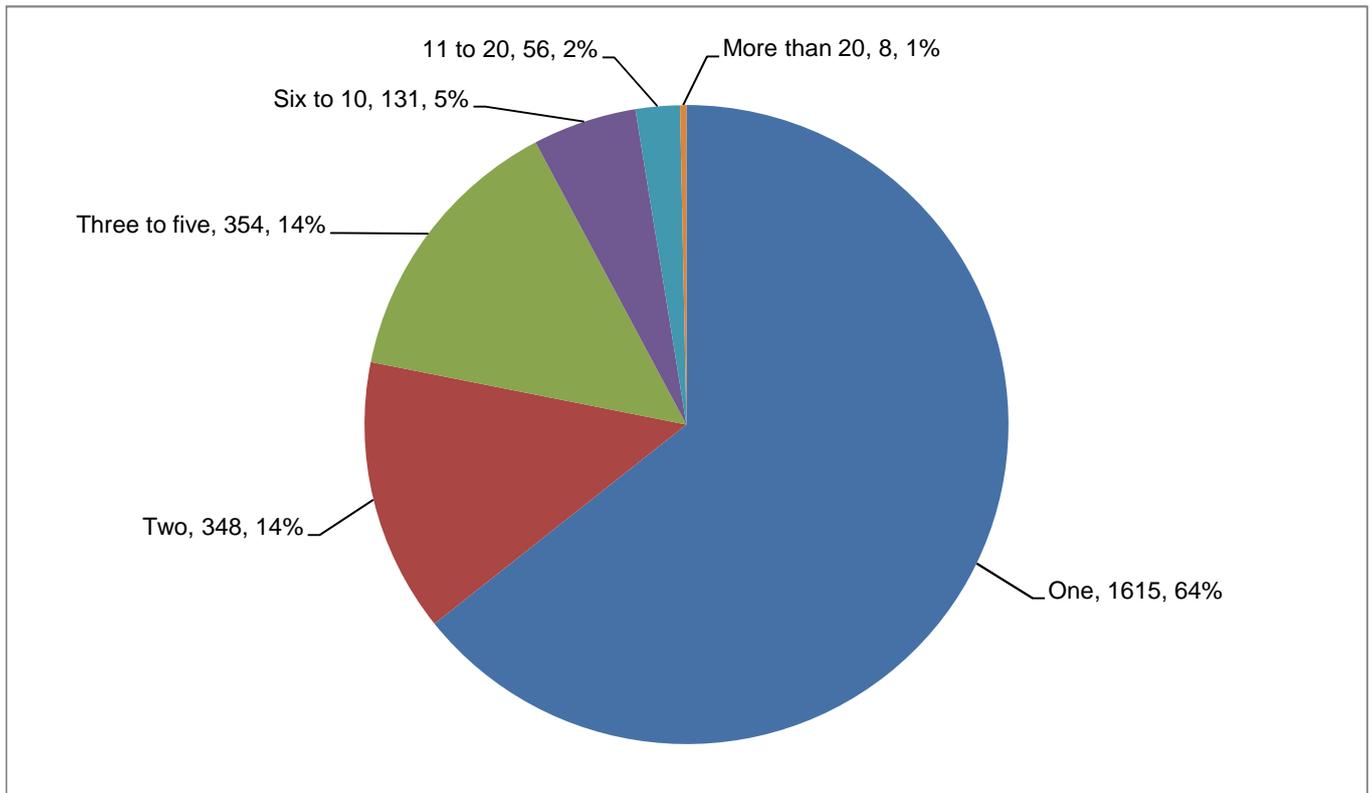
Base: 2512

1,615 (64%) people were seen rough sleeping only once in 2018/19, this compares to 1,411 (69%) seen rough sleeping only once in 2017/18.

74% of people seen rough sleeping in the outer boroughs during 2018/19 who were new to the streets were not seen rough sleeping for a second time during the year.

Borough	Number of times seen bedded down					
	1	2	3	4	5+	Total
Barking & Dagenham	39	5	1	3	1	49
Barnet	58	10	7	4	15	94
Bexley	22	6	1	1	2	32
Bromley	31	8	2	1	5	47
Croydon	161	37	18	13	45	274
Enfield	76	12	6	3	3	100
Greenwich	61	12	4	2	12	91
Hackney	102	23	14	6	18	163
Harrow	25	4	1	0	0	30
Havering	24	2	3	1	2	32
Heathrow	179	46	20	15	23	283
Hillingdon	63	25	13	10	12	123
Hounslow	51	12	6	7	11	87
Kingston upon Thames	49	11	9	12	5	86
Lewisham	105	21	10	3	26	165
Merton	28	9	7	6	7	57
Redbridge	143	28	12	12	19	214
Richmond	69	24	7	10	18	128
Sutton	30	6	7	4	2	49
Waltham Forest	81	26	14	8	8	137
Wandsworth	72	13	3	11	12	111
Bus route	138	35	13	11	27	224
Tube line	8	1	2	2	5	18

2.3 Rough sleeping volume: Flow, stock, returner model

People seen rough sleeping in the year, by flow, stock, returner model, and number of times seen rough sleeping.
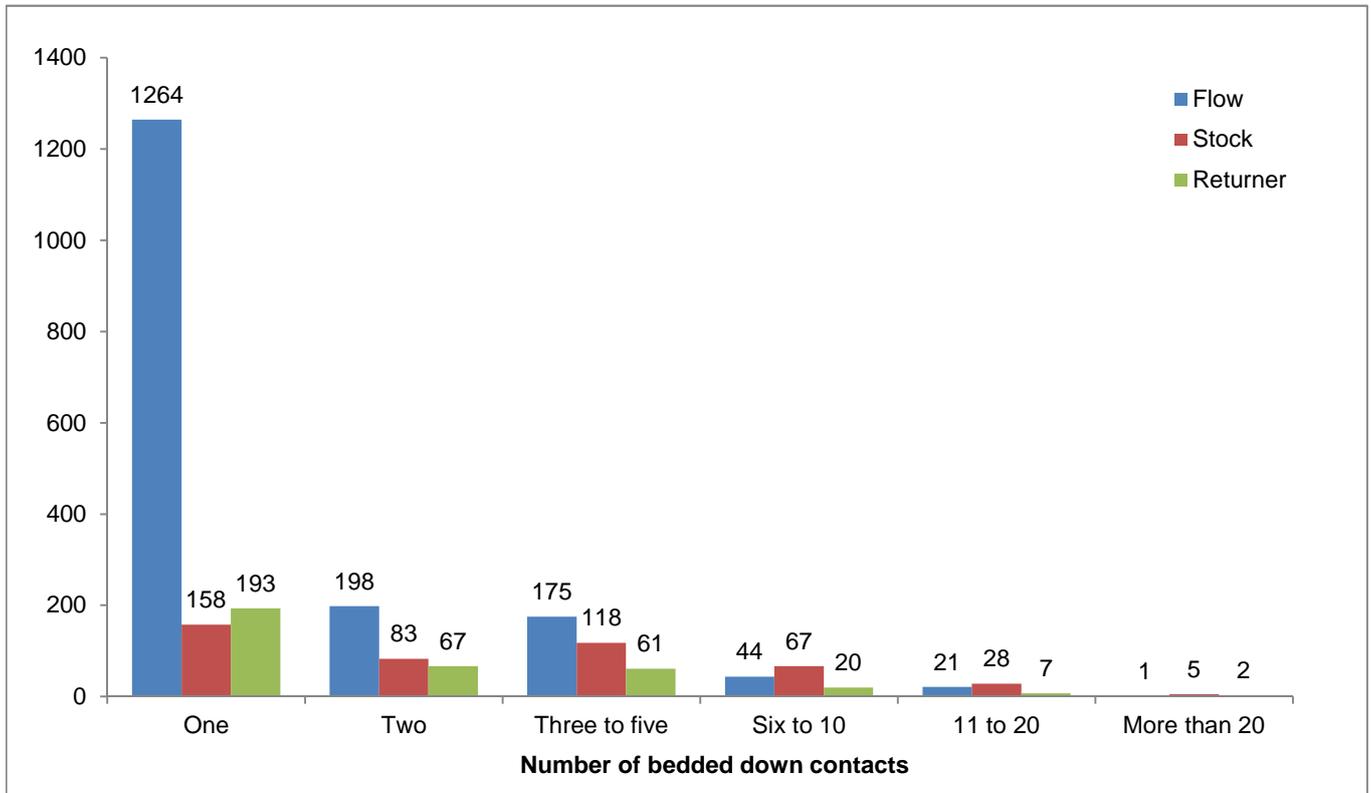
Base (Flow):   1703
Base (Stock):   459
Base (Returner):   350

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

People seen rough sleeping for the first time in 2018/19, 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.

Last settled base	No.	%
Long term accommodation		
Private rented accommodation	411	36.6%
Local authority accommodation	61	5.4%
Housing association/RSL accommodation	42	3.7%
Owner occupied accommodation	34	3.0%
Tied accommodation	16	1.4%
Sheltered housing/registered care accommodation	10	0.9%
Long term accommodation subtotal	*574*	*51.2%*
Short or medium term accommodation		
Hostel	62	5.5%
Temporary accommodation (Local authority)	27	2.4%
Asylum support accommodation	22	2.0%
B&B/other temporary accommodation	8	0.7%
Clinic/Detox/Rehab	5	0.4%
Short or medium term accommodation subtotal	*124*	*11.1%*
Institution		
Prison	43	3.8%
Hospital	8	0.7%
Institution subtotal	*51*	*4.5%*
Inappropriately accommodated		
Squat	19	1.7%
Outhouse	1	0.1%
Inappropriately accommodated subtotal	*20*	*1.8%*
Newly arrived in UK		
Newly arrived in UK - not homeless in home country	56	5.0%
Newly arrived in UK - homeless in home country	14	1.2%
Newly arrived in UK subtotal	*70*	*6.2%*
Other	283	25.2%
Not recorded	581	
Total (excl. not recorded)	**1122**	**100.0%**
Total	**1703**	

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

The table below details new rough sleepers' status at their last settled base, where the last settled base was not of an institutional or inappropriate nature.

Status at last settled base*	No.	%
Tenant	186	42%
Informal arrangement	99	22%
Living with partner	78	17%
Parental home	79	18%
Owner	5	1%
Not recorded/applicable	427	
Total (excl. not recorded/applicable)	**447**	**100%**
Total	**874**	

*Applies to people whose last settled base was local authority accommodation, temporary accommodation, owner occupied accommodation, private rented accommodation, tied accommodation, and in some cases where "other" has been specified.

Note: Total excluding not recorded/applicable 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	221	19.7%
Evicted - arrears	109	9.7%
Evicted - ASB	24	2.1%
Evicted - end of tenancy agreement	13	1.2%
Evicted - other	65	5.8%
Asked to leave or evicted subtotal	*432*	*38.5%*
Employment and education		
Financial problems - loss of job	68	6.1%
Seeking work - from outside UK	26	2.3%
Seeking work - from within UK	29	2.6%
Study	1	0.1%
Employment and education subtotal	*124*	*11.1%*
Relationships		
Relationship breakdown	132	11.8%
Move nearer family/friends/community	10	0.9%
Death of relative/friend	7	0.6%
Relationships subtotal	*149*	*13.3%*
Financial		
Financial problems - debt	15	1.3%
Financial problems - housing benefit	6	0.5%
Financial problems - other	26	2.3%
Financial subtotal	*47*	*4.2%*
End of stay in short or medium term accommodation		
End of stay - asylum accommodation	11	1.0%
End of stay - hostel	7	0.6%
Evicted - given non priority decision	7	0.6%
End of stay - other	36	3.2%
End of stay in short or medium term accommodation subtotal	*61*	*5.4%*
Victim of violence, harassment or abuse		
Harassment/abuse/violence	27	2.4%
Domestic violence - victim	18	1.6%
Tenancy hijack	0	0.0%
Victim of violence, harassment or abuse subtotal	*45*	*4.0%*
End of stay in institution		
End of stay - prison	47	4.2%
End of stay - hospital	7	0.6%
End of stay in institution subtotal	*54*	*4.8%*
Housing conditions		
Housing conditions	12	1.1%
Perpetrator of violence, harassment or abuse		
Domestic violence - perpetrator	4	0.4%
Transient		
Transient/travelling around	7	0.6%
Other		
Other	187	16.7%
Not recorded	581	
Total (excl. not recorded)	**1122**	**100%**
Total	**1703**	

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

2.5 Borough distribution

People seen rough sleeping in the year, by borough.

Borough	2015/16	2016/17	2017/18	2018/19		Change since 2017/18	Change since 2015/16
Barking & Dagenham	32	49	40	49		9	17
Barnet	88	106	53	94		41	6
Bexley	26	22	19	32		13	6
Bromley	47	57	47	47		0	0
Croydon	166	192	234	274		40	108
Enfield	136	106	109	100		-9	-36
Greenwich	110	91	94	91		-3	-19
Hackney	148	134	171	163		-8	15
Harrow	65	43	33	30		-3	-35
Havering	20	31	27	32		5	12
Heathrow	241	200	52	283		231	42
Hillingdon	56	91	58	123		65	67
Hounslow	191	163	170	87		-83	-104
Kingston upon Thames	31	35	50	86		36	55
Lewisham	133	200	199	165		-34	32
Merton	49	40	24	57		33	8
Redbridge	222	219	239	214		-25	-8
Richmond	133	105	107	128		21	-5
Sutton	35	49	34	49		15	14
Waltham Forest	139	82	94	137		43	-2
Wandsworth	96	73	68	111		43	15
Bus route	19	21	142	224		82	205
Tube line	0	0	5	18		13	18

The outer boroughs in which the greatest numbers of rough sleepers were seen in 2018/19 were Croydon, Redbridge, Lewisham and Hackney. The numbers of people seen rough sleeping at Heathrow and on buses meant that these were also amongst the highest volume locations.

The increase in people recorded on public transport is due to the inception of the GLA's new TFL Outreach service in October 2017, which specifically works with people rough sleeping on buses and the night tube.

3. SPATIAL DISTRIBUTION

3.1 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 the Outer Boroughs 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.

No. Bedded Down Contacts

1	3	6-10	21-50
2	4-5	11-20	51+

Contains National Statistics data © Crown copyright and database right 2019.
Contains OS data © Crown copyright and database right 2019.
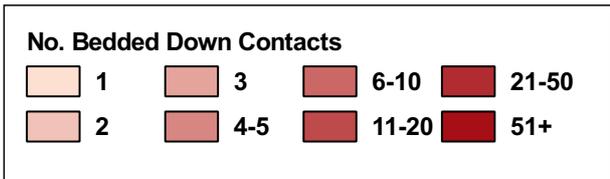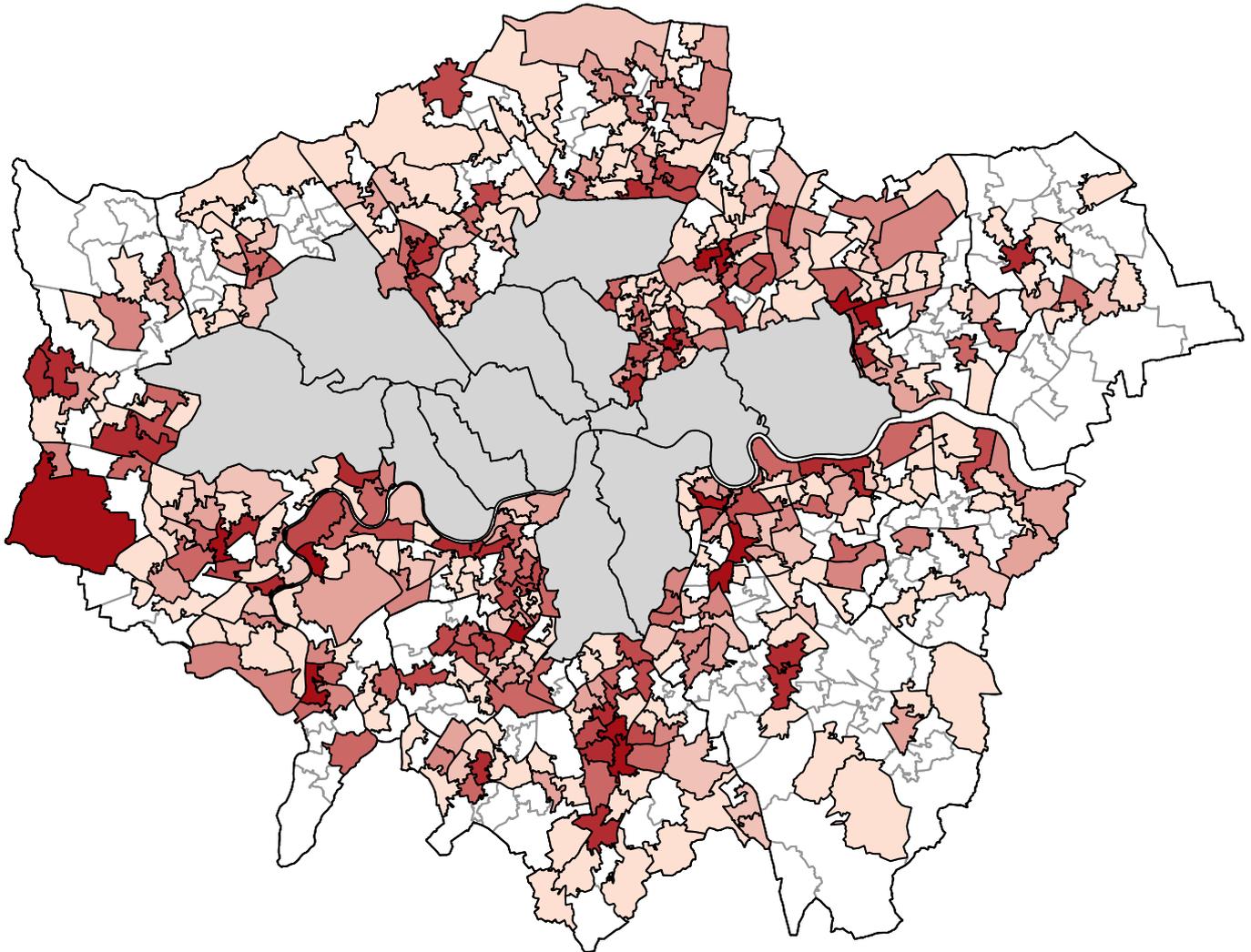
4. DEMOGRAPHICS & SUPPORT NEEDS

4.1 Nationality: Overall composition

People seen rough sleeping in the year, by nationality.
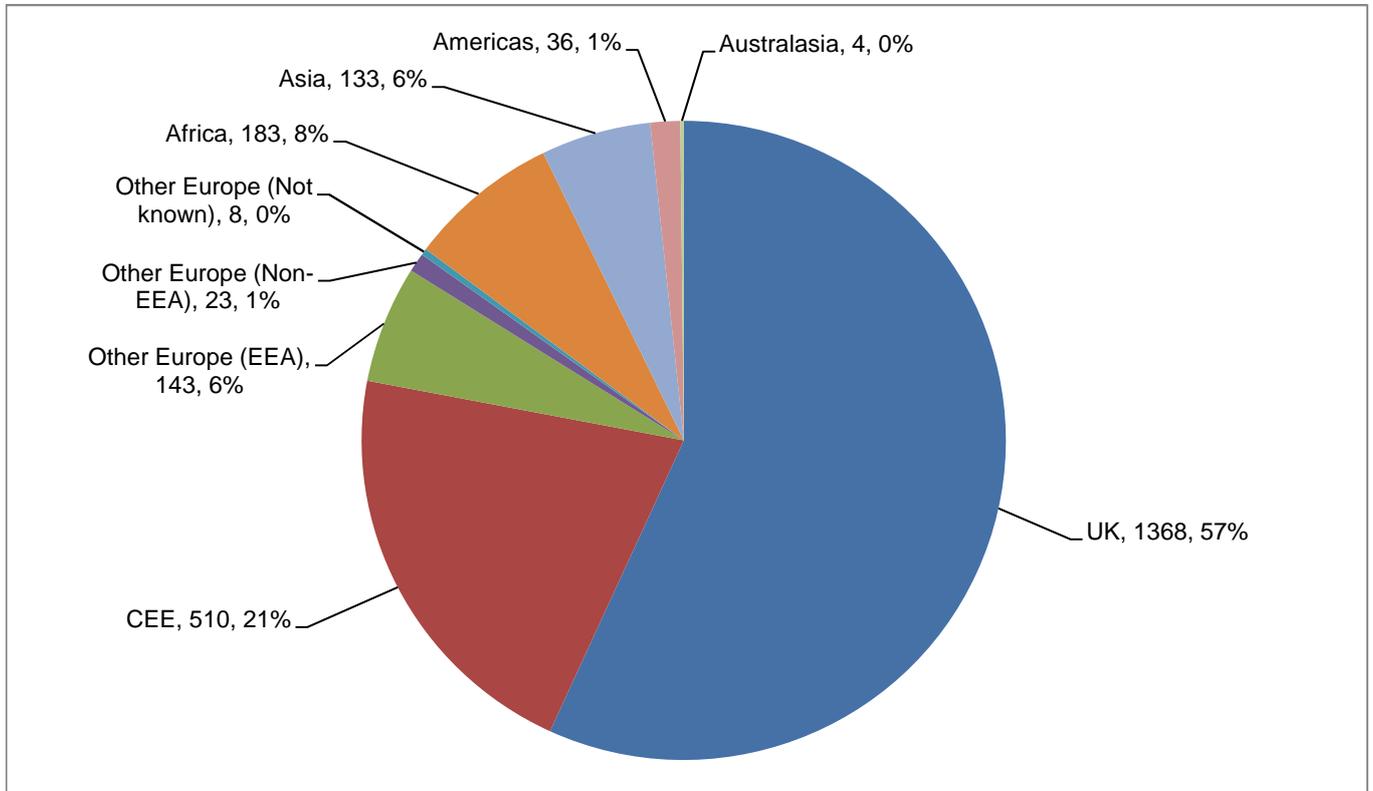
Base: 2408 people seen rough sleeping in the year whose nationality was known.

4.2 Nationality: Flow, stock, returner model

| Nationality	Flow No.	Stock No.	Returner No.	Total No.	%
UK	882	272	214	1368	56.8%
Bulgaria	22	9	1	32	1.3%
Czech Republic	9	3	0	12	0.5%
Estonia	1	1	1	3	0.1%
Hungary	9	2	2	13	0.5%
Latvia	9	11	2	22	0.9%
Lithuania	31	18	5	54	2.2%
Poland	139	26	34	199	8.3%
Romania	131	18	12	161	6.7%
Slovakia	10	3	1	14	0.6%
Slovenia	0	0	0	0	0.0%
CEE subtotal	*361*	*91*	*58*	*510*	*21.2%*
Italy	20	4	5	29	1.2%
Ireland (Republic of)	11	7	8	26	1.1%
Portugal	13	7	6	26	1.1%
Spain	8	1	1	10	0.4%
France	14	3	2	19	0.8%
Other European (EEA) countries	24	3	6	33	1.4%
Other Europe (EEA) subtotal	*90*	*25*	*28*	*143*	*5.9%*
Other Europe (Non-EEA)	19	2	2	23	1.0%
Other Europe (Not known)	8	0	0	8	0.3%
Eritrea	23	5	0	28	1.2%
Somalia	7	1	2	10	0.4%
Nigeria	23	3	6	32	1.3%
Sudan	6	4	1	11	0.5%
Other African countries	77	13	12	102	4.2%
Africa subtotal	*136*	*26*	*21*	*183*	*7.6%*
India	29	21	6	56	2.3%
Iran	14	3	2	19	0.8%
Sri Lanka	8	3	3	14	0.6%
Other Asian countries	35	4	5	44	1.8%
Asia subtotal	*86*	*31*	*16*	*133*	*5.5%*
Americas	27	6	3	36	1.5%
Australasia	3	0	1	4	0.2%
Not known	91	6	7	104	4.3%
Total (excl. Not known)	**1612**	**453**	**343**	**2408**	**100.0%**
Total (incl. Not known)	**1703**	**459**	**350**	**2512**	

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

4.3 Nationality: Borough distribution

Borough	UK	CEE	Other Europe	Africa	Asia	Rest of world	Not known	Total
Barking & Dagenham	23	17	0	5	2	1	1	49
Barnet	49	35	1	1	7	0	1	94
Bexley	27	2	0	2	0	0	1	32
Bromley	30	12	2	2	0	1	0	47
Croydon	165	50	11	21	16	6	5	274
Enfield	51	24	8	9	4	2	2	100
Greenwich	64	11	8	6	0	1	1	91
Hackney	105	17	17	10	4	3	7	163
Harrow	13	9	2	0	5	0	1	30
Havering	27	1	2	2	0	0	0	32
Heathrow	116	33	34	18	17	9	56	283
Hillingdon	71	19	6	8	13	0	6	123
Hounslow	51	20	7	0	5	0	4	87
Kingston upon Thames	52	29	0	1	1	0	3	86
Lewisham	114	19	12	10	4	4	2	165
Merton	24	24	0	1	6	0	2	57
Redbridge	88	51	17	22	34	0	2	214
Richmond	84	22	9	2	4	1	6	128
Sutton	30	15	0	2	1	1	0	49
Waltham Forest	53	59	9	9	2	1	4	137
Wandsworth	66	23	11	6	2	2	1	111
Bus route	99	38	18	49	8	10	2	224
Tube line	10	1	1	3	3	0	0	18

4.4 Gender

People seen rough sleeping in the year, by gender.
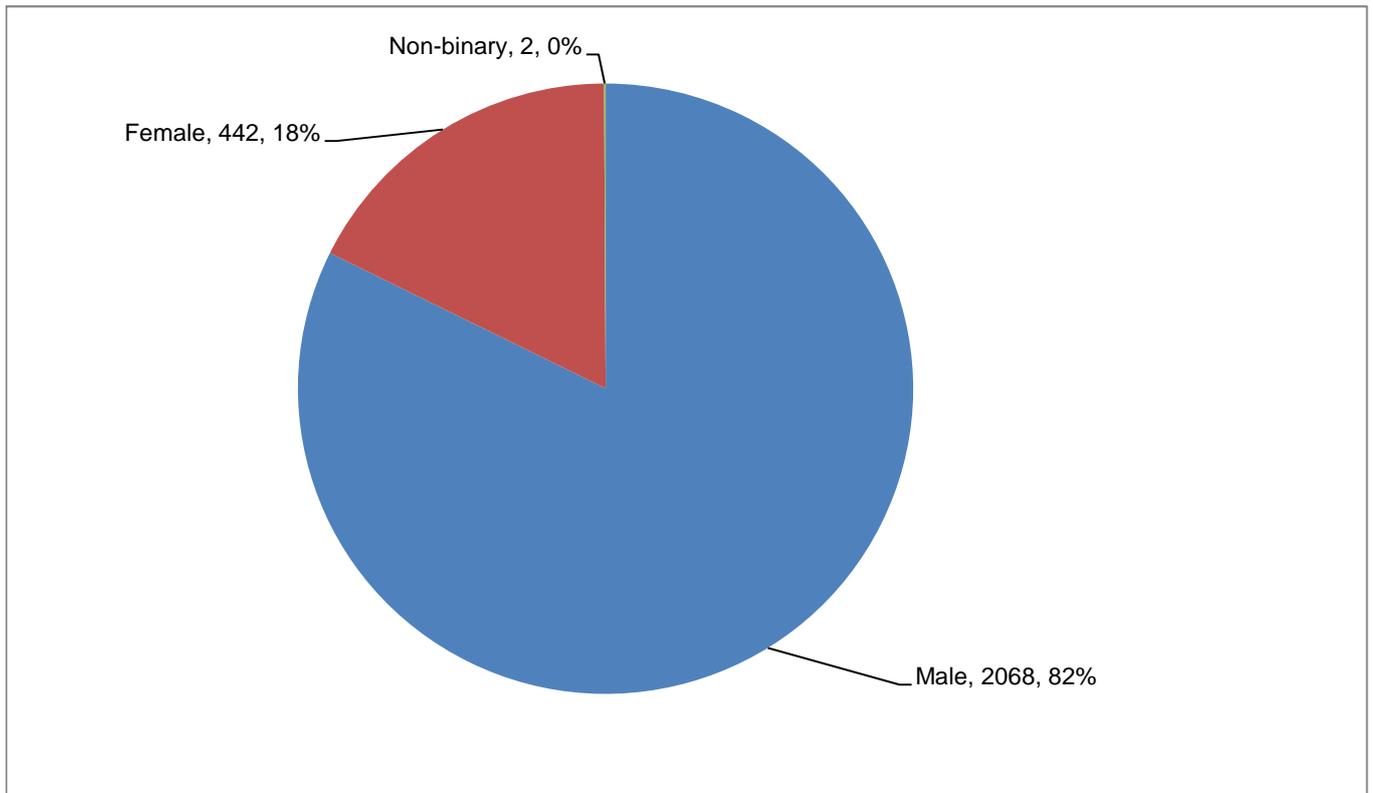
Base: 2512

Borough	Female	Male	Non-binary	Total
Barking & Dagenham	7	42	0	49
Barnet	10	83	1	94
Bexley	3	29	0	32
Bromley	7	40	0	47
Croydon	58	216	0	274
Enfield	20	80	0	100
Greenwich	17	74	0	91
Hackney	31	132	0	163
Harrow	6	24	0	30
Havering	2	30	0	32
Heathrow	67	216	0	283
Hillingdon	19	104	0	123
Hounslow	12	75	0	87
Kingston upon Thames	21	65	0	86
Lewisham	33	132	0	165
Merton	4	53	0	57
Redbridge	31	182	1	214
Richmond	20	108	0	128
Sutton	10	39	0	49
Waltham Forest	18	119	0	137
Wandsworth	18	93	0	111
Bus route	40	184	0	224
Tube line	4	14	0	18
Unique total	**442**	**2068**	**2**	**2512**

4.5 Age

People seen rough sleeping in the year, by age.
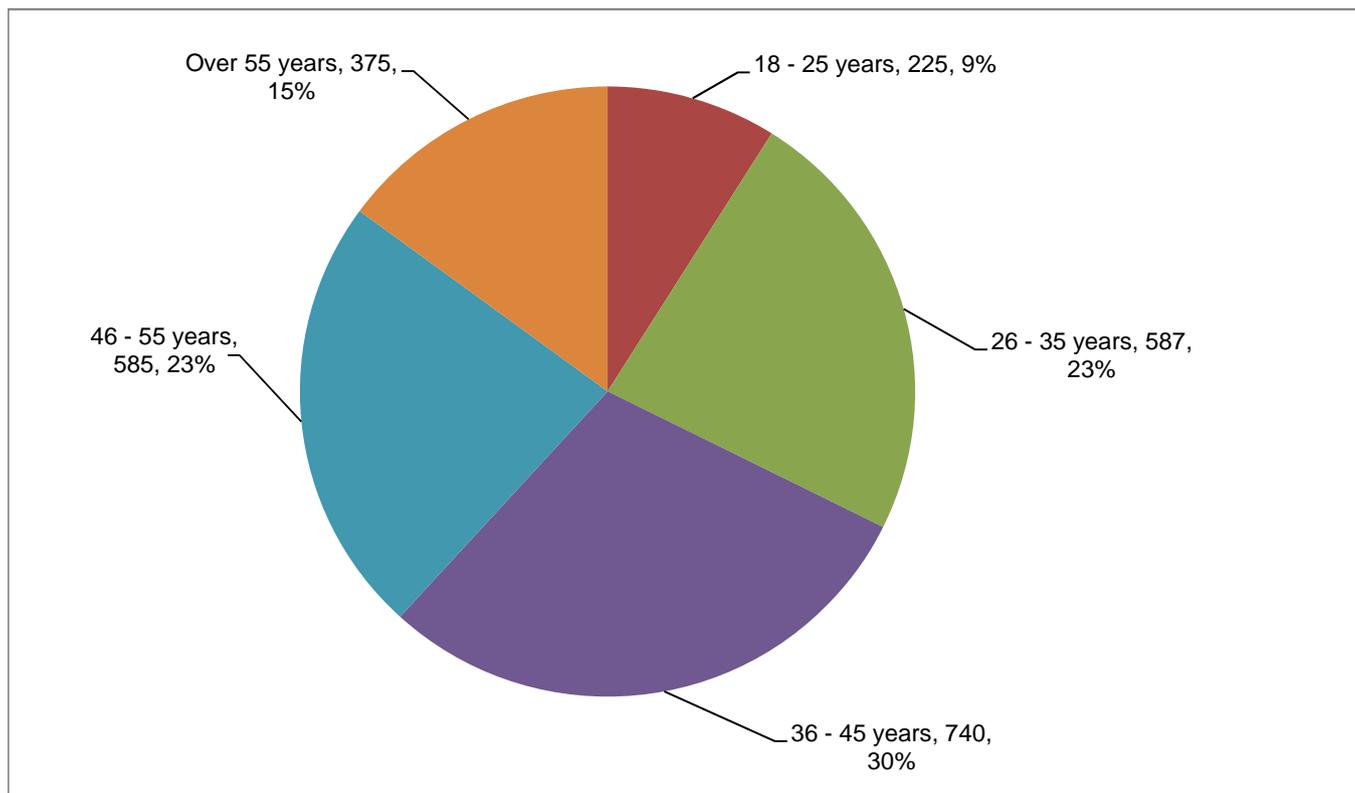
Base: 2512

Borough	Under 18 years	18 - 25 years	26 - 35 years	36 - 45 years	46 - 55 years	Over 55 years	Total
Barking & Dagenham	0	3	14	11	13	8	49
Barnet	0	7	12	34	29	12	94
Bexley	0	3	11	6	6	6	32
Bromley	0	9	10	11	12	5	47
Croydon	0	33	83	74	57	27	274
Enfield	0	10	23	26	23	18	100
Greenwich	0	14	13	32	23	9	91
Hackney	0	11	45	56	33	18	163
Harrow	0	4	4	9	10	3	30
Havering	0	7	11	4	8	2	32
Heathrow	0	16	46	80	61	80	283
Hillingdon	0	9	39	34	29	12	123
Hounslow	0	9	14	23	23	18	87
Kingston upon Thames	0	14	29	20	16	7	86
Lewisham	0	12	40	49	52	12	165
Merton	0	6	14	16	12	9	57
Redbridge	0	25	51	67	51	20	214
Richmond	0	8	37	40	26	17	128
Sutton	0	7	12	18	6	6	49
Waltham Forest	0	7	32	51	30	17	137
Wandsworth	0	6	25	36	30	14	111
Bus route	0	13	40	63	53	55	224
Tube line	0	1	2	3	2	10	18
Unique total	**0**	**225**	**587**	**740**	**585**	**375**	**2512**

4.6 Ethnicity

People seen rough sleeping in the year, by ethnicity.
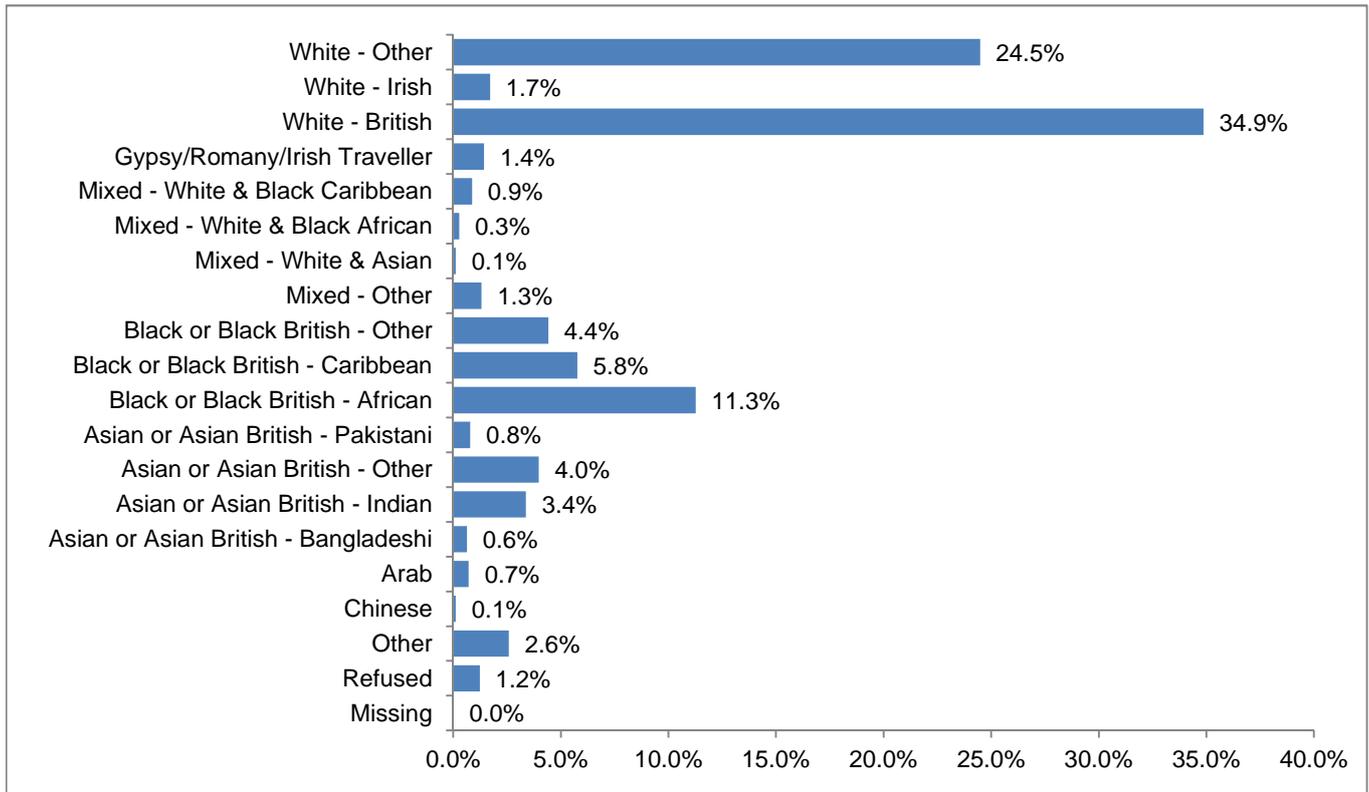
Base: 2512

Borough	White - British	White - Irish	White - Other	Gypsy/ Romany/ Irish Traveller	Black	Asian	Mixed	Chinese/ Arab/ Other	Missing/ Refused	Total
Barking & Dagenham	18	0	15	0	10	2	0	3	1	49
Barnet	35	2	35	1	8	6	1	3	3	94
Bexley	22	0	2	0	6	1	1	0	0	32
Bromley	19	0	15	0	8	2	3	0	0	47
Croydon	104	2	59	1	70	16	8	12	2	274
Enfield	32	0	28	2	23	4	6	5	0	100
Greenwich	45	3	16	0	17	2	6	2	0	91
Hackney	59	6	30	1	43	11	7	6	0	163
Harrow	7	4	10	0	0	8	1	0	0	30
Havering	19	1	5	0	4	2	1	0	0	32
Heathrow	77	1	73	0	67	42	3	12	8	283
Hillingdon	52	2	21	1	18	24	2	2	1	123
Hounslow	34	3	24	0	7	11	1	3	4	87
Kingston upon Thames	47	1	10	20	1	1	1	4	1	86
Lewisham	71	0	23	0	52	7	8	3	1	165
Merton	18	2	23	0	3	9	2	0	0	57
Redbridge	43	7	58	2	40	49	5	9	1	214
Richmond	64	4	29	0	11	7	2	6	5	128
Sutton	26	0	11	7	0	1	2	2	0	49
Waltham Forest	31	2	68	0	29	3	1	1	2	137
Wandsworth	49	2	28	4	17	4	0	5	2	111
Bus route	28	2	49	1	116	13	7	8	0	224
Tube line	2	0	3	0	9	2	0	2	0	18
Unique total	**876**	**43**	**615**	**36**	**539**	**221**	**65**	**86**	**31**	**2512**

4.7 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 is important to note that 30% of rough sleepers in the outer boroughs in 2018/19 did not have a support needs assessment recorded.
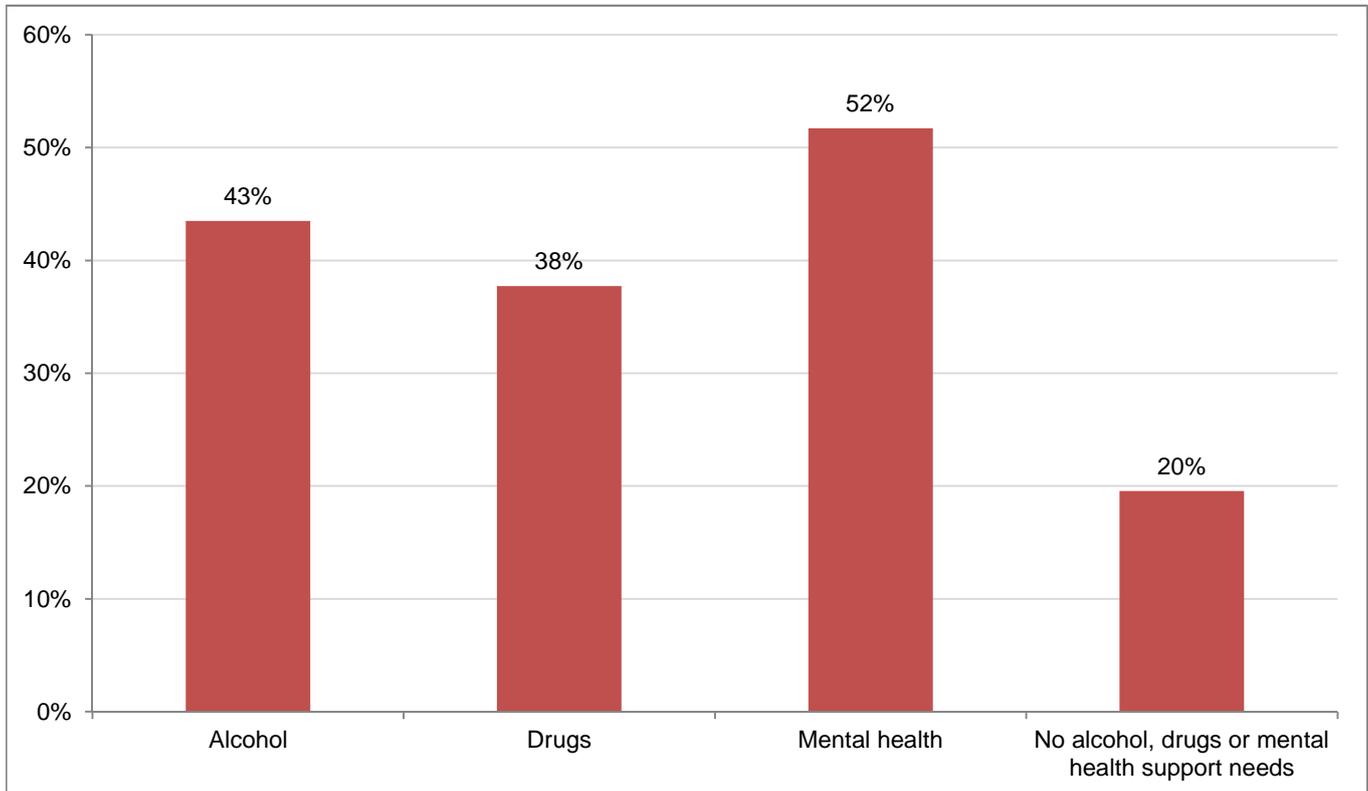
Base: 1750. Note that the base figure for this chart excludes people for whom none of the three support needs were known or assessed (762).

| Support Needs	No.	%
Alcohol only	227	13%
Drugs only	132	8%
Mental health only	294	17%
Alcohol and drugs	89	5%
Alcohol and mental health	172	10%
Drugs and mental health	166	9%
Alcohol, drugs and mental health	273	16%
All three no	342	20%
All three no, not known or not assessed	55	3%
All three not known or not assessed	762	
Total (excl. not assessed)	**1750**	**100%**
Total (incl. not assessed)	**2512**	

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

Borough	Alcohol	Drugs	Mental health	No alcohol, drugs or mental health support needs	Total assessed*
Barking & Dagenham	17	11	19	6	36
Barnet	19	13	25	3	43
Bexley	11	10	16	1	25
Bromley	10	8	11	12	30
Croydon	92	83	99	29	189
Enfield	32	22	42	17	75
Greenwich	30	33	44	9	70
Hackney	54	58	70	17	113
Harrow	8	3	8	3	17
Havering	8	9	13	5	21
Heathrow	34	22	64	39	131
Hillingdon	36	47	53	18	93
Hounslow	35	38	39	9	76
Kingston upon Thames	25	25	21	10	48
Lewisham	65	61	79	23	143
Merton	16	10	14	11	34
Redbridge	80	59	79	39	178
Richmond	54	52	52	15	100
Sutton	17	12	20	1	27
Waltham Forest	37	33	39	20	84
Wandsworth	40	30	52	10	79
Bus route	55	38	70	55	184
Tube line	7	5	5	3	17
Unique total	**761**	**660**	**905**	**342**	**1750**

*Excludes people for whom none of the three support needs were known or assessed

4.8 Institutional & armed forces history

People seen rough sleeping in the year, by experience of armed forces, care or prison.
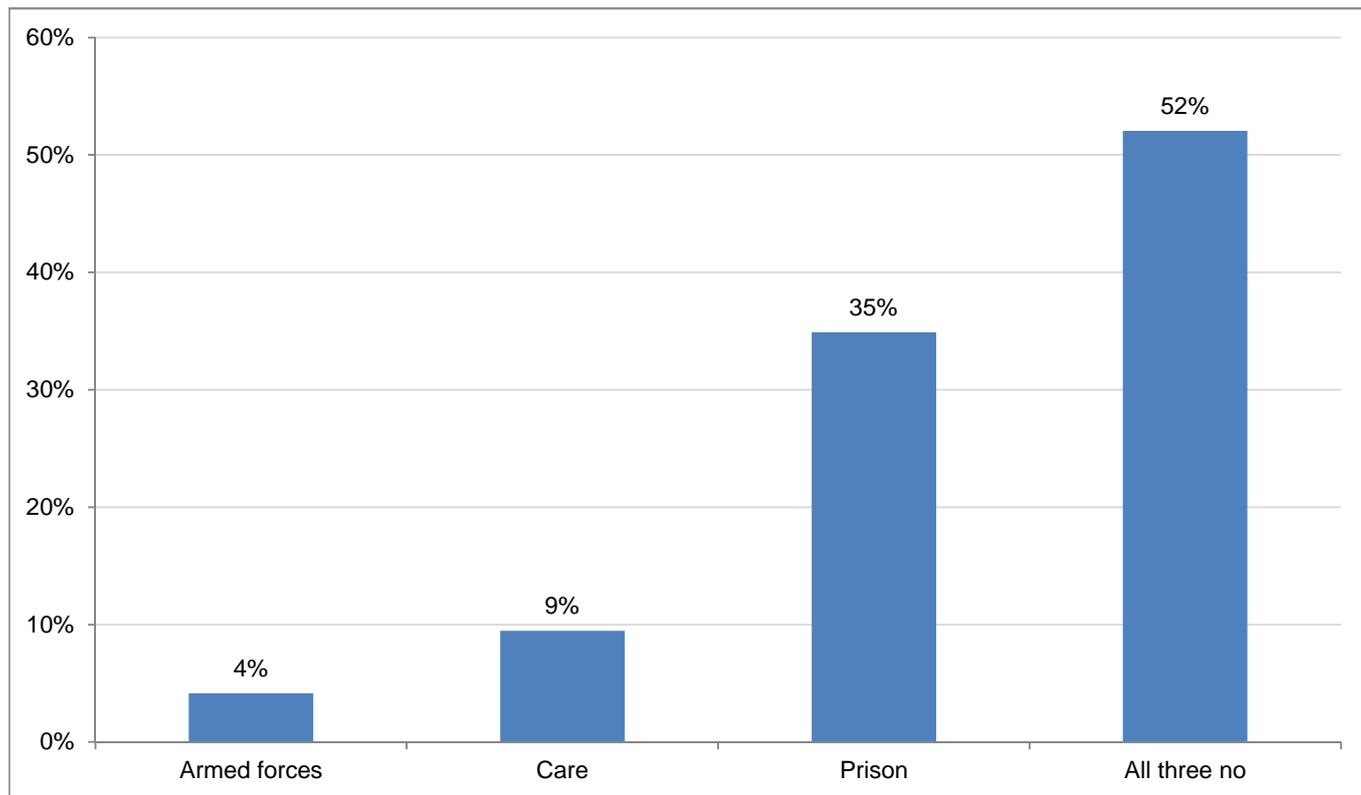
Base: 1762. Note that the base figure for this chart excludes people for whom none of the three institutional histories were recorded (750).

Nationality of rough sleepers with experience of armed forces:

Nationality	No.	%
UK	31	2%
Non-UK	42	2%
Total with armed forces experience	73	4%
Base (total assessed)	**1762**	

73 people seen rough sleeping in the outer boroughs in 2018/19 had experience of serving in the armed forces, of whom 31 were UK nationals. 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.

Borough	Armed forces	Care	Prison	No armed forces or institutional history	Total assessed*
Barking & Dagenham	4	4	11	21	39
Barnet	0	7	17	28	50
Bexley	0	4	11	14	26
Bromley	0	2	7	23	41
Croydon	6	26	70	73	167
Enfield	8	7	31	38	77
Greenwich	2	10	28	35	77
Hackney	5	19	55	56	127
Harrow	1	1	8	11	21
Havering	1	4	13	8	23
Heathrow	3	5	29	94	136
Hillingdon	4	10	28	48	91
Hounslow	7	6	34	30	71
Kingston upon Thames	2	2	12	24	51
Lewisham	1	20	61	66	149
Merton	2	3	11	14	32
Redbridge	12	7	53	98	175
Richmond	3	12	30	52	95
Sutton	0	3	12	14	32
Waltham Forest	2	5	26	48	81
Wandsworth	3	6	31	35	71
Bus route	9	12	53	106	178
Tube line	0	0	5	11	16
Unique total	**73**	**167**	**615**	**917**	**1762**

*Excludes people for whom none of the three institutional histories were assesssed.

5. HELPING PEOPLE OFF THE STREETS

5.1 Accommodation outcomes

Outreach teams and other services work to help rough sleepers into a range of accommodation types, most commonly hostels but also including the private rented sector and local authority temporary accommodation.

In 2018/19, 300 people who had been seen rough sleeping in the outer boroughs during the year were booked into accommodation by services based in, or primarily covering, the outer boroughs.

The table below details the accommodation outcomes achieved with people seen rough sleeping in the outer boroughs during the year, by services based in, or primarily covering, the outer boroughs.

Accommodation type	Croydon Outreach	Hillingdon SORT	Hounslow Outreach	Lewisham Rough Sleeping Coordinator	London Street Rescue	Redbridge Outreach Service	SPEAR Outreach	SPEAR SW London Resettlement	Thames Reach - STAR	Thames Reach - TFL Outreach	Waltham Forest SHASS Outreach
	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.
Temporary accommodation											
Assessment centre	0	2	0	6	21	0	4	0	19	22	11
Bed & breakfast	25	4	0	1	12	1	20	14	4	0	0
Clinic/Detox/Rehab	0	0	0	0	2	0	1	2	0	0	0
Friends & family	0	1	0	0	3	0	1	2	0	0	0
Hostel	11	0	0	1	2	0	18	21	0	0	0
Local authority temporary accommodation	21	3	4	1	26	1	6	8	0	1	1
Nightstop	0	0	0	0	0	0	0	0	0	2	0
Second-stage accommodation	0	0	0	0	0	0	0	0	0	0	0
Other temporary accommodation	4	7	1	0	10	2	3	1	1	2	0
Temporary accommodation subtotal	*61*	*17*	*5*	*9*	*76*	*4*	*53*	*48*	*24*	*27*	*12*
Long term accommodation											
Care home	0	0	0	0	0	0	0	0	0	0	0
Clearing House/RSI	0	0	0	0	0	0	0	0	0	0	0
Local authority tenancy (general needs)	3	0	0	0	0	0	0	0	0	0	0
Private rented sector - independent	2	0	0	0	13	0	1	0	1	0	0
Private rented sector - with floating support	3	6	0	0	2	0	0	3	0	0	0
RSL tenancy (general needs)	0	4	0	0	0	0	0	0	0	0	0
Sheltered housing	0	1	0	0	1	0	0	0	0	0	0
St Mungo's complex needs	0	0	0	0	0	0	0	0	0	0	0
St Mungo's semi-independent	0	0	0	0	0	0	0	0	0	0	0
Supported housing	4	6	0	0	0	1	2	0	0	0	0
Tied accommodation	0	1	0	0	0	0	0	0	0	0	0
Other long-term accommodation	0	0	0	0	1	0	1	1	0	0	0
Long term accommodation subtotal	*12*	*18*	*0*	*0*	*17*	*1*	*4*	*4*	*1*	*0*	*0*
Total	**73**	**35**	**5**	**9**	**93**	**5**	**57**	**52**	**25**	**27**	**12**

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

5.2 NSNO attendance

People seen rough sleeping during the year who were referred from the outer boroughs to NSNO.

	2017/18	2018/19
NSNO	496	740

5.3 Reconnection outcomes

Confirmed reconnections achieved by services based in, or primarily covering, the outer boroughs, with people seen rough sleeping in the outer boroughs during the year.

Outreach 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.

Reconnection reason	Croydon Outreach	London Street Rescue	Redbridge Outreach Service	SPEAR SW London Resettlement	Thames Reach - EHAS	Thames Reach - STAR
	No.	No.	No.	No.	No.	No.
Return to home area	1	2	2	3	0	8
Seeking work	0	1	2	0	1	1
Move to area for friends/family	0	1	3	2	0	7
Move to area with appropriate services	0	1	0	0	1	0
Reconnections total*	**1**	**3**	**5**	**3**	**1**	**8**

Reconnection destination	No.	No.	No.	No.	No.	No.
UK - London	0	0	0	0	0	0
UK - outside London	0	1	0	0	1	0
Central and Eastern Europe	1	1	5	3	0	7
Other Europe	0	0	0	0	0	1
Rest of the world	0	1	0	0	0	0
Not known	*0*	*0*	*0*	*0*	*0*	*0*
Reconnections total (excl. destination not known)	**1**	**3**	**5**	**3**	**1**	**8**

*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.

21 people seen rough sleeping in the outer boroughs in 2018/19 also had a confirmed reconnection recorded by services based in or primarily serving the boroughs during the period.

90% of reconnections this year were to destinations outside the UK. 81% of reconnections were to Central and Eastern European countries.

6. TEMPORARY ACCOMMODATION

Arrivals and departures at hostels, assessment centres and second-stage accommodation based in the outer boroughs. All people counted in this section had previously been seen rough sleeping, but not necessarily during 2018/19.

6.1 Arrivals

A total of 73 individuals arrived at temporary accommodation during the period.

6.2 Departures: Destination on departure

A total of 68 individuals departed from temporary accommodation during the period.

Other, 11, 15%

Transfer, 10, 14%

Mid to long term accommodation, 19, 26%

Negative, 33, 45%
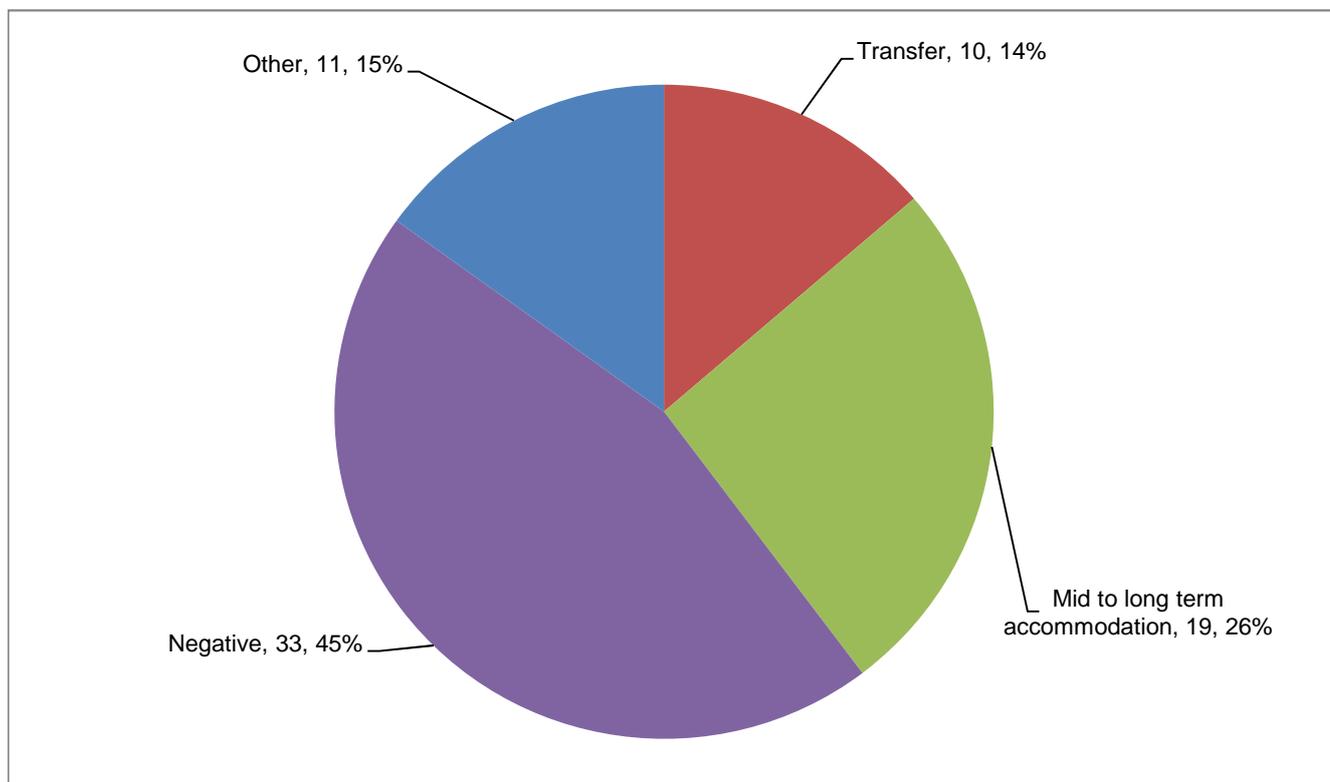
Base: 73

Destination on departure	Destination category	Chart colour
Assessment centre, Bed & breakfast, Detox clinic, Hospital - not long term/acute care, Hostel - another organisation, Hostel - within the organisation, Hosting placement, Internal SWEP 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	Negative	
Died, Previous home, Staying with family, Staying with friends	Other	

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

Destination on departure	No. departures	%
Transfer		
Assessment centre	1	1%
Bed & breakfast	0	0%
Detox clinic	1	1%
Hospital - not long term/acute care	0	0%
Hostel - another organisation	2	3%
Hostel - within the organisation	6	8%
Hosting placement	0	0%
Internal SWEP transfer	0	0%
NASS accommodation	0	0%
Night shelter	0	0%
NSNO assessment hub	0	0%
NSNO staging post	0	0%
Psychiatric hospital	0	0%
Rehab clinic	0	0%
Temporary accommodation (LA)	0	0%
Transfer subtotal	*10*	*14%*
Mid to long term accommodation		
Accommodation where client is owner	0	0%
Care home	0	0%
Clearing House/RSI	6	8%
Hospital - long term	0	0%
LA tenancy (general needs)	0	0%
Long stay hospice	0	0%
Private rented sector - independent	6	8%
Private rented sector - with some floating support	2	3%
Returned to home country (EEA)	0	0%
Returned to home country (non EEA)	1	1%
RSL tenancy (general needs)	1	1%
Sheltered housing	0	0%
Supported housing	3	4%
Tied accommodation with work	0	0%
Mid to long term accommodation subtotal	*19*	*26%*
Negative		
Committed suicide	0	0%
Not known	18	25%
Sleeping rough/Returned to streets	9	12%
Taken into custody	6	8%
Negative subtotal	*33*	*45%*
Other		
Died	3	4%
Previous home	0	0%
Staying with family	5	7%
Staying with friends	3	4%
Other subtotal	*11*	*15%*
Total	**73**	**100%**

6.3 Departures: Reason for leaving

Temporary accommodation departures by reason for leaving.
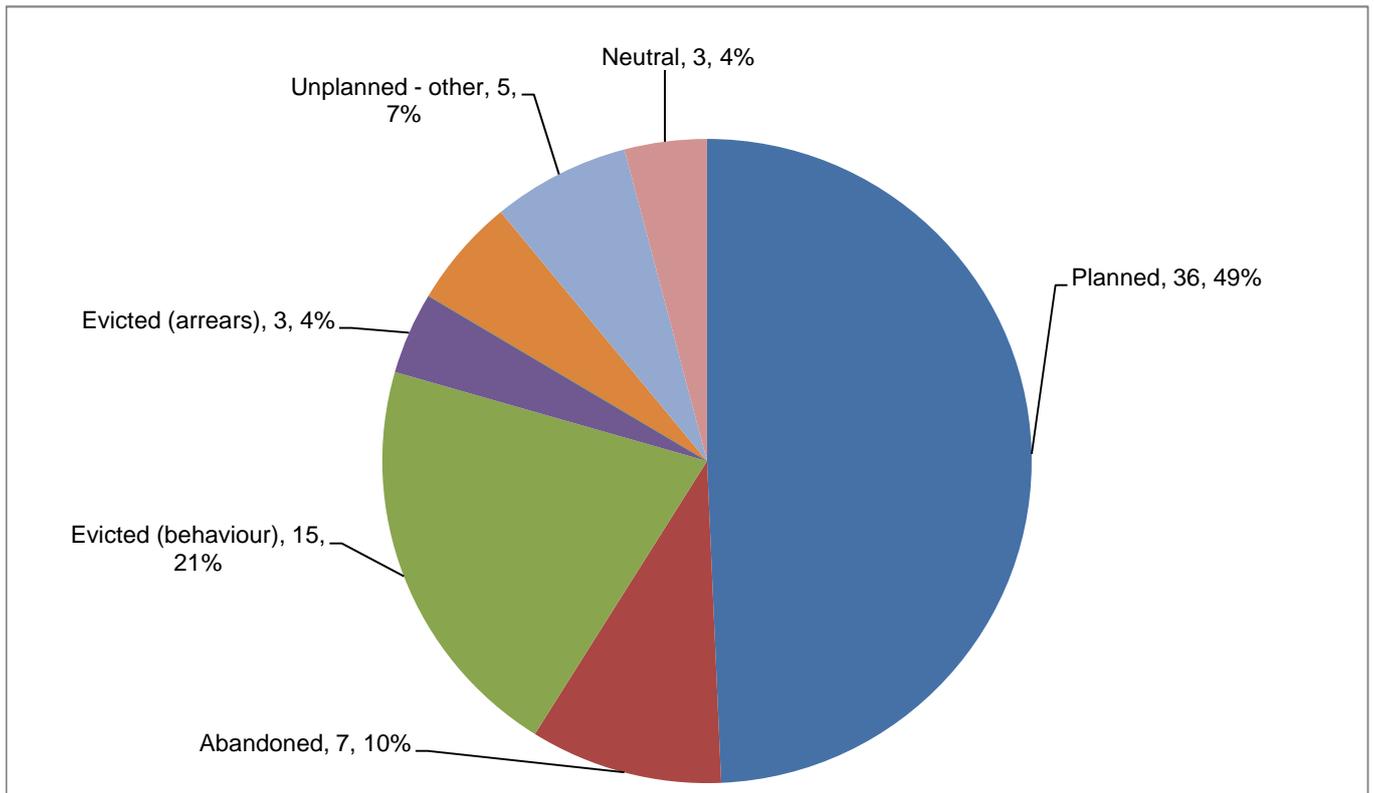
Base: 73

Note: An individual may have had more then 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.