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# **CHAIN QUARTERLY REPORT**

**WEST LONDON BOROUGH**

**JULY - SEPTEMBER 2023**

**SUPPORTED BY  
MAYOR OF LONDON**



**CHAIN**

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## 1. INTRODUCTION

This quarterly report presents information about people seen rough sleeping by outreach teams in West London Boroughs in July - September 2023. Information is derived from the 'Combined Homelessness and Information Network' (CHAIN), a database commissioned and funded by the Greater London Authority (GLA) and managed by Homeless Link. For more information see [www.homeless.org.uk/chain](http://www.homeless.org.uk/chain).

<b>New rough sleepers</b>	Those who had not been contacted by outreach teams rough sleeping before the period
<b>Living on the streets</b>	Those who have had a high number of contacts over 3 weeks or more which suggests they are living on the streets
<b>Intermittent rough sleepers</b>	People who were seen rough sleeping before the period began at some point, and contacted in the period - but not regularly enough to be 'living on the streets'

For more information about the methods used to derive statistics for this report, and definitions of different groups, please see the Methodology section.

### Potential impact of industrial action

The outreach service in one or more boroughs in this subregion is delivered by St Mungo's. Due to industrial action taken by some St Mungo's staff during the period, people rough sleeping in affected boroughs may have been less likely than usual to have been recorded on CHAIN. This should be taken into account when reviewing the figures in this report, and in particular when making comparisons with other subregions or periods.

## 2. ROUGH SLEEPER POPULATION ANALYSIS

### West London Boroughs: Headlines

Table 1: People seen rough sleeping in 2023-24 Q2, by new, living on the streets, and intermittent

Volumes	No. Rough Sleepers	Change from last period	Change on same period last year
<b>New Rough Sleepers (All)</b>	<b>524</b>	<b>+150</b>	<b>+208</b>
New RS with no second night out	383	+105	+150
New RS with a second night out but not living on the streets	123	+37	+49
New RS joining living on the streets population*	18	+8	+9
<b>Living on the Streets (All)</b>	<b>96</b>	<b>+19</b>	<b>+31</b>
LOS - Transferred from new RS*	18	+8	+9
LOS - Known	77	+13	+23
LOS - RS205+	1	-2	-1
<b>Intermittent Rough Sleepers</b>	<b>284</b>	<b>+39</b>	<b>+85</b>
<b>Total</b>	<b>886</b>	<b>+200</b>	<b>+315</b>

\*This cohort is listed under both new RS and living on the streets headings, but is only counted once towards the overall total

## West London Boroughs: Achieving No Second Night Out

Chart 1: New rough sleepers 2022-23 Q2 to 2023-24 Q2

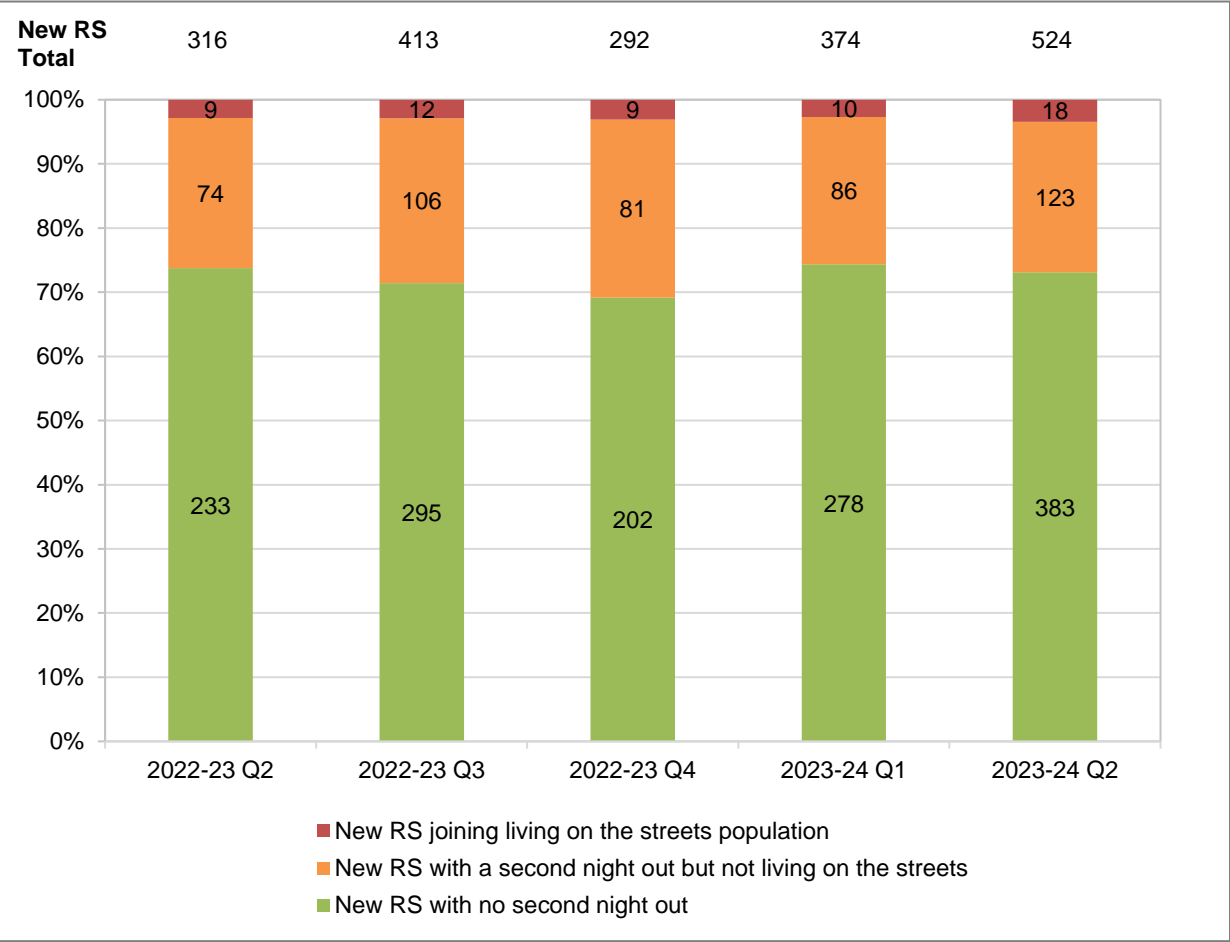


Table 2: New rough sleepers in 2023-24 Q2, by subcategory

Category	No. this period
New RS with no second night out	383
New RS with a second night out but not living on the streets	123
New RS joining living on the streets population	18
Total	524

New RS = New rough sleepers

## West London Boroughs: No One Living on the Streets

Chart 2: People living on the streets 2022-23 Q2 to 2023-24 Q2

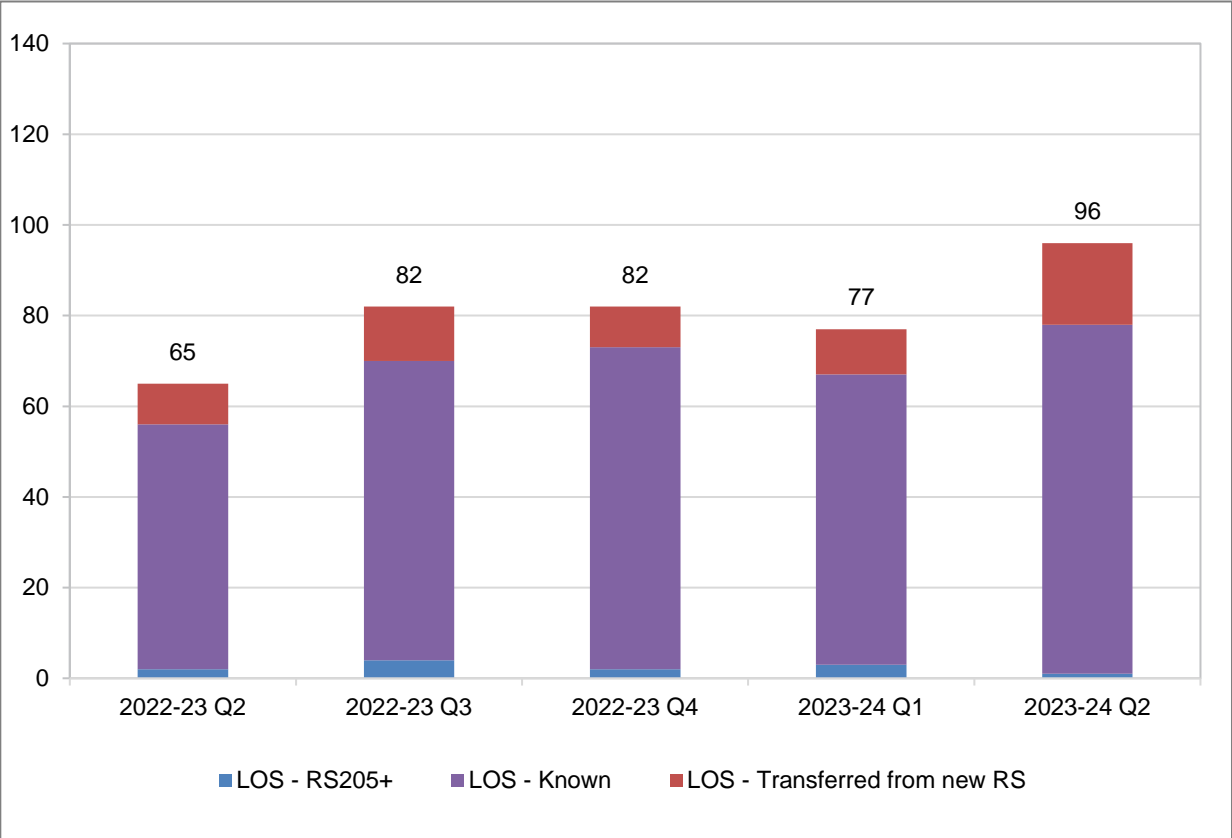


Table 3: People living on the streets in 2023-24 Q2, by subcategory

Category	No. this period
LOS - Transferred from new RS	18
LOS - Known	77
LOS - RS205+	1
Total	96

West London Boroughs: Intermittent Rough Sleepers

Chart 3: Intermittent rough sleepers 2022-23 Q2 to 2023-24 Q2

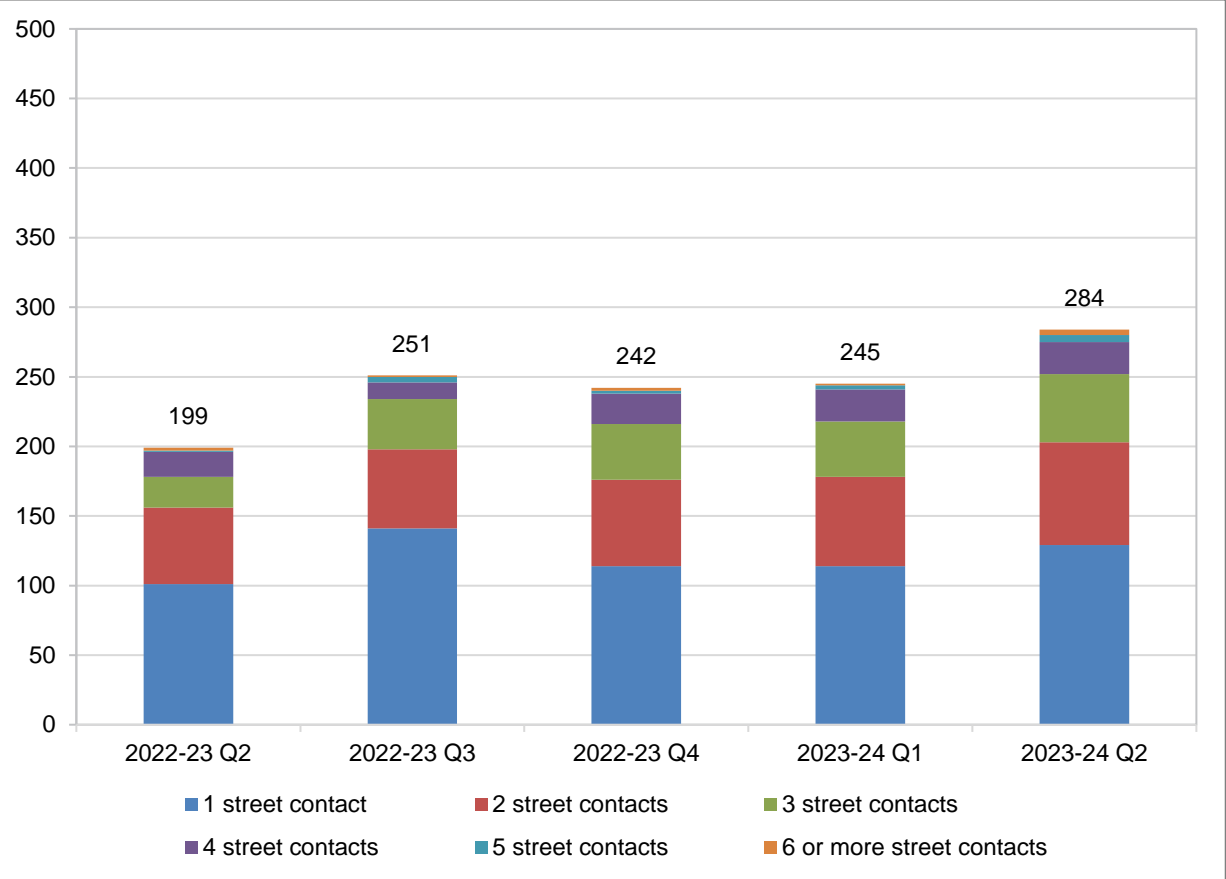


Table 4: Intermittent rough sleepers in 2023-24 Q2, by number of bedded down contacts during the period

No. bedded down street contacts during this period	No. intermittent rough sleepers
1 street contact	129
2 street contacts	74
3 street contacts	49
4 street contacts	23
5 street contacts	5
6 or more street contacts	4
Total	284



## West London Boroughs: Distribution

Table 5: People seen rough sleeping in 2023-24 Q2, by borough

BOROUGH	New RS with no second night out	New RS with a second night out but not living on the streets	New RS joining living on the streets population	LOS - Known	LOS - RS205+	Intermittent rough sleeper	TOTAL
Brent	53	17	1	16	0	47	134
Ealing	78	31	3	18	0	91	221
Hammersmith & Fulham	76	23	5	19	0	38	161
Harrow	21	1	0	0	0	4	26
Heathrow	39	15	2	2	0	12	70
Hillingdon	36	16	3	11	1	28	95
Hounslow	53	14	6	11	0	34	118
Kensington & Chelsea	27	11	0	4	0	41	83
<b>UNIQUE TOTAL</b>	<b>383</b>	<b>123</b>	<b>18</b>	<b>77</b>	<b>1</b>	<b>284</b>	<b>886</b>

### 3. NATIONALITY

#### Nationality: Rolling figures

Table 6: Nationality of people seen rough sleeping 2022-23 Q4 to 2023-24 Q2

Nationality	Jan-Mar 23		Apr-Jun 23		Jul-Sep 23	
	No.	%	No.	%	No.	%
UK	246	43.9%	278	45.1%	340	43.0%
Romania	26	4.6%	22	3.6%	34	4.3%
Poland	54	9.6%	58	9.4%	68	8.6%
Lithuania	5	0.9%	6	1.0%	8	1.0%
Portugal	9	1.6%	10	1.6%	15	1.9%
Ireland (Republic of)	10	1.8%	7	1.1%	24	3.0%
Bulgaria	5	0.9%	7	1.1%	6	0.8%
Italy	7	1.3%	9	1.5%	3	0.4%
Latvia	3	0.5%	3	0.5%	2	0.3%
France	3	0.5%	3	0.5%	2	0.3%
Spain	3	0.5%	7	1.1%	1	0.1%
Other European (EEA) countries	11	2.0%	15	2.4%	17	2.2%
Europe (EEA)	136	24.3%	147	23.9%	180	22.8%
Europe (Non-EEA)	2	0.4%	4	0.6%	4	0.5%
Europe (Not known)	1	0.2%	1	0.2%	8	1.0%
Eritrea	18	3.2%	12	1.9%	42	5.3%
Sudan	10	1.8%	3	0.5%	19	2.4%
Nigeria	3	0.5%	4	0.6%	3	0.4%
Somalia	4	0.7%	7	1.1%	3	0.4%
Ethiopia	4	0.7%	0	0.0%	4	0.5%
Other African countries	9	1.6%	15	2.4%	26	3.3%
Africa	48	8.6%	41	6.7%	97	12.3%
India	86	15.4%	90	14.6%	84	10.6%
Afghanistan	5	0.9%	10	1.6%	18	2.3%
Iran	4	0.7%	7	1.1%	11	1.4%
Pakistan	2	0.4%	4	0.6%	4	0.5%
Bangladesh	0	0.0%	1	0.2%	0	0.0%
Other Asian countries	17	3.0%	23	3.7%	25	3.2%
Asia	114	20.4%	135	21.9%	142	18.0%
Americas	12	2.1%	10	1.6%	19	2.4%
Australasia	1	0.2%	0	0.0%	0	0.0%
Not known	47		70		96	
<b>Total (excl. not known)</b>	<b>560</b>	<b>100.0%</b>	<b>616</b>	<b>100.0%</b>	<b>790</b>	<b>100.0%</b>
Total (incl. not known)	607		686		886	

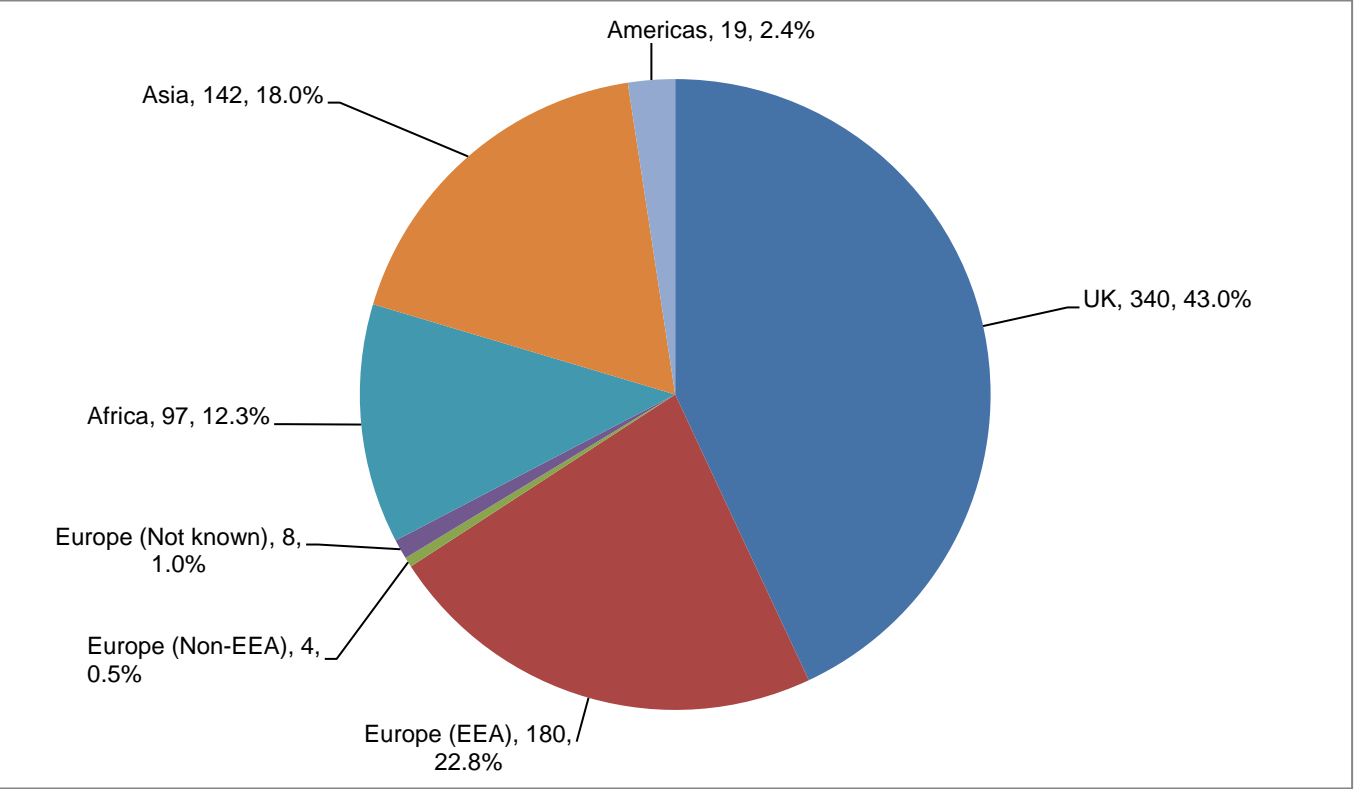
Total excluding not known is used as the base for percentages.

In individual borough reports some nationalities included in the table above may have '0' clients recorded against them – these nationalities are included in this standardised table as they represent a significant number of clients across London as a whole.

As of 2022/23 Q1, we have adjusted categories used for nationality reporting, so that the ten countries previously categorised as CEE are now included in the broader category of Europe (EEA).

Nationality: Breakdown by area

Chart 4: People seen rough sleeping in 2023-24 Q2, by nationality

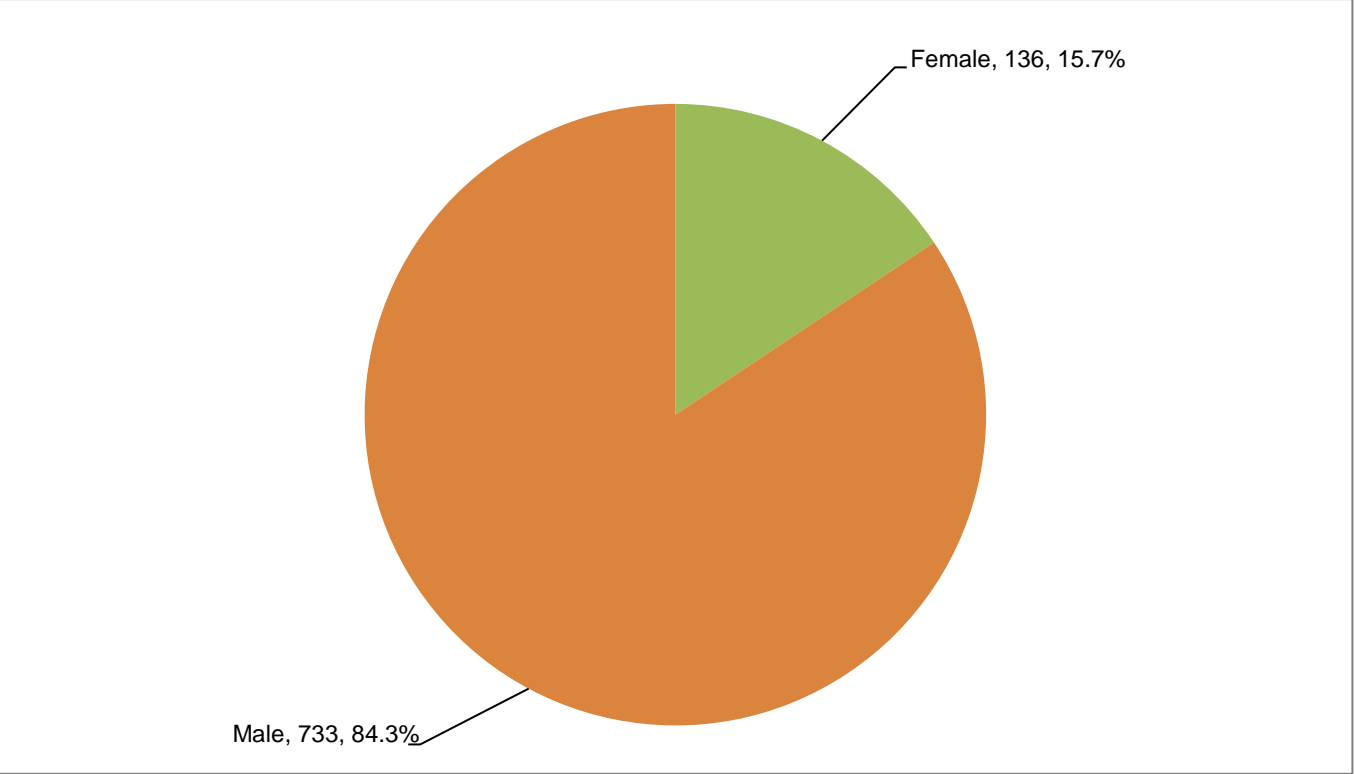


Base: 790 people seen rough sleeping during the period whose nationality was known.

## 4. DEMOGRAPHICS

### Gender

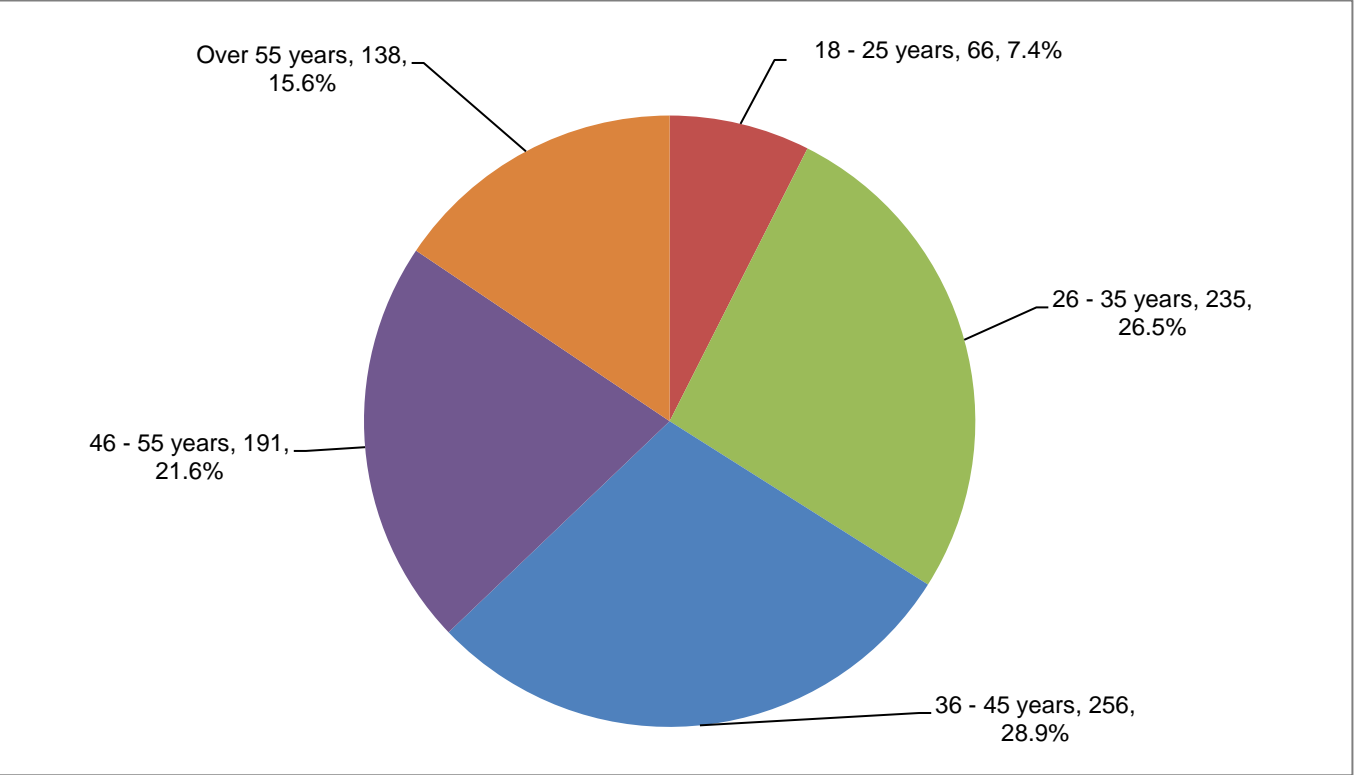
Chart 5: People seen rough sleeping in 2023-24 Q2, by gender



Base: 869 people seen rough sleeping whose gender was known. This excludes 17 people whose gender was not known.

Age

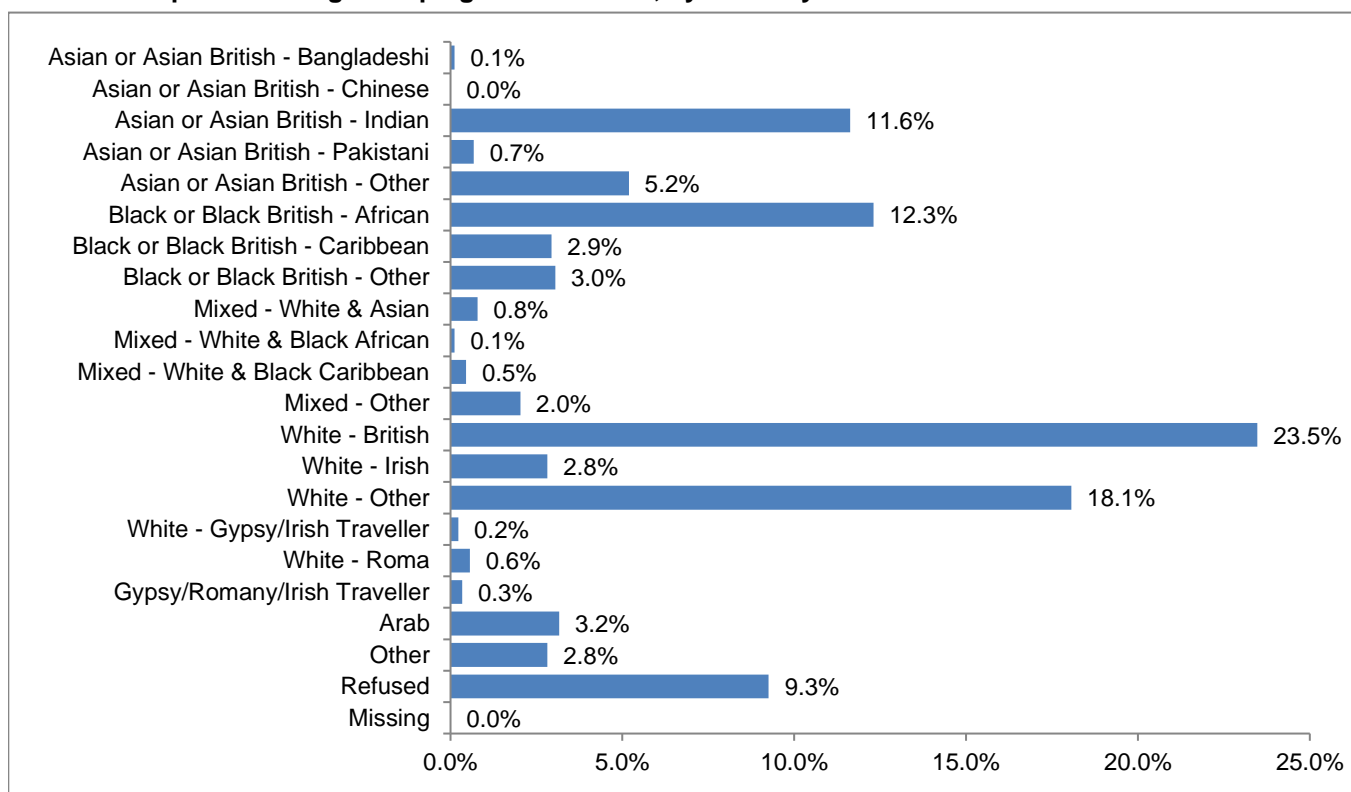
Chart 6: People seen rough sleeping in 2023-24 Q2, by age



Base: 886

## Ethnicity

**Chart 7: People seen rough sleeping in 2023-24 Q2, by ethnicity**

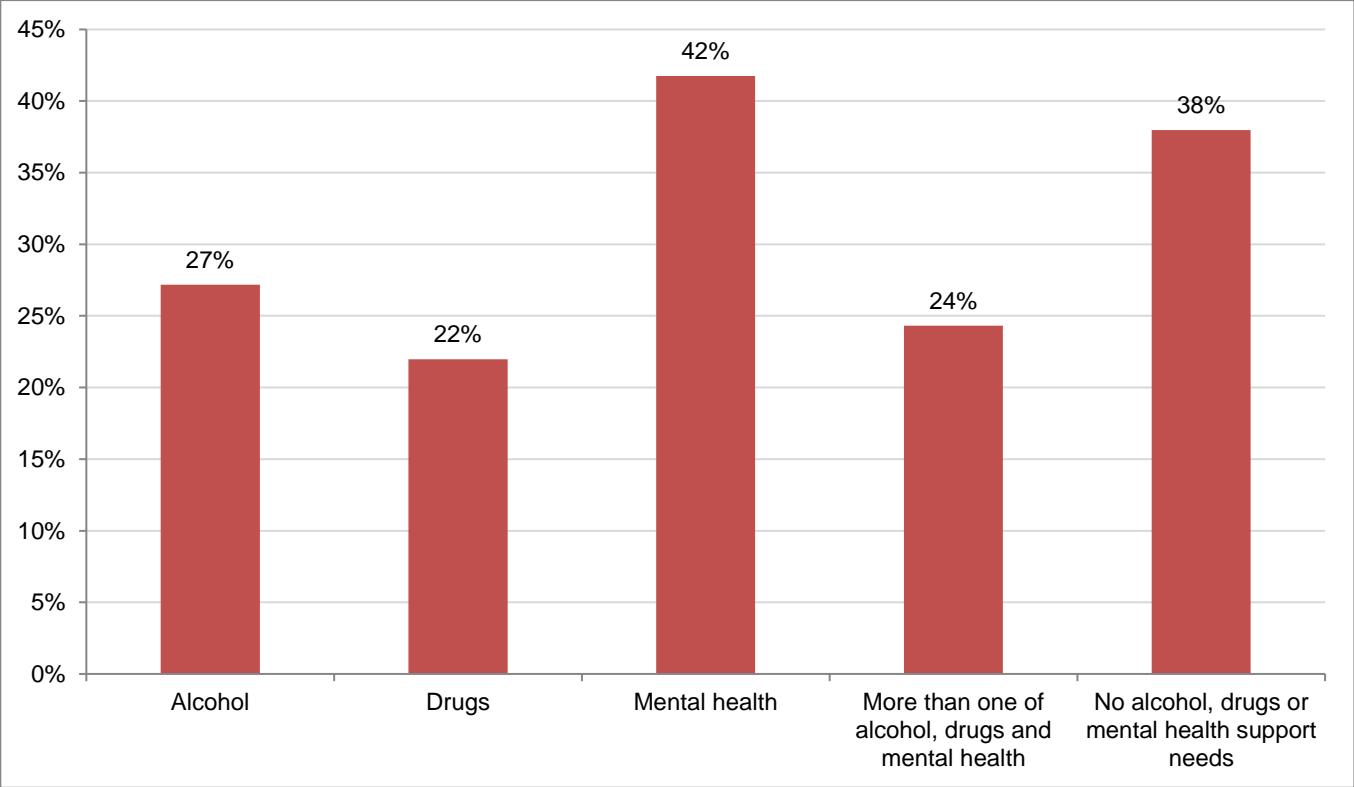


Base: 886

The previously employed category of 'Gypsy/Romany/Irish Traveller' was replaced with separate categories for 'White - Gypsy/Irish Traveller' and 'White - Roma' in April 2021. However, many people seen rough sleeping during the period may not have had their ethnicity information updated to reflect these new categories, so the original category is also included in the graph.

## 5. SUPPORT NEEDS

Chart 8: People seen rough sleeping in 2023-24 Q2, by support needs



Base: 769. Note that the base figure for this chart excludes people for whom none of the three support needs were known or assessed (117)

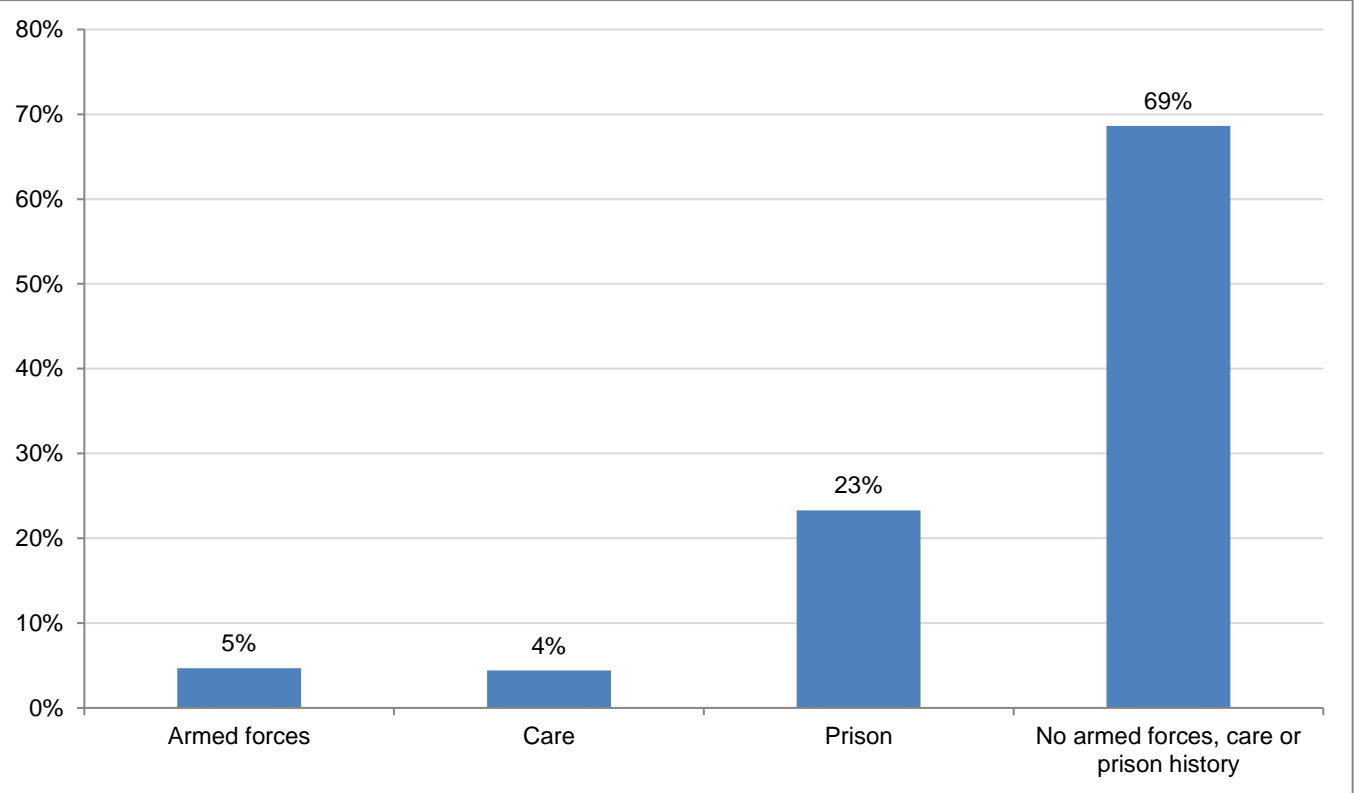
Table 7: People seen rough sleeping in 2023-24 Q2, by support needs combination

Support Needs	No. people	% of people seen rough sleeping
Alcohol only	92	12%
Drugs only	35	5%
Mental health only	157	20%
Alcohol and drugs	23	3%
Alcohol and mental health	53	7%
Drugs and mental health	70	9%
Alcohol, drugs and mental health	41	5%
All three no	292	38%
All three no, not known or not assessed	6	1%
All three not known or not assessed	117	
Total (excl. not assessed)	769	100%
Total (incl. not assessed)	886	

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

## 6. INSTITUTIONAL & ARMED FORCES HISTORY

Chart 9: People seen rough sleeping in 2023-24 Q2, by experience of armed forces, care or prison



Base: 704. Note that the base figure for this chart excludes people for whom none of the three institutional histories were assessed.

Table 8: Nationality of people seen rough sleeping in 2023-24 Q2 with experience of armed forces

Nationality	No. people	% of people seen rough sleeping
UK	11	2%
Non-UK	22	3%
Not known/recorded	0	0%
Total	33	5%



## 7. ACCOMMODATION & RECONNECTION OUTCOMES

Reconnections and bookings into accommodation achieved by outreach teams and other borough based support services during the period. People included in these figures will have been seen rough sleeping at some point in their history, but not necessarily during the reporting period.

**Table 9: Accommodation and reconnection outcomes achieved during 2023-24 Q2, compared to 2023-24**

	Apr-Jun 23	Jul-Sep 23
Outcome	No. people	No. people
Booked into accommodation or reconnected	126	128
Booked into accommodation	108	116
Booked into hub, shelter or emergency accommodation	16	15
Booked into temporary accommodation	76	79
Booked into long-term accommodation	17	23
Reconnected	24	17

Some people may have been booked into more than one type of accommodation during the period.

**Table 10: Reconnection outcomes achieved during 2023-24 Q2, compared to 2023-24 Q1, by number of outcomes**

	Apr-Jun 23		Jul-Sep 23	
Reconnection reason	No. events	%	No. events	%
Return to home area	17	68%	13	68%
Seeking work	0	0%	0	0%
Move to area for friends/family	4	16%	4	21%
Move to area with appropriate services	11	44%	9	47%
<b>Reconnections total</b>	<b>25</b>		<b>19</b>	

An individual may have had more than one reconnection during the period. 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.

	Apr-Jun 23		Jul-Sep 23	
Reconnection destination	No. events	%	No. events	%
UK - London	9	36%	8	42%
UK - outside London	4	16%	4	21%
Central and Eastern Europe	1	4%	4	21%
Other Europe	4	16%	2	11%
Rest of the world	7	28%	1	5%
<i>Not known</i>	0		0	
<b>Reconnections total (excl. destination not known)</b>	<b>25</b>	<b>100%</b>	<b>19</b>	<b>100%</b>

An individual may have had more than one reconnection during the period.

**Table 11: Accommodation outcomes achieved during 2023-24 Q2, compared to 2023-24 Q1, by number of outcomes**

Accommodation type	Apr-Jun 23		Jul-Sep 23	
	No. events	%	No. events	%
<b>Hubs, shelters and emergency accommodation</b>				
Hub	15	13%	16	13%
Nightstop	0	0%	0	0%
SWEP (Local)	1	1%	0	0%
SWEP (Pan-London)	0	0%	0	0%
Winter/Night Shelter	0	0%	0	0%
<i>Hubs, shelters and emergency accommodation subtotal</i>	<i>16</i>	<i>14%</i>	<i>16</i>	<i>13%</i>
<b>Temporary accommodation</b>				
Assessment centre	3	3%	1	1%
Bed & breakfast	5	4%	22	17%
Clinic/Detox/Rehab	0	0%	3	2%
Friends & family	4	3%	4	3%
Hostel	23	20%	22	17%
Local authority temporary accommodation	37	32%	23	18%
Staging post	0	0%	0	0%
Other temporary accommodation	10	9%	13	10%
<i>Temporary accommodation subtotal</i>	<i>82</i>	<i>71%</i>	<i>88</i>	<i>69%</i>
<b>Long-term accommodation</b>				
Care home	1	1%	0	0%
Clearing House/RSI	2	2%	0	0%
Local authority tenancy (general needs)	4	3%	2	2%
Private rented sector - independent	6	5%	14	11%
Private rented sector - with some floating support	2	2%	0	0%
RSL tenancy (general needs)	0	0%	0	0%
Sheltered housing	1	1%	2	2%
Supported housing	2	2%	5	4%
Tied accommodation	0	0%	0	0%
Other long-term accommodation	0	0%	0	0%
<i>Long-term accommodation subtotal</i>	<i>18</i>	<i>16%</i>	<i>23</i>	<i>18%</i>
<b>Total</b>	<b>116</b>	<b>100%</b>	<b>127</b>	<b>100%</b>

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

## 8. TEMPORARY ACCOMMODATION

Hostels, assessment centres and second-stage accommodation based in the boroughs.

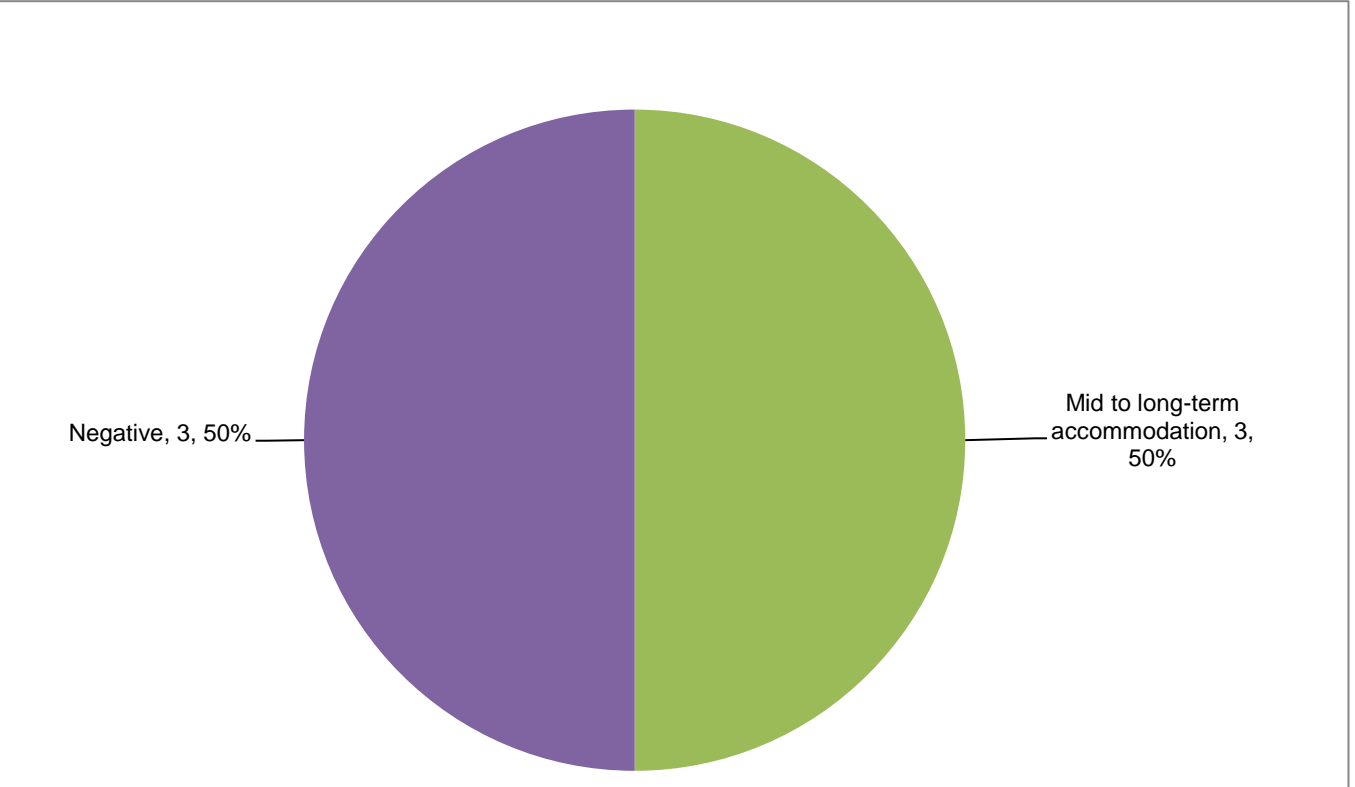
### Arrivals

A total of 3 individuals arrived at temporary accommodation during the period.

### Departures: Destination on Departure

A total of 6 individuals departed from temporary accommodation during the period.

Chart 10: Departures from temporary accommodation in 2023-24 Q2, by destination on departure



Base: 6

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, Internal SWEP transfer, Internal transfer, NASS accommodation, Night shelter, 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	
Died by suicide, Not known, Sleeping rough/Returned to streets, Taken into custody	Negative	
Died, Previous home, Staying with family, Staying with friends	Other	

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

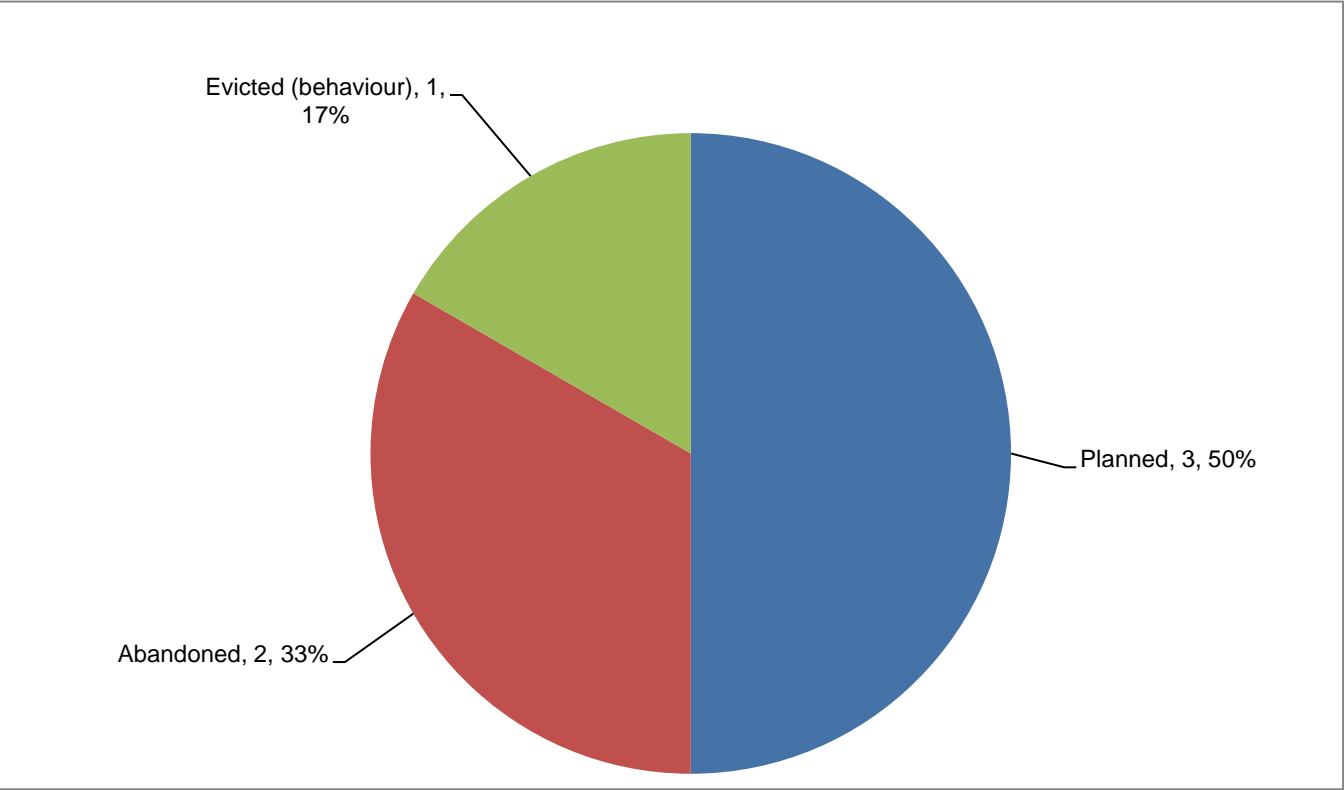
**Table 12: Departures from temporary accommodation in 2023-24 Q2, by destination on departure**

Destination on departure	No. departures	%
<b>Transfer</b>		
Assessment centre	0	0%
Bed & breakfast	0	0%
Detox clinic	0	0%
Hospital - not long-term/acute care	0	0%
Hostel - another organisation	0	0%
Hostel - within the organisation	0	0%
Hosting placement	0	0%
Internal SWEP transfer	0	0%
Internal transfer	0	0%
NASS accommodation	0	0%
Night shelter	0	0%
NSNO staging post	0	0%
Psychiatric hospital	0	0%
Rehab clinic	0	0%
Temporary accommodation (LA)	0	0%
<i>Transfer subtotal</i>	<i>0</i>	<i>0%</i>
<b>Mid to long-term accommodation</b>		
Accommodation where client is owner	0	0%
Care home	0	0%
Clearing House/RSI	0	0%
Hospital - long-term	0	0%
LA tenancy (general needs)	0	0%
Long stay hospice	0	0%
Private rented sector - independent	0	0%
Private rented sector - with some floating support	1	17%
Returned to home country (EEA)	0	0%
Returned to home country (non EEA)	0	0%
RSL tenancy (general needs)	0	0%
Sheltered Housing	0	0%
Supported Housing	2	33%
Tied accommodation with work	0	0%
<i>Mid to long-term accommodation subtotal</i>	<i>3</i>	<i>50%</i>
<b>Negative</b>		
Died by suicide	0	0%
Not known	2	33%
Sleeping rough/Returned to streets	1	17%
Taken into custody	0	0%
<i>Negative subtotal</i>	<i>3</i>	<i>50%</i>
<b>Other</b>		
Died	0	0%
Previous home	0	0%
Staying with family	0	0%
Staying with friends	0	0%
<i>Other subtotal</i>	<i>0</i>	<i>0%</i>
<b>Total</b>	<b>6</b>	<b>100%</b>

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

### Departures: Reason for Leaving

Chart 11: Departures from temporary accommodation in 2023-24 Q2, by reason for leaving



Base: 6

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

## 9. METHODOLOGY

From January 2014 onwards, CHAIN rough sleeping figures returned to being reported on a quarterly basis, following a two year period of reporting on a bi-monthly cycle.

Alongside the change in reporting period, we have also made some other adjustments to our reporting methodology. People who have been seen rough sleeping in more than one borough during the period will now be counted towards the figures for each relevant borough, rather than being assigned to one borough only, as was previously the case with bi-monthly reports. This means that the overall unique rough sleepers total for London will not be the same as the sum of all separate borough figures.

The new quarterly reports continue to employ the methodology of assigning rough sleepers to categories based on the following factors:

- Whether they were new rough sleepers during the period
- How many times they were seen rough sleeping during the period
- Number of days elapsed between first and last time they were seen rough sleeping during the period

We continue to apply the same thresholds for the above factors to the quarterly reporting period that we previously used for bi-monthly reporting. A further explanation of the individual categories follows.

### **New rough sleepers**

New rough sleepers, who were seen for the first time during the period. The total number of new rough sleepers is broken down into those who were seen just once and did not have a second night out, those who were seen on several occasions, but as yet have not been on the streets long enough to count as 'living on the streets', and those new to the streets who remained there long enough to fulfil the criteria for 'living on the streets' (outlined below).

### **Living on the streets (LOS)**

With the designation 'living on the streets' we refer to rough sleepers who have stayed on the streets after arriving, and are entrenched or at risk of becoming so. In determining who is counted as living on the streets we have used a combination of time on the streets (three or more weeks between the earliest and latest bedded down contact) and number of bedded down contacts (five or more contacts) during the period we are reporting on. If a person is seen bedded down six times, but only during one week, he or she does not count. If a person has four bedded down contacts, but spread over two months, he or she would also not count. To be counted a rough sleeper must have both elements.

The reporting period covers three months. However, to ensure that we do not miss those whose rough sleeping crosses over reporting periods we look back for the three weeks immediately before the start of the three month reporting period. For a rough sleeper in these circumstances, if they are not seen again, he or she will not be reported living on the streets in the next period.

The LOS total will include some who were new to the streets in the period, but whose stay extended beyond three weeks and who were seen bedded down at least five times - these are transferred from the new rough sleeper figures (shown in red in both section one and two of the report).

It is important to note that a rough sleeper who is included in the LOS total will not necessarily have been living on the streets for the entirety of the quarter in question, but they were living on the streets for a significant period during the quarter. The LOS total will also include some who are no longer on the streets, having gone into accommodation (or disappeared). They will not appear in the subsequent LOS total. Rough sleepers will only count as LOS during the period where they meet the above definition.

RS205+ refers to people who have been identified as especially hard to help because of their prolific history of rough sleeping. This group appear in the LOS chart if they have any number of bedded down contacts within the two months being reported on.

### **Intermittent rough sleepers**

Intermittent rough sleepers are those who are not new in this period, and have not been seen rough sleeping enough to be deemed living on the streets. This group includes those who sleep rough periodically for very short periods (including some street drinkers and beggars). It also will include those who return to the streets for a longer period (but in this period less than the 'living on the streets' definition). Those that go on to be living on the streets will appear in that category in the next period.

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