

CHAIN ANNUAL REPORT

OUTER BOROUGHES

APRIL 2020 - MARCH 2021

**SUPPORTED BY
MAYOR OF LONDON**



CHAIN

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More 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 the outer boroughs 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.

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 2020/21.

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 during 2020/21, 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" in the individual borough breakdowns. Nobody was recorded rough sleeping on the tube this year, due to the suspension of the night tube service during the Covid-19 pandemic.

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 2020/21 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 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.

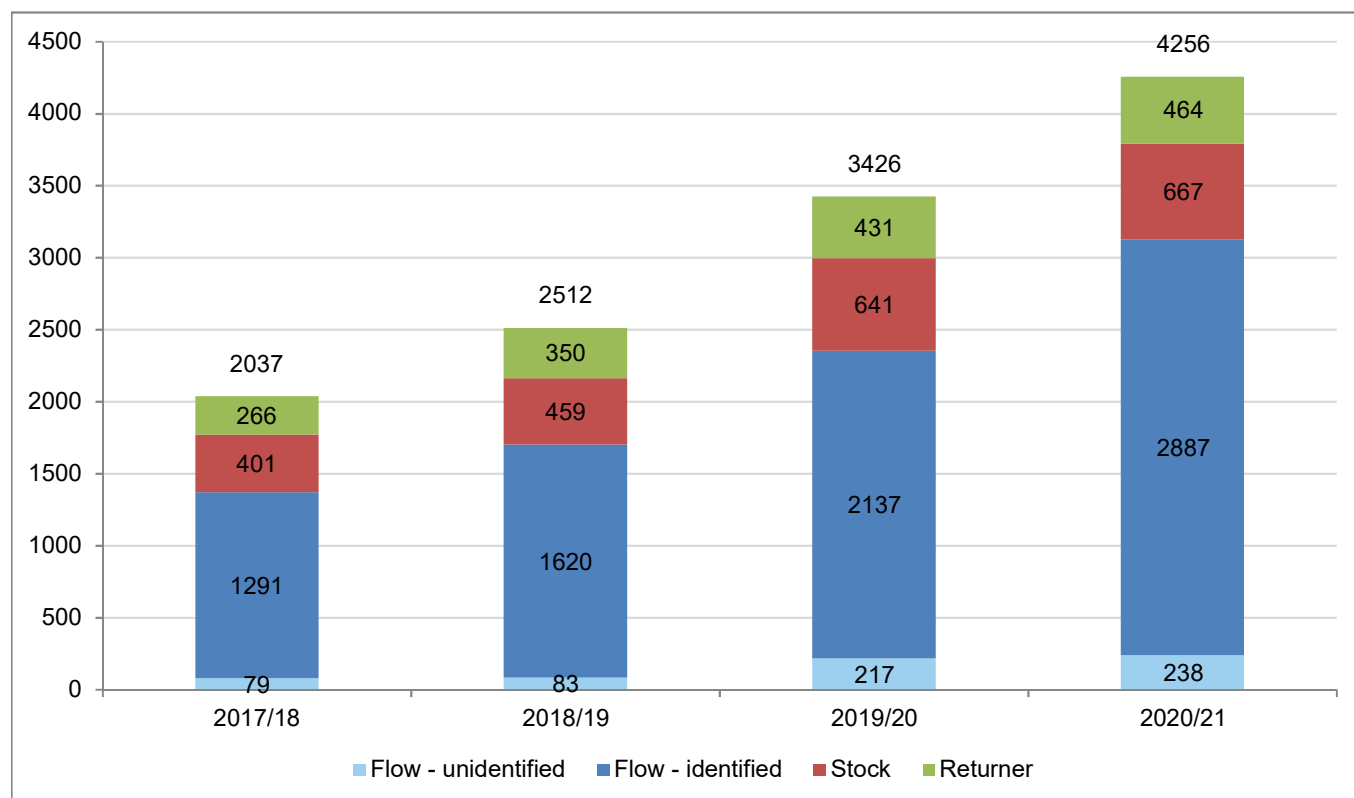
RSI: Rough Sleeping Initiative

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: 2037

2018/19 base: 2512

2019/20 base: 3426

2020/21 base: 4256

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).

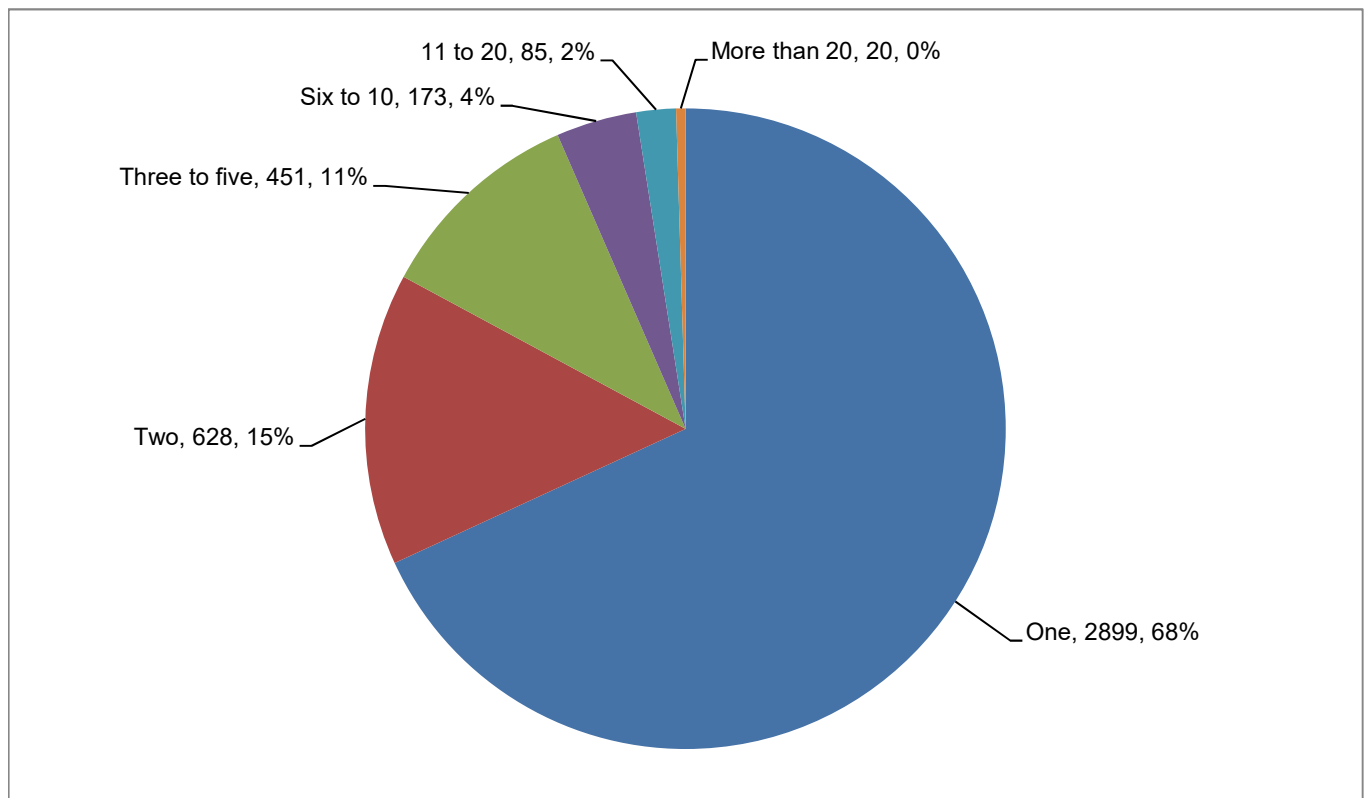
4,256 people were seen rough sleeping in the outer boroughs in 2020/21. This represents a 24% increase when compared to 2019/20.

73% of people seen rough sleeping in the outer boroughs during the year were new rough sleepers (flow), while 16% fell into the stock category, and 11% were returners.

Borough	Flow	Stock	Returner	Total
Barking & Dagenham	128	18	15	161
Barnet	223	35	24	282
Bexley	76	9	3	88
Bromley	44	6	4	54
Croydon	234	54	34	322
Enfield	263	32	31	326
Greenwich	159	36	18	213
Hackney	236	71	43	350
Harrow	60	4	3	67
Havering	59	6	8	73
Heathrow	86	17	14	117
Hillingdon	205	49	28	282
Hounslow	164	35	24	223
Kingston upon Thames	44	33	10	87
Lewisham	222	38	41	301
Merton	84	16	9	109
Redbridge	283	62	35	380
Richmond	61	27	27	115
Sutton	9	3	6	18
Waltham Forest	177	40	44	261
Wandsworth	270	87	44	401
Bus route	95	33	15	143
Tube line	0	0	0	0

2.2 Number of times seen rough sleeping

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



Base: 4256

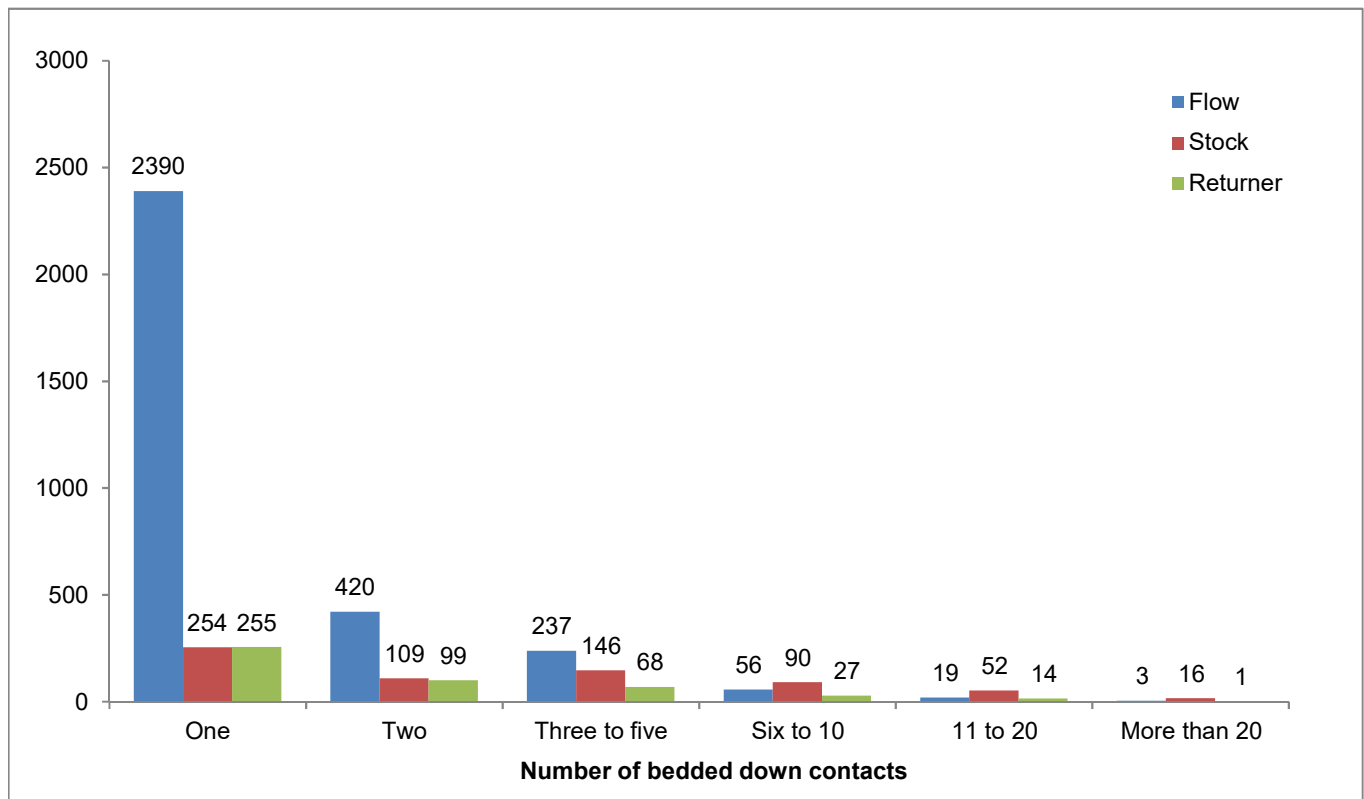
2,899 (68%) people were seen rough sleeping only once in 2020/21, this compares to 2,083 (61%) seen rough sleeping only once in 2019/20.

76% of people seen rough sleeping in the outer boroughs during 2020/21 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					Total
	1	2	3	4	5+	
Barking & Dagenham	116	16	14	5	10	161
Barnet	182	43	16	10	31	282
Bexley	70	10	3	3	2	88
Bromley	41	5	2	0	6	54
Croydon	218	48	12	9	35	322
Enfield	265	39	10	6	6	326
Greenwich	142	30	13	4	24	213
Hackney	223	52	24	12	39	350
Harrow	44	13	2	5	3	67
Havering	48	14	1	4	6	73
Heathrow	62	25	11	8	11	117
Hillingdon	178	53	19	11	21	282
Hounslow	116	50	11	12	34	223
Kingston upon Thames	52	15	6	4	10	87
Lewisham	217	42	16	6	20	301
Merton	81	13	7	3	5	109
Redbridge	269	51	15	8	37	380
Richmond	70	15	0	8	22	115
Sutton	6	7	2	0	3	18
Waltham Forest	168	42	19	10	22	261
Wandsworth	258	55	26	15	47	401
Bus route	73	23	21	4	22	143
Tube line	0	0	0	0	0	0

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): 3125
 Base (Stock): 667
 Base (Returner): 464

2.4 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	778	31.2%
Private rented accommodation	564	22.6%
Living with partner	222	8.9%
Living with parents	264	10.6%
Local authority accommodation	90	3.6%
Housing association/RSL accommodation	46	1.8%
Owner occupied accommodation	21	0.8%
Sheltered housing/registered care accommodation	11	0.4%
Tied accommodation	4	0.2%
<i>Long term accommodation subtotal</i>	<i>2000</i>	<i>80.1%</i>
Short or medium term accommodation		
Hostel	70	2.8%
Asylum support accommodation	40	1.6%
Temporary accommodation (Local authority)	46	1.8%
B&B/other temporary accommodation	11	0.4%
Clinic/Detox/Rehab	5	0.2%
<i>Short or medium term accommodation subtotal</i>	<i>172</i>	<i>6.9%</i>
Institution		
Prison	80	3.2%
Hospital	7	0.3%
<i>Institution subtotal</i>	<i>87</i>	<i>3.5%</i>
Inappropriately accommodated		
Squat	50	2.0%
Outhouse	3	0.1%
<i>Inappropriately accommodated subtotal</i>	<i>53</i>	<i>2.1%</i>
Newly arrived in UK		
Newly arrived in UK - not homeless in home country	39	1.6%
Newly arrived in UK - homeless in home country	17	0.7%
<i>Newly arrived in UK subtotal</i>	<i>56</i>	<i>2.2%</i>
Other	128	5.1%
Not recorded	629	
Total (excl. not recorded)	2496	100.0%
Total	3125	

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	922	36.9%
Evicted - arrears	112	4.5%
Evicted - end of tenancy agreement	20	0.8%
Evicted - ASB	18	0.7%
Evicted - other	106	4.2%
<i>Asked to leave or evicted subtotal</i>	<i>1178</i>	<i>47.2%</i>
Employment and education		
Financial problems - loss of job	199	8.0%
Seeking work - from outside UK	17	0.7%
Seeking work - from within UK	24	1.0%
Study	1	0.0%
<i>Employment and education subtotal</i>	<i>241</i>	<i>9.7%</i>
Relationships		
Relationship breakdown	393	15.7%
Death of relative/friend	26	1.0%
Move nearer family/friends/community	13	0.5%
<i>Relationships subtotal</i>	<i>432</i>	<i>17.3%</i>
Financial		
Financial problems - debt	28	1.1%
Financial problems - housing benefit	4	0.2%
Financial problems - other	28	1.1%
<i>Financial subtotal</i>	<i>60</i>	<i>2.4%</i>
End of stay in short or medium term accommodation		
End of stay - asylum accommodation	26	1.0%
End of stay - hostel	27	1.1%
Evicted - given non priority decision	5	0.2%
End of stay - other	37	1.5%
<i>End of stay in short or medium term accommodation subtotal</i>	<i>95</i>	<i>3.8%</i>
Victim of violence, harassment or abuse		
Harassment/abuse/violence	72	2.9%
Domestic violence - victim	41	1.6%
Tenancy hijack	3	0.1%
<i>Victim of violence, harassment or abuse subtotal</i>	<i>116</i>	<i>4.6%</i>
End of stay in institution		
End of stay - prison	78	3.1%
End of stay - hospital	5	0.2%
<i>End of stay in institution subtotal</i>	<i>83</i>	<i>3.3%</i>
Housing conditions		
Housing conditions	34	1.4%
Perpetrator of violence, harassment or abuse		
Domestic violence - perpetrator	8	0.3%
Transient		
Transient/travelling around	20	0.8%
Other		
Other	229	9.2%
Not recorded	629	
Total (excl. not recorded)	2496	100.0%
Total	3125	

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	2017/18	2018/19	2019/20	2020/21	Change since 2019/20	Change since 2017/18
Barking & Dagenham	40	49	85	161	76	121
Barnet	53	94	178	282	104	229
Bexley	19	32	42	88	46	69
Bromley	47	47	67	54	-13	7
Croydon	234	274	306	322	16	88
Enfield	109	100	206	326	120	217
Greenwich	94	91	133	213	80	119
Hackney	171	163	275	350	75	179
Harrow	33	30	45	67	22	34
Havering	27	32	71	73	2	46
Heathrow	52	283	241	117	-124	65
Hillingdon	58	123	270	282	12	224
Hounslow	170	87	147	223	76	53
Kingston upon Thames	50	86	124	87	-37	37
Lewisham	199	165	229	301	72	102
Merton	24	57	92	109	17	85
Redbridge	239	214	330	380	50	141
Richmond	107	128	152	115	-37	8
Sutton	34	49	34	18	-16	-16
Waltham Forest	94	137	133	261	128	167
Wandsworth	68	111	203	401	198	333
Bus route	142	224	183	143	-40	1
Tube line	5	18	23	0	-23	-5

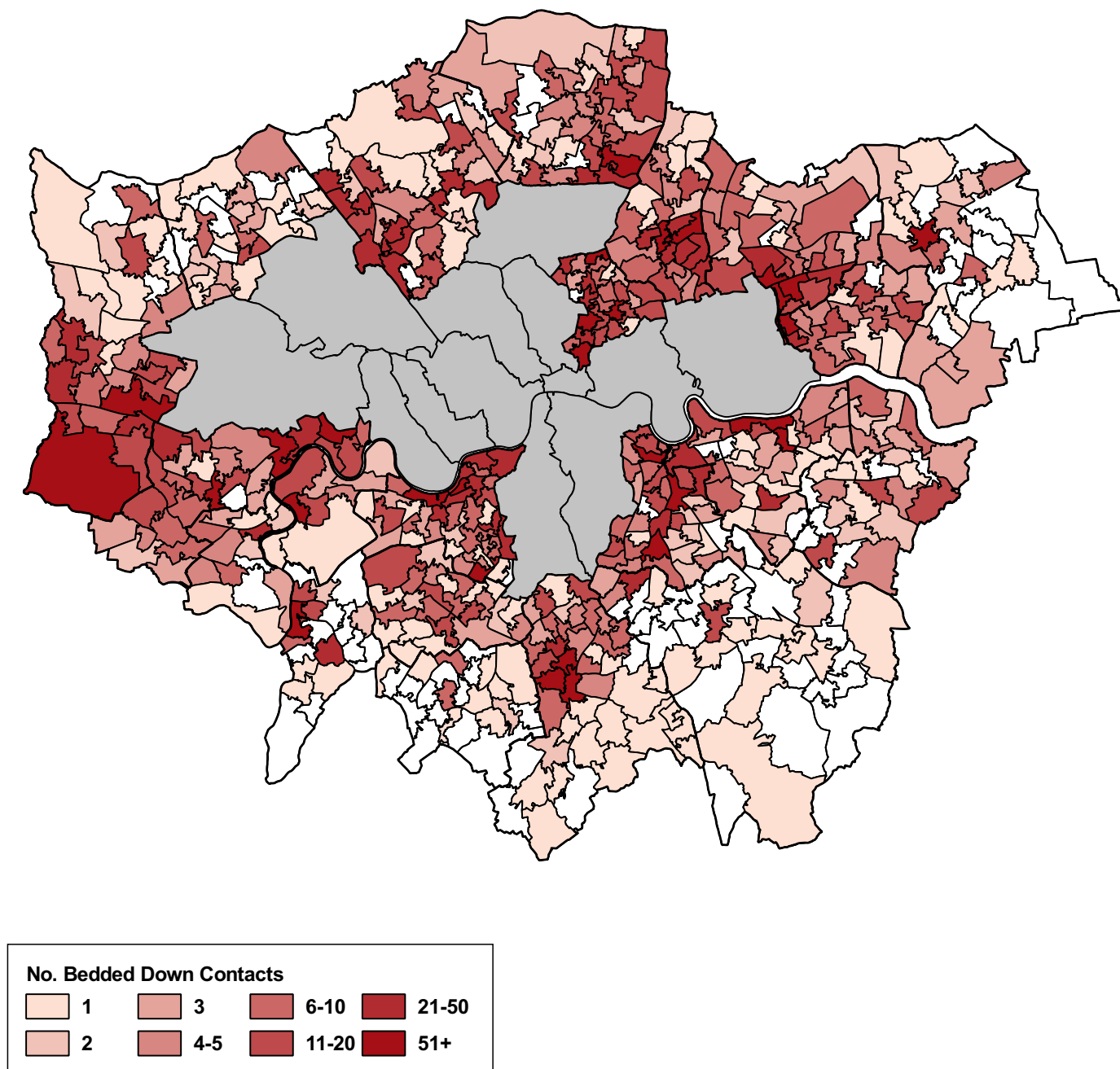
The outer boroughs in which the greatest numbers of rough sleepers were seen in 2020/21 were Wandsworth, Redbridge, Hackney, Enfield, and Croydon. Wandsworth has shown the most significant increase in the number of people seen rough sleeping, with 401 people seen in 2020/21, compared to 68 in 2017/18.

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.

3. SPATIAL DISTRIBUTION

3.1 Bedded down street contacts by area: Map

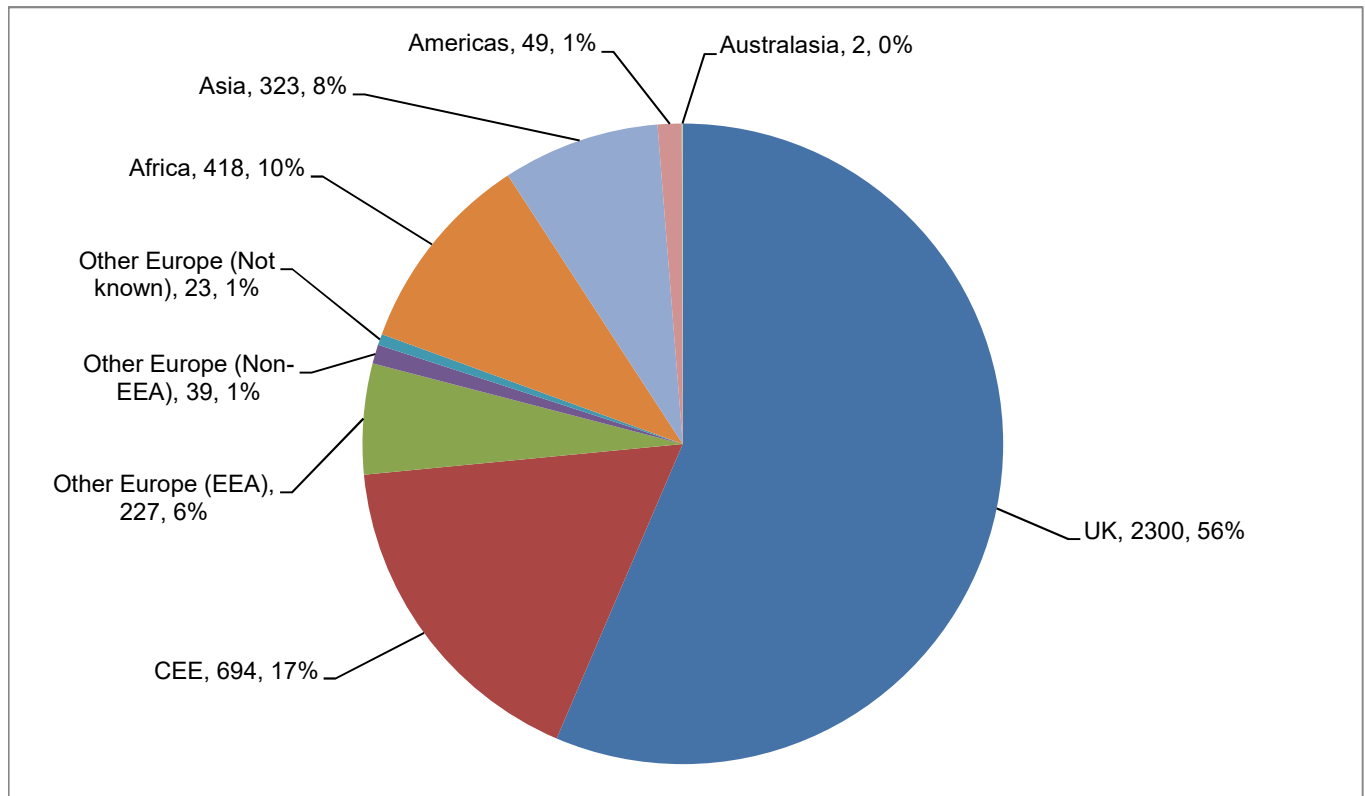
The map below shows the number of bedded down street contacts recorded in each Middle Super Output Area across the Outer Boroughs during the period. It is important to note that this represents volume of contacts rather than individuals, and some people may have been seen on multiple occasions within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



4. DEMOGRAPHICS & SUPPORT NEEDS

4.1 Nationality: Overall composition

People seen rough sleeping in the year, by nationality.



Base: 4075 people seen rough sleeping in the year whose nationality was known.

4.2 Nationality: Flow, stock, returner model

	Flow	Stock	Returner	Total	
Nationality	No.	No.	No.	No.	%
UK	1669	368	263	2300	56.4%
Bulgaria	28	4	4	36	0.9%
Czech Republic	3	3	3	9	0.2%
Estonia	2	1	0	3	0.1%
Hungary	15	3	1	19	0.5%
Latvia	11	7	7	25	0.6%
Lithuania	30	13	7	50	1.2%
Poland	154	45	30	229	5.6%
Romania	182	86	43	311	7.6%
Slovakia	5	2	4	11	0.3%
Slovenia	0	1	0	1	0.0%
<i>CEE subtotal</i>	<i>430</i>	<i>165</i>	<i>99</i>	<i>694</i>	<i>17.0%</i>
Portugal	44	5	2	51	1.3%
Italy	22	9	6	37	0.9%
Ireland (Republic of)	29	10	6	45	1.1%
France	23	1	2	26	0.6%
Spain	17	3	1	21	0.5%
Other European (EEA) countries	38	6	3	47	1.2%
<i>Other Europe (EEA) subtotal</i>	<i>173</i>	<i>34</i>	<i>20</i>	<i>227</i>	<i>5.6%</i>
Other Europe (Non-EEA)	23	12	4	39	1.0%
Other Europe (Not known)	22	1	0	23	0.6%
Eritrea	98	5	5	108	2.7%
Somalia	45	8	7	60	1.5%
Sudan	12	2	2	16	0.4%
Nigeria	41	5	5	51	1.3%
Other African countries	155	15	13	183	4.5%
<i>Africa subtotal</i>	<i>351</i>	<i>35</i>	<i>32</i>	<i>418</i>	<i>10.3%</i>
India	73	21	19	113	2.8%
Afghanistan	46	1	2	49	1.2%
Iran	27	5	6	38	0.9%
Other Asian countries	102	12	9	123	3.0%
<i>Asia subtotal</i>	<i>248</i>	<i>39</i>	<i>36</i>	<i>323</i>	<i>7.9%</i>
Americas	39	6	4	49	1.2%
Australasia	2	0	0	2	0.0%
Not known	168	7	6	181	
Total (excl. Not known)	2957	660	458	4075	100.0%
Total (incl. Not known)	3125	667	464	4256	

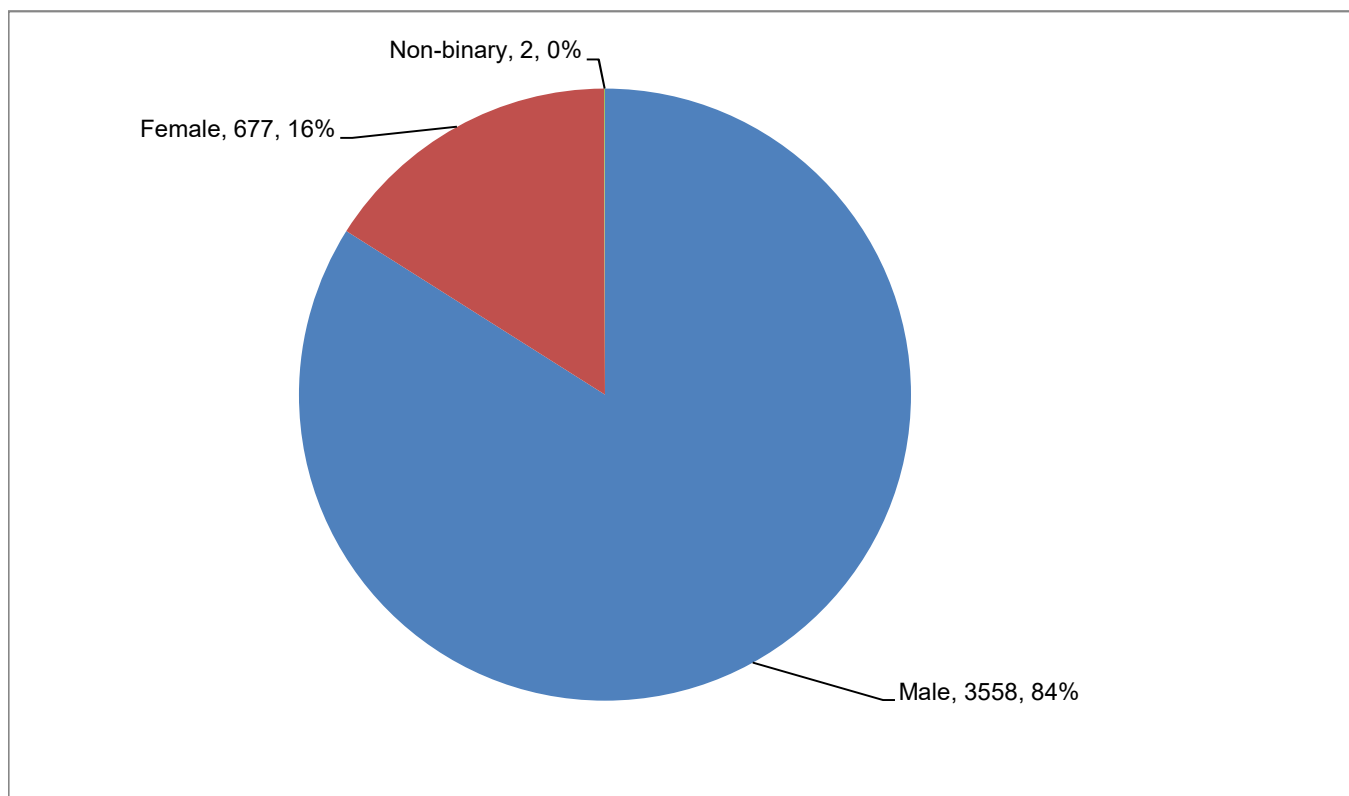
Note: Total excluding not known is used as base for percentages.

4.3 Nationality: Borough distribution

Borough	UK	CEE	Other Europe	Africa	Asia	Rest of world	Not known	Total
Barking & Dagenham	71	30	8	22	9	2	19	161
Barnet	138	61	25	18	24	3	13	282
Bexley	73	4	1	4	0	0	6	88
Bromley	39	1	2	7	1	2	2	54
Croydon	200	30	17	27	32	3	13	322
Enfield	158	80	32	40	8	2	6	326
Greenwich	127	26	16	24	8	5	7	213
Hackney	186	44	34	51	10	4	21	350
Harrow	39	11	4	3	8	1	1	67
Havering	52	7	3	4	2	0	5	73
Heathrow	60	11	17	12	12	3	2	117
Hillingdon	149	22	22	25	54	1	9	282
Hounslow	128	25	12	13	32	1	12	223
Kingston upon Thames	46	30	4	1	3	1	2	87
Lewisham	213	19	13	32	11	8	5	301
Merton	65	20	10	7	4	0	3	109
Redbridge	160	86	19	31	71	2	11	380
Richmond	82	14	5	3	6	1	4	115
Sutton	14	0	2	1	0	0	1	18
Waltham Forest	107	68	20	33	9	3	21	261
Wandsworth	207	106	22	32	12	7	15	401
Bus route	61	15	7	35	14	5	6	143
Tube line	0	0	0	0	0	0	0	0

4.4 Gender

People seen rough sleeping in the year, by gender.

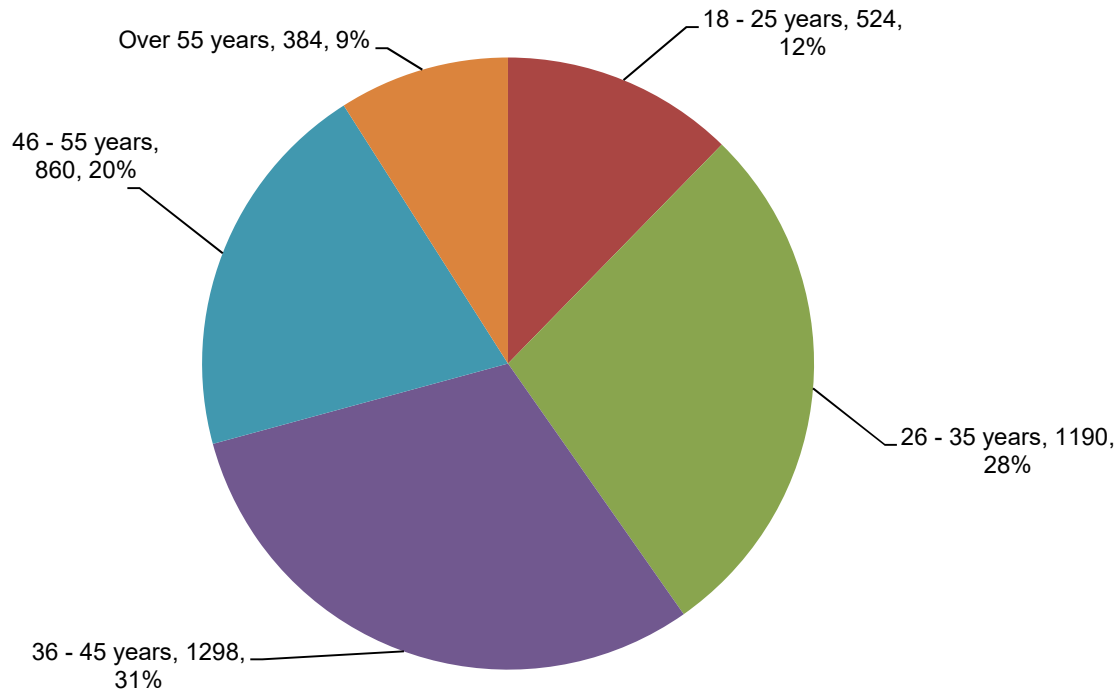


Base: 4237 people seen rough sleeping whose gender was known. This excludes 19 people whose gender was not known.

Borough	Female	Male	Non-binary	Total
Barking & Dagenham	19	142	0	161
Barnet	46	236	0	282
Bexley	13	73	0	86
Bromley	12	42	0	54
Croydon	50	268	0	318
Enfield	61	264	0	325
Greenwich	36	177	0	213
Hackney	62	283	1	346
Harrow	9	58	0	67
Havering	13	59	1	73
Heathrow	29	88	0	117
Hillingdon	44	238	0	282
Hounslow	28	192	0	220
Kingston upon Thames	16	71	0	87
Lewisham	54	245	0	299
Merton	14	95	0	109
Redbridge	66	314	0	380
Richmond	13	102	0	115
Sutton	2	16	0	18
Waltham Forest	30	230	0	260
Wandsworth	62	338	0	400
Bus route	28	114	0	142
Tube line	0	0	0	0
Unique total	677	3558	2	4237

4.5 Age

People seen rough sleeping in the year, by age.

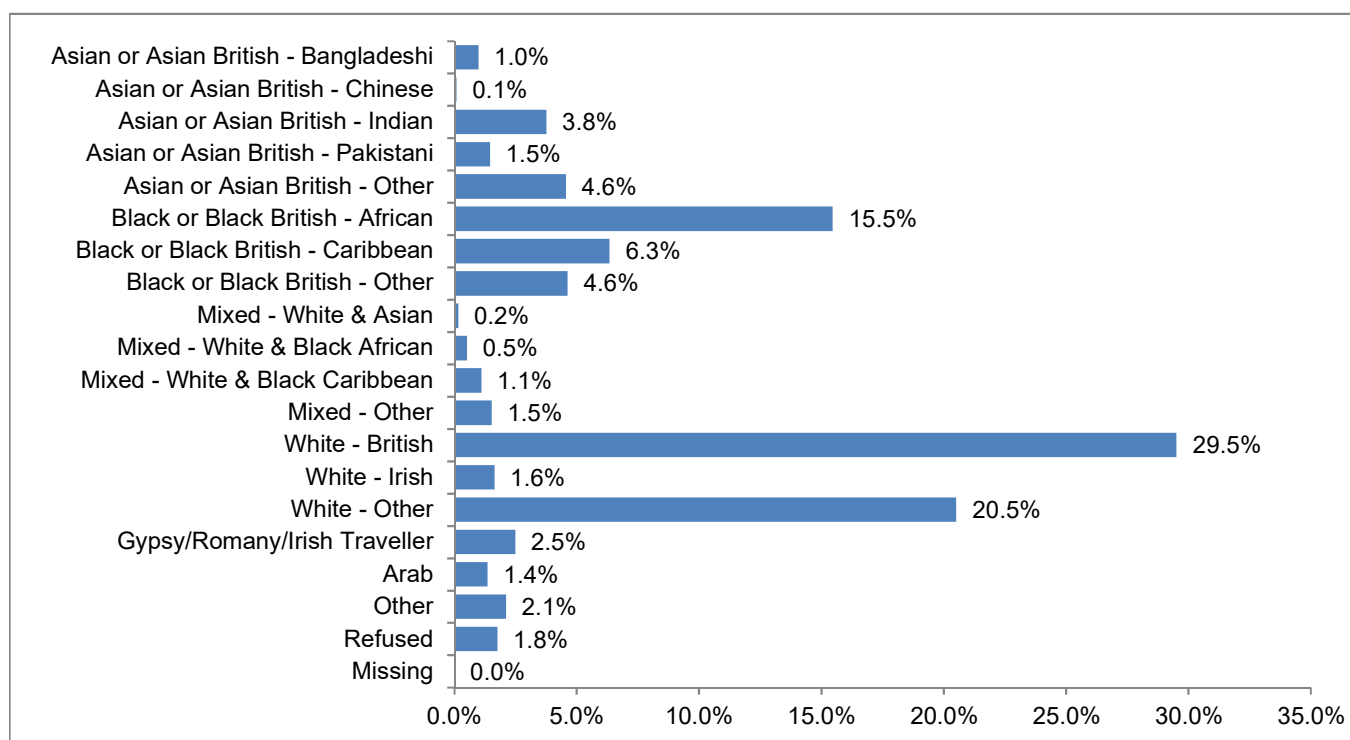


Base: 4256

Borough	Under 18 years	18 - 25 years	26 - 35 years	36 - 45 years	46 - 55 years	Over 55 years	Total
Barking & Dagenham	0	15	49	57	33	7	161
Barnet	0	23	90	83	65	21	282
Bexley	0	13	24	27	15	9	88
Bromley	0	9	13	11	15	6	54
Croydon	0	49	111	93	50	19	322
Enfield	0	50	89	94	70	23	326
Greenwich	0	29	51	77	34	22	213
Hackney	0	46	79	126	74	25	350
Harrow	0	7	15	29	14	2	67
Havering	0	9	21	24	15	4	73
Heathrow	0	10	28	28	22	29	117
Hillingdon	0	32	85	86	56	23	282
Hounslow	0	14	60	69	48	32	223
Kingston upon Thames	0	10	27	21	21	8	87
Lewisham	0	35	104	71	57	34	301
Merton	0	12	29	30	26	12	109
Redbridge	0	56	105	120	71	28	380
Richmond	0	10	34	37	23	11	115
Sutton	0	2	6	3	5	2	18
Waltham Forest	0	27	68	85	62	19	261
Wandsworth	0	57	111	125	73	35	401
Bus route	0	13	24	36	38	32	143
Tube line	0	0	0	0	0	0	0
Unique total	0	524	1190	1298	860	384	4256

4.6 Ethnicity

People seen rough sleeping in the year, by ethnicity.



Base: 4256

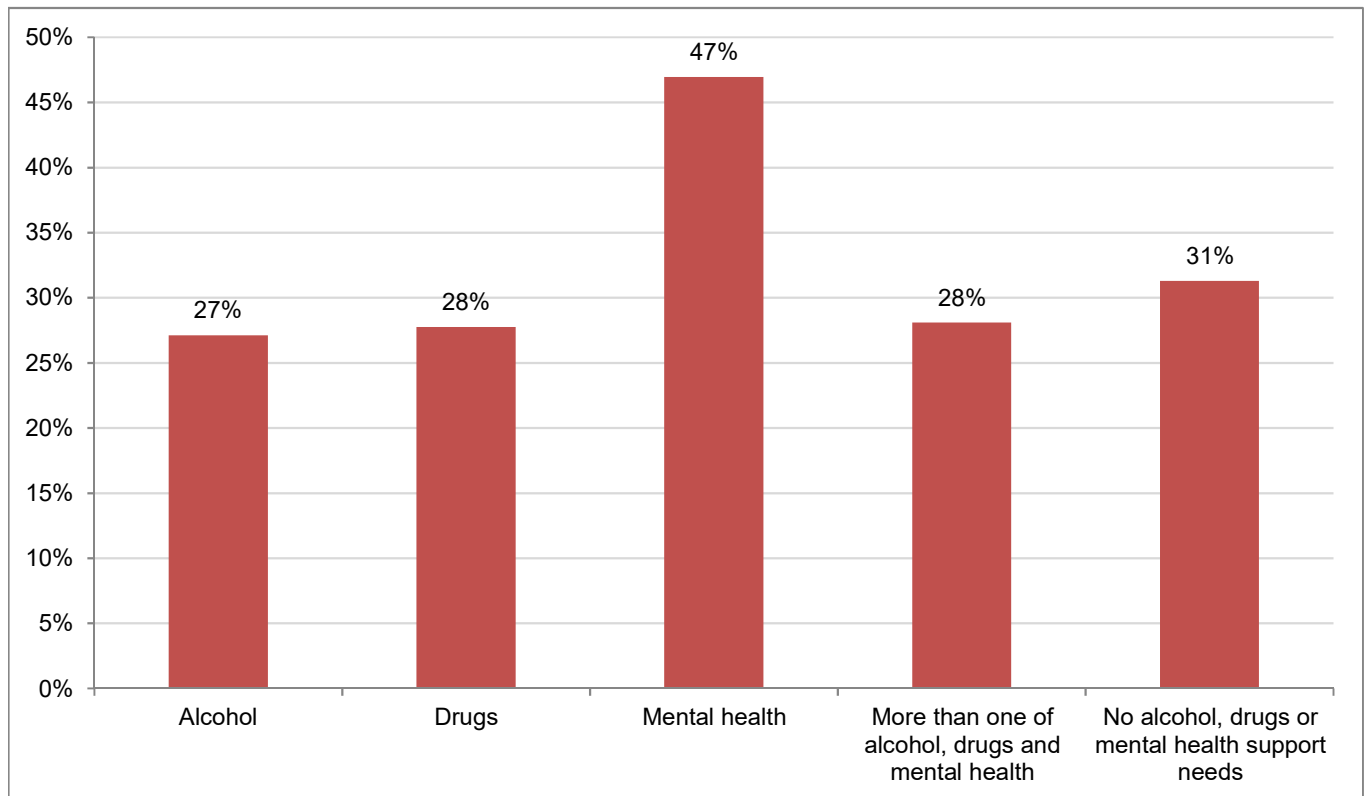
Borough	White - British	White - Irish	White - Other	Gypsy/Romany/Irish Traveller	Black	Asian (incl. Chinese)	Mixed	Arab/Other	Missing/Refused	Total
Barking & Dagenham	42	2	37	0	41	20	7	9	3	161
Barnet	88	9	91	4	39	27	5	15	0	278
Bexley	62	1	3	0	12	1	2	1	0	82
Bromley	22	0	1	1	19	3	3	3	0	52
Croydon	99	4	49	2	105	37	14	8	0	318
Enfield	73	4	84	19	109	18	12	5	0	324
Greenwich	81	3	33	2	64	11	10	6	0	210
Hackney	76	3	86	0	119	27	16	14	0	341
Harrow	25	2	12	0	13	10	1	3	0	66
Havering	42	1	11	0	10	4	0	2	0	70
Heathrow	34	2	27	0	27	21	3	3	0	117
Hillingdon	88	8	44	0	61	71	4	3	0	279
Hounslow	86	7	38	0	30	43	3	10	0	217
Kingston upon Thames	39	1	18	16	5	3	1	3	0	86
Lewisham	84	4	30	0	143	12	17	7	0	297
Merton	32	2	32	0	28	9	3	2	0	108
Redbridge	81	4	94	4	67	109	11	5	0	375
Richmond	68	2	16	3	5	3	4	12	0	113
Sutton	10	2	2	0	1	1	0	1	0	17
Waltham Forest	51	4	89	1	71	11	8	16	0	251
Wandsworth	102	5	77	55	104	22	15	17	0	397
Bus route	18	1	23	0	76	15	4	5	0	142
Tube line	0	0	0	0	0	0	0	0	0	0
Unique total	1256	70	873	106	1125	462	141	148	0	4181

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'.

4.7 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 18% of rough sleepers in the outer boroughs in 2020/21 did not have a support needs assessment recorded.



Base: 3507. Note that the base figure for this chart excludes people for whom none of the three support needs were known or assessed (749).

Support Needs	No.	%
Alcohol only	325	9%
Drugs only	254	7%
Mental health only	763	22%
Alcohol and drugs	102	3%
Alcohol and mental health	266	8%
Drugs and mental health	359	10%
Alcohol, drugs and mental health	258	7%
All three no	1097	31%
All three no, not known or not assessed	83	2%
All three not known or not assessed	749	
Total (excl. not assessed)	3507	100%
Total (incl. not assessed)	4256	

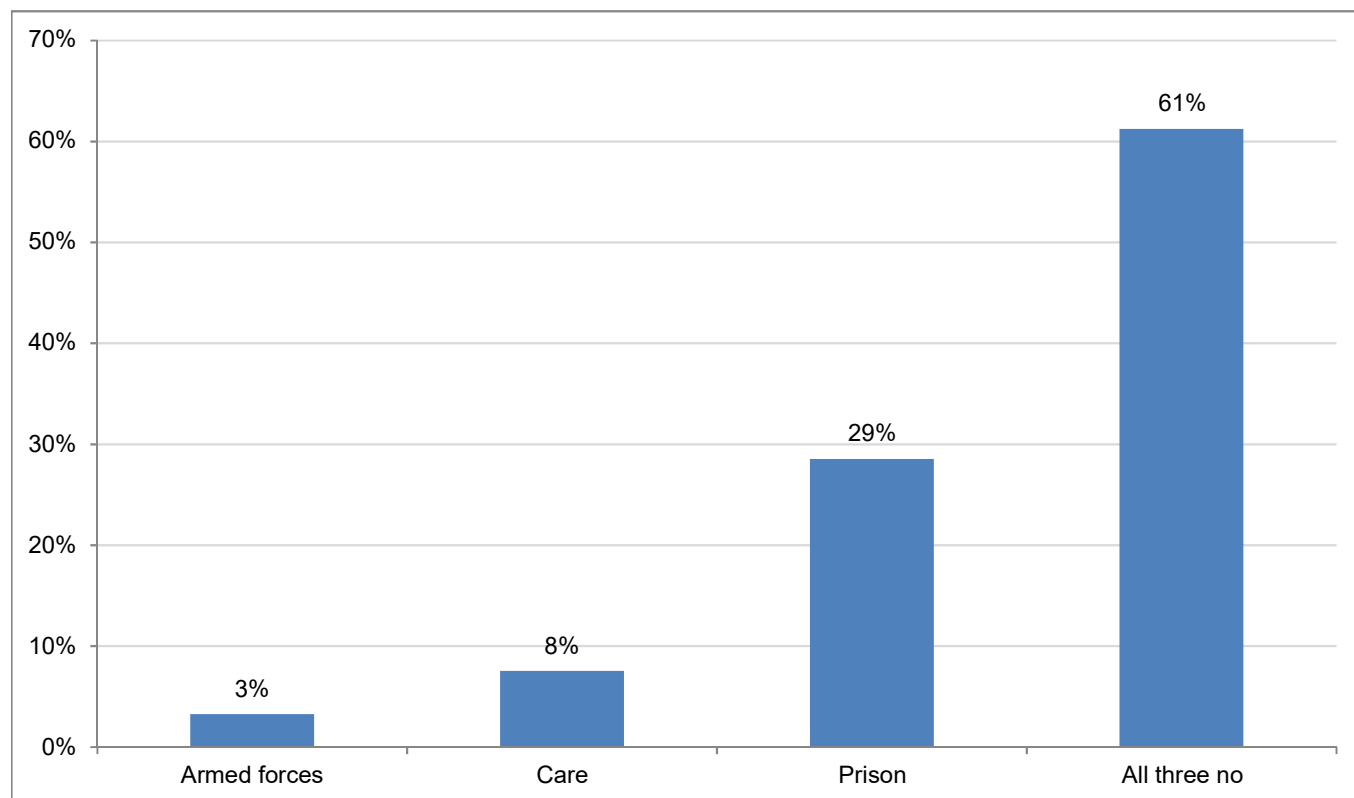
Note: Total excluding not known or assessed is used as base for percentages.

Borough	Alcohol	Drugs	Mental health	More than one of alcohol, drugs and mental health	No alcohol, drugs or mental health support needs	Total assessed*
Barking & Dagenham	45	43	73	48	34	135
Barnet	62	53	98	53	67	218
Bexley	21	20	36	19	18	73
Bromley	9	7	23	6	13	46
Croydon	58	80	124	73	82	260
Enfield	51	66	111	58	122	282
Greenwich	42	54	83	43	58	184
Hackney	93	93	124	96	94	289
Harrow	17	25	37	26	13	62
Havering	12	13	42	19	18	64
Heathrow	19	13	60	19	30	103
Hillingdon	70	75	145	80	64	259
Hounslow	60	52	72	45	64	194
Kingston upon Thames	23	26	38	24	18	71
Lewisham	68	61	152	80	90	279
Merton	30	16	42	24	30	90
Redbridge	110	113	132	93	105	353
Richmond	32	42	67	43	12	90
Sutton	5	5	7	7	2	9
Waltham Forest	73	66	88	71	67	202
Wandsworth	65	68	134	81	60	233
Bus route	24	12	30	11	54	125
Tube line	0	0	0	0	0	0
Unique total	951	973	1646	985	1097	3507

*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: 3428. Note that the base figure for this chart excludes people for whom none of the three institutional histories were recorded (828).

Nationality of rough sleepers with experience of armed forces:

Nationality	No.	%
UK	36	1%
Non-UK	75	2%
Total with armed forces experience	111	3%
Base (total assessed)	3428	

111 people seen rough sleeping in the outer boroughs in 2020/21 had experience of serving in the armed forces, of whom 36 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	1	14	32	69	120
Barnet	7	9	59	122	205
Bexley	0	6	21	44	71
Bromley	0	6	14	25	42
Croydon	13	26	67	147	247
Enfield	8	25	74	165	269
Greenwich	4	18	60	108	183
Hackney	14	23	87	153	275
Harrow	0	3	25	27	57
Havering	2	10	23	27	57
Heathrow	6	4	22	65	95
Hillingdon	5	19	77	151	241
Hounslow	5	13	58	111	187
Kingston upon Thames	2	4	18	46	69
Lewisham	6	22	90	150	261
Merton	8	3	18	62	88
Redbridge	10	22	85	232	346
Richmond	2	11	27	40	82
Sutton	0	2	5	6	13
Waltham Forest	9	13	49	132	204
Wandsworth	12	15	86	190	309
Bus route	1	1	21	85	111
Tube line	0	0	0	0	0
Unique total	111	258	978	2099	3428

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

5. HELPING PEOPLE OFF THE STREETS

5.1 Accommodation outcomes

In 2020/21, 2,326 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

The following tables detail 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.

Services A-R	Barnet Team	Croydon Team	Enfield Team	Hackney Team	Hillingdon Team	Hounslow Team	London Team	Merton Team	Rapid Response Team	Redbridge Team
Accommodation type	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.
Hubs, shelters and emergency accommodation										
COVID-19 Emergency Accommodation (Local)	24	10	66	79	102	15	244	6	472	153
COVID-19 Emergency Accommodation (Pan London)	6	19	6	43	14	10	55	6	22	15
Hub	0	1	0	0	0	2	15	0	0	0
Nightstop	0	0	0	0	0	0	0	0	0	2
SWEP (Local)	0	32	9	29	7	19	67	0	42	13
SWEP (Pan-London)	2	0	0	2	9	0	9	5	32	1
Winter/Night Shelter	3	3	2	10	11	0	94	0	10	43
<i>Hubs, shelters and emergency accommodation subtotal</i>	<i>35</i>	<i>65</i>	<i>83</i>	<i>163</i>	<i>143</i>	<i>46</i>	<i>484</i>	<i>17</i>	<i>578</i>	<i>227</i>
Temporary accommodation										
Assessment centre	2	0	3	0	0	0	1	0	17	0
Bed & breakfast	0	8	1	27	7	14	14	1	2	2
Clinic/Detox/Rehab	0	0	0	0	0	0	3	1	0	0
Friends & family	0	0	1	0	0	0	3	0	0	0
Hostel	0	8	0	7	1	0	11	0	4	18
Local authority temporary accommodation	3	43	43	47	44	31	146	0	17	27
Second-stage accommodation	0	0	1	0	0	0	0	0	0	0
Staging post	0	2	0	0	3	0	3	1	0	0
Other temporary accommodation	0	42	7	4	6	5	11	1	19	9
<i>Temporary accommodation subtotal</i>	<i>5</i>	<i>103</i>	<i>56</i>	<i>85</i>	<i>61</i>	<i>50</i>	<i>192</i>	<i>4</i>	<i>59</i>	<i>56</i>
Long term accommodation										
Care home	0	1	1	1	0	0	0	0	0	0
Clearing House/RSI	0	0	0	1	0	0	0	0	0	0
Local authority tenancy (general needs)	0	0	6	0	3	1	5	0	0	0
Private rented sector - independent	0	6	9	8	2	2	34	0	0	0
Private rented sector - with floating support	0	1	0	7	1	3	29	1	0	1
RSL tenancy (general needs)	0	0	0	0	0	0	2	0	0	0
Sheltered housing	0	0	2	0	1	0	1	0	0	0
St Mungo's complex needs	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
Supported housing	0	8	8	7	2	1	17	1	0	0
Tied accommodation	0	0	0	0	0	0	1	0	0	0
Other long-term accommodation	0	0	0	5	0	0	2	0	0	0
<i>Long term accommodation subtotal</i>	<i>0</i>	<i>16</i>	<i>26</i>	<i>29</i>	<i>9</i>	<i>7</i>	<i>91</i>	<i>2</i>	<i>0</i>	<i>1</i>
Total	40	184	165	277	213	103	767	23	637	284

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

Services S-Z	SPEAR Outreach - Kingston	SPEAR Outreach - Richmond	SPEAR Outreach - Sutton	SPEAR Outreach - Wandsworth	Thames Reach - Greenwich Navigators	Thames Reach - STAR	Thames Reach - TFL Outreach	Waltham Forest SHASS Outreach	Waltham Forest SOS	Waltham Forest Street Outreach Service
Accommodation type	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.
Hubs, shelters and emergency accommodation										
COVID-19 Emergency Accommodation (Local)	26	64	1	368	0	1	0	12	0	0
COVID-19 Emergency Accommodation (Pan London)	0	1	0	36	0	0	21	30	0	0
Hub	0	0	0	0	0	0	0	0	0	0
Nightstop	0	0	0	0	0	0	0	0	0	0
SWEP (Local)	3	14	0	18	0	0	1	0	15	2
SWEP (Pan-London)	0	0	0	0	2	0	2	0	0	3
Winter/Night Shelter	1	0	0	1	0	0	0	0	0	0
<i>Hubs, shelters and emergency accommodation subtotal</i>	30	79	1	423	2	1	24	42	15	5
Temporary accommodation										
Assessment centre	0	0	0	0	0	1	0	4	0	6
Bed & breakfast	21	16	1	1	0	0	2	0	1	0
Clinic/Detox/Rehab	0	0	0	1	0	0	0	0	0	0
Friends & family	0	0	0	0	0	0	1	0	0	0
Hostel	5	3	0	4	0	1	0	1	2	0
Local authority temporary accommodation	6	4	0	11	0	0	4	16	15	1
Second-stage accommodation	0	0	0	0	0	0	0	0	0	0
Staging post	0	0	0	0	0	0	0	0	0	0
Other temporary accommodation	1	3	0	0	0	0	0	0	0	0
<i>Temporary accommodation subtotal</i>	33	26	1	17	0	2	7	21	18	7
Long term accommodation										
Care home	0	0	0	0	0	0	0	0	0	0
Clearing House/RSI	0	0	0	0	0	0	0	0	0	0
Local authority tenancy (general needs)	0	0	0	1	0	0	0	0	0	0
Private rented sector - independent	0	4	0	3	1	0	1	1	1	0
Private rented sector - with floating support	0	0	0	3	0	0	0	3	0	0
RSL tenancy (general needs)	0	3	0	0	0	0	0	0	0	0
Sheltered housing	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
St Mungo's semi-independent	0	0	0	0	0	0	0	0	0	0
Supported housing	2	5	2	5	0	0	0	2	0	0
Tied accommodation	0	0	0	0	0	0	0	0	0	0
Other long-term accommodation	0	0	0	1	0	0	0	0	0	0
<i>Long term accommodation subtotal</i>	3	12	2	14	1	0	1	6	1	0
Total	66	117	4	454	3	3	32	69	34	12

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 having been placed in Covid-19 emergency accommodation provided by outer borough local authorities, under the Government's 'Everyone In' initiative. Many of these stays are also included in the overall summary of accommodation outcomes for the year (section 5.1), but there may be some variation, depending on the referring service.

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 below do not include 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.

A total of 1,362 people who were seen rough sleeping during the year were recorded on CHAIN as having been placed in Covid-19 emergency accommodation by outer borough local authorities.

Local authority providing accommodation	No. events
Barking & Dagenham	51
Barnet	61
Bexley	19
Bromley	15
Croydon	17
Enfield	242
Greenwich	80
Hackney	97
Harrow	16
Havering	14
Hillingdon	149
Hounslow	55
Kingston upon Thames	36
Lewisham	153
Merton	20
Redbridge	181
Richmond	63
Sutton	3
Waltham Forest	20
Wandsworth	365

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

5.3 NSNO attendance

People seen rough sleeping during the year who were referred from the outer boroughs to GLA commissioned NSNO staging posts or triage hubs.

	2019/20	2020/21
NSNO	742	138

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 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.

	Enfield SORT	Hackney SORT	Hillingdon SORT	Hounslow Outreach	London Street Rescue	Redbridge Outreach Service	SPEAR Outreach - Wandsworth
Reconnection reason	No.	No.	No.	No.	No.	No.	No.
Return to home area	2	1	11	2	2	6	19
Seeking work	0	0	0	0	0	0	0
Move to area for friends/family	0	1	3	1	0	3	19
Move to area with appropriate services	0	0	4	1	0	3	1
Reconnections total*	2	1	13	2	2	9	20

Reconnection destination	No.	No.	No.	No.	No.	No.	No.
UK - London	0	0	7	0	0	0	0
UK - outside London	0	0	4	2	0	0	0
Central and Eastern Europe	2	1	0	0	2	9	20
Other Europe	0	0	1	0	0	0	0
Rest of the world	0	0	1	0	0	0	0
<i>Not known</i>	0	0	0	0	0	0	0
Reconnections total (excl. destination not known)	2	1	13	2	2	9	20

*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.

47 people seen rough sleeping in the outer boroughs in 2020/21 also had a confirmed reconnection recorded by services based in or primarily serving the boroughs during the period.

73% of reconnections this year were to destinations outside the UK. 69% of reconnections were to Central and Eastern European countries.

6. TEMPORARY ACCOMMODATION

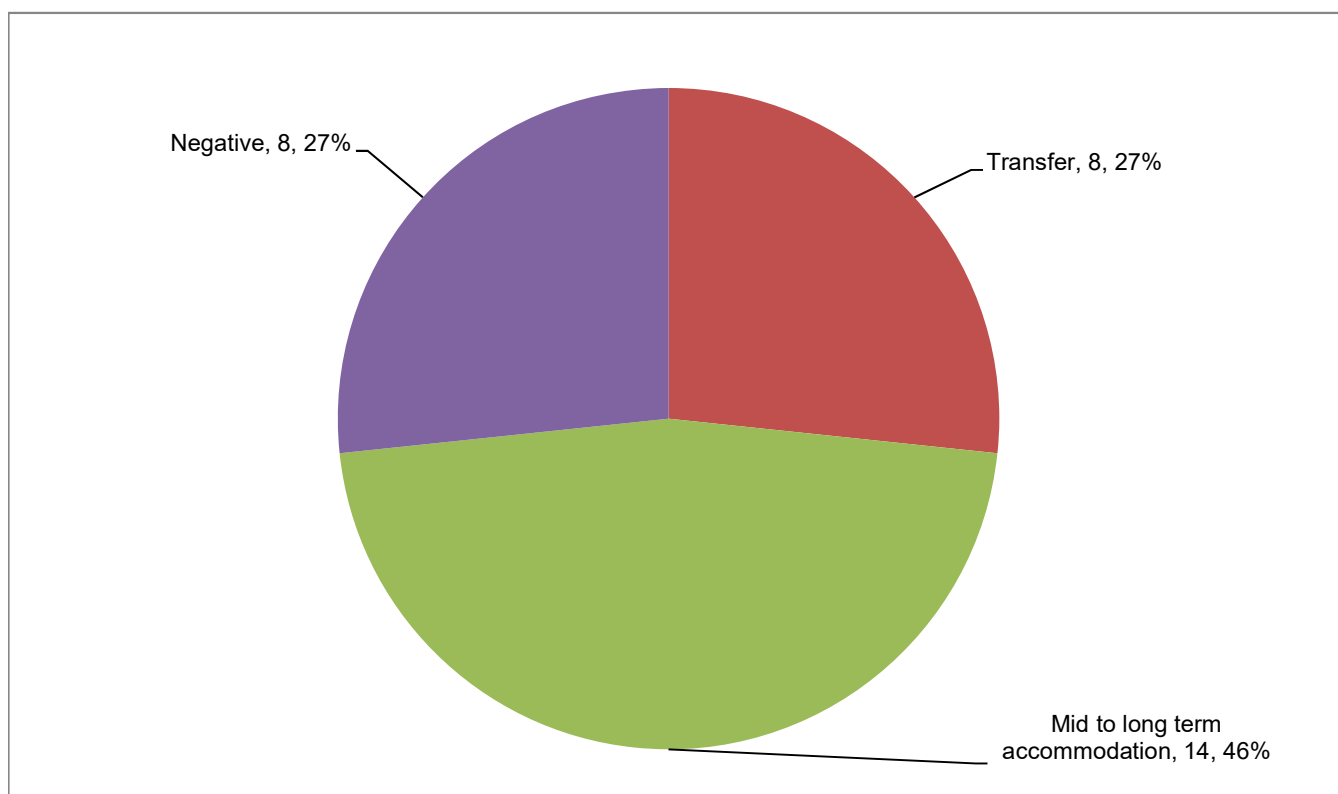
Arrivals and departures at hostels, assessment centres and second-stage accommodation based in the outer boroughs. All people counted in this section had previously been seen rough sleeping, but not necessarily during 2020/21. The figures in this section of the report do not include arrivals and departures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

6.1 Arrivals

A total of 36 individuals arrived at temporary accommodation during the period.

6.2 Departures: Destination on departure

A total of 29 individuals departed from temporary accommodation during the period.



Base: 30

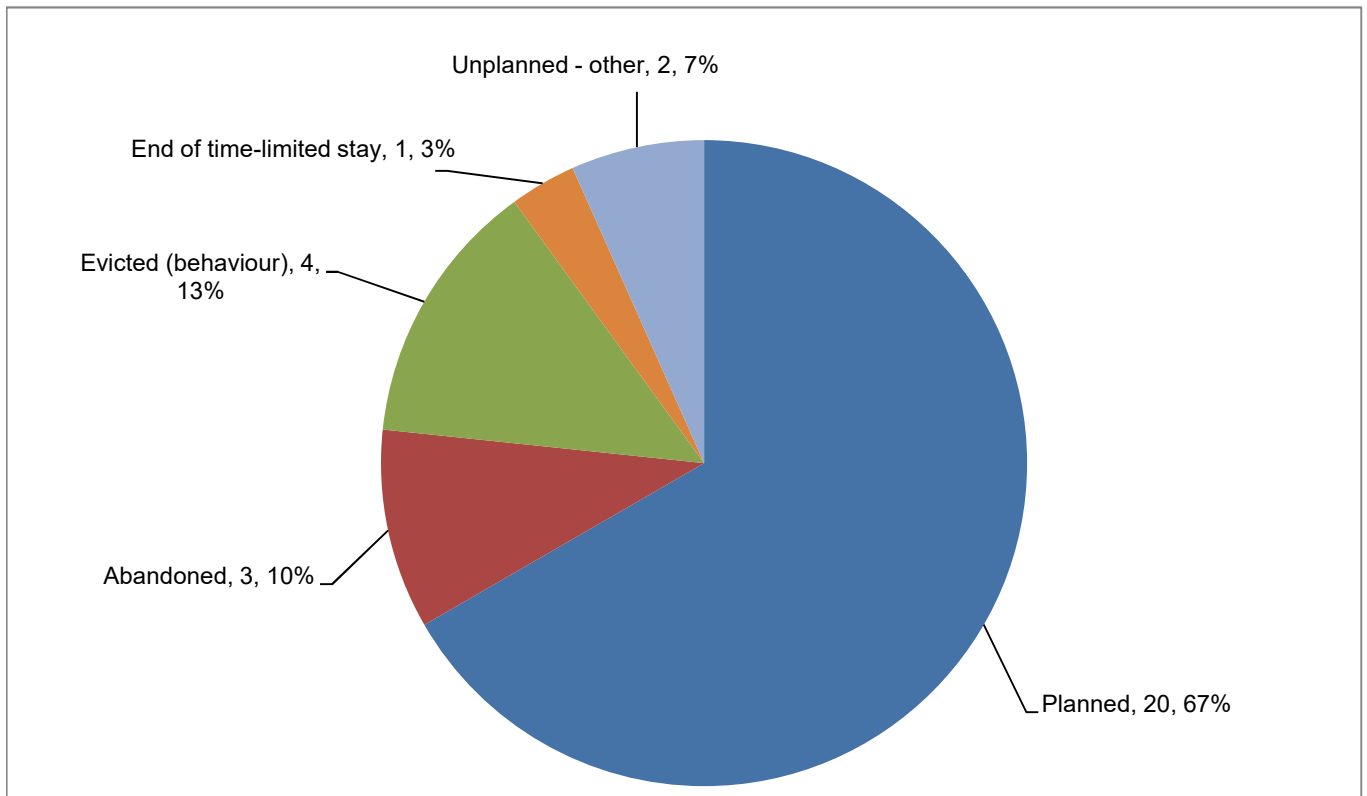
Destination on departure	Destination category	Chart colour
Assessment centre, Bed & breakfast, Covid-19 Emergency Hotel, Detox clinic, Hospital - not long term/acute care, Hostel - another organisation, Hostel - within the organisation, Hosting placement, Internal SWEP transfer, NASS accommodation, Night 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 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	0	0%
Bed & breakfast	1	3%
Covid-19 Emergency Hotel	0	0%
Detox clinic	0	0%
Hospital - not long term/acute care	0	0%
Hostel - another organisation	0	0%
Hostel - within the organisation	4	13%
Hosting placement	0	0%
Internal transfer	1	3%
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)	2	7%
<i>Transfer subtotal</i>	<i>8</i>	<i>27%</i>
Mid to long term accommodation		
Accommodation where client is owner	0	0%
Care home	0	0%
Clearing House/RSI	3	10%
Hospital - long term	1	3%
LA tenancy (general needs)	1	3%
Long stay hospice	0	0%
Private rented sector - independent	1	3%
Private rented sector - with some floating support	4	13%
Returned to home country (EEA)	1	3%
Returned to home country (non EEA)	0	0%
RSL tenancy (general needs)	0	0%
Sheltered housing	2	7%
Supported housing	1	3%
Tied accommodation with work	0	0%
<i>Mid to long term accommodation subtotal</i>	<i>14</i>	<i>47%</i>
Negative		
Committed suicide	0	0%
Not known	3	10%
Sleeping rough/Returned to streets	3	10%
Taken into custody	2	7%
<i>Negative subtotal</i>	<i>8</i>	<i>27%</i>
Other		
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>
Total	30	100%

6.3 Departures: Reason for leaving

Temporary accommodation departures by reason for leaving.



Base: 30

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.

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