

CHAIN ANNUAL REPORT

OUTER BOROUGHES

APRIL 2024 - MARCH 2025

**SUPPORTED BY
MAYOR OF LONDON**



CHAIN

CONTENTS

1. INTRODUCTION

1.1 Introduction

2. ROUGH SLEEPER POPULATION ANALYSIS

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

2.2 Number of times seen rough sleeping

2.3 Rough sleeping volume: Flow, stock, returner model

3. SPATIAL DISTRIBUTION

3.1 Borough distribution

3.2 Bedded down street contacts by area: Map

4. HISTORY PRIOR TO ROUGH SLEEPING

4.1 History prior to rough sleeping: New rough sleepers

4.2 History prior to rough sleeping: Returning rough sleepers

5. DEMOGRAPHICS & SUPPORT NEEDS

5.1 Nationality: Overall composition

5.2 Nationality: Flow, stock, returner model

5.3 Gender

5.4 Age

5.5 Ethnicity

5.6 Support needs

5.7 Institutional & armed forces history

6. HELPING PEOPLE OFF THE STREETS

6.1 Accommodation outcomes

APPENDICES

Appendix 1: Glossary of acronyms and terms used in this report

COPYRIGHT

Greater London Authority

June 2025

Published by
Greater London Authority
City Hall
Kamal Chunchie Way
London
E16 1ZE
www.london.gov.uk

CHAIN enquiries 020 7840 4451

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 2024 and March 2025. 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 represents the UK's most detailed and comprehensive source of information about rough sleeping, and is commissioned and funded by the Greater London Authority (GLA). The system is managed by Homeless Link.

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.

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 people were recorded rough sleeping by outreach workers on buses or the London Underground network during the period, 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' or 'tube line' in the individual borough breakdowns.

The borough-level data on which this report is based is also available in an accessible aggregated tabular format in a separate CHAIN Annual Data Tables file, which can be downloaded from the GLA Datastore at <http://data.london.gov.uk/dataset/chain-reports>. A suite of interactive charts and maps based on the data can be accessed via the CHAIN Annual Data Visualisations Tool at <https://bit.ly/chain-annual-vis-tool>.

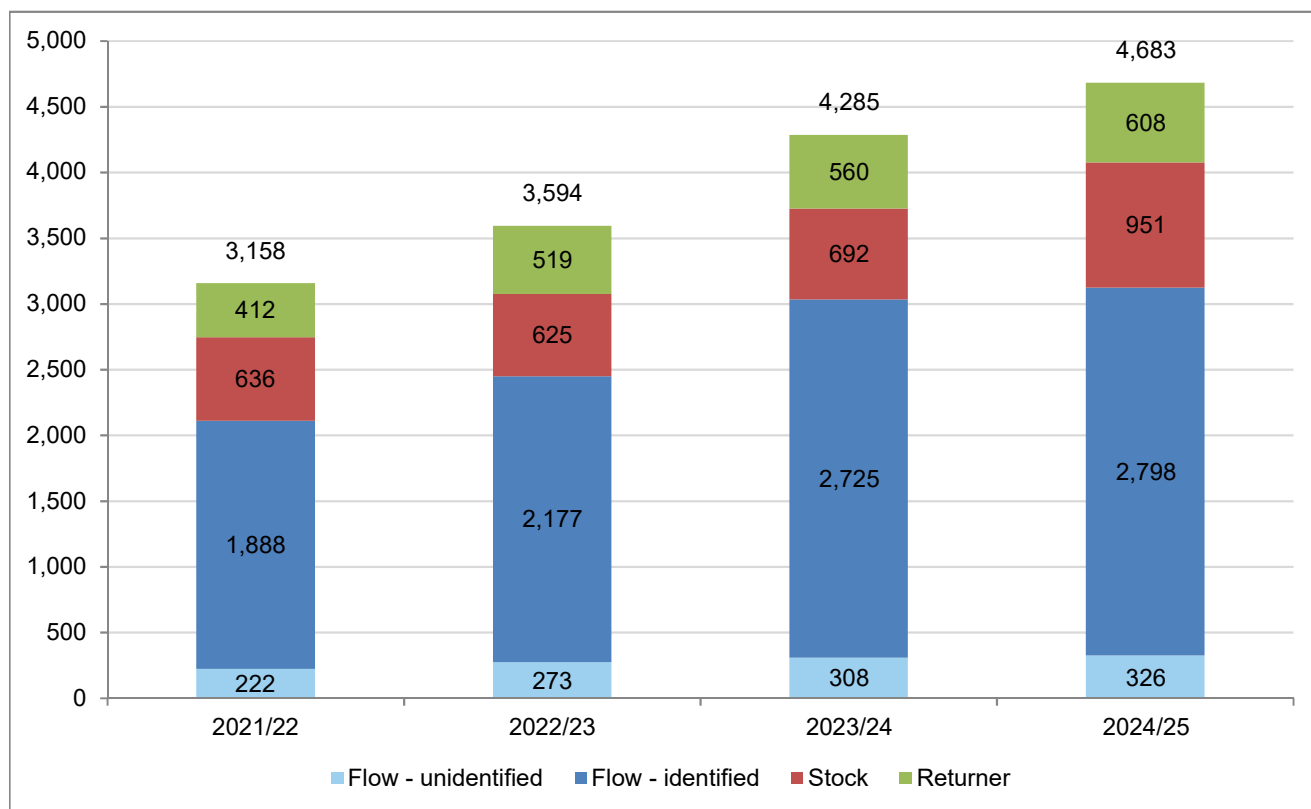
Percentage figures in this report

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 or commentary.

2. ROUGH SLEEPER POPULATION ANALYSIS

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

Chart 1: People seen rough sleeping, by flow, stock, returner breakdown, 2021/22 - 2024/25



2021/22 base: 3,158

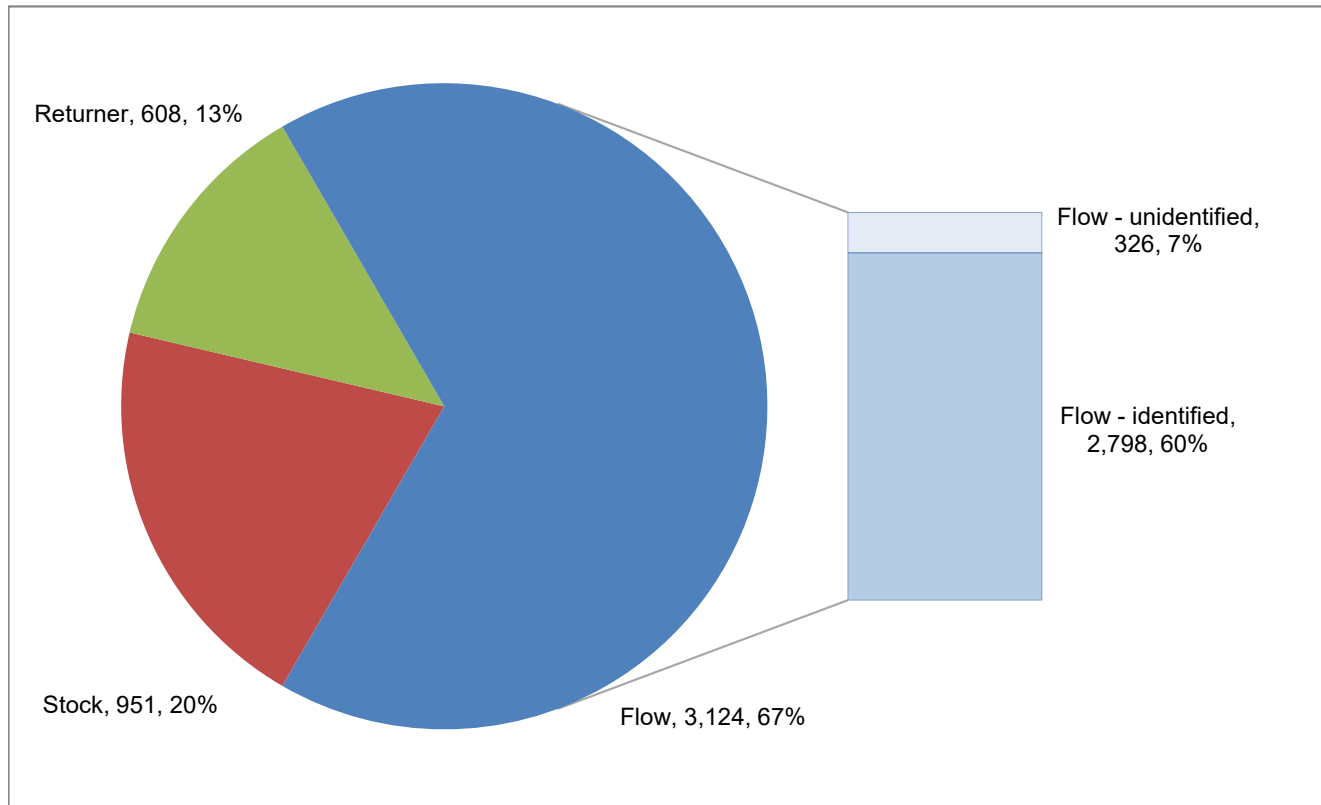
2022/23 base: 3,594

2023/24 base: 4,285

2024/25 base: 4,683

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 2024/25 (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 2023/24 (i.e. those seen across a minimum of two consecutive years).
Returner	People who were first seen rough sleeping prior to 2023/24, but were not seen during 2023/24 (i.e. those who have had a gap in their rough sleeping histories).

Chart 2: People seen rough sleeping in 2024/25, by flow, stock, returner breakdown

Base: 4,683 people seen rough sleeping during the period.

4,683 people were seen rough sleeping in the outer boroughs in 2024/25. This represents a 9% increase when compared to 2023/24.

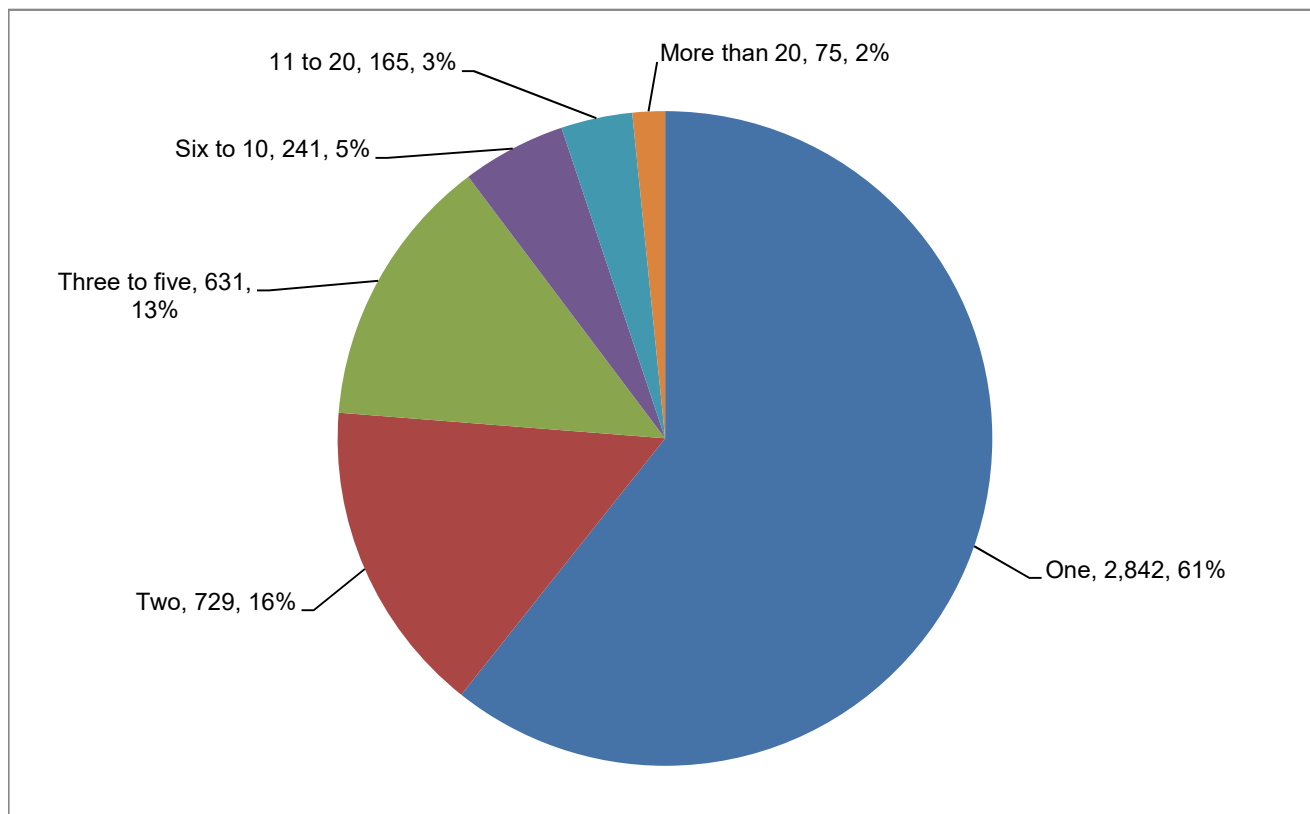
67% of people seen rough sleeping in the outer boroughs during the year were new rough sleepers (flow), while 20% fell into the stock category, and 13% were returners.

Table 1: People seen rough sleeping in 2024/25, by flow, stock, returner breakdown, and borough

Borough	Flow	Stock	Returner	Total
Barking & Dagenham	101	24	19	144
Barnet	132	47	25	204
Bexley	89	30	21	140
Bromley	109	29	13	151
Croydon	336	71	62	469
Enfield	178	36	39	253
Greenwich	269	105	35	409
Hackney	191	60	47	298
Harrow	77	6	11	94
Havering	53	4	10	67
Heathrow	235	38	28	301
Hillingdon	365	89	38	492
Hounslow	213	71	52	336
Kingston upon Thames	71	44	20	135
Lewisham	197	70	58	325
Merton	60	10	11	81
Redbridge	144	85	56	285
Richmond	46	20	19	85
Sutton	30	6	7	43
Waltham Forest	133	72	34	239
Wandsworth	87	73	18	178
Bus route	64	12	10	86
Tube line	5	0	0	5
Unique total	3,124	951	608	4,683

2.2 Number of times seen rough sleeping

Chart 3: People seen rough sleeping in 2024/25, by number of times seen rough sleeping



Base: 4,683 people seen rough sleeping during the period.

2,842 (61%) people were seen rough sleeping only once in 2024/25, this compares to 2,691 (63%) seen rough sleeping only once in 2023/24.

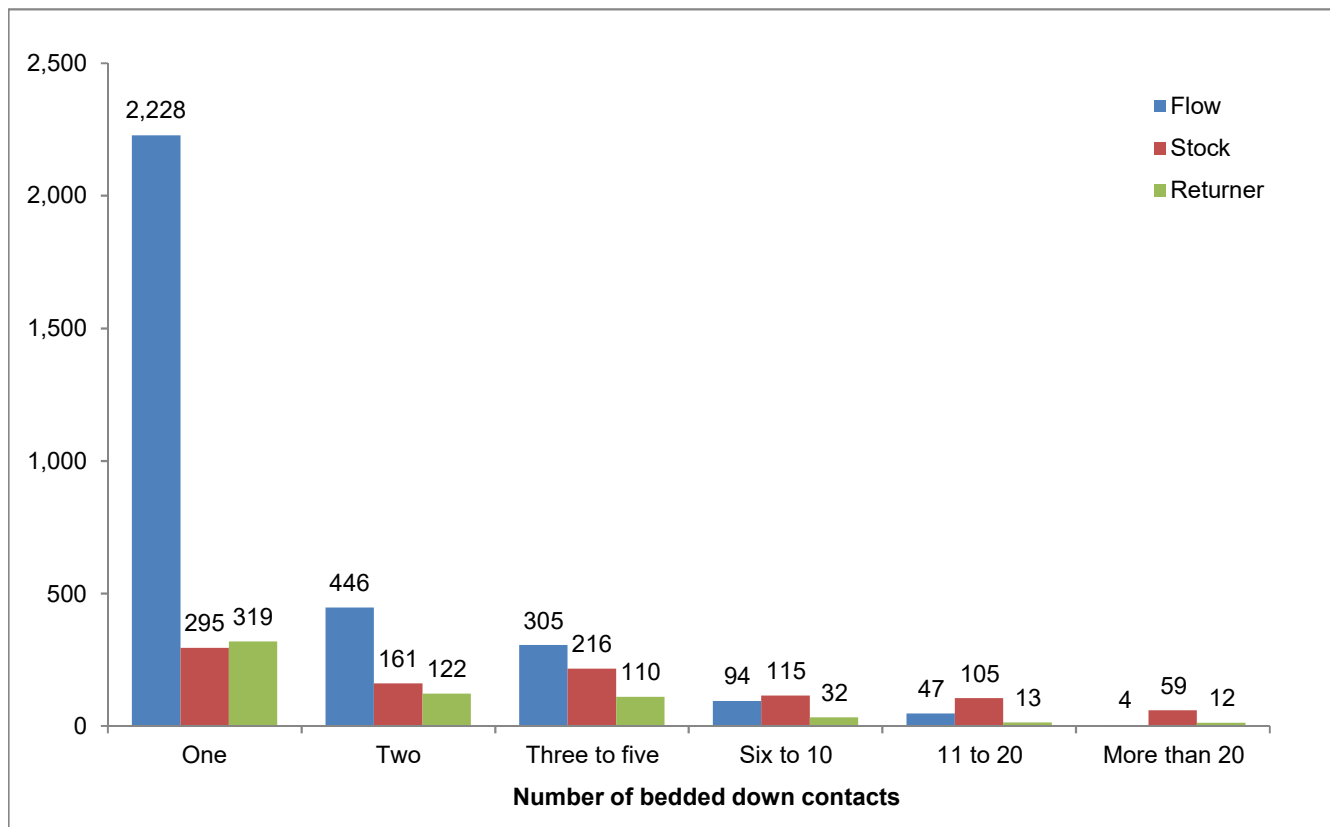
71% of people seen rough sleeping in the outer boroughs during 2024/25 who were new to the streets were not seen rough sleeping for a second time during the year.

Table 2: People seen rough sleeping in 2024/25, by number of times seen rough sleeping, and borough

Borough	Number of bedded down contacts						Total
	1	2	3-5	6-10	11-20	21+	
Barking & Dagenham	92	21	19	9	2	1	144
Barnet	115	37	22	13	8	9	204
Bexley	63	14	29	15	15	4	140
Bromley	105	13	18	7	4	4	151
Croydon	315	80	60	10	3	1	469
Enfield	174	39	25	9	4	2	253
Greenwich	207	67	51	33	35	16	409
Hackney	173	50	45	17	10	3	298
Harrow	72	11	9	2	0	0	94
Havering	50	15	2	0	0	0	67
Heathrow	199	58	35	6	3	0	301
Hillingdon	305	77	53	26	22	9	492
Hounslow	193	51	59	15	12	6	336
Kingston upon Thames	53	26	27	21	8	0	135
Lewisham	189	48	48	22	12	6	325
Merton	66	9	3	2	1	0	81
Redbridge	153	50	60	12	7	3	285
Richmond	36	14	10	11	10	4	85
Sutton	31	7	4	1	0	0	43
Waltham Forest	111	42	41	21	17	7	239
Wandsworth	79	26	41	17	7	8	178
Bus route	57	15	12	2	0	0	86
Tube line	4	0	1	0	0	0	5
Unique total	2,842	729	631	241	165	75	4,683

2.3 Rough sleeping volume: Flow, stock, returner model

Chart 4: People seen rough sleeping in 2024/25, by flow, stock, returner model, and number of times seen rough sleeping



Base: 4,683 people seen rough sleeping during the period.

3. SPATIAL DISTRIBUTION

3.1 Borough distribution

Table 3: People seen rough sleeping, by borough, 2021/22 - 2024/25

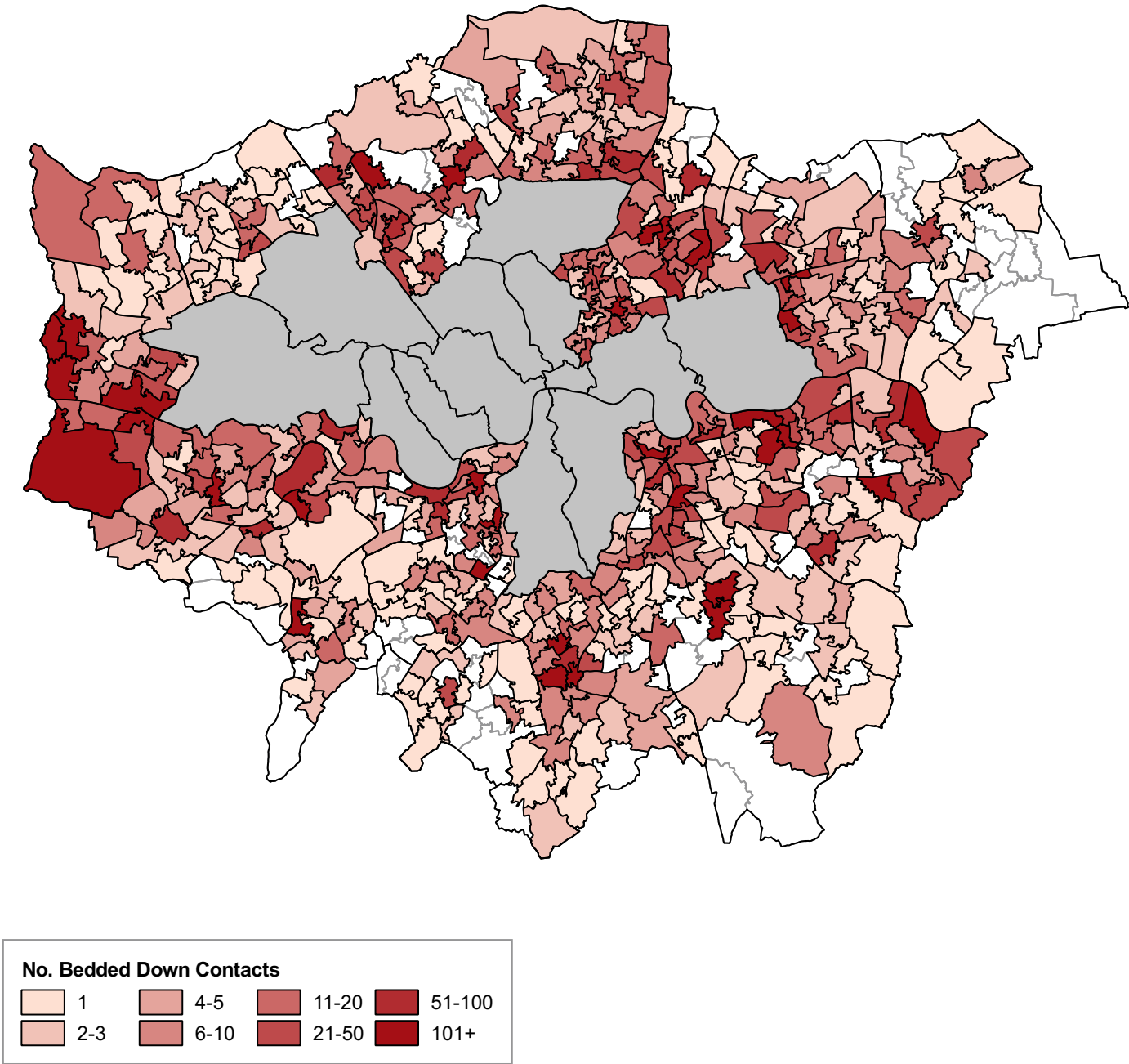
Borough	2021/22	2022/23	2023/24	2024/25	Change between 2023/24 and 2024/25	
					No.	%
Barking & Dagenham	131	139	159	144	-15	-9%
Barnet	173	166	216	204	-12	-6%
Bexley	93	92	106	140	34	32%
Bromley	57	92	113	151	38	34%
Croydon	271	373	449	469	20	4%
Enfield	183	219	197	253	56	28%
Greenwich	135	196	337	409	72	21%
Hackney	229	246	251	298	47	19%
Harrow	58	96	128	94	-34	-27%
Havering	69	79	55	67	12	22%
Heathrow	233	233	308	301	-7	-2%
Hillingdon	140	167	296	492	196	66%
Hounslow	144	196	328	336	8	2%
Kingston upon Thames	99	120	107	135	28	26%
Lewisham	264	296	353	325	-28	-8%
Merton	45	63	77	81	4	5%
Redbridge	247	248	279	285	6	2%
Richmond	61	86	100	85	-15	-15%
Sutton	29	30	28	43	15	54%
Waltham Forest	153	186	203	239	36	18%
Wandsworth	264	173	172	178	6	3%
Bus route	142	142	118	86	-32	-27%
Tube line	18	36	14	5	-9	-64%

The outer boroughs in which the greatest numbers of rough sleepers were seen during 2024/25 were Hillingdon, Croydon, and Greenwich. Comparing 2024/25 to 2023/24, Hillingdon has shown the highest increase, both in terms of numbers (196 people) and proportion (66%). Eight outer boroughs (including bus routes and tube lines) showed decreases, with Harrow and bus routes both decreasing by 27% (34 and 32 people, respectively). The number of people recorded on tube lines decreased by 64%, but this was from a low starting base, and only represented a difference of nine people.

3.2 Bedded down street contacts by area: Map

It is important to note that this map represents volume of contacts rather than individuals, and some people may have been seen on multiple occasions within a given area. Recording of street contacts is to some extent influenced by outreach provision and practice, which can vary across local authority areas.

Map 1: Number of bedded down street contacts recorded in each Middle Super Output Area across the outer boroughs during 2024/25



4. HISTORY PRIOR TO ROUGH SLEEPING

This section of the report presents information about people's circumstances prior to the start of a rough sleeping episode in 2024/25. This includes information about what type of accommodation people had been staying in, the type of departure from that accommodation, and the main underlying cause of the departure. The information is collected for people who were seen rough sleeping for the first time in London during the period, as well as for those who had returned to rough sleeping after a period away.

In this section, 'last settled base' refers to the last accommodation of a settled nature in which the individual lived. It may be that an individual could also have stayed at some other accommodation in an unsettled situation since leaving their last settled base. If the person was living in private accommodation of some form (e.g. private rented, council tenancy, housing association, owner occupied), and they were a sole or joint legal tenant or owner of the property, their last settled base would be recorded using the option that describes the type of accommodation (e.g. 'private rented accommodation'). If they were staying with someone who was a sole or joint legal tenant or owner of the property, but they themselves were not a sole or joint legal tenant or owner of the property, then they would be recorded as 'living with family/friends/partner'.

In March 2024 a restriction was introduced to prevent assessments of this information being saved with 'not known' returned in all of the key fields (i.e. where no usable information was being recorded). It should be noted that this has had the effect of slightly inflating the percentage values reported for categories other than 'not known' in 2024/25 compared to 2023/24, both for last settled base and type and cause of departure.

4.1 History prior to rough sleeping: New rough sleepers

This section of the report presents information about history prior to rough sleeping, for people who had either never been seen rough sleeping in London previously, or whose last rough sleeping contact was over five years (60 months) earlier than their first contact in the report period. It should be noted that the definition of 'new rough sleeper' used for this information is different to the definition of 'flow' used in the 'flow, stock, returner' model referenced elsewhere in this report, and therefore the bases will not be the same.

An individual included in this section could potentially also be included in the figures for returning rough sleepers presented in section 4.2, if they were first seen in the year as a new rough sleeper, had a period of at least 180 days of not being seen, and were then seen again.

Table 4: New rough sleepers, by last settled base, 2023/24 - 2024/25

Last settled base in the UK	2023/24		2024/25	
	No.	%	No.	%
Long-term accommodation				
Living with family/friends/partner	792	32.0%	834	33.3%
Private rented accommodation	603	24.4%	579	23.1%
Council tenancy (local authority accommodation)	101	4.1%	99	3.9%
Housing association/RSL accommodation	32	1.3%	36	1.4%
Sheltered housing/registered care accommodation	10	0.4%	19	0.8%
Employment-related accommodation (except armed forces)	9	0.4%	12	0.5%
Owner occupied accommodation	13	0.5%	11	0.4%
<i>Long-term accommodation subtotal</i>	<i>1,560</i>	<i>63.0%</i>	<i>1,590</i>	<i>63.4%</i>
Short or medium-term accommodation				
Hostel or other supported accommodation	69	2.8%	92	3.7%
Temporary accommodation (local authority)	47	1.9%	84	3.3%
B&B (not local authority TA)	10	0.4%	9	0.4%
Winter/night shelter	5	0.2%	4	0.2%
Clinic/detox/rehab	1	0.0%	2	0.1%
Squat	5	0.2%	7	0.3%
<i>Short or medium-term accommodation subtotal</i>	<i>137</i>	<i>5.5%</i>	<i>198</i>	<i>7.9%</i>
Institutional & armed forces accommodation				
Asylum support accommodation (NASS/other)	322	13.0%	329	13.1%
Care (local authority youth care)	2	0.1%	6	0.2%
Hospital	2	0.1%	3	0.1%
Prison	53	2.1%	60	2.4%
Probation accommodation	2	0.1%	4	0.2%
Armed forces accommodation	0	0.0%	0	0.0%
<i>Institutional & armed forces accommodation subtotal</i>	<i>381</i>	<i>15.4%</i>	<i>402</i>	<i>16.0%</i>
No settled base since arriving in UK	147	5.9%	203	8.1%
Other	42	1.7%	59	2.4%
Not known	209	8.4%	56	2.2%
Not recorded	675		774	
Total (excl. not recorded)	2,476	100.0%	2,508	100.0%
Total (incl. not recorded)	3,151		3,282	

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

Table 5: New rough sleepers in 2024/25, by type of departure from last settled base, and underlying cause of departure

Cause of departure from last settled base in the UK	Type of departure from last settled base in the UK								Cause of departure total (no.)	Cause of departure total (%)
	Asked to leave by person they were staying with	Evicted	Left of own accord	End of time-limited stay	No departure - still has the accommodation	Other	No settled base since arriving in UK	Not known		
Arrears/debts - change in rent/mortgage	0	48	6	0	0	3	0	2	59	2.4%
Arrears/debts - issues with benefits	3	49	0	0	0	1	0	1	54	2.2%
Arrears/debts - living costs	12	54	14	0	0	3	0	1	84	3.3%
Arrears/debts - loss of employment	11	68	15	0	0	4	0	2	100	4.0%
Arrears/debts - other	2	31	0	0	0	2	0	0	35	1.4%
End of tenancy agreement	0	76	8	0	0	8	0	1	93	3.7%
Illegal eviction	0	59	0	0	0	8	0	1	68	2.7%
Given non-priority decision	0	19	0	0	0	4	0	0	23	0.9%
Relationship breakdown	476	0	50	0	0	27	0	4	557	22.2%
Death of relative/friend	10	1	3	0	0	16	0	1	31	1.2%
Domestic violence - victim	5	0	13	0	0	8	0	1	27	1.1%
Harassment/abuse/violence - victim	4	0	28	0	0	7	0	0	39	1.6%
Unmanaged support need	28	8	18	0	0	2	0	6	62	2.5%
Housing conditions	30	0	16	0	0	8	0	1	55	2.2%
Relocated to be nearer family/friends/community	0	0	8	0	0	1	0	1	10	0.4%
Relocated seeking work	0	0	3	0	0	0	0	0	3	0.1%
Transient/travelling around	0	0	7	0	0	0	0	1	8	0.3%
Anti-social behaviour - perpetrator	5	49	3	0	0	5	0	1	63	2.5%
Domestic violence - perpetrator	5	3	0	0	0	1	0	0	9	0.4%
Taken into custody	2	4	0	0	0	7	0	0	13	0.5%
End of time-limited stay	0	0	0	92	0	6	0	1	99	3.9%
End of asylum accommodation - positive Home Office decision	0	0	0	306	0	4	0	0	310	12.4%
End of asylum accommodation - negative Home Office decision	0	0	0	7	0	0	0	0	7	0.3%
End of asylum accommodation - withdrawal of application	0	0	0	0	0	0	0	0	0	0.0%
No departure - still has the accommodation	0	0	0	0	22	0	0	0	22	0.9%
Other	80	126	37	1	0	67	0	13	324	12.9%
No settled base since arriving in UK	0	0	0	0	0	0	203	0	203	8.1%
Not known	24	32	7	5	0	11	0	71	150	6.0%
Type of departure total (no.)	697	627	236	411	22	203	203	109	2,508	100.0%
Type of departure total (%)	27.8%	25.0%	9.4%	16.4%	0.9%	8.1%	8.1%	4.3%	100.0%	

Base: 2,508 new rough sleepers for whom information about their last settled base was recorded. This excludes 774 new rough sleepers for whom no information was recorded.

4.2 History prior to rough sleeping: Returning rough sleepers

This section of the report presents information about history prior to rough sleeping, for people who had returned to rough sleeping after at least 180 days since their previous rough sleeping contact. It should be noted that the definition of 'returning to rough sleeping' used for this information is different to the definition of 'returner' used in the flow, stock, returner model referenced elsewhere in this report, and therefore the bases will not be the same.

An individual included in this section could potentially also be included in the figures for new rough sleepers presented in section 4.1, if they were first seen in the year as a new rough sleeper, had a period of at least 180 days of not being seen, and were then seen again. It is also possible that an individual could have been recorded as returning to rough sleeping more than once during the year. In cases where this has occurred, only the information relating to the individual's most recent return is included in these figures.

Table 6: Returning rough sleepers, by last settled base, 2023/24 - 2024/25

Last settled base in the UK	2023/24		2024/25	
	No.	%	No.	%
Long-term accommodation				
Living with family/friends/partner	114	19.9%	133	21.1%
Private rented accommodation	103	18.0%	152	24.1%
Council tenancy (local authority accommodation)	34	5.9%	28	4.4%
Housing association/RSL accommodation	10	1.7%	13	2.1%
Sheltered housing/registered care accommodation	3	0.5%	16	2.5%
Employment-related accommodation (except armed forces)	3	0.5%	3	0.5%
Owner occupied accommodation	0	0.0%	2	0.3%
<i>Long-term accommodation subtotal</i>	<i>267</i>	<i>46.7%</i>	<i>347</i>	<i>55.1%</i>
Short or medium-term accommodation				
Hostel or other supported accommodation	77	13.5%	71	11.3%
Temporary accommodation (local authority)	66	11.5%	53	8.4%
B&B (not local authority TA)	15	2.6%	3	0.5%
Winter/night shelter	6	1.0%	8	1.3%
Clinic/detox/rehab	1	0.2%	2	0.3%
Squat	2	0.3%	4	0.6%
<i>Short or medium-term accommodation subtotal</i>	<i>167</i>	<i>29.2%</i>	<i>141</i>	<i>22.4%</i>
Institutional & armed forces accommodation				
Asylum support accommodation (NASS/other)	6	1.0%	6	1.0%
Care (local authority youth care)	0	0.0%	0	0.0%
Hospital	0	0.0%	4	0.6%
Prison	25	4.4%	30	4.8%
Probation accommodation	0	0.0%	1	0.2%
Armed forces accommodation	1	0.2%	0	0.0%
<i>Institutional & armed forces accommodation subtotal</i>	<i>32</i>	<i>5.6%</i>	<i>41</i>	<i>6.5%</i>
No settled base since arriving in UK	31	5.4%	72	11.4%
Other	14	2.4%	20	3.2%
Not known	61	10.7%	9	1.4%
Not recorded	310		369	
Total (excl. not recorded)	572	100.0%	630	100.0%
Total (incl. not recorded)	882		999	

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

Table 7: Returning rough sleepers in 2024/25, by type of departure from last settled base, and underlying cause of departure

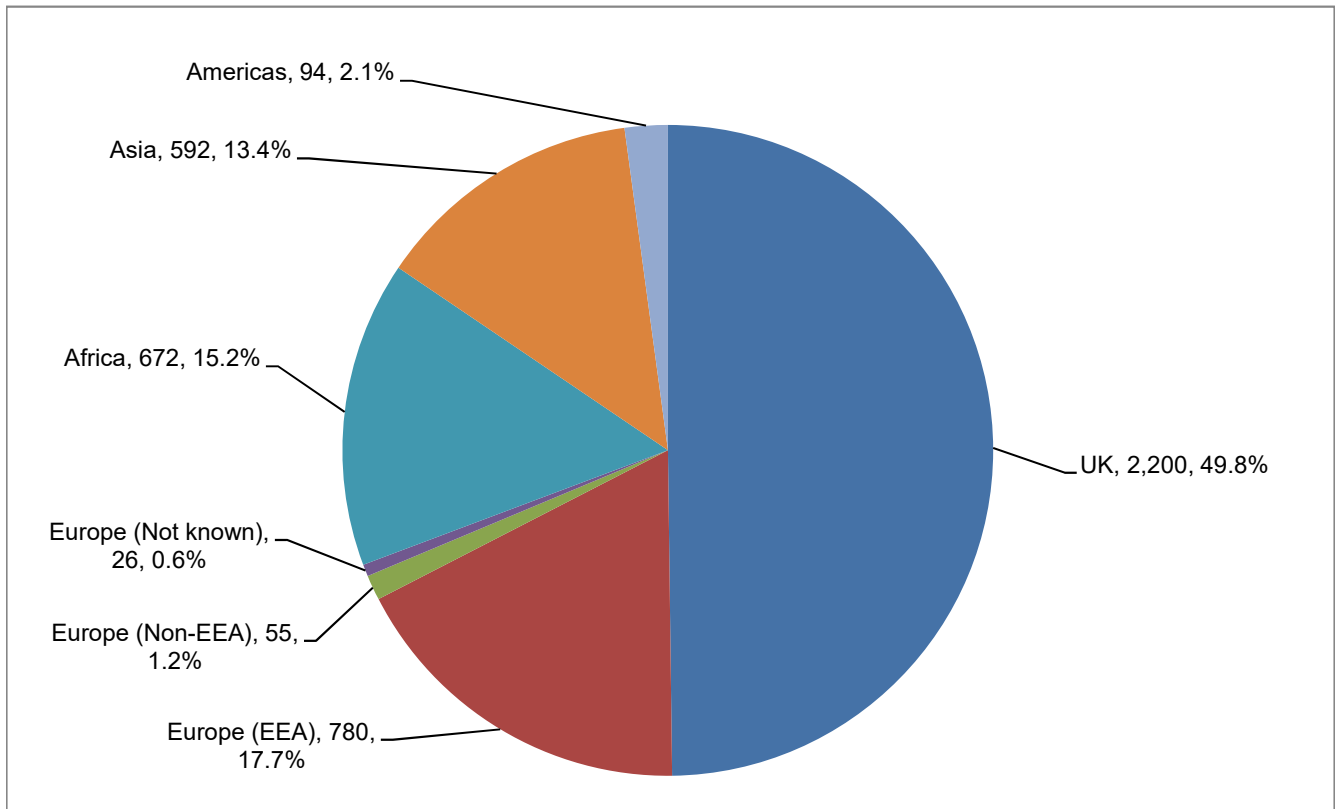
Cause of departure from last settled base in the UK	Type of departure from last settled base in the UK								Cause of departure total (no.)	Cause of departure total (%)
	Asked to leave by person they were staying with	Evicted	Left of own accord	End of time-limited stay	No departure - still has the accommodation	Other	No settled base since arriving in UK	Not known		
Arrears/debts - change in rent/mortgage	0	6	0	0	0	0	0	0	6	1.0%
Arrears/debts - issues with benefits	0	15	2	0	0	1	0	0	18	2.9%
Arrears/debts - living costs	0	11	1	0	0	1	0	0	13	2.1%
Arrears/debts - loss of employment	3	18	7	0	0	2	0	0	30	4.8%
Arrears/debts - other	0	13	0	0	0	0	0	0	13	2.1%
End of tenancy agreement	0	24	3	0	0	2	0	0	29	4.6%
Illegal eviction	0	12	0	0	0	2	0	0	14	2.2%
Given non-priority decision	0	7	0	0	0	0	0	0	7	1.1%
Relationship breakdown	76	0	7	0	0	4	0	0	87	13.8%
Death of relative/friend	2	2	2	0	0	7	0	0	13	2.1%
Domestic violence - victim	0	0	3	0	0	3	0	0	6	1.0%
Harassment/abuse/violence - victim	3	0	22	0	0	4	0	0	29	4.6%
Unmanaged support need	4	5	7	0	0	0	0	0	16	2.5%
Housing conditions	3	0	5	0	0	1	0	0	9	1.4%
Relocated to be nearer family/friends/community	0	0	3	0	0	0	0	2	5	0.8%
Relocated seeking work	0	0	1	0	0	0	0	0	1	0.2%
Transient/travelling around	0	0	0	0	0	0	0	0	0	0.0%
Anti-social behaviour - perpetrator	4	34	3	0	0	1	0	0	42	6.7%
Domestic violence - perpetrator	1	0	0	0	0	0	0	0	1	0.2%
Taken into custody	0	2	0	0	0	0	0	1	3	0.5%
End of time-limited stay	0	0	0	49	0	8	0	2	59	9.4%
End of asylum accommodation - positive Home Office decision	0	0	0	3	0	0	0	0	3	0.5%
End of asylum accommodation - negative Home Office decision	0	0	0	1	0	0	0	0	1	0.2%
End of asylum accommodation - withdrawal of application	0	0	0	0	0	0	0	0	0	0.0%
No departure - still has the accommodation	0	0	0	0	12	0	0	0	12	1.9%
Other	15	42	18	3	0	17	0	2	97	15.4%
No settled base since arriving in UK	0	0	0	0	0	0	72	0	72	11.4%
Not known	2	16	5	1	0	2	0	18	44	7.0%
Type of departure total (no.)	113	207	89	57	12	55	72	25	630	100.0%
Type of departure total (%)	17.9%	32.9%	14.1%	9.0%	1.9%	8.7%	11.4%	4.0%	100.0%	

Base: 630 returning rough sleepers for whom information about their last settled base was recorded. This excludes 369 returning rough sleepers for whom no information was recorded.

5. DEMOGRAPHICS & SUPPORT NEEDS

5.1 Nationality: Overall composition

Chart 5: People seen rough sleeping in 2024/25, by nationality



Base: 4,419 people seen rough sleeping during the period whose nationality was known. This excludes 264 people whose nationality was not known.

Table 8: People seen rough sleeping in 2024/25, by nationality, and borough

Borough	UK	Europe (EEA)	Europe (Non-EEA)	Europe (Not known)	Africa	Asia	Americas	Australasia	Total
Barking & Dagenham	66	38	2	0	20	12	1	0	139
Barnet	82	36	1	2	36	31	0	0	188
Bexley	109	12	0	0	11	5	1	0	138
Bromley	86	15	1	1	22	12	9	0	146
Croydon	230	81	6	3	58	47	9	0	434
Enfield	112	59	11	2	44	10	7	0	245
Greenwich	218	48	1	2	64	23	3	0	359
Hackney	158	41	6	3	38	11	2	0	259
Harrow	37	11	0	1	11	18	2	0	80
Havering	42	5	0	0	7	7	0	0	61
Heathrow	142	41	6	1	26	53	26	0	295
Hillingdon	175	31	2	2	114	148	7	0	479
Hounslow	112	72	6	2	83	49	1	0	325
Kingston upon Thames	60	66	0	0	4	4	0	0	134
Lewisham	187	36	7	3	40	32	12	0	317
Merton	33	12	0	1	12	10	5	0	73
Redbridge	109	41	2	0	35	89	2	0	278
Richmond	52	19	1	0	2	8	0	0	82
Sutton	33	6	0	0	0	3	1	0	43
Waltham Forest	119	66	4	1	15	17	4	0	226
Wandsworth	77	56	1	2	16	12	2	0	166
Bus route	35	7	0	0	29	10	4	0	85
Tube line	3	1	0	0	0	0	0	0	4
Unique total	2,200	780	55	26	672	592	94	0	4,419

5.2 Nationality: Flow, stock, returner model

Table 9: People seen rough sleeping in 2024/25, by nationality, and flow, stock, returner breakdown

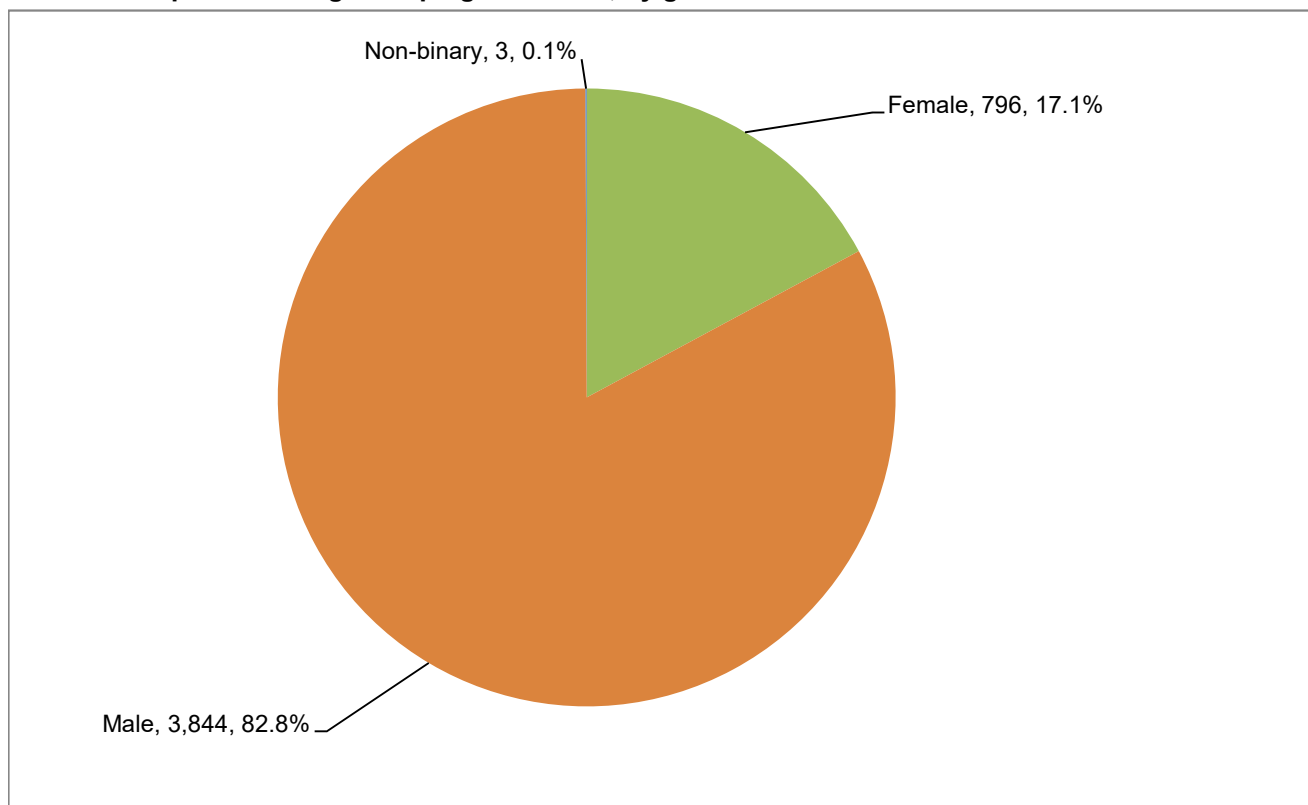
	Flow	Stock	Returner	Total	
Nationality	No.	No.	No.	No.	%
UK	1,394	436	370	2,200	49.8%
Romania	91	85	44	220	5.0%
Poland	115	81	39	235	5.3%
Lithuania	30	25	7	62	1.4%
Ireland (Republic of)	15	9	6	30	0.7%
Portugal	25	10	8	43	1.0%
Bulgaria	19	18	4	41	0.9%
Italy	19	5	3	27	0.6%
Spain	10	1	2	13	0.3%
France	10	4	1	15	0.3%
Latvia	7	3	3	13	0.3%
Other European (EEA) countries	58	9	14	81	1.8%
Europe (EEA)	399	250	131	780	17.7%
Europe (Non-EEA)	36	11	8	55	1.2%
Europe (Not known)	23	2	1	26	0.6%
Eritrea	167	26	6	199	4.5%
Sudan	109	27	6	142	3.2%
Nigeria	61	14	5	80	1.8%
Ethiopia	22	3	0	25	0.6%
Somalia	20	4	7	31	0.7%
Other African countries	141	32	22	195	4.4%
Africa	520	106	46	672	15.2%
India	83	62	26	171	3.9%
Afghanistan	126	12	5	143	3.2%
Iran	68	7	8	83	1.9%
Syrian Arab Republic	22	2	0	24	0.5%
Bangladesh	11	4	1	16	0.4%
Other Asian countries	117	34	4	155	3.5%
Asia	427	121	44	592	13.4%
Americas	74	15	5	94	2.1%
Australasia	0	0	0	0	0.0%
Not known	251	10	3	264	
Total (excl. not known)	2,873	941	605	4,419	100.0%
Total (incl. not known)	3,124	951	608	4,683	

Total excluding not known is used as base for percentages.

Please see section 2.1 for an explanation of the flow, stock, returner model.

5.3 Gender

Chart 6: People seen rough sleeping in 2024/25, by gender



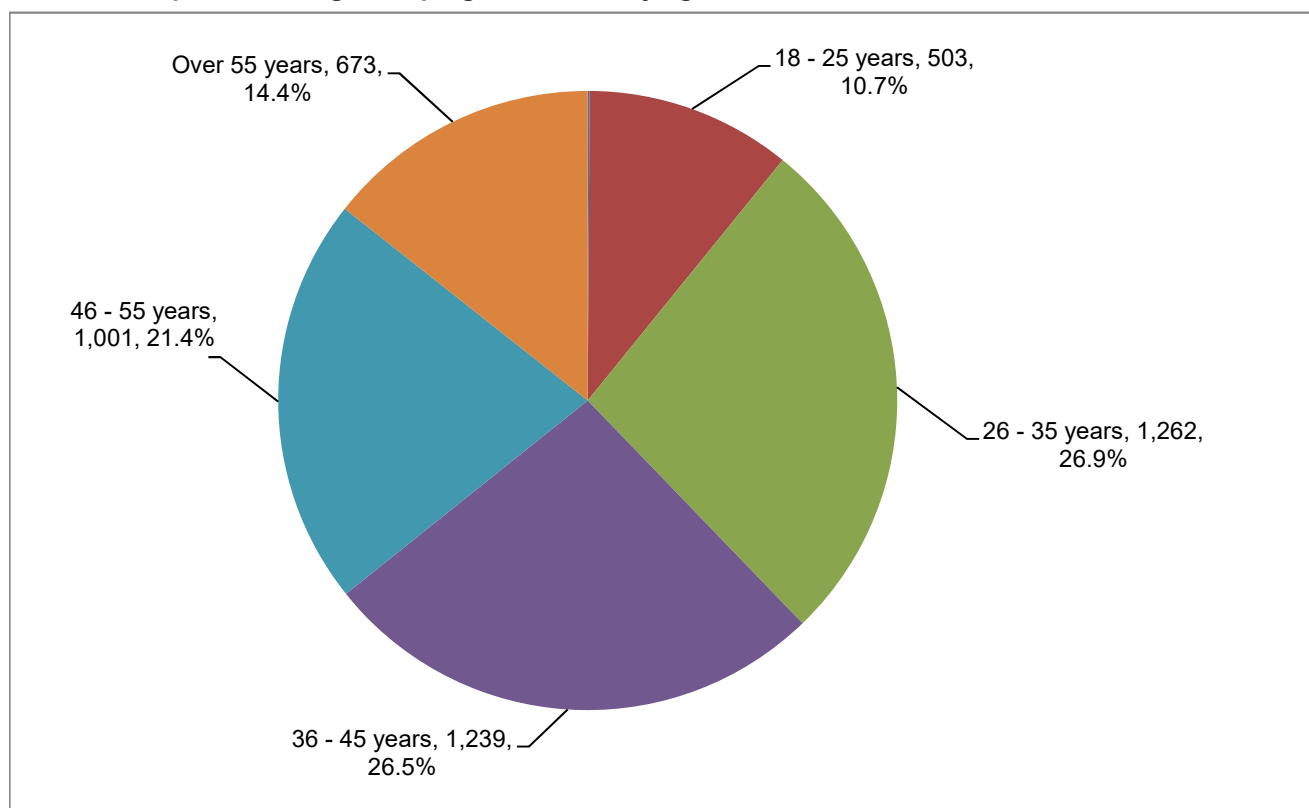
Base: 4,643 people seen rough sleeping during the period whose gender was known. This excludes 40 people whose gender was not known.

Table 10: People seen rough sleeping in 2024/25, by gender, and borough

Borough	Female	Male	Non-binary	Total
Barking & Dagenham	19	125	0	144
Barnet	36	166	0	202
Bexley	24	116	0	140
Bromley	21	129	0	150
Croydon	80	384	0	464
Enfield	50	202	0	252
Greenwich	65	336	0	401
Hackney	61	227	1	289
Harrow	10	82	0	92
Havering	16	51	0	67
Heathrow	85	216	0	301
Hillingdon	45	444	0	489
Hounslow	50	285	0	335
Kingston upon Thames	30	105	0	135
Lewisham	70	253	0	323
Merton	12	68	1	81
Redbridge	37	247	0	284
Richmond	10	74	0	84
Sutton	10	33	0	43
Waltham Forest	44	195	0	239
Wandsworth	25	148	1	174
Bus route	21	65	0	86
Tube line	1	4	0	5
Unique total	796	3,844	3	4,643

5.4 Age

Chart 7: People seen rough sleeping in 2024/25, by age



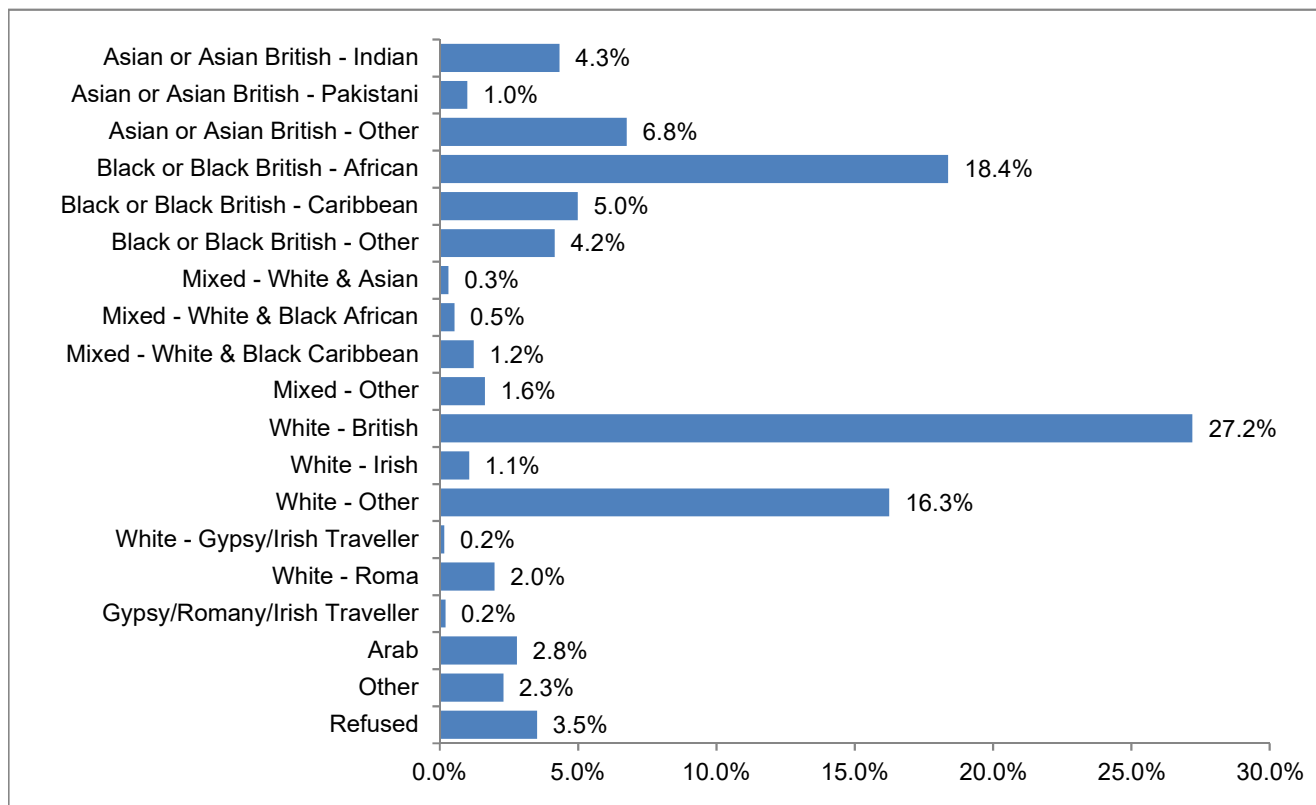
Base: 4,683 people seen rough sleeping during the period.

Table 11: People seen rough sleeping in 2024/25, by age, and borough

Borough	Under 18 years	18 - 25 years	26 - 35 years	36 - 45 years	46 - 55 years	Over 55 years	Total
Barking & Dagenham	0	15	32	50	28	19	144
Barnet	0	22	68	51	41	22	204
Bexley	0	18	34	29	34	25	140
Bromley	0	17	45	37	31	21	151
Croydon	0	46	127	131	94	71	469
Enfield	0	28	57	73	58	37	253
Greenwich	0	47	122	128	66	46	409
Hackney	1	24	69	96	72	36	298
Harrow	0	12	28	25	19	10	94
Havering	0	5	20	24	9	9	67
Heathrow	1	23	54	67	73	83	301
Hillingdon	1	90	187	99	64	51	492
Hounslow	0	38	93	84	84	37	336
Kingston upon Thames	0	23	32	26	40	14	135
Lewisham	0	27	82	88	85	43	325
Merton	1	7	22	21	16	14	81
Redbridge	1	22	71	81	64	46	285
Richmond	0	6	17	25	18	19	85
Sutton	0	3	11	10	10	9	43
Waltham Forest	0	14	64	76	55	30	239
Wandsworth	0	14	43	46	54	21	178
Bus route	0	9	15	14	19	29	86
Tube line	0	0	1	2	1	1	5
Unique total	5	503	1,262	1,239	1,001	673	4,683

5.5 Ethnicity

Chart 8: People seen rough sleeping in 2024/25, by ethnicity



Base: 4,683 people seen rough sleeping during the period.

Table 12: People seen rough sleeping in 2024/25, by ethnicity, and borough

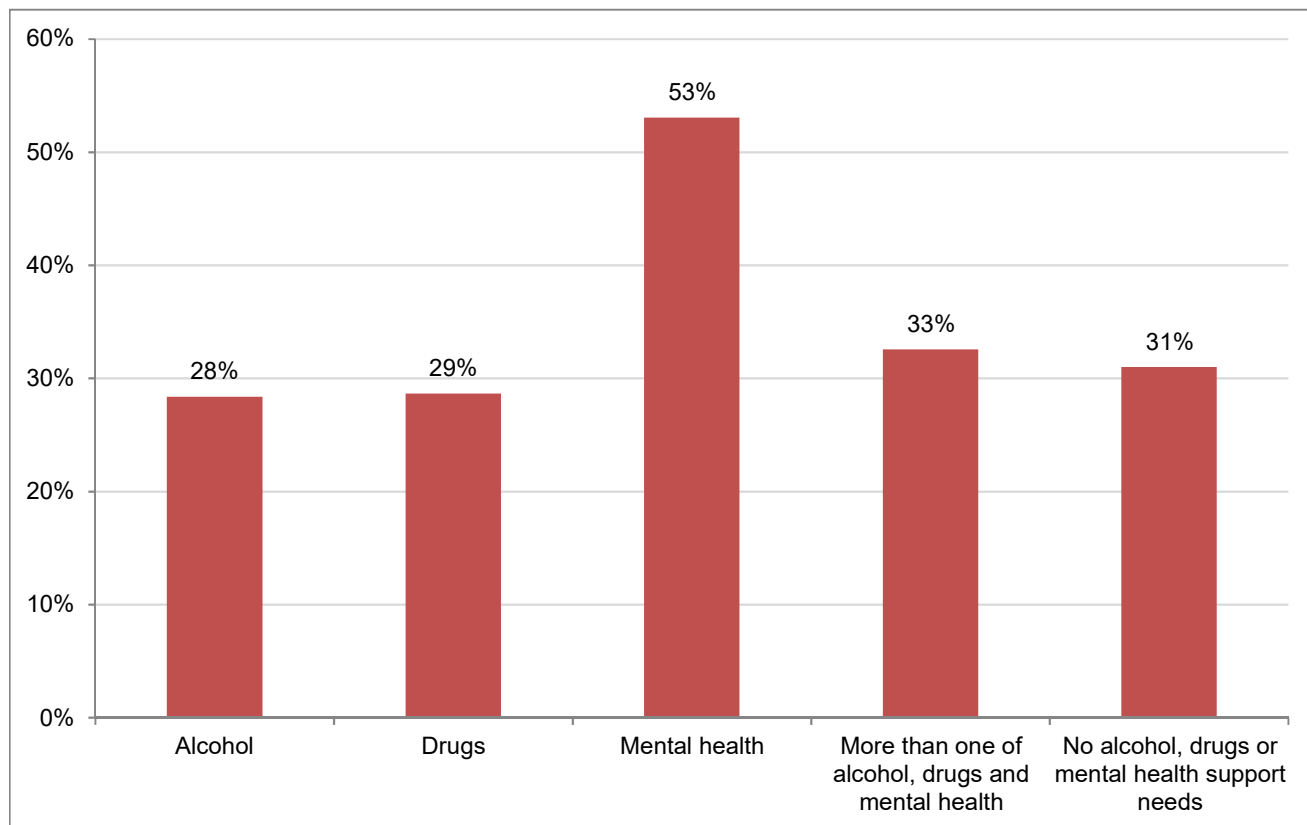
Borough	Asian (incl. Chinese)	Black	Mixed	White - British	White - Irish	White - Other	White - Gypsy/ Irish Traveller/ Roma	Arab/ Other	Missing/ Refused	Total
Barking & Dagenham	10	45	6	41	1	31	2	4	4	144
Barnet	15	54	4	48	1	46	5	23	8	204
Bexley	5	24	9	85	2	11	0	2	2	140
Bromley	10	52	5	60	1	17	1	4	1	151
Croydon	40	133	23	136	7	75	6	31	18	469
Enfield	14	85	10	61	3	60	9	9	2	253
Greenwich	37	126	22	139	4	53	2	9	17	409
Hackney	12	83	11	76	7	54	1	20	34	298
Harrow	23	23	3	15	0	10	2	10	8	94
Havering	5	18	3	30	1	3	1	3	3	67
Heathrow	69	87	16	51	2	49	1	18	8	301
Hillingdon	126	136	12	114	6	39	2	46	11	492
Hounslow	55	102	9	57	3	75	4	20	11	336
Kingston upon Thames	6	10	2	49	1	20	45	0	2	135
Lewisham	41	125	11	86	0	48	1	4	9	325
Merton	9	22	4	20	0	11	3	7	5	81
Redbridge	106	59	7	57	4	34	6	8	4	285
Richmond	10	3	1	41	1	22	0	4	3	85
Sutton	3	5	2	25	1	5	1	1	0	43
Waltham Forest	23	38	9	67	4	73	6	10	9	239
Wandsworth	14	32	2	56	2	42	14	11	5	178
Bus route	10	56	5	5	0	5	0	4	1	86
Tube line	1	1	0	1	0	1	0	0	1	5
Unique total	618	1,290	175	1,274	50	761	111	239	165	4,683

The previously employed category of 'Gypsy/Romany/Irish Traveller' was replaced in 2021 with separate categories for 'White - Gypsy/Irish Traveller' and 'White - Roma' in order to bring CHAIN recording into line with Office for National Statistics usage. Some people seen rough sleeping during the period have not had their ethnicity information updated to reflect these new categories, so the original category is also included in the chart.

5.6 Support needs

Support needs data in CHAIN is derived from assessments made by support workers in the homelessness sector. It is important to note that 17% of people seen rough sleeping in the outer boroughs in 2024/25 did not have a support needs assessment recorded.

Chart 9: People seen rough sleeping in 2024/25, by support needs



Base: 3,899 people seen rough sleeping during the period who were assessed for at least one of the three support needs. This excludes 784 people for whom none of the three needs were assessed.

Table 13: People seen rough sleeping in 2024/25, by support needs

Support need	No.	%
Alcohol	1,106	28.4%
Drugs	1,117	28.6%
Mental health	2,068	53.0%
More than one of alcohol, drugs and mental health	1,269	32.5%
No alcohol, drugs or mental health support needs	1,209	31.0%
Total (excl. not assessed)	3,899	
Total (incl. not assessed)	4,683	

Base for percentages is people seen rough sleeping during the period who were assessed for at least one of the three support needs.

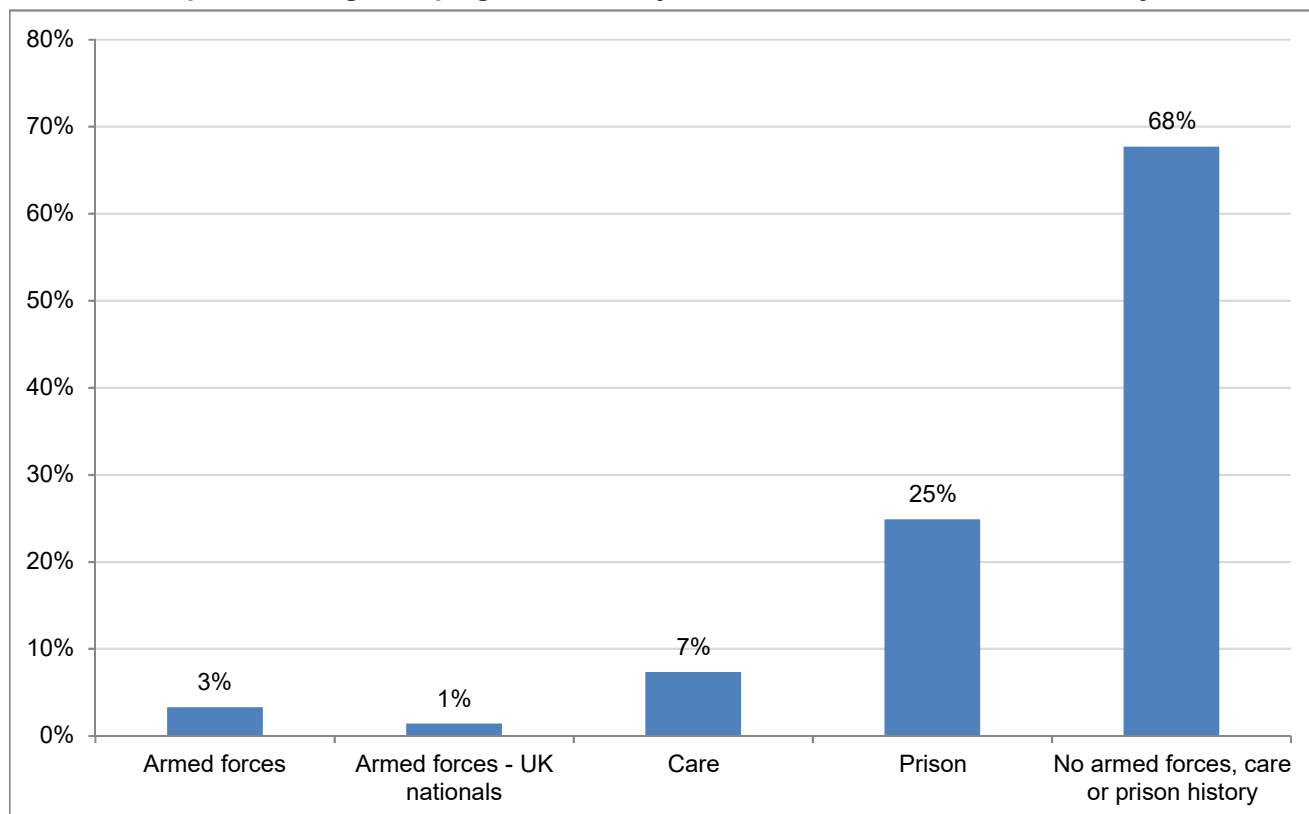
Table 14: People seen rough sleeping in 2024/25, by support needs, and borough

Borough	Alcohol	Drugs	Mental health	More than one of alcohol, drugs and mental health	No alcohol, drugs or mental health support needs	Total (excl. not assessed)
Barking & Dagenham	48	36	74	48	34	131
Barnet	27	30	74	24	81	181
Bexley	41	63	93	71	21	128
Bromley	32	38	61	36	45	122
Croydon	112	111	204	133	78	339
Enfield	39	55	97	54	94	225
Greenwich	93	130	235	152	65	325
Hackney	71	83	125	91	45	206
Harrow	9	12	38	12	26	73
Havering	12	18	29	17	15	54
Heathrow	49	34	128	49	121	277
Hillingdon	96	106	187	106	168	418
Hounslow	81	53	138	68	114	306
Kingston upon Thames	48	38	56	44	42	122
Lewisham	100	94	151	113	90	286
Merton	19	12	33	21	22	62
Redbridge	110	80	129	96	67	264
Richmond	31	25	55	33	10	78
Sutton	15	12	25	16	8	40
Waltham Forest	52	67	90	66	32	161
Wandsworth	47	57	84	65	38	151
Bus route	15	7	40	11	25	78
Tube line	0	2	1	0	1	4
Unique total	1,106	1,117	2,068	1,269	1,209	3,899

5.7 Institutional & armed forces history

The chart below indicates the proportions of people seen rough sleeping in the borough during the year who had experience of spending time in prison or in local authority care as a young person, or of serving in the armed forces. This information indicates whether individuals have ever spent time in one of these settings, and does not necessarily imply that this was recent. It can include time spent in one of these settings in any country, and does not necessarily imply that it was in the UK. Information on people who have recently left an institutional or armed forces setting in the UK can be found in sections 4.1 and 4.2 of this report.

Chart 10: People seen rough sleeping in 2024/25, by institutional and armed forces history



Base: 3,875 people seen rough sleeping during the period who were assessed for at least one of the three support needs. This excludes 808 people for whom none of the three needs were assessed.

Table 15: People seen rough sleeping in 2024/25, by institutional and armed forces history

Type of history	No.	%
Armed forces	127	3.3%
Armed forces - UK nationals	54	1.4%
Care	284	7.3%
Prison	964	24.9%
No armed forces, care or prison history	2,624	67.7%
Total (excl. not assessed)	3,875	
Total (incl. not assessed)	4,683	

Base for percentages is people seen rough sleeping during the period who were assessed for at least one of the three histories.

Table 16: People seen rough sleeping in 2024/25, by institutional and armed forces history, and borough

Borough	Armed forces	Armed forces UK nationals	Care	Prison	No armed forces or institutional history	Total (excl. not assessed)
Barking & Dagenham	5	2	10	33	93	133
Barnet	5	2	9	25	133	177
Bexley	2	2	18	53	64	127
Bromley	6	5	4	35	85	126
Croydon	6	3	22	75	215	326
Enfield	8	1	16	58	148	221
Greenwich	9	2	36	118	182	316
Hackney	11	6	18	71	118	205
Harrow	6	4	9	19	44	72
Havering	0	0	6	13	34	53
Heathrow	8	5	9	43	215	270
Hillingdon	9	3	21	86	315	422
Hounslow	13	3	12	65	222	308
Kingston upon Thames	5	3	9	17	92	121
Lewisham	6	2	32	96	178	292
Merton	2	0	4	9	44	60
Redbridge	9	3	18	57	191	267
Richmond	6	4	12	17	48	75
Sutton	4	2	2	8	28	39
Waltham Forest	4	1	16	54	103	171
Wandsworth	5	2	12	40	92	148
Bus route	1	0	6	8	63	77
Tube line	0	0	0	1	2	3
Unique total	127	54	284	964	2,624	3,875

6. HELPING PEOPLE OFF THE STREETS

6.1 Accommodation outcomes

In 2024/25, 1,846 people who had been seen rough sleeping in the outer boroughs during the year had bookings into accommodation recorded on CHAIN by services based in, or primarily covering, the outer boroughs.

Table 17: Accommodation outcomes achieved with people seen rough sleeping in the outer boroughs in 2024/25, by services based in, or primarily covering, the outer boroughs

Services A-M	Barking & Dagenham Rough Sleepers Team (LB B&D)	Barnet Rough Sleeper Team	Croydon - Housing First	Croydon Outreach	Enfield Outreach (LB Enfield)	Greenwich Navigators - Outreach	Hackney SORT	Harrow Outreach Team	Hillingdon SORT	Hounslow LA Outreach
Accommodation type	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.
Hubs, shelters and emergency accommodation										
Hub	4	0	0	27	12	0	8	2	138	33
SWEP (Local)	1	12	0	72	3	6	15	6	119	33
SWEP (Pan-London)	0	0	0	5	0	0	0	0	1	0
Winter/night shelter	2	0	0	0	0	1	10	0	6	32
Other	0	0	0	0	0	0	0	0	1	0
<i>Hubs, shelters and emergency accommodation subtotal</i>	7	12	0	104	15	7	33	8	265	98
Temporary accommodation										
Assessment centre	1	0	0	2	52	1	37	0	1	0
Asylum support accommodation (NASS/other)	0	0	0	0	0	0	0	0	5	2
B&B (not local authority TA)	0	0	0	15	0	0	7	1	13	33
Clinic/detox/rehab	0	0	0	0	0	0	0	0	2	0
Hostel	1	0	0	6	0	0	8	0	59	2
Living with family/friends/partner (temporary)	0	0	0	0	0	0	0	0	25	0
Staging post	0	0	0	0	0	0	1	0	1	0
Temporary accommodation (local authority)	0	27	0	43	31	1	11	19	39	28
Other	0	0	0	12	1	2	4	1	12	5
<i>Temporary accommodation subtotal</i>	2	27	0	78	84	4	68	21	157	70
Long-term accommodation										
Clearing House	0	0	0	0	0	0	0	0	0	0
Council tenancy (local authority accommodation)	0	0	2	0	0	0	0	1	2	1
Employment-related accommodation	0	0	0	0	0	0	0	0	0	0
Housing association/RSL accommodation	0	0	0	0	0	0	0	0	0	0
Living with family/friends/partner (long-term)	0	0	0	0	1	0	0	0	3	0
Private rented sector - independent	1	1	0	3	1	0	0	5	38	12
Private rented sector - with some floating support	2	1	1	0	0	0	1	4	12	2
Sheltered housing/registered care accommodation	0	0	0	0	0	0	0	0	2	3
Supported accommodation (long-term)	0	0	0	4	0	0	1	1	13	6
Other	0	0	0	0	0	0	0	0	0	0
<i>Long-term accommodation subtotal</i>	3	2	3	7	2	0	2	11	70	24
Total	12	41	3	189	101	11	103	40	492	192

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

Services N-Z	Rapid Response Outreach	Redbridge Outreach Service	South East Regional Outreach Team	SPEAR Outreach - Kingston	SPEAR Outreach - Richmond	SPEAR Outreach - Wandsworth	St Mungo's - Pan-London Navigators Team	Sutton Outreach Team (Encompass LATC)	Thames Reach - TFL Outreach	Waltham Forest Street Outreach Service
Accommodation type	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.
Hubs, shelters and emergency accommodation										
Hub	201	9	55	1	4	2	1	1	48	12
SWEP (Local)	25	55	99	27	9	18	1	0	0	68
SWEP (Pan-London)	19	0	4	0	0	0	0	0	10	0
Winter/night shelter	2	1	57	8	3	0	3	0	6	7
Other	1	0	0	0	0	0	0	0	0	0
<i>Hubs, shelters and emergency accommodation</i>	<i>248</i>	<i>65</i>	<i>215</i>	<i>36</i>	<i>16</i>	<i>20</i>	<i>5</i>	<i>1</i>	<i>64</i>	<i>87</i>
Temporary accommodation										
Assessment centre	4	0	3	0	0	0	0	0	0	0
Asylum support accommodation (NASS/other)	0	0	1	0	0	1	0	0	0	0
B&B (not local authority TA)	1	13	105	13	11	1	16	0	0	1
Clinic/detox/rehab	0	0	0	0	0	0	0	0	0	1
Hostel	3	10	62	0	2	0	1	0	1	1
Living with family/friends/partner (temporary)	0	1	6	0	0	0	0	0	0	0
Staging post	0	0	0	0	0	0	0	0	0	0
Temporary accommodation (local authority)	17	14	73	2	27	25	4	1	1	4
Other	1	10	14	9	1	4	0	0	0	2
<i>Temporary accommodation subtotal</i>	<i>26</i>	<i>48</i>	<i>264</i>	<i>24</i>	<i>41</i>	<i>31</i>	<i>21</i>	<i>1</i>	<i>2</i>	<i>9</i>
Long-term accommodation										
Clearing House	0	0	0	0	0	0	0	0	0	0
Council tenancy (local authority accommodation)	0	0	3	0	0	0	0	0	0	2
Employment-related accommodation	0	0	1	0	0	0	0	0	0	0
Housing association/RSL accommodation	0	0	0	0	0	0	0	0	0	0
Living with family/friends/partner (long-term)	0	0	2	0	0	0	0	0	0	0
Private rented sector - independent	0	2	19	0	2	1	0	0	0	0
Private rented sector - with some floating support	0	0	18	0	0	1	0	0	1	0
Sheltered housing/registered care accommodation	0	0	1	0	0	0	0	1	0	0
Supported accommodation (long-term)	0	1	17	1	2	1	0	0	0	4
Other	0	0	0	0	0	0	0	0	0	0
<i>Long-term accommodation subtotal</i>	<i>0</i>	<i>3</i>	<i>61</i>	<i>1</i>	<i>4</i>	<i>3</i>	<i>0</i>	<i>1</i>	<i>1</i>	<i>6</i>
Total	274	116	540	61	61	54	26	3	67	102

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

APPENDICES

Appendix 1: Glossary of acronyms and terms used in this report

B&B: Bed and Breakfast

A small lodging establishment that offers overnight accommodation and breakfast.

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 Homeless Link.

DELTA

Online system developed by the Ministry of Housing, Communities and Local Government to streamline its processes and systems for collecting statistical data and grant administration.

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.

MHCLG: Ministry of Housing, Communities and Local Government

Ministerial department of the Government of the United Kingdom, responsible for housing, communities, and local government in England.

NASS: National Asylum Support Service

A section of the UK Visas and Immigration division of the Home Office, responsible for supporting and accommodating people seeking asylum while their cases are being dealt with.

NSNO: No Second Night Out

A GLA commissioned 24/7 pan-London assessment and reconnection service for people rough sleeping. It accepts referrals from outreach teams and aims to identify and rapidly deliver a sustainable route off the street for those it supports. Since August 2022, the service has worked with both those who are new to rough sleeping, and existing rough sleepers who do not already have a route away from the streets identified by an outreach team. The term is also used in other contexts to refer to a wider strategy to end rough sleeping, both in London and nationwide.

RSL: Registered Social Landlord

A non-profit organisation, including housing associations, that owns and manages social housing, providing affordable housing and services to tenants.

SWEP: Severe Weather Emergency Protocol

Emergency accommodation provided by local authorities or the GLA for people sleeping rough during periods of increased risk due to extreme weather conditions (e.g. freezing temperatures or heatwaves).

TA: Temporary Accommodation

In the homelessness context, widely used to refer to housing provided by a local authority to individuals experiencing or at risk of homelessness, under the Housing Act 1996 or another legal duty.

SUPPORTED BY
MAYOR OF LONDON

