

# **CHAIN ANNUAL REPORT**

**WESTMINSTER**

**APRIL 2024 - MARCH 2025**

**SUPPORTED BY  
MAYOR OF LONDON**



**CHAIN**

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## **Greater London Authority**

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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 Westminster 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.

The 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>.

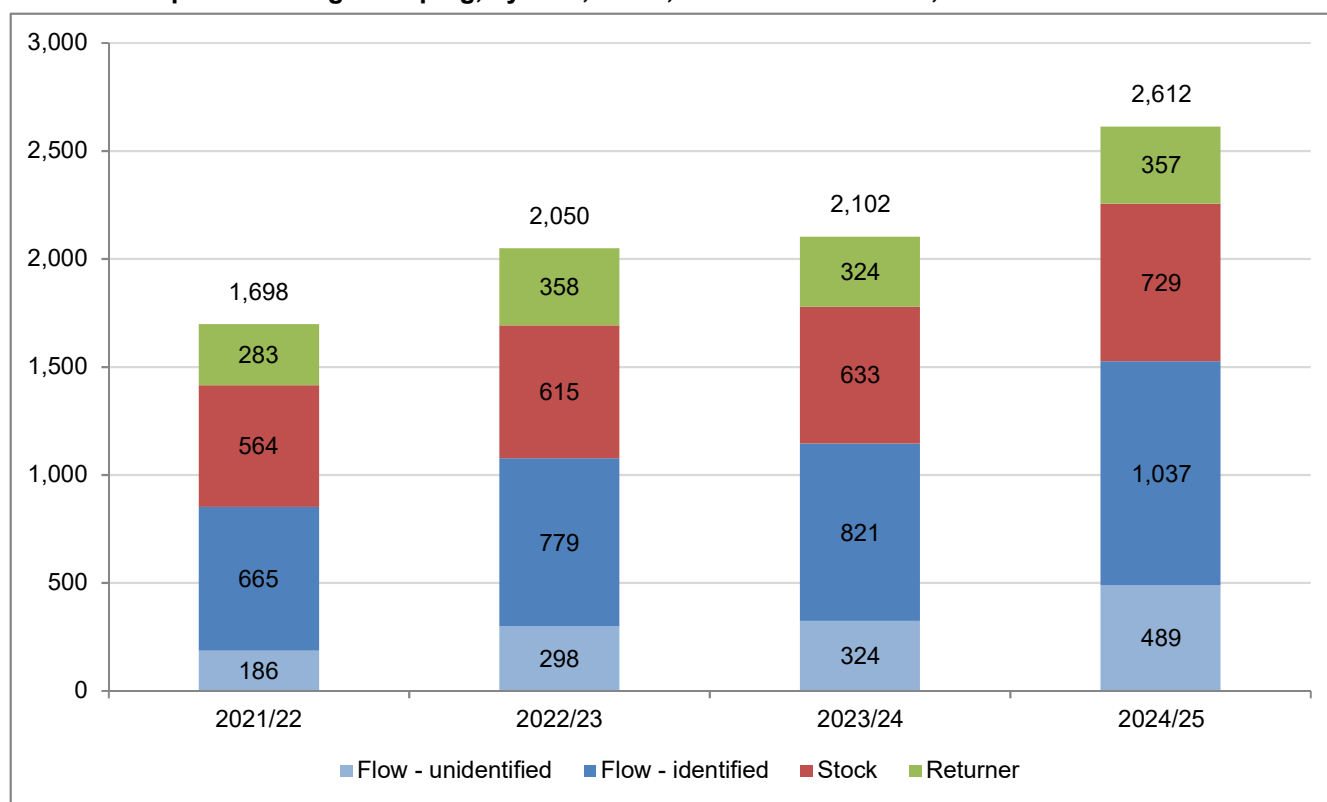
### **Percentage figures in this report**

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: 1,698

2022/23 base: 2,050

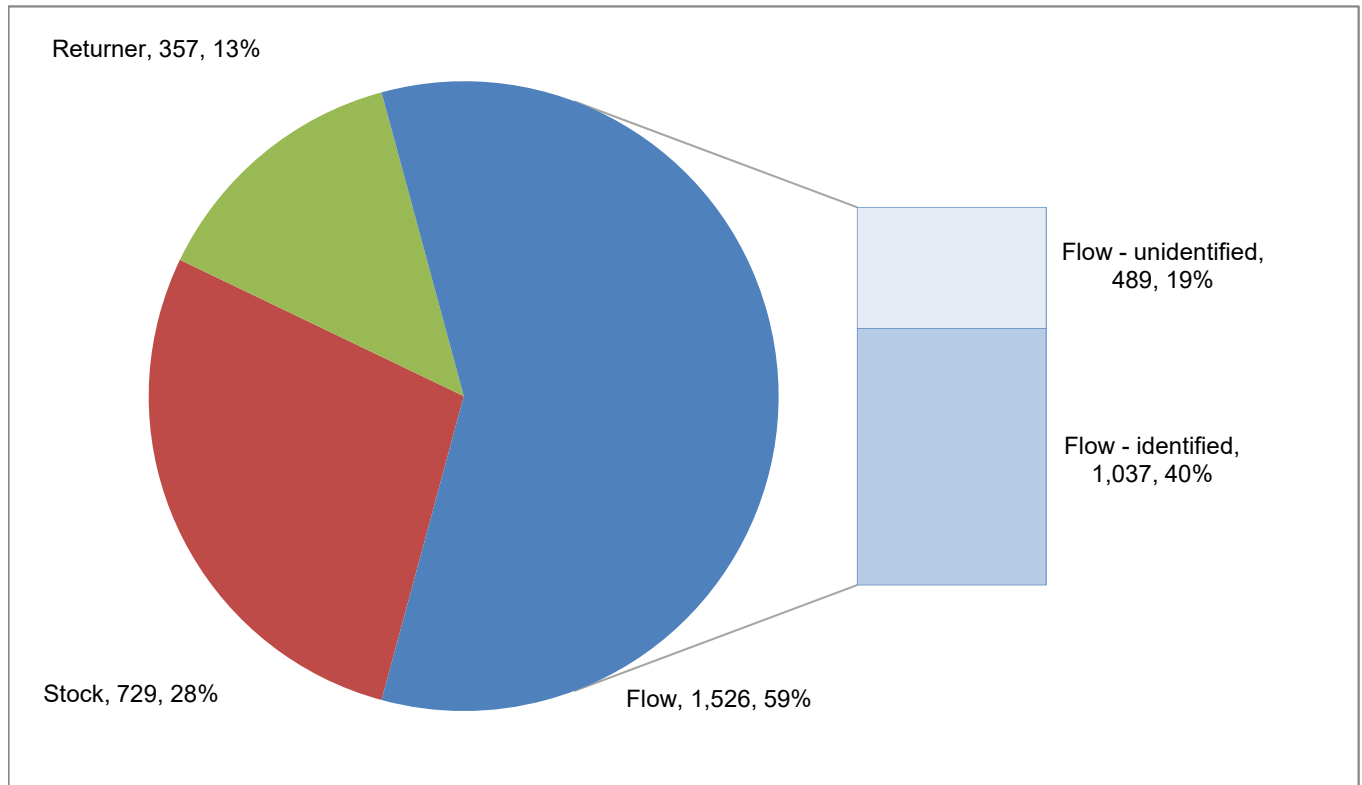
2023/24 base: 2,102

2024/25 base: 2,612

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).

2,612 people were seen rough sleeping in the borough in 2024/25. This represents a 24% increase when compared to 2023/24.

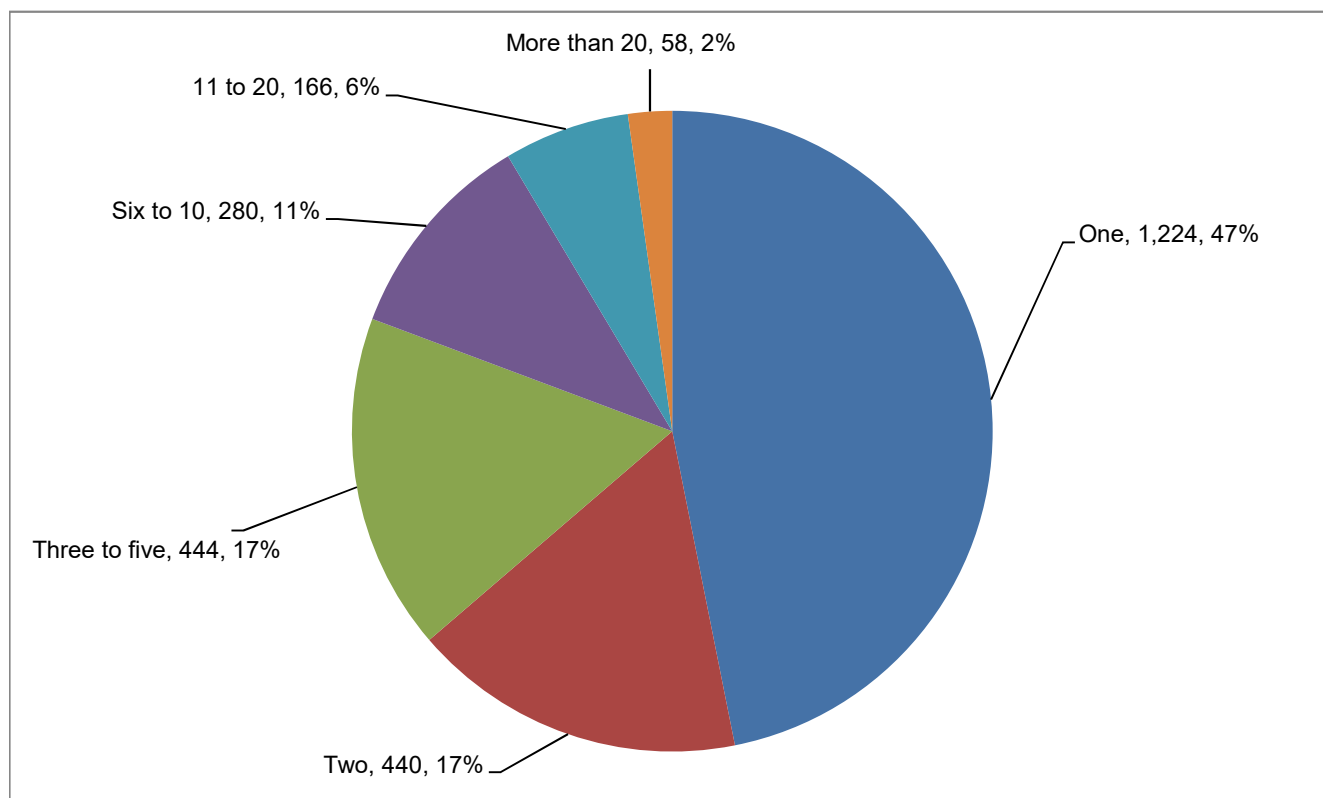
**Chart 2: People seen rough sleeping in 2024/25, by flow, stock, returner breakdown**

Base: 2,612 people seen rough sleeping during the period.

58% of people seen rough sleeping in the borough during the year were new rough sleepers (flow), while 28% fell into the stock category, and 14% were returners.

## 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: 2,612 people seen rough sleeping during the period.

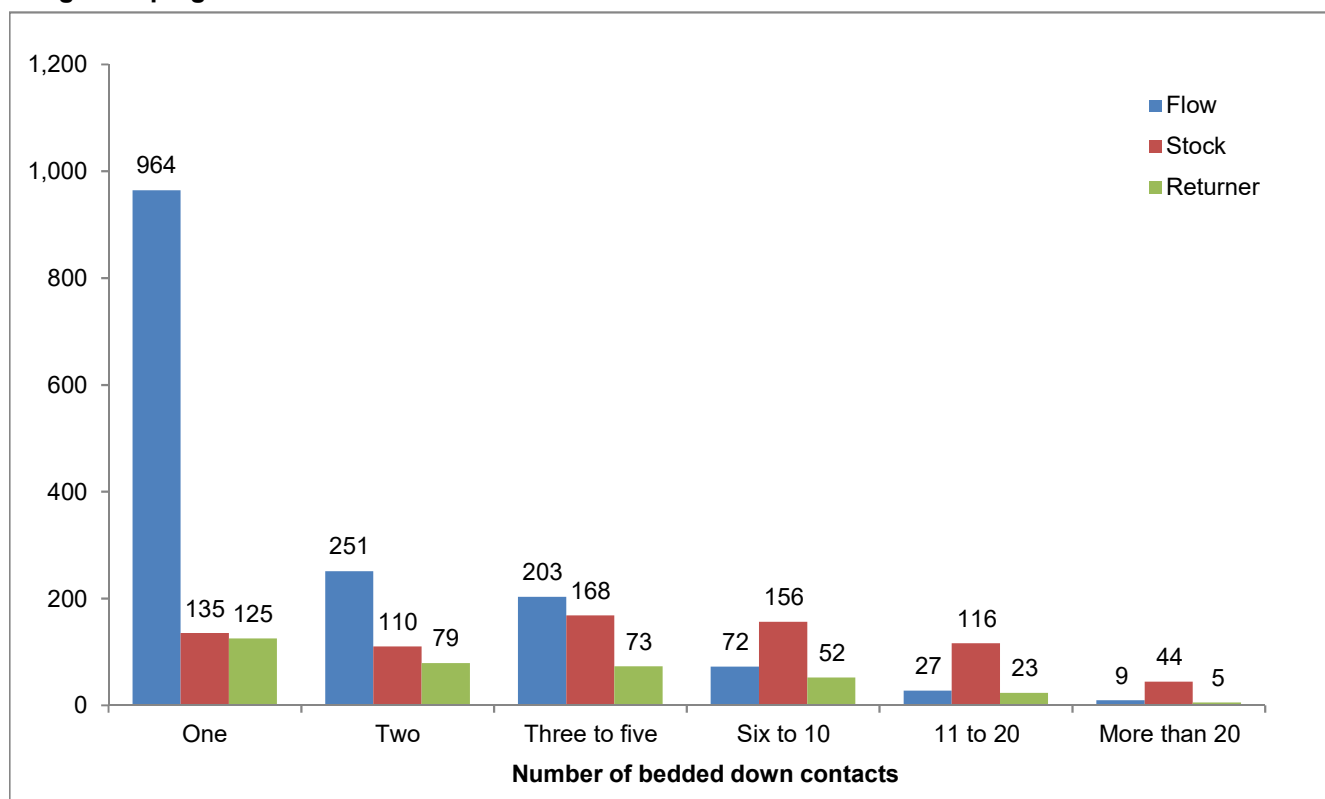
1,224 (47%) people were seen rough sleeping only once in 2024/25, this compares to 1,013 (48%) seen rough sleeping only once in 2023/24.

63% of people seen rough sleeping in the borough during 2024/25 who were new to the streets were seen rough sleeping just once.

Outreach resources vary across boroughs, but even in places with extensive outreach coverage there may not be a shift every night. This will affect the frequency with which people may be recorded rough sleeping.

## 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: 2,612 people seen rough sleeping during the period.

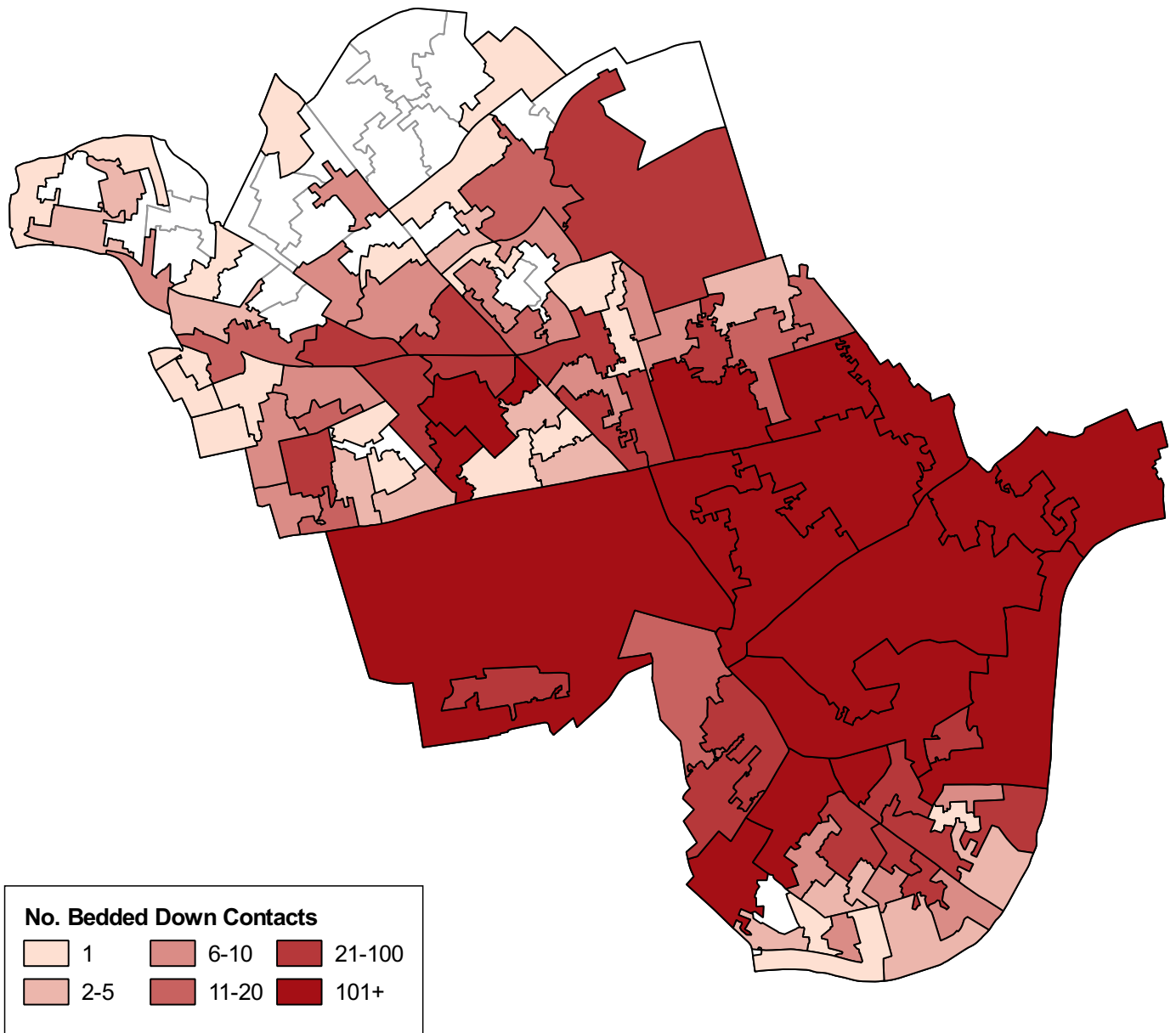


### 3. SPATIAL DISTRIBUTION

#### 3.1 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.

**Map 1: Number of bedded down street contacts recorded in each Lower Super Output Area in the borough 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 1: New rough sleepers, by last settled base, 2023/24 - 2024/25**

Last settled base in the UK	2023/24		2024/25	
	No.	%	No.	%
<b>Long-term accommodation</b>				
Living with family/friends/partner	94	15.6%	97	14.1%
Private rented accommodation	118	19.6%	113	16.5%
Council tenancy (local authority accommodation)	27	4.5%	20	2.9%
Housing association/RSL accommodation	7	1.2%	8	1.2%
Sheltered housing/registered care accommodation	4	0.7%	2	0.3%
Employment-related accommodation (except armed forces)	3	0.5%	9	1.3%
Owner occupied accommodation	3	0.5%	1	0.1%
<i>Long-term accommodation subtotal</i>	<b>256</b>	<b>42.5%</b>	<b>250</b>	<b>36.4%</b>
<b>Short or medium-term accommodation</b>				
Hostel or other supported accommodation	19	3.2%	27	3.9%
Temporary accommodation (local authority)	13	2.2%	8	1.2%
B&B (not local authority TA)	2	0.3%	1	0.1%
Winter/night shelter	0	0.0%	1	0.1%
Clinic/detox/rehab	0	0.0%	1	0.1%
Squat	1	0.2%	1	0.1%
<i>Short or medium-term accommodation subtotal</i>	<b>35</b>	<b>5.8%</b>	<b>39</b>	<b>5.7%</b>
<b>Institutional &amp; armed forces accommodation</b>				
Asylum support accommodation (NASS/other)	173	28.7%	232	33.8%
Care (local authority youth care)	2	0.3%	2	0.3%
Hospital	0	0.0%	2	0.3%
Prison	10	1.7%	11	1.6%
Probation accommodation	0	0.0%	1	0.1%
Armed forces accommodation	0	0.0%	0	0.0%
<i>Institutional &amp; armed forces accommodation subtotal</i>	<b>185</b>	<b>30.7%</b>	<b>248</b>	<b>36.2%</b>
No settled base since arriving in UK	86	14.3%	110	16.0%
Other	14	2.3%	14	2.0%
Not known	26	4.3%	25	3.6%
Not recorded	654		934	
<b>Total (excl. not recorded)</b>	<b>602</b>	<b>100.0%</b>	<b>686</b>	<b>100.0%</b>
<b>Total (incl. not recorded)</b>	<b>1,256</b>		<b>1,620</b>	

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

**Table 2: 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	8	0	0	0	0	0	0	8	1.2%
Arrears/debts - issues with benefits	0	5	3	0	0	0	0	0	8	1.2%
Arrears/debts - living costs	1	3	5	0	0	0	0	0	9	1.3%
Arrears/debts - loss of employment	2	17	5	0	0	3	0	1	28	4.1%
Arrears/debts - other	0	4	1	0	0	0	0	2	7	1.0%
End of tenancy agreement	0	7	5	0	0	1	0	0	13	1.9%
Illegal eviction	0	5	0	0	0	0	0	0	5	0.7%
Given non-priority decision	0	2	0	0	0	0	0	0	2	0.3%
Relationship breakdown	27	0	8	0	0	2	0	0	37	5.4%
Death of relative/friend	1	0	1	0	0	2	0	0	4	0.6%
Domestic violence - victim	1	0	9	0	0	0	0	0	10	1.5%
Harassment/abuse/violence - victim	1	0	18	0	0	2	0	0	21	3.1%
Unmanaged support need	3	0	7	0	0	0	0	1	11	1.6%
Housing conditions	4	0	8	0	0	1	0	0	13	1.9%
Relocated to be nearer family/friends/community	0	0	9	0	0	0	0	0	9	1.3%
Relocated seeking work	0	0	6	0	0	0	0	0	6	0.9%
Transient/travelling around	0	0	4	0	0	0	0	0	4	0.6%
Anti-social behaviour - perpetrator	0	5	1	0	0	0	0	0	6	0.9%
Domestic violence - perpetrator	0	0	0	0	0	0	0	0	0	0.0%
Taken into custody	0	0	0	0	0	2	0	0	2	0.3%
End of time-limited stay	0	0	0	23	0	2	0	0	25	3.6%
End of asylum accommodation - positive Home Office decision	0	0	0	195	0	5	0	0	200	29.2%
End of asylum accommodation - negative Home Office decision	0	0	0	11	0	0	0	0	11	1.6%
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	8	0	0	0	8	1.2%
Other	15	20	26	0	0	16	0	5	82	12.0%
No settled base since arriving in UK	0	0	0	0	0	0	110	0	110	16.0%
Not known	9	7	2	0	0	5	0	24	47	6.9%
<b>Type of departure total (no.)</b>	<b>64</b>	<b>83</b>	<b>118</b>	<b>229</b>	<b>8</b>	<b>41</b>	<b>110</b>	<b>33</b>	<b>686</b>	<b>100.0%</b>
<b>Type of departure total (%)</b>	<b>9.3%</b>	<b>12.1%</b>	<b>17.2%</b>	<b>33.4%</b>	<b>1.2%</b>	<b>6.0%</b>	<b>16.0%</b>	<b>4.8%</b>	<b>100.0%</b>	

Base: 686 new rough sleepers for whom information about their last settled base was recorded. This excludes 934 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 3: Returning rough sleepers, by last settled base, 2023/24 - 2024/25**

Last settled base in the UK	2023/24		2024/25	
	No.	%	No.	%
<b>Long-term accommodation</b>				
Living with family/friends/partner	16	6.8%	23	7.8%
Private rented accommodation	41	17.3%	44	15.0%
Council tenancy (local authority accommodation)	6	2.5%	9	3.1%
Housing association/RSL accommodation	11	4.6%	3	1.0%
Sheltered housing/registered care accommodation	3	1.3%	3	1.0%
Employment-related accommodation (except armed forces)	1	0.4%	4	1.4%
Owner occupied accommodation	0	0.0%	0	0.0%
<i>Long-term accommodation subtotal</i>	<b>78</b>	<b>32.9%</b>	<b>86</b>	<b>29.4%</b>
<b>Short or medium-term accommodation</b>				
Hostel or other supported accommodation	40	16.9%	62	21.2%
Temporary accommodation (local authority)	8	3.4%	14	4.8%
B&B (not local authority TA)	4	1.7%	0	0.0%
Winter/night shelter	10	4.2%	0	0.0%
Clinic/detox/rehab	2	0.8%	2	0.7%
Squat	0	0.0%	1	0.3%
<i>Short or medium-term accommodation subtotal</i>	<b>64</b>	<b>27.0%</b>	<b>79</b>	<b>27.0%</b>
<b>Institutional &amp; armed forces accommodation</b>				
Asylum support accommodation (NASS/other)	4	1.7%	2	0.7%
Care (local authority youth care)	0	0.0%	1	0.3%
Hospital	4	1.7%	6	2.0%
Prison	16	6.8%	17	5.8%
Probation accommodation	1	0.4%	1	0.3%
Armed forces accommodation	0	0.0%	1	0.3%
<i>Institutional &amp; armed forces accommodation subtotal</i>	<b>25</b>	<b>10.5%</b>	<b>28</b>	<b>9.6%</b>
No settled base since arriving in UK	44	18.6%	84	28.7%
Other	6	2.5%	9	3.1%
Not known	20	8.4%	7	2.4%
Not recorded	336		337	
<b>Total (excl. not recorded)</b>	<b>237</b>	<b>100.0%</b>	<b>293</b>	<b>100.0%</b>
<b>Total (incl. not recorded)</b>	<b>573</b>		<b>630</b>	

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

**Table 4: Returning rough sleepers in 2024/25, by type of departure from last settled base, and underlying cause of departure**

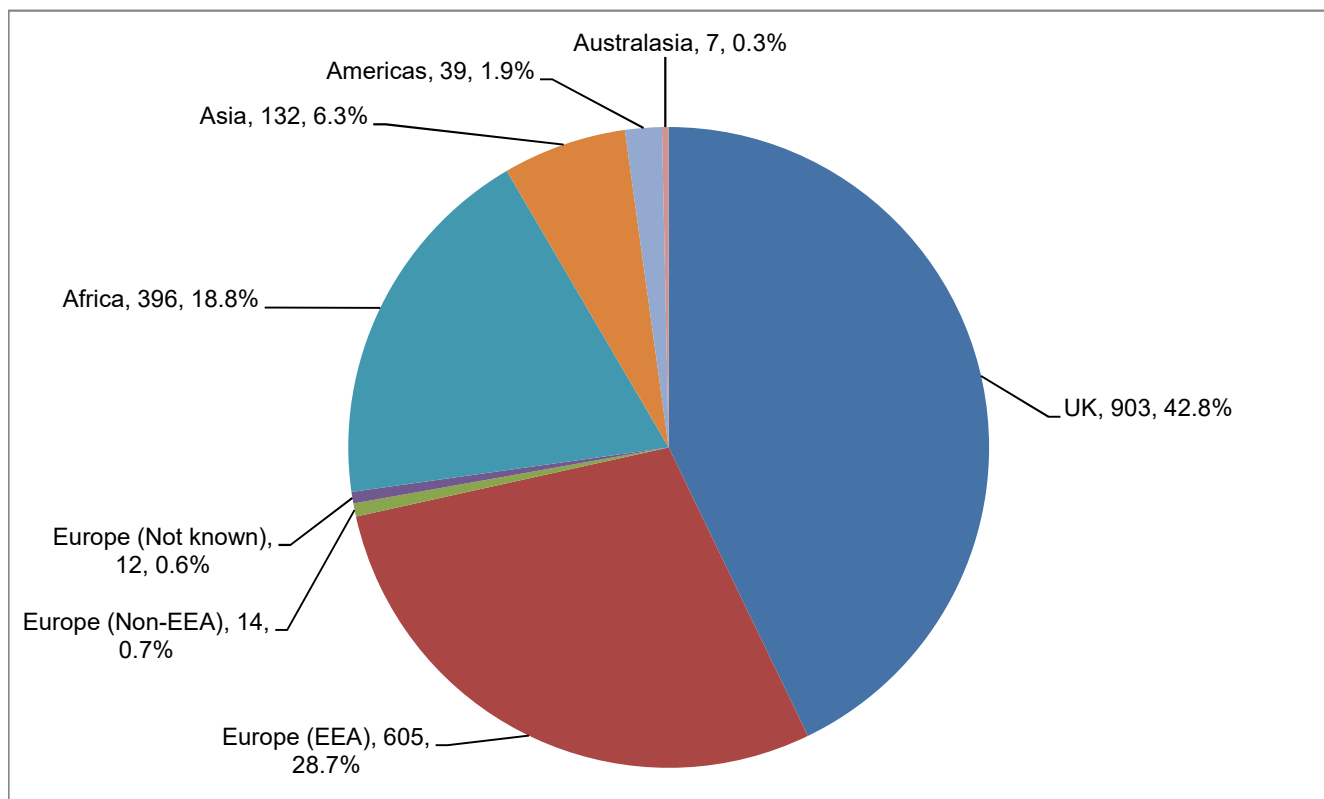
Cause of departure from last settled base in the UK	Type of departure from last settled base in the UK								Cause of departure total (no.)	Cause of departure total (%)
	Asked to leave by person they were staying with	Evicted	Left of own accord	End of time-limited stay	No departure - still has the accommodation	Other	No settled base since arriving in UK	Not known		
Arrears/debts - change in rent/mortgage	0	0	1	0	0	0	0	0	1	0.3%
Arrears/debts - issues with benefits	0	3	2	0	0	0	0	0	5	1.7%
Arrears/debts - living costs	0	1	4	0	0	0	0	0	5	1.7%
Arrears/debts - loss of employment	0	2	1	0	0	0	0	0	3	1.0%
Arrears/debts - other	0	1	1	0	0	0	0	0	2	0.7%
End of tenancy agreement	0	0	1	0	0	0	0	0	1	0.3%
Illegal eviction	0	2	0	0	0	0	0	0	2	0.7%
Given non-priority decision	0	2	0	0	0	0	0	0	2	0.7%
Relationship breakdown	7	0	1	0	0	0	0	2	10	3.4%
Death of relative/friend	0	0	1	0	0	0	0	1	2	0.7%
Domestic violence - victim	0	0	0	0	0	0	0	0	0	0.0%
Harassment/abuse/violence - victim	1	0	11	0	0	2	0	0	14	4.8%
Unmanaged support need	0	3	3	0	0	2	0	0	8	2.7%
Housing conditions	3	0	5	0	0	0	0	0	8	2.7%
Relocated to be nearer family/friends/community	0	0	3	0	0	0	0	0	3	1.0%
Relocated seeking work	0	0	4	0	0	1	0	0	5	1.7%
Transient/travelling around	0	0	1	0	0	1	0	0	2	0.7%
Anti-social behaviour - perpetrator	0	14	1	0	0	0	0	0	15	5.1%
Domestic violence - perpetrator	0	0	0	0	0	0	0	0	0	0.0%
Taken into custody	0	2	0	0	0	0	0	0	2	0.7%
End of time-limited stay	0	0	0	27	0	1	0	0	28	9.6%
End of asylum accommodation - positive Home Office decision	0	0	0	2	0	0	0	0	2	0.7%
End of asylum accommodation - negative Home Office decision	0	0	0	0	0	0	0	0	0	0.0%
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	10	0	0	0	10	3.4%
Other	4	14	22	3	0	6	0	2	51	17.4%
No settled base since arriving in UK	0	0	0	0	0	0	84	0	84	28.7%
Not known	0	6	5	0	0	1	0	16	28	9.6%
<b>Type of departure total (no.)</b>	<b>15</b>	<b>50</b>	<b>67</b>	<b>32</b>	<b>10</b>	<b>14</b>	<b>84</b>	<b>21</b>	<b>293</b>	<b>100.0%</b>
<b>Type of departure total (%)</b>	<b>5.1%</b>	<b>17.1%</b>	<b>22.9%</b>	<b>10.9%</b>	<b>3.4%</b>	<b>4.8%</b>	<b>28.7%</b>	<b>7.2%</b>	<b>100.0%</b>	

Base: 293 returning rough sleepers for whom information about their last settled base was recorded. This excludes 337 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: 2,108 people seen rough sleeping during the period whose nationality was known. This excludes 504 people whose nationality was not known.

## 5.2 Nationality: Flow, stock, returner model

**Table 5: Nationality of people seen rough sleeping during 2024/25, by flow, stock, returner breakdown**

	Flow	Stock	Returner	Total	
Nationality	No.	No.	No.	No.	%
UK	401	317	185	903	42.8%
Romania	90	184	69	343	16.3%
Poland	30	35	16	81	3.8%
Lithuania	7	15	0	22	1.0%
Ireland (Republic of)	12	9	8	29	1.4%
Portugal	3	5	5	13	0.6%
Bulgaria	8	7	3	18	0.9%
Italy	9	4	3	16	0.8%
Spain	5	6	4	15	0.7%
France	7	5	2	14	0.7%
Latvia	3	2	1	6	0.3%
Other European (EEA) countries	28	13	7	48	2.3%
Europe (EEA)	202	285	118	605	28.7%
Europe (Non-EEA)	8	2	4	14	0.7%
Europe (Not known)	11	1	0	12	0.6%
Eritrea	163	14	4	181	8.6%
Sudan	42	15	6	63	3.0%
Nigeria	8	2	2	12	0.6%
Ethiopia	28	5	3	36	1.7%
Somalia	4	0	2	6	0.3%
Other African countries	70	21	7	98	4.6%
Africa	315	57	24	396	18.8%
India	12	6	0	18	0.9%
Afghanistan	6	1	0	7	0.3%
Iran	16	6	2	24	1.1%
Syrian Arab Republic	15	2	0	17	0.8%
Bangladesh	1	0	1	2	0.1%
Other Asian countries	41	16	7	64	3.0%
Asia	91	31	10	132	6.3%
Americas	24	10	5	39	1.9%
Australasia	4	3	0	7	0.3%
Not known	470	23	11	504	
<b>Total (excl. not known)</b>	<b>1,056</b>	<b>706</b>	<b>346</b>	<b>2,108</b>	<b>100.0%</b>
Total (incl. not known)	1,526	729	357	2,612	

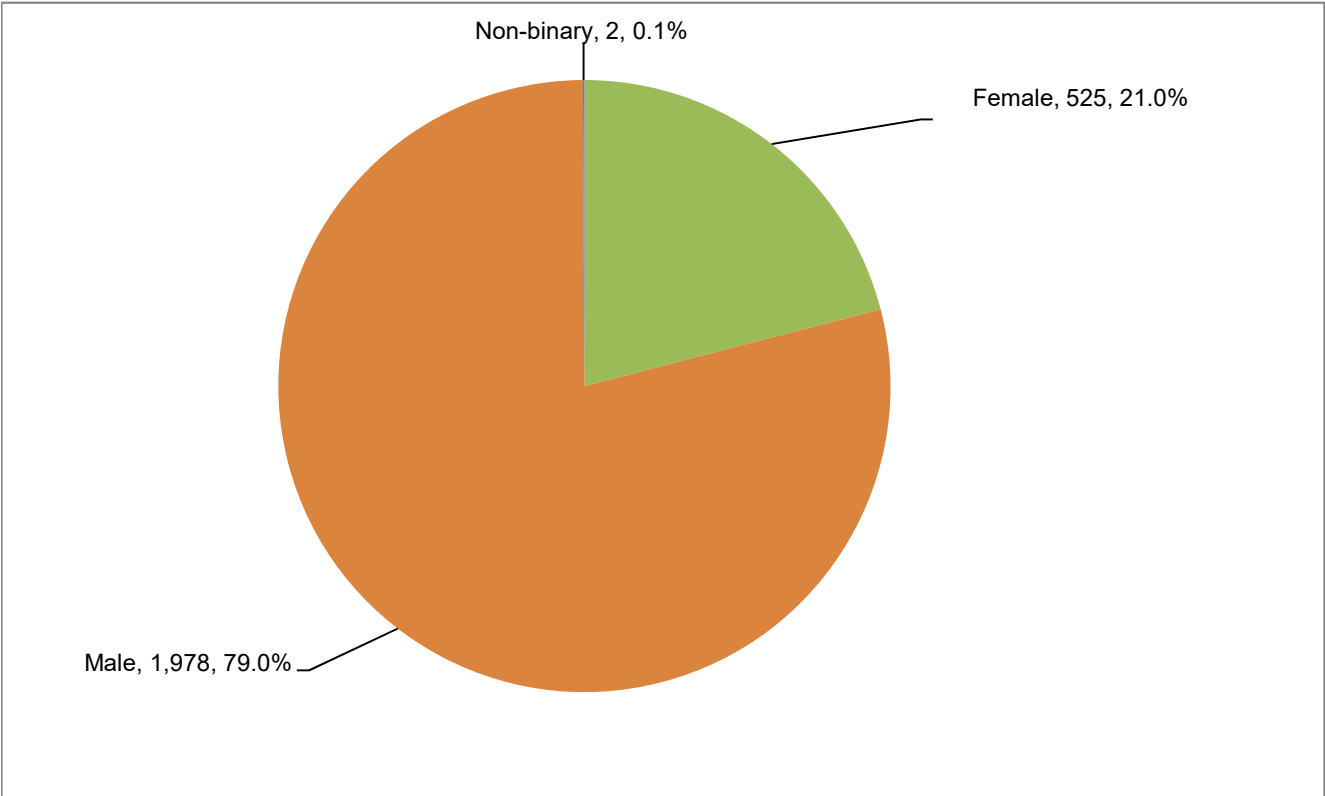
Total excluding not known is used as base for percentages.

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



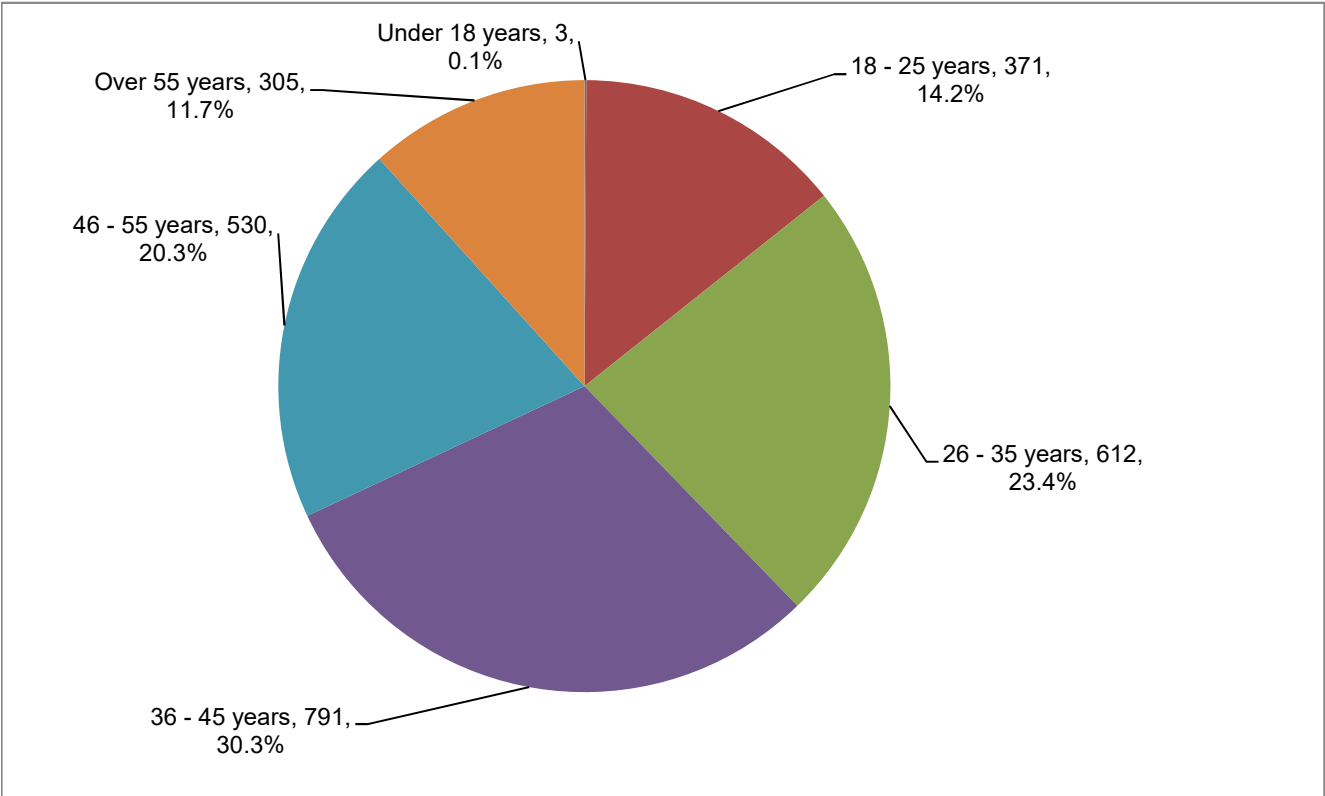
Base: 2,505 people seen rough sleeping during the period whose gender was known. This excludes 107 people whose gender was not known.

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

Gender	No.	%
Female	525	21.0%
Male	1,978	79.0%
Non-binary	2	0.1%
Not known	107	
Total (excl. not known)	2,505	100.0%
Total (incl. not known)	2,612	

5.4 Age

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



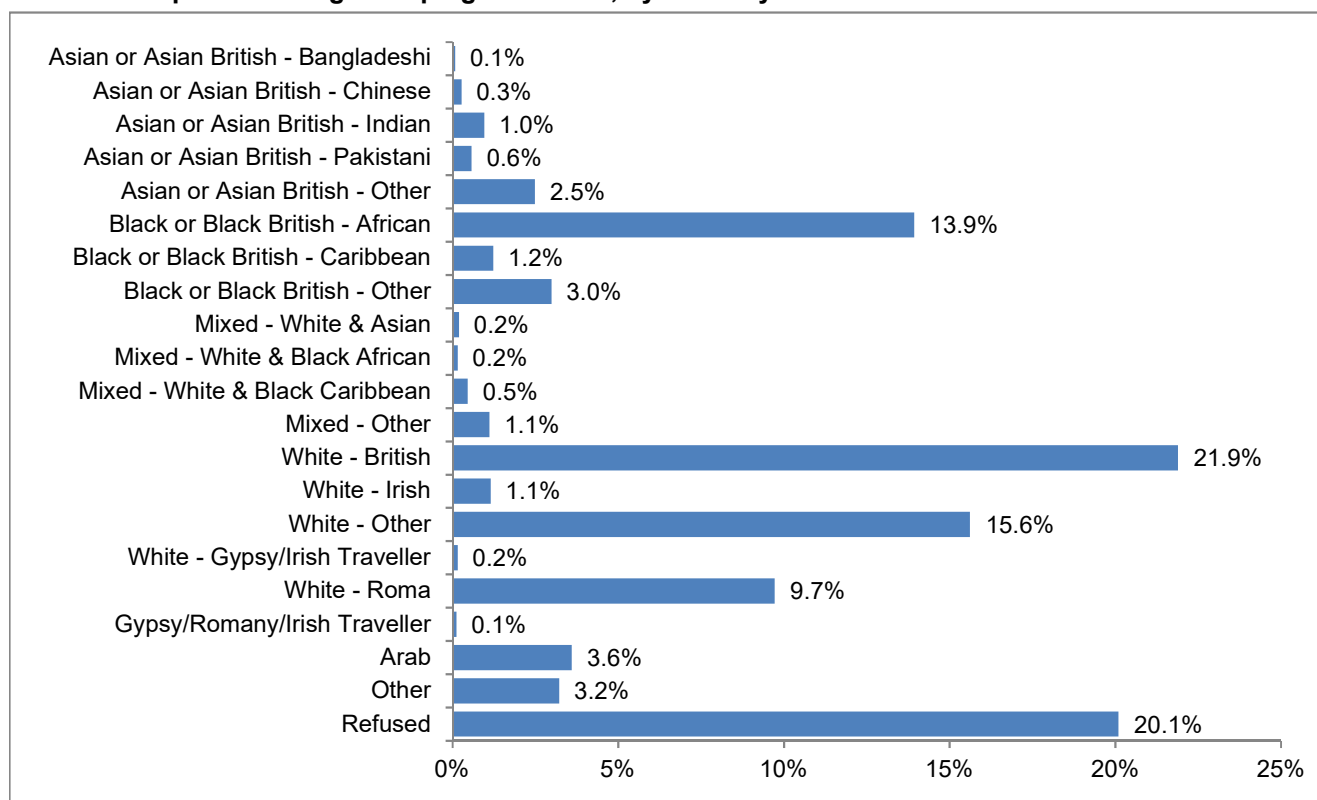
Base: 2,612 people seen rough sleeping during the period.

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

Age	No.	%
Under 18 years	3	0.1%
18 - 25 years	371	14.2%
26 - 35 years	612	23.4%
36 - 45 years	791	30.3%
46 - 55 years	530	20.3%
Over 55 years	305	11.7%
Total	2,612	100.0%

## 5.5 Ethnicity

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



Base: 2,612 people seen rough sleeping during the period.

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.

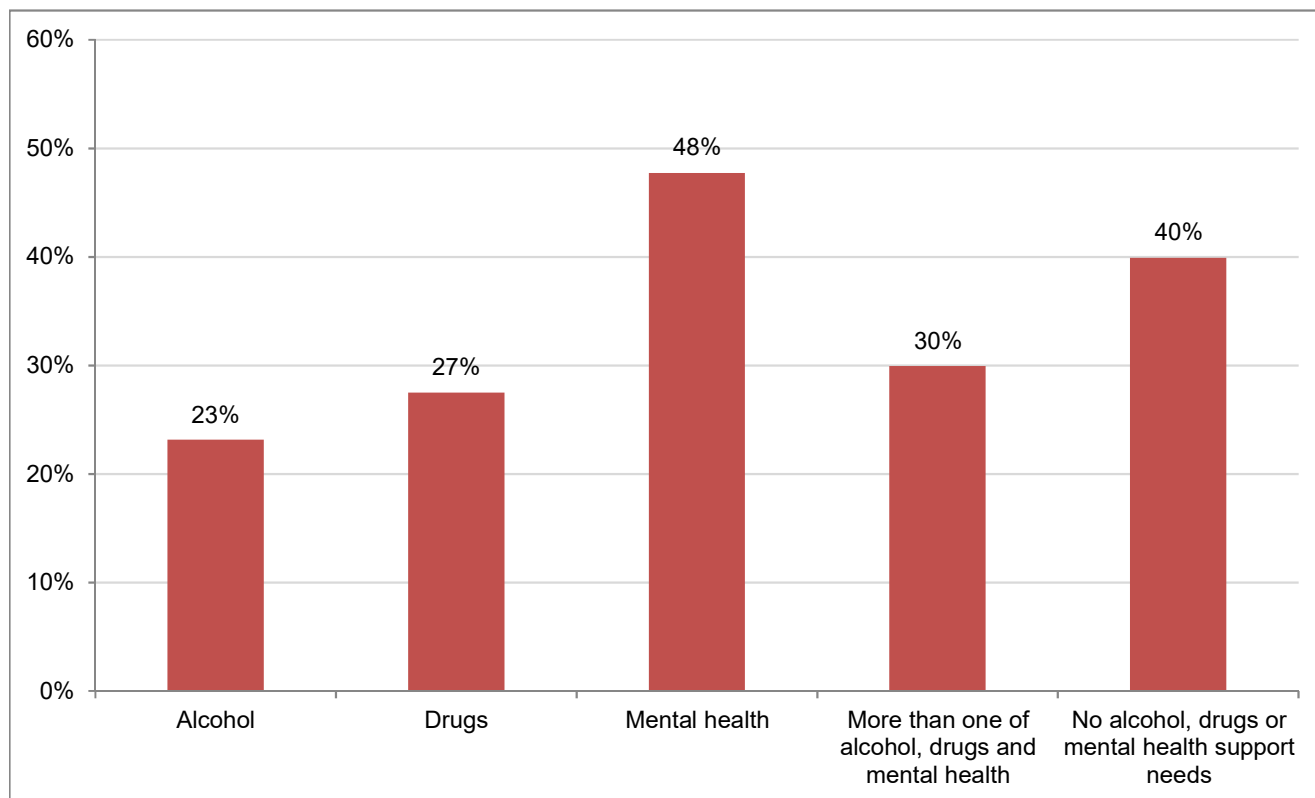
**Table 8: People seen rough sleeping in 2024/25, by ethnicity**

Ethnicity	No.	%
Asian (incl. Chinese)	114	4.4%
Black	474	18.1%
Mixed	50	1.9%
White (incl. Gypsy/Irish Traveller/Roma)	1,271	48.7%
Arab/Other	178	6.8%
Missing/Refused	525	20.1%
<b>Total</b>	<b>2,612</b>	<b>100.0%</b>

## 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 37% of people seen rough sleeping in the borough in 2024/25 did not have a support needs assessment recorded.

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



Base: 1,651 people seen rough sleeping during the period who were assessed for at least one of the three support needs. This excludes 961 people for whom none of the three needs were assessed.

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

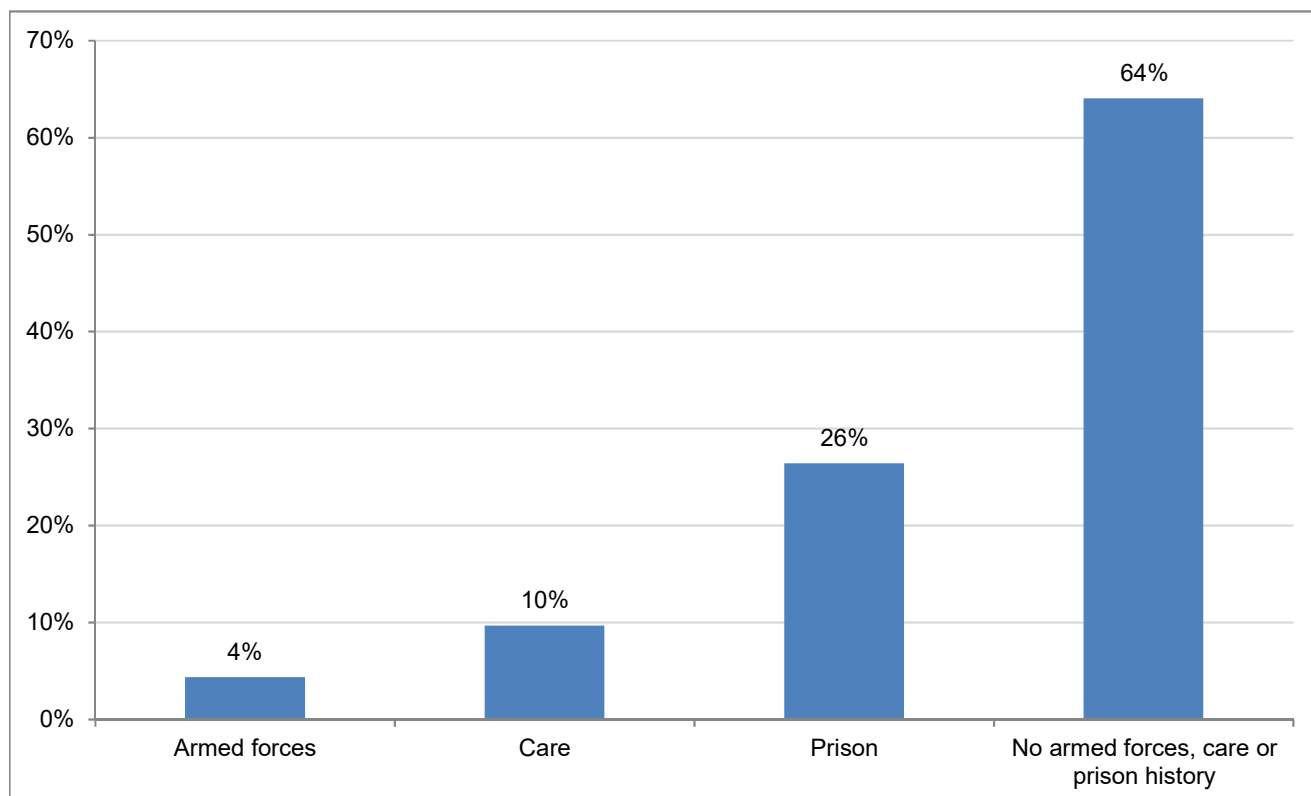
Support need	No.	%
Alcohol	382	23.1%
Drugs	454	27.5%
Mental health	788	47.7%
More than one of alcohol, drugs and mental health	494	29.9%
No alcohol, drugs or mental health support needs	659	39.9%
<b>Total (excl. not assessed)</b>	<b>1,651</b>	
<b>Total (incl. not assessed)</b>	<b>2,612</b>	

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

## 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: 1,582 people seen rough sleeping during the period who were assessed for at least one of the three support needs. This excludes 1,030 people for whom none of the three needs were assessed.

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

Type of history	No.	%
Armed forces	69	4.4%
Armed forces - UK nationals	34	2.1%
Care	153	9.7%
Prison	418	26.4%
No armed forces, care or prison history	1,013	64.0%
<b>Total (excl. not assessed)</b>	<b>1,582</b>	
<b>Total (incl. not assessed)</b>	<b>2,612</b>	

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

## 6. HELPING PEOPLE OFF THE STREETS

### 6.1 Accommodation outcomes

In 2024/25, 741 people who had been seen rough sleeping during the year had bookings into accommodation recorded on CHAIN by services in the borough.

**Table 11: Accommodation outcomes achieved with people seen rough sleeping in 2024/25, compared to outcomes achieved in 2023/24**

Accommodation type	2023/24		2024/25	
	No. events	%	No. events	%
<b>Hubs, shelters and emergency accommodation</b>				
Hub	7	0.7%	88	8.0%
SWEP (Local)	178	16.8%	188	17.0%
SWEP (Pan-London)	4	0.4%	0	0.0%
Winter/night shelter	281	26.5%	163	14.7%
Other	1	0.1%	0	0.0%
<i>Hubs, shelters and emergency accommodation subtotal</i>	<i>471</i>	<i>44.4%</i>	<i>439</i>	<i>39.7%</i>
<b>Temporary accommodation</b>				
Assessment centre	251	23.7%	180	16.3%
Asylum support accommodation (NASS/other)	3	0.3%	1	0.1%
B&B (not local authority TA)	87	8.2%	239	21.6%
Clinic/detox/rehab	0	0.0%	0	0.0%
Hostel	79	7.5%	60	5.4%
Living with family/friends/partner (temporary)	0	0.0%	0	0.0%
Staging post	0	0.0%	0	0.0%
Temporary accommodation (local authority)	34	3.2%	28	2.5%
Other	114	10.8%	118	10.7%
<i>Temporary accommodation subtotal</i>	<i>568</i>	<i>53.6%</i>	<i>626</i>	<i>56.6%</i>
<b>Long-term accommodation</b>				
Clearing House	2	0.2%	2	0.2%
Council tenancy (local authority accommodation)	0	0.0%	3	0.3%
Employment-related accommodation	0	0.0%	0	0.0%
Housing association/RSL accommodation	0	0.0%	0	0.0%
Living with family/friends/partner (long-term)	0	0.0%	0	0.0%
Private rented sector - independent	9	0.8%	13	1.2%
Private rented sector - with some floating support	5	0.5%	19	1.7%
Sheltered housing/registered care accommodation	0	0.0%	0	0.0%
Supported accommodation (long-term)	5	0.5%	4	0.4%
Other	0	0.0%	0	0.0%
<i>Long-term accommodation subtotal</i>	<i>21</i>	<i>2.0%</i>	<i>41</i>	<i>3.7%</i>
<b>Total</b>	<b>1,060</b>	<b>100.0%</b>	<b>1,106</b>	<b>100.0%</b>

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.



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