

# **CHAIN ANNUAL REPORT**

**KENSINGTON & CHELSEA**

**APRIL 2019 - MARCH 2020**

**SUPPORTED BY  
MAYOR OF LONDON**



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## 1. INTRODUCTION

This report presents information about people seen rough sleeping by outreach teams in Kensington & Chelsea between April 2019 and March 2020. 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.

The final section of the report presents information about people arriving at or departing from temporary accommodation for rough sleepers in Kensington & Chelsea. People included in this section will have been seen rough sleeping at some point in their history, but not necessarily during 2019/20.

## Percentage figures in this report

Please note that, in some cases, percentage figures given in this report are rounded up or down to the nearest whole number. This may mean that individual figures in tables and charts do not add up to a combined total of 100%, or that there could be small discrepancies between percentage figures in tables and corresponding charts.

## Glossary of acronyms used in this report

**ASB: Anti-Social Behaviour**

Defined in the Crime and Disorder Act (1998) as acting 'in a manner that caused or was likely to cause harassment, alarm or distress to one or more persons not of the same household as the perpetrator.'

**CEE: Central and Eastern European**

Used to denote the ten A8 and A2 European Union accession countries (Bulgaria, Czech Republic, Estonia, Hungary, Latvia, Lithuania, Poland, Romania, Slovakia and Slovenia).

**CHAIN: Combined Homelessness and Information Network**

A multi-agency database recording information about rough sleepers and the wider street population in London, commissioned and funded by the GLA and managed by St Mungo's.

**EEA: European Economic Area**

The 28 countries of the European Union (EU), plus a further three countries that are part of the EU's single market (Iceland, Liechtenstein and Norway). Common usage generally also includes Switzerland, whose citizens have the same rights to live and work in the UK as other EEA nationals.

**GLA: Greater London Authority**

The top-tier administrative body for Greater London, consisting of a directly elected executive Mayor of London, and an elected 25-member London Assembly.

**NSNO: No Second Night Out**

A GLA commissioned assessment and reconnection project for rough sleepers. The service originally specifically targeted new rough sleepers, but from October 2014 onwards it has also worked with rough sleepers who are living on the streets. The term is also used in other contexts to refer to a wider strategy to end rough sleeping, both in London and nationwide.

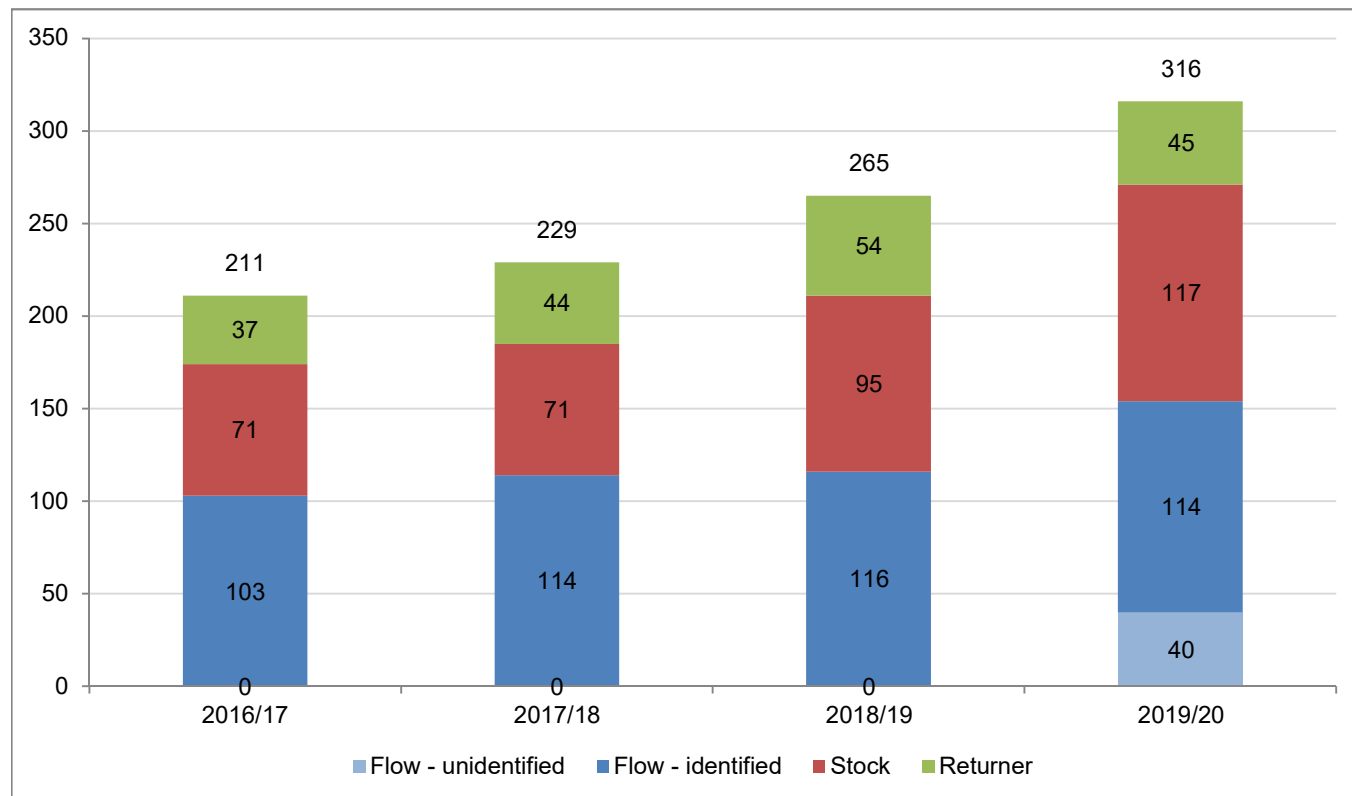
**RSI: Rough Sleeping Initiative**

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.



2016/17 base: 211  
 2017/18 base: 229  
 2018/19 base: 265  
 2019/20 base: 316

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:

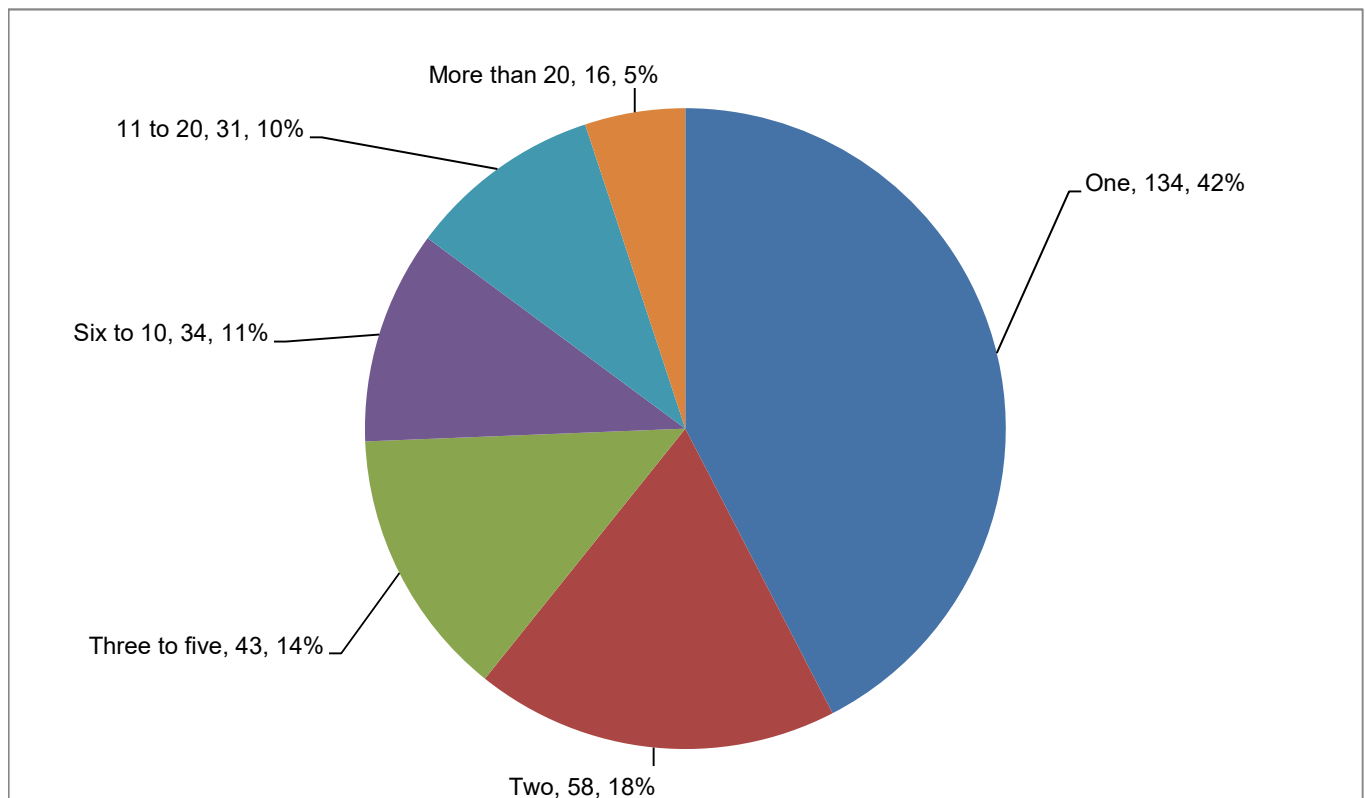
Category	Description
Flow	People who had never been seen rough sleeping prior to 2019/20 (i.e. new rough sleepers). Those within this category are further subdivided as follows: Unidentified - those new rough sleepers recorded without a name, and with only one contact. Identified - those new rough sleepers recorded with a name, and/or with more than one contact.
Stock	People who were also seen rough sleeping in 2018/19 (i.e. those seen across a minimum of two consecutive years).
Returner	People who were first seen rough sleeping prior to 2018/19, but were not seen during 2018/19 (i.e. those who have had a gap in their rough sleeping histories).

316 people were seen rough sleeping in the borough in 2019/20. This represents a 19% increase when compared to 2018/19.

49% of people seen rough sleeping in the borough during the year were new rough sleepers (flow), while 37% fell into the stock category, and 14% were returners.

## 2.2 Number of times seen rough sleeping

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



Base: 316

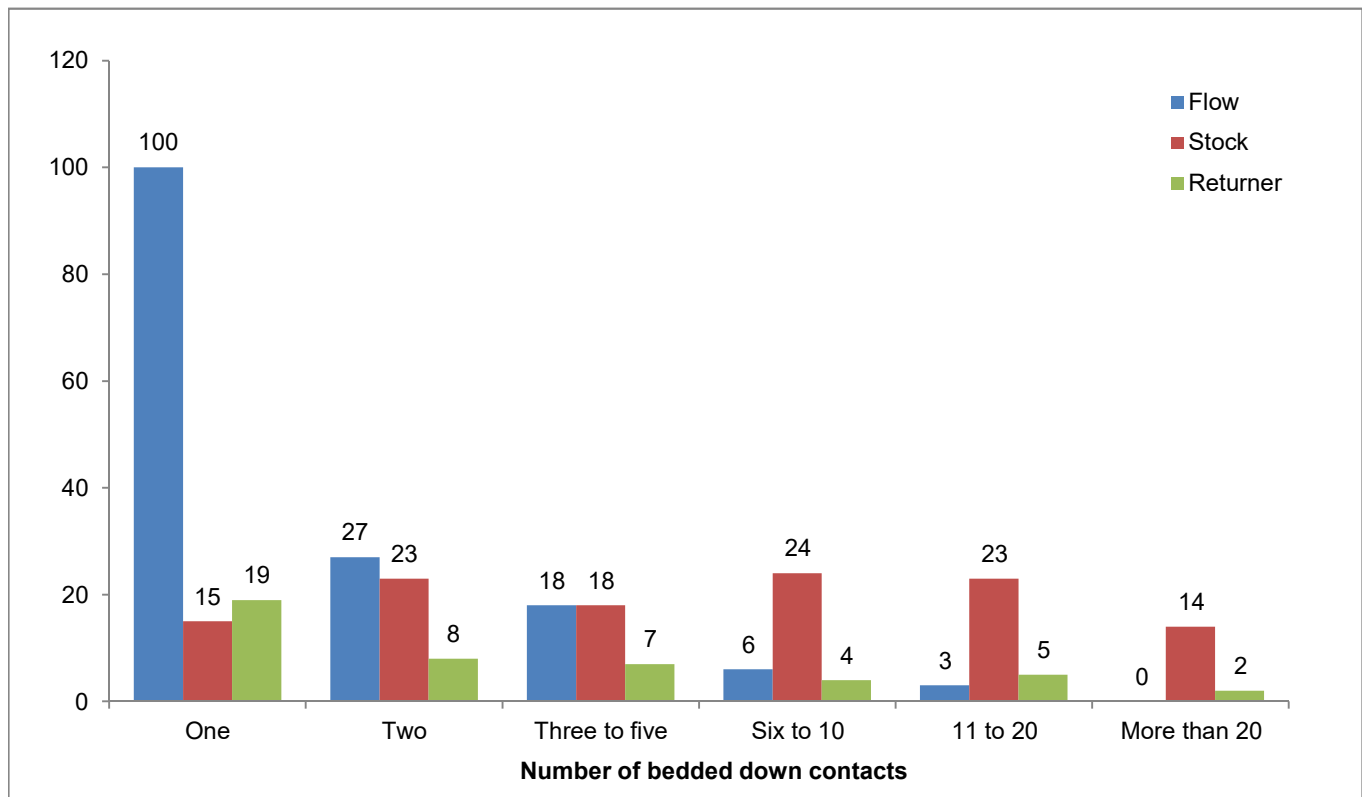
134 (42%) people were seen rough sleeping only once in 2019/20, this compares to 92 (35%) seen rough sleeping only once in 2018/19.

65% of people seen rough sleeping in the borough during 2019/20 who were new to the streets were seen rough sleeping just once.



## 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): 154  
 Base (Stock): 117  
 Base (Returner): 45

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

People seen rough sleeping for the first time ever in 2019/20, 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.

<b>Last settled base</b>	<b>No.</b>	<b>%</b>
<b>Long term accommodation</b>		
Private rented accommodation	30	30.6%
Local authority accommodation	2	2.0%
Housing association/RSL accommodation	2	2.0%
Owner occupied accommodation	1	1.0%
Tied accommodation	2	2.0%
Sheltered housing/registered care accommodation	0	0.0%
<i>Long term accommodation subtotal</i>	<i>37</i>	<i>37.8%</i>
<b>Short or medium term accommodation</b>		
Hostel	7	7.1%
Asylum support accommodation	6	6.1%
Temporary accommodation (Local authority)	4	4.1%
B&B/other temporary accommodation	0	0.0%
Clinic/Detox/Rehab	1	1.0%
<i>Short or medium term accommodation subtotal</i>	<i>18</i>	<i>18.4%</i>
<b>Institution</b>		
Prison	4	4.1%
Hospital	1	1.0%
<i>Institution subtotal</i>	<i>5</i>	<i>5.1%</i>
<b>Inappropriately accommodated</b>		
Squat	0	0.0%
Outhouse	14	14.3%
<i>Inappropriately accommodated subtotal</i>	<i>14</i>	<i>14.3%</i>
<b>Newly arrived in UK</b>		
Newly arrived in UK - not homeless in home country	6	6.1%
Newly arrived in UK - homeless in home country	2	2.0%
<i>Newly arrived in UK subtotal</i>	<i>8</i>	<i>8.2%</i>
Other	16	16.3%
Not recorded	56	
<b>Total (excl. not recorded)</b>	<b>98</b>	<b>100.0%</b>
<b>Total</b>	<b>154</b>	

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

The table below details new rough sleepers' status at their last settled base, for those who were not newly arrived in the UK, and whose last settled base was not of an institutional or inappropriate nature.

<b>Status at last settled base*</b>	<b>No.</b>	<b>%</b>
Tenant	9	36%
Informal arrangement	13	52%
Living with partner	3	12%
Parental home	0	0%
Owner	0	0%
Not recorded/applicable	32	
<b>Total (excl. not recorded/applicable)</b>	<b>25</b>	<b>100%</b>
<b>Total</b>	<b>57</b>	

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

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

New rough sleepers' reasons for leaving their last settled base prior to first being seen rough sleeping.

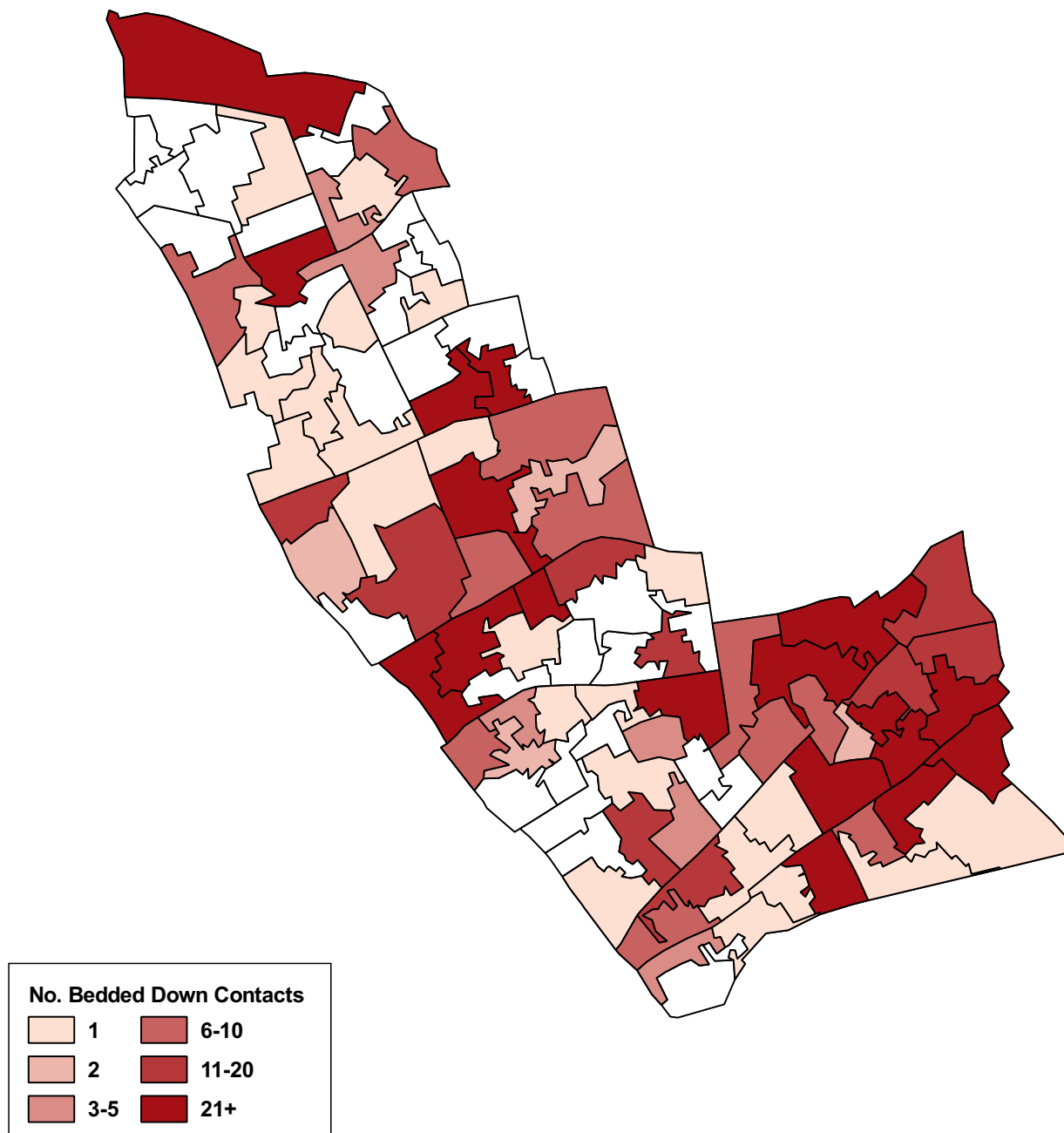
Reason for leaving last settled base	No.	%
<b>Asked to leave or evicted</b>		
Asked to leave	16	16.3%
Evicted - arrears	4	4.1%
Evicted - ASB	1	1.0%
Evicted - end of tenancy agreement	0	0.0%
Evicted - other	3	3.1%
<i>Asked to leave or evicted subtotal</i>	24	24.5%
<b>Employment and education</b>		
Financial problems - loss of job	8	8.2%
Seeking work - from within UK	8	8.2%
Seeking work - from outside UK	0	0.0%
Study	0	0.0%
<i>Employment and education subtotal</i>	16	16.3%
<b>Relationships</b>		
Relationship breakdown	5	5.1%
Death of relative/friend	0	0.0%
Move nearer family/friends/community	0	0.0%
<i>Relationships subtotal</i>	5	5.1%
<b>Financial</b>		
Financial problems - debt	0	0.0%
Financial problems - housing benefit	0	0.0%
Financial problems - other	1	1.0%
<i>Financial subtotal</i>	1	1.0%
<b>End of stay in short or medium term accommodation</b>		
End of stay - asylum accommodation	2	2.0%
End of stay - hostel	3	3.1%
Evicted - given non priority decision	0	0.0%
End of stay - other	2	2.0%
<i>End of stay in short or medium term accommodation subtotal</i>	7	7.1%
<b>Victim of violence, harassment or abuse</b>		
Harassment/abuse/violence	2	2.0%
Domestic violence - victim	0	0.0%
Tenancy hijack	2	2.0%
<i>Victim of violence, harassment or abuse subtotal</i>	4	4.1%
<b>End of stay in institution</b>		
End of stay - prison	4	4.1%
End of stay - hospital	1	1.0%
<i>End of stay in institution subtotal</i>	5	5.1%
<b>Housing conditions</b>		
Housing conditions	0	0.0%
<b>Perpetrator of violence, harassment or abuse</b>		
Domestic violence - perpetrator	0	0.0%
<b>Transient</b>		
Transient/travelling around	1	1.0%
<b>Other</b>		
Other	35	35.7%
<b>Not recorded</b>	56	
<b>Total (excl. not recorded)</b>	<b>98</b>	<b>100.0%</b>
<b>Total</b>	<b>154</b>	

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

### 3. SPATIAL DISTRIBUTION

#### 3.1 Bedded down street contacts by area: Map

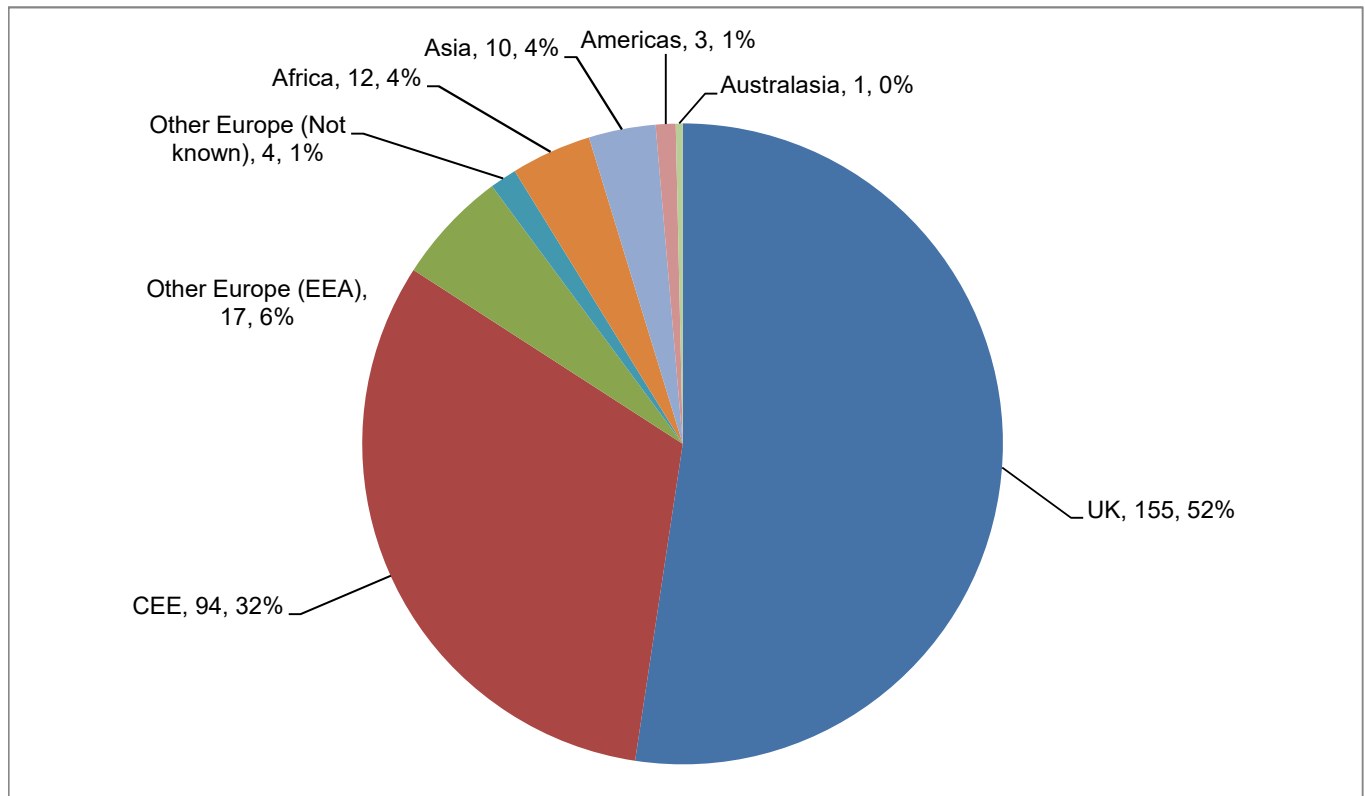
The map below shows the number of bedded down street contacts recorded in each Lower Super Output Area within the borough during the period. It is important to note that this represents volume of contacts rather than individuals, and some people may have been seen on multiple occasions within a given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



## 4. DEMOGRAPHICS & SUPPORT NEEDS

### 4.1 Nationality: Overall composition

People seen rough sleeping in the year, by nationality.



Base: 296 people seen rough sleeping in the year whose nationality was known.

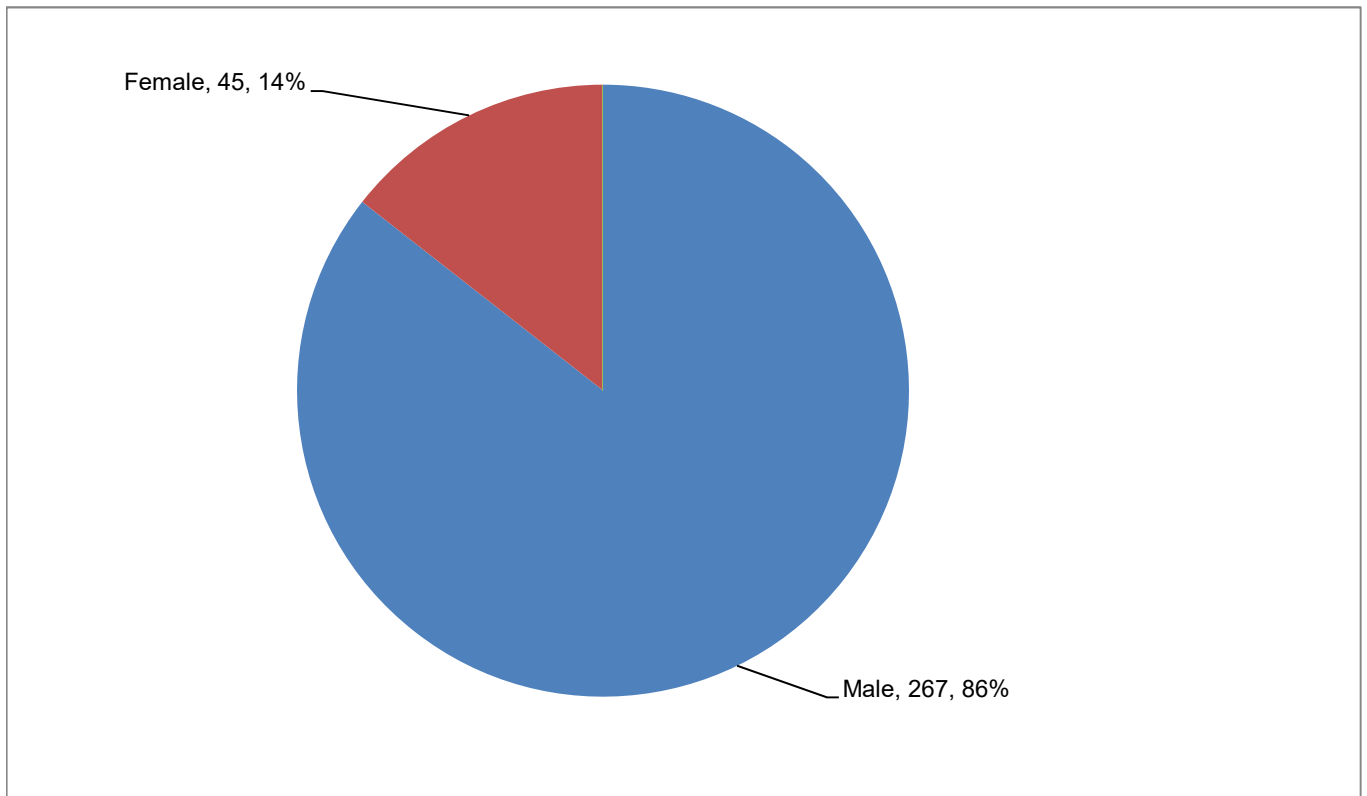
## 4.2 Nationality: Flow, stock, returner model

	Flow	Stock	Returner	Total	
Nationality	No.	No.	No.	No.	%
UK	62	66	27	155	52.4%
Bulgaria	2	3	0	5	1.7%
Czech Republic	2	2	0	4	1.4%
Estonia	0	0	0	0	0.0%
Hungary	2	0	1	3	1.0%
Latvia	0	2	0	2	0.7%
Lithuania	3	3	1	7	2.4%
Poland	16	18	3	37	12.5%
Romania	15	14	6	35	11.8%
Slovakia	0	1	0	1	0.3%
Slovenia	0	0	0	0	0.0%
<i>CEE subtotal</i>	<i>40</i>	<i>43</i>	<i>11</i>	<i>94</i>	<i>31.8%</i>
Portugal	3	1	2	6	2.0%
Italy	0	0	1	1	0.3%
Ireland (Republic of)	0	1	1	2	0.7%
France	3	0	0	3	1.0%
Spain	0	0	0	0	0.0%
Other European (EEA) countries	2	2	1	5	1.7%
<i>Other Europe (EEA) subtotal</i>	<i>8</i>	<i>4</i>	<i>5</i>	<i>17</i>	<i>5.7%</i>
Other Europe (Non-EEA)	0	0	0	0	0.0%
Other Europe (Not known)	4	0	0	4	1.4%
Eritrea	3	1	0	4	1.4%
Somalia	0	0	2	2	0.7%
Sudan	4	0	0	4	1.4%
Nigeria	0	0	0	0	0.0%
Other African countries	1	1	0	2	0.7%
<i>Africa subtotal</i>	<i>8</i>	<i>2</i>	<i>2</i>	<i>12</i>	<i>4.1%</i>
India	0	0	0	0	0.0%
Iran	5	0	0	5	1.7%
Bangladesh	0	0	0	0	0.0%
Other Asian countries	3	2	0	5	1.7%
<i>Asia subtotal</i>	<i>8</i>	<i>2</i>	<i>0</i>	<i>10</i>	<i>3.4%</i>
Americas	3	0	0	3	1.0%
Australasia	1	0	0	1	0.3%
Not known	20	0	0	20	6.8%
<b>Total (excl. Not known)</b>	<b>134</b>	<b>117</b>	<b>45</b>	<b>296</b>	<b>100.0%</b>
<b>Total (incl. Not known)</b>	<b>154</b>	<b>117</b>	<b>45</b>	<b>316</b>	

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

### 4.3 Gender

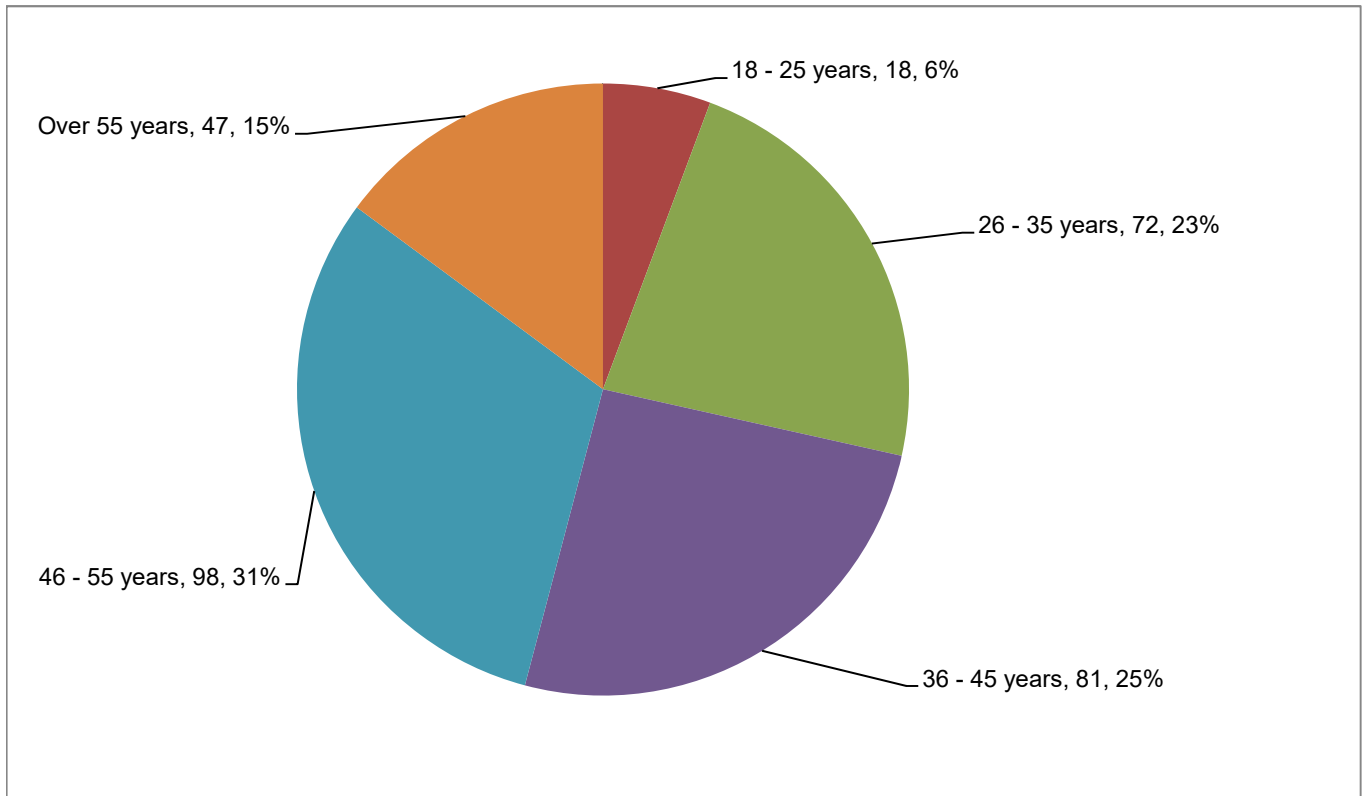
People seen rough sleeping in the year, by gender.



Base: 312 people seen rough sleeping whose gender was known. This excludes 4 people whose gender was not known.

## 4.4 Age

People seen rough sleeping in the year, by age.

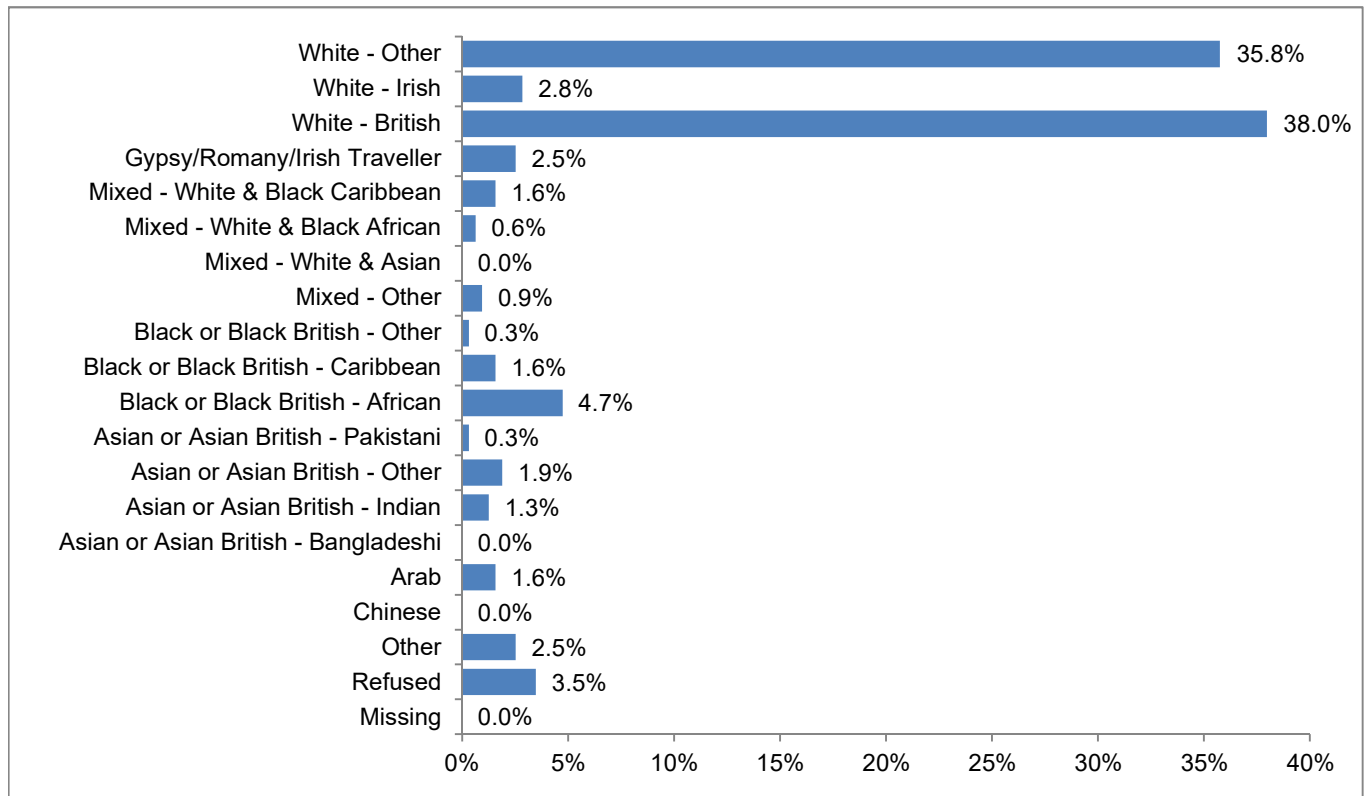


Base: 316



## 4.5 Ethnicity

People seen rough sleeping in the year, by ethnicity.

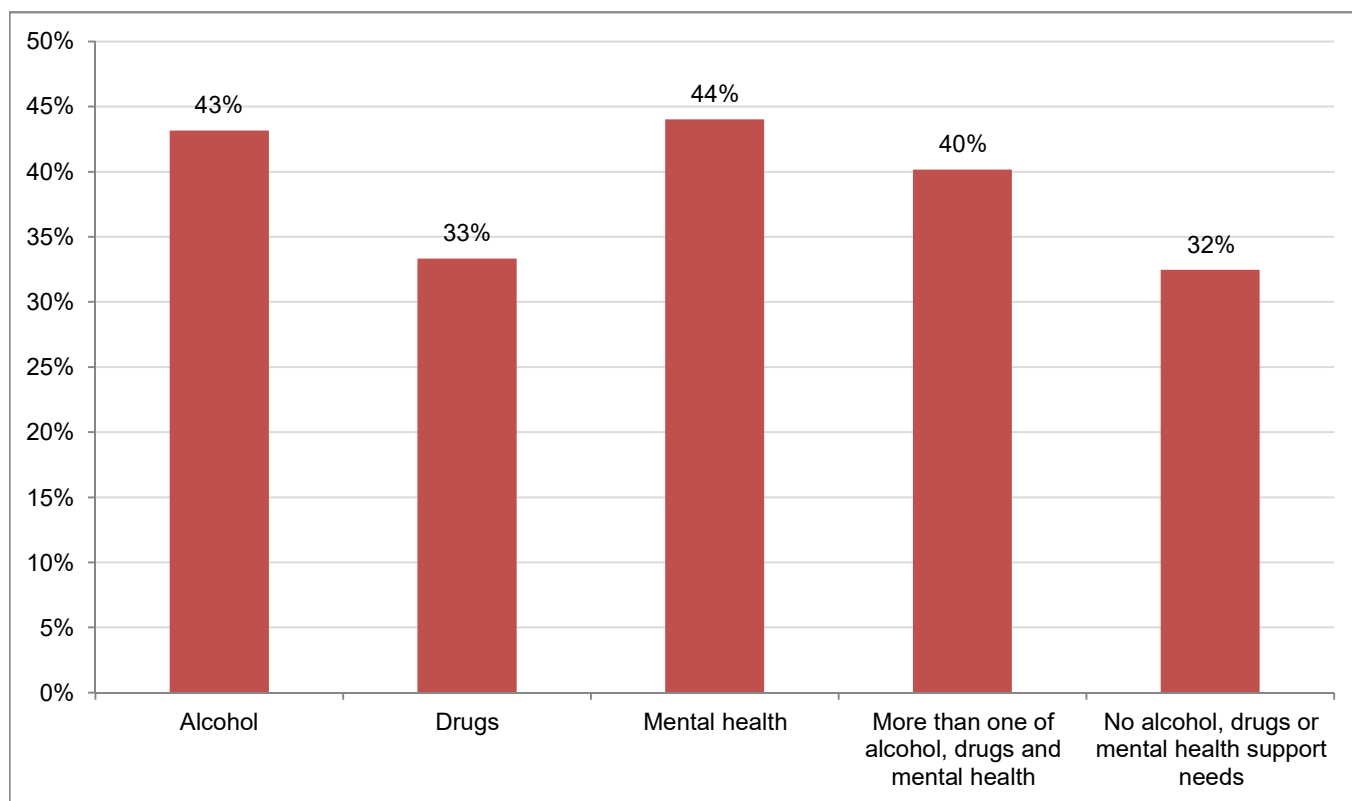


Base: 316

## 4.6 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 26% of rough sleepers in the borough in 2019/20 did not have a support needs assessment recorded.



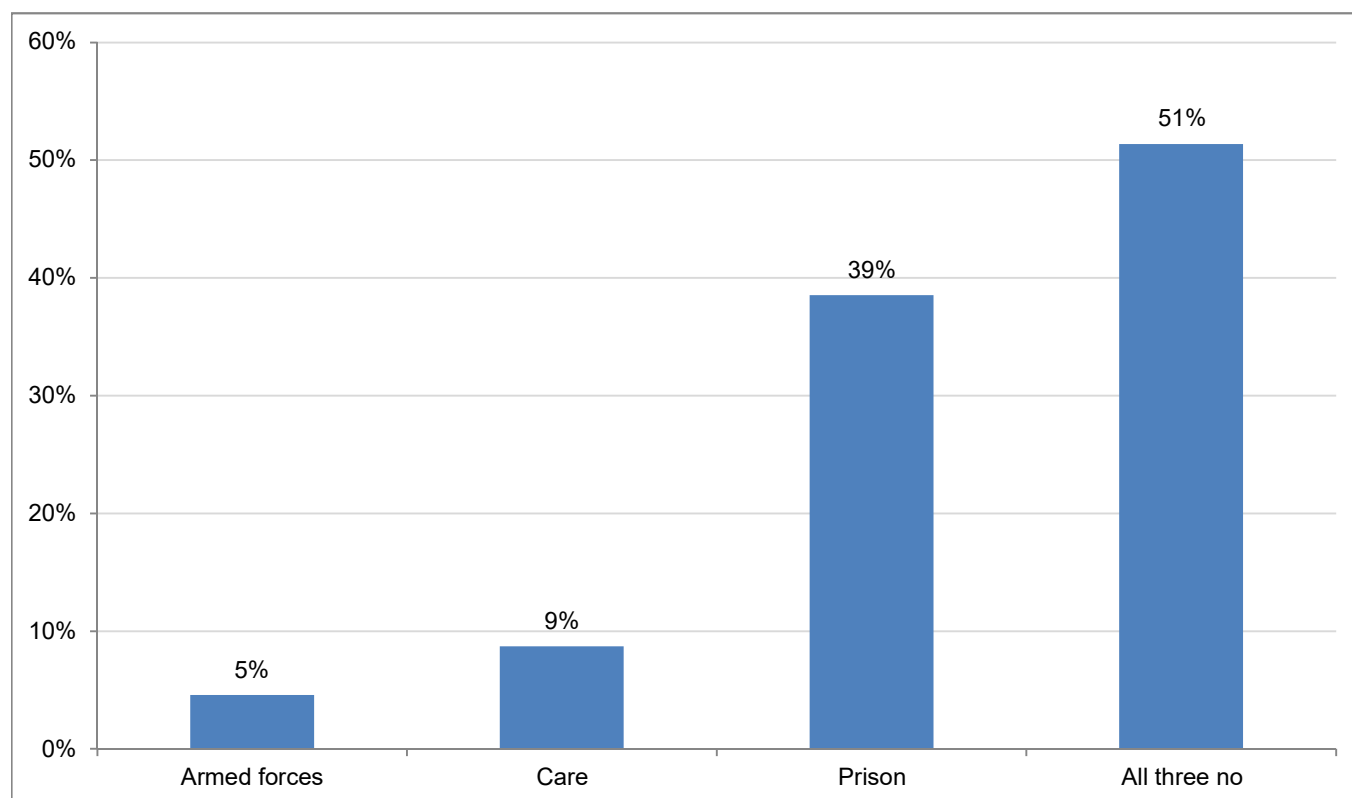
Base: 234. Note that the base figure for this chart excludes people for whom none of the three support needs were known or assessed (82).

Support Needs	No.	%
Alcohol only	33	14%
Drugs only	7	3%
Mental health only	22	9%
Alcohol and drugs	13	6%
Alcohol and mental health	23	10%
Drugs and mental health	26	11%
Alcohol, drugs and mental health	32	14%
All three no	76	32%
All three no, not known or not assessed	2	1%
All three not known or not assessed	82	
<b>Total (excl. not assessed)</b>	<b>234</b>	<b>100%</b>
<b>Total (incl. not assessed)</b>	<b>316</b>	

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

## 4.7 Institutional & armed forces history

People seen rough sleeping in the year, by experience of armed forces, care or prison.



Base: 218. Note that the base figure for this chart excludes people for whom none of the three institutional histories were recorded (98).

Nationality of rough sleepers with experience of armed forces:

Nationality	No.	%
UK	5	2%
Non-UK	5	2%
Total with armed forces experience	10	5%
<b>Base (total assessed)</b>	<b>218</b>	

10 people seen rough sleeping in the borough in 2019/20 had experience of serving in the armed forces, of whom 5 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.

## 5. HELPING PEOPLE OFF THE STREETS

### 5.1 Accommodation outcomes

In 2019/20, 103 people who had been seen rough sleeping during the year were booked into accommodation by services in the borough.

The table below details the accommodation outcomes achieved with people seen rough sleeping in the year, compared to outcomes for rough sleepers in the previous year.

Accommodation type	2018/19		2019/20	
	No. events	%	No. events	%
<b>Hubs, shelters and emergency accommodation</b>				
COVID-19 Emergency Accommodation (Local)	0	0%	14	9%
COVID-19 Emergency Accommodation (Pan London)	0	0%	0	0%
Hub	0	0%	49	31%
Nightstop	0	0%	0	0%
SWEP (Local)	0	0%	4	3%
SWEP (Pan-London)	0	0%	0	0%
Winter/Night Shelter	0	0%	33	21%
<i>Hubs, shelters and emergency accommodation subtotal</i>	<i>0</i>	<i>0%</i>	<i>100</i>	<i>64%</i>
<b>Temporary accommodation</b>				
Assessment centre	3	6%	0	0%
Bed & breakfast	2	4%	9	6%
Clinic/Detox/Rehab	1	2%	2	1%
Friends & family	0	0%	0	0%
Hostel	30	56%	19	12%
Local authority temporary accommodation	9	17%	15	10%
Second-stage accommodation	0	0%	0	0%
Staging post	0	0%	0	0%
Other temporary accommodation	7	13%	2	1%
<i>Temporary accommodation subtotal</i>	<i>52</i>	<i>96%</i>	<i>47</i>	<i>30%</i>
<b>Long term accommodation</b>				
Care home	0	0%	0	0%
Clearing House/RSI	0	0%	1	1%
Local authority tenancy (general needs)	0	0%	0	0%
Private rented sector - independent	0	0%	4	3%
Private rented sector - with some floating support	0	0%	2	1%
RSL tenancy (general needs)	0	0%	0	0%
Sheltered housing	0	0%	0	0%
St Mungo's complex needs	0	0%	1	1%
St Mungo's semi-independent	0	0%	0	0%
Supported housing	2	4%	1	1%
Tied accommodation	0	0%	0	0%
Other long-term accommodation	0	0%	1	1%
<i>Long term accommodation subtotal</i>	<i>2</i>	<i>4%</i>	<i>10</i>	<i>6%</i>
<b>Total</b>	<b>54</b>	<b>100%</b>	<b>157</b>	<b>100%</b>

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

Outreach teams and other services work to help rough sleepers into a range of accommodation types. In previous editions of the CHAIN annual report, this section included temporary accommodation (such as hostels), and long-term accommodation (such as private rented sector or local authority accommodation), but not emergency accommodation (such as NSNO assessment hubs, night shelters, or SWEP).

In order to give a fuller picture we are now including all accommodation types, by incorporating the new category of 'hubs, shelters and emergency accommodation'. Some services which previously would have been counted as temporary accommodation under 'assessment centres' have been reallocated to this new category. The inclusion of this category means that the overall figures for the number of bookings into accommodation will be higher than those in reports published for previous years, and so direct comparisons with figures in these reports will not be possible. However, the table above includes retrospectively recalculated figures for 2018/19, enabling comparison with that year.

The table includes Covid-19 emergency accommodation, which was introduced when the pandemic hit the UK at the very end of the reporting period. The numbers reported for this category are fairly low, as the majority of people accessing this accommodation were booked in after the end of the period.

## 5.2 NSNO attendance

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

	2018/19	2019/20
No. attended	37	45

### 5.3 Reconnection outcomes

Confirmed reconnections achieved with people seen rough sleeping in the year.

Outreach and other services help people to reconnect to their home area or country, where they have more options available to them, for example through appropriate support networks, entitlement to accommodation or access to an alcohol treatment centre. Reconnection destinations could be another borough within London, an area elsewhere in the UK, or another country. Some people may have had more than one reconnection recorded during the year.

Reconnection reason	2018/19		2019/20	
	No.	%	No.	%
Return to home area	0	0%	4	80%
Seeking work	3	60%	1	20%
Move to area for friends/family	3	60%	3	60%
Move to area with appropriate services	0	0%	0	0%
<b>Reconnections total*</b>	<b>5</b>		<b>5</b>	

Reconnection destination	No.	%	No.	%
UK - London	0	0%	0	0%
UK - outside London	1	20%	1	20%
Central and Eastern Europe	2	40%	2	40%
Other Europe	2	40%	2	40%
Rest of the world	0	0%	0	0%
<i>Not known</i>	0		0	
<b>Reconnections total (excl. destination not known)</b>	<b>5</b>	<b>100%</b>	<b>5</b>	<b>100%</b>

\*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.

5 people seen rough sleeping in 2019/20 also had a confirmed reconnection recorded by services in the borough during the period.

80% of reconnections this year were to destinations outside the UK. 40% 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 borough. All people counted in this section had previously been seen rough sleeping, but not necessarily during 2019/20.

### 6.1 Arrivals

A total of 6 individuals arrived at temporary accommodation during the period.

### 6.2 Departures: Destination on departure

One individual departed from temporary accommodation during the period. Their destination was 'Staying with family'.

### **6.3 Departures: Reason for leaving**

One individual departed from temporary accommodation during the period. Their reason for leaving was 'Abandoned'.



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