

CHAIN ANNUAL REPORT

OUTER BOROUGHES

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 the outer boroughs 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.

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 2019/20.

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 and tubes during 2019/20, 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" and "tube line" in the individual borough breakdowns.

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 2019/20 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 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.

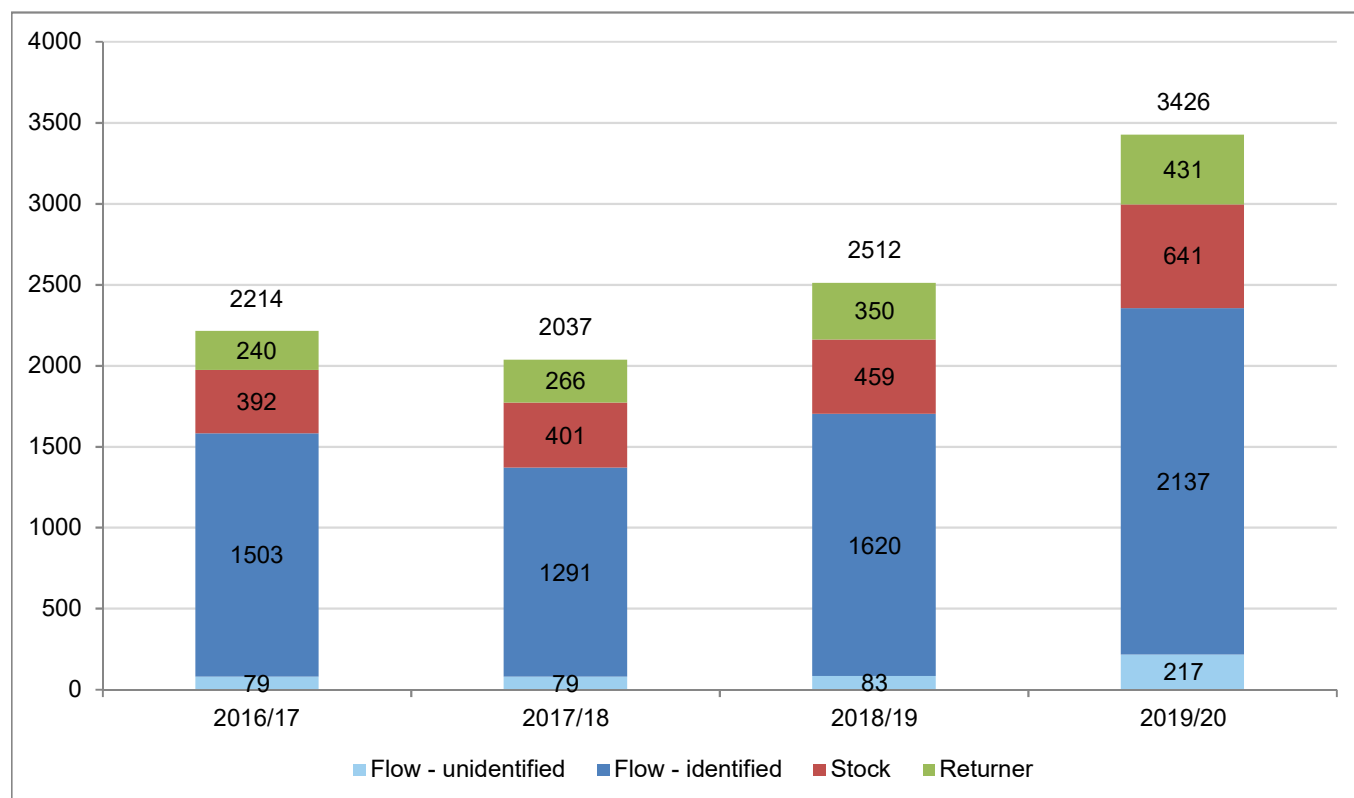
RSI: Rough Sleeping Initiative

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: 2214

2017/18 base: 2037

2018/19 base: 2512

2019/20 base: 3426

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).

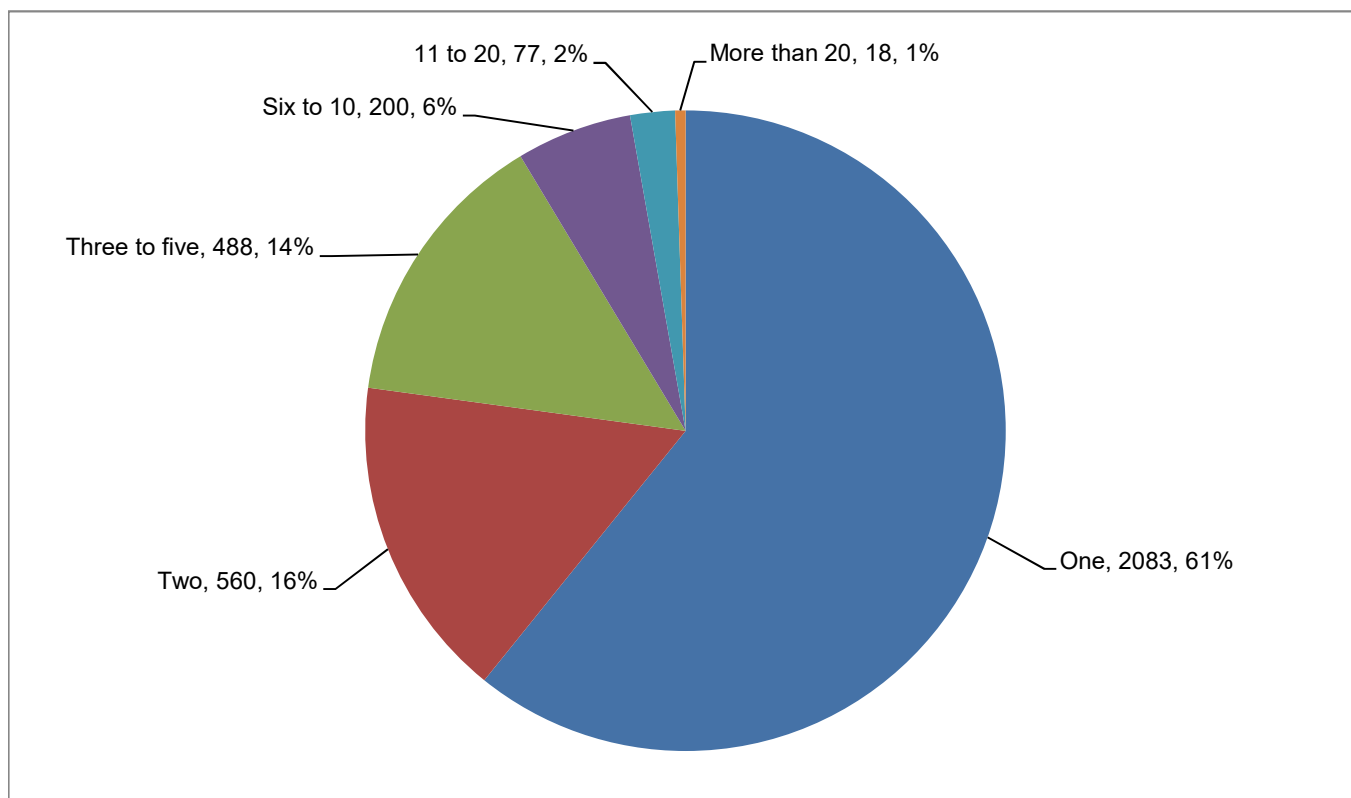
3,426 people were seen rough sleeping in the outer boroughs in 2019/20. This represents a 36% increase when compared to 2018/19.

69% of people seen rough sleeping in the outer boroughs during the year were new rough sleepers (flow), while 19% fell into the stock category, and 13% were returners.

Borough	Flow	Stock	Returner	Total
Barking & Dagenham	65	10	10	85
Barnet	128	26	24	178
Bexley	33	5	4	42
Bromley	49	7	11	67
Croydon	213	64	29	306
Enfield	171	15	20	206
Greenwich	88	22	23	133
Hackney	181	53	41	275
Harrow	33	6	6	45
Havering	55	10	6	71
Heathrow	162	55	24	241
Hillingdon	184	55	31	270
Hounslow	86	34	27	147
Kingston upon Thames	72	37	15	124
Lewisham	163	36	30	229
Merton	58	27	7	92
Redbridge	214	62	54	330
Richmond	101	30	21	152
Sutton	19	14	1	34
Waltham Forest	97	20	16	133
Wandsworth	133	47	23	203
Bus route	103	51	29	183
Tube line	13	6	4	23

2.2 Number of times seen rough sleeping

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



Base: 3426

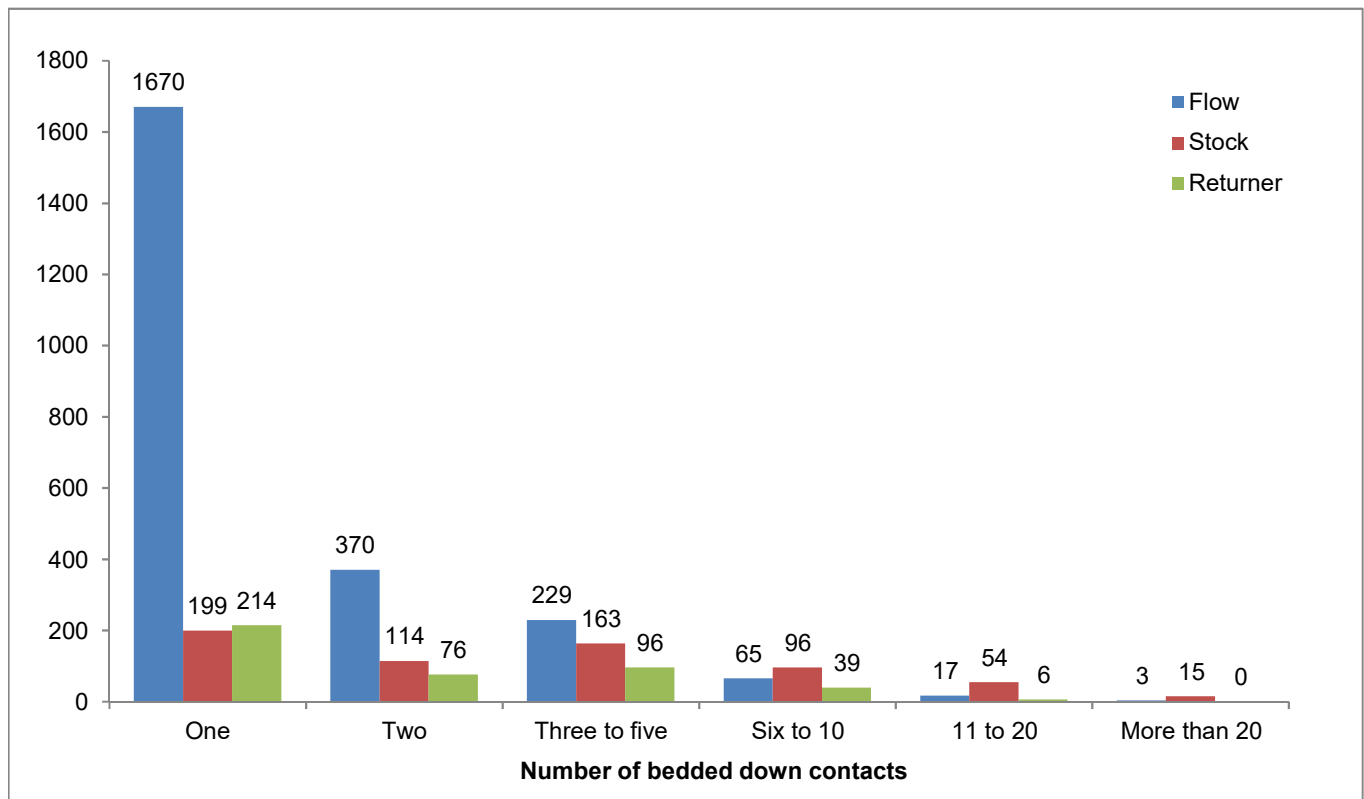
2,083 (61%) people were seen rough sleeping only once in 2019/20, this compares to 1,615 (64%) seen rough sleeping only once in 2018/19.

71% of people seen rough sleeping in the outer boroughs during 2019/20 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	51	18	6	5	5	85
Barnet	103	38	11	6	20	178
Bexley	27	9	3	0	3	42
Bromley	46	9	3	4	5	67
Croydon	196	39	21	12	38	306
Enfield	155	29	6	4	12	206
Greenwich	80	18	4	12	19	133
Hackney	144	45	27	13	46	275
Harrow	26	9	4	2	4	45
Havering	39	19	1	4	8	71
Heathrow	136	42	27	13	23	241
Hillingdon	151	56	29	12	22	270
Hounslow	73	35	11	7	21	147
Kingston upon Thames	56	25	17	7	19	124
Lewisham	157	33	13	8	18	229
Merton	51	13	9	4	15	92
Redbridge	195	65	27	17	26	330
Richmond	97	21	12	2	20	152
Sutton	20	5	3	1	5	34
Waltham Forest	85	19	8	5	16	133
Wandsworth	96	29	25	10	43	203
Bus route	93	19	16	15	40	183
Tube line	6	4	1	1	11	23

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): 2354
 Base (Stock): 641
 Base (Returner): 431

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

People seen rough sleeping for the first time 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.

Last settled base	No.	%
Long term accommodation		
Private rented accommodation	588	40.0%
Local authority accommodation	90	6.1%
Housing association/RSL accommodation	61	4.1%
Owner occupied accommodation	48	3.3%
Tied accommodation	10	0.7%
Sheltered housing/registered care accommodation	15	1.0%
<i>Long term accommodation subtotal</i>	812	55.2%
Short or medium term accommodation		
Hostel	79	5.4%
Temporary accommodation (Local authority)	46	3.1%
Asylum support accommodation	37	2.5%
B&B/other temporary accommodation	8	0.5%
Clinic/Detox/Rehab	6	0.4%
<i>Short or medium term accommodation subtotal</i>	176	12.0%
Institution		
Prison	60	4.1%
Hospital	6	0.4%
<i>Institution subtotal</i>	66	4.5%
Inappropriately accommodated		
Squat	35	2.4%
Outhouse	8	0.5%
<i>Inappropriately accommodated subtotal</i>	43	2.9%
Newly arrived in UK		
Newly arrived in UK - not homeless in home country	51	3.5%
Newly arrived in UK - homeless in home country	14	1.0%
<i>Newly arrived in UK subtotal</i>	65	4.4%
Other	308	21.0%
Not recorded	884	
Total (excl. not recorded)	1470	100.0%
Total	2354	

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, where the last settled base was not of an institutional or inappropriate nature.

Status at last settled base*	No.	%
Tenant	205	38%
Informal arrangement	163	30%
Living with partner	96	18%
Parental home	70	13%
Owner	6	1%
Not recorded/applicable	611	
Total (excl. not recorded/applicable)	540	100%
Total	1151	

*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.	%
Asked to leave or evicted		
Asked to leave	352	23.9%
Evicted - arrears	148	10.1%
Evicted - ASB	23	1.6%
Evicted - end of tenancy agreement	27	1.8%
Evicted - other	78	5.3%
<i>Asked to leave or evicted subtotal</i>	<i>628</i>	<i>42.7%</i>
Employment and education		
Financial problems - loss of job	83	5.6%
Seeking work - from outside UK	23	1.6%
Seeking work - from within UK	27	1.8%
Study	2	0.1%
<i>Employment and education subtotal</i>	<i>135</i>	<i>9.2%</i>
Relationships		
Relationship breakdown	175	11.9%
Move nearer family/friends/community	8	0.5%
Death of relative/friend	19	1.3%
<i>Relationships subtotal</i>	<i>202</i>	<i>13.7%</i>
Financial		
Financial problems - debt	28	1.9%
Financial problems - housing benefit	11	0.7%
Financial problems - other	34	2.3%
<i>Financial subtotal</i>	<i>73</i>	<i>5.0%</i>
End of stay in short or medium term accommodation		
End of stay - asylum accommodation	17	1.2%
End of stay - hostel	15	1.0%
Evicted - given non priority decision	9	0.6%
End of stay - other	39	2.7%
<i>End of stay in short or medium term accommodation subtotal</i>	<i>80</i>	<i>5.4%</i>
Victim of violence, harassment or abuse		
Harassment/abuse/violence	43	2.9%
Domestic violence - victim	22	1.5%
Tenancy hijack	2	0.1%
<i>Victim of violence, harassment or abuse subtotal</i>	<i>67</i>	<i>4.6%</i>
End of stay in institution		
End of stay - prison	60	4.1%
End of stay - hospital	5	0.3%
<i>End of stay in institution subtotal</i>	<i>65</i>	<i>4.4%</i>
Housing conditions		
Housing conditions	15	1.0%
Perpetrator of violence, harassment or abuse		
Domestic violence - perpetrator	2	0.1%
Transient		
Transient/travelling around	18	1.2%
Other		
Other	185	12.6%
Not recorded	884	
Total (excl. not recorded)	1470	100.0%
Total	2354	

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	2016/17	2017/18	2018/19	2019/20	Change since 2018/19	Change since 2016/17
Barking & Dagenham	49	40	49	85	36	36
Barnet	106	53	94	178	84	72
Bexley	22	19	32	42	10	20
Bromley	57	47	47	67	20	10
Croydon	192	234	274	306	32	114
Enfield	106	109	100	206	106	100
Greenwich	91	94	91	133	42	42
Hackney	134	171	163	275	112	141
Harrow	43	33	30	45	15	2
Havering	31	27	32	71	39	40
Heathrow	200	52	283	241	-42	41
Hillingdon	91	58	123	270	147	179
Hounslow	163	170	87	147	60	-16
Kingston upon Thames	35	50	86	124	38	89
Lewisham	200	199	165	229	64	29
Merton	40	24	57	92	35	52
Redbridge	219	239	214	330	116	111
Richmond	105	107	128	152	24	47
Sutton	49	34	49	34	-15	-15
Waltham Forest	82	94	137	133	-4	51
Wandsworth	73	68	111	203	92	130
Bus route	21	142	224	183	-41	162
Tube line	0	5	18	23	5	23

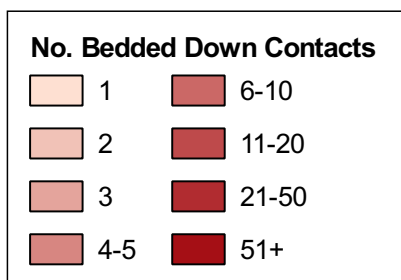
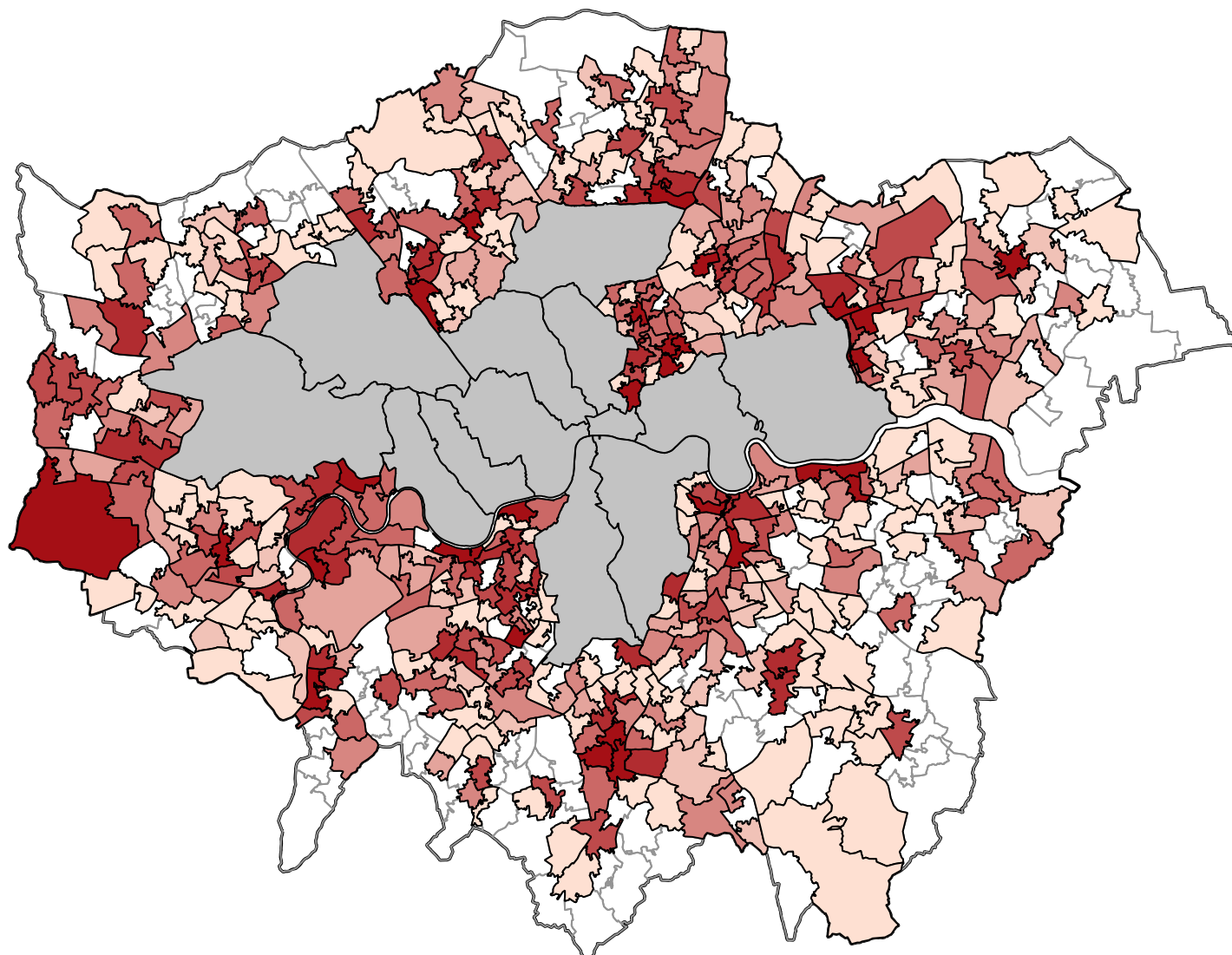
The outer boroughs in which the greatest numbers of rough sleepers were seen in 2019/20 were Redbridge, Croydon, Hackney and Hillingdon. The number of people seen rough sleeping at Heathrow meant that this was also amongst the highest volume locations.

The increase in people recorded on public transport is due to the inception of the GLA's new TFL Outreach service in October 2017, which specifically works with people rough sleeping on buses and the night tube.

3. SPATIAL DISTRIBUTION

Bedded down street contacts by area: Map

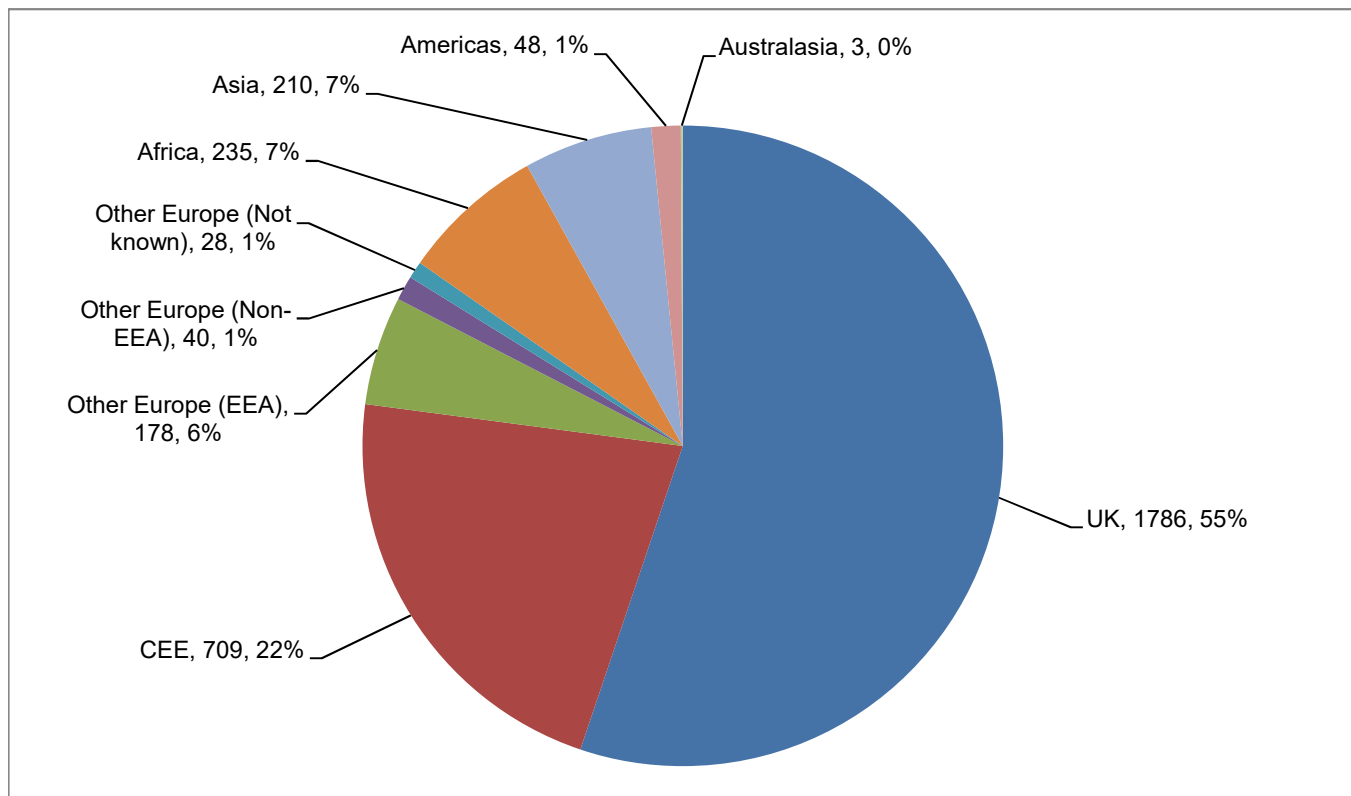
The map below shows the number of bedded down street contacts recorded in each Middle Super Output Area across the Outer Boroughs during the period. It is important to note that this represents volume of contacts rather than individuals, and some people may have been seen on multiple occasions within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



4. DEMOGRAPHICS & SUPPORT NEEDS

4.1 Nationality: Overall composition

People seen rough sleeping in the year, by nationality.



Base: 3237 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	1199	361	226	1786	55.2%
Bulgaria	37	8	3	48	1.5%
Czech Republic	7	5	7	19	0.6%
Estonia	4	1	0	5	0.2%
Hungary	9	4	3	16	0.5%
Latvia	6	8	4	18	0.6%
Lithuania	38	21	12	71	2.2%
Poland	182	62	37	281	8.7%
Romania	160	51	28	239	7.4%
Slovakia	6	4	0	10	0.3%
Slovenia	1	1	0	2	0.1%
<i>CEE subtotal</i>	<i>450</i>	<i>165</i>	<i>94</i>	<i>709</i>	<i>21.9%</i>
Portugal	22	4	4	30	0.9%
Italy	22	3	11	36	1.1%
Ireland (Republic of)	10	7	15	32	1.0%
France	19	4	4	27	0.8%
Spain	11	3	2	16	0.5%
Other European (EEA) countries	28	4	5	37	1.1%
<i>Other Europe (EEA) subtotal</i>	<i>112</i>	<i>25</i>	<i>41</i>	<i>178</i>	<i>5.5%</i>
Other Europe (Non-EEA)	32	4	4	40	1.2%
Other Europe (Not known)	24	3	1	28	0.9%
Eritrea	46	2	3	51	1.6%
Somalia	23	3	6	32	1.0%
Sudan	14	3	1	18	0.6%
Nigeria	19	6	0	25	0.8%
Other African countries	79	20	10	109	3.4%
<i>Africa subtotal</i>	<i>181</i>	<i>34</i>	<i>20</i>	<i>235</i>	<i>7.3%</i>
India	47	16	27	90	2.8%
Iran	30	3	2	35	1.1%
Bangladesh	5	3	1	9	0.3%
Other Asian countries	56	12	8	76	2.3%
<i>Asia subtotal</i>	<i>138</i>	<i>34</i>	<i>38</i>	<i>210</i>	<i>6.5%</i>
Americas	38	5	5	48	1.5%
Australasia	2	1	0	3	0.1%
Not known	178	9	2	189	5.8%
Total (excl. Not known)	2176	632	429	3237	100.0%
Total (incl. Not known)	2354	641	431	3426	

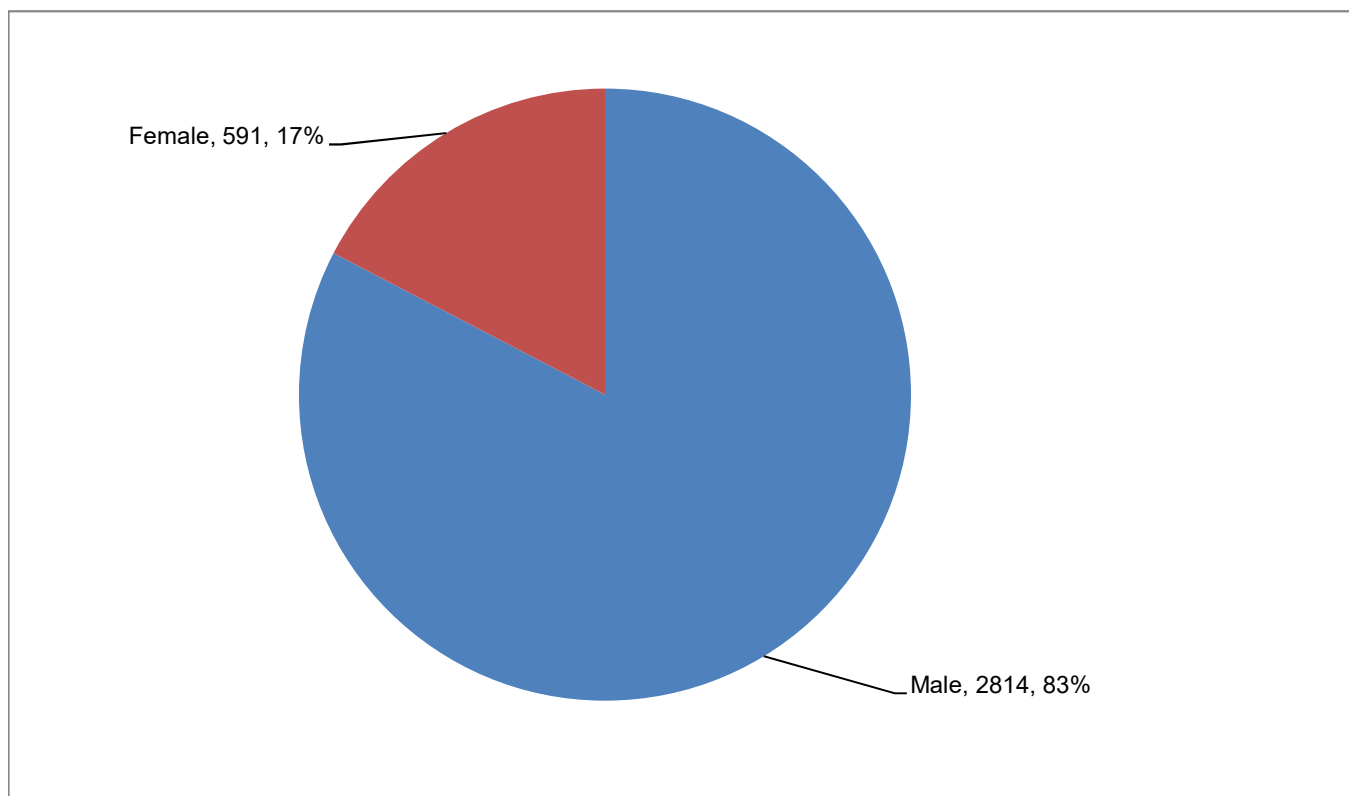
Note: Total excluding not known is used as base for percentages.

4.3 Nationality: Borough distribution

Borough	UK	CEE	Other Europe	Africa	Asia	Rest of world	Not known	Total
Barking & Dagenham	45	17	1	9	5	1	7	85
Barnet	63	66	14	11	16	0	8	178
Bexley	37	3	0	2	0	0	0	42
Bromley	48	6	8	2	1	1	1	67
Croydon	192	47	13	21	27	2	4	306
Enfield	88	70	18	14	4	8	4	206
Greenwich	92	18	8	8	3	0	4	133
Hackney	170	29	28	21	6	7	14	275
Harrow	19	6	2	5	8	1	4	45
Havering	51	6	3	6	0	0	5	71
Heathrow	94	40	32	15	16	4	40	241
Hillingdon	151	38	25	12	27	8	9	270
Hounslow	77	37	19	3	7	1	3	147
Kingston upon Thames	62	58	4	0	0	0	0	124
Lewisham	146	35	18	19	5	2	4	229
Merton	53	18	6	2	6	0	7	92
Redbridge	100	87	15	43	63	4	18	330
Richmond	84	23	10	7	6	2	20	152
Sutton	25	4	0	2	2	0	1	34
Waltham Forest	73	32	8	11	3	3	3	133
Wandsworth	85	68	9	10	2	5	24	203
Bus route	85	30	14	23	12	8	11	183
Tube line	10	2	1	2	2	2	4	23

4.4 Gender

People seen rough sleeping in the year, by gender.

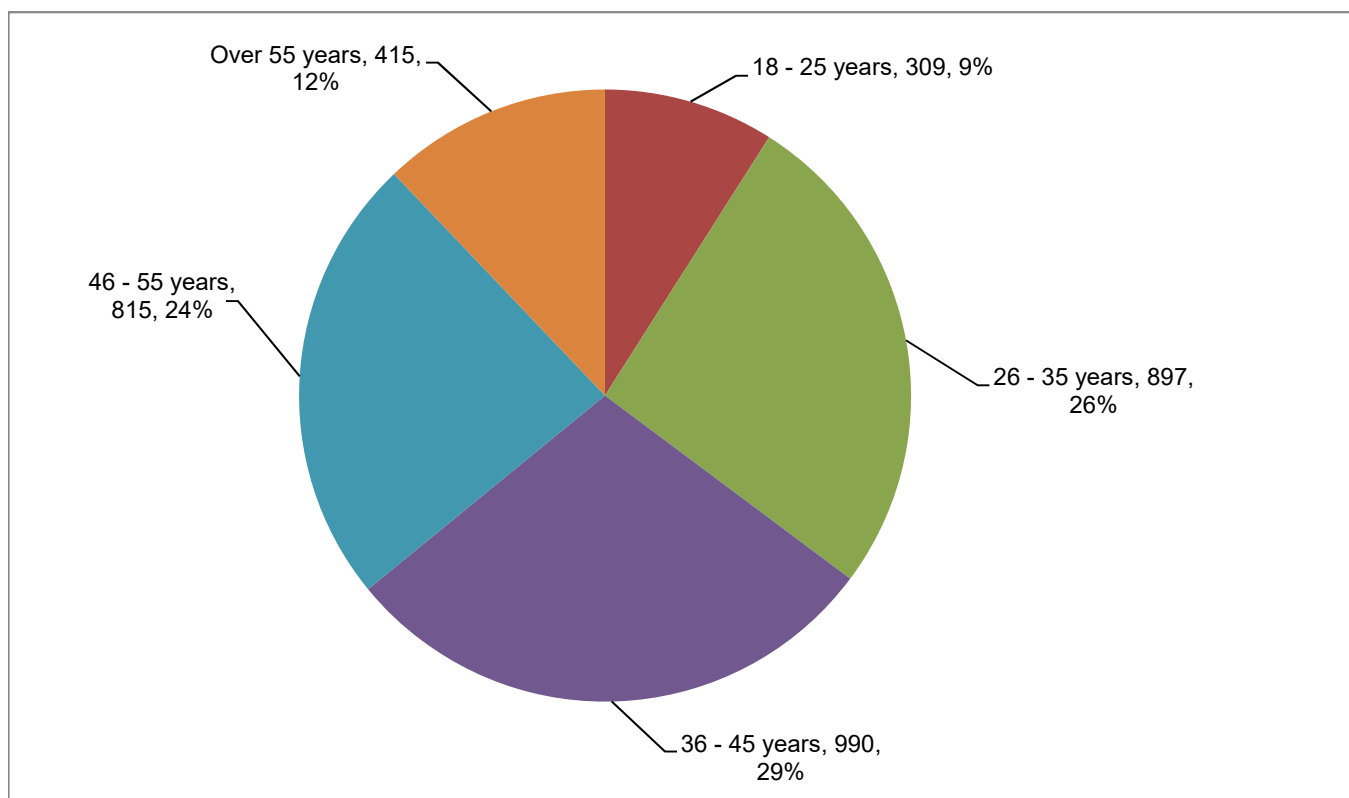


Base: 3405 people seen rough sleeping whose gender was known. This excludes 21 people whose gender was not known.

Borough	Female	Male	Non-binary	Total
Barking & Dagenham	10	75	0	85
Barnet	19	159	0	178
Bexley	6	36	0	42
Bromley	15	52	0	67
Croydon	50	255	0	305
Enfield	35	169	0	204
Greenwich	16	117	0	133
Hackney	70	203	0	273
Harrow	7	38	0	45
Havering	13	58	0	71
Heathrow	57	184	0	241
Hillingdon	56	213	0	269
Hounslow	19	128	0	147
Kingston upon Thames	29	95	0	124
Lewisham	43	186	0	229
Merton	7	80	0	87
Redbridge	47	277	0	324
Richmond	29	122	0	151
Sutton	7	27	0	34
Waltham Forest	23	109	0	132
Wandsworth	31	170	0	201
Bus route	32	151	0	183
Tube line	4	19	0	23
Unique total	591	2814	0	3405

4.5 Age

People seen rough sleeping in the year, by age.

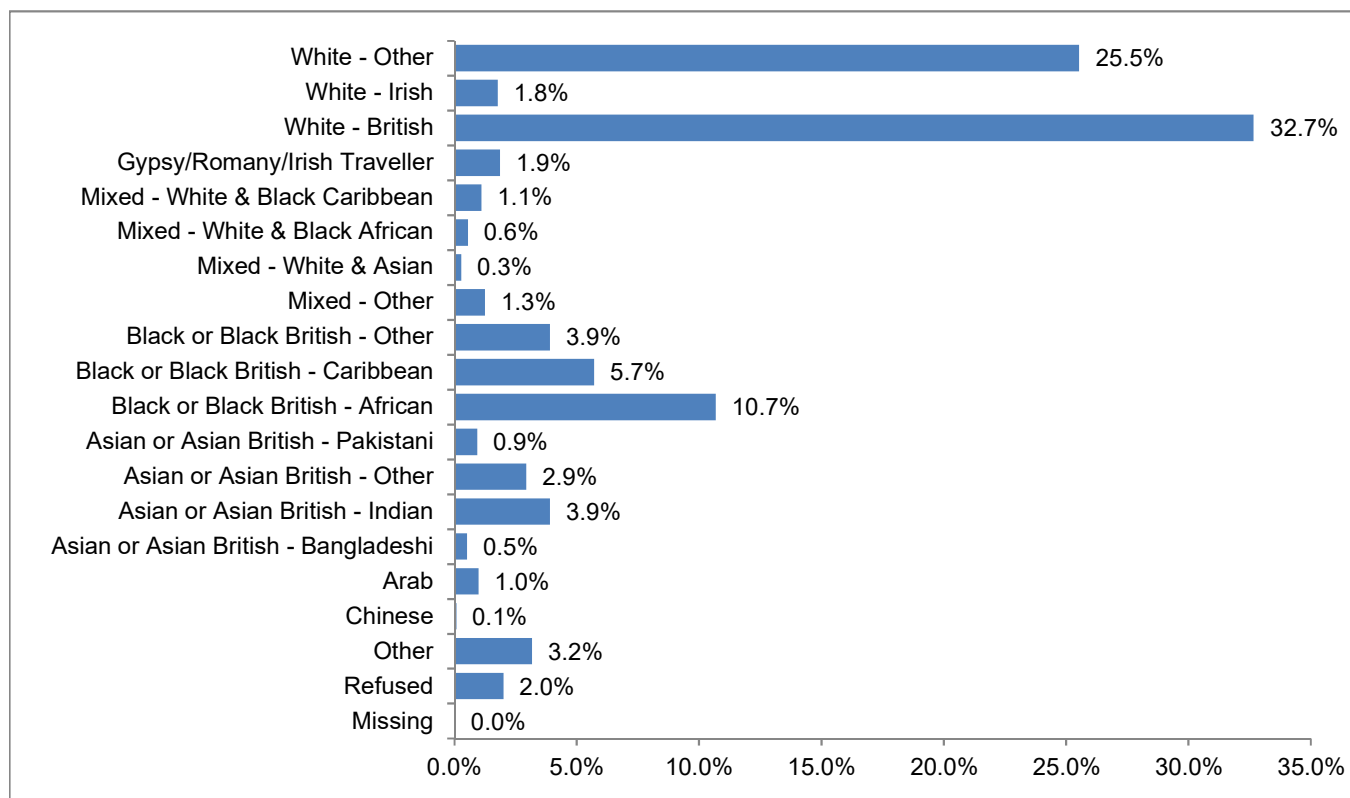


Base: 3426

Borough	Under 18 years	18 - 25 years	26 - 35 years	36 - 45 years	46 - 55 years	Over 55 years	Total
Barking & Dagenham	0	7	21	29	19	9	85
Barnet	0	13	60	57	36	12	178
Bexley	0	7	10	9	11	5	42
Bromley	0	10	14	18	16	9	67
Croydon	0	27	97	87	65	30	306
Enfield	0	19	53	65	47	22	206
Greenwich	0	11	28	51	27	16	133
Hackney	0	30	74	75	71	25	275
Harrow	0	8	11	13	10	3	45
Havering	0	6	19	19	20	7	71
Heathrow	0	11	44	57	63	66	241
Hillingdon	0	25	67	62	70	46	270
Hounslow	0	8	29	48	43	19	147
Kingston upon Thames	0	12	53	26	22	11	124
Lewisham	0	22	67	58	60	22	229
Merton	0	7	24	24	22	15	92
Redbridge	0	36	115	91	65	23	330
Richmond	0	17	30	47	39	19	152
Sutton	0	0	10	9	11	4	34
Waltham Forest	0	8	31	42	30	22	133
Wandsworth	0	17	40	69	59	18	203
Bus route	0	15	28	60	43	37	183
Tube line	0	1	3	7	6	6	23
Unique total	0	309	897	990	815	415	3426

4.6 Ethnicity

People seen rough sleeping in the year, by ethnicity.



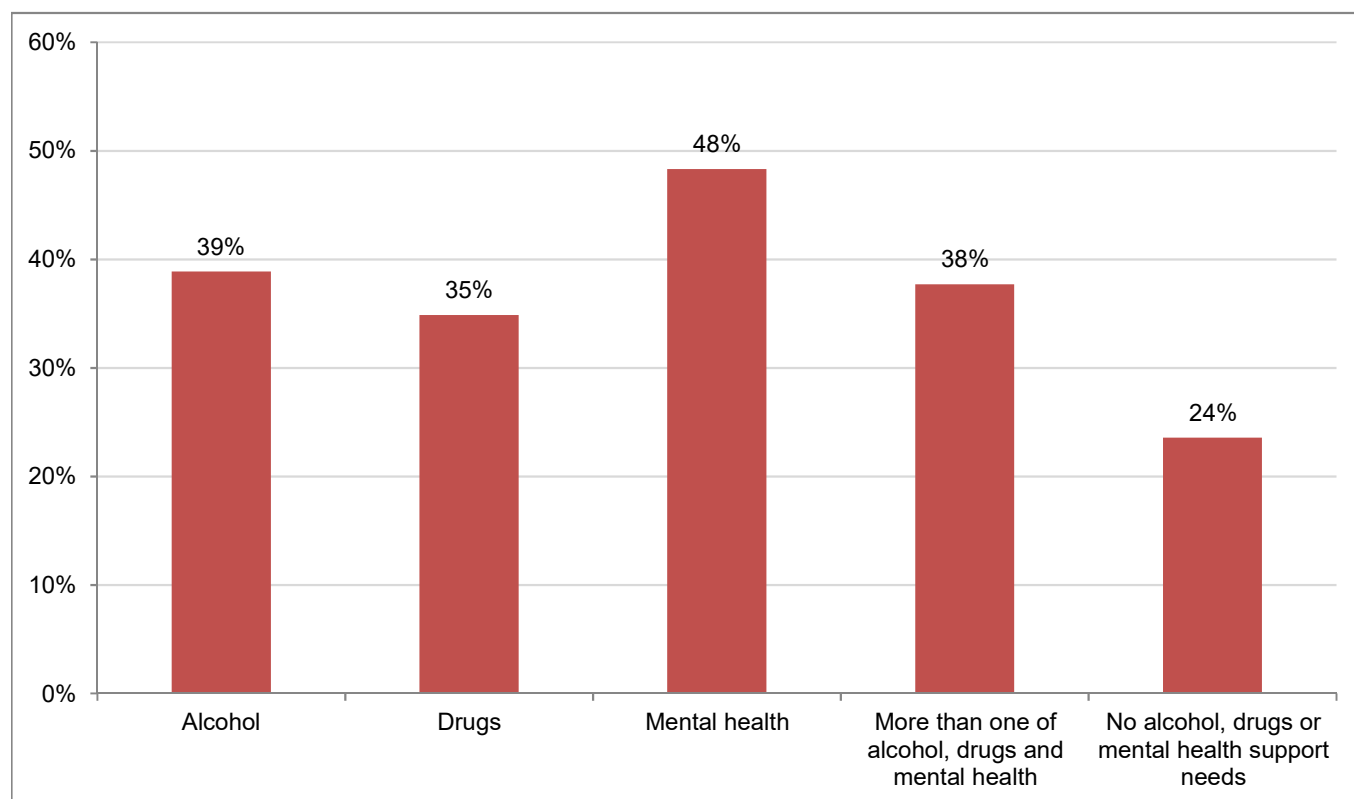
Base: 3426

Borough	White - British	White - Irish	White - Other	Gypsy/Romany/Irish Traveller	Black	Asian	Mixed	Chinese/Arab/Other	Missing/Refused	Total
Barking & Dagenham	33	0	24	0	15	11	1	0	1	85
Barnet	43	6	72	8	19	7	2	15	6	178
Bexley	32	1	3	0	4	1	1	0	0	42
Bromley	40	2	10	0	9	1	0	2	3	67
Croydon	116	2	58	1	80	24	9	12	4	306
Enfield	50	4	82	4	50	7	0	7	2	206
Greenwich	67	1	25	0	27	5	3	3	2	133
Hackney	76	5	55	0	78	21	22	13	5	275
Harrow	10	2	6	0	10	13	1	3	0	45
Havering	42	1	12	0	9	1	3	2	1	71
Heathrow	47	4	64	0	59	38	5	19	5	241
Hillingdon	99	5	57	2	54	35	8	8	2	270
Hounslow	53	9	51	0	18	9	2	3	2	147
Kingston upon Thames	51	2	27	32	3	0	5	1	3	124
Lewisham	73	3	49	0	68	4	20	8	4	229
Merton	47	2	22	1	5	7	2	2	4	92
Redbridge	47	3	102	1	65	85	5	14	8	330
Richmond	69	6	35	1	12	5	2	16	6	152
Sutton	23	1	5	0	0	0	1	3	1	34
Waltham Forest	39	5	48	0	29	4	5	3	0	133
Wandsworth	65	1	66	15	23	4	7	11	11	203
Bus route	28	2	34	1	91	14	8	5	0	183
Tube line	5	0	4	0	12	2	0	0	0	23
Unique total	1119	61	875	64	696	285	110	146	70	3426

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 29% of rough sleepers in the outer boroughs in 2019/20 did not have a support needs assessment recorded.



Base: 2416. Note that the base figure for this chart excludes people for whom none of the three support needs were known or assessed (1010).

Support Needs	No.	%
Alcohol only	283	12%
Drugs only	199	8%
Mental health only	371	15%
Alcohol and drugs	115	5%
Alcohol and mental health	268	11%
Drugs and mental health	255	11%
Alcohol, drugs and mental health	273	11%
All three no	569	24%
All three no, not known or not assessed	83	3%
All three not known or not assessed	1010	
Total (excl. not assessed)	2416	100%
Total (incl. not assessed)	3426	

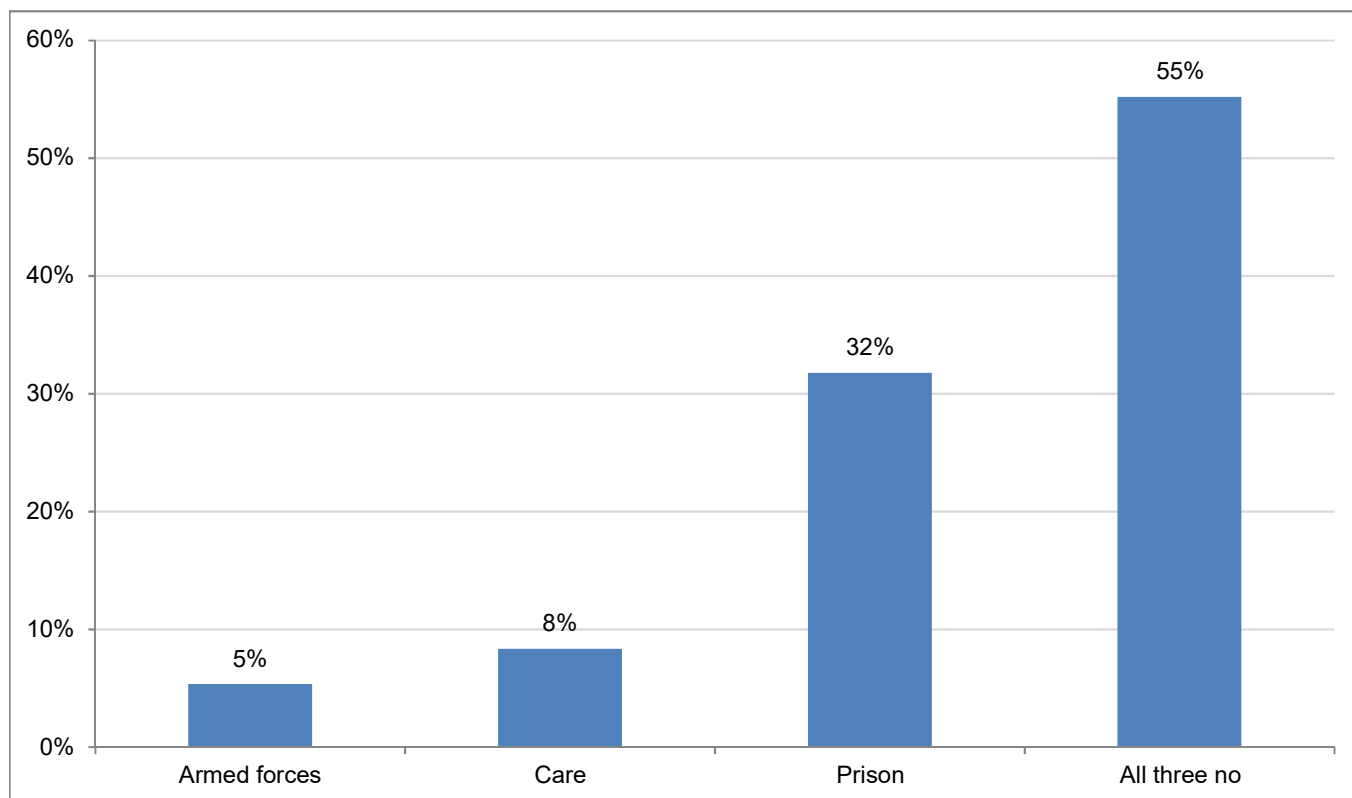
Note: Total excluding not known or assessed is used as base for percentages.

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	27	25	37	26	9	63
Barnet	30	23	34	27	15	79
Bexley	13	14	20	14	3	33
Bromley	24	16	37	26	7	52
Croydon	97	92	125	107	60	241
Enfield	34	35	61	33	54	146
Greenwich	48	50	59	52	18	107
Hackney	81	78	97	86	34	179
Harrow	9	12	18	11	8	37
Havering	11	21	36	20	4	49
Heathrow	35	19	56	25	59	142
Hillingdon	80	62	114	83	48	199
Hounslow	55	42	48	46	23	117
Kingston upon Thames	32	28	35	28	27	84
Lewisham	81	89	97	85	34	199
Merton	33	22	30	28	9	56
Redbridge	127	91	107	93	77	287
Richmond	35	36	50	36	19	88
Sutton	12	11	13	13	3	23
Waltham Forest	43	39	45	43	20	91
Wandsworth	36	33	53	37	23	103
Bus route	43	28	50	28	40	144
Tube line	5	3	4	2	2	15
Unique total	939	842	1167	911	569	2416

*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: 2304. Note that the base figure for this chart excludes people for whom none of the three institutional histories were recorded (1122).

Nationality of rough sleepers with experience of armed forces:

Nationality	No.	%
UK	43	2%
Non-UK	80	3%
Total with armed forces experience	123	5%
Base (total assessed)	2304	

123 people seen rough sleeping in the outer boroughs in 2019/20 had experience of serving in the armed forces, of whom 43 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	6	20	21	48
Barnet	5	3	24	42	76
Bexley	0	6	14	10	30
Bromley	1	5	13	29	52
Croydon	8	21	67	126	222
Enfield	10	13	33	83	137
Greenwich	3	8	40	52	104
Hackney	14	23	69	80	178
Harrow	1	3	11	21	35
Havering	3	6	22	23	51
Heathrow	9	5	25	100	144
Hillingdon	8	12	52	118	192
Hounslow	12	7	35	56	110
Kingston upon Thames	3	5	14	46	70
Lewisham	10	21	84	88	191
Merton	4	4	21	22	55
Redbridge	14	8	70	192	287
Richmond	6	11	23	50	87
Sutton	1	3	9	9	20
Waltham Forest	7	12	37	41	94
Wandsworth	5	5	32	40	85
Bus route	4	9	38	80	130
Tube line	0	1	3	8	11
Unique total	123	192	732	1272	2304

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

5. HELPING PEOPLE OFF THE STREETS

5.1 Accommodation outcomes

In 2019/20, 1,517 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 boroughs.

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.

The tables on the following pages 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 Rough Sleeper Team	Croydon - Housing First	Croydon Outreach	Enfield SORT	Hackney SORT	Hillingdon SORT	Hounslow Outreach	London Street Rescue	Rapid Response Outreach	Redbridge Outreach Service
Accommodation type	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.
Hubs, shelters and emergency accommodation										
COVID-19 Emergency Accommodation (Local)	0	0	0	0	1	9	1	3	16	20
COVID-19 Emergency Accommodation (Pan London)	0	0	7	0	0	0	0	0	0	0
Hub	7	0	37	5	6	47	19	131	358	36
Nightstop	0	0	0	0	1	0	0	0	2	0
SWEP (Local)	1	0	4	0	0	1	0	18	4	2
SWEP (Pan-London)	0	0	0	0	0	0	0	0	7	0
Winter/Night Shelter	2	0	15	7	0	18	0	53	17	40
<i>Hubs, shelters and emergency accommodation subtotal</i>	<i>10</i>	<i>0</i>	<i>63</i>	<i>12</i>	<i>8</i>	<i>75</i>	<i>20</i>	<i>205</i>	<i>404</i>	<i>98</i>
Temporary accommodation										
Assessment centre	0	0	7	0	0	0	3	3	0	0
Bed & breakfast	0	0	32	1	18	8	14	98	0	7
Clinic/Detox/Rehab	0	0	0	0	0	1	0	1	0	1
Friends & family	0	0	0	0	0	0	0	0	0	0
Hostel	0	0	18	0	2	1	1	6	0	14
Local authority temporary accommodation	31	1	27	17	23	27	22	66	4	5
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	0	0	9	4	0	3	0	9	2	11
<i>Temporary accommodation subtotal</i>	<i>31</i>	<i>1</i>	<i>93</i>	<i>22</i>	<i>43</i>	<i>40</i>	<i>40</i>	<i>183</i>	<i>6</i>	<i>38</i>
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	2	0	0	0	7	2	1	0	1
Private rented sector - independent	1	0	1	4	0	7	0	16	0	0
Private rented sector - with floating support	0	0	9	2	1	7	0	14	0	2
RSL tenancy (general needs)	0	0	0	0	0	0	0	0	0	0
Sheltered housing	0	0	0	0	0	1	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	0	3	1	0	5	0	14	0	0
Tied accommodation	0	0	0	0	0	0	0	0	0	0
Other long-term accommodation	0	0	0	1	1	0	0	0	0	0
<i>Long term accommodation subtotal</i>	<i>3</i>	<i>2</i>	<i>13</i>	<i>8</i>	<i>2</i>	<i>27</i>	<i>2</i>	<i>45</i>	<i>0</i>	<i>3</i>
Total	44	3	169	42	53	142	62	433	410	139

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

Services S-Z	SPEAR Outreach - Kingston	SPEAR Outreach - Merton	SPEAR Outreach - Richmond	SPEAR Outreach - Sutton	SPEAR Outreach - Wandsworth	SPEAR SW London Resettlement	Thames Reach - Greenwich Navigators	Thames Reach - STAR	Thames Reach - TFL Outreach	Waltham Forest SHASS Outreach
Accommodation type	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.
Hubs, shelters and emergency accommodation										
COVID-19 Emergency Accommodation (Local)	0	0	16	0	21	0	0	0	0	7
COVID-19 Emergency Accommodation (Pan London)	0	0	0	0	0	0	0	0	0	0
Hub	7	25	21	4	6	7	0	17	60	37
Nightstop	0	0	0	0	0	0	0	0	0	0
SWEP (Local)	0	0	18	0	15	0	0	0	0	5
SWEP (Pan-London)	0	0	0	0	0	0	0	0	0	0
Winter/Night Shelter	1	1	0	0	1	0	0	1	3	6
<i>Hubs, shelters and emergency accommodation subtotal</i>	8	26	55	4	43	7	0	18	63	55
Temporary accommodation										
Assessment centre	0	0	0	0	0	0	0	0	4	6
Bed & breakfast	16	7	20	3	9	0	0	0	3	0
Clinic/Detox/Rehab	0	0	0	0	0	0	0	0	0	0
Friends & family	0	0	1	0	0	0	0	0	0	0
Hostel	4	0	2	0	2	1	0	1	0	0
Local authority temporary accommodation	2	2	3	0	7	0	3	0	0	6
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	5	0	2	0	1	0	0	0	2	2
<i>Temporary accommodation subtotal</i>	27	9	28	3	19	1	3	1	9	14
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)	1	0	1	0	1	0	0	0	0	0
Private rented sector - independent	1	0	0	0	1	0	0	0	0	1
Private rented sector - with floating support	0	0	0	0	2	0	0	0	0	0
RSL tenancy (general needs)	0	0	1	0	0	0	0	0	0	0
Sheltered housing	0	0	0	0	0	0	0	0	0	1
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	4	0	4	4	0	0	1	0	0	0
Tied accommodation	0	0	0	0	0	0	0	0	0	0
Other long-term accommodation	0	0	1	0	0	0	0	0	0	0
<i>Long term accommodation subtotal</i>	6	0	7	4	4	0	1	0	0	2
Total	41	35	90	11	66	8	4	19	72	71

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

5.2 NSNO attendance

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

	2018/19	2019/20
NSNO	740	742

5.3 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.

	Barnet Rough Sleeper Team	Hillingdon SORT	Hounslow Outreach	Redbridge Outreach Service	SPEAR SW London Resettlement	Thames Reach - STAR
Reconnection reason	No.	No.	No.	No.	No.	No.
Return to home area	1	3	4	9	2	3
Seeking work	0	0	0	1	0	0
Move to area for friends/family	0	1	3	8	2	3
Move to area with appropriate services	1	0	3	1	0	0
Reconnections total*	1	3	4	15	2	3

Reconnection destination	No.	No.	No.	No.	No.	No.
UK - London	1	0	0	1	0	0
UK - outside London	0	0	2	0	0	0
Central and Eastern Europe	0	3	1	14	2	3
Other Europe	0	0	1	0	0	0
Rest of the world	0	0	0	0	0	0
<i>Not known</i>	0	0	0	0	0	0
Reconnections total (excl. destination not known)	1	3	4	15	2	3

*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.

28 people seen rough sleeping in the outer boroughs in 2019/20 also had a confirmed reconnection recorded by services based in or primarily serving the boroughs during the period.

86% of reconnections this year were to destinations outside the UK. 82% of reconnections were to Central and Eastern European countries.

6. TEMPORARY ACCOMMODATION

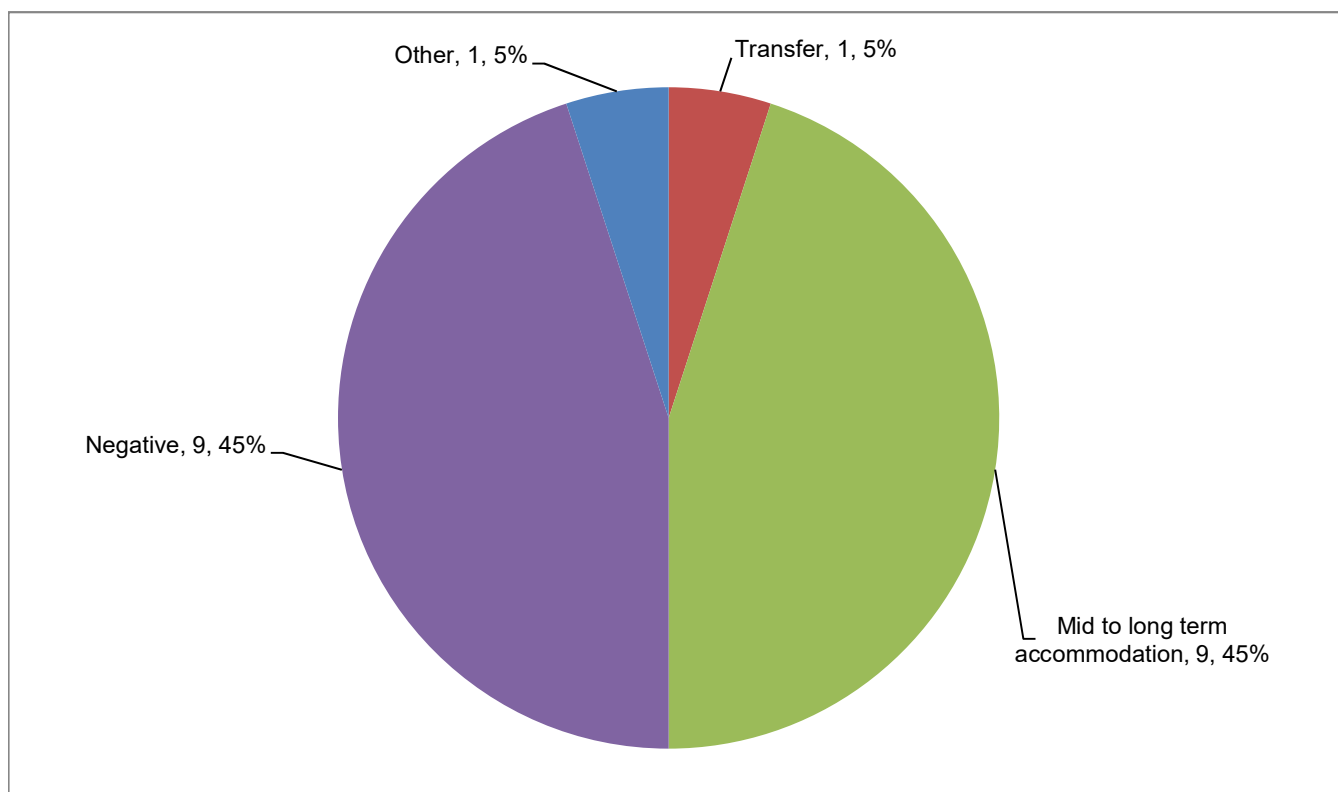
Arrivals and departures at hostels, assessment centres and second-stage accommodation based in the outer boroughs. All people counted in this section had previously been seen rough sleeping, but not necessarily during 2019/20.

6.1 Arrivals

A total of 25 individuals arrived at temporary accommodation during the period.

6.2 Departures: Destination on departure

A total of 19 individuals departed from temporary accommodation during the period.



Base: 20

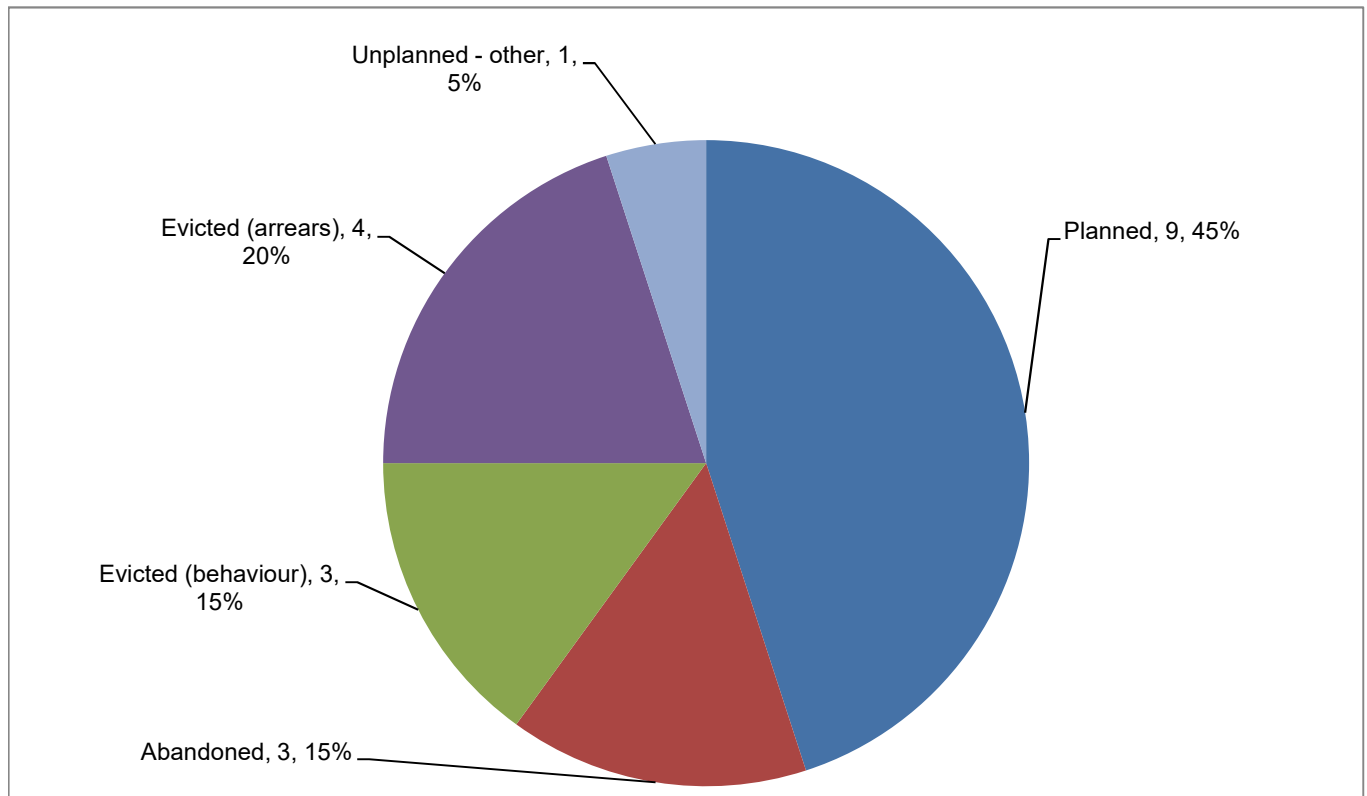
Destination on departure	Destination category	Chart colour
Assessment centre, Bed & breakfast, Covid-19 Emergency Hotel, Detox clinic, Hospital - not long term/acute care, Hostel - another organisation, Hostel - within the organisation, Hosting placement, Internal SWEP transfer, NASS accommodation, Night 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	0	0%
Covid-19 Emergency Hotel		
Detox clinic	0	0%
Hospital - not long term/acute care	0	0%
Hostel - another organisation	0	0%
Hostel - within the organisation	1	5%
Hosting placement	0	0%
Internal SWEP transfer	0	0%
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)	0	0%
<i>Transfer subtotal</i>	<i>1</i>	<i>5%</i>
Mid to long term accommodation		
Accommodation where client is owner	0	0%
Care home	0	0%
Clearing House/RSI	2	10%
Hospital - long term	0	0%
LA tenancy (general needs)	3	15%
Long stay hospice	0	0%
Private rented sector - independent	1	5%
Private rented sector - with some floating support	0	0%
Returned to home country (EEA)	0	0%
Returned to home country (non EEA)	0	0%
RSL tenancy (general needs)	0	0%
Sheltered housing	2	10%
Supported housing	1	5%
Tied accommodation with work	0	0%
<i>Mid to long term accommodation subtotal</i>	<i>9</i>	<i>45%</i>
Negative		
Committed suicide	0	0%
Not known	4	20%
Sleeping rough/Returned to streets	4	20%
Taken into custody	1	5%
<i>Negative subtotal</i>	<i>9</i>	<i>45%</i>
Other		
Died	0	0%
Previous home	0	0%
Staying with family	1	5%
Staying with friends	0	0%
<i>Other subtotal</i>	<i>1</i>	<i>5%</i>
Total	20	100%

6.3 Departures: Reason for leaving

Temporary accommodation departures by reason for leaving.



Base: 20

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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