

CHAIN ANNUAL REPORT

OUTER BOROUGHES

APRIL 2016 - MARCH 2017

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Greater London Authority
June 2017

Published by
Greater London Authority
City Hall
The Queen's Walk
More London
London SE1 2AA
www.london.gov.uk

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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 the outer boroughs between April 2016 and March 2017. 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 2016/17.

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. A small number of rough sleepers were seen by outreach workers on buses during 2016/17, and their contacts cannot be ascribed to a particular borough. These people have been included in the overall figures for the outer boroughs in this report, and are also counted separately under "bus route" in the individual borough breakdowns.

Previous editions of this report included the borough of Newham. However, due to the increased number of rough sleepers seen there in recent times, together with the advent of a dedicated outreach service in the borough, Newham is now covered by a separate report and is no longer included in the outer borough figures. This should be taken into account when comparing the amalgamated outer boroughs total for 2016/17 against that for previous 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 pie 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.

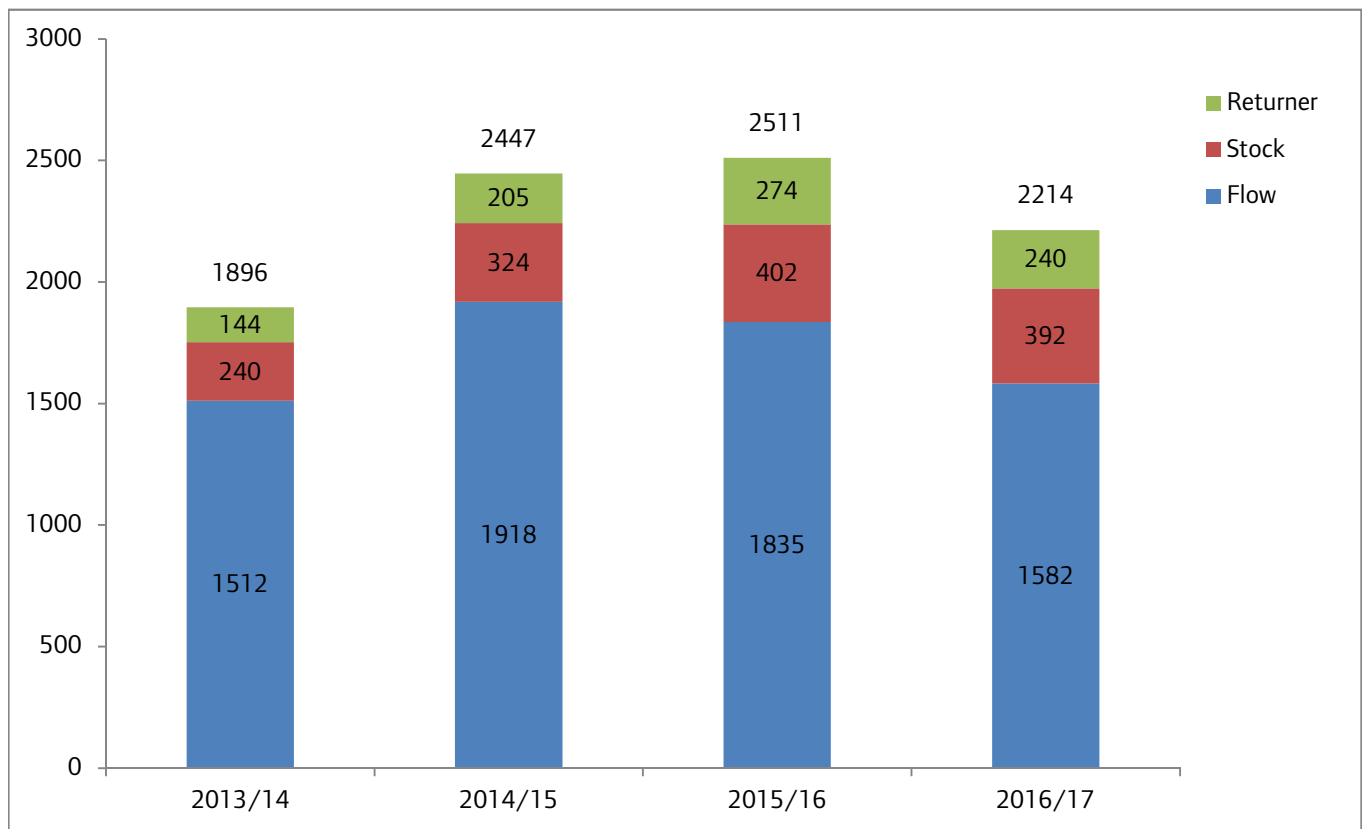
NSNO: No Second Night Out

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.

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.



2013/14 base: 1896

2014/15 base: 2447

2015/16 base: 2511

2016/17 base: 2214

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 2016/17 (i.e. new rough sleepers). |
| Stock | People who were also seen rough sleeping in 2015/16 (i.e. those seen across a minimum of two consecutive years). |
| Returner | People who were first seen rough sleeping prior to 2015/16, but were not seen during 2015/16 (i.e. those who have had a gap in their rough sleeping histories). |

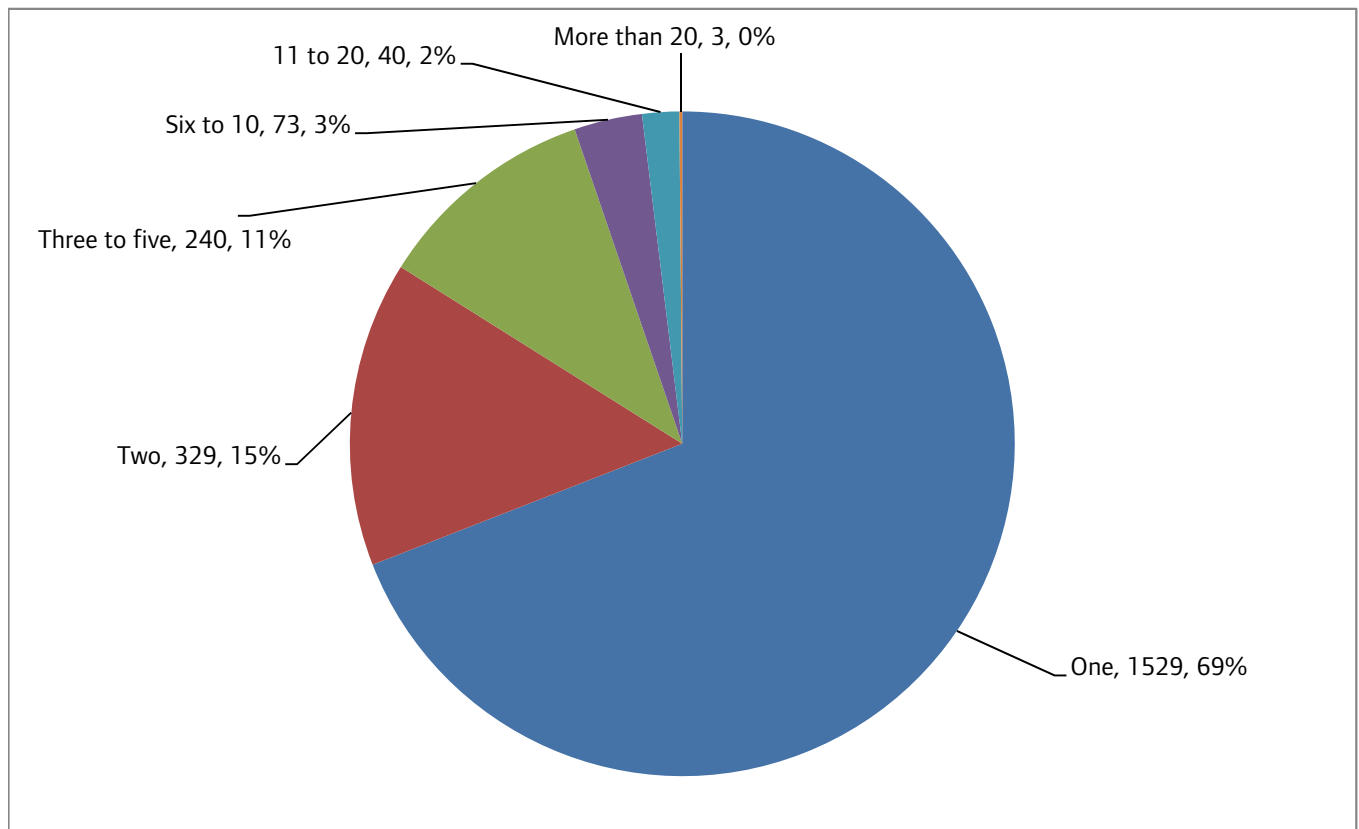
2,214 people were seen rough sleeping in the outer boroughs in 2016/17. This represents a 12% decrease when compared to 2015/16. The decrease is due in part to the fact that Newham has not been included in the outer borough figures for 2016/17.

71% of people seen rough sleeping in the outer boroughs during the year were new rough sleepers (flow), while 18% fell into the stock category, and 11% were returners.

| Borough | Flow | Stock | Returner | Total |
|----------------------|------|-------|----------|-------|
| Barking & Dagenham | 41 | 5 | 3 | 49 |
| Barnet | 83 | 13 | 10 | 106 |
| Bexley | 14 | 4 | 4 | 22 |
| Bromley | 42 | 9 | 6 | 57 |
| Croydon | 144 | 26 | 22 | 192 |
| Enfield | 86 | 10 | 10 | 106 |
| Greenwich | 61 | 25 | 5 | 91 |
| Hackney | 89 | 23 | 22 | 134 |
| Haringey | 108 | 25 | 13 | 146 |
| Harrow | 32 | 6 | 5 | 43 |
| Havering | 25 | 3 | 3 | 31 |
| Heathrow | 142 | 39 | 19 | 200 |
| Hillingdon | 61 | 17 | 13 | 91 |
| Hounslow | 101 | 39 | 23 | 163 |
| Kingston upon Thames | 26 | 5 | 4 | 35 |
| Lewisham | 152 | 24 | 24 | 200 |
| Merton | 28 | 4 | 8 | 40 |
| Redbridge | 147 | 58 | 14 | 219 |
| Richmond | 60 | 32 | 13 | 105 |
| Sutton | 40 | 5 | 4 | 49 |
| Waltham Forest | 59 | 15 | 8 | 82 |
| Wandsworth | 51 | 14 | 8 | 73 |
| Bus route | 12 | 5 | 4 | 21 |

2.2 Number of times seen rough sleeping

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



Base: 2214

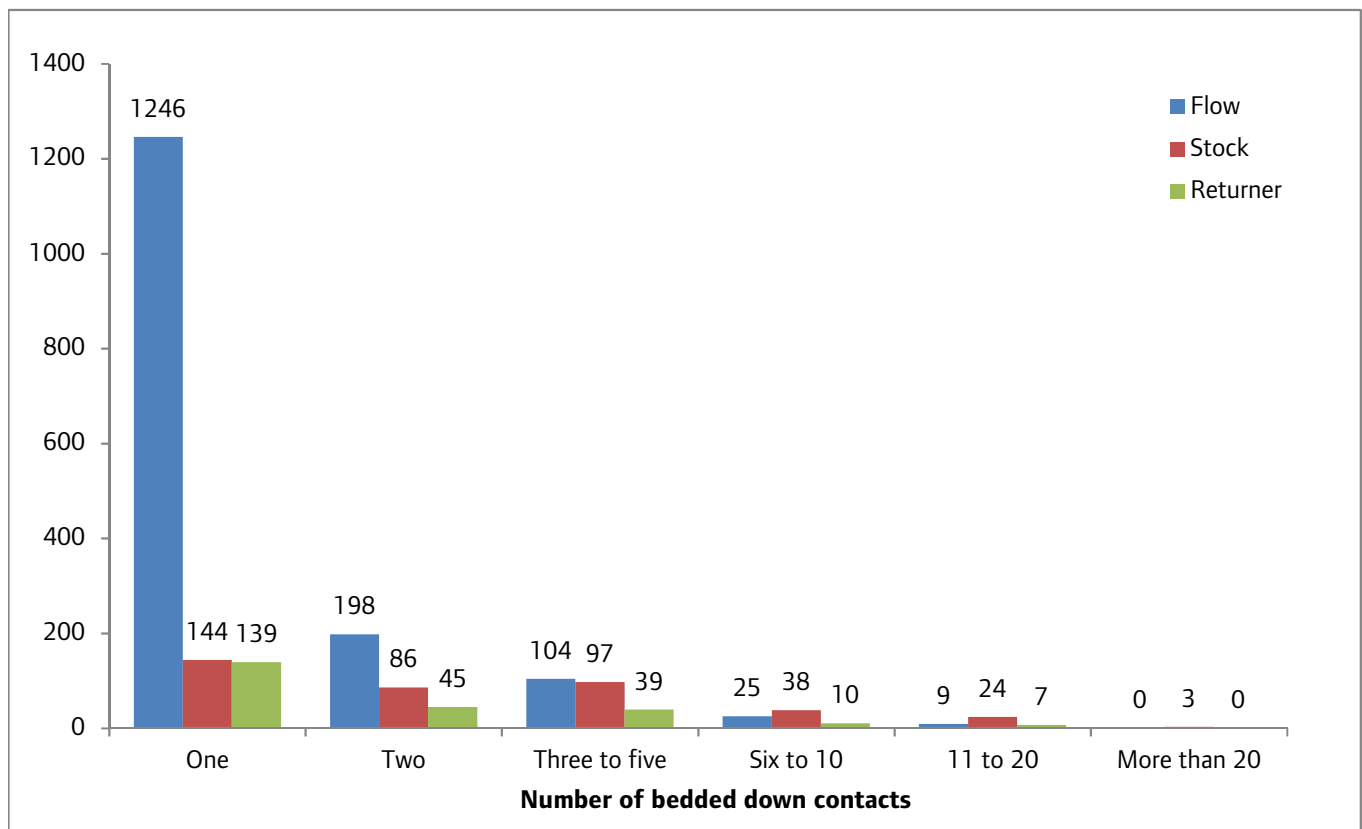
1,529 (69%) people were seen rough sleeping only once in 2016/17, this compares to 1,594 (63%) seen rough sleeping only once in 2015/16.

79% of people seen rough sleeping in the outer boroughs during 2016/17 who were new to the streets did not spend a second night on the streets during the year.

| Borough | Number of times seen bedded down | | | | | Total |
|----------------------|----------------------------------|----|----|----|----|-------|
| | 1 | 2 | 3 | 4 | 5+ | |
| Barking & Dagenham | 38 | 7 | 2 | 1 | 1 | 49 |
| Barnet | 89 | 11 | 4 | 1 | 1 | 106 |
| Bexley | 18 | 3 | 0 | 0 | 1 | 22 |
| Bromley | 41 | 8 | 5 | 2 | 1 | 57 |
| Croydon | 136 | 26 | 20 | 3 | 7 | 192 |
| Enfield | 86 | 15 | 1 | 2 | 2 | 106 |
| Greenwich | 67 | 15 | 3 | 3 | 3 | 91 |
| Hackney | 80 | 22 | 12 | 3 | 17 | 134 |
| Haringey | 101 | 14 | 8 | 11 | 12 | 146 |
| Harrow | 36 | 3 | 2 | 0 | 2 | 43 |
| Havering | 20 | 6 | 3 | 0 | 2 | 31 |
| Heathrow | 132 | 42 | 10 | 6 | 10 | 200 |
| Hillingdon | 65 | 18 | 5 | 2 | 1 | 91 |
| Hounslow | 80 | 26 | 13 | 12 | 32 | 163 |
| Kingston upon Thames | 23 | 6 | 6 | 0 | 0 | 35 |
| Lewisham | 150 | 34 | 3 | 3 | 10 | 200 |
| Merton | 25 | 5 | 3 | 0 | 7 | 40 |
| Redbridge | 130 | 37 | 23 | 12 | 17 | 219 |
| Richmond | 52 | 19 | 11 | 6 | 17 | 105 |
| Sutton | 40 | 5 | 1 | 1 | 2 | 49 |
| Waltham Forest | 58 | 15 | 3 | 2 | 4 | 82 |
| Wandsworth | 45 | 11 | 6 | 4 | 7 | 73 |
| Bus route | 17 | 2 | 2 | 0 | 0 | 21 |

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): 1582
 Base (Stock): 392
 Base (Returner): 240

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

People seen rough sleeping for the first time in 2016/17, 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 | 427 | 40% |
| Local authority accommodation | 80 | 7% |
| Owner occupied accommodation | 38 | 4% |
| Housing association accommodation | 41 | 4% |
| Tied accommodation | 8 | 1% |
| <i>Long term accommodation subtotal</i> | <i>594</i> | <i>55%</i> |
| Short or medium term accommodation | | |
| Hostel | 57 | 5% |
| Asylum support accommodation | 31 | 3% |
| Temporary accommodation (Local authority) | 23 | 2% |
| Temporary accommodation (non-Local authority) | 7 | 1% |
| <i>Short or medium term accommodation subtotal</i> | <i>118</i> | <i>11%</i> |
| Institution | | |
| Prison | 39 | 4% |
| Hospital | 2 | 0% |
| <i>Institution subtotal</i> | <i>41</i> | <i>4%</i> |
| Inappropriately accommodated | | |
| Squat | 15 | 1% |
| Outhouse | 2 | 0% |
| <i>Inappropriately accommodated subtotal</i> | <i>17</i> | <i>2%</i> |
| Newly arrived in UK | | |
| Newly arrived in UK - not homeless in home country | 79 | 7% |
| Newly arrived in UK - homeless in home country | 6 | 1% |
| <i>Newly arrived in UK subtotal</i> | <i>85</i> | <i>8%</i> |
| Other | 224 | 21% |
| Not recorded | 503 | |
| Total (excl. not recorded) | 1079 | 100% |
| Total | 1582 | |

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 | 222 | 42% |
| Informal arrangement | 114 | 22% |
| Living with partner | 91 | 17% |
| Parental home | 86 | 16% |
| Owner | 13 | 2% |
| Not recorded/applicable | 322 | |
| Total (excl. not recorded/applicable) | 526 | 100% |
| Total | 848 | |

*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 | 219 | 20.3% |
| Evicted - arrears | 91 | 8.4% |
| Evicted - ASB | 25 | 2.3% |
| Evicted - other | 85 | 7.9% |
| <i>Asked to leave or evicted subtotal</i> | <i>420</i> | <i>38.9%</i> |
| Employment and education | | |
| Financial problems - loss of job | 93 | 8.6% |
| Seeking work - from outside UK | 54 | 5.0% |
| Seeking work - from within UK | 24 | 2.2% |
| Study | 1 | 0.1% |
| <i>Employment and education subtotal</i> | <i>172</i> | <i>15.9%</i> |
| Relationships | | |
| Relationship breakdown | 161 | 14.9% |
| Death of relative/friend | 9 | 0.8% |
| Move nearer family/community | 6 | 0.6% |
| <i>Relationships subtotal</i> | <i>176</i> | <i>16.3%</i> |
| Financial | | |
| Financial problems - debt | 10 | 0.9% |
| Financial problems - housing benefit | 8 | 0.7% |
| Financial problems - other | 30 | 2.8% |
| <i>Financial subtotal</i> | <i>48</i> | <i>4.4%</i> |
| End of stay in short or medium term accommodation | | |
| End of stay - asylum accommodation | 27 | 2.5% |
| Evicted - given non priority decision | 7 | 0.6% |
| End of stay - hostel | 3 | 0.3% |
| End of stay - other | 28 | 2.6% |
| <i>End of stay in short or medium term accommodation subtotal</i> | <i>65</i> | <i>6.0%</i> |
| Victim of violence, harassment or abuse | | |
| Domestic violence - victim | 20 | 1.9% |
| Harassment/abuse/violence - gang | 1 | 0.1% |
| Tenancy hijack | 3 | 0.3% |
| Harassment/abuse/violence - racial | 1 | 0.1% |
| Harassment/abuse/violence - homophobic | 1 | 0.1% |
| Harassment/abuse/violence - other | 20 | 1.9% |
| <i>Victim of violence, harassment or abuse subtotal</i> | <i>46</i> | <i>4.3%</i> |
| End of stay in institution | | |
| End of stay - prison | 42 | 3.9% |
| End of stay - hospital | 3 | 0.3% |
| <i>End of stay in institution subtotal</i> | <i>45</i> | <i>4.2%</i> |
| Housing conditions | | |
| Housing conditions | 10 | 0.9% |
| Perpetrator of violence, harassment or abuse | | |
| Domestic violence - perpetrator | 6 | 0.6% |
| Transient | | |
| Transient/travelling around | 3 | 0.3% |
| Other | | |
| Other | 88 | 8.2% |
| Not recorded | 503 | |
| Total (excl. not recorded) | 1079 | 100% |
| Total | 1582 | |

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.

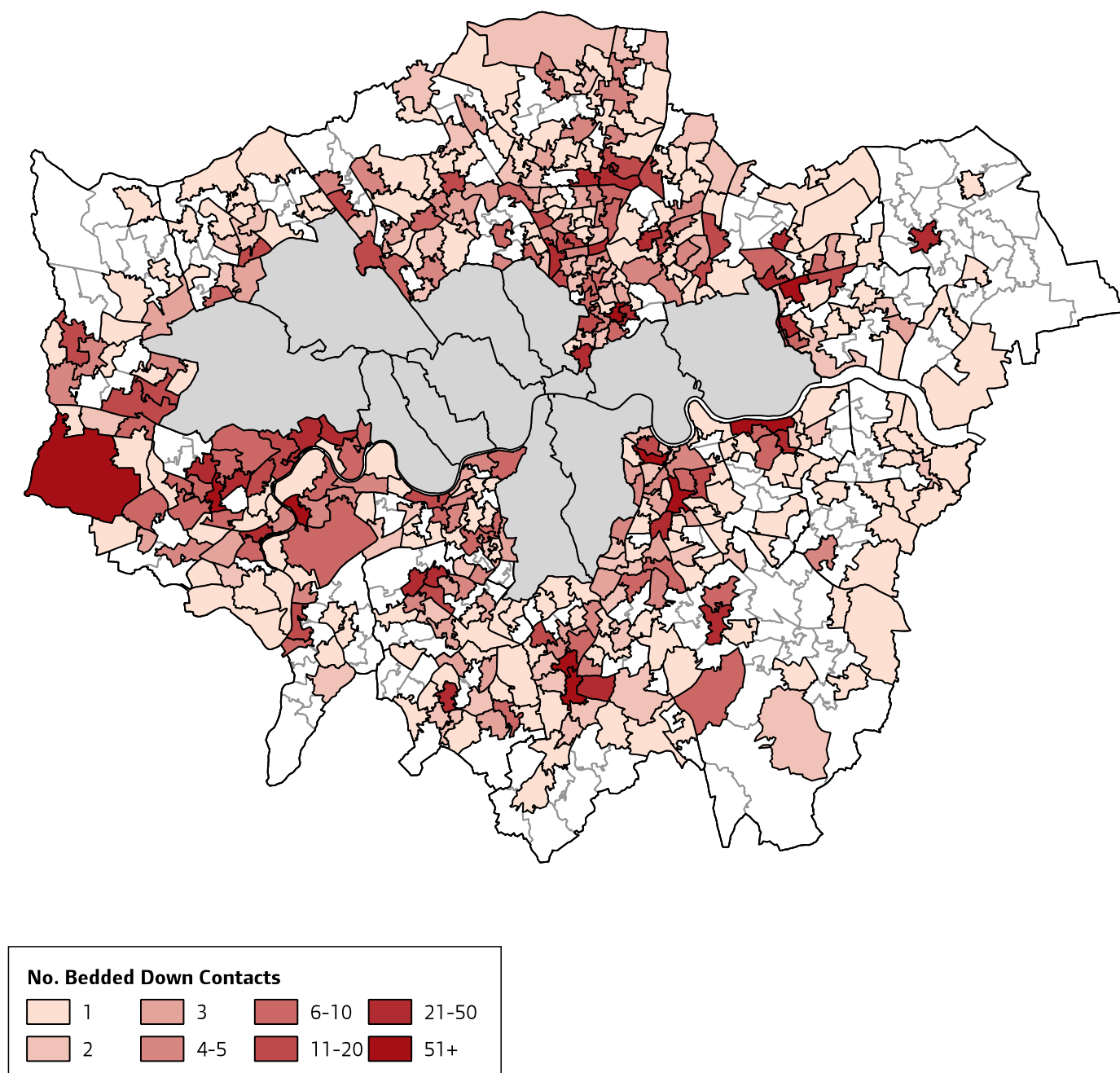
| Borough | 2013/14 | 2014/15 | 2015/16 | 2016/17 | Change since 2015/16 | Change since 2013/14 |
|----------------------|---------|---------|---------|---------|-------------------------|-------------------------|
| Barking & Dagenham | 14 | 27 | 32 | 49 | 17 | 35 |
| Barnet | 153 | 125 | 88 | 106 | 18 | -47 |
| Bexley | 8 | 22 | 26 | 22 | -4 | 14 |
| Bromley | 46 | 44 | 47 | 57 | 10 | 11 |
| Croydon | 155 | 157 | 166 | 192 | 26 | 37 |
| Enfield | 97 | 174 | 136 | 106 | -30 | 9 |
| Greenwich | 64 | 99 | 110 | 91 | -19 | 27 |
| Hackney | 141 | 155 | 148 | 134 | -14 | -7 |
| Haringey | 84 | 100 | 135 | 146 | 11 | 62 |
| Harrow | 48 | 45 | 65 | 43 | -22 | -5 |
| Havering | 11 | 25 | 20 | 31 | 11 | 20 |
| Heathrow | 165 | 266 | 241 | 200 | -41 | 35 |
| Hillingdon | 63 | 57 | 56 | 91 | 35 | 28 |
| Hounslow | 146 | 161 | 191 | 163 | -28 | 17 |
| Kingston upon Thames | 24 | 40 | 31 | 35 | 4 | 11 |
| Lewisham | 141 | 199 | 133 | 200 | 67 | 59 |
| Merton | 36 | 55 | 49 | 40 | -9 | 4 |
| Redbridge | 83 | 121 | 222 | 219 | -3 | 136 |
| Richmond | 101 | 120 | 133 | 105 | -28 | 4 |
| Sutton | 23 | 46 | 35 | 49 | 14 | 26 |
| Waltham Forest | 75 | 118 | 139 | 82 | -57 | 7 |
| Wandsworth | 47 | 125 | 96 | 73 | -23 | 26 |
| Bus route | 1 | 0 | 19 | 21 | 2 | 20 |

The outer boroughs in which the greatest numbers of rough sleepers were seen in 2016/17 were Redbridge, Heathrow, Lewisham, Croydon and Hounslow. The borough showing the greatest rise in numbers of rough sleepers compared to 2015/16 was Lewisham.

3. SPATIAL DISTRIBUTION

3.1 Bedded down street contacts by area: Map

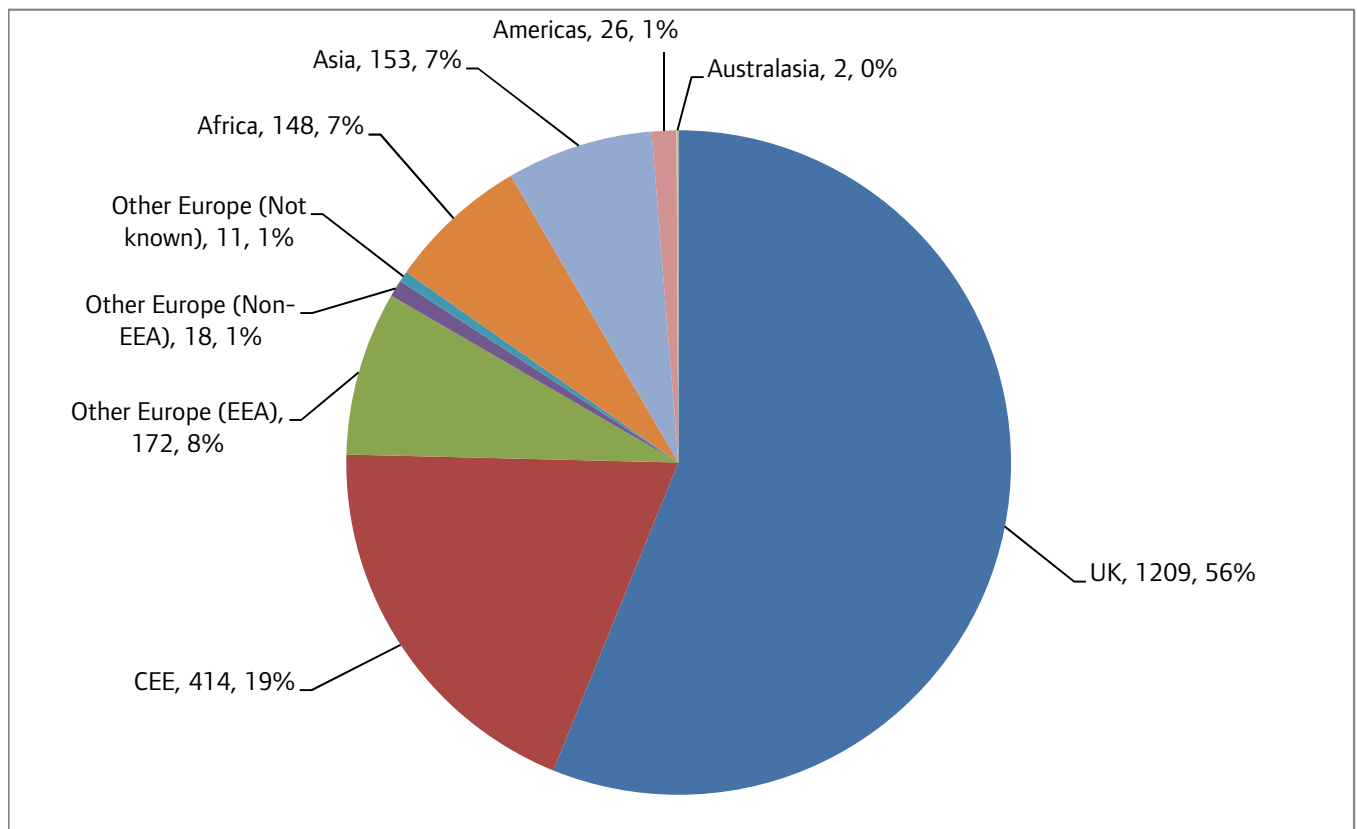
The map below shows the number of bedded down street contacts recorded in each Middle Super Output Area across the Outer Boroughs during the period. It is important to note that this represents volume of contacts rather than individuals, and some people may have been seen on multiple occasions within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



4. DEMOGRAPHICS & SUPPORT NEEDS

4.1 Nationality: Overall composition

People seen rough sleeping in the year, by nationality.



Base: 2153 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 | 849 | 204 | 156 | 1209 | 56.2% |
| Bulgaria | 13 | 5 | 2 | 20 | 0.9% |
| Czech Republic | 6 | 0 | 0 | 6 | 0.3% |
| Estonia | 1 | 1 | 0 | 2 | 0.1% |
| Hungary | 5 | 2 | 1 | 8 | 0.4% |
| Latvia | 14 | 7 | 0 | 21 | 1.0% |
| Lithuania | 34 | 13 | 3 | 50 | 2.3% |
| Poland | 119 | 39 | 17 | 175 | 8.1% |
| Romania | 109 | 10 | 8 | 127 | 5.9% |
| Slovakia | 2 | 2 | 0 | 4 | 0.2% |
| Slovenia | 1 | 0 | 0 | 1 | 0.0% |
| <i>CEE subtotal</i> | <i>304</i> | <i>79</i> | <i>31</i> | <i>414</i> | <i>19.2%</i> |
| Ireland (Republic of) | 21 | 14 | 7 | 42 | 2.0% |
| Portugal | 24 | 7 | 5 | 36 | 1.7% |
| Italy | 12 | 10 | 5 | 27 | 1.3% |
| Spain | 10 | 2 | 2 | 14 | 0.7% |
| France | 13 | 1 | 0 | 14 | 0.7% |
| Other European (EEA) countries | 32 | 6 | 1 | 39 | 1.8% |
| <i>Other Europe (EEA) subtotal</i> | <i>112</i> | <i>40</i> | <i>20</i> | <i>172</i> | <i>8.0%</i> |
| Other Europe (Non-EEA) | 14 | 3 | 1 | 18 | 0.8% |
| Other Europe (Not known) | 11 | 0 | 0 | 11 | 0.5% |
| Eritrea | 22 | 1 | 0 | 23 | 1.1% |
| Somalia | 15 | 1 | 5 | 21 | 1.0% |
| Other African countries | 77 | 17 | 10 | 104 | 4.8% |
| <i>Africa subtotal</i> | <i>114</i> | <i>19</i> | <i>15</i> | <i>148</i> | <i>6.9%</i> |
| India | 48 | 23 | 7 | 78 | 3.6% |
| Iran | 16 | 2 | 1 | 19 | 0.9% |
| Bangladesh | 1 | 0 | 1 | 2 | 0.1% |
| Other Asian countries | 37 | 13 | 4 | 54 | 2.5% |
| <i>Asia subtotal</i> | <i>102</i> | <i>38</i> | <i>13</i> | <i>153</i> | <i>7.1%</i> |
| Americas | 19 | 5 | 2 | 26 | 1.2% |
| Australasia | 2 | 0 | 0 | 2 | 0.1% |
| Not known | 55 | 4 | 2 | 61 | 2.8% |
| Total (excl. Not known) | 1527 | 388 | 238 | 2153 | 100.0% |
| Total (incl. Not known) | 1582 | 392 | 240 | 2214 | |

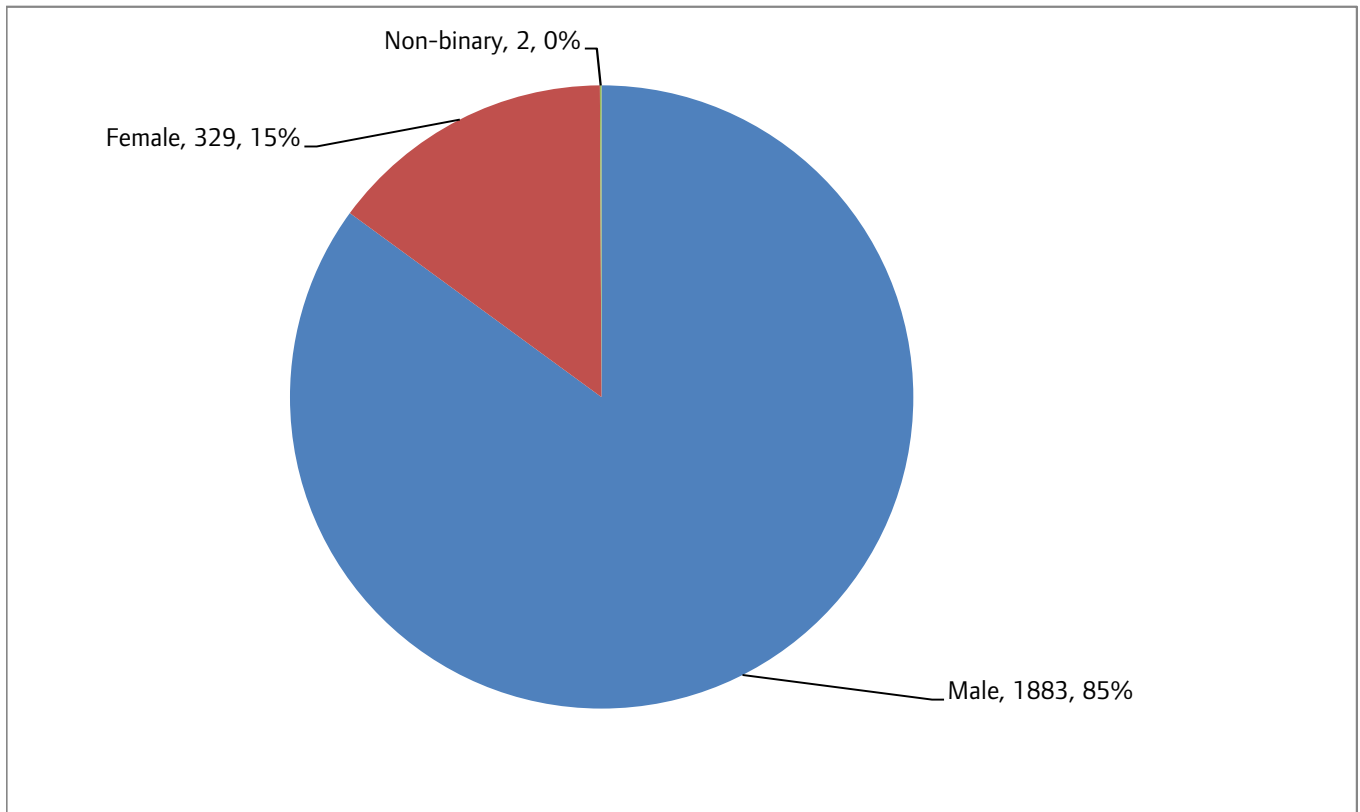
Note: Total excluding not known is used as base for percentages.

4.3 Nationality: Borough distribution

| Borough | UK | CEE | Other Europe | Africa | Asia | Rest of world | Not known | Total |
|----------------------|-----|-----|--------------|--------|------|---------------|-----------|-------|
| Barking & Dagenham | 22 | 21 | 2 | 0 | 3 | 0 | 1 | 49 |
| Barnet | 33 | 44 | 12 | 6 | 7 | 2 | 2 | 106 |
| Bexley | 21 | 1 | 0 | 0 | 0 | 0 | 0 | 22 |
| Bromley | 43 | 5 | 3 | 0 | 4 | 1 | 1 | 57 |
| Croydon | 135 | 15 | 12 | 17 | 8 | 4 | 1 | 192 |
| Enfield | 56 | 24 | 11 | 6 | 6 | 1 | 2 | 106 |
| Greenwich | 54 | 13 | 9 | 9 | 4 | 1 | 1 | 91 |
| Hackney | 79 | 13 | 22 | 7 | 6 | 0 | 7 | 134 |
| Haringey | 47 | 61 | 16 | 12 | 4 | 2 | 4 | 146 |
| Harrow | 23 | 11 | 1 | 3 | 2 | 0 | 3 | 43 |
| Havering | 29 | 0 | 1 | 1 | 0 | 0 | 0 | 31 |
| Heathrow | 94 | 33 | 35 | 12 | 9 | 6 | 11 | 200 |
| Hillingdon | 50 | 10 | 8 | 6 | 14 | 1 | 2 | 91 |
| Hounslow | 79 | 50 | 12 | 6 | 7 | 0 | 9 | 163 |
| Kingston upon Thames | 30 | 4 | 0 | 0 | 0 | 0 | 1 | 35 |
| Lewisham | 127 | 24 | 25 | 12 | 3 | 6 | 3 | 200 |
| Merton | 19 | 10 | 4 | 2 | 4 | 0 | 1 | 40 |
| Redbridge | 81 | 29 | 11 | 36 | 60 | 0 | 2 | 219 |
| Richmond | 84 | 4 | 10 | 2 | 4 | 1 | 0 | 105 |
| Sutton | 35 | 6 | 3 | 0 | 4 | 0 | 1 | 49 |
| Waltham Forest | 37 | 27 | 7 | 4 | 4 | 2 | 1 | 82 |
| Wandsworth | 45 | 11 | 4 | 7 | 0 | 0 | 6 | 73 |
| Bus route | 10 | 3 | 0 | 2 | 3 | 1 | 2 | 21 |

4.4 Gender

People seen rough sleeping in the year, by gender.

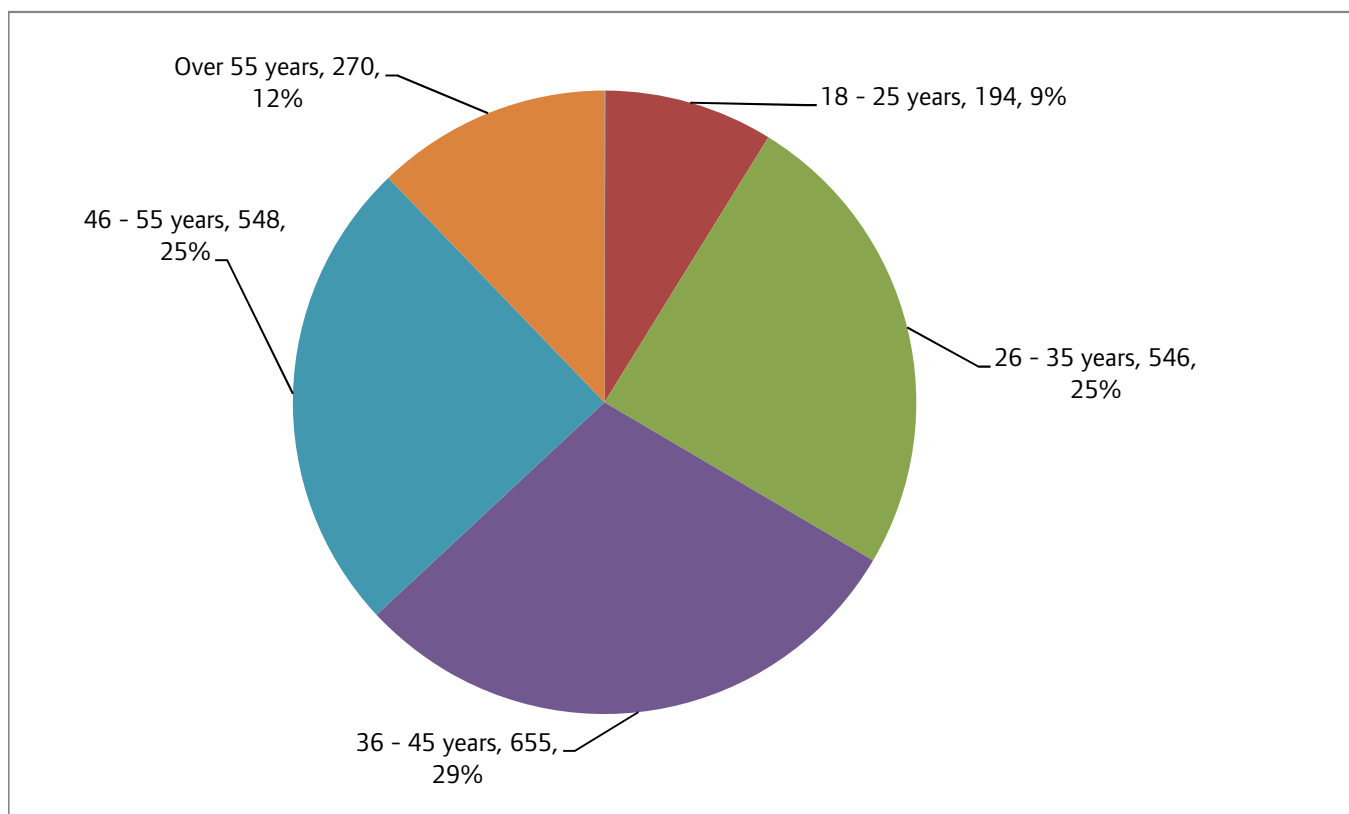


Base: 2214

| Borough | Female | Male | Non-binary | Total |
|----------------------|------------|-------------|------------|-------------|
| Barking & Dagenham | 7 | 42 | 0 | 49 |
| Barnet | 9 | 96 | 1 | 106 |
| Bexley | 4 | 17 | 1 | 22 |
| Bromley | 9 | 48 | 0 | 57 |
| Croydon | 37 | 155 | 0 | 192 |
| Enfield | 15 | 91 | 0 | 106 |
| Greenwich | 11 | 80 | 0 | 91 |
| Hackney | 26 | 108 | 0 | 134 |
| Haringey | 22 | 124 | 0 | 146 |
| Harrow | 6 | 37 | 0 | 43 |
| Havering | 6 | 25 | 0 | 31 |
| Heathrow | 39 | 161 | 0 | 200 |
| Hillingdon | 10 | 81 | 0 | 91 |
| Hounslow | 17 | 146 | 0 | 163 |
| Kingston upon Thames | 8 | 27 | 0 | 35 |
| Lewisham | 35 | 165 | 0 | 200 |
| Merton | 3 | 37 | 0 | 40 |
| Redbridge | 25 | 194 | 0 | 219 |
| Richmond | 21 | 84 | 0 | 105 |
| Sutton | 9 | 40 | 0 | 49 |
| Waltham Forest | 5 | 77 | 0 | 82 |
| Wandsworth | 10 | 63 | 0 | 73 |
| Bus route | 2 | 19 | 0 | 21 |
| Unique total | 329 | 1883 | 2 | 2214 |

4.5 Age

People seen rough sleeping in the year, by age.

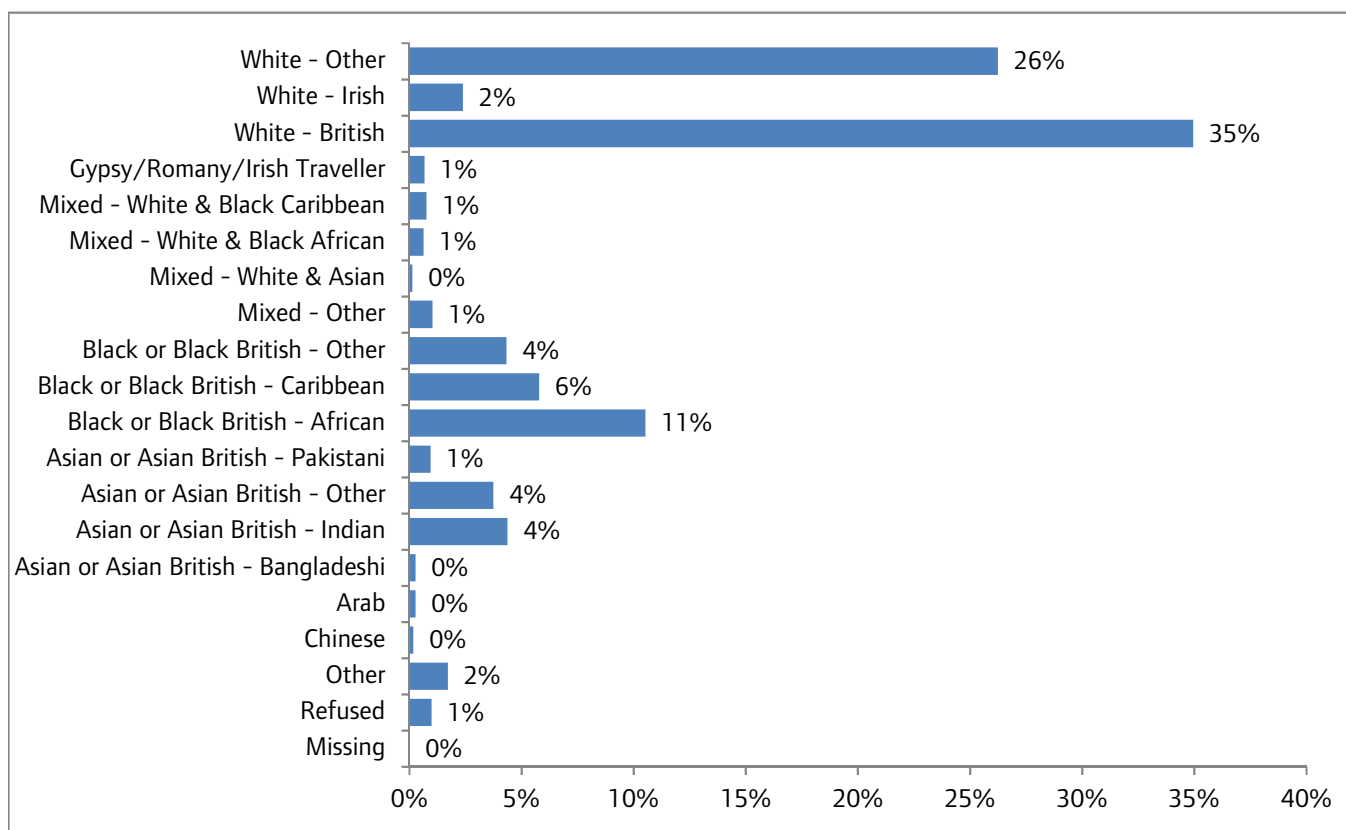


Base: 2214

| Borough | Under 18 years | 18 - 25 years | 26 - 35 years | 36 - 45 years | 46 - 55 years | Over 55 years | Total |
|----------------------|----------------|---------------|---------------|---------------|---------------|---------------|-------------|
| Barking & Dagenham | 0 | 1 | 21 | 15 | 10 | 2 | 49 |
| Barnet | 1 | 9 | 27 | 34 | 22 | 13 | 106 |
| Bexley | 0 | 4 | 2 | 5 | 10 | 1 | 22 |
| Bromley | 0 | 6 | 14 | 17 | 14 | 6 | 57 |
| Croydon | 0 | 19 | 58 | 53 | 42 | 20 | 192 |
| Enfield | 0 | 5 | 15 | 34 | 39 | 13 | 106 |
| Greenwich | 0 | 4 | 22 | 34 | 25 | 6 | 91 |
| Hackney | 0 | 9 | 24 | 39 | 44 | 18 | 134 |
| Haringey | 0 | 6 | 42 | 45 | 37 | 16 | 146 |
| Harrow | 0 | 4 | 7 | 18 | 7 | 7 | 43 |
| Havering | 0 | 4 | 6 | 7 | 11 | 3 | 31 |
| Heathrow | 0 | 7 | 35 | 56 | 45 | 57 | 200 |
| Hillingdon | 0 | 7 | 30 | 27 | 18 | 9 | 91 |
| Hounslow | 0 | 17 | 45 | 52 | 35 | 14 | 163 |
| Kingston upon Thames | 0 | 4 | 8 | 13 | 6 | 4 | 35 |
| Lewisham | 0 | 24 | 43 | 58 | 51 | 24 | 200 |
| Merton | 0 | 4 | 12 | 11 | 10 | 3 | 40 |
| Redbridge | 0 | 24 | 72 | 62 | 43 | 18 | 219 |
| Richmond | 0 | 13 | 25 | 25 | 33 | 9 | 105 |
| Sutton | 0 | 11 | 13 | 7 | 10 | 8 | 49 |
| Waltham Forest | 0 | 6 | 24 | 23 | 20 | 9 | 82 |
| Wandsworth | 0 | 7 | 10 | 26 | 22 | 8 | 73 |
| Bus route | 0 | 0 | 1 | 6 | 7 | 7 | 21 |
| Unique total | 1 | 194 | 546 | 655 | 548 | 270 | 2214 |

4.6 Ethnicity

People seen rough sleeping in the year, by ethnicity.



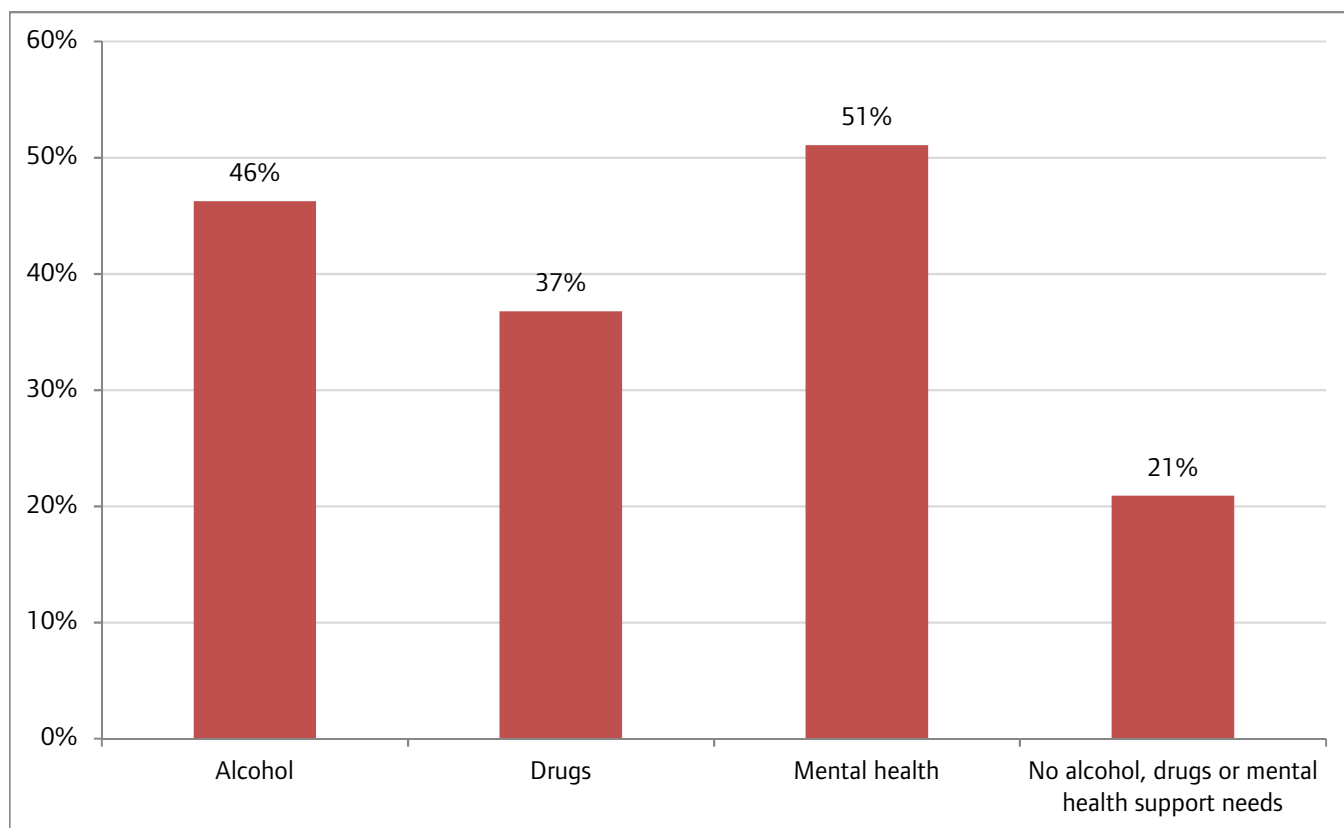
Base: 2214

| Borough | White - British | White - Irish | White - Other | Gypsy/Romany/Irish Traveller | Black | Asian | Mixed | Chinese/Arab/Other | Missing/Refused | Total |
|----------------------|-----------------|---------------|---------------|------------------------------|------------|------------|-----------|--------------------|-----------------|-------------|
| Barking & Dagenham | 19 | 0 | 20 | 2 | 4 | 3 | 0 | 1 | 0 | 49 |
| Barnet | 20 | 7 | 46 | 7 | 16 | 4 | 0 | 6 | 0 | 106 |
| Bexley | 18 | 0 | 1 | 0 | 2 | 1 | 0 | 0 | 0 | 22 |
| Bromley | 33 | 1 | 7 | 0 | 10 | 3 | 2 | 1 | 0 | 57 |
| Croydon | 81 | 1 | 27 | 0 | 60 | 10 | 6 | 6 | 1 | 192 |
| Enfield | 30 | 2 | 39 | 1 | 23 | 6 | 2 | 2 | 1 | 106 |
| Greenwich | 39 | 3 | 17 | 0 | 20 | 7 | 4 | 1 | 0 | 91 |
| Hackney | 46 | 9 | 37 | 0 | 24 | 7 | 5 | 6 | 0 | 134 |
| Haringey | 28 | 3 | 76 | 0 | 26 | 5 | 3 | 1 | 4 | 146 |
| Harrow | 13 | 2 | 15 | 0 | 9 | 3 | 1 | 0 | 0 | 43 |
| Havering | 26 | 0 | 2 | 0 | 2 | 1 | 0 | 0 | 0 | 31 |
| Heathrow | 47 | 3 | 62 | 0 | 51 | 20 | 7 | 5 | 5 | 200 |
| Hillingdon | 29 | 1 | 12 | 2 | 25 | 19 | 2 | 1 | 0 | 91 |
| Hounslow | 54 | 3 | 66 | 0 | 22 | 11 | 3 | 0 | 4 | 163 |
| Kingston upon Thames | 29 | 0 | 4 | 0 | 1 | 0 | 1 | 0 | 0 | 35 |
| Lewisham | 69 | 5 | 39 | 1 | 66 | 6 | 11 | 2 | 1 | 200 |
| Merton | 15 | 2 | 13 | 0 | 3 | 4 | 1 | 2 | 0 | 40 |
| Redbridge | 43 | 4 | 38 | 0 | 44 | 79 | 4 | 6 | 1 | 219 |
| Richmond | 72 | 5 | 12 | 0 | 4 | 3 | 2 | 5 | 2 | 105 |
| Sutton | 30 | 1 | 8 | 0 | 4 | 5 | 0 | 0 | 1 | 49 |
| Waltham Forest | 18 | 3 | 30 | 1 | 19 | 7 | 3 | 0 | 1 | 82 |
| Wandsworth | 27 | 2 | 16 | 1 | 17 | 3 | 3 | 3 | 1 | 73 |
| Bus route | 3 | 0 | 4 | 0 | 10 | 4 | 0 | 0 | 0 | 21 |
| Unique total | 774 | 53 | 581 | 15 | 457 | 207 | 57 | 48 | 22 | 2214 |

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 31% of rough sleepers in the outer boroughs in 2016/17 did not have a support needs assessment recorded.



Base: 1531. Note that the base figure for this chart excludes people for whom none of the three support needs were known or assessed (683).

| Support Needs | No. | % |
|---|-------------|-------------|
| Alcohol only | 210 | 14% |
| Drugs only | 88 | 6% |
| Mental health only | 239 | 16% |
| Alcohol and drugs | 99 | 6% |
| Alcohol and mental health | 167 | 11% |
| Drugs and mental health | 144 | 9% |
| Alcohol, drugs and mental health | 232 | 15% |
| All three no | 320 | 21% |
| All three no, not known or not assessed | 32 | 2% |
| All three not known or not assessed | 683 | |
| Total (excl. not assessed) | 1531 | 100% |
| Total (incl. not assessed) | 2214 | |

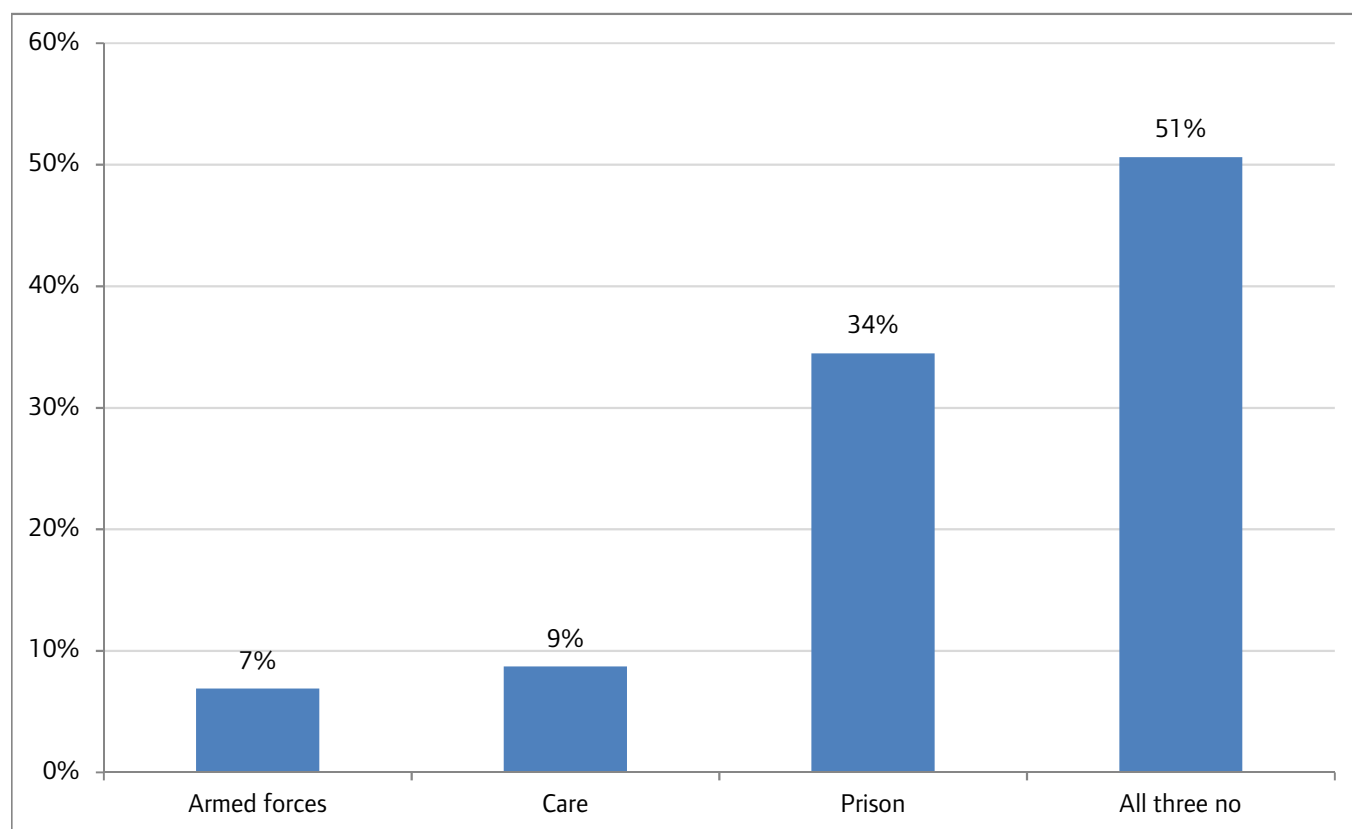
Note: Total excluding not known or assessed is used as base for percentages.

| Borough | Alcohol | Drugs | Mental health | No alcohol, drugs or mental health support needs | Total assessed* |
|----------------------|------------|------------|---------------|--|-----------------|
| Barking & Dagenham | 12 | 9 | 14 | 5 | 25 |
| Barnet | 25 | 9 | 25 | 17 | 63 |
| Bexley | 9 | 8 | 8 | 3 | 18 |
| Bromley | 20 | 22 | 26 | 8 | 43 |
| Croydon | 71 | 66 | 79 | 26 | 146 |
| Enfield | 31 | 27 | 39 | 19 | 76 |
| Greenwich | 20 | 23 | 27 | 17 | 54 |
| Hackney | 52 | 49 | 59 | 13 | 96 |
| Haringey | 43 | 37 | 42 | 18 | 87 |
| Harrow | 11 | 5 | 11 | 6 | 24 |
| Havering | 8 | 8 | 12 | 4 | 19 |
| Heathrow | 38 | 15 | 44 | 39 | 113 |
| Hillingdon | 22 | 24 | 28 | 11 | 55 |
| Hounslow | 81 | 48 | 56 | 21 | 141 |
| Kingston upon Thames | 8 | 8 | 10 | 2 | 18 |
| Lewisham | 66 | 69 | 91 | 28 | 147 |
| Merton | 12 | 5 | 15 | 2 | 23 |
| Redbridge | 101 | 66 | 76 | 50 | 201 |
| Richmond | 30 | 36 | 51 | 12 | 80 |
| Sutton | 12 | 8 | 23 | 6 | 34 |
| Waltham Forest | 22 | 17 | 30 | 9 | 47 |
| Wandsworth | 21 | 13 | 27 | 8 | 40 |
| Bus route | 6 | 3 | 5 | 2 | 10 |
| Unique total | 708 | 563 | 782 | 320 | 1531 |

*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: 1598. Note that the base figure for this chart excludes people for whom none of the three institutional histories were recorded (616).

Nationality of rough sleepers with experience of armed forces:

| Nationality | No. | % |
|------------------------------------|-------------|----|
| UK | 47 | 3% |
| Non-UK | 63 | 4% |
| Total with armed forces experience | 110 | 7% |
| Base (total assessed) | 1598 | |

110 people seen rough sleeping in the outer boroughs in 2016/17 had experience of serving in the armed forces, of whom 47 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 | 4 | 14 | 10 | 32 |
| Barnet | 3 | 10 | 18 | 19 | 53 |
| Bexley | 0 | 6 | 12 | 8 | 22 |
| Bromley | 2 | 4 | 21 | 22 | 48 |
| Croydon | 10 | 13 | 66 | 86 | 171 |
| Enfield | 13 | 5 | 18 | 41 | 73 |
| Greenwich | 0 | 5 | 21 | 31 | 56 |
| Hackney | 9 | 12 | 41 | 45 | 98 |
| Haringey | 8 | 9 | 30 | 28 | 81 |
| Harrow | 3 | 2 | 11 | 14 | 28 |
| Havering | 3 | 3 | 9 | 10 | 22 |
| Heathrow | 7 | 6 | 24 | 71 | 114 |
| Hillingdon | 3 | 5 | 23 | 32 | 65 |
| Hounslow | 5 | 7 | 42 | 74 | 134 |
| Kingston upon Thames | 1 | 2 | 11 | 7 | 22 |
| Lewisham | 6 | 24 | 67 | 75 | 164 |
| Merton | 7 | 2 | 7 | 9 | 26 |
| Newham | 0 | 0 | 0 | 0 | 0 |
| Redbridge | 18 | 8 | 53 | 118 | 198 |
| Richmond | 3 | 5 | 23 | 55 | 87 |
| Sutton | 2 | 4 | 13 | 20 | 37 |
| Waltham Forest | 5 | 3 | 21 | 20 | 46 |
| Wandsworth | 1 | 3 | 17 | 22 | 42 |
| Bus route | 0 | 0 | 4 | 5 | 12 |
| Unique total | 110 | 139 | 551 | 809 | 1598 |

*Note: Total excluding clients where none of the three institutional histories were assessed.

5. HELPING PEOPLE OFF THE STREETS

5.1 Accommodation outcomes

Outreach teams and other services work to help rough sleepers into a range of accommodation types, most commonly hostels but also the private rented sector and residential treatment centres.

In 2016/17, 214 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.

The table below details 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.

| | Croydon Outreach | Hounslow Outreach | London Street Rescue | Safe Connections | SPEAR Outreach | SPEAR SW London Resettlement | Thames Reach - TRIO |
|--|------------------|-------------------|----------------------|------------------|----------------|------------------------------|---------------------|
| Accommodation type | No. | No. | No. | No. | No. | No. | No. |
| Temporary accommodation | | | | | | | |
| Assessment centre | 1 | 1 | 15 | 1 | 0 | 0 | 1 |
| Bed & breakfast | 14 | 1 | 1 | 0 | 0 | 0 | 1 |
| Clinic/Detox/Rehab | 0 | 3 | 1 | 0 | 0 | 0 | 0 |
| Friends & family | 0 | 3 | 6 | 0 | 0 | 0 | 0 |
| Hostel | 0 | 2 | 24 | 0 | 7 | 0 | 1 |
| Local authority temporary accommodation | 4 | 0 | 23 | 3 | 0 | 0 | 4 |
| Nightstop | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Second-stage accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other temporary accommodation | 2 | 2 | 15 | 0 | 3 | 1 | 2 |
| <i>Temporary accommodation subtotal</i> | <i>21</i> | <i>12</i> | <i>85</i> | <i>4</i> | <i>10</i> | <i>1</i> | <i>9</i> |
| Long term accommodation | | | | | | | |
| Care home | 1 | 1 | 0 | 0 | 0 | 0 | 0 |
| Clearing House/RSI | 0 | 1 | 6 | 0 | 1 | 0 | 0 |
| Local authority tenancy (general needs) | 0 | 1 | 1 | 0 | 1 | 0 | 1 |
| Private rented sector - independent | 2 | 10 | 29 | 0 | 0 | 0 | 7 |
| Private rented sector - with some floating support | 1 | 0 | 4 | 0 | 0 | 0 | 2 |
| RSL tenancy (general needs) | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Sheltered housing | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| St Mungo's complex needs | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| St Mungo's semi-independent | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Supported housing | 11 | 2 | 11 | 0 | 1 | 0 | 2 |
| Tied accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other long-term accommodation | 0 | 0 | 2 | 0 | 0 | 0 | 4 |
| <i>Long term accommodation subtotal</i> | <i>15</i> | <i>15</i> | <i>54</i> | <i>0</i> | <i>3</i> | <i>0</i> | <i>16</i> |
| Total | 36 | 27 | 139 | 4 | 13 | 1 | 25 |

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.

| | 2015/16 | 2016/17 |
|------|---------|---------|
| NSNO | 709 | 623 |

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.

| | Hounslow Outreach | London Street Rescue | Safe Connections | Thames Reach - TRIO |
|--|-------------------|----------------------|------------------|---------------------|
| Reconnection reason | No. | No. | No. | No. |
| Return to home area | 1 | 4 | 2 | 47 |
| Seeking work | 1 | 0 | 0 | 15 |
| Move to area for friends/family | 1 | 1 | 0 | 46 |
| Move to area with appropriate services | 1 | 1 | 2 | 27 |
| Reconnections total* | 1 | 5 | 2 | 48 |

| Reconnection destination | No. | No. | No. | No. |
|--|----------|----------|----------|-----------|
| UK - London | 0 | 0 | 2 | 0 |
| UK - outside London | 0 | 0 | 0 | 2 |
| Central and Eastern Europe | 1 | 2 | 0 | 44 |
| Other Europe | 0 | 2 | 0 | 2 |
| Rest of the world | 0 | 1 | 0 | 0 |
| <i>Not known</i> | 0 | 0 | 0 | 0 |
| Reconnections total (excl. destination not known) | 1 | 5 | 2 | 48 |

*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.

56 people seen rough sleeping in the outer boroughs in 2016/17 also had a confirmed reconnection recorded by services based in or primarily serving the boroughs during the period.

93% of reconnections this year were to destinations outside the UK. 84% of reconnections were to Central and Eastern European countries.

6. TEMPORARY ACCOMMODATION

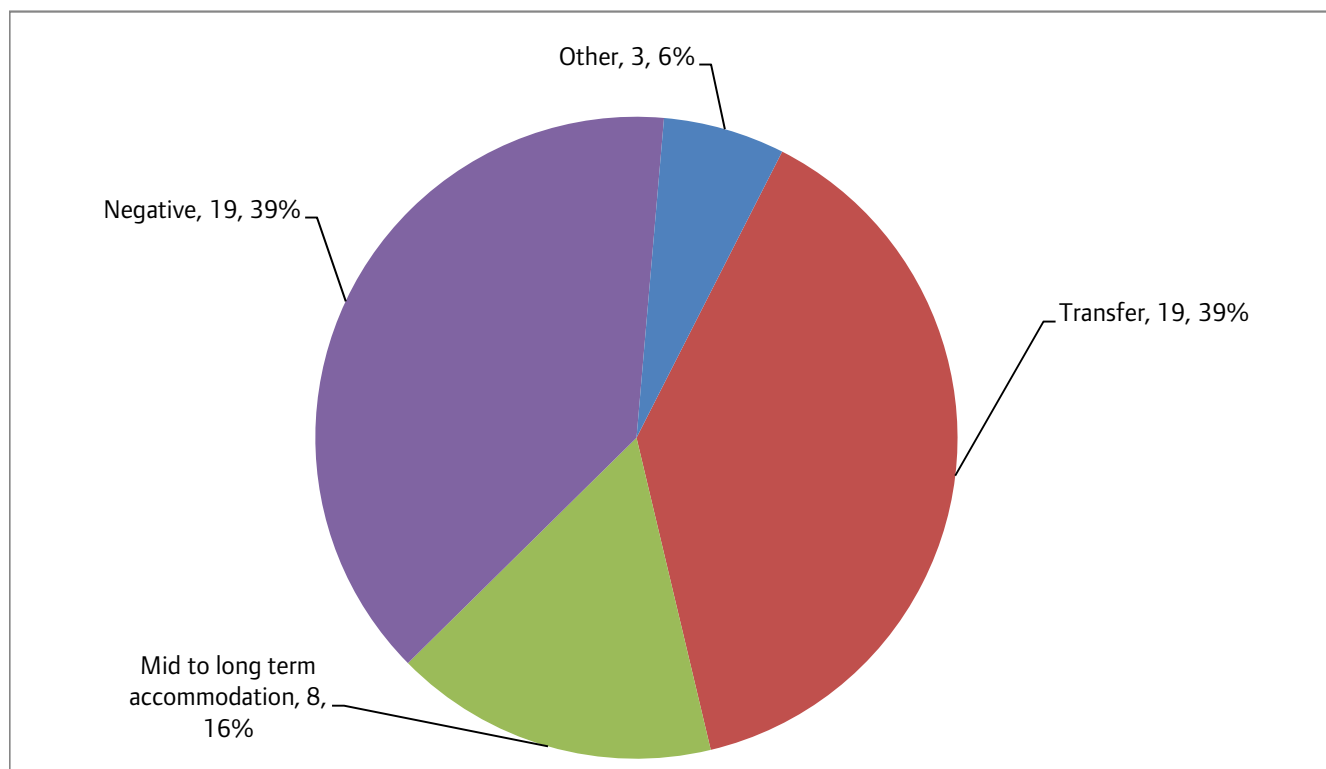
Arrivals and departures at hostels, assessment centres and second-stage accommodation based in the outer boroughs. All people counted in this section had previously been seen rough sleeping, but not necessarily during 2016/17.

6.1 Arrivals

A total of 41 individuals arrived at temporary accommodation during the period.

6.2 Departures: Destination on departure

A total of 46 individuals departed from temporary accommodation during the period.



Base: 49

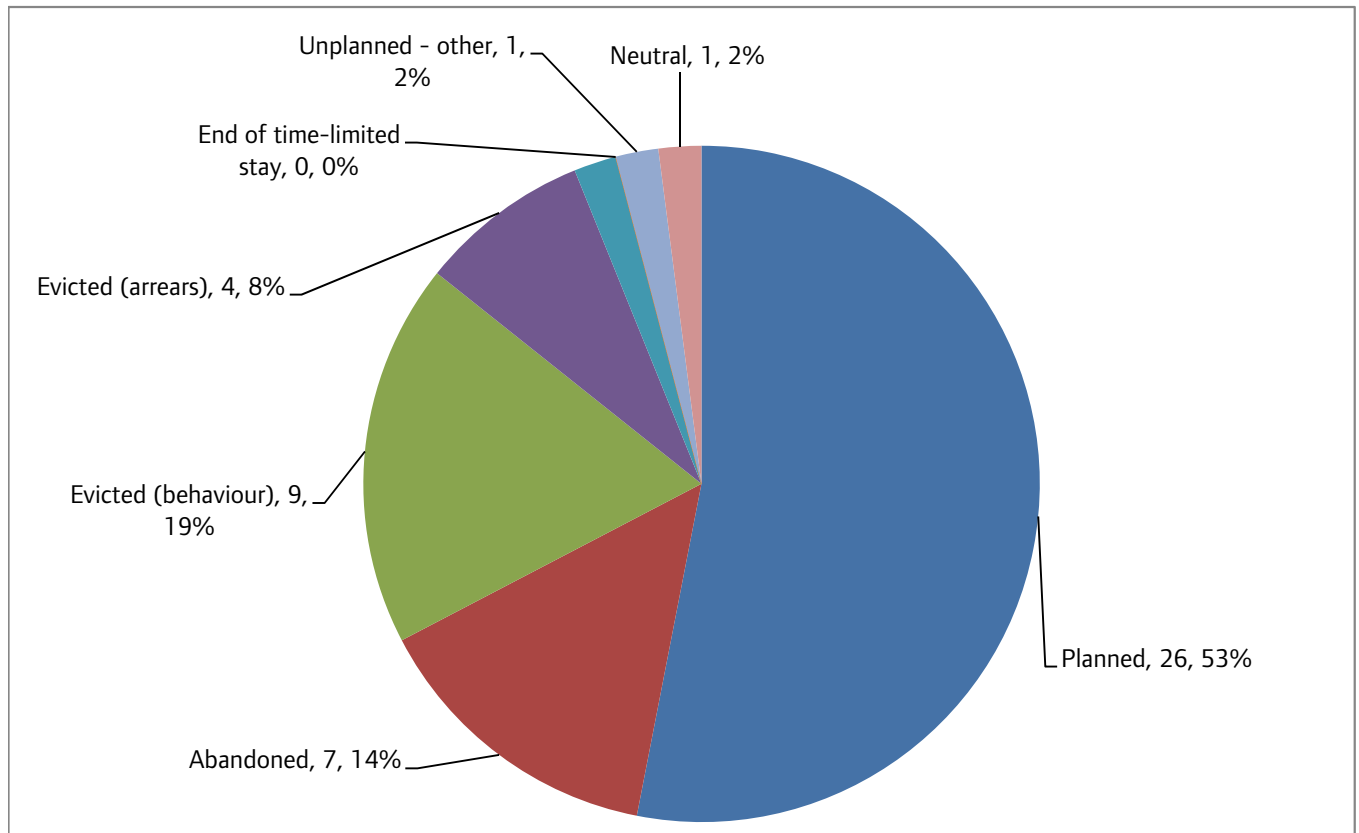
| Destination on departure | Destination category | Chart colour |
|---|--------------------------------|--------------|
| Assessment centre, Bed & breakfast, Detox clinic, Hospital - not long term/acute care, Hostel - another organisation, Hostel - within the organisation, NASS accommodation, Night 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 | 2 | 4% |
| Bed & breakfast | 0 | 0% |
| Detox clinic | 2 | 4% |
| Hospital - not long term/acute care | 0 | 0% |
| Hostel - another organisation | 2 | 4% |
| Hostel - within the organisation | 12 | 24% |
| NASS accommodation | 0 | 0% |
| Night shelter | 0 | 0% |
| NSNO assessment hub | 0 | 0% |
| NSNO staging post | 0 | 0% |
| Psychiatric hospital | 0 | 0% |
| Rehab clinic | 1 | 2% |
| Temporary accommodation (LA) | 0 | 0% |
| <i>Transfer subtotal</i> | <i>19</i> | <i>39%</i> |
| Mid to long term accommodation | | |
| Accommodation where client is owner | 0 | 0% |
| Care home | 0 | 0% |
| Clearing House/RSI | 2 | 4% |
| Hospital - long term | 0 | 0% |
| LA tenancy (general needs) | 2 | 4% |
| Long stay hospice | 0 | 0% |
| Private rented sector - independent | 0 | 0% |
| 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) | 2 | 4% |
| Sheltered housing | 0 | 0% |
| Supported housing | 2 | 4% |
| Tied accommodation with work | 0 | 0% |
| <i>Mid to long term accommodation subtotal</i> | <i>8</i> | <i>16%</i> |
| Negative | | |
| Committed suicide | 0 | 0% |
| Not known | 14 | 29% |
| Sleeping rough/Returned to streets | 4 | 8% |
| Taken into custody | 1 | 2% |
| <i>Negative subtotal</i> | <i>19</i> | <i>39%</i> |
| Other | | |
| Died | 1 | 2% |
| Previous home | 0 | 0% |
| Staying with family | 0 | 0% |
| Staying with friends | 2 | 4% |
| <i>Other subtotal</i> | <i>3</i> | <i>6%</i> |
| Total | 49 | 100% |

6.3 Departures: Reason for leaving

Temporary accommodation departures by reason for leaving.



Base: 49

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.

