

CHAIN ANNUAL REPORT

OUTER BOROUGHES

APRIL 2023 - MARCH 2024

**SUPPORTED BY
MAYOR OF LONDON**



CHAIN

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1. INTRODUCTION

This report presents information about people seen rough sleeping by outreach teams in the outer boroughs between April 2023 and March 2024. Information in the report is derived from the Combined Homelessness and Information Network (CHAIN), a multi-agency database recording information about rough sleepers and the wider street population in London. CHAIN represents the UK's most detailed and comprehensive source of information about rough sleeping, and is commissioned and funded by the Greater London Authority (GLA). The system is managed by Homeless Link.

Most sections of this report include figures representing an amalgamated total for everyone seen rough sleeping in the outer boroughs taken as a whole, followed by a breakdown providing figures for each of the boroughs individually. Some people will have been seen rough sleeping in more than one of the outer boroughs during the year, so the combined total for the separate boroughs works out to a higher number than the overall amalgamated total for the outer boroughs.

For the purposes of recording on CHAIN, Heathrow is counted as a 'borough', so that the particular issue of rough sleeping at the airport can be distinguished from rough sleeping in the wider borough of Hillingdon. Some rough sleepers were seen by outreach workers on buses or the London Underground network during 2022/23, and their contacts cannot be ascribed to a particular borough. These people have been included in the overall figures for the outer boroughs in this report, and are also counted separately under 'bus route' or 'tube line' in the individual borough breakdowns.

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 2022/23 against that for earlier years.

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

Changes to CHAIN annual report content for 2023/24

Previous editions of this report included a section on arrivals and departures at temporary accommodation managed by homelessness support providers (primarily hostels and assessment centres). We have discontinued this section as the number of accommodation services inputting information to CHAIN has declined over recent years, meaning the dataset in this area is incomplete and could be misleading. Data on usage of and outcomes from accommodation services may be available from individual support provider organisations.

We have also discontinued the previously published section on reconnection outcomes achieved with rough sleepers. This is partly because fewer services are focusing on facilitating reconnections abroad than in former years, and partly because there are significant variations

across the sector in the understanding of what constitutes a reconnection, meaning it has been difficult to ensure a consistent and reliable dataset in this area.

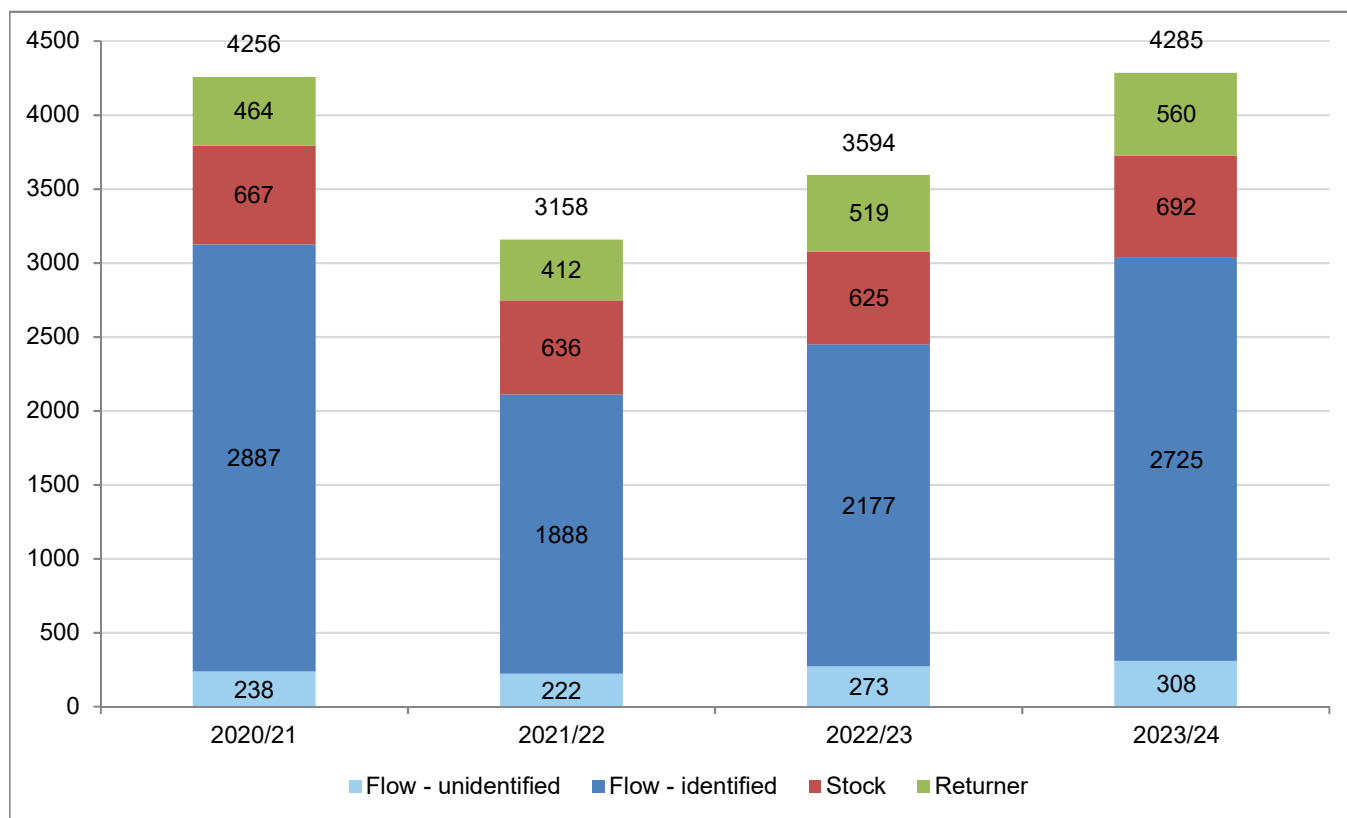
Percentage figures in this report

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

2. ROUGH SLEEPER POPULATION ANALYSIS

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

Chart 1: People seen rough sleeping, by flow, stock, returner breakdown, 2020/21 - 2023/24



2020/21 base: 4256

2021/22 base: 3158

2022/23 base: 3594

2023/24 base: 4285

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 2023/24 (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 2022/23 (i.e. those seen across a minimum of two consecutive years).
Returner	People who were first seen rough sleeping prior to 2022/23, but were not seen during 2022/23 (i.e. those who have had a gap in their rough sleeping histories).

4,285 people were seen rough sleeping in the outer boroughs in 2023/24. This represents a 19% increase when compared to 2022/23.

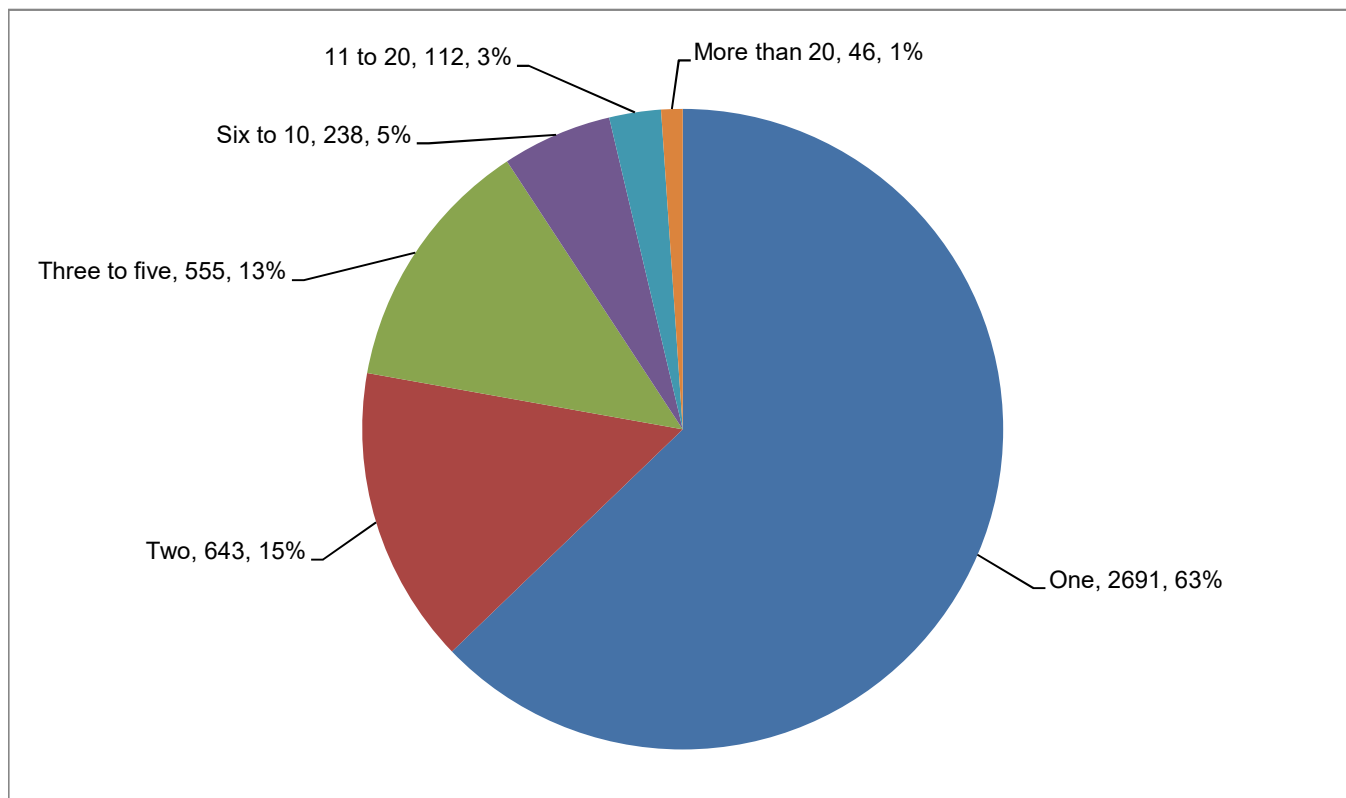
71% of people seen rough sleeping in the outer boroughs during the year were new rough sleepers (flow), while 16% fell into the stock category, and 13% were returners.

Table 1: People seen rough sleeping in 2023/24, by flow, stock, returner breakdown, and borough

Borough	Flow	Stock	Returner	Total
Barking & Dagenham	112	21	26	159
Barnet	157	33	26	216
Bexley	75	23	8	106
Bromley	91	13	9	113
Croydon	336	62	51	449
Enfield	154	23	20	197
Greenwich	256	54	27	337
Hackney	169	41	41	251
Harrow	101	14	13	128
Havering	39	10	6	55
Heathrow	245	29	34	308
Hillingdon	214	50	32	296
Hounslow	241	40	47	328
Kingston upon Thames	48	51	8	107
Lewisham	246	46	61	353
Merton	61	6	10	77
Redbridge	174	48	57	279
Richmond	52	30	18	100
Sutton	23	1	4	28
Waltham Forest	129	42	32	203
Wandsworth	86	57	29	172
Bus route	75	30	13	118
Tube line	6	5	3	14
Unique total	3033	692	560	4285

2.2 Number of times seen rough sleeping

Chart 2: People seen rough sleeping in 2023/24, by number of times seen rough sleeping



Base: 4285

2,691 (63%) people were seen rough sleeping only once in 2023/24, this compares to 2,347 (65%) seen rough sleeping only once in 2022/23.

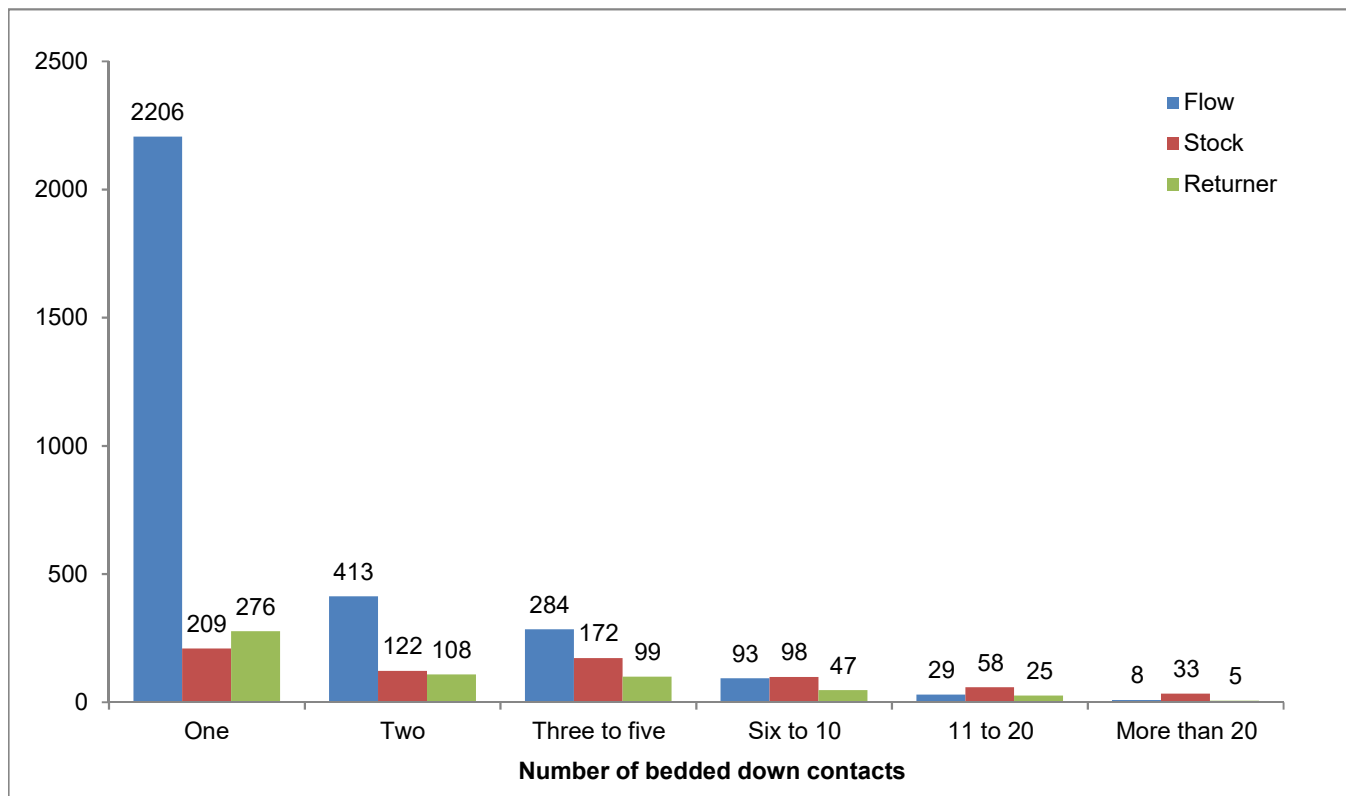
73% of people seen rough sleeping in the outer boroughs during 2023/24 who were new to the streets were not seen rough sleeping for a second time during the year.

Table 2: People seen rough sleeping in 2023/24, by number of times seen rough sleeping, and borough

Borough	Number of bedded down contacts						Total
	1	2	3-5	6-10	11-20	21+	
Barking & Dagenham	107	23	20	7	1	1	159
Barnet	120	43	28	13	4	8	216
Bexley	45	19	20	10	10	2	106
Bromley	84	13	14	2	0	0	113
Croydon	319	56	60	12	2	0	449
Enfield	149	28	12	5	3	0	197
Greenwich	172	58	50	28	21	8	337
Hackney	149	45	35	15	5	2	251
Harrow	111	11	4	1	1	0	128
Havering	44	6	5	0	0	0	55
Heathrow	195	57	40	11	4	1	308
Hillingdon	159	48	49	24	12	4	296
Hounslow	190	55	46	25	10	2	328
Kingston upon Thames	43	12	26	16	10	0	107
Lewisham	226	47	40	22	11	7	353
Merton	60	5	8	2	2	0	77
Redbridge	166	53	37	20	3	0	279
Richmond	49	16	16	13	4	2	100
Sutton	24	2	1	1	0	0	28
Waltham Forest	117	35	34	10	4	3	203
Wandsworth	79	23	31	18	12	9	172
Bus route	76	17	18	5	2	0	118
Tube line	7	2	2	3	0	0	14
Unique total	2691	643	555	238	112	46	4285

2.3 Rough sleeping volume: Flow, stock, returner model

Chart 3: People seen rough sleeping in 2023/24, by flow, stock, returner model, and number of times seen rough sleeping



Base (Flow): 3033

Base (Stock): 692

Base (Returner): 560

3. SPATIAL DISTRIBUTION

3.1 Borough distribution

Table 3: People seen rough sleeping, by borough, 2020/21 - 2023/24

Borough	2020/21	2021/22	2022/23	2023/24	Change between 2022/23 and 2023/24	
					No.	%
Barking & Dagenham	161	131	139	159	20	14%
Barnet	282	173	166	216	50	30%
Bexley	88	93	92	106	14	15%
Bromley	54	57	92	113	21	23%
Croydon	322	271	373	449	76	20%
Enfield	326	183	219	197	-22	-10%
Greenwich	213	135	196	337	141	72%
Hackney	350	229	246	251	5	2%
Harrow	67	58	96	128	32	33%
Havering	73	69	79	55	-24	-30%
Heathrow	117	233	233	308	75	32%
Hillingdon	282	140	167	296	129	77%
Hounslow	223	144	196	328	132	67%
Kingston upon Thames	87	99	120	107	-13	-11%
Lewisham	301	264	296	353	57	19%
Merton	109	45	63	77	14	22%
Redbridge	380	247	248	279	31	13%
Richmond	115	61	86	100	14	16%
Sutton	18	29	30	28	-2	-7%
Waltham Forest	261	153	186	203	17	9%
Wandsworth	401	264	173	172	-1	-1%
Bus route	143	142	142	118	-24	-17%
Tube line	0	18	36	14	-22	-61%

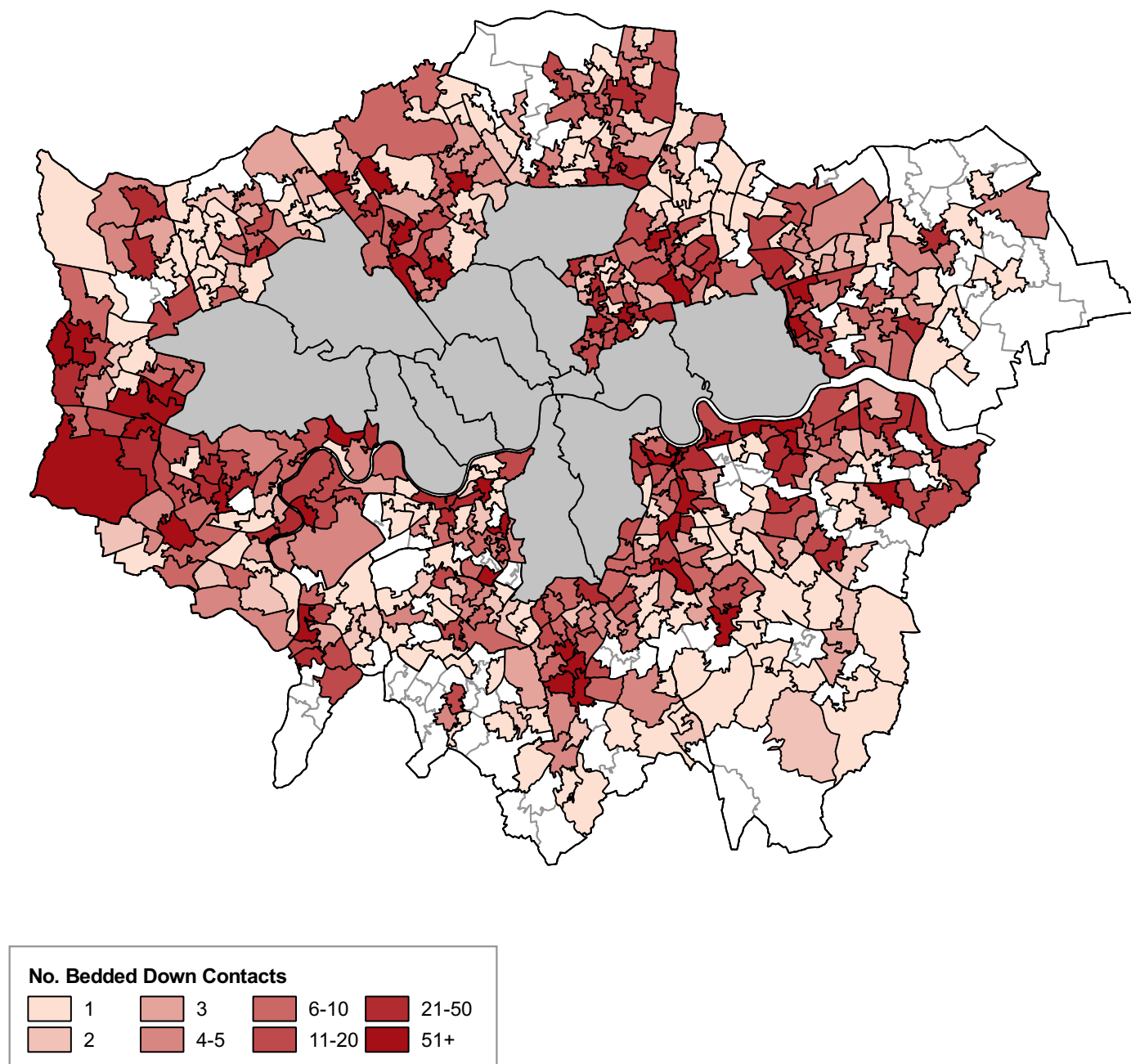
The outer boroughs in which the greatest numbers of rough sleepers were seen during 2023/24 were Croydon, Lewisham, Greenwich, Hounslow, and Heathrow.

Comparing 2023/24 to 2022/23, Greenwich has showed the highest increase in terms of numbers (141 people), while Hillingdon has shown the greatest proportionate increase (77%). Seven outer boroughs (including bus routes and tube lines) showed decreases, although these were mostly minor.

3.2 Bedded down street contacts by area: Map

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

Map 1: Number of bedded down street contacts recorded in each Middle Super Output Area across the outer boroughs during 2023/24



4. HISTORY PRIOR TO ROUGH SLEEPING

This section of the report presents information about people's circumstances prior to the start of a rough sleeping episode in 2023/24. This includes information about what type of accommodation people had been staying in, the type of departure from that accommodation, and the main underlying cause of the departure. The information is collected for people who were seen rough sleeping for the first time in London during the period, as well as for those who had returned to rough sleeping after a period away. Recording of this information changed fairly significantly midway through 2022/23, so it is not possible to compare data from 2023/24 to a full dataset from the previous year.

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

4.1 History prior to rough sleeping: New rough sleepers

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

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

Table 4: New rough sleepers in 2023/24, by last settled base

Last settled base in the UK	No.	%
Long-term accommodation		
Living with family/friends/partner	792	32.0%
Private rented accommodation	603	24.4%
Council tenancy (local authority accommodation)	101	4.1%
Housing association/RSL accommodation	32	1.3%
Sheltered housing/registered care accommodation	10	0.4%
Employment-related accommodation (except armed forces)	9	0.4%
Owner occupied accommodation	13	0.5%
<i>Long-term accommodation subtotal</i>	<i>1560</i>	<i>63.0%</i>
Short or medium-term accommodation		
Hostel or other supported accommodation	69	2.8%
Temporary accommodation (local authority)	47	1.9%
B&B (not local authority TA)	10	0.4%
Winter/night shelter	5	0.2%
Clinic/Detox/Rehab	1	0.0%
Squat	5	0.2%
<i>Short or medium-term accommodation subtotal</i>	<i>137</i>	<i>5.5%</i>
Institutional & armed forces accommodation		
Asylum support accommodation (NASS/other)	322	13.0%
Care (local authority youth care)	2	0.1%
Hospital	2	0.1%
Prison	53	2.1%
Probation accommodation	2	0.1%
Armed forces accommodation	0	0.0%
<i>Institutional & armed forces accommodation subtotal</i>	<i>381</i>	<i>15.4%</i>
No settled base since arriving in UK	147	5.9%
Other	42	1.7%
Not known	209	8.4%
Not recorded	675	
Total (excl. not recorded)	2476	100.0%
Total (incl. not recorded)	3151	

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

Table 5: New rough sleepers in 2023/24, by type of departure from last settled base, and underlying cause of departure

Cause of departure from last settled base in the UK	Type of departure from last settled base in the UK								Cause of departure total (no.)	Cause of departure total (%)
	Asked to leave by person they were staying with	Evicted	Left of own accord	End of time-limited stay	No departure - still has the accommodation	Other	No settled base since arriving in UK	Not known		
Arrears/debts - change in rent/mortgage	0	27	6	0	0	4	0	0	37	1.5%
Arrears/debts - issues with benefits	1	35	4	0	0	1	0	0	41	1.7%
Arrears/debts - living costs	10	46	12	0	0	3	0	2	73	2.9%
Arrears/debts - loss of employment	10	97	16	0	0	10	0	2	135	5.5%
Arrears/debts - other	7	34	3	0	0	4	0	0	48	1.9%
End of tenancy agreement	0	69	14	0	0	9	0	3	95	3.8%
Illegal eviction	0	85	0	0	0	6	0	1	92	3.7%
Given non-priority decision	0	13	0	0	0	1	0	1	15	0.6%
Relationship breakdown	420	0	47	0	0	36	0	10	513	20.7%
Death of relative/friend	6	1	2	0	0	19	0	0	28	1.1%
Domestic violence - victim	9	0	11	0	0	13	0	0	33	1.3%
Harassment/abuse/violence - victim	6	0	34	0	0	8	0	0	48	1.9%
Unmanaged support need	16	11	11	0	0	3	0	0	41	1.7%
Housing conditions	21	0	13	0	0	4	0	0	38	1.5%
Relocated to be nearer family/friends/community	0	0	6	0	0	0	0	1	7	0.3%
Relocated seeking work	0	0	6	0	0	0	0	0	6	0.2%
Transient/travelling around	0	0	11	0	0	2	0	0	13	0.5%
Anti-social behaviour - perpetrator	7	26	4	0	0	0	0	1	38	1.5%
Domestic violence - perpetrator	10	1	0	0	0	1	0	0	12	0.5%
Taken into custody	0	6	0	0	0	7	0	2	15	0.6%
End of time-limited stay	0	0	0	87	0	5	0	3	95	3.8%
End of asylum accommodation - positive Home Office decision	0	0	0	291	0	8	0	1	300	12.1%
End of asylum accommodation - negative Home Office decision	0	0	0	4	0	0	0	0	4	0.2%
End of asylum accommodation - withdrawal of application	0	0	0	0	0	0	0	0	0	0.0%
No departure - still has the accommodation	0	0	0	0	18	0	0	0	18	0.7%
Other	77	79	30	3	0	71	0	5	265	10.7%
No settled base since arriving in UK	0	0	0	0	0	0	147	0	147	5.9%
Not known	25	37	15	5	0	5	0	232	319	12.9%
Type of departure total (no.)	625	567	245	390	18	220	147	264	2476	100.0%
Type of departure total (%)	25.2%	22.9%	9.9%	15.8%	0.7%	8.9%	5.9%	10.7%	100.0%	

Base: 2476 new rough sleepers for whom information about their last settled base was recorded. This excludes 675 new rough sleepers for whom no information was recorded.

4.2 History prior to rough sleeping: Returning rough sleepers

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

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

Table 6: Returning rough sleepers in 2023/24, by last settled base

Last settled base in the UK	No.	%
Long-term accommodation		
Living with family/friends/partner	114	19.9%
Private rented accommodation	103	18.0%
Council tenancy (local authority accommodation)	34	5.9%
Housing association/RSL accommodation	10	1.7%
Sheltered housing/registered care accommodation	3	0.5%
Employment-related accommodation (except armed forces)	3	0.5%
Owner occupied accommodation	0	0.0%
<i>Long-term accommodation subtotal</i>	<i>267</i>	<i>46.7%</i>
Short or medium-term accommodation		
Hostel or other supported accommodation	77	13.5%
Temporary accommodation (local authority)	66	11.5%
B&B (not local authority TA)	15	2.6%
Winter/night shelter	6	1.0%
Clinic/Detox/Rehab	1	0.2%
Squat	2	0.3%
<i>Short or medium-term accommodation subtotal</i>	<i>167</i>	<i>29.2%</i>
Institutional & armed forces accommodation		
Asylum support accommodation (NASS/other)	6	1.0%
Care (local authority youth care)	0	0.0%
Hospital	0	0.0%
Prison	25	4.4%
Probation accommodation	0	0.0%
Armed forces accommodation	1	0.2%
<i>Institutional & armed forces accommodation subtotal</i>	<i>32</i>	<i>5.6%</i>
No settled base since arriving in UK	31	5.4%
Other	14	2.4%
Not known	61	10.7%
Not recorded	310	
Total (excl. not recorded)	572	100.0%
Total (incl. not recorded)	882	

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

Table 7: Returning rough sleepers in 2023/24, by type of departure from last settled base, and underlying cause of departure

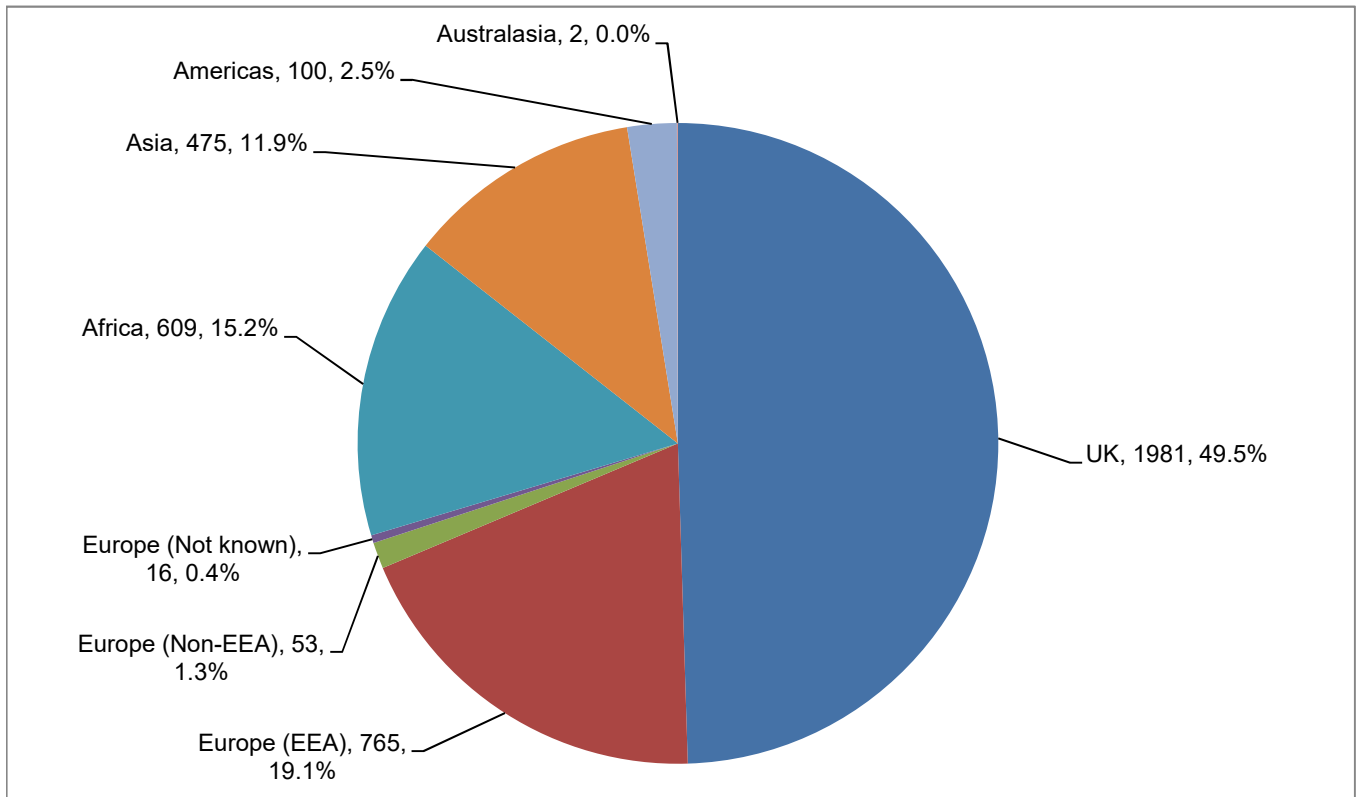
Cause of departure from last settled base in the UK	Type of departure from last settled base in the UK								Cause of departure total (no.)	Cause of departure total (%)
	Asked to leave by person they were staying with	Evicted	Left of own accord	End of time-limited stay	No departure - still has the accommodation	Other	No settled base since arriving in UK	Not known		
Arrears/debts - change in rent/mortgage	0	5	0	0	0	0	0	0	5	0.9%
Arrears/debts - issues with benefits	2	10	1	0	0	0	0	1	14	2.4%
Arrears/debts - living costs	2	6	3	0	0	1	0	0	12	2.1%
Arrears/debts - loss of employment	2	12	0	0	0	0	0	0	14	2.4%
Arrears/debts - other	3	9	2	0	0	1	0	0	15	2.6%
End of tenancy agreement	0	14	1	0	0	1	0	1	17	3.0%
Illegal eviction	0	15	0	0	0	1	0	0	16	2.8%
Given non-priority decision	0	18	0	0	0	0	0	3	21	3.7%
Relationship breakdown	52	0	8	0	0	3	0	5	68	11.9%
Death of relative/friend	0	0	1	0	0	2	0	0	3	0.5%
Domestic violence - victim	0	0	2	0	0	1	0	0	3	0.5%
Harassment/abuse/violence - victim	1	0	24	0	0	3	0	0	28	4.9%
Unmanaged support need	5	3	12	0	0	0	0	1	21	3.7%
Housing conditions	4	0	4	0	0	1	0	0	9	1.6%
Relocated to be nearer family/friends/community	0	0	0	0	0	0	0	0	0	0.0%
Relocated seeking work	0	0	1	0	0	1	0	0	2	0.3%
Transient/travelling around	0	0	4	0	0	1	0	0	5	0.9%
Anti-social behaviour - perpetrator	4	26	1	0	0	0	0	0	31	5.4%
Domestic violence - perpetrator	0	1	0	0	0	0	0	0	1	0.2%
Taken into custody	0	3	0	0	0	2	0	0	5	0.9%
End of time-limited stay	0	0	0	41	0	5	0	2	48	8.4%
End of asylum accommodation - positive Home Office decision	0	0	0	1	0	0	0	0	1	0.2%
End of asylum accommodation - negative Home Office decision	0	0	0	0	0	0	0	0	0	0.0%
End of asylum accommodation - withdrawal of application	0	0	0	0	0	0	0	0	0	0.0%
No departure - still has the accommodation	0	0	0	0	14	0	0	0	14	2.4%
Other	9	39	15	2	0	17	0	3	85	14.9%
No settled base since arriving in UK	0	0	0	0	0	0	31	0	31	5.4%
Not known	2	13	6	1	0	4	0	77	103	18.0%
Type of departure total (no.)	86	174	85	45	14	44	31	93	572	100.0%
Type of departure total (%)	15.0%	30.4%	14.9%	7.9%	2.4%	7.7%	5.4%	16.3%	100.0%	

Base: 572 returning rough sleepers for whom information about their last settled base was recorded. This excludes 310 returning rough sleepers for whom no information was recorded.

5. DEMOGRAPHICS & SUPPORT NEEDS

5.1 Nationality: Overall composition

Chart 4: People seen rough sleeping in 2023/24, by nationality



Base: 4001 people seen rough sleeping during the period whose nationality was known. This excludes 284 people whose nationality was not known.

Table 8: People seen rough sleeping in 2023/24, by nationality, and borough

Borough	UK	Europe (EEA)	Europe (Non-EEA)	Europe (Not known)	Africa	Asia	Americas	Australasia	Total
Barking & Dagenham	69	34	2	0	28	16	1	0	150
Barnet	81	49	3	1	29	29	3	1	196
Bexley	91	3	0	0	7	1	1	0	103
Bromley	69	3	1	0	28	5	5	0	111
Croydon	225	65	0	0	55	54	12	0	411
Enfield	82	41	8	1	43	7	2	0	184
Greenwich	168	44	0	1	58	24	6	0	301
Hackney	112	37	6	4	40	10	6	0	215
Harrow	62	13	0	0	13	29	0	0	117
Havering	33	5	0	0	3	5	1	0	47
Heathrow	132	63	8	1	22	48	28	0	302
Hillingdon	122	34	0	1	52	68	4	0	281
Hounslow	123	63	2	3	65	39	2	0	297
Kingston upon Thames	37	62	0	0	4	2	1	0	106
Lewisham	199	51	8	0	37	28	18	0	341
Merton	44	14	0	1	8	9	0	0	76
Redbridge	77	50	8	1	54	81	1	0	272
Richmond	81	10	0	0	3	3	1	0	98
Sutton	20	3	0	0	0	2	0	0	25
Waltham Forest	79	59	6	0	24	14	5	0	187
Wandsworth	70	66	1	2	14	10	1	0	164
Bus route	55	13	0	0	31	9	3	1	112
Tube line	5	1	1	0	5	0	1	0	13
Unique total	1981	765	53	16	609	475	100	2	4001

5.2 Nationality: Flow, stock, returner model

Table 9: People seen rough sleeping in 2023/24, by nationality, and flow, stock, returner breakdown

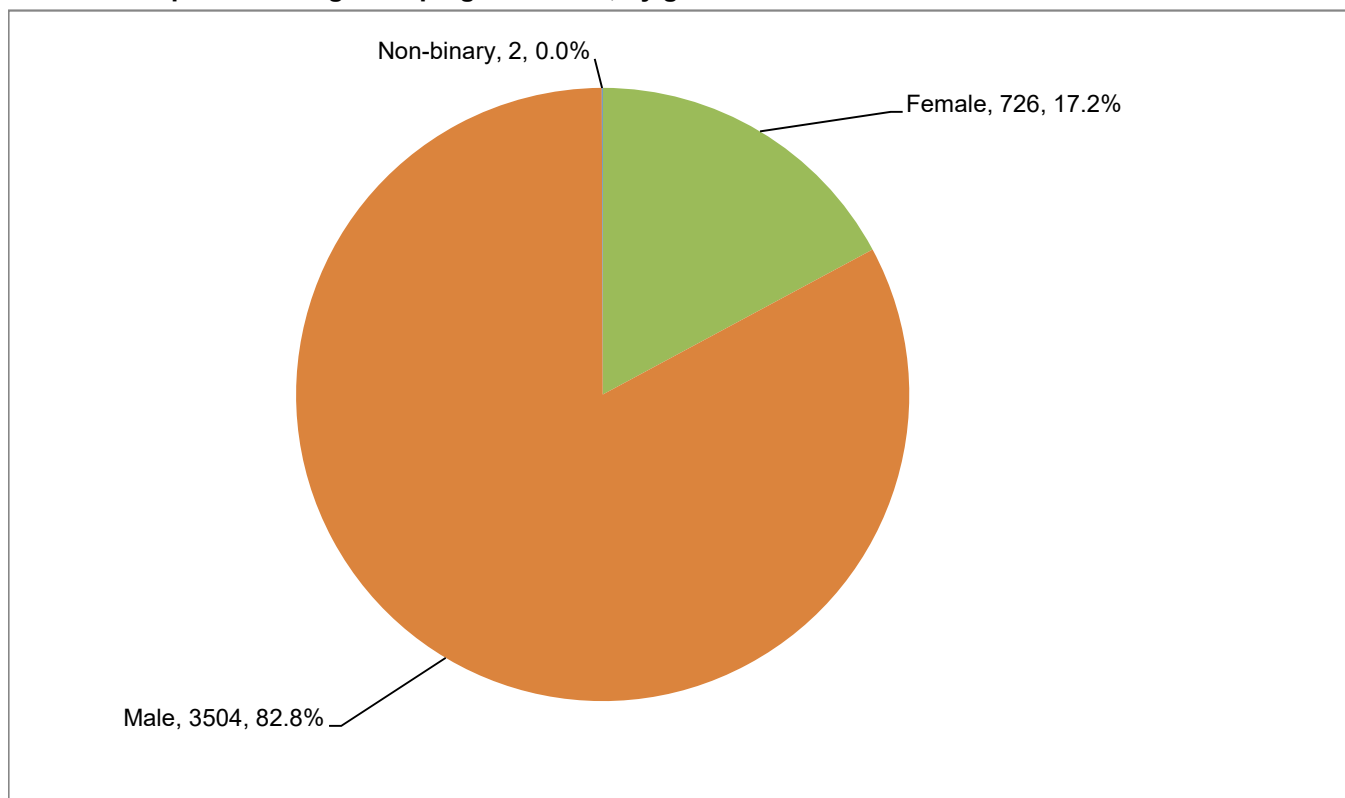
	Flow	Stock	Returner	Total	
Nationality	No.	No.	No.	No.	%
UK	1346	343	292	1981	49.5%
Romania	110	97	36	243	6.1%
Poland	126	56	46	228	5.7%
Lithuania	22	18	14	54	1.3%
Ireland (Republic of)	31	7	8	46	1.1%
Portugal	24	9	5	38	0.9%
Italy	20	0	6	26	0.6%
Bulgaria	16	3	10	29	0.7%
Spain	9	3	2	14	0.3%
France	2	4	4	10	0.2%
Latvia	6	4	3	13	0.3%
Other European (EEA) countries	40	11	13	64	1.6%
Europe (EEA)	406	212	147	765	19.1%
Europe (Non-EEA)	37	8	8	53	1.3%
Europe (Not known)	15	0	1	16	0.4%
Eritrea	200	11	8	219	5.5%
Sudan	106	2	3	111	2.8%
Nigeria	53	9	7	69	1.7%
Ethiopia	22	1	0	23	0.6%
Somalia	17	3	6	26	0.6%
Other African countries	124	20	17	161	4.0%
Africa	522	46	41	609	15.2%
India	70	39	38	147	3.7%
Afghanistan	95	3	6	104	2.6%
Iran	58	8	6	72	1.8%
Syrian Arab Republic	16	0	1	17	0.4%
Pakistan	18	5	6	29	0.7%
Other Asian countries	87	15	4	106	2.6%
Asia	344	70	61	475	11.9%
Americas	88	5	7	100	2.5%
Australasia	2	0	0	2	0.0%
Not known	273	8	3	284	
Total (excl. not known)	2760	684	557	4001	100.0%
Total (incl. not known)	3033	692	560	4285	

Total excluding not known is used as base for percentages.

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

5.3 Gender

Chart 5: People seen rough sleeping in 2023/24, by gender



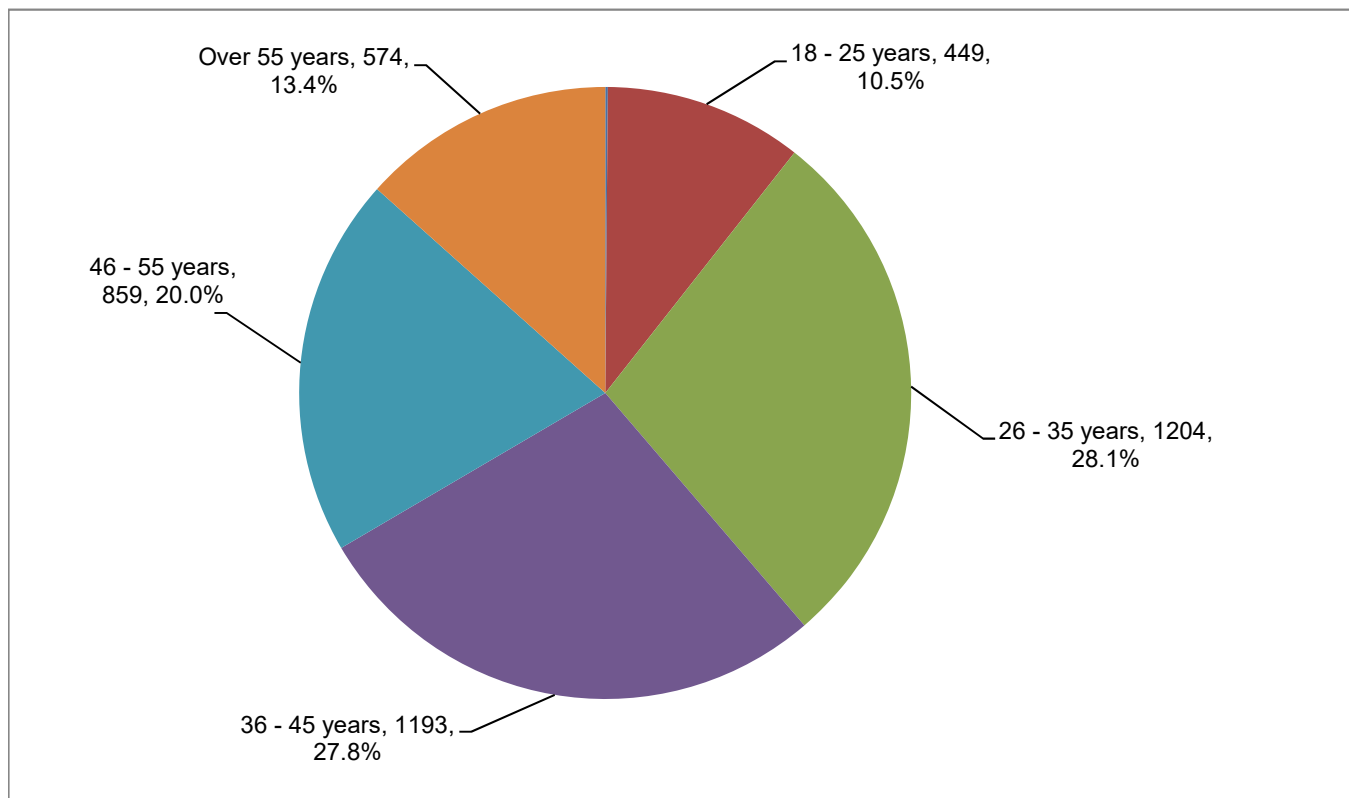
Base: 4232 people seen rough sleeping during the period whose gender was known. This excludes 53 people whose gender was not known.

Table 10: People seen rough sleeping in 2023/24, by gender, and borough

Borough	Female	Male	Non-binary	Total
Barking & Dagenham	19	140	0	159
Barnet	34	179	0	213
Bexley	12	92	0	104
Bromley	11	102	0	113
Croydon	78	360	0	438
Enfield	27	168	0	195
Greenwich	61	272	2	335
Hackney	51	192	0	243
Harrow	17	108	0	125
Havering	6	48	0	54
Heathrow	79	229	0	308
Hillingdon	35	257	0	292
Hounslow	61	262	0	323
Kingston upon Thames	33	74	0	107
Lewisham	84	268	0	352
Merton	8	69	0	77
Redbridge	30	248	0	278
Richmond	11	88	0	99
Sutton	4	23	0	27
Waltham Forest	26	173	0	199
Wandsworth	26	142	0	168
Bus route	29	89	0	118
Tube line	5	9	0	14
Unique total	726	3504	2	4232

5.4 Age

Chart 6: People seen rough sleeping in 2023/24, by age



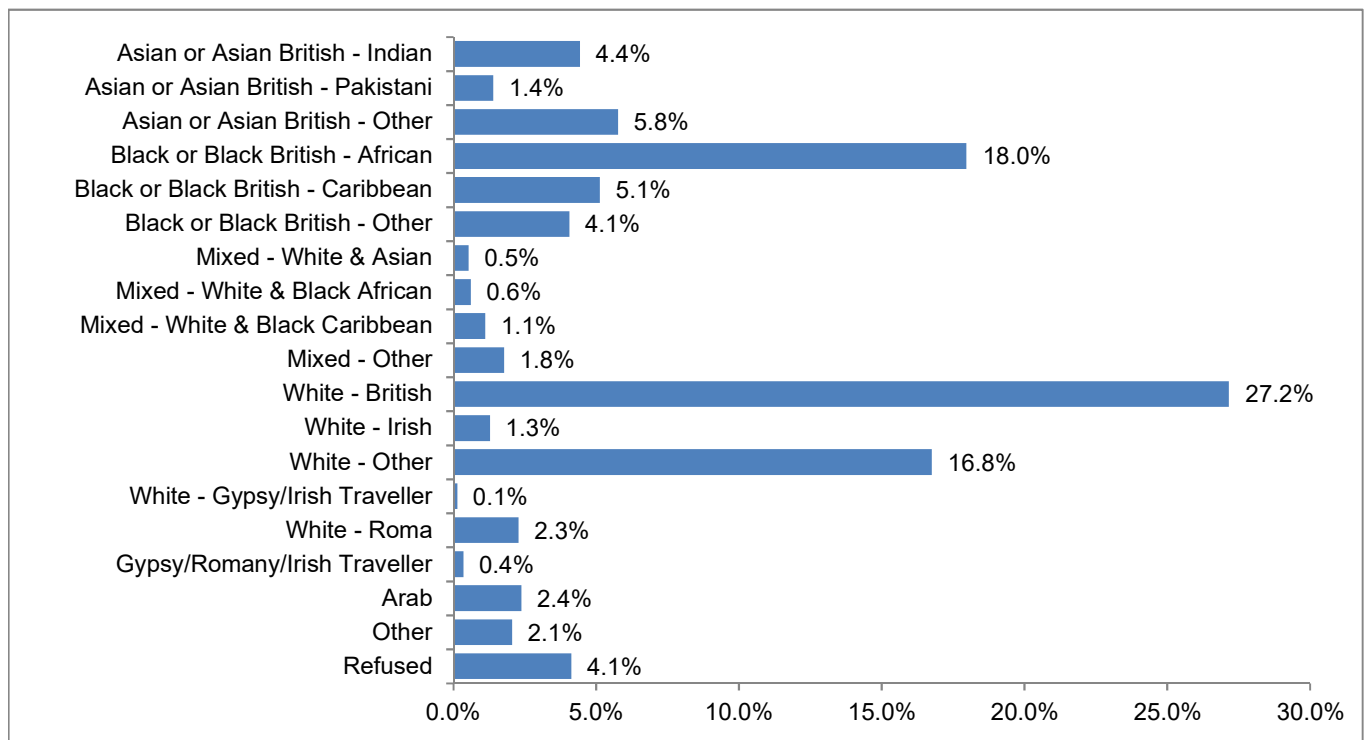
Base: 4285 people seen rough sleeping during the period.

Table 11: People seen rough sleeping in 2023/24, by age, and borough

Borough	Under 18 years	18 - 25 years	26 - 35 years	36 - 45 years	46 - 55 years	Over 55 years	Total
Barking & Dagenham	0	9	53	52	29	16	159
Barnet	0	20	66	56	41	33	216
Bexley	0	9	27	28	28	14	106
Bromley	0	19	51	21	12	10	113
Croydon	1	66	127	123	85	47	449
Enfield	0	21	64	50	33	29	197
Greenwich	0	32	94	118	50	43	337
Hackney	0	21	64	77	62	27	251
Harrow	0	19	50	26	19	14	128
Havering	0	2	16	18	15	4	55
Heathrow	1	29	64	78	63	73	308
Hillingdon	0	38	96	79	49	34	296
Hounslow	0	32	89	109	63	35	328
Kingston upon Thames	0	11	25	24	29	18	107
Lewisham	0	38	89	95	79	52	353
Merton	0	9	15	28	17	8	77
Redbridge	0	28	86	78	59	28	279
Richmond	0	7	17	25	26	25	100
Sutton	1	4	8	4	9	2	28
Waltham Forest	0	12	67	66	40	18	203
Wandsworth	3	11	52	42	44	20	172
Bus route	0	18	15	17	31	37	118
Tube line	0	0	1	7	2	4	14
Unique total	6	449	1204	1193	859	574	4285

5.5 Ethnicity

Chart 7: People seen rough sleeping in 2023/24, by ethnicity



Base: 4285 people seen rough sleeping during the period.

Table 12: People seen rough sleeping in 2023/24, by ethnicity, and borough

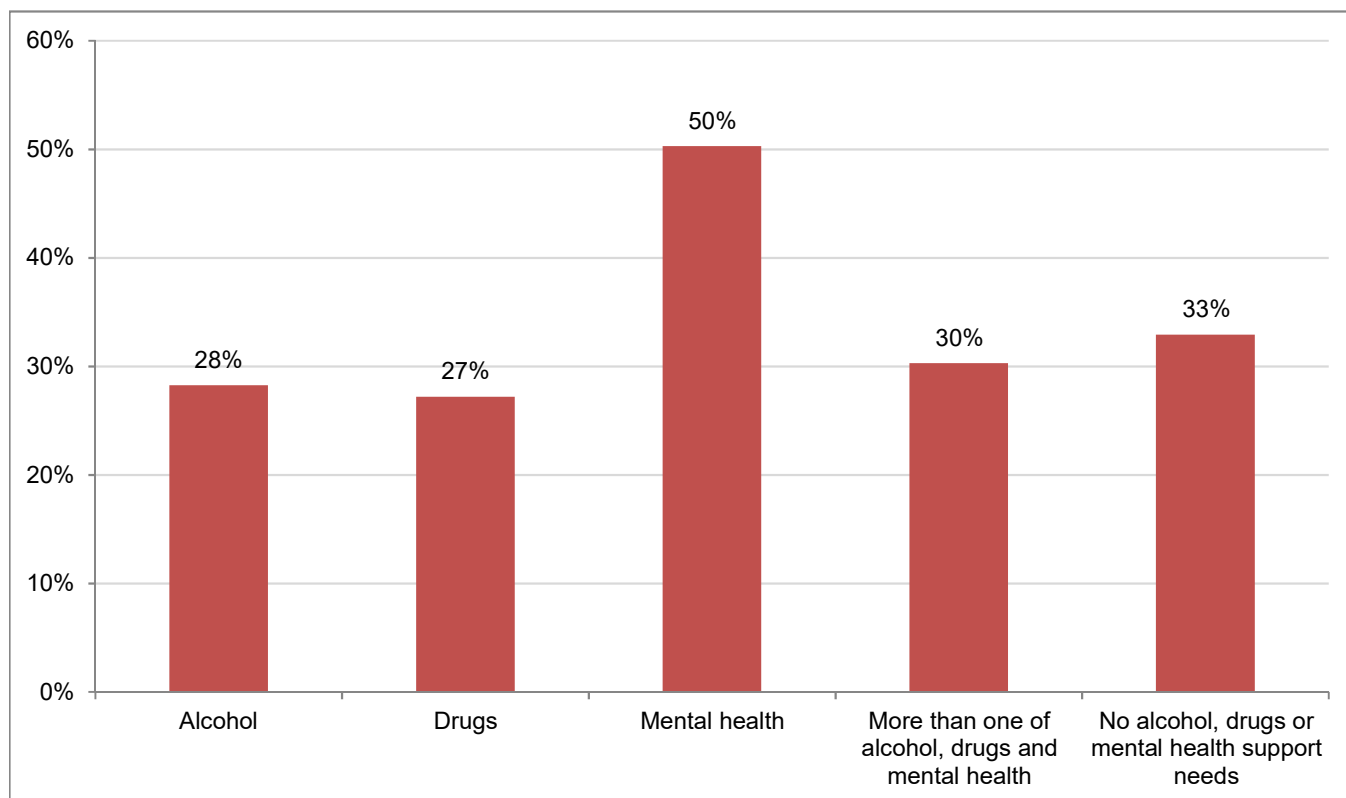
Borough	Asian (incl. Chinese)	Black	Mixed	White - British	White - Irish	White - Other	White - Gypsy/ Irish Traveller/ Roma	Arab/ Other	Missing/ Refused	Total
Barking & Dagenham	18	45	7	47	1	33	0	3	5	159
Barnet	21	51	8	49	7	54	2	13	11	216
Bexley	3	9	3	81	1	4	1	1	3	106
Bromley	5	47	3	43	1	5	0	8	1	113
Croydon	54	139	24	123	5	65	6	16	17	449
Enfield	10	76	6	39	2	45	4	6	9	197
Greenwich	31	99	27	107	6	47	1	5	14	337
Hackney	11	84	13	52	4	46	7	11	23	251
Harrow	22	37	5	23	2	10	2	21	6	128
Havering	7	7	1	29	1	6	0	1	3	55
Heathrow	64	66	24	55	5	62	1	23	8	308
Hillingdon	69	57	5	93	8	22	3	29	10	296
Hounslow	36	83	10	78	4	71	2	14	30	328
Kingston upon Thames	5	10	2	27	2	10	49	1	1	107
Lewisham	24	132	17	99	2	57	1	14	7	353
Merton	10	18	4	28	1	11	0	5	0	77
Redbridge	99	69	2	37	1	50	6	11	4	279
Richmond	5	10	1	63	0	11	1	5	4	100
Sutton	2	4	3	17	0	1	0	0	1	28
Waltham Forest	24	39	6	44	3	71	1	4	11	203
Wandsworth	10	26	4	52	1	37	33	3	6	172
Bus route	9	71	3	13	1	16	0	2	3	118
Tube line	1	11	1	0	0	1	0	0	0	14
Unique total	525	1164	173	1164	55	718	119	190	177	4285

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

5.6 Support needs

Support needs data in CHAIN is derived from assessments made by support workers in the homelessness sector. It is important to note that 15% of people seen rough sleeping in the outer boroughs in 2023/24 did not have a support needs assessment recorded.

Chart 8: People seen rough sleeping in 2023/24, by support needs



Base: 3630 people seen rough sleeping during the period who were assessed for at least one of the three support needs. This excludes 655 people for whom none of the three needs were assessed.

Table 13: People seen rough sleeping in 2023/24, by support needs

Support need	No.	%
Alcohol	1026	28.3%
Drugs	987	27.2%
Mental health	1826	50.3%
More than one of alcohol, drugs and mental health	1099	30.3%
No alcohol, drugs or mental health support needs	1195	32.9%
Total (excl. not assessed)	3630	
Total (incl. not assessed)	4285	

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

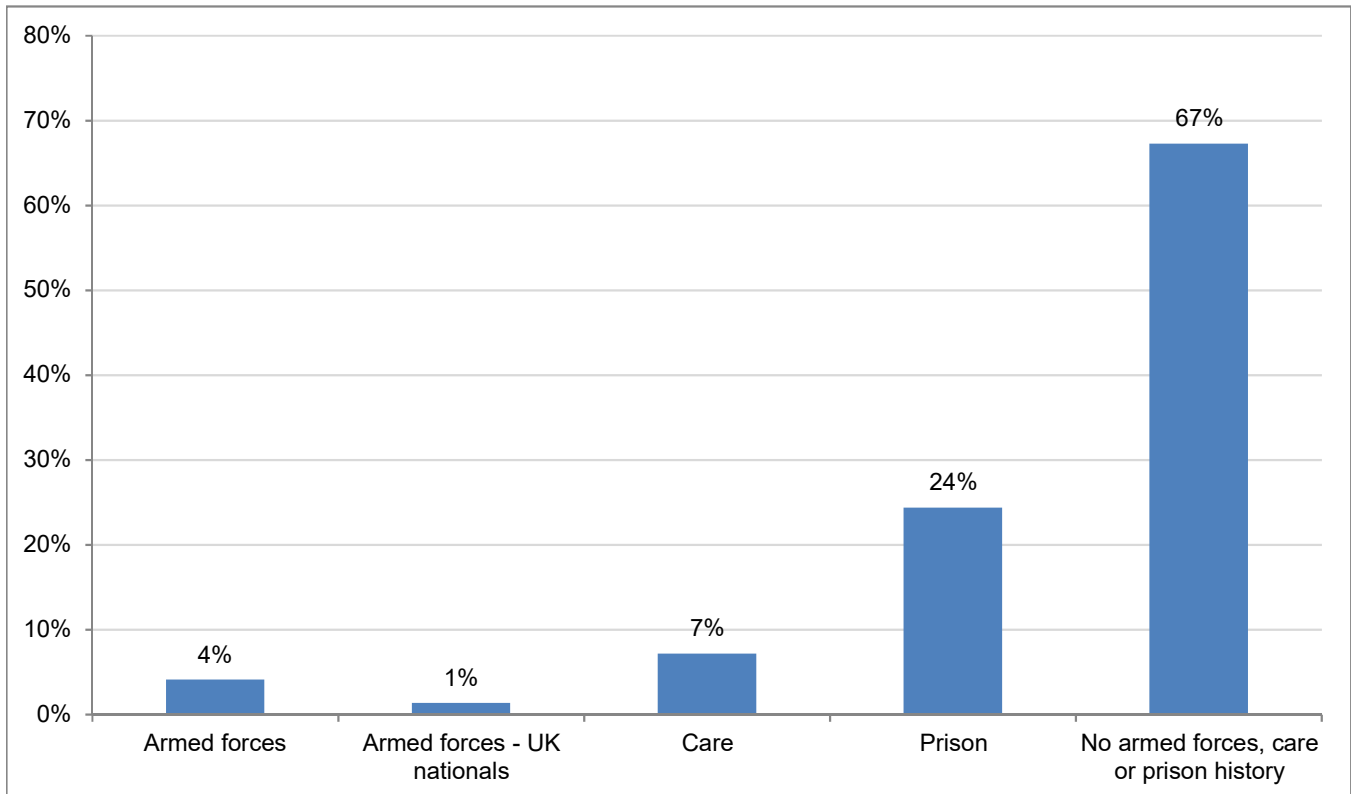
Table 14: People seen rough sleeping in 2023/24, by support needs, and borough

Borough	Alcohol	Drugs	Mental health	More than one of alcohol, drugs and mental health	No alcohol, drugs or mental health support needs	Total (excl. not assessed)
Barking & Dagenham	52	39	61	39	51	151
Barnet	45	46	90	49	77	194
Bexley	29	39	72	46	14	97
Bromley	20	24	47	27	27	81
Croydon	106	112	171	117	99	339
Enfield	29	33	62	29	86	173
Greenwich	70	103	186	119	64	272
Hackney	71	89	108	85	38	185
Harrow	16	22	58	23	37	108
Havering	14	13	27	15	8	40
Heathrow	57	36	144	47	113	293
Hillingdon	66	62	122	68	88	256
Hounslow	72	60	122	68	107	272
Kingston upon Thames	19	17	27	20	58	96
Lewisham	92	87	165	107	94	311
Merton	24	15	40	24	14	65
Redbridge	89	57	103	66	89	258
Richmond	47	45	67	51	18	99
Sutton	13	6	15	9	5	25
Waltham Forest	59	53	70	52	39	157
Wandsworth	49	47	75	55	47	146
Bus route	18	7	53	15	43	105
Tube line	0	0	6	0	5	11
Unique total	1026	987	1826	1099	1195	3630

5.7 Institutional & armed forces history

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

Chart 9: People seen rough sleeping in 2023/24, by institutional and armed forces history



Base: 3554 people seen rough sleeping during the period who were assessed for at least one of the three support needs. This excludes 731 people for whom none of the three needs were assessed.

Table 15: People seen rough sleeping in 2023/24, by institutional and armed forces history

Type of history	No.	%
Armed forces	146	4.1%
Armed forces - UK nationals	49	1.4%
Care	255	7.2%
Prison	867	24.4%
No armed forces, care or prison history	2391	67.3%
Total (excl. not assessed)	3554	
Total (incl. not assessed)	4285	

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

Table 16: People seen rough sleeping in 2023/24, by institutional and armed forces history, and borough

Borough	Armed forces	Armed forces UK nationals	Care	Prison	No armed forces or institutional history	Total (excl. not assessed)
Barking & Dagenham	7	1	8	44	94	150
Barnet	11	3	13	35	123	184
Bexley	3	1	7	44	47	99
Bromley	4	3	6	23	59	90
Croydon	13	3	26	69	213	317
Enfield	10	2	13	37	116	168
Greenwich	2	1	34	96	147	264
Hackney	15	4	23	74	91	180
Harrow	1	0	7	22	80	110
Havering	2	2	3	13	24	39
Heathrow	14	5	11	48	222	291
Hillingdon	11	4	15	60	161	244
Hounslow	16	3	16	62	187	269
Kingston upon Thames	1	1	4	12	79	94
Lewisham	9	3	22	89	201	314
Merton	0	0	4	18	43	64
Redbridge	8	2	7	37	212	260
Richmond	6	5	14	27	53	90
Sutton	2	0	2	4	15	22
Waltham Forest	8	4	18	39	98	156
Wandsworth	3	1	7	27	104	140
Bus route	2	1	5	11	82	101
Tube line	1	0	0	2	6	10
Unique total	146	49	255	867	2391	3554

6. HELPING PEOPLE OFF THE STREETS

6.1 Accommodation outcomes

In 2023/24, 1,162 people who had been seen rough sleeping in the outer boroughs during the year had bookings into accommodation recorded on CHAIN by services based in, or primarily covering, the outer boroughs.

Table 17: Accommodation outcomes achieved with people seen rough sleeping in the outer boroughs in 2023/24, by services based in, or primarily covering, the outer boroughs

Services A-H	Barking & Dagenham Rough Sleepers Team (LB B&D)	Barnet Rough Sleeper Team	Croydon - Housing First	Croydon Outreach	Enfield Outreach (LB Enfield)	Greenwich Navigators - Outreach	Hackney SORT	Haringey SORT	Harrow Outreach Team	Hillingdon SORT
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	0	0	0	0	0	0
Hub	0	0	0	2	3	0	0	0	0	17
Nightstop	0	0	0	0	0	0	2	0	2	0
SWEP (Local)	0	5	0	40	2	0	24	6	19	40
SWEP (Pan-London)	1	0	0	25	0	0	1	1	0	14
Winter/Night Shelter	3	0	0	0	0	0	9	0	0	9
<i>Hubs, shelters and emergency accommodation subtotal</i>	4	5	0	67	5	0	36	7	21	80
Temporary accommodation										
Assessment centre	0	0	0	10	2	0	11	3	0	2
Bed & breakfast	0	0	0	17	1	0	23	2	0	19
Clinic/Detox/Rehab	0	0	0	0	0	0	0	0	0	3
Friends & family	0	0	0	0	0	0	0	0	0	37
Hostel	0	0	0	23	0	0	4	1	0	56
Local authority temporary accommodation	0	22	0	36	20	2	23	0	16	37
Staging post	0	0	0	0	0	0	0	0	0	0
Other temporary accommodation	0	1	0	7	2	0	12	0	0	12
<i>Temporary accommodation subtotal</i>	0	23	0	93	25	2	73	6	16	166
Long-term accommodation										
Care home	0	0	0	0	0	0	0	0	0	0
Clearing House/RSI	0	0	1	3	0	0	0	0	0	0
Local authority tenancy (general needs)	0	0	1	0	0	0	0	0	1	6
Private rented sector - independent	0	0	0	3	0	0	2	0	9	11
Private rented sector - with some floating support	0	1	0	0	0	0	1	0	2	4
RSL tenancy (general needs)	0	1	0	0	0	0	0	0	0	0
Sheltered housing	0	0	0	2	0	0	0	0	0	1
Supported housing	0	0	0	7	0	0	1	0	1	2
Tied accommodation	0	0	0	0	0	0	0	0	0	0
Other long-term accommodation	0	0	0	0	0	0	0	0	0	0
<i>Long-term accommodation subtotal</i>	0	2	2	15	0	0	4	0	13	24
Total	4	30	2	175	30	2	113	13	50	270

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

Services H-T	Hounslow LA Outreach	Merton Outreach Team	Rapid Response Outreach	Redbridge Outreach Service	South East Regional Outreach Team	SPEAR Outreach - Kingston	SPEAR Outreach - Richmond	SPEAR Outreach - Wandsworth	St Mungo's - Pan-London Navigators Team	Thames Reach - TFL Outreach
	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.
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	0	0	0	0	0	0
Hub	4	0	3	0	1	0	0	0	0	2
Nightstop	0	0	1	0	0	0	0	0	0	0
SWEP (Local)	29	0	20	71	54	23	10	5	0	3
SWEP (Pan-London)	0	0	36	0	4	0	0	0	0	3
Winter/Night Shelter	51	0	0	2	22	8	0	0	0	5
<i>Hubs, shelters and emergency accommodation subtotal</i>	<i>84</i>	<i>0</i>	<i>60</i>	<i>73</i>	<i>81</i>	<i>31</i>	<i>10</i>	<i>5</i>	<i>0</i>	<i>13</i>
Temporary accommodation										
Assessment centre	1	0	14	0	9	1	0	0	0	0
Bed & breakfast	37	1	1	0	150	5	10	0	7	24
Clinic/Detox/Rehab	0	0	0	0	0	0	0	0	0	0
Friends & family	0	0	0	0	6	0	0	0	0	0
Hostel	0	0	5	2	40	1	5	0	1	2
Local authority temporary accommodation	22	1	27	3	79	6	24	2	0	10
Staging post	0	0	0	0	0	0	0	0	0	1
Other temporary accommodation	3	0	2	10	11	6	2	1	0	0
<i>Temporary accommodation subtotal</i>	<i>63</i>	<i>2</i>	<i>49</i>	<i>15</i>	<i>295</i>	<i>19</i>	<i>41</i>	<i>3</i>	<i>8</i>	<i>37</i>
Long-term accommodation										
Care home	0	0	0	0	0	0	0	0	1	0
Clearing House/RSI	0	0	0	0	0	0	1	0	0	0
Local authority tenancy (general needs)	1	0	0	0	3	0	0	0	0	0
Private rented sector - independent	15	0	0	1	16	1	0	0	0	0
Private rented sector - with some floating support	2	0	0	0	7	0	2	0	0	1
RSL tenancy (general needs)	0	0	0	0	0	0	0	0	1	0
Sheltered housing	4	0	0	0	0	0	1	0	0	0
Supported housing	9	0	2	0	11	0	1	0	0	0
Tied accommodation	0	0	0	0	0	0	0	0	0	0
Other long-term accommodation	0	0	0	0	0	0	0	0	0	0
<i>Long-term accommodation subtotal</i>	<i>31</i>	<i>0</i>	<i>2</i>	<i>1</i>	<i>37</i>	<i>1</i>	<i>5</i>	<i>0</i>	<i>2</i>	<i>1</i>
Total	178	2	111	89	413	51	56	8	10	51

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

Services T-Z	Waltham Forest Street Outreach Service
Accommodation type	No.
Hubs, shelters and emergency accommodation	
COVID-19 Emergency Accommodation (Local)	0
Hub	1
Nightstop	0
SWEP (Local)	32
SWEP (Pan-London)	5
Winter/Night Shelter	4
<i>Hubs, shelters and emergency accommodation</i>	<i>42</i>
Temporary accommodation	
Assessment centre	1
Bed & breakfast	0
Clinic/Detox/Rehab	0
Friends & family	0
Hostel	2
Local authority temporary accommodation	7
Staging post	0
Other temporary accommodation	1
<i>Temporary accommodation subtotal</i>	<i>11</i>
Long-term accommodation	
Care home	0
Clearing House/RSI	0
Local authority tenancy (general needs)	0
Private rented sector - independent	0
Private rented sector - with some floating support	0
RSL tenancy (general needs)	0
Sheltered housing	0
Supported housing	0
Tied accommodation	0
Other long-term accommodation	0
<i>Long-term accommodation subtotal</i>	<i>0</i>
Total	53

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

APPENDICES

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

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 Homeless Link.

DELTA

Online system developed by the Department for Levelling Up, Housing and Communities to streamline its processes and systems for collecting statistical data and grant administration.

DLUHC: Department for Levelling Up, Housing and Communities

Government department responsible for housing, communities, local government in England, and the levelling up policy.

EEA: European Economic Area

The 27 countries of the European Union (EU), plus a further three countries that are part of the EU's single market (Iceland, Liechtenstein and Norway). Common usage generally also includes Switzerland, whose citizens have the same rights to live and work in the UK as other EEA nationals.

GLA: Greater London Authority

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

NASS: National Asylum Support Service

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

NSNO: No Second Night Out

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

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.

SWEP: Severe Weather Emergency Protocol

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

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