

CHAIN ANNUAL REPORT

OUTER BOROUGHES

APRIL 2017 - MARCH 2018

**SUPPORTED BY
MAYOR OF LONDON**



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Greater London Authority

June 2018

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

CHAIN enquiries 020 3856 6007

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 2017 and March 2018. 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 2017/18.

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 2017/18, 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.

Previous editions of this report included the borough of Haringey. 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, Haringey is now covered by a separate report and is no longer included in the outer borough figures. Similarly, Newham was included in previous editions up to and including 2015/16. These changes should be taken into account when comparing the amalgamated outer boroughs total for 2017/18 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.

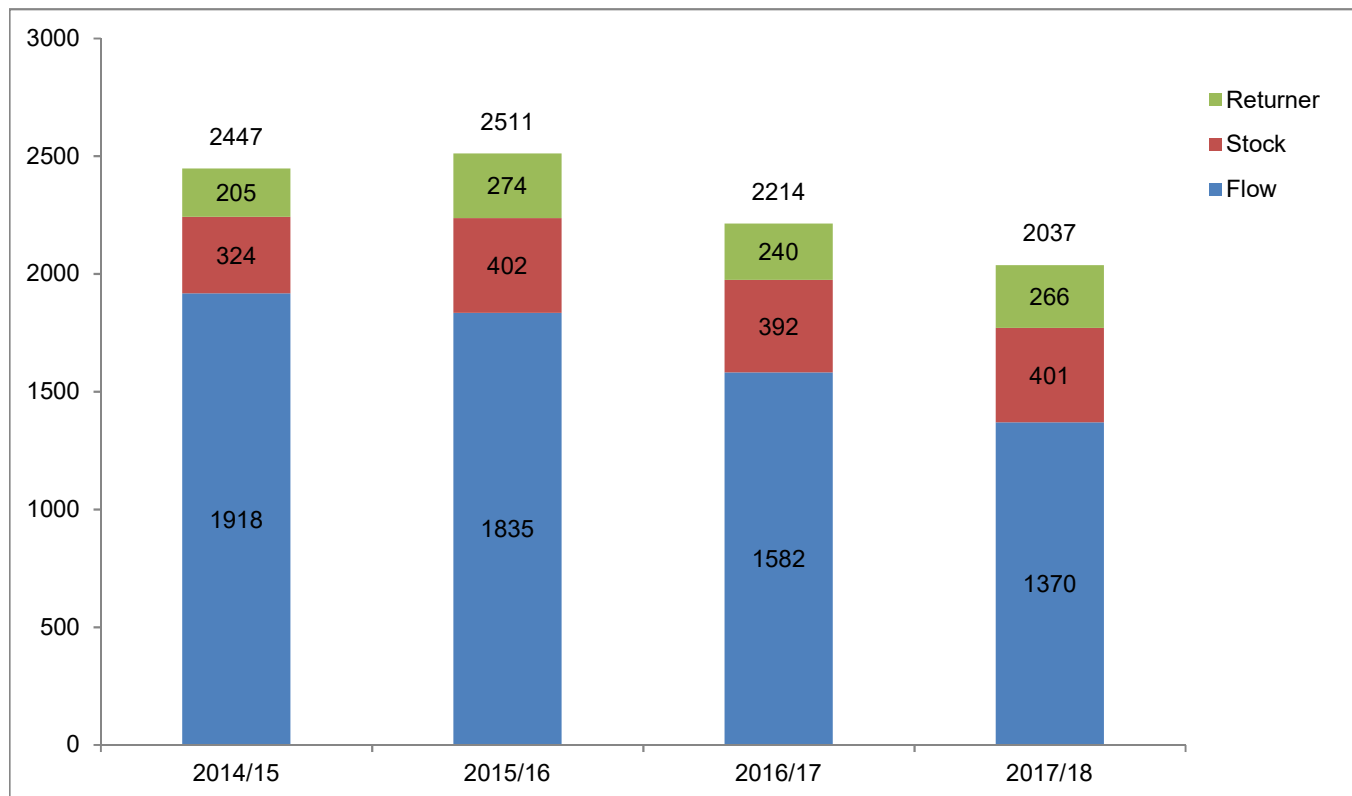
NSNO: No Second Night Out

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.



2014/15 base: 2447
 2015/16 base: 2511
 2016/17 base: 2214
 2017/18 base: 2037

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 2017/18 (i.e. new rough sleepers).
Stock	People who were also seen rough sleeping in 2016/17 (i.e. those seen across a minimum of two consecutive years).
Returner	People who were first seen rough sleeping prior to 2016/17 , but were not seen during 2016/17 (i.e. those who have had a gap in their rough sleeping histories).

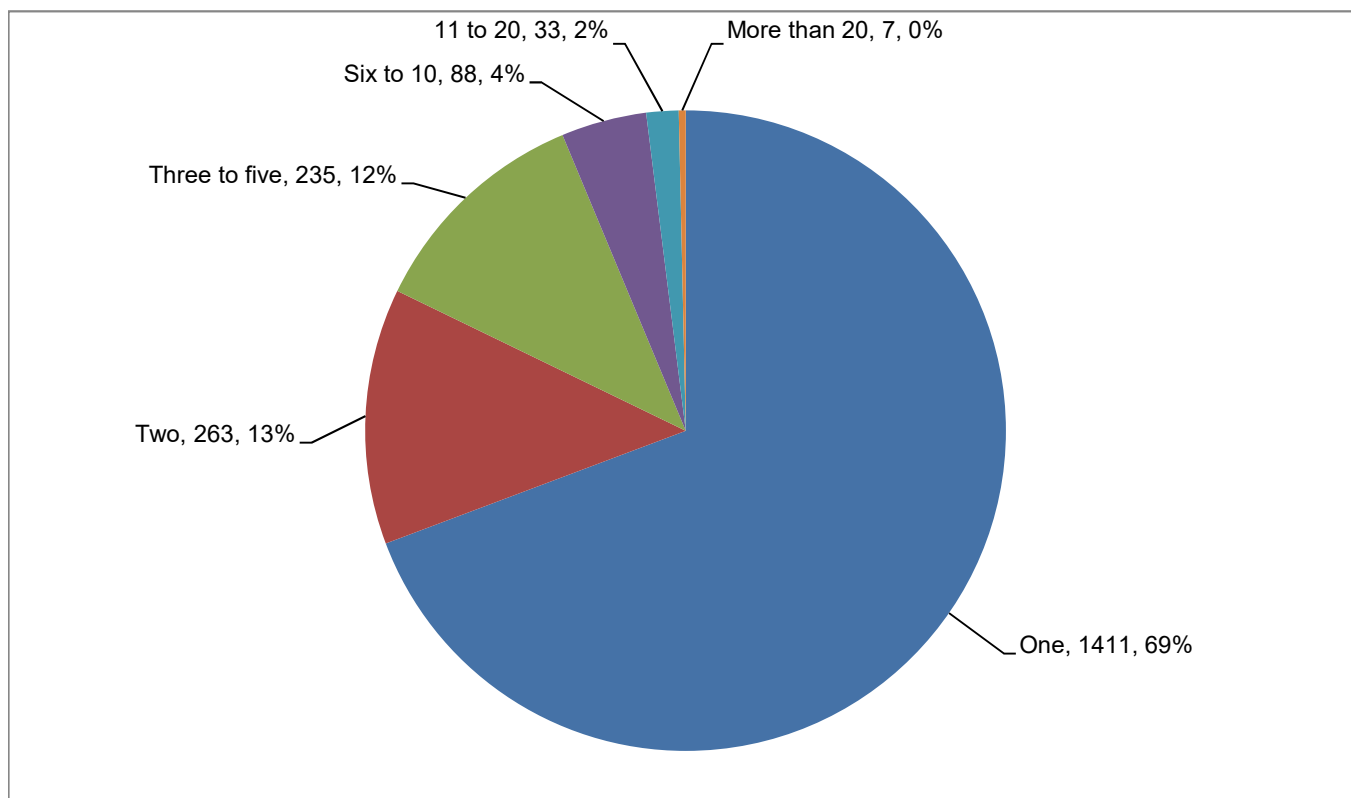
2,037 people were seen rough sleeping in the outer boroughs in 2017/18. This represents an 8% decrease when compared to 2016/17. The decrease is due in part to the fact that Haringey has not been included in the outer borough figures for 2017/18.

67% of people seen rough sleeping in the outer boroughs during the year were new rough sleepers (flow), while 20% fell into the stock category, and 13% were returners.

Borough	Flow	Stock	Returner	Total
Barking & Dagenham	29	8	3	40
Barnet	37	12	4	53
Bexley	13	3	3	19
Bromley	34	6	7	47
Croydon	170	36	28	234
Enfield	76	16	17	109
Greenwich	70	12	12	94
Hackney	93	51	27	171
Harrow	29	0	4	33
Havering	18	7	2	27
Heathrow	38	7	7	52
Hillingdon	46	5	7	58
Hounslow	107	42	21	170
Kingston upon Thames	34	6	10	50
Lewisham	140	34	25	199
Merton	16	6	2	24
Redbridge	148	66	25	239
Richmond	58	35	14	107
Sutton	22	8	4	34
Waltham Forest	68	12	14	94
Wandsworth	39	13	16	68
Bus route	91	30	21	142
Tube line	3	1	1	5

2.2 Number of times seen rough sleeping

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



Base: 2037

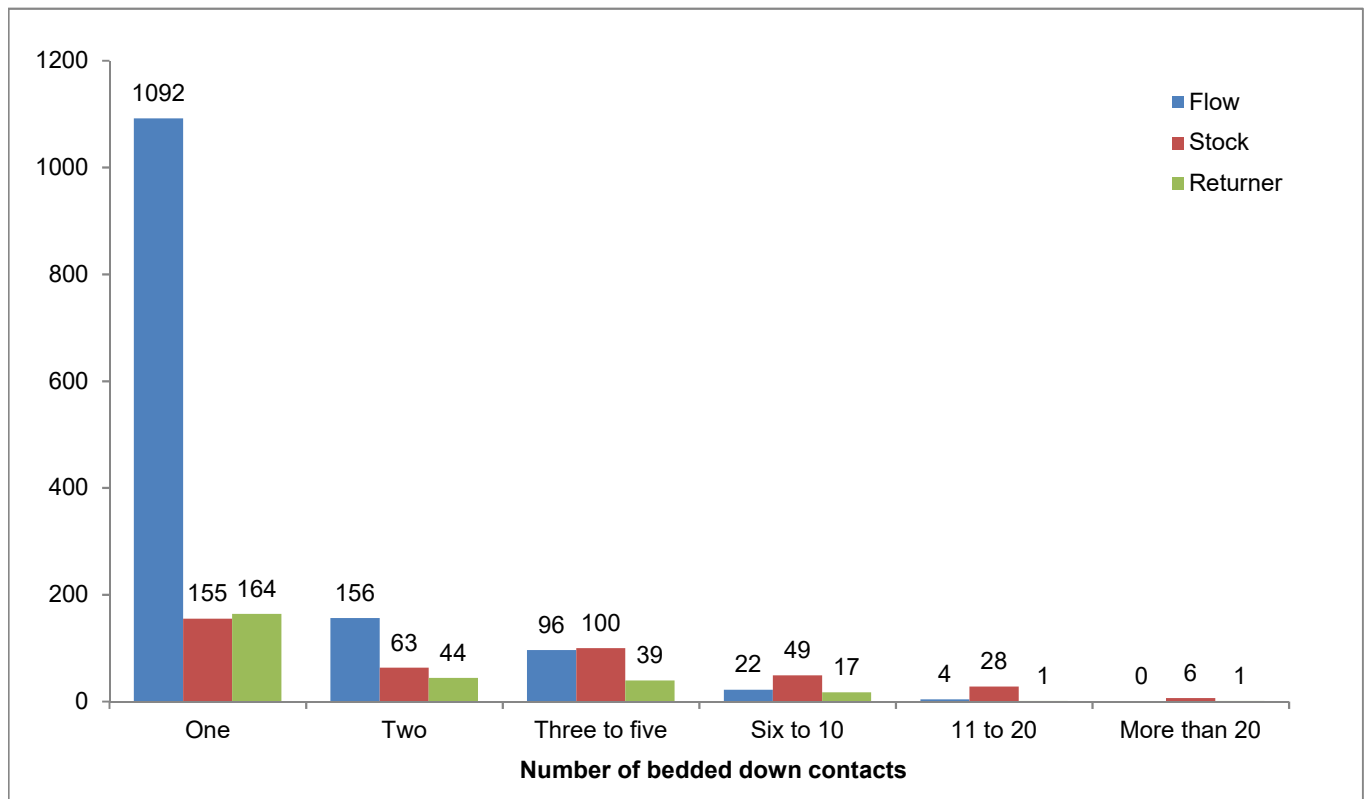
1,411 (69%) people were seen rough sleeping only once in 2017/18, this compares to 1,529 (69%) seen rough sleeping only once in 2016/17.

80% of people seen rough sleeping in the outer boroughs during 2017/18 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	34	5	1	0	0	40
Barnet	34	10	6	0	3	53
Bexley	17	2	0	0	0	19
Bromley	38	4	0	0	5	47
Croydon	186	28	11	5	4	234
Enfield	81	15	6	1	6	109
Greenwich	76	8	2	2	6	94
Hackney	99	19	11	6	36	171
Harrow	26	6	1	0	0	33
Havering	16	6	2	2	1	27
Heathrow	36	12	3	0	1	52
Hillingdon	43	10	1	2	2	58
Hounslow	120	12	15	3	20	170
Kingston upon Thames	32	8	5	2	3	50
Lewisham	145	25	8	4	17	199
Merton	16	4	2	1	1	24
Redbridge	145	27	23	11	33	239
Richmond	46	19	9	15	18	107
Sutton	22	5	3	0	4	34
Waltham Forest	63	13	6	2	10	94
Wandsworth	48	7	6	5	2	68
Bus route	84	24	13	5	16	142
Tube line	4	1	0	0	0	5

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): 1370
 Base (Stock): 401
 Base (Returner): 266

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

People seen rough sleeping for the first time in 2017/18, 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	349	39.9%
Local authority accommodation	75	8.6%
Owner occupied accommodation	23	2.6%
Housing association/RSL accommodation	30	3.4%
Tied accommodation	4	0.5%
Sheltered housing/registered care accommodation	4	0.5%
<i>Long term accommodation subtotal</i>	485	55.5%
Short or medium term accommodation		
Hostel	41	4.7%
Asylum support accommodation	33	3.8%
Temporary accommodation (Local authority)	21	2.4%
B&B/other temporary accommodation	5	0.6%
Clinic/Detox/Rehab	3	0.3%
<i>Short or medium term accommodation subtotal</i>	103	11.8%
Institution		
Prison	36	4.1%
Hospital	4	0.5%
<i>Institution subtotal</i>	40	4.6%
Inappropriately accommodated		
Squat	6	0.7%
Outhouse	1	0.1%
<i>Inappropriately accommodated subtotal</i>	7	0.8%
Newly arrived in UK		
Newly arrived in UK - not homeless in home country	21	2.4%
Newly arrived in UK - homeless in home country	4	0.5%
<i>Newly arrived in UK subtotal</i>	25	2.9%
Other	214	24.5%
Not recorded	496	
Total (excl. not recorded)	874	100.0%
Total	1370	

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	203	41%
Informal arrangement	133	27%
Parental home	88	18%
Living with partner	62	13%
Owner	10	2%
Not recorded/applicable	223	
Total (excl. not recorded/applicable)	496	100%
Total	719	

*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	198	22.7%
Evicted - arrears	106	12.1%
Evicted - ASB	20	2.3%
Evicted - end of tenancy agreement	8	0.9%
Evicted - other	65	7.4%
<i>Asked to leave or evicted subtotal</i>	<i>397</i>	<i>45.4%</i>
Employment and education		
Financial problems - loss of job	61	7.0%
Seeking work - from outside UK	17	1.9%
Seeking work - from within UK	7	0.8%
Study	0	0.0%
<i>Employment and education subtotal</i>	<i>85</i>	<i>9.7%</i>
Relationships		
Relationship breakdown	124	14.2%
Death of relative/friend	11	1.3%
Move nearer family/friends/community	6	0.7%
<i>Relationships subtotal</i>	<i>141</i>	<i>16.1%</i>
Financial		
Financial problems - debt	6	0.7%
Financial problems - housing benefit	12	1.4%
Financial problems - other	16	1.8%
<i>Financial subtotal</i>	<i>34</i>	<i>3.9%</i>
End of stay in short or medium term accommodation		
End of stay - asylum accommodation	33	3.8%
End of stay - hostel	8	0.9%
Evicted - given non priority decision	4	0.5%
End of stay - other	19	2.2%
<i>End of stay in short or medium term accommodation subtotal</i>	<i>64</i>	<i>7.3%</i>
Victim of violence, harassment or abuse		
Harassment/abuse/violence	15	1.7%
Domestic violence - victim	9	1.0%
Tenancy hijack	0	0.0%
<i>Victim of violence, harassment or abuse subtotal</i>	<i>24</i>	<i>2.7%</i>
End of stay in institution		
End of stay - prison	41	4.7%
End of stay - hospital	3	0.3%
<i>End of stay in institution subtotal</i>	<i>44</i>	<i>5.0%</i>
Housing conditions		
Housing conditions	13	1.5%
Perpetrator of violence, harassment or abuse		
Domestic violence - perpetrator	5	0.6%
Transient		
Transient/travelling around	4	0.5%
Other		
Other	63	7.2%
Not recorded	496	
Total (excl. not recorded)	874	100%
Total	1370	

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	2014/15	2015/16	2016/17	2017/18	Change since 2016/17	Change since 2014/15
Barking & Dagenham	27	32	49	40	-9	13
Barnet	125	88	106	53	-53	-72
Bexley	22	26	22	19	-3	-3
Bromley	44	47	57	47	-10	3
Croydon	157	166	192	234	42	77
Enfield	174	136	106	109	3	-65
Greenwich	99	110	91	94	3	-5
Hackney	155	148	134	171	37	16
Harrow	45	65	43	33	-10	-12
Havering	25	20	31	27	-4	2
Heathrow	266	241	200	52	-148	-214
Hillingdon	57	56	91	58	-33	1
Hounslow	161	191	163	170	7	9
Kingston upon Thames	40	31	35	50	15	10
Lewisham	199	133	200	199	-1	0
Merton	55	49	40	24	-16	-31
Redbridge	121	222	219	239	20	118
Richmond	120	133	105	107	2	-13
Sutton	46	35	49	34	-15	-12
Waltham Forest	118	139	82	94	12	-24
Wandsworth	125	96	73	68	-5	-57
Bus route	0	19	21	142	121	142
Tube line	0	0	0	5	5	5

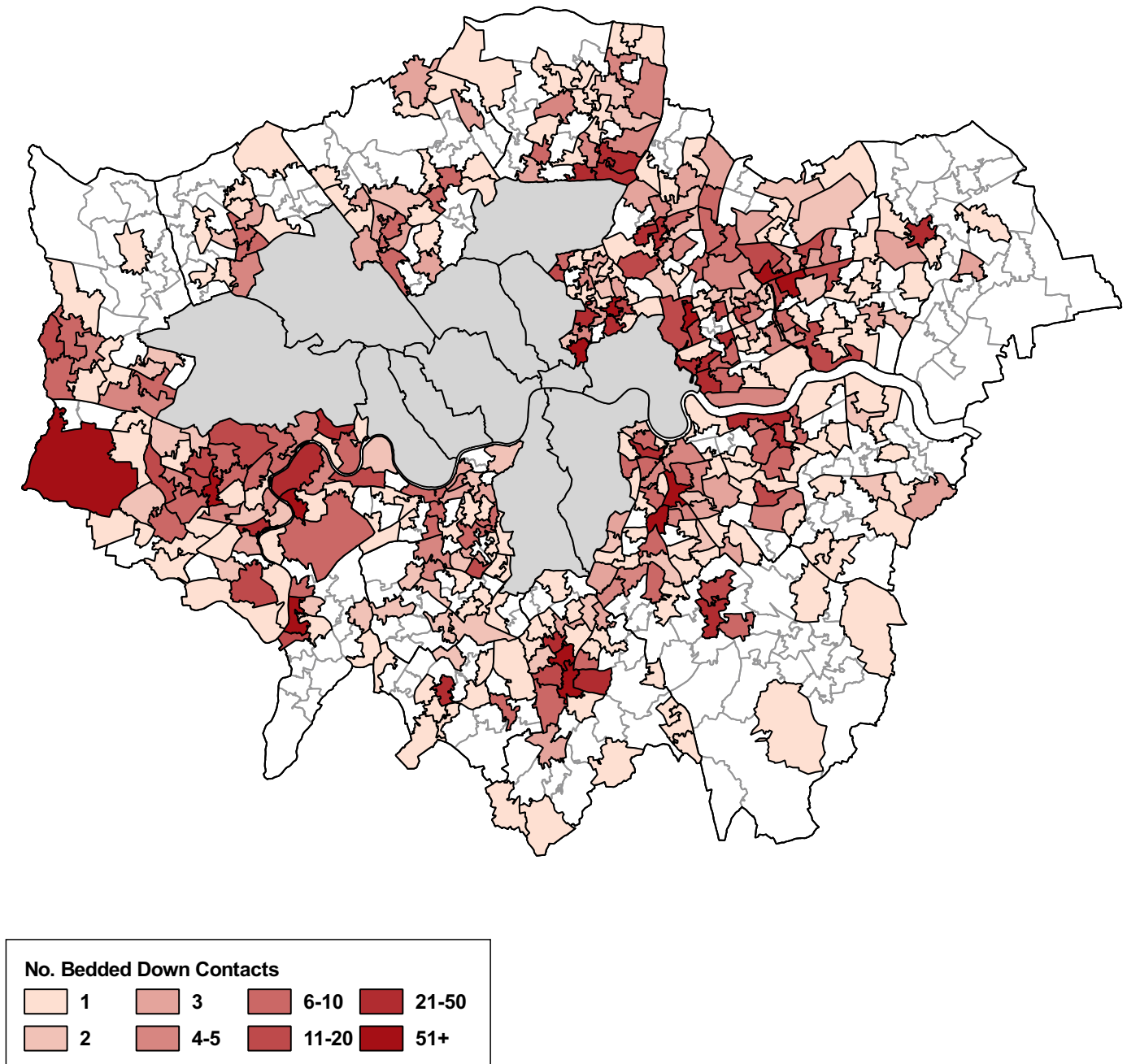
The outer boroughs in which the greatest numbers of rough sleepers were seen in 2017/18 were Redbridge, Croydon, Lewisham, Hackney and Hounslow. The borough showing the greatest rise in numbers of rough sleepers compared to 2016/17 was Croydon.

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

3.1 Bedded down street contacts by area: Map

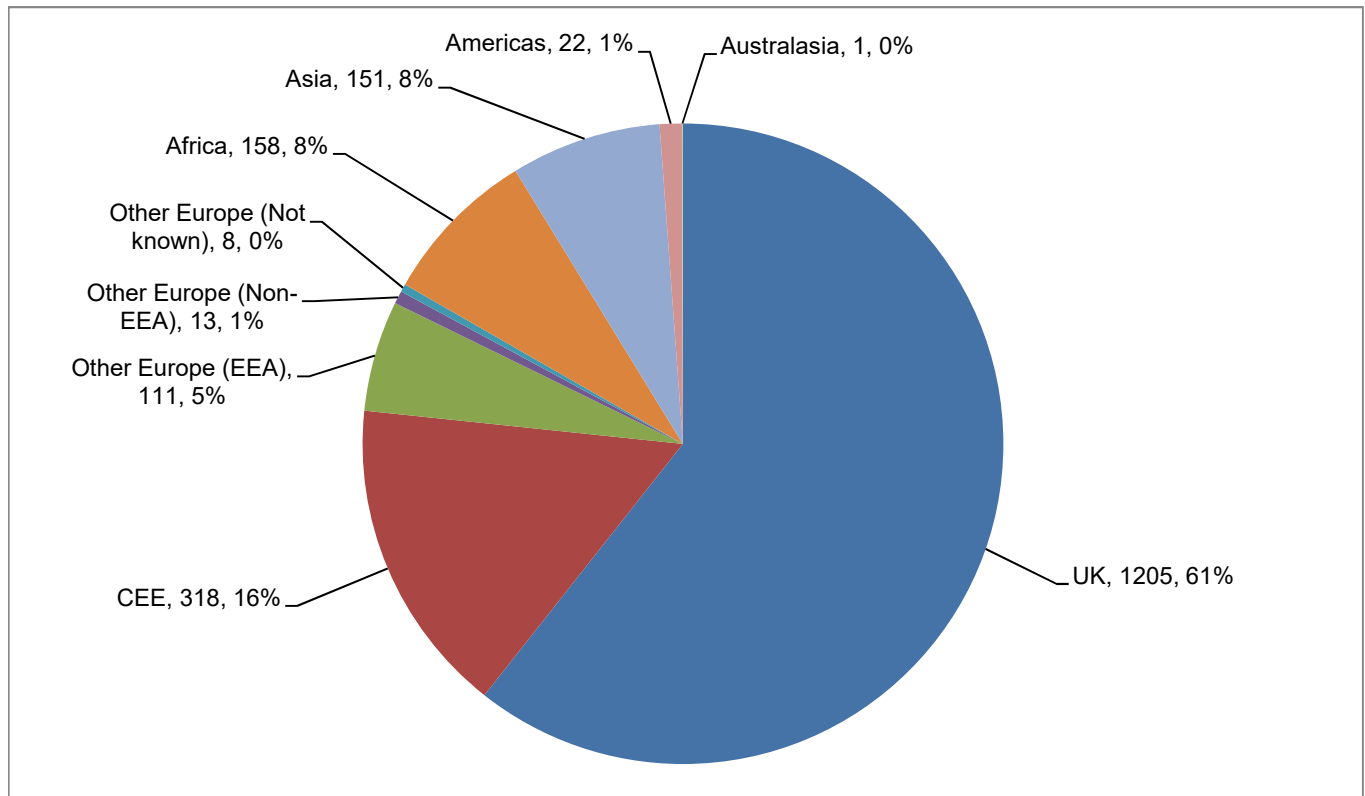
The map below shows the number of bedded down street contacts recorded in each Middle Super Output Area across the Outer Boroughs during the period. It is important to note that this represents volume of contacts rather than individuals, and some people may have been seen on multiple occasions within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



4. DEMOGRAPHICS & SUPPORT NEEDS

4.1 Nationality: Overall composition

People seen rough sleeping in the year, by nationality.



Base: 1987 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	795	241	169	1205	60.6%
Bulgaria	13	2	2	17	0.9%
Czech Republic	4	0	2	6	0.3%
Estonia	2	0	1	3	0.2%
Hungary	5	4	0	9	0.5%
Latvia	7	5	4	16	0.8%
Lithuania	25	12	7	44	2.2%
Poland	87	31	18	136	6.8%
Romania	65	12	6	83	4.2%
Slovakia	2	0	2	4	0.2%
Slovenia	0	0	0	0	0.0%
<i>CEE subtotal</i>	<i>210</i>	<i>66</i>	<i>42</i>	<i>318</i>	<i>16.0%</i>
Italy	13	4	2	19	1.0%
Ireland (Republic of)	6	15	7	28	1.4%
Portugal	16	7	5	28	1.4%
Spain	9	1	0	10	0.5%
France	8	0	1	9	0.5%
Other European (EEA) countries	13	1	3	17	0.9%
<i>Other Europe (EEA) subtotal</i>	<i>65</i>	<i>28</i>	<i>18</i>	<i>111</i>	<i>5.6%</i>
Other Europe (Non-EEA)	10	2	1	13	0.7%
Other Europe (Not known)	8	0	0	8	0.4%
Eritrea	29	6	2	37	1.9%
Somalia	12	2	3	17	0.9%
Other African countries	81	14	9	104	5.2%
<i>Africa subtotal</i>	<i>122</i>	<i>22</i>	<i>14</i>	<i>158</i>	<i>8.0%</i>
India	31	24	8	63	3.2%
Iran	17	1	1	19	1.0%
Sri Lanka	9	2	4	15	0.8%
Other Asian countries	42	10	2	54	2.7%
<i>Asia subtotal</i>	<i>99</i>	<i>37</i>	<i>15</i>	<i>151</i>	<i>7.6%</i>
Americas	15	3	4	22	1.1%
Australasia	1	0	0	1	0.1%
Not known	45	2	3	50	2.5%
Total (excl. Not known)	1325	399	263	1987	100.0%
Total (incl. Not known)	1370	401	266	2037	

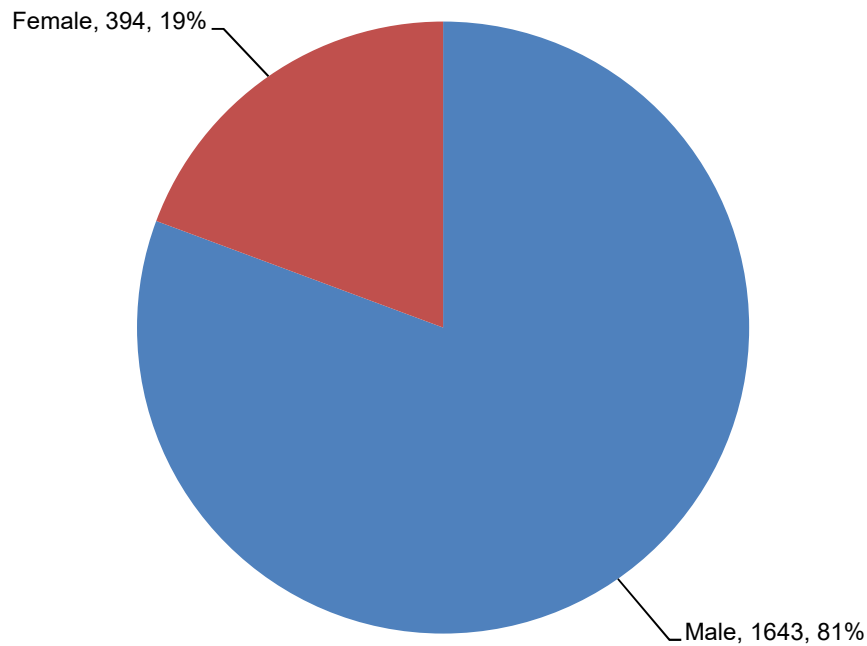
Note: Total excluding not known is used as base for percentages.

4.3 Nationality: Borough distribution

Borough	UK	CEE	Other Europe	Africa	Asia	Rest of world	Not known	Total
Barking & Dagenham	21	7	2	7	2	0	1	40
Barnet	34	7	4	1	6	0	1	53
Bexley	19	0	0	0	0	0	0	19
Bromley	40	1	4	0	2	0	0	47
Croydon	159	29	9	20	11	4	2	234
Enfield	52	41	7	5	1	0	3	109
Greenwich	62	6	4	9	8	0	5	94
Hackney	105	12	21	16	5	2	10	171
Harrow	18	4	2	2	6	0	1	33
Havering	24	1	0	1	0	0	1	27
Heathrow	36	3	3	4	4	0	2	52
Hillingdon	29	5	2	8	11	1	2	58
Hounslow	91	38	18	10	9	0	4	170
Kingston upon Thames	33	14	2	0	1	0	0	50
Lewisham	135	18	22	14	3	4	3	199
Merton	13	5	2	0	4	0	0	24
Redbridge	96	46	10	28	56	2	1	239
Richmond	78	16	3	3	3	0	4	107
Sutton	27	3	1	3	0	0	0	34
Waltham Forest	45	30	4	4	3	0	8	94
Wandsworth	44	10	4	3	6	1	0	68
Bus route	63	30	10	20	10	8	1	142
Tube line	2	0	0	1	0	1	1	5

4.4 Gender

People seen rough sleeping in the year, by gender.

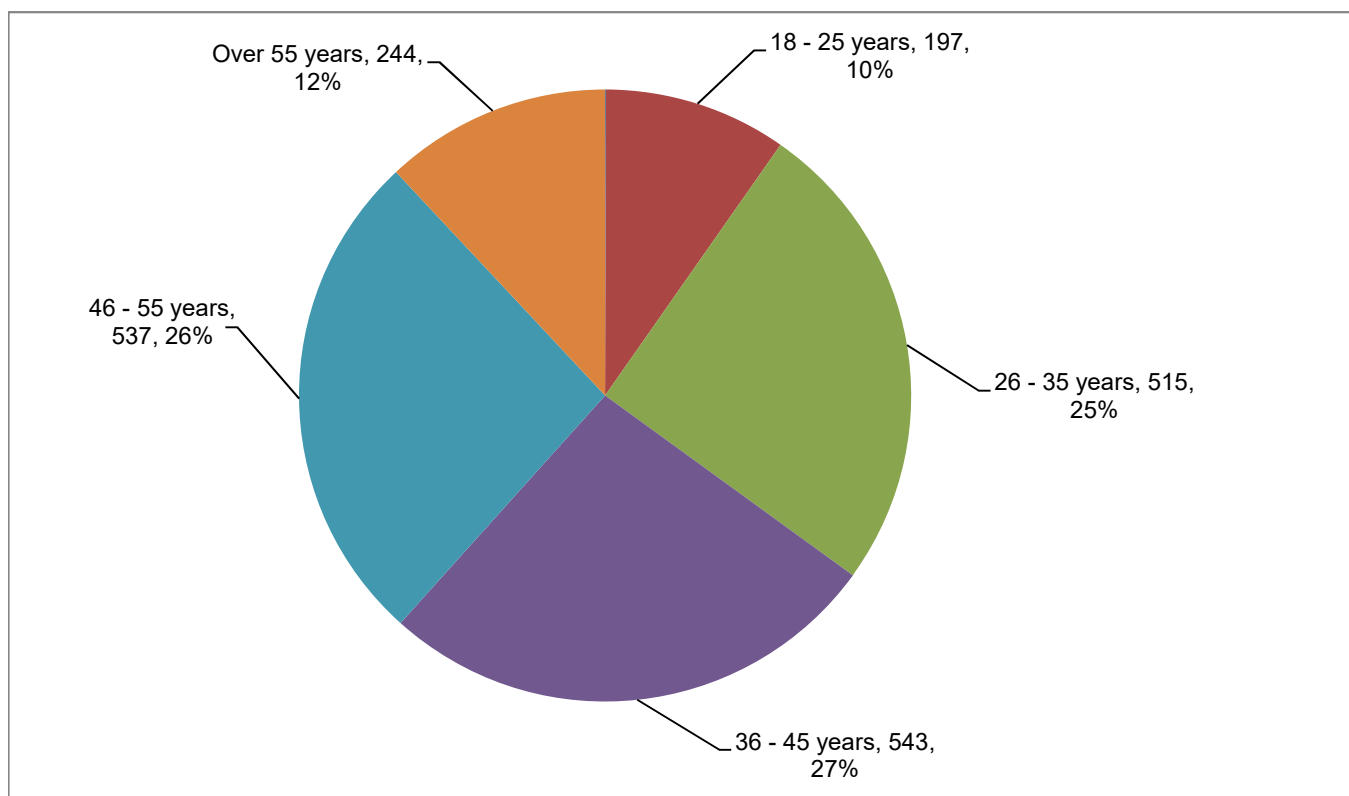


Base: 2037

Borough	Female	Male	Non-binary	Total
Barking & Dagenham	5	35	0	40
Barnet	9	44	0	53
Bexley	5	14	0	19
Bromley	11	36	0	47
Croydon	51	183	0	234
Enfield	21	88	0	109
Greenwich	18	76	0	94
Hackney	29	142	0	171
Harrow	8	25	0	33
Havering	6	21	0	27
Heathrow	9	43	0	52
Hillingdon	8	50	0	58
Hounslow	29	141	0	170
Kingston upon Thames	20	30	0	50
Lewisham	45	154	0	199
Merton	3	21	0	24
Redbridge	43	196	0	239
Richmond	16	91	0	107
Sutton	5	29	0	34
Waltham Forest	17	77	0	94
Wandsworth	13	55	0	68
Bus route	29	113	0	142
Tube line	1	4	0	5
Unique total	394	1643	0	2037

4.5 Age

People seen rough sleeping in the year, by age.

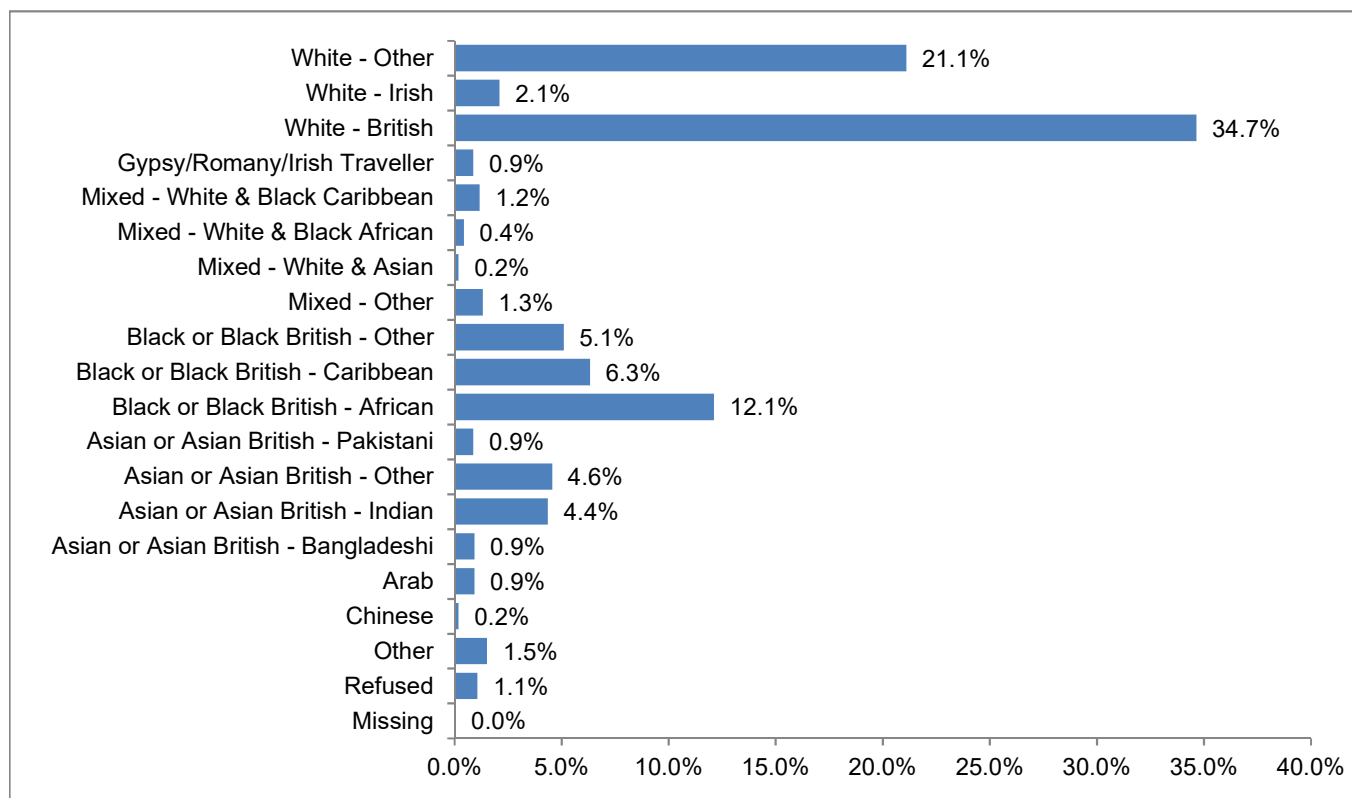


Base: 2037

Borough	Under 18 years	18 - 25 years	26 - 35 years	36 - 45 years	46 - 55 years	Over 55 years	Total
Barking & Dagenham	0	3	15	12	3	7	40
Barnet	0	9	11	14	12	7	53
Bexley	0	6	4	2	4	3	19
Bromley	0	5	9	10	14	9	47
Croydon	1	25	68	58	51	31	234
Enfield	0	7	29	24	38	11	109
Greenwich	0	10	23	27	26	8	94
Hackney	0	15	28	60	55	13	171
Harrow	0	8	11	5	6	3	33
Havering	0	0	10	5	9	3	27
Heathrow	0	2	11	8	17	14	52
Hillingdon	0	6	17	14	17	4	58
Hounslow	0	9	45	54	43	19	170
Kingston upon Thames	0	3	10	16	13	8	50
Lewisham	0	25	51	47	61	15	199
Merton	0	1	6	8	6	3	24
Redbridge	0	29	71	72	50	17	239
Richmond	0	11	30	28	22	16	107
Sutton	0	3	7	10	10	4	34
Waltham Forest	0	6	24	35	19	10	94
Wandsworth	0	7	13	19	17	12	68
Bus route	0	8	28	24	54	28	142
Tube line	0	0	0	1	1	3	5
Unique total	1	197	515	543	537	244	2037

4.6 Ethnicity

People seen rough sleeping in the year, by ethnicity.



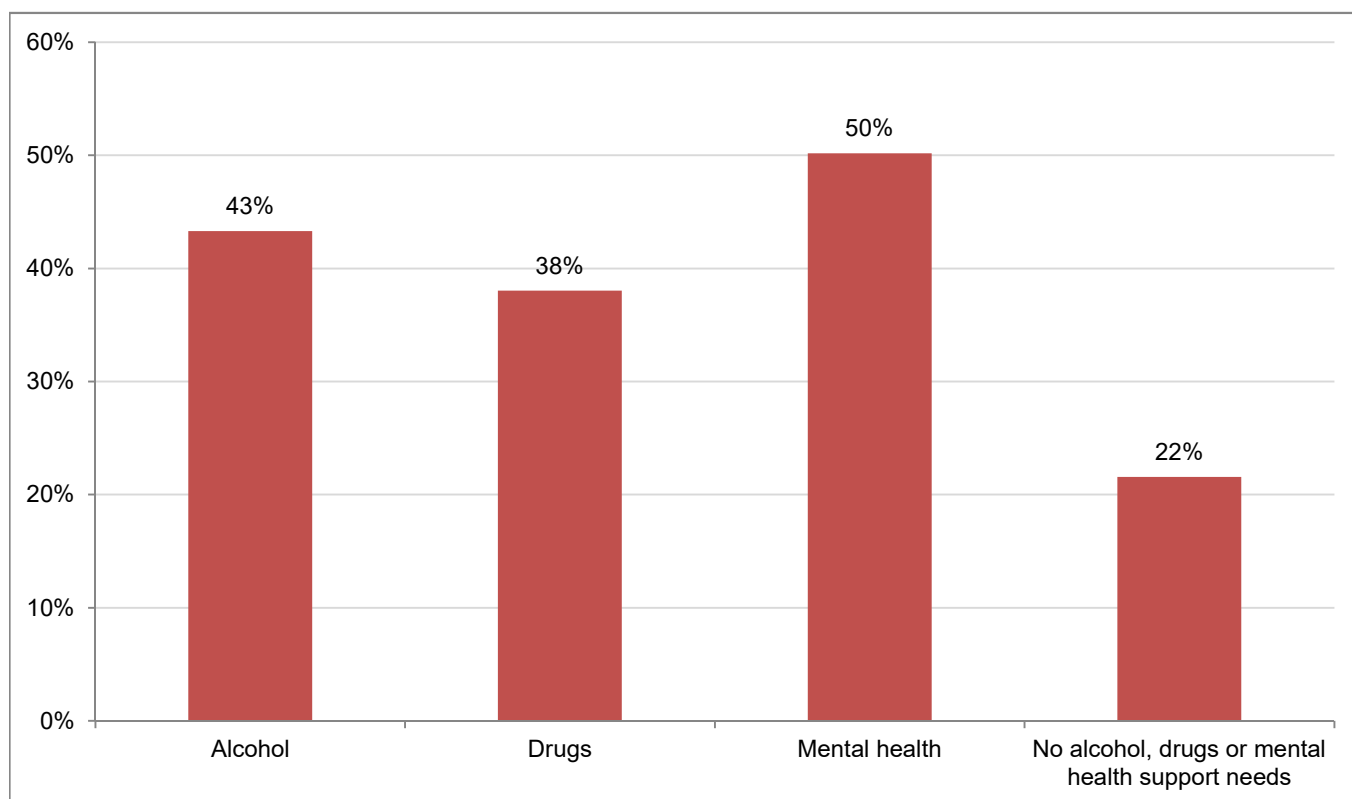
Base: 2037

Borough	White - British	White - Irish	White - Other	Gypsy/Romany/Irish Traveller	Black	Asian	Mixed	Chinese/Arab/Other	Missing/Refused	Total
Barking & Dagenham	16	1	7	0	11	3	1	1	0	40
Barnet	19	3	10	2	6	4	2	6	1	53
Bexley	16	0	0	0	0	2	1	0	0	19
Bromley	30	1	5	0	8	1	1	1	0	47
Croydon	93	2	39	0	71	14	10	3	2	234
Enfield	26	3	48	0	20	5	5	2	0	109
Greenwich	41	0	10	0	28	7	4	2	2	94
Hackney	49	9	31	0	54	12	8	7	1	171
Harrow	10	1	5	0	4	8	2	2	1	33
Havering	21	0	4	0	1	1	0	0	0	27
Heathrow	16	0	5	1	15	10	2	2	1	52
Hillingdon	22	0	9	0	9	12	1	4	1	58
Hounslow	60	5	52	0	25	19	5	2	2	170
Kingston upon Thames	28	0	9	8	2	1	2	0	0	50
Lewisham	76	5	37	0	59	8	9	5	0	199
Merton	7	1	6	0	3	5	1	1	0	24
Redbridge	46	1	51	1	49	81	3	7	0	239
Richmond	62	4	23	0	11	2	0	2	3	107
Sutton	24	0	3	1	5	0	0	1	0	34
Waltham Forest	20	4	37	0	18	6	0	1	8	94
Wandsworth	25	2	11	5	12	5	3	3	2	68
Bus route	16	2	36	0	68	13	5	2	0	142
Tube line	0	0	1	0	3	0	1	0	0	5
Unique total	706	43	430	18	480	219	64	54	23	2037

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 28% of rough sleepers in the outer boroughs in 2017/18 did not have a support needs assessment recorded.



Base: 1457. Note that the base figure for this chart excludes people for whom none of the three support needs were known or assessed (580).

Support Needs	No.	%
Alcohol only	176	12%
Drugs only	103	7%
Mental health only	243	17%
Alcohol and drugs	99	7%
Alcohol and mental health	136	9%
Drugs and mental health	132	9%
Alcohol, drugs and mental health	220	15%
All three no	314	22%
All three no, not known or not assessed	34	2%
All three not known or not assessed	580	
Total (excl. not assessed)	1457	100%
Total (incl. not assessed)	2037	

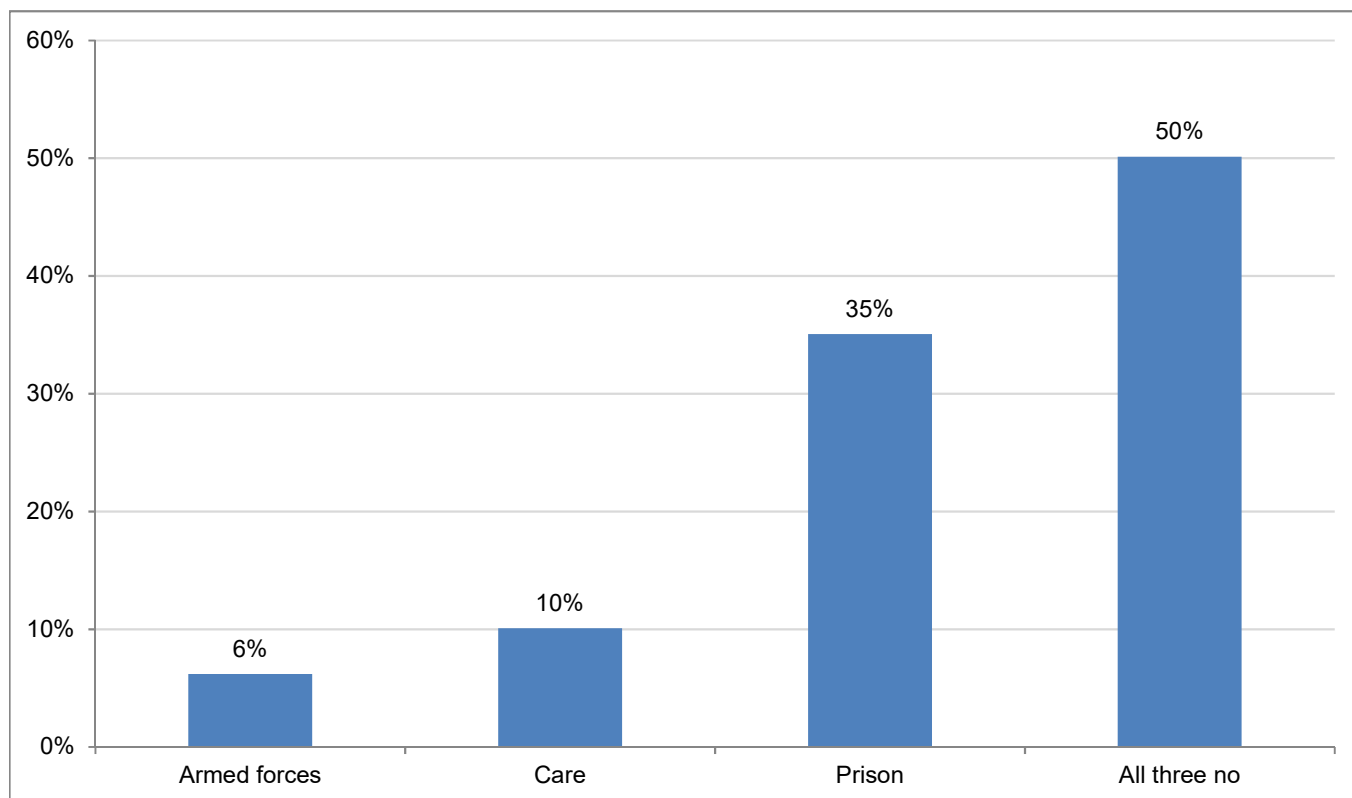
Note: Total excluding not known or assessed is used as base for percentages.

Borough	Alcohol	Drugs	Mental health	No alcohol, drugs or mental health support needs	Total assessed*
Barking & Dagenham	10	12	14	4	25
Barnet	7	5	16	5	25
Bexley	7	7	8	3	16
Bromley	14	19	22	6	35
Croydon	81	79	79	33	162
Enfield	28	20	39	15	69
Greenwich	24	24	35	21	74
Hackney	68	58	58	18	118
Harrow	8	8	15	9	27
Havering	4	8	12	0	13
Heathrow	12	5	12	17	32
Hillingdon	10	10	18	11	37
Hounslow	78	52	58	14	132
Kingston upon Thames	15	10	17	0	25
Lewisham	63	71	86	34	161
Merton	8	7	10	3	16
Redbridge	77	59	86	62	216
Richmond	40	44	48	18	89
Sutton	18	12	20	3	28
Waltham Forest	17	17	23	9	43
Wandsworth	27	16	24	4	42
Bus route	31	25	49	27	98
Tube line	2	2	2	0	3
Unique total	631	554	731	314	1457

*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: 1518. Note that the base figure for this chart excludes people for whom none of the three institutional histories were recorded (519).

Nationality of rough sleepers with experience of armed forces:

Nationality	No.	%
UK	39	3%
Non-UK	55	4%
Total with armed forces experience	94	6%
Base (total assessed)	1518	

94 people seen rough sleeping in the outer boroughs in 2017/18 had experience of serving in the armed forces, of whom 39 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	4	2	12	13	30
Barnet	5	5	13	10	27
Bexley	0	2	4	12	18
Bromley	3	8	14	17	37
Croydon	9	21	69	86	191
Enfield	7	8	24	36	74
Greenwich	0	14	21	37	72
Hackney	13	9	58	46	121
Harrow	4	5	10	14	27
Havering	1	3	10	7	18
Heathrow	0	1	8	28	37
Hillingdon	3	2	13	19	38
Hounslow	6	11	43	60	124
Kingston upon Thames	2	1	9	10	24
Lewisham	5	24	72	80	169
Merton	5	0	7	7	18
Redbridge	12	7	60	129	213
Richmond	5	12	28	46	87
Sutton	1	4	10	14	27
Waltham Forest	2	3	20	21	46
Wandsworth	1	4	13	25	44
Bus route	10	7	23	52	96
Tube line	0	0	1	1	3
Unique total	94	153	532	761	1518

*Excludes people for whom 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 2017/18, 230 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	Redbridge Outreach Service	SPEAR Outreach	SPEAR SW London Resettlement	Thames Reach - STAR	Thames Reach - SWITCH	Thames Reach - TFL Outreach
Accommodation type	No.	No.	No.	No.	No.	No.	No.	No.	No.
Temporary accommodation									
Assessment centre	0	0	14	1	2	0	2	11	16
Bed & breakfast	35	0	6	0	0	0	6	0	0
Clinic/Detox/Rehab	0	2	0	0	0	0	0	0	0
Friends & family	0	0	4	0	0	0	0	0	0
Hostel	1	2	13	1	3	0	0	0	0
Local authority temporary accommodation	6	1	33	0	5	1	4	0	0
Nightstop	0	0	0	0	0	0	0	0	0
Second-stage accommodation	0	0	0	0	0	0	0	0	0
Other temporary accommodation	0	2	9	0	5	1	0	1	1
<i>Temporary accommodation subtotal</i>	42	7	79	2	15	2	12	12	17
Long term accommodation									
Care home	0	0	0	0	0	0	0	0	0
Clearing House/RSI	0	0	0	0	0	0	0	0	0
Local authority tenancy (general needs)	0	0	0	0	0	0	0	0	0
Private rented sector - independent	5	6	32	0	0	0	3	0	0
Private rented sector - with some floating support	3	6	3	1	0	0	0	0	0
RSL tenancy (general needs)	0	0	0	0	0	0	0	0	0
Sheltered housing	0	0	0	0	0	0	0	0	0
St Mungo's complex needs	0	0	0	0	0	0	1	0	0
St Mungo's semi-independent	0	0	0	0	0	0	0	0	0
Supported housing	11	0	8	7	0	0	2	0	0
Tied accommodation	0	0	0	0	0	0	0	0	0
Other long-term accommodation	2	0	0	0	0	0	0	0	0
<i>Long term accommodation subtotal</i>	21	12	43	8	0	0	6	0	0
Total	63	19	122	10	15	2	18	12	17

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.

	2016/17	2017/18
NSNO	623	496

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.

	Croydon Outreach	Hounslow Outreach	Thames Reach - STAR
Reconnection reason	No.	No.	No.
Return to home area	1	1	6
Seeking work	0	1	0
Move to area for friends/family	0	1	3
Move to area with appropriate services	0	1	3
Reconnections total*	1	1	6

Reconnection destination	No.	No.	No.
UK - London	0	0	0
UK - outside London	1	0	0
Central and Eastern Europe	0	1	4
Other Europe	0	0	2
Rest of the world	0	0	0
<i>Not known</i>	0	0	0
Reconnections total (excl. destination not known)	1	1	6

*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.

8 people seen rough sleeping in the outer boroughs in 2017/18 also had a confirmed reconnection recorded by services based in or primarily serving the boroughs during the period.

88% of reconnections this year were to destinations outside the UK. 63% of reconnections were to Central and Eastern European countries.

6. TEMPORARY ACCOMMODATION

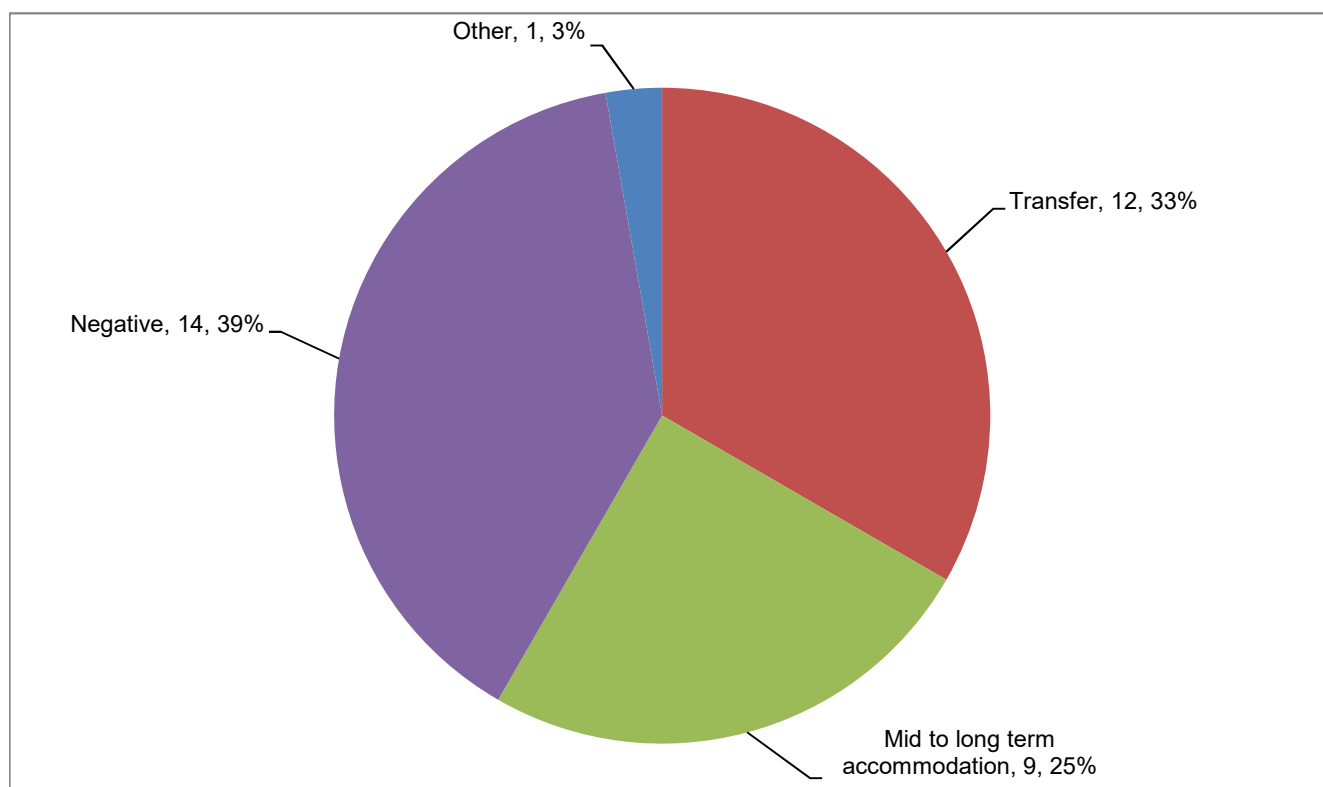
Arrivals and departures at hostels, assessment centres and second-stage accommodation based in the outer boroughs. All people counted in this section had previously been seen rough sleeping, but not necessarily during 2017/18.

6.1 Arrivals

A total of 42 individuals arrived at temporary accommodation during the period.

6.2 Departures: Destination on departure

A total of 33 individuals departed from temporary accommodation during the period.



Base: 36

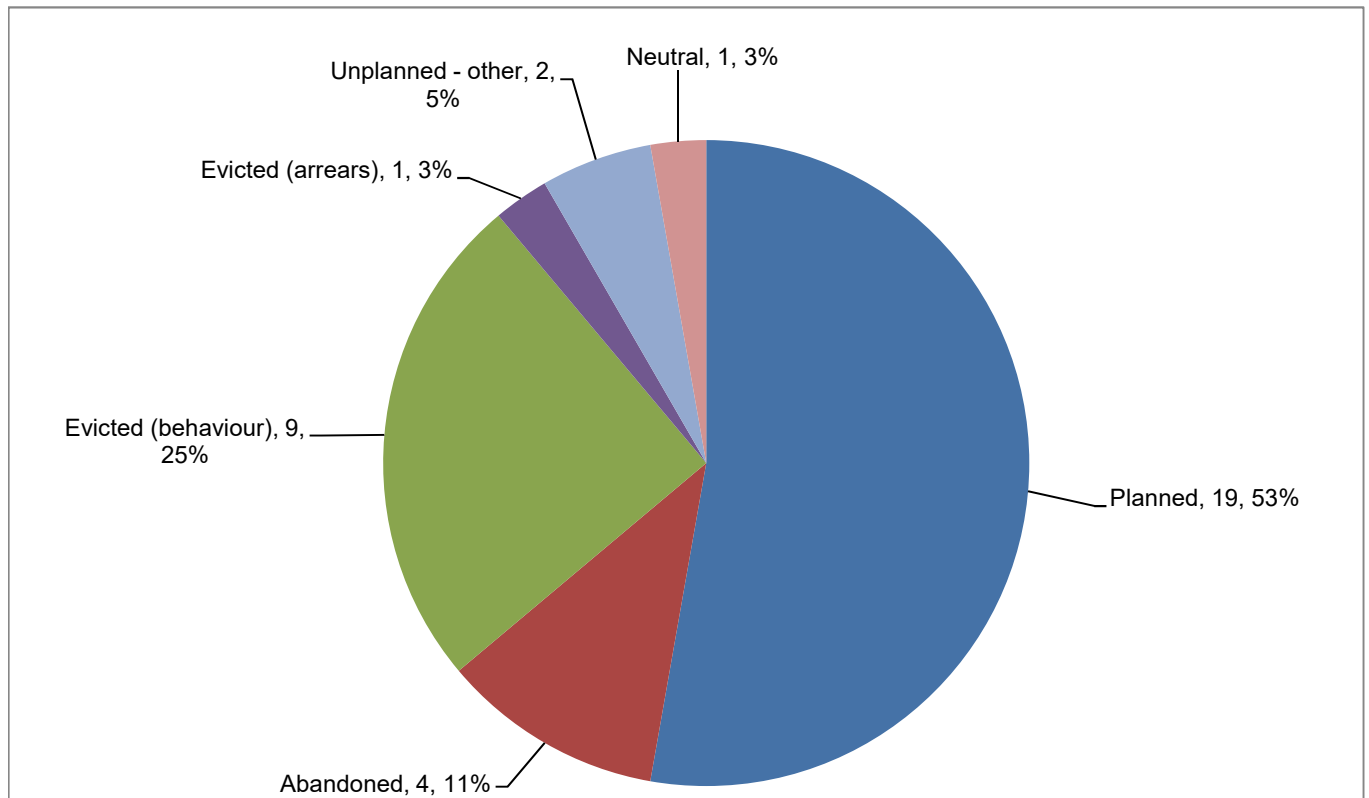
Destination on departure	Destination category	Chart colour
Assessment centre, Bed & breakfast, Detox clinic, Hospital - not long term/acute care, Hostel - another organisation, Hostel - within the organisation, Hosting placement, NASS accommodation, Night shelter, NSNO staging post, Psychiatric hospital, 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	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%
Detox clinic	0	0%
Hospital - not long term/acute care	3	8%
Hostel - another organisation	0	0%
Hostel - within the organisation	9	25%
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>12</i>	<i>33%</i>
Mid to long term accommodation		
Accommodation where client is owner	0	0%
Care home	1	3%
Clearing House/RSI	3	8%
Hospital - long term	0	0%
LA tenancy (general needs)	0	0%
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)	1	3%
Sheltered housing	0	0%
Supported housing	4	11%
Tied accommodation with work	0	0%
<i>Mid to long term accommodation subtotal</i>	<i>9</i>	<i>25%</i>
Negative		
Committed suicide	0	0%
Not known	6	17%
Sleeping rough/Returned to streets	6	17%
Taken into custody	2	6%
<i>Negative subtotal</i>	<i>14</i>	<i>39%</i>
Other		
Died	1	3%
Previous home	0	0%
Staying with family	0	0%
Staying with friends	0	0%
<i>Other subtotal</i>	<i>1</i>	<i>3%</i>
Total	36	100%

6.3 Departures: Reason for leaving

Temporary accommodation departures by reason for leaving.



Base: 36

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.