

# **CHAIN ANNUAL REPORT**

**GREATER LONDON**

**APRIL 2018 - MARCH 2019**

**SUPPORTED BY  
MAYOR OF LONDON**



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## COPYRIGHT

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# 1. INTRODUCTION

This report presents information about people seen rough sleeping by outreach teams in London between April 2018 and March 2019. 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.

Services that record information on CHAIN include outreach teams, accommodation projects, day centres and specialist projects such as the GLA commissioned No Second Night Out (NSNO) assessment and reconnection service. The system allows users to share information about work done with rough sleepers and about their needs, ensuring that they receive the most appropriate support and that efforts are not duplicated. Reports from the system are used at an operational level by commissioning bodies to monitor the effectiveness of their services, and at a more strategic level by policy makers to gather intelligence about trends within the rough sleeping population and to identify emerging needs.

CHAIN data differs fundamentally from national street count statistics which are released by the Ministry of Housing, Communities and Local Government. Information recorded on CHAIN constitutes an ongoing record of all work done year-round by outreach teams in London, covering every single shift they carry out. In this sense it is much more comprehensive than street count data, which represents a snapshot of people seen rough sleeping on a single night. However, street count data tends to be referenced more regularly when analysing trends nationwide, as most other areas of the UK do not operate equivalent systems to CHAIN for recording their general work with rough sleepers.

In this report, people are counted as having been seen rough sleeping if they have been encountered by a commissioned outreach worker bedded down on the street, or in other open spaces or locations not designed for habitation, such as doorways, stairwells, parks or derelict buildings. The report does not include people from "hidden homeless" groups such as those "sofa surfing" or living in squats, unless they have also been seen bedded down in one of the settings outlined above.

The final section of the report presents information about people arriving at or departing from temporary accommodation for rough sleepers in London. People included in this section will have been seen rough sleeping at some point in their history, but not necessarily during 2018/19.

This report presents the full set of key annual data from CHAIN, for those wanting the most in-depth view. A shorter summary of findings and commentary on the figures is also available in the CHAIN 2018/19 Annual Bulletin, which can be downloaded from the GLA Datastore at <http://data.london.gov.uk/dataset/chain-reports>.

A total of 8,855 people were seen rough sleeping in London during 2018/19, which is an 18% increase compared to the total of 7,484 people seen in 2017/18. Of these people, 5,529 were new rough sleepers, who had never been seen rough sleeping in London prior to April 2018. Amongst the new rough sleepers, 4,036 (73%) were seen rough sleeping on just a single occasion during the year.

Homelessness services worked to help 2,157 people who were seen rough sleeping during 2018/19 into accommodation during the same period (i.e. 24% of all rough sleepers in the year). Alongside this work, 739 people seen rough sleeping in the year were assisted to reconnect to

their home area or country, where they have more options available to them, often with help to access accommodation and/or other services. This represents 8% of all people seen rough sleeping in the period. In total, 2,379 people seen rough sleeping in 2018/19 were either helped into accommodation or to reconnect. This represents 27% of all rough sleepers seen during the year.

## **Percentage figures in this report**

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

## **Glossary of acronyms used in this report**

**ASB: Anti-Social Behaviour**

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

**CEE: Central and Eastern European**

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

**CHAIN: Combined Homelessness and Information Network**

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

**EEA: European Economic Area**

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

**GLA: Greater London Authority**

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

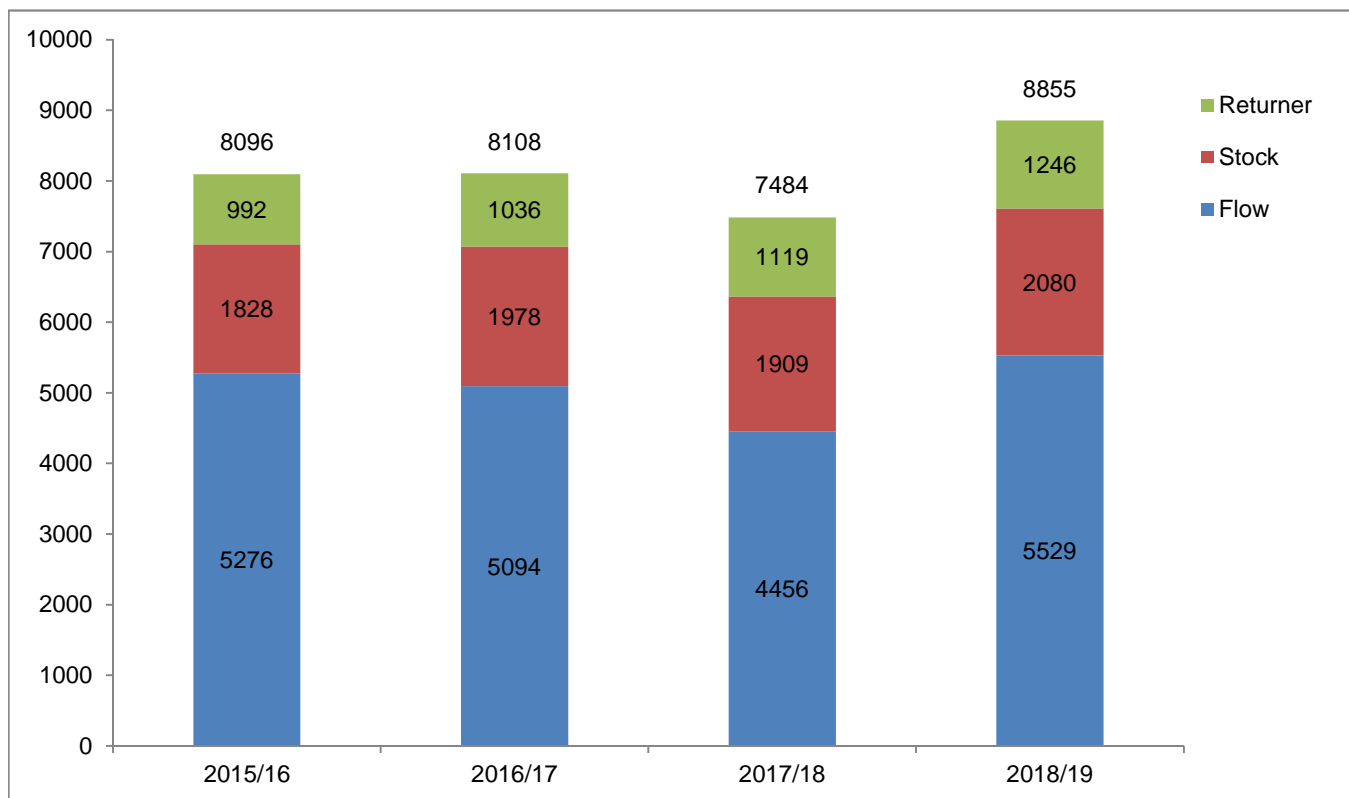
**NSNO: No Second Night Out**

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

## 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.



2015/16 base: 8096  
 2016/17 base: 8108  
 2017/18 base: 7484  
 2018/19 base: 8855

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 2018/19 (i.e. new rough sleepers).
Stock	People who were also seen rough sleeping in 2017/18 (i.e. those seen across a minimum of two consecutive years).
Returner	People who were first seen rough sleeping prior to 2017/18, but were not seen during 2017/18 (i.e. those who have had a gap in their rough sleeping histories).

8,855 people were seen rough sleeping in London in 2018/19, which is an 18% increase compared to the total of 7,484 people seen in 2017/18. This compares to an 8% decrease between 2016/17 and 2017/18, and virtually no change between 2015/16 and 2016/17.

60% of people were seen rough sleeping just once during the year. This is a similar proportion to the 59% seen just once in both 2017/18 and 2016/17.

73% of people who were new to the streets were seen rough sleeping just once. This is very similar to the proportions of 72% seen just once in both 2017/18 and 2016/17.

5,529 people were seen rough sleeping for the first time this year (also referred to as flow). This is a 24% increase on the number of new rough sleepers in 2017/18. By comparison, there was a 13% decrease in the number of new rough sleepers between 2016/17 and 2017/18, and a 3% decrease between 2015/16 and 2016/17.

2,080 people seen rough sleeping in 2018/19 were in the stock group. This is a 9% increase on the stock figure for 2017/18, which can be compared to a 3% decrease between 2016/17 and 2017/18, and an 8% increase between 2015/16 and 2016/17.

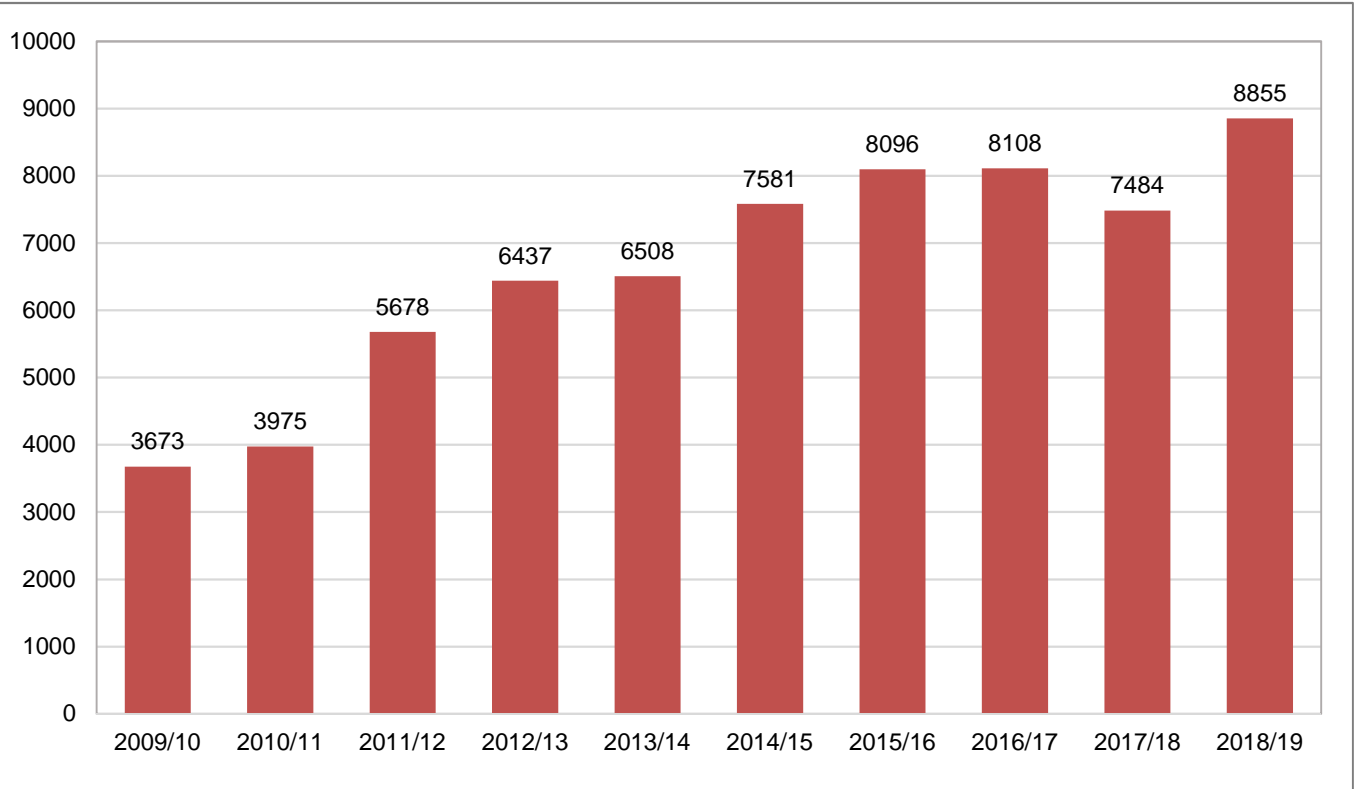
1,246 people seen rough sleeping during the year were returners. This compares to 1,119 in 2017/18, representing a rise of 11%, compared to an increase of 8% from 2016/17 to 2017/18, and 4% between 2015/16 and 2016/17.

New rough sleepers are therefore the group which has shown the greatest increase compared to 2017/18.



## 2.2 Number of people seen rough sleeping: Long range trend

People seen rough sleeping by year, over the last ten years.



Across the last ten years, the number of people recorded rough sleeping on CHAIN has risen year on year, with the exception of 2017/18. Following last year’s break in the upward trend, 2018/19 has shown a return to the earlier pattern.

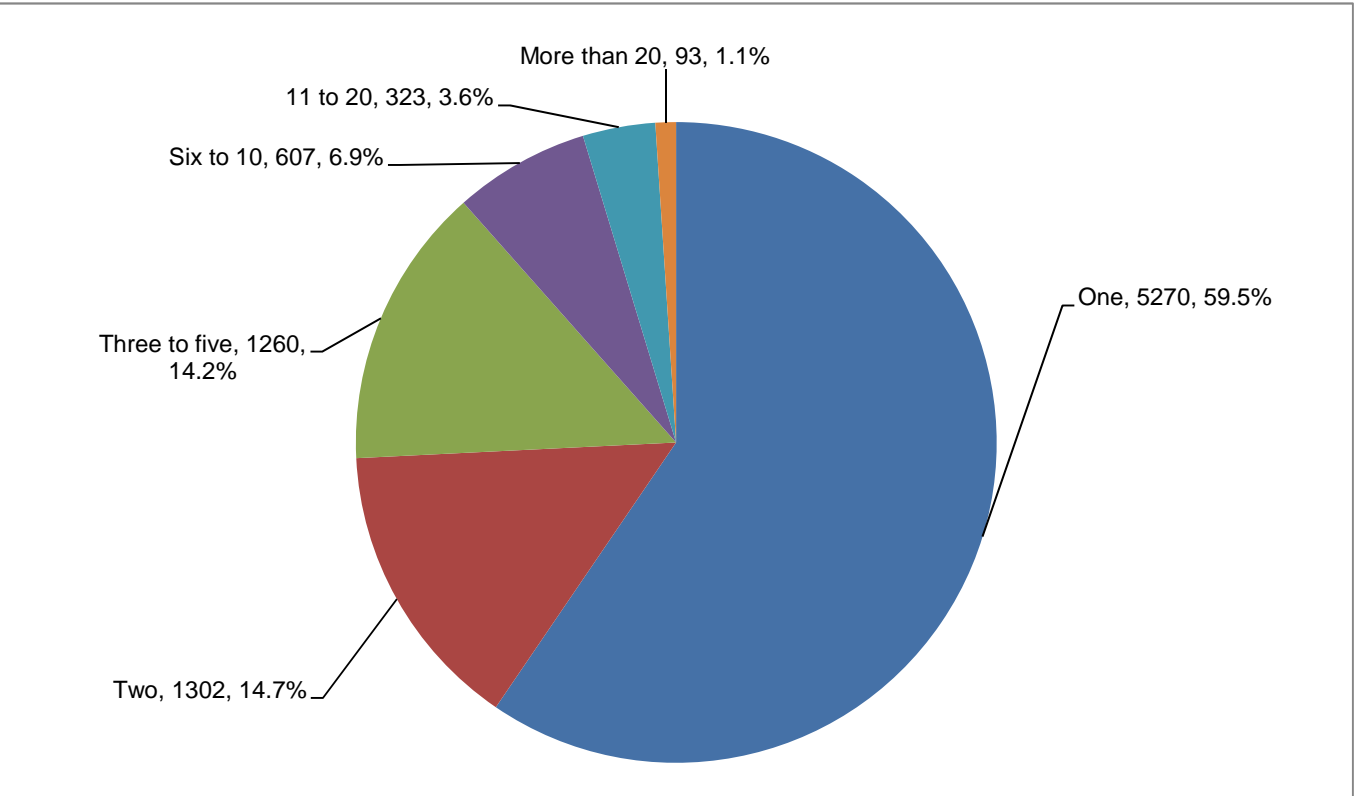
The 8,855 people seen rough sleeping in 2018/19 is almost two and a half times the number seen in 2009/10.

The significant increase in 2011/12 is likely to have been at least in part accounted for by the expanded outreach presence associated with the introduction of No Second Night Out.

Likewise, during 2018/19 significant new funding saw a large increase in the number of outreach services and staff in London.

### 2.3 Number of times seen rough sleeping

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

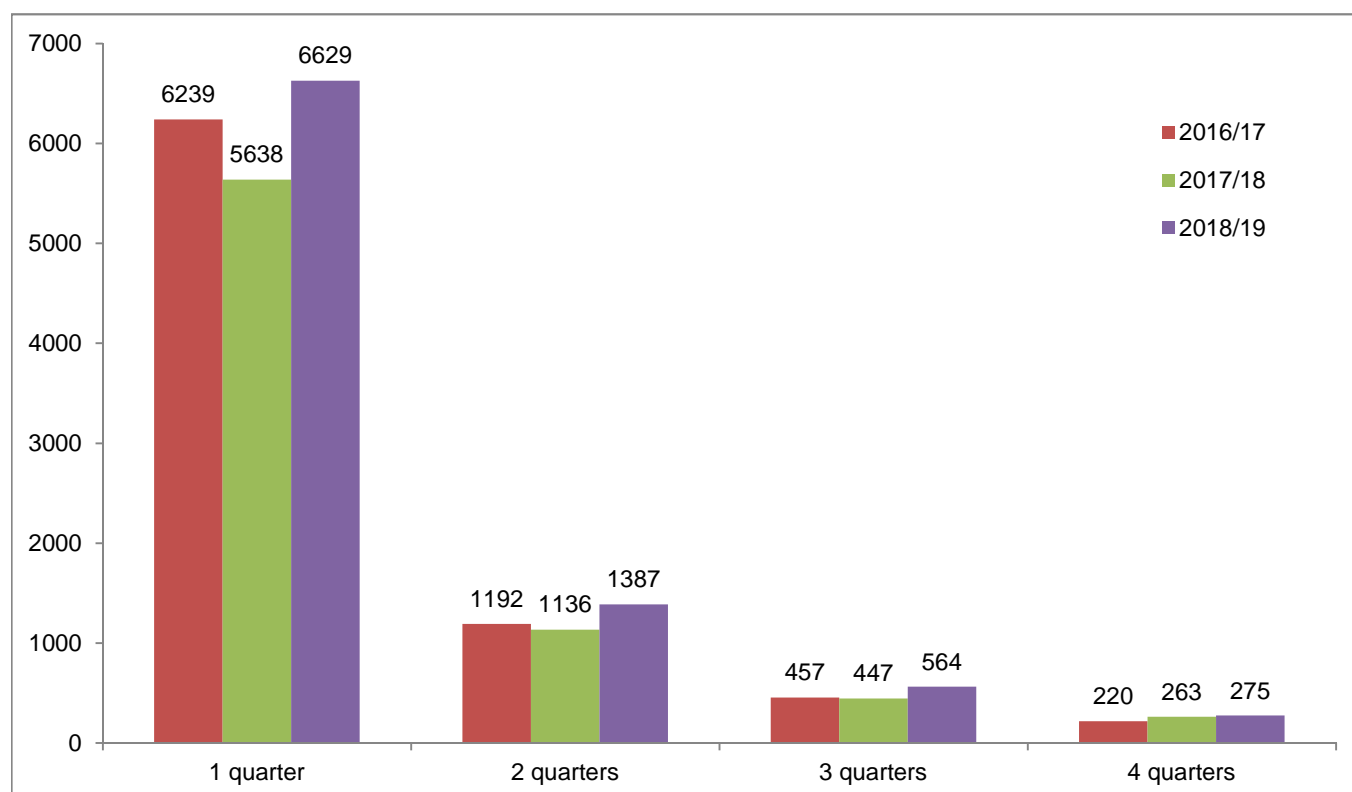


Base: 8855

5,270 (60%) people were seen rough sleeping only once in 2018/19, which compares to 4,413 (59%) seen rough sleeping just once in 2017/18. 74% were seen only once or twice. Around one in twenty people (5%) were seen rough sleeping more than ten times. Nobody was seen rough sleeping more than 50 times in the year, which compares to one person in 2017/18 and five people in 2016/17.

## 2.4 Number of quarters seen rough sleeping

People seen rough sleeping in the year, by number of separate quarters in the year within which they were seen.



2016/17 base: 8108

2017/18 base: 7484

2018/19 base: 8855

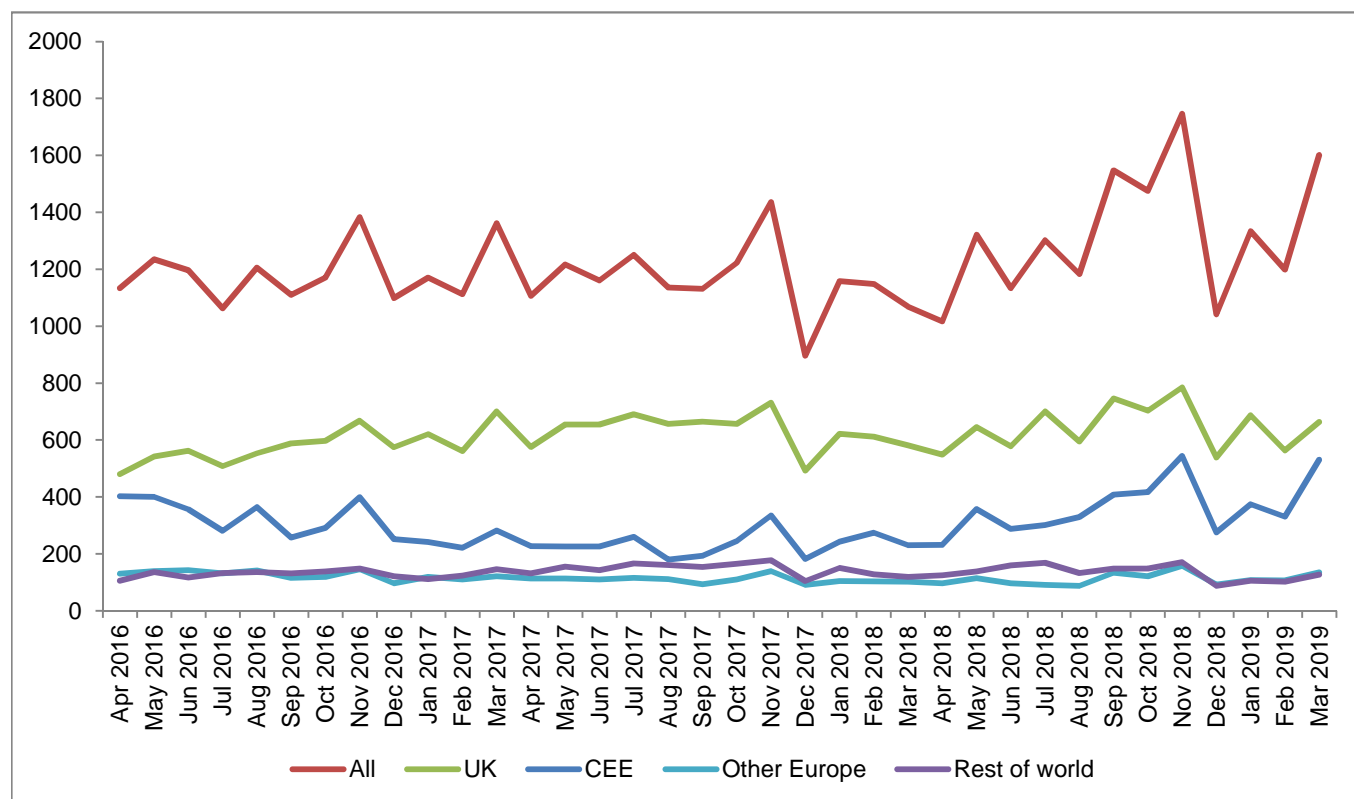
Number of quarters of the year within which rough sleepers were seen	2016/17		2017/18		2018/19	
	No. rough sleepers	% rough sleepers	No. rough sleepers	% rough sleepers	No. rough sleepers	% rough sleepers
One	6239	77%	5638	75%	6629	75%
Two	1192	15%	1136	15%	1387	16%
Three	457	6%	447	6%	564	6%
Four	220	3%	263	4%	275	3%
<b>Total</b>	<b>8108</b>	<b>100%</b>	<b>7484</b>	<b>100%</b>	<b>8855</b>	<b>100%</b>

The graph and table above show how many people were seen in one, two, three or all four quarters during each of the last three years. It is important to be aware that the figures for each year are limited to the year in question, and people may have also been seen in previous or subsequent years. Three in four (75%) of those seen rough sleeping in 2018/19 were only seen in one quarter of the year. 3% of those seen rough sleeping in 2018/19 were seen bedded down in all four quarters of the year, suggesting that their rough sleeping is an ongoing issue and was not successfully resolved.

The breakdown of rough sleepers by the number of quarters within which they were seen has remained consistent across the last three years.

## 2.5 Monthly rough sleeping trend

Number of people seen rough sleeping per month, since April 2016.



The graph above shows the monthly trend in numbers of people seen rough sleeping over the last three years, broken down by nationality group.

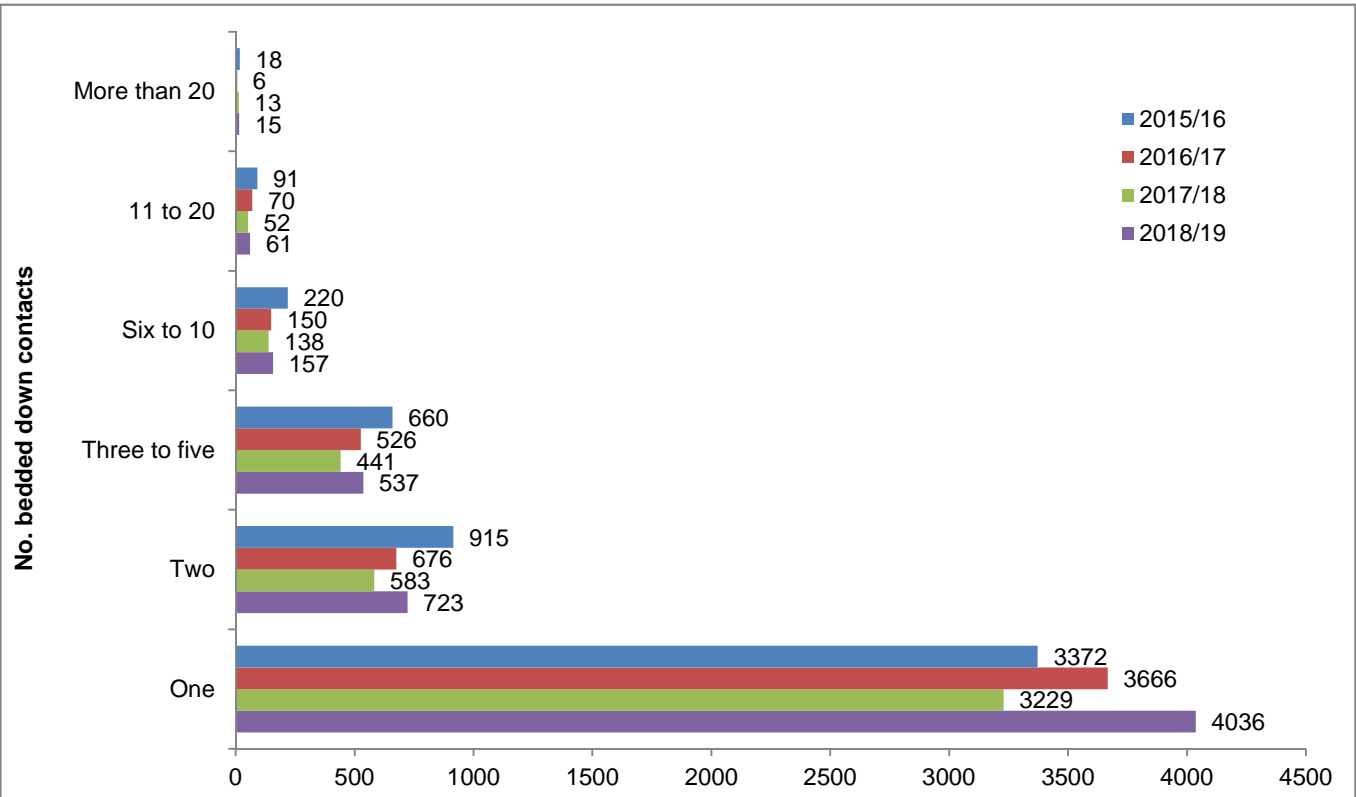
During 2018/19, the month in which the highest number of people were seen rough sleeping was November 2018 (1,746 people), while the lowest number were seen in December 2018 (1,041 people). The November peak is consistent with previous years, while the December trough also reflects the general yearly pattern.

There typically tend to be seasonal variations in rough sleeping, with the highest numbers seen in summer and autumn, and the lowest numbers in the winter months of December to February, when winter shelters are in operation. It is usually the case that months during which official street counts take place will show a spike in numbers, and the government's main annual street count is held in November.

The nationality comparison shows an upward trend during 2018/19 in the monthly total of CEE nationals seen rough sleeping. This reverses the trend observed during 2016/17 and 2017/18, during which time the number of CEE nationals seen rough sleeping was largely in decline, and reflects the general nationality trend apparent elsewhere in this report.

## 2.6 New rough sleepers (flow): Number of times seen

People seen rough sleeping for the first time in 2018/19, by number of times seen rough sleeping during the year.



2015/16 base: 5276

2016/17 base: 5094

2017/18 base: 4456

2018/19 base: 5529

New rough sleepers represented 62% of the total rough sleeper population in 2018/19, marginally higher than the proportion of 60% in 2017/18.

73% of new people were seen rough sleeping only once, which is virtually unchanged from the proportion of 72% reported in both 2017/18 and 2016/17.

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

People seen rough sleeping for the first time in 2018/19, by history prior to first being seen rough sleeping.

The table below details what kind of accommodation new rough sleepers reported they were living in as their last longer term or settled base prior to first being seen rough sleeping.

<b>Last settled base</b>	<b>No.</b>	<b>%</b>
<b>Long term accommodation</b>		
Private rented accommodation	907	34.3%
Local authority accommodation	133	5.0%
Housing association/RSL accommodation	94	3.6%
Owner occupied accommodation	83	3.1%
Tied accommodation	48	1.8%
Sheltered housing/registered care accommodation	16	0.6%
<i>Long term accommodation subtotal</i>	<i>1281</i>	<i>48.5%</i>
<b>Short or medium term accommodation</b>		
Hostel	161	6.1%
Temporary accommodation (Local authority)	48	1.8%
Asylum support accommodation	44	1.7%
B&B/other temporary accommodation	21	0.8%
Clinic/Detox/Rehab	12	0.5%
<i>Short or medium term accommodation subtotal</i>	<i>286</i>	<i>10.8%</i>
<b>Institution</b>		
Prison	93	3.5%
Hospital	12	0.5%
<i>Institution subtotal</i>	<i>105</i>	<i>4.0%</i>
<b>Inappropriately accommodated</b>		
Squat	33	1.2%
Outhouse	5	0.2%
<i>Inappropriately accommodated subtotal</i>	<i>38</i>	<i>1.4%</i>
<b>Newly arrived in UK</b>		
Newly arrived in UK - not homeless in home country	221	8.4%
Newly arrived in UK - homeless in home country	45	1.7%
<i>Newly arrived in UK subtotal</i>	<i>266</i>	<i>10.1%</i>
Other	665	25.2%
Not recorded	2888	
<b>Total (excl. not recorded)</b>	<b>2641</b>	<b>100.0%</b>
<b>Total</b>	<b>5529</b>	

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

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

<b>Status at last settled base*</b>	<b>No.</b>	<b>%</b>
Tenant	408	41%
Informal arrangement	271	28%
Living with partner	152	15%
Parental home	140	14%
Owner	13	1%
Not recorded/applicable	994	
<b>Total (excl. not recorded/applicable)</b>	<b>984</b>	<b>100%</b>
<b>Total</b>	<b>1978</b>	

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

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

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

Reason for leaving last settled base	No.	%
<b>Asked to leave or evicted</b>		
Asked to leave	437	16.5%
Evicted - arrears	189	7.2%
Evicted - ASB	49	1.9%
Evicted - end of tenancy agreement	23	0.9%
Evicted - other	122	4.6%
<i>Asked to leave or evicted subtotal</i>	<i>820</i>	<i>31.0%</i>
<b>Employment and education</b>		
Financial problems - loss of job	182	6.9%
Seeking work - from outside UK	134	5.1%
Seeking work - from within UK	130	4.9%
Study	1	0.0%
<i>Employment and education subtotal</i>	<i>447</i>	<i>16.9%</i>
<b>Relationships</b>		
Relationship breakdown	292	11.1%
Move nearer family/friends/community	33	1.2%
Death of relative/friend	17	0.6%
<i>Relationships subtotal</i>	<i>342</i>	<i>12.9%</i>
<b>Financial</b>		
Financial problems - debt	28	1.1%
Financial problems - housing benefit	12	0.5%
Financial problems - other	77	2.9%
<i>Financial subtotal</i>	<i>117</i>	<i>4.4%</i>
<b>End of stay in short or medium term accommodation</b>		
End of stay - asylum accommodation	22	0.8%
End of stay - hostel	16	0.6%
Evicted - given non priority decision	9	0.3%
End of stay - other	64	2.4%
<i>End of stay in short or medium term accommodation subtotal</i>	<i>111</i>	<i>4.2%</i>
<b>Victim of violence, harassment or abuse</b>		
Harassment/abuse/violence	66	2.5%
Domestic violence - victim	35	1.3%
Tenancy hijack	5	0.2%
<i>Victim of violence, harassment or abuse subtotal</i>	<i>106</i>	<i>4.0%</i>
<b>End of stay in institution</b>		
End of stay - prison	99	3.7%
End of stay - hospital	10	0.4%
<i>End of stay in institution subtotal</i>	<i>109</i>	<i>4.1%</i>
<b>Housing conditions</b>		
Housing conditions	27	1.0%
<b>Perpetrator of violence, harassment or abuse</b>		
Domestic violence - perpetrator	15	0.6%
<b>Transient</b>		
Transient/travelling around	38	1.4%
<b>Other</b>		
Other	509	19.3%
<b>Not recorded</b>	2888	
<b>Total (excl. not recorded)</b>	<b>2641</b>	<b>100%</b>
<b>Total</b>	<b>5529</b>	

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

49% of new rough sleepers reported their last settled base as some kind of long term accommodation, which is somewhat lower than the 54% in 2017/18. Within this, private rented accommodation is by far the most frequently recorded specific accommodation type, at 34%. This is also slightly lower than the 38% reported in 2017/18.

10% of new rough sleepers in 2018/19 were recorded as having recently arrived in the UK and having had no settled base since arriving. This is slightly higher than the 8% in 2017/18, but still lower than the 13% recorded in both 2016/17 and 2015/16.

Being asked to leave or evicted continues to constitute the most commonly reported overall category of reason for leaving last settled base, cited by 31% of new rough sleepers (compared to 36% reporting reasons in this category in 2017/18). Reasons falling under the employment and education category continue to account for a significant proportion, at 17%, which is a similar proportion to the 18% reported in 2017/18.

Relationship breakdown was cited as reason for leaving last settled base by 11% of new rough sleepers, which is a similar proportion to the 12% in 2017/18.

583 people seen rough sleeping for the first time in 2018/19 were recorded as having approached their Local Authority Housing Options service for help in the 12 months prior to first being seen rough sleeping. This is 29% of those new rough sleepers for whom this information was recorded (and 11% of all new rough sleepers in the year). Of these, 530 (91%) had approached Housing Options teams in London boroughs.



## 2.8 New rough sleepers (flow): Nationality

### New rough sleepers' nationalities and period spent in UK

Nationality category		Time between date of entry to UK and date first seen rough sleeping						Total
		Less than 1 week	1-2 weeks	2-4 weeks	4-12 weeks	12 weeks - 1 year	More than 1 year	
CEE	No. %	95 10%	55 6%	52 6%	121 13%	169 18%	450 48%	942 100%
Other Europe	No. %	18 7%	11 4%	11 4%	30 11%	33 12%	162 61%	265 100%
Rest of world	No. %	15 3%	3 1%	3 1%	15 3%	38 9%	372 83%	446 100%
<b>Total</b>	<b>No. %</b>	<b>128 8%</b>	<b>69 4%</b>	<b>66 4%</b>	<b>166 10%</b>	<b>240 15%</b>	<b>984 60%</b>	<b>1653 100%</b>

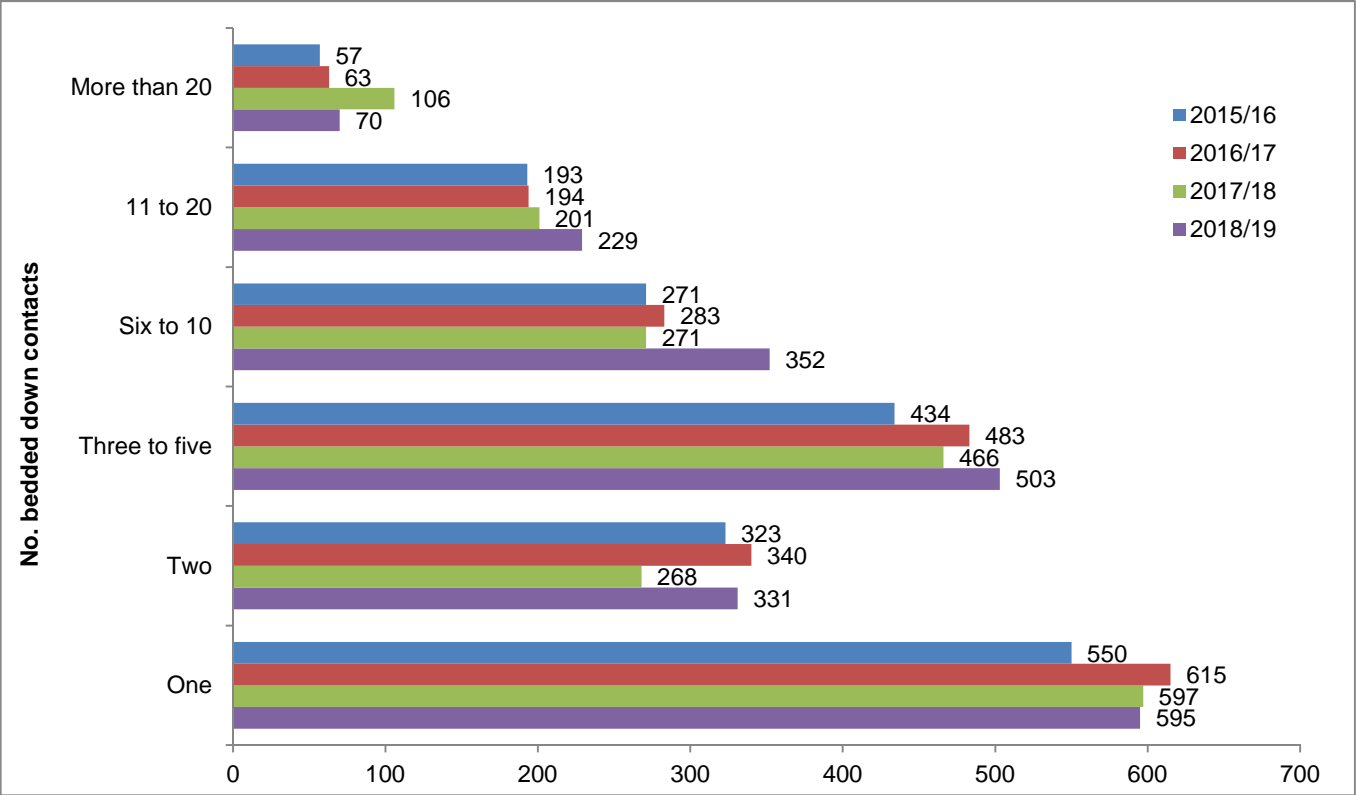
Base: 1653 people seen rough sleeping for the first time in 2018/19 who were non-UK nationals and had a date of entry to the UK recorded.

There were 1,653 new rough sleepers in 2018/19 who were non-UK nationals and had data recorded concerning the date they reported first entering the UK. The above table shows the difference between their date of entry to the UK and the first date they were seen rough sleeping in London, broken down by nationality category.

Three fifths (60%) of those represented in the table above had been in the UK for more than a year when they were first seen rough sleeping, which is virtually unchanged from the 61% in 2017/18. 16% of people from CEE countries were seen rough sleeping within two weeks of entering the UK, which is a similar proportion to the 17% reported in 2017/18, but slightly lower than the 21% in 2016/17. People from non-European countries were notably less likely than Europeans to have been seen rough sleeping within two weeks of entering the UK, at 4%.

## 2.9 Stock rough sleepers: Number of times seen

People seen rough sleeping across a minimum of two consecutive years (stock), by number of times seen rough sleeping in the year.

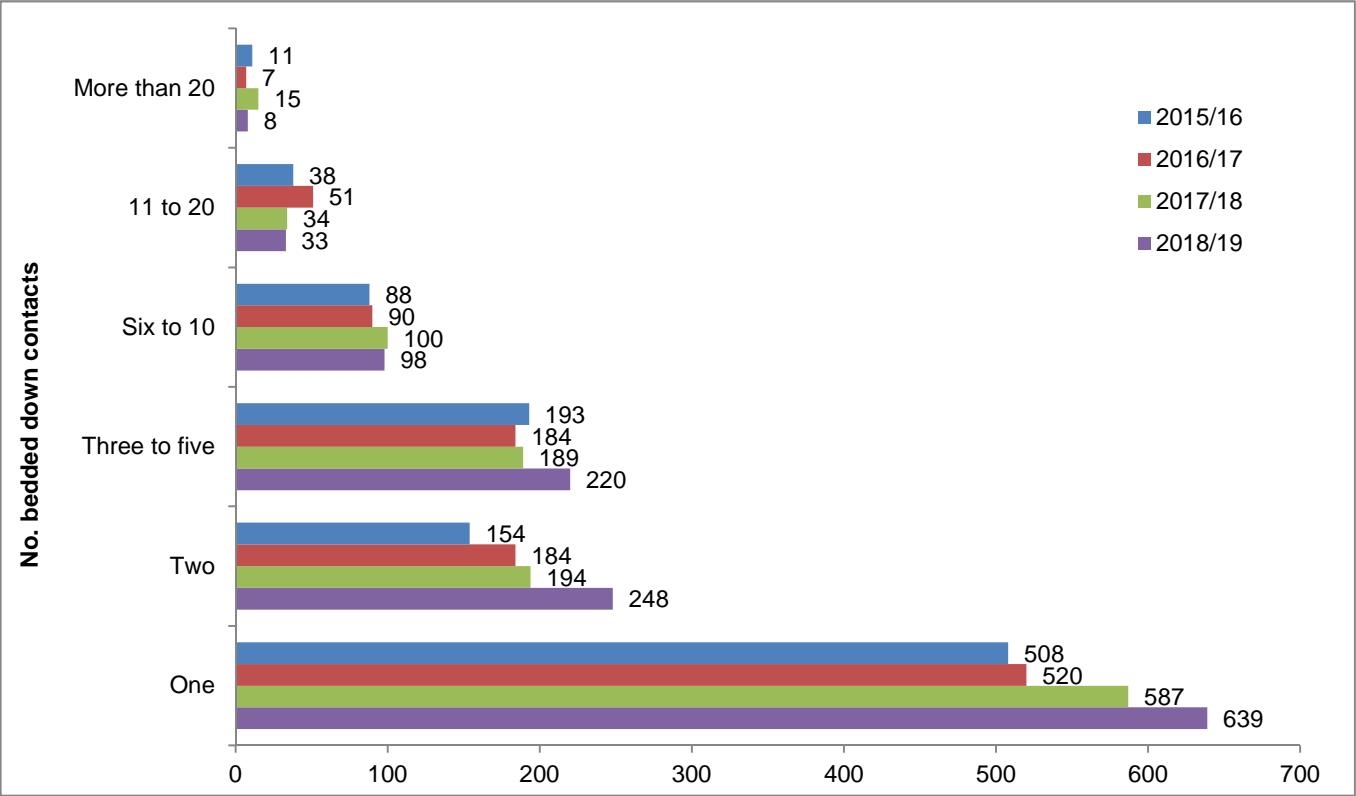


2015/16 base: 1828  
2016/17 base: 1978  
2017/18 base: 1909  
2018/19 base: 2080

The number of people in the stock group has increased by 9% from 2017/18, and represents 23% of the total rough sleeper population in 2018/19 (compared to 26% in 2017/18). 29% of people in the stock group were seen rough sleeping only once in 2018/19, which is slightly lower than the 31% in 2017/18.

2.10 Returner rough sleepers: Number of times seen

People seen rough sleeping in 2018/19 who were first seen rough sleeping prior to 2017/18, but not seen rough sleeping during 2017/18 (returners), by number of times seen rough sleeping in the year.



2015/16 base: 992  
2016/17 base: 1036  
2017/18 base: 1119  
2018/19 base: 1246

The number of people returning to rough sleeping in 2018/19 has risen by 11%, when compared to 2017/18. Returners constituted 14% of all people seen rough sleeping in 2018/19, compared to 15% in 2017/18.

The proportion of returners who were seen rough sleeping just once during 2018/19 was 51%. This compares to 52% in 2017/18.

71% of returners were seen only once or twice in the year, which suggests that the majority of returners are not continuing a rough sleeping lifestyle over long periods of time. This is consistent with the figure of 70% of returners seen only once or twice in 2017/18.

### 3. SPATIAL DISTRIBUTION

#### 3.1 Total rough sleepers by borough: Yearly comparison

People seen rough sleeping in the year, by borough. Combined borough totals will add up to a figure greater than the overall total for London, as some people will have been seen rough sleeping in more than one borough during the period.

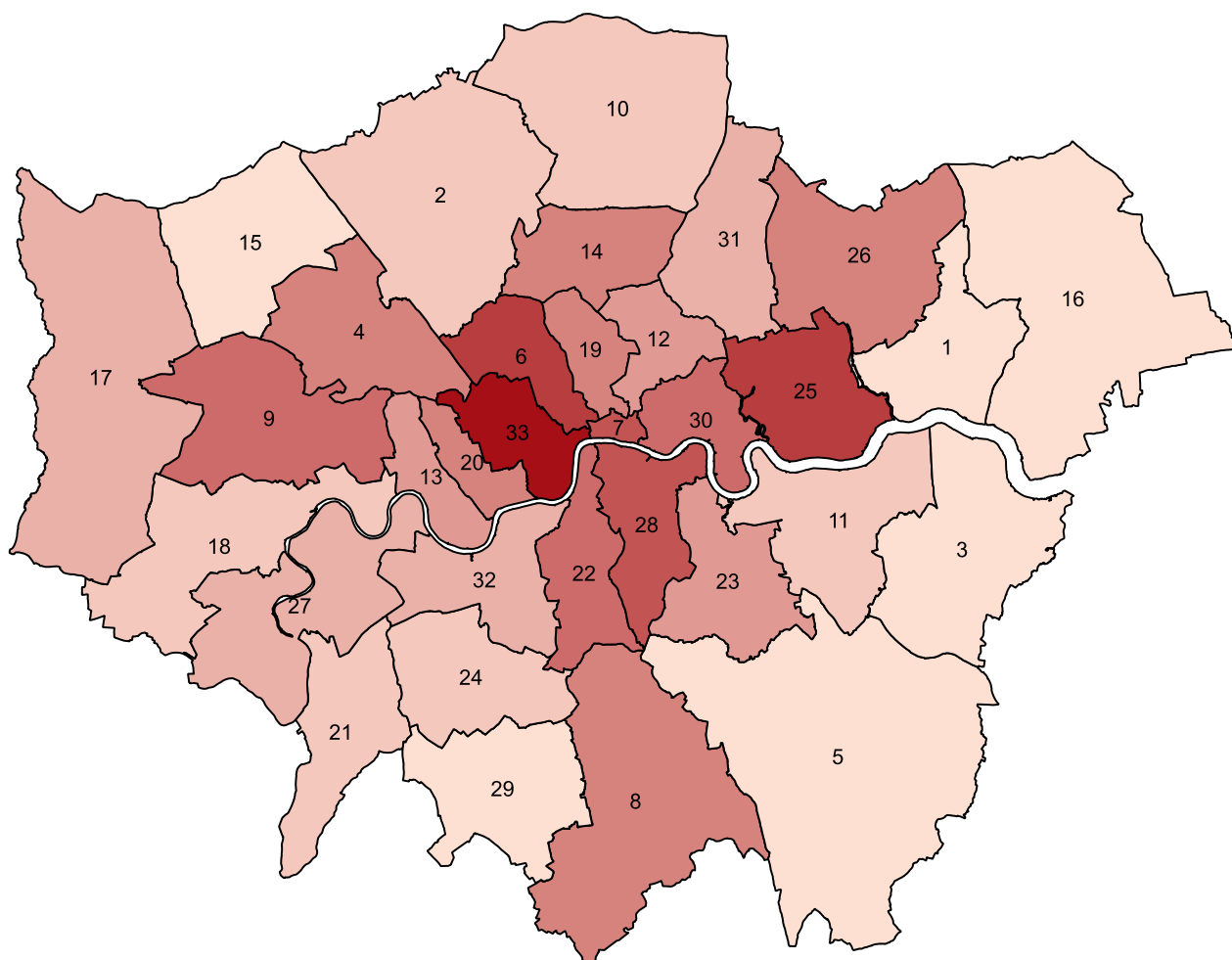
Borough	2015/16	2016/17	2017/18	2018/19	Change since 2017/18	Change since 2015/16
Westminster	2857	2767	2165	2512	347	-345
Camden	641	702	784	815	31	174
Newham	260	396	418	612	194	352
City of London	440	379	348	441	93	1
Southwark	372	318	309	435	126	63
Ealing	287	243	358	382	24	95
Lambeth	445	355	279	363	84	-82
Tower Hamlets	395	445	375	316	-59	-79
Heathrow	241	200	52	283	231	42
Islington	158	178	176	276	100	118
Croydon	166	192	234	274	40	108
Kensington & Chelsea	230	211	229	265	36	35
Haringey	135	146	212	253	41	118
Brent	212	294	200	248	48	36
Redbridge	222	219	239	214	-25	-8
Hammersmith & Fulham	241	246	202	171	-31	-70
Lewisham	133	200	199	165	-34	32
Hackney	148	134	171	163	-8	15
Waltham Forest	139	82	94	137	43	-2
Richmond	133	105	107	128	21	-5
Hillingdon	56	91	58	123	65	67
Wandsworth	96	73	68	111	43	15
Enfield	136	106	109	100	-9	-36
Barnet	88	106	53	94	41	6
Greenwich	110	91	94	91	-3	-19
Hounslow	191	163	170	87	-83	-104
Kingston upon Thames	31	35	50	86	36	55
Merton	49	40	24	57	33	8
Barking & Dagenham	32	49	40	49	9	17
Sutton	35	49	34	49	15	14
Bromley	47	57	47	47	0	0
Bexley	26	22	19	32	13	6
Havering	20	31	27	32	5	12
Harrow	65	43	33	30	-3	-35
Bus route	19	21	142	224	82	205
Tube line	0	0	5	18	13	18

Note: Although Heathrow is located within the borough of Hillingdon and is not actually a borough in itself, it is counted separately for the purposes of CHAIN reporting due to the specific rough sleeping issues found there. Where rough sleepers have been seen by outreach workers on public transport, their contacts are ascribed to "bus route" or "tube line" rather than to a particular borough.

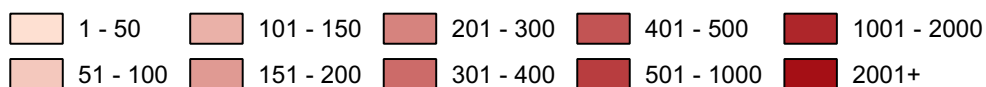
The boroughs in which the greatest numbers of rough sleepers were seen in 2018/19 were Westminster, Camden, Newham, City of London and Southwark. This is broadly consistent with 2017/18, although Southwark has risen from recording the seventh highest total in 2017/18 to the fifth highest in 2018/19. Of the top ten boroughs, only Tower Hamlets has shown a decrease in numbers on the previous year.

### 3.2 Total rough sleepers by borough: Map

The map below shows a colour coded representation of the total number of people seen rough sleeping during the year in each borough.



#### No. People Seen Rough Sleeping



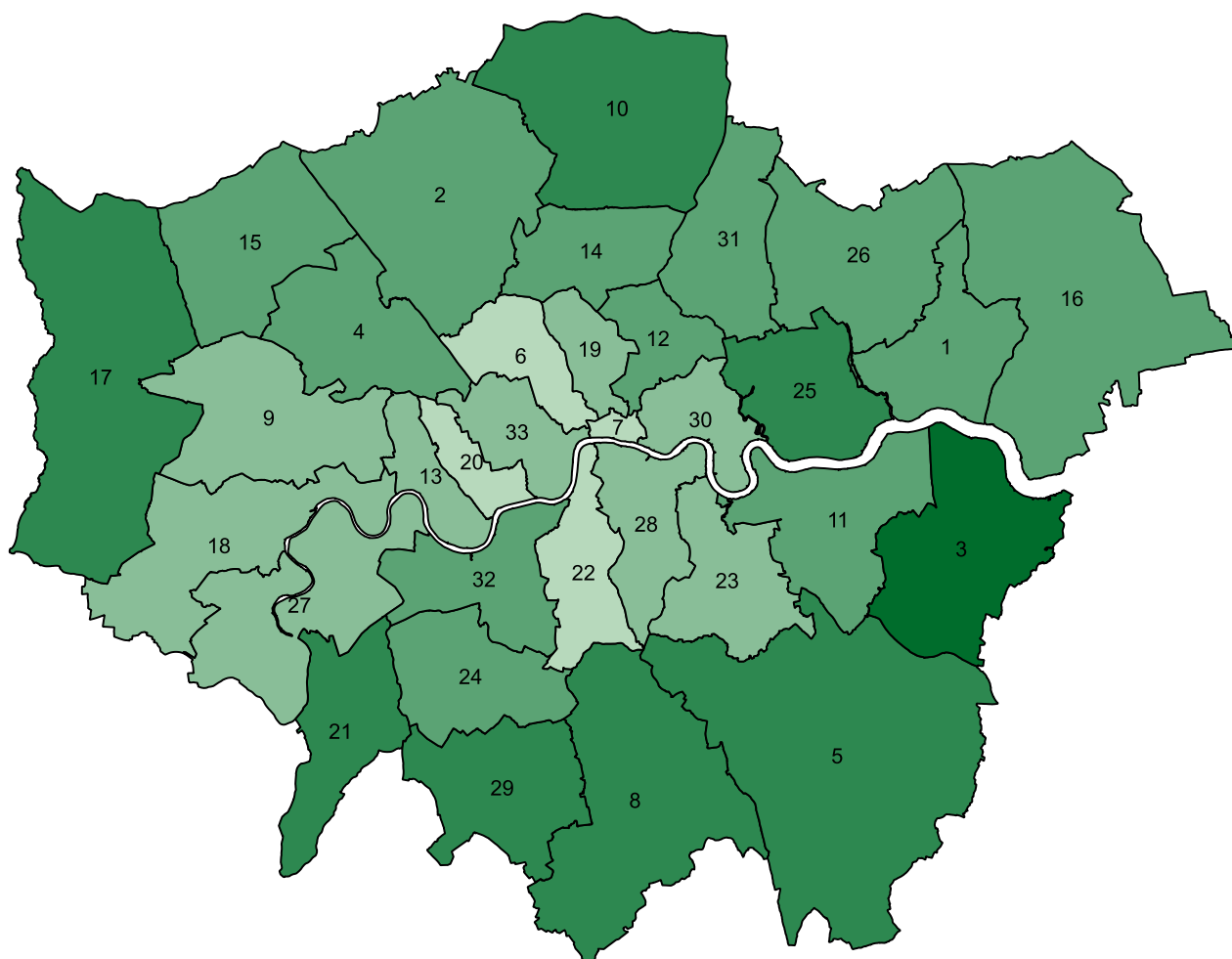
Key	Borough	Total	Key	Borough	Total	Key	Borough	Total
1	Barking & Dagenham	49	12	Hackney	163	23	Lewisham	165
2	Barnet	94	13	Hammersmith & Fulham	171	24	Merton	57
3	Bexley	32	14	Haringey	253	25	Newham	612
4	Brent	248	15	Harrow	30	26	Redbridge	214
5	Bromley	47	16	Havering	32	27	Richmond	128
6	Camden	815	17	Hillingdon	123	28	Southwark	435
7	City of London	441	18	Hounslow	87	29	Sutton	49
8	Croydon	274	19	Islington	276	30	Tower Hamlets	316
9	Ealing	382	20	Kensington & Chelsea	265	31	Waltham Forest	137
10	Enfield	100	21	Kingston upon Thames	86	32	Wandsworth	111
11	Greenwich	91	22	Lambeth	363	33	Westminster	2512
						34	Heathrow	283

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### 3.3 New rough sleepers by borough: Map

The map below shows new rough sleepers as a percentage of the total number of people seen rough sleeping in each borough during the year, colour coded by relative proportion.



#### New Rough Sleepers As Percentage Of All

41% - 50%   51% - 60%   61% - 70%   71% - 80%   81% - 90%

Key	Borough	%
1	Barking & Dagenham	69
2	Barnet	69
3	Bexley	84
4	Brent	69
5	Bromley	72
6	Camden	50
7	City of London	48
8	Croydon	71
9	Ealing	57
10	Enfield	71
11	Greenwich	64

Key	Borough	%
12	Hackney	67
13	Hammersmith & Fulham	51
14	Haringey	69
15	Harrow	70
16	Havering	66
17	Hillingdon	71
18	Hounslow	55
19	Islington	59
20	Kensington & Chelsea	44
21	Kingston upon Thames	72
22	Lambeth	48

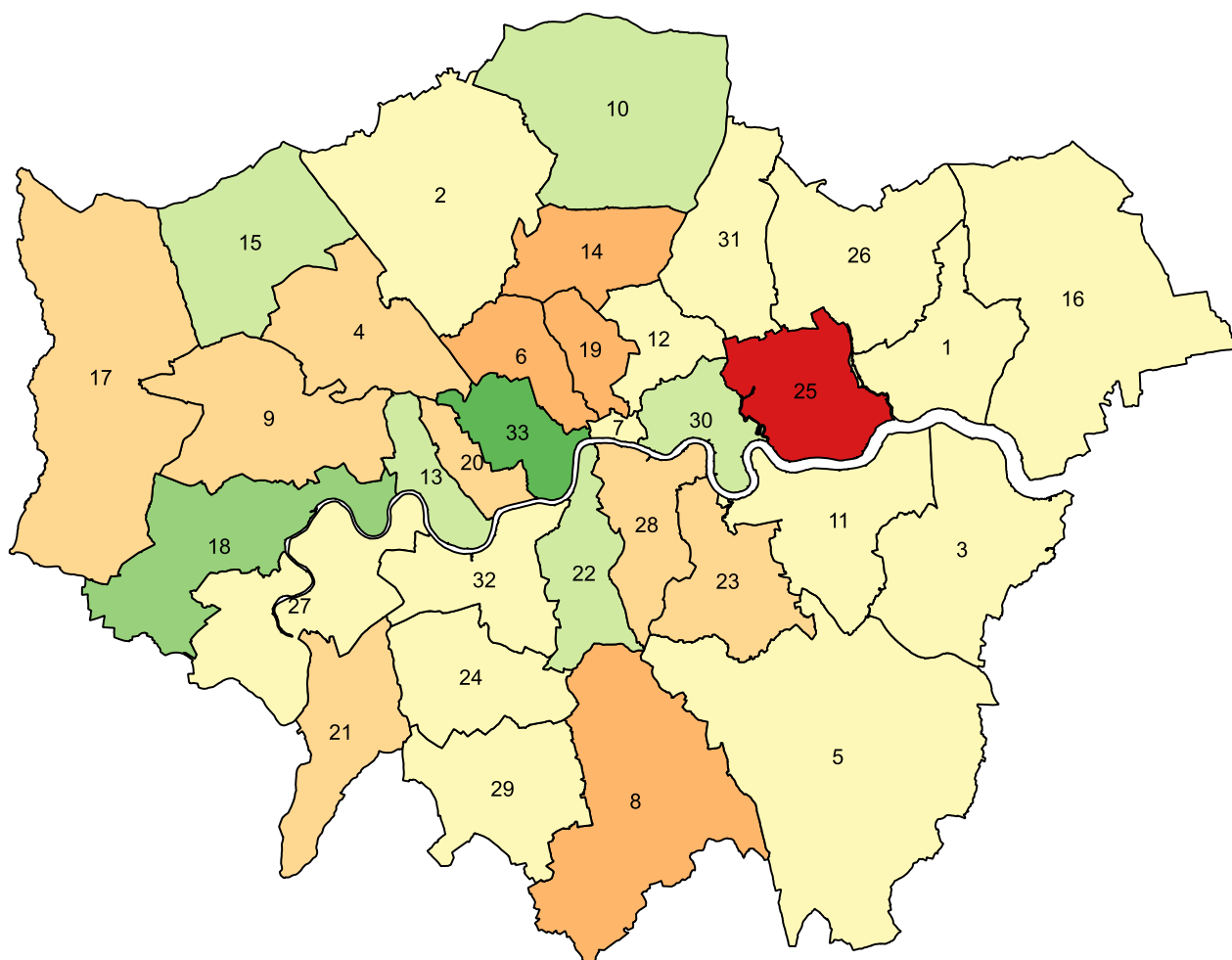
Key	Borough	%
23	Lewisham	60
24	Merton	63
25	Newham	74
26	Redbridge	66
27	Richmond	51
28	Southwark	56
29	Sutton	71
30	Tower Hamlets	53
31	Waltham Forest	68
32	Wandsworth	65
33	Westminster	59
34	Heathrow	78

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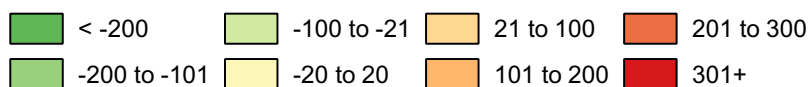
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### 3.4 Change since 2015/16 by borough: Map

The map below shows a colour coded representation of the change in total number of people seen rough sleeping in each borough, between 2015/16 and 2018/19.



#### Change In Total Since 2015/16



Key	Borough	Change
1	Barking & Dagenham	17
2	Barnet	6
3	Bexley	6
4	Brent	36
5	Bromley	0
6	Camden	174
7	City of London	1
8	Croydon	108
9	Ealing	95
10	Enfield	-36
11	Greenwich	-19

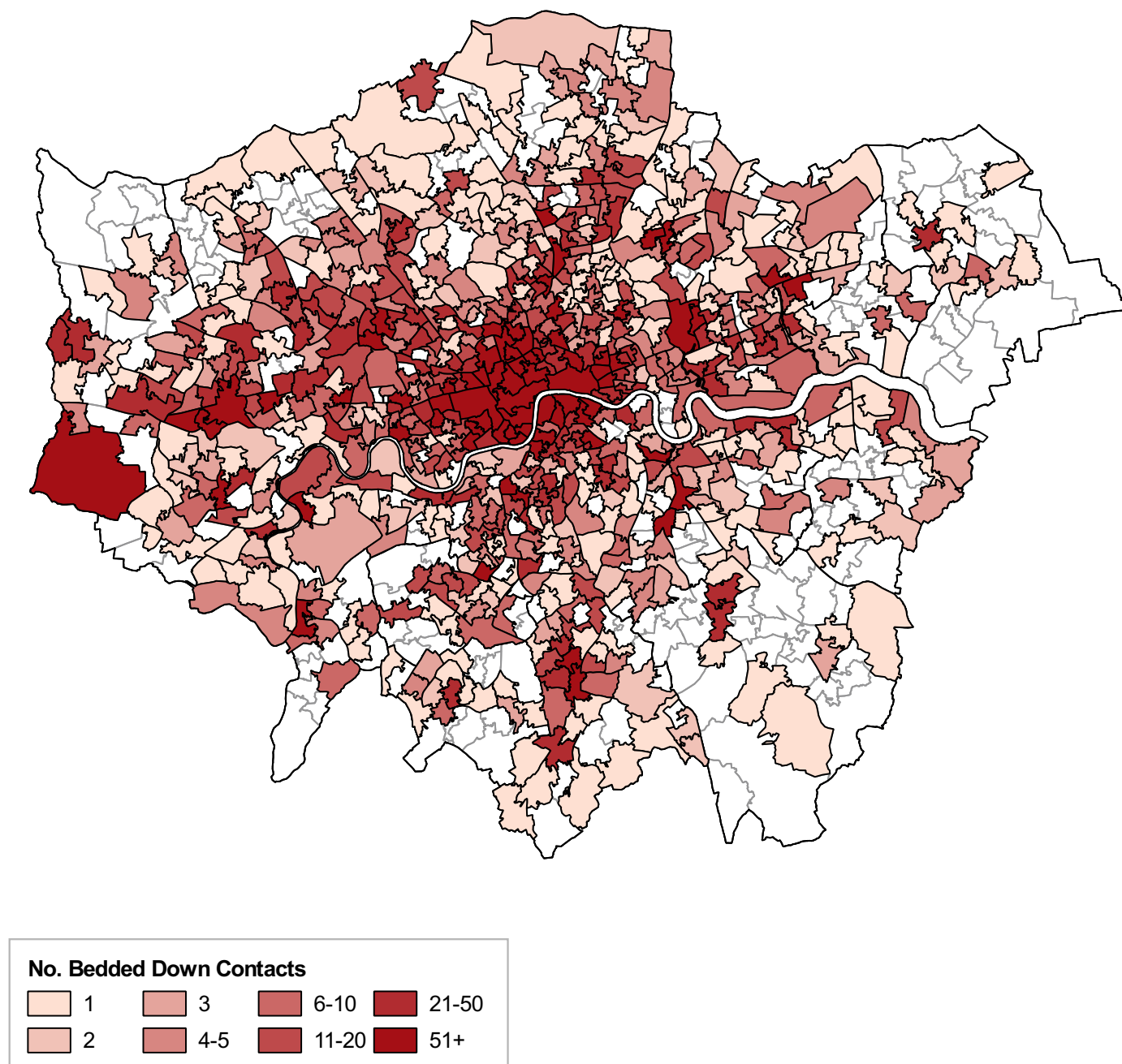
Key	Borough	Change
12	Hackney	15
13	Hammersmith & Fulham	-70
14	Haringey	118
15	Harrow	-35
16	Havering	12
17	Hillingdon	67
18	Hounslow	-104
19	Islington	118
20	Kensington & Chelsea	35
21	Kingston upon Thames	55
22	Lambeth	-82

Key	Borough	Change
23	Lewisham	32
24	Merton	8
25	Newham	352
26	Redbridge	-8
27	Richmond	-5
28	Southwark	63
29	Sutton	14
30	Tower Hamlets	-79
31	Waltham Forest	-2
32	Wandsworth	15
33	Westminster	-345
34	Heathrow	42



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

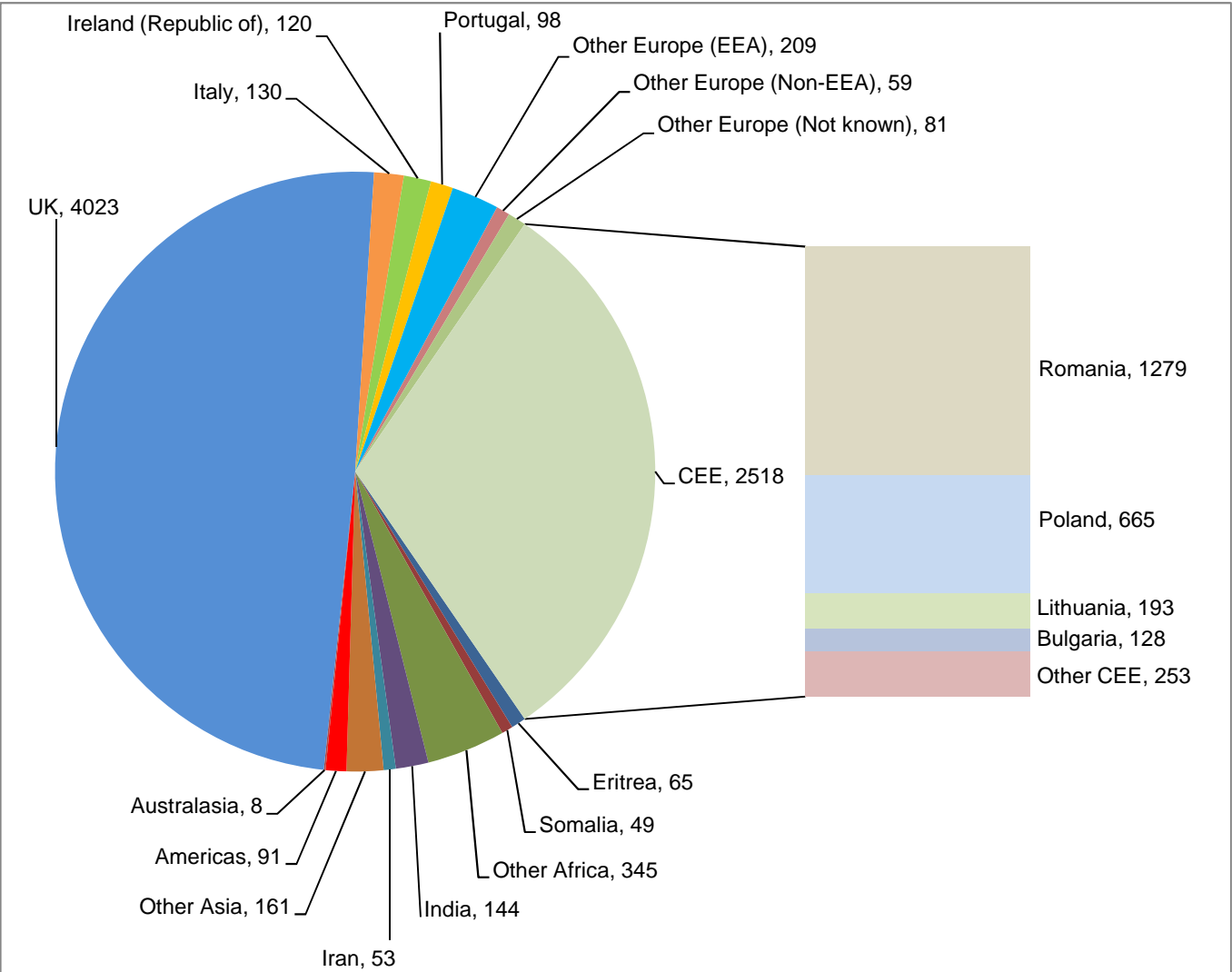
The map below shows the number of bedded down street contacts recorded in each Middle Super Output Area across Greater London during the period. It is important to note that this represents volume of contacts rather than individuals, and some people may have been seen on multiple occasions within a given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



## 4. DEMOGRAPHICS & SUPPORT NEEDS

### 4.1 Nationality: Overall composition

People seen rough sleeping in the year, by nationality.



Base: 8154 people seen rough sleeping in the year whose nationality was known.

The nationality profile of rough sleepers in London remains diverse, with a total of 126 different nationalities recorded during 2018/19. The proportion of people seen rough sleeping who were UK nationals was 49%, which is a decrease from the recent peak of 54% seen in 2017/18, and more in line with the 47% seen in 2016/17. Conversely, the proportion of rough sleepers from CEE countries has increased after a previous dip, with 31% seen in 2018/19, compared to 23% in 2017/18 and 30% in 2016/17. In terms of absolute figures, the number of UK nationals seen rough sleeping has increased by 4% compared to 2017/18, while the number of CEE nationals has increased by 50%.

Romanians (1,279, 16%) continue to make up the largest non-UK nationality group, with Poles (665, 8%) making up the second largest non-UK nationality group.

There were a significant number of rough sleepers from non-CEE European countries, mostly those in the European Economic Area, with Italy (130), the Republic of Ireland (120), and Portugal (98) continuing to be the most heavily represented. 459 (6%) people seen rough sleeping in the year were from African countries, and 358 (4%) were of Asian nationality (144 of whom were Indian).

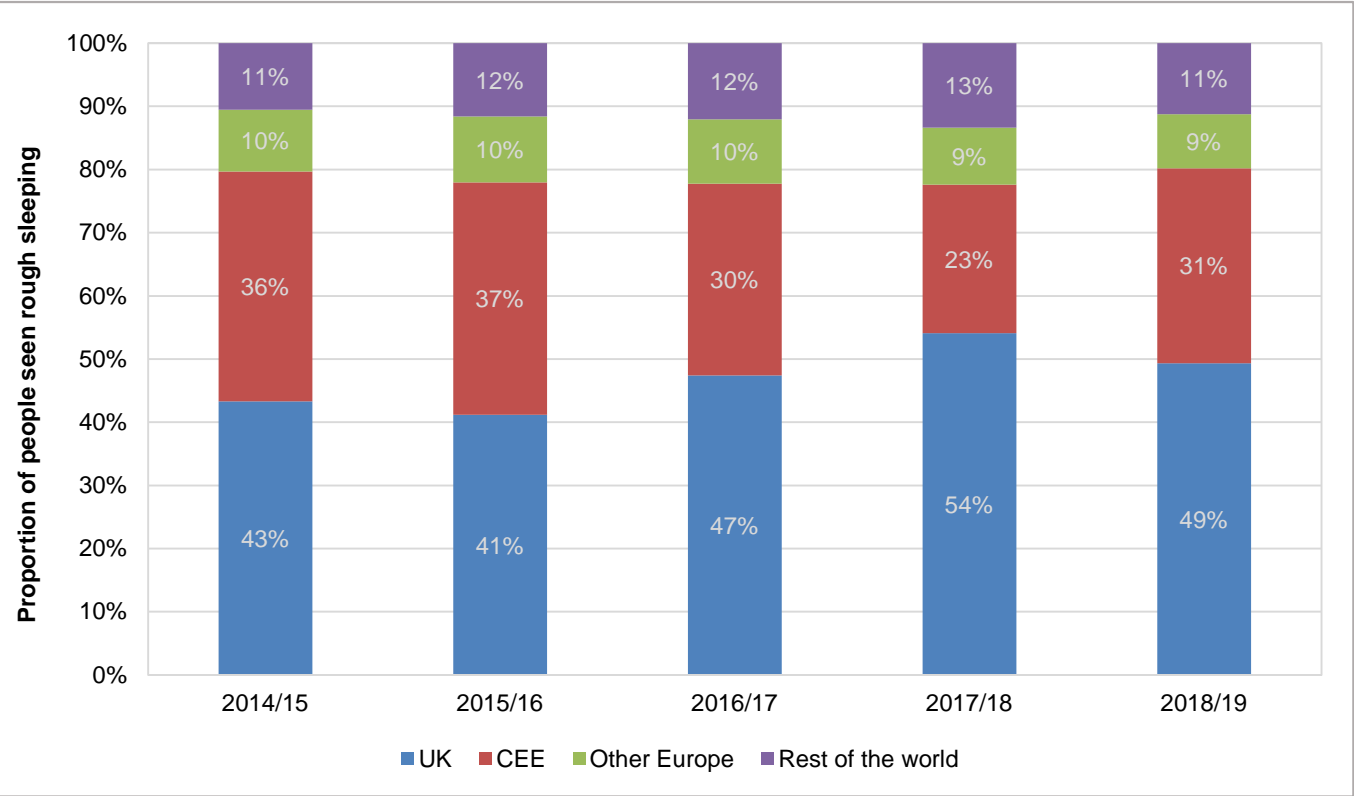
The number of people seen rough sleeping whose nationality was not known has increased significantly in 2018/19, at 701 compared to 346 in 2017/18.

## 4.2 Nationality: Yearly comparison

Nationality	2016/17		2017/18		2018/19	
	No.	%	No.	%	No.	%
UK	3653	47.4%	3862	54.1%	4023	49.3%
Romania	1130	14.7%	664	9.3%	1279	15.7%
Poland	639	8.3%	561	7.9%	665	8.2%
Lithuania	181	2.3%	140	2.0%	193	2.4%
Bulgaria	122	1.6%	101	1.4%	128	1.6%
Hungary	100	1.3%	61	0.9%	78	1.0%
Latvia	74	1.0%	70	1.0%	77	0.9%
Czech Republic	44	0.6%	45	0.6%	46	0.6%
Slovakia	32	0.4%	17	0.2%	34	0.4%
Estonia	10	0.1%	16	0.2%	15	0.2%
Slovenia	5	0.1%	2	0.0%	3	0.0%
<i>CEE subtotal</i>	<i>2337</i>	<i>30.3%</i>	<i>1677</i>	<i>23.5%</i>	<i>2518</i>	<i>30.9%</i>
Italy	134	1.7%	126	1.8%	130	1.6%
Ireland (Republic of)	150	1.9%	119	1.7%	120	1.5%
Portugal	146	1.9%	115	1.6%	98	1.2%
Spain	75	1.0%	59	0.8%	54	0.7%
France	57	0.7%	46	0.6%	48	0.6%
Germany	26	0.3%	24	0.3%	28	0.3%
Netherlands	28	0.4%	15	0.2%	17	0.2%
Greece	21	0.3%	14	0.2%	17	0.2%
Other European (EEA) countries	64	0.8%	38	0.5%	45	0.6%
<i>Other Europe (EEA) subtotal</i>	<i>701</i>	<i>9.1%</i>	<i>556</i>	<i>7.8%</i>	<i>557</i>	<i>6.8%</i>
Ukraine	6	0.1%	8	0.1%	13	0.2%
Other European (Non-EEA) countries	50	0.6%	39	0.5%	46	0.6%
<i>Other Europe (Non-EEA) subtotal</i>	<i>56</i>	<i>0.7%</i>	<i>47</i>	<i>0.7%</i>	<i>59</i>	<i>0.7%</i>
Other Europe (Not known)	31	0.4%	43	0.6%	81	1.0%
Eritrea	92	1.2%	100	1.4%	65	0.8%
Somalia	75	1.0%	61	0.9%	49	0.6%
Nigeria	42	0.5%	39	0.5%	49	0.6%
Sudan	50	0.6%	36	0.5%	46	0.6%
Ghana	22	0.3%	23	0.3%	28	0.3%
Ethiopia	29	0.4%	22	0.3%	25	0.3%
Algeria	22	0.3%	22	0.3%	20	0.2%
Other African countries	138	1.8%	155	2.2%	177	2.2%
<i>Africa subtotal</i>	<i>470</i>	<i>6.1%</i>	<i>458</i>	<i>6.4%</i>	<i>459</i>	<i>5.6%</i>
Jamaica	26	0.3%	22	0.3%	36	0.4%
Other Americas countries	50	0.6%	52	0.7%	55	0.7%
<i>Americas subtotal</i>	<i>76</i>	<i>1.0%</i>	<i>74</i>	<i>1.0%</i>	<i>91</i>	<i>1.1%</i>
India	148	1.9%	170	2.4%	144	1.8%
Iran	55	0.7%	56	0.8%	53	0.6%
Sri Lanka	28	0.4%	32	0.4%	33	0.4%
Bangladesh	31	0.4%	25	0.4%	26	0.3%
Pakistan	22	0.3%	19	0.3%	15	0.2%
Other Asian countries	91	1.2%	114	1.6%	87	1.1%
<i>Asia subtotal</i>	<i>375</i>	<i>4.9%</i>	<i>416</i>	<i>5.8%</i>	<i>358</i>	<i>4.4%</i>
Australasia	6	0.1%	5	0.1%	8	0.1%
Not Known	403		346		701	
<b>Total (excl. Not known)</b>	<b>7705</b>	<b>100.0%</b>	<b>7138</b>	<b>100.0%</b>	<b>8154</b>	<b>100.0%</b>
<b>Total (incl. Not known)</b>	<b>8108</b>		<b>7484</b>		<b>8855</b>	

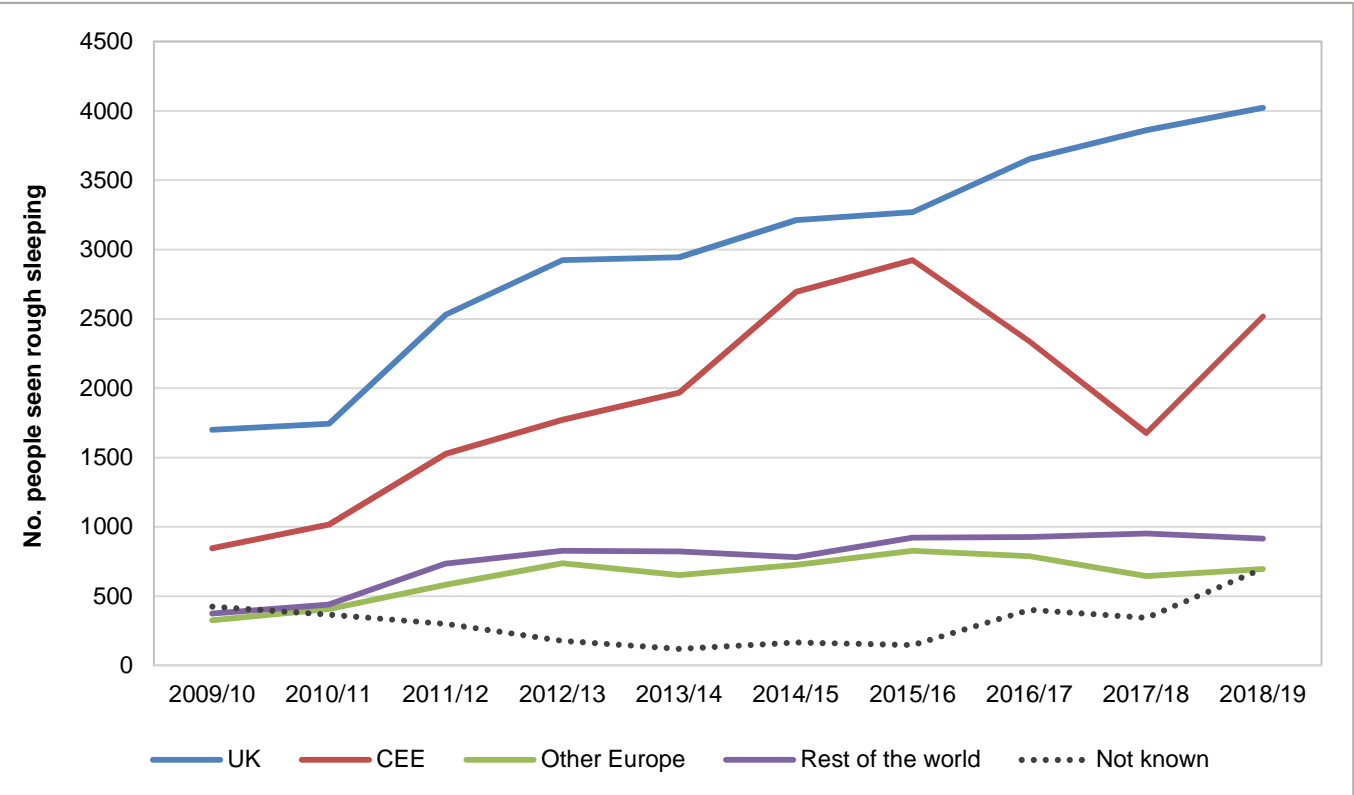
Note: Total excluding not known is used as base for percentages.

Nationality proportions for people seen rough sleeping across the last five years.



Note: Percentages are based on total people seen rough sleeping for whom nationality was known.

Nationality of people seen rough sleeping across the last ten years.



### 4.3 Nationality: Flow, stock, returner model

The table below compares flow, stock and returner breakdown between different nationality groups.

Nationality category	Flow		Stock		Returner		Total	
	No.	%	No.	%	No.	%	No.	%
UK	2221	55%	1146	28%	656	16%	4023	100%
CEE	1646	65%	506	20%	366	15%	2518	100%
Other Europe	425	61%	171	25%	101	14%	697	100%
Rest of world	581	63%	234	26%	101	11%	916	100%
Not known	656	94%	23	3%	22	3%	701	100%
<b>Total</b>	<b>5529</b>	<b>62%</b>	<b>2080</b>	<b>23%</b>	<b>1246</b>	<b>14%</b>	<b>8855</b>	<b>100%</b>

Base: 8855 people seen rough sleeping in the year.

Variations between categorisation of nationality groups are relatively minor, although UK nationals are least likely to fall into the flow group, with 55% compared to 65% for CEE nationals and 63% for those from outside Europe. The low variation continues the pattern shown in 2017/18, when UK nationals comprised 55% flow compared to CEE nationals 63%, and non-Europeans 65%.

### 4.4 Immigration status

The table below compares immigration status amongst different nationality groups, excluding UK nationals. Due to the difficulties involved in obtaining this information from rough sleepers, immigration status data should be treated with caution.

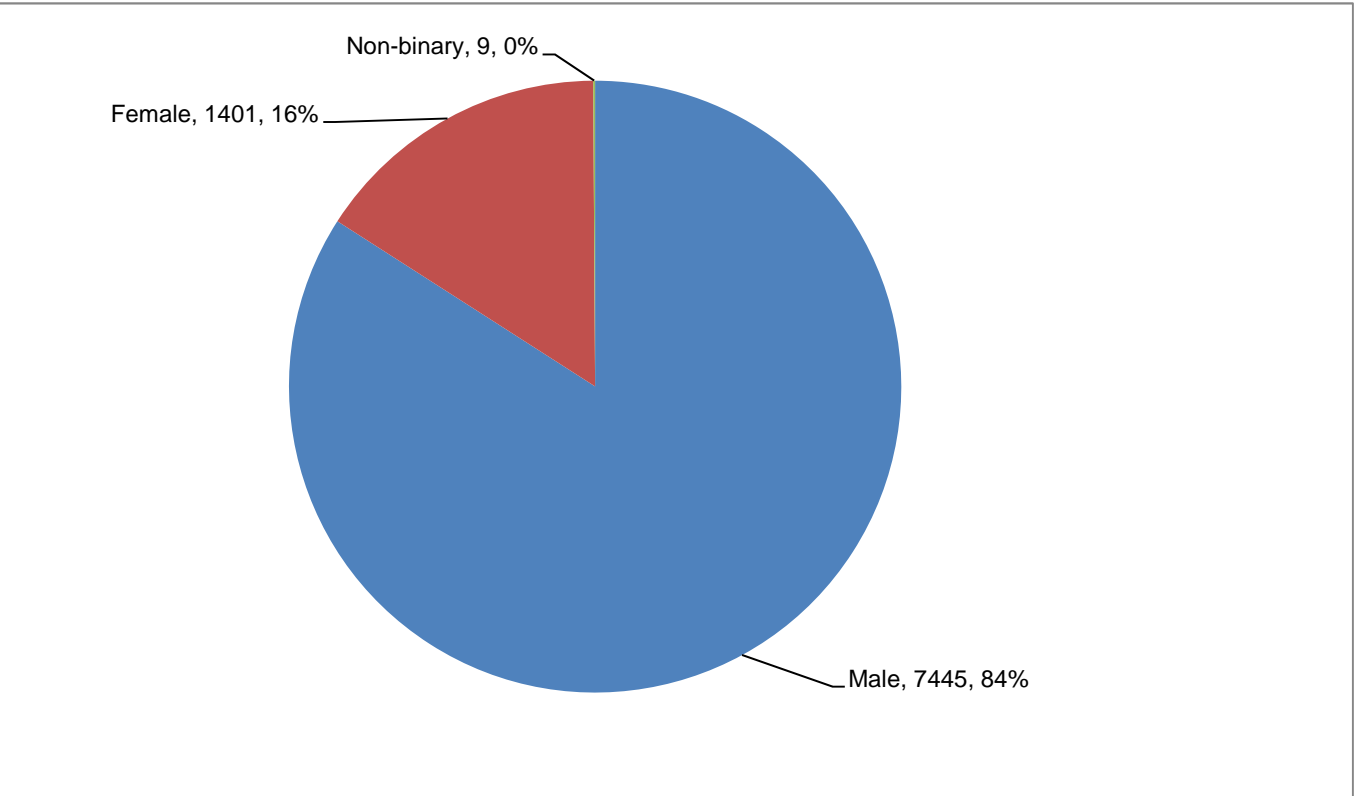
Immigration status	CEE	Other Europe	Rest of world	Total
EU National	2386	507	2	2895
Indefinite Leave to Remain (ILR)	0	15	251	266
Asylum seeker	0	2	66	68
Overstayer	0	1	63	64
Limited Leave to Remain (LLR)	0	1	56	57
Illegal entrant	0	3	49	52
Refugee	0	0	42	42
Failed asylum seeker	0	1	22	23
Asylum appellant	0	1	13	14
Exceptional Leave to Remain (ELR)	0	0	3	3
Student visa	0	0	2	2
Other	3	11	45	59
Not known	12	90	280	382
Missing	117	65	22	204
<b>Total</b>	<b>2518</b>	<b>697</b>	<b>916</b>	<b>4131</b>

Base: 4131 people seen rough sleeping in the year whose nationality was known and who were not from the UK.

The table above shows that the most commonly recorded immigration status was EU national (2,895 people). For those people from non-European countries, 'indefinite leave to remain' was the most frequently recorded immigration status (251 people).

### 4.5 Gender

People seen rough sleeping in the year, by gender.

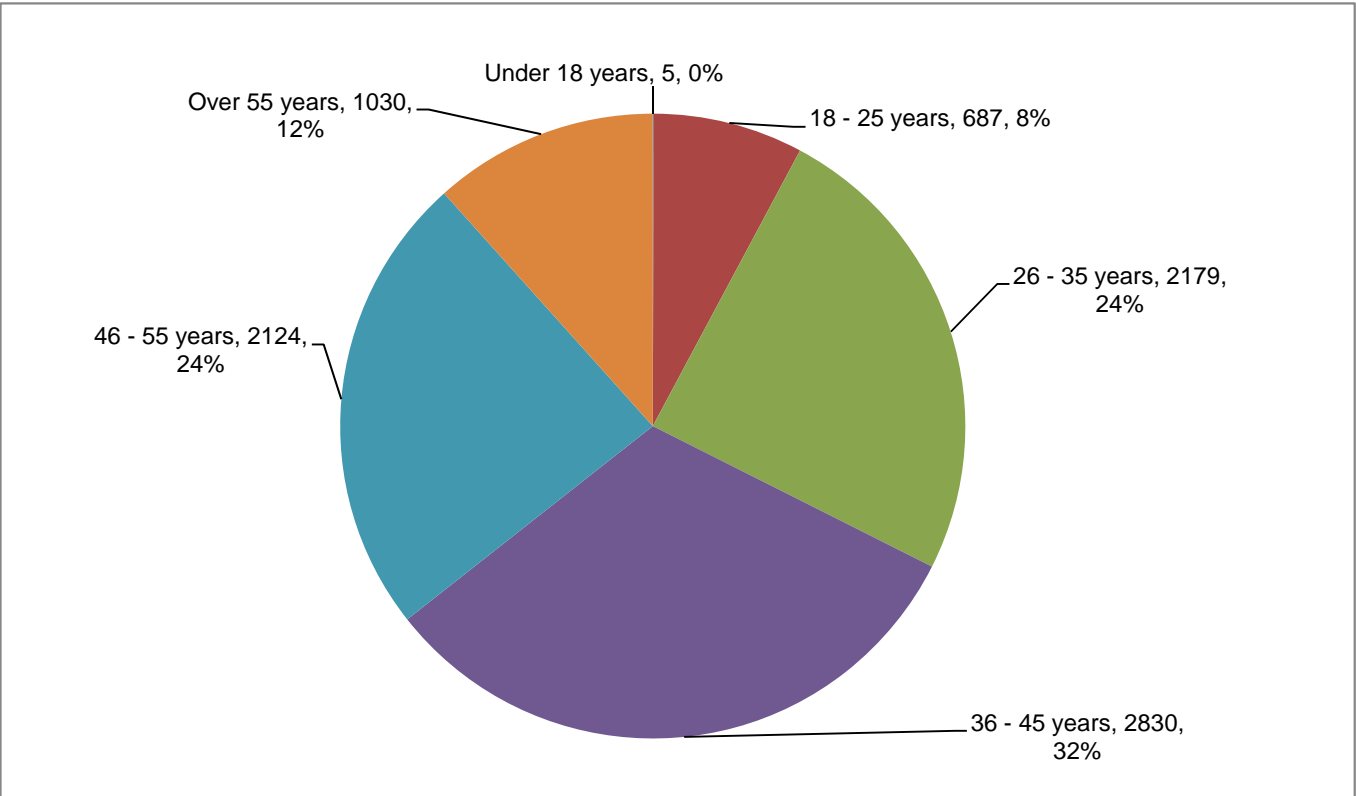


Base: 8855

The gender breakdown of people seen rough sleeping in 2018/19 is broadly consistent with that in 2017/18.

### 4.6 Age

People seen rough sleeping in the year, by age.



Base: 8855

Age distribution amongst rough sleepers remains broadly consistent with previous years. 8% (692 people) of rough sleepers seen in 2018/19 were 25 or under, compared to 8% (615 people) in 2017/18. 32% (2,871 people) of rough sleepers in the year were aged 35 or under, compared to 35% (2,584 people) in 2017/18.

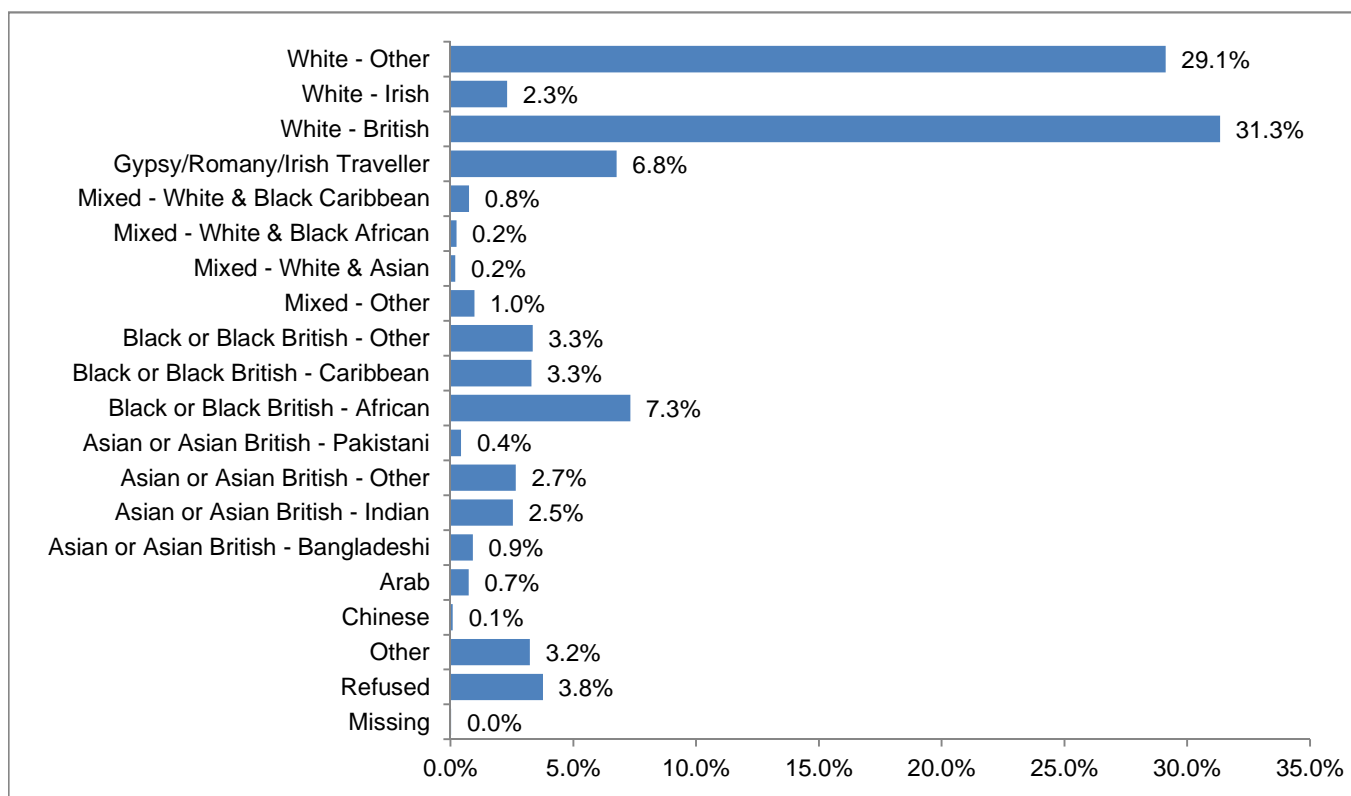
People in the over 55 age group represented 12% of rough sleepers in 2018/19 (1,030 people), which is very similar to the 11% seen in 2017/18.

There were a total of five people aged under 18 who were seen rough sleeping this year, which is lower than the 11 people in this age group seen in 2017/18. Only one of these was seen rough sleeping more than once during the year.



## 4.7 Ethnicity

People seen rough sleeping in the year, by ethnicity.



Base: 8855

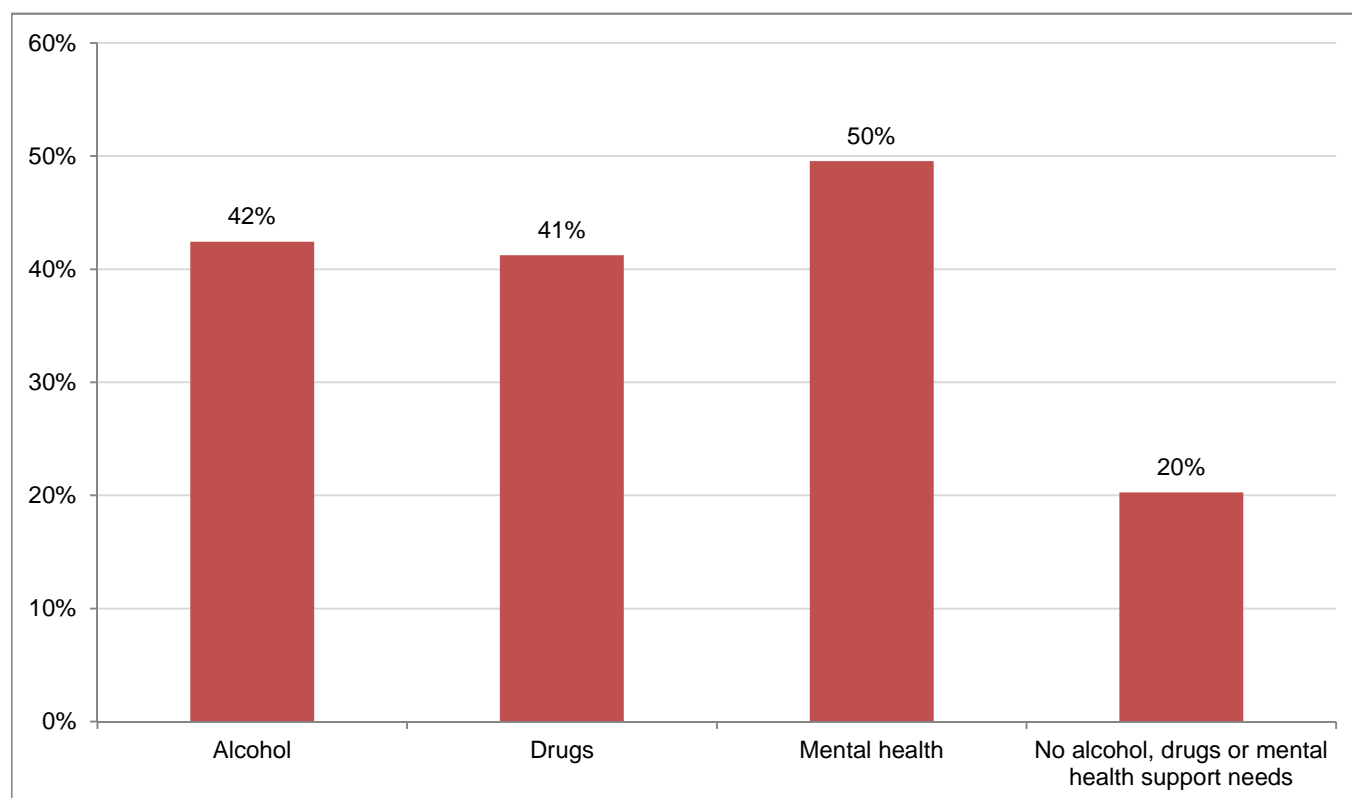
The majority of people seen rough sleeping in London in 2018/19 were White (63%), which is similar to the previous year (65% in 2017/18). Within this group, White British is marginally the largest subgroup, comprising 31% of all rough sleepers, compared to 29% for White Other. This shows some change from 2017/18, when White British comprised 35% compared to 28% for White Other. The White Other group mainly consists of people from CEE countries.

14% of people seen rough sleeping in the year were Black and 7% were Asian. This is largely consistent with the previous three years. 7% of rough sleepers in 2018/19 were from the Gypsy/Romany/Irish Traveller group, compared to 3% in 2017/18 and 5% in 2016/17.

## 4.8 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 should be noted that two fifths (40%) of rough sleepers in 2018/19 did not have a support needs assessment recorded, the majority of these (87%) being people who had only been seen rough sleeping once or twice.



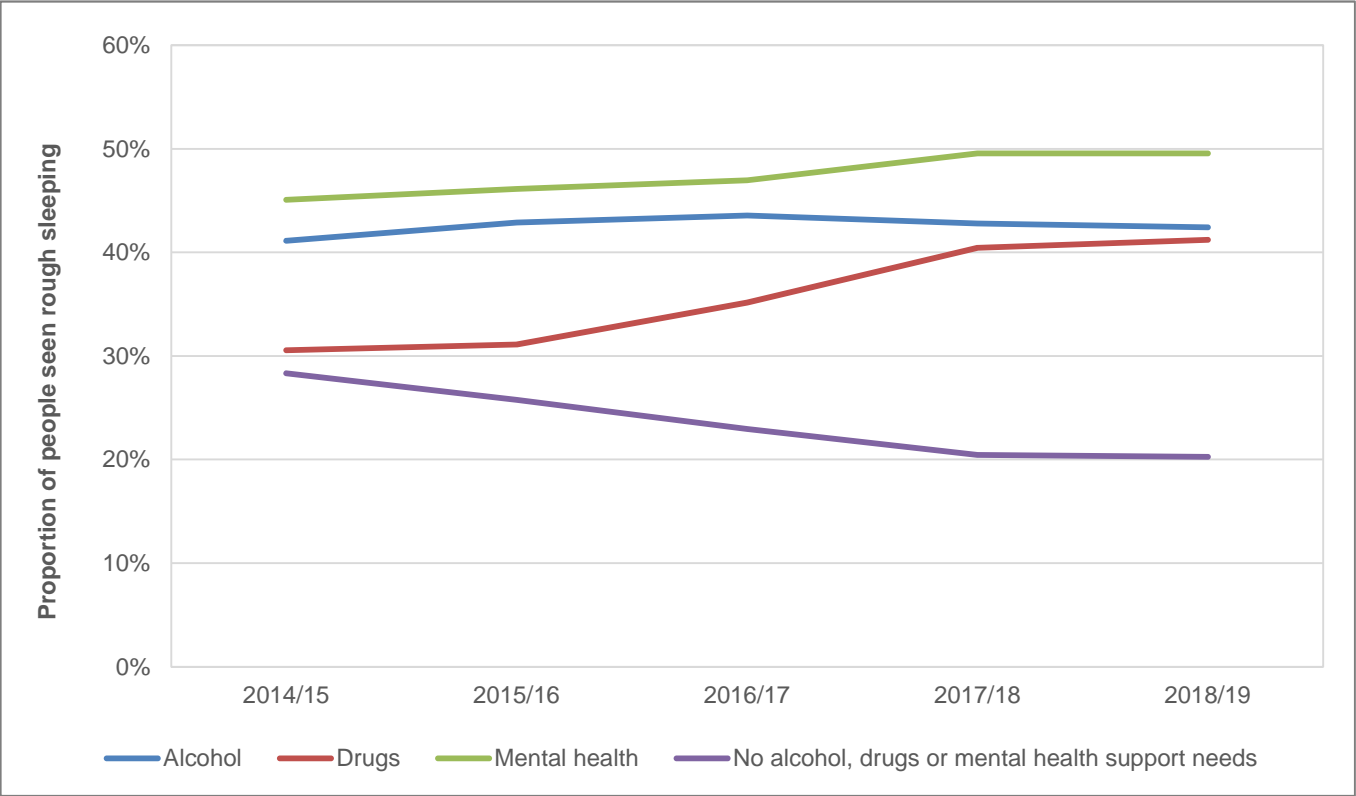
Base: 5352. Note that the base figure for this chart excludes people for whom none of the three support needs were known or assessed (3503).

Support Needs	No. people	% of people seen rough sleeping
Alcohol only	642	12%
Drugs only	466	9%
Mental health only	769	14%
Alcohol and drugs	323	6%
Alcohol and mental health	466	9%
Drugs and mental health	577	11%
Alcohol, drugs and mental health	840	16%
All three no	1085	20%
All three no, not known or not assessed	184	3%
All three not known or not assessed	3503	
<b>Total (excl. not assessed)</b>	<b>5352</b>	<b>100%</b>
<b>Total (incl. not assessed)</b>	<b>8855</b>	

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

The most frequently reported support need amongst people seen rough sleeping in 2018/19 was mental health, with 50% of those assessed during the period having a need in this area. Alcohol was the second most prevalent need, at 42%, while 41% of rough sleepers were assessed as having a support need relating to drugs.

The graph below shows changes in the prevalence of alcohol, drug and mental health support needs amongst people seen rough sleeping over the last five years.



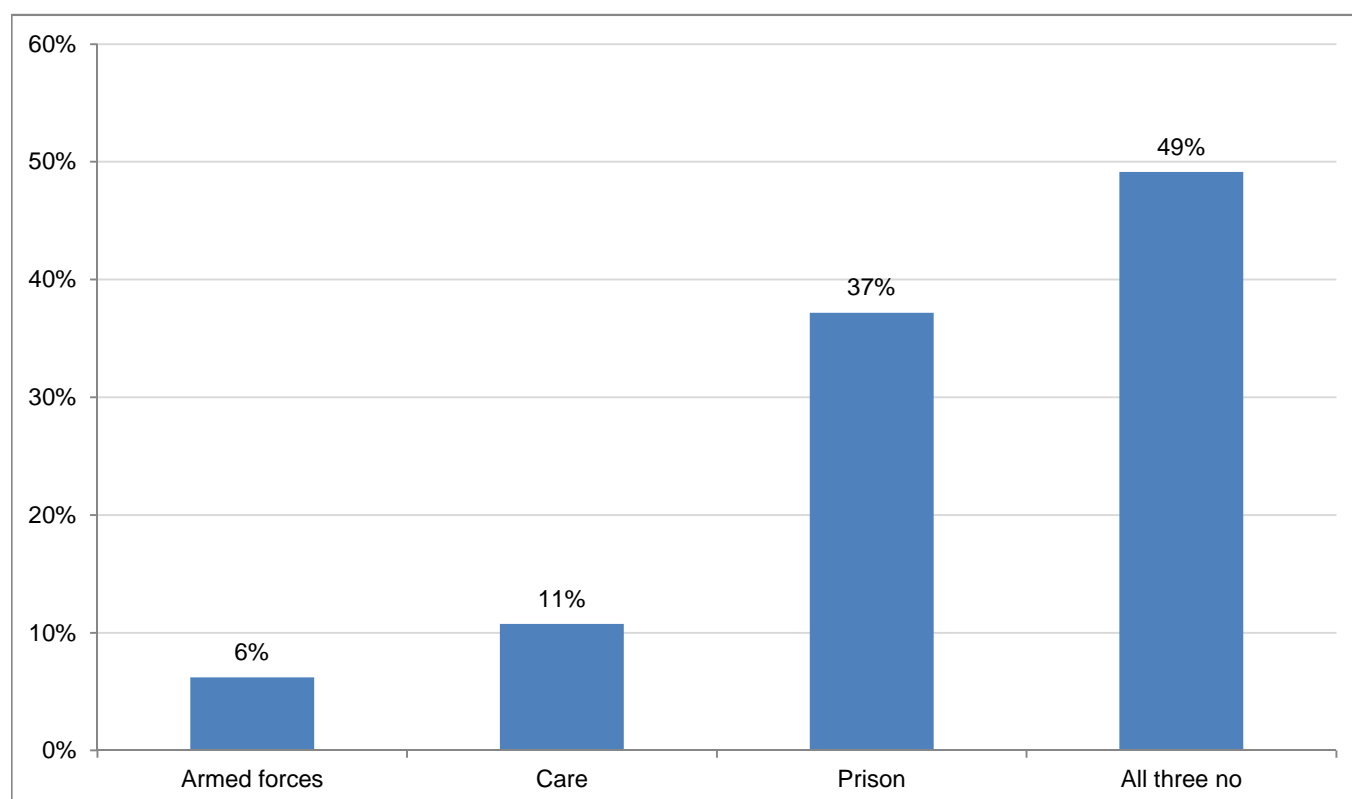
Note: Percentages are based on total people seen rough sleeping who were assessed for at least one of the three key support needs.

2014/15 base: 5197  
2015/16 base: 5481  
2016/17 base: 5518  
2017/18 base: 5320  
2018/19 base: 5352

The proportions of support needs reported for rough sleepers in 2018/19 have remained largely static compared to 2017/18, whereas the previous two years had shown increases for people assessed as having drug and, to a lesser extent, mental health needs. Similarly, the proportion of those assessed as having none of the three support needs has remained static, following a previous downward trend. It is important to note that, while the proportions of people assessed as having these needs have remained steady, the actual numbers have increased.

## 4.9 Institutional & armed forces history

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



Base: 5194. Note that the base figure for this chart excludes people for whom none of the three institutional histories were assessed (3661).

Nationality of rough sleepers with experience of armed forces:

Nationality	2016/17		2017/18		2018/19	
	No.	%	No.	%	No.	%
UK	132	2%	135	3%	115	2%
Non-UK	266	5%	227	4%	207	4%
Total with armed forces experience	398	7%	362	7%	322	6%
<b>Base (total assessed)</b>	<b>5542</b>		<b>5178</b>		<b>5194</b>	

322 people seen rough sleeping in 2018/19 had experience of serving in the armed forces, of whom 115 were UK nationals. The proportion of rough sleepers with experience of serving in the armed forces remains largely consistent with previous years. 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.

558 people seen rough sleeping in 2018/19 had previous experience of living in care (compared to 580 in 2017/18), and 1,931 had experience of serving time in prison (compared to 1,887 in 2017/18).

Proportions of rough sleepers with experience of care (11%) and prison (37%) remain largely consistent with the previous year (11% with experience of care in 2017/18, and 36% with experience of prison).

## 5. HELPING PEOPLE OFF THE STREETS

### 5.1 Accommodation outcomes

Outreach teams and other services, including No Second Night Out (NSNO), work to help rough sleepers into a range of accommodation types, most commonly hostels and assessment centres, but also including the private rented sector and local authority temporary accommodation. In 2018/19, 2,157 people who had been seen rough sleeping during the year were booked into accommodation. This is 24% of all people seen rough sleeping during the year (compared to 27% in 2017/18).

The table below details the accommodation outcomes achieved with people seen rough sleeping in the year, compared to outcomes for rough sleepers in the previous year. Some people will have had more than one outcome recorded during the year.

Accommodation type	2017/18		2018/19	
	No. events	%	No. events	%
<b>Temporary accommodation</b>				
Assessment centre (not incl. NSNO)	612	22.6%	981	29.0%
Bed & breakfast	165	6.1%	395	11.7%
Clinic/Detox/Rehab	31	1.1%	45	1.3%
Friends & family	138	5.1%	85	2.5%
Hostel	585	21.6%	572	16.9%
Local authority temporary accommodation	401	14.8%	507	15.0%
Nightstop	4	0.1%	9	0.3%
Second-stage accommodation	7	0.3%	1	0.0%
Other temporary accommodation	179	6.6%	227	6.7%
<i>Temporary accommodation subtotal</i>	<i>2122</i>	<i>78.2%</i>	<i>2822</i>	<i>83.5%</i>
<b>Long term accommodation</b>				
Care home	2	0.1%	5	0.1%
Clearing House/RSI	58	2.1%	50	1.5%
Local authority tenancy (general needs)	10	0.4%	18	0.5%
Private rented sector - independent	186	6.9%	144	4.3%
Private rented sector - with some floating support	75	2.8%	62	1.8%
RSL tenancy (general needs)	4	0.1%	10	0.3%
Sheltered housing	6	0.2%	17	0.5%
St Mungo's complex needs	12	0.4%	13	0.4%
St Mungo's semi-independent	8	0.3%	10	0.3%
Supported housing	177	6.5%	172	5.1%
Tied accommodation	8	0.3%	10	0.3%
Other long-term accommodation	44	1.6%	45	1.3%
<i>Long term accommodation subtotal</i>	<i>590</i>	<i>21.8%</i>	<i>556</i>	<i>16.5%</i>
<b>Total</b>	<b>2712</b>	<b>100.0%</b>	<b>3378</b>	<b>100.0%</b>

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 attended the GLA commissioned NSNO service.

	2017/18	2018/19
No. attended	1499	1597

### 5.3 Reconnection outcomes

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

Outreach teams, NSNO, 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.

	2017/18		2018/19	
Reconnection reason	No.	%	No.	%
Return to home area	626	80%	600	77%
Seeking work	39	5%	44	6%
Move to area for friends/family	225	29%	255	33%
Move to area with appropriate services	395	51%	349	45%
<b>Reconnections total*</b>	<b>780</b>		<b>783</b>	

Reconnection destination	No.	%	No.	%
UK - London	449	58%	426	55%
UK - outside London	152	20%	141	18%
Central and Eastern Europe	99	13%	158	20%
Other Europe	60	8%	44	6%
Rest of the world	14	2%	11	1%
<i>Not known</i>	6		3	
<b>Reconnections total (excl. destination not known)</b>	<b>774</b>	<b>100%</b>	<b>780</b>	<b>100%</b>

\*Reconnections can be recorded with multiple reasons, so the overall total will be lower than the combined sum of the separate reconnection reasons. Percentages are based on the total number of reconnections.

739 people seen rough sleeping in 2018/19 also had a confirmed reconnection recorded during the period. This means that 8% of all people seen rough sleeping in the year were reconnected, compared to 10% in 2017/18.

27% of reconnections this year were to destinations outside the UK, which slightly reverses the recent trend towards non-UK destinations declining as a proportion of all reconnections (compared to 22% in 2017/18 and 38% in 2016/17). The proportion of reconnections to London destinations has remained relatively stable, at 55% compared to 58% in 2017/18, following an increase from 48% in 2016/17.

## 6. TEMPORARY ACCOMMODATION

Arrivals and departures at hostels, assessment centres and second-stage accommodation. All people counted in this section had previously been seen rough sleeping, but not necessarily during 2018/19.

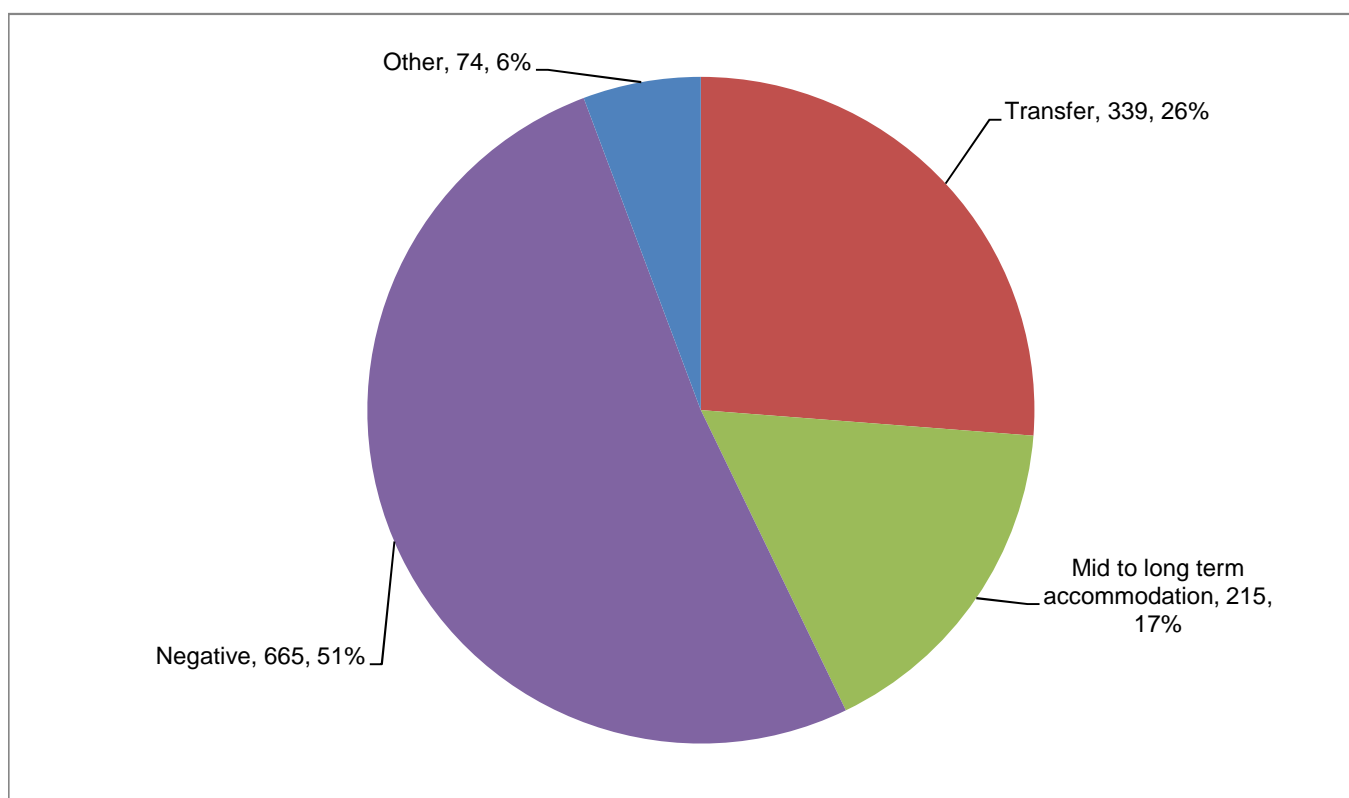
### 6.1 Arrivals

A total of 832 individuals arrived at temporary accommodation during the period.

### 6.2 Departures: Destination on departure

A total of 891 individuals departed from temporary accommodation during the period, with a total of 1,293 departures recorded between them.

Departures from temporary accommodation, by destination on departure.



Base: 1293

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, Internal SWEP transfer, NASS accommodation, Night shelter, NSNO assessment hub, NSNO staging post, Psychiatric hospital, Rehab clinic, Temporary accommodation (LA)	Transfer	
Accommodation where client is owner, Care home, Clearing House/RSI, Hospital - long term, LA tenancy (general needs), Long stay hospice, Private rented sector - independent, Private rented sector - with some floating support, Returned to home country (EEA), Returned to home country (non EEA), RSL tenancy (general needs), Sheltered housing, Supported housing, Tied accommodation with work	Mid to long term accommodation	
Committed suicide, Not known, Sleeping rough/Returned to streets, Taken into custody	Negative	
Died, Previous home, Staying with family, Staying with friends	Other	

Note: An individual may have had more than one accommodation departure during the period.

Destination on departure	No. departures	%
<b>Transfer</b>		
Assessment centre	48	3.7%
Bed & breakfast	35	2.7%
Detox clinic	13	1.0%
Hospital - not long term/acute care	10	0.8%
Hostel - another organisation	69	5.3%
Hostel - within the organisation	41	3.2%
Hosting placement	2	0.2%
Internal SWEP transfer	2	0.2%
NASS accommodation	1	0.1%
Night shelter	52	4.0%
NSNO assessment hub	3	0.2%
NSNO staging post	9	0.7%
Psychiatric hospital	3	0.2%
Rehab clinic	3	0.2%
Temporary accommodation (LA)	48	3.7%
<i>Transfer subtotal</i>	<b>339</b>	<b>26.2%</b>
<b>Mid to long term accommodation</b>		
Accommodation where client is owner	3	0.2%
Care home	2	0.2%
Clearing House/RSI	33	2.6%
Hospital - long term	7	0.5%
LA tenancy (general needs)	6	0.5%
Long stay hospice	0	0.0%
Private rented sector - independent	42	3.2%
Private rented sector - with some floating support	14	1.1%
Returned to home country (EEA)	24	1.9%
Returned to home country (non EEA)	4	0.3%
RSL tenancy (general needs)	2	0.2%
Sheltered housing	6	0.5%
Supported housing	71	5.5%
Tied accommodation with work	1	0.1%
<i>Mid to long term accommodation subtotal</i>	<b>215</b>	<b>16.6%</b>
<b>Negative</b>		
Committed suicide	0	0.0%
Not known	460	35.6%
Sleeping rough/Returned to streets	171	13.2%
Taken into custody	34	2.6%
<i>Negative subtotal</i>	<b>665</b>	<b>51.4%</b>
<b>Other</b>		
Died	14	1.1%
Previous home	3	0.2%
Staying with family	25	1.9%
Staying with friends	32	2.5%
<i>Other subtotal</i>	<b>74</b>	<b>5.7%</b>
<b>Total</b>	<b>1293</b>	<b>100.0%</b>

In 2018/19, 17% of departures from temporary accommodation were moves to mid to long term accommodation, which is a slight decrease from the figure of 21% in 2017/18. There was an increase in negative departures, with 51% in this category in 2018/19, compared to 43% in 2017/18. 9% of departures in 2018/19 were for a move to another hostel, which is considerably lower than the 19% seen in 2017/18, and the 23% in 2016/17.

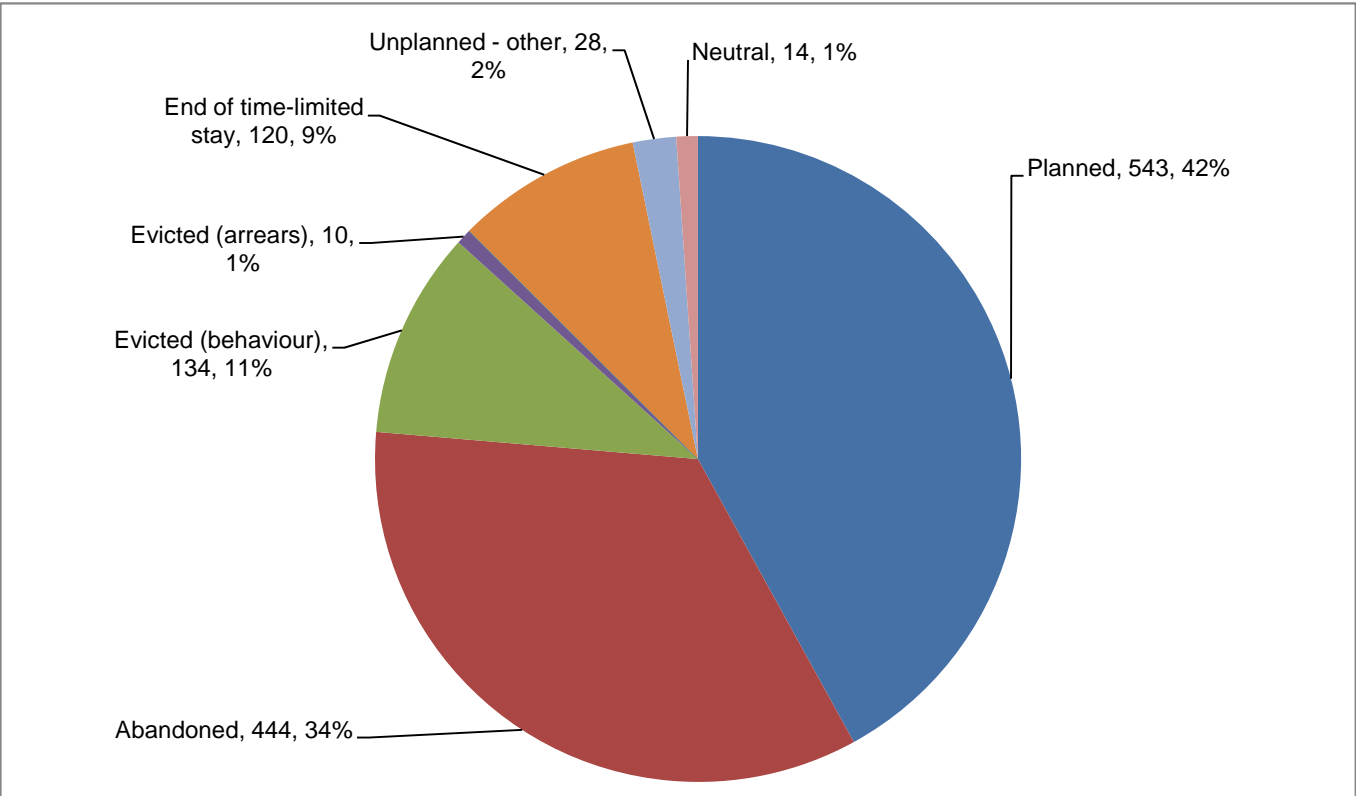
It is likely that these trends relate, at least in part, to the inclusion in these figures of departures from a number of new short-term assessment centres and pop-up hubs.

Only 2% of departures made were for people to return to their home country, which is the same proportion as in 2017/18.



### 6.3 Departures: Reason for leaving

Temporary accommodation departures by reason for leaving.



Base: 1293

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.

In 2018/19, 48% of departures from temporary accommodation were for evictions, abandonments and unplanned departures, which is higher than the figure of 41% in 2017/18. The proportion of planned moves has decreased, at 42% compared to 46% in 2017/18 and 50% in 2016/17. These trends are likely to be related to the inclusion of new short-term assessment centres and pop-up hubs, as noted in the previous section.

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