

# CHAIN Annual Report



## STREET TO HOME

1st April 2013 - 31st March 2014



St Mungo's  
Broadway

Rebuilding lives, day by day

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## 1. INTRODUCTION

This report presents information about people seen rough sleeping by outreach teams in London between April 2013 and March 2014. 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 Broadway, 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) and No Living on the Streets (NLOS) assessment hubs. 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 Department for 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 2013/14.

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 Street to Home Bulletin.

## **Percentage figures in this report**

Please note that, in most cases, percentage figures given in this report are rounded up or down to the nearest whole number. In some cases this may mean that individual figures in tables and charts do not add up to a combined total of 100%.

## **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 Broadway.

### **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.

### **NLOS: No Living on the Streets**

A GLA commissioned assessment and reconnection project for longer term or entrenched rough sleepers.

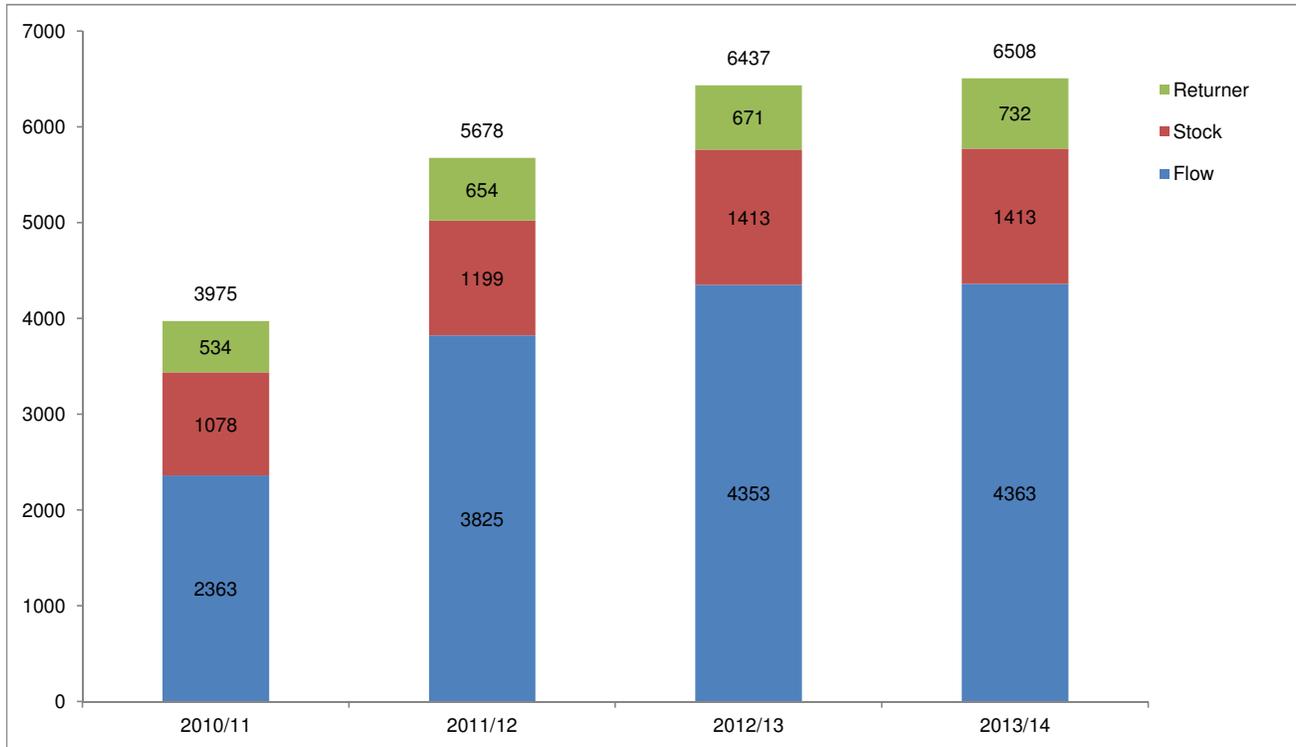
### **NSNO: No Second Night Out**

A GLA commissioned assessment and reconnection project for new rough sleepers. 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.



2010/11 base: 3975  
2011/12 base: 5678  
2012/13 base: 6437  
2013/14 base: 6508

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 2013/14 (i.e. new rough sleepers).
Stock	People who were also seen rough sleeping in 2012/13 (i.e. those seen across a minimum of two consecutive years).
Returner	People who were first seen rough sleeping prior to 2012/13, but were not seen during 2012/13 (i.e. those who have had a gap in their rough sleeping histories).

6,508 people were seen rough sleeping in London in 2013/14. This represents a 1% increase when compared to 2012/13. The year on year increases in the previous two periods were 13% (2011/12 to 2012/13) and 43% (2010/11 to 2011/12).

58% of people were seen sleeping rough just once during the year. This compares to 61% of people seen just once in 2012/13 and 58% in 2011/12.

70% of people who were new to the streets were seen rough sleeping just once, and did not spend a second night on the streets during the year. This compares to 75% in 2012/13, and 70% in 2011/12.

4,363 people were seen rough sleeping for the first time this year (known as flow). This shows no significant change from the 2012/13 figure of 4,353, which can be compared to an increase of 14% from 2011/12 to 2012/13, and 62% from 2010/11 to 2011/12. From April 2011, extended coverage by outreach teams and the introduction of public helplines for reporting rough sleepers, provided as part of the No Second Night Out initiative, meant that new rough sleepers were more likely to be contacted on the first night they spent on the streets. The extended services may have contributed to a surge in the number of new rough sleepers recorded on CHAIN, which now appears to have reached a plateau.

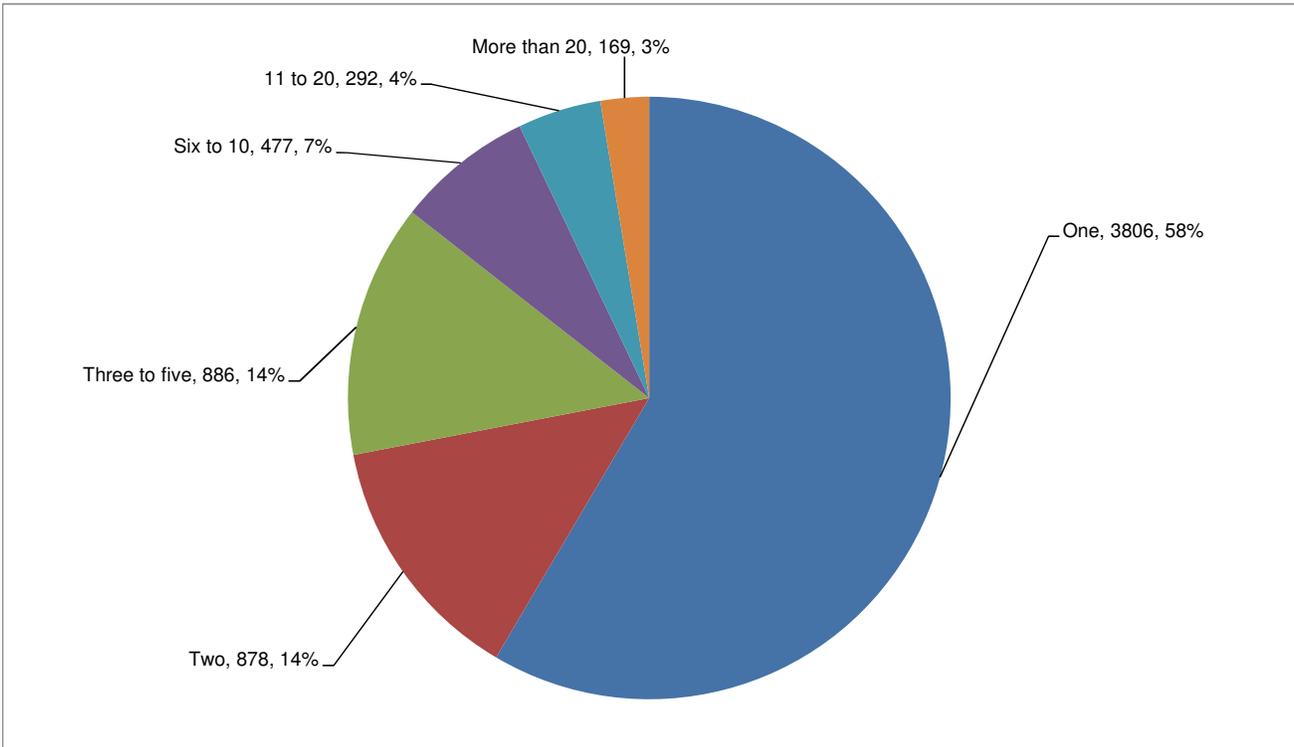
1,413 people seen rough sleeping in 2013/14 were in the stock group. As with flow, there has been no increase in the stock group when compared to the 2012/13 figure of 1,413, and this can be compared to an increase of 18% between 2011/12 and 2012/13. Although the total number of people in the stock category for 2013/14 is the same as in 2012/13, they were not necessarily the same actual people.

732 people seen rough sleeping were returners. This compares to 671 in 2012/13, representing a rise of 9% (compared to an increase of 3% from 2011/12 to 2012/13).

## 2.2 Number of times seen rough sleeping

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

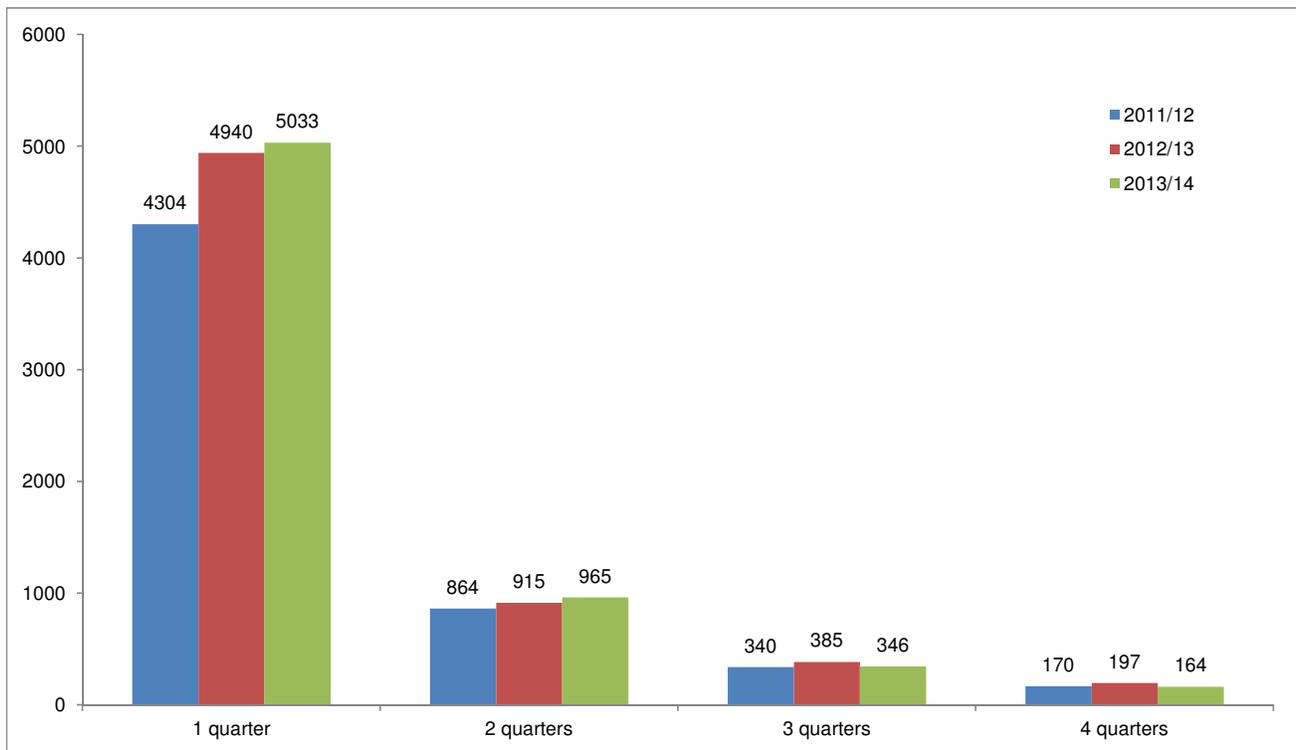


Base: 6508

3,806 (58%) people were seen rough sleeping only once in 2013/14, this compares to 3,957 (61%) seen rough sleeping only once in 2012/13. 72% were seen only once or twice. Fewer than one in ten people (7%) were seen rough sleeping more than ten times. A small group of people were seen very regularly, with 24 people seen more than 50 times in the year (compared to 29 people in 2012/13).

## 2.3 Number of quarters seen rough sleeping

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



2011/12 base: 5678  
2012/13 base: 6437  
2013/14 base: 6508

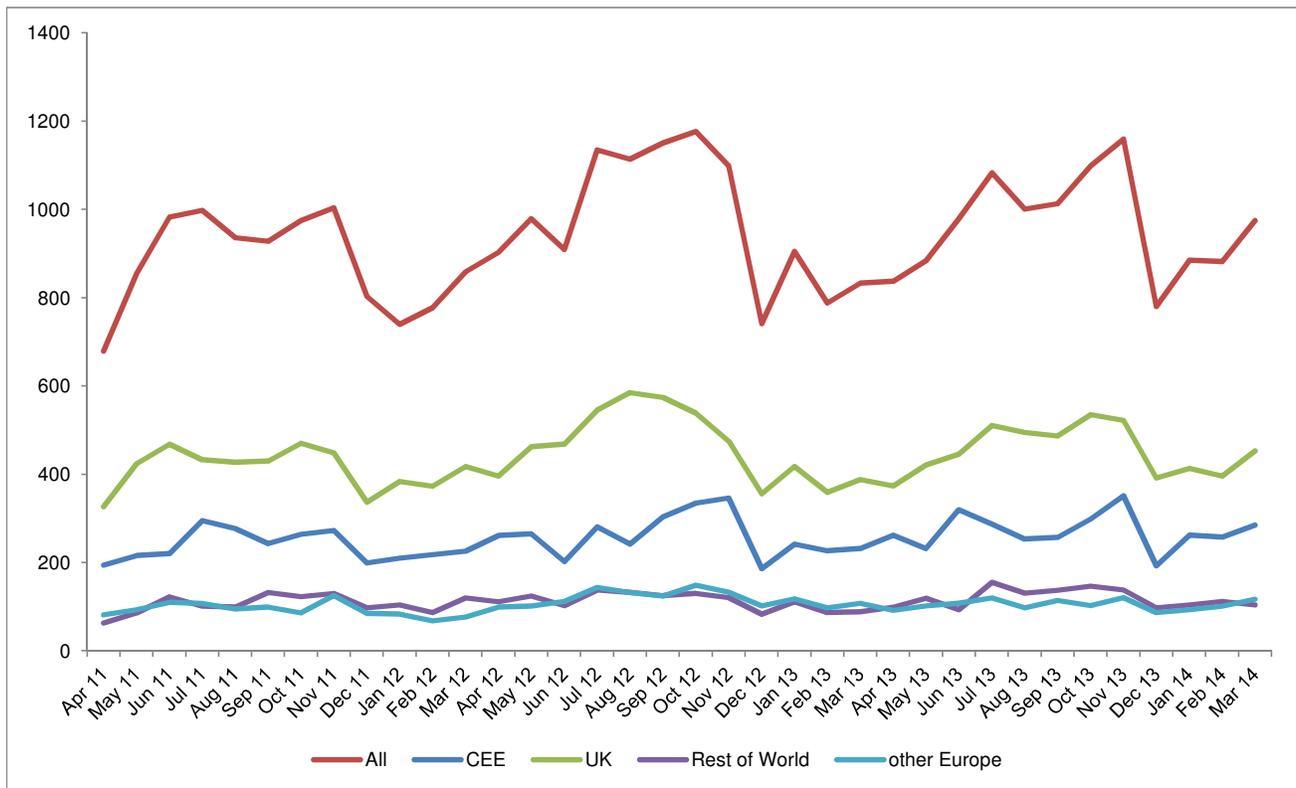
Number of quarters of the year in which rough sleepers were seen	2011/12		2012/13		2013/14	
	No. rough sleepers	% rough sleepers	No. rough sleepers	% rough sleepers	No. rough sleepers	% rough sleepers
One	4304	76%	4940	77%	5033	77%
Two	864	15%	915	14%	965	15%
Three	340	6%	385	6%	346	5%
Four	170	3%	197	3%	164	3%
<b>Total</b>	<b>5678</b>	<b>100%</b>	<b>6437</b>	<b>100%</b>	<b>6508</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 (77%) of those seen rough sleeping in 2013/14 were only seen in one quarter of the year. 3% of those seen rough sleeping in 2013/14 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.

## 2.4 Monthly rough sleeping trend

Number of people seen rough sleeping per month, since April 2011.



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

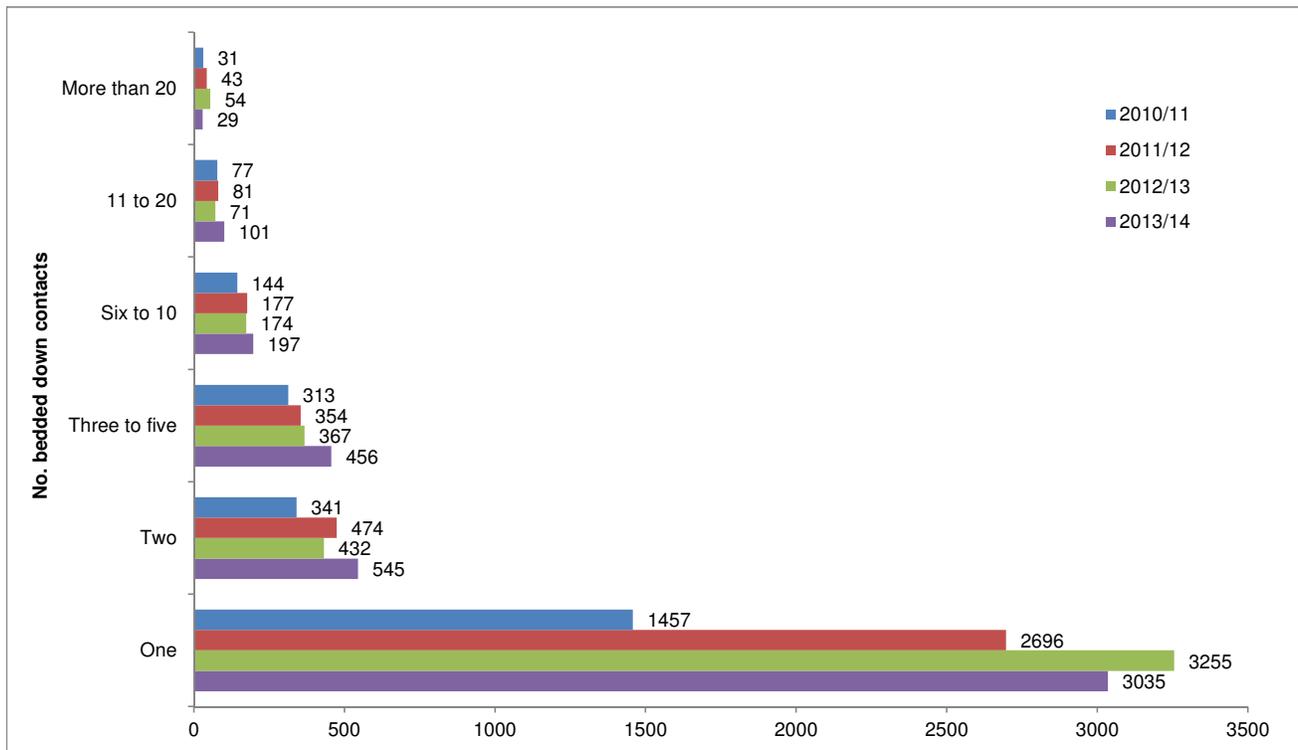
During 2013/14, the month in which the highest number of people were seen rough sleeping was November 2013 (1,159 people), while the lowest number were seen in December 2013 (780 people).

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 usually in operation.

The nationality comparison indicates that trends amongst particular nationality groupings have generally remained consistent with the overall trend.

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

People seen rough sleeping for the first time ever in 2013/14, by number of times seen rough sleeping during the year.



2010/11 base: 2363  
 2011/12 base: 3825  
 2012/13 base: 4353  
 2013/14 base: 4363

New rough sleepers represented 67% of the total rough sleeper population in 2013/14.

70% of new people were seen rough sleeping only once. This compares to 75% in 2012/13, and 70% in 2011/12.

Only 3% of new people were seen rough sleeping more than ten times in the year.

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

People seen rough sleeping for the first time ever in 2013/14, by history prior to first being seen rough sleeping.

978 people seen rough sleeping for the first time ever in 2013/14 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 22% of all new rough sleepers in the year. Of these, 851 (87%) had approached Housing Options teams in London boroughs.

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

Last settled base	No.	%
<b>Long term accommodation</b>		
Private rented accommodation	1154	41%
LA accommodation	227	8%
Owner occupied	160	6%
Tied accommodation	55	2%
<i>Long term accommodation subtotal</i>	<i>1596</i>	<i>56%</i>
<b>Short or medium term accommodation</b>		
Hostel	171	6%
Temporary accommodation (LA)	43	2%
Temporary accommodation (non-LA)	39	1%
Asylum support accommodation	27	1%
<i>Short or medium term accommodation subtotal</i>	<i>280</i>	<i>10%</i>
<b>Institution</b>		
Prison	97	3%
Hospital	13	0%
<i>Institution subtotal</i>	<i>110</i>	<i>4%</i>
<b>Inappropriately accommodated</b>		
Squat	49	2%
Outhouse	3	0%
<i>Inappropriately accommodated subtotal</i>	<i>52</i>	<i>2%</i>
Other	791	28%
Not recorded	1534	
<b>Total (excl. not recorded)</b>	<b>2829</b>	<b>100%</b>
<b>Total</b>	<b>4363</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, where the last settled base was not of an institutional or inappropriate nature.

Status at last settled base*	No.	%
Tenant	802	42%
Informal arrangement	459	24%
Parental home	332	17%
Living with partner	243	13%
Owner	70	4%
Not recorded/applicable	563	
<b>Total (excl. not recorded/applicable)</b>	<b>1906</b>	<b>100%</b>
<b>Total</b>	<b>2469</b>	

\*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.

The table below gives a breakdown of new rough sleepers' reasons for leaving their last longer term or settled base prior to first being seen rough sleeping.

<b>Reason for leaving last settled base</b>	<b>No.</b>	<b>%</b>
<b>Asked to leave or evicted</b>		
Asked to leave	401	14.6%
Evicted - arrears	204	7.4%
Evicted - ASB	28	1.0%
Evicted - other	180	6.6%
<i>Asked to leave or evicted subtotal</i>	<i>813</i>	<i>29.6%</i>
<b>Employment and education</b>		
Financial problems - loss of job	248	9.0%
Seeking work - from outside UK	230	8.4%
Seeking work - from within UK	129	4.7%
Seeking work - origin not recorded	11	0.4%
Study	1	0.0%
<i>Employment and education subtotal</i>	<i>619</i>	<i>22.5%</i>
<b>Relationships</b>		
Relationship breakdown	350	12.7%
Bereavement	21	0.8%
Move nearer family/community	16	0.6%
<i>Relationships subtotal</i>	<i>387</i>	<i>14.1%</i>
<b>Financial</b>		
Financial problems - debt	30	1.1%
Financial problems - housing benefit	25	0.9%
Financial problems - other	82	3.0%
<i>Financial subtotal</i>	<i>137</i>	<i>5.0%</i>
<b>End of stay in short or medium term accommodation</b>		
End of stay - asylum accommodation	23	0.8%
End of stay - hostel	16	0.6%
Evicted - given non priority decision	13	0.5%
End of stay - other	69	2.5%
<i>End of stay in short or medium term accommodation subtotal</i>	<i>121</i>	<i>4.4%</i>
<b>Victim of violence, harassment or abuse</b>		
Domestic violence - victim	36	1.3%
Harrassment/abuse/violence - gang	14	0.5%
Harrassment/abuse/violence - homophobic	6	0.2%
Harrassment/abuse/violence - racial	4	0.1%
Tenancy hijack	3	0.1%
Harrassment/abuse/violence - other	52	1.9%
<i>Victim of violence, harassment or abuse subtotal</i>	<i>115</i>	<i>4.2%</i>
<b>End of stay in institution</b>		
End of stay - prison	92	3.3%
End of stay - hospital	11	0.4%
<i>End of stay in institution subtotal</i>	<i>103</i>	<i>3.7%</i>
<b>Housing conditions</b>		
Housing conditions	31	1.1%
<b>Perpetrator of violence, harassment or abuse</b>		
Domestic violence - perpetrator	16	0.6%
<b>Transient</b>		
Transient/travelling around	27	1.0%
<b>Other</b>		
Other	379	13.8%
<b>Not recorded</b>	1615	
<b>Total (excl. not recorded)</b>	<b>2748</b>	<b>100%</b>
<b>Total</b>	<b>4363</b>	

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

## 2.7 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.	142	96	89	177	195	382	1081
	%	13%	9%	8%	16%	18%	35%	100%
Other Europe	No.	40	18	29	37	59	176	359
	%	11%	5%	8%	10%	16%	49%	100%
Rest of world	No.	12	5	8	7	33	384	449
	%	3%	1%	2%	2%	7%	86%	100%
<b>Total</b>	<b>No.</b>	<b>194</b>	<b>119</b>	<b>126</b>	<b>221</b>	<b>287</b>	<b>942</b>	<b>1889</b>
	<b>%</b>	<b>10%</b>	<b>6%</b>	<b>7%</b>	<b>12%</b>	<b>15%</b>	<b>50%</b>	<b>100%</b>

Base: 1889 people seen rough sleeping for the first time in 2013/14 who were non-UK nationals and had a date of entry to the UK recorded.

There were 1,889 new rough sleepers in 2013/14 who were non-UK nationals and had data recorded concerning their first date of entry to UK. The above table shows the difference between their first date of entry to the UK and the first date they were seen rough sleeping in London, broken down by nationality category.

Over half of those represented in the table above had been in the UK for more than a year when they were first seen rough sleeping. People from CEE countries were most likely to be seen rough sleeping within two weeks of entering the UK (22%, compared to 16% for people from other European countries, and 4% for people from outside Europe).

### New rough sleepers seen in the first quarter of 2013/14, by total number of quarters in which seen rough sleeping, and nationality

Nationality category		Number of quarters seen rough sleeping in the year					Total
		One	Two	Three	Four		
UK	No.	335	49	18	4	406	
	%	83%	12%	4%	1%	100%	
CEE	No.	296	48	19	6	369	
	%	80%	13%	5%	2%	100%	
Other Europe	No.	86	21	7	0	114	
	%	75%	18%	6%	0%	100%	
Rest of world	No.	112	16	8	5	131	
	%	85%	12%	6%	4%	100%	
Not known	No.	9	0	2	0	11	
	%	82%	0%	18%	0%	100%	
<b>Total</b>	<b>No.</b>	<b>837</b>	<b>132</b>	<b>51</b>	<b>11</b>	<b>1031</b>	
	<b>%</b>	<b>81%</b>	<b>13%</b>	<b>5%</b>	<b>1%</b>	<b>100%</b>	

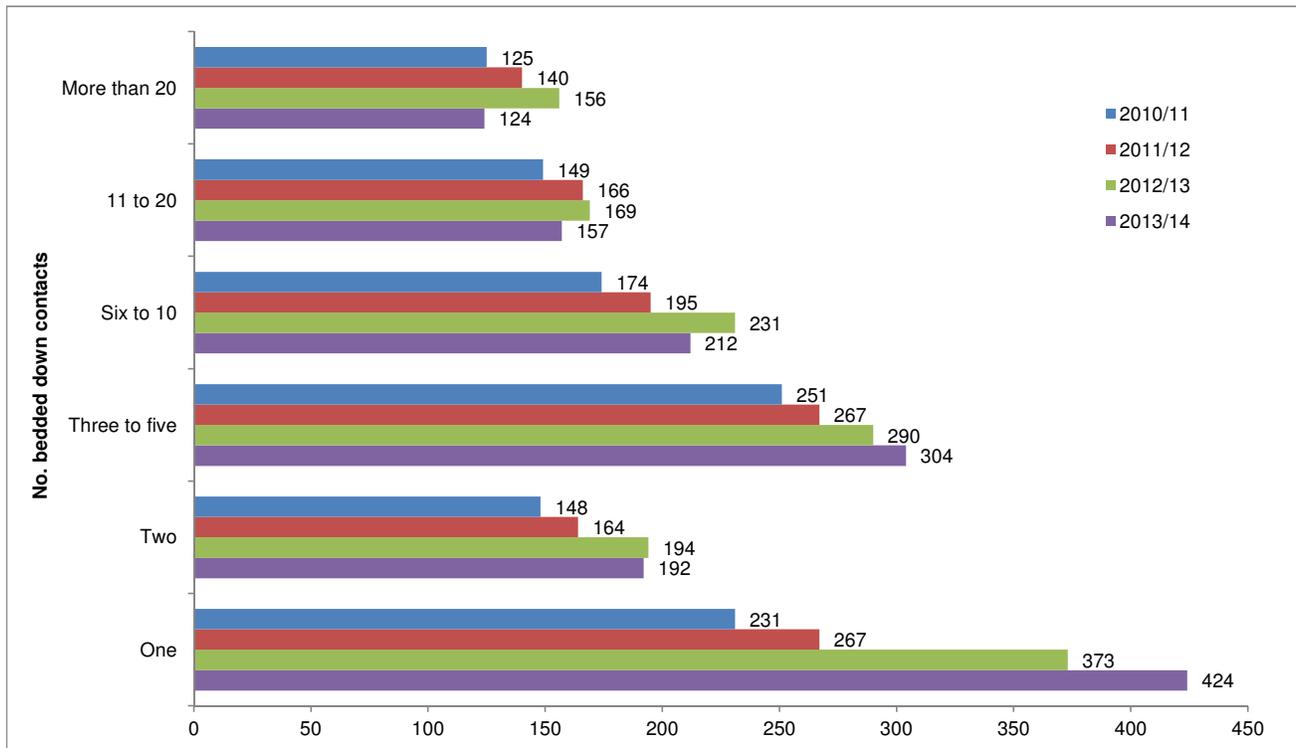
Base: 1031 people seen rough sleeping for the first time in April-June 2013.

1,031 people were seen rough sleeping for the first time ever in the first quarter of 2013/14 (April to June 2013). The above table shows the total number of quarters in 2013/14 during which these people were seen rough sleeping, broken down by nationality category. This gives a snapshot indication of the comparative likelihood of new rough sleepers from different nationalities remaining on the streets after they have first appeared.

Those from the UK were more likely than those from CEE or other European countries to sleep rough in just one quarter (83% compared to 80% and 75% respectively). However, people from non-European countries were the most likely to be seen in just the one quarter, at 85%.

## 2.8 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.



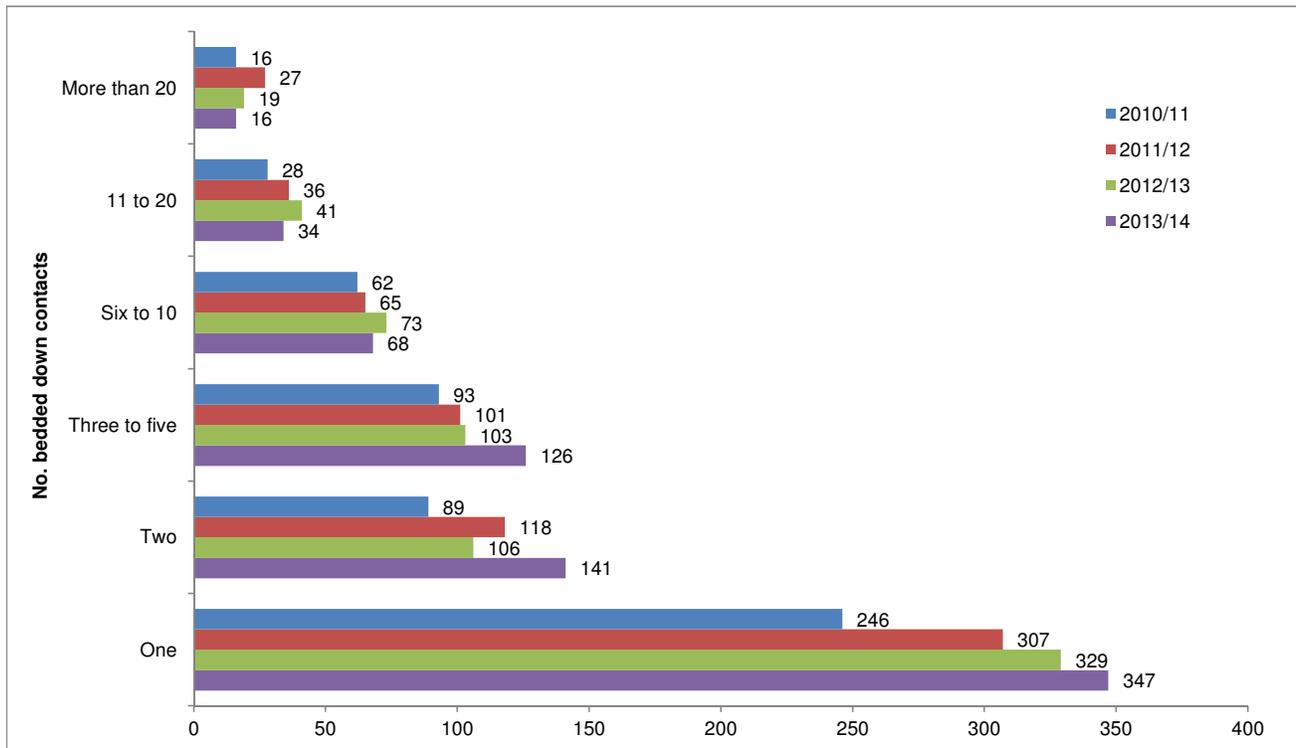
2010/11 base: 1078  
 2011/12 base: 1199  
 2012/13 base: 1413  
 2013/14 base: 1413

The number of people in the stock group has remained unchanged from 2012/13, and represents 22% of the total rough sleeper population in 2013/14.

30% of people in the stock group were seen rough sleeping only once in 2013/14. This compares to 26% of the stock group seen only once in 2012/13. The number of people in the stock group seen rough sleeping only once in the year has increased by 14%, when compared to 2012/13.

## 2.9 Returner rough sleepers: Number of times seen

People seen rough sleeping in 2013/14 who were first seen rough sleeping prior to 2012/13, but not seen rough sleeping during 2012/13 (returners), by number of times seen rough sleeping in the year.



2010/11 base: 534  
 2011/12 base: 654  
 2012/13 base: 671  
 2013/14 base: 732

The number of people returning to rough sleeping in 2013/14 has risen by 9%, when compared to 2012/13. Returners constituted 11% of all people seen rough sleeping in 2013/14.

The proportion of returners who were seen rough sleeping just once during 2013/14 was 47%. This compares to 49% in 2012/13.

67% 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 65% of returners seen only once or twice in 2012/13.

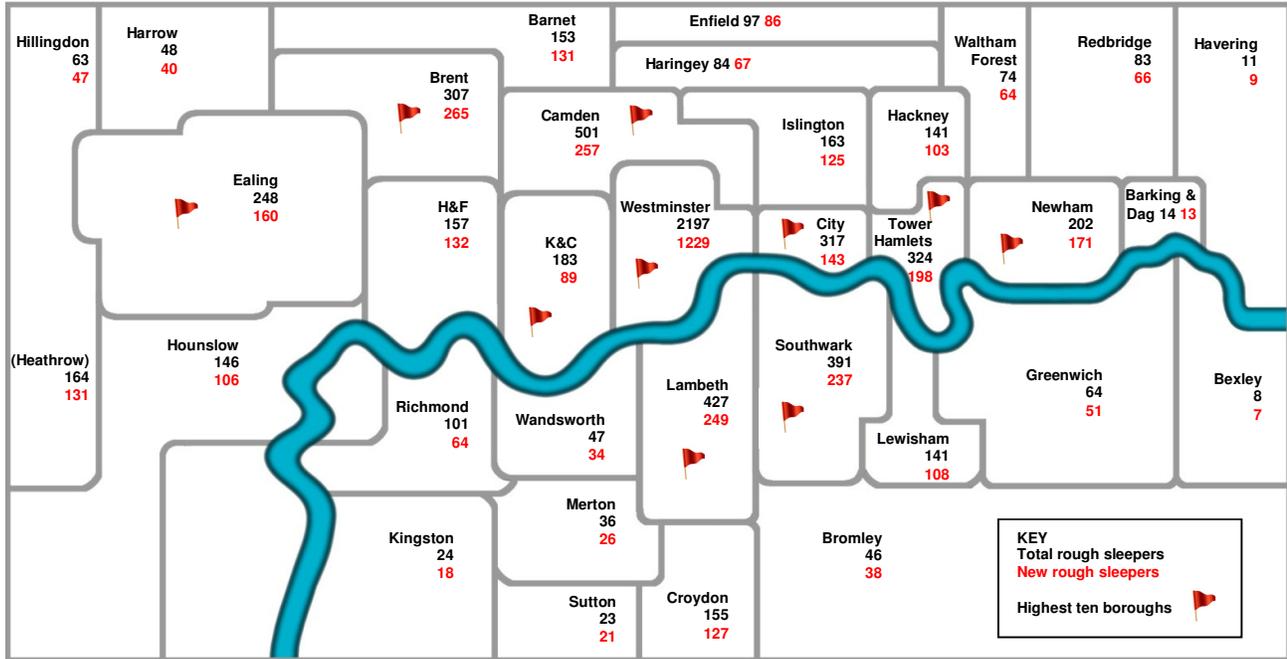
## 2.10 Borough distribution

People seen rough sleeping in the year, by borough.

Borough	2010/11	2011/12	2012/13	2013/14	Change since 2012/13
Westminster	1905	2554	2442	2197	-245
Camden	289	399	468	501	33
Lambeth	259	311	585	427	-158
Southwark	311	417	393	391	-2
Tower Hamlets	156	256	326	324	-2
City of London	237	279	284	317	33
Brent	39	166	233	307	74
Ealing	109	216	240	249	9
Newham	38	79	124	202	78
Kensington & Chelsea	125	164	215	183	-32
Heathrow	100	150	127	165	38
Islington	49	165	178	163	-15
Hammersmith & Fulham	83	176	176	157	-19
Croydon	25	42	134	155	21
Barnet	14	22	92	153	61
Hounslow	34	68	106	146	40
Hackney	57	81	103	141	38
Lewisham	74	54	99	141	42
Richmond	58	63	115	101	-14
Enfield	18	24	63	97	34
Haringey	54	43	85	84	-1
Redbridge	20	57	83	83	0
Waltham Forest	26	46	72	75	3
Greenwich	29	65	56	64	8
Hillingdon	6	16	50	63	13
Harrow	5	21	32	48	16
Wandsworth	47	62	62	47	-15
Bromley	9	21	30	46	16
Merton	22	22	21	36	15
Kingston	14	11	19	24	5
Sutton	3	13	15	23	8
Barking & Dagenham	13	17	12	14	2
Havering	12	7	18	11	-7
Bexley	10	7	17	8	-9

The boroughs in which the greatest numbers of rough sleepers were seen in 2013/14 were Westminster, Camden, Lambeth, Southwark, and Tower Hamlets, which remains consistent with 2012/13. However, Westminster and Lambeth have seen significant decreases in numbers since 2012/13, while numbers in Southwark and Tower Hamlets have decreased very slightly.

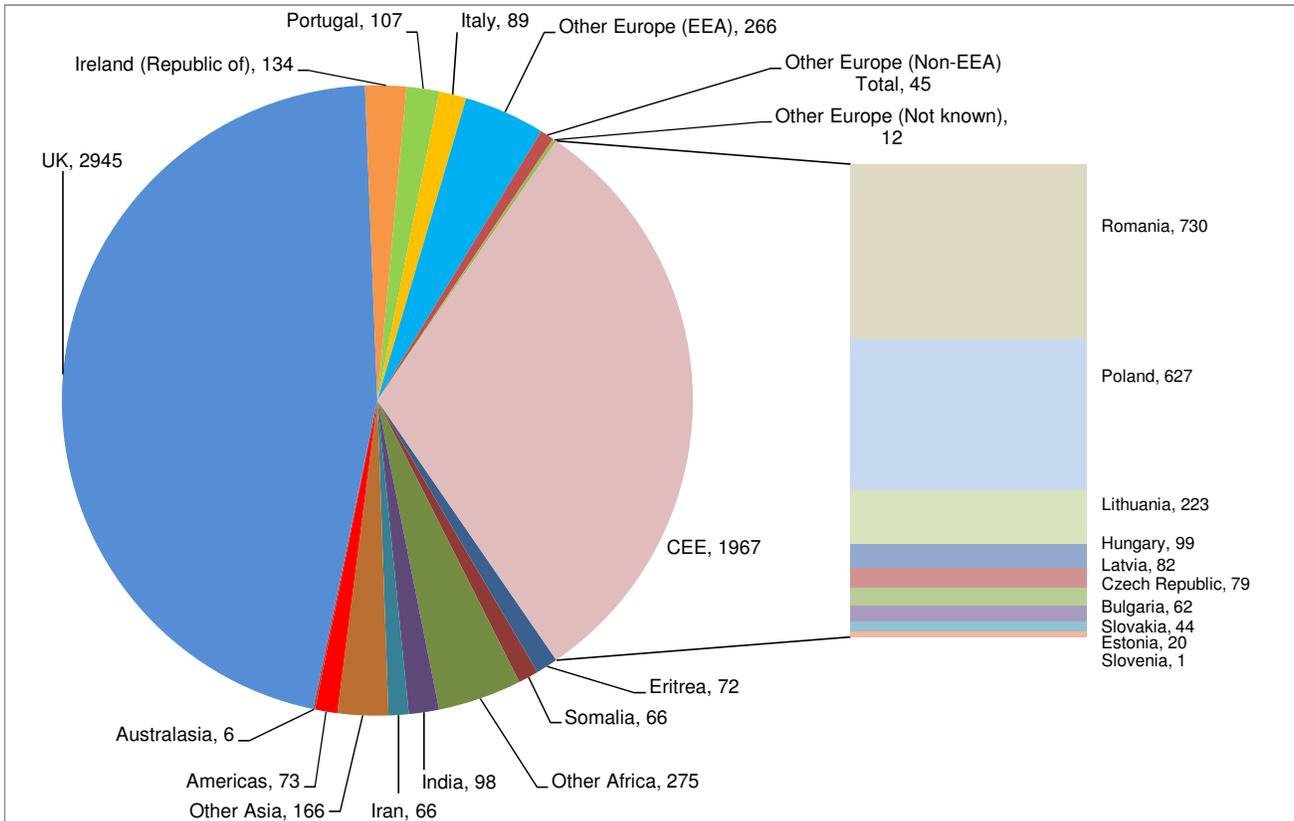
The map below shows distribution of rough sleepers by borough, giving separate figures for total rough sleepers and new rough sleepers. The ten boroughs with the highest numbers of rough sleepers seen during the year are marked with a red flag.



### 3. DEMOGRAPHICS & SUPPORT NEEDS

#### 3.1 Nationality: Overall composition

People seen rough sleeping in the year, by nationality.



Base: 6387 people seen rough sleeping in the year whose nationality was known.

The nationality profile of rough sleepers in London remains very diverse. 46% of people seen rough sleeping in 2013/14 were from the UK – a slight decrease from the figure of 47% in both 2012/13 and 2011/12. The proportion of rough sleepers from CEE countries was 31%, a small increase when compared to the 28% for this group in the previous two years. Romanians (730) have replaced Poles (627) as the most frequently seen nationality amongst this group.

There were a significant number of rough sleepers from non-CEE European countries, mostly those in the European Economic Area, with Republic of Ireland (134), Portugal (107) and Italy (89) being the most prevalent. 413 (7%) people seen rough sleeping in the year were from African countries, and 330 (5%) were of Asian nationality.

Nationality figures do not allow us to surmise how long people have been in the UK, or whether they have access to public funds.

### 3.2 Nationality: Yearly comparison

Nationality	2011/12		2012/13		2013/14	
	No.	%	No.	%	No.	%
UK	2531	47.1%	2923	46.7%	2945	46.1%
Romania	329	6.1%	497	7.9%	730	11.4%
Poland	574	10.7%	615	9.8%	627	9.8%
Lithuania	188	3.5%	208	3.3%	223	3.5%
Hungary	95	1.8%	117	1.9%	99	1.6%
Latvia	121	2.3%	121	1.9%	82	1.3%
Czech Republic	78	1.5%	67	1.1%	79	1.2%
Bulgaria	53	1.0%	60	1.0%	62	1.0%
Slovakia	72	1.3%	68	1.1%	44	0.7%
Estonia	13	0.2%	13	0.2%	20	0.3%
Slovenia	3	0.1%	6	0.1%	1	0.0%
<i>CEE subtotal</i>	<i>1526</i>	<i>28.4%</i>	<i>1772</i>	<i>28.3%</i>	<i>1967</i>	<i>30.8%</i>
Ireland (Republic of)	133	2.5%	150	2.4%	134	2.1%
Portugal	112	2.1%	131	2.1%	107	1.7%
Italy	62	1.2%	112	1.8%	89	1.4%
France	63	1.2%	79	1.3%	69	1.1%
Spain	40	0.7%	62	1.0%	69	1.1%
Germany	38	0.7%	41	0.7%	40	0.6%
Netherlands	21	0.4%	26	0.4%	32	0.5%
Greece	17	0.3%	15	0.2%	13	0.2%
Other European (EEA) countries	38	0.7%	49	0.8%	43	0.7%
<i>Other Europe (EEA) subtotal</i>	<i>524</i>	<i>9.7%</i>	<i>665</i>	<i>10.6%</i>	<i>596</i>	<i>9.3%</i>
Kosovo	7	0.1%	10	0.2%	11	0.2%
Ukraine	3	0.1%	11	0.2%	8	0.1%
Russia	14	0.3%	8	0.1%	7	0.1%
Other Europe (Non-EEA) countries	22	0.4%	20	0.3%	19	0.3%
<i>Other Europe (Non-EEA) subtotal</i>	<i>46</i>	<i>0.9%</i>	<i>49</i>	<i>0.8%</i>	<i>45</i>	<i>0.7%</i>
Other Europe (Not known)	14	0.3%	23	0.4%	12	0.2%
Eritrea	54	1.0%	59	0.9%	72	1.1%
Somalia	52	1.0%	54	0.9%	66	1.0%
Nigeria	35	0.7%	40	0.6%	53	0.8%
Algeria	21	0.4%	21	0.3%	31	0.5%
Ethiopia	13	0.2%	14	0.2%	20	0.3%
Sierra Leone	6	0.1%	17	0.3%	17	0.3%
Other African countries	146	2.7%	165	2.6%	154	2.4%
<i>Africa subtotal</i>	<i>327</i>	<i>6.1%</i>	<i>370</i>	<i>5.9%</i>	<i>413</i>	<i>6.5%</i>
India	125	2.3%	117	1.9%	98	1.5%
Iran	35	0.7%	46	0.7%	66	1.0%
Sri Lanka	24	0.4%	41	0.7%	31	0.5%
Bangladesh	20	0.4%	26	0.4%	22	0.3%
Afghanistan	15	0.3%	18	0.3%	16	0.3%
Iraq	13	0.2%	18	0.3%	14	0.2%
Pakistan	16	0.3%	28	0.4%	14	0.2%
Other Asian countries	68	1.3%	66	1.1%	69	1.1%
<i>Asia subtotal</i>	<i>316</i>	<i>5.9%</i>	<i>360</i>	<i>5.8%</i>	<i>330</i>	<i>5.2%</i>
Jamaica	30	0.6%	27	0.4%	33	0.5%
USA	19	0.4%	21	0.3%	10	0.2%
Other Americas countries	36	0.7%	46	0.7%	30	0.5%
<i>Americas subtotal</i>	<i>85</i>	<i>1.6%</i>	<i>94</i>	<i>1.5%</i>	<i>73</i>	<i>1.1%</i>
Australasia	8	0.1%	3	0.0%	6	0.1%
Not known	301		178		121	
<b>Total (incl. Not known)</b>	<b>5678</b>		<b>6437</b>		<b>6508</b>	
<b>Total (excl. Not known)</b>	<b>5377</b>	<b>100.0%</b>	<b>6259</b>	<b>100.0%</b>	<b>6387</b>	<b>100.0%</b>

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

### 3.3 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	1800	61%	685	23%	460	16%	2945	100%
CEE	1454	74%	406	21%	107	5%	1967	100%
Other Europe	448	69%	151	23%	54	8%	653	100%
Rest of world	599	73%	149	18%	74	9%	822	100%
Not known	62	51%	22	18%	37	31%	121	100%
<b>Total</b>	<b>4363</b>	<b>67%</b>	<b>1413</b>	<b>22%</b>	<b>732</b>	<b>11%</b>	<b>6508</b>	<b>100%</b>

Base: 6508 people seen rough sleeping in the year.

People from the UK were more likely to be in the returner group and less likely to be in the flow group than other rough sleepers. The least amount of variation between the proportions of rough sleepers from different nationality categories was seen within the stock group.

### 3.4 Immigration status

The table below compares immigration status amongst different nationality groups, excluding UK nationals.

Immigration status	CEE	Other Europe	Rest of world	Total
EU National	1342	326	12	1680
Indefinite leave to remain (ILR)	8	15	287	310
Overstayer		1	58	59
Limited Leave to Remain (LLR)	1		52	53
Illegal entrant		4	39	43
Failed asylum seeker			27	27
Asylum seeker			25	25
Refugee			25	25
Discretionary leave (DL)			8	8
Student visa			8	8
Asylum appellant			6	6
Exceptional leave to remain (ELR)			6	6
Other	4	10	32	46
Not applicable	13	77	37	127
Not known	33	29	161	223
Missing	562	190	39	791
<b>Total</b>	<b>1963</b>	<b>652</b>	<b>822</b>	<b>3437</b>

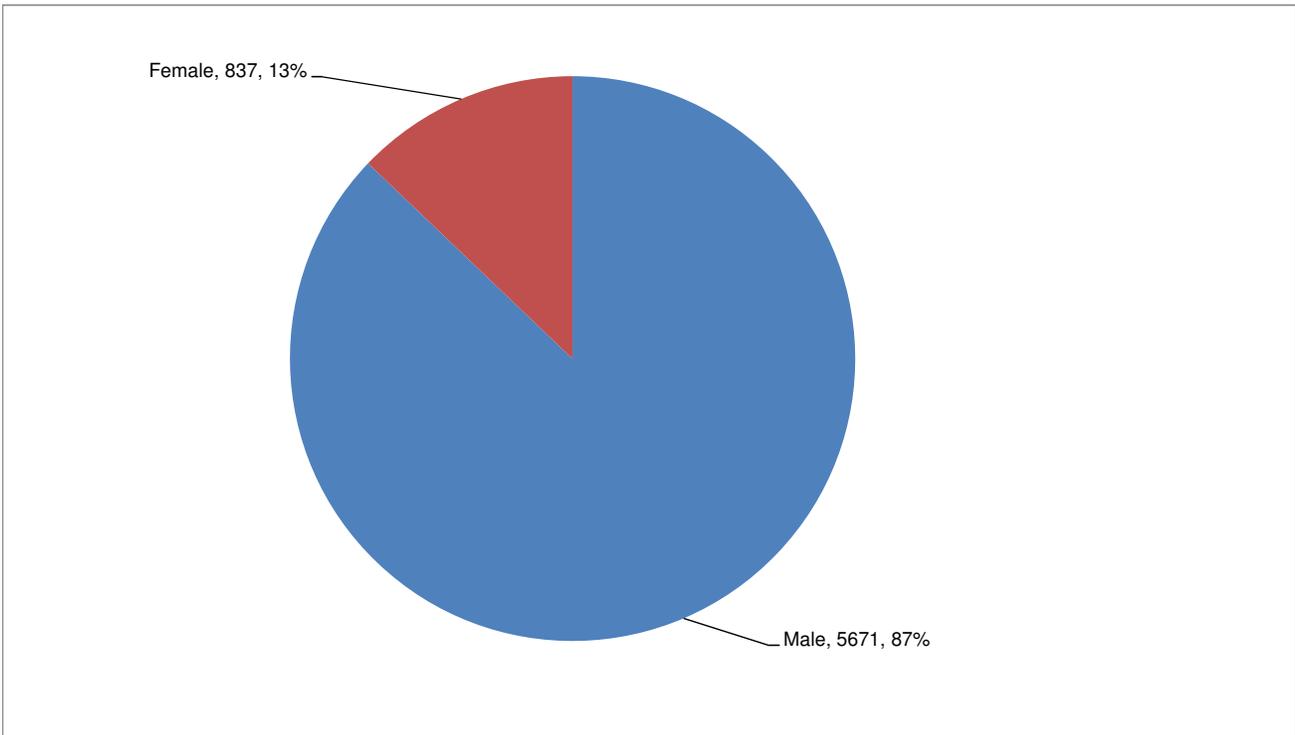
Base: 3437 people seen rough sleeping in the year who were not from the UK.

Immigration data on CHAIN is limited. The table above shows that the most commonly recorded immigration status was EU national (1,678 people). For those people from non-European countries, 'indefinite leave to remain' was the most frequently recorded immigration status (287 people).

### 3.5 Gender

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People seen rough sleeping in the year, by gender.



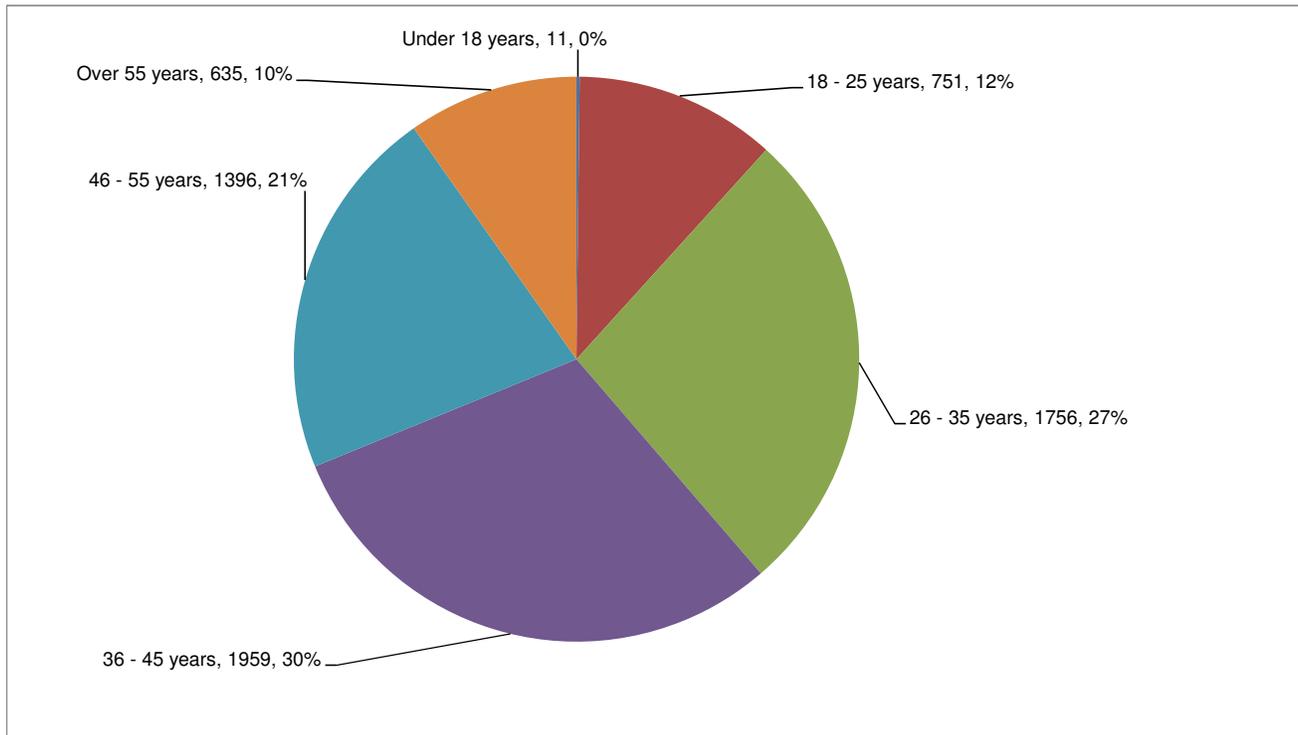
Base: 6508

The proportion of males and females seen rough sleeping in London this year is consistent with the previous three years.

### 3.6 Age

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People seen rough sleeping in the year, by age.



Base: 6508

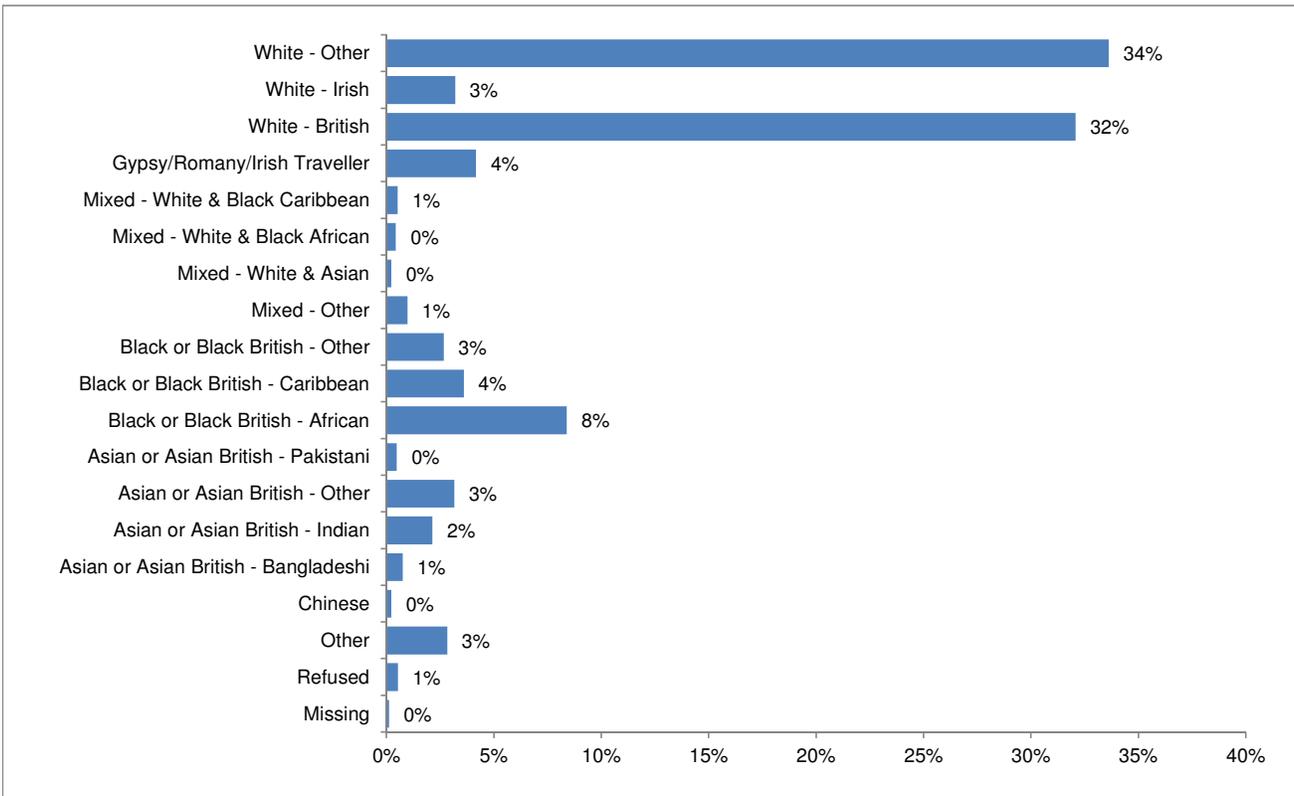
Age distribution amongst rough sleepers remains consistent with previous years. 12% (762 people) of rough sleepers seen in 2013/14 were 25 or under, compared to 11% (725 people) in 2012/13. 39% (2518 people) of rough sleepers in the year were aged 35 or under, compared to 38% (2469 people) in 2012/13.

People in the over 55 age group represented 10% of rough sleepers in 2013/14 (635 people), compared to 9% (581 people) in 2012/13.

There were a total of 11 people aged under 18 who were seen rough sleeping this year, compared to 6 people in the previous year. All but one of these were only seen rough sleeping once during the year.

### 3.7 Ethnicity

People seen rough sleeping in the year, by ethnicity.



Base: 6508

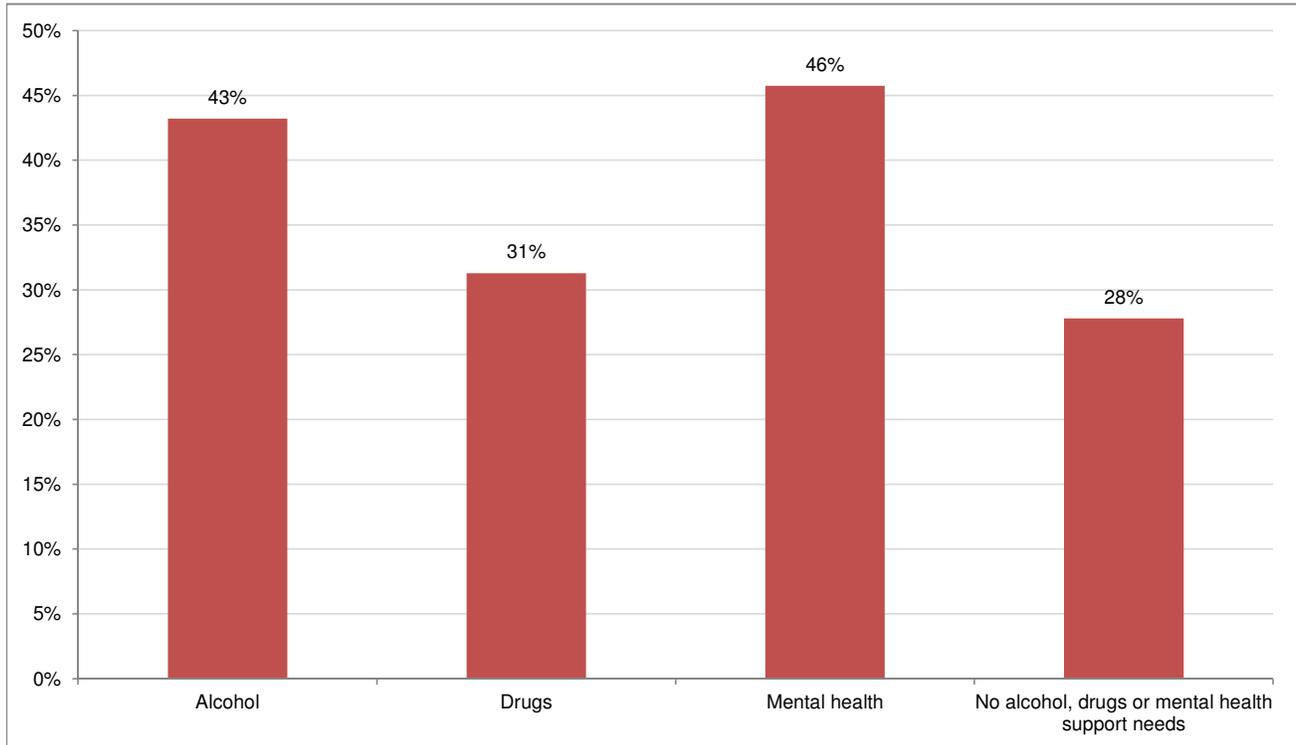
The majority of people seen rough sleeping in London in 2013/14 were White (69%); there was close to a 50/50 split between White British and White Other (mostly people from Central and Eastern European countries).

15% of people seen rough sleeping in the year were Black and 7% were Asian. The ethnic origin of those seen rough sleeping in London is consistent with the previous three years.

### 3.8 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 is important to note that a quarter (25%) of rough sleepers in 2013/14 did not have a support needs assessment recorded, the majority of these (81%) being people who had only been seen rough sleeping once or twice.



Base: 4867. Note that the base figure for this chart excludes clients where none of the three support needs were known or assessed (1641).

Support Needs	No. people	% of people seen rough sleeping
Alcohol only	620	10%
Drugs only	262	4%
Mental health only	778	12%
Alcohol and drugs	309	5%
Alcohol and mental health	497	8%
Drugs and mental health	274	4%
Alcohol, drugs and mental health	678	10%
All three no	1353	21%
All three not known or not assessed	1641	25%
All three no, not known or not assessed	96	1%
<b>Total</b>	<b>6508</b>	<b>100%</b>

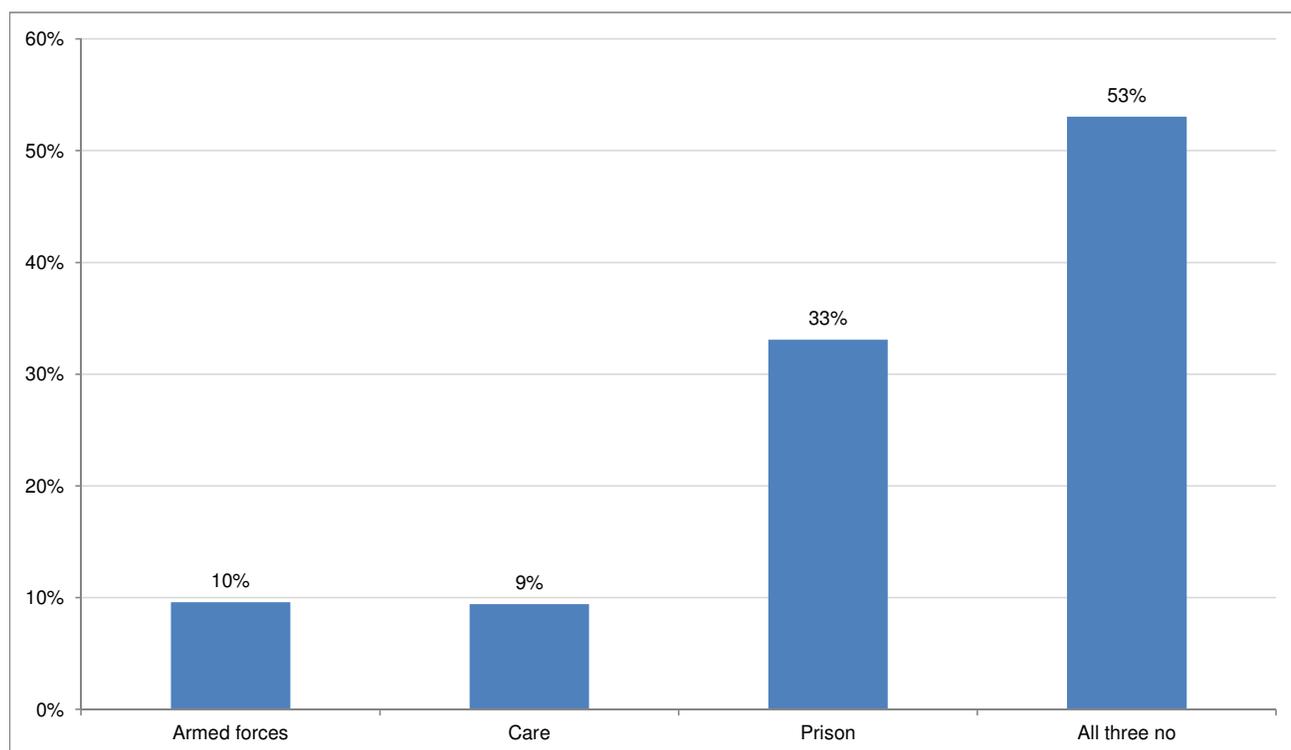
43% of people seen rough sleeping in 2013/14 were assessed as having an alcohol support need, which is slightly higher than the 41% seen in 2012/13, but noticeably lower than in the previous years (47% in 2011/12, and 52% in 2010/11).

The proportion of people seen rough sleeping with a drug support need has remained fairly consistent, at 31% this year, compared to 28% in 2012/13 and 29% in 2011/12.

Mental health needs amongst people seen rough sleeping in 2013/14 remain at a similar proportion when compared to last year (46% in 2013/14, compared to 44% in 2012/13).

### 3.9 Institutional & armed forces history

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



Base: 4833. Note that the base figure for this chart excludes clients where none of the three institutional histories were recorded (1675).

Nationality of rough sleepers with experience of armed forces:

Nationality	2011/12		2012/13		2013/14	
	No.	%	No.	%	No.	%
UK	124	4%	145	3%	127	3%
Non-UK	212	6%	356	7%	337	7%
Total with armed forces experience	336	10%	501	10%	464	10%
<b>Base (total assessed)</b>	<b>3482</b>		<b>4774</b>		<b>4833</b>	

464 people seen rough sleeping in 2013/14 had experience of serving in the armed forces, of whom 127 were UK nationals. The proportion of rough sleepers with experience of serving in the armed forces remains consistent with previous years. Time spent in the forces could have been at any point in the person's life, and does not necessarily imply that the person has recently been discharged.

456 people seen rough sleeping in 2013/14 had previous experience of living in care (compared to 473 in 2012/13), and 1,599 had experience of serving time in prison (compared to 1,521 in 2012/13).

Proportions of rough sleepers with experience of care (9%) and prison (33%) remain consistent with the previous year (10% with experience of care in 2012/13, and 32% with experience of prison in 2012/13).

## 4. HELPING PEOPLE OFF THE STREETS

### 4.1 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 but also the private rented sector and residential treatment centres. In 2013/14, 2,452 people who had been seen rough sleeping during the year were booked into accommodation. This is 38% of all people seen rough sleeping during the year.

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.

Accommodation type	2012/13		2013/14	
	No. events	%	No. events	%
<b>Temporary accommodation</b>				
Assessment centre	159	6%	254	8%
Rolling shelter	183	6%	2	0%
Hostel	1055	37%	1342	40%
Second-stage accommodation	38	1%	7	0%
Clinic/Detox/Rehab	52	2%	50	1%
Bed & breakfast	272	10%	281	8%
Other temporary accommodation	474	17%	725	22%
<i>Temporary accommodation subtotal</i>	<i>2233</i>	<i>78%</i>	<i>2661</i>	<i>79%</i>
<b>Long term accommodation</b>				
St Mungo's complex needs	6	0%	17	1%
St Mungo's semi-independent	15	1%	25	1%
Supported housing	42	1%	121	4%
LA tenancy (general needs)	16	1%	16	0%
RSL tenancy (general needs)	3	0%	7	0%
Clearing House/RSI	41	1%	43	1%
Sheltered housing	11	0%	13	0%
Care home	3	0%	3	0%
Private rented sector - independent	353	12%	335	10%
Private rented sector - with some floating support	63	2%	68	2%
Tied accommodation	1	0%	7	0%
Other long-term accommodation	71	2%	47	1%
<i>Long term accommodation subtotal</i>	<i>625</i>	<i>22%</i>	<i>702</i>	<i>21%</i>
<b>Total</b>	<b>2858</b>	<b>100%</b>	<b>3363</b>	<b>100%</b>

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

### 4.2 NSNO & NLOS attendance

People seen rough sleeping during the year who attended the GLA commissioned NSNO and NLOS services.

	2012/13*	2013/14
NSNO	2165	1810
NLOS	107	228

\*NLOS started operating in December 2012.

Note: Some people may have attended both NSNO and NLOS during the period.

### 4.3 Reconnection outcomes

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

Outreach, NSNO, and other services help people to reconnect to their home area or country, where they are more likely to find a solution to their homelessness, 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.

Reconnection reason	2012/13		2013/14	
	No.	%	No.	%
Return to home area	1090	79%	1005	83%
Seeking work	139	10%	272	23%
Move to area for friends/family	576	42%	574	48%
Move to area with appropriate services	548	40%	532	44%
<b>Reconnections total*</b>	<b>1376</b>		<b>1208</b>	

Reconnection destination	No.	%	No.	%
UK - London	538	39%	395	33%
UK - outside London	235	17%	194	16%
Central and Eastern Europe	438	32%	471	39%
Other Europe	114	8%	126	10%
Rest of the world	38	3%	20	2%
<i>Not known</i>	<i>13</i>		<i>2</i>	
<b>Reconnections total (excl. destination not known)</b>	<b>1363</b>	<b>100%</b>	<b>1206</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.

1,149 people seen rough sleeping in 2013/14 also had a confirmed reconnection recorded during the period. This means that 18% of all people seen rough sleeping in the year were reconnected, compared to 20% in 2012/13.

51% of reconnections this year were to destinations outside the UK, compared to 43% in 2012/13. The majority of these were to Central and Eastern European countries.

## 5. TEMPORARY ACCOMMODATION

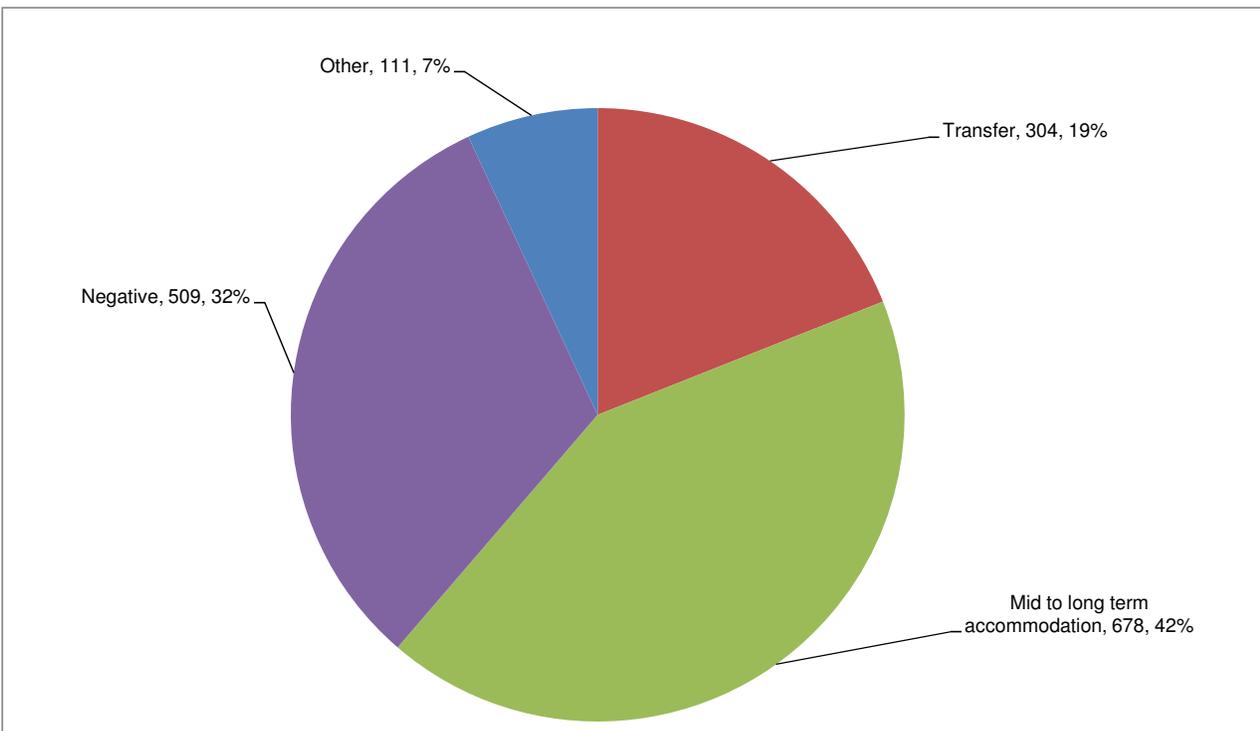
Arrivals and departures at hostels, assessment centres and second-stage accommodation. All people counted in this section had previously been seen rough sleeping, but not necessarily during 2013/14.

### 5.1 Arrivals

A total of 1,425 individuals arrived at temporary accommodation during the period.

### 5.2 Departures: Destination on departure

A total of 1,425 individuals departed from temporary accommodation during the period.



Base: 1602

Destination on departure	Destination category	Chart colour
Assessment centre, Bed & breakfast, Detox clinic, Hospital - not long term/acute care, Hostel - another organisation, Hostel - within the organisation, NASS accommodation, Night shelter, NLOS Assessment Hub, NSNO Assessment Hub, 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.

<b>Destination on departure</b>	<b>No. departures</b>	<b>%</b>
<b>Transfer</b>		
Assessment centre	9	1%
Bed & breakfast	14	1%
Detox clinic	27	2%
Hospital - not long term/acute care	6	0%
Hostel - another organisation	127	8%
Hostel - within the organisation	72	4%
NASS accommodation	2	0%
Night shelter	4	0%
NLOS Assessment Hub	3	0%
NSNO Assessment Hub	6	0%
Psychiatric hospital	1	0%
Rehab clinic	17	1%
Temporary accommodation (LA)	16	1%
<i>Transfer subtotal</i>	<i>304</i>	<i>19%</i>
<b>Mid to long term accommodation</b>		
Accommodation where client is owner	1	0%
Care home	4	0%
Clearing House/RSI	52	3%
Hospital - long term	9	1%
LA tenancy (general needs)	35	2%
Long stay hospice	0	0%
Private rented sector - independent	68	4%
Private rented sector - with some floating support	20	1%
Returned to home country (EEA)	265	17%
Returned to home country (non EEA)	36	2%
RSL tenancy (general needs)	41	3%
Sheltered Housing	13	1%
Supported Housing	131	8%
Tied accommodation with work	3	0%
<i>Mid to long term accommodation subtotal</i>	<i>678</i>	<i>42%</i>
<b>Negative</b>		
Committed suicide	0	0%
Not known	292	18%
Sleeping rough/Returned to streets	134	8%
Taken into custody	83	5%
<i>Negative subtotal</i>	<i>509</i>	<i>32%</i>
<b>Other</b>		
Died	27	2%
Previous home	7	0%
Staying with family	41	3%
Staying with friends	36	2%
<i>Other subtotal</i>	<i>111</i>	<i>7%</i>
<b>Total</b>	<b>1602</b>	<b>100%</b>

In 2013/14, 42% of departures from temporary accommodation were moves to mid to long term accommodation, a slight increase from 39% in 2012/13. There was also a slight increase in the proportion of negative departures, with 32% compared to 29% in 2012/13.

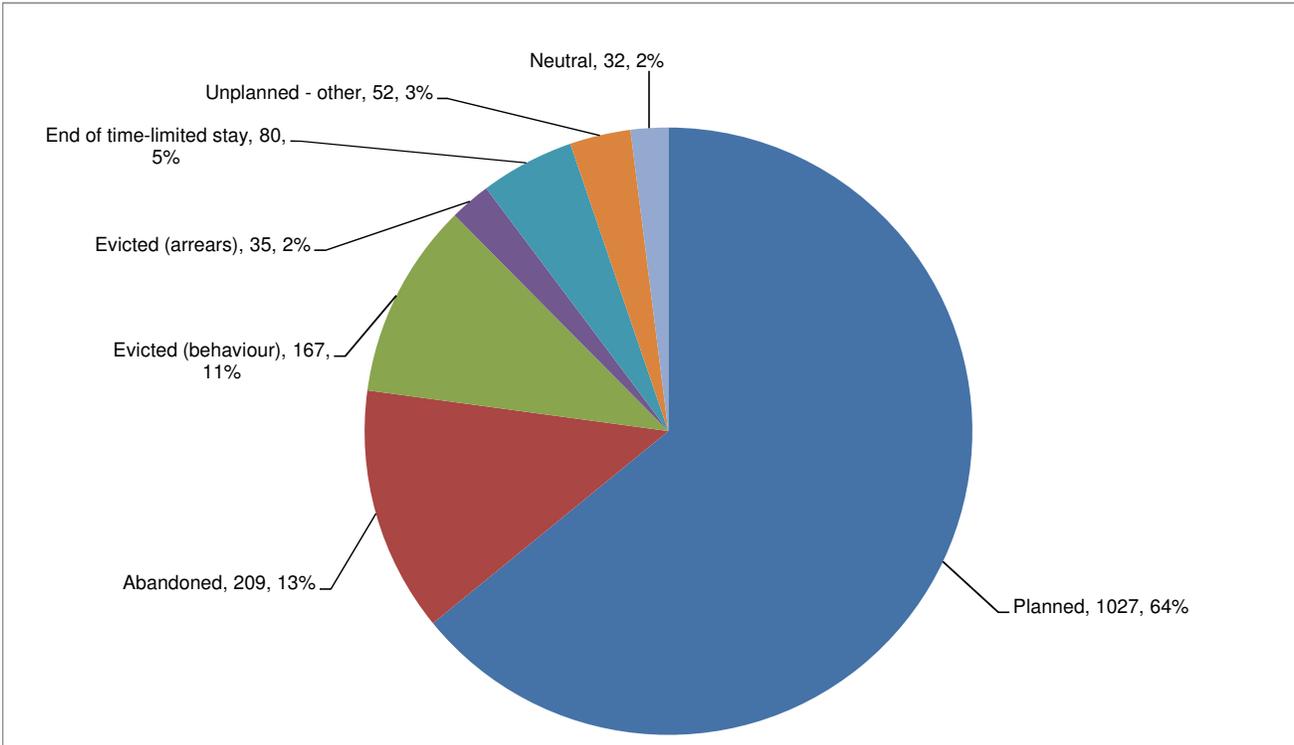
12% of departures this year were for a move to another hostel. This continues a trend showing a decrease in hostel moves, following on from 16% reported in 2012/13 and 28% in 2011/12.

19% of departures made were for people to return to their home country, showing a continuing increase from proportions of 14% in 2012/13 and 6% in 2011/12.

### 5.3 Departures: Reason for leaving

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Temporary accommodation departures by reason for leaving.



Base: 1602

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 2013/14, 29% of departures from temporary accommodation were for evictions, abandonments and unplanned departures, which is consistent with 2012/13. Planned moves also remain consistent with the previous year, at 64% compared to 65% in 2012/13.