

# **CHAIN ANNUAL REPORT**

**WESTMINSTER**

**APRIL 2017 - MARCH 2018**

**SUPPORTED BY  
MAYOR OF LONDON**



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## 1. INTRODUCTION

This report presents information about people seen rough sleeping by outreach teams in Westminster between April 2017 and March 2018. Information in the report is derived from the Combined Homelessness and Information Network (CHAIN), a multi-agency database recording information about rough sleepers and the wider street population in London. CHAIN, which is commissioned and funded by the Greater London Authority (GLA) and managed by St Mungo's, represents the UK's most detailed and comprehensive source of information about rough sleeping.

The final section of the report presents information about people arriving at or departing from temporary accommodation for rough sleepers in Westminster. People included in this section will have been seen rough sleeping at some point in their history, but not necessarily during 2017/18.

## **Percentage figures in this report**

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

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

**ASB:** Anti-Social Behaviour

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

**CEE:** Central and Eastern European

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

**CHAIN:** Combined Homelessness and Information Network

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

**EEA:** European Economic Area

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

**GLA:** Greater London Authority

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

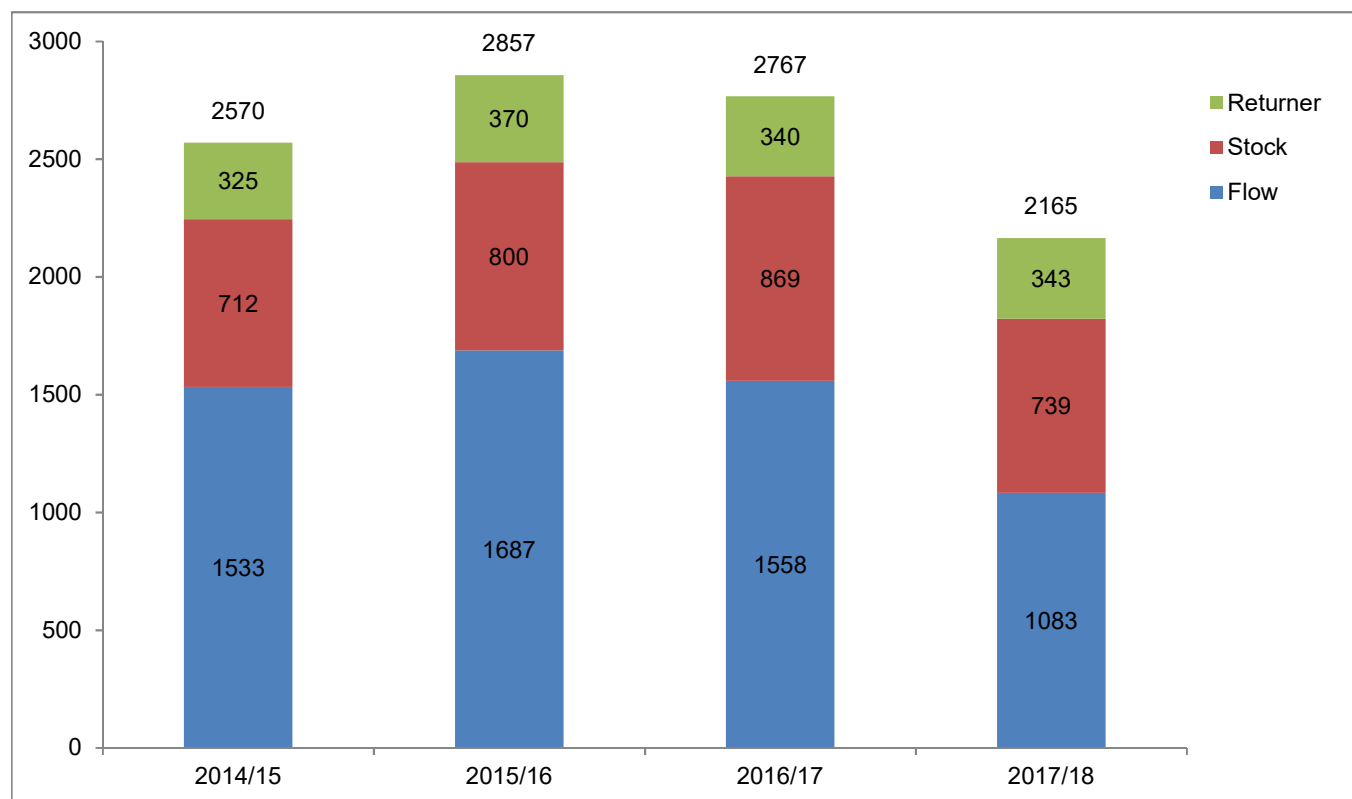
**NSNO:** No Second Night Out

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

## 2. ROUGH SLEEPER POPULATION ANALYSIS

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

People seen rough sleeping in the year, by the flow, stock and returner model.



2014/15 base: 2570  
 2015/16 base: 2857  
 2016/17 base: 2767  
 2017/18 base: 2165

The flow, stock and returner model categorises people seen rough sleeping in the year according to whether they have also been seen rough sleeping in previous periods:

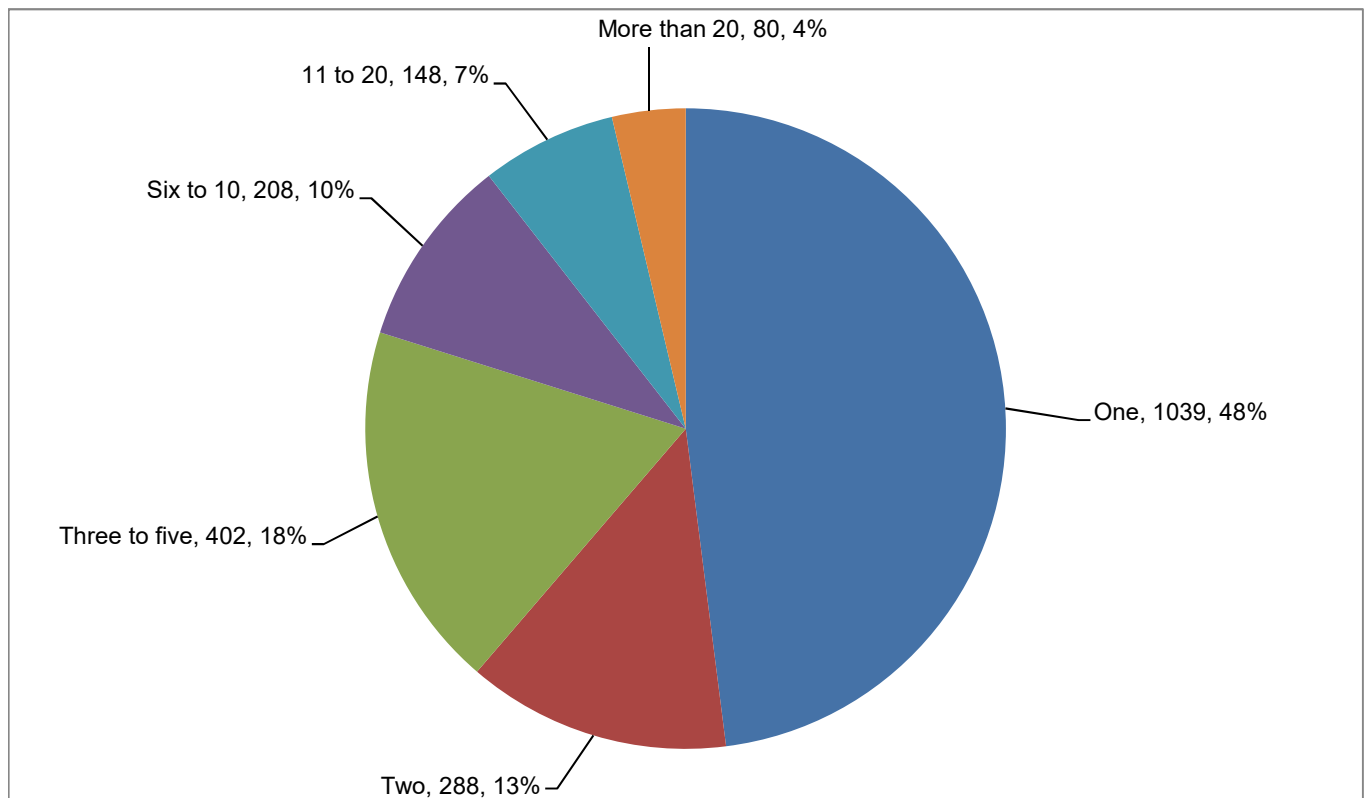
Category	Description
Flow	People who had never been seen rough sleeping prior to 2017/18 (i.e. new rough sleepers).
Stock	People who were also seen rough sleeping in 2016/17 (i.e. those seen across a minimum of two consecutive years).
Returner	People who were first seen rough sleeping prior to 2016/17, but were not seen during 2016/17 (i.e. those who have had a gap in their rough sleeping histories).

2,165 people were seen rough sleeping in the borough in 2017/18. This represents a 22% decrease when compared to 2016/17.

50% of people seen rough sleeping in the borough during the year were new rough sleepers (flow), while 34% fell into the stock category, and 16% were returners.

## 2.2 Number of times seen rough sleeping

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



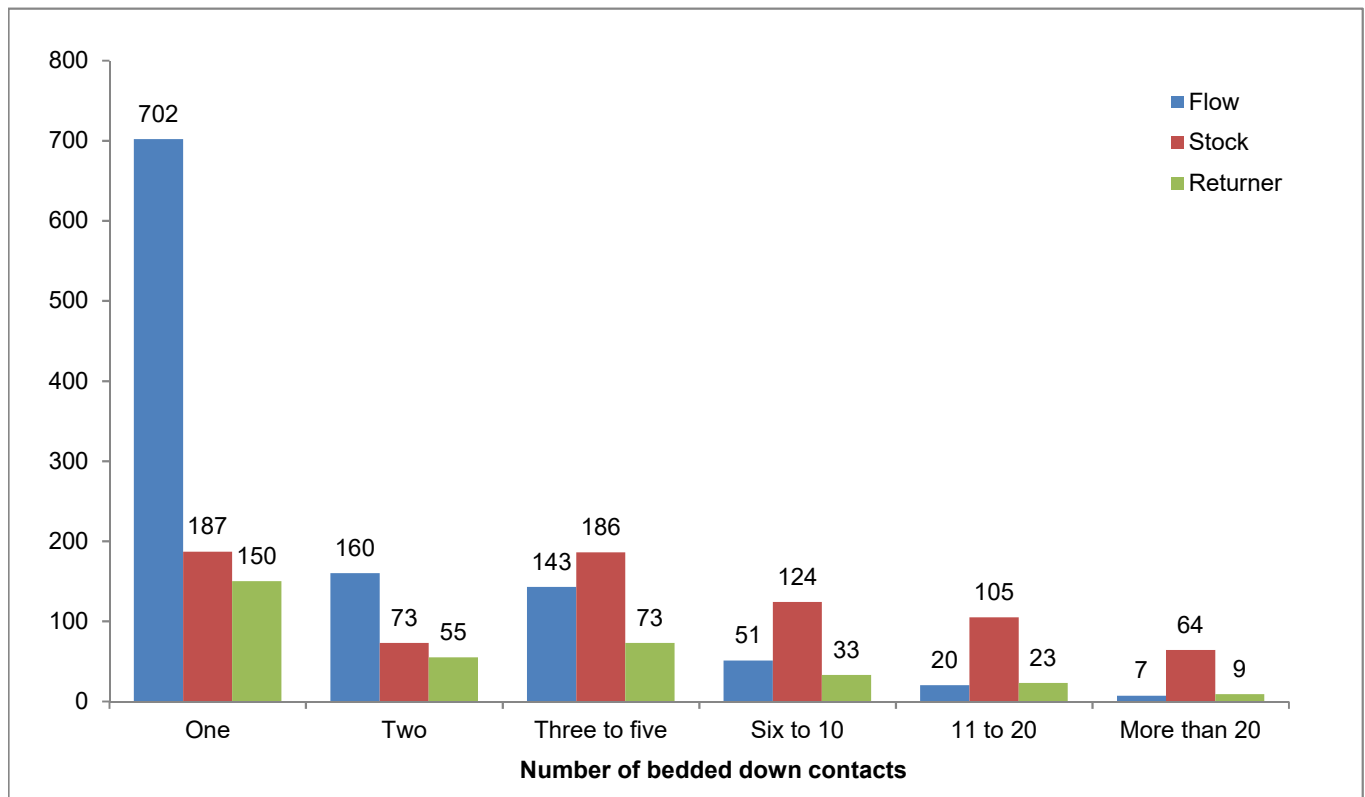
Base: 2165

1,039 (48%) people were seen rough sleeping only once in 2017/18, this compares to 1,344 (49%) seen rough sleeping only once in 2016/17.

65% of people seen rough sleeping in the borough during 2017/18 who were new to the streets did not spend a second night on the streets during the year.

## 2.3 Rough sleeping volume: Flow, stock, returner model

People seen rough sleeping in the year, by flow, stock, returner model, and number of times seen rough sleeping.



Base (Flow): 1083  
 Base (Stock): 739  
 Base (Returner): 343



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

People seen rough sleeping for the first time ever in 2017/18, by history prior to first being seen rough sleeping.

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

<b>Last settled base</b>	<b>No.</b>	<b>%</b>
<b>Long term accommodation</b>		
Private rented accommodation	177	38.1%
Local authority accommodation	19	4.1%
Owner occupied accommodation	13	2.8%
Housing association/RSL accommodation	12	2.6%
Tied accommodation	15	3.2%
Sheltered housing/registered care accommodation	3	0.6%
<i>Long term accommodation subtotal</i>	<i>239</i>	<i>51.4%</i>
<b>Short or medium term accommodation</b>		
Hostel	36	7.7%
Asylum support accommodation	13	2.8%
Temporary accommodation (Local authority)	7	1.5%
B&B/other temporary accommodation	1	0.2%
Clinic/Detox/Rehab	2	0.4%
<i>Short or medium term accommodation subtotal</i>	<i>59</i>	<i>12.7%</i>
<b>Institution</b>		
Prison	14	3.0%
Hospital	2	0.4%
<i>Institution subtotal</i>	<i>16</i>	<i>3.4%</i>
<b>Inappropriately accommodated</b>		
Squat	4	0.9%
Outhouse	0	0.0%
<i>Inappropriately accommodated subtotal</i>	<i>4</i>	<i>0.9%</i>
<b>Newly arrived in UK</b>		
Newly arrived in UK - not homeless in home country	62	13.3%
Newly arrived in UK - homeless in home country	9	1.9%
<i>Newly arrived in UK subtotal</i>	<i>71</i>	<i>15.3%</i>
Other	76	16.3%
Not recorded	618	
<b>Total (excl. not recorded)</b>	<b>465</b>	<b>100.0%</b>
<b>Total</b>	<b>1083</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	94	52%
Informal arrangement	35	19%
Parental home	22	12%
Living with partner	25	14%
Owner	5	3%
Not recorded/applicable	138	
<b>Total (excl. not recorded/applicable)</b>	<b>181</b>	<b>100%</b>
<b>Total</b>	<b>319</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.

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

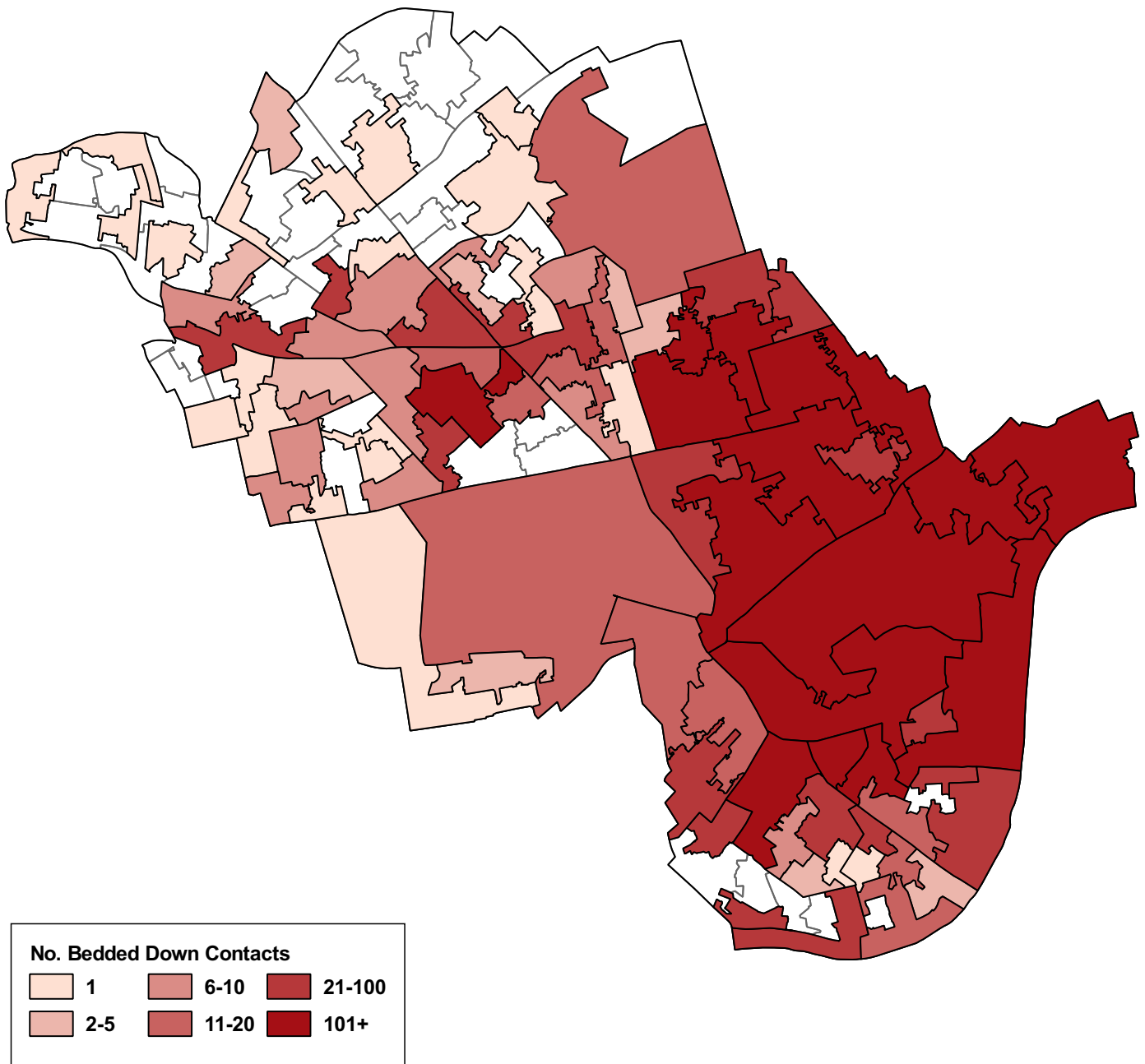
Reason for leaving last settled base	No.	%
<b>Asked to leave or evicted</b>		
Asked to leave	56	12.0%
Evicted - arrears	22	4.7%
Evicted - ASB	9	1.9%
Evicted - end of tenancy agreement	0	0.0%
Evicted - other	20	4.3%
<i>Asked to leave or evicted subtotal</i>	<i>107</i>	<i>23.0%</i>
<b>Employment and education</b>		
Financial problems - loss of job	46	9.9%
Seeking work - from outside UK	47	10.1%
Seeking work - from within UK	45	9.7%
Study	1	0.2%
<i>Employment and education subtotal</i>	<i>139</i>	<i>29.9%</i>
<b>Relationships</b>		
Relationship breakdown	57	12.3%
Death of relative/friend	5	1.1%
Move nearer family/friends/community	8	1.7%
<i>Relationships subtotal</i>	<i>70</i>	<i>15.1%</i>
<b>Financial</b>		
Financial problems - debt	7	1.5%
Financial problems - housing benefit	2	0.4%
Financial problems - other	13	2.8%
<i>Financial subtotal</i>	<i>22</i>	<i>4.7%</i>
<b>End of stay in short or medium term accommodation</b>		
End of stay - asylum accommodation	5	1.1%
End of stay - hostel	4	0.9%
Evicted - given non priority decision	1	0.2%
End of stay - other	15	3.2%
<i>End of stay in short or medium term accommodation subtotal</i>	<i>25</i>	<i>5.4%</i>
<b>Victim of violence, harassment or abuse</b>		
Harassment/abuse/violence	21	4.5%
Domestic violence - victim	4	0.9%
Tenancy hijack	0	0.0%
<i>Victim of violence, harassment or abuse subtotal</i>	<i>25</i>	<i>5.4%</i>
<b>End of stay in institution</b>		
End of stay - prison	14	3.0%
End of stay - hospital	1	0.2%
<i>End of stay in institution subtotal</i>	<i>15</i>	<i>3.2%</i>
<b>Housing conditions</b>		
Housing conditions	3	0.6%
<b>Perpetrator of violence, harassment or abuse</b>		
Domestic violence - perpetrator	1	0.2%
<b>Transient</b>		
Transient/travelling around	11	2.4%
<b>Other</b>		
Other	47	10.1%
<b>Not recorded</b>	618	
<b>Total (excl. not recorded)</b>	<b>465</b>	<b>100%</b>
<b>Total</b>	<b>1083</b>	

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

### 3. SPATIAL DISTRIBUTION

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

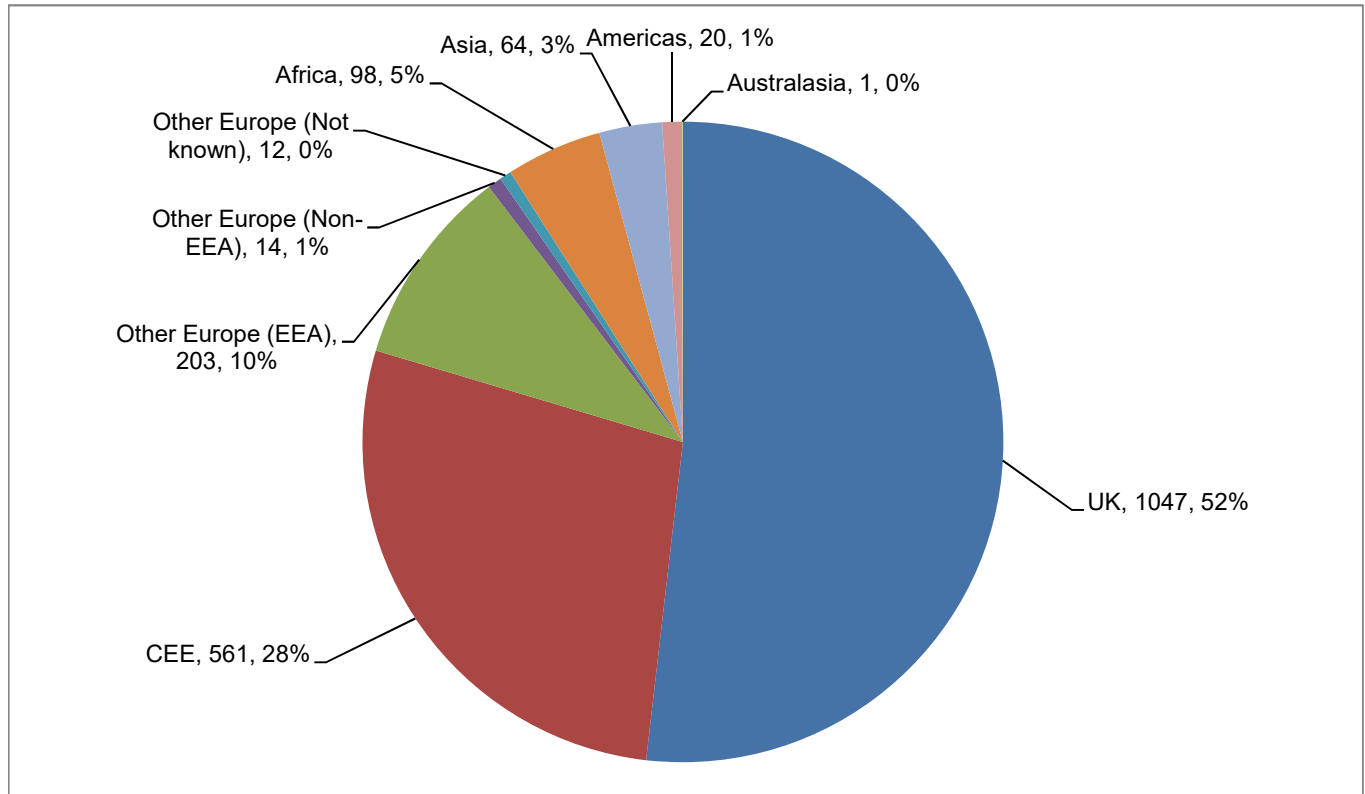
The map below shows the number of bedded down street contacts recorded in each Lower Super Output Area within the borough during the period. It is important to note that this represents volume of contacts rather than individuals, and some people may have been seen on multiple occasions within a given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



## 4. DEMOGRAPHICS & SUPPORT NEEDS

### 4.1 Nationality: Overall composition

People seen rough sleeping in the year, by nationality.



Base: 2020 people seen rough sleeping in the year whose nationality was known.

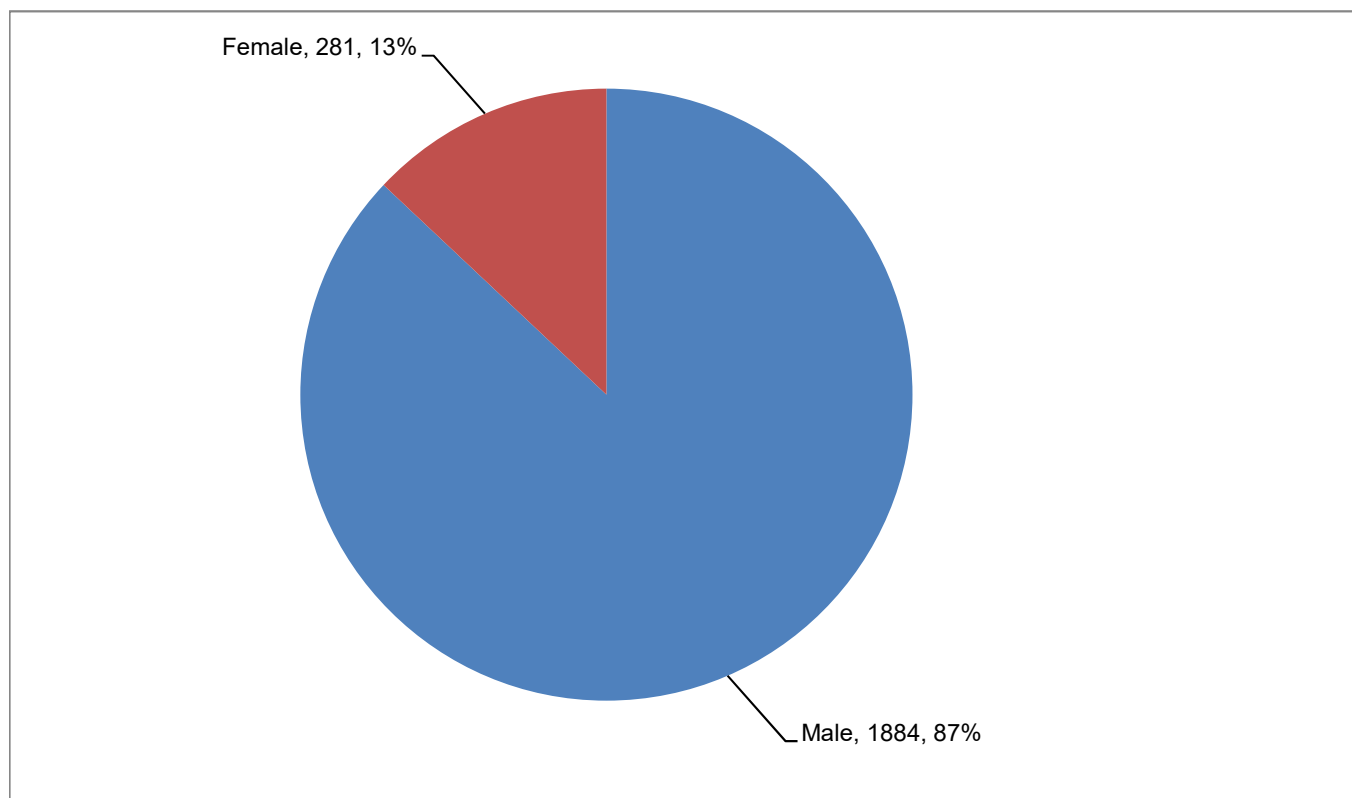
## 4.2 Nationality: Flow, stock, returner model

	Flow	Stock	Returner	Total	
Nationality	No.	No.	No.	No.	%
UK	426	416	205	1047	51.8%
Bulgaria	26	18	0	44	2.2%
Czech Republic	10	7	3	20	1.0%
Estonia	2	2	1	5	0.2%
Hungary	22	11	1	34	1.7%
Latvia	20	8	3	31	1.5%
Lithuania	24	10	5	39	1.9%
Poland	77	33	15	125	6.2%
Romania	156	65	33	254	12.6%
Slovakia	3	1	3	7	0.3%
Slovenia	1	1	0	2	0.1%
<i>CEE subtotal</i>	<i>341</i>	<i>156</i>	<i>64</i>	<i>561</i>	<i>27.8%</i>
Italy	23	12	9	44	2.2%
Ireland (Republic of)	8	27	9	44	2.2%
Portugal	12	10	11	33	1.6%
Spain	11	10	4	25	1.2%
France	14	7	2	23	1.1%
Other European (EEA) countries	20	8	6	34	1.7%
<i>Other Europe (EEA) subtotal</i>	<i>88</i>	<i>74</i>	<i>41</i>	<i>203</i>	<i>10.0%</i>
Other Europe (Non-EEA)	9	5	0	14	0.7%
Other Europe (Not known)	11	1	0	12	0.6%
Eritrea	19	2	2	23	1.1%
Somalia	3	3	6	12	0.6%
Other African countries	36	21	6	63	3.1%
<i>Africa subtotal</i>	<i>58</i>	<i>26</i>	<i>14</i>	<i>98</i>	<i>4.9%</i>
India	3	2	1	6	0.3%
Iran	7	8	2	17	0.8%
Sri Lanka	1	0	1	2	0.1%
Other Asian countries	15	18	6	39	1.9%
<i>Asia subtotal</i>	<i>26</i>	<i>28</i>	<i>10</i>	<i>64</i>	<i>3.2%</i>
Americas	9	5	6	20	1.0%
Australasia	1	0	0	1	0.0%
Not known	114	28	3	145	7.2%
<b>Total (excl. Not known)</b>	<b>969</b>	<b>711</b>	<b>340</b>	<b>2020</b>	<b>100.0%</b>
<b>Total (incl. Not known)</b>	<b>1083</b>	<b>739</b>	<b>343</b>	<b>2165</b>	

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

## 4.3 Gender

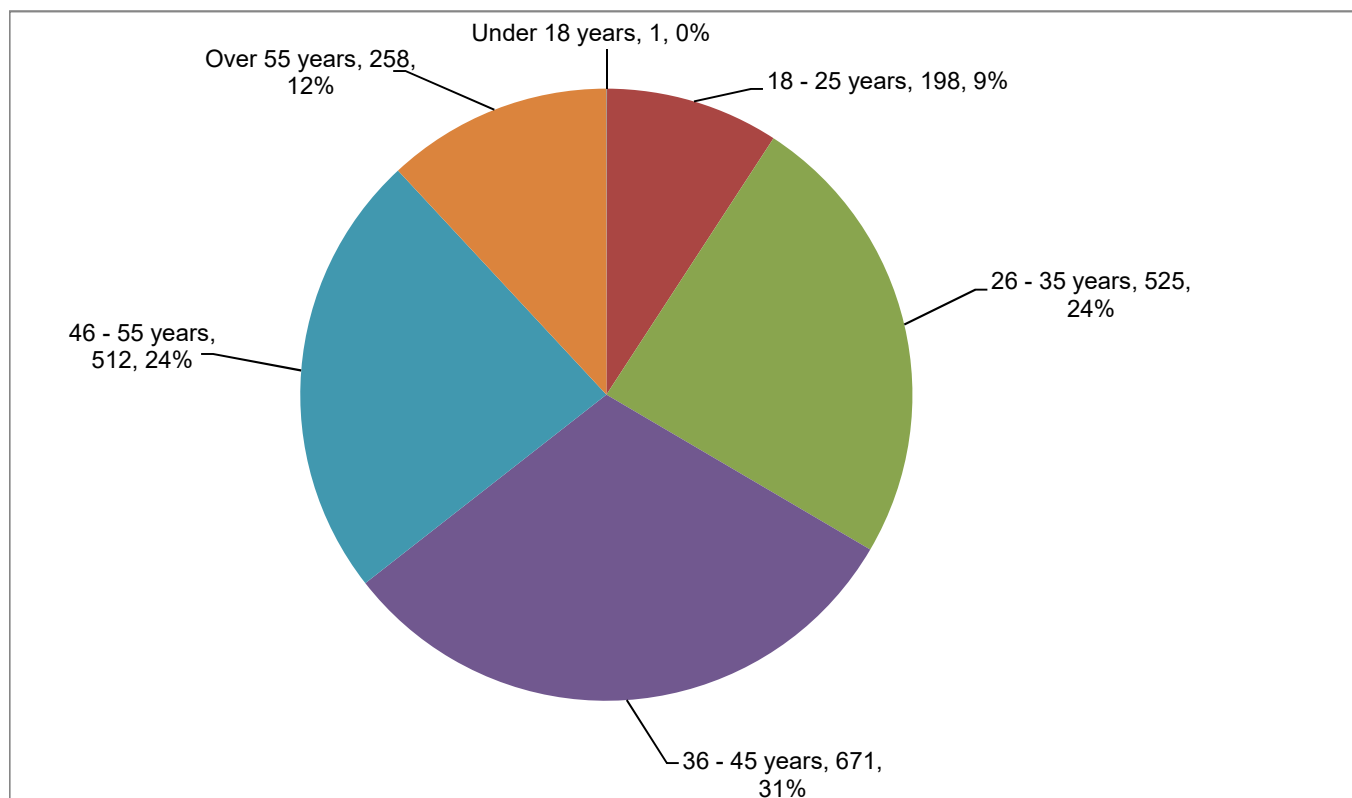
People seen rough sleeping in the year, by gender.



Base: 2165

## 4.4 Age

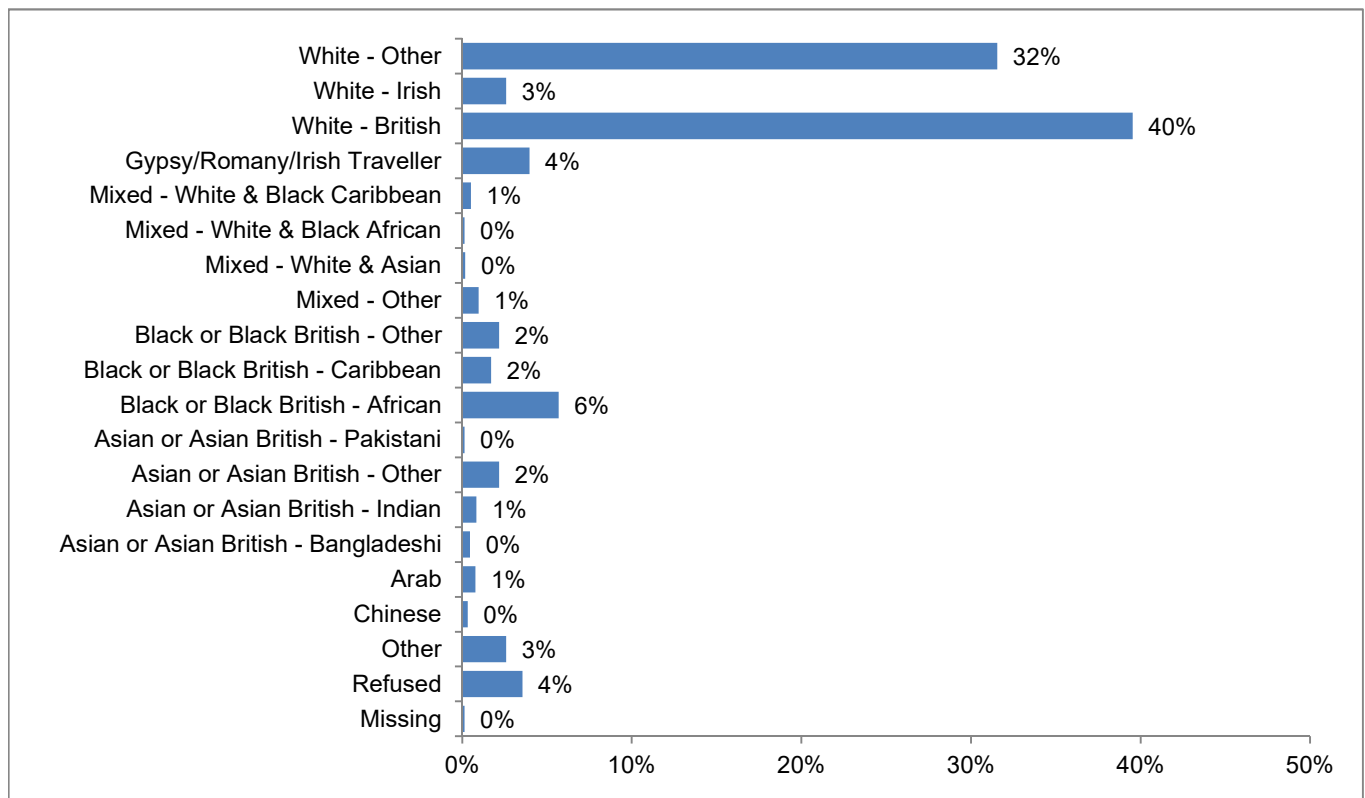
People seen rough sleeping in the year, by age.



Base: 2165

## 4.5 Ethnicity

People seen rough sleeping in the year, by ethnicity.



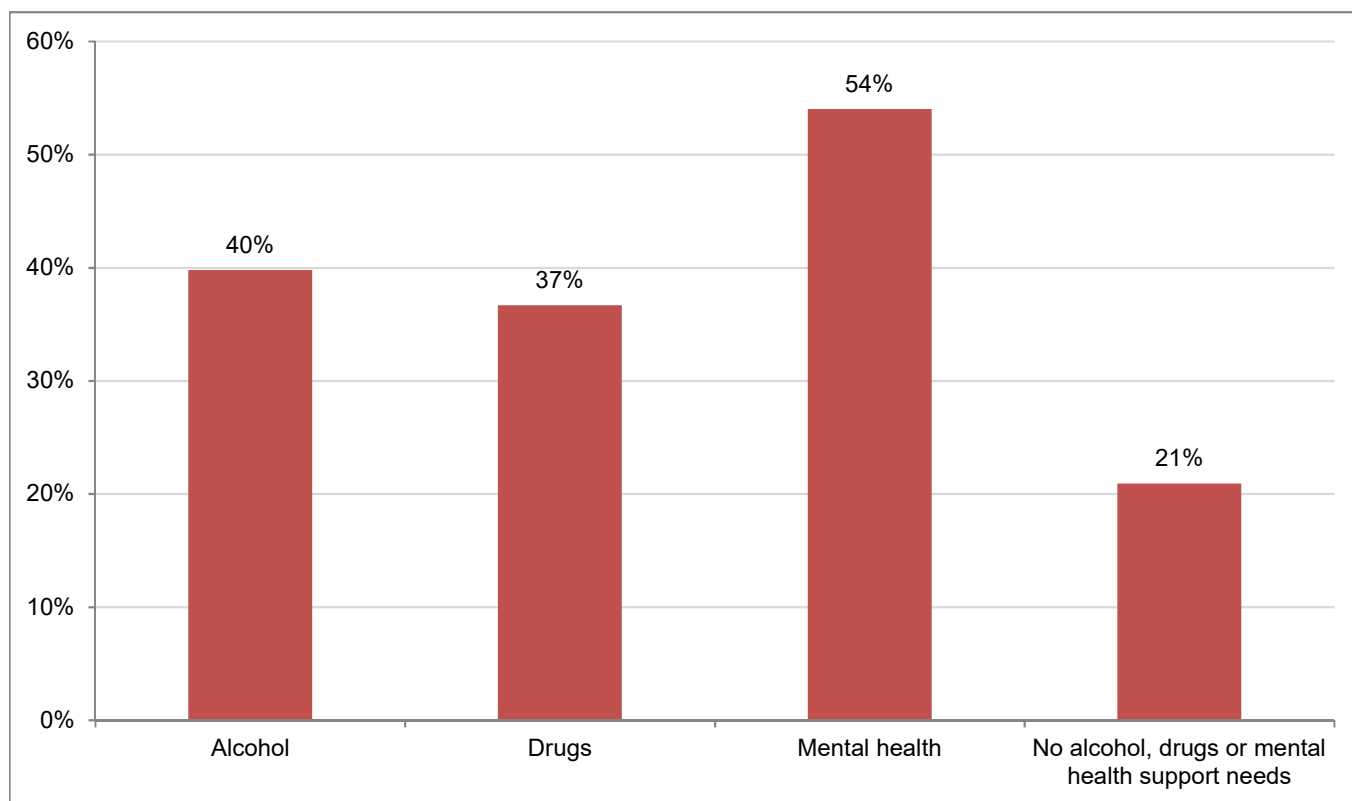
Base: 2165



## 4.6 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 30% of rough sleepers in the borough in 2017/18 did not have a support needs assessment recorded.



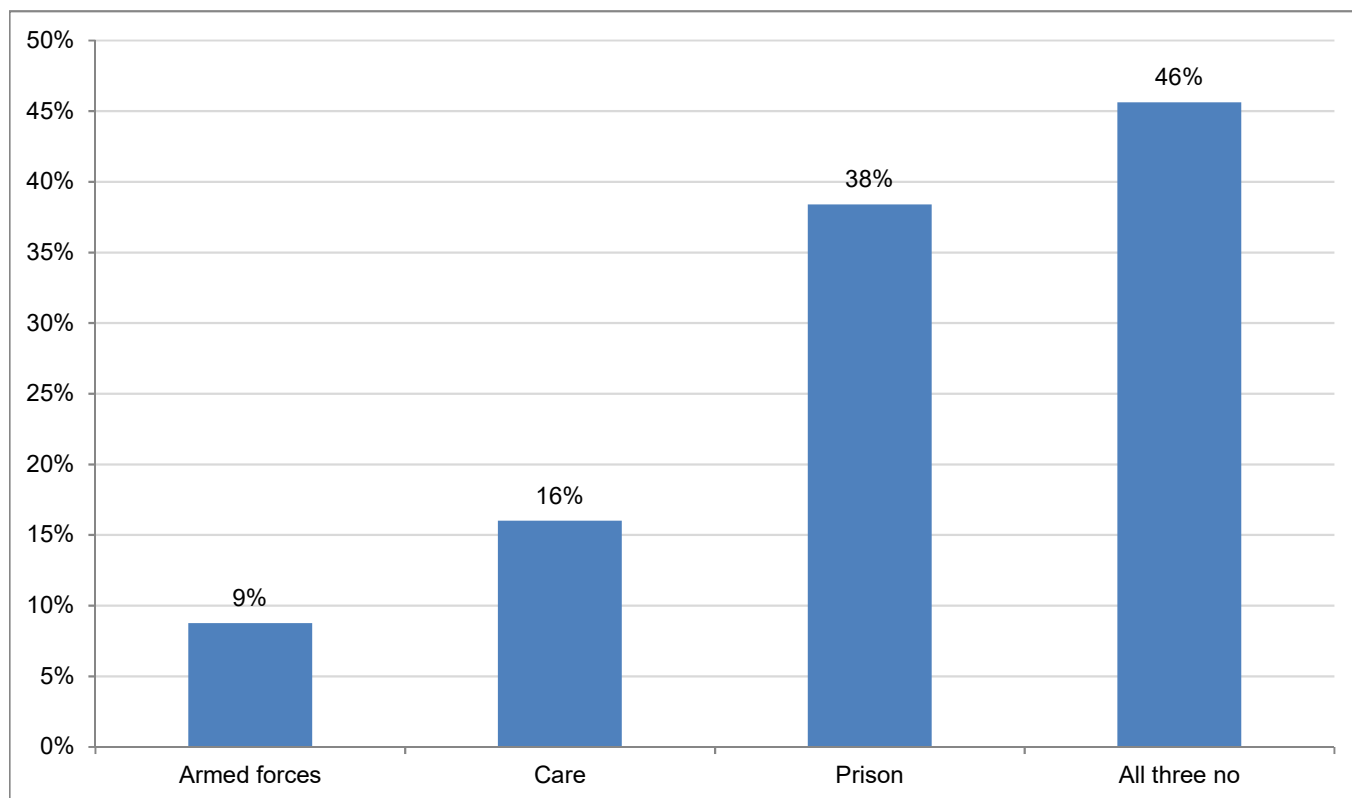
Base: 1516. Note that the base figure for this chart excludes people for whom none of the three support needs were known or assessed (649).

Support Needs	No.	%
Alcohol only	152	10%
Drugs only	89	6%
Mental health only	283	19%
Alcohol and drugs	69	5%
Alcohol and mental health	138	9%
Drugs and mental health	154	10%
Alcohol, drugs and mental health	244	16%
All three no	317	21%
All three no, not known or not assessed	70	5%
All three not known or not assessed	649	
<b>Total (excl. not assessed)</b>	<b>1516</b>	<b>100%</b>
<b>Total (incl. not assessed)</b>	<b>2165</b>	

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

## 4.7 Institutional & armed forces history

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



Base: 1438. Note that the base figure for this chart excludes people for whom none of the three institutional histories were recorded (727).

Nationality of rough sleepers with experience of armed forces:

Nationality	No.	%
UK	45	3%
Non-UK	81	6%
Total with armed forces experience	126	9%
<b>Base (total assessed)</b>	<b>1438</b>	

126 people seen rough sleeping in the borough in 2017/18 had experience of serving in the armed forces, of whom 45 were UK nationals. Time spent in the forces could have been at any point in the person's life, and it is not necessarily the case that the person has recently been discharged.

## 5. HELPING PEOPLE OFF THE STREETS

### 5.1 Accommodation outcomes

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

In 2017/18, 385 people who had been seen rough sleeping during the year were booked into accommodation by services in the borough.

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	2016/17		2017/18	
	No. events	%	No. events	%
<b>Temporary accommodation</b>				
Assessment centre	3	0.9%	250	50.4%
Bed & breakfast	32	9.1%	14	2.8%
Clinic/Detox/Rehab	2	0.6%	3	0.6%
Friends & family	2	0.6%	2	0.4%
Hostel	171	48.9%	119	24.0%
Local authority temporary accommodation	15	4.3%	9	1.8%
Nightstop	0	0.0%	0	0.0%
Second-stage accommodation	3	0.9%	4	0.8%
Other temporary accommodation	42	12.0%	27	5.4%
<i>Temporary accommodation subtotal</i>	<i>270</i>	<i>77.1%</i>	<i>428</i>	<i>86.3%</i>
<b>Long term accommodation</b>				
Care home	1	0.3%	0	0.0%
Clearing House/RSI	11	3.1%	9	1.8%
Local authority tenancy (general needs)	1	0.3%	1	0.2%
Private rented sector - independent	35	10.0%	31	6.3%
Private rented sector - with some floating support	6	1.7%	8	1.6%
RSL tenancy (general needs)	1	0.3%	0	0.0%
Sheltered housing	3	0.9%	4	0.8%
St Mungo's complex needs	1	0.3%	1	0.2%
St Mungo's semi-independent	8	2.3%	2	0.4%
Supported housing	9	2.6%	10	2.0%
Tied accommodation	0	0.0%	1	0.2%
Other long-term accommodation	4	1.1%	1	0.2%
<i>Long term accommodation subtotal</i>	<i>80</i>	<i>22.9%</i>	<i>68</i>	<i>13.7%</i>
<b>Total</b>	<b>350</b>	<b>100.0%</b>	<b>496</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 were referred from the borough to NSNO.

	2016/17	2017/18
No. attended	302	354

### 5.3 Reconnection outcomes

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

Outreach and other services help people to reconnect to their home area or country, where they have more options available to them, for example through appropriate support networks, entitlement to accommodation or access to an alcohol treatment centre. Reconnection destinations could be another borough within London, an area elsewhere in the UK, or another country. Some people may have had more than one reconnection recorded during the year.

	2016/17		2017/18	
Reconnection reason	No.	%	No.	%
Return to home area	132	69%	95	75%
Seeking work	22	12%	14	11%
Move to area for friends/family	74	39%	53	42%
Move to area with appropriate services	113	59%	66	52%
<b>Reconnections total*</b>	<b>191</b>		<b>126</b>	

Reconnection destination	No.	%	No.	%
UK - London	49	26%	22	18%
UK - outside London	69	36%	72	58%
Central and Eastern Europe	39	21%	11	9%
Other Europe	31	16%	16	13%
Rest of the world	2	1%	4	3%
<i>Not known</i>	1		1	
<b>Reconnections total (excl. destination not known)</b>	<b>190</b>	<b>100%</b>	<b>125</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.

113 people seen rough sleeping in 2017/18 also had a confirmed reconnection recorded by services in the borough during the period.

25% of reconnections this year were to destinations outside the UK. 9% of reconnections were to Central and Eastern European countries.

## 6. TEMPORARY ACCOMMODATION

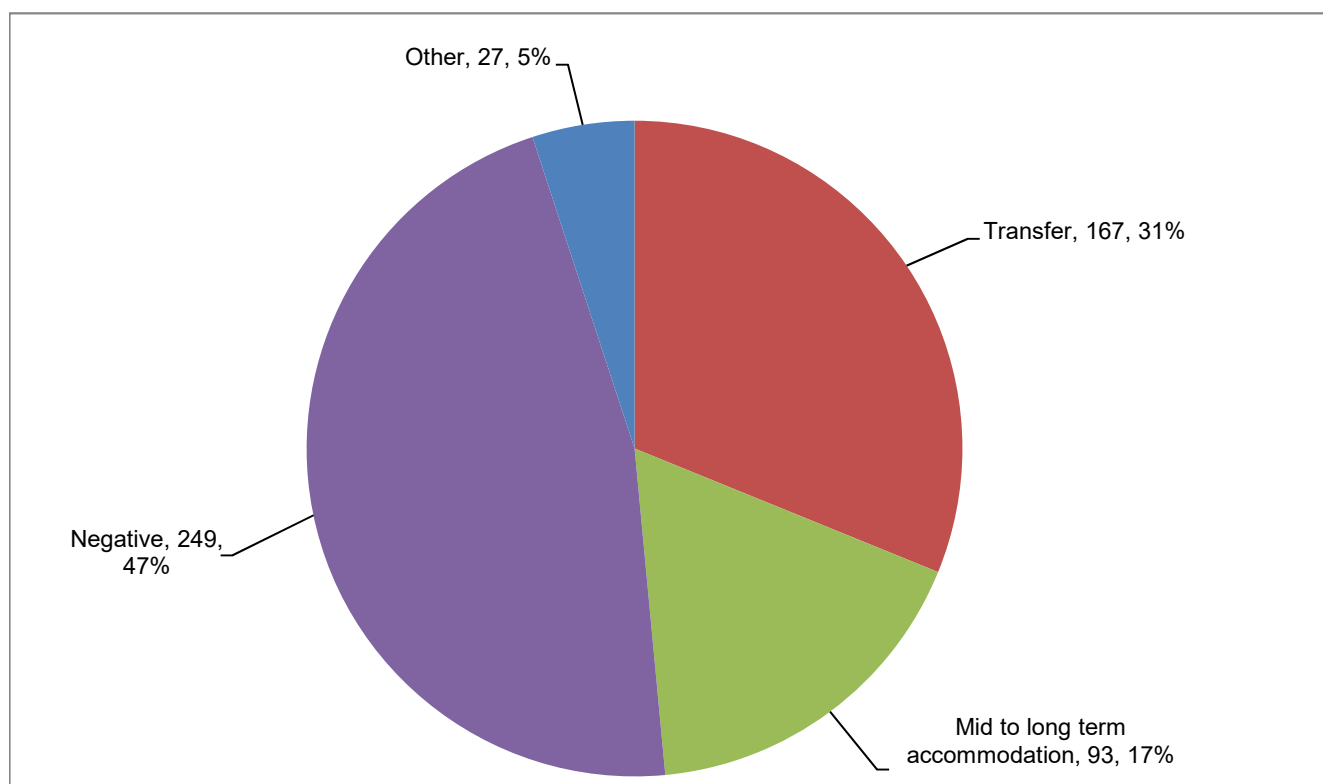
Arrivals and departures at hostels, assessment centres and second-stage accommodation based in the borough. All people counted in this section had previously been seen rough sleeping, but not necessarily during 2017/18.

### 6.1 Arrivals

A total of 430 individuals arrived at temporary accommodation during the period.

### 6.2 Departures: Destination on departure

A total of 399 individuals departed from temporary accommodation during the period.



Base: 536

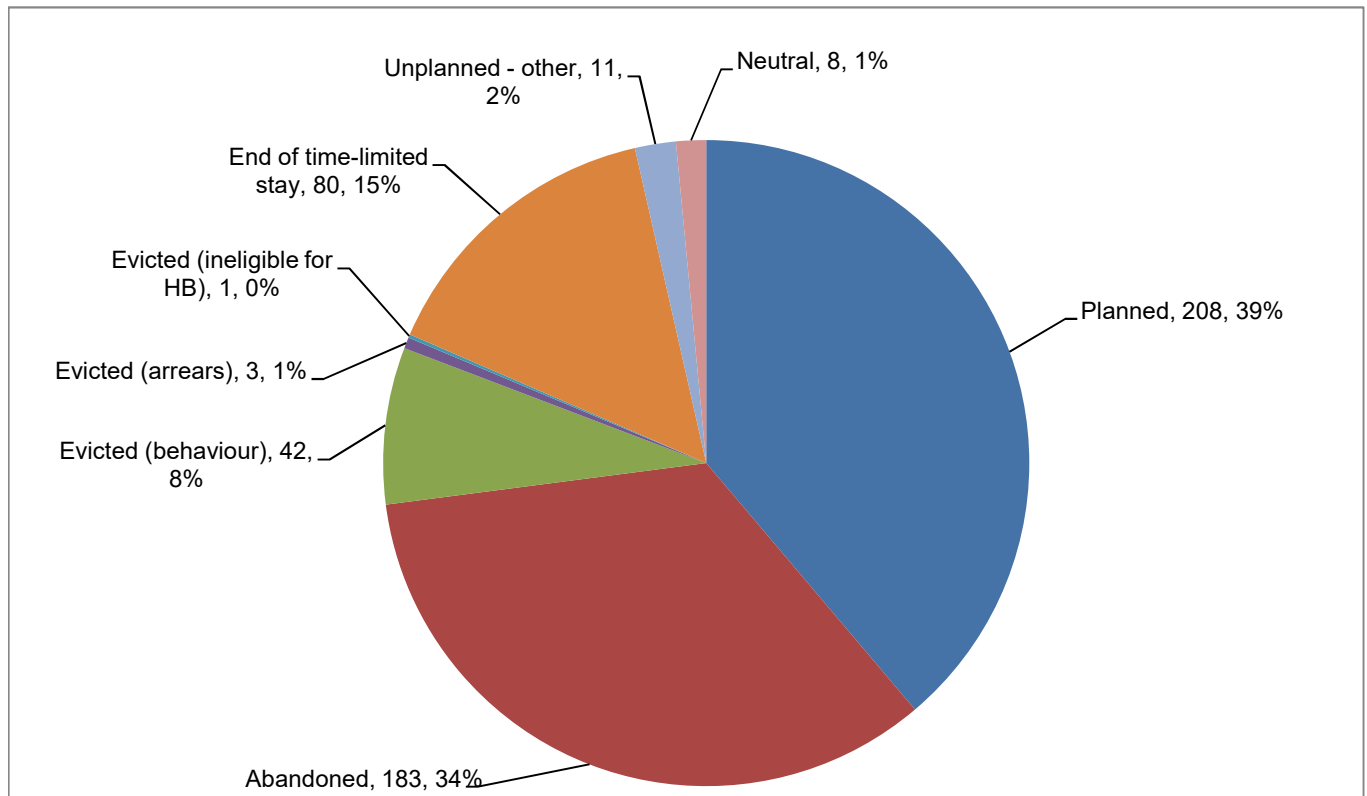
Destination on departure	Destination category	Chart colour
Assessment centre, Bed & breakfast, Detox clinic, Hospital - not long term/acute care, Hostel - another organisation, Hostel - within the organisation, Hosting placement, NASS accommodation, Night shelter, NSNO staging post, Psychiatric hospital, Rehab clinic, Temporary accommodation (LA)	Transfer	
Accommodation where client is owner, Care home, Clearing House/RSI, Hospital - long term, LA tenancy (general needs), Long stay hospice, Private rented sector - independent, Private rented sector - with some floating support, Returned to home country (EEA), Returned to home country (non EEA), RSL tenancy (general needs), Sheltered housing, Supported housing, Tied accommodation with work	Mid to long term accommodation	
Committed suicide, Not known, Sleeping rough/Returned to streets, Taken into 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	11	2.1%
Bed & breakfast	5	0.9%
Detox clinic	3	0.6%
Hospital - not long term/acute care	2	0.4%
Hostel - another organisation	102	19.0%
Hostel - within the organisation	17	3.2%
Hosting placement	0	0.0%
NASS accommodation	1	0.2%
Night shelter	14	2.6%
NSNO staging post	0	0.0%
Psychiatric hospital	1	0.2%
Rehab clinic	1	0.2%
Temporary accommodation (LA)	10	1.9%
<i>Transfer subtotal</i>	<i>167</i>	<i>31.2%</i>
<b>Mid to long term accommodation</b>		
Accommodation where client is owner	0	0.0%
Care home	2	0.4%
Clearing House/RSI	14	2.6%
Hospital - long term	5	0.9%
LA tenancy (general needs)	3	0.6%
Long stay hospice	0	0.0%
Private rented sector - independent	15	2.8%
Private rented sector - with some floating support	15	2.8%
Returned to home country (EEA)	0	0.0%
Returned to home country (non EEA)	0	0.0%
RSL tenancy (general needs)	4	0.7%
Sheltered housing	6	1.1%
Supported housing	27	5.0%
Tied accommodation with work	2	0.4%
<i>Mid to long term accommodation subtotal</i>	<i>93</i>	<i>17.4%</i>
<b>Negative</b>		
Committed suicide	0	0.0%
Not known	178	33.2%
Sleeping rough/Returned to streets	52	9.7%
Taken into custody	19	3.5%
<i>Negative subtotal</i>	<i>249</i>	<i>46.5%</i>
<b>Other</b>		
Died	8	1.5%
Previous home	1	0.2%
Staying with family	12	2.2%
Staying with friends	6	1.1%
<i>Other subtotal</i>	<i>27</i>	<i>5.0%</i>
<b>Total</b>	<b>536</b>	<b>100.0%</b>

### 6.3 Departures: Reason for leaving

Temporary accommodation departures by reason for leaving.



Base: 536

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.