

# CHAIN ANNUAL REPORT

CITY OF LONDON

APRIL 2023 - MARCH 2024

SUPPORTED BY  
MAYOR OF LONDON



CHAIN

# CONTENTS

## 1. INTRODUCTION

1.1 Introduction

## 2. ROUGH SLEEPER POPULATION ANALYSIS

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

2.2 Number of times seen rough sleeping

2.3 Rough sleeping volume: Flow, stock, returner model

## 3. SPATIAL DISTRIBUTION

3.1 Bedded down street contacts by area: Map

## 4. HISTORY PRIOR TO ROUGH SLEEPING

4.1 History prior to rough sleeping: New rough sleepers

4.2 History prior to rough sleeping: Returning rough sleepers

## 5. DEMOGRAPHICS & SUPPORT NEEDS

5.1 Nationality: Overall composition

5.2 Nationality: Flow, stock, returner model

5.3 Gender

5.4 Age

5.5 Ethnicity

5.6 Support needs

5.7 Institutional & armed forces history

## 6. HELPING PEOPLE OFF THE STREETS

6.1 Accommodation outcomes

## APPENDICES

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

# COPYRIGHT

**Greater London Authority**

**June 2024**

Published by  
Greater London Authority  
City Hall  
Kamal Chunchie Way  
London  
E16 1ZE  
**[www.london.gov.uk](http://www.london.gov.uk)**

CHAIN enquiries 020 7840 4451

Copies of this report are available  
from <http://data.london.gov.uk>

# 1. INTRODUCTION

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

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

## **Changes to CHAIN annual report content for 2023/24**

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

We have also discontinued the previously published section on reconnection outcomes achieved with rough sleepers. This is partly because fewer services are focusing on facilitating reconnections abroad than in former years, and partly because there are significant variations across the sector in the understanding of what constitutes a reconnection, meaning it has been difficult to ensure a consistent and reliable dataset in this area.

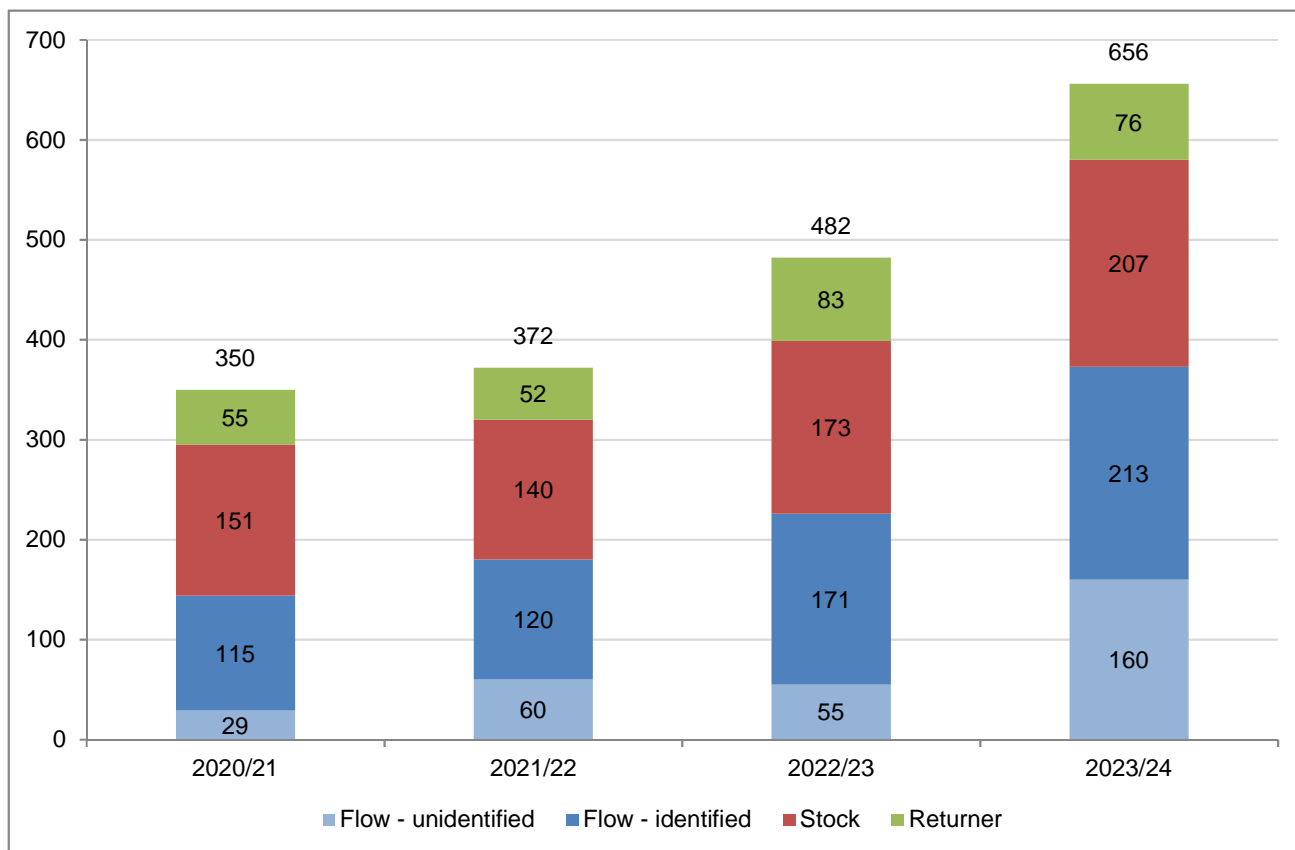
## **Percentage figures in this report**

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

## 2. ROUGH SLEEPER POPULATION ANALYSIS

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

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



2020/21 base: 350  
 2021/22 base: 372  
 2022/23 base: 482  
 2023/24 base: 656

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

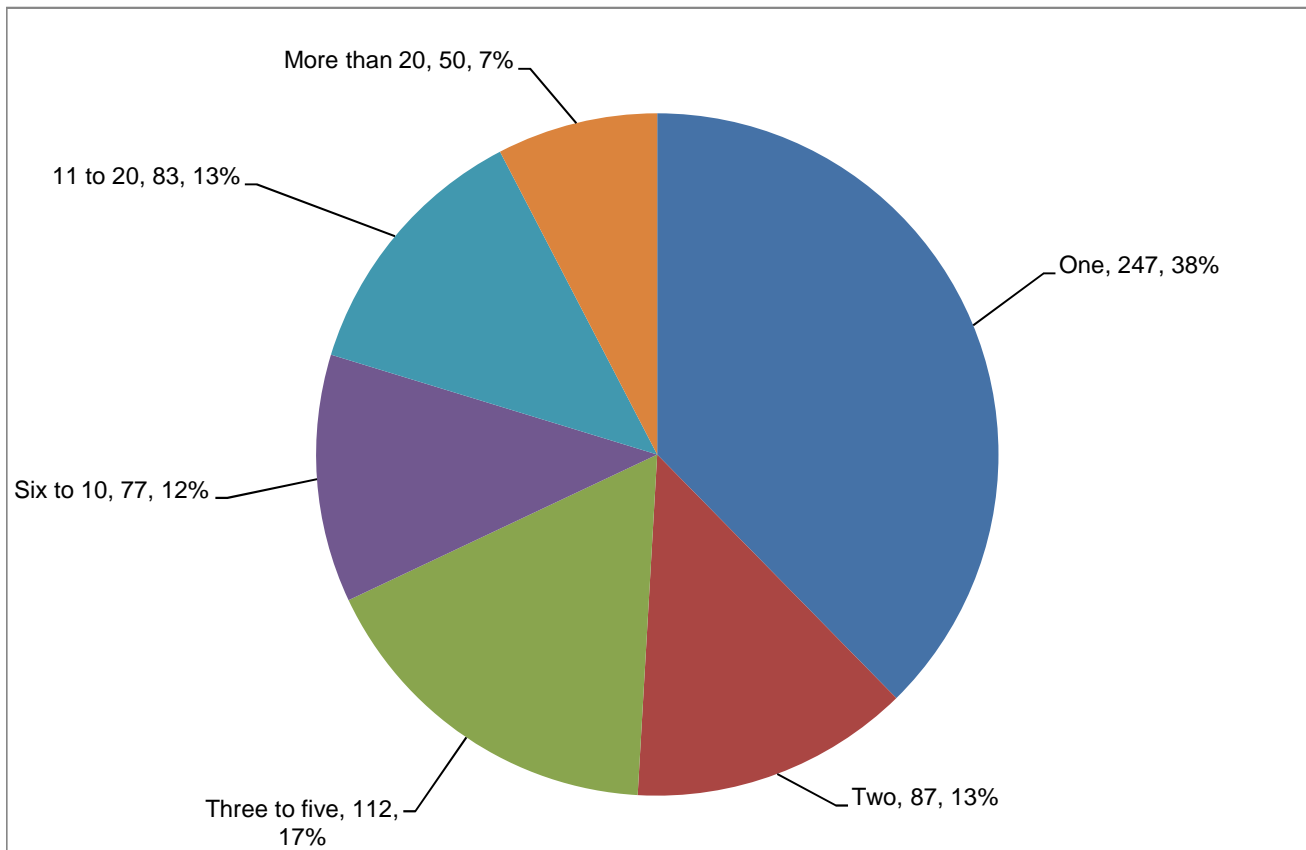
Category	Description
Flow	People who had never been seen rough sleeping prior to 2023/24 (i.e. new rough sleepers). Those within this category are further subdivided as follows: Unidentified - those new rough sleepers recorded without a name, and with only one contact. Identified - those new rough sleepers recorded with a name, and/or with more than one contact.
Stock	People who were also seen rough sleeping in 2022/23 (i.e. those seen across a minimum of two consecutive years).
Returner	People who were first seen rough sleeping prior to 2022/23, but were not seen during 2022/23 (i.e. those who have had a gap in their rough sleeping histories).

656 people were seen rough sleeping in the borough in 2023/24. This represents a 36% increase when compared to 2022/23.

57% of people seen rough sleeping in the borough during the year were new rough sleepers (flow), while 32% fell into the stock category, and 12% were returners.

## 2.2 Number of times seen rough sleeping

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



Base: 656 people seen rough sleeping during the period.

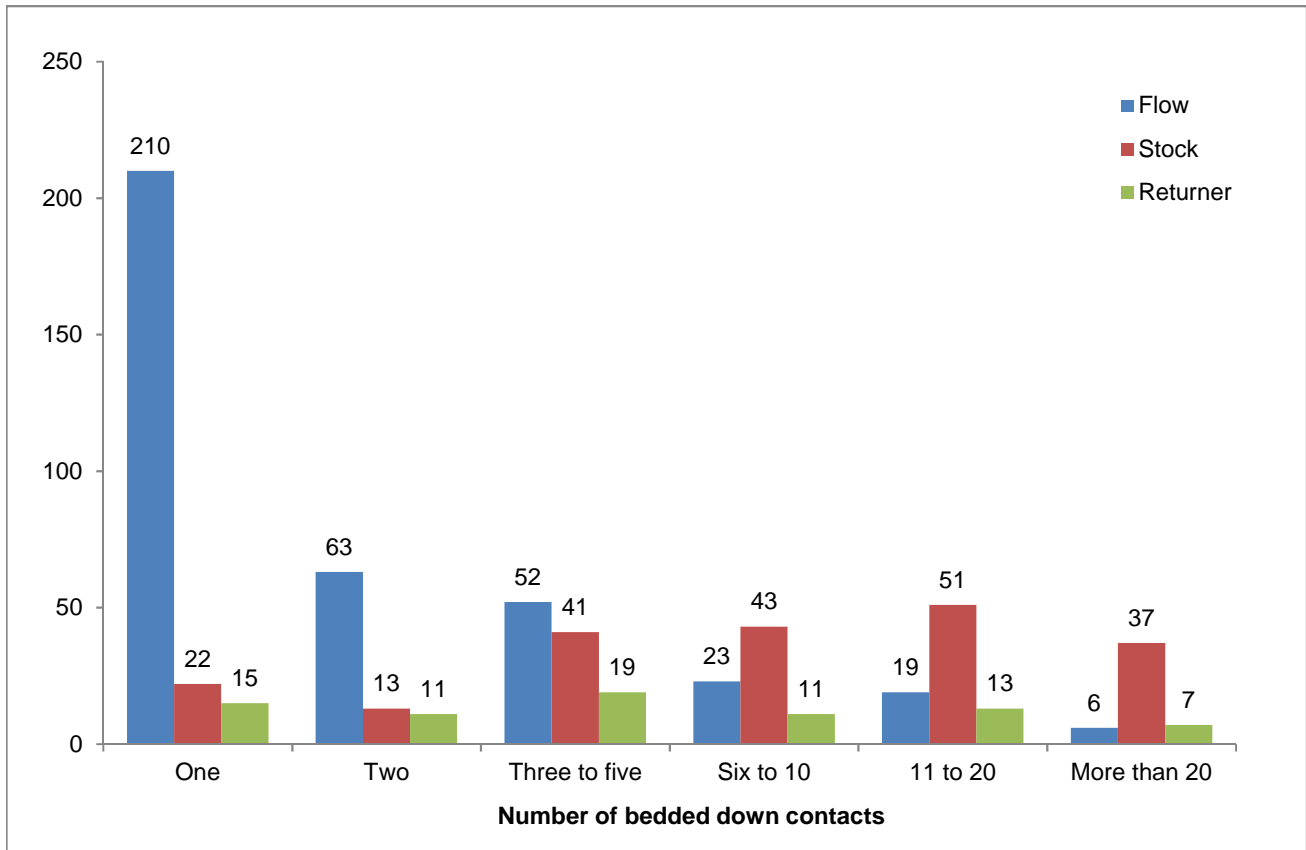
247 (38%) people were seen rough sleeping only once in 2023/24, this compares to 129 (27%) seen rough sleeping only once in 2022/23.

56% of people seen rough sleeping in the borough during 2023/24 who were new to the streets were seen rough sleeping just once.

Outreach resources vary across boroughs, but even in places with extensive outreach coverage there may not be a shift every night. This will affect the frequency with which people may be recorded rough sleeping.

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

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



Base (Flow): 373  
 Base (Stock): 207  
 Base (Returner): 76

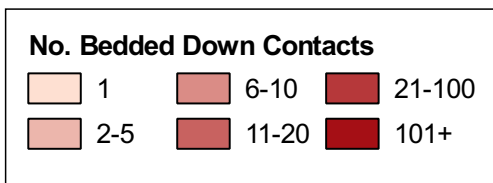
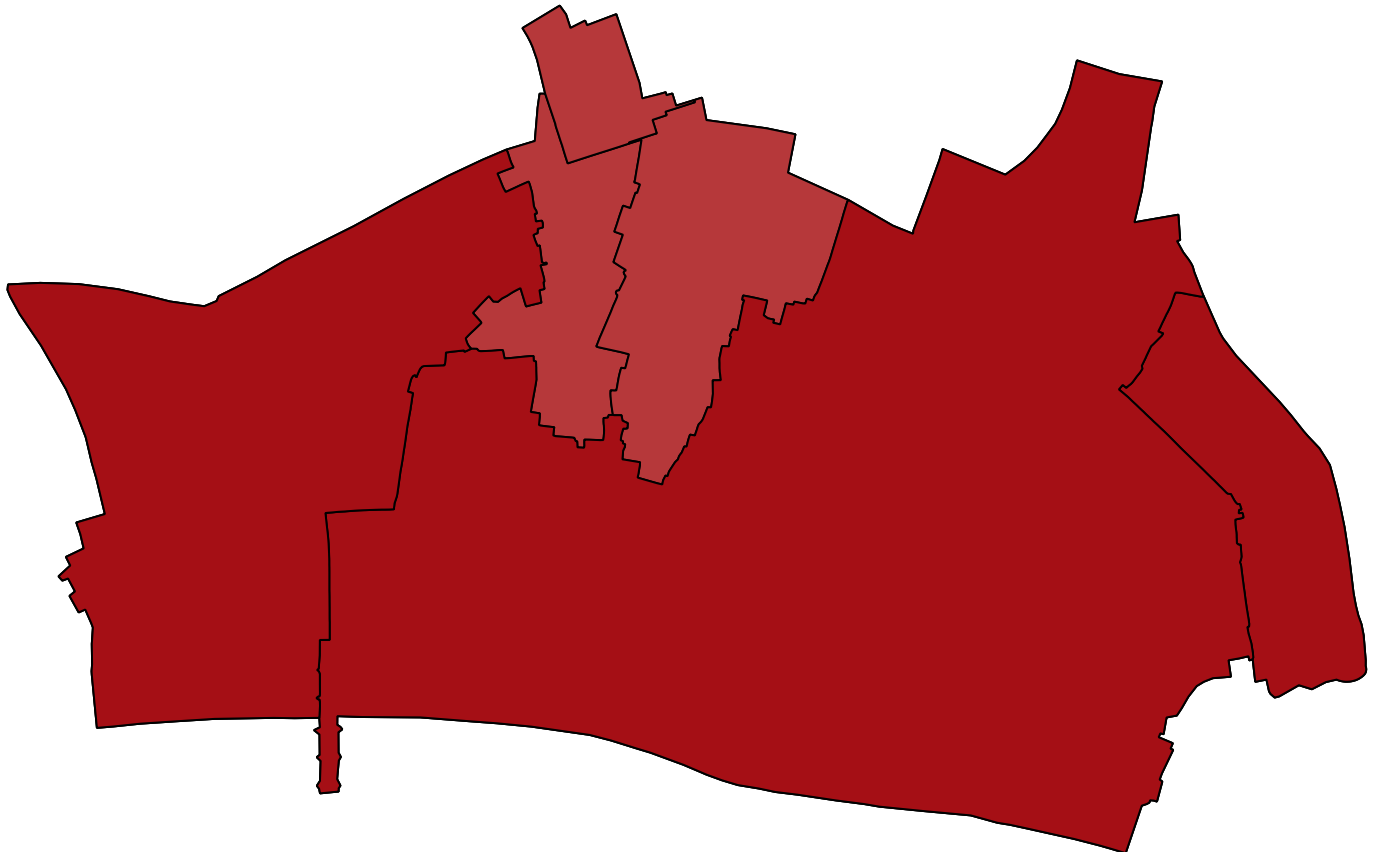


### 3. SPATIAL DISTRIBUTION

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

It is important to note that this map represents volume of contacts rather than individuals, and some people may have been seen on multiple occasions within a given area.

**Map 1: Number of bedded down street contacts recorded in each Lower Super Output Area in the borough during 2023/24**



## 4. HISTORY PRIOR TO ROUGH SLEEPING

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

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

## 4.1 History prior to rough sleeping: New rough sleepers

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

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

**Table 1: New rough sleepers in 2023/24, by last settled base**

<b>Last settled base in the UK</b>	<b>No.</b>	<b>%</b>
<b>Long-term accommodation</b>		
Living with family/friends/partner	25	29.4%
Private rented accommodation	17	20.0%
Council tenancy (local authority accommodation)	2	2.4%
Housing association/RSL accommodation	0	0.0%
Sheltered housing/registered care accommodation	1	1.2%
Employment-related accommodation (except armed forces)	3	3.5%
Owner occupied accommodation	0	0.0%
<i>Long-term accommodation subtotal</i>	<b>48</b>	<b>56.5%</b>
<b>Short or medium-term accommodation</b>		
Hostel or other supported accommodation	3	3.5%
Temporary accommodation (local authority)	2	2.4%
B&B (not local authority TA)	0	0.0%
Winter/night shelter	0	0.0%
Clinic/Detox/Rehab	0	0.0%
Squat	0	0.0%
<i>Short or medium-term accommodation subtotal</i>	<b>5</b>	<b>5.9%</b>
<b>Institutional &amp; armed forces accommodation</b>		
Asylum support accommodation (NASS/other)	8	9.4%
Care (local authority youth care)	0	0.0%
Hospital	1	1.2%
Prison	2	2.4%
Probation accommodation	1	1.2%
Armed forces accommodation	0	0.0%
<i>Institutional &amp; armed forces accommodation subtotal</i>	<b>12</b>	<b>14.1%</b>
No settled base since arriving in UK	9	10.6%
Other	4	4.7%
Not known	7	8.2%
Not recorded	308	
<b>Total (excl. not recorded)</b>	<b>85</b>	<b>100.0%</b>
<b>Total (incl. not recorded)</b>	<b>393</b>	

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

**Table 2: New rough sleepers in 2023/24, by type of departure from last settled base, and underlying cause of departure**

Cause of departure from last settled base in the UK	Type of departure from last settled base in the UK								Cause of departure total (no.)	Cause of departure total (%)
	Asked to leave by person they were staying with	Evicted	Left of own accord	End of time-limited stay	No departure - still has the accommodation	Other	No settled base since arriving in UK	Not known		
Arrears/debts - change in rent/mortgage	0	0	0	0	0	1	0	0	1	1.2%
Arrears/debts - issues with benefits	0	0	0	0	0	0	0	0	0	0.0%
Arrears/debts - living costs	0	0	1	0	0	0	0	0	1	1.2%
Arrears/debts - loss of employment	0	2	1	0	0	1	0	1	5	5.9%
Arrears/debts - other	0	0	0	0	0	0	0	0	0	0.0%
End of tenancy agreement	0	1	0	0	0	0	0	0	1	1.2%
Illegal eviction	0	1	0	0	0	0	0	0	1	1.2%
Given non-priority decision	0	1	0	0	0	0	0	0	1	1.2%
Relationship breakdown	8	0	2	0	0	1	0	1	12	14.1%
Death of relative/friend	0	0	0	0	0	1	0	0	1	1.2%
Domestic violence - victim	1	0	1	0	0	0	0	0	2	2.4%
Harassment/abuse/violence - victim	0	0	3	0	0	0	0	0	3	3.5%
Unmanaged support need	0	0	1	0	0	0	0	0	1	1.2%
Housing conditions	0	0	0	0	0	1	0	0	1	1.2%
Relocated to be nearer family/friends/community	0	0	0	0	0	0	0	0	0	0.0%
Relocated seeking work	0	0	1	0	0	0	0	0	1	1.2%
Transient/travelling around	0	0	0	0	0	0	0	0	0	0.0%
Anti-social behaviour - perpetrator	0	3	0	0	0	0	0	0	3	3.5%
Domestic violence - perpetrator	0	0	0	0	0	0	0	0	0	0.0%
Taken into custody	0	1	0	0	0	1	0	0	2	2.4%
End of time-limited stay	0	0	0	3	0	1	0	0	4	4.7%
End of asylum accommodation - positive Home Office decision	0	0	0	5	0	0	0	0	5	5.9%
End of asylum accommodation - negative Home Office decision	0	0	0	0	0	0	0	1	1	1.2%
End of asylum accommodation - withdrawal of application	0	0	0	0	0	0	0	0	0	0.0%
No departure - still has the accommodation	0	0	0	0	0	0	0	0	0	0.0%
Other	3	0	7	0	0	4	0	0	14	16.5%
No settled base since arriving in UK	0	0	0	0	0	0	9	0	9	10.6%
Not known	2	0	3	0	0	0	0	11	16	18.8%
<b>Type of departure total (no.)</b>	<b>14</b>	<b>9</b>	<b>20</b>	<b>8</b>	<b>0</b>	<b>11</b>	<b>9</b>	<b>14</b>	<b>85</b>	<b>100.0%</b>
<b>Type of departure total (%)</b>	<b>16.5%</b>	<b>10.6%</b>	<b>23.5%</b>	<b>9.4%</b>	<b>0.0%</b>	<b>12.9%</b>	<b>10.6%</b>	<b>16.5%</b>	<b>100.0%</b>	

Base: 85 new rough sleepers for whom information about their last settled base was recorded. This excludes 308 new rough sleepers for whom no information was recorded.

## 4.2 History prior to rough sleeping: Returning rough sleepers

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

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

**Table 3: Returning rough sleepers in 2023/24, by last settled base**

<b>Last settled base in the UK</b>	<b>No.</b>	<b>%</b>
<b>Long-term accommodation</b>		
Living with family/friends/partner	7	13.2%
Private rented accommodation	11	20.8%
Council tenancy (local authority accommodation)	1	1.9%
Housing association/RSL accommodation	4	7.5%
Sheltered housing/registered care accommodation	0	0.0%
Employment-related accommodation (except armed forces)	2	3.8%
Owner occupied accommodation	1	1.9%
<i>Long-term accommodation subtotal</i>	<i>26</i>	<i>49.1%</i>
<b>Short or medium-term accommodation</b>		
Hostel or other supported accommodation	9	17.0%
Temporary accommodation (local authority)	3	5.7%
B&B (not local authority TA)	2	3.8%
Winter/night shelter	0	0.0%
Clinic/Detox/Rehab	0	0.0%
Squat	1	1.9%
<i>Short or medium-term accommodation subtotal</i>	<i>15</i>	<i>28.3%</i>
<b>Institutional &amp; armed forces accommodation</b>		
Asylum support accommodation (NASS/other)	3	5.7%
Care (local authority youth care)	0	0.0%
Hospital	0	0.0%
Prison	3	5.7%
Probation accommodation	0	0.0%
Armed forces accommodation	0	0.0%
<i>Institutional &amp; armed forces accommodation subtotal</i>	<i>6</i>	<i>11.3%</i>
No settled base since arriving in UK	2	3.8%
Other	0	0.0%
Not known	4	7.5%
Not recorded	85	
<b>Total (excl. not recorded)</b>	<b>53</b>	<b>100.0%</b>
<b>Total (incl. not recorded)</b>	<b>138</b>	

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

**Table 4: Returning rough sleepers in 2023/24, by type of departure from last settled base, and underlying cause of departure**

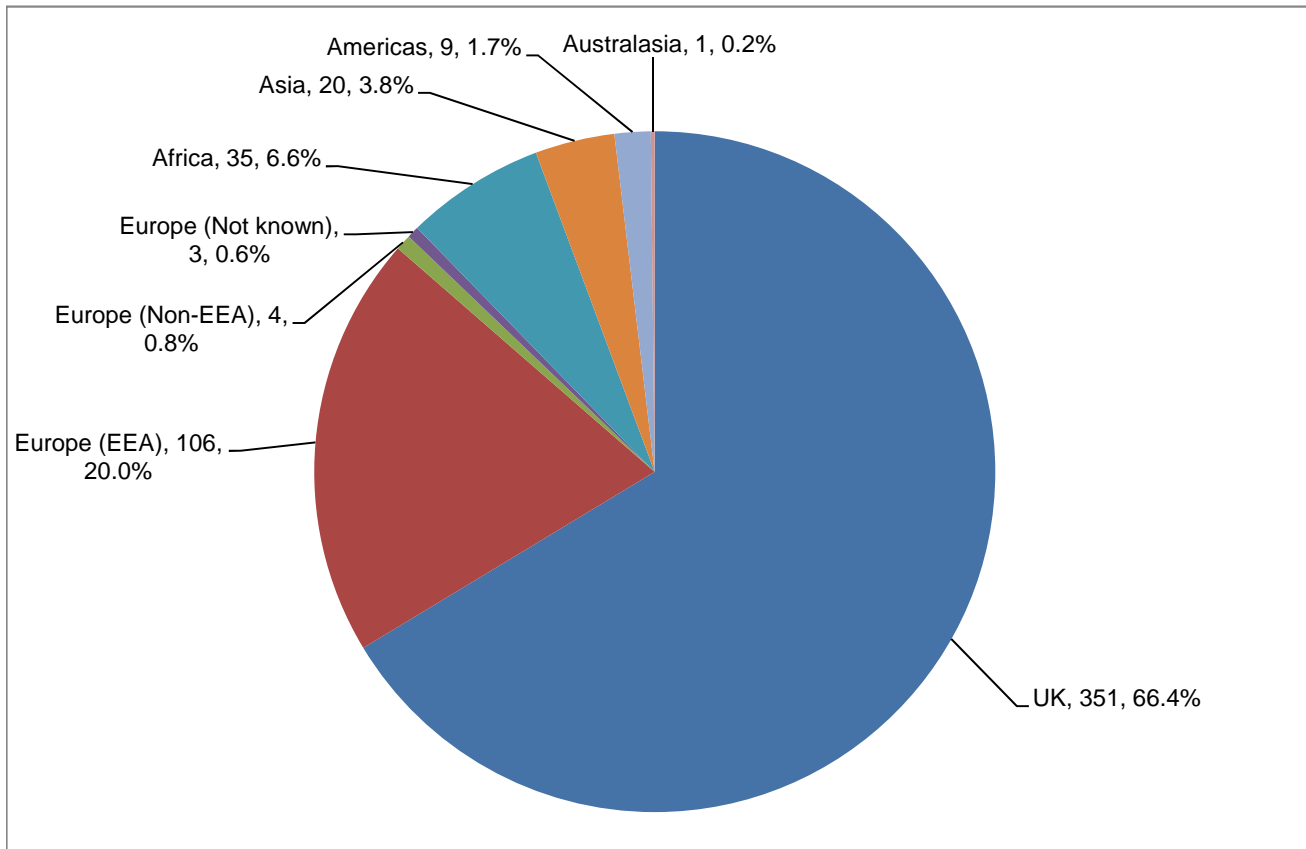
Cause of departure from last settled base in the UK	Type of departure from last settled base in the UK								Cause of departure total (no.)	Cause of departure total (%)
	Asked to leave by person they were staying with	Evicted	Left of own accord	End of time-limited stay	No departure - still has the accommodation	Other	No settled base since arriving in UK	Not known		
Arrears/debts - change in rent/mortgage	0	0	0	0	0	0	0	0	0	0.0%
Arrears/debts - issues with benefits	0	1	0	0	0	0	0	0	1	1.9%
Arrears/debts - living costs	0	0	0	0	0	0	0	0	0	0.0%
Arrears/debts - loss of employment	0	1	0	0	0	0	0	0	1	1.9%
Arrears/debts - other	0	2	0	0	0	1	0	0	3	5.7%
End of tenancy agreement	0	1	0	0	0	0	0	0	1	1.9%
Illegal eviction	0	0	0	0	0	0	0	0	0	0.0%
Given non-priority decision	0	0	0	0	0	0	0	0	0	0.0%
Relationship breakdown	3	0	0	0	0	0	0	0	3	5.7%
Death of relative/friend	0	0	0	0	0	0	0	0	0	0.0%
Domestic violence - victim	0	0	0	0	0	1	0	0	1	1.9%
Harassment/abuse/violence - victim	0	0	7	0	0	0	0	0	7	13.2%
Unmanaged support need	0	1	0	0	0	0	0	0	1	1.9%
Housing conditions	0	0	1	0	0	0	0	0	1	1.9%
Relocated to be nearer family/friends/community	0	0	1	0	0	0	0	0	1	1.9%
Relocated seeking work	0	0	0	0	0	1	0	0	1	1.9%
Transient/travelling around	0	0	1	0	0	0	0	0	1	1.9%
Anti-social behaviour - perpetrator	0	1	0	0	0	0	0	0	1	1.9%
Domestic violence - perpetrator	0	0	1	0	0	0	0	0	1	1.9%
Taken into custody	0	0	0	0	0	0	0	0	0	0.0%
End of time-limited stay	0	0	0	3	0	0	0	0	3	5.7%
End of asylum accommodation - positive Home Office decision	0	0	0	0	0	1	0	0	1	1.9%
End of asylum accommodation - negative Home Office decision	0	0	0	1	0	0	0	0	1	1.9%
End of asylum accommodation - withdrawal of application	0	0	0	0	0	0	0	0	0	0.0%
No departure - still has the accommodation	0	0	0	0	2	0	0	0	2	3.8%
Other	0	4	2	0	0	3	0	0	9	17.0%
No settled base since arriving in UK	0	0	0	0	0	0	2	0	2	3.8%
Not known	1	0	4	0	0	1	0	5	11	20.8%
<b>Type of departure total (no.)</b>	<b>4</b>	<b>11</b>	<b>17</b>	<b>4</b>	<b>2</b>	<b>8</b>	<b>2</b>	<b>5</b>	<b>53</b>	<b>100.0%</b>
<b>Type of departure total (%)</b>	<b>7.5%</b>	<b>20.8%</b>	<b>32.1%</b>	<b>7.5%</b>	<b>3.8%</b>	<b>15.1%</b>	<b>3.8%</b>	<b>9.4%</b>	<b>100.0%</b>	

Base: 53 returning rough sleepers for whom information about their last settled base was recorded. This excludes 85 returning rough sleepers for whom no information was recorded.

## 5. DEMOGRAPHICS & SUPPORT NEEDS

### 5.1 Nationality: Overall composition

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



Base: 529 people seen rough sleeping during the period whose nationality was known. This excludes 127 people whose nationality was not known.

## 5.2 Nationality: Flow, stock, returner model

Table 5: Nationality of people seen rough sleeping during 2023/24, by flow, stock, returner breakdown

Nationality	Flow	Stock	Returner	Total	
	No.	No.	No.	No.	%
UK	160	139	52	351	66.4%
Romania	7	11	2	20	3.8%
Poland	18	16	2	36	6.8%
Lithuania	4	6	2	12	2.3%
Ireland (Republic of)	4	3	2	9	1.7%
Portugal	1	2	1	4	0.8%
Italy	1	2	0	3	0.6%
Bulgaria	4	4	1	9	1.7%
Spain	0	0	1	1	0.2%
France	2	1	0	3	0.6%
Latvia	0	1	0	1	0.2%
Other European (EEA) countries	4	2	2	8	1.5%
Europe (EEA)	45	48	13	106	20.0%
Europe (Non-EEA)	3	1	0	4	0.8%
Europe (Not known)	2	1	0	3	0.6%
Eritrea	4	2	3	9	1.7%
Sudan	1	0	1	2	0.4%
Nigeria	2	0	0	2	0.4%
Ethiopia	0	1	0	1	0.2%
Somalia	1	1	3	5	0.9%
Other African countries	14	1	1	16	3.0%
Africa	22	5	8	35	6.6%
India	1	1	1	3	0.6%
Afghanistan	1	0	0	1	0.2%
Iran	0	0	0	0	0.0%
Syrian Arab Republic	2	1	0	3	0.6%
Pakistan	0	0	0	0	0.0%
Other Asian countries	9	3	1	13	2.5%
Asia	13	5	2	20	3.8%
Americas	5	3	1	9	1.7%
Australasia	0	1	0	1	0.2%
Not known	123	4	0	127	
<b>Total (excl. not known)</b>	<b>250</b>	<b>203</b>	<b>76</b>	<b>529</b>	<b>100.0%</b>
Total (incl. not known)	373	207	76	656	

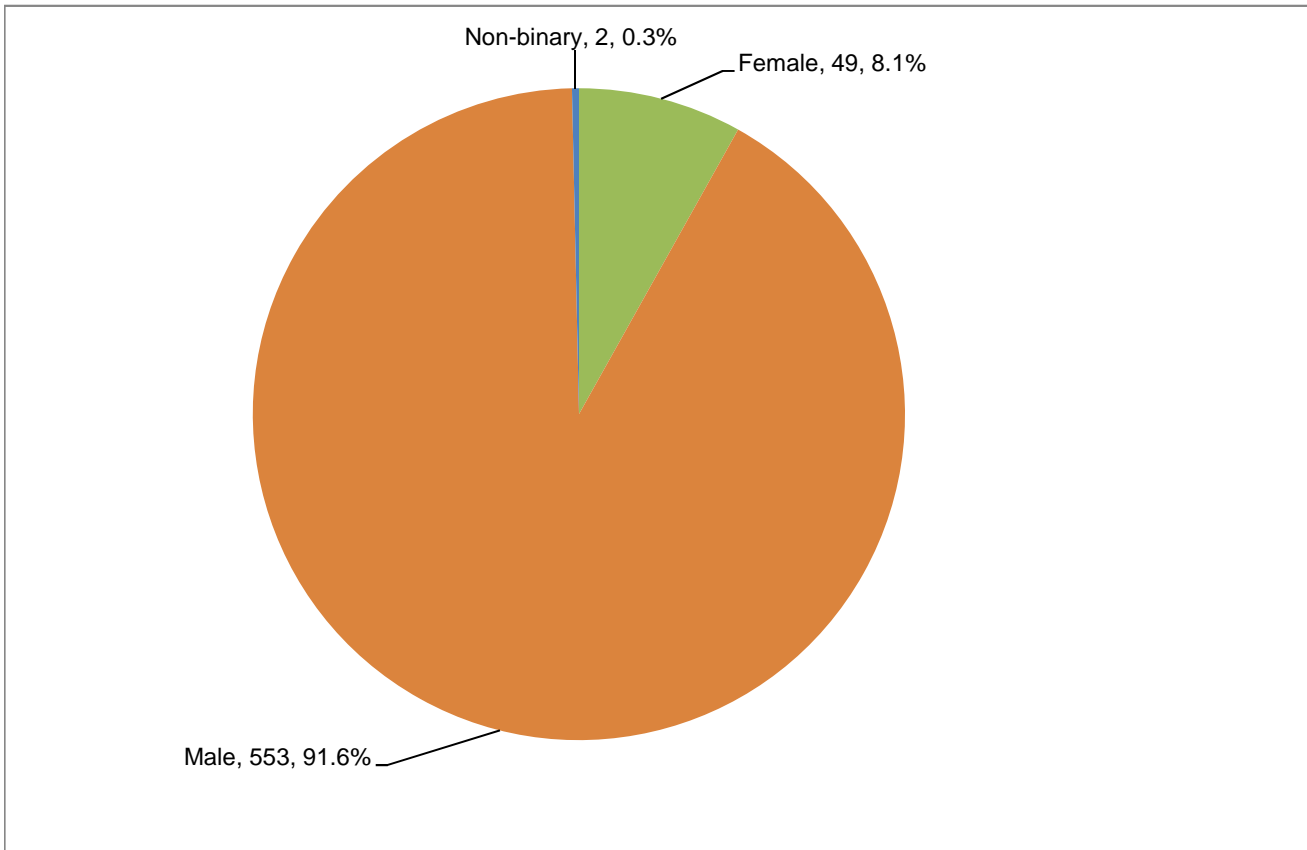
Total excluding not known is used as base for percentages.

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



### 5.3 Gender

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



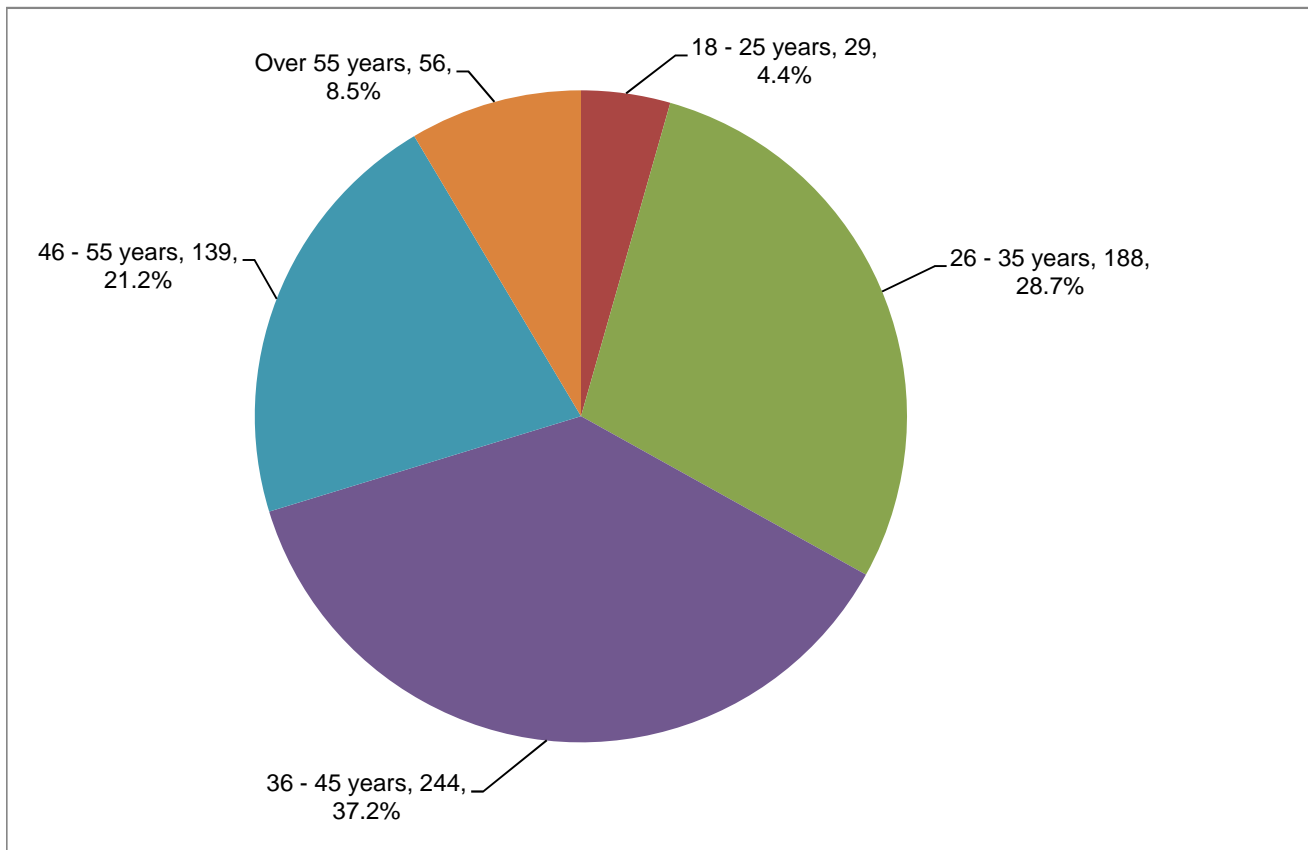
Base: 604 people seen rough sleeping during the period whose gender was known. This excludes 52 people whose gender was not known.

**Table 6: People seen rough sleeping in 2023/24, by gender**

Gender	No.	%
Female	49	8.1%
Male	553	91.6%
Non-binary	2	0.3%
Not known	52	
<b>Total (excl. not known)</b>	<b>604</b>	<b>100.0%</b>
<b>Total (incl. not known)</b>	<b>656</b>	

## 5.4 Age

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



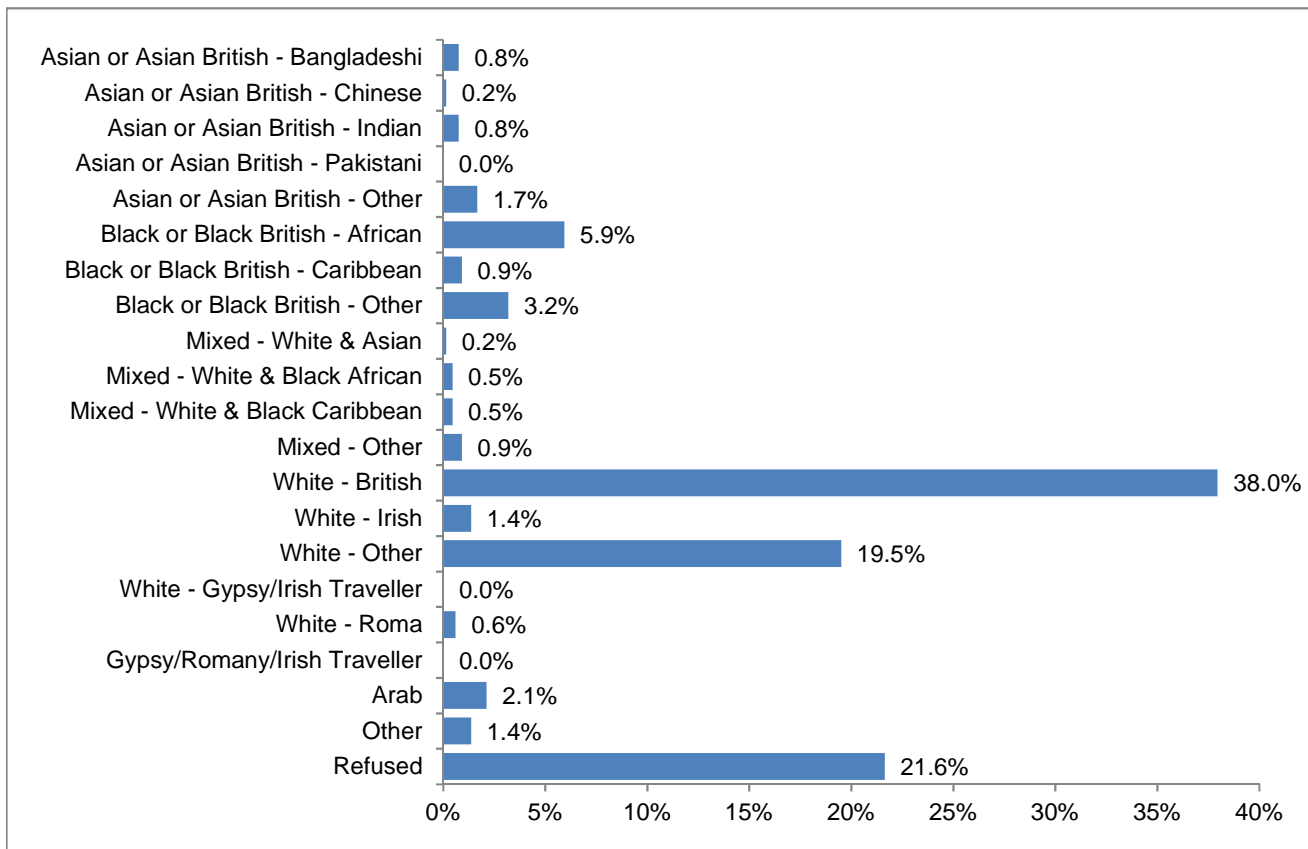
Base: 656 people seen rough sleeping during the period.

**Table 7: People seen rough sleeping in 2023/24, by age**

Age	No.	%
Under 18 years	0	0.0%
18 - 25 years	29	4.4%
26 - 35 years	188	28.7%
36 - 45 years	244	37.2%
46 - 55 years	139	21.2%
Over 55 years	56	8.5%
<b>Total</b>	<b>656</b>	<b>100.0%</b>

## 5.5 Ethnicity

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



Base: 656 people seen rough sleeping during the period.

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

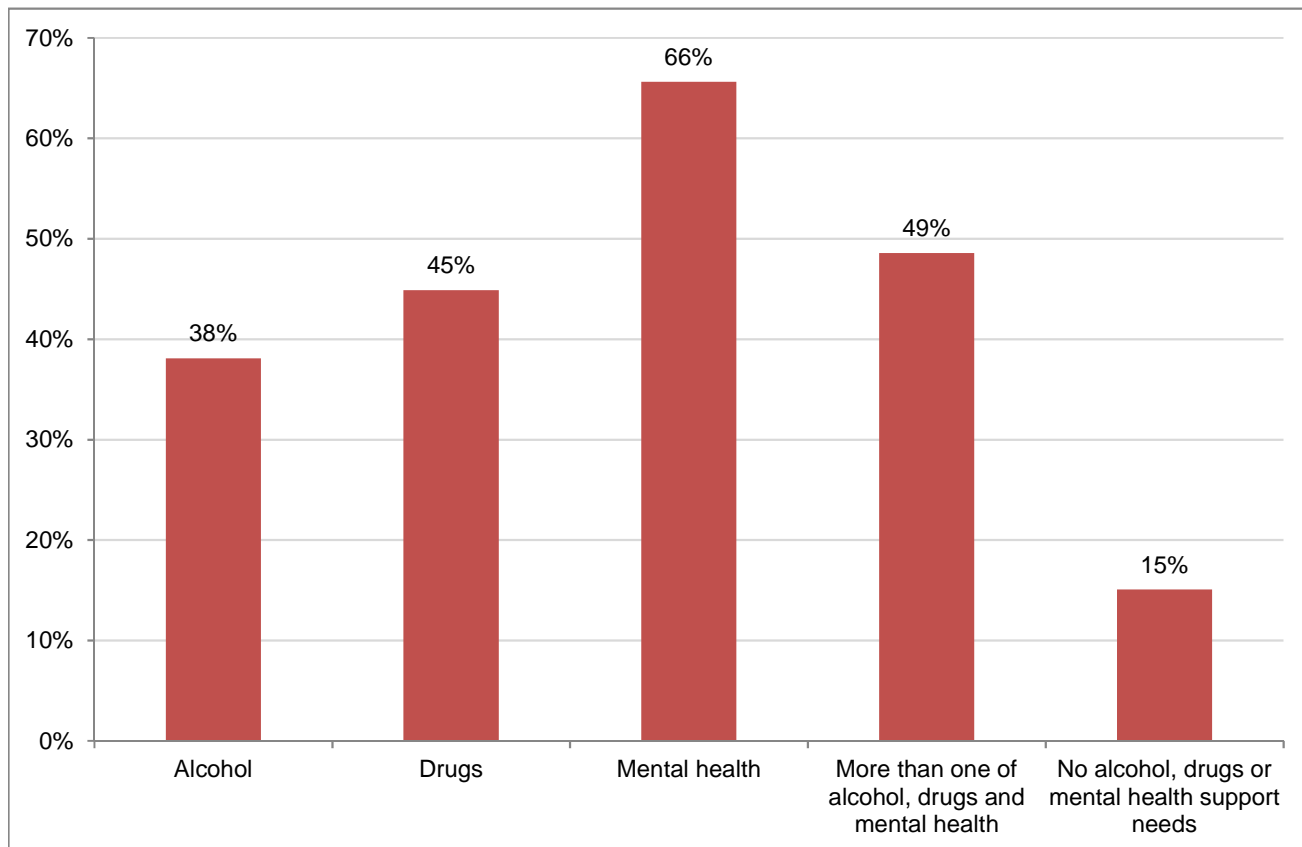
**Table 8: People seen rough sleeping in 2023/24, by ethnicity**

Ethnicity	No.	%
Asian (incl. Chinese)	22	3.4%
Black	66	10.1%
Mixed	13	2.0%
White (incl. Gypsy/Irish Traveller/Roma)	390	59.5%
Arab/Other	23	3.5%
Missing/Refused	142	21.6%
<b>Total</b>	<b>656</b>	<b>100.0%</b>

## 5.6 Support needs

Support needs data in CHAIN is derived from assessments made by support workers in the homelessness sector. It is important to note that 46% of people seen rough sleeping in the borough in 2023/24 did not have a support needs assessment recorded.

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



Base: 352 people seen rough sleeping during the period who were assessed for at least one of the three support needs. This excludes 304 people for whom none of the three needs were assessed.

**Table 9: People seen rough sleeping in 2023/24, by support needs**

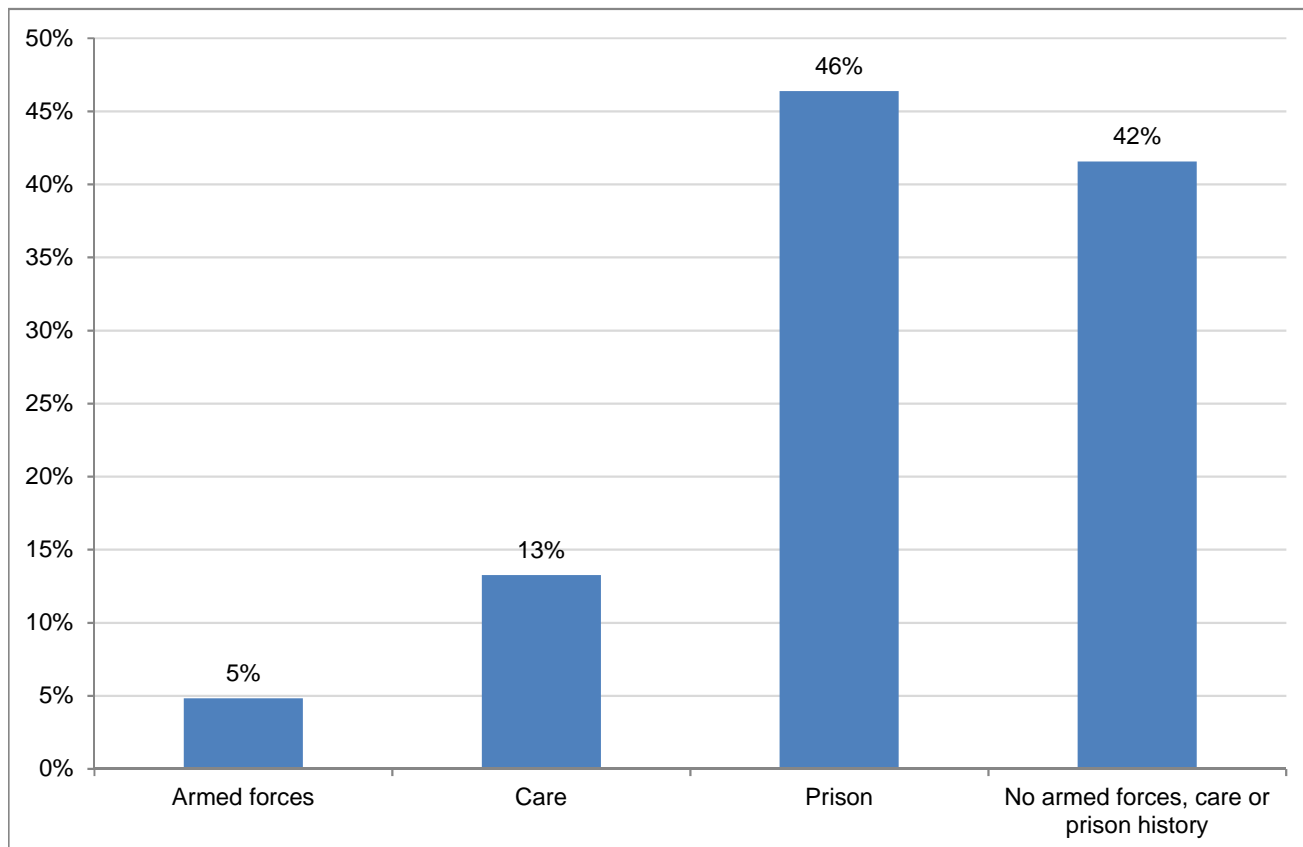
Support need	No.	%
Alcohol	134	38.1%
Drugs	158	44.9%
Mental health	231	65.6%
More than one of alcohol, drugs and mental health	171	48.6%
No alcohol, drugs or mental health support needs	53	15.1%
<b>Total (excl. not assessed)</b>	<b>352</b>	
<b>Total (incl. not assessed)</b>	<b>656</b>	

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

## 5.7 Institutional & armed forces history

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

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



Base: 332 people seen rough sleeping during the period who were assessed for at least one of the three support needs. This excludes 324 people for whom none of the three needs were assessed.

**Table 10: People seen rough sleeping in 2023/24, by institutional and armed forces history**

Type of history	No.	%
Armed forces	16	4.8%
Armed forces - UK nationals	5	1.5%
Care	44	13.3%
Prison	154	46.4%
No armed forces, care or prison history	138	41.6%
<b>Total (excl. not assessed)</b>	<b>332</b>	
<b>Total (incl. not assessed)</b>	<b>656</b>	

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

## 6. HELPING PEOPLE OFF THE STREETS

### 6.1 Accommodation outcomes

In 2023/24, 137 people who had been seen rough sleeping during the year had bookings into accommodation recorded on CHAIN by services in the borough.

**Table 11: Accommodation outcomes achieved with people seen rough sleeping in 2023/24, compared to outcomes achieved in 2022/23**

Accommodation type	2022/23		2023/24	
	No. events	%	No. events	%
<b>Hubs, shelters and emergency accommodation</b>				
COVID-19 Emergency Accommodation (Local)	0	0.0%	0	0.0%
Hub	0	0.0%	0	0.0%
Nightstop	0	0.0%	0	0.0%
SWEP (Local)	60	24.5%	52	21.2%
SWEP (Pan-London)	4	1.6%	10	4.1%
Winter/Night Shelter	14	5.7%	26	10.6%
<i>Hubs, shelters and emergency accommodation subtotal</i>	<i>78</i>	<i>31.8%</i>	<i>88</i>	<i>35.9%</i>
<b>Temporary accommodation</b>				
Assessment centre	36	14.7%	38	15.5%
Bed & breakfast	69	28.2%	53	21.6%
Clinic/Detox/Rehab	0	0.0%	0	0.0%
Friends & family	0	0.0%	0	0.0%
Hostel	16	6.5%	10	4.1%
Local authority temporary accommodation	28	11.4%	32	13.1%
Staging post	2	0.8%	0	0.0%
Other temporary accommodation	7	2.9%	17	6.9%
<i>Temporary accommodation subtotal</i>	<i>158</i>	<i>64.5%</i>	<i>150</i>	<i>61.2%</i>
<b>Long-term accommodation</b>				
Care home	0	0.0%	0	0.0%
Clearing House/RSI	4	1.6%	1	0.4%
Local authority tenancy (general needs)	0	0.0%	1	0.4%
Private rented sector - independent	2	0.8%	1	0.4%
Private rented sector - with some floating support	2	0.8%	2	0.8%
RSL tenancy (general needs)	0	0.0%	0	0.0%
Sheltered housing	0	0.0%	0	0.0%
Supported housing	1	0.4%	1	0.4%
Tied accommodation	0	0.0%	1	0.4%
Other long-term accommodation	0	0.0%	0	0.0%
<i>Long-term accommodation subtotal</i>	<i>9</i>	<i>3.7%</i>	<i>7</i>	<i>2.9%</i>
<b>Total</b>	<b>245</b>	<b>100.0%</b>	<b>245</b>	<b>100.0%</b>

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

## APPENDICES

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

**ASB: Anti-Social Behaviour**

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

**CEE: Central and Eastern European**

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

**CHAIN: Combined Homelessness and Information Network**

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

**DELTA**

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

**DLUHC: Department for Levelling Up, Housing and Communities**

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

**EEA: European Economic Area**

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

**GLA: Greater London Authority**

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

**NASS: National Asylum Support Service**

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

**NSNO: No Second Night Out**

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

**RSI: Rough Sleeping Initiative**

Cross-government plan of action, announced in March 2018, to significantly reduce the number of people sleeping rough in England and Wales. The RSI acronym has also previously been used to refer to the 1990s Rough Sleepers Initiative, which was successful

in reducing rough sleeping at that time.

**SWEP: Severe Weather Emergency Protocol**

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



---

SUPPORTED BY  
**MAYOR OF LONDON**

