

# CHAIN Annual Report



## CITY OF LONDON

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 City of 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.

The final section of the report presents information about people arriving at or departing from temporary accommodation for rough sleepers in City of London. People included in this section will have been seen rough sleeping at some point in their history, but not necessarily during 2013/14.

## **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.

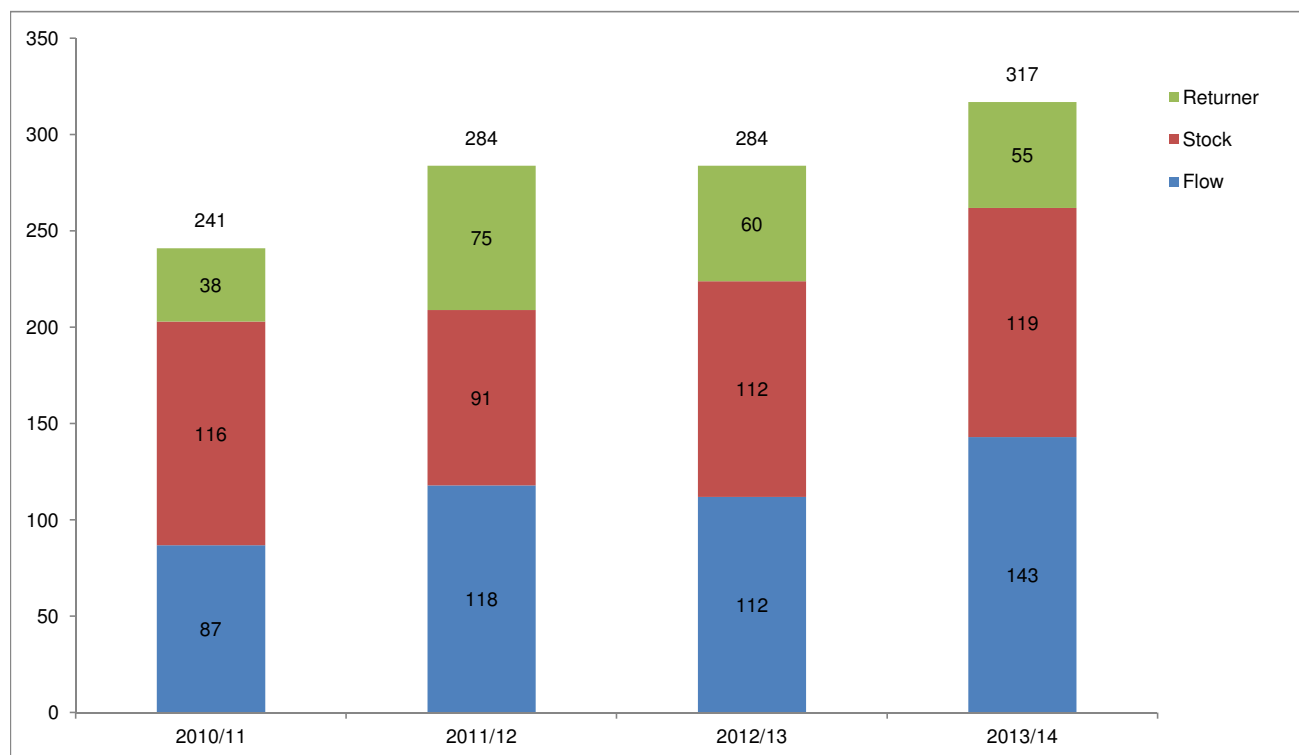
**NSNO:** No Second Night Out

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: 241  
2011/12 base: 284  
2012/13 base: 284  
2013/14 base: 317

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).

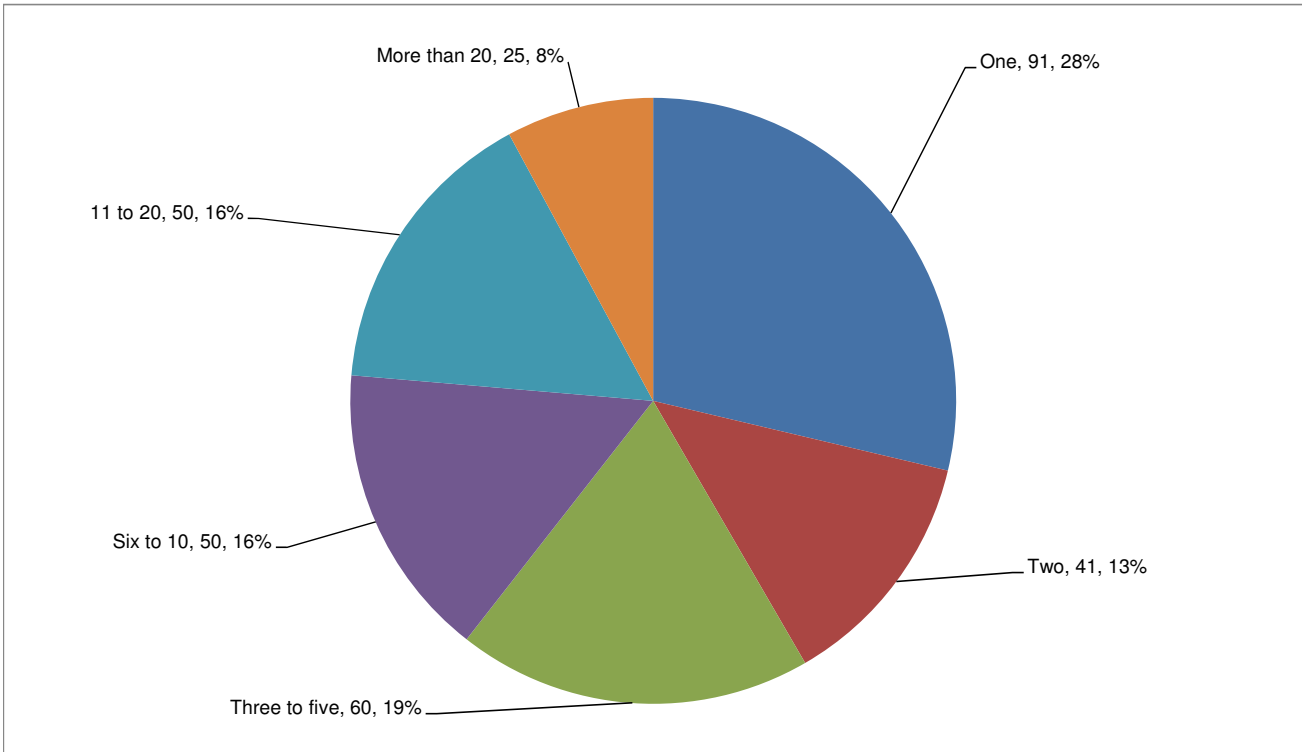
317 people were seen rough sleeping in the borough in 2013/14. This represents a 12% increase when compared to 2012/13.

45% of people seen rough sleeping in the borough during the year were new rough sleepers (flow), while 38% fell into the stock category, and 17% were returners.

## 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.



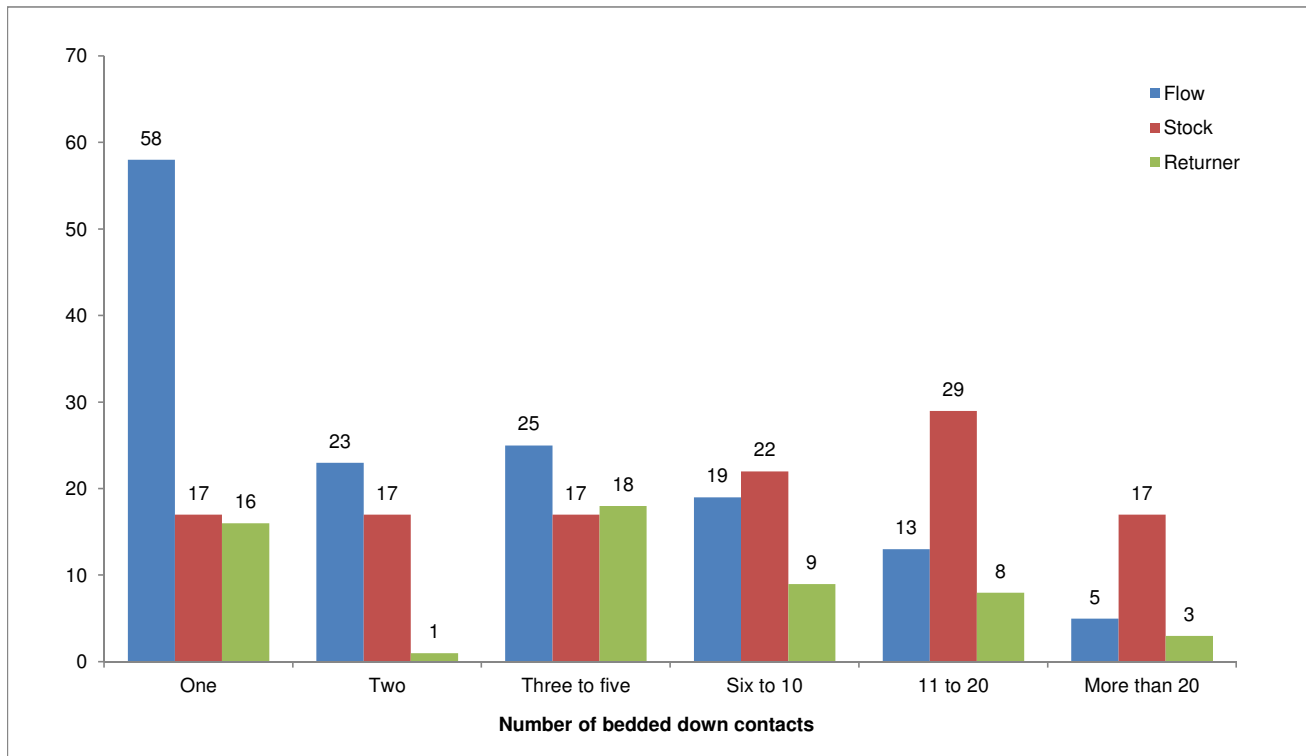
Base: 317

91 (29%) people were seen rough sleeping only once in 2013/14, this compares to 111 (39%) seen rough sleeping only once in 2012/13.

41% of people seen rough sleeping in the borough during 2013/14 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): 143  
Base (Stock): 119  
Base (Returner): 55

## 2.4 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.

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	19	24%
LA accommodation	4	5%
Owner occupied	2	3%
Tied accommodation	5	6%
<i>Long term accommodation subtotal</i>	<i>30</i>	<i>38%</i>
<b>Short or medium term accommodation</b>		
Hostel	9	11%
Temporary accommodation (LA)	1	1%
Temporary accommodation (non-LA)	0	0%
Asylum support accommodation	1	1%
<i>Short or medium term accommodation subtotal</i>	<i>11</i>	<i>14%</i>
<b>Institution</b>		
Prison	4	5%
Hospital	0	0%
<i>Institution subtotal</i>	<i>4</i>	<i>5%</i>
<b>Inappropriately accommodated</b>		
Squat	1	1%
Outhouse	0	0%
<i>Inappropriately accommodated subtotal</i>	<i>1</i>	<i>1%</i>
Other	34	43%
Not recorded	63	
<b>Total (excl. not recorded)</b>	<b>80</b>	<b>100%</b>
<b>Total</b>	<b>143</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	17	37%
Informal arrangement	12	26%
Parental home	8	17%
Living with partner	8	17%
Owner	1	2%
Not recorded/applicable	19	
<b>Total (excl. not recorded/applicable)</b>	<b>46</b>	<b>100%</b>
<b>Total</b>	<b>65</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.

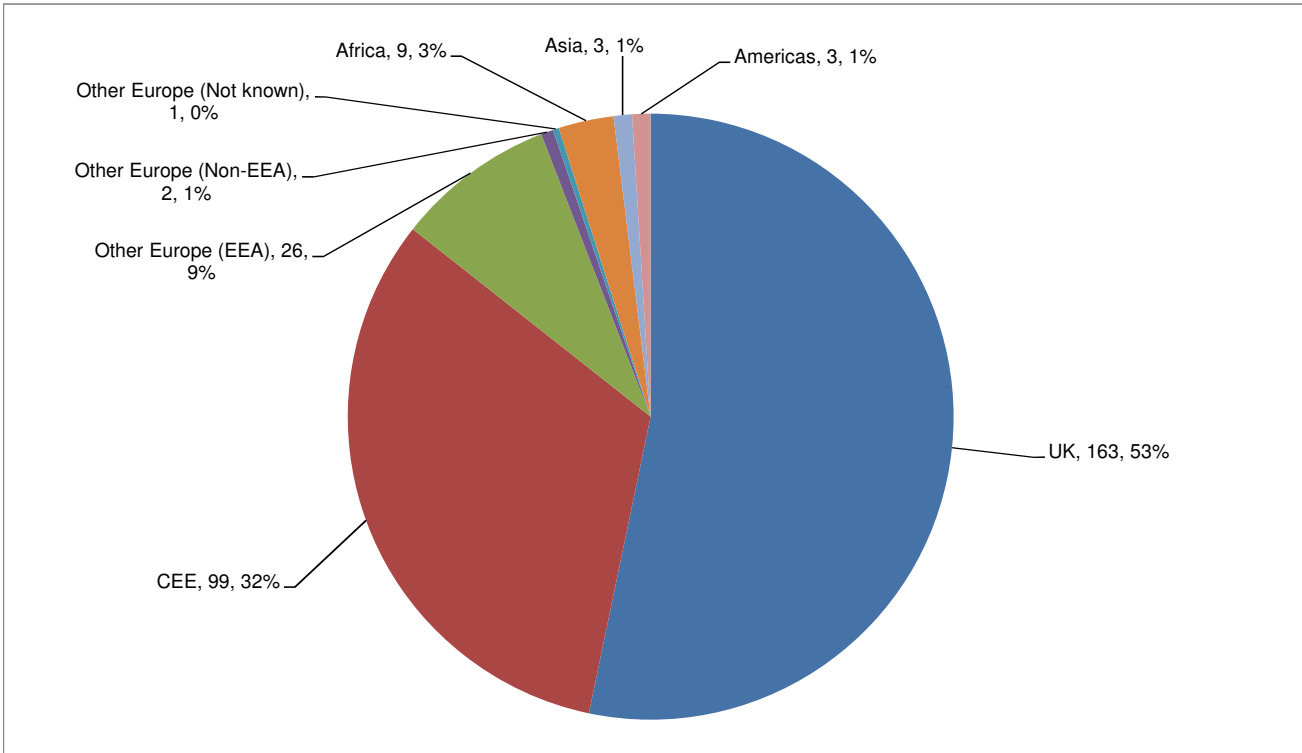
Reason for leaving last settled base	No.	%
<b>Asked to leave or evicted</b>		
Asked to leave	6	7.9%
Evicted - arrears	5	6.6%
Evicted - ASB	0	0.0%
Evicted - other	1	1.3%
<i>Asked to leave or evicted subtotal</i>	<i>12</i>	<i>15.8%</i>
<b>Employment and education</b>		
Financial problems - loss of job	6	7.9%
Seeking work - from outside UK	14	18.4%
Seeking work - from within UK	3	3.9%
Seeking work - origin not recorded	1	1.3%
Study	0	0.0%
<i>Employment and education subtotal</i>	<i>24</i>	<i>31.6%</i>
<b>Relationships</b>		
Relationship breakdown	9	11.8%
Bereavement	0	0.0%
Move nearer family/community	1	1.3%
<i>Relationships subtotal</i>	<i>10</i>	<i>13.2%</i>
<b>Financial</b>		
Financial problems - debt	1	1.3%
Financial problems - housing benefit	0	0.0%
Financial problems - other	1	1.3%
<i>Financial subtotal</i>	<i>2</i>	<i>2.6%</i>
<b>End of stay in short or medium term accommodation</b>		
End of stay - asylum accommodation	0	0.0%
End of stay - hostel	0	0.0%
Evicted - given non priority decision	0	0.0%
End of stay - other	2	2.6%
<i>End of stay in short or medium term accommodation subtotal</i>	<i>2</i>	<i>2.6%</i>
<b>Victim of violence, harassment or abuse</b>		
Domestic violence - victim	0	0.0%
Harassment/abuse/violence - gang	0	0.0%
Harassment/abuse/violence - homophobic	0	0.0%
Harassment/abuse/violence - racial	0	0.0%
Tenancy hijack	1	1.3%
Harassment/abuse/violence - other	1	1.3%
<i>Victim of violence, harassment or abuse subtotal</i>	<i>2</i>	<i>2.6%</i>
<b>End of stay in institution</b>		
End of stay - prison	3	3.9%
End of stay - hospital	0	0.0%
<i>End of stay in institution subtotal</i>	<i>3</i>	<i>3.9%</i>
<b>Housing conditions</b>		
Housing conditions	1	1.3%
<b>Perpetrator of violence, harassment or abuse</b>		
Domestic violence - perpetrator	1	1.3%
<b>Transient</b>		
Transient/travelling around	1	1.3%
<b>Other</b>		
Other	18	23.7%
<b>Not recorded</b>	67	
<b>Total (excl. not recorded)</b>	<b>76</b>	<b>100%</b>
<b>Total</b>	<b>143</b>	

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

### 3. DEMOGRAPHICS & SUPPORT NEEDS

#### 3.1 Nationality: Overall composition

People seen rough sleeping in the year, by nationality.



Base: 306 people seen rough sleeping in the year whose nationality was known.

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

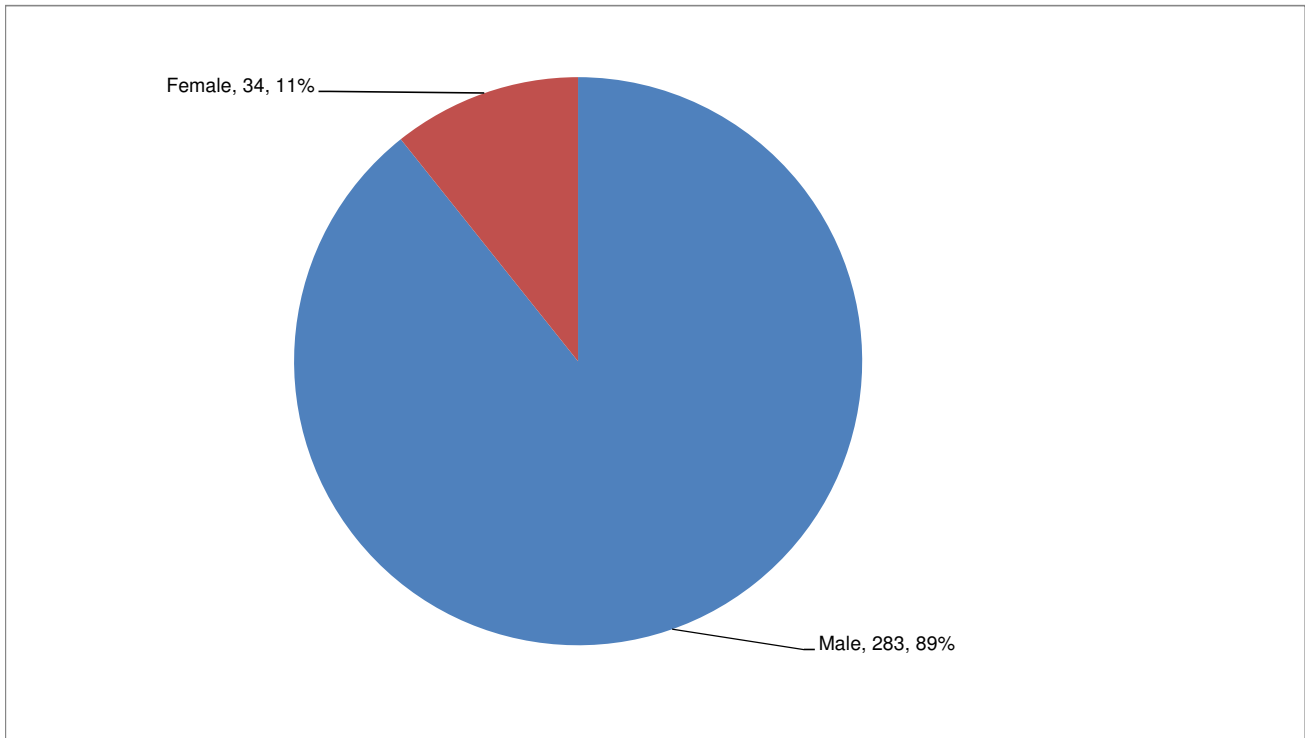
Nationality	Flow	Stock	Returner	Total	
	No.	No.	No.	No.	%
UK	60	71	32	163	53.3%
Bulgaria	5	2	0	7	2.3%
Czech Republic	1	3	0	4	1.3%
Estonia	0	0	0	0	0.0%
Hungary	2	6	0	8	2.6%
Latvia	2	2	0	4	1.3%
Lithuania	7	1	2	10	3.3%
Poland	14	9	4	27	8.8%
Romania	24	5	7	36	11.8%
Slovakia	2	1	0	3	1.0%
Slovenia	0	0	0	0	0.0%
<i>CEE subtotal</i>	<i>57</i>	<i>29</i>	<i>13</i>	<i>99</i>	<i>32.4%</i>
France	3	0	0	3	1.0%
Ireland (Republic of)	5	1	0	6	2.0%
Italy	2	2	0	4	1.3%
Portugal	0	2	0	2	0.7%
Spain	1	2	2	5	1.6%
Other European (EEA) countries	3	3	0	6	2.0%
<i>Other Europe (EEA) subtotal</i>	<i>14</i>	<i>10</i>	<i>2</i>	<i>26</i>	<i>8.5%</i>
Other Europe (Non-EEA)	1	1	0	2	0.7%
Other Europe (Not known)	1	0	0	1	0.3%
Eritrea	1	0	0	1	0.3%
Somalia	0	1	0	1	0.3%
Other African countries	0	4	3	7	2.3%
<i>Africa subtotal</i>	<i>1</i>	<i>5</i>	<i>3</i>	<i>9</i>	<i>2.9%</i>
India	0	0	0	0	0.0%
Iran	0	0	0	0	0.0%
Other Asian countries	2	0	1	3	1.0%
<i>Asia subtotal</i>	<i>2</i>	<i>0</i>	<i>1</i>	<i>3</i>	<i>1.0%</i>
Americas	2	1	0	3	1.0%
Australasia	0	0	0	0	0.0%
Not known	5	2	4	11	3.6%
<b>Total (incl. Not known)</b>	<b>143</b>	<b>119</b>	<b>55</b>	<b>317</b>	
<b>Total (excl. Not known)</b>	<b>138</b>	<b>117</b>	<b>51</b>	<b>306</b>	<b>100.0%</b>

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

### 3.3 Gender

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People seen rough sleeping in the year, by gender.

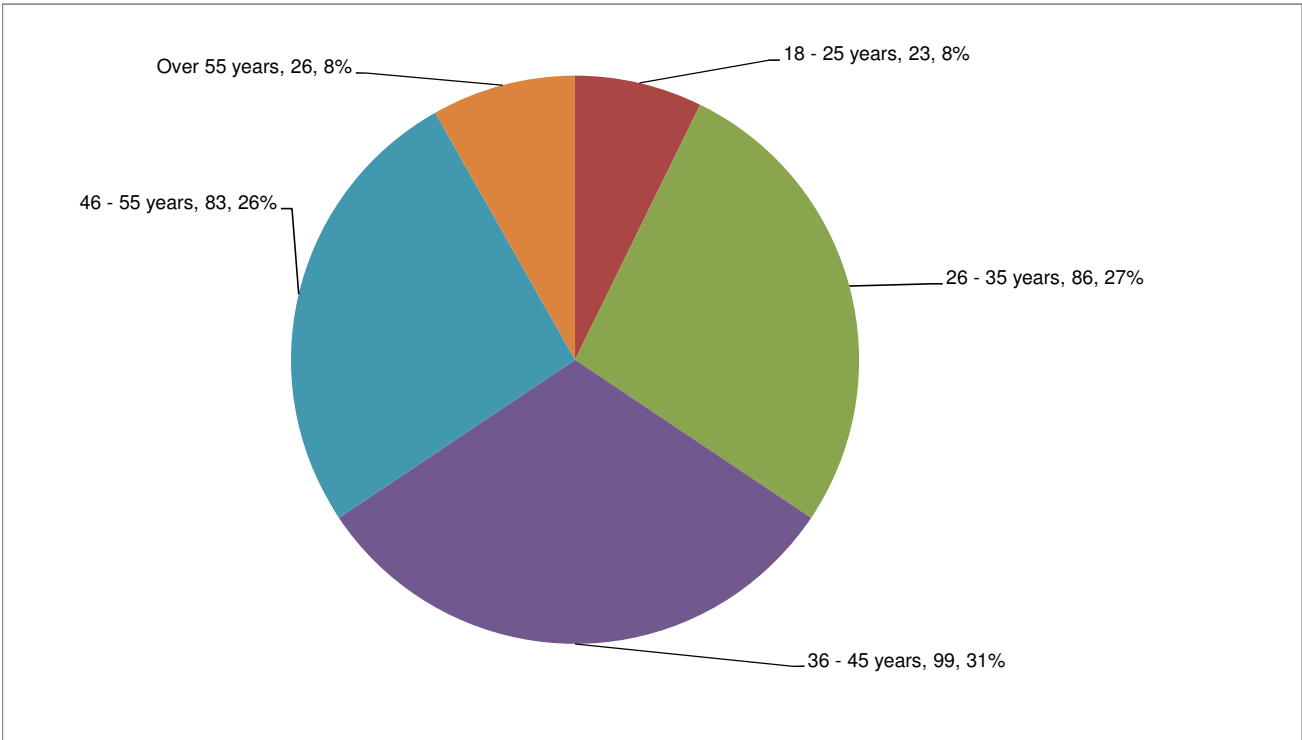


Base: 317

### 3.4 Age

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People seen rough sleeping in the year, by age.

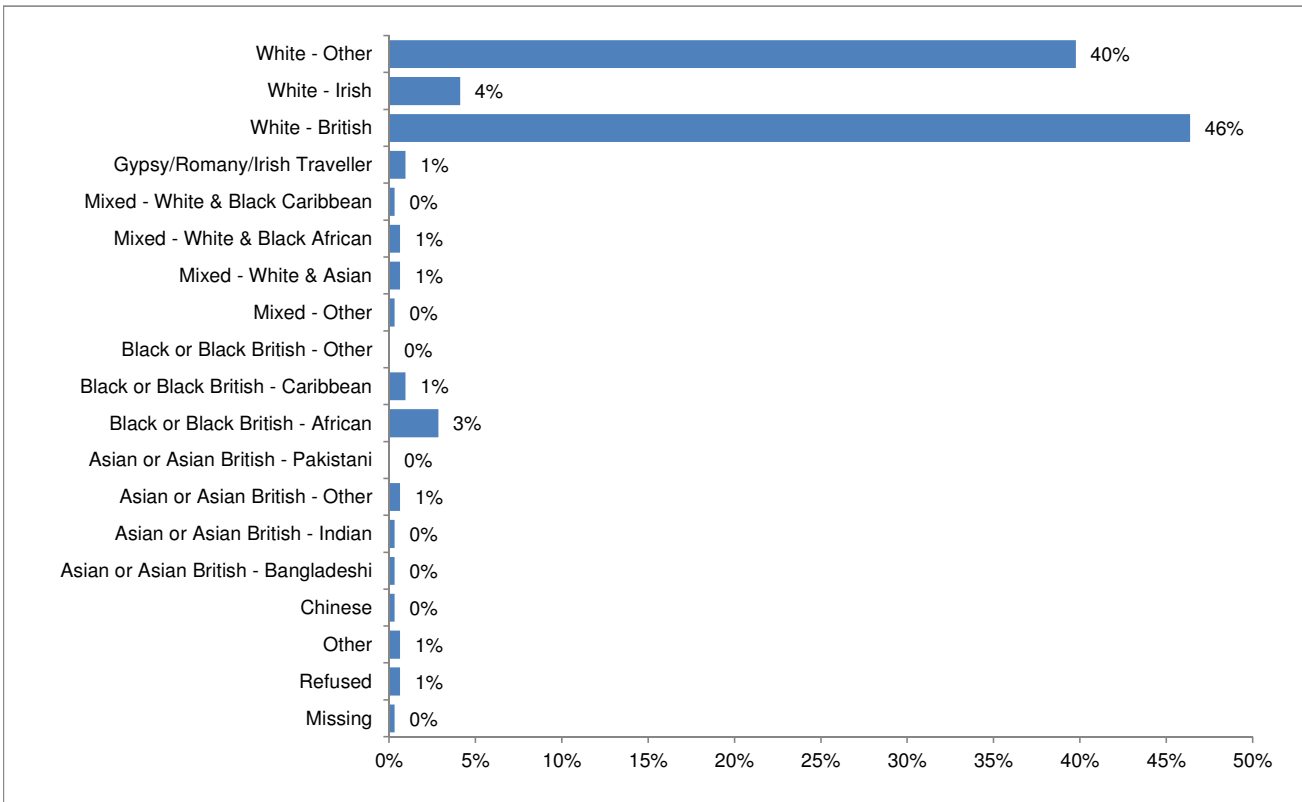


Base: 317

### 3.5 Ethnicity

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People seen rough sleeping in the year, by ethnicity.

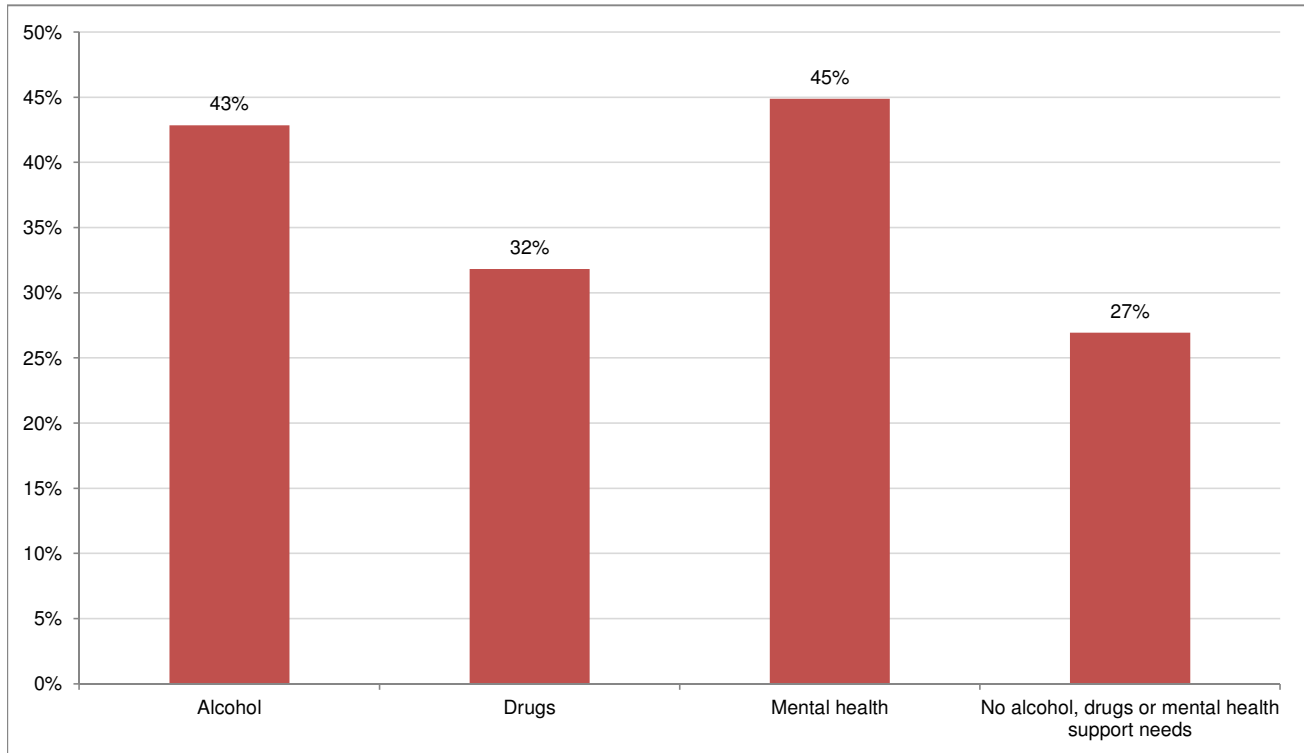


Base: 317

### 3.6 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 23% of rough sleepers in the borough in 2013/14 did not have a support needs assessment recorded.

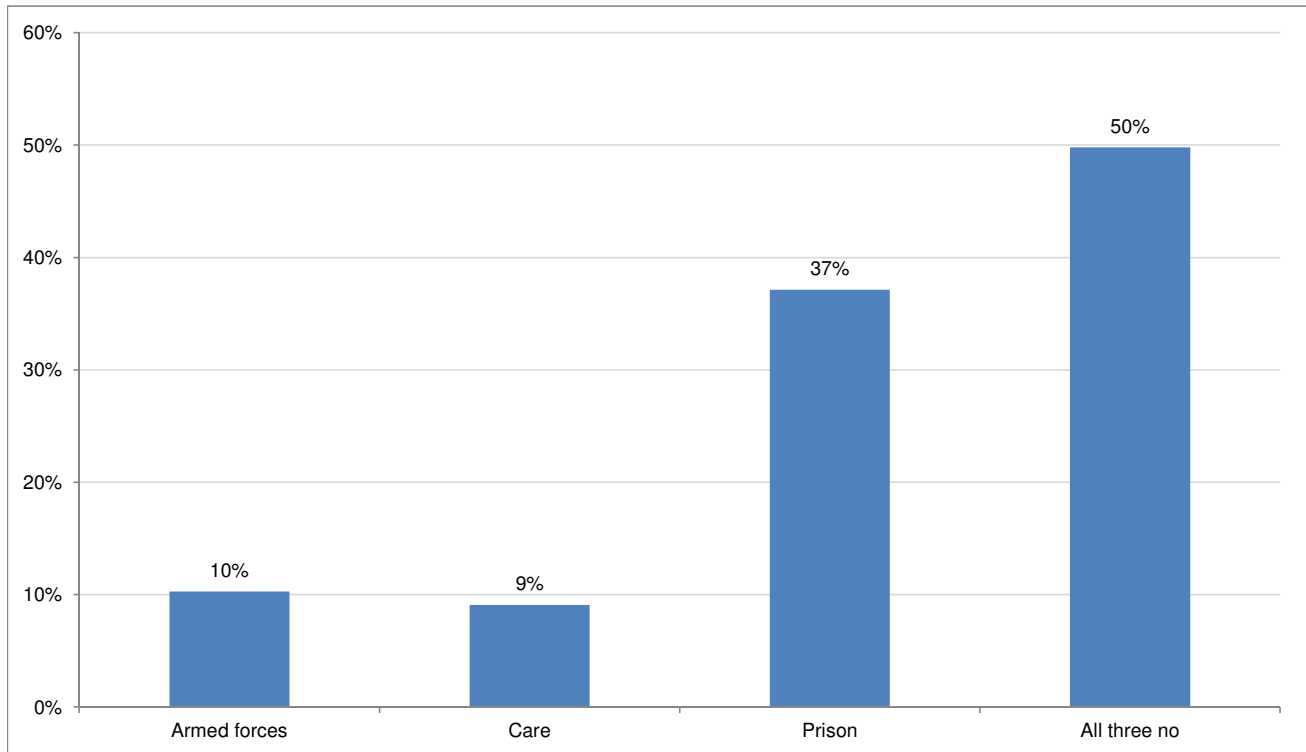


Base: 245. Note that the base figure for this chart excludes clients where none of the three support needs were known or assessed (72).

Support Needs	No. people	% of people seen rough sleeping
Alcohol only	28	9%
Drugs only	17	5%
Mental health only	45	14%
Alcohol and drugs	21	7%
Alcohol and mental health	25	8%
Drugs and mental health	9	3%
Alcohol, drugs and mental health	31	10%
All three no	66	21%
All three not known or not assessed	72	23%
All three no, not known or not assessed	3	1%
<b>Total</b>	<b>317</b>	<b>100%</b>

### 3.7 Institutional & armed forces history

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



Base: 253. Note that the base figure for this chart excludes clients where none of the three institutional histories were recorded (64).

Nationality of rough sleepers with experience of armed forces:

Nationality	No.	%
UK	11	4%
Non-UK	15	6%
Total with armed forces experience	26	10%
<b>Base (total assessed)</b>	<b>253</b>	

26 people seen rough sleeping in the borough in 2013/14 had experience of serving in the armed forces, of whom 11 were UK nationals. 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.



## 4. HELPING PEOPLE OFF THE STREETS

### 4.1 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 2013/14, 89 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	2012/13		2013/14	
	No. events	%	No. events	%
<b>Temporary accommodation</b>				
Assessment centre	10	16%	90	65%
Rolling shelter	11	18%	0	0%
Hostel	17	27%	21	15%
Second-stage accommodation	0	0%	0	0%
Clinic/Detox/Rehab	0	0%	2	1%
Bed & breakfast	8	13%	15	11%
Other temporary accommodation	2	3%	6	4%
<i>Temporary accommodation subtotal</i>	<i>48</i>	<i>77%</i>	<i>134</i>	<i>97%</i>
<b>Long term accommodation</b>				
St Mungo's complex needs	0	0%	0	0%
St Mungo's semi-independent	0	0%	0	0%
Supported housing	0	0%	0	0%
LA tenancy (general needs)	0	0%	0	0%
RSL tenancy (general needs)	0	0%	0	0%
Clearing House/RSI	9	15%	4	3%
Sheltered housing	0	0%	0	0%
Care home	0	0%	0	0%
Private rented sector - independent	4	6%	0	0%
Private rented sector - with some floating support	0	0%	0	0%
Tied accommodation	0	0%	0	0%
Other long-term accommodation	1	2%	0	0%
<i>Long term accommodation subtotal</i>	<i>14</i>	<i>23%</i>	<i>4</i>	<i>3%</i>
<b>Total</b>	<b>62</b>	<b>100%</b>	<b>138</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 were referred from the borough to NSNO or NLOS.

	2012/13*	2013/14
NSNO	41	40
NLOS	3	10

\*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 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	19	83%	13	100%
Seeking work	0	0%	0	0%
Move to area for friends/family	1	4%	1	8%
Move to area with appropriate services	3	13%	1	8%
<b>Reconnections total*</b>	<b>23</b>		<b>13</b>	

Reconnection destination	No.	%	No.	%
UK - London	10	43%	6	46%
UK - outside London	4	17%	4	31%
Central and Eastern Europe	8	35%	1	8%
Other Europe	0	0%	2	15%
Rest of the world	1	4%	0	0%
<i>Not known</i>	<i>0</i>		<i>0</i>	
<b>Reconnections total (excl. destination not known)</b>	<b>23</b>	<b>100%</b>	<b>13</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.

13 people seen rough sleeping in 2013/14 also had a confirmed reconnection recorded by services in the borough during the period.

23% of reconnections this year were to destinations outside the UK, of which 8% were to Central and Eastern European countries.

## 5. TEMPORARY ACCOMMODATION

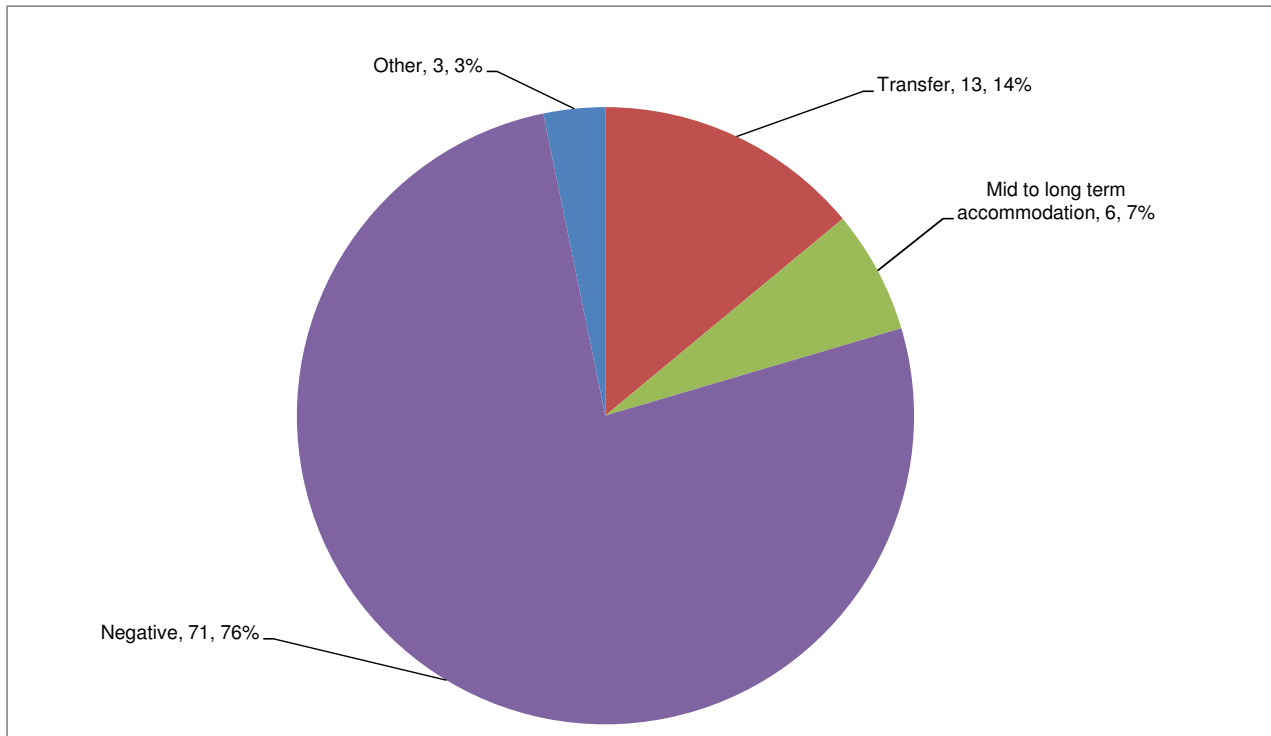
Arrivals and departures at hostels, assessment centres and second-stage accommodation based in the borough. All people counted in this section had previously been seen rough sleeping, but not necessarily during 2013/14.

### 5.1 Arrivals

A total of 81 individuals arrived at temporary accommodation during the period.

### 5.2 Departures: Destination on departure

A total of 77 individuals departed from temporary accommodation during the period.



Base: 93

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	

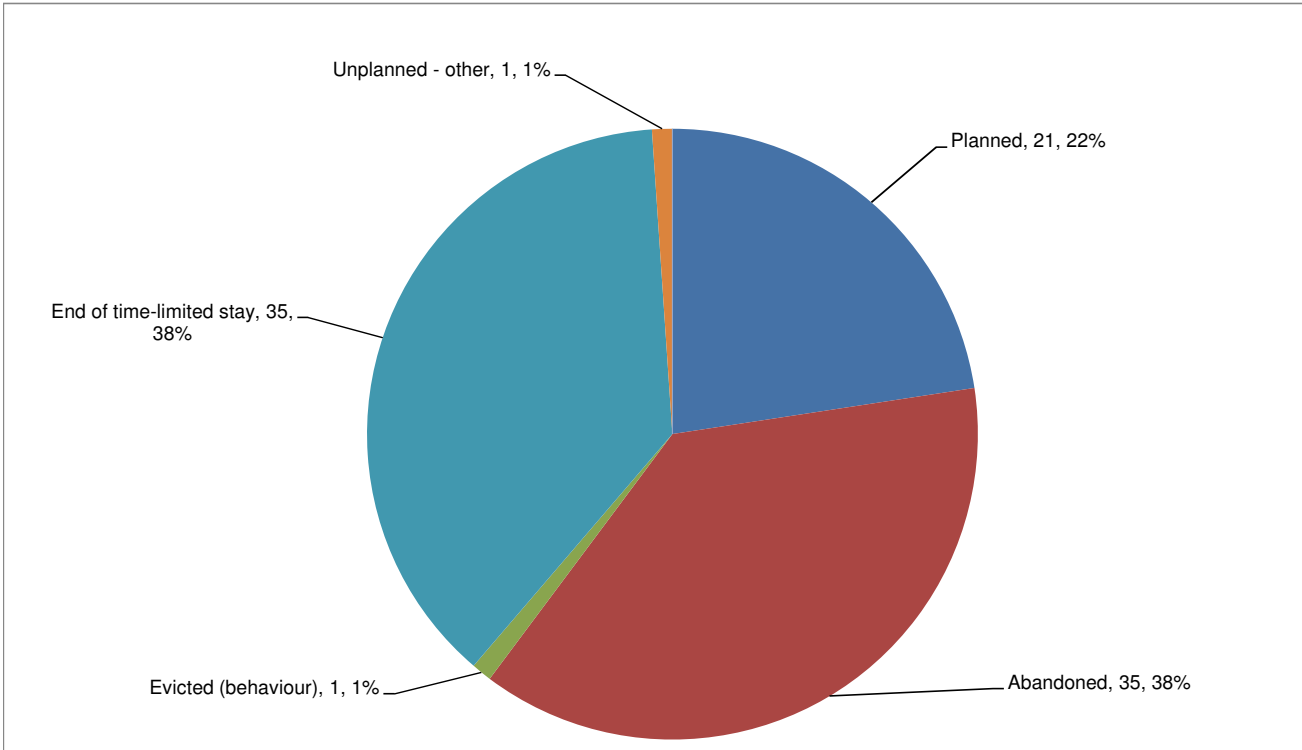
Note: An individual may have had more than one accommodation departure during the period.

<b>Destination on departure</b>	<b>No. departures</b>	<b>%</b>
<b>Transfer</b>		
Assessment centre	2	2%
Bed & breakfast	2	2%
Detox clinic	0	0%
Hospital - not long term/acute care	1	1%
Hostel - another organisation	3	3%
Hostel - within the organisation	0	0%
NASS accommodation	0	0%
Night shelter	0	0%
NLOS Assessment Hub	1	1%
NSNO Assessment Hub	3	3%
Psychiatric hospital	1	1%
Rehab clinic	0	0%
Temporary accommodation (LA)	0	0%
<i>Transfer subtotal</i>	<i>13</i>	<i>14%</i>
<b>Mid to long term accommodation</b>		
Accommodation where client is owner	0	0%
Care home	0	0%
Clearing House/RSI	0	0%
Hospital - long term	0	0%
LA tenancy (general needs)	2	2%
Long stay hospice	0	0%
Private rented sector - independent	1	1%
Private rented sector - with some floating support	0	0%
Returned to home country (EEA)	1	1%
Returned to home country (non EEA)	0	0%
RSL tenancy (general needs)	1	1%
Sheltered Housing	1	1%
Supported Housing	0	0%
Tied accommodation with work	0	0%
<i>Mid to long term accommodation subtotal</i>	<i>6</i>	<i>6%</i>
<b>Negative</b>		
Committed suicide	0	0%
Not known	33	35%
Sleeping rough/Returned to streets	37	40%
Taken into custody	1	1%
<i>Negative subtotal</i>	<i>71</i>	<i>76%</i>
<b>Other</b>		
Died	0	0%
Previous home	0	0%
Staying with family	3	3%
Staying with friends	0	0%
<i>Other subtotal</i>	<i>3</i>	<i>3%</i>
<b>Total</b>	<b>93</b>	<b>100%</b>

### 5.3 Departures: Reason for leaving

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Temporary accommodation departures by reason for leaving.



Base: 93

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.