



DECEMBER 2018

London's
**EMERGENCY
SHELTERS**

PROGRESS REPORT: 2011 – 2017

PREPARED BY: **HOMELESS PREVENTION | NEIGHBOURHOOD, CHILDREN, AND FIRE SERVICES | CITY OF LONDON**

LONDON'S EMERGENCY SHELTERS PROGRESS REPORT: 2011-2017

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CITATION INFORMATION

Suggested citation: Homeless Prevention, Neighbourhood, Children, and Fire Services, City of London (2018). London's Emergency Shelters Progress Report: 2011-2017. London, ON: City of London. Retrieved from: <http://www.london.ca>

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INTRODUCTION

PURPOSE OF THE REPORT

London's Emergency Shelters Progress Report: 2011-2017 examines the use of London's adult and family emergency shelters between 2011 and 2017. The analysis of emergency shelter data over this seven-year time period provided an opportunity to explore trends in emergency shelter use in London. The results help inform the development of solutions to address, reduce, and prevent homelessness in London.

LONDON'S HOMELESS PREVENTION SYSTEM

The City of London's Homeless Prevention System is a coordinated and integrated Housing Stability and Housing First approach, centred on both individuals and families. This approach is outcome focused and designed to support individuals and families at risk of or experiencing homelessness to remain housed or secure housing and experience stability.

Under London's Homeless Prevention System, emergency shelters contribute to solving homelessness through prevention, diversion, and rapid housing. The focus is on moving out of shelter versus moving in, reducing the number of individuals relying on emergency shelters, and implementing an integrated homeless management information system. Through these efforts, and the integration of the other elements of London's Homeless Prevention System, it is anticipated there will be a reduction in the length of emergency shelter stays and a reduction of year-over-year emergency shelter use.

EMERGENCY SHELTERS: A DEFINITION AND OVERVIEW

Emergency shelters play an important role in the continuum of services available to individuals and families experiencing homelessness. An emergency shelter is intended to provide immediate, short-term accommodation and basic needs for individuals and families experiencing a housing crisis.

In London, emergency shelters provide a bed, basic needs, and some support to individuals and/or families who are experiencing homelessness, and are aimed at meeting immediate, short-term needs and supporting individuals and families to secure housing. Mission Services of London, The Salvation Army Centre of Hope, and Unity Project for Relief of Homelessness in London receive funding through the City of London to operate emergency shelter beds for individuals and families experiencing a housing crisis.

METHODOLOGY

APPROACH TO DATA COLLECTION AND ANALYSIS

Data was collected through invoices submitted for the use of emergency shelter beds funded by the City of London between 2011 and 2017. Data from the following four emergency shelters was used to complete this report:

- Men's Mission and Rehabilitation Centre, Mission Services of London;
- Rotholme Women's and Family Shelter, Mission Services of London;
- The Salvation Army Centre of Hope; and
- Unity Project for Relief of Homelessness in London.

Violence Against Women (VAW) emergency shelters, including Anova and Zhaawanong Shelter, do not receive funding from the City of London Homeless Prevention. VAW shelters, therefore, do not report on emergency shelter use directly to the City of London and are not included in this report. In addition, Mission Services of London Crash Bed Program data is also not included in this report. While partially funded by the City of London, the nature of the Crash Bed Program is different than that of emergency shelters.

Information from emergency shelter bed invoices was compiled and examined to identify unique individuals. Data was then analyzed separately for adult emergency shelters and family emergency shelter at the total, aggregate level for each year. Statistics were compared across each year from 2011 to 2017 to understand trends.

The results are presented separately for adult emergency shelters and family emergency shelter. Adult emergency shelter results include single adults and independent youth who resided at Men's Mission and Rehabilitation Centre, The Salvation Army Centre of Hope, and Unity Project for Relief of Homelessness in London. Family emergency shelter results include both adults and dependent children who resided at Rotholme Women's and Family Shelter.

Some adults accessed Rotholme Women's and Family Shelter, as well as an adult emergency shelter. Therefore, some individuals may be included in both the adult emergency shelter results and family emergency shelter results.

DATA LIMITATIONS

Data from emergency shelters was used to prepare this report. Available data provided sufficient information to conduct a trend analysis. However, it is not without some limitations. Data recording inconsistencies, such as inconsistent spelling of an individual's name, different birth dates recorded for the same individual, and inconsistent formatting of how dates were recorded, existed in the original data set. Data omissions, such as a missing health card number, Social Insurance Number, or gender, also provided a challenge to the data analysis process, meaning some individuals may be counted more than once within the results. A thorough data cleaning process was conducted to prepare a complete data set for analysis.

A Snapshot OF THE DATA

ADULT EMERGENCY SHELTERS

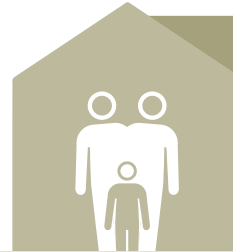
FAMILY EMERGENCY SHELTER



9,893

UNIQUE INDIVIDUALS
ACCESSED ADULT
EMERGENCY SHELTERS

FROM JANUARY 1, 2011 TO DECEMBER 31, 2017.



3,376

UNIQUE INDIVIDUALS
ACCESSED FAMILY
EMERGENCY SHELTER

FROM JANUARY 1, 2011 TO DECEMBER 31, 2017.

**26%
DECREASE**

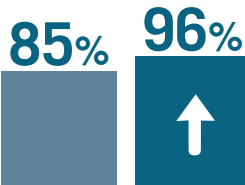


26% DECREASE IN THE
NUMBER OF **UNIQUE**
INDIVIDUALS ACCESSING
ADULT EMERGENCY SHELTER
BETWEEN 2011 AND 2017.

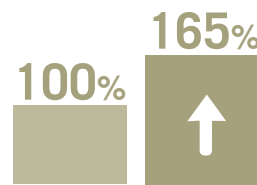
**5%
INCREASE**



5% INCREASE IN THE
NUMBER OF **UNIQUE**
INDIVIDUALS ACCESSING
FAMILY EMERGENCY SHELTER
BETWEEN 2011 AND 2017.



INCREASE IN THE
ADULT EMERGENCY
SHELTER OCCUPANCY
RATE, **FROM 85% IN**
2011 TO 96% IN 2017.



INCREASE IN THE
FAMILY EMERGENCY
SHELTER OCCUPANCY
RATE, **FROM 100% IN**
2011 TO 165% IN 2017.¹

BETWEEN 2011 AND 2017.



1
TIME ADULT
EMERGENCY
SHELTER
VISITS

DECREASE

10+
ADULT
EMERGENCY
SHELTER
VISITS

INCREASE



1
TIME FAMILY
EMERGENCY
SHELTER
VISITS

DECREASE

3+
FAMILY
EMERGENCY
SHELTER
VISITS

INCREASE



BETWEEN 2011 AND 2017.

31%

2017 46

2011 35

NUMBER
OF NIGHTS

INCREASE

31% INCREASE IN THE
AVERAGE NUMBER OF
NIGHTS STAYED IN ADULT
EMERGENCY SHELTERS,
FROM 35 NIGHTS IN 2011
TO 46 NIGHTS IN 2017.

56%

2017 42

2011 27

NUMBER
OF NIGHTS

INCREASE

56% INCREASE IN THE
AVERAGE NUMBER OF
NIGHTS STAYED IN FAMILY
EMERGENCY SHELTER,
FROM 27 NIGHTS IN 2011
TO 42 NIGHTS IN 2017.

¹ An occupancy rate of 100% or more indicates the family emergency shelter is at or over capacity. However, an occupancy rate greater than 100% may have resulted from dependent children being counted as unique family shelter residents without including cribs or children's sleeping arrangements in the count of available beds.

A Snapshot OF THE DATA

ADULT EMERGENCY SHELTERS AND FAMILY EMERGENCY SHELTER COMBINED

YEAR	NUMBER OF UNIQUE INDIVIDUALS STAYING (COMBINED)			TOTAL UNIQUE INDIVIDUALS
	14 NIGHTS OR LESS	15-30 NIGHTS	31 NIGHTS OR MORE	
2011	1,580 (46%)	699 (21%)	1,121 (33%)	3,400
2012	1,492 (46%)	614 (19%)	1,143 (35%)	3,249
2013	1,408 (45%)	667 (21%)	1,068 (34%)	3,143
2014	1,233 (43%)	593 (21%)	1,011 (36%)	2,837
2015	1,119 (42%)	569 (21%)	982 (37%)	2,670
2016	1,185 (43%)	558 (20%)	1,034 (37%)	2,777
2017	1,098 (41%)	426 (16%)	1,166 (43%)	2,690

Between 2011 and 2017, the percentage of individuals staying 14 nights or less decreased from 46% of all emergency shelter residents to 41% of all emergency shelter residents. The percentage of individuals staying 15 - 30 nights also decreased from 21% of all emergency shelter residents to 16% of emergency shelter residents. In comparison, the percentage of individuals staying 31 nights or more increased from one-third of all emergency shelter residents to 43% of all emergency shelter residents.

Further, the number of emergency shelter residents decreased from 3,400 individuals in 2011 to 2,690 individuals in 2017, a decrease of 21%.

KEY FINDINGS

ADULT EMERGENCY SHELTER

The key findings related to adult emergency shelter demonstrate the following:

- **Fewer individuals are accessing adult emergency shelter.** Between 2011 and 2017, the total number of unique individuals who accessed adult emergency shelter decreased from 2,862 individuals in 2011 to 2,123 individuals in 2017, a decrease of 26%.
- **The number of new adult emergency shelter users is decreasing.** The percentage of individuals who were new to the adult emergency shelter system decreased from 61% in 2011 to 41% in 2017.
- **The number of visits to adult emergency shelter by unique shelter users is increasing.** Between 2011 and 2017, the number of one-time visits to adult emergency shelter by unique shelter users decreased from approximately half of all visits to one-third of all visits, while the number of 10 or more visits by unique shelter users increased from 5% of all visits to approximately one-fifth of all visits.
- **Individuals are staying longer in adult emergency shelter.** The percentage of individuals staying 25 or fewer nights has decreased since 2011, while the percentage of individuals staying more than 25 nights has increased.
- **The average number of nights stayed in adult emergency shelter is increasing.** The average number of nights individuals stayed in 2011 was 35 nights, which increased to 46 nights in 2017, an increase of 11 nights.
- **Adult emergency shelter occupancy rates are increasing.** The occupancy rate for adult emergency shelter increased from 85% in 2011 to 96% in 2017, however, the number of unique individuals accessing adult emergency shelter has decreased. This indicates that individuals are staying longer in adult emergency shelter.

KEY FINDINGS

FAMILY EMERGENCY SHELTER²

The family emergency shelter results demonstrate the following key findings:

- **More individuals are accessing family emergency shelter.** Between 2011 and 2017, the total number of unique individuals who accessed family emergency shelter increased from 553 in 2011 to 582 in 2017, peaking at 590 in 2016.
- **Most family emergency shelter users have not previously accessed emergency shelter.** On average, for 86% of individuals who accessed family emergency shelter between 2011 and 2017, it was the first time they had accessed family emergency shelter.
- **The number of visits to family emergency shelter is increasing.** While the percentage of individuals visiting family emergency shelter one time decreased from almost half to one-quarter of all individuals between 2011 and 2017, the percentage of individuals who have accessed family emergency shelter three or more times has more than doubled during the same time period, from 21% of individuals to 49% of individuals.
- **The average number of nights stayed is increasing.** The average number of nights individuals stayed in family emergency shelter has increased by 15 nights, from 27 nights in 2011 to 42 nights in 2017.
- **The family emergency shelter occupancy rate is increasing.** The occupancy rate increased from 100% in 2011 to 165% in 2017, indicating the family emergency shelter is at or over capacity. However, this may be a result of children's sleeping arrangements not being accounted for in the shelter bed count.

² Family emergency shelter data was analyzed by unique individual because family groupings were not identified in the data and each family member may not have stayed the same length of time in the family emergency shelter. Therefore, the key findings represent unique individuals and include both adults and dependent children who accessed Rotholme Women's and Family Shelter.

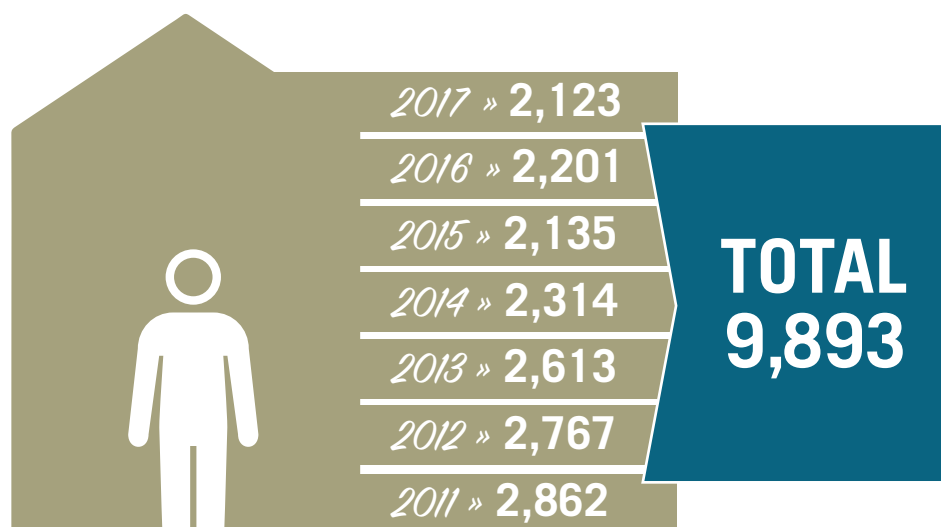
LONDON'S ADULT EMERGENCY SHELTERS

The following section presents the results and trends related to the use of adult emergency shelters in London, including Men's Mission and Rehabilitation Centre, The Salvation Army Centre of Hope, and Unity Project for Relief of Homelessness in London. These results represent single adults and independent youth who accessed adult emergency shelter.

WHO IS USING LONDON'S ADULT EMERGENCY SHELTERS?

NUMBER OF INDIVIDUALS WHO ACCESSED ADULT EMERGENCY SHELTERS

Between January 1, 2011 and December 31, 2017, a total of 9,893³ unique individuals accessed London's adult emergency shelters.



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Overall, the number of unique individuals accessing adult emergency shelter decreased between 2011 and 2017. There were 739 fewer individuals accessing adult emergency shelter in London in 2017 (2,123 individuals) than in 2011 (2,862), representing a 26% decrease.

Of the individuals who accessed adult emergency shelter in 2017, 41% were new shelter users who had not accessed adult emergency shelter in any previous year.

³9,893 represents the total number of unique individuals who accessed adult emergency shelter over a seven-year period from 2011-2017. The yearly totals are also representative of unique individuals, but only for the specific reporting year. Some individuals accessed adult emergency shelters in multiple years. Therefore, the sum of individuals accessing adult emergency shelters in 2011 (2,862 individuals), 2012 (2,767 individuals), 2013 (2,613 individuals), 2014 (2,314 individuals), 2015 (2,135 individuals), 2016 (2,201 individuals), and 2017 (2,123 individuals) is higher than the seven-year total of 9,893.

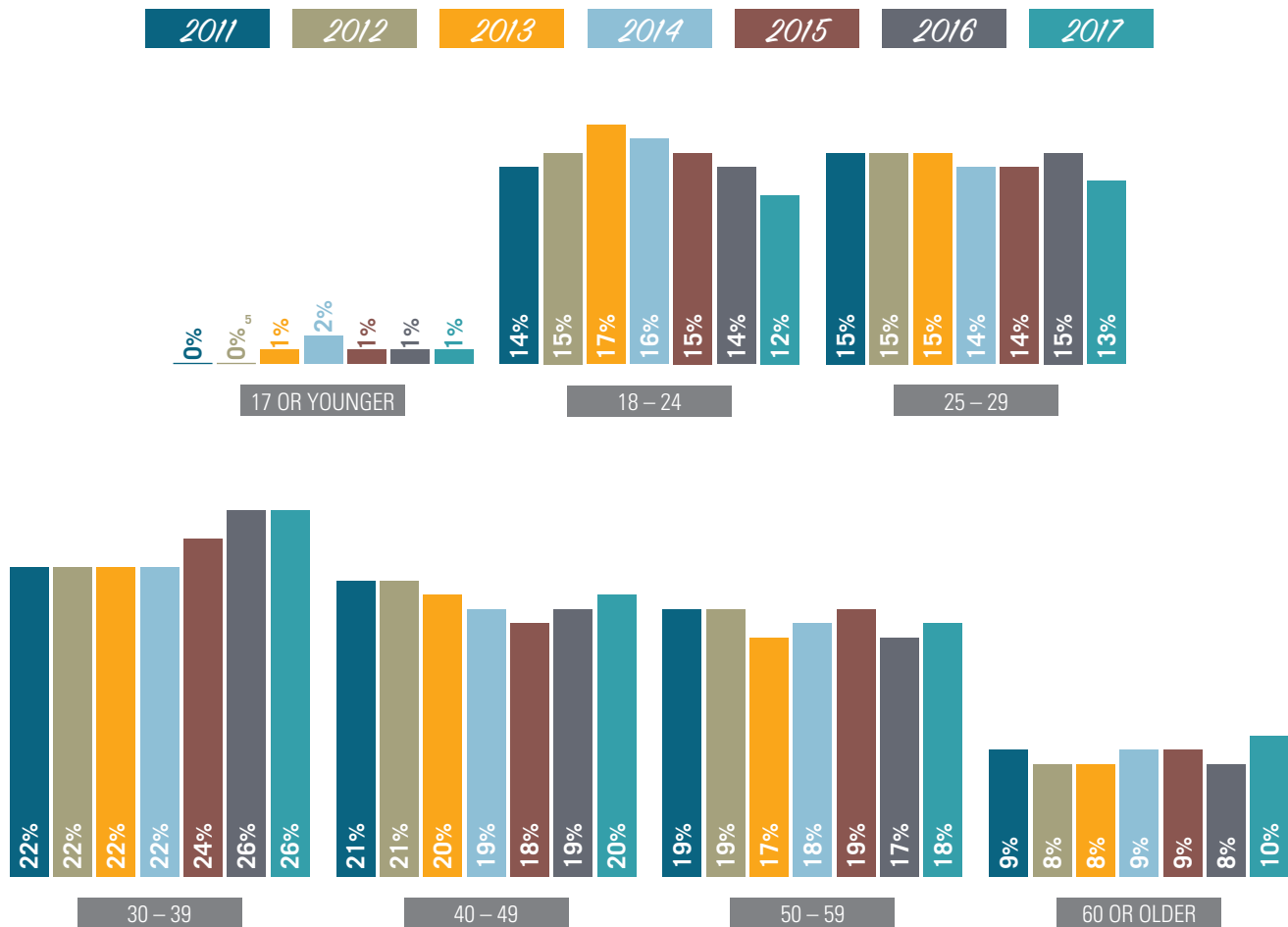
UNIQUE INDIVIDUALS AND NIGHTS STAYED⁴

NUMBER AND PERCENTAGE OF UNIQUE INDIVIDUALS				
YEAR	14 NIGHTS OR LESS	15-30 NIGHTS	31 NIGHTS OR MORE	TOTAL UNIQUE INDIVIDUALS
2011	1,413 (49%)	535 (19%)	914 (32%)	2,862
2012	1,332 (48%)	488 (18%)	947 (34%)	2,767
2013	1,253 (48%)	513 (20%)	847 (32%)	2,613
2014	1,025 (44%)	447 (19%)	842 (37%)	2,314
2015	1,005 (47%)	386 (18%)	744 (35%)	2,135
2016	1,033 (47%)	386 (18%)	782 (35%)	2,201
2017	973 (46%)	317 (15%)	833 (39%)	2,123

Between 2011 and 2017, on average, two-thirds of individuals stayed 30 nights or less in adult emergency shelter and one-third of individuals stayed 31 nights or more. However, since 2011, the percentage of individuals staying 30 nights or less has decreased, while the percentage of individuals staying 31 nights or more has increased.

⁴ Number of nights stayed refers to the total number of nights an individual stayed in shelter in a given year.

AGE DISTRIBUTION OF ADULT EMERGENCY SHELTER RESIDENTS



While the distribution of individuals in most age categories has remained fairly consistent between 2011 and 2017, the percentage of individuals aged 18-24 has been more variable over time, peaking at 17% in 2013, then decreasing to 12% in 2017.

Between 2011 and 2016, individuals aged 18 – 29⁶ represented the largest percentage of individuals, comprising between 25% and 32% of all adult emergency shelter residents. In 2017, this changed to individuals aged 30 – 39, who represented 26% of all adult emergency shelter residents.

Individuals aged 17 or younger have consistently represented the smallest percentage of adult emergency shelter users, comprising between 0% and 2% of all adult emergency shelter residents since 2011.

⁵ In 2012, a total of two adult emergency shelter residents were aged 17 years or younger, however, due to rounding, this shows as 0%.

⁶ Individuals aged 29 and younger are defined as “youth” by some federal programs and individuals aged 24 and younger are defined as “youth” by some provincial programs. For that reason, the two age categories have been separated in the graph, but have been combined for the purpose of the analysis.

AGE RANGE AND AVERAGE AGE

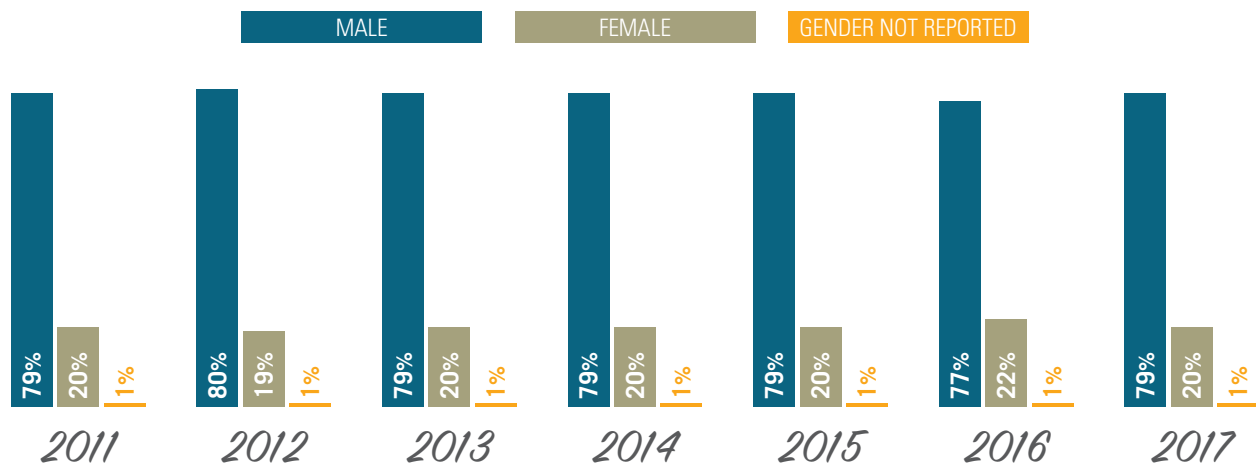
YEAR	YOUNGEST	AVERAGE	OLDEST
2011	18	40	96
2012	17	40	84
2013	16	39	87
2014	15	39	95
2015	16	40	82
2016	16	39	83
2017	14	40	84

Between 2011 and 2014, the age of the youngest independent individual to access adult emergency shelter decreased each year, from 18 years old to 15 years old, before increasing to 16 years old between 2015 and 2016, then decreasing to 14 years old in 2017.

Since 2011, the average age of adult emergency shelter residents has remained between 39 and 40 years old.

The age of the oldest individual to access adult emergency shelter has varied each year between 2011 and 2017, with an overall decrease from 96 years old in 2011 to 84 years old in 2017.

GENDER OF ADULTS ACCESSING EMERGENCY SHELTER



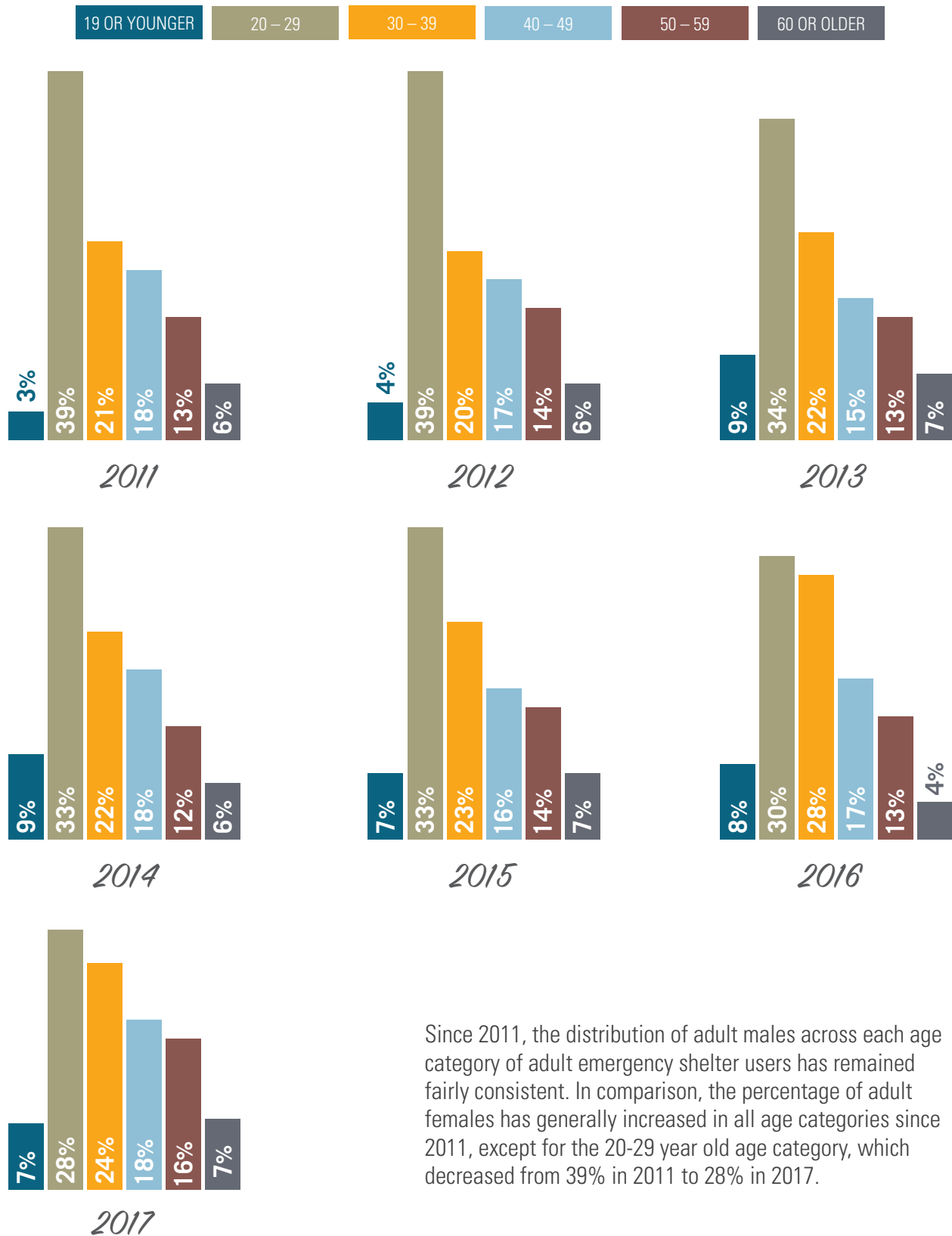
The percentage of adult males and adult females accessing emergency shelter has remained consistent between 2011 and 2017, with adult males comprising approximately 79% and adult females comprising 20% of adult emergency shelter residents. Each year, 1% of adults did not report their gender.

GENDER AND AGE DISTRIBUTION

AGE DISTRIBUTION OF INDEPENDENT ADULT MALES



AGE DISTRIBUTION OF INDEPENDENT ADULT FEMALES



Since 2011, the distribution of adult males across each age category of adult emergency shelter users has remained fairly consistent. In comparison, the percentage of adult females has generally increased in all age categories since 2011, except for the 20-29 year old age category, which decreased from 39% in 2011 to 28% in 2017.

GENDER, AGE RANGE, AND AVERAGE AGE

MALES	YOUNGEST	AVERAGE	OLDEST
2011	18	42	96
2012	17	41	84
2013	17	40	87
2014	15	40	95
2015	16	40	82
2016	16	40	83
2017	15	41	84

FEMALES	YOUNGEST	AVERAGE	OLDEST
2011	18	36	82
2012	17	36	81
2013	16	36	84
2014	17	36	79
2015	16	36	74
2016	16	36	75
2017	14	38	77

Since 2011, the youngest age of both males and females accessing adult emergency shelter has decreased, with the youngest age of independent male shelter residents decreasing by three years and the youngest age of females accessing adult emergency shelter decreasing by four years.

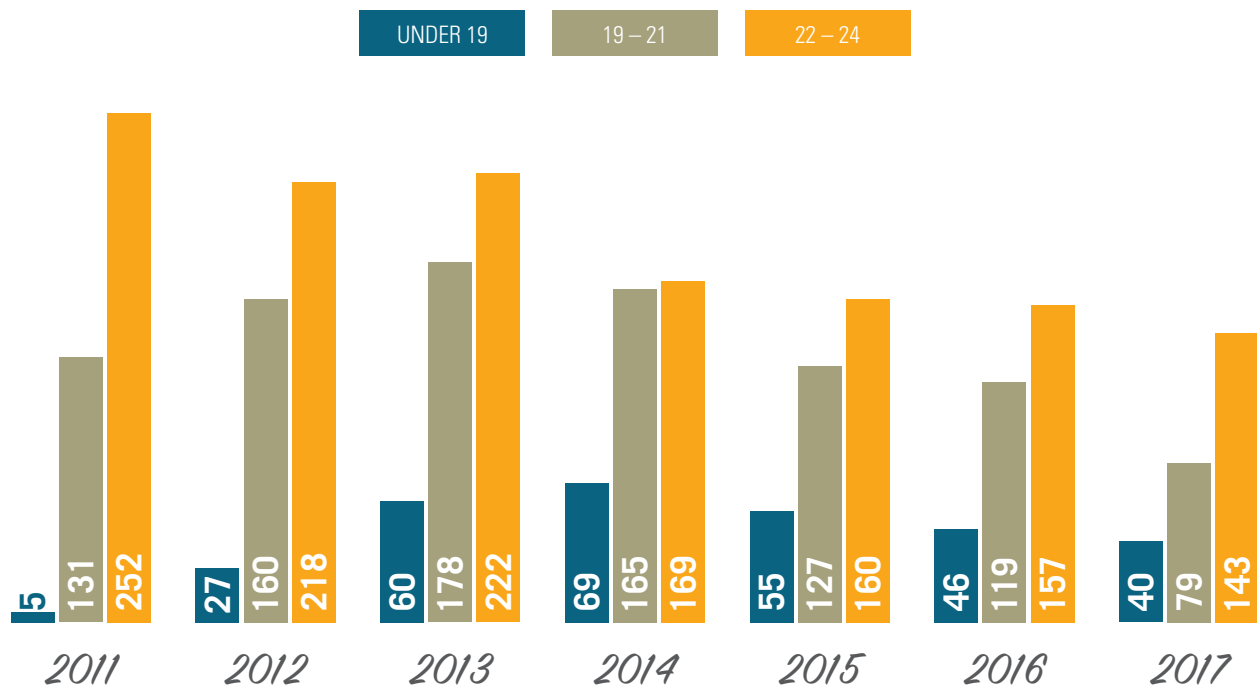
The average age for both male and female adult emergency shelter residents remained relatively consistent between 2011 and 2017. The average age of males accessing adult emergency shelter has remained consistently higher than the average age of female adult shelter residents.

Between 2011 and 2017, the oldest age of both male and female adult emergency shelter residents varied each year, with an overall decrease of 12 years for males and five years for females.

ADULT EMERGENCY SHELTER USE BY INDIVIDUALS UNDER THE AGE OF 25

Youth accessing emergency shelter require different supports compared to adults accessing emergency shelter. There is also diversity within the category of “youth,” as individuals at varying stages in their development require different interventions. Understanding youth involvement in the emergency shelter system will help ensure the appropriate supports are made available.

NUMBER OF INDEPENDENT YOUTH, UNDER 25, WHO ACCESSED ADULT EMERGENCY SHELTERS



Overall, the number of individuals under the age of 25 accessing adult emergency shelter between 2011 and 2017 has decreased by 32%, from 388 individuals in 2011 to 262 individuals in 2017.

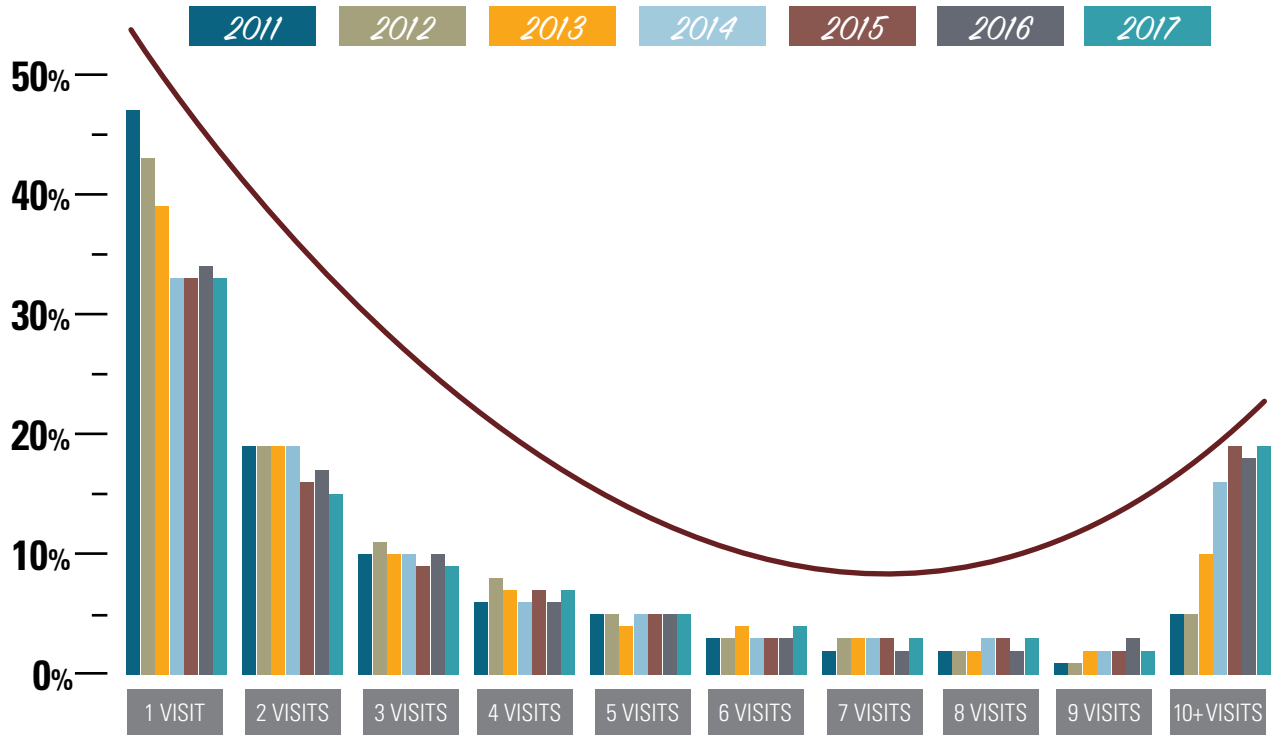
The number of independent youth under 19 years of age accessing adult emergency shelter increased from five individuals in 2011 to 69 individuals in 2014, and then decreased each subsequent year to 40 individuals in 2017.

Between 2011 and 2013, the number of independent youth aged 19-21 years old accessing adult emergency shelter increased each year, from 131 individuals in 2011 to 178 individuals in 2013, then decreased each year to 79 individuals in 2017.

Between 2011 and 2017, the number of independent youth aged 22-24 years old accessing adult emergency shelter has also decreased from 252 individuals in 2011 to 143 individuals in 2017.

HOW ARE LONDON'S ADULT EMERGENCY SHELTERS BEING USED?

NUMBER OF VISITS TO ADULT EMERGENCY SHELTERS⁷

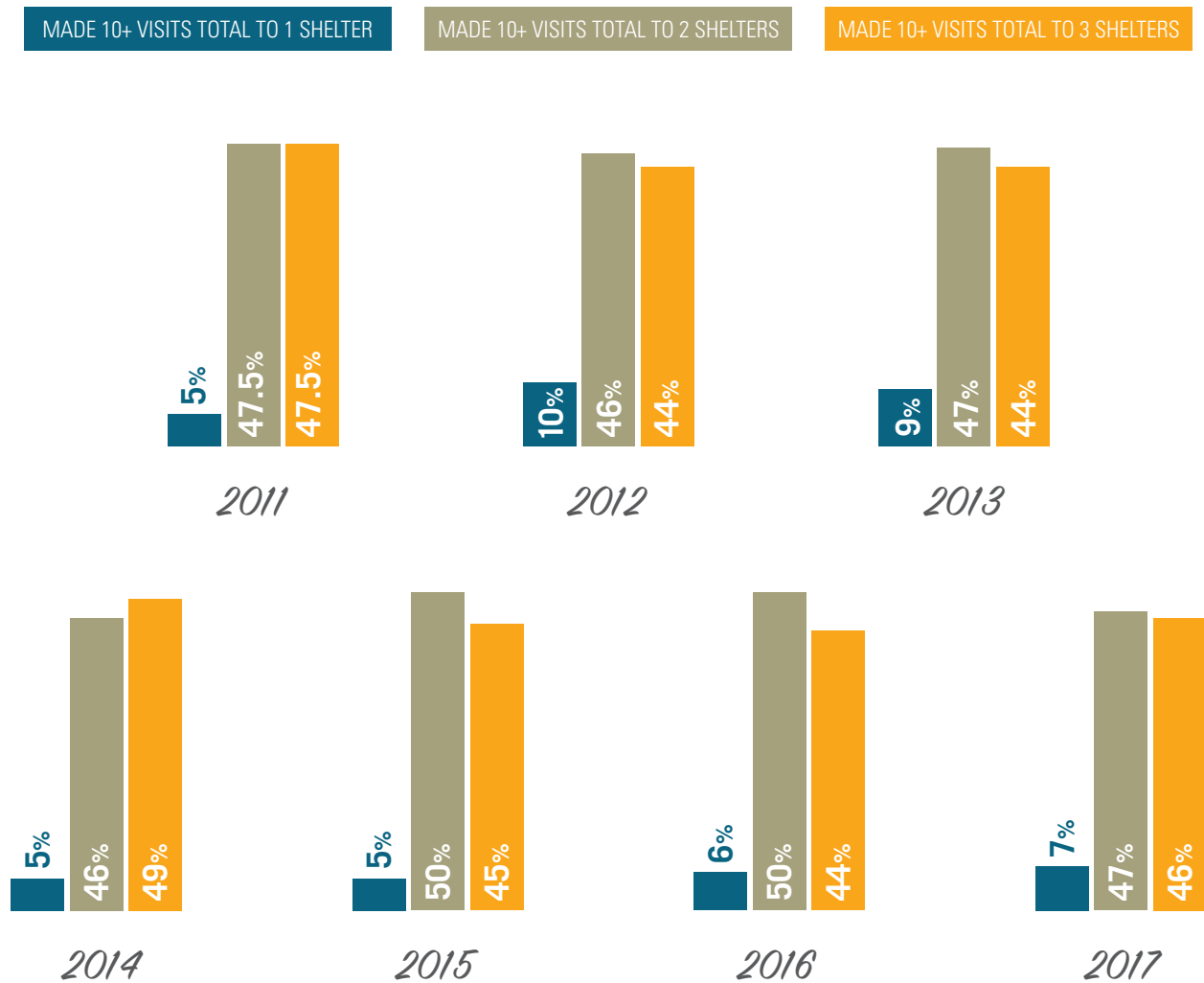


Since 2011, the percentage of unique individuals who accessed adult emergency shelter one time has decreased from just under half of all visits (47%) to one-third of all visits (33%). In comparison, the percentage of unique individuals accessing adult emergency shelter 10 times or more has increased from 5% in 2011 to 19% in 2017.

The percentage of individuals who accessed adult emergency shelter between two and nine times remained fairly consistent. The maximum number of adult emergency shelter visits has more than doubled between 2011 and 2017, increasing from 31 visits in 2011 to 69 visits in 2017.

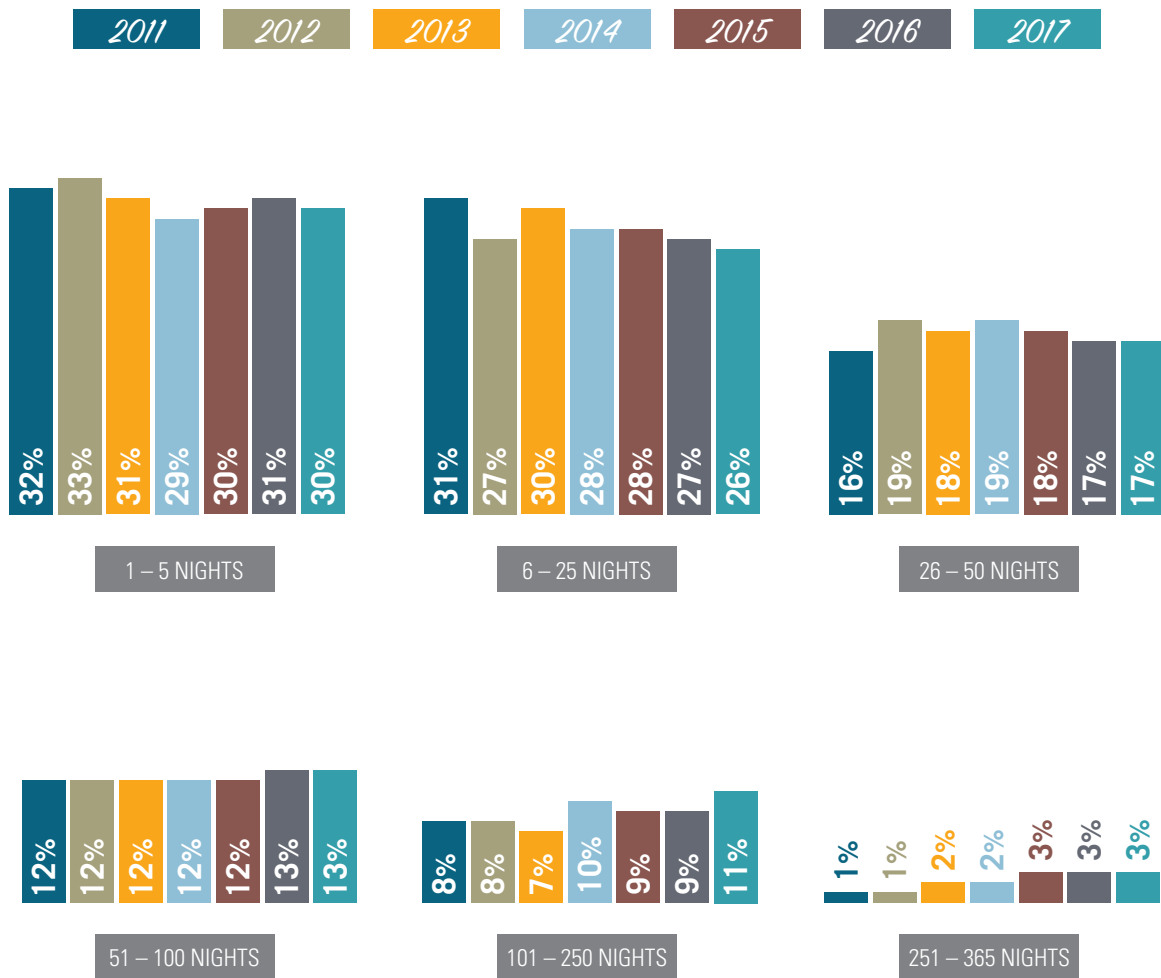
⁷The number of visits refers to the number of times, regardless of the number of nights stayed, that an individual used an adult emergency shelter per year.

NUMBER OF ADULT EMERGENCY SHELTERS VISITED



Between 2011 and 2017, of the unique individuals who made 10 or more visits to an adult emergency shelter, a small percentage accessed only one shelter. Most individuals who made 10 or more visits to an adult emergency shelter accessed two or three different shelters. This trend has remained consistent since 2011.

NUMBER OF NIGHTS STAYED IN ADULT EMERGENCY SHELTERS⁸

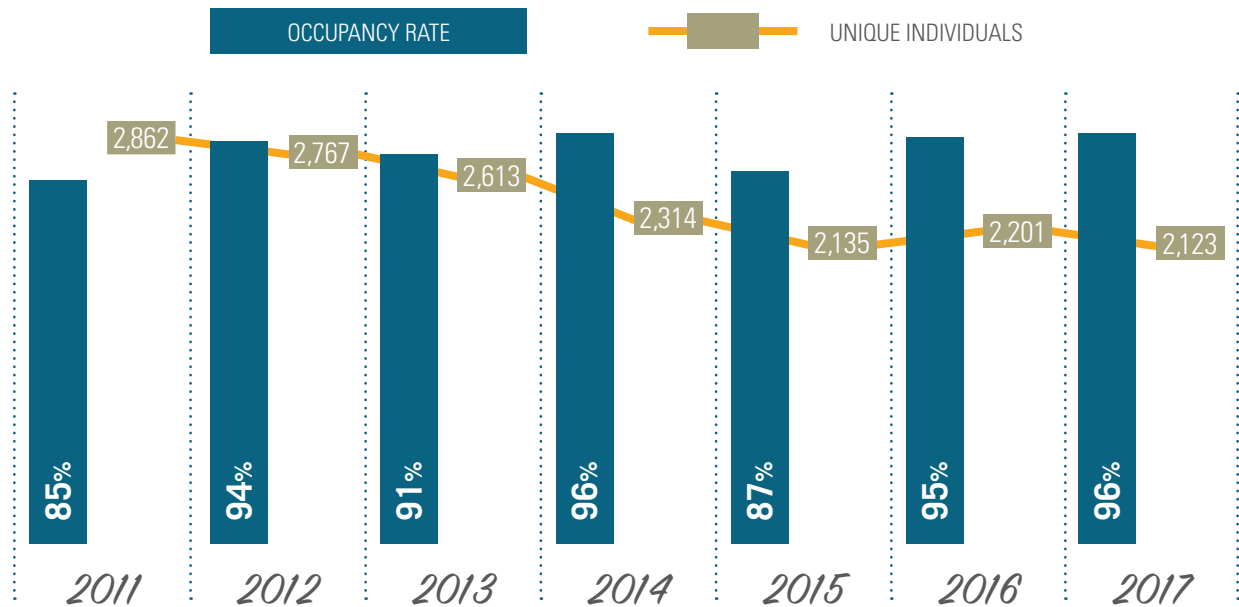


Overall, between 2011 and 2017, approximately, three-quarters of adult emergency shelter residents stayed 50 nights or less and one-quarter stayed 51 nights or more.

⁸ Number of nights stayed refers to the total number of nights an individual stayed in shelter in a given year.

ADULT EMERGENCY SHELTER OCCUPANCY RATE VERSUS UNIQUE INDIVIDUALS

Occupancy rate refers to the ratio of occupied emergency shelter beds compared to the total number of beds available. The occupancy rates below represent the average of the three adult emergency shelters.



While the occupancy rate for adult emergency shelters has varied between 2011 and 2017, overall, the occupancy rate has increased from 85% in 2011 to 96% in 2017, meaning a greater percentage of available beds are being used.

Although the adult emergency shelter occupancy rate has increased, the number of unique individuals accessing adult emergency shelter has decreased, from 2,862 in 2011 to 2,123 in 2017, indicating individuals are staying longer in adult emergency shelter.

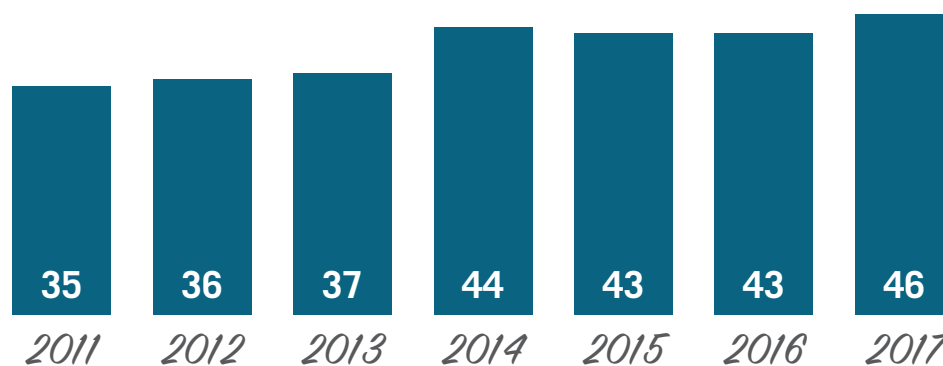
NUMBER OF NIGHTS STAYED OVER 365

	2011	2012	2013	2014	2015	2016	2017
335 TO 364 NIGHTS	1	2	6	2	7	8	10
365 NIGHTS	3	1	1	0	7	3	1
OVER 365 NIGHTS	7	8	4	19	2	5	0
TOTAL INDIVIDUALS	11	11	11	21	16	16	11

The total number of individuals who stayed in adult emergency shelter 11 months or more (335 nights or more) almost doubled between 2011 and 2014, increasing from 11 individuals in 2011 to 21 individuals in 2014, before decreasing back to 11 individuals in 2017.

Individuals staying more than 365 nights likely registered in more than one adult emergency shelter on the same night, resulting in them being over counted. While the number of individuals staying more than 365 nights varied each year between 2011 and 2016, there were no longer any individuals staying more than 365 nights in 2017.

AVERAGE NIGHTS STAYED



The average number of nights individuals stayed in adult emergency shelter increased from 35 nights in 2011 to 46 nights in 2017, representing an average increase of 11 nights since 2011.

AGE AND AVERAGE NUMBER OF NIGHTS STAYED

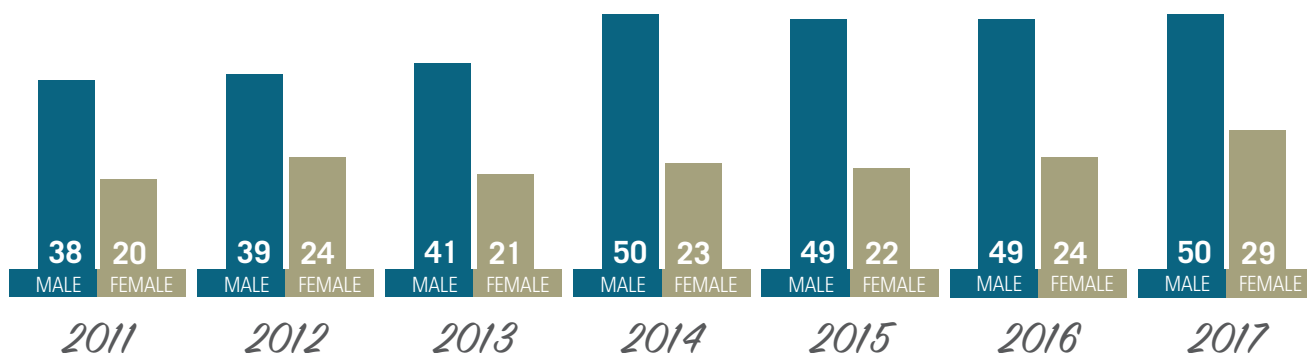


Since 2011, almost all age groups experienced an increase in the average number of nights stayed in adult emergency shelter. The 30-39 age category experienced the greatest increase, with the average number of nights stayed increasing by 16 nights.

Generally, the average number of nights stayed increases with age. This trend has remained fairly consistent since 2011.

⁹ In 2011, there were no adult emergency shelter residents who were 17 years or younger, meaning there is no data for the average number of nights stayed for this age category.

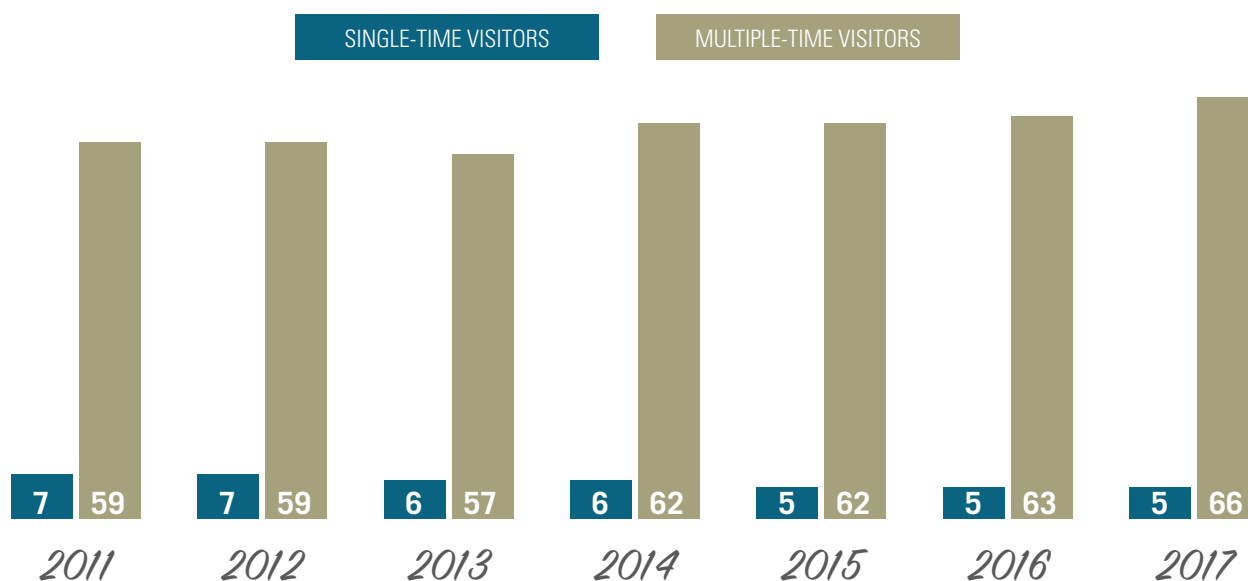
GENDER AND AVERAGE NUMBER OF NIGHTS STAYED



Between 2011 and 2017, the average number of nights stayed in adult emergency shelter consistently remained higher for males compared to females.

Overall, the average number of nights stayed increased for both male shelter residents and female shelter residents between 2011 and 2017. For males, the average number of nights stayed increased by 12 nights, while the average number of nights stayed by females increased by nine nights.

AVERAGE NUMBER OF NIGHTS STAYED FOR SINGLE AND MULTIPLE-TIME VISITORS



Between 2011 and 2017, the average number of nights stayed by single-time adult emergency shelter residents decreased by two nights, while the average number of nights stayed for multiple-time residents increased by seven nights.

In general, single-time adult emergency shelter residents stayed fewer nights, approximately one week, compared to multiple-time visitors who stayed for a longer period of time, approximately two months on average.

LONDON'S FAMILY EMERGENCY SHELTER

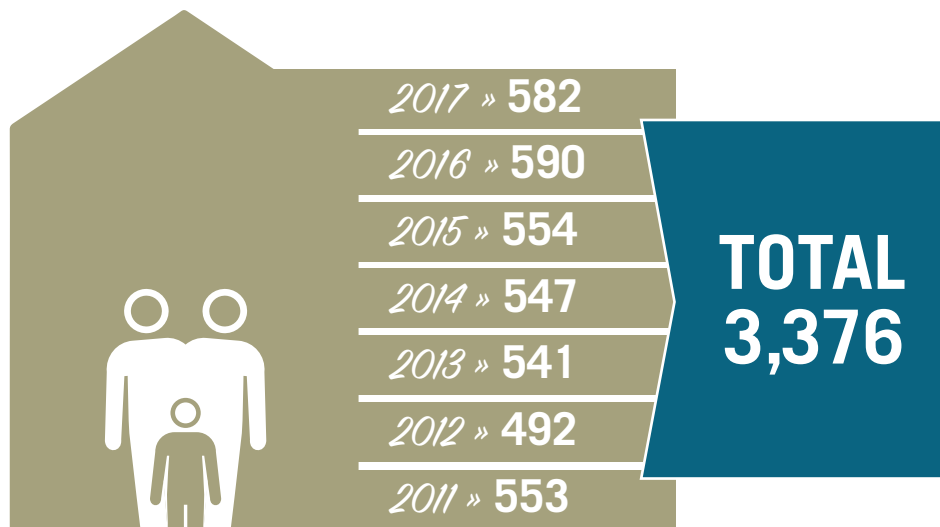
The following section contains the results and trends related to the use of London's family emergency shelter, Rotholme Women's and Family Shelter, operated by Mission Services of London.

Family emergency shelter data was analyzed by unique individual because family groupings were not identified in the data and each family member may not have stayed the same length of time in the family emergency shelter. Therefore, the results presented in the following section represent unique individuals and include both adults and dependent children who accessed Rotholme Women's and Family Shelter.

WHO IS USING LONDON'S FAMILY EMERGENCY SHELTER?

NUMBER OF INDIVIDUALS WHO ACCESSED FAMILY EMERGENCY SHELTER

Over a seven-year period, from January 1, 2011 to December 31, 2017, a total of 3,376¹⁰ unique individuals, including adults and children, accessed London's family emergency shelter.



Overall, between 2011 and 2017, the number of unique individuals accessing family emergency shelter has increased by 5%, from 553 unique individuals in 2011 to 582 unique individuals in 2017.

Of the individuals who accessed family emergency shelter in 2017, 82% were new shelter users who had not accessed family emergency shelter in any previous year.

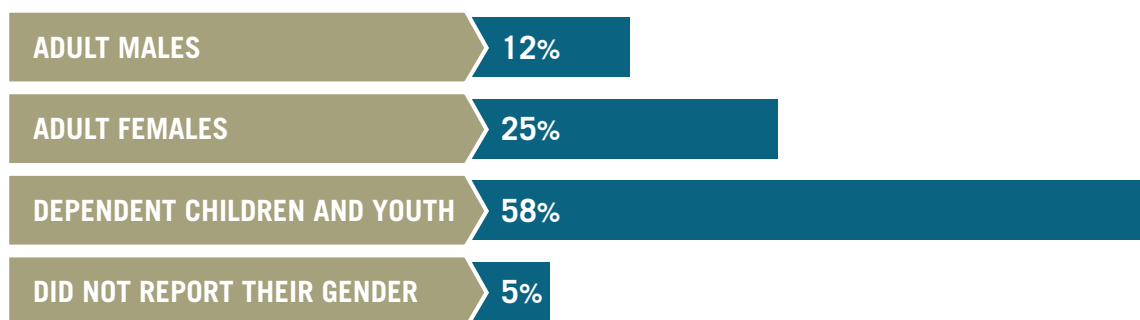
¹⁰ 3,376 represents the total number of unique individuals who accessed family emergency shelter over a seven-year period from 2011-2017. The yearly totals are also representative of unique individuals, but only for the specific reporting year. Some individuals accessed family emergency shelter in multiple years. Therefore, the sum of individuals accessing family emergency shelter in 2011 (553 individuals), 2012 (492 individuals), 2013 (541 individuals), 2014 (547 individuals), 2015 (554 individuals), 2016 (590 individuals), and 2017 (582 individuals) is higher than the seven-year total of 3,376.

UNIQUE INDIVIDUALS AND NIGHTS STAYED¹¹

YEAR	NUMBER AND PERCENTAGE OF UNIQUE INDIVIDUALS			TOTAL UNIQUE INDIVIDUALS
	14 NIGHTS OR LESS	15-30 NIGHTS	31 NIGHTS OR MORE	
2011	179 (32%)	167 (30%)	207 (38%)	553
2012	166 (34%)	130 (26%)	196 (40%)	492
2013	165 (30%)	156 (29%)	220 (41%)	541
2014	197 (36%)	150 (27%)	200 (37%)	547
2015	129 (23%)	189 (34%)	236 (43%)	554
2016	162 (27%)	176 (30%)	252 (43%)	590
2017	139 (24%)	109 (19%)	334 (57%)	582

Between 2011 and 2017, the percentage of individuals staying 14 nights or less decreased from one-third of all family emergency shelter residents to one-quarter of all family emergency shelter residents. The percentage of individuals staying 15 – 30 nights also decreased, changing from just under one-third of all family emergency shelter residents to one-fifth of all family emergency shelter residents. In comparison, the percentage of individuals staying 31 nights or more increased from just over one-third of all family emergency residents to more than half of all family emergency shelter residents.

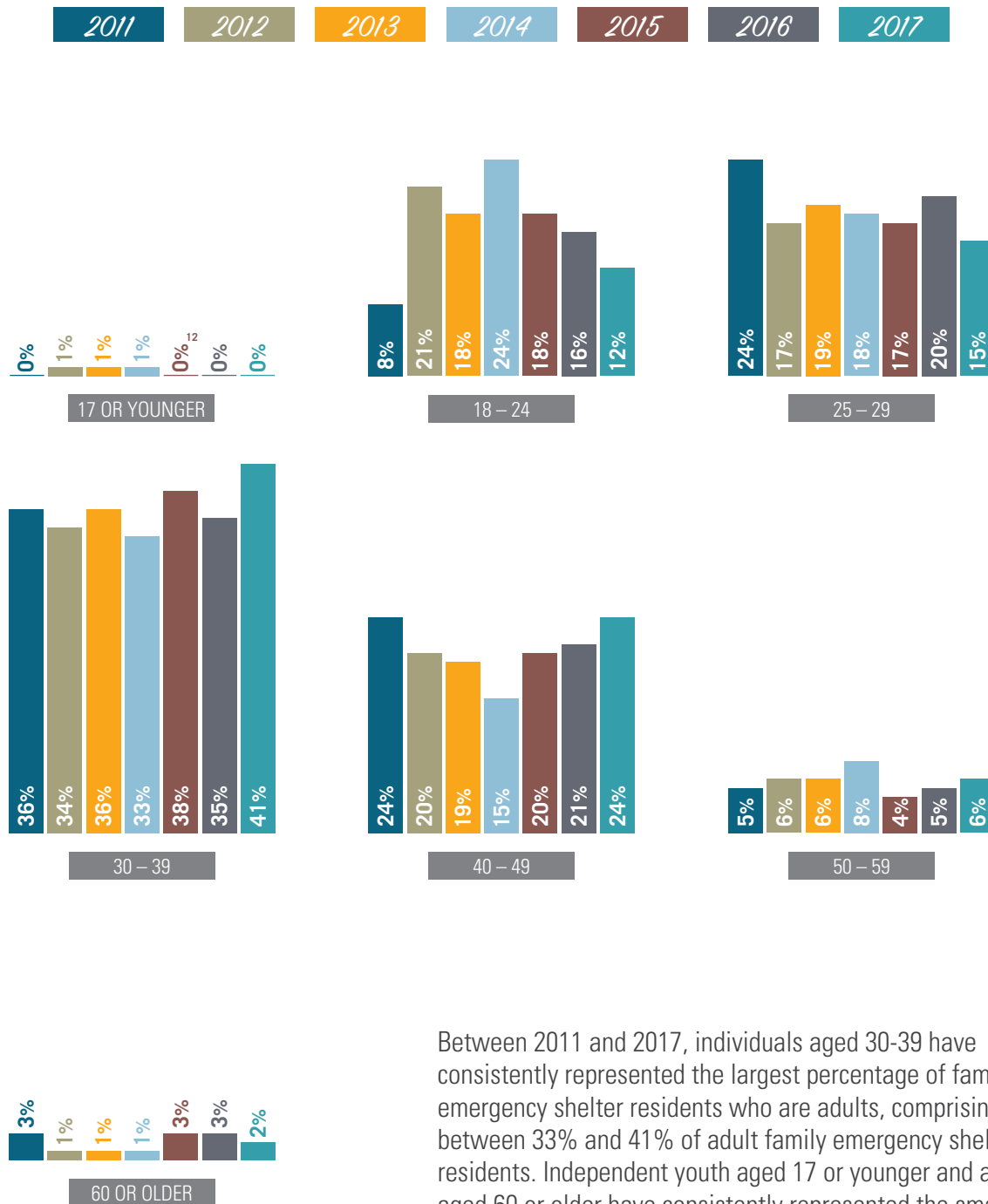
PERCENTAGE OF ADULTS AND CHILDREN ACCESSING FAMILY EMERGENCY SHELTER



Approximately twice as many adult females accessed family emergency shelter compared to adult males. Dependent children and youth represented the largest percentage of family emergency shelter residents, comprising over half of family emergency shelter residents.

¹¹ Number of nights stayed refers to the total number of nights an individual stayed in shelter in a given year.

AGE DISTRIBUTION OF FAMILY EMERGENCY SHELTER RESIDENTS WHO ARE ADULTS



Between 2011 and 2017, individuals aged 30-39 have consistently represented the largest percentage of family emergency shelter residents who are adults, comprising between 33% and 41% of adult family emergency shelter residents. Independent youth aged 17 or younger and adults aged 60 or older have consistently represented the smallest percentage of adult family emergency shelter residents.

¹²In 2015, one adult accessing family emergency shelter was aged 17 or younger, however, due to rounding, this shows as 0%.

AGE DISTRIBUTION OF FAMILY EMERGENCY SHELTER RESIDENTS WHO ARE CHILDREN



Between 2011 and 2017, the percentage of dependent children in each age category has varied each year. Children under the age of 10 have represented between half and two-thirds of all children in shelter, depending on the reporting year.

AGE RANGE AND AVERAGE AGE OF FAMILY EMERGENCY SHELTER RESIDENTS WHO ARE ADULTS

YEAR	YOUNGEST	AVERAGE	OLDEST
2011	20	36	81
2012	17	34	68
2013	17	34	76
2014	17	33	76
2015	17	34	80
2016	18	35	83
2017	18	35	66

Between 2011 and 2017, the age of the youngest adult to access family emergency shelter decreased from 20 years old in 2011 to 18 years old in 2017. Overall since 2011, the youngest independent adult to access family emergency shelter was 17 years old.

The average age of family emergency shelter residents who are adults varied between 2011 and 2017, with the lowest average age being 33 years old and the highest average age being 36 years old. The age of the oldest family emergency shelter resident also varied each year, with an overall decrease from 81 years old in 2011 to 66 years old in 2017.

AGE RANGE AND AVERAGE AGE OF FAMILY EMERGENCY SHELTER RESIDENTS WHO ARE CHILDREN

YEAR	YOUNGEST	AVERAGE	OLDEST
2011	2	10	34
2012	1	9	29
2013	0 ¹³	9	25
2014	0	7	20
2015	0	8	26
2016	0	8	24
2017	0	9	25

The age of the youngest dependent child accessing family emergency shelter decreased from two years old in 2011 to less than one year old in 2013, where it remained between 2013 and 2017.

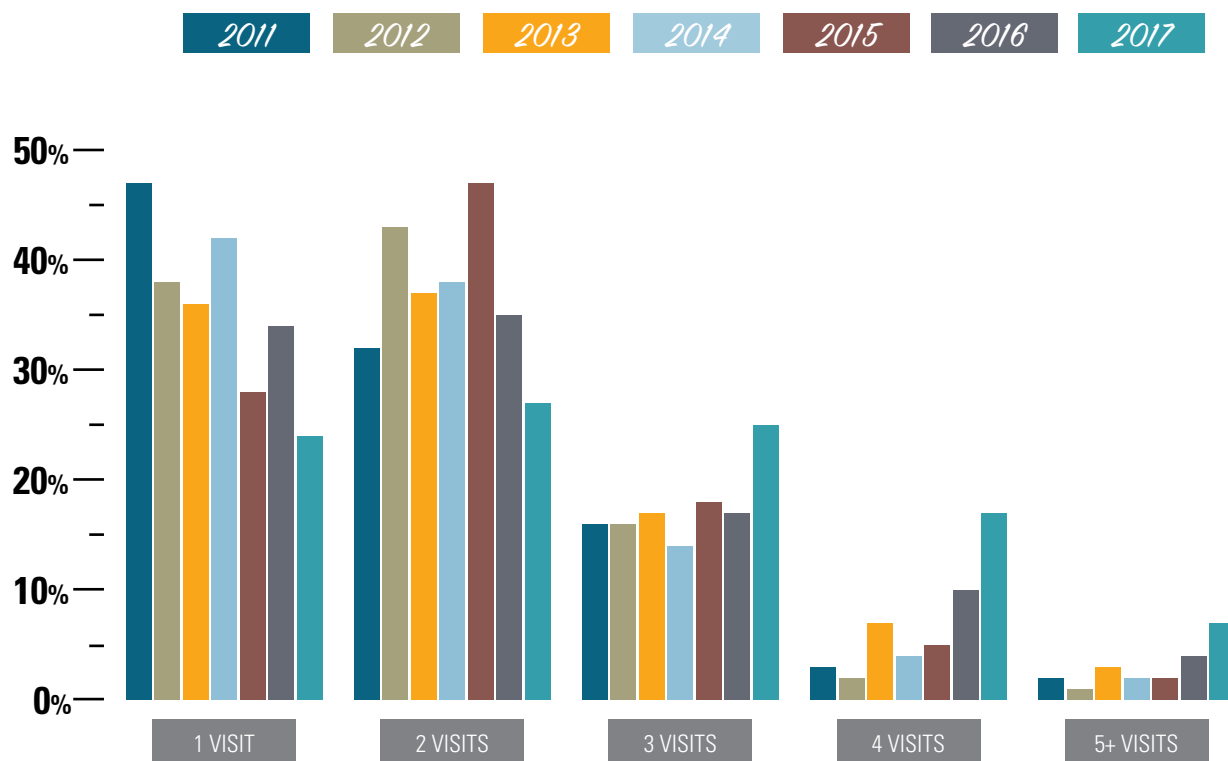
Between 2011 and 2017, the average age of dependent children staying in family emergency shelter varied, with the lowest average age being seven years old and the highest average age being 10 years old.

Overall, the age of the oldest dependent child decreased between 2011 and 2017 by nine years, from 34 years old in 2011 to 25 years old in 2017.

¹³ Some dependent children were less than one year old at the time they accessed family emergency shelter, which is represented as "0" in this table.

HOW IS LONDON'S FAMILY EMERGENCY SHELTER BEING USED?

NUMBER OF VISITS TO FAMILY EMERGENCY SHELTER^{14,15}



Since 2011, the percentage of adults and children for whom family emergency shelter use was a one-time event decreased from just under half of all visits (47%) to approximately one-quarter of all visits (24%).

While the percentage of adults and children with two visits to family emergency shelter has varied since 2011, there has been an overall decrease from 32% in 2011 to 27% in 2017. The percentage of adults and children who have accessed family emergency shelter three or more times increased between 2011 and 2017, from 21% in 2011 to 49% in 2017.

The maximum number of visits to family emergency shelter decreased from 11 visits in 2011 to eight visits in 2017. The highest number of visits to family emergency shelter occurred in 2016, with 13 visits.

¹⁴ The number of visits refers to the number of times, regardless of the number of nights stayed, that an individual used the family emergency shelter per year.

¹⁵ It was not possible to provide information about the number of visits to family emergency shelter by family grouping since each family member may not stay the same length of time in the family emergency shelter. Therefore, this information was analyzed by unique individual and includes both adults and children who stayed at Rotholme Women's and Family Shelter.

NUMBER OF NIGHTS STAYED IN FAMILY EMERGENCY SHELTER ^{16,17}

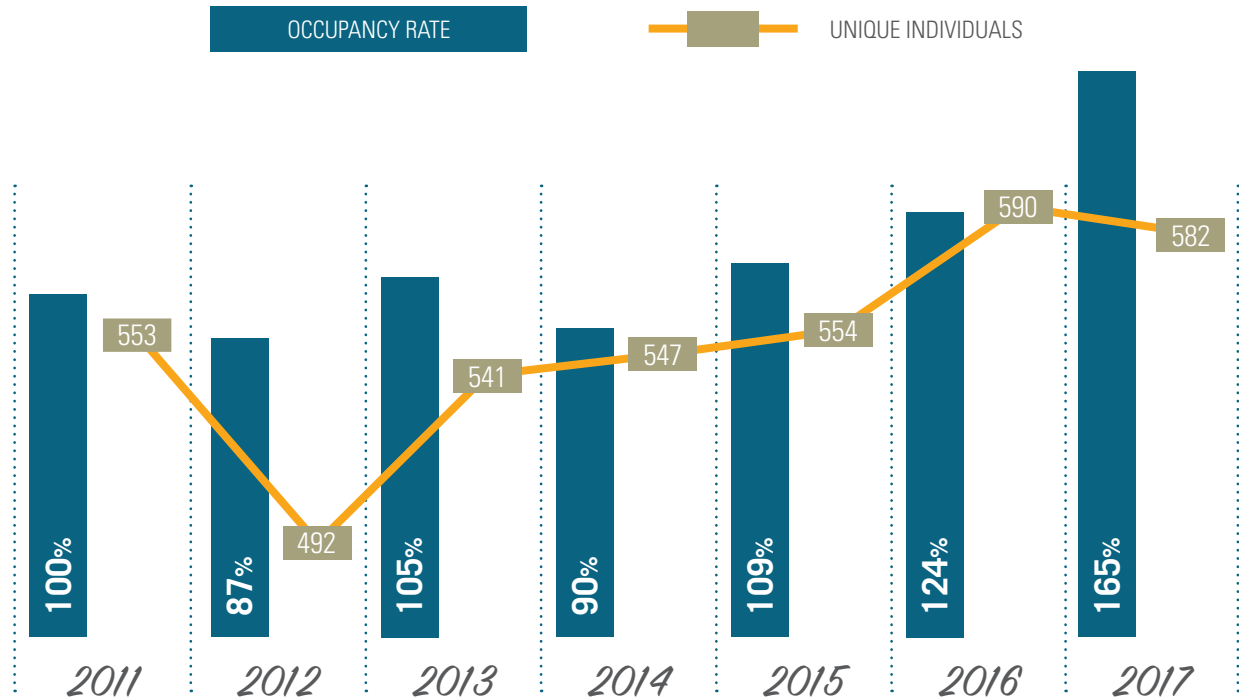


Between 2011 and 2016, over 80% of family shelter residents stayed 50 nights or less. In 2017, this decreased to 59% of family shelter residents staying 50 nights or less. This is due to an increase in the percentage of individuals who stayed between 51 and 100 nights, which increased from 10% in 2011 to 38% in 2017. However, further data analysis demonstrated the increase may be due to an increase in the number of large families staying in family emergency shelter between 51 and 100 nights, rather than more families staying more nights.

¹⁶ Number of nights stayed refers to the total number of nights an individual stayed in shelter in a given year.

¹⁷ It was not possible to provide information about the number of nights stayed in family emergency shelter by family grouping since each family member may not stay the same length of time in the family emergency shelter. Therefore, this information was analyzed by unique individual and includes both adults and children who stayed at Rotholme Women's and Family Shelter.

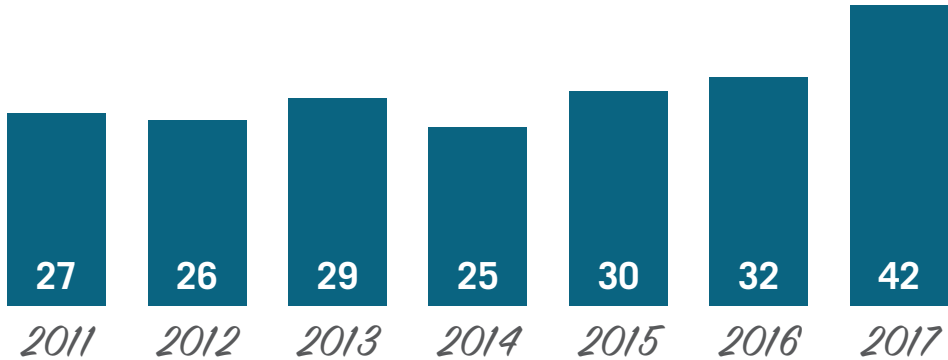
FAMILY EMERGENCY SHELTER OCCUPANCY RATE¹⁸



The occupancy rate for family emergency shelter increased from 100% in 2011 to 165% in 2017. An occupancy rate of 100% or more indicates the family emergency shelter is at or over capacity. However, an occupancy rate greater than 100% may have resulted from dependent children being counted as unique family shelter residents without counting cribs and children's sleeping arrangements in the number of available beds.

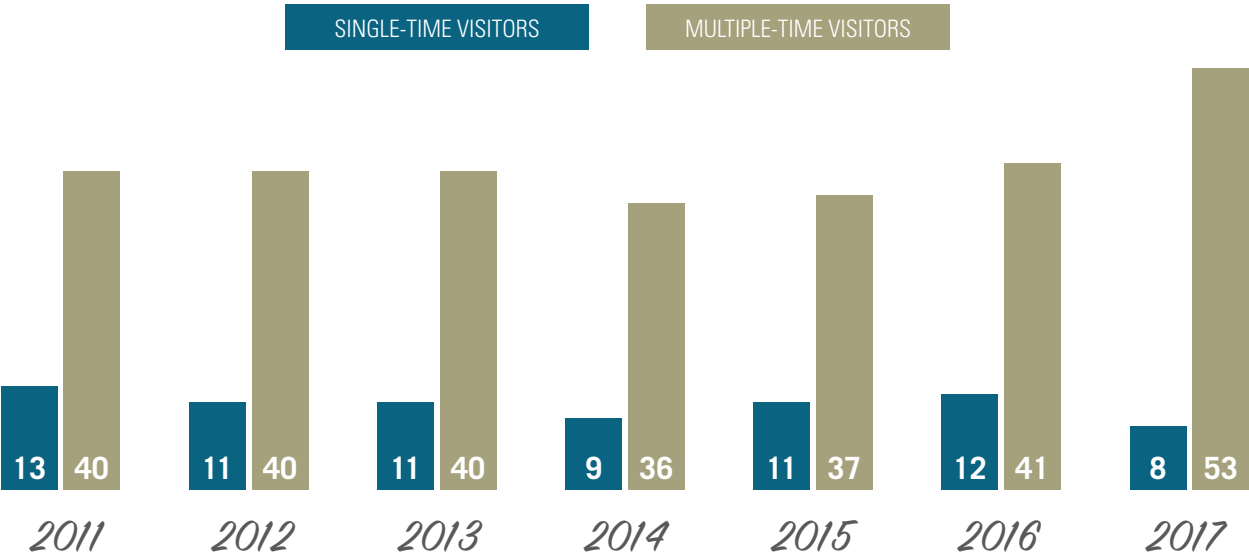
¹⁸ Occupancy rate is defined as the ratio of occupied beds compared to the total number of available beds.

AVERAGE NIGHTS STAYED



Since 2011, the average number of nights stayed in family emergency shelter has increased from 27 nights in 2011 to 42 nights in 2017, representing an average increase of 15 nights.

AVERAGE NUMBER OF NIGHTS STAYED FOR SINGLE AND MULTIPLE-TIME VISITORS



On average, between 2011 and 2017, single-time visitors stayed fewer nights in family emergency shelter than individuals who had multiple visits. While single-time visitors stayed approximately one to two weeks, multiple-time visitors stayed in family emergency shelter approximately one and a half months.

Overall, the average number of nights single-time visitors stayed in family emergency shelter decreased by five nights between 2011 and 2017. Conversely, since 2011, the average number of nights multiple-time visitors stayed in family emergency shelter increased by 13 nights, from 40 nights in 2011 to 53 nights in 2017.

CONCLUSION

The results presented in London's Emergency Shelters Progress Report: 2011-2017 provide valuable information about how individuals have been accessing adult and family emergency shelters, the demographics of adult and family emergency shelter residents, and how individuals have been using adult and family emergency shelters in London over the past seven years. This report also builds on the three previous Emergency Shelters Progress Reports to demonstrate the continuation of trends observed in emergency shelter use.

Results from this report will assist London in tracking and comparing emergency shelter use trends over time and to use this data for continued decision-making and ongoing change aimed at reducing emergency shelter use.

London's
EMERGENCY SHELTERS

PROGRESS REPORT: 2011 – 2017

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