Who experienced homelessness in our community?

The City maintains a comprehensive list called a “By-Name List”, of every person in the community actively experiencing homelessness. Using information collected and shared with their consent, each person on the list has a file that includes their name, homeless history, health, and housing needs. Maintaining a by-name list allows communities to track the ever-changing size and composition of their homeless population.

Current active number of individuals experiencing homelessness

We continue to see a range of 1,700 – 2,100. Approximately 600 of these individuals are “high acuity”.

People experience homelessness in different ways, and each individual has different circumstances and needs which can change on a day-to-day basis.

**Age**

| 16-24 | 14% |
| 25-39 | 37% |
| 40-59 | 37% |
| 60+   | 12% |

**Gender**

| FEMALE | 36% |
| MALE   | 61% |
| ****   | 2% |

**Gender queer, gender non-confirming, trans female, trans male, transgender, and two-spirit. Unknown or didn’t respond: 1%**

Based on December 31st, 2023 active by-name list data

Support needs

76% of the individuals experiencing homelessness completed an assessment to determine their required level of support to achieve sustainable housing.

“Acuity” refers to the level of supports an individual needs.

**Based on December 31st, 2023 active by-name list data**

- **High acuity**: 46%
- **Low acuity**: 13%
- **Moderate acuity**: 41%
**Unsheltered Homelessness**

People who have **actively connected** with the system.

- **350+ individuals living unsheltered** – meaning they did not stay in an emergency shelter at all
- **103* active encampments**
- **3,527 responses to encampment complaints**

*This is the highest number of encampments, reported in November 2023, and does not reflect the total number of tents.

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**Connecting with services and programs**

The City operates a coordinated access system, where individuals or organizations can reach services and programs across the city. Through a central intake system, individuals are assessed and triaged to the appropriate supports.

- **23,709 calls, emails and front counter records** (this includes requests for the Housing Access Centre), not all unique individuals
- **663 calls and emails from people outside London** looking for services/support
- **1259 number of times emergency shelter access was prevented** (by outreach, shelter and coordinated access system)
- **6,676 instances of coordinated access support** (includes: intake, update of HIFIS profile, housing referral, community agency referral, shelter referral, etc)

*From January to December 2023*
Rental Market

- **1%** vacancy rate for units at or below average market rent
- **2.1%** rental market vacancy rate in London
- **$1,584** Average monthly rental for one-bedroom unit

The City maintains a Rent Geared to Income Wait List.

- **6,982** Number of active applications as of December 31.
- **419** households were housed from the list as of December 31.

For additional information on the City's Coordinated Access process including intake, assessment and resource matching please visit:

https://london.ca/sites/default/files/2023-01/CofL_Housing_CoordinatedAccessSystem_Web%5B11748%5D.pdf