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. The following information is based on June 30 active by-name list data.

Current active number of individuals experiencing homelessness

As of June 30, there were 1,776 individuals experiencing homelessness.

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

13.8% were chronically homeless*

* homeless for at least six months over the past year, or experiencing homelessness intermittently over the past three years, with a cumulative duration of 18 months

20% identified as Indigenous

this number is known to be higher as reflected by Indigenous agencies and organizations working in the community

< 1% were confirmed Veterans

Support needs

1,395 individuals experiencing homelessness completed an assessment to determine their required level of support to achieve sustainable housing between April 1 and June 30, 2024.

"Acuity" refers to the level of supports an individual needs.

** Gender queer, gender non-confirming, trans female, trans male, transgender, and two-spirit.
Unknown or didn’t respond: 1%
Unsheltered Homelessness
People who have actively connected with the system.

244* individuals were living unsheltered as of June 30, 2024 – meaning they did not stay in an emergency shelter at all.

74* active encampments as of June 30, 2024

*This reflected the total number of “deferred encampments” (encampments that are meeting all of the current community health and safety guidelines, and including individuals actively engaging in services to obtain shelter or housing) and does not include urban transient encampments (“sleeping rough” without structures, for example on benches or in doorways) nor does it reflect the total number of tents.

891 Coordinated Informed Response led responses to encampments between April 1 and June 30, 2024.

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.

6,181 calls, emails and front counter supports through Coordinated Access

95 calls and emails from people outside London looking for services/support

1,989 instances of coordinated access support (includes: intake, update of HIFIS profile, housing referral, community agency referral, shelter referral, etc)

578 number of times emergency shelter access was prevented (by outreach, shelter and coordinated access system)

46 individuals were identified in HIFIS as housed through system supports

From April 1 to June 30, 2024
Rental Market

$1,778
Average monthly rental for one-bedroom unit

The City maintains a Rent Geared to Income Wait List.

7,249 Number of active applications as of June 30, 2024.
80 households were housed from the list between April 1, 2024 and June 30, 2024.

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