

STREET OUTREACH

London Cares has one Street Outreach team and one Informed Response team, comprised of two staff each. **London Cares** takes calls from London Police Service, business owners, concerned community members, service providers, and participants requesting support.



ENCAMPMENTS

Between April 2022 and March 2023, there have been:



403 interactions per month on average

4,832 interactions in total



109% increase in the number of **urban campsites** visited



315 unique locations visited every month on average



93% increase in monthly interactions

“NO HOLIDAY OR BAD WEATHER SHUTS YOU DOWN, AND YOU BRING CLARITY TO MY LIFE IN A CONFUSING WORLD.”

~ London Cares Participant

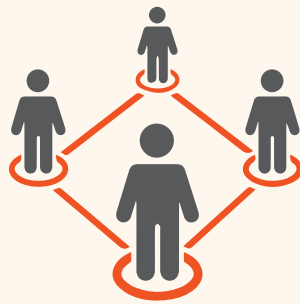


OUTREACH



Between April 2022 and March 2023, there have been:

135
unique individuals
supported per
month on average



219
diversions from
emergency
services

682 
crisis de-escalations

703
interactions per
month on average

8,436
total interactions
to date

13,569 
phone calls received
by London Cares

Between April 2022 and
March 2023, each month
there has been:

409 referrals provided

87 individuals who have
achieved paper readiness

71 diversions

**“YOU GO PLACES OTHER
PEOPLE WILL NOT GO.”**

~ London Cares Participant



RESTING SPACE

Resting Space has a team of two staff for each shift. Our staff also provide door support, which includes providing participants with water, basic needs, clothing, washroom access, phone call support, shelter/system navigation, and harm reduction supplies. London Cares operates a day space and an overnight space.

Between April 2022 and March 2023, there have been:

15 beds¹ available to support participants

195 unique individuals supported per month on average

46 pets supported per month on average

22% of participants who are unable to access services elsewhere in the community

4,892 times individuals were turned away from service due to capacity

64,334 instances where staff provided door support

Resting Space is often the “last stop” for individuals living on the street. If our program is at capacity, and we are unable to provide support, many have nowhere else to go and are forced back onto the street, without basic necessities such as:



“I’D BE VERY HUNGRY AND COLD IF YOU WEREN’T AROUND. I WOULD HAVE TO COMMIT CRIMES JUST TO EAT. CRIME WOULD BE MUCH HIGHER IF YOU GUYS DIDN’T EXIST.”

~ London Cares Participant

¹ As of December 23, 2022, the Resting Space augmented the number of beds available from 10 to 15 as result of Winter Response funding provided by the City of London.



OVERDOSE RESPONSE

This year, one front line staff member responded to an overdose each shift for four shifts in a row. Moral injury and burnout are realities of working in this field, and it has increased dramatically since the start of the pandemic.

“IF YOU WEREN’T AROUND, I WOULD BE WORSE OFF, IF NOT DEAD.”

~ London Cares Participant

Between April 2022 and March 2023, there have been:



52 overdose responses



50 participant deaths; an average of four each month

COMPARISON OF SERVICE DEMAND

The demand for outreach and resting space services has increased significantly. Between April 2021 – March 2022 and April 2022 – March 2023, there has been a:

107% increase in the number of individuals **turned away from the Resting Space due to capacity**

101% increase in total monthly interactions for **outreach services**

91% increase in the number of unique individuals supported through outreach services

475% increase in door support at the Resting Space

283% increase in the total number of calls received

384% increase in the number of urban campsites visited





HOUSING STABILITY

London Cares' housing stability program helps individuals secure and maintain stable, permanent housing through a trauma-informed approach, intensive case management, and a mantra of "whatever it takes".



Through the housing stability program:

65 participants have graduated into independent living between 2017 and 2022

25 local landlords and London Cares maintain relationships to provide housing opportunities for participants

18 participants have stabilized and transferred to a lower acuity program since 2020

5 participants have gained employment since 2021

3 participants have started volunteering in the community since 2021



"THIS PROGRAM HAS MADE ME BEGIN TO BE PROUD OF MY ACCOMPLISHMENTS RATHER THAN BE ASHAMED OF WHERE I AM RIGHT NOW, YOU REMIND ME THAT THERE IS A FUTURE"

~ London Cares Participant