

17 July 2019

Information Rights & Compliance Team
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Our Ref: FOI/03288

Thank you for your request concerning homeless patients.

Your request has been considered and processed in accordance with the requirements of the Freedom of Information (FOI) Act 2000.

1) How many attendances to your organisation were coded as NFA (no fixed address) per year in 2015, 2016, 2017, and 2018?

Please see below the number of service users with an open referral in each year who had a 'NFA' or 'No Fixed Abode' as their address.

Year	Number Of Service Users
2015	228
2016	250
2017	262
2018	266

2) Does your organisation have

- (a) a documented pathway for supporting homeless patients; or**
- (b) a housing officer (or similar); or**
- (c) a supply of clean clothes to offer homeless people?**

If yes to (a), (b), or (c) please provide details.

We do not have a documented pathway exclusively for homeless patients.

However, in the adult acute services pathway, we have a housing officer and three discharge co-ordinators (with significant experience of working with people who are homeless or are at risk of becoming homeless). We have worked with a wide range of service users to safely discharge to appropriate council provided accommodation.

We do have access to clean clothing within our inpatient services for any service users who do not have this – we also have basic toiletries and feminine hygiene products

3) How many patient referrals to a local housing authority under the Homelessness Reduction Act 2017 has your organisation made since 1 October 2018?

Unfortunately we are unable to provide this information as it is not held in a reportable electronic format. To supply the information requested would involve reviewing every patient record and to carry out this task would exceed the appropriate cost limit of £450¹.

Under section 12 of the FOIA a public authority does not have to comply with a request for information if the cost of compliance exceeds the appropriate limit.

For example in 2017/18 we received 52,423 referrals through our single point of access. It would mean manually looking at each of these referrals to see if there was a referral to a local housing authority. It is estimated that it would take approximately 2 minutes to review each individual record to extract the information, i.e. 1,747.5 hours @ £25ph = £43,685.

4) What is your organisation doing, or planning to do, to support homeless patients or to comply with the Homelessness Reduction Act 2017?

We will continue to work in support of people who are homeless.

Should you require further clarification or like to discuss payment, please do not hesitate to contact me.

Please find enclosed an information sheet regarding copyright protection and the Trust's complaints procedure in the event that you are not satisfied with the response.

Yours sincerely

Sue Smith

**Sue Smith
Information Rights Officer**

Enc: Copyright Protection and Complaints Procedure Information Leaflet.

If you would like to complete a short survey in relation to your Freedom of Information request please scan the QR code below or click [here](#).



¹ Section 12 - Cost of compliance exceeds the appropriate limit has been applied