

Date: **23 May 2019**

Our reference: **FOIRQ5206**

Dear Sir/Madam,

Thank you for your request for information processed under the Freedom of Information Act 2000. Please see our response to your request below:

**Your Request and Our Response (in bold)**

*I am writing to make a request under the Freedom of Information Act 2000.*

*I have the following questions about the support offered to homeless patients who attend your organisation. **Please see our response to your questions below:***

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

**Great Ormond Street Hospital for Children NHS Foundation Trust (the 'Trust') has carried out a search via our information services team on the basis of patients registered with No Fixed Abode (NFA). We have not received any NFA attendances for the time periods you have specified.**

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. **No***

**The Trust will be reviewing their existing policies in light of the new statutory duty under the Homelessness Reduction Act (HRA). Please see the following website link for further information:**

<https://www.gov.uk/government/publications/homelessness-duty-to-refer/a-guide-to-the-duty-to-refer>

**We have a team of social workers; Family support Officers; and a close relationship with our in-house Citizens Advice Bureau (CAB). We already provide extensive support to families with multiple housing issues; including homelessness and threatened Homelessness.**

*How many patient referrals to a local housing authority under the Homelessness Reduction Act 2017 has your organisation made since 1 October 2018? The Trust does not centrally record this level of information. Please see note\*\**

**Please note:** \*\*The Trust is unable to provide the information requested. The information is likely to be held in individual patient records and would require both the Social Work team and in-house CAB to conduct an extensive search of approximately 120 housing-related cases, including the relevant databases involved in providing the data for the period 2018/2019 (up to the date your request was received on 30/04/2019).

We believe the information relating to referrals of homelessness cases; adaptations cases; or rents arrear issues will not be easily identifiable from any searches conducted by the Social Work team and in-house CAB. However, we have estimated that 1 record would take between 10 minutes - 1 hour to search and extract any relevant information, which does not include a review of the information as required. We have calculated that a minimum of 10 minutes to search 1 record (without a review of the information) would take at least 24 hours for 2 x searches to be carried out separately. Your request has been estimated to exceed the cost limit of 18 hours and is therefore exempt under Section 12 (Cost Limit) of the Freedom of information Act 2000.

Section 12(1) of the FOIA allows the Trust to refuse an FOI request where the cost of compliance is estimated to exceed the appropriate limit. The appropriate limit for the purposes of section 12 is defined by The Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulation 2004 SI 2004 No 3244 ('Fees Regulation').

The appropriate cost limit under regulation 3 of the Fees Regulation for the Trust is £450. The Fees Regulation also states that all authorities should calculate the time spent on the permitted activities at the flat rate of £25 per person, per hour. This means that the appropriate limit will be exceeded if it would require more than 18 hours' work for the Trust to carry out the following activities in complying with the request:

- locating the information, or a document containing it;
- retrieving the information, or a document containing it; and
- extracting the information from a document containing it.

3. *What is your organisation doing, or planning to do, to support homeless patients or to comply with the Homelessness Reduction Act 2017? This is not a valid request for recorded information under the Freedom of Information Act (FOIA) 2000. We are therefore responding to your question outside the terms of the FOIA.*

**The Trust is hopeful in developing its existing family support resources by increasing our partnership CAB service to include a specialist Housing caseworker. The Trust will review our response to the specific HRA duties in the near future.**

Please note:

The information provided under the Freedom of Information Act 2000 is the information held on the date the request was received by the Trust.

I trust the information provided is sufficient and helps to answer any concerns, questions or issues you may have. If you should have any further queries related to this request, please do not hesitate to contact the FOI Team. Please ensure that the above reference number is quoted on any correspondence.

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Yours sincerely

**Freedom of Information team**

Great Ormond Street Hospital for Children NHS Foundation Trust

Email: [foiteam@gosh.nhs.uk](mailto:foiteam@gosh.nhs.uk)

**[Enclosed – Your rights – see next page]**

### **Your Rights**

If you are not dissatisfied with the response you have received to your request for information, please contact the FOI team and quote your reference number on all correspondence relating to your request.

You can also write to the Head of Quality & Safety at the following address:

Quality & Safety team  
Great Ormond Street Hospital  
LONDON  
WC1N 3JH

If you are still not satisfied with your response, you also have the right to appeal to the Information Commissioner.

You can contact the Information Commissioner's Office at the following address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF