

Information Governance

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Website: <https://www.elft.nhs.uk>

15th September 2022

Our reference: FOI DA4348

I am responding to your request for information received **26th August 2022**. This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,



Shuchi Joshi
Information Governance Coordinator – Information Rights

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision.

If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

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

Tel: 0303 123 1113
Web: www.ico.org.uk

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We promise to work together creatively to: learn
'what matters' to everyone, achieve a better quality
of life and continuously improve our services.
We care . We respect . We are inclusive

Chief Executive: Paul Calaminus
Interim Chair: Eileen Taylor

Request:

Question 1: Given the rising cost of living and housing difficulties of mental health service users, what provision exists within your Community Mental Health Teams for specialist benefits and housing advice? Do you have designated specialist posts for this sort of work?

Answer: East London NHS Foundation Trust provides two clinic sessions per week by a Specialist Benefits Advisor in Tower Hamlets.

Our City and Hackney team also has a Specialist Benefits Advisor employed by MIND who provides Weekly Clinics in each of our Community Teams.

East London NHS Foundation Trust also has a specialist housing support team called Housing Link who will support service users with housing issues. Welfare Clinics run from 2pm-5pm with appointments ranging from thirty minutes or more as required.

Service users are supported with benefits (welfare and housing) applications, queries and also signposted to other services as needed.

For complex housing support, a referral is made to the Housing Link team who work closely with the council's homeless and housing teams to support clients. We also have access to the stand-alone housing floating support service that is facilitated by Peabody Trust. This service supports clients to avoid homelessness and maintain their tenancy.



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