



East London

NHS Foundation Trust

Information Governance

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17th July 2026

Our reference: FOI DA6606

We are responding to your request for information received 8th May 2026. We are sorry for the delay in responding to your request. This has been treated as a request under the Freedom of Information Act 2000.

When an organisation receives a request for information under the Freedom of Information Act, it is allowed under the Act to apply a blanket exemption to this where it has concluded that providing a response would take in excess of eighteen hours.

When the cost of compliance and extracting information would exceed eighteen hours, a cost limit of £450 can be applied. This is explained in Section 12 of the Freedom of Information Act 2000 and is based on a rate of £25 per hour, regardless of the rate of pay of any individual involved in the retrieval of requested information, and equates to eighteen hours work.

Having reviewed your request, the Trust has noted that it would not be able to provide all the information requested within the eighteen hours specified in the Freedom of Information Act 2000. However, in this instance and to assist you, we have provided a partial response to your request as per below.

In order to assist you with your request, we have advised below the timing each question would take to help you to refine your request. If you wish to refine your request to comply with the eighteen hour time limit, please do get in touch.

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

Yours sincerely,

FOI Team

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.



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Chair: Eileen Taylor

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

Please note that the data supplied is not allowed to be re-used and/or published without the explicit consent of East London NHS Foundation Trust. Please contact the signatory to request permission if this is your intention



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Request:

Question 1: Hospital Inpatients Identified as Homeless

- a. **The total number of patients identified as experiencing homelessness while admitted to hospital during the period 1 January 2025 – 31 December 2025.**
- b. **If possible, please provide a breakdown by month.**
- c. **If homelessness is recorded in your patient record system, please indicate the field name or coding used (e.g., "No Fixed Abode", "Housing Status", "Domestic Abuse" etc).**

Answer: The Trust has reviewed question 1 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 12(1) of the Freedom of Information Act 2000 states:
Section 12(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit

The Trust has reviewed your request for information and in order to collate this information, it would be necessary to manually review all admission listings for the time period. The Trust estimates that this would take over 18 hours.

Question 2: Duty to Refer Referrals

- a. **The total number of Duty to Refer referrals made to local housing authorities for patients identified as homeless during the same period 1 January 2025 – 31 December 2025.**
- b. **If available, please provide a breakdown by month.**

Answer: The Trust has reviewed question 2 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 12(1) of the Freedom of Information Act 2000 states:
Section 12(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit

The Trust has reviewed your request for information and in order to collate this information, it would be necessary to manually review all referrals for the time period. The Trust estimates that this would take over 18 hours.

Question 3: Service or Policy Data

- a. **Does the trust have a dedicated homelessness liaison nurse, social worker, or specialist team?**
- b. **Are there formal policies or procedures for identifying homelessness on admission and throughout treatment?**
- c. **What training does the trust provide for staff on:**
 - i. **Identifying homelessness**
 - ii. **The Duty to Refer under the Homelessness Reduction Act 2017?**
- d. **If available, please provide any written guidance, protocols, or discharge guidance given to staff to support patients experiencing homelessness.**

Answer: a) The Trust does not have a dedicated in-house homelessness liaison nurse, social worker, or specialist team. Support for patients experiencing homelessness is managed through ward Multidisciplinary Teams (MDTs), discharge coordinators and referrals to external partner services. There is also the Trust Rough Sleepers Adult Mental Health Project (RAMHP) team who



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work to improve the mental health of people who sleep rough and work directly with local Street Outreach Teams (SORT) to improve their mental health awareness and response.

b) Yes, please see appendix one

c) The Trust does not provide specific training for identifying homelessness or The Duty to Refer under the Homelessness Reduction Act 2017.

d) The Trust does not have a standalone homelessness specific policy or protocol. Staff are guided by general discharge planning processes with housing needs addressed through, standard discharge planning procedures, safeguarding processes and referral to external housing support services (e.g. local authority, Penrose, NOAH Enterprise, Signposts, SMART, King's Arms Project, Amicus Trust).



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