

Ref: FOI/GS/ID 5443

**Please reply to:**  
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Trust Management  
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## **Freedom of Information Act 2000**

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to Patients with no fixed abode (NFA)

*You asked:*

- 1. How many attendances to your organisation were coded as NFA (no fixed address) per year in 2015, 2016, 2017, and 2018?*
- 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.*
- 3. How many patient referrals to a local housing authority under the Homelessness Reduction Act 2017 has your organisation made since 1 October 2018?*
- 4. What is your organisation doing, or planning to do, to support homeless patients or to comply with the Homelessness Reduction Act 2017?*

Trust response:

1.  
2015 : 275  
2016 : 301  
2017 : 304  
2018 : 226

This is counting

- a) Any patient with a pseudo postcode of ZZ99 3VZ  
b) Any patient with an address line indicative of No Fixed Abode.
2. We have health and housing officers funded via local district councils who work within the Integrated Discharge teams (IDT) on both trust sites. They

refer to suitable services and support housing applications where necessary. Their focus is on patients who are admitted rather than those who attend A and E. They also deal with hoarding, and any other housing issues which require support. There are two staff covering TWBC, T and MBC and SDC, one on each acute site. And then another housing officer funded from Maidstone Borough Council

3. This information is held by the service provider of our health and housing workers or Maidstone Borough Council. They look at alternatives for clients who are homeless, and work closely with the health and social care members of the Integrated Discharge team (IDT) to arrive at a solution for individual clients

4. On-going discussions and developments of these schemes (for example one council has funded a worker to help hoarders which we are able to refer into). In 2019 we are trialling a tenancy on a single bedroom flat in a housing association property to provide options for patients who are NFA but require ongoing medical input (e.g. TB drug regimes) All staff within the IDT are aware of the duty to inform of potential homelessness and refer accordingly. Teaching occurs regularly