



18 February 2019

## FREEDOM OF INFORMATION – DECISION NOTICE

Dear Requester

**FOI Reference Number: 000131**

I refer to your email of 28 January 2019 requesting information in respect of commissioned services for the homeless population.

I can confirm on behalf of Great Yarmouth and Waveney, North Norfolk, South Norfolk, Norwich and West Norfolk CCGs and in accordance with S.1 (1) of the Freedom of Information Act 2000 (FOIA) that we do hold some information relevant to that you have requested. A response to each element of your request is detailed below:

*1) Please provide details of any services the CCG currently commissions or previously commissioned specifically targeted at the homeless population (for example, homelessness outreach, homeless clinics, homeless health teams) – please provide the name of the service and the cost/budget associated with/to the service. Please provide this information for each of the following financial years – 2014/15, 2015/16, 2016/17, 2017/18, 2018/19 (projected spend/budget allocated for 2018/19 is fine).*

*2) Please provide the number of staff employed/contracted by the CCG whose job role is primarily focused on homeless health.*

*3) Does your CCG have a clinical lead for homelessness? Please provide their name, job title, and place of regular work.*

*4) Please confirm whether your CCG has a hospital discharge protocol between providers of acute mental health services and local homelessness services including multi-agency support planning in place.*

### **Response**

NHS England commission a service titled City Reach, see <http://www.norfolkcommunityhealthandcare.nhs.uk/the-care-we-offer/service-search/city-reach.htm>

NHS England can be contacted at <https://www.england.nhs.uk/contact-us/foi/> for additional information about the City Reach service.

### West Norfolk CCG

1 - 2017/18 – Southgates Surgery were commissioned to provide a homeless nursing clinic at the Purfleet Trust homeless charity premises in King's Lynn. Cost: £5000

2018/19 - Southgates Surgery were commissioned to provide a homeless nursing clinic at the Purfleet Trust homeless charity premises in King's Lynn. Estimated cost: £5000

2 - One Nurse provided the clinic in 2017/18 and one nurse is currently providing the service.

3 – The CCG does not have a Clinical lead for homelessness.

4 - The Borough Council of King's Lynn and West Norfolk provide a housing support service at the Queen Elizabeth Hospital, which includes support in relation to homelessness provision. This service adopts a multi-agency approach in providing support.

### North Norfolk, South Norfolk and Norwich CCGs

The CCGs do not specifically commission services re homelessness however all individuals would have access to

- City Reach
- Walk In Centre
- Interim Night Hub
- Norfolk Integrated Housing and Community Support Service (NIHCSS known as Nicks)
- Vast numbers of people on in-patient MH wards are homeless – core services we fund work with these individuals
- Evolve/ Hill House

All homeless individuals on admission to Acute MH in-patient beds will be referred to Norfolk Integrated Housing and Community Support Service. This service is commissioned from an organisation named Together and they facilitate direction through accommodation pathways either District Councils or private tenancies; therefore a pathway is in place.

### Great Yarmouth and Waveney CCG

1 - The Homelessness Primary Care Service was commissioned in November 2018 for £60k as both a GP practice and Outreach based service. This is delivered by East Norfolk Medical Practice (ENMP) and covers the Great Yarmouth and Waveney area. Prior to this a £30k service was delivered by ENMP to Great Yarmouth only as both an Outreach and practice-based service.

2 -The CCG has no staff whose role is primarily focused on homeless health.

3 - The CCG does not have an identified clinical lead for homelessness.

4 - Norfolk and Suffolk Foundation Trust as the provider of Acute MH Services in GYW has a range of policies and protocols in place with regards to the above.

There is also a full time discharge worker on the Acute Unit whose role is to complete the statutory "duty to refer" notice to Local Authorities, make referrals to appropriate agencies and support patients with discharge planning.

There is a link-worker from Homegroup who supports patients with ongoing housing needs from discharge who reside in the Waveney area. Norfolk Integrated Housing and Community Support Services deliver this in Great Yarmouth.

I hope that this answers your queries with the information we currently hold, but if I can be of any further assistance please do not hesitate to contact me.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to

Arden & GEM CSU  
FOI Team, Room 18  
Scarsdale  
Newbold Road  
Chesterfield  
S41 7PF

Email [agcus.foi.norfolkwaveneyccgs@nhs.net](mailto:agcus.foi.norfolkwaveneyccgs@nhs.net)

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided the CCG.

The Information Commissioner can be contacted at: Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF, telephone 0303 123 1113, email [casework@ico.org.uk](mailto:casework@ico.org.uk)

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<http://www.nationalarchives.gov.uk/doc/open-government-licence/version/3/>

Yours faithfully

Philip Humphreys

**FOI Manager, Arden & GEM CSU**

**On behalf of  
Great Yarmouth and Waveney,  
North Norfolk, South Norfolk  
Norwich and West Norfolk CCGs**