



**Healthy London
Partnership**

Healthy London Partnership

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London's NHS organisations include all of London's CCGs, NHS England and Health Education England



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London Homeless Health Programme – Commissioning for value in people’s lives

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How do we know what is needed?

Listen to people with lived experience with an open heart and mind, and

ask them in a systematic way using qualitative research methods

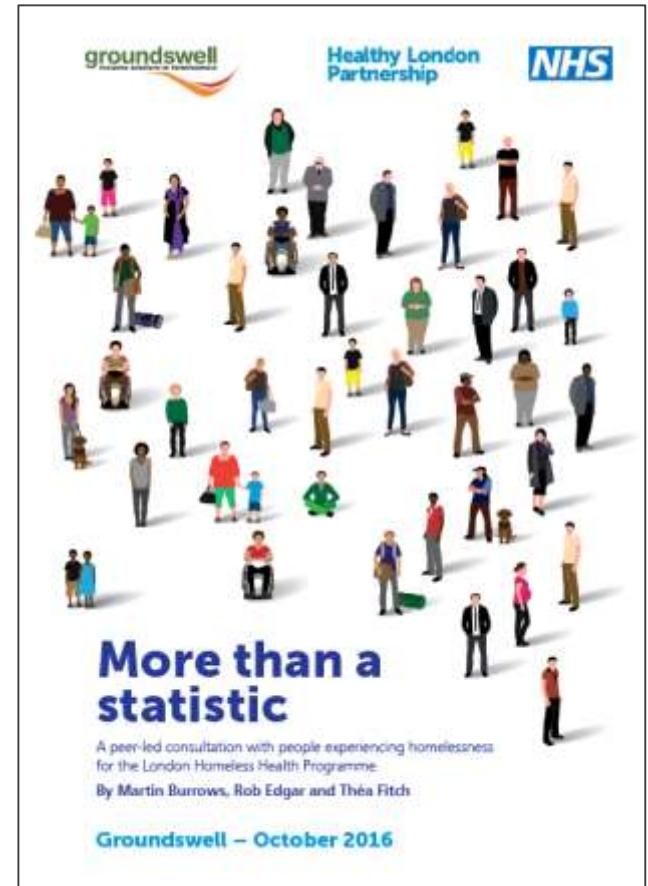


More than a statistic

More than a statistic was a report commissioned by the London Homeless Health Programme in 2016. It explores the experiences that people who are homeless in London have had with healthcare, including GP practices.

“It’s so difficult to register with a GP. They can say to you “No, we don’t take you”. And if you have got no home – if you are NFA (No Fixed Abode) – it’s even harder to register.”

“I have to ring at 7 am in the morning... it’s only 7 till 8. Maybe no one is going to pick up the phone for the rest of the day, at my GP. So you are only going to be able to make a regular appointment. Then you will have to wait a few weeks for an appointment.”



How do we know what is needed?

Understand the numbers and the researched needs including morbidity and mortality data

* if you can, get trained up in basic research methods! Make a commitment to do this in your CPD plan.



Definitions of homelessness

Although the term 'homeless' is often applied in everyday language to people who sleep rough, there are much broader definitions covering anyone who does not have a home. This includes people whose accommodation is insecure; those facing eviction, living in temporary accommodation, squatting, people at risk of violence, those housed in property potentially damaging to their health, and those who cannot afford their current accommodation.



You can find out more about definitions of homelessness at:



Shelter England

Website:

http://england.shelter.org.uk/get_advice/homelessness/homelessness_-_an_introduction/what_is_homelessness



Crisis

Website:

www.crisis.org.uk/ending-homelessness/about-homelessness/



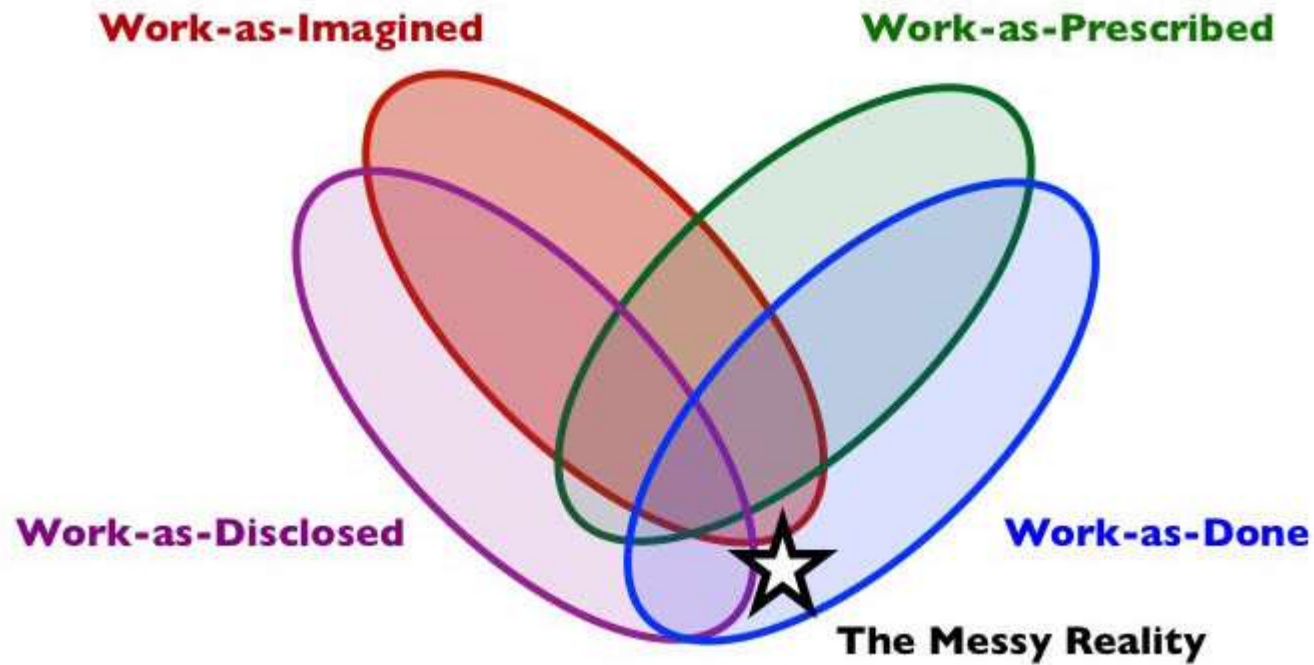
GOV.UK

Website:

www.gov.uk/emergency-housing-if-homeless

Mind the Gap

ref Steven Shorrock



How do we know what is needed?

Understand the evidence base for models of care

Always ask whether the model of service is adding value in terms of outcomes for people – and how does it address and respect fundamental human rights?



How do we know what is needed?

In homeless health there are published service evaluations, research and case studies and there is also a great deal of custom and practice

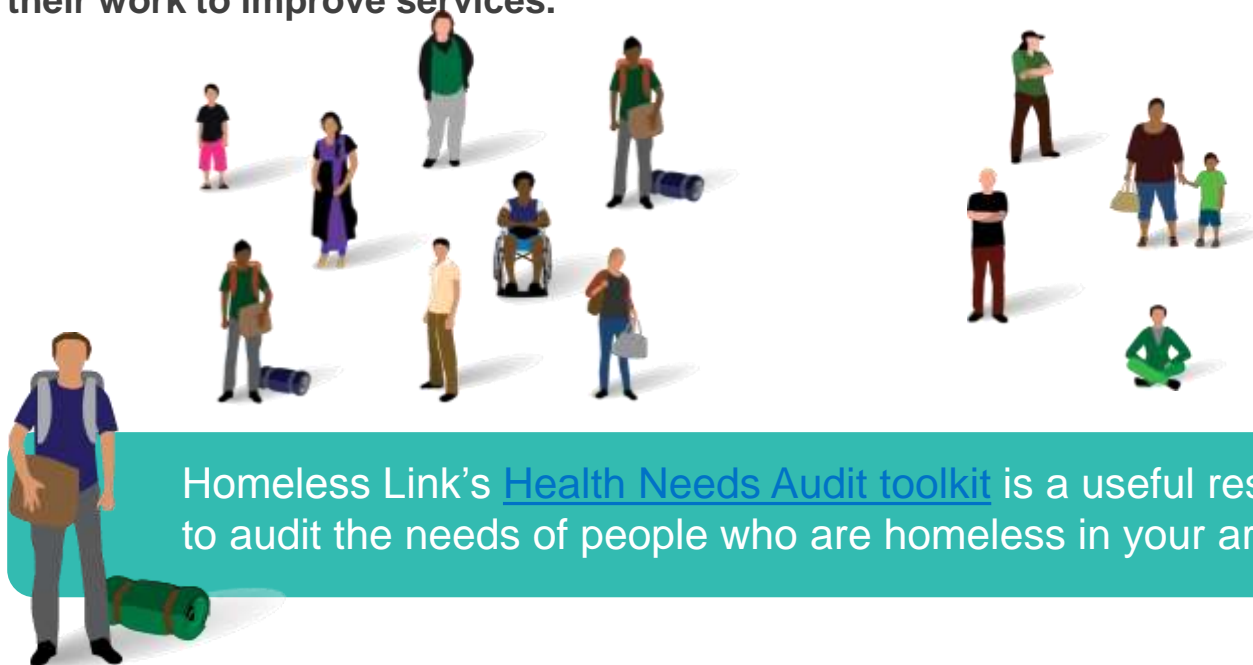
Clinicians working in homeless health are a very good source of guidance and signposting



Commissioning resources

In December 2016 we published [Commissioning Guidance](#) to support commissioners in London's clinical commissioning groups to improve health services for people who are homeless. It outlines 10 commitments for improving health outcomes for homeless people in London. Commissioners can use these commitments as guiding principles in their work to improve services.

- Each commitment includes ideas and practical tips on how to commission high quality, timely and co-ordinated healthcare for people who are experiencing homelessness.
- The London Homeless Health Programme is developing a toolkit for commissioners in London to use when carrying out their local Joint Strategic Needs Assessment. We will launch this tool later this year.



Homeless Link's [Health Needs Audit toolkit](#) is a useful resource if you are planning to audit the needs of people who are homeless in your area.

Do Commissioning Standards make a difference and do they support innovation?

They can when engaged with; but they can also be ignored in the face of competing commitments in the system



Do Commissioning Standards make a difference and do they support innovation?

And sometimes they are providing downstream solutions to upstream problems – e.g. the outcome we are seeking is not to have healthy homeless people – it's to support people to be housed and remain securely and happily housed with support where support is needed



So how might we promote innovation that adds value to people's lives?

Asset based approaches to communities and people in communities

Listen to people with lived experience about what supports the outcomes they want

Keep rights at the forefront



So how might we promote innovation that adds value to people's lives?

Work in co-production ways to support people to live the lives they want to live – and work with them to innovate

Network within communities of practice that support innovative approaches



So how should we promote innovation that adds value to people's lives?

Leadership and Duty of candour – call out practice that doesn't meet objectives and standards

Remember - keep rights at the forefront

