

Developing a health and homelessness partnership at King's Legal Clinic

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Digital exclusion and homelessness – the ‘closed door’ problem

- Through clinic housing advice networks, we discovered that many councils in London are no longer seeing homeless applicants face to face.
- Councils are instead preferring online forms or phone applications.
- Significant numbers of people are being turned away from getting help.



Closed double wooden doors

Digital exclusion and homelessness – the ‘closed door’ problem

May 2024 –

the legal clinic sent a Freedom of Information request to all 33 London Councils, asking about their policies and practice around seeing homeless applicants face to face.

Students assisted to collate and analyse the Fol results.

Fol results:

27 out of 33 councils responded:

- **24** councils do **not** offer a walk in, in-person service where people can make a homeless application
- Only **3** councils said that applicants could present in person and make an application that day, without needing a prior appointment or online form
- **10** councils require applicants to complete an online form before they can receive further help
- **1** council no longer offers any face to face services

Further development of the research



Semi structured interviews with hospital staff



Policy roundtable

Clinic students assisted to bring this together. Attended by hospital staff, local and national policy advisers, housing advisers, national charities

Research into activism



Clinic research



Report – evidence base – and building community



Health justice partnership – developing a health and homelessness clinic

Health and Homelessness Clinic

Students will be trained in homelessness law

Work in pairs, attending King's College Hospital A&E dept on a weekly basis

Will work alongside social workers in the hospital homeless team to:

- Assess homeless patients on ward
- Assist with completing homeless application forms and medical forms for local authority housing teams
- Out-patient follow up, checking housing situation is stable and suitable, tenancy conditions being kept

Thank you

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