

December Report

FOI-25-56

Request:

1. The total number of households currently housed in temporary accommodation.

Response: 472

2. The number of these households accommodated in nightly paid arrangements. –

Response: 166

3. The number of these households accommodated in hotel or bed and breakfast accommodation.

Response: 22

4. The average nightly rate paid by the local authority for hotel accommodation.

Response:

For all private nightly paid B&B type TA which started between June and November 2025, we paid an average of £49.30 per night. This includes both on and off framework placements. Please note that nightly rates vary across providers and room types; the figure above represents an average.

5. The local authority's six-month projection (or internal forecast) of temporary accommodation approaches.

Response:

Derby Homes are not required to create information in order to respond to an FOI request. We do not hold any six-month projection or internal forecast of temporary accommodation approaches. Accordingly, this information is **not held under Section 1(1)(a)** of the Freedom of Information Act.

6. Can the local authority break down questions 1-3 in size of families in correlation to house needs. ie single person : 1 bed need, Couple and a child : 2 bed need etc?

Response: Derby Homes are unable to provide the requested breakdown within the appropriate time limit.

While we hold information on household compositions, we do not hold a report that automatically correlates household size with statutory bedroom need. To produce this information, officers would be required to manually review 188 individual household records currently in temporary accommodation.

Each case file would need to be opened to review:

- ages of children
- genders of children
- medical, welfare or supporting information that may justify additional bedroom entitlement

This is the only way to accurately determine the assessed bedroom need for each household.

We estimate this manual review would take approximately 6 minutes per case, equating to over 18 hours of officer time. This meets and exceeds the appropriate limit under Section 12 of the Freedom of Information Act (the cost limit), which is set at 18 hours for local authorities.

Accordingly, the information is refused under Section 12 FOIA.

However, we have provided a generic breakdown of household types, which can be extracted from our system within the time limit, please see below.

Household type	Number of households
Single person	37
Single person with dependant child/ children	85
Single person with adult child/ children	1
Couple	0
Couple with dependant child/ children	63
Couple with adult child/ children	1

FOI-25-57

Request:

How many housing disrepair complaints concerning council-owned housing have been received for the following years:

2020
2021
2022
2023
2024
2025

Please break this down by category of issue (e.g. damp and mould, leaks, structural issues, electrical problems, heating failures etc.)

Additionally, please indicate how many of these complaints were resolved, escalated, or remain on-going

Response:

Under section 12 of the FOIA (Exemption – Cost of Compliance Exceeds Appropriate Limit), we are not able to provide a full breakdown of complaints by category for each year requested. To do so would require a manual review of every individual complaint record. With 540 complaints received so far this year, 909 last year, and 659 the year before, this exercise would exceed the statutory cost limit and is therefore not feasible.

We do not hold historic complaint data in the format requested for 2020–2022.

Categorised data is only available from 2023/24 onwards, following changes to our complaints recording system. The information we can provide is set out below in relation to repairs (not specifically disrepair).

Important context and limitations:


- Figures relate to service complaints (stage one and stage two) recorded under the Housing Ombudsman Service's Complaint Handling Code.
- These are not disrepair legal claims.
- Complaint categorisation changed in 2024.
- Complaints can involve multiple issues, but our system records only one category per case.
- All complaints are closed/resolved within the complaints process. Stage two complaints reflect escalations of stage one complaints, but escalation reasons may differ from the original category. Escalations to the Housing Ombudsman are not captured.

- Outcomes (upheld/partially upheld/not upheld) are recorded at service level but not by subcategory.

2023/24 – Complaints by Service Area

Service Area	Received	Upheld	Partial	Not upheld
Day to Day Repairs	262	180	20	62
Gas	24	15	1	8
Planned Maintenance	35	23	7	5
Electrical	6	2	1	3
Rechargeable Repairs	19	7	8	4
Other service areas (Housing Mgmt, Staff, etc.) also recorded complaints but not directly linked to disrepair.				
Total	659	363	95	201

This information is available from our publicly available information

Public source:  [Enc. 13 App. 2 - Annual Complaints Performance and Service Improvement report \(1\) \(558Kb\)](#)

2024/25 – Complaints by Category

Category	Complaints
Responsive repair not complete/out of target	147
Damp, mould and condensation	66
Leak/Flooding	24
Gas	31
Electrical	5
Planned and cyclical work	56
Disrepair (logged as category)	1
Other categories (contractors, pest control, etc.) also recorded.	
Total (Safety & Quality Consumer Standard)	479

This information is available from our publicly available information

Public Source:  [Enc. 6 App. 2 Complaints Performance Report \(2\) \(333Kb\)](#)

2025/26 – Year to Date (to 13 November 2025)

Category	Complaints
Responsive repair not complete/out of target	79
Damp, mould and condensation	33
Leak/Flooding	17
Gas	13
Electrical	2
Planned and cyclical work	34
Disrepair (logged as category)	0
Other categories (contractors, pest control, etc.) also recorded.	

This will be available in full publicly after year end data is collated and presented to our Board/ Sub Committee of the Board.

We are unable to provide the full breakdown requested for 2020–2022 due to the exemption under section 12 FOIA and because data is not held in that format. From 2023/24 onwards, categorised complaint data is available and has been provided above, with the caveats noted. Please note that these figures reflect service complaints rather than disrepair legal claims, which are recorded separately.

Further useful information is available through our Transparency and Freedom of Information pages <https://www.derbyhomes.org/about-us/transparency/>

We have had another FOIA requesting the number of Disrepair Claims received rather than “complaints”. We are happy to provide the reply, and I do so below.

The requester asked:

For each year, the number of housing disrepair legal claims made against the council by council tenants/residents? This includes other years you have not requested.

Year	Disrepair Claims
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2019	16
2020	12
2021	23
2022	92
2023	132
2024	130
2025	71

FOI-25-57 – Closed response

FOI-25-58

Request and Response:

I am writing to request information under the Freedom of Information Act 2000. The request seeks to understand how your authority funds and manages housing and homelessness services and any public-private partnerships. If any of the requested information is already publicly available, please provide a link or reference.

1. Please provide the following data relating to housing and homelessness:

- The total number of households supported through homelessness services in most recent financial year- Year on year total and percentage change.

The figure for 2023-2024 is 2400 and the figure for 2024-2025 is 2392. This is a 0.33% decrease in the number of approaches.

Please note that this figure only includes the number of approaches to Housing Options, we are unable to quantify the number of advice/assistance cases as this is not recorded on our system.

- Total expenditure on homelessness and associated services in most recent financial year
 - Year on year total and percentage change
 - As a percentage of total budget, expenditure on homelessness and associated services in most recent financial year

Derby Homes is unable to provide this information within the appropriate cost limit under Section 12 of the Freedom of Information Act 2000.

“Homelessness and associated services” is not a defined or single budget category within Derby Homes’ financial systems.

Relevant expenditure is spread across multiple cost centres (including temporary accommodation, Housing Options staffing, prevention/relief activity, outreach and commissioned services, and grant-funded programmes).

To produce the requested figures, officers would need to manually:

- Review and classify numerous budget lines across several cost centres;
- Collate spend for the most recent year;
- Repeat this process for previous years to calculate year-on-year change; and
- Calculate the percentage of the overall Derby Homes budget.

This work would require significant manual analysis exceeding the 18-hour limit, therefore Section 12 applies.

- Total number of nights spent in temporary accommodation in most recent financial year
 - Year on year total and percentage change

Derby Homes does not hold a single consolidated figure for the total number of nights spent in temporary accommodation. Nights are recorded at individual properties or units across several different temporary accommodation schemes, and we do not produce an aggregated annual total.

To calculate the total number of nights for the most recent financial year and to provide a year-on-year comparison and percentage change, we would be required to manually review and collate records for all units and schemes. With 799 placements made in 2024–2025, and an average of 3 minutes required to review each household, this work would take close to 40 hours. This significantly exceeds the 18-hour cost limit set under Section 12 of the Freedom of Information Act 2000.

For context, the figure of 799 placements includes only those placed during 2024–2025 and does not include households placed before the start of the financial year who continued to reside in temporary accommodation during that period.

2. Furthermore, where recorded, please provide data on outcomes or success rates for the following types of intervention:

Derby Homes does not hold outcome or “success rate” data in the format requested. The term *outcomes or success rates* is not defined within your request, and different intervention types measure success in different ways. To assist, we have set out below how each intervention operates within our service and what information we do and do not record.

- Temporary accommodation- Households placed into temporary accommodation are owed the Relief Duty, not the Prevention Duty. Temporary accommodation itself is not an “intervention” with a measurable success rate; instead, case outcomes are recorded at the point the statutory homelessness duty ends. We do not hold a performance dataset specifically measuring “success rates” of temporary accommodation placements.
- Rapid rehousing (Housing First): 0
- Supported housing schemes- We do not hold outcome or “success rate” data for Supported Housing placements in the format requested. When a household moves into Supported Housing, the Prevention or Relief Duty is ended appropriately at the point of placement, and we record the statutory duty outcome only. For example, 58 duties were ended following a move into Supported Housing in the last financial year. We do not hold data on the longer-term “success” of the supported housing placement itself (such as tenancy sustainment or progression outcomes), as these aspects are

managed and monitored by the supported housing providers rather than Derby Homes.

- **Please provide the details on the funding sources for these services (central government grants, local council tax, business rates, housing revenue account, rental income, capital receipts, private investment, charity/voluntary sector contributions, etc.), with approximate amounts or percentages.**

The direct funding received is detailed below:

- Derby City Council Homeless Prevention Grant allocation for 2025-2026: £2,328,094.00 + £94,937 top up.
- Derby City Council Rough Sleeping Prevention and Recovery Grant allocation for 2025-2026: £2,099,254
- As per the comment above all other expenditure across the services is not a defined or single budget category within Derby Homes' financial systems. Relevant expenditure is spread across multiple cost centres (including temporary accommodation, Housing Options staffing, prevention/relief activity, outreach and commissioned services, and grant-funded programmes) and across cost centres within Derby City Council.

3. Please set out, as a percentage, the proportion of homelessness related spending in the most recent financial year associated with homelessness prevention.

Our financial systems do not separately code or track spend solely for 'homelessness prevention' in a way that allows a reliable percentage breakdown to be provided. Expenditure on staffing, temporary accommodation, and wider Housing Options services often covers both prevention and relief functions and cannot be broken down without a manual case-by-case review of service activity, which would exceed the cost limit under Section 12 of the Freedom of Information Act 2000. Therefore, the Council is unable to provide a prevention-specific percentage of homelessness expenditure, as this information is not held in a reportable format.

4. Please provide a list of active public private partnerships, joint ventures or similar arrangements through which the authority delivers housing or homelessness services. For each partnership please provide:

- i. Name of the private partner(s) (e.g. company or charity).
- ii. Date of commencement and duration of the contract or agreement.
- iii. Purpose and scope (e.g., management of temporary accommodation, development of affordable homes, regeneration project).
- iv. Funding structure – the proportion of budget provided by the authority versus the private partner

FOI-25-59

Request:

Under the Freedom of Information Act 2000, I please request the following information for the financial years 2022-23 and 2023-24 (or latest available):

- The total number of households placed by Derby City in temporary accommodation (as defined under your homelessness / TA policy) at the end of each financial year listed.

For 2022–24, the number of households placed in temporary accommodation was 401. For 2023–24, the number of households placed in temporary accommodation was 465.

- The total cost to Derby City of providing temporary accommodation (rooms, hotels, B&Bs, self-contained units) for those years.

Response:

After assessment, we are unable to provide this information within the appropriate cost limit. The data required to respond to this part of the request is not held in a single reportable format and would require extensive manual interrogation of multiple systems, invoices and datasets across Housing Options, Finance and Temporary

Accommodation teams. We are therefore refusing this part of your request under Section 12 of the Freedom of Information Act 2000.

- A list of the organisations or providers (name only) who act as accommodation suppliers to Derby City for temporary accommodation, and the number of units/rooms each supplier holds (as of March 31) for each year.

We hold supplier information; however, the breakdown of the number of rooms/units per provider is not held in a single, extractable format. Producing this would require a manual review of each placement over the two financial years, which exceeds the appropriate limit. For this reason, this element of the request is also refused under Section 12 of the Freedom of Information Act 2000.

- Whether Derby City currently operates (or participates in) a formal approved supplier list / framework agreement for temporary accommodation providers; if yes, the date the list was last retendered or refreshed.

Derby City Council does operate a formal framework for temporary accommodation providers. This framework is currently out to tender and the new framework is scheduled to go live on 01/04/2026.

FOI-25-60

Request:

How many approaches did Housing Options receive in September 2025 which were deemed to be anything other than homelessness queries?

Response:

After conducting a search of our systems, we are unable to provide this information within the appropriate costs limit. The way approaches are recorded does not allow us to automatically distinguish between homelessness-related and non-homelessness queries. Extracting and reviewing each approach manually to identify its purpose would exceed the cost limit under **Section 12 of the Freedom of Information Act 2000**. Under **Section 16**, we can advise that we may be able to provide the *total number of Housing Options approaches in September 2025* if this is helpful.

Request:

How many approaches did Housing Options receive in September 2025 which were deemed not to be homeless or threatened with homelessness?

Response:

As above, this information is not held in a reportable format. Producing this breakdown

would require manual review of individual records and would exceed the cost limit. Therefore this request is refused under Section 12 FOIA.

Request:

How many Rent Deposit Enquiries were received in September 2025?

Response:

48

Request:

How many of these Rent Deposit Queries were not owed a duty (not homeless nor Threatened with Homelessness)?

Response:

- 0- We do not offer this to households who are not homeless or threatened with homelessness.

Request:

How do you manage people's knowledge and understanding of your homelessness services? Advertisements, information etc.

- **Do you advertise your housing options services?**
- **Do you provide information to the wider community on how to access Homelessness services?**
 - **How?**
 - **Do you provide education on homelessness services and the processes of Housing options?**
 - **How?**

Derby City Council provides information on its homelessness and Housing Options services through:

- The Council's website (Housing Options and Homelessness pages)
- Customer Service Centre and partner agencies
- Leaflets and written information available at key contact points

As well as signposting through statutory and voluntary sector partners.

We do not operate paid advertisements promoting Housing Options services.

Information for the wider community on how to access homelessness services is published online and shared with partners who support residents.

We provide guidance and explanation of homelessness processes to individuals during their housing assessment. Wider community education is undertaken through partnership forums, training sessions with stakeholders, and engagement with voluntary/community groups where appropriate.