

January 2026 FOI Responses

FOI-25-58

Your request and our 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

If providing all the requested information in full would exceed the appropriate cost limit under section 12 of the Act, please provide the information for the most recent year(s) and/or advise how the request could be refined.

Providing a comprehensive list of all such arrangements with full details would exceed the appropriate cost/time limit of 18 hours under Section 12 of the Freedom of Information Act 2000.

If you wish, you may refine your request to focus on a particular scheme, partnership, or a defined time period, which would allow us to provide more detailed information within the cost limit.

FOI-25-62

Your request and our response:

I am writing to request information under the Freedom of Information Act 2000 regarding homelessness.

Please could you provide the following information as of the most recent data available:

1. The number of contacts from those threatened with homelessness (likely to become homeless within 56 days) sorted by contact method e.g. phone, email, in-person, web form
2. The number of contacts from legally homeless individuals sorted by contact method e.g. phone, email, in-person, web form
3. The number of contacts from those threatened with homelessness or those who are legally homeless which led to resolution e.g. accommodation found

As confirmed via email, you required this information for the last financial year.

Response:

1. Derby Homes does not hold information broken down by contact method (e.g. phone, email, in-person, web form) for households threatened with homelessness.

However, during the last financial year (1 April 2024 to 31 March 2025), a total of 766 households approached Derby Homes as being threatened with homelessness within 56 days.

Derby Homes records the number of households approaching the service and the homelessness duty owed, rather than the method by which initial contact was made. As such, the requested breakdown by contact method is not held for the purposes of section 1 of the Freedom of Information Act 2000.

2. Derby Homes does not hold information broken down by contact method (e.g. phone, email, in-person, web form) for households who are legally homeless.

However, during the last financial year (1 April 2024 to 31 March 2025), a total of 919 households approached Derby Homes and were assessed and subsequently owed a Relief duty.

Derby Homes records the number of households owed a homelessness duty under Part 7 of the Housing Act 1996, rather than the method by which individual contacts are made.

As such, the requested breakdown by contact method is not held for the purposes of section 1 of the Freedom of Information Act 2000.

3. Derby Homes does not record outcomes at the individual contact level. Outcomes are recorded at the household or case level, rather than being linked to specific contacts or contact methods.

However, during the last financial year (1 April 2024 to 31 March 2025), a total of 1,031 households who were either threatened with homelessness or legally homeless had their case successfully resolved.

Please note that:

- A single household may have multiple contacts with Derby Homes before a resolution is achieved.
- Not all resolutions involve securing accommodation, as some cases are resolved through prevention or relief activity, including support to remain in existing accommodation or planned moves.

As such, while Derby Homes is able to provide the number of resolved cases, it is not possible to attribute resolutions to individual contacts for the purposes of section 1 of the Freedom of Information Act 2000.

FOI-25-63

Your request and our response:

Question 1

Please provide copies of any policies, guidelines and/or training prepared and/or followed by your authority's housing department which relate to the practice of notifying Applicants of an Offer in discharge of the 'main housing duty', and the steps to be taken by your authority's housing department where an Applicant accepts or refuses an Offer.



Andy Gale Template Derby-City-Council-
Decision Letters 202 Allocations-Policy-20

Derby Homes relies on the following policies, guidance and materials when notifying Applicants of an Offer made in discharge of the main housing duty under section 193 of the Housing Act 1996, and when determining the steps to be taken following acceptance or refusal of an Offer:

- Derby City Council Allocations Policy, which sets out the framework for the allocation of social housing and the discharge of statutory housing duties
- The Homelessness Code of Guidance for Local Authorities, issued by MHCLG which informs decision-making and notification requirements
- Andy Gale Letter Pack, which contains standardised notification letters and templates used by Derby Homes when making Offers, advising Applicants of the consequences of acceptance or refusal, and setting out review rights

Derby Homes does not hold separate, standalone internal training manuals specific to this issue beyond the application of the above policies and guidance. Officer training is delivered through operational management and supervision with reference to these documents.

Copies of the Derby City Council Allocations Policy and the relevant templates from the Andy Gale Letter Pack are enclosed. The Homelessness Code of Guidance is a publicly available document and is therefore not reproduced.

Question 2

Please confirm what information is provided, and in what format, to Applicants when your authority's housing department makes an Offer in discharge of the 'main housing duty'. In particular:

- (a) Please confirm whether, and if so how, Applicants are advised in relation to:

(i) the potential consequences of accepting or refusing an Offer, including as regards the potential termination of the authority's 'main housing duty'; and

(ii) the Applicant's right to request a review.

(b) To the extent your authority's housing department uses any templates and/or precedents for such communications, please provide copies of the same.

(c) Please provide copies of the information provided to the Applicants in receipt of the five most recent Offers made by your authority's housing department, including the Offer itself and any subsequent correspondence.

When Derby Homes makes an Offer in discharge of the main housing duty under section 193 Housing Act 1996, Applicants are provided with written notification which includes:

- Confirmation that the Offer is made in discharge of the main housing duty
- An explanation of the consequences of accepting or refusing the Offer, including that refusal of a suitable Offer may result in the duty being brought to an end
- Information about the Applicant's right to request a review under section 202 Housing Act 1996, including applicable timescales

This information is provided in writing, normally by letter, and where appropriate supplemented verbally by an officer.

(b) Templates and precedents

Derby Homes uses standard letter templates for Offers made in discharge of the main housing duty. Copies of the relevant templates are enclosed, subject to redaction under section 31(1)(a) where disclosure would prejudice the effective administration of homelessness functions.

(c) Five most recent Offers – copies of correspondence

This part of your request is refused under section 12(1) of the Freedom of Information Act 2000.

To identify, retrieve, review, and redact the full Offer documentation and subsequent correspondence for the five most recent cases would exceed the appropriate cost limit, due to:

- The need for detailed case file searches
- Manual review of unstructured records
- Extensive redaction required to remove personal data under the Data Protection Act 2018

In accordance with section 16 (duty to advise and assist), we can confirm that such information is held, and we would be willing to discuss a narrowed request (for example, anonymised examples or template-based information only).

Question 3

Please confirm what information is provided, and in what format, after an Applicant accepts or refuses an Offer and your authority's housing department terminates its 'main housing duty'. In particular:

(a) Please confirm whether it is your authority's housing department's practice to always send a separate letter to notify the Applicant of the termination of the 'main housing duty' after the acceptance or refusal of an Offer.

(b) Please confirm, and if so how, Applicants are advised in relation to:

(i) the consequences of your authority's housing department terminating its 'main housing duty'; and

(ii) the Applicant's right to request a review.

(c) To the extent your authority's housing department uses any templates and/or precedents for such communications, please provide copies of the same.

(d) Please provide copies of the information provided in the five most recent cases where an Applicant has accepted or refused an Offer and your authority's housing department has terminated its 'main housing duty'.

Information provided following acceptance or refusal and termination of the main housing duty

(a) Separate termination letter

It is Derby Homes' usual practice to issue a written notification confirming the outcome following acceptance or refusal of an Offer and, where applicable, the termination of the main housing duty. This may be included within the Offer refusal decision letter or issued as a separate notification, depending on the circumstances of the case.

(b) Advice on consequences and review rights

Applicants are advised in writing of:

- The effect of the termination of the main housing duty
- Any ongoing duties owed (if applicable)
- Their right to request a review under section 202 Housing Act 1996 and relevant timescales

(c) Templates

Standard templates are used for notifications confirming termination of the main housing duty. Copies of relevant templates are enclosed, subject to redaction under section 31(1)(a).

(d) Five most recent termination cases – copies of information

This element of the request is refused under section 12(1) of the Freedom of Information Act 2000 for the same reasons outlined in response to Question 2(c).

Question 4

If your authority's housing department's approach to notifying Applicants of Offers and/or the steps to be taken where an Applicant refuses an Offer is currently under and/or has been subject to review and/or legal challenge, please provide further details (and if already known, the outcome of that review and/or legal challenge).

Please share the above information/documents from your authority's housing department, excluding any information which could be considered personal information under the Data Protection Act 2018.

This information will be used for Shelter's research and work around homelessness, including in support of targeted litigation. It helps us and Shelter to understand the different ways that local authorities are responding to homelessness, particularly in relation to the steps taken following an Applicant's acceptance or refusal of an Offer and the processes for notifying Applicants of their rights and the consequences of their decisions.

Derby Homes does not hold recorded information confirming that its approach to notifying Applicants of Offers or the steps taken following refusal of an Offer is currently subject to a formal internal review or legal challenge.

If any such matters are held by Derby City Council's Legal Services, this information would be held by another department and not Derby Homes.

FOI-25-64

Your request and our response:

1. Has your organisation developed a specific policy or implementation plan for Awaab's Law? If yes, please provide a copy or link.

Derby Homes Damp, Mould and Condensation policy can be accessed in the following link: [Damp, Mould and Condensation Policy - Derby Homes](#)

You can also access the following: [Changes to how we deal with damp and mould - Derby Homes](#)

2. Are damp, mould, and ventilation repairs handled in-house or by external contractors and if so, who? If external, please confirm the delivery route (e.g. framework, DPS, or term contract).

Repairs relating to Damp, Mould and Ventilation are carried out by in-house Technicians, in-house Electricians and an external Damp Proofing Contractor.

3. What is your organisation's definition of "make safe" for damp & mould in emergency cases?

Please see the following links in regards to emergency cases: [Repairs to your home - Derby Homes](#), [Damp, mould and condensation - Derby Homes](#)

4. How many damp and mould cases have you had within the last 12 months?

In the last 12 months, there have been 2086 Cases of Damp and Mould reported to Derby Homes.

5. What are your achieved response times (in hours/days) for "make safe" and preventative repairs?

Derby Homes' response aim times are, within 24 Hrs for Emergency and Significant Damp and Mould Cases and 25 working Days for Non Significant Damp and Mould Cases - [Damp, mould and condensation - Derby Homes](#).

Of the 2086 cases of Damp and Mould reported in 2025, response times for Emergency cases were 63.64% in target and for Non Emergencies were 84.77% in target.

6. What are the standard operating hours for your repairs contact centre or call handling service, and is this provided in-house or externally?

Office hours are 8am – 5pm, covered by the in-house Customer Service Team. There is a 24/7 helpline for emergency repairs. <https://www.derbyhomes.org/repairs-maintenance/repairstoyourhome/#page-1>

7. Has any staff training or awareness activity been introduced in response to Awaab's Law?

Yes, training for Derby Homes staff is in place to raise awareness in response to Awaab's Law.

FOI-25-65

Your request and our response:

Current glazing contractor awarded responsive repairs including contract framework dates –

- Dates for our current contracts are published on the Derby Homes Contracts Register, available at: <https://www.derbyhomes.org/about-us/transparency/procurement/#page-5>
- Responsive glazing repairs are delivered under contract DH21063 with Elvidges.
- Capital glazing replacements are delivered under contract DH24054 with Nationwide Windows Ltd. A replacement contract has also been awarded to Nationwide Windows Ltd via an EEM Framework, due to commence on 01/04/2026.

Schedule of Rates - if contractors are working alongside either bespoke schedules or rates or the national housing federation schedule or rates-

- Both contracts use bespoke rates rather than National Housing Federation rates. For clarity, you have not requested the rates themselves, and we do not disclose commercially sensitive pricing information. Your question relates only to the type of rates used, which we have confirmed above.

FOI-25-66

Your request and our response:

1. The total number of reports received by Derby Homes of damp, mould and condensation issues in council-owned homes since 1 January 2021. If you hold yearly data, please provide a breakdown by calendar year.

Derby Homes started recording reports of Damp, Mould and Condensation as of July 2023.

Year	Total Reports
2023	761
2024	1679
2025	2086

2. The total number of homes managed by Derby Homes (or, if exact current data is not available, the most recent figure)

The Stock Levels managed by Derby Homes at Q3 (Dec 25):

Derby City Council Properties	12,136
Leaseholders	696
Shared Ownership	60
Derby Homes Owned Properties	194

FOI-25-67

Your request and our response:

I am writing to formally request the name and address of the landlord of the property.

Derby Homes manages the property on behalf of Derby City Council.

FOI-25-68

Your request and our response:

1. A complete list of all Temporary Accommodation (TA) and Emergency Accommodation (EA) providers used

Derby Homes /Derby City Council uses a combination of accommodation types to meet its statutory homelessness duties, including accommodation owned or managed by Derby Homes, accommodation leased from private providers, and accommodation procured on a nightly-paid basis such as hotels or bed and breakfast establishments.

We do not hold a single consolidated list in a format that identifies all providers alongside full addresses, websites, and categorisation as TA or EA. In addition, disclosing a complete provider list with identifying details would be likely to prejudice the commercial interests of both the Council and third-party providers, as it would reveal commercially sensitive contractual arrangements.

This information is therefore exempt from disclosure under section 43(2) of the Freedom of Information Act 2000 (Commercial Interests). The public interest test has been applied, and it is considered that the public interest in maintaining this exemption outweighs the interest in disclosure.

2. Total number of households currently placed in TA and EA

As of 5th January 2026 Derby City Council held the following placements:

- Households in Temporary Accommodation (TA): 418
- Households in Emergency Accommodation (EA): 99

These figures represent a snapshot in time and may fluctuate daily due to changes in demand and availability.

2. Nightly or weekly rates paid by the Council by accommodation type/size

Exact nightly or weekly rates paid to individual providers are not disclosed, as this information is commercially sensitive and its release would be likely to prejudice the Council's ability to secure accommodation at competitive rates in the future. This information is therefore exempt under section 43(2) of the Freedom of Information Act 2000.

However, to assist your request, we are able to provide the following indicative ranges/average costs paid across accommodation types:

- **Studio / 1-bed self-contained accommodation:** £40- £60 per night
- **2-bed self-contained accommodation:** £60-£90 per night
- **3-bed self-contained accommodation:** £70- £90 per night
- **4-bed and above self-contained accommodation:** £100 per night
- **Non-self-contained accommodation (e.g. hotels/B&Bs, hostels):** £30- £90 per night

These figures are averages or ranges and may vary depending on location, availability, household size, and market conditions.

FOI-26-01

Your request and our response:

Q1) How many identified individuals were found sleeping rough on at least one night in 2025?

631 identified individuals

Q2) If possible, please provide a breakdown showing the following numbers recorded:

Of the above number, please see below breakdown requested:

- **overseas nationals - 15**
- **refugees - 1**
- **children - 1**
- **women – 83**

FOI-26-02

(Provided by Communications, not IG)

1. ***On how many nights has the Severe Winter Emergency Protocol (SWEP) been in force so far this year?***

SWEP has been in place for 11 days from 2 January to 12 January.

2. ***How many individuals have stayed overnight in SWEP accommodation so far this year.***

77 individuals have stayed in overnight in emergency 'off street' accommodation during the SWEP period.

The city has a specific plan in place to address rough sleeping during periods of cold weather, called the Severe Weather Emergency Provision (SWEP) working in conjunction with the 'Everyone In' offer. The plan ensures that no-one need sleep out especially during the cold weather. Every effort is made to engage with individuals accommodated during the period, so they do not return on the streets and are able to access the accommodation and support services required. A similar plan is also in place for very warm weather in summer.

Partner agencies in Derby work to provide cover throughout the year to ensure there is an emergency offer available to anyone found rough sleeping. The plan is delivered jointly by several organisations, including Derby City Council, Derby Homes, Derbyshire Constabulary, Public Health, probation services, specialist housing providers, hostels, and voluntary and faith organisations.