

September 2026 FOI Responses

FOI-26-25

Your request and our response:

This is a request under the Freedom of Information Act. I am seeking information about the installation of solar panels on Derby council homes.

Can you tell me how many residential council homes you own and how many of them have solar panels installed?

As of 04/09/2026 - Number of residential properties owned by DCC - 12,218 (this number include homes under development)

As of 04/09/2026 - Number of residential properties with solar PV systems – 1188

Can you also tell me how many council homes had solar panels installed in each of the last five financial years (so 21/22, 22/23, 23/24, 24/25 and 25/26)?

2021/2022 – 137

2022/2023 - 11

2023/2024 - 82

2024/2025 - 10

2025/2026 - 50

Please note; figures do not include Derby Homes Ltd owned properties (just 'homes'), properties we manage for charities, shared ownership properties, garages and common areas within blocks of flats benefiting from solar PV and offices.

FOI-26-26

Your request and our response:

1. Any policy, procedure or guidance held regarding staff filming or video recording during visits to residential properties (including filming of front doors and windows).
Derby Homes does not have a specific policy/procedure regarding staff taking video footage, however there is sometimes a need for staff across our services to take photos and/or videos for the purpose of carrying out their duties including, but not limited to, managing neighbourhoods, reporting repairs, investigating complaints, communal area inspections, investigations into allegations, ASB concerns etc. Our policies can be found on the following link: <https://www.derbyhomes.org/about-us/transparency/policies/>
2. How many times in the last 24 months have three or more members of staff attended a single leasehold property together to carry out filming or video recording.
This is not data that Derby Homes specifically records.
Any photos/videos taken by any member of staff during their visits to properties/communal spaces have been taken where necessary to maintain the properties e.g. to report repairs, evidence lease breaches, investigate complaints, document ASB damage etc. and hazard markers on files may give the need for staff to attend in pairs, at minimum. More information regarding markers can be found here: <https://www.derbyhomes.org/about-us/transparency/policies/violence-and-aggression/>
3. How many times in the last 24 months have staff filmed the front door or windows of a leasehold property.
No videos have been specifically filmed of a leasehold property's door/windows. Videos may have been taken in the communal spaces of housing blocks where leasehold properties are, as such doors/windows may be present in them but personal data is not contained within the video i.e. faces.
4. A monthly breakdown (for the last 12 months) of the number of occasions on which staff have filmed front doors or windows of residential properties. This is not data that Derby Homes specifically records; therefore we cannot provide figures.
Any photos/videos taken by any member of staff during their visits to properties/communal spaces have been taken where necessary to maintain the properties e.g. to report repairs, evidence lease breaches, investigate complaints, document ASB damage etc.
5. Any recorded information on how decisions are made about which properties receive multi-staff visits involving filming, particularly where there are longstanding antisocial behaviour complaints at neighbouring properties.
Each case will have its own risk assessment and the need for what is documented and how it should be documented will be determined on a case-by-case basis. The ASB policy covering risk assessments can be found here: <https://www.derbyhomes.org/about-us/transparency/policies/asb-policy/>
6. Any internal guidance, criteria or scoring system used to decide when a multi-staff visit involving filming is appropriate.
Risk assessments for staff will be carried out on a case-by-case basis. Staff at Derby Homes are made aware of when lone working is/isn't appropriate. Markers may be placed on tenant files to advise staff of potential hazards when making visits to certain properties. More information can be found on: <https://www.derbyhomes.org/about-us/transparency/policies/violence-and-aggression/>
7. Whether any footage taken during such visits is retained, and if so, for how long and for what purpose.
All personal data held by Derby Homes will not be kept for longer than is necessary, for the specific purposes for which it is processed, in line with ICO guidance.

FOI-26-27

Your request and our response:

1. Does your council accommodate pets (excluding guide dogs and trained assistance animals) in council provided / arranged temporary accommodation (as of 23/07/2026)?

Derby City Council will seek to accommodate households with pets wherever practicable and possible. However, the availability of pet-friendly temporary accommodation is limited and dependent on the individual accommodation provider and available stock at the time of placement.

2. Does your council accommodate pets (excluding guide dogs and trained assistance animals) in council provided / arranged emergency accommodation (specifically for people who are considered legally homeless / threatened with homelessness) (as of 23/07/2026)?

Derby City Council will seek to accommodate households with pets wherever practicable and possible. However, the availability of pet-friendly emergency accommodation is limited and dependent on the individual accommodation provider and available stock at the time of placement.

3. Are your responses to questions one and two formalised council policies?

The Council's commissioned temporary and emergency accommodation framework and arrangements do not include provision for pets, other than guide dogs and trained assistance animals as required by relevant legislation.

4. Does your council work with any partners on the provision of pet-friendly temporary or emergency accommodation, OR has your council worked with any partners on the provision of pet-friendly temporary or emergency accommodation at any point since 1st January 2023 and now?

Please refer to the responses provided to Questions 1 and 2. Derby City Council seeks to accommodate households with pets wherever practicable and possible; however, the availability of pet-friendly accommodation is limited and dependent on accommodation providers and the available accommodation at the time of placement. Derby City Council does not commission dedicated pet-friendly temporary or emergency accommodation provision.

5. Does your council (at the time of writing) work with AT LEAST ONE temporary or emergency accommodation provider that will accept pets (not taking into account whether they are available / have vacancies at the present time)?

Please refer to the responses provided to Questions 1 and 2. Derby City Council seeks to accommodate households with pets wherever practicable and possible; however, the availability of pet-friendly accommodation is dependent on accommodation providers and available accommodation at the time of placement. Derby City Council does not commission dedicated pet-friendly temporary or emergency accommodation provision.

Additional Context

There is no statutory duty under homelessness legislation for local housing authorities to accommodate pets when discharging homelessness duties. However, Derby Homes recognises the importance of pets to many households and, where appropriate, will work with customers to explore alternative arrangements, including temporary rehoming options or other support available through family, friends, or animal welfare organisations.

FOI-26-28

Your request and our response:

I am making a request under the Freedom of Information Act 2000 regarding the housing stock you manage on behalf of Derby City Council.

To keep this within the £450 / 18-hour cost limit, I have kept it to four specific points:

Volumes: the total number of fire doors (flat-entrance and communal) across your housing stock identified as requiring replacement or upgrade to meet current fire-safety standards; how many have been completed to date; how many remain outstanding; and the target completion date. I mean doors identified through any route (FRAs, fire-door inspections, stock condition surveys, or planned programmes) - please use whichever basis you already hold figures on; you may exclude service-cupboard and plant-room doors.

Derby Homes has 1,623 communal fire doors and meter cupboard doors to install across its housing stock.

To date, 578 BMTrada fire doors have been fitted, leaving 1,049 remaining.

The installation of the remaining doors is expected to be completed by 2033, with an average of 150 BMTrada doors and 50 FRA doors installed each year.

Forward pipeline: any planned procurement for fire-door or passive-fire (fire-stopping / compartmentation) works in the next 24 months that has not yet been advertised, with expected timing and estimated value. By "planned" I mean formally approved and expected to proceed; you may exclude procurements merely under consideration.

Derby Homes currently has a procured contract with Fieldway Compliance Ltd to June 2028 with extension options.

Current contracts: your current fire-door supply/installation and passive-fire contracts (including framework call-offs and any below-threshold arrangements): for each, the contractor, value, and start and end dates.

Derby Homes has a 10-year material supply contract with Wolseley UK Ltd. The total contract value is £75,000,000, start date was 01/02/2025, and end date will be 31/01/2035. All fire doors are procured through Wolseley under this current agreement.

The passive fire contract has been awarded to Fieldway Compliance Ltd, as previously noted. The total contract value is £1,900,000, start date was 06/06/2026, and end date is currently 05/06/2028. However, there are 2 x 12-month extension options should Derby Homes choose to activate.

FRA backlog: the number of outstanding fire-risk-assessment remedial actions relating to fire doors, compartmentation or fire-stopping. - 63

FOI-26-29

Your request and our response:

1. Whether you have received any formal requests or applications from tenants to be rehoused or transferred due to alleged paranormal activities, ghosts, hauntings, or unexplained supernatural occurrences in their properties. - **Information not recorded.**
2. If any such requests have been received, please state the total number of requests logged over the last 10 financial years (or from the earliest date records are available). - **N/A**
3. For any requests identified, what specific policy, procedure, or actions you took to investigate or address the tenants' concerns and rehousing applications. - **N/A**

FOI-26-30

1. Please provide copies of any policy and practice documents currently used or relied upon by your housing officers to manage the initial approach of homeless applicants and how they are required to make their homelessness application. Such documents could include, but not be limited to:

- (a) guidance notes;
- (b) briefings;
- (c) training materials or records;
- (d) reports;
- (e) recent reviews of your homelessness service; and/or
- (f) internal policy/practice documents.

Derby Homes does not have separate internal guidance or policy documents specifically governing the initial approach and making of a homelessness application.

Housing officers use the Housing Needs Assessment form as part of the homelessness application and assessment process and work in accordance with the relevant statutory legislation, including the Homelessness Reduction Act 2017, and the Homelessness Code of Guidance.

A copy of the Housing Needs Assessment form is provided with this response.

2. Please confirm the different methods by which you currently assist homeless applicants who approach the council to make a homelessness application under the provisions of the Housing Act. In particular, please confirm whether services are provided via:

- (a) online application form;
- (b) email;
- (c) telephone booking;
- (d) in-person appointments; and/or
- (e) other (please specify).

Homelessness assistance can currently be accessed through the following methods:

- (a) Online application: **Yes**
- (b) Email: **Yes**
- (c) Telephone: **Yes**
- (d) In-person: **Yes**
- (e) Other: **Not Applicable**

3. For each of the methods at 2(a) to (e) above, are they available on an on-demand basis or are they restricted to appointment only?

Where a customer is homeless on the day of approach and has no accommodation available to them that night, they will be offered either a same-day telephone call-back or an in-person assessment.

Derby Homes operates a duty system on a first-come, first-served basis. Customers may therefore experience a short wait before being assessed. It is not possible to provide a standard waiting time, as this is dependent upon the level of demand and the operational demands on the service on any particular day.

Where a customer is threatened with homelessness but is not immediately homeless, they will be offered the next available appointment with a Homelessness Advisor. This appointment may be offered either by telephone or in person.

4. Do you publicly advertise each of the above methods? **Yes**

(a) *If so, where and in what format is the information about how to access these services provided?*

Information regarding access to homelessness services is published on Derby Homes and Derby City Council's websites.

5. *What in-person services do you offer to people who need to make a homelessness application and in what circumstances?*

Where a customer is homeless on the day of approach and has no accommodation available to them that night, they may be offered a same-day in-person assessment as part of the duty service.

Where a customer is threatened with homelessness but is not immediately homeless, they may be offered an in-person appointment with a Homelessness Advisor. This would be arranged as the next available appointment, subject to the customer's circumstances and the availability of appointments.

(a) *Where you are not meeting applicants face-to-face, what methods do you have in place to ensure that you have sufficient information about the applicants to process homelessness applications and prioritise available housing?*

Where applicants are not seen face-to-face, Derby Homes obtains the information required to assess the homelessness application through the relevant application and assessment process, including telephone, written and/or electronic communication as appropriate.

6. *How do you triage someone who presents in person seeking homelessness assistance? What information do you provide to that person, and in what format?*

Applicants presenting in person are initially triaged by a member of the Housing Options service to establish the nature and urgency of their housing circumstances. Information and advice are then provided verbally and/or in writing, as appropriate.

7. *If services are restricted to appointment only (i.e. walk-ins are not accommodated):*

(a) *how can those appointments be booked?)* **Appointments can be booked via telephone or email.**

(b) *what are the current wait times for securing an initial appointment?* **No more than 10 working days.**

(c) *what criteria are applied in prioritising the order in which appointments are offered?* **Appointments are prioritised on a first come first served basis.**

8. Have the methods for accessing homelessness services in 2(a) to (e) above changed in the last 6 years?

(a) *If so, please explain the changes and when they were implemented.*

Following the COVID-19 pandemic, Derby Homes has developed a more flexible approach to accessing homelessness services, with customers able to approach the service using the method that best suits their circumstances. This includes telephone and email contact, as well as face-to-face appointments. Customers who are homeless that night and have nowhere to stay can also access the service through the duty system without a prior appointment.

(b) At the time any of these changes were being contemplated or implemented, did you conduct any impact assessment on those who might be adversely affected by the relevant change? If so, what were the results of those impact assessments?

Derby Homes does not hold information relating to any specific impact assessments undertaken in relation to these changes.

(c) Since the relevant change, have you observed any changes in:

(i) the number of homeless applicants; The number of homelessness applications received is provided in the response to question 9. Derby Homes does not hold information that would allow it to determine whether any changes in the number of applications were attributable to changes in the methods of accessing the service.

(ii) the profile of homeless applicants; Derby Homes has not identified any significant change in the overall profile of homeless applicants, which remains broadly consistent.

(iii) the method via which they have accessed homelessness services or made an homeless application?

Derby Homes does not routinely capture or report the method by which applicants initially approach the service or make a homelessness application. Therefore, it is not possible to provide figures showing any change in the methods used to access homelessness services.

9. How many homelessness applications have you received each year for the past 6 years?

Year	Number of homeless applications made
2021	2482
2022	2529
2023	2384
2024	2423
2025	2341
2026 (to 08/09)	1504

(a) In each of those years, how many applications have been received via each of the methods at 2(a) to (d) above?

Derby Homes does not hold a breakdown of homelessness applications by each of the access methods specified at 2(a)–(d).

(b) Do you track statistics on the profile of applicants and whether they may face difficulties in accessing services via the different methods above, including, but not limited to:

(i) illiteracy or low literacy;

(ii) individuals who are digitally excluded;

(iii) people with disabilities;

(iv) elderly people; and/or

(v) non-English speakers.

Derby Homes records relevant applicant information as part of its homelessness application and assessment processes. It does not hold statistics specifically identifying whether applicants face difficulties accessing services through each individual access method in the categories listed.

(c) *What assistance and/or special provisions do you make for any individuals who may face difficulties in accessing services?*

Where an applicant requires assistance to access or engage with the homelessness service, reasonable adjustments and/or appropriate alternative arrangements are made according to their individual circumstances.

(i) *Are any of these restricted in any way? For example, is an applicant required to demonstrate a specific disability in order to be offered certain types of support?*

Such assistance is not subject to a requirement to demonstrate a particular disability; arrangements are considered according to the individual's needs.

10. How many in-person appointments do you provide daily? *There are up to 50 appointments available per week, the number available on a specific day changes on a weekly basis.*

(a) *On which days of the week, during what hours and at which locations are in-person appointments available?* *Monday-Friday 9am-4pm at The Council House.*

(b) *Of the total number of daily in-person appointments you offer to constituents generally, how many are available for homelessness applicants?* *The appointments referenced are solely for customers who are homeless or threatened with homelessness.*

(c) *On average across the past 6 years, how many people that have presented for in-person appointments each day were offered appointments?* *Derby Homes does not hold statistics for the average number of people presenting for in-person appointments over the past six years who were subsequently offered appointments.*

11. How do you receive and deal with urgent homelessness applications?

Urgent homelessness approaches are assessed in accordance with the Council's statutory homelessness duties and the circumstances of the individual household. Where an applicant is homeless or at immediate risk of homelessness, the matter is prioritised accordingly.

12. *Do you offer emergency walk-in slots daily? Yes If yes:*

(a) *How many emergency slots are available each day and on which days of the week?* *Derby Homes operates a duty system on a first-come, first-served basis, there are no specific slots to allocate. This service is available at the following times:*

Monday: 08:30-17:00

Tuesday: 08:30-17:00

Wednesday: 10:00-17:00

Thursday: 08:30-17:00

Friday: 10:00-17:00

(b) *Are these slots solely for homelessness appointments or are they for a range of council services?* *This service is solely for customers who are homeless or threatened with homelessness.*

13. Do you rely on, or direct applicants to, other third party or local authority services for assistance in making a homelessness application? *No. The homelessness application and assessment process is managed*

entirely in-house by Derby Homes. Applicants are not required to use third-party or other local authority services to assist them in making a homelessness application.

If so:

- (a) *Please specify the service providers.* Not applicable.
- (b) *Do you train those service providers on how to assist?* Not applicable.
- (c) *For each of these service providers:* Not applicable.
 - (i) *What are their hours of operation?* Not applicable.
 - (ii) *Are there any access restrictions in place? In particular, are they available on a walk-in basis or do they need to be booked in advance? If booking is required, what is the process?* Not applicable.

14. Have you received any complaints:

- (a) *in relation to the process for accessing homelessness support;*
- (b) *from anyone who has struggled to access homelessness support due to the closure of, or restrictions on, face-to-face homelessness services you provide; or*
- (c) *from other service providers as a result of the closure of, or restrictions on, face-to-face homelessness services you provide?*

No. Derby Homes has not received any complaints in relation to the matters specified in questions 14(a) to 14(c).