

**Information Governance Team**

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26 June 2019

Dear Sir/Madam.

**Freedom of Information Act 2000 (FOIA)  
Request ID: REQ05839**

Thank you for your request for information relating to Housing Benefits claims and accommodation statistics.

You have requested the following information:

**1. Number of housing benefit claims broken down yearly from start of financial year 2015-2019?**

Please see the attached spreadsheet.

**2. Number of housing benefit claims for the same time period made that are registered to, sub-categorised into named accommodation providers:**

- a. Supported Exempt Accommodation**
- b. Specified Exempt Accommodation**
- c. Specialised Supported Accommodation**

Please refer to Question 1.

**3. What is the general fee and what is the top. How many are on the top enhanced rate?**

There is no general fee or top up. Most providers include an Intensive Housing Management charge within the costs submitted, allowable for exempt/supported accommodation but this is different for each provider. Each provider submits their core

rent and service charges and the Local Authority decides the reasonability of the costs submitted taking into account a number of factors such as:

- a. Costs and charges submitted and if reasonable for the service provided.
- b. Number of staff and job titles.
- c. Job descriptions.
- d. The client group and their perceived needs and risks.
- e. The actual security arrangements in place and the access arrangements for residents in the day and during the night.
- f. Whether there are support staff on-site.
- g. Comparable projects in the Coventry City area providing similar accommodation, in particular their costings and their arrangements as above, in the context of the address being considered.

**4. The amount of claims for each accommodation provider that were challenged?**

<b>Year</b>	<b>Providers</b>	<b>No of Claims</b>	<b>Reasons</b>	<b>Refused</b>
2015	8	253	Rents too high, high service charges, high concierge cost, high overheads, high admin costs	1 provider refused exempt status as landlord did not meet the criteria. 20 claims
2016	8	206	Unreasonably high cleaning cost, high overheads and inflation, high admin and maintenance, high staffing costs	1 provider refused exempt status as landlord did not meet the criteria. 1 claim
2017	6	572	Ineligible service charges, high admin costs, high communal furniture costs, incorrect costs submitted, high service charges	
2018	3	92	High staffing costs, high maintenance costs, high cleaning cost, ineligible service charges.	1 provider refused exempt status as landlord did not meet the criteria. 4 claims
2019	4	57	Unreasonably high rent, high service charge costs, high staff costs, high maintenance costs	

**5. The amount of claims for each accommodation provider that were refused/denied?**

Please refer to Question 4.

## 6. Reasons why the claims were challenged and/or refused?

Please refer to Question 4.

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For information, we publish a variety of information such as: [FOI/EIR Disclosure Log](#), [Publication Scheme](#), [Facts about Coventry](#) and [Open Data](#) that you may find of useful if you are looking for information in the future.

If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: [infogov@coventry.gov.uk](mailto:infogov@coventry.gov.uk)

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email [casework@ico.org.uk](mailto:casework@ico.org.uk).

Please remember to quote the reference number above in your response.

Yours sincerely

**Information Governance**

Year	Total Claims	Supported Exem	Other Supported
2015/16	33444	1494	63
2016/17	32085	1557	120
2017/18	30713	1596	76
2018/19	28498	1489	78