



Information Governance Team

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Dear Sir/Madam

Freedom of Information Act 2000 (FOIA)

Request ID: FOI493967624

Thank you for your request for information relating to Temporary accommodation sourcing.

You have requested the following information:

1a. What processes, platforms, or digital tools are in use for the council's sourcing and commissioning of temporary accommodation from private providers?

Opportunities are issued via the Council's e-tendering system - www.csw-jets.co.uk under a quote process and contracts are awarded under the terms and processes specified within these specific opportunities.

CSW-JETS is a sub-regional e-tendering portal run by In-tend and since February 2010, Coventry, Solihull, Warwickshire, Nuneaton and Bedworth and Rugby Councils have been working together as a shared procurement service.

1b. Is the use of these processes, platforms, or digital tools subject to periodic review, and if so, what is the schedule for this?

A review would usually be in advance of any re-tendering timescale (late 2024/early 2025), unless further extended.

1c. If the Council has a contract for a supplier of these platforms or digital tools, what is its expiry date?

The current e-tendering system contract end date is 31.10.2025.

Regarding measures the Council has in place for ensuring the temporary accommodation it provides is suitable (according to Part VII of the Housing Act 1996 and subsequent legislation) and has the required safety certifications in place:

2a. How frequently does the Council carry out inspections on the accommodation it provides?

All properties used as Temporary Accommodation are inspected prior to being used, private sector providers are required to visit on a regular basis eg monthly or quarterly as appropriate.

2b. Does the Council record these inspections and certifications, and maintain a database of the suitability of accommodation?

Yes, the Council records inspections, and all certification (gas certification/electric certification) is recorded, with the exception of Housing Association stock who maintain their own certification. Suitability is assessed within the meaning of the legislation and is dependent on household size, need and risks.

2c. How is this information stored?

Records of inspections and certificates are stored on Coventry City Council systems and Housing database

2d. What processes are in place for reviewing this information to ensure it remains accurate?

The service maintains a record of inspections and certificates and carries out a weekly review to identify properties with certification that is due to expire.

2e. On how many occasions in the past 12 months has the council received a complaint regarding suitability of accommodation from a resident housed in TA by the council?

The council has received three reviews regarding suitability of TA in the last 12 months.

2f. On how many occasions in the past 12 months has the council been required to provide alternative temporary accommodation due to a complaint from a resident?

The Council records moves to alternative Temporary Accommodation, however it does not record the reason for the move in a reportable format. We are therefore informing you as per Section 1(1) that this information is not held.

To assist, there may be occasional instances where an applicant has contacted the team to request different Temporary Accommodation due to issues of suitability, but this has been quickly resolved without the need for a formal review. Of the three formal reviews referred to in the response to question 2e, one was upheld as suitable and two were not accepted as valid reviews.

3. What was the total cost to the council of private or third party temporary accommodation

in the most recent 12 months you have data for?

For the financial year 2021/22, the net cost to the Council of Temporary Accommodation was £4.967m.

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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

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 icocasework@ico.org.uk.

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

Yours faithfully

Information Governance