



Information Governance Team

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Dear Sir/Madam

Freedom of Information Act 2000 (FOIA)

Request ID: FOI534900631

Thank you for your request for information relating to Coventry Home Finder.

You have requested the following information:

I'm requiring public information not personal information about Coventry Home Finder; this is under the freedom of information act. If you will not provide the information I shall take legal advice to get the Information/data.

1. First and last name of between 2021 to 2023 Coventry Home Finder staff

2. Their details: Job title, Office location, Email address

In response to Questions 1 and 2, it is Coventry City Council policy not to disclose the details of employees below 'Head of Service' level. The Council considers that this information meets the definition for personal data set out in Section 3(2) and 3(3) of the Data Protection Act 2018 (DPA) as:

(2) personal data means any information relating to an identified or identifiable living individual (subject to subsection (14)(c))”

(3) “Identifiable living individual” means a living individual who can be identified, directly or indirectly, in particular by reference to –

*(a) an identifier such as a name, an identification number, location data or an online identifier, or
(b) one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of the individual.”*

Over the time period stated, the Head of Service with responsibility for the Coventry Homefinder service was (and still currently is):

Jim Crawshaw, Head of Housing & Homelessness

Email: jim.crawshaw@coventry.gov.uk

3. Account closer by computer between 2021 to March 2023 Homefinder accounts.

In September 2021, a new Homefinder Policy and IT system was implemented. All applicants were required to re-register on the new system so that their applications and current circumstances could be assessed against the new Policy. This meant that in September 2021, all applications on the previous system were closed. On 13th September 2021, 13,268 applications were closed as part of this process. The period for re-registration started in June 2021, and applicants that re-registered and were accepted under the new policy were able to keep their previous registration date, provided they had re-registered by 31st December 2021.

Between 13th September 2021 (implementation of the new policy and IT system) and 31st March 2023, there were 5216 applications that were closed by the IT system, however these were closed as further information was required to enable the application to be assessed against the policy and this information was not provided within the required timescales, rather than live/active accounts being subsequently closed.

4. Male account holders number of applications held by a lead male during 2021 to March 2023

In September 2021, prior to the implementation of the new system/policy, 5380 applications had a male as the lead applicant

On 31st March 2023, 2781 applications had a male as the lead applicant.

5. Female account holders number of applications held by a lead male during 2021 to March 2023

In September 2021, prior to the implementation of the new system/policy, 7888 applications had a female as the lead applicant

On 31st March 2023, 3633 applications had a female as the lead applicant.

[Please note, in addition to the above figures, 23 applications had a lead applicant who had selected 'prefer not to say' for the question 'What is your sex?' on the application form, and 1032 applications where the sex of the lead applicant is not recorded in a reportable format]

6. Age of male account holders during 2021 to March 2023

7. Age of female account holders during 2021 to March 2023

8. Ethic origin of male account holders - numbers during 2021 to March 2023

9. Ethic origin of female account holders - numbers during 2021 to March 2023

For Questions 6, 7, 8 and 9 please see attached document.

10. Length of account before closed by computer system – months or days

For accounts that were closed as part of the implementation of the new policy and IT system on 13th September 2023, the length of account ranged from a few days to 29 years. However, applicants that re-registered on the new system before 31st December 2021 were able to retain their original registration date.

For the applications that were closed between 13th September 2021 and 31st March 2023 (due to further information not being provided, before the application was made 'live'), the applicant had 28 days to provide additional documents before the application was closed.

The supply of information in response to a FOI/EIR request does not confer an automatic right to re-use the information. You can use any information supplied for the purposes of private study and non-commercial research without requiring further permission. Similarly, information supplied can also be re-used for the purposes of news reporting. An exception to this is photographs. Please contact us if you wish to use the information for any other purpose.

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

Coventry Home Finder; FOI534900631

6. Age of male account holders during 2021 to March 2023

In September 2021, prior to the implementation of the new system/policy, the age groups of male lead applicants were:

	Male lead applicants
Under 18	4
18 to 24 years	619
25 to 34 years	1424
35 to 44 years	1395
45 to 54 years	1108
55 to 64 years	565
65 to 74 years	195
75 years and over	61
unknown/error in date	9

On 31st March 2023, the age groups of male lead applicants were:

Age band - male lead applicant	Count
Between 18 and 24	350
Between 25 and 29	343
Between 30 and 34	402
Between 35 and 39	419
Between 40 and 44	336
Between 45 and 49	300
Between 50 and 54	241
Between 55 and 59	171
Between 60 and 64	102
65 and over	117
Grand Total	2781

7. Age of female account holders during 2021 to March 2023

In September 2021, prior to the implementation of the new system/policy, the age groups of female lead applicants were:

	Female lead applicants
Under 18	18
18 to 24 years	1169
25 to 34 years	2720
35 to 44 years	2060
45 to 54 years	1054

55 to 64 years	560
65 to 74 years	202
75 years and over	98
unknown/error in date	7

On 31st March 2023, the age groups of female lead applicants were:

Age band - female lead applicant	Count
Under 18	2
Between 18 and 24	523
Between 25 and 29	531
Between 30 and 34	625
Between 35 and 39	620
Between 40 and 44	401
Between 45 and 49	291
Between 50 and 54	223
Between 55 and 59	155
Between 60 and 64	115
65 and over	147
Grand Total	3633

8. Ethic origin of male account holders - numbers during 2021 to March 2023

In September 2021, prior to the implementation of the new system/policy, the ethnic origins of male lead applicants were:

Ethnicity	Apps with a male lead applicant
Asian/Asian British - Bangladeshi	64
Asian/Asian British - Indian	124
Asian/Asian British - Other	238
Asian/Asian British - Pakistani	133
Black/Black British - African	800
Black/Black British - Caribbean	118
Black/Black British - Other	73
Chinese	5
Mixed - Other	44
Mixed - White and Asian	45

Mixed - White and Black African	43
Mixed - White and Black Caribbean	114
Not Stated	136
Other	345
White - British	2545
White - Irish	57
White - Other	496
Grand Total	5380

On 31st March 2023, the ethnic origins of male lead applicants were:

Ethnicity	Apps with Male lead applicant
Asian or Asian British - Bangladeshi	43
Asian or Asian British - Chinese	1
Asian or Asian British - Indian	50
Asian or Asian British - Other	211
Asian or Asian British - Pakistani	68
Black or Black British - African	520
Black or Black British - Caribbean	69
Black or Black British - Other	45
Mixed/Multiple Ethnic Group - Other Mixed	22
Mixed/Multiple Ethnic Group - White and Asian	13
Mixed/Multiple Ethnic Group - White and Black African	13
Mixed/Multiple Ethnic Group - White and Black Caribbean	48
Other Ethnic Group	129
Other Ethnic Group - Arab	84
Prefer Not to State	84
White - British	1164
White - Gypsy or Irish Traveller	2
White - Irish	27
White - Other	188
Grand Total	2781

9. Ethic origin of female account holders - numbers during 2021 to March 2023

In September 2021, prior to the implementation of the new system/policy, the ethnic origins of female lead applicants were:

Ethnicity	Apps with a female lead applicant
Asian/Asian British - Bangladeshi	57
Asian/Asian British - Indian	151
Asian/Asian British - Other	89
Asian/Asian British - Pakistani	185
Black/Black British - African	935
Black/Black British - Caribbean	170
Black/Black British - Other	66
Chinese	10
Mixed - Other	73
Mixed - White and Asian	49
Mixed - White and Black African	55
Mixed - White and Black Caribbean	249
Not Stated	97
Other	199
White - British	4664
White - Irish	55
White - Other	784
Grand Total	7888

On 31st March 2023, the ethnic origins of female lead applicants were:

Ethnicity	Apps with female lead applicant
Asian or Asian British - Bangladeshi	37
Asian or Asian British - Chinese	7
Asian or Asian British - Indian	65
Asian or Asian British - Other	55
Asian or Asian British - Pakistani	103
Black or Black British - African	559
Black or Black British - Caribbean	79
Black or Black British - Other	47
Mixed/Multiple Ethnic Group - Other Mixed	27
Mixed/Multiple Ethnic Group - White and Asian	15

Mixed/Multiple Ethnic Group - White and Black African	15
Mixed/Multiple Ethnic Group - White and Black Caribbean	109
Other Ethnic Group	54
Other Ethnic Group - Arab	19
Prefer Not to State	72
White - British	2018
White - Gypsy or Irish Traveller	7
White - Irish	26
White - Other	318
(blank)	1
Grand Total	3633