



COMPLAINTS AND INFORMATION GOVERNANCE TEAM

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Mr Jonathan Boyle

jonathan.boyle@darlington.gov.uk

Date : 4th November 2019
Please ask for : Rachel Seddon
Direct Line : (01325) 406777
Your Reference : -
Our Reference : DBC-2451-19
Document Name :

Dear Mr Boyle

Freedom of Information Act 2000 - Information Request

Your request for information, received on 10th October 2019, has now been considered. Below is an outline of your request with our responses added alongside.

1. Over the past twelve months, how many people have made a homeless application at the Council?

Over the past twelve months 1,610 people have presented to Darlington Borough Council.

2. Over the past twelve months how many people have been provided with interim accommodation pursuant to s.188 (1) of the Housing Act 1996?

Between October 2018 and September 2019, we have placed 241 clients in emergency accommodation.

3. Over the past twelve months, how many people have been provided with interim accommodation pursuant to s.189 (b) of the Housing Act 1996?

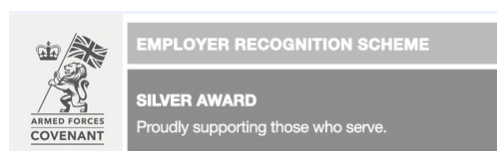
50 households have been provided with temporary houses/flats.

4. Over the past twelve months, how many homeless applicants have had their personal property protected by the local authority?

Darlington Borough Council holds no recorded information falling within the scope of your request.

5. Please state the average length of time that the homeless applicant's personal property is stored by the local authority?

Darlington Borough Council holds no recorded information falling within the scope of your request.



6. Please provide details of the average cost of storing a homeless applicant's personal property?

Darlington Borough Council holds no recorded information falling within the scope of your request.

7. Under what circumstances do the local authority protect the personal property of homeless applicants?

If a client is placed in interim accommodation they are offered the opportunity to store any possessions in council garages. If they move into a temporary placement (these are self-contained flats or houses) there is the opportunity to move belongings and furniture with them to the placement.

8. As part of the homeless application process does the local authority expressly ask the homeless applicant, whether they need their personal property protected?

Yes.

9. If not, please state the reasons why not?

Not applicable, Darlington Borough Council do ask applicants if they need their personal property protected.

10. Please provide copies of the local authorities' policies regarding homeless applications?

We use the code of guidance as a background policy for the way we deal with homeless applications.

11. Please provide a copy of the local authorities policy regarding protecting the personal property of homeless applicants?

We use the code of guidance as a background policy for the way we deal with homeless applications.

12. Please disclose a copy of the council's homeless procedures manual or policy document followed by housing solutions officer at its homeless service centres/ homeless persons offices?

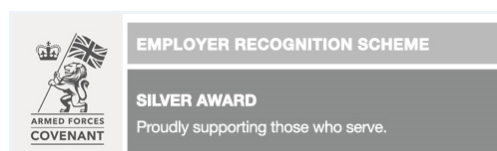
Please refer to attached guidance.

13. Please detail over the past three years, the number of complaints that have been made by homeless applicants because of the Council's failure to protect their personal property?

No complaints have been made over the past three years.

If you are dissatisfied with the handling of your request or would like to request an internal review of our response, please write to:

Complaints and Information Governance Manager
Darlington Borough Council
Town Hall
Darlington
DL1 5QT



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2. Section

Rachel Seddon
Complaints & Information Governance Assistant

