



Data Protection Officer
Freedom of Information
NW Leicestershire District Council
Whitwick Road
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Telephone: 01530 454763

Date: 12 April 2021

FREEDOM OF INFORMATION REQUEST 1563

I write further to your email dated 29 March 2021.

Your request has been dealt with under the terms of the Freedom of Information Act 2000 (FOIA), explained on our [freedom of information](#) page.

Your request:

Is your Homelessness Team (often known as Housing Advice Service, Housing Options team etc) kept in house or subcontracted out to a charity/ private company?

How many staff are employed in that department?

Of those staff, how many are Housing Options Officers? (please include prevention officers, home visiting officers, reviews officers)

How many are managers within that team?

Our response:

Our service is kept in-house and comprises of one manager, three triage officers, and three case officers. All six officers may be considered housing options officers depending on the definition used.

The supply of information in response to a freedom of information request does not confer the right to re-use the information. UK copyright law allows information supplied for the purposes of private study and non-commercial research to be used without permission. Information supplied can also be re-used for the purposes of news reporting except for in the case of photographs.

GOING FORWARD

If you are dissatisfied with the information supplied please feel free to contact me on the number above for any queries in relation to this response. Please note that in responding to further enquiries I can only comment on the information contained within this correspondence and cannot provide any further information that may pertain to an additional FOIA request.

If you remain dissatisfied following the conclusion of the above informal review, you have the right to ask for an internal review. A request for a review whether formal or informal should be submitted within two calendar months of the date of receipt of the response to your original letter and should be sent to DPO@NWLeicestershire.gov.uk or the address above.

Please remember to quote the Authority's four digit reference number given at the top of this email in any future communications.

Further details on our appeals and complaints procedure can be found on our website [here](#).

If you remain dissatisfied following the conclusion of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at accessicoinformation@ico.org.uk.

Yours sincerely

Mackenzie Keatley
Information Governance Officer