



Homes
England

Date: 8 April 2021
Our Ref: RFI3369
Tel: 0300 1234 500
Email: infogov@homesengland.gov.uk

Making homes happen

████████████████████
By Email Only

Windsor House
Homes England – 6th Floor
50 Victoria Street
London
SW1H 0TL

Dear ████████████████████

RE: Request for Information – RFI3369

Thank you for your recent email, which was processed under the Freedom of Information Act 2000 (FOIA).
You requested the following information:

- *A list of project and programmes (Business Change / Transformation/ Digital/ Data/Technology).*
- *A List of the key deliverables/outputs for all project and Programmes (Business Change / Transformation/ Digital/ Data/Technology).*
- *A List of SROs for project and programmes (Business Change / Transformation/ Digital/ Data/Technology).*
- *The timelines and stage of delivery (Project stage) for all project and programme (Business Change / Transformation/ Digital/ Data/Technology), including delivery status.*
- *Current Organisation charts / Organograms for IT, Change & Transformation, Operations and digital data and technology Teams*

Response

We can confirm that we do hold some of the requested information.

RE: Projects and Programmes/Key Deliverables/SROs/Timelines and stage of delivery:

- Business Change and Transformation: The information held that falls within the scope of your request is attached as Annex A.
- Digital & Data Technology: The information held that falls within the scope of your request is attached as Annex B.

We are withholding information contained within these annexes under the following exemptions:

Section 40 – Personal information

We have redacted/are withholding information on the grounds that it constitutes third party personal data and therefore engages section 40(2) of the FOIA.

To disclose personal data, such as names, contact details, addresses, and email addresses could lead to the identification of third parties and would breach one or more of the data protection principles.



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Section 40 is an absolute exemption which means that we do not need to consider the public interest in disclosure. Once it is established that the information is personal data of a third party and release would breach one or more of the data protection principles, then the exemption is engaged.

The full text in the legislation can be found on the following link;

<https://www.legislation.gov.uk/ukpga/2000/36/section/40>

Section 31 – Law Enforcement

Under section 31(1)(a) Homes England is not obliged to disclose information that would, or would be likely to, prejudice the prevention or detection of crime.

Homes England has identified that information contained within Annex B that relates to our digital storage engages section 31(1)(a) of the FOIA as release could result in it being used by third parties to target cyber attacks on our systems and information storage by criminal means.

Section 31 is a qualified exemption. This means that once we have decided that the exemption is engaged, Homes England must carry out a public interest test to assess whether or not it is in the wider public interest for the information to be disclosed.

Arguments in favour of disclosure:

- Homes England acknowledges there is a general public interest in promoting accountability, transparency, public understanding and involvement in how Homes England undertakes its work and how it spends public money.

Arguments in favour of withholding:

- To release the information could put Homes England at risk of cyber attack and put our information and systems at risk. It would not be in the public interest to release this information as Homes England have a legal duty to protect our own information and information regarding third parties that is held in our systems. Homes England would suffer reputational damage and risk of legal ramifications if our security were compromised and confidential information accessed. This would not be in the public interest as Homes England would not be able to achieve its objectives as set out in our strategic plan; and
- Homes England has been unable to identify a wider public interest in disclosing the information requested.

Having considered the arguments for and against disclosure of the information, we have concluded that at this time, the balance of the public interest favours non-disclosure.

The full text of the legislation can be found on the following link;

[Freedom of Information Act 2000 \(legislation.gov.uk\)](https://www.legislation.gov.uk/ukpga/2000/36/section/40)

Advice and Assistance

We have a duty to provide advice and assistance in accordance with section 16 of the FOIA. To comply with this duty we can also direct you to the following webpage which provides an overview of upcoming programmes and projects. On this link you will be able to direct yourself to information surrounding our featured projects, there is information surrounding our funding programmes and information in regard to our Land Hub:

<https://www.gov.uk/government/organisations/homes-england>



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RE: Current Organisation charts

We are able to inform you that we do hold the information that you have requested. However, we rely on section 21, exemption where information is available to the applicant elsewhere.

The full text of the legislation can be found on the following link and we have quoted section 21 below for ease.

<https://www.legislation.gov.uk/ukpga/2000/36/section/21>

21 - Information accessible to applicant by other means.

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

(2) For the purposes of subsection (1)—

(a) information may be reasonably accessible to the applicant even though it is accessible only on payment, and

(b) information is to be taken to be reasonably accessible to the applicant if it is information which the public authority or any other person is obliged by or under any enactment to communicate (otherwise than by making the information available for inspection) to members of the public on request, whether free of charge or on payment.

(3) For the purposes of subsection (1), information which is held by a public authority and does not fall within subsection (2)(b) is not to be regarded as reasonably accessible to the applicant merely because the information is available from the public authority itself on request, unless the information is made available in accordance with the authority's publication scheme and any payment required is specified in, or determined in accordance with, the scheme.

Advice and Assistance

We have a duty to provide advice and assistance in accordance with Section 16 of the FOIA. As such we can advise that our current structure is available on the following link: [RFI3306 - Structure Chart.pdf \(publishing.service.gov.uk\)](#).

Right to Appeal

If you are not happy with the information that has been provided or the way in which your request has been handled, you may request an internal review. You can request an internal review by writing to Homes England via the details below, quoting the reference number at the top of this letter.

Email: infogov@homesengland.gov.uk

The Information Governance Team
Homes England – 6th Floor
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Your request for review must be made in writing, explain why you wish to appeal, and be received within 40 working days of the date of this response. Failure to meet this criteria may lead to your request being refused.

Upon receipt, your request for review will be passed to an independent party not involved in your original request. We aim to issue a response within 20 working days.

You may also complain to the Information Commissioner's Office (ICO) however, the Information Commissioner does usually expect the internal review procedure to be exhausted in the first instance.

The Information Commissioner's details can be found via the following link <https://ico.org.uk/>

Please note that the contents of your request and this response are also subject to the Freedom of Information Act 2000. Homes England may be required to disclose your request and our response accordingly.

Yours sincerely,

The Information Governance Team

For Homes England

OFFICIAL

Transformation Programme Live Projects March 2021

	Programme	Workstream	Project	Status	SRO	Objectives	Timescales	Stage
1	Transformation	Help to Buy	Help to Buy - Data	Open	s. 40(2)	Create data ownership and reduce data risk	Dec 20 - June 21	Beta
	Transformation	Help to Buy	Affordable Home Ownership	Open	s. 40(2)	Objectives formed as part of Discovery stage	Feb 21- tbc	Discovery
2	Transformation	Investment	Affordable Housing Programme- Strategic Partnership Application	Open	s. 40(2)	To create a user-centred and accessible presence online to meet the needs for all Homes England users (internal staff, partners and end users). - Understand application journey for the affordable housing grant, for existing strategic partners.	Sept 20-Sept 21	Public Beta
3	Transformation	Ways of Working	Content of online domains	Open	s. 40(2)	Audit Homes England online content to get an in depth understanding of its relevance, usability and accessibility. This will include: A review of all content on Gov.uk including attachments (PDF's .doc etc.). We will NOT review content that exists on any other domain in this first phase. Learning about which content can be kept and what should be improved or removed Understanding the current publishing process at Homes England and learning from best practice elsewhere	Sept 20-Sept 21	Alpha
4	Transformation	Ways of Working	Accessibility audit	Open	s. 40(2)	Review Homes England online estate to determine our potential non-compliance with accessibility legislation. This will include: Getting clarity on all domains and sub domains for which we have responsibility Understanding any accessibility testing or remediation already underway Ensuring clarity (and alignment if necessary) around implications of any accessibility work that is non digital (e.g. branding, print etc.)	Nov 21-Apr 21	Alpha
5	Transformation	Development	Land disposals - DPS4	Open	s. 40(2)	To open up land disposals to SME and move away from clunky restrictive frameworks	Dec 20 - March 22	Alpha
6	Transformation	Tech Enablers	Common Components	Open	s. 40(2)	Provide the infrastructure and technology underpinning Digital Service Delivery by iteratively designing, implementing, operating and evolving a suite of common reusable architectural components for user facing services to consume	TBC	Alpha
7	Transformation	Tech Enablers	Data Platform	Open	s. 40(2)	Implement a common data platform and data governance model, which will provide the technical and cultural foundations for data-led decision making through data analytics, providing data technical services across the lifecycle	TBC	Alpha
8	Transformation	Tech Enablers	Cloud Hosting Infrastructure & Security	Open	s. 40(2)	Create a Cloud Hosting Service that will be the preferred platform for digital services, which supports security, shortens development cycles, operations and provides data for informed decision making	TBC	Alpha

Digital Portfolio: List of Projects 2020/21

Project Status as of 17/03/2021

#	Directorate	Project Name	Objectives	Current Phase	Current RAG	SRO	Product Manager	Delivery Manager	Start Date	Forecast/Confirmed End Date
1	Investment	Monitor	The Monitor project aims to implement a system for monitoring the progress of Land and Investment projects that have been granted or loaned funds. The programmes that will use the application are Marginal Viability Fund, Forward Fund and Local Authority Accelerated Construction.	Beta	Minor	s. 40(2)	s. 40(2)	s. 40(2)	01/04/2019	31/03/2021
2	Corporate Resources	Collaborative Spaces	The Collaborative Spaces project aims to deliver a high quality, consistent and intuitive experience by designing a solution which delivers new technology and spaces suitable for our collaboration needs regardless of our physical or virtual location	On Hold	Minor	s. 40(2)	s. 40(2)	s. 40(2)	29/10/2019	TBC
3	Corporate Resources	Service Management Model	The Service Management Model Project aims to transform how we operate by maturing our service management model through optimizing capabilities, processes and technology. This will enable the introduction of a new tool (ServiceNow), enhancement of existing and creation of ITIL practices.	Live	Complete	s. 40(2)	s. 40(2)	s. 40(2)	28/01/2020	28/11/2020
4	Corporate Resources	s. 31	s. 31	On Hold	Minor	s. 40(2)	s. 40(2)	s. 40(2)	01/04/2019	30/05/2021
5	MPP	Geospatial Infrastructure Project	The Geospatial Infrastructure Project aims to deliver an improved foundation database and application / server infrastructure that is fit for purpose, resilient and performant to deliver self service geospatial capability for strategic and operational decision making, and scalable to meet future demand.	Live	Complete	s. 40(2)	s. 40(2)	s. 40(2)	18/05/2020	11/12/2020
6	Corporate Resources	Building Safety Fund	The Building Safety Fund project aims to deliver a new application portal following the announcement of a new Building Safety Fund (BSF) which will provide £1bn of grant funding to remediate non ACM, unsafe cladding on tall residential buildings outside of London.	Live	Complete	s. 40(2)	s. 40(2)	s. 40(2)	01/05/2020	20/11/2020
7	Executive Office	Meeting Management System Replacement (MinutePad)	The Meeting Management project aims to explore replacing the existing MinutePad solution for meeting management (as part of DRAM) in order to improve the efficiency of meeting and decision management, providing a traceable one version of the truth for meeting records.	Beta	Minor	s. 40(2)	s. 40(2)	s. 40(2)	26/11/2019	15/04/2021
8	Help to Buy	Help to Buy 2	The Help to Buy 2 Project aims to support the new Help to Buy Equity Loan Programme 2021-23 through the development of a new Digital application portal. The timetables for delivering the functionality required is for developers to have the ability to register for the new programme by July 2020, and to capture applications for individual purchases by September 2020.	Live	Complete	s. 40(2)	s. 40(2)	s. 40(2)	09/06/2020	30/09/2020
9	Corporate Resources	Digital Planning Tools	The Digital Planning Tools project aims to review the current Digital delivery toolkit in use within Digital at Homes England and assess which of these, if any, should be adopted as the mandated solution for planning within the function. The project will also implement governance around templization and roles/permissions.	Live	Complete	s. 40(2)	s. 40(2)	s. 40(2)	18/05/2020	11/09/2020
10	Corporate Resources	Document Management	The Document Management project aims to explore the user need for digital tools to manage Homes England's electronic business records, in a secure setting through to deletion or disposal in accordance with the Retention Policy, GDPR FOI/EIR and Public Records Act.	Alpha	Minor	s. 40(2)	s. 40(2)	s. 40(2)	29/07/2020	TBC
11	Corporate Resources	Data Protection and Privacy Management	The Data Protection and Privacy Management project aims to explore the user need for digital tools to assist in data protection and privacy related processes, as well as the ability to monitor and report centrally and demonstrate compliance to the Homes England's Board and the Information Commissioner's Office.	Alpha	On Track	s. 40(2)	s. 40(2)	s. 40(2)	30/06/2020	TBC
12	Investment	Next Steps Accommodation	The Next Steps Accommodation project aims to provide external users the ability to submit a bid for the new Rough Sleepers Programme, which will allow internal users the ability to review, assess and approve payments towards approved bids.	Live	Complete	s. 40(2)	s. 40(2)	s. 40(2)	29/07/2020	28/08/2020
13	Corporate Resources	s. 31 Customer Screening	s. 31 Customer Screening project s. 31 s. 31 The project will explore automating the screening process for Help to Buy.	Discovery	On Track	s. 40(2)	s. 40(2)	s. 40(2)	18/01/2020	TBC
14	Corporate Resources	Product Support Re-Procurement	The Product Support Re-Procurement aims to undertake an of analysis of the products that are currently supported by STCS ahead of a re-procurement exercise including: product value/use within the business, tech skills/resourcing requirements, tech dependencies and current state of our ability to complete sufficient knowledge transfer.	Beta	Minor	s. 40(2)	s. 40(2)	s. 40(2)	16/11/2020	31/03/2021
15	Corporate Resources	HR Performance Management System	The HR Performance Management project aims to explore the implementation of a new performance management system to improve user experience and engagement in the performance management process. The project also aims to improve employee relations and reduce administrative burden.	Beta	Minor	s. 40(2)	s. 40(2)	s. 40(2)	14/12/2020	09/04/2021
16	Investment	Continuous Market Engagement	The CME project is in response to the budget announcement in March 2020 to extend funding for affordable housing fund a further five years. The project will provide a facility for providers to bid for funding in November 2020, and assessments under the Benefit Cost Ratios (BCR) as required by government.	Tactical - Beta	On Track	s. 40(2)	s. 40(2)	s. 40(2)	28/09/2020	30/04/2021
17	Corporate Resources	Skype to MS Teams Migration	This Upgrade Skype to MS Teams project aims to upgrade Homes England's legacy telephony services from Skype for Business (SfB) to Microsoft Teams as Microsoft are due to end its SfB service on July 31, 2021.	Discovery	On Track	s. 40(2)	s. 40(2)	s. 40(2)	14/12/2020	31/07/2021