



Homes
England

Date: 24 August 2022

Our Ref: RFI3995

Tel: 0300 1234 500

Email: infogov@homesengland.gov.uk

Making homes happen

██████████
By Email Only

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

Dear ██████████

RE: Request for Information – RFI3995

Thank you for your request for information which was processed in accordance with the Freedom of Information Act 2000 (FOIA).

You requested the following information:

I wish to submit a request for some of the organisation's information around the internal plans and strategy documents around ICT.

The ICT documents I require are the most recent update (2022 onwards documents)

I wish to obtain the following documents:

- 1. ICT/IM&T/IS Strategy- The IT department strategy or plans, highlights their current and future objectives.*
- 2. ICT Org Chart- A visual document that presents the structure of the IT department, please include name and job titles. If this cannot be sent, please work towards a structure with job titles.*
- 3. ICT Annual or Business Plan- Like the ICT strategy but is more annually focused.*
- 4. ICT Capital Programme/budget- A document that shows financials budget on current and future projects.*

If some of these documents are not valid, please state when the 2022 onwards ICT documents are planned to be published.

Response

We can confirm that we do hold some of the requested information. We will address each of your points in turn.

- 1. ICT/IM&T/IS Strategy- The IT department strategy or plans, highlights their current and future objectives.***
Please find attached Annex A, Homes England's digital team strategy for 2021/2022.

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2. *ICT Org Chart- A visual document that presents the structure of the IT department, please include name and job titles. If this cannot be sent, please work towards a structure with job titles.*

Please find attached Annex B. Please note we have withheld the names of staff in the IT department from disclosure under the following exemption:

Section 40 – Personal information

We 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, email addresses and personal opinions could lead to the identification of third parties and would breach one or more of the data protection principles.

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>

3. *ICT Annual or Business Plan- Like the ICT strategy but is more annually focused.*

We can 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



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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. We are able to confirm that the relevant section of the Homes England Annual Business Plan was previously published on our disclosure log in response to a previous FOI request. That response is available via the following link:

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/985399/RFI3365 - ICT Plans Strategy.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/985399/RFI3365_-_ICT_Plans_Strategy.pdf)

4. *ICT Capital Programme/budget- A document that shows financials budget on current and future projects.*

We can confirm that the capital budget for projects in 2022 is £1.7m.

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
Windsor House
50 Victoria Street
London
SW1H 0TL

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/>



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Making homes happen

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

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Making homes happen

Digital Vision & Guiderails

Date: 2021/2022

Vision

The Digital directorate delivers services to drive efficiency by exploiting technology and using quality data to make Homes England a digital agency.

- We will be a **responsive** team, who are **trusted to provide end to end solutions** that are always designed with **leading edge technology**.
- We will understand the core mission of Homes England and the challenges of our partners & customers. This will enable us to provide **flexible and scalable solutions** that meet the needs of partners, customers & end users.
- We will ensure we have the **right skills and people** to deliver this, both now and the future.
- We will put **data at the heart** of everything we do.
- We will **work out in the open** to bring to life how the Agency will evolve and always **communicate in plain English** whilst giving regular progress updates along the way.

Guidrails

Guide rails help to steer and 'guide' us back onto the route we're supposed to be on. They outline the normal path to an outcome. They are an indicator of when we might be about to do something differently.

Guidrails

1. Problems before solutions
2. Keep it simple
3. Automate everything

4. Cloud always
5. Buy not build
6. Adopt not adapt
7. Never grow tech debt
8. Outcomes over deliverables
9. Data driven
10. Secure by design

Why guiderails?

- Protecting Homes England (Security, Compliance, Assurance)
- Value for money
- Responsive pace
- Empowerment / Trust / Psychological Safety
- Enabling flatter structure
- Understand exceptions
- Effectiveness
- Sustainability

enquiries@homesengland.gov.uk
0300 1234 500
gov.uk/homes-england

