



Homes  
England

The Housing and Regeneration Agency

Date: 9 September 2024

Our Ref: RFI4861

Tel: 0300 1234 500

Email: [infogov@homesengland.gov.uk](mailto:infogov@homesengland.gov.uk)

[REDACTED]  
By Email Only

Dear [REDACTED]

**RE: Request for Information – RFI4861**

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

On 12 August 2024, you requested the following information:

**Please provide:**

- The total number of staff who have joined Homes England from the CQC in the last two years
- The functions in which those people work
- Please provide a list of the staff who have transferred to Homes England and their roles and salaries

**Please also provide:**

- Confirmation that Homes England spent £13m on Boston Consulting Group on transformation activity as per reports in the press earlier this year
- Copies of staff surveys from the last two years as referenced in the same press articles
- An outline of what the £2.5m listed in the latest annual accounts as being spent on “organisational change management consultancy” was for and who the providers of those services were
- An outline of what the £2.5m listed in the latest annual accounts as having been spent on “finance consultancy” and who was the provider of those services

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On 21 August 2024, you wrote to Peter Freeman, the Chair of the Homes England board, and asked additional questions that relate to the subject matter of this request. We have interpreted these questions as a FOIA request and they have been aggregated with your original request, in accordance with section 12(4) of FOIA.

You additionally requested the following information:

- **What oversight do you and the Board of Homes England have over the current Change programme?**
- **Do you have confidence it is being delivered in line with expectations?**
- **Given that Homes England is facing similar issues to those of the CQC, what action is being taken by you and your Board to rectify those issues?**
- **What steps have you taken since the publication of the Dash Review to investigate whether the same failings are happening at Home England?**
- **Were you even aware that over ten people from the CQC team responsible for their operational change programme are now at Homes England including people who we have identified as being responsible for failed IT and system design elements?**

## **Response**

We can inform you that we hold some information within the scope of your request. However, to comply with your request would exceed the appropriate limit for the cost of compliance. We therefore rely on section 12, exemption where the cost of compliance exceeds the appropriate limit under the FOIA.

The Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004 provides for the appropriate limit referred to in section 12(1). Section 3(3) of this Regulation provides that the appropriate limit is £450.

The full text of section 12 FOIA can be found on the following link and we have quoted section 12 below for ease.

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

## **Section 12 - Exemption where cost of compliance exceeds appropriate limit**

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(1) Section 1(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit.

(2) Subsection (1) does not exempt the public authority from its obligation to comply with paragraph (a) of section 1(1) unless the estimated cost of complying with that paragraph alone would exceed the appropriate limit.

(3) In subsections (1) and (2) “the appropriate limit” means such amount as may be prescribed, and different amounts may be prescribed in relation to different cases.

(4) The Minister for the Cabinet Office may by regulations provide that, in such circumstances as may be prescribed, where two or more requests for information are made to a public authority:

- (a) by one person, or
- (b) by different persons who appear to the public authority to be acting in concert or in pursuance of a campaign, the estimated cost of complying with any of the requests is to be taken to be the estimated total cost of complying with all of them.

(5) The Minister for the Cabinet Office may by regulations make provision for the purposes of this section as to the costs to be estimated and as to the manner in which they are to be estimated.

We have considered the current wording of your request and in its current scope we have determined that to establish where all elements of the information is held, to locate the information, retrieving the information and extracting the information would exceed the appropriate limit in terms of timeframes.

Under the terms of the act, we are not obliged to provide any information compiled in the course of our searches prior to concluding section 12 is engaged.

### **Advice and Assistance**

In compliance with the Section 45 Code of Practice (Paragraph 2.10) and our duty to offer advice and assistance under section 16 of FOIA, we can advise that the scope of your request is wide and it is this nature of your request that has met the cost limit. You may wish to consider narrowing the scope of your request.

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For example, the parts of your request that relate to the number of staff who have joined Homes England from the Care Quality Commission and their related biographical information would involve a significant volume of work. Information about the previous employers of Homes England staff is not held centrally nor can it be retrieved by electronic searches of our files. Locating the information would require the manual search of the employee records for all Homes England new starters in the last two years.

Please note that due to the broad scope of your request we cannot confirm that any further request would not also exceed the section 12 cost limit at this time.

## **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](mailto:infogov@homesengland.gov.uk)

Information Governance Team  
Homes England  
2<sup>nd</sup> Floor  
The Lumen  
St James' Boulevard  
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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 these 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.

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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

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