



Homes
England

Date: 27 March 2025

Our Ref: RFI5052

Tel: 0300 1234 500

Email: infogov@homesengland.gov.uk

[REDACTED]
By Email Only

Dear [REDACTED]

RE: Request for Information – RFI5052

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:

Mobile Phones Issued to Public Servants Over the Last Five Years

Under the Freedom of Information Act 2000, I am requesting information regarding mobile phones issued to public servants within all Non-Departmental Public Bodies sponsored by your department over the past five years. Specifically, I seek the following details for each of the financial years 2019/20, 2020/21, 2021/22, 2022/23, and 2023/24:

1. **Number of Mobile Phones Issued:** The total number of mobile phones issued to public servants within the all Non-Departmental Public Bodies sponsored by your department during each specified financial year.
2. **Number Not Returned:** The total number of mobile phones not returned to the Non-Departmental Public Bodies sponsored by your department after public servants left their employment in each specified financial year.
3. **Number Remaining Active:** The total number of mobile phones that remained active (i.e., connected to a network with ongoing service) after public servants left their employment in each specified financial year, including the duration (in months) these phones remained active post-departure, if available.
4. **Costs of Phones Not Returned or Remaining Active:**
 - a. The total cost of handsets for mobile phones that were not returned or remained active after civil servants left, broken down by year.
 - b. The total cost of data and phone call charges incurred by these mobile phones after the public servants' departure, broken down by year.

2nd Floor
The Lumen
St James Boulevard, Newcastle Helix
Newcastle upon Tyne, NE4 5BZ

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Response

We can confirm that we do hold some of the requested information. We will address each of your questions in turn below. For clarification, Homes England is a Non-Departmental Public Body, sponsored by the Ministry of Housing, Communities and Local Government. We are not a Government Department as set out in your request.

1. Number of Mobile Phones Issued: The total number of mobile phones issued to public servants within the all Non-Departmental Public Bodies sponsored by your department during each specified financial year.

2020/21: 83

2021/22: 230

2022/23: 312

2023/24: 444

We can confirm that Homes England does not hold the requested information for the 2019/2020 financial year.

To conclude that the information is not held, we have searched with our Digital team who would have the requested information if held.

The FOIA does not oblige a public authority to create information to answer a request if the requested information is not held. The duty under section 1(1) is only to provide the recorded information held.

The full text of section 1 in the legislation can be found here:

<https://www.legislation.gov.uk/ukpga/2000/36/section/1>

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 are able to confirm that we no longer hold information for 2019/2020 financial year due to the replacement of our call logging system.

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2. Number Not Returned: The total number of mobile phones not returned to the Non-Departmental Public Bodies sponsored by your department after public servants left their employment in each specified financial year.

2019/20: 11

2020/21: 0

2021/22: 0

2022/23: 2

2023/24: 4

3. Number Remaining Active: The total number of mobile phones that remained active (i.e., connected to a network with ongoing service) after public servants left their employment in each specified financial year, including the duration (in months) these phones remained active post-departure, if available.

0 mobile phones remain active across all financial years as they are immediately deactivated.

4. Costs of Phones Not Returned or Remaining Active:

a. The total cost of handsets for mobile phones that were not returned or remained active after civil servants left, broken down by year.

Homes England employees are public servants, not civil servants. We have therefore provided the information below for public servants who left Homes England.

2019/20: £1867

2020/21: £0

2021/22: £0

2022/23: £618

2023/24: £978

b. The total cost of data and phone call charges incurred by these mobile phones after the public servants' departure, broken down by year.

We can confirm that there are zero data and call charges incurred after departure as the SIM is immediately deactivated.

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

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England via the details below, quoting the reference number at the top of this letter.

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Information Governance Team

Homes England

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United Kingdom

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

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