



Homes
England

Date: 28 May 2025

Our Ref: RFI4970

Tel: 0300 1234 500

Email: infogov@homesengland.gov.uk

[REDACTED]
By Email Only

Dear [REDACTED]

RE: Request for Information – RFI4970

Thank you for your request for information which was processed in accordance with the Freedom of Information Act 2000 (FOIA). Please accept our apologies for the delay in providing this response to you. Our handling of your request has fallen outside the time for compliance as set out in the FOIA and below the standards we strive to provide. We also recognise that we have not kept you sufficiently informed as to the progress of your request, we are really sorry about this.

You requested the following information:

Under the Freedom of Information Act, I am hopeful you can help me with my enquiry. Please can you advise the following information:

- 1. Does the Council currently have a contract for the disposal of IT hardware from corporate offices and schools?**
- 2. If a contract is in place, which organisation(s) manages the contract?**
- 3. When does the contract expire?**
- 4. If no contract, what is done with the redundant IT equipment?**
- 5. Does the organisation have a separate arrangement in place for the onsite shredding of data-bearing assets, such as hard disks, solid state drives, USB devices, CDs and data tapes, or is data-containing equipment erased/destroyed by your contracted IT hardware disposal provider?**
- 6. Who within the organisation has overall responsibility for the disposal of IT hardware.**

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. Please be advised that Homes England is not a Council and does not have a role in the maintenance or management of schools, however we have responded to your questions below in respect of our offices. We will address each of your questions in turn below:

1. Does the Council currently have a contract for the disposal of IT hardware from corporate offices and schools?

We can confirm that Homes England is party to a contract with XMA held by the Ministry of Housing, Communities and Local Government (MHCLG). However, in practice we use a company called Restore Technology. Restore Technology is not under contract as the costs are considered 'small spend'.

2. If a contract is in place, which organisation(s) manages the contract?

As indicated above, MHCLG hold a contract with XMA.

3. When does the contract expire?

We can confirm the contract with XMA runs until April 2026.

4. If no contract, what is done with the redundant IT equipment?

As indicated above, Restore Technology dispose of Homes England's redundant IT equipment.

5. Does the organisation have a separate arrangement in place for the onsite shredding of data-bearing assets, such as hard disks, solid state drives, USB devices, CDs and data tapes, or is data-containing equipment erased/destroyed by your contracted IT hardware disposal provider?

We can confirm that we do not have a separate arrangement for on-site shredding. Any devices of the nature specified (Hard disks, solid-state drives, USB drives etc) are disposed of by Restore Technology.

6. Who within the organisation has overall responsibility for the disposal of IT hardware.

We can inform you that we do hold the information that you have requested. However, we rely on Section 40(2) of the FOIA to withhold the information from disclosure.





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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>

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 the relevant team responsible for managing the contract are the Digital team and they can be contacted via our general enquires team via the following contact details:

Email: enquires@homesengland.gov.uk

Telephone: 0300 1234 500

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.

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Information Governance Team

Homes England

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Newcastle upon Tyne

NE4 5BZ

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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