



## Information Governance Team

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13 April 2026

Dear Sir/Madam

### **Freedom of Information Act 2000 (FOIA) Request ID: FOI811930213**

Thank you for your request for information relating to Homelessness, Rent Arrears and Financial Support Data.

You have requested the following information:

I am requesting the following information, relating to the financial year 2024–25 (1 April 2024 to 31 March 2025):

#### **Homelessness Presentations**

##### **1. How many households with a lead applicant aged 18–40 were assessed as owed a prevention or relief duty by your authority in financial year 2024–25?**

2,032 households with a main applicant aged 18-40 were assessed as being owed a prevention or relief duty after making a homelessness application during 2024/25. Of these, at initial approach, 553 were owed the prevention duty and 1479 were owed the relief duty (226 of those initially owed the prevention duty went on to be owed the relief duty).

##### **2. Of the households above, how many cited each of the following as the main reason for loss of last settled home or threatened loss of last settled home:**

Main reason categories:

- a) End of assured shorthold tenancy (AST) in the private rented sector
- b) Harassment or illegal eviction from private rented sector
- c) Family or friends no longer willing or able to accommodate

- d) Relationship breakdown with partner (non-violent)
- e) Domestic abuse
- f) Departure from custody
- g) Departure from institution — including hospital discharge, looked-after child placement, or other institutional setting
- h) Required to leave Home Office asylum support accommodation
- i) Loss of social rented tenancy
- j) Loss of supported housing placement
- k) Mortgage repossession
- l) Other reason

End of private rented tenancy – assured shorthold tenancy	297
Family no longer willing or able to accommodate	393
Friends no longer willing or able to accommodate	110
Relationship with partner ended (non-violent breakdown)	95
Domestic abuse – victim	259
Departure from institution: Custody	75
Departure from institution: Hospital (psychiatric)	17
Departure from institution: Looked After Child Placement	1
Required to leave accommodation provided by Home Office as asylum support	306
End of social rented tenancy	44
Eviction from supported housing	224
Mortgage repossession or sale of owner occupier property	3
Other reason	208

Under the category ‘end of private rented tenancy – assured shorthold tenancy’ there were four households where the reason for the end of the tenancy was recorded as ‘illegal eviction’.

**3. For households whose main reason was end of assured shorthold tenancy (category a above), how many were recorded as losing that tenancy due to rent arrears?**

62 households.

**4. For households whose main reason for homelessness was loss of social rented tenancy (category i above), how many were recorded as losing that tenancy due to rent arrears?**

17 households.

**5. Of the households with a lead applicant aged 18–40 assessed as owed a prevention or relief duty in 2024–25, how many had care leaver recorded as a support need for the main applicant or a household member?**

123 households.

**6. Of the households with a lead applicant aged 18–40 assessed as owed a prevention or relief duty in 2024–25, how many had financial difficulties recorded as a support need for the main applicant or a household member?**

We do not have a specific support need category of “financial difficulties”. To assist, there is a

category for “Support needs – difficulties budgeting”. There were 242 households where this was identified as a support need.

### **Temporary Accommodation**

#### **7. How many households with a lead applicant aged 18–40 were in temporary accommodation provided by your authority as of 31 March 2025?**

768 households were in TA on 31st March 2025 with a main applicant aged 18-40.

#### **8. Of those households, how many had been in temporary accommodation for more than 12 months as of 31 March 2025?**

Of the households reported under Q7, 244 had been in TA for over 12 months on 31st March 2025.

### **Financial Support**

#### **9. How many Discretionary Housing Payments (DHPs) were awarded by your authority in 2024–25?**

3,444.

#### **10. How many referrals to debt advice or money guidance services were made by your housing or homelessness team in 2024–25?**

We hold the information which you have asked for, but we have estimated that the cost of meeting your request would exceed the cost limit of £450 specified in the Freedom of Information and Data Protection (Appropriate Limit and Fees Regulations 2004). This represents the estimated cost of one person spending 18 hours or more, in determining whether the information is held, locating, retrieving and extracting it.

We do not hold this information in a reportable format. The information may be held in the case notes however we estimate it will exceed 18 hours for an officer to manually check the notes for each application to provide a response.

This part of your request has been refused under section 12(2) of the Act.

### **Policy and Practice Questions**

#### **11. At what stage in the homelessness assessment process does your authority first offer or refer an applicant to money advice, debt support or financial capability services? Please select the most accurate description:**

- At or before initial contact / triage
- During the prevention duty stage
- During the relief duty stage
- Only after the main housing duty has been accepted
- Not systematically offered, depends on the individual case

Signposting or referrals to money advice or debt support etc would be made as early as possible once a need for this kind of support is identified. It would usually be at any of the first three stages identified above, depending on circumstances.

**12. Does your authority have a dedicated financial inclusion, money advice or financial capability service embedded within, or formally linked to, your housing or homelessness team? (Yes / No / Signposting only to external services)**

The Housing & Homeless service team signpost to external services (such as Coventry Citizens Advice, Central England Law Centre, Shelter), and also to internal colleagues, for example, officers within the DHP team will support customers with DHP claims.

**13. Does your authority provide or commission financial education or money management support specifically for care leavers as part of their statutory leaving-care package? If yes, please briefly describe the provision (for example: one-to-one money coaching, group sessions, online resources, referral to an external provider).**

No. We do not commission this as a service separately.

**14. Has your authority recorded or tracked whether financial literacy or debt knowledge gaps were a contributing factor in homelessness presentations? (Yes / No / Not systematically)**

No.

**15. Does your authority record whether a benefit delay, sanction or Universal Credit migration issue was a contributing factor in a homelessness presentation? If yes, please provide available figures for 2024–25.**

No.

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For information, we publish a variety of information such as: [FOI/EIR Disclosure Log](#), [Publication Scheme](#), [Facts about Coventry](#) and [Open Data](#) that you may find of useful if you are looking for information in the future.

If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: [infogov@coventry.gov.uk](mailto:infogov@coventry.gov.uk)

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email [icocasework@ico.org.uk](mailto:icocasework@ico.org.uk).

Please remember to quote the reference number above in your response.

Yours faithfully

**Information Governance**