



10 September 2025

Dear Applicant

Our Ref: FOI 898

Your request for information received on 18 August 2025 has been handled under the Freedom of Information Act 2000 (FOIA).

Request

With regards to statistics around the 'Out of Hours' Emergency Accommodation requests. The NI Human Rights Commission is interested in a breakdown of the most recent statistics on:

- *the number of requests that are received by the Housing Executive;*
- *the outcome of these requests, including how long they take to be dealt with and whether they are addressed in line with the query received (where they have been addressed, where partially addressed or where not addressed); and*
- *if they have only been partially addressed or were not addressed, the reasons for this.*

Our response

1. The number of requests that are received by the Housing Executive

The table below outlines the total number of contacts received by the Housing Executive's Homelessness Out of Hours Service. Please note that these figures relate to total number of contacts received which includes, but is not limited to, temporary accommodation requests.

Year:	2023	2024	2025 (Jan-Jul)
No of Contacts:	11,087	14,820	10,272

2. *The outcome of these requests, including how long they take to be dealt with and whether they are addressed in line with the query received (where they have been addressed, where partially addressed or where not addressed)*

The Housing Executive does not hold information regarding the length of time a case may take.

Regarding the outcomes of all contacts received, the Housing Executive holds information within the scope of your request. However, it will not be possible to make this available to you without exceeding the 'appropriate limit' as defined by the FOI Act.

From the 1st July 2025 to 31st July 2025, 1,675 customers presented to the Homelessness Out of Hours Service, of which 424 placements to temporary accommodation were made.

It should be noted that the Housing Executive has a statutory duty to provide temporary accommodation to those who present and to whom a duty is owed under the Housing (NI) Order 1988 and the Out of Hours Homelessness Service will ensure this is met. There will be occasions on which contact has been made but assistance may include advice and assistance or the offer of temporary accommodation which is subsequently not accepted by the applicant.

To provide any further detail as to whether each contact has been addressed, partially addressed, or not addressed in line with the query received, a manual review of case notes for all contacts received would be required to establish the nature of requests, including if temporary accommodation was required, and any steps taken. As outlined above, for 2025 this would be 10,272 records, and this would go beyond the 'appropriate limit'.

Section 12 of the Act makes provision for public authorities to refuse requests for information where it is estimated that the cost of dealing with them would exceed the appropriate limit, which for the Housing Executive is set at £450. This represents the cost of one or more individuals spending 18 hours collectively in determining whether the Housing Executive holds the information, locating, retrieving and extracting it.

The Housing Executive considers that it is not reasonably practicable to reduce or narrow the scope of your request to bring it under the cost limit.

3. *If they have only been partially addressed or were not addressed, the reasons for this.*

As outlined above, to establish if queries received by the Homelessness Out of Hours Service were addressed or otherwise in line with the query received, a manual review of case notes for all contacts received would be required.

Regarding temporary accommodation, the Housing Executive will ensure we source and offer suitable temporary accommodation to those who present and to whom a duty is owed under the Housing (NI) Order 1988. There may be a number of reasons why no placement may be made on any given occasion, including the customer not requiring temporary accommodation, loss of contact with the customer, or the customer refusing the accommodation offered and opting to make their own arrangements, for example.

This concludes our response.