



Resolution

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FOI_5937

The following information was requested on 18 April 2023:

I am writing to you under the Freedom of Information Act 2000 to request information regarding temporary labour usage in your organisation, including contractors, temporary workers, and freelancers.

Please can you provide me with the following information for the most recent complete fiscal year:

- *Total number of temporary workers engaged by your organisation, broken down by department or function, if possible.*
- *Total annual expenditure on temporary workers, including a breakdown of costs by department or function, if possible.*
- *Total number of agency suppliers (Preferred Suppliers/non-Preferred Suppliers) in your organisation's labour supply chain*

Details of any existing Managed Service Programme or Provider (MSP) and/or Vendor Management System (VMS) used to manage temporary workers:

- *Name of the MSP and VMS.*
- *Date the contract was awarded.*
- *Date of contract expiration.*
- *Name of the government procurement framework through which the MSP and VMS were procured.*

Details of any upcoming retendering or renewal processes related to your MSP and VMS contracts:

- *Anticipated date for the retendering or renewal process to commence.*
- *Name and contact information of the person responsible for overseeing the retendering or renewal process.*

Please can you provide the information in the form of an Excel spreadsheet.

If it is not possible to provide the information requested due to the information exceeding the cost of compliance limits identified in Section 12, please provide advice and assistance, under the Section 16 obligations of the Act, as to how I can refine my request. If you can identify any ways that my request could be refined, I would be grateful for any further advice and assistance.

Our Response

- *Total number of temporary workers engaged by your organisation, broken down by department or function, if possible.*

Over the Financial Year 2022 – 2023, we employed 34 agency workers in the following departments:

- Finance and Corporate Planning team
 - Digital Data and Technology team
 - Practitioner Performance Advice team
- *Total annual expenditure on temporary workers, including a breakdown of costs by department or function, if possible.*

Total Agency Worker Expenditure for 1 April 2022 to 31 March 2023 across all agency workers was £1,141,384.00. This figure relates to the 34 agency workers and is broken down as follows:

- Finance and Corporate Planning team
 - Digital Data and Technology team
 - Practitioner Performance Advice team
- *Total number of agency suppliers (Preferred Suppliers/non-Preferred Suppliers) in your organisation's labour supply chain*

We access agencies via the RM 6160 Non-clinical Temporary and Fixed Term Staff Framework agreements for all staff (Crown Commercial Services & NHS Procurement in Partnership).

- *Details of any existing Managed Service Programme or Provider (MSP) and/or Vendor Management System (VMS) used to manage temporary workers.*

We do not have a MSP or VMS provision at NHS Resolution – we access agencies and contingent staff via the framework provided above.

Low Numbers

We are unable to provide the breakdown you have requested as we believe that disclosure of information with this level of granularity is exempt under Section 40(2) by virtue of section 40(3A)(a) of the Act, where disclosure to a member of the public would contravene one or more of the data protection principles. The data protection principles are set out in Article 5 of the General Data Protection Regulation. We take the view that it would not be fair or lawful (given the sensitive and confidential nature of the information held) to disclose such information, and any disclosure would therefore contravene the first data protection principle.

In some instances the low numbers of staff (fewer than 5) in each category, the likelihood exists that individuals who are the subject of this information may be identified either from this information alone, or in combination with other available information.

NHS Resolution believes it has a greater responsibility to protect those individuals identities', as disclosure could potentially cause damage and/or distress to those involved.

This concludes our response to your request.

If you are not satisfied with the service that you have received in response to your information request, it is open to you to make a complaint and request a formal review of our decisions. If you choose to do this, you should write to [Tinku Mitra](#), Deputy Director of Corporate and Information Governance for NHS Resolution, within 28 days of your receipt of this reply. Reviews of decisions made in relation to information requests are carried out by a person who was not involved in the original decision-making about the request.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a review of the decision. Generally, the Information Commissioner will not make a decision unless you have exhausted the local complaints procedure. The address of the Information Commissioner's Office is:

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

<https://ico.org.uk>