



Resolution

8th Floor,
10 South Colonnade
Canary Wharf
London
E14 4PU
Telephone: 020 7811 2700

December 2025
FOI_7552

The following information was requested on 13 November 2025:

I am writing to request information under the Freedom of Information Act 2000 regarding hybrid working arrangements and office utilisation at NHS Resolution's premises at 10 South Colonnade, Canary Wharf.

Please provide the following information:

1. Hybrid contracts

The number of staff currently employed on contracts that specify attendance at the office one day per week (or an equivalent hybrid pattern based in London).

The total number of staff based at the 10 South Colonnade office.

2. Office attendance

The average number of staff attending the office each week over the past 12 months (broken down by month if available).

The highest and lowest weekly attendance figures recorded in that period.

3. Monitoring and audit

Details of how office attendance is tracked and audited (e.g., via swipe card data, desk booking systems, or self-reporting).

Copies of any internal policies or guidance on hybrid working attendance and monitoring for staff at the 10 South Colonnade office.

4. Value for money and utilisation

The annual cost to NHS Resolution of leasing, maintaining, and servicing the 10 South Colonnade office.

The current workstation capacity of the office (number of desks or workspaces available).

Any internal assessments, reviews, or reports carried out since 2022 on the cost-effectiveness, utilisation, or value for money of the hybrid working model or the Canary Wharf office.

Our Response

We understand that this request relates only to the 10 South Colonnade office (10SC).

Please see our response to each question below.

1 - As of 20 November 2025, we have 449 employees with a London/hybrid contract.

2 – Please find attached a table (data received from the Government Property Agency (GPA)) with the weekly total for 10SC office attendance numbers for the period **1 April 2024 – 31 March 2025**. We report in complete financial years. Please note that data received from GPA is for registered passes only (e.g. excludes temporary passes) swiped prior to 11am.

The highest and lowest weekly attendance figures recorded in that period are as follows:

Highest – 406

Lowest – 143

3 – Attendance data is tracked through our security access pass activity and reports are received on a monthly basis. To comply with GDPR, only attendance numbers are received, not names. Attendance data is monitored so that workspace utilisation can be regularly reviewed.

4 – The cost to lease 10SC in the 24/25 financial year was £1.7m. This figure includes rent and landlord service charges.

Currently the number of desks or workspaces available at 10SC are 168 Desks.

In terms of: *any internal assessments, reviews, or reports carried out since 2022 on the cost-effectiveness, utilisation, or value for money of the hybrid working model or the Canary Wharf office.*

An assessment was done on the office options prior to the move to 10SC. As part of that move, and in line with government guidance, we entered into a long-term contract with the GPA which has no break clauses. Therefore, we have not undertaken any formal value for money or cost assessments since then.

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 [Joanne Appleby](#), Deputy Data Protection Officer 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/>

2024/2025 - 10SC

WC	Weekly total attendance
01-Apr	143
08-Apr	202
15-Apr	163
22-Apr	307
29-Apr	322
06-May	244
13-May	313
20-May	319
27-May	239
03-Jun	317
10-Jun	321
17-Jun	314
24-Jun	327
01-Jul	310
08-Jul	316
15-Jul	288
22-Jul	260
29-Jul	286
05-Aug	267
12-Aug	322
19-Aug	306
26-Aug	222
02-Sep	318
09-Sep	297
16-Sep	298
23-Sep	302
30-Sep	318
07-Oct	330
14-Oct	332
21-Oct	259
28-Oct	171
04-Nov	233
11-Nov	347
18-Nov	326
25-Nov	347
02-Dec	362
09-Dec	406
16-Dec	306
23-Dec	39
30-Dec	58
06-Jan	306
13-Jan	288
20-Jan	333
27-Jan	298
03-Feb	322
10-Feb	307
17-Feb	226
24-Feb	374
03-Mar	326
10-Mar	290
17-Mar	288
24-Mar	287