



**MANCHESTER
CITY COUNCIL**

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Your ref:

Our ref:L/LT

Date: 18 October 2010

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Whatdotheyknow.com

Dear Mr Gill,

Re: Freedom of Information Act 2000 - Request for Internal Review – Incentive Schemes offered to Manchester City Council Employees – Ref: COR/82GF4X

I refer to your request for an Internal Review of the Council's Response to your request for information dated 19 January 2010 and made under the Freedom of Information Act 2000 (FoIA).

In your original request you asked for the following information:

"For ALL the departments within the Manchester City Council, details of all incentive schemes offered to MCC employees /associates for the last six years.

By this, I mean any payments/ Goods/ vouchers offered on top of the employees normal wage, as incentives."

The Council's Head of Personnel sent a letter to you in response to your FoIA request by e-mail on the 18th February 2010. I understand this letter was initially sent to the wrong e-mail address. Once this became clear, the Council e-mailed its response to you again on the 24th February 2010.

In his letter to you the Council's Head of Personnel set out the schemes that are operated by the Council for its employees and associates including any payments/goods/vouchers made. This letter included the following schemes:

- Awards for Excellence
- Long Service Award
- 100% Attendance
- Reward and Recognition
- Manchester + (Manchester Plus)

The Head of Personnel also provided you with details of how the above schemes operate, along with the costs of applying them. Although there are several schemes listed in the letter sent to you by the Head of Personnel, it is only the Reward and Recognition scheme, which results in a direct payment to employees/associates. The Council therefore pro-

vided you with the number of awards that had been made in 2008/9, totalling 146, as these represent a direct cost to the Council.

On the 24th February 2010, you asked for clarification of the following part of the Council's response:

"Numbers of employees in receipt of rewards (£25 gift voucher) 2008/9 146. Of these, five were in the Council Tax Department. These vouchers were issued to the five Council Tax employees in recognition of their efforts in encouraging callers to pay their Council Tax immediately over the telephone using their debit cards".

In your request for clarification you pointed out that the Council had only supplied information in respect of the 2008/9 periods and you requested details of incentives – particularly in the Council Tax Department – for the last six years. In addition you asked for clarification as to whether any employees were "offered / paid incentives for identifying those accounts which they thought would be most successful should they be referred for court action / bankruptcy petitions".

Following your request for an Internal Review of the Council's Response to your FoIA request, made on the 29 March 2010, I have now carried out the Internal Review. I apologise for the delay in the Council's response to your request for an Internal Review.

As a result of my Internal Review of the information that was supplied to you by the Head of Corporate Personnel in his letter dated 18 February 2010, I am satisfied that the information you were provided with is correct and provides a complete picture of the schemes that are available to Council employees. However, having reviewed the information that was supplied against your original FoIA request, it is noted that the Council only sent you the figures in relation to the Reward and Recognition scheme for the financial years from 2008/9 and not for the previous 6 years. I apologise for this oversight.

Therefore please find below the figures for the last six years in relation to the Reward and Recognition scheme that is operated by the Council in the Corporate Services Department. This is the only department that operates this particular scheme. This includes a breakdown of the awards made in the Council Tax and Benefits department. Employees who qualify for recognition under this scheme receive a £25 gift voucher.

Year	Total No of Payments (Including Council Tax and Benefits)	Total Paid (£)	No of Council Tax and Benefit Department payments	Total Paid (£)
2002/3	No scheme			
2003/4	183	4031.50	64 (£25)	1600
2004/5	181	3965	80 (£20)	1600
2005/6	165	4010	105 (£20)	2100
2006/7	96	2400	56 (£25)	1400
2007/8	108	2580	74 (£25)	1850
2008/9	146	3090	105 (£25)	2625

The figures in the final column represent the number of employees and the value of the payments that have been made to employees within the combined Council Tax and Benefits Department.

As previously notified, payments made to employees in the Council Tax Department are made for the recognition of their efforts in encouraging callers to pay their Council Tax immediately over the telephone using their debit card and not for any other purpose.

For the avoidance of doubt, no paid incentives are awarded under this scheme for identifying accounts which would be likely to be successful if referred for Court action/bankruptcy petitions.

If you remain dissatisfied following this internal review, you have a right to apply to the Information Commissioner (IC) for a decision. The Information Commissioner can be contacted at:

*Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF*

Please remember to quote the reference number above in any future communications.

Yours sincerely,

Liz Treacy

Liz Treacy
Head of Legal Services

