

Question 3

Job Titles	Count of FTE
Temporary Full Time	73
Business Support Assistant	5
Business Support Officer	3
Caseworker	13
Customer Service Officer	7
Director of HR, People & Talent	1
Facilities Assistant	1
Facilities Manager	1
Finance Manager	2
Freedom of Information Officer	3
Freedom of Information/Data Protection Manager	1
Head of External Communications	1
Head of Programme Office	1
HR Business Partner	4
HR Officer - Resourcing	1
Interim Assistant Director HR	1
Interim Board & Committee Clerk	1
Interim Director of Operational Delivery	1
Interim Finance Manager.	1
Interim Head of Information Assurance	2
Interim Head of Insight and Public Affairs	1
Interim HR Business Partner (Case Management)	1
Interim HR Consultant	1
Interim HR Officer	1
Interim Project Manager	1
Interim Resourcing Manager	1
Operations Manager	3
Programme Manager	1
Project Manager	2
Project Manager (ICT)	2
Project Support Officer	1
Resourcing Manager	1
Resourcing Officer	1
Senior Internal Communications Manager	2
Solicitor	1
Training Event Administration Assistant	3
Temporary Part Time	2
Business Support Assistant	1
Interim HR Business Partner (Case Management)	1
Total Temporary	75

Job Titles	Count of FTE
Permanent Full Time	107
Assistant Private Secretary	1
Casework Sampler	3
Caseworker	54
Chair and Ombudsman	1
Change Delivery Manager	1
Chief of Staff	2
Communications Officer	2
Digital Designer	1
Director of Governance and Legal and Deputy Ombudsman	1
Director of Operations and Quality	1
External Communications Manager	1
Freedom of Information Officer	2
Freedom of Information/Data Protection Manager	1
Governance Officer	1
Head of Governance	1
Head of ICT & Accommodation	1
HR Officer	1
HR Officer - Resourcing	1
HR Officer (Payroll)	1
Information Security Manager	1
Intake Caseworker	17
Internal Communications Manager	1
Learning and Development Business Partner	2
Management Information Analyst	1
Operations Manager	4
Payroll and Pensions Manager	1
Performance Officer	1
Project Manager (ICT)	1
Research and Insight Manager	1
Permanent Part time	6
Clinical Adviser - Consultant in Emergency Medicine	1
Clinical Adviser - General Medical Physician	2
Clinical Adviser - Nursing	1
Intake Caseworker	2
Total Permanent	113
Grand Total	188

Question 4 & 5

2017/18		
Agency Name	No of staff employed	Total Salary Cost
Corporate Projects Solutions Ltd	1	35, 400.00
Customer Management Resourcing	10	145,371.73
Frazer John Recruitment Ltd	1	20,688.47
Gatenby Sanderson Ltd	2	268,972.80
Hays	3	70,674.97
Kennedy Pearce Consulting	2	5,923.42
Michael Page International	7	64,585.27
Morgan Hunt UK Ltd	3	20,929.64
Morgan Law Partners LLP	2	7,174.79
Red Snapper Group	1	64,894.50
Robert Walters PLC	1	19,980.00
Search	1	7,096.23
Total		731,691.82

Question 6

2017/18	
Top Ten	Length of sickness absence (Working days)
Employee A	136
Employee B	121
Employee C	128
Employee D	167
Employee E	274
Employee F	134
Employee G	120
Employee H	123
Employee I	121
Employee J	130