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PAUL JOHNSON
DIRECTOR OF RESOURCES &
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Resources Directorate
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Our Ref: 1386996

Please ask for: Teresa Evans
Date: 5 April 2016

Dear Sir/Madam

Freedom of Information Act 2000

I write further to your request for information, which we received on 11 March 2016. Our response is given below.

I am researching financial and workforce efficiency in local government. Under the FOI act please provide the following information:

1) For each of the last 5 financial years, please provide:

a) The total number of invoices that the authority has processed through accounts payable (AP).

770,495

b) The total expenditure through AP.

£1,565,651,698.92

2) Do you currently use/has any 3rd parties completed a duplicate payment review/statement review in the last 5 years? If so please specific the name of the company and the contract end date.

We are currently undergoing a duplicate payment audit, with Audit Partnership. The current review is due to be completed in April, and we have an option for another review in 2 years.

3) What is the total value of duplicated invoices/erroneous payments that have been identified by any 3rd parties in the last 5 years or in any period reviewed (please specify).

This information is not held yet as the audit is ongoing.

4) How much did the 3rd party invoice the authority for any review work undertaken?

This information is not held yet as the audit is ongoing.

5) What accounting system does the authority use (Oracle, E-Financials, Agresso, Sage etc.)?

Oracle

6) Please state the authority's total spend on agency staff in the last financial year (14/15), split by the following staff categories, including all spend on agency staff outside of the categories specified as "other":

- Social workers
- Residential homecare staff
- Domiciliary care staff
- Others (please describe the staff)

The total spend in 2014/15 was £3,647,661.19

Our finance system does not hold information split as requested, however we do hold some information for Pertemps Recruitment Partnership Ltd. Please see the following:

Social workers **£1,414,254.53**
- Residential Support Worker **£178,776.35**
- Domiciliary care staff **N/A**
- Others (please describe the staff) **£1,673,976.33**
Total £3,267,007.21

7) Please provide a list of the 10 most utilized agencies in the last financial year.

Pertemps Recruitment Partnership Ltd

Computer Futures

Capita Resourcing Ltd

Travail Employment Group

LGS Ltd

Jubilee Personnel Services Ltd

Teacher Active Ltd

HCL RS Locoms

Kendra Ltd

Proline Ventures Ltd

8) Does the council use any 3rd party services or software to manage/book agency workers? If so please state the name of the company used, the services provided and the amount that the authority spent on these services/software in the last financial year.

We only use the portal to our corporate contracted agency supplier's booking system. No third party services or software are used.

I trust this information is of interest and assistance. If however you are dissatisfied with the response you have received and wish to request a review of our decision or make a complaint about how your request has been handled you should write to the following address or reply to the email to which this letter is attached:

Corporate Information Governance Manager
Resources Directorate
Corporate Performance, Policy and Information
Council House, Manor Square
Solihull, West Midlands
B91 3QB

Your request for an internal review should be submitted to us within 40 days of receipt by you of this response. Any requests received after this time will be considered at the discretion of the Corporate Information Governance Manager.

If having exhausted the review process you are not content that your request or review has been dealt with correctly, you have a further right of appeal to the Information Commissioner's Office (ICO) for a decision. Generally, the ICO will not make a decision until you have exhausted the complaints procedure provided by the council. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone: 0303 123 1113 (local rate) or 01625 545 745 (national rate). Website: www.ico.gov.uk.

Should you have any further questions please do not hesitate to contact me.

Yours faithfully

Teresa Evans
Corporate Information Governance Officer
Corporate Information Governance Team