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Kirsty Duffin
mailto: [request-666851-
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17th June 2020

Dear Ms Duffin,

Freedom of Information request: reference 58852

Thank you for your e-mail of 22nd May 2020, in which you ask for information relating to recruitment agencies spending at HM Passport Office (HMPO), Glasgow office- (for the full request please see Annex A below).

Your request has been handled as a request for information under the Freedom of Information Act 2000.

Answer to Q1: The total spend on recruitment agencies in the last 12 months was £321,838.

Answer to Q2: As HMPO uses recruitment agencies only to source temporary staff for admin, call centre, data processing and clerical roles the answer to Q1 and Q2 is the same.

Answer to Q3: Nil – HMPO does not employ warehouse, catering or cleaning staff directly.

Answer to Q4: Nil – HMPO don't use recruitment agencies to recruit permanent staff.

Answer to Q5: HMPO has used Brook Street Ltd in the last 12 months for the hire of temporary staff to fulfil admin, call centre, data processing and clerical roles.

Answer to Q6: HMPO uses Brook Street Ltd for temporary staff recruitment, who are a subcontractor to Alexander Mann Solutions via the CCS Framework- Public Sector Resourcing RM3749.

Answer to Q7: All recruitment contracts are procured via competition through appropriate Central Government or Wider Public Sector Frameworks.

Guidance on how to become a supplier to the Home Office, of which HMPO is part of, is in the public domain: <https://www.gov.uk/government/organisations/home-office/about/procurement>.

Answer to Q8: The relevant Human Resource Business Units establish the requirements (in conjunction with the operational business units) and work with Commercial Business Partners to Tender and Award contracts.

If you are dissatisfied with this response you may request an independent internal review of our handling of your request by submitting a complaint within two months to the address below, quoting reference 58852. If you ask for an internal review, it would be helpful if you could say why you are dissatisfied with the response.

Information Rights Team
Home Office Lower Ground Floor, Seacole Building
2 Marsham Street
London SW1P 4DF
E-mail: foirequests@homeoffice.gsi.gov.uk

As part of any internal review the Department's handling of your information request will be reassessed by staff who were not involved in providing you with this response. If you remain dissatisfied after this internal review, you would have a right of complaint to the Information Commissioner as established by section 50 of the Freedom of Information Act.

Yours sincerely
Accounting Operations Unit
Home Office Finance

Switchboard 020 7035 4848
E-mail FOIRequests@homeoffice.gsi.gov.uk

Annex A

From: Kirsty Duffin <request-666851-36c06dbf@whatdotheyknow.com>
Sent: 22 May 2020 09:58
To: FOI <FOI@hmpo.gov.uk>
Subject: Freedom of Information request - Freedom of Information

Please can you provide the following information for your Glasgow office?

- 1 - Please advise the total spend on recruitment agencies in the last 12 months?
- 2 - Please advise what the temporary agency spend for admin, call centre, data processing and clerical roles in the last 12 months?
- 3 - Please advise what the temporary agency spend for roles such as warehouse, catering and cleaners in the last 12 months?
- 4 - Please advise what the permanent agency spend has been in the last 12 months?
- 5 - Which recruitment agencies have you used in the last 12 months for admin, call centre, data processing , clerical, warehouse, catering and cleaners?
- 6 - Which framework agreements do you use for agencies? ie Scottish Government, APUK, Crown Commercial Services?
- 7 - What process do recruitment agencies have to follow to be given jobs to work on?
- 8 - Who is responsible for engaging new recruitment agencies?

Yours faithfully,

Kirsty Duffin