

Our Ref:FOI260820Duffin3

Date: 24 September 2020

Kirsty Duffin

Sent by e-mail only to:

request-687673-7c20c980@whatdotheyknow.com

Dear Kirsty

Freedom of Information Request

I refer to your request for information dated 26 August 2020 submitted to Cube Housing Association under the Freedom of Information (Scotland) Act 2002 (the "**Act**").

Your request

You requested the following information:

- 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 - Where you have agency spend if not for the above roles please advise which job roles you use agencies for?*
- 6 - Which recruitment agencies have you used in the last 12 months for admin, call centre, data processing , clerical, warehouse, catering and cleaners?*
- 7 - Which framework agreements do you use for agencies? ie APUK, Crown Commercial Services?*
- 8- What process do recruitment agencies have to follow to be given jobs to work on?*

9 - *Who is responsible for engaging new recruitment agencies?*

Our response

By way of providing you with advice and assistance I can advise that Cube is a subsidiary of Wheatley Housing Group. Information requests are processed and responded to by Wheatley's central support function. You can find out more about Wheatley Housing Group and Wheatley Group subsidiaries at www.wheatley-group.com/about-wheatley.

In response to your request, the answers to your questions are as follows:

1 - Please advise the total spend on recruitment agencies in the last 12 months?

Nil

2 - Please advise what the temporary agency spend for admin, call centre, data processing and clerical roles in the last 12 months?

Nil

3 - Please advise what the temporary agency spend for roles such as warehouse, catering and cleaners in the last 12 months?

Nil

4 - Please advise what the permanent agency spend has been in the last 12 months?

Nil

5 - Where you have agency spend if not for the above roles please advise which job roles you use agencies for?

Not applicable

6 - Which recruitment agencies have you used in the last 12 months for admin, call centre, data processing, clerical, warehouse, catering and cleaners?

Not applicable

7 - Which framework agreements do you use for agencies? ie APUK, Crown Commercial Services?

Wheatley Group and its subsidiaries recruitment, including GHA, Cube, DC, WLHP, Barony and DGHP, is primarily managed through Wheatley Group's own recruitment team and through the use of internal bank resources. Where Wheatley Group and its subsidiaries are unable to recruit or resource through internal bank resources, in emergency circumstances, Wheatley Group and its subsidiaries will use Scotland Excel's framework for temporary staff and for ad hoc staffing requirements.

8- What process do recruitment agencies have to follow to be given jobs to work on?

Before a supplier can be on a Scotland Excel framework, they must satisfy Scotland Excel's rigorous pre vetting process. They will also be subject to ongoing contract management through the framework period.

9 - Who is responsible for engaging new recruitment agencies?

Lesley Wilkinson, Director of Employee Relations, for Wheatley Group and the above subsidiaries.

Review and appeal

If you are dissatisfied with the way that the we have dealt with your request you are entitled to require that we review our decision. Please note that for a review to take place you must:

- Lodge a written request for a review within 40 working days of the date of this letter; and
- Include a correspondence address and a description of the original request and the reason why you are dissatisfied.

You can e-mail your request for an internal review to informationreview@wheatley-group.com or you can write to us at the following address:

Company Secretary, Governance Team, Wheatley House, 25 Cochrane Street, Glasgow, G1 1HL.

You will receive notice of the results of the review within 20 working days of receipt of your review request. The notice will state the decision reached as well as details of how to appeal to the Scottish Information Commissioner if you are still dissatisfied with the review response. You must request an internal review by way of the process outlined above before a complaint can be directed to the Scottish Information Commissioner.

The Scottish Information Commissioner can be contacted at:

Scottish Information Commissioner
Kinburn Castle
Doubledykes Road
St Andrews
Fife
KY16 9DS

Telephone: 01334 464610 E-mail: enquiries@itspublicknowledge.info

You can also use the Scottish Information Commissioner's online appeal service to make an application for a decision: www.itspublicknowledge.info/appeal

Please note that you cannot make an appeal to the Scottish Information Commissioner until you have first requested an internal review.

Yours sincerely

Information Governance Team