

Clive Townsend
[request-628767-c59de85e@whatdotheyknow.com](#)

10 February 2020

FOI
NEL CSU
Kent House
4th Floor
81 Station Road
Ashford
TN23 1PP

E-mail: NELCSU.foi@nhs.net
www.westkentccg.nhs.uk

Our Ref: FOI.19.WK190

Dear Mr Townsend

RE: FREEDOM OF INFORMATION REQUEST

Thank you for your request for information under the Freedom of Information Act 2000 received on 18 December by NHS West Kent Clinical Commissioning Group (CCG). The information you have requested is listed below together with the response:

1. How many joiners, movers, and leavers do you process per year?

NHS West Kent CCG does hold this information, please see the following:

Starters – 27

Leavers – 17

Movers – 0

*Please note – this number includes movers from April 2019 only. Prior to this date, another provider supplied the service.

2. How many staff/whole time equivalents manage this process?

NHS West Kent CCG does not hold the above requested information. NHS West Kent CCG has a Service Level Agreement (SLA) with NEL Commissioning Support Unit (NEL) for a managed HR service, which covers all HR / Payroll services.

3. Do you have an automated system to manage ESR?

NHS West Kent does not have an automated system to manage ESR

4. Do you use a single sign on solution across the organisation to manage the accounts?

NHS West Kent does not use a single sign on solution across the organisation to manage accounts

5. If so, which solution do you have?

Not Applicable

6. How many people are in your organisation's data quality team?

NHS West Kent CCG does not have a data quality team

We hope that this has dealt with your request for information however, should you remain dissatisfied, you have the right to request that we conduct an internal review of the way we have handled your request. If you would like us to conduct such a review please contact us within two months of this letter:

Email NELCSU.foi@nhs.net or

FOI-Internal Review Request
NEL CSU
Kent House
4th Floor
81 Station Road
Ashford
TN23 1PP

Your request for an internal review will then be processed in accordance with our Freedom of Information Policy.

If you are still dissatisfied following the internal review, you have the right under Section 50 of the Freedom of Information Act (2000) to appeal against the decision by contacting the Information Commissioner. The Information Commissioner provides full and detailed guidance on the Freedom of Information Act and on when and how to complain.

Please find below the link to their website page and their helpline number.

<https://ico.org.uk/for-the-public/official-information/>

Helpline number: 0303 123 1113 or 01625 545745

In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log. Therefore, a version of our response, which will protect your anonymity, will be posted on the NHS West Kent Clinical Commissioning Group website.

Yours sincerely

Freedom of Information Team
NEL CSU

This Freedom of Information request has been processed by NEL CSU on behalf of

NHS West Kent Clinical Commissioning Group
Wharf House
Medway Wharf Road
Tonbridge
Kent
TN9 1RE

NEL CSU is NEL Commissioning Support Unit and is hosted by NHS England. NEL CSU provides a number of administrative functions including managing Freedom of Information Requests.