



## Home Office Commercial Directorate

Kona Herkanaidu  
Email: request-622080-43d8d05b@whatdotheyknow.com

Commercial Directorate  
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Fourth Floor  
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[www.gov.uk/home-office](http://www.gov.uk/home-office)

6 January 2020

Dear Kona Herkanaidu

### **FREEDOM OF INFORMATION REQUEST 56564**

Thank you for your e-mail of 21 November 2019, in which you ask for information on HM Passport Office Staffing & Recruitment. Your full request is shown at Annex A. Your request has been handled as a request for information under the Freedom of Information Act 2000 (FOIA). I apologise for delayed response.

Under section 12 of the Act, the Home Office is not obliged to comply with an information request where to do so would exceed the cost limit.

We have estimated that the cost of meeting your request would exceed the cost limit of £600 specified in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004. We are therefore unable to comply with it.

It is not possible to split out Agency spend on recruitment for the last 12 months split between temporary and permanent HMPO recruitment. The spend on permanent recruitment for HMPO requirements specifically is information not held centrally.

Information for categories of staff we recruit with split of number of staff across each category is also information not centrally held. The Permanent staff Solution is split into two Lots one for all Digital and ICT Profession Roles from EO to G6 grades, the other for Bulk Administrative Grades (AA/AO) and for Corporate Service functions (HR, Commercial, Finance etc) from EO to G6. The numbers engaged via this route are not centrally held.

In order to determine whether the Home Office even holds any relevant information requested a number of officials would need to check all of the Home Office records, which are in different folders, formats and areas within the Home Office and would require manually trawling through to associate each campaign with final costs.

The £600 limit is based on work being carried out at a rate of £25 per hour, which equates to 24 hours of work per request. The cost of locating, retrieving and extracting information can be included in the costs for these purposes. The costs do not include considering whether any information is exempt from disclosure, overheads such as heating or lighting, or items such as photocopying or postage.

If you refine your request, so that it is more likely to fall under the cost limit, we will consider it again.

You may be interested to know the overall HO spend on the engagement of temporary labour is published in the Departments Annual Report and Accounts. For the last Financial year this may be found on pages 79 and 80 of the Report published here:-

<https://www.gov.uk/government/publications/home-office-annual-report-and-accounts-2018-to-2019>

Details of this Financial Years expenditure will be published in the next set of Home Office Annual Accounts due to be published in the early summer of 2020.

CCS RM3749- Public Sector Resourcing arrangement allows for the recruitment of all specialisms at all grades across the Department. Currently there are six contractors engaged via this model in HMPO; five in the Project Delivery Profession and one in ICT Architecture.

The Permanent staff Solution is split into two Lots; one for all Digital and ICT Profession Roles from EO to G6 grades, the other for Bulk Administrative Grades (AA/AO) and for Corporate Service functions (HR, Commercial, Finance etc) from EO to G6. As previously noted, numbers engaged via this route are not centrally held and are therefore not currently available

Please note that if you simply break your request down into a series of similar smaller requests, we might still decline to answer it if the total cost exceeds £600.

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 [foirequests@homeoffice.gsi.gov.uk](mailto:foirequests@homeoffice.gsi.gov.uk), quoting reference 56564. If you ask for an internal review, it would be helpful if you could say why you are dissatisfied with the response.

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

Yours sincerely

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**HO COMMERCIAL**

E   [FOIRequests@homeoffice.gsi.gov.uk](mailto:FOIRequests@homeoffice.gsi.gov.uk)

## Annex A

-----Original Message-----

From: Kona Herkanaidu <request-622080-43d8d05b@whatdotheyknow.com>

Sent: 21 November 2019 09:43

To: FOI <FOI@hmpo.gov.uk>

Subject: Freedom of Information request - Staffing & Recruitment (HM PO)

Dear HM Passport Office,

I am writing to you under the Freedom of Information Act 2000 to request the following information for HM Passport Office:

- Please confirm whether you use recruitment agencies to support in the recruitment of temporary and permanent staff?
- If yes to the above question, please can you confirm the agency spend on recruitment for the last 12 months? Please could this be split out between temporary and permanent recruitment.
- Please can you confirm the title/model of any recruitment contracts you have in place? (e.g. PSL, MSP, RPO,).
- Please confirm if you use any frameworks for recruitment? (e.g. Crown Commercial Service)
- If any frameworks have been used, please provide details of any agreements/direct awards made in the past 12 months?
- If applicable, please confirm the end date of your current contract for temporary recruitment, if a specific end date is not available please provide the start date. Please also confirm the name(s) of the relevant temporary recruitment suppliers.
- If applicable, please confirm the end date of your current contract for permanent recruitment, if a specific end date is not available please provide the start date. Please also confirm the name(s) of the relevant permanent recruitment suppliers.
- Please confirm the categories of staff you recruit for? If possible please could you confirm the split of number of staff across each category?

Yours faithfully,

Kona Herkanaidu

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Please use this email address for all replies to this request:  
request-622080-43d8d05b@whatdotheyknow.com