

Tracy Brennand  
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Doc Ref FOI 9249  
Ask for Emily Drake  
Direct Line 0161 342 3157  
Date 18 September 2019

Ms Whitfield

By Email:

[request-600093-9cc9a4b1@whatdotheyknow.com](mailto:request-600093-9cc9a4b1@whatdotheyknow.com)

Dear Ms Whitfield,

**Freedom of Information – Request for Information**  
**Unique Reference: FOI 9249**

Thank you for your request for information dated 28 August 2019, which the Council received by email. You have requested the following information:

1. *Temporary agency labour spend on call centre/ contact centre spend in the last 12 months.*
2. *A breakdown of the agencies that you used for call centre/ contact agency staff.*
3. *Do you recruit via PSL, Master Vendor, Vendor Neutral Managed Solution?*

I am pleased to advise that the Council can provide the information that you have requested.

1. The Council has not used agency labour for call centre/contact centre in the last 12 months.
2. The Council has not used any agencies but, should there be a requirement for call centre/contact centre staff then the Council would source workers through the managed service contract as detailed below. Attached to this document is the preferred suppliers list (PSL) which is linked to the contract.
3. The Council has a managed service contract covering the end to end lifecycle for the recruitment and management of temporary workers. The current provider Reed Talent Solutions is a specialist division of Reed Specialist Recruitment. Workers are supplied to the Council from suppliers that are on Reed's PSL.

If you have any queries about this letter, please do not hesitate to contact me.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint, or request a review of the Council's decision, please write to Sandra J Stewart, Borough Solicitor, at PO BOX 317, Ashton under Lyne, OL6 0GS.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. The Commissioner cannot normally make a decision unless 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 and at [www.ico.org.uk](http://www.ico.org.uk).

Yours sincerely,

**Emily Drake**  
**Head of Payments, Systems and Registrars**  
**People and Workforce Development**