

Contact: Information Governance Team
Direct Dial: 01724 296224
E-mail: informationgovernanceteam@northlincs.gov.uk

Our Ref: INF 1908082
Date: 17 September 2019

www.northlincs.gov.uk

Becky McIntyre
Director of Governance & Partnerships
Church Square House
30-40 High Street
Scunthorpe
North Lincolnshire
DN15 6NL

Ellyn Johnson
request-600945-29b8bfc1@whatdotheyknow.com

INFORMATION DISCLOSURE

Dear Ellyn Johnson

Re: Freedom of Information request INF 1908082

Thank you for your request for information, received by North Lincolnshire Council 3rd September 2019 requesting information about care leavers. I have considered your request in detail and can confirm that the council holds the following information:

Details of request:

- 1. Temporary agency labour spend on call centre/ contact centre spend in the last 12 months.*
Nil spend in the council's contact centre in the last 12 months.
- 2. A breakdown of the agencies that you used for call centre/ contact agency staff.*
As above
- 3. Do you recruit via PSL, Master Vendor, Vendor Neutral Managed Solution?*
As above. In the event that a temporary team member was required, the service would access the council's temporary staffing arrangement via the national MSTAR framework.

If you wish to re-use this information for reasons other than, for example personal use, please see the council's [Access to Information Policy](#) for full details of how to request permission to re-use information released in response to a Freedom of Information request.

If you are unhappy about how we have dealt with your request please let me know and I will refer the matter to the council's [Information Complaints Policy](#). Alternatively you can complain using the council's [online complaint form](#) on the Contact Us page of the North Lincolnshire Council website.

You also have the right to appeal directly to the [Information Commissioner's Office \(ICO\)](#), although please note the ICO usually expect the council to have investigated your concerns first.

Yours sincerely

Information Governance Team
North Lincolnshire Council