



City of Westminster

J Taylor

Corporate Services - Human Resources  
Westminster City Council  
5 Strand  
London  
WC2N 5HR  
Telephone 0207 641 3921  
Email xxx@xxxxxxxxxxxxx.xxx.x>

Our ref: 3415433

Your ref:

Date: 20 April 2017

Dear J Taylor

### Freedom of Information Act 2000

Thank you for your recent Freedom of Information request. You asked to be provided with the following information:

*Under the FOI act please provide the following information,*

#### *Workforce Management*

*1. Please provide the organisation's total expenditure on temporary agency staff for 2015/16*

*2. Please state which staffing group has the highest temporary agency spend for 2015/16 (eg. admin & clerical, community services, legal etc.)*

*3. Does the organisation use any 3rd party services/software to manage agency workers? If so, please provide the following information:*

- a. Provider Name*
- b. Description of Services*
- c. Annual Cost to Organisation in 2015/16 (£)*
- d. Contract End Date*
- e. Framework used for procurement*

*4. Please provide the organisation's total expenditure on internal bank staff for 2015/16 (£)*

*5. Does the organisation use any 3rd party services/software to manage bank workers? If so, please provide the following information:*

- a. Provider Name*
- b. Description of Services*
- c. Annual Cost to Organisation in 2015/16 (£)*
- d. Contract End Date*

## 6. Payroll

- a. How does the organisation manage their payroll? (in-house/outsourced)
- b. How frequently does the organisation run its payroll? (monthly/weekly)
- c. Which staff types does the payroll cover? (substantive/temporary)
- d. How many payslips did the organisation process in 2015/16?
- e. What is the annual cost of the payroll services provision in 2015/16?
- f. If outsourced, which 3rd party do you use?
- g. If outsourced, what is the contract end date?

### Response

#### Workforce Management

1. Please provide the organisation's total expenditure on temporary agency staff for 2015/16

£14,248,340

2. Please state which staffing group has the highest temporary agency spend for 2015/16 (eg. admin & clerical, community services, legal etc.)

City Treasures Directorate (Finance)

3. Does the organisation use any 3rd party services/software to manage agency workers? If so, please provide the following information:

a. Provider Name

Comensura

b. Description of Services Agency

Staff Provider

c. Annual Cost to Organisation in 2015/16 (£)

Not known will need to ask Procurement who own the contract (Harbinder Manku may know)

d. Contract End Date

30th April 2017

e. Framework used for procurement

Not known - need to ask Procurement who own the contract (Harbinder Manku may know)

4. Please provide the organisation's total expenditure on internal bank staff for 2015/16 (£)

N/A

5. Does the organisation use any 3rd party services/software to manage bank workers? If so, please provide the following information:

N/A

a. Provider Name

b. Description of Services

c. Annual Cost to Organisation in 2015/16 (£)

d. Contract End Date

## 6. Payroll

a. How does the organisation manage their payroll? (in-house/outsourced)  
Outsourced

b. How frequently does the organisation run its payroll? (monthly/weekly)  
Monthly

c. Which staff types does the payroll cover? (substantive/temporary)  
Substantive/permanent staff / and fixed term staff – payroll does not cover temporary agency staff

d. How many payslips did the organisation process in 2015/16?  
None, payslips are processed by BT Managed Services

e. What is the annual cost of the payroll services provision in 2015/16?  
The Westminster contract with BT for Managed Services will terminate on the 31st March 2020. The fully managed service price includes payroll services as part of a full package of activities and therefore there is no line item price for the payroll solution.

f. If outsourced, which 3rd party do you use?  
BT Agresso Smart Client

g. If outsourced, what is the contract end date?  
31st March 2020

I can confirm that the information requested is held by Westminster City Council. I have detailed below the information that is being released to you.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Information Management Team  
5 Strand  
London  
WC2N 5HR  
xxxx@xxxxxxxxxxxx.xxx.xx

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. Further information is also available from the Information Commissioner at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow

Cheshire  
SK9 5AF

Tel: 0303 123 1113 or 01625 54 57 45  
Fax: 01625 524510  
Web: [www.ico.org.uk](http://www.ico.org.uk)

I will now close your request as of this date.

Yours faithfully

Corporate Services - Human Resources  
Westminster City Council