



Homes  
England

Date: 12/03/2020

Our Ref: RFI2915

Tel: 0300 1234 500

Email: [infogov@homesengland.gov.uk](mailto:infogov@homesengland.gov.uk)

Making homes happen

██████████  
By Email Only

Windsor House  
Homes England – 6<sup>th</sup> Floor  
50 Victoria Street  
London  
SW1H 0TL

Dear ██████████,

**RE: Request for Information – RFI2915**

Thank you for your recent email, which was processed under the Freedom of Information Act 2000 (FOIA). For clarification, you requested the following information:

Under the Freedom of Information Act I would like to know the following information:

- Do you have a Managed Service Provider (MSP) contract in place for your external training needs?
- If so, what is the start date and duration of the contract?
- Is there an extension clause in the framework(s)/contract(s) and, if so, the duration of the extension
- Has a decision been made yet on whether the framework(s)/contract(s) are being either extended or renewed?
- Who is the senior officer (outside of procurement) responsible for this contract?

**Response**

We can confirm that we do hold information that falls within the scope of your request. Homes England use the following 'Managed Service Providers' for training:

Civil Service Learning

We are primarily bound to use Civil Service learning for the majority of our training needs, as is the case across government. This is supplied by the Cabinet Office. We do not hold a contract for this agreement dealing with the other questions in your request. The Cabinet Office can be contacted via the following:

[foi-team@cabinetoffice.gov.uk](mailto:foi-team@cabinetoffice.gov.uk)

The responsible department is our Human Recourses team, who can be contacted through [enquiries@homesengland.gov.uk](mailto:enquiries@homesengland.gov.uk).

Eukleia

We have a E-Learning Services agreement with Eukleia Training Limited.

The start date of the contract is 15 October 2015. The contract is a rolling yearly renewal. The responsible department is our Human Resources team, who can be contacted through [enquiries@homesengland.gov.uk](mailto:enquiries@homesengland.gov.uk).

Cardinus

Cardinus provide us with Health & Safety Training. The contract is not a 'Managed Service Provider' as we manage the Cardinus platform in house. However we do pay a hosting fee to Cardinus. The hosting fee arrangement

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commenced in 2005, and is a rolling yearly renewal. The responsible department is our Health and Safety team, who can be contacted through [enquiries@homesengland.gov.uk](mailto:enquiries@homesengland.gov.uk).

Further to the above providers, Homes England may also procure individual training contracts/services relating to specific training required that does not fall within the scope of a 'Managed Service Provider'.

### **Right to Appeal**

If you are not happy with the information that has been provided or the way in which your request has been handled you may request an internal review by writing to;

The Information Governance Team  
Homes England – 6<sup>th</sup> Floor  
Windsor House  
50 Victoria Street  
London  
SW1H 0TL

Or by email to [infogov@homesengland.gov.uk](mailto:infogov@homesengland.gov.uk)

You may also complain to the Information Commissioner however, the Information Commissioner does usually expect the internal review procedure to be exhausted in the first instance.

The Information Commissioner's details can be found via the following link

<https://ico.org.uk/>

Please note that the contents of your request and this response are also subject to the Freedom of Information Act 2000. Homes England may be required to disclose your request and our response accordingly.

Yours sincerely,

**The Information Governance Team**  
For Homes England

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