

Making homes happen

Date: 27 April 2021 Our Ref: RFI3398 Tel: 0300 1234 500

Email: infogov@homesengland.gov.uk



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

Dear

## RE: Request for Information - RFI3398

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

- 1) Please advise what technologies (including version) you use for: HR, Payroll, L&D, Finance, Procurement, Contact Centre
- 2) Please advise if any of the following services are outsourced to third parties, and if so, when does the contract end?

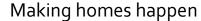
HR, Payroll, L&D, Finance, Procurement, Contact Centre

### **Response**

We can confirm that we do hold some of the requested information. This is provided in the table below.

## 1) Please advise what technologies (including version) you use for:

	Name of technology	Version used
HR	Chris 21	Ver 8.2x
Payroll	Chris 21	Ver 8.2x
L&D	None	
Finance	Efinancials	Ver 5.5x
Procurement	Pro Contract	Online Portal maintained and versioned by supplier
Contact Centre	Skype for Business	15.6x





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# 2) Please advise if any of the following services are outsourced to third parties, and if so, when does the contract end?

HR, Payroll, L&D, Finance, Procurement, Contact Centre

We are able to confirm that Homes England does not hold the information detailed in this part of your request. This is because none of the services listed are outsourced.

In order to conclude that the information is not held, we have searched with our Digital team who would have the requested information if held.

The FOIA does not oblige a public authority to create information to answer a request if the requested information is not held. The duty under section 1(1) is only to provide the recorded information held.

The full text of section 1 in the legislation can be found here: https://www.legislation.gov.uk/ukpga/2000/36/section/1

#### **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. You can request an internal review by writing to Homes England via the details below, quoting the reference number at the top of this letter.

Email: infogov@homesengland.gov.uk

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

Your request for review must be made in writing, explain why you wish to appeal, and be received within 40 working days of the date of this response. Failure to meet this criteria may lead to your request being refused.

Upon receipt, your request for review will be passed to an independent party not involved in your original request. We aim to issue a response within 20 working days.

You may also complain to the Information Commissioner's Office (ICO) 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 <a href="https://ico.org.uk/">https://ico.org.uk/</a>



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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