



██████████
By Email Only

Windsor House
Homes England – 6th 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:*

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



Date: 27 April 2021

Our Ref: RFI3398

Tel: 0300 1234 500

Email: infogov@homesengland.gov.uk

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 – 6th Floor
Windsor House
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London
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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 <https://ico.org.uk/>



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Making homes happen

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

OFFICIAL