



Homes
England

Date: 3 February 2025

Our Ref: RFI4921

Tel: 0300 1234 500

Email: infogov@homesengland.gov.uk

[REDACTED]
By Email Only

Dear [REDACTED]

RE: Request for Information – RFI4921

Thank you for your request for information which was processed in accordance with the Freedom of Information Act 2000 (FOIA). Please accept our sincere apologies for the delay in issuing this response to you, we recognise that the handling of your request has fallen below our standards and of the standards set out in the legislation.

You requested the following information:

1. Please provide a report using the below table, showing all temporary agency spend (£) for your organisation, broken down for the last 3 financial years:

Financial Year	
2021/22	
2022/23	
2023/24	

2. Please provide a report using the below table, showing permanent agency spend (£) for your organisation, broken down for the last 3 financial years:

Financial Year	
2021/22	
2022/23	
2023/24	

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The Lumen
St James Boulevard, Newcastle Helix
Newcastle upon Tyne, NE4 5BZ

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@HomesEngland
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3. Please provide a report using the below table, showing all temporary agency spend (£) at your organisation, broken down for the last 3 years covering the following services:

- Legal & Governance Services
- Finance & Corporate Services.

Financial Year	Legal & Governance Services	Finance & Corporate Services
2021/22		
2022/23		
2023/24		

4. Please provide a report using the below table, showing all permanent agency spend (£) at your organisation, broken down for the last 3 years covering the following services:

- Legal & Governance Services
- Finance & Corporate Services.

Financial Year	Legal & Governance Services	Finance & Corporate Services
2021/22		
2022/23		
2023/24		

5. Please provide a breakdown of all 'off framework' agency spend (£) at your organisation for the last 3 years covering the following services:

- Legal & Governance Services
- Finance & Corporate Services.

Financial Year	Legal & Governance Services	Finance & Corporate Services
2021/22		
2022/23		
2023/24		

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6. Do you use any of the following model(s) to manage temporary agency recruitment (for Legal & Governance Services; Finance & Corporate Services) at this moment in time?

- Master Vendor/Managed Service
- Neutral Vendor
- Preferred Supplier List

What model is used and when does this agreement expire?

7. Do you use any of the following model(s) to manage permanent agency recruitment (for Legal & Governance Services; Finance & Corporate Services) at this moment in time?

- Master Vendor/Managed Service
- Neutral Vendor
- Preferred Supplier List

What model is used and when does this agreement expire?

8. Please confirm the number of staff members for Legal & Governance Services and Finance & Corporate Services departments and the split between permanent members of staff, temporary staff (fixed-term contracts) and agency staff in the below table for this moment in time:

	Legal & Governance Services	Finance & Corporate Services
Number of permanent staff		
Number of temporary staff		
Number of agency staff		

9. Who are the top 5 agencies for agency spend (£) across Legal & Governance Services and what is the breakdown of their spend over the 23-24 financial year

10. Who are the top 5 agencies for agency spend (£) across Finance & Corporate Services and what is the breakdown of their spend over the 23-24 financial year?

11. What frameworks, if applicable, do you use for temporary and permanent agency recruitment.





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Response

We can confirm that we do hold some of the requested information. We will answer your questions in turn below.

1. Please provide a report using the below table, showing all temporary agency spend (£) for your organisation, broken down for the last 3 financial years

We can inform you that we do hold the information that you have requested. However, we rely on section 21, exemption where information is available to the applicant elsewhere.

The full text of the legislation can be found on the following link and we have quoted section 21 below for ease.

<https://www.legislation.gov.uk/ukpga/2000/36/section/21>

Section 21 - Information accessible to applicant by other means.

- (1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.
- (2) For the purposes of subsection (1)—
 - (a) information may be reasonably accessible to the applicant even though it is accessible only on payment, and
 - (b) information is to be taken to be reasonably accessible to the applicant if it is information which the public authority or any other person is obliged by or under any enactment to communicate (otherwise than by making the information available for inspection) to members of the public on request, whether free of charge or on payment.
- (3) For the purposes of subsection (1), information which is held by a public authority and does not fall within subsection (2)(b) is not to be regarded as reasonably accessible to the applicant merely because the information is available from the public authority itself on request, unless the information is made available in accordance with the authority's publication scheme and any payment required is specified in, or determined in accordance with, the scheme.





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Advice and Assistance

We have a duty to provide advice and assistance in accordance with Section 16 of the FOIA. In order to abide by this duty we can confirm that Homes England's financial statements are available online via this link:

<https://www.gov.uk/government/collections/homes-englands-annual-reports-financial-statements>

In order to assist you further, you can use the following table to find the relevant pages in the reports:

Annual Report and Financial Statements	Staff costs can be found on the following pages:
2021/22	Page 115
2022/23	Page 171
2023/24	Page 153

2. Please provide a report using the below table, showing permanent agency spend (£) for your organisation, broken down for the last 3 financial years

We can confirm that Homes England does not hold the information detailed in your request.

To conclude that the information is not held, we have searched with our Human Resources team and our Finance 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>

Advice and Assistance

We have a duty to provide advice and assistance in accordance with Section 16 of the FOIA. To comply with this duty we are able to confirm that we do not use agencies for permanent recruitment, therefore we do not hold any figures we can provide.

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3. Please provide a report using the below table, showing all temporary agency spend (£) at your organisation, broken down for the last 3 years covering the following services:

- Legal & Governance Services
- Finance & Corporate Services

Financial Year	Legal & Governance Services £,000	Finance & Corporate Services £,000
2021/22	£108	£155
2022/23	£139	£959
2023/24	£8	£760

4. Please provide a report using the below table, showing all permanent agency spend (£) at your organisation, broken down for the last 3 years covering the following services:

- Legal & Governance Services
- Finance & Corporate Services

We can confirm that Homes England does not hold the information detailed in your request.

To conclude that the information is not held, we have searched with our Human Resources team and our Finance 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.

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5. Please provide a breakdown of all 'off framework' agency spend (£) at your organisation for the last 3 years covering the following services:

- Legal & Governance Services
- Finance & Corporate Services.

We can confirm that Homes England does not hold the information detailed in your request.

To conclude that the information is not held, we have searched with our Human Resources team and our Finance 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>

Advice and Assistance

We have a duty to provide advice and assistance in accordance with Section 16 of the FOIA. To comply with this duty we are able to confirm that we do not use 'off framework' for recruitment agency spend, therefore we do not hold any figures we can provide.

6. Do you use any of the following model(s) to manage temporary agency recruitment (for Legal & Governance Services; Finance & Corporate Services) at this moment in time?

- Master Vendor/Managed Service
- Neutral Vendor
- Preferred Supplier List

What model is used and when does this agreement expire?

We can confirm we use a Master Vendor/Managed Service model for our temporary agency recruitment. This work is undertaken by Alexander Mann Solutions Limited on the Public Sector Resources framework. We will be transitioning to the Workforce Solutions framework in 2025.

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7. Do you use any of the following model(s) to manage permanent agency recruitment (for Legal & Governance Services; Finance & Corporate Services) at this moment in time?

- Master Vendor/Managed Service
- Neutral Vendor
- Preferred Supplier List

What model is used and when does this agreement expire?

As indicated above, we do not use agencies for permanent recruitment.

8. Please confirm the number of staff members for Legal & Governance Services and Finance & Corporate Services departments and the split between permanent members of staff, temporary staff (fixed-term contracts) and agency staff in the below table for this moment in time:

	Legal & Governance Services	Finance & Corporate Services
Number of permanent staff	34	64
Number of temporary staff	2	3
Number of agency staff	0	1

9. Who are the top 5 agencies for agency spend (£) across Legal & Governance Services and what is the breakdown of their spend over the 23-24 financial year

Legal & Government Services	
Name of Agency	£,000
ALEXANDER MANN SOLUTIONS LIMITED	£8

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10. Who are the top 5 agencies for agency spend (£) across Finance & Corporate Services and what is the breakdown of their spend over the 23-24 financial year?

Finance & Corporate Services	
Name of Agency	£,000
MICHAEL PAGE INTERNATIONAL RECRUITMENT LTD	£528
MORGAN HUNT UK LIMITED	£123
ALEXANDER MANN SOLUTIONS LIMITED	£109

11. What frameworks, if applicable, do you use for temporary and permanent agency recruitment.

As indicated above, we currently use Alexander Mann Solutions Limited on the PSR framework for temporary staff. We will be transitioning to the Workforce Solutions framework in 2025.

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

Information Governance Team
Homes England
The Lumen
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Newcastle upon Tyne
NE4 5BZ
United Kingdom

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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/>

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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