

Reference: 535721

Jerin John
Information Rights Adviser
Information.requests@ofcom.org.uk

17 May 2018

Freedom of Information: Right to know request

Thank you for your request for information where you asked about Ofcom's HR functions and workforce.

This was received by Ofcom on 16 April and it has been considered under the Freedom of Information Act 2000 (the Act).

You asked:

1. Please provide the following information (name, job title and email address) for the people responsible for the following HR functions:

a. Overall HR

Catherine Earle is our HR Director and can be contactable on our switchboard number 020 7981 3000.

b. HR/Workforce Planning

We do not have anyone specifically responsible for HR/Workforce planning.

2. *For the following financial years (2015/16 and 2016/17), please provide the following information:*

a. What is the organisation's total gross pay costs?

We have taken 'pay costs' to mean staff costs which consists of salaries and benefits and other costs relevant to permanent employment at Ofcom. This information is already available in the public domain through our Annual Report, covering both financial years being asked. Please see note 4 headed "staff costs" at page 85 of the Annual Report, Financial Statements¹.

b. What is the organisation's total pay costs on your permanent workforce?

Please see note 4 headed "staff costs" at page 85 of the Annual Report, Financial Statements.

¹ https://www.ofcom.org.uk/data/assets/pdf_file/0022/104359/annual-report-2016-interactive.pdf

- c. *How much did the organisation spend on contingent (non-permanent) or temporary workers?*

We do not hold a total figure for “organisation spend on contingent (non-permanent) or temporary workers”.

We do however hold figures for temporary staff and recruitment (see note 6 headed “other operating costs” at page 86 of the Annual Report). Please note that these figures include recruitment costs and do not include staff costs for temporary staff paid on an hourly basis under payroll with recruitment agencies.

3. *For the following financial years (2015/16 and 2016/17), please provide the following information, providing the figures of the number of employees and full-time equivalents (FTE):*

How many permanent workers did the organisation employ:

- a. *Number of employees*
b. *Full Time Equivalent (FTE)*

Note 5, page 85 of the Annual Report, Financial Statements, which provides the average number of permanent employees (full-time equivalents).

On average, how many contingent (non-permanent) or temporary workers has the organisation engaged with:

- c. *Number of employees*
d. *Full Time Equivalent (FTE)*

We have interpreted this to mean the number of full-time temporary staff we have had within the two financial years. By March 2016, we had 44 temporary staff, 41 of which were FTE. By March 2017, we had 35 temporary staff, 32 of which were FTE.

4. *Please list the software the organisation uses for the following HR functions:*

- a. *HR*
b. *Payroll*
c. *Recruitment*
d. *HR/Workforce Analytics*
e. *Other employee/HR related systems for tracking or planning*

Our use of the software for HR and Recruitment is already in the public domain. We received a request under the Act, in which we confirmed the name of software for HR². On our website, the software used for recruitment is indicated in Ofcom’s vacancy page³.

² https://www.ofcom.org.uk/_data/assets/pdf_file/0022/113845/it-systems-foi.pdf

³ <https://jobs-ofcom.icims.com/jobs/intro?mobile=false&width=928&height=500&bga=true&needsRedirect=false&jan1offset=0&jun1offset=60>

However, other software we use is not in the public domain and we cannot disclose that software as it falls under the exemption in section 43 of the Freedom of Information Act. This part of the Act deals with information that would prejudice the commercial interests of a person or company if it were to be disclosed. In applying this exemption, we have had to balance the public interest in withholding the information against the public interest in disclosing the information.

The attached annex to this letter sets out the exemption in full, as well as the factors Ofcom considered when deciding where the public interest lay.

5. Please state which Enterprise Resource Planning (ERP) software the organisation utilises e.g. Oracle, SAP, PeopleSoft, Workday

We do not have a dedicated software or tool for ERP.

6. Does the organisation have a HR data warehouse?

We are unable to answer this part of the request as it is not clear.

If you have any queries, then please contact information.requests@ofcom.org.uk. Please remember to quote the reference number above in any future communications.

Yours sincerely,

Jerin John

If you are unhappy with the response or level of service you have received in relation to your request from Ofcom, you may ask for an internal review. If you ask us for an internal review of our decision, it will be treated as a formal complaint and will be subject to an independent review within Ofcom. We will acknowledge the complaint and inform you of the date by which you might expect to be told the outcome.

The following outcomes are possible:

- the original decision is upheld; or
- the original decision is reversed or modified.

Timing

If you wish to exercise your right to an internal review **you should contact us within two months of the date of this letter**. There is no statutory deadline for undertaking internal reviews and it will depend upon the complexity of the case. However, we aim to conclude all such reviews within 20 working days, and up to 40 working days in exceptional cases. We will keep you informed of the progress of any such review. If you wish to request an internal review, you should contact:

Steve Gettings
The Secretary to the Corporation
Ofcom
Riverside House
2a Southwark Bridge Road
London SE1 9HA

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. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Annex

Section 43 – where information, if disclosed, would, or would be likely to, prejudice the commercial interests of a company	
Factors for disclosure	Factors for withholding
<ul style="list-style-type: none">• Openness and transparency about the type and standard of software used by Ofcom and public confidence in selection of such software.	<ul style="list-style-type: none">• Specific companies are identifiable and as such Ofcom's ability to conduct its activities would be diminished if this information were publicly available at this time. Therefore, commercial interest would be prejudiced.• Software used by Ofcom holds and carries important information relating to its operations and disclosure would make its operations less secure.
Reasons why public interest favours withholding information	
<ul style="list-style-type: none">• Ofcom enjoys a positive relationship with software providers. This relationship requires Ofcom and the software companies to entrust commercially sensitive data to each other. The release of this information into the public domain would prejudice the commercial interests of Ofcom and the companies.• Additionally the software holds important information in relation to Ofcom's operations and disclosure would potentially threaten the security of this information.	