

Reference: 346486

4 November 2016

Information Requests  
Secretariat

[information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)

### Freedom of Information: Right to know request

Thank you for your request for information about staffing structures and temporary staff spend, which Ofcom received on 3 October. I have handled this request for information under the Freedom of Information Act 2000 (the Act).

You asked for:

*"Please would you forward me the staffing structure of your following departments.*

- \* Finance Department*
- \* Legal Department*
- \* HR Department*
- \* Facilities Department*
- \* Procurement Department*
- \* Social Services Department*
- \* Housing Department - both generic and non-generic (if applicable)*
- \* I.T Department*
- \* Maintenance/Property Services Department*
- \* Strategy Department*
- \* Marketing Department*
- \* Policy & Communications Department*

*Please can you also advise:*

- \* What the total spend on Temporary/Interim staff has been in the last twelve months*
- \* Which/if any recruitment consultancies have been used to provide these staff"*

Please find attached staff organisation charts for Finance and Facilities, Legal, HR, IT and Communications. The procurement function resides with Commercial and falls within the Finance team. We don't have a specific social services, housing, strategy, marketing or policy department. Maintenance and Property services fall under the role of Facilities.

Temporary staff are used to fill critical vacancies on a temporary basis, including cover for absences such as maternity, illness or during the recruitment of permanent staff. Temporary

staff were also utilised to meet short term resourcing requirements to enable delivery of specific projects where specialised skills are required. Examples include the roll out of improved IT systems or cloud-based technology requiring specialist skills and knowledge.

Resource Solutions Ltd are Ofcom's service provider for such temporary and contract workers. They provide a single point for provision of temporary staff rather than Ofcom engaging with many different temporary staff agencies, which is a more efficient and effective way of fulfilling this requirement. The staff will vary from short term cover to longer term temporary assignments. The arrangements with Resource Solutions are in line with the recent Government review and guidelines on employees paid through intermediaries such as temporary staff agencies, ensuring that contractors are meeting their tax obligations.

The total spend on temporary and interim staff across Ofcom has been collated from the last financial year (year ending 31 March 2016) and is £2,768,497.

If you have any queries about this letter, please contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely

Julia Snape

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 exception 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