



University of East Anglia

Information Services Directorate

The Library  
University of East Anglia  
Norwich Research Park  
Norwich NR4 7TJ  
United Kingdom

Email: [foi@uea.ac.uk](mailto:foi@uea.ac.uk)  
Tel: +44 (0) 1603 593 523  
Fax: +44 (0) 1603 591 010  
Web: <http://www.uea.ac.uk>

15 June 2017

Dear [REDACTED]

**Freedom of Information Act 2000 – Information request (ref: FOI\_17-130)**

We have now considered your request of 25 May 2017 for information relating to the use of recruitment agencies and temporary staff by the University's IT services.

Our response is on page 2 of this letter, together with a copy of your request.

We note that we have yet to receive a response to our requests for clarification sent on 25 May and 07 June 2017. We are therefore providing a response based upon our initial understanding of your request.

We hope this information will meet your requirements, however if you are not satisfied you have the right of appeal. If you wish to appeal, please set out in writing your reasons for appealing and send to the above address. You must appeal within 60 calendar days of the date of this letter. Any appeal received after that date will not be considered nor acknowledged. This policy has been reviewed and approved by the Information Commissioner's Office.

You also have a subsequent right of appeal to the Information Commissioner's Office. Further information is available on their website:

[https://ico.org.uk/Global/contact\\_us](https://ico.org.uk/Global/contact_us), or by telephone on 0303 123 1113.

Please note that any material over which UEA has copyright is released on the understanding that you will comply with all relevant copyright rules regarding reproduction and/or transmission of the information provided.

Please quote our reference given at the head of this letter in all correspondence.

Yours sincerely

Dave Palmer  
Information Policy and Compliance Manager  
University of East Anglia

## Response to Freedom of Information Act 2000 request (FOI\_17-130)

*I would like to request information regarding recruitment agency spend across IT services at the University.*

*Can you please confirm the following:*

*1. Total agency spend for end of financial year 2016 across IT services*

We have understood your reference to 'IT services' to mean the unit within UEA tasked explicitly with the support of IT infrastructure and services at UEA, namely, the Information Services Directorate (ISD), and our response is based upon that understanding.

£0.00. ISD has not employed any staff from an agency in the 2015/16 financial year and therefore there is no spend with any agency to report.

*2. The names of the recruitment agencies used*

Not applicable – see response to question 1 above.

*3. Total spend on agency contract/temporary staff within IT services*

£0.00. See response to question 1 above.

*4. Total spend on permanent fees within IT services*

£0.00. See response to question 1 above.

In the absence of clarification of the meaning of 'permanent fees' we have taken this to mean a fixed fee on a retainer basis for the placement of a candidate within a permanent post.