

Reference: 01526216

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30 November 2022

### Freedom of Information request: Right to know request

Thank you for your request for information concerning the London living wage and benefits for staff. Your request was received on 2 November 2022, and we have considered it under the Freedom of Information Act 2000.

#### Your request & our response

*\* Does your organisation have a formal policy in-place for ensuring your directly employed staff in London are not in, in-work poverty?*

No.

*\* Does your organisation employ temporary staff in London?*

Yes.

*\* If so, what proportion of the London workforce are temporary staff?*

We have 29 temporary staff employed in London.

*\* Does your organisation have a formal policy or policies in-place to minimize the proportion of the London workforce that is made up of temporary staff?*

No.

*\* Does your organisation pay at least the London Living Wage to all its London-based staff i.e. those both directly employed and temporary?*

We are unable to confirm this. At this time temporary staff are managed through an agency. For permanent staff based in London we are in the process of reviewing this following the recent changes to the rate at the end of September 2022 and our annual salary review was last processed in July 2022.

*\* Which of the following measures, if any, does your organisation have in-place for all its permanent London-based full-time staff?*

*\* Help with travel costs*

Yes.

*\* Debt support/ advice*

Yes.

*\* Support for mental health*

Yes.

*\* Support for physical health*

Yes.

*\* Subsidized training courses*

Yes.

*\* Cycle to work schemes*

Yes.

*\* Trade Union recognition*

Yes.

*\* Formal procedures for consulting staff about organisational decisions*

Yes.

*\* Maternity pay above statutory levels*

Yes.

*\* Paternity leave pay*

Yes.

*\* Pension contributions for staff above the statutory minimum*

Yes.

*\* Staff discount scheme*

Yes.

*\* Savings scheme*

No.

*\* Wages advance facility*

Yes.

*\* Private medical insurance*

Yes.

*\* Which of the following measures, if any, does your organisation have in-place for all its permanent London-based part-time staff?*

*\* Help with travel costs*

Yes.

*\* Debt support/ advice*

Yes.

*\* Support for mental health*

Yes.

*\* Support for physical health*

Yes.

*\* Subsidized training courses*

Yes.

*\* Cycle to work schemes*

Yes.

*\* Trade Union recognition*

Yes.

*\* Formal procedures for consulting staff about organisational decisions*

Yes.

*\* Maternity pay above statutory levels*

Yes.

*\* Paternity leave pay*

Yes.

*\* Pension contributions for staff above the statutory minimum*

Yes.

*\* Staff discount scheme*

Yes.

*\* Savings scheme*

No.

*\* Wages advance facility*

Yes.

*\* Private medical insurance*

Yes.

*\* Which of the following measures, if any, does your organisation have in-place for all its London-based temporary staff?*

Temporary staff are managed by an agency and therefore we do not hold the answers to the questions below.

*\* Help with travel costs*

*\* Debt support/ advice*

*\* Support for mental health*

*\* Support for physical health*

*\* Subsidized training courses*

*\* Cycle to work schemes*

*\* Trade union recognition*

*\* Formal procedures for consulting staff about organisational decisions*

*\* Maternity pay above statutory levels*

*\* Paternity leave pay*

*\* Pension contributions for staff above the statutory minimum*

*\* Staff discount scheme*

*\* Savings scheme*

*\* Wages advance facility*

*\* Private medical insurance*

*\* Does your organisation procure, from private suppliers, goods and/ or services required for the internal functioning of your London offices?*

Yes.

*\* Does your organisation have procurement policies in-place which ensure that those that are in London working for entities supplying goods and/ or services to it, are not in, in-work poverty?*

We are unable to answer this as we would require a definition of “in-work poverty”.

*\* Does your organisation have procurement policies in-place which require the entities supplying goods and/ or services to it, to pay those London-based workers employed by those suppliers and delivering such goods and/ or services, (at least) the London Living Wage?*

There is no defined policy in place, however, for contracts where we believe that lower paid workers are employed to deliver services to Ofcom, we ensure that the supplier pays those workers at least the London Living Wage. Ofcom also has a supplier code of conduct and a sustainable procurement policy which outlines our commitment to be a responsible corporate citizen and encourages our suppliers to do the same. You may find [this webpage](#) useful.

*\* Does your organisation have procurement policies in-place which require the entities supplying goods and/ or services to it, to ensure the London-based workers employed by those suppliers and delivering those goods and/ or services, are employed on permanent full-time contracts?*

No.

*\* Does your organisation require (in contractual terms and conditions) the entities supplying goods and/ or services to it, limit the proportion of London-based workers they have delivering such goods and/ or services that are on temporary contracts?*

No.

*\* Does your organisation have arrangements in place for procuring services for the public, that your institution is under a duty to provide, from private suppliers?*

No.

*\* Does your organisation have procurement policies in-place which aim to ensure that those London-based people working for the entities supplying services to the public on a contracted-out basis on your institutions behalf, are not in, in-work poverty?*

Not applicable.

*\* Does your organisation require (in contractual terms and conditions) the entities supplying services to the public on a contracted-out basis on your institution's behalf, to pay at least the London Living Wage to the London-based workers that they have delivering such services?*

Not applicable.

*\* Does your organisation require (in contractual terms and conditions) the entities supplying services to the public on a contracted-out basis on your institution's behalf, to ensure they employ all the London-based workers that are delivering such services, on permanent full-time contracts?*

Not applicable.

*\* Does your organisation require (in contractual terms and conditions) the entities supplying services to the public on a contracted-out basis on your institution's behalf, limit the proportion of London-based workers they have delivering such services that are on temporary contracts?*

Not applicable

If you have any further queries, then please send them to [information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk) quoting the reference number above in any future communications.

Yours sincerely

Zach Westbrook

If you are unhappy with the response you have received in relation to your request for information and/or consider that your request was refused without a reason valid under the law, you may ask for an internal review. If you ask us for an internal review of our decision, it will be subject to an independent review within Ofcom.

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

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. Further information about this, and the internal review process can be found on the Information Commissioner's Office [here](#). Alternatively, the Information Commissioner can be contacted at:

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