

Reference: 01782114

Information Requests
information.requests@ofcom.org.uk

14 March 2024

Freedom of Information request: Right to know request

Thank you for your request for information about Ofcom's payroll, HR and finance systems.

We received this request on 20 February 2024 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request and our response

1. What software do you use for your payroll, hr and finance solutions, how much annually do you spend on each, when does each contract expire?

Our finance and HR systems are currently with Workday and will expire in Quarter 3 of 2025.

The annual spend on these contracts is being withheld as it falls under the exemption in section 43(2) of the Act. This exemption deals with information that, if disclosed, would, or would be likely to, prejudice the commercial interests of any person including the public authority holding it. In applying this exemption, we have had to balance the public interest in withholding the information against the public interest in disclosing the information. Annex A attached to this letter sets out the exemption in full, as well as the factors Ofcom considered when deciding where the public interest lay.

2. Do you manage your payroll in-house or do you outsource it if so, who do you outsource it to?

Our payroll service is currently outsourced to Civica.

3. How many people do you pay each month using your payroll solution?

Our latest payroll had 1515 records in it.

4. How many pensioners do you pay using your payroll solution?

We currently pay 7 pensioners each month.

5. Do you use Microsoft power platform technologies such as Power Automate, Power Virtual Agents?

Yes, we do.

6. What is the employee count at your organisation?

As stated in our [2022-2023 Annual Report](#) (page 130), as of 31 March 2023, Ofcom had 1,353 employees (full time equivalents). This Report is updated on a yearly basis and future reports are published on our website [here](#).

7. Do you collaborate with other organisations in the delivery of HR & Payroll shared services? If so which organisation?

No, we do not deliver a shared HR & Payroll service.

8. Do you work with any industry experts such as ATOS, KPMG, EY, Accenture etc?

Except Deloitte, who provide internal audit services, we do not work with the above-mentioned or similar entities.

9. Who at the Ofcom is the head of service for HR and Payroll software or services and what is their role?

The relevant contact for payroll queries at Ofcom is payroll@ofcom.org.uk

I hope this information is helpful. If you have any further queries, then please send them to information.requests@ofcom.org.uk – quoting the reference number above in any future communications.

Yours sincerely,

Information Requests

Request an internal review

If you are unhappy with the response you have received to your request for information, or think that your request was refused without a reason valid under the law, you may ask for an internal review. If you do, it will be subject to an independent review within Ofcom. We will either uphold the original decision, or reverse or modify it.

If you would like to ask us to carry out an internal review, you should get in touch within two months of the date of this letter. There is no statutory deadline for us to complete our internal review, and the time it takes will depend on the complexity of the request. But we will try to complete the review within 20 working days (or no more than 40 working days in exceptional cases) and keep you informed of our progress.

Please email the Information Requests team (information.requests@ofcom.org.uk) to request an internal review.

Taking it further

If you are unhappy with the outcome of our internal review, then you have the right to [complain to the Information Commissioner's Office](#).

Annex A

<p>Section 43(2) of the Act provides that:</p> <p><i>Information is exempt information if its disclosure under this Act would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it).</i></p>	
<p>Factors for disclosure</p>	<p>Factors for withholding</p>
<ul style="list-style-type: none"> • Enabling the public to gain a better understanding of the commercial relationships between Ofcom and its suppliers and thereby increasing public confidence in Ofcom. • Generally, there is a public interest in transparency of expenditure, especially if public funds are involved 	<ul style="list-style-type: none"> • Ofcom contracts with a number of companies and has a financial relationship with them. Companies need to be confident that information relating to their business, such as information about them as an organisation or relating to their products or services, will not be disclosed if it would, or would be likely to, prejudice their commercial interests. • Ofcom continues to negotiate and require contracts like those related to this request. To release the cost would put Ofcom in a detrimental position for future contract negotiations and would undermine its bargaining position with potential suppliers. In addition, to release the amount Ofcom pays for a service could prejudice the commercial interests of the supplier – in that it would provide details of the supplier’s commercial relationships to its competitors or potential contracts.
<p>Reasons why public interest favours withholding information</p>	
<ul style="list-style-type: none"> • We consider that, on balance, the public interest in withholding disclosure of this information outweighs the public interest in disclosure. • Ofcom enjoys a positive relationship with those companies it contracts with. The release of information which would, or would be likely to, prejudice commercial interests into the public domain would impair both Ofcom’s relationship with providers of services, and adversely affect its commercial relationships with other contractors. If contractors could not be confident that such information provided by them to Ofcom would be withheld from disclosure, except in compelling circumstances, commercial activity may be impeded. Similarly, Ofcom’s bargaining position, and therefore ability to obtain value for money in services it contracts for, may be undermined in future negotiations if full details about the cost of these services 	

were disclosed. These considerations go against the public interest in disclosing.

- Weighing the issues presented, it is considered that on balance, the factors for withholding the requested information outweigh those for disclosing the information