

15 January 2018

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██████████  
**By email**  
████████████████████

Dear ██████████

### **Request under the Freedom of Information Act 2000 (the “FOI Act”)**

I refer to your email of 13 December 2017 in which you requested information under the FOI Act from NHS Improvement. Since 1 April 2016, Monitor and the NHS Trust Development Authority have been operating as an integrated organisation known as NHS Improvement. For the purposes of this decision, NHS Improvement means Monitor and the TDA.

#### **Your request**

You made the following request:

*“On the 8th March 2017, within the NHS Improvement provider bulletin you announced that you would be sharing the NHS corporate services benchmarking reports for 15/16.*

*As part of the FOI act, please can you provide a response to the following request;*

- 1. Can you please share a copy of the NHS corporate services benchmarking report for 15/16.*

*If this is available in the public domain, can you please provide direction for me to locate the report myself.*

- 2. Can you please provide the data set used to inform the NHS Corporate Services Benchmarking Report for 2015/16. Specifically the responses for the following questions;*

- 1. Total admin costs*
  - a. HR*
  - b. Finance*
  - c. IT*
  - d. Other*
  - e. Total admin cost*

- 2. Cost per payslip*

- 3. Average cost to process invoices from suppliers*

4. *Cost of recruitment per vacancy by staff type*
5. *Average time to recruit by staff type*
6. *How are vacancies filled (ie. NHS jobs, agency engagement, local press advertising, national press campaign, overseas recruitment, internal candidate, newly qualified recruitment, recruitment from an apprentice etc.)*
7. *Cost of providing statutory and mandatory training*
8. *Cost of providing other (non-statutory and mandatory) training?*

*Providing the data split by each individual NHS trust. Please provide all information that is available in an excel format.*

*I understand this has been requested previously earlier in 2017 and has been refused based on premise of future publication. Based on the dates of the previous requests, i assume that the data has now been published, hopefully allowing you to respond to my FOI request. If the data set is also available online, can you please advise where this can be located..."*

### **Decision**

NHS Improvement holds some of the information that you have requested and has decided to release all that it holds in anonymised form.

### **Response**

NHS Improvement will respond to each question in turn.

1. *Can you please share a copy of the NHS corporate services benchmarking report for 15/16.*

The information requested is not held by NHS Improvement. I confirm that a report such as this does not exist within NHS Improvement, and whilst it was our intention to produce it last year, subsequent changes in priorities and the collection of more recent data led to it being deprioritised.

2. *Can you please provide the data set used to inform the NHS Corporate Services Benchmarking Report for 2015/16. Specifically the responses for the following questions;*
  1. *Total admin costs*
    - a. *HR*
    - b. *Finance*
    - c. *IT*
    - d. *Other*
    - e. *Total admin cost*

Please refer to the attached spreadsheet.

I have interpreted 'total admin costs' as being the total cost of the stated corporate services functions (i.e. people, systems and so forth) for 2015/16 (i.e. question 2, parts 1a to c).

I have also provided the total costs for the corporate services functions for the 230 providers who returned their data to us in 2015/16 (i.e. question 2, part 1.e).

The data provided has been anonymised and listed per trust (NB: the list includes NHS trusts and NHS foundation trusts).

2. *Cost per payslip*

Please refer to the attached spreadsheet.

3. *Average cost to process invoices from suppliers*

Please refer to the attached spreadsheet.

4. *Cost of recruitment per vacancy by staff type*

5. *Average time to recruit by staff type*

6. *How are vacancies filled (ie. NHS jobs, agency engagement, local press advertising, national press campaign, overseas recruitment, internal candidate, newly qualified recruitment, recruitment from an apprentice etc.)*

7. *Cost of providing statutory and mandatory training*

8. *Cost of providing other (non-statutory and mandatory) training?*

NHS Improvement do not hold the information you have requested for questions 4 to 8.

## **Review rights**

If you consider that your request for information has not been properly handled or if you are otherwise dissatisfied with the outcome of your request, you can try to resolve this informally with the person who dealt with your request. If you remain dissatisfied, you may seek an internal review within NHS Improvement of the issue or the decision. A senior member of NHS Improvement's staff, who has not previously been involved with your request, will undertake that review.

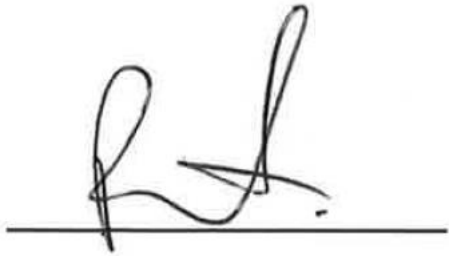
If you are dissatisfied with the outcome of any internal review, you may complain to the Information Commissioner for a decision on whether your request for information has been dealt with in accordance with the FOI Act.

A request for an internal review should be submitted in writing to FOI Request Reviews, NHS Improvement, Wellington House, 133-155 Waterloo Road, London SE1 8UG or by email to [nhsi.foi@nhs.net](mailto:nhsi.foi@nhs.net).

## **Publication**

Please note that this letter and the attached information will shortly be published on our website. This is because information disclosed in accordance with the FOI Act is disclosed to the public at large. We will, of course, remove your personal information (e.g. your name and contact details) from the version of the letter published on our website to protect your personal information from general disclosure.

Yours sincerely,

A handwritten signature in black ink, appearing to be 'P. West', is written over a solid horizontal line.

**Paul West**  
**Director of Procurement and Corporate Services**  
**NHS Improvement**