

22 January 2025

Dear

**ATISN 22135**

Thank you for your request which I received on 25 November 2024. You asked for the following information:

1. *Do you use any of the following model(s) to manage temporary agency recruitment (for Legal & Governance Services; Finance & Corporate Services) at this moment in time?*
  - *Master Vendor/Managed Service*
  - *Neutral Vendor*
  - *Preferred Supplier List*
2. *If applicable, which framework/service provider does your agency staffing supply its temporary recruitment through?*
3. *Do you use any of the following model(s) to manage permanent agency recruitment (for Legal Services; Financial Services) at this moment in time?*
  - *Master Vendor/Managed Service*
  - *Neutral Vendor*
  - *Preferred Supplier List*
4. *If applicable, which framework/service provider does your agency staffing supply its permanent recruitment through?*
5. *Please provide a report using the below table, showing all temporary agency spend (£) for your organisation, broken down for the last 3 financial years:*
6. *Please provide a report using the below table, showing permanent agency spend (£) for your organisation, broken down for the last 3 financial years:*
7. *Please provide a report using the below table, showing all temporary agency spend (£) at your organisation, broken down for the last 3 years covering the following services:*
  - *Legal Services*
  - *Financial Services.*
8. *Please provide a report using the below table, showing all permanent agency spend (£) at your organisation, broken down for the last 3 years covering the following services:*
  - *Legal Services*
  - *Financial Services.*
9. *Please provide a breakdown of all 'off framework' agency spend (£) at your organisation for the last 3 years covering the following services:*
  - *Legal Services*

- *Financial Services.*

*10. Please confirm the number of staff members for Legal Services and Financial Services departments and the split between permanent members of staff, temporary staff (fixed-term contracts) and agency staff.*

*11. Who are the top 5 agencies for agency spend (£) across Legal Services and what is the breakdown of their spend over the 23-24 financial year*

*12. Who are the top 5 agencies for agency spend (£) across Financial Services and what is the breakdown of their spend over the 23-24 financial year?*

## **Our response**

To note:

Financial Services is a broad term in how we operate. This could incorporate numerous areas across Welsh Government and costs could be charged to various budgetary codes. For the purposes of this request on the financial services side, we have included only those recorded under the term of 'Agency' used coding associated with the 'Finance' and 'Finance & Corporate Services' directorates.

For the responses relating to 'Legal Services', this is a more definable area and so includes costings from other nominal codes which 'agency' staff have been charged to.

1. For temporary agency recruitment within Finance and Corporate services, the temporary worker framework referenced in response to question 2 is for a Managed Service, of which Hays operate a master vendor model. The Welsh Government uses preferred agency supplier lists for Legal Services temporary recruitment.

2. Welsh Government currently has a contract in place with Hays Recruitment Services for all of our agency staff requirements, including Legal and Finance and Corporate Services, if and when required. This contract was established having called-off from the Temporary Workers & Supply Teachers - Reference: WGCD-PCS-119-22 which is a Welsh public sector wide framework let by the Welsh Government's Commercial Procurement team. If, at any point, our current supplier is unable to fulfil a given provision, we may look to utilise this framework again or a wider Crown Commercial Services agreement. We also, along with other government departments, have access to any contract under G Cloud 13 frameworks, Crown Commercial Services Frameworks (in particular, Lot 4 suppliers listed under the Crown Commercial Service - Non-Clinical Staffing Framework Agreement).

3. The Welsh Government does not use agencies to recruit permanent employees. Permanent recruitment to the Civil Service must be undertaken through Fair Open and on Merit in line with the Civil Service Commission Recruitment Principles. As such, new permanent appointments to the Welsh Government would take place via a recruitment on the Welsh Government's online application tracking system, or, as a civil service transfer for an existing Civil Servant. It would not take place through an agency.

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5. Please find below all temporary agency spend (£) for Welsh Government, broken down for the last 3 financial years:

Financial Year	£
2021/22	7,513,154
2022/23	11,396,373
2023/24	11,254,503

6. The Welsh Government does not use agencies to recruit permanent employees.

7. Please find below all temporary agency spend (£) at Welsh Government, broken down for the last 3 years covering the following services:

- Legal Services
- Financial Services.

Financial Year	Legal Services (£)	Financial Services (£)
2021/22	£0	368,765
2022/23	£19,254.40	661,961
2023/24	£465,023.84**	494,099

*\*These figure include admin agency staff supporting in those areas. Without the figure is £443,782.06*

8. The Welsh Government does not use agencies to recruit permanent employees.

9. Our financial records do not distinguish between framework and off framework agency spend.

10. Please find below the split between permanent, temporary and agency workers within Legal Services and Financial Services

	Legal Services	Financial Services*
Number of permanent staff	221	170
Number of temporary staff	10	0
Number of agency staff	4	2

*\*Consisting of 5 teams*

11. The top five agencies for agency spend across legal Services are as follows:

Venn Group £203,502.63

Law Absolute £200,189.73

Sellick Partnership £19,782.50

Hays Specialist Recruitment Ltd £17,251 (for temporary administrative support)\*

Inventum Group £9,352.00

Service Care £5,611.20

*(\*Hays are a central contract, the others are contracts negotiated specifically by Legal Services. We have included both for clarity.)*

12. We use two agencies for temporary workers within Finance and Corporate Services and these are listed below along with the breakdown of their spend over the 23-24 financial year.

Hays Specialist Recruitment Ltd - £489,372

Reed Specialist Recruitment Ltd -£4,727

If you are dissatisfied with the Welsh Government's handling of your request, you can ask for an internal review within 40 working days of the date of this response. Requests for an internal review should be addressed to the Welsh Government's Freedom of Information Officer at:

Information Rights Unit  
Welsh Government  
Cathays Park  
Cardiff  
CF10 3NQ

or e-mail: [Freedom.ofinformation@gov.wales](mailto:Freedom.ofinformation@gov.wales)

Please remember to quote the ATISN reference number above.

You also have the right to complain to the Information Commissioner. The Information Commissioner can be contacted at:

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

Telephone: 0303 123 1113

Website: [www.ico.org.uk](http://www.ico.org.uk)

However, please note that the Commissioner will not normally investigate a complaint until it has been through our own internal review process.

Yours sincerely