

# GREATER LONDON AUTHORITY

By email

Our Ref: **MGLA080317-5162**

3 April 2017

Dear

Thank you for your request for information which the GLA received on 8 March 2017. Your request has been dealt with under the Freedom of Information Act 2000.

Our response to your request is as follows:

1. *Which department/person(s) deals with Employment References at your organisation and what is the name of the Head of Department?*

Human Resources and Organisational Development; Juliette Carter – Assistant Director

2. *What is the average hourly rate of the person(s) dealing with Job References? (If outsourced, how much do you pay annually for this service?)*

£15.68 per hour

3. *How are Employment References requested for new starters? How are they chased up? (email/telephone/postal service/fax)*

References are requested via the GLA's online recruitment system and the follow ups are conducted via the online system or via telephone.

4. *How are Employment References completed for ex-employees (email/telephone/postal service/fax)?*

References are completed for ex-employees either by the HR&OD team or by the line manager. The majority of reference letters are sent as attachments by email. We might on occasion send a reference by post. We do not use the phone or fax for references.

5. *How many hours (on average) does your company (or the outsourced company) spend, each month, requesting employment references for new candidates?*

15 hours a month on average

6. *How many hours (on average) does your company (or the outsourced company) spend, each month, chasing up employment references for new candidates?*

15 hours a month on average

7. *How many hours (on average) does your company spend (or the outsourced company), each month, completing employment references for former employees?*

This information is not recorded

8. *How many leavers (on average) does your company have per month?*

Annual figures are published on our website in the workforce report. You did not specify a specific period but taking period January 2016-February 2017 as an example, the average number of starters per month was 12.7

9. *How many new starters (on average) does your company have per month?*

Annual figures are published on our website in the workforce report. You did not specify a specific period but taking period January 2016-February 2017 as an example, the average number of leavers per month for the same period was 14

10. *How many staff does your organisation employ at the moment?*

As at 28/02/17 the GLA had 817 permanent and fixed term employees.

If you have any further questions relating to this matter, please contact me, quoting the reference at the top of this letter.

Yours sincerely

**Andrew Baxter**  
Resourcing Manager

If you are unhappy with the way the GLA has handled your request, you may complain using the GLA's FOI complaints and internal review procedure, available at:  
<https://www.london.gov.uk/about-us/governance-and-spending/sharing-our-information/freedom-information>