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Your ref: CAF 15-11
Our ref: Gov/CAF 15-11

Tel 0300 456 4000

24th February 2015

Re: Freedom of Information Request

Thank you for your email of 5th February 2015. Please see below for our responses to your requests for information.

- 1- In the last 2 years have you purchased any IT technical training for the ICT /IT department from QA training covering IT technical courses such as Microsoft, VMware, Oracle, Citrix and Cisco?

No.

- 2- What is the exact job title of the manger or team leader in the ICT/IT department who has made the purchase?

N/A

- 3- Has the ICT/IT technical department pre-paid for this training? Please state amounts.

N/A

- 4- Have they, in the last 3 years purchased a skills licence IT training package from QA training? If so, please state the amount purchased and the amounts remaining?

No.

- 5- Has the buying IT manger secured 3 quotes for the purchase of the skills licence? If so, which were the other companies who submitted the exact same skills licence prices?

Baroness Tyler of Enfield Chair
Anthony Douglas CBE Chief Executive



N/A

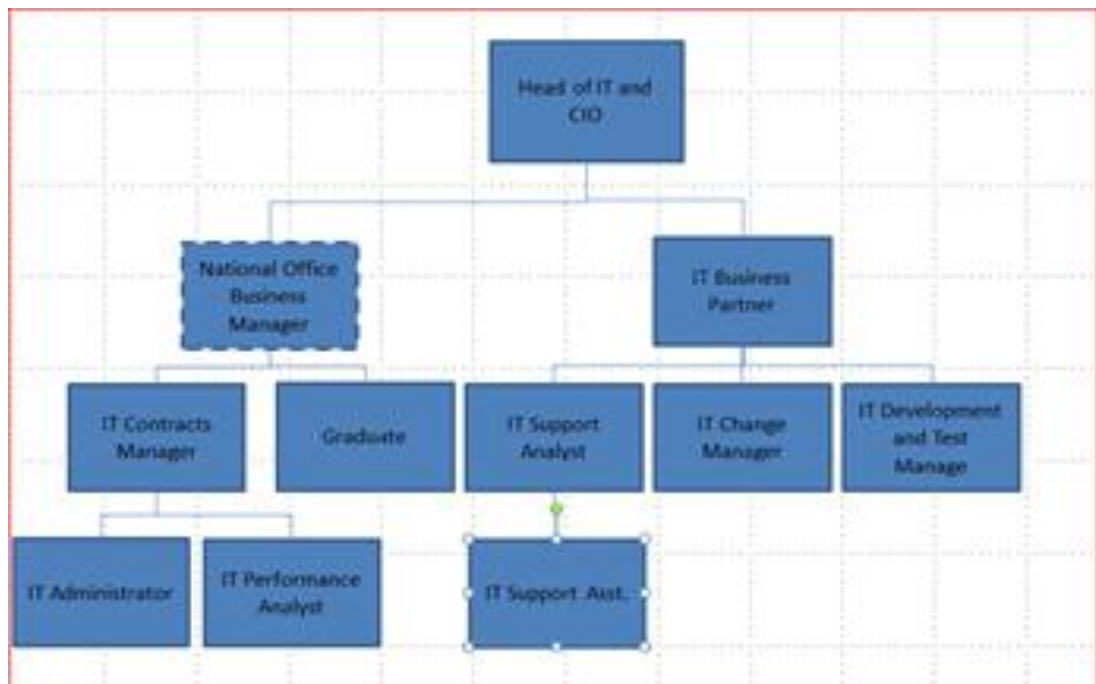
6- When will the next skills licence be purchased by the ICT/IT department?

N/A

7- Who will purchase the next ICT technical training skills licence.

N/A

8- Please provide an ICT department organisation chart.



Cafcass has a separate team of IT Trainers, with one manager and nine trainers.

9- How many people are there in the ICT department?

As the above diagram shows, there are 11 people in the IT team, and 10 in the IT Trainers team.

10- Does the ICT / IT technical department purchase IT technical training for products such Microsoft, Cisco, VMware, Oracle and Citrix in February and March to utilise remaining budget for the financial year if so how do you justify the purchase?



No.

11- How much do you spend on training for the past three financial years? Also please list the top three suppliers that you use for training?

Please see below for the figures spent on IT Training with external suppliers for the last two years, and the forecast costs for the current financial year. This is split between our IT Trainers team and IT Department team. Please note that there is no expenditure for this year for IT Trainers, as our in-house IT Trainers are now able to provide training on the most popular IT packages.

For the IT Department team, the top three suppliers used in those years were:

- The Knowledge Academy
- National School of Government
- The Open University

For the IT Trainers team, the top three suppliers used in those years were:

- Voice Power
- AME Disability Consultants Ltd
- 1st Voice Solutions

Spend for outside IT training suppliers	2012/13	2013/14	2014/15
IT Trainers	28,792	26,654	0
IT Department	5,122	600	4,998

12- At what points during the year does the department make decisions to purchase training throughout the year? How much of the training budget remains for this financial year (ending 31st March 2015)?

Training needs are identified on an ad hoc basis or during quarterly PLRs, and training budgets are assigned as agreed to be required.

13- Who is responsible for purchasing department's training (i.e. which departments and who are the decision makers)?

Heads of each team, together with budget holders, are responsible for purchasing training; in relation to technical IT training this would apply to both the IT Department team and IT Trainers team.





We hope that you feel your question has been answered effectively. If you are unhappy with the decisions made in relation to your request, you may ask for an internal review to be undertaken. If you are dissatisfied with the way the internal review is handled or with the final decision made at that review about the information released, you are free to contact the Information Commissioner's office (www.informationcommissioner.gov.uk):

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Yours sincerely,

Governance Team

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Baroness Tyler of Enfield Chair
Anthony Douglas CBE Chief Executive



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