

Centre City Tower, 7 Hill Street, Birmingham B5 4UA  
21 Bloomsbury Street, London WC1B 3HF

By email

23 March 2016

Freedom of Information Act –Request For Information

Reference: Fol 22022016

Dear 

Thank you for your email in which you request:

**Information regarding staff expenses held in Ofwat databases**

I should like to reiterate our apology for the delay in responding to your request. We always try to respond within the appropriate timeframe but, on this occasion, we were unable to – in part because of staff leave.

Ofwat has a rigorous process for managing and approving expense claims, with a clear policy and commitment to securing value for money.

The vast majority of expenses are travel costs – in large part incurred because we work from two offices and have stakeholders around the country. Our staff rarely travel overseas on work, but when they do – to attend or speak at international events or conferences – it is always a decision taken with a clear thought to protecting value for money and making sure it contributes to meeting our objectives. Needless to say, all travel costs are incurred because of work requirements.

Finally, I should like to set out our commitment to transparency, which is why we routinely and proactively publish the expenses incurred by the Ofwat Board and senior management.

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I can confirm that we do hold some of the information you have requested. We do have databases which record staff expenses. The databases are:

1. A time recording information system for recording staff time worked and for claiming expenses.

The time recording system (Time @Work) has been in operation since April 1 2015. The attached report shows expenses that are recorded within the time@work database for the period April 01 2015- 31 December 2015. The information does not record names of vendors, as claims are recorded under codes such as travel, subsistence etc. In some instances, however, staff have manually entered names of vendors in the free text box.

Prior to the use of this system, expenses were recorded in manual form and not in a database and therefore falls outside of the scope of your request. Even if you were to request this information we can advise that there were 1105 claims for the period 01 January 2013- 31 March 2015. In order to review these claims we have estimated that the cost of this exercise exceeds the appropriate limit. Further information regarding our fees notice can be found at <http://www.ofwat.gov.uk/foi/>

2. Government Procurement Card (GPC)

Attached are GPC transactions of all values dated between January 2013 and December 2015 in relation to staff expenses.

3. A business travel management system database (Redfern) for booking and recording staff travel.

Attached is a copy of hotel, rail and air travel expenses for staff between January 2013 and December 2015, booked on this centralised travel booking system.

- **Please note the data provided does not make provision for when costs are recovered from a third party. For example, on occasion third parties will pay travel expenses in exchange for an Ofwat delegate's attendance to speak at a conference or seminar.**

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### Senior staff expenses

Details of Ofwat's senior staff expenses are routinely published on Ofwat's [website](#).

Data in relation to senior staff expenses between 2009 and March 2015 is currently available. Disclosure for expenses incurred in the 2015-16 financial year will be compiled and published by June 2016.

### Public Interest Test

Ofwat recognises that the data in relation to senior staff expenses is clearly in the public interest, which is why we proactively publish this data. As we have established plans to publish further information on senior staff expenses, in accordance with Section 22, Information intended for future publication, we will not be disclosing that information in response to this FOI request.

I can confirm that some of the information contained in the reports attached is being withheld under the Freedom of Information Act 2000.

The exemption applied are Section 40 (2) Personal data and Section 43 Commercial Interests.

### Section 40(2) – Personal Data

This exemption applies because Ofwat considers that it would be a breach of the Data Protection Principles to disclose personal data of staff below that of Senior Management level. In accordance with Principle 1 of the Data Protection Act (DPA), personal data should be collected fairly and lawfully and meet a condition in schedule 2 of the DPA. We feel that disclosure of staff details (name and job title) below Senior Management level, would breach this principle. In order to meet our transparency obligations we have disclosed details of those expenses of non-senior staff.

### Section 43 – Commercial Interests

This exemption applies because Ofwat considers that to disclose details of financial information relating to credit card and bank data may affect its commercial interests.

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### Public Interest Test

This exemption is subject to a public interest test. There is a clear public interest in disclosing information that helps the public to understand the way a public authority works. Ofwat believes that the disclosure of any financial data relating to credit card and bank details, whether by deliberation or accidental, may come into contact with individuals or organisations with the capabilities of fraudulent and/or criminal capacity. This data could then be vulnerable to criminal activity and fraudulent use of public funds. Ofwat feels that the public interest in withholding the data outweighs the decision to disclose the information.

We therefore deem this exemption engaged.

If you have any queries or concerns with regard to the content of this email please do contact me, quoting the reference number.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of the decision, please contact:

Programme Office  
Ofwat  
Centre City Tower  
7 Hill Street  
Birmingham B5 4UA  
[mailbox@ofwat.gsi.gov.uk](mailto:mailbox@ofwat.gsi.gov.uk)

If you are not happy with the outcome of that review you can ask the Information Commissioner's Office to consider your complaint. Generally, the ICO will not make a decision unless you have exhausted Ofwat's complaints procedure. The ICO can be contacted at:

<https://ico.org.uk/>

or

The Information Commissioner's Office  
Wycliffe House

Freedom of Information/EIR Provide the Information

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Centre City Tower, 7 Hill Street, Birmingham B5 4UA  
21 Bloomsbury Street, London WC1B 3HF  
Water Lane  
Wilmslow

Yours sincerely,

Christine Manise  
Senior Associate, Freedom of Information  
Operations  
Ofwat  
Centre City Tower  
7 Hill Street  
Birmingham B5 4UA

Split	Posted Date	Occurred Date	Billing Amount	Merchant Name	Account Name	MCC Description	Addendum Detail
0	17/03/2014 00:00	14/03/2014 00:00	0.89	SAINSBURYS S/MKTS		Grocery Stores, Supermarkets	No
0	18/03/2014 00:00	17/03/2014 00:00	1.78	SAINSBURYS S/MKTS		Grocery Stores, Supermarkets	No
0	02/04/2014 00:00	01/04/2014 00:00	2.00	ACOCKS GREEN SST		Passenger Railways	No
0	10/03/2014 00:00	07/03/2014 00:00	2.10	PRET A MANGER		Eating Places, Restaurants	No
0	28/03/2014 00:00	27/03/2014 00:00	3.20	CENTENARY LOUNGE LTD		Eating Places, Restaurants	No
0	27/03/2014 00:00	26/03/2014 00:00	3.50	MARKS & SPENCER SSPLTD		Miscellaneous Food Stores-Convenience Stores, Mark	No
0	10/03/2014 00:00	07/03/2014 00:00	3.75	PRET A MANGER		Eating Places, Restaurants	No
0	02/04/2014 00:00	01/04/2014 00:00	3.75	MARLEYBONE RAIL STATIO		Fast-Food Restaurants (Quick Payment Service Pilot	No
0	18/03/2014 00:00	17/03/2014 00:00	4.00	SAINSBURYS		Grocery Stores, Supermarkets	No
0	20/03/2014 00:00	19/03/2014 00:00	4.05	CAMDEN FOOD COMPANY		Fast-Food Restaurants (Quick Payment Service Pilot	No
0	03/04/2014 00:00	02/04/2014 00:00	4.50	WEST COAST TRAINS		Passenger Railways	No
0	26/03/2014 00:00	25/03/2014 00:00	4.70	LUL TICKET MACHINE		Passenger Railways	No
0	20/03/2014 00:00	19/03/2014 00:00	4.99	ITSU LTD		Eating Places, Restaurants	No
0	02/04/2014 00:00	01/04/2014 00:00	5.31	MARKS & SPENCER SSPLTD		Miscellaneous Food Stores-Convenience Stores, Mark	No
0	02/04/2014 00:00	01/04/2014 00:00	5.35	POD		Fast-Food Restaurants (Quick Payment Service Pilot	No
0	19/03/2014 00:00	18/03/2014 00:00	5.45	METRO AT CENTRE CITY		Fast-Food Restaurants (Quick Payment Service Pilot	No
0	28/03/2014 00:00	27/03/2014 00:00	5.48	SAINSBURYS S/MKTS		Grocery Stores, Supermarkets	No
0	10/03/2014 00:00	07/03/2014 00:00	5.60	CAMDEN FOOD COMPANY		Fast-Food Restaurants (Quick Payment Service Pilot	No
0	18/03/2014 00:00	17/03/2014 00:00	5.70	SAINSBURYS S/MKTS		Grocery Stores, Supermarkets	No
0	14/03/2014 00:00	13/03/2014 00:00	6.29	SAINSBURYS S/MKTS		Grocery Stores, Supermarkets	No
0	10/03/2014 00:00	07/03/2014 00:00	6.50	PRET A MANGER		Eating Places, Restaurants	No
0	12/03/2014 00:00	11/03/2014 00:00	6.69	SAINSBURYS S/MKTS		Grocery Stores, Supermarkets	No
0	10/03/2014 00:00	07/03/2014 00:00	6.78	MCDONALDS REST		Fast-Food Restaurants (Quick Payment Service Pilot	No
0	02/04/2014 00:00	01/04/2014 00:00	6.94	MARKS & SPENCER SSPLTD		Miscellaneous Food Stores-Convenience Stores, Mark	No
0	28/03/2014 00:00	27/03/2014 00:00	7.20	MARKS & SPENCER SSPLTD		Miscellaneous Food Stores-Convenience Stores, Mark	No
0	10/03/2014 00:00	07/03/2014 00:00	7.24	UPPERCRUST BARRIERLINE		Fast-Food Restaurants (Quick Payment Service Pilot	No
0	19/03/2014 00:00	18/03/2014 00:00	7.24	UPPERCRUST BARRIERLINE		Fast-Food Restaurants (Quick Payment Service Pilot	No
0	04/04/2014 00:00	03/04/2014 00:00	7.34	UPPERCRUST BARRIERLINE		Fast-Food Restaurants (Quick Payment Service Pilot	No
0	17/03/2014 00:00	14/03/2014 00:00	7.39	SUBWAY		Fast-Food Restaurants (Quick Payment Service Pilot	No
0	20/03/2014 00:00	19/03/2014 00:00	7.54	UPPERCRUST BARRIERLINE		Fast-Food Restaurants (Quick Payment Service Pilot	No
0	20/03/2014 00:00	19/03/2014 00:00	8.16	SACAT MARKS & SPENCER		Grocery Stores, Supermarkets	No
0	20/03/2014 00:00	19/03/2014 00:00	8.50	SAINSBURYS		Grocery Stores, Supermarkets	No
0	10/03/2014 00:00	07/03/2014 00:00	8.90	LUL TICKET OFFICE.		Passenger Railways	No
0	28/03/2014 00:00	27/03/2014 00:00	8.90	LUL TICKET MACHINE		Passenger Railways	No
0	06/03/2014 00:00	05/03/2014 00:00	9.00	DEFRA, NOBEL HOUSE		Eating Places, Restaurants	No
0	04/04/2014 00:00	03/04/2014 00:00	9.00	LUL TICKET MACHINE		Passenger Railways	No
0	27/03/2014 00:00	26/03/2014 00:00	10.69	SACAT MARKS & SPENCER		Grocery Stores, Supermarkets	No
0	19/03/2014 00:00	18/03/2014 00:00	10.70	SAINSBURYS		Grocery Stores, Supermarkets	No
0	18/03/2014 00:00	17/03/2014 00:00	11.04	SACAT MARKS & SPENCER		Grocery Stores, Supermarkets	No
0	14/03/2014 00:00	13/03/2014 00:00	11.05	SACAT MARKS & SPENCER		Grocery Stores, Supermarkets	No
0	11/03/2014 00:00	10/03/2014 00:00	11.44	HAILO LONDON TAXI		Taxicabs and Limousines	No
0	11/03/2014 00:00	10/03/2014 00:00	11.64	SACAT MARKS & SPENCER		Grocery Stores, Supermarkets	No
0	31/03/2014 00:00	28/03/2014 00:00	12.50	SAINSBURYS S/MKTS		Grocery Stores, Supermarkets	No
0	21/03/2014 00:00	20/03/2014 00:00	13.10	RITAZZA FOOD COURT		Fast-Food Restaurants (Quick Payment Service Pilot	No
0	06/03/2014 00:00	05/03/2014 00:00	13.51	TESCO STORES 5177		Grocery Stores, Supermarkets	No
0	06/03/2014 00:00	05/03/2014 00:00	15.66	PRET A MANGER		Eating Places, Restaurants	No
0	21/03/2014 00:00	20/03/2014 00:00	16.35	GARFUNKELS		Eating Places, Restaurants	No
0	27/03/2014 00:00	26/03/2014 00:00	16.80	PREZZO		Eating Places, Restaurants	No
0	04/04/2014 00:00	03/04/2014 00:00	16.80	PIZZA EXPRESS		Eating Places, Restaurants	No
0	27/03/2014 00:00	26/03/2014 00:00	17.05	MARKS & SPENCER		Grocery Stores, Supermarkets	No
0	17/03/2014 00:00	14/03/2014 00:00	17.14	SAINSBURYS S/MKTS		Grocery Stores, Supermarkets	No

0	28/03/2014 00:00	27/03/2014 00:00	18.15 PIZZA EXPRESS	Eating Places, Restaurants	No
0	25/03/2014 00:00	24/03/2014 00:00	19.58 BOOKERECOMM	Caterers	No
0	11/03/2014 00:00	10/03/2014 00:00	19.95 GOURMET BURGER KIT	Eating Places, Restaurants	No
0	10/03/2014 00:00	06/03/2014 00:00	20.00 OYSTER AUTOTOPUP	Passenger Railways	No
0	10/03/2014 00:00	07/03/2014 00:00	20.00 OYSTER AUTOTOPUP	Passenger Railways	No
0	10/03/2014 00:00	06/03/2014 00:00	20.00 OYSTER AUTOTOPUP	Passenger Railways	No
0	11/03/2014 00:00	09/03/2014 00:00	20.00 OYSTER BUS AUTOTOP	Passenger Railways	No
0	11/03/2014 00:00	09/03/2014 00:00	20.00 OYSTER AUTOTOPUP	Passenger Railways	No
0	11/03/2014 00:00	09/03/2014 00:00	20.00 OYSTER AUTOTOPUP	Passenger Railways	No
0	14/03/2014 00:00	12/03/2014 00:00	20.00 OYSTER AUTOTOPUP	Passenger Railways	No
0	17/03/2014 00:00	15/03/2014 00:00	20.00 OYSTER AUTOTOPUP	Passenger Railways	No
0	17/03/2014 00:00	15/03/2014 00:00	20.00 OYSTER AUTOTOPUP	Passenger Railways	No
0	17/03/2014 00:00	13/03/2014 00:00	20.00 OYSTER AUTOTOPUP	Passenger Railways	No
0	17/03/2014 00:00	13/03/2014 00:00	20.00 OYSTER AUTOTOPUP	Passenger Railways	No
0	17/03/2014 00:00	13/03/2014 00:00	20.00 OYSTER AUTOTOPUP	Passenger Railways	No
0	17/03/2014 00:00	15/03/2014 00:00	20.00 OYSTER AUTOTOPUP	Passenger Railways	No
0	17/03/2014 00:00	13/03/2014 00:00	20.00 OYSTER AUTOTOPUP	Passenger Railways	No
0	18/03/2014 00:00	16/03/2014 00:00	20.00 OYSTER AUTOTOPUP	Passenger Railways	No
0	19/03/2014 00:00	17/03/2014 00:00	20.00 OYSTER AUTOTOPUP	Passenger Railways	No
0	24/03/2014 00:00	20/03/2014 00:00	20.00 OYSTER AUTOTOPUP	Passenger Railways	No
0	24/03/2014 00:00	21/03/2014 00:00	20.00 OYSTER AUTOTOPUP	Passenger Railways	No
0	24/03/2014 00:00	22/03/2014 00:00	20.00 OYSTER AUTOTOPUP	Passenger Railways	No
0	24/03/2014 00:00	21/03/2014 00:00	20.00 OYSTER AUTOTOPUP	Passenger Railways	No
0	24/03/2014 00:00	21/03/2014 00:00	20.00 OYSTER AUTOTOPUP	Passenger Railways	No
0	24/03/2014 00:00	21/03/2014 00:00	20.00 OYSTER AUTOTOPUP	Passenger Railways	No
0	24/03/2014 00:00	21/03/2014 00:00	20.00 OYSTER AUTOTOPUP	Passenger Railways	No
0	28/03/2014 00:00	26/03/2014 00:00	20.00 OYSTER AUTOTOPUP	Passenger Railways	No
0	31/03/2014 00:00	29/03/2014 00:00	20.00 OYSTER AUTOTOPUP	Passenger Railways	No
0	31/03/2014 00:00	27/03/2014 00:00	20.00 OYSTER BUS AUTOTOP	Passenger Railways	No
0	31/03/2014 00:00	28/03/2014 00:00	20.00 OYSTER AUTOTOPUP	Passenger Railways	No
0	31/03/2014 00:00	28/03/2014 00:00	20.00 OYSTER AUTOTOPUP	Passenger Railways	No
0	31/03/2014 00:00	28/03/2014 00:00	20.00 OYSTER AUTOTOPUP	Passenger Railways	No
0	31/03/2014 00:00	28/03/2014 00:00	20.00 OYSTER AUTOTOPUP	Passenger Railways	No
0	02/04/2014 00:00	31/03/2014 00:00	20.00 OYSTER BUS AUTOTOP	Passenger Railways	No
0	04/04/2014 00:00	03/04/2014 00:00	20.00 OYSTER AUTOTOPUP	Passenger Railways	No
0	04/04/2014 00:00	03/04/2014 00:00	20.00 OYSTER AUTOTOPUP	Passenger Railways	No
0	07/03/2014 00:00	06/03/2014 00:00	21.43 WM MORRISONS STORE	Grocery Stores, Supermarkets	No
0	11/03/2014 00:00	07/03/2014 00:00	22.50 THISTLE BLOOMSBURY PK	Lodging-Hotels, Motels, Resorts	No
0	31/03/2014 00:00	28/03/2014 00:00	23.07 TESCO STORES 2503	Grocery Stores, Supermarkets	No
0	06/03/2014 00:00	05/03/2014 00:00	23.55 WAGAMAMA TAVISTOCK	Eating Places, Restaurants	No
0	28/03/2014 00:00	27/03/2014 00:00	25.35 LOCO MEXICANO	Eating Places, Restaurants	No
0	20/03/2014 00:00	19/03/2014 00:00	28.44 PRET A MANGER	Eating Places, Restaurants	No
0	10/03/2014 00:00	09/03/2014 00:00	38.70 RIVER QUARTER KITCHEN	Eating Places, Restaurants	No
0	21/03/2014 00:00	20/03/2014 00:00	40.00 BLOOMSBURY DINER SANDW	Eating Places, Restaurants	No
0	17/03/2014 00:00	13/03/2014 00:00	46.98 PREMIER INN44512655	PREMIER TRAVEL	No
0	19/03/2014 00:00	18/03/2014 00:00	49.50 WEST COAST TRAINS	Passenger Railways	No
0	19/03/2014 00:00	18/03/2014 00:00	50.00 THE CHILTERN RLYWY	Passenger Railways	No
0	18/03/2014 00:00	17/03/2014 00:00	51.55 WOBURN TANDOORI	Eating Places, Restaurants	No
0	17/03/2014 00:00	16/03/2014 00:00	57.60 LOCO MEXICANO	Eating Places, Restaurants	No
0	03/04/2014 00:00	02/04/2014 00:00	71.95 IBIS BIRMINGHAM NEW STREE	Lodging-Hotels, Motels, Resorts	No
0	24/03/2014 00:00	21/03/2014 00:00	95.00 THE CHILTERN RLYWY	Passenger Railways	No