

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

By email

10 May 2017

Freedom of Information Act - Request For Information

Reference: FOI 25042017

Dear 

**Thank you for your email in which you request information concerning**

Ofwat confirms it does hold some of the information requested. Please see Ofwat's responses below.

**Banking Services-**

**Banking Services** - As a central government body we are mandated to bank through the Government Banking Service (GBS). We do not hold any contracts directly for these services as we are no longer able to hold a local business bank account independently. The GBS contract directly with financial institutions to be able to provide the service to the public sector. There is a section on the gov.uk website that explains the service here: <https://www.gov.uk/government/groups/government-banking-service-gbs> or you would need to contact the GBS for contracting details directly.

**Audit Services (Financial) –**

Grant Thornton

Single tender action for this current contract 2017- 2018 (01/04/2017 – 31/03/2018)  
We expect contract commencement to be 01/04/2018 through the non-ministerial internal audit group using a CCS framework.

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Contact details: Samantha Bache Finance Director 0121 644 7540

**Accountancy –**

We do not hold any contracts of this nature.

**Card Processing Services –**

We currently have Government Procurement Cards provided through Barclaycard, although if we decide to maintain this facility we will change to RBS, our Bank Account provider, via the Crown Commercial Services (CCS) Framework (CCS ePurchasing Card Solution framework RM1095 )

**Merchant services**

We do not operate any merchant services as our revenue streams do not require this service

If you have any queries or concerns with regard to the content of this email please contact me at [Foi@ofwat.gsi.gov.uk](mailto:Foi@ofwat.gsi.gov.uk)

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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 and Project Management Office  
Ofwat  
Centre City Tower  
7 Hill Street  
Birmingham B5 4UA

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[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  
Water Lane  
Wilmslow

Yours sincerely,

Christine Manise  
Senior Associate, Freedom of Information  
Programme and Project Management  
Ofwat  
Centre City Tower  
7 Hill Street  
Birmingham B5 4UA