



23/03/2022

CITB
Head Office
Sand Martin House
Bittern Way
Peterborough
PE2 8TY

Email: information.governance@citb.co.uk
www.citb.co.uk

Dear [REDACTED]

Freedom of Information Request: 442021

Thank you for contacting CITB requesting information under the Freedom of Information Act (FOIA). Your email, dated 23rd February 2022, asked for the following information:

1. What is the total number of staff in the Customer Engagement Advisor role, of them how many are on condensed hours?
2. How many applications for condensed hours have been received by the different grades in the organization and by what department in 2021/2022 and of these, how many have been accepted, and how many rejected.
3. In 2020/2021 how many staff were on Grade F, of them how many received Outstanding, Exceeded and Good.
4. In the new Structure of 2021 did all staff starting in the new role of Customer Engagement Advisor start on the pay grade at the same point, including those who were transitioning from the old role?
5. In the new structure did those staff who accepted a role at a lower grade than they were currently on i.e went from Area Delivery Manager to Team Leader take a drop in salary or was this ring fenced?

My response is as follows:

1. There are currently 81 members of staff employed in a Customer Engagement Advisor role across England, Scotland and Wales. Of these, there are 15 colleagues in Customer engagement on FWR for condensed hours.
2. 2022 – 5 requests (all approved)
2021 – 16 requests (14 approved) 2 Rejected however, 1 appealed and alternative agreement reached. 1 amended the request but we were not able to accommodate. These applications are broken down departmentally as follows:

Customer Engagement England = 5
Customer Engagement Scotland - 3
Commissioning = 1
Communications = 1
Education & Training = 1
Finance = 1
Estates = 1
Human Resources = 1



Levy & Grant= 1
Quality & Standards = 2
Technical = 1
Training & Assessments = 3

3. Total F Grades – 198

Grade F on Good/Exceeds/Outstanding – 184

4. Most colleagues started the role at the bottom of core.

However, some may have been on a high salary from their previous role (but still within the banding of that role) so would have been offered within the core zone of the banding of an E grade.

A small minority of colleagues were identified as needing development into the role and therefore were offered salaries in the growth zone of the banding with development plans to support them.

5. They were offered salaries within the grade they were appointed in and took a pay cut if applicable.
No salary was ring fenced.

If you are unhappy with this response, or you wish to complain about any aspect of the handling of your request, then you should contact me in the first instance. If informal resolution is not possible and you are still dissatisfied, then you may apply for an independent internal review by contacting Adrian Beckingham, Corporate Performance Director, CITB, Sand Martin House, Bittern Way, Peterborough, PB2 8TY or email adrian.beckingham@citb.co.uk.

If you remain unhappy following an internal review, you may take your complaint to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act. Further details of the role and powers of the Information Commissioner can be found on the Commissioners website: <https://ico.org.uk/>

Yours sincerely

Jonathan Francis
Information Risk & Data Governance Manager