



Resolution

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Telephone: 020 7811 2700

April 2024
FOI_6470

The following information was requested on 22 March 2024:

Please provide the following details:

- 1. What software do you use for your payroll, hr and finance solutions, how much annually do you spend on each, when does each contract expire?*
- 2. Do you manage your payroll in-house or do you outsource it if so, who do you outsource it to?*
- 3. How many people do you pay each month using your payroll solution?*
- 4. How many pensioners do you pay using your payroll solution?*
- 5. Do you use Microsoft power platform technologies such as Power Automate, Power Virtual Agents?*
- 6. What is the employee count in your organisation?*
- 7. Do you collaborate with other organisations in the delivery of HR & Payroll shared services? If so which organisation?*
- 8. Do you work with any industry experts such as ATOS, KPMG, EY, Accenture etc?*
- 9. Who in your organisation is the head of service for HR and Payroll software or services and what is their role?*

If it is not possible to provide the information requested due to the information exceeding the cost of compliance limits identified in Section 12, please provide advice and assistance, under the Section 16 obligations of the Act, as to how we can refine our request.

Our Response

- 1. What software do you use for your payroll, HR and finance solutions, how much annually do you spend on each, when does each contract expire?*

Employee Staff Record (ESR) for payroll & HR and Business Central for Finance.

ESR contract is centrally funded and managed by NHS.

Payroll spend in FY 2023/24 was £63,190.41 (NHS SBS)

Business Central renews on 31 March each year with options to extend until March 2026 and the annual spend for FY 2023/24 was £83,820.71

- 2. Do you manage your payroll in-house, or do you outsource it if so, who do you outsource it to?*

Payroll is partly managed by NHS Resolution. NHS Shared Business Services (NHS SBS) are our outsource provider.

3. *How many people do you pay each month using your payroll solution?*

We pay 749 people.

4. *How many pensioners do you pay using your payroll solution?*

None.

5. *Do you use Microsoft power platform technologies such as Power Automate, Power Virtual Agents?*

Yes.

6. *What is the employee count in your organisation?*

NHS Resolution employs 735 people.

Please note that NHS uses payroll to pay people who are not employees, hence the difference in numbers in Q3 and Q6. They have Terms of Appointment contracts rather than Contracts of Employment and therefore are not included in the number of employees' figure. Examples would be Non-Executive Directors, Chair of the Board, independent Associate Advisors and Panel members, who work on an ad-hoc basis when required.

7. *Do you collaborate with other organisations in the delivery of HR & Payroll shared services? If so which organisation?*

No, only outsource provider is NHS Shared Business Services (NHS SBS).

8. *Do you work with any industry experts such as ATOS, KPMG, EY, Accenture etc?*

Yes, EY, Accenture and KPMG.

9. *Who in your organisation is the head of service for HR and Payroll software or services and what is their role?*

Karen Stone, Interim Head of Human Resources
Michael Humphris, Deputy Director of Human Resources and Organisational Development

This concludes our response to your request.

If you are not satisfied with the service that you have received in response to your information request, it is open to you to make a complaint and request a formal review of our decisions. If you choose to do this, you should write to [Tinku Mitra](#), Deputy Director of Corporate and Information Governance for NHS Resolution, within 28 days of your receipt of this reply. Reviews of decisions made in relation to information requests are carried out by a person who was not involved in the original decision-making about the request.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a review of the decision. Generally, the Information Commissioner will not make a decision unless you have exhausted the local complaints procedure. The address of the Information Commissioner's Office is:

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

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