



# Resolution

8th Floor,  
10 South Colonnade  
Canary Wharf  
London  
E14 4PU  
**Telephone:** 020 7811 2700

September 2026  
FOI\_8033

The following information was requested on 20 August 2026:

*Request for information under the Freedom of Information Act (2000)*

*I am writing to request the following information in relation to NHS Resolution:*

- The name of the software system(s) currently used to facilitate BACS payments (for example, payroll).*
- The contract end date(s) and/or next renewal date(s) for these system(s).*
- The current annual contract value for this software (excluding VAT). If the exact figure is exempt, please provide an estimated range or cost band.*

*If any part of this request is considered exempt, please provide the relevant exemption(s) and reasoning. I understand that, under the Freedom of Information Act (2000), you are required to respond within 20 working days.*

## Our Response

Please find below our response to your request for information.

### Question 1

*The name of the software system(s) currently used to facilitate BACS payments (for example, payroll).*

NHS Resolution uses **NatWest AutoPay** to facilitate BACS payments from its accounting system, Business Central, to the banking system.

For payroll payments, NHS Resolution's payroll provider uses its own payment system to process payroll-related transactions.

### Question 2

*The contract end date(s) and/or next renewal date (s) for these system(s).*

**NatWest AutoPay** is provided by **NatWest** and forms part of NHS Resolution's banking arrangements. The agreement operates on a rolling basis and may be terminated by either party on **30 days' notice**. Accordingly, there is no fixed contract end date or renewal date.

### **Question 3**

*The current annual contract value for this software (excluding VAT). If the exact figure is exempt, please provide an estimated range or cost band.*

The current annual cost of NatWest AutoPay is **£1,236 per annum and is VAT exempt**.

**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 [Joanne Appleby](#), Deputy Data Protection Officer 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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