



Resolution

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January 2021
FOI_4901

The following information was requested on 23 December 2020:

1. *What finance system do you currently have in place?*
2. *What HR system do you use?*
3. *How many employees (full and part time) do you have?*
4. *What processes or solutions do you have in place for employees to submit and reclaim expenses?*
5. *What improvements (if any) are planned for this process in the next 24 months?*
6. *How many expense claims are submitted on average per year?*
7. *Are employees able to compile, submit and approve expenses remotely?*
8. *Have there been investigations relating to expense compliance in your organisation in the last 24 months? If so, how many?*
9. *What is your current Approval Process for Expenses?*
10. *How many miles are travelled monthly?*
11. *Do you have an expense policy in place?*
12. *What percentage of expenses are checked*
13. *How do staff book travel?*
14. *Do you use a Travel Management Company to book travel?*
15. *What was your annual spend on Expense and Travel for the fiscal year 2019/2020 or an equivalent annual period excluding 2020?*

Our Response

1. Microsoft Dynamics Business Central
2. Our payroll is outsourced to SBS, so we use ESR
3. WTE 415.0 (including temps and secondees)
4. Web Expenses
5. None – we implemented new finance and expense systems in 2020
6. 2019/20 - 429 From April to December 2020 this has dropped to almost nothing
7. Yes
8. None
9. Expense claims are submitted electronically to the line manager who approves the expenditure. This is then passed to the finance team who check compliance with the expense policy and process payment via payroll.
10. For April 2019 to March 2020 - 45,424 miles so 3,785 per month on average. This has dropped to almost nothing for most of April to December 2020.
11. Yes
12. 100%

13. We have a central travel booking system supplied by Redfern.
14. Redfern.
15. 2019/2020 - £385,381 for 19/20 travel, subsistence and accommodation costs.

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](#), Head 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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