

Ref: FOIA Reference 2023/24-869

Date: 10<sup>th</sup> April 2024

Email [foi@uhnm.nhs.uk](mailto:foi@uhnm.nhs.uk)

Dear

I am writing to acknowledge receipt of your email dated 14<sup>th</sup> March 2024 requesting information under the Freedom of Information Act (2000) regarding payroll.

On 14<sup>th</sup> March we contacted you via email with the following:  
To continue with your request we require clarification on the following:

Which Trust do you require the information from?  
A time frame in order to collate the information.

On 15<sup>th</sup> March 2024 you replied via email to clarify which trust, however you omitted the timeframe, therefore we advised you that this request was still paused.

On 19<sup>th</sup> March 2024 you replied via email with:  
*'The timeframe for these questions is the previous fiscal year or year ahead if possible.'*

On 26<sup>th</sup> March you contacted us via email with the following:  
*'Are you able to update me on this requirement/request?'*

On 2<sup>nd</sup> April 2024 we replied via email with:  
Thank you for your email below, however the FOI Act allows 20 working days in order to answer, as we paused your request for clarification this deadline was paused until you responded, therefore we have until 19<sup>th</sup> April before the 20 days is up. I can assure you though that we are still working on collating this information

As of 1<sup>st</sup> November 2014 University Hospitals of North Midlands NHS Trust (UHM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

**Q1 Hello University Hospitals of North Midlands NHS Trust,**

**We are writing to you under the Freedom of Information Act 2000 to request information for North Staffordshire Hospital. Please provide the following details:**

**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?**

A1 As per your clarification:

Financial Ledger – Advanced Business Solutions – Managed Service Maintenance and Licences £86k per annum

Payroll – our payroll service is outsourced, but all NHS payroll is provided by a national solution, free of charge to NHS Trusts

**Q2 Do you manage your payroll in-house or do you outsource it if so, who do you outsource it to?**

A2 Payroll service is outsourced to Royal Wolverhampton Hospitals NHS Trust

**Q3 How many people do you pay each month using your payroll solution?**

A3 Approximately 200,000 payslips per annum, all employees of uhm are paid using this service (Divide this number by 12 to get an average monthly value.)

**Q4 How many pensioners do you pay using your payroll solution?**

A4 None

**Q5 Do you use Microsoft power platform technologies such as Power Automate, Power Virtual Agents?**

A5 No – we don't use any such technologies, although their potential value is being evaluated at the moment.

**Q6 What is the employee count in your organisation?**

A6 Effective 8th April 2024, the total headcount, of substantively employed individuals is :  
12,520 Headcount (not FTE) – based also on primary assignments only.

**Q7 Do you collaborate with other organisations in the delivery of HR & Payroll shared services? If so which organisation?**

A7 Payroll service is outsourced to Royal Wolverhampton Hospitals NHS Trust

**Q8 Do you work with any industry experts such as ATOS, KPMG, EY, Accenture etc?**

A8 Assuming that you are referring to Direct Engagement – yes, we work with Pricewaterhouse Coopers. If not, then no.

**Q9 Who in your organisation is the head of service for HR and Payroll software or services and what is their role?**

A9 We do not have a head of service for Payroll software as it is outsourced.

\*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

***UHNM NHS Trust is a public sector body and governed by EU law. FOI requestors should note that any new Trust requirements over the EU threshold will be subject to these regulations and will be advertised for open competition accordingly.***

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An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via [www.ico.org.uk](http://www.ico.org.uk).

Yours,



**Rachel Montinaro**  
Data Security and Protection Manager - Records