

Ref no: 283230816  
From: Commercial  
Date: 24/08/2016  
Subject: Payroll Services

## REQUEST

1. Do you have your own Payroll service or have you outsourced – if so to who?
2. What price per payslip do you pay for your Payroll services?
3. How many years in total is the current contract length with your Payroll provider?
4. Do you use electronic expenses?
5. Do you use online-only payslips?
6. Do you use electronic time and attendance systems for recording additional hours and absences?
7. If outsourced, do you employ a lead role/s within your organisation whose main duties are to manage the relationship with the Payroll provider? If so, what NHS Agenda For Change salary band are they?
8. Who provides your Pensions advice service is this included in the contract with your Payroll provider?
9. Are there additional Payroll services charged in addition to the price per payslip for our primary contract?
10. Does your Payroll provider charge you for late or erroneous documentation?
11. Does your Payroll provider charge for processing advance payments or overpayment of salary?
12. Does your Payroll provider charge employees to process third party deductions, for example union subscriptions?
13. Does your Payroll provider charge employees for copies of documentation, for example, copy payslips or P60?
14. What Key Performance Indicators do you use as a measure of your Payroll provider's quality of service?
15. Does your Payroll provider require transactions to be submitted using a chosen platform, for example Self-Service, electronic or paper forms?

## RESPONSE

The Trust considers your request to be exempt from disclosure in accordance with section 43.2 of the Freedom of Information Act as to release this information would, or would be likely to, prejudice the commercial interests of the Trust