

### Freedom of Information Request

1.	<b>Do you have your own Payroll service or have you outsourced - if so, to who?</b>	Outsourced – North East London Payroll Consortium
2.	<b>What price per payslip do you pay for your Payroll service?</b>	Commercially sensitive
3.	<b>How many years in total is the current contract length with your Payroll provider?</b>	Annual
4.	<b>Do you use electronic expenses?</b>	Functionality is currently being reviewed to be implemented within the coming months.
5.	<b>Do you use online-only payslips?</b>	No, we currently provide both options, electronic and paper
6.	<b>Do you use electronic time and attendance systems for recording additional hours and absences?</b>	Yes
7.	<b>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?</b>	N/A
8.	<b>Who provides your Pensions advice service, is this included in the contract with your Payroll provider?</b>	Yes
9.	<b>Are there additional Payroll services charged in additional to the price per payslip for your primary contract?</b>	No
10.	<b>Does your Payroll provider charge you for late or erroneous documentation?</b>	No
11.	<b>Does your payroll provider charge for processing advance payments or overpayments of salary?</b>	No
12.	<b>Does your Payroll provider charge employees to process third party deductions, for example union subscriptions?</b>	No
13.	<b>Do your Payroll provider charge employees for copies of documentation, for example, copy payslips or P60?</b>	N/A - as these are available to staff online
14.	<b>What Key Performance Indicators do you use as a measure of your Payroll provider's quality of service?</b>	These are detailed in the SLA and reviewed by senior management and include meeting wage/salary payment dates, reviewing overpayment levels, meeting statutory obligations /payments.

15.	<b>Does your Payroll provider require transactions to be submitted using a chosen platform, for example Self-Service, electronic or paper form?</b>	Yes
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