

Reference: FOI.ICB-2526/411

Subject: Payroll, Pensions and Smartcard Outsourcing and Workforce/HR Processes

I can confirm that the ICB does hold some of the information requested; please see responses below:

QUESTION	RESPONSE				
<p>Payroll and Pensions Outsourcing</p> <p>1. Does your organisation outsource its payroll and pensions function? If yes, please provide:</p> <ul style="list-style-type: none"> • The name of the outsourced service provider • The contract duration (in years) • The contract end date 		<p>Outsourced Payroll and Pension (yes/no)?</p>	<p>Name of the outsourced service provider?</p>	<p>Contract duration (in years)?</p>	<p>Contract end date?</p>
	Payroll and Pension Services	Yes	North Bristol NHS Trust (NBT)	Rolling annual	31 March 2027
<p>Workforce and HR processes</p> <p>2. Does your organisation outsource any other workforce and HR processes? If yes, please confirm:</p> <p>i. Which workforce and HR services your organisation outsources, to which supplier(s)</p>	<p>2. Yes</p> <p>i. All HR back office support (resourcing, systems management, HR administration), advice and guidance, learning & development management system, to South Central & West Commissioning Support Unit (SCW CSU).</p>				
<p>Smartcard production and management</p> <p>3. Does your organisation outsource smartcard production & management?</p>	<p>3. Yes</p> <p>i. SCW CSU</p>				

<p>If yes, please provide:</p> <ul style="list-style-type: none">i. The name of the outsourced service provider <p>If no, please confirm:</p> <ul style="list-style-type: none">i. Which department is responsible for providing the serviceii. Whether you provide this service to other organisations	
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The information provided in this response is accurate as of 6 March 2026 and has been approved for release by Jo Hicks, Chief People Officer for NHS Bristol, North Somerset and South Gloucestershire ICB.