

Reference:	FOI.19702.26
Subject:	Outsourced workforce
Date of Request:	20 February 2026

Requested:

Payroll and Pensions Outsourcing

1. Does your organisation outsource its payroll and pensions function? If yes, please provide:
 - a. The name of the outsourced service provider
 - b. The contract duration (in years)
 - c. The contract end date

	Outsourced Payroll and Pension (yes/no)?	Name of the outsourced service provider?	Contract duration (in years)?	Contract end date?
Payroll and Pension Services				

Workforce and HR processes

2. Does your organisation outsource any other workforce and HR processes? If yes, please confirm:
 - a. Which workforce and HR services your organisation outsources, to which supplier(s)

Smartcard production and management.

3. Does your organisation outsource smartcard production & management?
 - a. If yes, please provide:
 - The name of the outsourced service provider
 - b. If no, please confirm:
 - Which department is responsible for providing the service
 - Whether you provide this service to other organisations

Clarified:

By Smart Cards I am talking about the cards clinical staff use to access clinical systems. Hopefully this helps clarify.

Response:

1. Hywel Dda University Health Board (UHB) regrets to inform you that it does not hold all of the information requested. The UHB's pension and payroll function is managed by NHS Wales Shared Services Partnership (NWSSP).

We therefore recommend that you redirect this question to the Freedom of Information (Fol) Team in NWSSP, who may be able to help you with your enquiry. Contact details for NWSSP are as follows:-

shared.services@wales.nhs.uk or alternatively, you can contact: Information Governance Manager, 4-5 Charnwood Court, Heol Billingsley, Parc Nantgarw, Cardiff, CF15 7QZ.

2. The UHB confirms it does outsource its transcribing of investigation hearings and statements, for those that will take greater than forty-five (45) minutes to transcribe, to TP Transcription. Any transcriptions that will take less than forty-five (45) minutes are undertaken in house.
3. The UHB does not outsource smartcard production and management.
 - a. Not applicable.
 - b. There are two (2) departments responsible for providing smart cards:
 - Digital Operations - Smart cards for accessing Information Technology (IT) systems
 - Security Team - Smart cards for accessing locked doors

The UHB does not provide this service to other organisations.