Reference:	FOI.21522.26
Subject:	Payroll and Pension Services
Date of Request:	7 September 2026

Requested:

Please provide following information in relation to the provision of Payroll and Pension Services within your organisation:

1. Who is the current provider of Payroll and Pension Services?

2. Is the service provided in-house, outsourced, or through a combination of both?

3. Does the current arrangement include both HR/payroll administration (HR data entry) and payroll processing (back-end payroll processing)?

4. Please provide a brief description of the services included within the current payroll arrangement.

5. When did the current contract/arrangement commence?

6. When is the current contract/arrangement due to expire?

7. What is average number of payslips produced each month?

8. What is the current annual contract value?

9. Does the organisation intend to re-tender the payroll service when the current contract expires?

10. Which procurement framework would you expect the new provider to be?

11. Where will the tender document be published?

12. If available, please provide the procurement/contract reference number or a link to the original contract award/procurement notice.

Response:

Hywel Dda University Health Board (UHB) confirms that its Payroll and Pension Services are provided on an All-Wales basis by NHS Wales Shared Services Partnership (NWSSP).

We therefore recommend that you contact the Freedom of Information team in NWSSP who should be able to assist you with your request. Contact details are as follows:

shared.services@wales.nhs.uk or alternatively in writing to: NWSSP, Information Governance Manager, 4-5 Charnwood Court, Heol Billingsley, Parc Nantgarw, Cardiff, CF15 7QZ.