

11/03/2026

NN-ICB/26-1517

Dear Requestor

Re: Freedom of Information Request

Thank you for your request for information, received on 19 February 2026, regarding payroll, pensions, HR and Smartcards. We have processed your request in accordance with the Freedom of Information Act 2000 (FOIA).

Under the FOIA, public authorities like ours are required to respond to requests for information within 20 working days. In response to your request, I can confirm that we do hold the information requested.

Please find below our response to your request:

1. Does your organisation outsource its payroll and pensions function? [Yes](#).
2. 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	Yes	NHS Shared Business Services	1 Year	31 March 2027

3. Does your organisation outsource any other workforce and HR processes? [Yes](#).
4. If yes, please confirm which workforce and HR services your organisation outsources, to which supplier(s).
 - Recruitment - NHS Arden GEM Commissioning Support Unit;
 - Payroll Administration - NHS Arden GEM Commissioning Support Unit;
 - Workforce Administration (ESR) - NHS Arden GEM Commissioning Support Unit;
 - Occupational Health Services – Medigold.

5. Does your organisation outsource smartcard production & management? [Yes](#).

6. If yes, please provide the name of the outsourced service provider.

[Nottinghamshire Health Informatics Service](#).

7. If no, please confirm:

a) Which department is responsible for providing the service

b) Whether you provide this service to other organisations

[Not applicable](#).

If you are unhappy with the way in which your request has been handled, NHS Nottingham and Nottinghamshire Integrated Care Board (ICB) has an internal review procedure through which you can raise any concerns you might have. Further details of this procedure can be obtained by contacting Lucy Branson, Director of Corporate Governance and Assurance via lucy.branson@nhs.net or by writing to FOI Team at NHS Nottingham and Nottinghamshire ICB, Sir John Robinson House, Sir John Robinson Way, Arnold, Daybrook, Nottingham NG5 6DA.

If you remain dissatisfied with the outcome of the internal review, you can apply to the Information Commissioner's Office (ICO), who will consider whether the organisation has complied with its obligations under the Act and can require the organisation to remedy any problems. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by NHS Nottingham and Nottinghamshire ICB. You can find out more about how to do this, and about the Act in general, on the Information Commissioner's Office website at: <https://ico.org.uk/for-the-public/>.

Complaints to the Information Commissioner's Office should be sent to:

FOI/EIR Complaints Resolution, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone 0303 123 1113 or report a concern via <https://ico.org.uk/concerns/>.

Yours sincerely

Freedom of Information (FOI) Officer on behalf of NHS Nottingham and Nottinghamshire Integrated Care Board nnicb-nn.foi@nhs.net

All information we have provided is subject to the provisions of the Re-use of Public Sector Information Regulations 2015. Accordingly, if the information has been made available for re-use under the [Open Government Licence](#) (OGL) a request to re-use is not required, but the license conditions must be met. You must not re-use any previously unreleased information without having the consent of NHS Nottingham and Nottinghamshire Integrated Care Board. Should you wish to re-use previously unreleased information then you must make your request in writing (email will suffice) to the FOI Lead via nnicb-nn.foi@nhs.net. All requests for re-use will be responded to within 20 working days of receipt.