

Date: 2nd March 2026
Ref: CORP 25/26 - 275

Dear xxx

Freedom of Information request: Payroll, HR and Smartcard Outsourcing (CORP 25/26 – 275)

Thank you for your request for information which the Trust received on 20th February 2026.

Your Request:

Payroll and Pensions Outsourcing

Does your organisation outsource its payroll and pensions function? If yes, please provide:

- The name of the outsourced service provider
- The contract duration (in years)
- 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

Does your organisation outsource any other workforce and HR processes? If yes, please confirm:

- Which workforce and HR services your organisation outsources, to which supplier(s)

Smartcard production and management.

Does your organisation outsource smartcard production & management?

If yes, please provide:

- The name of the outsourced service provider

If no, please confirm:

- Which department is responsible for providing the service
- Whether you provide this service to other organisations

Please find the Trust's response below:

Payroll, Pensions and some Workforce services are undertaken by NHS Wales Shared Services Partnership (NWSSP) – shared.services@wales.nhs.uk.

With regards to "Smartcard" production and management, please could you provide a definition for smartcard. Alternatively, please see our response to a previous request which provides details on id-cards and lanyards:

Mae Ymddiriedolaeth GIG Prifysgol Felindre yn hapus i dderbyn gohebiaeth yn y Gymraeg neu'r Saesneg.
Velindre University NHS Trust is happy to receive communication in Welsh or English.



<https://velindre.nhs.wales/about-us/publications/freedom-of-information/foia-disclosure-logs-2025/may-2025/corp-2526-030-contracts-and-purchases-of-id-cards-lanyards-and-access-control-supplies/?ts=1771853719604>

I trust this answers your request for information, however, should you not be satisfied with the information supplied or the process of supplying it, you have a right to complain and request a review. Please note that you must submit a request for a review within 40 days of the date of this letter.

You should forward your complaint to:

Mr Ian Bevan via FOI.VUNHST@wales.nhs.uk
Head of Information Governance
Velindre University NHS Trust
2, Charnwood Court
Heol Billingsley
Parc Nantgarw
Cardiff
CF15 7QZ

Should you wish to take your complaint further, if you are still unhappy with the decision after review, you can contact the:

Information Commissioner's Office - Wales
2nd Floor,
Churchill House,
Churchill Way,
Cardiff,
CF10 2HH
Telephone: 0330 414 6421 / email: wales@ico.org.uk

Yours sincerely

Non Gwilym
Interim Director of Corporate Governance

Velindre University NHS Trust
2 Charnwood Court
Heol Billingsley
Parc Nantgarw
Cardiff
CF15 7QZ

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