



East London

NHS Foundation Trust

Information Governance

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16th January 2026

Our reference: FOI DA6357

I am responding to your request for information received 17 November 2025. I am sorry for the delay in responding to your request. This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,

FOI Team

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision.

If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113
Web: www.ico.org.uk

Please note that the data supplied is not allowed to be re-used and/or published without the explicit consent of East London NHS Foundation Trust. Please contact the signatory to request permission if this is your intention



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Chief Executive Officer: Lorraine Sunduza
Chair: Eileen Taylor

Request: Under the Freedom of Information Act 2000, please provide for your Bank workforce for FY 2024/25 (or the most recent 12 months):

Question 1: Do you outsource payroll for Bank workers? If yes, name of provider.

Answer: Yes.
Provider: Birmingham University Hospital Trust.

Question 2: Your fee model for Bank payroll (e.g., per payslip, per hours processed, per timesheet, % of gross pay).

Answer: Per payslip (beyond contracted fee for baseline volume number of agreed payslips processed and the agreed 10% leeway)

Question 3: The fee level actually paid (e.g., £ per payslip / £ per hour / £ per timesheet / %).

Answer: Total bank paybill was 6.85% of the total pay bill for the organisation.

Question 4: Average number of Bank payslips per pay period and pay frequency (weekly/monthly).

Answer: Monthly average number of payslips – 213,152.58
Weekly average number of payslips – 49,189.06

Question 5: Any additional charges (off-cycle payments, corrections, pension retros, RTI re-submissions).

Answer: Not applicable.

Question 6: If Bank payroll is delivered in-house, please confirm your internal cost per payslip (or best estimate) for Bank staff. Please provide any available contract end dates.

Answer: Not applicable, payroll is provided through an external supplier.

Contract end date for payroll provider- 31 August 2028



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