FREEDOM OF INFORMATION

REF: 2026-147
Subject: Outsourcing Details

Dear Sir/Madam,

Thank you for your email dated **19th February 2026** where you requested information about **Outsourcing Details.**

The information you requested is enclosed.

Question	Answer
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	No
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)	No
Smartcard production and management	
Does your organisation outsource smartcard production & management? If yes, please provide: • The name of the outsourced service provider	No
If no, please confirm: • Which department is responsible for providing the service	Information Governance - Registration Authority
• Whether you provide this service to other organisations	No

If you have any queries or concerns please do not hesitate to contact the Freedom of Information Department. It would be helpful to quote the above reference number in any future communication.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to The Chief Executive, Bolton NHS Foundation Trust, The Royal Bolton Hospital, Minerva Road, Farnworth, Bolton. BL4 0JR.

If you are not content with the outcome of your complaint you may apply directly to the Information Commissioner. Generally the Information Commissioner cannot make a decision unless you have exhausted the complaints procedure provided by Bolton NHS Foundation Trust. The Information Commissioner can be contacted at The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF.

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Yours sincerely,

Information Governance Department

Bolton NHS Foundation Trust
01204 390861
FOI@boltonft.nhs.uk
Informatics Building | Opposite N Block | Royal Bolton Hospital

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transforming lives...for a better Bolton

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