

Bruno Santos  
Sent via email to: [HRDataConsultLtd@hotmail.com](mailto:HRDataConsultLtd@hotmail.com)

Telecom House  
125-135 Preston Road  
Brighton  
BN1 6AF

[www.tpr.gov.uk](http://www.tpr.gov.uk)  
[www.trusteetoolkit.com](http://www.trusteetoolkit.com)

Our ref: FOI-239

2 April 2024

Dear Bruno

### **Your request for information**

Thank you for your request for information which was received by us on 4 March 2024 which I have dealt with under the terms of the Freedom of Information Act 2000 (FoIA).

You have requested the following information:

1. *What software do you use for your payroll, hr and finance solutions, how much annually do you spend on each, when does each contract expire?*
2. *Do you manage your payroll in-house or do you outsource it if so, who do you outsource it to?*
3. *How many people do you pay each month using your payroll solution?*
4. *How many pensioners do you pay using your payroll solution?*
5. *Do you use Microsoft power platform technologies such as Power Automate, Power Virtual Agents?*
6. *What is the employee count at The Pensions Regulator?*
7. *Do you collaborate with other organisations in the delivery of HR & Payroll shared services? If so which organisation?*
8. *Do you work with any industry experts such as ATOS, KPMG, EY, Accenture etc?*
9. *Who at The Pensions Regulator is the head of service for HR and Payroll software or services and what is their role?*

I confirm that we hold the information you have requested.

## Our Response

1.

Name of Software	Category of Software	Annual Spend	Contract Expiry Date
MHR ( <i>iTrent</i> )	Payroll & HR	£91,165 (inc. VAT)	27 June 2026
Sage	Finance	£36,630 (inc. VAT)	31 March 2026
Vesper	Finance	This in-house system is purpose-built, so there are no supplier fees or contracts.	n/a

2. Payroll is managed in-house.
3. Circa 1000 people.
4. 9 in total
5. Payroll: No. HR: No. Finance: No.
6. Approximately 1005 payroll staff at the end of February 2024.
7. Payroll: No. HR: No.
8. Payroll: No. HR: No. Finance: No.
9. We do not currently have a role with that title at our organisation.

I hope that this response has provided you with the information you were seeking. If you have any further questions or require clarification, please do not hesitate to reach out to us. Thank you for your interest in our organisation. Further information on our internal review process can be found in Annex A below.

Yours sincerely

**Greg Whitmore**

Data Privacy and Compliance Practitioner

Data Privacy and Compliance

Email: [foi@tpr.gov.uk](mailto:foi@tpr.gov.uk)

## **Annex A**

If you are unhappy with your response, you have the right to ask for an internal review. If you ask us for an internal review of our decision on any exemptions applied or information provided, it will be subject to an independent review within the Data Privacy & Compliance team.

The following outcomes of the review are possible:

- the original decision is upheld; or
- the original decision is reversed or modified.

Requests for an internal review should be submitted within 40 working days of the date you received our response to your original request and should be emailed to [afoia@tpr.gov.uk](mailto:afoia@tpr.gov.uk) or, alternatively, sent to the following address:

The Pensions Regulator  
Telecom House  
125-135 Preston Road  
Brighton  
BN1 6AF

Please remember to quote the reference number FOI-239 in any future communications.

If you are not content with the outcome of the internal review, you may apply directly to the Information Commissioner (ICO) for a decision. Generally, the ICO will not investigate your complaint until you have exhausted our own appeal process.

The ICO can be contacted at: <https://ico.org.uk/make-a-complaint> or alternatively you can write to them at the following address:

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