

RE: Freedom of Information Request

Vanessa Hodge <V.Hodge@hrp.org.uk>

Wed 10/04/2024 15:16

To: Public Sector <HRDataConsultLtd@hotmail.com>

Cc: FOI <FOI@hrp.org.uk>

Dear Mr. Santos,

I write in response to your email, dated 15 March for information under the Freedom of Information Act 2000 (FOIA).

Historic Royal Palaces (HRP) is a team of people who love and look after the Tower of London, Hampton Court Palace, Kensington Palace, Kew Palace, Banqueting House Whitehall and Hillsborough Castle. We are a charity and we depend on the support of our visitors, members, donors, sponsors and volunteers to give the palaces a future, for everyone.

Your request was

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?

We use the following solutions:

Payroll and HR – iTrent

Finance - eFinancials Advanced

You have requested information regarding the Contract Value and Contract Expiry Dates.

Unfortunately, we are unable to provide you with this information because it is covered by the exemption at section 43 (2) of the FOIA, which exempts information if its disclosure would, or would be likely to, prejudice or harm the commercial interests of any person. We believe that it would be inappropriate to disclose the information you have requested given its commercially sensitive nature so we will be withholding this information.

Section 43(2) is a qualified exemption and we are required to conduct a public interest test when applying any qualified exemption. In applying this exemption, we have had to balance the public interest in withholding the information against the public interest in disclosure. We accept that there is a general public interest in openness and transparency. However, we also believe that disclosure of the information requested would be prejudicial to the interests of our suppliers. Disclosure would reveal competitive elements of their bids, which they would otherwise have no expectation of sharing, and would inhibit fair competition. We also believe that our own commercial interests would be damaged by disclosure. There would likely be a causal link between disclosing the information requested and suppliers choosing not to bid for work with us due to them not wanting their commercially sensitive information placed in the public domain. This would be detrimental to us and would potentially damage our services and our finances, making it more difficult for us to act in our charity's best interests. It has therefore been decided that the balance of the public interest lies clearly in favour of withholding the information and the use of the section 43(2) exemption is appropriate.

2. Do you manage your payroll in-house or do you outsource it if so, who do you outsource it to?

Payroll is managed in-house

3. How many people do you pay each month using your payroll solution?

1092

4. How many pensioners do you pay using your payroll solution?

None

5. Do you use Microsoft power platform technologies such as Power Automate, Power Virtual Agents?

Yes

6. What is the employee count at Historic Royal Palaces?

1092

7. Do you collaborate with other organisations in the delivery of HR & Payroll shared services? If so which organisation?

No

8. Do you work with any industry experts such as ATOS, KPMG, EY, Accenture etc?

No

9. Who at Historic Royal Palaces is the head of service for HR and Payroll software or services and what is their role?

As per s40(1) of the FOIA, any information which constitutes personal data with a FOIA request is exempt information. Therefore, we will not disclose the contact details of any employees or contractors related to this request. The job title of the person ultimately responsible for HRP's payroll system is Head of Financial Accounting.

I do hope this answers your request. HRP has an internal review procedure. If you are not satisfied with our response, you may request an internal review by writing to the Governance Manager via post (Governance Manager, Apt 39, Hampton Court Palace, Surrey, KT8 9AU) or via email (foi@hrp.org.uk) explaining your reasons for seeking a review.

If you are then not satisfied with the outcome of the internal review, you may then apply directly to the Information Commissioner for a decision:

The Information Commissioner
Wycliffe House
Wilmslow
Cheshire
SK9 5AF
www.ico.org.uk

Yours sincerely,
Vanessa Hodge

VANESSA HODGE
Head of Records



SPACE TO STIR AND BE STIRRED

Historic Royal Palaces | Hampton Court Palace | KT8 9AU

From: Public Sector <HRDataConsultLtd@hotmail.com>

Sent: Friday, March 15, 2024 5:05 PM

To: FOI <FOI@hrp.org.uk>

Subject: Freedom of Information Request

You don't often get email from hrdataconsultltd@hotmail.com. [Learn why this is important](#)

Hello Historic Royal Palaces,

We are writing to you under the Freedom of Information Act 2000 to request information. Please provide the following details:

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 Historic Royal Palaces?
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 Historic Royal Palaces is the head of service for HR and Payroll software or services and what is their role?

If it is not possible to provide the information requested due to the information exceeding the cost of compliance limits identified in Section 12, please provide advice and assistance, under the Section 16 obligations of the Act, as to how we can refine our request.

If you can identify any ways that our request could be refined, we would be grateful for any further advice and assistance.

If you have any queries, please don't hesitate to contact us via email. Could you also please acknowledge receipt of our request?

Thank you for your time, we look forward to hearing from you.

Best wishes,

Bruno Santos

Historic Royal Palaces is a registered charity (No 1068852), correspondence details, Hampton Court Palace, Surrey KT8 9AU Historic Royal Palaces Enterprises Ltd, a company registered in England (No 3418583) registered office Hampton Court Palace, Surrey KT8 9AU.