

**From:** [Robert Gairey](#) on behalf of [Enquiries](#)  
**To:**  
**Subject:** Freedom of Information Request - response 12 March  
**Date:** 2024 16:07:06

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Dear

I am writing in response to your request under the Freedom of Information Act (FOIA) to be provided with information on the series of questions listed in your email below.

Under FOIA, Estyn is required to:

- (i) confirm or deny whether it holds the information of the description specified in the request
- (ii) communicate the information requested to the applicant

In response to your queries, I can confirm the following:

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?**

Welsh Government provide our payroll services and they use their own software for running payroll. Our employees have access to ipayview which allows employees to view their payslip each month.

We pay less than £30k for our combined payroll advice and support and processing services.

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

It is outsourced to Welsh Government.

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

As at February 2024 we use this payroll solution to pay 139 members of staff.

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

Welsh Government process pension transactions, however payments are made by My Civil Service Pensions.

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

No

6. **What is the employee count at Estyn?**

As of February 2024, the number is staff in post is 139.

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

Yes, Welsh Government and My Civil Service Pensions.

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

No

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

Helen Lovitt is Head of HR, there are no software specialists or managers at Estyn.

I hope that this information is helpful to you.

If you are not satisfied with the response Estyn has made regarding your request for information,

you are entitled to request that we review the matter. Your request for a review should be addressed to the Feedback and Complaints Manager, and receive no later than 20 working days after the date of this communication.

If you are still not satisfied, you also have a right to complain to the Information Commissioner, who can be contacted at:

Information Commissioner's Office  
Wycliffe House, Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Tel: 01625 545 745  
Fax: 01624 524510  
Email: [enquiries@ico.gsi.gov.uk](mailto:enquiries@ico.gsi.gov.uk)

Yours sincerely

Robert Gairey  
Swyddog Arweiniol Cyhoeddiadau / Lead Officer: Publications

Estyn  
Arolygiaeth Ei Fawrhydi Dros Addysg A Hyfforddiant yng Nghymru His Majesty's Inspectorate For Education and Training in Wales

Cyfeiriad: Llys Angor, Heol Keen, Caerdydd, CF24 5JW  
Address: Anchor Court, Keen Road, Cardiff, CF24 5JW Ffôn Estyn/Estyn Phone: 02920 446309  
E-bost/E-mail: [robert.gairey@estyn.gov.wales](mailto:robert.gairey@estyn.gov.wales)

Gwefan/Website: [www.estyn.llyw.cymru](http://www.estyn.llyw.cymru) / [www.estyn.gov.wales](http://www.estyn.gov.wales) Mae Estyn yn croesawu gohebiaeth yn Gymraeg a Saesneg. Bydd gohebiaeth a dderbynnir yn y naill iaith neu'r llall yn cael yr un flaenoriaeth.

Estyn welcomes correspondence in both English and Welsh. Correspondence received in either language will be given equal priority.

Dilynwch @EstynAEF / Follow @EstynHMI

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**From:**

**Sent:** Monday, March 4, 2024 10:29 PM

**To:** Enquiries <[Enquiries@estyn.gov.uk](mailto:Enquiries@estyn.gov.uk)>

**Subject:** Freedom of Information Request

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

Hello Estyn,

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 Estyn?
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 Estyn 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,