

Reference: 2025-025

Thank you for your email in which you requested the following information under the Freedom of Information Act 2000 (FOIA):

- 1. Is the organisation's payroll and HR services delivered in house or by a third party?**
- 2. If delivered by a third party, who provides this service?**
- 3. If delivered by a third party, when does the contract for the service expire?**
- 4. If delivered by the organisation, which directorate does it sit in?**
- 5. The average number of people deployed in the payroll service (FTE) for 2024 to date, broken down into leadership, team management, frontline and support roles?**
- 6. Which system is used to manage the payroll service?**
- 7. Which key metrics are used to manage the performance of the payroll?**
- 8. What targets are in place for each of the key metrics used?**
- 9. How many payslips is processed per year?**

Response

Please see below our response to your questions in the order asked.

Question 1

Shared Service (third party) provided to the SFO by the Crown Prosecution Service (CPS).

Question 2

CPS contracts to the Shared Service provider, CGI.

Questions 3

Contract under the Crown Prosecution Service. SFO have a memorandum of understanding (MOU) with CPS.

Question 4

Crown Prosecution Service's Chief Finance Officer Directorate.

Question 5

SFO develop the payroll log throughout the month with one Executive Officer and one Senior Executive Officer with responsibility of the report. CPS provides on average three employees per month to process SFO's payroll. These include one Administrative Officer, one Executive Officer and one Higher Executive Officer.

Question 6

Epayfact (CGI).

Question 7 & 8

There are no formal metrics in place.

Question 9

Based on an estimated 650 monthly headcount, c.7,800 payslips are processed for the SFO per year.