



Medicines & Healthcare products Regulatory Agency

MHRA Central Freedom of
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[MHRA Website](https://www.mhra.gov.uk)

Our Ref: **FOI2025/00199**

31 March 2025

Dear [REDACTED]

Thank you for your Freedom of Information (FoI) request received on 28 February. You wrote:

HR and Payroll Services FOI request:

*Is the Authority's payroll and HR services delivered in house or by a third party?
If delivered by a third party, who provides this service?
If delivered by a third party, when does the contract for the service expire?
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?
Which system is used to manage the payroll service?
Which key metrics are used to manage the performance of the payroll?
What targets are in place for each of the key metrics used?
How many payslips is processed per year?*

MHRA Response

We can confirm that the Agency holds this information. However, some of the information is exempt under Section 21(1) of the Freedom of Information Act because the information is reasonably accessible to you, as it is already in the public domain. We will set out each question below.

***Is the Authority's payroll and HR services delivered in house or by a third party?
If delivered by a third party, who provides this service?
If delivered by a third party, when does the contract for the service expire?
Which key metrics are used to manage the performance of the payroll?
What targets are in place for each of the key metrics used?***

We can confirm the Agency hold this information, however the information is exempt under Section 21(1) of the Freedom of Information Act because the information is reasonably accessible to you, as it is already in the public domain. To be helpful you can find the information you seek on the [public contract finder website](#).

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?

We can confirm we hold this information. 0.57 FTE for frontline, support and account management roles. The time for administration and overall business management responsibilities cannot be provided, as they support our shared service offering, so time is not attributed directly to MHRA.

Which system is used to manage the payroll service?

We can confirm we hold this information. ePayfact for managing the payroll, and iPayview for electronic payslips.

How many payslips is processed per year?

We can confirm we do not hold this information, there are many factors that can impact the accuracy of this figure such as staff churn. To be helpful however, we can advise that 1490 employees had been employed by the MHRA during the last pay period.

If you have any queries about this letter, please contact us quoting the reference number above.

Yours sincerely,

MHRA Central Freedom of Information Team
Medicines & Healthcare products Regulatory Agency

Your right to complain under the Freedom of Information Act

If you are not happy with this response you may request an internal review by e-mailing foi.request@mhra.gov.uk or by writing to: MHRA Central Freedom of Information Team, 10 South, Colonnade, Canary Wharf, London, E14 4PU

Any request for an internal review must be received by us within 40 working days of the date of this letter. Please note we are not obliged to provide a review if it is requested after more than 40 working days.

If you are not content with the outcome of the internal review, you may apply directly to the Information Commissioner's Office for a decision. Generally, the Commissioner cannot make a decision unless you have exhausted our own complaints procedure. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Website: [ICO FOI and EIR complaints](#) or telephone 0303 123 1113

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