

**Request for information under the Freedom of Information Act – 2021.961  
Released – 4 October 2021**

Thank you for your email received 23 September 2021 requesting information regarding Enterprise resource planning (ERP).

Please find detailed below a summary of your request, together with our response.

**Summary of your original request:**

**1. What ERP system does your organisation currently use (e.g. SAP / Oracle / Sage)?**

Unit4 Business World

**2. What bacs software do you use (e.g Bottomline PTX / Finastra / PayGate)?**

Bottomline PTX

**3. Do you use a NHS Shared Service Provider?**

No

**4. Which NHS Shared Service Provider do you use?**

Not applicable

**5. How long is your current bacs/Shared Service solution contract for, when did it start and when is it due to expire (please include in addition any extensions viable in the contract)?**

Current BACS contract started June 2018 and is renewed annually

**6. When the current bacs/Shared Service software contract is due to finish would you (if not already) consider using another solution?**

Current BACS contract is renewed annually, we are happy with the current solution but may consider using a different solution

**7. What is the value of the bacs/Shared Service software contract?**

BACS Software - £4693 annually

**8. Are you undergoing/planning a financial transformation project? (e.g. New ERP/Bacs system)**

No

Chairman John Goulston Chief Executive Paul Bentley

Trust HQ The Oast, Unit D, Hermitage Court, Hermitage Lane, Barming, near Maidstone, Kent ME16 9NT

**9. What is your annual revenue?**

£269m (2020-21 Audited Accounts)

**10. With whom does the organisation hold its primary bank account?**

Natwest (Government Banking Service)

**11. What payments types does the organisation use? (e.g Bacs (Direct Credit), Direct Debit, Faster Payments, etc.).**

BACS, Direct Debit, Faster Payments, CHAPS, Cheques

**12. What is the number of employees in the organisation?**

5038

**13. Who is the person responsible for the ERP system - please provide full name, title and contact information (if possible)**

**14. Who is the person responsible for the Bacs software system - please provide full name, title and contact information (if possible)**

It is Trust policy to not release names and contact details of staff below Executive Director Level as this constitutes personal information which is exempt under Section 40(2) in conjunction with Section 40(3A)(a) of the Freedom of Information Act 2000 which relates to 'Personal Information'.

An excerpt of the relevant Freedom of Information legislation can be found below:

**Section 40 – Personal information**

(2) Any information to which a request for information relates is also exempt information if—

- (a) it constitutes personal data which does not fall within subsection (1), and
- (b) either the first, second or third condition below is satisfied.

(3a) The first condition is that the disclosure of the information to a member of the public otherwise than under this Act

- (a) would contravene any of the data protection principles, or
- (b) would do so if the exemptions in section 24(1) of the Data Protection Act 2018 (manual unstructured data held by public authorities) were disregarded.

We can confirm that the Executive Director with overall responsibility for finance is Gordon Flack – Director of Finance and Deputy CEO