Briefing Note: Schools payroll monthly update 28 February 2019

To: Hon Chris Hipkins
Minister of Education

Date: 28 February 2019

Priority: Medium

Security Level: In Confidence

METIS No: 1178405

Key Contact: Andrew Turner
Associate Deputy Secretary

DPL: s 9(2)(a)

Messaging seen by Communications team: No

Round Robin: No

Purpose of Report

The purpose of this briefing is to update you on schools payroll performance.

Summary

- This briefing reports on Education Payroll Limited’s (EPL’s) achievement against key performance indicators (KPIs) defined in the Master Services Agreement between the Ministry and EPL. EPL continues to meet its current KPI targets.

Agree that this Briefing will be proactively released.

Andrew Turner
Associate Deputy Secretary, Payroll
Education Infrastructure Service

28/2/2019

Hon Chris Hipkins
Minister of Education

18/3/09
## EPL performance

1. In pay periods 22 and 23 (paydays 30 January and 13 February, respectively), EPL paid on average $177 m (gross) to around 83,000 school staff per fortnight.

2. EPL performance is measured fortnightly through a set of key performance indicators (KPIs) defined in the Master Services Agreement between the Ministry and EPL. Performance information updated over pay periods 22 and 23 shows EPL continuing to meet its current KPI targets as follows:

<table>
<thead>
<tr>
<th>Performance measure</th>
<th>Description</th>
<th>Target</th>
<th>Current performance</th>
<th>Achieved</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1 Payroll payments to eligible teachers and schools support staff are accurately calculated</td>
<td>Percentage of employees paid, excluding requests, by exception, to correct payments to employees and pay impacting tickets not processed in the current fortnight</td>
<td>99.50%</td>
<td>YTD average 99.81%</td>
<td>Yes</td>
</tr>
<tr>
<td>1.2 Pay timeliness</td>
<td>Bank file(s) delivered before 12.00 PM before due Pay Day</td>
<td>100%</td>
<td>Pay period 22 100%</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Pay period 23 100%</td>
<td></td>
</tr>
<tr>
<td>1.3 Payroll payments to eligible teachers and school support staff which are sent to financial institutions on time in order to be processed on or before advised pay dates</td>
<td>Percentage of employees paid excluding the employees receiving a manual pay in the fortnight following the advised pay date</td>
<td>99.50%</td>
<td>YTD average 99.99%</td>
<td>Yes</td>
</tr>
<tr>
<td>2.1 Customer Satisfaction</td>
<td>Percentage of survey respondents (authorised users) satisfied with the overall quality of the service delivery and the support they receive from EPL</td>
<td>70%</td>
<td>Third quarter 76%</td>
<td>Yes</td>
</tr>
<tr>
<td>2.2 Service Web Site Availability</td>
<td>Availability to school payroll service users of the web site for obtaining information and/or submitting information online (Website availability between 7am to 7pm, 7 days per week)</td>
<td>&gt;97.5%</td>
<td>Pay fortnight ending: - 29 Jan 2019 available 100.00% of total hours - 12 Feb 2019 available 100.00% of total hours</td>
<td>Yes</td>
</tr>
<tr>
<td>2.3 Complaints</td>
<td>Measure of the complaints being received relating to under- and overpayments in the pay week</td>
<td>&lt;0.250%</td>
<td>Pay period 22 0.022%</td>
<td>Yes</td>
</tr>
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<td></td>
<td></td>
<td></td>
<td>Pay period 23 0.026%</td>
<td></td>
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</tbody>
</table>
3. We recommend that this Briefing is proactively released as per your expectation that information be released as soon as possible. Any information which may need to be withheld will be done so in line with the provisions of the Official Information Act 1982.