



Briefing Note: Schools payroll monthly update 31 January 2019

To:	Hon Chris Hipkins Minister of Education		
Date:	31 January 2019	Priority:	Medium
Security Level:	In Confidence	METIS No:	1174013
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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.
- The Education Payroll Development Programme IQA report is near completion. We will provide you with a briefing on it in February.
- EPL has completed the End of Year process and has launched the Start of Year process where schools submit payroll instructions to ensure their employees are set up correctly in the payroll for the year ahead.

Agree that this Briefing will not be proactively released at this time as we need to consult with EPL on release of this information under the Official Information Act 1982.

Agree / Disagree


Andrew Turner
Associate Deputy Secretary, Payroll
Education Infrastructure Service

31/1/19


Hon Chris Hipkins
Minister of Education

5/2/19

There is no good reason for these reports not to be released.

EPL performance

- In pay periods 17, 18, 19, 20 and 21 (paydays 21 November, 5 December, 19 December, 2 January and 16 January, respectively), EPL paid on average \$199 m (gross) to around 85,000 school staff per fortnight.
- 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 17, 18, 19, 20, and 21 shows EPL continuing to meet its current KPI targets as follows:

Performance measure	Description	Target	Current performance	Achieved
1.1 Payroll payments to eligible teachers and schools support staff are accurately calculated	Percentage of employees paid, excluding requests, by exception, to correct payments to employees and pay impacting tickets not processed in the current fortnight	99.50%	YTD average 99.81%	Yes
1.2 Pay timeliness	Bank file(s) delivered before 12.00 PM before due Pay Day	100%	Pay period 17 100% Pay period 18 100% Pay period 19 100% Pay period 20 100% Pay period 21 100%	Yes
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	Percentage of employees paid excluding the employees receiving a manual pay in the fortnight following the advised pay date	99.50%	YTD average 99.99%	Yes
2.1 Customer Satisfaction	Percentage of survey respondents (authorised users) satisfied with the overall quality of the service delivery and the support they receive from EPL	70%	Third quarter 76%	Yes
2.2 Service Web Site Availability	Availability to school payroll service users of the web site for obtaining information and/or submitting information on line (Website availability between 7am to 7pm, 7 days per week)	>97.5%	Pay fortnight ending: - 20 Nov 2018 available 100.00% of total hours - 4 Dec 2018 available 100.00% of total hours - 18 Dec 2018	Yes

Performance measure	Description	Target	Current performance	Achieved
			available 100.00% of total hours - 1 Jan 2019 available 100.00% of total hours - 15 Jan 2019 available 100.00% of total hours	
2.3 Complaints	Measure of the complaints being received relating to under- and overpayments in the pay week	<0.250%	Pay period 17 0.013% Pay period 18 0.012% Pay period 19 0.016% Pay period 20 0.022% Pay period 21 0.021%	Yes

Education Payroll Development Programme independent quality assurance 'health check' (IQA)

- The Education Payroll Development Programme IQA report is near completion. We will provide you with a briefing on it, covering the findings and next steps to ensure successful implementation of the Education Payroll Development Programme.

End of Year/Start of Year

- EPL successfully concluded the 2018 End of Year process and Start of Year screens are open for schools to ensure relevant employees are set up correctly in the payroll for the year ahead. The deadline for providing the relevant payroll instructions is the end of February, when the Start of Year screens will be closed. EPL has a communications campaign underway to ensure that schools are clear on what is required.

Proactive Release

- We recommend that this briefing note is not proactively released at this time as we need to consult with EPL on release of this information under the Official Information Act 1982.