Briefing Note: Schools payroll monthly update 5 August 2019

To: Hon Chris Hipkins
Minister of Education

Date: 5 August 2019

Priority: Medium

Security Level: In Confidence

Drifter: Kate Martin

METIS No: 1196405

Key Contact: Andrew Turner
Associate Deputy Secretary

DDI: 59(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

Hon Chris Hipkins
Minister of Education

5/8/19
5/8/19

Agree / Disagree
EPL performance

1. In pay periods 06, 07 and 08 (paydays 19 June, 3 July and 17 July respectively), EPL paid on average $200 m (gross) to around 97,000 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 06, 07 and 08 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 99.86%</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 06 100% Pay period 07 100% Pay period 08 100%</td>
<td>Yes</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>First quarter 75%</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: 18 June 2019 available 100.00% of total hours 2 July 2019 available 99.82% of total hours 16 July 2019 available 100.00% of total hours</td>
<td>Yes</td>
</tr>
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</tbody>
</table>
| 2.3 Complaints       | Measure of the complaints being received relating to under- and overpayments in the pay week | <0.250% | Pay period 06 0.016%  
Pay period 07 0.018%  
Pay period 08 0.018% | Yes |

Proactive Release

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.