



## Briefing Note: Schools payroll monthly update 26 October 2018

<b>To:</b>	Hon Chris Hipkins Minister of Education		
<b>Date:</b>	26 October 2018	<b>Priority:</b>	Medium
<b>Security Level:</b>	In Confidence	<b>METIS No:</b>	1162621
<b>Key Contact:</b>	Andrew Turner Associate Deputy Secretary	<b>DDI:</b>	s 9(2)(a)
<b>Messaging seen by Communications team:</b>	No	<b>Round Robin:</b>	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.
- EPL has launched the End of Year process where schools need to submit payroll instructions for a high volume of changes in employment.
- EPL is preparing for the large number of salary assessments expected from the recruitment campaign for teachers living overseas. The Ministry is working with EPL to ensure it has the necessary resources.
- **Note:** 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.

  
Andrew Turner  
Associate Deputy Secretary, Payroll  
Education Infrastructure Service

*Noted  
CH 6/11/18*

## EPL performance

- In pay periods 13 and 14 (paydays, 26 September and 10 October, respectively), EPL paid on average \$197 m (gross) to around 95,000 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 13 and 14 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 99.83%	Yes
1.2 Pay timeliness	Bank file(s) delivered before 12.00 PM before due Pay Day	100%	<b>Pay period 13</b> 100% <b>Pay period 14</b> 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%	Second quarter 79%	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: - <b>25 September 2018</b> available 100.00% of total hours - <b>9 October 2018</b> available 100.00% of total hours	Yes
2.3 Complaints	Measure of the complaints being received relating to under- and overpayments in the pay week	<0.250%	<b>Pay period 13</b> 0.032% <b>Pay period 14</b> 0.033%	Yes

### End of Year preparations

3. The End of Year process involves schools submitting payroll instructions for a high volume of changes in employment. Payroll changes at End of Year arise mostly as a result of common changes, for example new jobs starting in the New Year or employees leaving the sector. The large number of payroll instructions that must be processed makes this a busy time of year for both schools and EPL.
4. The screens for inputting End of Year school data opened on 10 October. As at 19 October, 21 schools (out of 2,412) have completed the process and 346 have accessed the screens and started. Schools have until 26 November 2018 to input their data.
5. EPL has confirmed that it will monitor the completions process to identify any schools that may be encountering difficulties in completing their End of Year returns. Where necessary, EPL will provide additional assistance to ensure completion occurs by the deadline.

### Salary assessments for overseas teacher recruitments

6. The Ministry is working with EPL to prepare for the salary assessments of the expected 850 teachers living overseas who will be appointed to schools as part of the wider Ministry recruitment campaign.
7. EPL needs to assess each teacher's qualifications and work experience in order to place the teacher on the salary scale in the relevant employment agreement. While EPL has recently implemented a new streamlined process, such a large number of assessments will create a spike of work at an already busy time of year.
8. The Ministry has provided additional funding to EPL to meet this demand.

### Recommendation on proactive release of this briefing note

9. 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.

**Agree / Disagree**