



Shared Service:

Payroll

Shared service commenced:

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Author:

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Overview of the shared service arrangement:

Medway Council provides a monthly payroll service to Gravesham Borough Council, this includes the main payroll and election payroll. A Service Level Agreement (SLA) exists for the service however it has been recognised that this is in need of review and update.

Medway previously provided a HR service to GBC, however from 1st July the GBC HR function was brought in house. The HR Business Partner is currently reviewing the legacy services provided by Medway to determine what is needed going forward which may affect the payroll shared service.

During the last 12 months Medway Council has undergone a staffing re-structure within the payroll function which has led to key personnel taking on differing roles and responsibilities within the service. This has not had a detrimental impact on the service that Medway are providing to Gravesham.

Gravesham currently has a dedicated payroll officer and a part-time team leader to oversee the service, however we have assurances that officers within the payroll structure are on hand to answer queries, should these officers become unavailable which builds resilience in the team.

The service from a Gravesham perspective is working well in that staff are paid accurately and on time. On occasion some officers have been underpaid due to sickness or holidays not being correctly reported/recorded. This is then followed up by a faster payment made by the finance team. Managers should promptly inform HR of any changes to the payroll, to ensure this is kept to a minimum.

As mentioned below in the recommendations section. There has not been any reporting against KPI's stipulated in the SLA and this should be done going forward as well as implementing new and meaningful objectives for the coming year.

Progress against objectives:

	Objective	Update
1	Resilience to the service provision; Employee's, members and casuals (e.g. working on elections) paid on a monthly basis on specified date	The current structure supplied by Medway ensures that resilience has been built into the staffing structure of the payroll team.
2	Maintenance of integrated HR system and provision of access and information to support the HR function within GBC	This objective is in progress The HR manager at GBC is currently reviewing HR requirements going forward following a restructure of GBC's HR team.
3	Provision of Self-service function reducing administrative impact on HR	This objective is in progress. The self-service function is not being used to its full potential. Currently only booking of leave is facilitated, however going forward it is hoped that SS4U will enable managers to record sickness absence on the system, this is to be taken forward by the team at Medway in the new year.
4	Provision of Pension administration service	The pension administration service is operating effectively
5	Provision of Financial reports which integrate with General Ledger	Objective has been met

Key Performance Measures:

		Target 2020/21	Outturn 2020-21
1	There have been changes to the service during the year and there is a need to establish new and relevant KPI's going forward. This is recorded in the recommendations section of this review.		

Update against recommendations identified in previous year review:

	Objective	Update
1	There is a need to hold quarterly service review meetings and these should be established moving forward. This was delayed due to COVID 19 but will become even more critical moving forward due to the changes of responsible departments at Medway and planned development of the system.	A service review meeting was held in June 2021 between Medway payroll personnel and GBC and a follow up meeting was held in November 2021. Further service review meetings will be diarised to take place quarterly, with additional meetings arranged as required to respond to specific activity such as updating the SLA
2	Following the upgrade and the staffing restructure a plan for the improvement of SS4U will be produced which aligns with the implementation plan.	This objective is in progress, however the facility to record sickness absence on SS4U will be taken forward in the new year.

Recommendations/Service Improvements for the coming year:

1	Review the SLA and agree any amendments to this.
2	To determine relevant KPI's for the service going forward and ensure these are monitored on a regular basis.
3	Recommence quarterly meetings with the Medway Payroll Service.
4	Medway to develop a plan for improvement of SS4U and share with Gravesham for information and comment.
5	GBC to remind managers of the importance of getting timely and accurate information to HR before payroll cut off dates.