

## Appendix T – Payroll

### 1. Payroll

To provide schools with an end to end professional and comprehensive payroll, pension and staffing administration service including the maintenance of a fully integrated personnel and payroll record. Completion of all necessary returns to HM Revenue and Customs, Teachers' Pensions and the West Yorkshire Pension Fund and other third parties. Compliance with all applicable negotiating bodies terms and conditions of service in order to pay employees accurately and on time using state of the art HR/Payroll software. The provision of management information and comprehensive customer support

### 2. Response rate

This question has a high response rate, this year recording 116 responses from all schools. The total number of responses was not recorded for 2004/05 or 2007/08. The details are listed below in Table 1.

Year	Number of responses	% of Leeds Schools
2004/05	-	-
2005/06	94	34.55%
2006/07	110	40.44%
2007/08	-	-
2008/09	116	42.96%
2009/10	112	41.48%

Table 1 : Total number of responses by year.

### 3. Service providers

Those service providers recording five or more responses are shown below in Table 2. The table lists the total responses for 2005/06, 2006/07, 2008/09 and 2009/10 and further breaks down the responses into primary, secondary and other phases for 2009/10.

Service Provider	2005/06	2006/07	2007/08	2008/09	2009/10			
	Total	Total	Total	Total	Primary	Secondary	Other	Total
Payroll Services, Business Support Centre	94	110	-	116	100	11	1	112

Table 2 : Total number of responses by service provider.

Within this service sector, all schools that responded, used Payroll Services provided by the Business Support Centre, Leeds City Council. The service is well represented in both primary and secondary phases.

### 4. Performance level

The key performance level review is measurable on a scale of 1 = very good, 2 = good, 3 = highly satisfactory, 4 = satisfactory, 5 = unsatisfactory, 6 = poor and 7 = very poor. The mean performance level is shown in Table 3 below.

Service Provider	2007/08		2008/09		2009/10		
	Avg.	Performance Level	Avg.	Performance Level	Avg.	Performance Level	Change
Payroll Services, Business Support Centre	-	-	2.50	Highly Satisfactory	2.48	Good	Better

Table 3 : Performance level by service providers

Payroll Services provided by the Business Support Centre, Leeds City Council average performance score improved from 2.50 to 2.48. The service is now good.

**5. Service providers – value for money**

Schools were asked to record whether or not the service provider was delivering value for money. The responses are listed below in Table 4. The table sub-divides the responses into primary and secondary phases.

Service Provider	Primary			Secondary			Total		
	Yes	No	No Comment	Yes	No	No Comment	Yes	No	No Comment
Payroll Services, Business Support Centre	74	6	20	9	1	1	83	7	22

Table 4 : Value for money by service providers

The majority of schools that responded to this question recorded that the service was delivering value for money.

**6. Service providers – improvement**

Schools were asked to record how the service provider could improve their service delivery and what steps they were taking to ensure that this was taking place. Table 5 lists the response to this question.

Service Provider	Primary			Secondary			Total		
	Yes	No	No Comment	Yes	No	No Comment	Yes	No	No Comment
Payroll Services, Business Support Centre	53	13	34	8	2	1	61	15	36

Table 5 : Expected improvement by service providers

The majority of Primary and Secondary schools expect the service to improve. Free text comment regarding how the service could be improved suggested more information was required on payslips and also a decrease in the number of mistakes made.

The full list of unedited comments is available in [Annex T](#)

## Annex T – Payroll

Payroll Services, provided by Business Support Centre, Leeds City Council

### 1. Please explain why you rate the service provider this way?

#### Positive responses

- Just Great.
- Queries usually answered in a timely fashion.
- At present we have no incentive to seek an alternative.
- Most efficient. Offered lots of helpful advice.
- Provides comprehensive service for all payroll/personnel requirements.
- Payroll reports are so far reasonably accurate and staff helpful when queries raised.
- On the whole we are satisfied with this service.
- Few small problems during the year but always very helpful over the phone.
- Reliable service.
- Service has continually improved this year. Staff always helpful and queries dealt with as soon as possible.
- Telephone support good.
- Good service and good response to queries.
- Generally high standards. Team under high pressure of volume. Team leader, very efficient.
- Payroll has improved over the last 12 months but staff would like extra detail on payslips (eg re: extra hours).
- I have a good relationship with Payroll and they always provide me with good advice.
- Generally helpful in responding to queries and resolving issues.
- Delay in changes. Very approachable.
- Couldn't do our work without them. Their knowledge and helpfulness is key to smooth running of the school.
- A good service provided to school.
- As office manager I hardly get any queries from staff regarding their payslips.
- Prompt and efficient service.
- Always efficient at sorting out queries but problems arise between PACE and Payroll. Payroll do not always follow instructions sent to PACE.
- Bespoke payroll service for School Partnership Trust. Excellent delivery through reliable, competent and very pleasant staff.
- Seems reasonably OK.
- Always helpful and informative.
- No problems noted. Cannot comment on value for money as nothing to compare or contrast with.
- Always very helpful.
- Staff have been very accommodating, trying to ensure staff in school are paid on time when we have been late with forms.
- Good advice and queries dealt with appropriately.
- No problems this year.
- Provide a very efficient service. One problem we have is that we are sometimes mistaken with Cookridge Primary resulting in charges been made against wrong school.
- Good at trouble shooting and giving advice and always available.
- Always helpful.
- Very efficient.
- Efficient, helpful and deal with queries promptly.
- Pleased with service.
- Clear advice.
- The overall service has been satisfactory with no problems moving towards highly satisfactory.
- ..... is very helpful with SAP support.

- Excellent service - always helpful and polite.
- Always very helpful and efficient when dealing with telephone queries with regards to payroll.

### Negative responses

- Customer service can sometimes be lacking - especially when not processing variation to hours claims accurately. We submit bulk claim forms and have had occasions where not every claim has been processed resulting in staff being paid incorrectly. When challenging the service for reasons they don't seem overly concerned that employees are owed money. Several staff in school have commented on unhelpful attitudes of BSC staff on the phone when querying their payslips.
- They do well but could probably do better owing to being short staffed and a very heavy workload.
- Continue to input correctly when info is clearly given. However, all errors and quickly and pleasantly rectified, staff always very helpful. Annoying that silly mistakes are causing extra work all round.
- A lot of issues with pay being different or not right resulting in staff forever at the office and us having to chase things up, check this out etc.
- Need to improve slightly when resolving queries - have had to sometimes send queries in 2 or 3 times.
- Conflicting information on how to fill certain forms in. Lots of mistakes with pay claims eg HLTA. Some clear guidance on every form would be helpful.
- Recent problem occurred when member of staff to be paid higher graded amount. She was vastly overpaid and this problem continued over a 2nd month. Still not resolved. Feel lack of communication all round. Usually, however, excellent service and queries resolved quickly and efficiently.
- Payroll reports received too late - should be with or before payslips. Lack of communication from Payroll if they have any queries.
- Poor at contacting school if there are issues tend to just not make a payment and wait for a reaction.
- Very frequent mistakes, don't seem particularly bothered about their mistakes.
- They have lost two sets of pay slips this year.
- There needs to be more effective communication between PACE and Payroll - Been more errors of late - may be due to workload. However, staff always very pleasant and amenable.
- ADI input is meant to be closed for 1-2 days for payroll runs but is generally closed for a week. - lost paperwork meaning duplicated copies have to be held by school - slow response to high level queries - long delays in processing paperwork.
- Still too many times staff incorrectly paid.
- This is an appalling service. Extremely slow at processing and paying staff. Numerous mistakes made with pay. No responsibility for actions.
- Payroll sheets are not explanatory nor detailed enough. School can only check a basic figure.
- Never fully clear about Payroll, PACE and the need for separate depts.
- Not always reliable and mistakes impact on staff when they concern pay. Slow in payments on overtime forms.
- Some errors still.
- Do not support school by delays in staff payments - this causes anxiety and stress in school.
- Few problems with changes to pay following pay and grading but on the whole no problems.
- Lots of mistakes made.
- Sometimes not clear how payments are made - systems problem rather than payroll.
- Duplications of overtime entered onto system. Payments not received by individuals (due to 2 positions) notes ignored on docs sent.