



# You said, we did

**Thank you** to everyone who has provided feedback and given their time to help us make improvements to the service.

We have been working hard to make changes as a result of this feedback and will continue to make improvements to ensure you receive a high quality of service.

**Customer satisfaction now 9.09/10**

We'll be keeping you updated on further progress through Heads Up over the coming weeks and will continue to attend consortium meetings.

## What we have done



### Shortened the new starter process

- Roll-out of new starter functionality linking to SIMS
- 17 pages reduced to one form
- Further enhancements will include employee transfers, new positions and running real time reports



### Reduced the payroll lockout

- Length of time the system is available for input increased by one day
- We will look to increase this further



### Reviewed payment error process

- Errors now processed in 7 days - down from 19 days
- Error rate reduced by 60% in second half of 2018/19
- £100 fee for occasional under/over payment temporarily waived



### Improved system performance

- 24% drop in performance issues reported in second half of 2018/19
- We will continue to work with supplier on improvements
- Don't suffer in silence tell us about performance issues



### Improved gross pay report

- Enhanced reports now include:
- Pension scheme details
- Working pattern changes
- Hourly rates/scale point values



### Improved the quality and speed of our responses

- increased quality checking and monitoring has seen customer satisfaction score increase to **9.09** from **7.8** out of **10** in the second half of 2018/19



### Reintroduced named contacts

- All schools have an identified first point of contact from Sept 2019
- Schools will be contacted by their named person at least once per subscription period



### Training

- Drop in sessions continued in 2018/19
- To ensure continued support we will provide knowledge transfer sessions or refresher courses for Business Managers
- Please get in touch if you have any specific requirements

To contact us with any suggestions, requests or feedback please email [weshrandpayroll@warwickshire.gov.uk](mailto:weshrandpayroll@warwickshire.gov.uk)