

**ELECTORAL OFFICE FOR NORTHERN IRELAND
MANAGEMENT BOARD PAPER**

Date of Meeting: 11 November 2010 **Prepared by:** Margaret J McMullen

Review of HR Connect Payroll Service for Permanent Staff

The Management Board is asked to consider this review of HR Connect payroll service for permanent staff and recommendations made.

It was agreed at the May 2010 Board meeting the decision to move to in-house payment should be delayed for a period of six months to see if the standard of service provided by HR Connect to EONI would change significantly.

The Board monitors performance of HR Connect on a monthly basis and the key problems identified over the past six months are as follows -

- overpayments to leavers
- inaccurate adjustment made to employers ASLC of a former employee
- inaccurate payment of environment allowance to a member of staff
- underpayment to two members of staff on temporary promotion

During the last week of each payroll month the HR Officer receives a report of payments and deductions to EONI Staff pay and is proactive in checking this report and taking necessary action, if required.

On 27 October 2010 HoCs and HR Officer met with HR Connect and Fujitsu to discuss and agree the methodology for payment of the 2009 pay award to EONI staff.

Inaccuracies made by HR Connect over the past six months were raised at the meeting and HR Connect staff gave assurance that new procedures are in place to avoid the risk of the errors reoccurring. The HR Officer has since been in contact with HR Connect staff and agreed improvements to those procedures.

A request was made at the meeting to access on line HR Connect Portal for EONI staff records and obtain accurate and timely information on HR activities carried out by the Shared Service Centre. This information would help EONI plan what works needs to be done to staff records to enable accurate payments. HR Connect are confident that they can provide Portal access to nominated HR staff in EONI and the cost should be less than £5k.

In August Sage UK Ltd made full refund of £663 on return of the Payroll Software.

The Internal auditors have carried out a review of the permanent staff payroll. The final report will be presented to the December Board.

Recommendations

1. EONI should evaluate the performance of HR Connect on implementation of the backdated 2009 pay award and overtime.
2. The Board should continue to monitor performance of HR Connect on a monthly basis.
3. Review the position in six months at which time the NIO are likely to have developed a long term strategy in relation to shared services for arms length bodies.

	10 November 2010
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