

Your Essential Guide to a more effective Payroll Service

How can local authorities like yours improve public service delivery, reduce costs and deliver clear, measurable outcomes for citizens? Drawing on a wealth of experience working with payroll services, we've collated four key areas which will help you to drive sustainable efficiencies:

1. Ensure all data is received in a timely manner

Much effort is expended and much time wasted in payroll offices with staff chasing late information or delaying processes until information is available. The common culprits are information for overtime and expenses payments. A whole industry of processes is put in place to deal with them. Far better to look 'upstream' to the root causes and remove the causes of delay. This means working with customers to understand (rather than accuse or blame!) and make it easier to provide timely information to the payroll team.

2. Receive the right information needed to process payroll

Spending time with clients/customers to make it as easy as possible for them to provide payroll with timely information also allows you to make it easier for them to provide the right information. This drastically reduces waste and frustration, both for payroll staff and for customers.

3. Minimise errors

Making it easier for customers to provide the right information to payroll teams means that there are less corrections and amends needed and the risk of errors creeping in is dramatically reduced. One of our clients achieved a significant increase in 'clean' data (from around 20% clean to 80% clean) – this also resulted in less errors.

4. Remove waste, re-work and frustration from processes

Taking time out to work with front line staff and managers to review how the payroll service really works makes visible all of the wastes of rework, delay, hand-off, checking, waiting, correction, and so on. This exposes the opportunities to improve the internal work designs. The resulting savings from removal of waste are always substantial.



And the consequences of doing all this in an open, fair and honest way, with clarity of purpose? Staff and managers know how their work delivers what matters to their customers, they work better together and the workplace culture shifts from one of 'fire-fighting' and blame to one of supported learning and improvement. In other words, it all adds up to a better place to work.

If you'd like to know more about some of the specific projects we've been involved in, and hear more about these best practice approaches, get in touch with: Jaime Beckett (jaime.beckett@icecreates.com / 07764 635472) or Rachel Stamp (rachel.stamp@icecreates.com / 07979 906065).