

WILTSHIRE COUNCIL

WILTSHIRE LOCAL PENSION BOARD
22 May 2024

Integrated Payroll System Update

Purpose of the Report

- 1. To update the Board on the integrated payroll system and an update following the Council’s migration of Payroll service from SAP to Oracle.

Background

- 2. Wiltshire Pension Fund have held regular weekly meetings with key members of the Evolve Programme and recorded full minutes and actions.
- 3. The Council formally migrated to Oracle from SAP following an Evolve Programme Board Meeting on 22nd April 2024 that approved the go live based on the results of the final phase of parallel running.
- 4. The final parallel run for the Wiltshire Pension Fund had an accuracy of 99.5%. Of those that did not match the following breakdown was provided detailing the errors identified:

Deceased or suspended in SAP	60 records
Outside of 50p tolerance	16 records
Outside of 5p tolerance	11 records

These were all manually keyed to correct prior to payment being made.

- 5. Payment was successfully made on 25th April to all pensioners and dependants. Altair and Oracle are now aligned.
- 6. Pension payslips were uploaded to the online rPowered portal on 25th April.
- 7. The April 2024 payment was a pro-rated amount as the pension increase was due with effect from 8th April 2024. The final step of the migration to Oracle will see a final load with the full increased amount being applied to Oracle. This will be paid from May 2024 onwards.

Issues experienced with member payments

- 8. Members typically receive their payslips more than one week prior to payment date. No correspondence was issued to pensioners and dependants advising the timescales would be different in April. This resulted in a large spike of phone calls and concerned pensioners and dependants.
- 9. Payslips were loaded to rPowered but all pensioners and dependants opting in to receive a paper payslip did not receive until after 25th April (i.e. after the statutory deadline).
- 10. 10 pensioners with an injury allowance had tax deducted from this element. This will be retrospectively fixed in May 2024.
- 11. A number of overseas pensioners advised that their payment arrived late, but we are unable to determine if this was an issue with Western Union transferring the monies.

Migration from Oracle to our integrated Payroll System

- 12. The migration to our integrated payroll system will start following the May Payroll with a cut of the Oracle payroll data being share with Heywood Technologies.
- 13. The migration will involve parallel running our integrated payroll with Oracle payroll prior to the transition. This will not be before the August 2024 payroll run.

Environmental Impact of the Proposal

- 14. Not applicable.

Financial Considerations & Risk Assessment

- 15. Not applicable

Legal Implications

- 16. There are no material legal implications from this report.

Safeguarding Considerations/Public Health Implications/Equalities Impact

- 17. There are no known implications at this time.

Proposals

- 18. The Board is asked to note the progress concerning the Evolve migration and the Integrated Payroll System.

Jennifer Devine
Head of Wiltshire Pension Fund

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Unpublished documents relied upon in the production of this report: NONE