

WILTSHIRE COUNCIL

LOCAL PENSIONS BOARD
23 September 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 and Oracle to Altair.

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. The full increase was included in the May 2024 payment.

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 and May. This resulted in a large spike of phone calls and concerned pensioners and dependants. We continue to receive queries as to when payslips will be uploaded 5 months after migration.
9. Payslips were loaded to rPowered but all pensioners and dependants opting in to receive a paper payslip did not receive this until after the payment date.
10. 10 pensioners with an injury allowance had tax deducted from this element. This was 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.

Reporting issues

12. Data has only recently been received however we have completed a reconciliation, unfortunately there. There are 14 members who are being paid a difference of greater than 2p amount compared to Altai which amounts to a total difference of £904. We are currently investigating this as no payments should have changed since the May 2024 increase file was submitted.
13. Details of any over or under payment in respect of deceased member was passed to the Pension Fund a month after the initial payment run. This information was previously provided a week following payment to allow the Fund to notify the family/estate of the deceased of any under or overpayment in a timely manner. These reports are still being received later than before SAP Migrated to Oracle.
14. April, May and June AVC data was submitted late to Prudential, however, though the contributions were paid on time. This meant that Prudential were unable to invest the AVCs in a timely manner. This has also delayed retirements and the Fund has received one complaint regarding this. Potentially the Council could be liable for any investment losses if members lose out financially.
15. The April iConnect submission in respect of the Council payroll was submitted 6 weeks late with a large number of errors. We have been advised that these errors will be resolved on the May Submission which was due on 9th June and has not yet been submitted. All submissions for April and May for the remaining employers that the Council administer payrolls have now been submitted. All contributions due have been paid. Delays in receipt of data will mean the records will become out of date quickly and this resulted in the Status 2 cases going over 500.

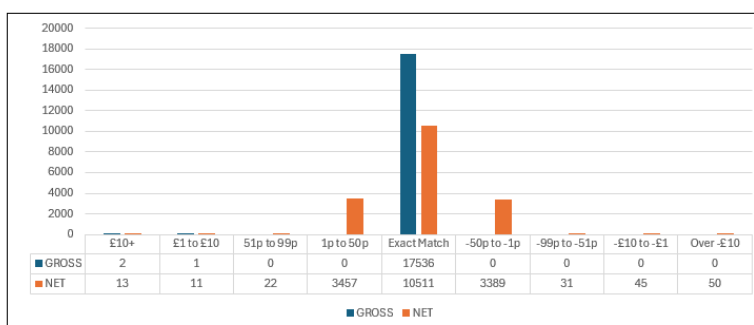
Migration from Oracle to our integrated Payroll System

16. The migration to our integrated payroll system has now begun and we have received a cut of the Oracle payroll data which has now been shared Heywood Technologies.
17. The migration will involve parallel running our integrated payroll with Oracle payroll prior to the transition. Our first payroll run produced the following results:

Payroll Gross to Net Comparison

Difference	GROSS	NET
£10+	2	13
£1 to £10	1	11
51p to 99p	0	22
1p to 50p	0	3457
Exact Match	17536	10511
-50p to -1p	0	3389
-99p to -51p	0	31
-£10 to -£1	0	45
Over -£10	0	50
Percentage (£1)	99.98%	99.32%
Percentage (50p)	99.98%	99.02%

	Oracle	Altair	Difference
GROSS	£ 8,643,080.07	£ 8,643,303.69	£ 223.62
NET	£ 7,235,664.25	£ 7,224,718.79	-£ 10,945.46



Environmental Impact of the Proposal

18. Not applicable.

Financial Considerations & Risk Assessment

19. Not applicable

Legal Implications

20. There are no material legal implications from this report.

Safeguarding Considerations/Public Health Implications/Equalities Impact

21. There are no known implications at this time.

Proposals

22. The Committee 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