

# WILTSHIRE COUNCIL

WILTSHIRE PENSION FUND COMMITTEE  
12 December 2024

## Integrated Payroll System Update

### Purpose of the Report

1. To update the Committee 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. The Council formally migrated to Oracle from SAP following an Evolve Programme Board Meeting on 22<sup>nd</sup> April 2024 that approved the go live based on the results of the final phase of parallel running.
3. Payment was successfully made on 25<sup>th</sup> April to all pensioners and dependants. Altair and Oracle are now aligned.
4. Following the successful migration to Oracle the migration to our integrated Payroll System started in June 2024 following a period of hyper care to fully establish the Council's new system.

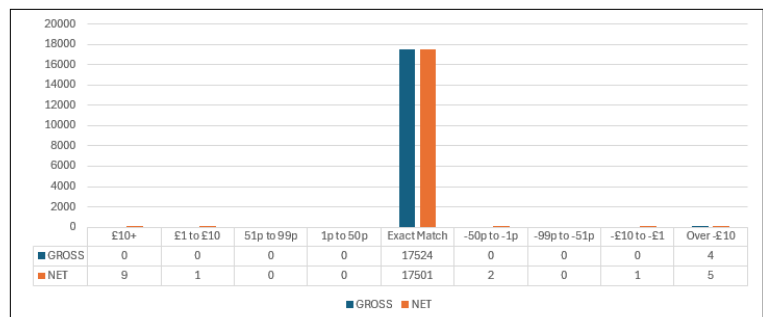
### Migration from Oracle to our integrated Payroll System

5. The Council Payroll Team have been fully engaged with the migration of our payroll, providing us with the appropriate resource data extracts and attending weekly project meetings.
6. The migration to our integrated payroll system has begun and we received a cut of the Oracle payroll data which was shared with Heywood Technologies and loaded to a pre-production environment.
7. The migration then involved parallel running our integrated payroll in the pre-production environment with Oracle payroll prior to the transition. Our October parallel run produced the following results:

Payroll Gross to Net Comparison

Difference	GROSS	NET
£10+	0	9
£1 to £10	0	1
51p to 99p	0	0
1p to 50p	0	0
Exact Match	17524	17501
-50p to -1p	0	2
-99p to -51p	0	0
-£10 to -£1	0	1
Over -£10	4	5
Percentage (£1)	99.98%	99.91%
Percentage (0p)	99.98%	99.90%

	Oracle	Altair	Difference
GROSS	£ 8,648,045.89	£ 8,647,879.65	-£ 166.24
NET	£ 7,229,369.93	£ 7,234,863.17	£ 5,493.24



8. The 4 gross differences were all Oracle payroll paying incorrect amounts. WPF had previously instructed the Council to suspend the pension for 3 potential deaths. The Council had stopped the Basic Pension element but incorrectly continued to pay the

Added Years element. The fourth pensioner has a recovery of pension in place. The Council had set this up as a negative recovery, i.e. an additional payment to the member.

9. The 18 net differences include the 4 gross discrepancies (above), plus 14 who had YTD adjustments and tax refunds that weren't notified to us by the Council Payroll Team. We have obtained this revised data will ensure that these payments reconcile before we start processing the October payroll and will manually calculate these all individual using HMRC PAYE calculator tool to verify all payments in the October payroll.
10. This was regarded as a successful and clean parallel run and it was agreed to go live.
11. When running live payment for 25 October 2024 the following discrepancies were found:
  - 38 members where the gross payment did not match amounting to £16,247.54.
  - 4 of these members were suspended on Oracle and they have now contacted the Fund so we were able to reinstate them in the September payment.
  - 32 members were paying previous overpayments and the repayment had been incorrectly ceased on Oracle and we corrected these on the first payment from Altair.
  - 2 members were paid incorrectly due to data migration issues. These have now been corrected.
12. The September payment had to be paid in two instalments. The current Altair payroll was paid from Altair Live, and the migrated membership were paid from the test environment. This was not in line with the Fund's Plan and only came to light as the payment was due to made. This issue was because Heywoods had to merge multiple member records to enable the Fund to submit the RTI data to HMRC. However, this did not work and we had to make a manual payment to Heywoods. This is due to be resolved with Heywoods in the next release, until this happens all payments to HMRC will be manual.
13. Any changes that occurred between migration were not passed to the Fund from the council payroll team. This result in a higher number of queries than expected from pensioners whose addresses were incorrect and in some cases bank details were incorrect. Due to the way bank accounts are transferred most of the payments automatically diverted but there were 15 pensioners who received their payments late. These issues have now been resolved.
14. Post project meetings are due to happen in the next two weeks with Heywoods and we will be giving feedback on the issues experienced. A full project closure report will be provided once these meetings have taken place.

### **Environmental Impact of the Proposal**

15. Not applicable.

### **Financial Considerations & Risk Assessment**

16. Not applicable

### **Legal Implications**

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

**Safeguarding Considerations/Public Health Implications/Equalities Impact**

18. There are no known implications at this time.

**Proposals**

19. The Committee is asked to note the progress concerning the migration to our 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