



Gosport Borough Council Local Authorities Take a Shared Service Approach to Payroll



Gosport Borough Council required a new payroll solution for their 400 employees. A neighbouring council, East Dorset, were also looking for a similar system. The joint decision was made to implement NGA Human Resources ResourceLink payroll solution, enabling both councils to experience efficiency improvements from the solution, as well as reduced costs of implementation.

Cross-council implementation reduces costs

When Gosport needed a system to manage its payroll for 400 employees, an opportunity to take a shared approach presented itself. Phillip Reynolds, Head of Pay and Administration at Gosport, was aware that an authority in the next county, East Dorset District Council were also looking to achieve the same objectives.

"East Dorset are similar in size to us and so it was a good fit," Phillip explains. "There are differences of course, for example in Gosport we pay some staff weekly whereas East Dorset pays their 800 employees exclusively on a monthly basis.

But that didn't matter as NGA Human Resources were able to deliver a simultaneous implementation which applied to both councils, which represents a big saving."

Sharing the implementation also meant that Phillip and his counterpart at East Dorset could talk to each other about how things were going, often coming up with ideas that they might not have found so easily on their own. This also helped reduce the amount of consultancy needed because they found solutions to several issues this way.

An ongoing partnership between councils

The benefits of taking a shared services approach didn't end when the implementation completed. The two payroll departments continue to liaise where appropriate, including with an agreement about supporting each other in disaster recovery situations if necessary.

"We are running the same system so it makes sense to have this reciprocal arrangement," explain Phillip Reynolds. "Should one of us face a disaster event we can quickly access our data and run the system from the other council's payroll department."

About GOSPORT BOROUGH COUNCIL

Gosport Borough Council is located in the county of Hampshire, and services a population of 76,415.

“The support we get from NGA Human Resources is excellent. Just about everyone we talk to has worked in payroll on the client side so they really understand what we need.”

Phillip Reynolds
Head of Pay and Administration, Gosport Borough Council

ResourceLink delivers time and cost savings

As for what ResourceLink has delivered for Gosport, Phillip Reynolds is certain about its value: “It’s a very good system that has helped us improve efficiency. One of the things I especially like is the fact that we can initiate pay runs for individuals or groups whenever we need to.

“Something as simple as a tax code change matters to the individual as they need to get correct pay, but in the past with other systems we had to run the whole payroll, even to recalculate for just one person. The fact that we can handle situations like this without complete pay runs saves us a lot of time.”

Phillip is also positive about the future suitability of ResourceLink: “You get the feeling that it’s not just a static system. Instead, NGA Human Resources are developing it all the time so it will always keep pace with changes in legislation, best practice and what new technology has to offer.”

“Excellent” support from payroll specialists

The council have also received extensive support from NGA Human Resources, a benefit for Phillip and the team resulting in a partnership approach between the two organisations. “The support we get from NGA Human Resources is excellent. Just about everyone we talk to has worked in payroll on the client side so they really understand what we need.

“They are especially good at knowing when we need critical support. We do use a system to prioritise our requests and the high priority ones are always actioned well within the agreed timescales. It’s a good example of the partnership relationship we have with NGA Human Resources: they trust us to prioritise requests correctly and they always deliver when we need them to.”

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