



Shared Business Services

Payroll & HR

Your Trusted Payroll & Pensions Partner



delivering value to the NHS

www.sbs.nhs.uk

About NHS Shared Business Services Payroll & HR

NHS SBS is the largest external provider of Payroll and Pension services to the NHS, servicing more than 200,000 employees and processing over 2.5 million payroll transactions per annum for 56 NHS organisations.

At this time of considerable change within the NHS, it is important that NHS organisations select a partner that can be relied upon to deliver service excellence, together with the ability to manage and support these reforms. NHS SBS has a proven track record and works in partnership with existing clients, who represent over 40% of the NHS.

In 2005 NHS SBS acquired Hampshire Shared Financial Services which provided NHS SBS with the platform, including over 100 experienced NHS employees, to deliver payroll and pension services. Today, NHS SBS employs over 250 people, with specific NHS Payroll and Pensions expertise, to deliver its payroll ESR transactional and pensions services.

Building a strategic partnership with NHS Shared Business Services will enable NHS Trusts and other organisations to transform payroll and pensions services whilst improving quality, increasing efficiencies, reducing risk and significantly reducing costs.

The business process transformation of payroll and transactional ESR operation will also be a significant driver in helping to meet the Quality, Innovation, Productivity and Prevention (QIPP) requirements for back office efficiency savings. NHS SBS is committed to being your trusted and collaborative business partner on this journey.

Experts you can trust to deliver

At the heart of the NHS are its people and in order to keep delivering the highest levels of service, it's vital that NHS employees are paid the right amount of money, on time, all the time. So who can you trust to deliver a reliable Payroll, Pensions and HR Administration service to your people, with the highest possible standards of service AND save up to 40% of your costs at the same time? The answer for over a third of NHS Organisations is NHS SBS Payroll & Pension Services.



...economies of scale and streamlined processes to realise cash savings of up to

40%

We have Payroll clients spanning the breadth of the NHS – Foundation Trusts, Primary Care Trusts and Strategic Health Authorities through to Arms Length Bodies, all of whom take advantage of our economies of scale and streamlined processes to realise cash savings of up to 40%. NHS SBS is the largest Payroll Provider into the NHS, paying over 200,000 NHS employees every month, with accuracy rates currently standing at 99.6%.

We provide a reliable and accurate Payroll service tailored to your needs and delivered by a dedicated Payroll team.

NHS Payroll & Pensions expertise

Our highly experienced NHS Payroll and Pensions people have extensive expertise in both ESR and complex NHS terms & conditions. Many of our people have transferred across from NHS Trusts and some have more than 30 years' experience working in the NHS. Our Payroll service includes full payroll operations, travel expenses and HR administration, with total commitment to developing 'best in NHS practice' solutions.

Our Pensions service has teams focused on the specialist areas of Awards, Estimates and Query Resolutions, with particular resource dedicated to Pensions Choice. In-depth Pensions reporting is supported by client workshops and updates, along with Pension Seminars to keep Trusts and other organisations up-to-date with the latest information.

"I would recommend that other NHS organisations consider working with NHS SBS."

Steve Wallwork, Director of Finance & Corporate Services, Torbay Care Trust

Efficient results built on our NHS expertise



Enhanced Management Information

NHS SBS clients receive a monthly Operational Review Pack (CORP) providing management information that enables them to report factual data to their Boards. Existing clients find that the information we provide empowers them to analyse key performance data, which they can use to benchmark their organisation against others, as well as support strategic planning and delivery.

Streamlined Communications

Our specialist Contact Service Centre (CSC) ensures all Payroll enquiries are handled through a consistent communications channel, giving access to our knowledgeable team, allowing all calls and trends to be tracked and analysis reports to be produced.

A unique approach to overpayments management

Owing to the very nature of NHS working practices, every NHS Trust and organisation will recognise the issues that can occur due to overpayments. NHS SBS has developed a unique computerised system that helps identify when this situation arises. We can identify the root cause for overpayments, and through the management information we supply we support organisations in reducing their occurrence in future and then follow our tried and tested process to recover monies owed as quickly as possible.

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99.6%
accuracy rate

Controlled and collaborative working to ensure best practice

We firmly believe in working with our clients in order to achieve the highest possible standards and results.

Information Governance, Quality Standards & Data Security

NHS SBS is independently accredited at Level 3 for Information Governance and has SAS 70 compliance across all our systems of controls and measures. Our automated payslip-to-payslip comparison tool service has been developed specifically for NHS SBS, which can be tailored to local clients' needs and policies, to look for payroll anomalies.

This process reduces the number of payroll errors, ensuring the accuracy of the service.

Collaborative learning & shared best practice

We firmly believe in working with our clients in order to achieve the highest possible standards and results. Our Payroll Client Forums give our clients the opportunity to share knowledge and innovative developments with fellow HR Directors and Directors of Finance.

We also have a dedicated Payroll Trainer, providing training to our own people and to clients relating to general payroll and pensions processes, as well as assistance relating to legislation and standardising processes.



"Why NHS SBS? Apart from the fact that we knew them well and that they were already delivering F&A successfully for us, the key factor was that NHS SBS is staffed with experienced NHS payroll and pensions people. This reassured us that we would have continuity of skills and expertise built up over many years with staff well versed in the specific knowledge required to deal with NHS Payroll."

Michael White, Assistant Director of Finance, Worcestershire Acute Hospitals NHS Trust

Supporting NHS Trusts to ensure success

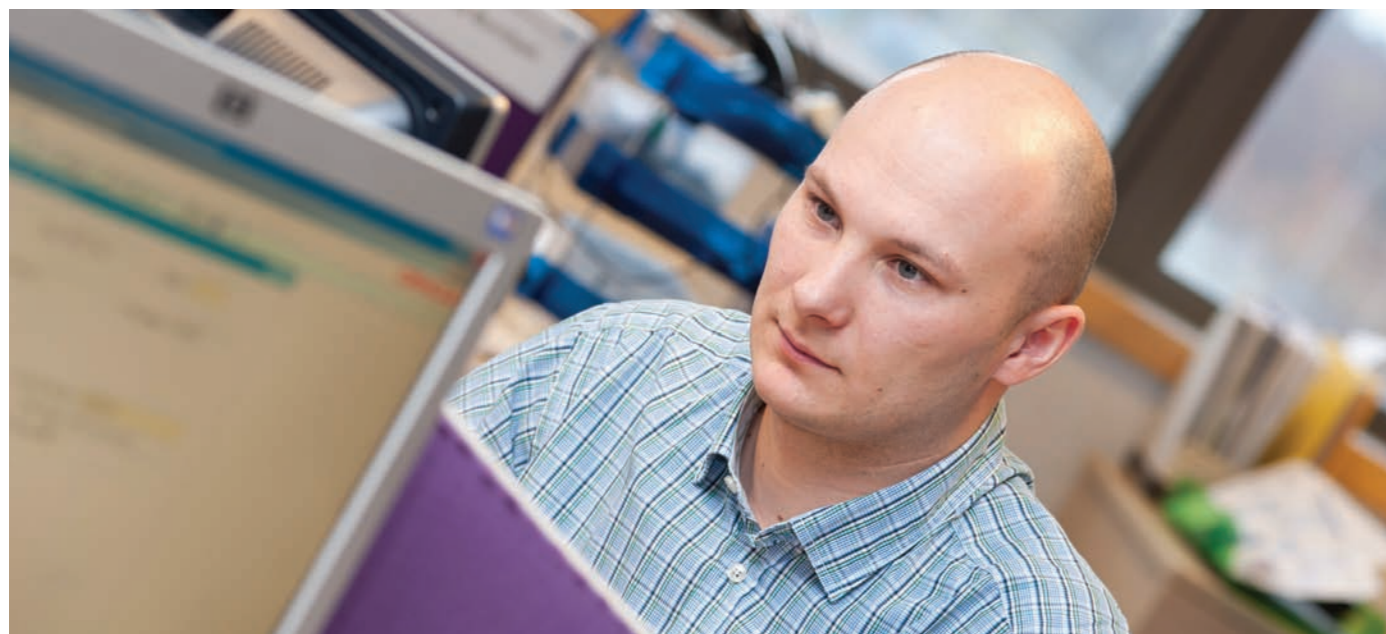
Risk-free Transition

We achieve smooth transitions for every client to our payroll and pensions service through additional support from our migration team who work alongside the payroll team for the first three months that we provide the service, with named individuals who you can call as required. A dedicated client manager provides additional integration assistance, with regular scheduled meetings to review progress and to ensure that the necessary controls are in place.

Client Satisfaction - Guaranteed

Our clients' satisfaction is very important to us. To date, we have transitioned 56 clients to NHS SBS Payroll services and our latest Client Satisfaction survey indicates that 95% of Directors of HR and Finance "would recommend NHS SBS", which is a reflection of our service excellence and commitment to quality

We achieve smooth transitions for every client to our Payroll and Pensions service...



How can we help you?

We would love to work with you as your strategic Payroll Services partner to realise these and other added value benefits for your organisation. Give us a call today on 0118 984 7080.

The facts speak for themselves

- **40%** cash savings
- **99.6%** accuracy rate
- **2.5 million** annual payroll transactions
- **56** NHS clients
- **95%** client advocates
- **30 years** NHS payroll & pensions experience

About NHS Shared Business Services

NHS Shared Business Services (NHS SBS) is the market leader in business support services for the NHS. It is a unique joint venture between the Department of Health and Steria, and currently provides Finance & Accounting, Payroll & HR, Family Health Services and Commercial Procurement Solutions to all types of NHS organisations. More than 27 million people in England have NHS healthcare delivered by NHS SBS clients.

NHS SBS provides a range of value added services to enable NHS trusts to focus on strategic decision making and business

improvement activities, whilst benefiting from operational efficiencies and real cost savings of between 20% and 40%. With over 1,400 people employed, NHS SBS recovers more than £12 billion of debt, pays 200,000 NHS employees and processes £36 billion of payments per annum for its NHS clients.

NHS SBS works with over 40% of NHS organisations to deliver operational efficiencies, cost savings and improved service quality, and is on target to deliver £224 million of cost savings to NHS trusts and organisations.

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