

## Support and Engagement activity – Quarter 4

Support & Engagement is undertaking various engagement activities with a view to improving employer performance:

- An exercise to ensure all employer contacts are up to date
- Training activity on responding to data queries and termination form requests
- Targeted engagement exchanges and meetings with underperforming employers

At a high level:

- 42 Employer staff have attended data query and termination form training since November.
- Support & Engagement now play an active role in chasing and helping employers submit monthly data on time. We've seen a significant reduction in estimated Direct Debits, with only Capita failing to submit on time in March.

Actions taken in relation to specific employers/payroll providers:-

- **Rotherham MBC's** outstanding data query numbers have not improved due to continued high volumes of new queries, but the regular liaison meetings are very productive and significant additional resource has clearly been allocated to resolving both individual queries and the volumes of queries arising from the retrospective processing of the monthly data files. A timetable for the resolution of outstanding individual queries is to be agreed in April.
- **Sheffield City Council** have shown significant improvement in their position in the final quarter, reducing the backlog by 23%.
- **Capita.** Staff have changed again at Capita and their query volumes have risen significantly. We have advised that there will be penalties if performance does not improve and we have offered training to the new staff.
- After training sessions with **Sheffield Hallam University** through February, their new staff have shown an immediate recovery in their position, reducing their backlog by over half in the quarter.
- In the next quarter we will target **EPM** in the same way as Capita. Training with EPM staff and updating their contact details across the various employers they provide services to does not appear to have improved their position, with overdue queries at the year end.
- **Wellspring MAT** has significantly improved the timeliness of monthly data submissions. There are still a number of outstanding queries for Greenacre academy (35 standard queries, no improvement) but overdue high priority queries have been resolved for this and other schools. We continue to check in with Wellspring and they will be dedicating more resource to clearing the remaining backlog.