

Case Study

Transitioning Services to ELFS



NHS
Cambridgeshire and Peterborough
NHS Foundation Trust

Trust
**Cambridgeshire and Peterborough
NHS Foundation Trust**

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Ensuring there is a seamless transition with no disruption to Business as Usual is essential when considering changing service providers. ELFS worked closely with Cambridgeshire and Peterborough Foundation Trust (CPFT) to deliver a seamless change in Payroll service provider.

Delivering More

ELFS has a tried and tested approach to ensure the seamless transition of services from its current provider into ELFS delivery centres and utilises this approach, across all of the services that we provide, ensuring there is no disruption to “Business as Usual”. Our experienced team lead the project to transfer services into ELFS and we work with clients and existing suppliers to ensure a successful, seamless transition.



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Payroll Implementation for Cambridgeshire and Peterborough NHS Foundation Trust (CPFT)

Case Study Overview

Following award of the Tender, and working in partnership with key stakeholders at CPFT, a jointly owned project group was formed to ensure the objective, scope of work and approach was agreed for a smooth transition. A dedicated ELFS project and payroll team led the project covering project management, consultation, due diligence and engagement with the previous provider. These ELFS resources continued to work on the contract post implementation ensuring continuity of knowledge

Challenges

- Successful onboarding 5,000+ monthly and 500+ weekly paid employees with no adverse impact to pay.
- Achieving tight project timescales.
- Ensuring accurate and timely ongoing payments.
- Addressing issues from the previous provider

Solutions

The ELFS team worked with CPFT colleagues to adapt ELFS transition approach to meet some specific requirements in CPFT's payroll.

Results

Payroll services were successfully transitioned into ELFS with no disruption. Post-transition improvements have strengthened delivery, including better day-to-day engagement with Trust teams to support clear communication and timely query resolution.



Key improvements:

- Addressed NMW non-compliance, introducing new processes from April and working with Trusts to ensure compliance, particularly for equipment and lease requests.
- Resolved lease car deduction issues, with further review underway.
- Automated new starter processes to improve efficiency and reduce manual input.
- Reviewed WTD payments, stopping incorrect payments to some bank staff and recovering c. £5,300.

These actions reflect a strong focus on compliance, control and continuous improvement. CPFT recognised ELFS for a high-quality transition and for resolving historic auto-enrolment issues inherited from the previous provider. The Trust is now fully compliant, with complete pension histories recorded in ESR to support audit and transparency.

“Our experience of onboarding with ELFS has been extremely positive – a smooth transition, consistently responsive and supportive team, and any issues resolved quickly and professionally. We felt well-supported throughout, making the process far easier than expected.”

**Workforce Development Manager
Cambridgeshire & Peterborough NHS
Foundation Trust**