

Case Study

# Payroll



Trust  
**East Coast Community  
Healthcare CIC**

Address  
**Hamilton House, Battery Green Road,  
Lowestoft, Suffolk, NR32 1DE**

East Coast Community Healthcare (ECCH) is a community interest company providing NHS health care to the community in the East of England. Following its decision to re-tender for the provision of payroll services, ELFS Business Services was successful in securing the opportunity to work with and provide services to ECCH.

## Delivering More

As a leading provider in NHS Payroll Services, ELFS combines the best practice of shared services solution design with extensive knowledge and experience in delivering NHS Payroll Services at a cost-effective price. ELFS successfully delivers payroll services to over 100,000 employees across the NHS every month ensuring payments are made accurately and on time.



[www.elfsnhs.co.uk](http://www.elfsnhs.co.uk)

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## Case Study Overview

East Coast Community Healthcare (ECCH) is a community interest company providing NHS health care to the community in the East of England who employ approximately 700 staff. ECCH's payroll provision has been outsourced since 2011 with no re-tender process undertaken since that date hence, with a desire to ensure our employees were receiving the best customer service as well as ensuring we as an Organisation are receiving value for money, ECCH undertook a market assessment with other payroll providers, including ELFS.

## Challenges

- **Finding a suitable provider with credible history in providing payroll and pension support to NHS clients.**
- **Value for money whilst offering the best possible service for our employees.**

## Solutions

ELFS provided ECCH with a really clear and concise cost proposal which provided them with the reassurances needed to meet the requirement for value for money. ELFS were also able to give ECCH with a client contact to get feedback from about their experiences of working with ELFS. The initial call with ELFS to ascertain our requirements and ELFS provision was also handled with warmth, professionalism and openness.



## Results

ELFS have been awarded the payroll contract for East Coast Community Healthcare CIC effective from November 2024. Already, 6 months before commencement of services, ELFS have reached out to ECCH to start to build early and essential relationships as well as offer any support they are able to.

## Future Plans

ECCH will be working closely with the ELFS team to move from our current payroll provider to them, ensuring ECCH employees are not negatively affected.