



Broadway Lodge

Broadway Lodge is a registered charity providing residential treatment, counselling and support services for people with addiction. They employ nearly 90 staff. Having outsourced their payroll to a large bureau they found it was not reducing their costs or workload. Complex user front-ends and poor helpdesk support added to their difficulties.



Company secretary Becky Hollingdrake explains her 2009 decision to switch to Cox & Co. and the benefits this has brought.

"We manage almost 90 staff with different working hours and shift patterns. We outsourced our payroll to a large bureau and were not happy with the service we were receiving, but we also believed the difficulties of changing supplier would far outweigh any benefits.

Over the years outsourcing our payroll to Cox & Co. will save us thousands of pounds – money we can now use to benefit our clients.

As a charity we need a payroll provider who understands our business and who we can rely on. I contacted Cox & Co. in 2009 and was instantly reassured – their approach was impeccable. As a bonus their annual fee was £2,000 less than the existing provider, a considerable saving.

Transferring our payroll to them was easy. They collected what was needed and there was very little I had to do myself. They instantly proved their experience in our sector as we had a parallel run one month and went live the next!

Cox & Co.'s standard service really does cover everything. For example, we don't pay for additional reports, and statutory sick and maternity pay is automatically calculated. I am reassured that I can phone and get instant advice from knowledgeable staff when I need it. Also, it's a small thing but they even provide branded payslips, free of charge. Such professional polish really instils confidence.

I never hesitate to recommend Cox & Co. to others. They have greatly improved our payroll provision and over the years will save us thousands of pounds – money we can now use to benefit our clients."

To find out more about Broadway Lodge, go to www.broadwaylodge.co.uk