8 May 2013

Dear Colleagues

**HR Update - 9**

Given your very supportive feedback on these HR updates and how helpful you have found them over the last couple of months, we have decided to continue providing them during May and into June.

We aim to provide you with regular information on a number of HR transition matters that will continue over this time. If there is anything you would like to see us include in the updates please do contact me or sheree.axon@nhs.net, who is the Workforce Transition Director.

**May Payroll**

We have another early pay day in May. Pay will be in banks on Friday 24 May, as the 27th is a bank holiday. For the HR and finance teams, this brings forward the closedown date for the May payroll by a few days. The close down date this month is 9 May. I appreciate that this may sound early, but payrolls generally close around this time in the month to allow all the processing that needs to happen before pay goes into banks.

We are still working to correct errors from the April payroll run. I would like to say once again how sorry I am if you were affected in some way in April and I can assure you that people are working very hard to make sure that these errors don't occur again in May. We are working with your managers to ensure that any changes that need to be made to improve the accuracy of your May pay will be processed and included in time for these to take effect.

However, given the early closing date for payroll in May, it's likely we will not have been able to make all corrections for everyone in time. We are prioritising staff who were not paid or who were significantly underpaid in April to ensure that they don't have the same experience in May.

The helpline continues to be busy, and the staff working on it have asked me to pass on their apologies if they haven’t managed to get back to you in the time frame they initially stated. The significant tax and pension changes which came into effect in April have meant that it has been difficult for some staff to gauge whether their pay was accurate. So, as well as dealing with obvious errors to pay, the helpline has also been assisting staff who wanted to check their pay was correct.

We are expecting the May payroll to be complex as we work through the impact of some of the emergency tax codes and changes in pension membership that affected some teams and individuals as they transferred over into NHS England.
I hope you will bear with us, as we work hard to put this right. I had hoped we would be able to put everything right for the May pay run, but I think it will be a few months before we get there completely.

We want to conduct an intensive data refresh shortly, which will improve payroll accuracy even further. This will involve us issuing to you directly the information that we hold about you and asking you to check and return it to us. We will let you have more information about this data refresh process as soon as we can.

**Vehicle Lease Scheme**

NHS England has introduced a salary sacrifice scheme which will allow staff to acquire a lease vehicle via NHS Fleet Solutions. A brochure will be available at Launch Pad events starting from 1 May. If you are interested in finding out more about the scheme, either contact NHS Fleet Solutions on 08448 118 228 or visit their website at [www.nhsfleetsolutions.co.uk](http://www.nhsfleetsolutions.co.uk). An e-version of the brochure can be found on the Intranet under HR Resources.

**Season Ticket Loan**

NHS England’s Season Ticket Loan policy is now available on the HR pages of the intranet. Please ensure that you read the guidance before applying for a loan.

**Trade Union Membership**

We’re committed to working in partnership with recognised trade unions over all matters of importance affecting the employment of NHS England staff. We have an NHS England Partnership Forum, where we work with trade union representatives and collectively we are committed to a culture of frank, open and honest dialogue.

As the majority of our staff who have transferred to NHS England from previous NHS organisations pay their membership subscriptions by direct debit, many trade unions do not yet know if their members are working for NHS England. If you are a member of a trade union, please make contact with your union so that they can update their records of staff now working for NHS England. We will shortly share specific contact details for trade unions, for staff who may wish to become a trade union member.

**Frequently Asked Question (FAQs)**

The FAQs continue to be updated, being shaped by the queries that you are sending to the HR team. Please email england.hr-inbox@nhs.net if you have a query that is not answered within the existing FAQs and we will endeavour to answer this as promptly as we can.

Please remember that there are two versions of the FAQs, one for those redeployed staff and one for externally appointed staff. Please ensure that you refer to the correct set (definitions are provided at the beginning of the FAQs to help you determine which is the correct document to read).

Don’t forget, if you missed any previous versions of these updates, you can now read them on the NHS England intranet to catch up!
Yours faithfully,

Jo-Anne Wass
National Director, HR

Regional HR Leads

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ANNEX A

Tax Changes and tax codes – advice for existing staff

All employers are legally obliged by HMRC to issue staff with a 0T tax code, more commonly referred to as the ‘emergency tax code’, where no previous tax records are available. During the recent transition, a combination of factors resulted in some staff being put onto emergency tax codes for the April pay run. These factors included the start of the new tax year, and there were instances where payroll providers for sender organisations terminated staff records or where incomplete payroll information at the point of transfer was provided. Unfortunately, it was not possible to identify such issues before the payroll ran for the first time.

Where staff are on emergency tax or have other issues with their tax code we would advise that they either provide a P45, where they have been sent one by their previous employer, or complete a P46 and send either of these directly to McKesson, our payroll providers, by post to 990 Monthly Payroll, McKesson UK, McKesson Shared Services, 24 Payne Street, Glasgow, G4 0LF. Electronic copies of the P46 form can be found on the Inland Revenue website at http://www.hmrc.gov.uk/forms/p46.pdf.

With the introduction of Real Time Information (RTI) by the Inland Revenue, cases will be dealt with quickly, if the person does not have complex personal tax situation. Any adjustments should be made automatically in the following pay period, after the tax code is issued by the Inland Revenue, as we are still quite early into the new tax year. It should be noted that salaries will continue to be taxed at a higher level until this is resolved so it is imperative that you take action as soon as possible if you have been affected.

Anyone that has a complex tax situation, or who normally is on a K tax code, should contact the Inland Revenue directly to reduce potential tax underpayment, any underpayments would have to be recouped when the correct code was applied.

New starter process and tax codes

For any staff who did not transfer to NHS England, or who start from now on, we just want to highlight that it is essential that you complete Part B of the New Starter form (Part A should have been previously completed / submitted as part of the recruitment process). Questions on Part B determine what tax code will be set up by payroll in absence of a P45 being available at the time that you are added to payroll. If a P45 has been provided then payroll will ‘normally’ apply the tax code from this if they have it at point payroll is run.

Pensions update

From 1 April 2013 all new employees will be enrolled into the NHS Pension Scheme automatically. If a member of staff does not wish to be enrolled in the NHS Pension scheme (or would like to stop being a member of the scheme) they need to complete an opt-out form (SD 502) and send this through to the NHS Pensions Agency. Details can be found here at http://www.nhsbsa.nhs.uk/Pensions/3889.aspx

When a person moves from one NHS employer to another their pension record is terminated initially from the existing employer (in the same way as taxable employment ends) and the pension record is then be uploaded to the new NHS employer code to ensure a seamless transfer of records.
This process normally happens monthly, but due to the significant number of people moving employers at the end of the last tax year, this has taken slightly longer than normal. However, we’re assured that this process should be brought back into synchronisation this month. There may be some existing staff who appear not have not been automatically included in the pension scheme who were previous members. If you are concerned that this may have affected you, please initially call the payroll helpline on 03003301369. Please have your employee number and national insurance number to hand.

**Change Forms to amend / update personal information**

Where there were any errors or omissions in connection with pay in April, if you rang the helpline or contacted your local HR team, you should have been informed that a Change Form needs to be completed to put right the error for the May payroll. Once authorised by your line manager, this should be forwarded to the local HR team. This applies to all changes which impact pay and is especially important for staff who received faster payments to correct underpayments in April. We need to get these forms through to the NHS BSA HR teams by close of play on 9 May, otherwise there is a risk that the error will be repeated in the May payroll. The change form can be found on the intranet at: [http://commissioningboardintranet.ning.com/page/hr-forms](http://commissioningboardintranet.ning.com/page/hr-forms)

**Department of Health pay increase for 2013/14 and performance awards for 2012/13**

DH members of staff who have transferred to NHS England are subject to an element of performance related pay and are eligible for both a consolidated and potentially a non-consolidated award. For the purposes of this pay round these staff will be treated within the DH pool. Once all cases have been agreed with DH unions, NHS England will be advised by DH if there is any uplift to an individual’s basic pay outstanding and also whether any non-consolidated performance awards should be paid.