

FREQUENTLY ASKED QUESTIONS

Q. Who do I contact if I have a query about pay, expenses or pensions?

A. In the first instance you should contact your manager. If you need to contact ELFS following this, you can find their contact details [here](#).

You can contact the ELFS Helpdesk as follows:-

- Via our website at www.elfsnhs.co.uk .To do this, you should follow the General Enquiries / Contact us link, and enter the appropriate details. (**Preferred Method**).
- by email on elfs_helpdesk@elht.nhs.uk
- by telephone on 01254 786007
- By writing in to ELFS Helpdesk, Viscount House, 2nd Floor, Arkwright Court, Commercial Road, Darwen BB3 0FG

If you know your Assignment number, then please quote this on all correspondence with the helpdesk

Q. What happens once I have logged a call with the helpdesk?

A. Once we have received your query, it will be logged and you will be given a call number. We will notify you of the call number by email or telephone.

Q. How quickly can I expect a response to my query from ELFS?

A. Once your query has been logged, the target response times are as follows:

Type of Query	Who to Contact	Response Times
No Pay or Significant Underpayment of pay	Helpdesk	Within One working day.
Underpayment of Enhancements, or Overtime	Helpdesk	Within five working days.
Leavers Payslips and P45's	Helpdesk	Within five working days.
Query on Income Tax or Pension Deductions	Helpdesk	Within five working days.
General Pay queries - Mat Pay, Tax Codes Deductions from salary	Helpdesk	Within five working days.

Underpayment of Travel Expenses,	Helpdesk	Within five working days.
Mileage Rates	Helpdesk	Within five working days.
Pension Estimates	Helpdesk	Query booked in, Estimate within a month
Request for P46 Tax forms	Helpdesk	Issued same day or can be obtained from HMRC web site
Request for Pension Opt Out / Refund forms	NHS Pensions	To be obtained by the employee directly from NHS Pensions web site

Please note that the response times are targets and the maximum allowed - generally, most queries will be dealt with before the 5 day limit.

Q. What should I do if my query is not responded to within the expected time?

A. Contact the helpdesk again, quoting the log number, and ask the operator to escalate the query. You will receive an immediate call/response to clarify the status of the query.

Q. When will my salary be paid?

A. You will continue to be paid in the same way, the timetable for 2018/2019 is below:

GMMH
26 April 2018
25 May 2018
26 June 2018
26 July 2018
24 August 2018
26 September 2018
26 October 2018
26 November 2018
20 December 2018
25 January 2019
26 February 2019
26 March 2019

Q. What are the deadlines for submitting travel expenses claims?

A. Travel claims must be completed on the GMMH Travelling Expenses and Subsistence Claim Form and submitted by the deadlines below:

06 April 2018
08 May 2018
08 June 2018
06 July 2018
08 August 2018
07 September 2018
08 October 2018
08 November 2018
03 December 2018
08 January 2019
08 February 2019
08 March 2019

Q. How do I change the bank details that my salary is paid into?

A. You can change the details by logging into ESR self-service and updating the details (https://esr.mhapp.nhs.uk/OA_HTML/AppsLogin). If you do not have a user name/password you should email esrcentralteam@gmmh.nhs.uk

Q. How do I cancel my non-statutory deductions?

A. Car parking deductions are cancelled by contacting the Trust's ID and Car-Parking Administrator on 0161 358 1572, who will advise ELFS.

Other deductions are cancelled by writing to ELFS payroll; quoting GMW and your assignment number (the eight digit number located in the bottom right of your wage slip). Depending on the deduction, you should also contact the receiver (e.g. the Union) to advise them of your action.

Q. My wage slip contains lots of abbreviations, what do they stand for?

A.

Abbreviation	Description
ARRS	Arrears Payment
EN	Enhancement Payment (eg. Unsocial)
OT	Overtime Payment (e.g. Saturday)
NNI	Payment Not Subject to NI Contributions
NP	Non-Pensionable
NT	Payment Not Subject to Income Tax
NW	Payment not subject to Working Time Directive
OAP	Occupational Adoption Pay
OMP	Occupational Maternity Pay
OSP	Occupational Sick Pay
R	Refund
SAP	Statutory Adoption Pay
SMP	Statutory Maternity Pay
SSP	Statutory Sick Pay

Q. Will I continue to have an allocated member of staff to deal with my queries?

A. The Trust will have a dedicated team within ELFS that will handle all queries.

Q. If I have a query about my incremental date who should I contact?

A. You should contact your Line Manager or the ESR HR Team.

Q. If I have a query about the enhanced hours, overtime hours, additional hours or On-call payments that you have not received, who should I contact?

A. You should contact your Line Manager in the first instance.

Q. How much would I earn if I reduced / increased my hours to xxx per week?

A. The ELFS Payroll Team does not provide this service

In this case (and as a rough guide) you should divide your current net pay, by your working hours and multiply by your projected hours. **Please note** that this is only a rough calculation, and does not take account of an employee moving across tax thresholds.

Q. What is my PAYE tax reference?

A. Your tax reference is used when contacting HMRC and is employer specific. The reference is detailed on your payslip next to your employer's name, the reference is as follows:

Telephone 0300 200 3300.

Greater Manchester Mental Health NHS Foundation Trust

080/S15MHS

Q. What to do if you lose your year end P60?

A. Duplicates of the P60 form are not available so you should be careful to file away upon receipt. In the absence of the P60 form, the same details are recorded on your month 12 payslip. In exceptional circumstances, ELFS can provide an official letter detailing your earnings for the relevant tax year. Please note this cannot be sent electronically but will be sent to the home address held in the ESR payroll system.

Remember: - File your P60 carefully

Q. I have left the Trust but I have not received my P45. Can I get a copy?

Once again, we cannot issue a duplicate tax document. However, part one of a P45 is always sent electronically direct to HMRC.

In the event of your copies going astray, you should obtain and complete a P46 form from your new employers who can use it to apply for your previous earnings details from Her Majesty's Revenue and Customs.

Useful Contact Numbers.

NHS Pensions Agency
HMRC

0300 3301 346
0300 200 3300