

# Payroll Services

## Frequently Asked Questions

### South Tees Hospitals NHS Foundation Trust

This list of frequently asked questions has been produced for your reference and to provide a quick guide. The document will be introduced to the ELFS web site and will be circulated via email bulletins and communication magazines of our Client organisations.

For those staff without regular access to PCs, please can you ensure that copies of this document are printed and placed on Departmental notice boards for easy reference.

**Q. How can I query my pay, travel expenses or pension entitlements?**

**A.** You can contact the ELFS Helpdesk as follows:-

- Via our website at [www.elfsnhs.co.uk](http://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 [payroll.stees@nhs.net](mailto:payroll.stees@nhs.net)
- by telephone on 01254 786003 (this functionality may not be available during Covid19)
- by writing in to ELFS Helpdesk, Viscount House, 2<sup>nd</sup> Floor, Arkwright Court, Commercial Road, Darwen BB3 0FG

**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 my query to be resolved?**

**A.** Once your call 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 three working days.
Leavers Payslips and P45's	Helpdesk	Within three working days.
Query on Income Tax or Pension Deductions	Helpdesk	Within three working days.
General Pay queries - Mat Pay, Tax Codes Deductions from salary	Helpdesk	Within three working days.
Underpayment of Travel Expenses,	Helpdesk	Within three working days.
Mileage Rates	Helpdesk	Within three working days.
Pension Estimates	Helpdesk	Query booked in, Estimate within a month

Please note that response times are targets, and the maximum allowed. Generally, most queries will be dealt with before the 3 day limit.

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

**A.** You need to contact the helpdesk again by any of the methods above, quoting the log number, and ask the operator to escalate the query. In this case, you should receive an immediate call / response to clarify the status of the query.

**Q. When will my salary be paid this month?**

20/21 TAX YEAR

<b>Pay Day</b>
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Apr-20	30 April 2020
May-20	29 May 2020
Jun-20	30 June 2020
Jul-20	31 July 2020
Aug-20	28 August 2020
Sep-20	30 September 2020
Oct-20	30 October 2020
Nov-20	30 November 2020
<b>Dec-20</b>	<b>22 December 2020</b>
Jan-21	22 January 2021
Feb-21	26 February 2021
Mar-21	31 March 2021

**Q. What are the deadlines for submitting ETAD Time sheets or Expenses claims?**

<b>ETAD Approval Deadline</b>	<b>Travel Claim Deadline</b>
06 April 2020	09 April 2020
05 May 2020	08 May 2020
05 June 2020	09 June 2020
06 July 2020	09 July 2020
05 August 2020	10 August 2020
07 September 2020	09 September 2020
05 October 2020	09 October 2020
05 November 2020	09 November 2020
04 December 2020	04 December 2020
05 January 2021	07 January 2021
05 February 2021	09 February 2021
05 March 2021	09 March 2021

If expense claims and ETAD returns are received **after** the above deadline, we cannot guarantee payment in the appropriate salary.

**Q. What is my PAYE Tax reference?**

**A.** Your tax reference is used in contacting HMRC, and is Employer specific. The reference is detailed on your ESR payslip – 4th line down, next to your employer's name.

However the references are as follows:-

Main South Tees Trust – **406 / C7001**  
Healthcare **120/XE03083**

**Q. If I have been underpaid, how soon will I be paid my outstanding monies?**

**A.** Underpayments are usually rectified in the following month's salary; however, where the delay is unacceptable to the employee, or where this causes financial hardship, then we will make a salary advance to your bank account as soon as practically possible.

In this case – both the adjusting payment & the advanced salary payment are detailed on the following month's payslip.

**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 to do if you lose your year-end P60?**

**A.** We are able to produce a printed copy of a P60 upon request, in this event, please log through the helpdesk stating your Payroll number / Year requesting / current address which must match ESR. In the event that this is unacceptable and exceptionally, then ELFS can provide an official letter detailing your earnings for the relevant tax year.

**Remember – File your P60 carefully!**

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

**A.** 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.

**Q. How can I change my bank details?**

**A.** By obtaining a bank details form from your trust's HR department – and sending the completed and signed form to payroll before the 12th of the month that you require the change to be made.

**Please note** that when using a Switching Service you still need to inform payroll

**Q. How can I find out where I am on the Agenda for Change / Medical & Dental pay spine?**

**A.** You can see your current salary rate from your payslip. The full pay spine can be accessed at the NHS Employers web site at [www.nhsemployers.org](http://www.nhsemployers.org) by following the link to pay rates.

**Q. At the moment we do sickness returns weekly, does the ETAD replace the weekly sickness forms?**

**A.** Yes.

**Q. Can we continue to fill in weekly forms for our records?**

**A.** Yes but do not send to ELFS.

**Q. Can we have the facility to look at completed/submitted spread sheets to help rectify any queries about payroll?**

**A.** At least three months of historic ETADs will be available on the historical file share. You will be sent a link to this folder when the first ETAD is ready for completion.

**Q. Where do any forms, for example statement of intent or maternity leave go now?**

**A.** You should still send forms to the payroll department as you do now, (Employment Services, James Cook University Hospital). The trust will forward correspondence to ELFS.

**Q. What date will this spreadsheet be sent out to staff?**

**A.** The spreadsheet will be sent out to staff on the 24th of the month.

**Q. Will ELFS be having extra staff on the telephone during the first month to answer/help with any queries from staff from the trust?**

**A.** ELFS have a helpdesk all year round.

**Q. How do staff record absence from work for other reasons, for example carers leave, parental leave, compassionate leave, paternal leave etc?**

**A.** Staff should use the 'remarks' tab of the ETAD.

**Q. My wage slip contains lots of abbreviations! What do they stand for?**

Abbreviation	Description
ARRS	Arrears Payment
EN	Enhancement Payment (e.g. 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
WTD	Working Time Directive

**Useful Contact Numbers:-**

NHS Pensions	0300 3301 346
HMRC	0300 200 3300
NEST	0300 020 0090
Healthsure/Simply Health	0800 980 7890
Medicash	0800 011 2222