



Information Booklet for Personal Assistants

(sometimes referred to as Carer's or PA's)

Standard Direct Payments

**Self Directed Support
Personal Budget Service Users**

Managed Accounts

**Please keep this booklet for your
reference.**

DO NOT RETURN TO PayPartners

www.pay-partners.co.uk

Hello.....!

PayPartners Payroll Bureau has been established since 2004 and we are specialist providers of payroll services to Local Authority Direct Payment/Self Directed Support/Personal Budget Service User Clients.

PayPartners are the nominated payroll provider for your employer. Our practices and procedures are closely monitored by the council your employer is connected with.

We hope that you will find this short guide useful to accompany your employment with your new employer.

Explanation of the terms we use:

Local Authority	The Council responsible for the funding payments provided to your employer
Employer	The person you are providing the care to (not any other member of their family)
Service User	Your employer
Carer/PA/Personal Assistant	You!

Your employer has all our contact details and has been informed fully about our service by the social team/worker involved in their case and by PayPartners by way of our Service User Payroll Information Booklet.

We can be contacted in any of the following ways:

Telephone	0800 515620 or 0161 667 3650
E-mail	payroll@pay-partners.co.uk
Opening Hrs	Monday – Friday 8.30 am until 5.00pm (not Bank Holidays)

PayPartners has a fully automated telephone system and you will be guided through a few options to either leave a message or ring through to an operator. Any messages left on a normal working day will be listened to and processed within 24 hours. Where possible we do request that you leave a message and a contact number where we can contact you.

PayPartners payroll service – the basics

You will be paid using one of the following payment frequencies

Pay Frequency	No of times Paid (= number of pay periods)	Usual Pay-day
Weekly	52	Friday
4-weekly	13	Friday
Monthly	12	Last Working Day

- Your payment frequency is determined at the start of your employment by PayPartners and the Local Authority from which your employer receives budget funding. You will be paid throughout your period of working for your employer on the same pay frequency.
- We will issue a payslip every time we process a payment for you. **If you do not receive a payslip confirming your payment please contact PayPartners immediately.** You must keep all your payslips safe for at least 3 years from when you receive them. HMRC or DWP may require information from you which will only be available on your payslip.
- If PayPartners holds the budget funds for your employer we will pay you directly into your bank account using the BACS service. For all other employers, you will be paid by them directly, usually by bank transfer into your bank account. **If you receive payment in cash please inform PayPartners.**
- All payments are calculated 'in arrears'. This means that you are paid for the hours worked in the week(s) leading up to the period end date. This is not the same as a 'week in hand' arrangement.
- Pay-days for all payment frequencies where a processing week contains a Bank Holiday may be subject to a short delay. At Easter and Christmas times separate arrangements sometimes apply. We will notify your employer in advance of these events.
- Your Employer has been sent a payroll processing calendar based upon the frequency of their payroll service and you can ask him/her to see this to note the days on which your hours need to be submitted for timely payroll processing.
- We require your employer to contact us after the end of each worked period. Hours need to be notified to us in accordance with the issued calendar dates and at the latest by 10 a.m. on the payroll processing day to allow for accurate and timely preparation of the payroll. We do ask that where possible, your employer notifies us earlier than the dates shown on the payroll processing calendar. Perhaps this is something you could prompt?
- Part of our duty is to monitor the number of hours being worked by each PA for all employers. Where hours worked exceeds the set budget we will query this with your employer and/or the Local Authority. There may be a short delay to your normal payday whilst this process is happening.

- If you are paid on a weekly or 4-weekly frequency then in some years we will have to process an extra week at the end of the tax year to take into account that each year contains 52 weeks and 1 day.

Late notification of hours worked

- We do process a further pay-run for 4-weekly and monthly payroll frequencies however this may be up to 7 days after the first pay run. This is known as the 'late run' or the 'second run'. We do not process any payroll outside of the first or second runs.
- Payment for extremely late notification of hours may be paid (on our discretion) by way of an advance payment with the hours being processed on the next pay run and an advance recovery shown. There has to be exceptional circumstances for this to happen. **Any decision made will not set a precedent for future late notification of hours worked.**

Income Tax

- Everyone is subject to pay tax once their personal allowances have been used. Personal allowances are usually updated each year and vary according to your age.
- If your sole employment is with this employer you should be able to claim full tax allowances and pay tax on the remainder of your earnings @ 20% (the basic rate).
- If you have more than one job you can ask to have your allowances split between employers. You will need to contact HMRC directly to organise this - www.gov.uk/contact-hmrc
- If you receive a state or private pension your earnings with your employer will normally be taxed at a straight 20% (the basic rate) without any personal allowances being taken into account.
- You may be interested to register for a personal tax account with HMRC. As part of the many changes to the way we use services, HMRC are forging ahead with their digital project. Their aim is to get as many workers interacting with them on-line. For more information & to register go to www.gov.uk/personal-tax-account

National Insurance

- From age 16 up to state retirement age you must pay National Insurance on any wages paid.
- Once you reach state retirement age you do not have to pay anymore National Insurance. Send a copy of your passport or birth certificate to PayPartners and we will stop deducting National Insurance.

Effect of Tax & National Insurance on late notification of hours.

- This is especially relevant at tax year end.
- If PayPartners have not been notified of your hours after both deadlines for the pay run, or you have missed being paid on several payruns then there are consequences.
- You will pay MORE tax and National Insurance once the year end has 'rolled' into the new tax year.
- The payments will be 'lumped together' on ONE payslip.
- Your P60 for the closed tax year will not show all the earnings for that year.
- Your P60 when issued for the current tax year will show more earnings than would normally have been paid.
- PayPartners cannot alter the way the tax system works. Late notification and payment of hours may seriously affect your claims to any credit/benefit payments.

HMRC

- HMRC are the Government body responsible for collecting Tax and National Insurance contributions. They also issue tax codes and deal with any queries relating to your tax code.
- You must inform HMRC if
 - you change your address
 - you think your tax code is wrong
 - you want to split your tax allowances
- Their contact details are
- www.gov.uk/contact-hmrc
- 0300 200 3300, Mon-Fri 8.00 am to 8.00 pm, Sat 8.00 am to 4.00 pm.
- If HMRC write to you with a query or a request, you must respond to them. PayPartners cannot do this on your behalf.

Tax Year End

- At the end of the tax year (5th April each year) PayPartners will issue your P60. This will be sent to you by 31st May. Please be patient as it's a busy time of year! Anyone requesting P60 info from you will be aware of the issue date and should not pressure you until this date has passed.
- If you have stopped working for your employer during the tax year you will not receive a P60. Your P45 part 1A copy becomes your 'substitute' P60.
- A P60 is an extremely IMPORTANT DOCUMENT. You must keep this safe for at least 3 years from when you receive it. HMRC or DWP may require information from you which will only be available on your P60.

When you stop working for your Employer

- Your employer will inform us of your final hours and the date you left. We will process these and your final holiday pay on the next available pay run then issue your P45.
- You must keep your P45 safe until you start working again. Hand this in to your next employer when you start working for them.
- If you have not worked for your employer for at least 8 weeks PayPartners will automatically issue you with a P45.
- If you subsequently return to work for the same employer send your P45 back to PayPartners.

Sickness/Illness

- You may qualify for Statutory Sick Pay (SSP) from your employer.
- This is paid using the same frequency as your normal wage payment and is paid in arrears.
- You must inform your employer (not PayPartners) **on the first day you become sick and are unable to attend work.**
- You must send your employer a 'Self-cert' sick note (for the first 7 days) and thereafter if you continue to be sick you must see a GP and ask for a fit note. Hand this into your employer.

Maternity

- You must inform your employer as soon as practicably possible, but in any event at least 15 weeks before the date you are expecting your baby. You will be required to back this up with form MATB1 which is issued by your midwife or GP.
- Your employer will send this to PayPartners and we will determine
 - If you qualify for Statutory Maternity Pay (SMP) and,
 - how much you can be paid
- You are entitled to 52 weeks maternity leave. If your employer can pay you SMP you will be paid for the first 39 weeks at the current rate of SMP (this is announced by HMRC every year). You will receive your SMP payment using the same frequency as your normal wage payment. The payment is paid in arrears.
- If your employer cannot pay you SMP, PayPartners will issue form SMP1 which you must take to your DWP office to claim Maternity Benefit instead.
- You must inform your employer at least 8 weeks before you intend to return to work.
- Whilst you are absent on Maternity leave you will accrue holidays based upon the number of basic hours you would have worked each week had you been working.

- If you work for someone else whilst you are on Maternity Leave you must inform your employer. Your SMP payments may stop as a result of this.
- There are numerous rules around SMP. Further information can be found on the internet www.gov.uk/maternity-pay-leave

Holidays - your entitlement and the rate you'll be paid

Under the Working Time Regulations you are entitled to 28 days holiday per year. 28 days equals 5.6 weeks.

A complete year consists of 52 weeks (no matter when the holiday year starts) and each year you will work 46.4 weeks and take 5.6 weeks holiday. $46.4 \text{ weeks} + 5.6 \text{ weeks} = 52 \text{ weeks}$

No matter what your pay frequency is, you are paid by the hour. For each hour you work you are entitled to 7 minutes 15 seconds of holiday time. You can calculate how much holiday time you are due for the year or have accrued to date in the holiday year by multiplying the total number of hours working/worked by 12.07% and rounding this up to the nearest hour.

Example 1

You work 16 hours per week and you want to calculate your yearly holiday entitlement.

Answer: $16 \times 46.4 \times 12.07\% = 89.6$, rounded to give 90 hours holiday per year.

Checking this is correct, 90 holiday hours divided by 16 hours worked per week = 5.625 weeks holiday (as near to 5.6 as we can make it!)

Example 2

You have worked 75 hours in total so far in this holiday year and you want to calculate how many hours holiday you have accrued to date.

Answer: $75 \times 12.07\% = 9.0525$, rounded to give 9 hours holiday accrued so far.

You are paid at least your basic hourly rate for each holiday hour you take.

If you are paid extra money for overtime or pay for sleepovers, we calculate an average hourly rate based upon the past 12 weeks worked. To do this we:

1. Add up all the gross pay paid in the last 12 weeks
2. Add up all the hours paid in the last 12 weeks
3. Divide the total gross pay received by the total hours worked.

Example 1

In the past 12 weeks you have worked (and we are using in this example you are paid 4-weekly)

Payslip 1, 50 hours @ £8.00 per hour = £400.00

Payslip 2, 45 hours @ £8.00 per hour = £360.00

Payslip 3, 10 hours @ £8.00 per hour = £80.00

Add up $£400 + £360 + £80 = £840.00$

*Add up 50 hours + 45 hours + 10 hours = 105 hours
Divide £840 by 105 hours = £8.00 per hour*

Example 2

In the past 12 weeks you have worked (and again we are using in this example you are paid 4-weekly)

Payslip 1, 50 hours @ £8.00 per hour plus 10 hours @ £12.00 per hour = £520.00

Payslip 2, 45 hours @ £8.00 per hour plus 5 hours @ £16.00 per hour = £440.00

Payslip 3, 10 hours @ £8.00 per hour plus 1 unit sleepover @ £40.00 = £120.00

Add up £520 + £440 + £120 = £1080

Add up 60 hours + 50 hours + 10 hours + 1 unit = 120 hours + 1 (=121)

Divide £1080 by 121 = 8.9256 = £8.93 per hour

- Your employer must let PayPartners know when you have taken time off for holidays. We will update our system and show this as a separate line on your payslip.
- PayPartners will keep a running tally of the hours you have accrued, how much holiday time has been taken and the rate at which your holiday hours are due to be paid.
- You should always consult with your employer BEFORE you take any holidays. You should give them notice which is at least double the amount of time you want to take off.
- If your employer goes away on holiday you will be required to use your holiday hours to cover any lost pay as a result of being unable to work.
- You cannot normally take any more holiday hours than you have accrued at the start of your time off. At your employers discretion they may additionally allow you to take up to, but no more than, the number of hours you would normally work in a week.
- You cannot be paid for holiday hours on top of your normal wages without taking the time off.
- You cannot have untaken holiday hours 'paid up' at the end of the holiday year because you were not able to take all your entitlement.
- You cannot 'roll over' any untaken holiday hours into the next holiday year. Any holiday hours that you have not used in the holiday year are lost and cancelled out. (There may be exceptional circumstances that can be decided upon between you and your employer at the time if this rule is to be waived).
- If you stop working part way through your holiday year your employer will pay out in your final pay any untaken holiday hours entitlement to the date you left. If you have overtaken holiday hours at the time you stopped working your employer is entitled to deduct as much overpayment as he/she can. In these circumstances you may be left with little or no final payment.

Auto Enrolment Pension



Workplace pensions – we're all in!

- Every employer in the UK has to offer their employees a workplace pension. As a PA you are included in the law governing this.
- The Government department responsible for workplace pensions is The Pensions Regulator www.thepensionsregulator.gov.uk
- Small employers in operation prior to October 2017, will have to start offering a workplace pension during 2016, 2017 & 2018 depending on their staging date. The staging date is determined by reference to the issued PAYE reference number and is fixed by the Pensions Regulator.
- **From October 2017 any new employers** will offer a workplace pension immediately. There will be no staging date.
- **All employees aged 22 or over and up to state pension age who earn more than £10,000 per year** (£113 per week or £866 per month correct for 2017 -18 tax year) **will be auto enrolled for pension.**
- Employees aged 16 to 21 or from state pension age to 75 years must be advised there is a pension scheme and can join it if they want to.
- Employees who earn less than £10,000 per year can opt in (join) the pension scheme if they want to.
- There is no choice for an employer not to offer a pension scheme if as a PA you qualify to be auto enrolled.
- You have a choice once enrolled to opt out. If you opt out within one month of enrolling you will be entitled to your contribution back. If you opt out after one month you will not get your contributions back.
- Initial rates for pension are:

Timeline	Total Pension Contribution	Of which Employee Contribution	Of which Employer Contribution
Up to March 2018	2%	1%	1%
April 2018	5%	3%	2%
April 2019 onwards	8%	5%	3%

Pension Scheme

- PayPartners will use NEST Pensions to fulfil your employers obligations.

- NEST is an on-line pension solution and PayPartners will upload any contributions made directly to the NEST website.
- You will need to send us a valid e-mail address so that NEST can communicate with you. Please watch out for their correspondence!

Frequently Asked Questions

Q: My wages haven't been paid

Answer: Please check that your employer has submitted hours for you. If they have please contact PayPartners.

Q: My wages have been paid – but the hours are wrong.

Answer: Ask your employer what hours were sent to PayPartners. If these do not match what we have processed on the payroll ask them to contact PayPartners. We may have misinterpreted your employers instructions or it may be a mistake on our part. We will correct any mistakes as quickly as possible and send any additional payslips as required.

Q: My wages have been paid – but I think too much Tax and/or National Insurance has been taken.

Answer: Check there hasn't been an amendment to your tax code (look on your last payslip to see if it was different). Contact HMRC. They will be able to advise you.

Q: I have a query on my tax code.

Answer: Initially contact PayPartners to see if we are aware of any changes. Ultimately contact HMRC. Unfortunately PayPartners are unable to call HMRC or your behalf.

Q: I have not received my payslip.

Answer: Ask your employer if they have it, if not contact PayPartners. We will advise if your wages have been processed and if paper work has been sent to your employer. We can arrange for duplicate paperwork to be sent if necessary.

Q: I have not been paid for all the holidays I requested.

Answer: Check that you have accrued enough hours to fulfil the request you made. If you have not, refer to the holiday section within this booklet. If you think that we have made a mistake with your accrual contact us and we will be happy to look into your query.

Q: I don't want to join my employers pension scheme.

Answer: If you qualify you have no choice but to join. However, you can choose to opt out by contacting the scheme administrator and requesting to do so. They will inform PayPartners of your decision and we will update the payroll. You may be entitled to a refund if you acted quickly enough. You must remember that even if you opt out initially you will be automatically enrolled again in 3 years time.

Q: I need a statement of my earnings to back up a claim I'm making. Can PayPartners provide me with a letter?

Answer: You have received payslips each time you have been paid. These are your earnings statements and should suffice in all situations. If they do not PayPartners would be unable to write a letter for you because we are not your employer. Your employer will have to give you any statements that you require.

Useful Contact details

HMRC	<p>www.gov.uk/government/organisations/hm-revenue-customs</p> <p>Use the search bar to find information on specific topics</p>
Income Tax	<p>Tel 0300 200 3200 Mo-Fr 8 a.m. to 8 p.m. Sa 8.00 a.m. to 4 p.m.</p>
National Insurance	<p>Tel 0300 200 3500 Mo-Fr 8 a.m. to 8 p.m. Sa 8.00 a.m. to 4 p.m.</p>
ACAS Employment Law, Holiday pay, Redundancy etc.	<p>www.acas.org.uk</p> <p>Tel 0300 123 1100 Mo-Fr 8 a.m. to 6 p.m.</p>

PayPartners

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