

Warwickshire Payroll Customer Frequently Asked Questions

Welcome to Penderels Trust Payroll Team. As you will be aware, the payroll service for people receiving a direct payment from Warwickshire County Council is transferring from The Rowan Organisation to Penderels Trust on 1st September 2021.

We have created this Frequently Asked Questions factsheet to help answer some of the questions that you may have.

Q: Why is the payroll service moving to Penderels Trust?

The Direct Payment Support Service contract that Penderels Trust and The Rowan Organisation had with Warwickshire County Council recently came to an end. It is a legal requirement that a tender process is followed to award a new contract.

Penderels Trust was awarded the new contract which starts on 1st September 2021. This means we will provide all direct payment support services including employment/recruitment support, managed account and payroll services from that date.

Q: What do I have to do about transferring over to Penderels Trust?

The Rowan Organisation is transferring all the customer data over to Penderels Trust directly (this is allowed under data protection law) in time for the start date. With this factsheet, we have sent you our Payroll Starter Pack which includes a payroll planner showing you when you need to send your timesheets in to us. Please check straight away when you need to send your timesheet in for September.

Q: Do I have to transfer my payroll services to Penderels Trust?

The payroll service provided by Penderels Trust is funded by Warwickshire County Council as part of the new contract so is free to you. You can choose to use another payroll provider, including The Rowan Organisation, but you will need to pay them directly yourself for that service (you can't use your direct payment money for this).

The Rowan Organisation has sent a letter to all payroll customers asking for their choice of payroll provider. Anyone who has not responded to this letter by

26th August 2021 will automatically be transferred to Penderels Trust as the main payroll provider.

Whilst we appreciate any change is unsettling, please be assured that Penderels Trust is working hard to make sure this transfer is as seamless as possible. The new contract means all services are provided by one organisation making it much easier to manage your direct payment in the future.

Q: How do I get a copy of the timesheet form?

In this pack, you have received a timesheet template (or printed copies if you have had a copy of the pack posted to you) which you should print off and use each time. This timesheet template has your personal payroll reference number on it.

Q: How do I send my timesheet in?

You need to send your timesheet in to us by the date shown on your payroll planner every four weeks/month. Timesheets should be emailed to timesheets@penderelstrust.org.uk unless you have a Managed Account (see below). You can fill in the form electronically on your home computer if you have one, or you can fill in a paper copy and scan it or take a photo on a smartphone (please make sure it is clear and legible) and email it to us.

If you have a Managed Account, please send your timesheets to warwickshire@penderelstrust.org.uk

The correct email address for you to send your timesheets to will be at the top of your timesheet. You can post timesheets to us if you prefer but please allow for postage time. Please send it to the address at the end of this factsheet. You can also drop off your timesheet at Head Office during working hours.

Q: I have always phoned in my hours to Payroll at The Rowan Organisation, can I continue to do this?

Unfortunately, we are not able to accept hours over the phone. We must have a copy of the timesheet signed by the employer or a care of/suitable person. As an employer, it is really important that you keep a record of all hours worked and paid to each of your PAs for auditing purposes. When you submit timesheets to us, we will keep these on your behalf and can provide them to the local authority if they are needed.

The timesheet form has been set up to provide a simple way of keeping a note of hours worked by your PAs each day.

Q: Will my staff get paid if I don't submit a timesheet?

No, they won't. We are unable to generate a pay slip if we don't have the timesheet as we process the pay based on what is written on the timesheet. As the employer, the signed timesheet is your instruction to us to pay your PA for the hours they have worked for you.

It is really important that we receive the timesheet on time. If it is submitted late, we are not able to process it and your PA won't get paid. This is because the HMRC tax system will not allow us to submit information after their deadline has passed for each pay cycle.

Q: When will my staff receive their payslips?

Payslips are printed and posted first class on the Wednesday following the last week of your pay cycle. This is shown on your payroll planner. Emailed payslips are sent on the Thursday of the week after. If you have not received your PA's payslip by the Friday of the week after, please contact our payroll office (payroll@penderelstrust.org.uk or call 02476 511611 Option 3).

**Q: Can I pay my PA for annual leave they have not taken that month?
There hasn't been enough time for them to take holiday and
they would prefer the money anyway.**

It is against the law to pay your PA instead of allowing them to take annual leave. It is really important that they have the time off they are entitled to. If you ask them to not take holiday, it could be seen as you taking away their statutory rights, even if the PA seems happy to agree to it. We do not automatically pay accrued annual leave. When your PA is on annual leave, you should mark this on their timesheet.

Q: Will your payroll team keep a record of my PA's annual leave entitlement?

It is your responsibility as an employer to keep a record of your PA's annual leave. We have an Annual Leave Template which you can use to keep a record of this. If you need support to complete this form, please speak to your Independent Living Adviser (ILA).

Q: Why do I have to pay HMRC (Inland Revenue) my PA's tax and national insurance when this has been deducted from their payslips already?

This is because even though it has been taken off your PA's pay slip, the money is still in your bank account/managed account to pay HMRC at the end of the tax quarter (every three months). You do not have to pay tax monthly as you may have done previously.

Q: When will I receive my HMRC bill to pay tax and national insurance?

This will be sent to you quarterly – in July, October, January and April each financial year. An example of the letter you will receive is in your Payroll Starter Pack. This letter will show you the payment you owe which must be paid to HMRC by the 19th of that month.

Q: How do I get in touch with your payroll team?

You can get in touch with us by email, telephone or post. If possible, we ask that you email us as this is the easiest and quickest way of resolving your query. You can also contact us by telephone but sometimes all the lines are busy. If this is the case, you will reach the answerphone service. We ask that you leave us a message and we will ring you back as soon as we can.

To send us your timesheet or
request new blank timesheets: timesheets@penderelstrust.org.uk
(except Managed Accounts
customers)

Managed Account timesheets: warwickshire@penderelstrust.org.uk

For any other payroll queries: payroll@penderelstrust.org.uk

For pension queries: autoenrolment@penderelstrust.org.uk

Telephone: 02476 511611 Option 3

Postal Address: Payroll Team, Penderels Trust
Resource House, 1A Brandon Lane
Coventry, CV3 3GU