

Review of messages from Feb/March...

Last month we shared our 2nd Payroll update, as a reminder here were the key messages,

1. We provided an update on the Statutory Sick updates, from 24th March any absences related to covid will now only be paid SSP from day 4.
2. We explained that from April 6th National Insurance will be increasing for a temporary period to help fund social care in England.
3. And finally, I shared that we'd made an offer to another Payroll expert to join our team, unfortunately she was counter offered (we have the same challenges as you!) so the search is back on, and we'll continue to keep you posted.

What's happened during March

The month of March is always fun in Payroll as the team prepare P32's (which you will have received at the beginning of this month) and then start preparations for the end of year reports. However, despite this we have managed to maintain a fair level of service to you with around 70% of your emails being responded to within the agreed timeframes of 3 working days, all urgent ones are responded to much quicker. We will continue to work on improving this over the next few months.

After payroll closed this month, we took some time to review our performance and found we had less corrections than last month, which is progress, but for us that's still too many so we are continually reviewing our internal processes to keep these to a minimum. We know that our biggest challenge is when it comes to processing 'absence' – each practice is individual (which we love) but this means that we must know all of your small policy nuances to enable us to get this accurate – we will be building a matrix to help improve this as we move forwards but for now on your spreadsheets

please provide as much detail as is possible to that we can process it correctly first time.

In summary, March was slightly better than February but we're still working hard to improve this further and you getting your spreadsheets to us in good time with lots of helpful information is really helping so again, **THANK YOU!**

Legislation Updates

National Living Wage

In January, this year we communicated a National Living Wage update, explaining the new minimum rates were increasing from April. During the 2021 Retreat, you'll remember I took advantage of running a few polls with you to see where you wanted to benchmark the salaries as we move forwards. The majority wanted to go more above the National Living Wage so, we communicated that the Hakim Group recommended rate for anyone over the age of 23 was £9.65. We also believe those under the age of 23 should be above National Living Wage, age shouldn't dictate salary.

Whilst salary isn't everything, it is a hygiene factor and getting this right will certainly help to attract & retain great talent and with the cost-of-living crisis that many are facing this will become more important than ever.

Whilst we did say we wanted to make these changes from February some of you didn't and so this month we produced a report and have shared with the Buddies every team member that would fall below so that we have time to not only make that adjustment (because we do that anyway) but importantly, let's not miss the opportunity to communicate with our teams the increase to their salaries and our decision for rewarding them over and above the minimum.

The Payroll Calendar

Below are the payroll dates for April ... they are slightly earlier this month as we have 2 bank holiday days that fall in the middle of payroll processing this week! You can help by ensuring that your spreadsheets are returned on time – thank you as always for your support.

7th APRIL; RECEIVE TIMESHEETS. You will receive your timesheets from the Payroll Team by 5pm, please schedule some time to complete over the next few days.

12th APRIL; RETURN TIMESHEETS. This is your deadline for sending the completed timesheets back to Payroll. You can send back as soon as completed but by 5pm that day.

20th APRIL; RECEIVE PAYROLL SUMMARIES. You will receive your Payroll summaries by 5pm. Please schedule some time to review, approve & return.

22nd APRIL; RETURN PAYROLL SUMMARIES. 11am is your deadline for getting the Payroll summary back to us with any necessary amendments, however the earlier you send that back the better for the team.

The Payroll Team are also working to deadlines that can't be moved and they need everything to be posted by the 22nd of April to allow everyone to get paid on the 26th.

**The Payroll calendar is relevant for those with the 26th pay date.*

Last few updates...

Your emails: I'll continue to keep you updated on this for the next months as it's still not fully under control, but we are below 100 emails as I write this. Don't forget to flag in the subject header if your email is urgent.

That's your March/April Payroll update. As always drop me a note if you want myself and the team to address specific issues. Or, if you have any feedback at all I would love to hear from you sallylitchfield@hakimgroup.co.uk

Have a good month, hopefully the sun will shine for us during April.

Sally

Your Payroll & Benefits Team



Bhargavi Vadher
Payroll & Benefits Advisor



Sayeda Bandarkar
Payroll & Benefits Advisor



Harriet Price
People Services Administrator