NHS Employment Worker Pack

Plus Us & Patchwork Health

Congratulations

You have been successful in securing an assignment. We've put this pack together to explain the next steps; how we can quickly and efficiently set you up on all the right systems, issue you with a contract and arrange for timesheets to be available for your completion and submission via the Patchwork Agency Manager portal (PAM).

It's not complicated but it does require input and data from you!

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What happens once my assignment is confirmed on Patchwork Agency Manager?

Patchwork have **produced a separate guide** to using their system to enter your timesheets. **Click here to view.**

What are the next steps to get you set up to be paid through Plus Us?

Our first step will be to contact you by phone or email and take you through some essential compliance steps. The compliance element of the call takes no more than 5 minutes but does ensure you understand the process fully. We always leave a message if we cannot get hold of you, and send the details by email.

If you are not able to answer your phone when we call, please ring us back as soon as you can as you will not be able to commence work until we have completed this step. We also send emails when we have been unsuccessful in contacting you by phone, or when we need additional information.

When we contact you via email, emails will always come from the following email address: **onboarding@plusus.co.uk** or **workforceservices@plusus.co.uk**. Sometimes emails are auto-generated, but they will always come from the following email address: **noreply@plusus.co.uk.**

Please watch out for any emails from these 3 email addresses, it is essential that you read them thoroughly and respond as quickly as you can. Some emails contain requests for information, if we don't receive the required information, we are unable to proceed with the process of registering you or issuing your contract -which could result in delayed payments.

Via email, you will be requested to access a pension and payroll portal and provide data that is needed to efficiently run your payroll, assess your eligibility for a pension and to establish your final rate for the role. **We cannot proceed** without this data.

The information we require is as follows:

- Contact Details
- NI Number
- Address
- Date of Birth
- Bank Details
- Student Loan Information (Where applicable)
- Payroll/P46 Information – This confirms what starting tax code is applied to your pay until HMRC can provide the payroll with the correct information (see below for additional information)
- If this is your first time working in the UK or if you are in temporary accommodation, we may require that you provide a certified copy of your passport, or an alternative right to work document. We need this because we will be unable to complete the verification checks that we must complete on your identity and address

Provision of Payroll Data - Pension and Payroll Portal

You will be asked to complete information that will help HMRC establish your tax situation for this assignment. In order to assist with the accurate completion of this data please consider the following:

- You should select A if this is your first or only employment in the UK in this tax year.
- You should select B if this is your only employment or income at this time, but you have worked elsewhere during this tax year (this may include any other employment via Plus Us) or you received any form of taxable benefits including (Jobseekers Allowance, Employment and Support Allowance, taxable Incapacity Benefit, State or Occupational Pension).
- You should select C if, as well as this new job, you are already receiving any kind of income either for employment or via a State or Occupational pension during this tax year.

Eligibility to join the Nest Pension

We are sure that you are aware that since 2012 it has been a legal requirement to provide access to a pension for all workers. This is known as auto-enrolment. As you are going to be engaged directly by your Trust, your eligibility to join a workplace pension scheme (Nest) will be assessed via payroll. If you do not wish to stay in the pension you need to Opt Out. Full details of how to do this are available on the Nest Pension website **www.nestpensions.org.uk.** Your pay rate will be determined by your pension eligibility. If you have any general queries around your rate, **please speak directly with your agency.**

Please watch out for the emails and provide any required payroll data at your earliest convenience. We are unable to raise a contract or make any payment to you until the above steps are completed. Once we have all the required payroll data we will issue, on behalf of the Trust, your contract.

As a rule, your timesheets need to be submitted by 09.00 each Monday morning for the previous week worked. The Approver at the Trust needs to approve them by 17.00 each Monday.

Getting Paid on Time:
If you have any queries about the completion of the pension and payroll forms on the Payroll and Pension portal, please speak to the Workforce Services Team on **0345 058 1499.**

Getting it right the first time saves considerable time and effort!

Have a question or a query?

For any portal related queries please contact **help@patchwork.health**. For any rate queries for new assignments, please contact your agency directly.

If you have any questions or need clarity on anything as you go through the registration process, you can contact the Workforce Services team **workforceservices@plusus.co.uk.** The Plus Us team are here for all queries relating to your payments. We are available anytime between 09.00 and 17.00 Monday to Friday - please don't hesitate to ask for our help if you need it.

Key things to remember

1. When we call you, it's because we have something important to discuss. If we've left a message, we kindly ask that you return our call.
2. When we send you an email, it's because we require some information from you. We would greatly appreciate your prompt response to any email that seeks clarification or additional details.
3. We kindly request that you don't overlook any of our calls or emails, as they pertain to the matters mentioned above. Your attention and response are greatly appreciated.

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Speak to Plus Us

If you have any questions or require any further information please get in touch:

0345 058 1499 | workforceservices@plusus.co.uk