

Ref: FOI/2024/10388

Date Received: 27th December 2024

Response Due: 27th January 2025

Date: 21st January 2025

Dear Sir/Madam

With reference to your request for information received on 27th December 2024, I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold part of the information you have requested. A response to each part of your request is provided below.

In your request you asked:

I would be grateful if you could provide information on the following:

1. Number of employee inquiries received annually regarding:

- **Tax-related issues: (e.g., incorrect tax codes, PAYE discrepancies)**
- **Deduction-related issues: (e.g., pension contributions, student loan repayments, incorrect deductions)**
- **General payslip queries: (e.g., understanding payslip components, missing payslip information)**

The payroll department does not record or collate the number of employee inquiries received therefore this information is not centrally recorded.

2. Estimated annual cost associated with resolving these pay-related inquiries:

- **This could include:**
 - **Staff time spent on answering employee queries**
 - **Time spent by payroll departments investigating and correcting errors**
 - **Costs associated with resolving pay discrepancies (e.g., back pay, penalties)**
 - **Costs associated with employee dissatisfaction and potential staff turnover due to pay issues.**

The payroll department does not record the number of inquiries received therefore we are unable to estimate the annual cost associated with resolving pay related inquiries.

3. Current processes for resolving pay-related inquiries:

- **Describe the current procedures for employees to raise pay-related concerns (e.g., contact forms, phone lines, email inquiries).**

- **Outline the steps taken to investigate and resolve these inquiries.**
- **Describe any existing tools or systems used to manage pay-related issues.**

The current agreed process for resolving pay-related inquiries is as follows:

- Employee reports any issues with their pay to their line manager in the first instance
- Line manager or employee contacts payroll by telephone or by emailing a central mailbox, providing details of their query.
- All inquiries received by telephone are investigated and resolved immediately, if possible. If not, additional information is requested by payroll via the central mailbox.
- All emails received to central mailbox is triaged and allocated to the most appropriate team member for resolution.
- Payroll team members provide appropriate responses, for example:
 - confirmation of process
 - information why no further action is required, when appropriate
 - investigate and contact line managers for additional information/instruction so that any underpayments/overpayments in salary can be resolved at the earliest opportunity for the employee
 - advance payments may be processed for the employee when written approval is provided, if appropriate

4. Employee satisfaction with current pay processes:

- **If available, any data or surveys related to employee satisfaction with the current pay processes and the resolution of pay-related issues.**

There is no employee surveys carried out for payroll services; therefore, we are unable to provide any information on employee satisfaction of pay processes and/or the resolution of pay related issues.

5. Existing initiatives or plans to improve payslip management for NHS staff:

- **Information on any ongoing or planned projects to improve the accuracy and efficiency of payslip management within the Trust.**

Monthly monitoring of underpayments, overpayments and advances is completed to capture themes and trends and also identify areas/departments where line managers may require additional and targeted support.

Payroll do encourage good practice of employee checking payslips each month, reporting any queries/concerns, line managers submitting payroll related requests/instructions to change of contracts and termination forms in a timely manner and these are promoted at a payroll stall at corporate induction each month and monthly finance sessions to budget holders/line managers.

If you are not entirely satisfied with this response, please do not hesitate to contact the Information Governance Department via the email address provided. If we do not hear from you within 40 days, we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



Tabitha Gardner
Chief Finance Officer

PLEASE NOTE:

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, Suite 9, Buckingham Row, Brick Kiln Lane, Wigan, WN1 1XX.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire, SK9 5AF

Helpline number: 0303 123 111