

24th March 2020

To all GCIL Payroll Service clients:

GCIL Payroll Service – Contingency Measures

In the wake of the Covid-19 outbreak we would like to advise you of the contingency plans we are putting in place to ensure continuity of the GCIL payroll and bill paying services.

It is our intention to close our offices as soon as is practical. Our staff will then be working from home and will continue to provide the service as normal. For those clients who use our enhanced payroll service, this will include making payments from your allpay/Co-op account.

We do ask for your patience over this period as it is possible that there will be minor disruption. We do anticipate slower response times for queries etc and ask that you limit contact to necessary communication relating to the running of your payroll such as providing hours etc. It will be necessary for staff to prioritise the processing and payment of client payrolls so we may not have time to deal with queries on topics such as holiday entitlement etc on a timely basis.

Our preferred method of communication during this period will be by email although we are making arrangements that will allow service users to phone our offices as normal if required.

Important! If you do not normally receive your payroll reports by email please confirm your preferred email address for correspondence by sending an email to:

payroll@gcil.org.uk

If you receive an email from payroll with attachments and cannot read them please email us back and we will either send another email summarising the content of the attachments (eg details of any payments you need to make) or phone you with the details.

Please also remember to check your “junk mail” folder if you are expecting an email from us in case it has gone there.

Statutory Sick Pay (SSP)

As you may be aware, the government has made some temporary changes to the system for statutory sick pay. The current advice can be found online at the link below but in summary, employees are entitled to SSP from the first day of their absence if they are self-isolating and unable to work if they meet the necessary earnings criteria ie they earn more than £118 per week on average.

<https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/covid-19-support-for-businesses>

If your employee does not meet the criteria for entitlement to SSP, then the employer must complete form SSP1 which can be downloaded online at the following link:

<https://www.gov.uk/government/publications/statutory-sick-pay-employee-not-entitled-form-for-employers>

Further advice on SSP is available at the following link:

<https://www.gov.uk/employers-sick-pay/eligibility-and-form-ssp1>

Other Sources of Information

If you have an employers insurance policy, your insurers should be able to give you helpful advice on the current situation.

If one of your employees has a question regarding their tax code then they should contact HMRC directly on 0300 200 3300. They should have their national insurance number to hand when they phone.

Summary

This will be a challenging time for all of us but GCIL will do our utmost to ensure that any disruption is kept to a minimum. We will contact you with updates as required. In the meantime, please remember to email us at payroll@gcil.org.uk if you do not normally receive your payroll reports by email so that we have your contact details on record.

Kind regards

The GCIL Payroll Team