



**Merry Christmas and a Happy  
New Year**

**From all of us at Employment  
Support Services!**

# Schools ESS key messages

December 2017

**Welcome to the Schools ESS key messages**



## Contact us

### Employment Support Service

The Employment Support Service (ESS) is your point of contact for all administrative / payroll related queries. Please use the [NYES portal](#) to send in all your work requests. We would encourage you to use the portal, as the advantages for you are that once submitted they will be instantly logged into our case management system and filter directly into the relevant work queue. You will receive immediate notification of this by email with your case reference number and you will be able to view your account history online.

Please do not hesitate to contact the team on 01609 532 190 or by email at: [employmentsupportservice@northyorks.gov.uk](mailto:employmentsupportservice@northyorks.gov.uk)

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**Employment Support Service**

### Payroll submission deadlines

Future submission deadlines are as follows:

9 January 2018

5 February 2018

### ESS opening dates – Christmas closedown

Please note that ESS closes over the Christmas period. ESS will be closed from 4.30pm on Friday 22<sup>nd</sup> December 2017 and will not re-open until 8.30am on Tuesday 2<sup>nd</sup> January 2018.

### Payslips

Please note, your December payslips will be available on MyView on 20<sup>th</sup> December. Please check these as soon as you are able, to allow you time to notify us of any discrepancies before the office closes for Christmas.

### Change to DBS identity checking guidelines

New ID checking guidelines have been introduced, these guidelines will apply to all applications. The enhancement is being introduced so that DBS's identity checking process is aligned with [right to work](#) checks. These state that employers must prevent illegal working in the UK by carrying out document checks on people before employing them to make sure they are allowed to work.

All relevant documentation and policies have been updated to reflect this so please ensure you have discarded anything saved locally and are using the most up to date list.

### DBS – verification forms

Just a reminder from Employment Support Services to Head Teachers and verifiers to ensure you are using the most up to date verification forms from the website and you are not saving them locally. There have been some changes to the form in hope to reduce the amount of times we need to clarify information so it's important you are using the most up to date versions. The most up to date version of both the paid role verification form and volunteer verification form can be accessed from the CYPs.gov website at the following link: <http://cyps.northyorks.gov.uk/hr-safeguarding>



### North Yorkshire Education Services Portal

By now you should have now registered your account for the Portal and be actively using this to submit all your work requests to ESS.

Please note that as of 06 February 2018, ESS will no longer be accepting work requests submitted via e-form or email. Schools must use

the North Yorkshire Education Services (NYES) Portal to submit any work requests. Any work requests submitted via e-form or email on or after 06 February 2018 will not be processed and you will be asked to re-submit the request via the Portal.

If you haven't registered your Portal account yet, please follow this link to the guidance and registration page - <http://smartsolutions.northyorks.gov.uk/portal>. Please do not hesitate to contact the Team should you require any assistance.

### NYES Portal - Account history updates

It has come to our attention that there was an issue whereby some historic work request cases have been closed on our workload management system, however the status of the work request in the account history area of the portal was still showing as service requested. In order to address this issue, ESS will be reopening these cases and immediately closing them in order to ensure that the status is correct and indicates that the case is closed. This action however may mean that emails are re-generated to let you know your work request is complete (although it may have been completed some time ago) so please ignore these emails should you receive them.

Please do not hesitate to contact the team should you have any concerns regarding this.



### My View for Schools

The MyView for schools project has now been underway for over a year and there are currently over 90 schools using MyView to submit their timesheets and expenses. The feedback we have received from schools has been really positive, and these schools have found considerable time savings with using the system over their previous processes.

Currently schools are using the Timesheet module and the Mileage and Expenses module within MyView but over the coming months we are looking to roll out the Sickness module.

If you would like further information on the MyView project please contact Catherine Green on 01609 797683 – [catherine.green@northyorks.gov.uk](mailto:catherine.green@northyorks.gov.uk).

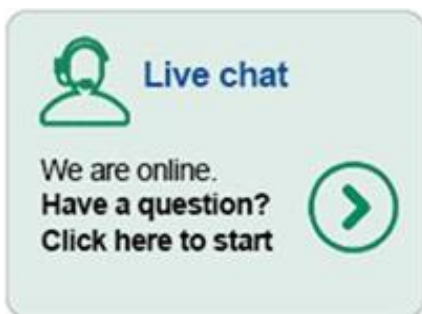
### ESS training on offer

Do you have new Admin staff starting after Christmas? ESS are now offering a half-day Administration training session which can be purchased via SLA online. The content of the session can be tailored to individual requirements but generally covers the following:

- Overview of notification forms and how to complete
- Payroll submission deadlines/reports
- North Yorkshire Education Services portal – registering your account/how to use
- My View – viewing payslips, inputting/authorising timesheets etc.
- Cyps.info – navigation around the site
- Web chat – where to find/how to use

The cost of this session is £100 per delegate. For a discussion, please contact Claire Baister on 01609 798267 or email [Claire.baister@northyorks.gov.uk](mailto:Claire.baister@northyorks.gov.uk).

### Have you tried [Live chat](#)?



Live chat is a tool that allows you to instantly speak to a HR or ESS advisor via CYPs.info and to get responses there and then

The live chat service is available now and can be accessed under the Organisation and Management > Education Human Resources [page](#) and is easily accessible via a button. Please note, live chat is closed on a Wednesday morning in line with the phones.

### Useful contacts and related links

#### Employment Support Service Team Leaders

Claire Baister  
01609 798 267

[claire.baister@northyorks.gov.uk](mailto:claire.baister@northyorks.gov.uk)

Craig Johnston  
01609 798 285

[craig.johnston@northyorks.gov.uk](mailto:craig.johnston@northyorks.gov.uk)

Account managers are overseen by the ESS Team Senior HR Adviser **Lisa Wilson** who can be contacted on [lisa.wilson@northyorks.gov.uk](mailto:lisa.wilson@northyorks.gov.uk) or **01609 798540**.

## Everybody Benefits

Access Everybody Benefits >

### Childcare voucher supplier change and time limit for new members

From 1<sup>st</sup> December 2017 the provider of childcare vouchers for employees of NYCC has changed following procurement of the Everybody Benefits framework. The new supplier is Sodexo. All staff who are participating in the scheme have been informed directly and advised to update their details with the new provider. Staff who have saved vouchers in the previous scheme will have continued access to that account to use up all remaining sums; there is no expiry on this but staff are urged to use them soonest. As a reminder, the childcare voucher salary sacrifice scheme is only available for new members **until April 2018**, this is due to the Government change to tax free childcare. There are choices for parents and further details are available via this [link](#). Anyone who is already signed up to the scheme by April 2018 will continue to be able to use the scheme and get the benefit they are currently enjoying, it will only be closed to new members.

The Sodexo customer care team helpline is 0800 328 7411 and is now available for NYCC staff. Further details about the scheme can be found on the [intranet](#) or via this [link](#) for school based staff (the Sodexo link is being updated on the [Everybody Benefits](#) platform).

### Green car salary sacrifice scheme – change of provider

The provider of the green car scheme for staff has changed. The new provider is Zenith. Their platform for staff who meet eligibility will be available via the [Everybody Benefits platform](#) from 11<sup>th</sup> December. Staff who have cars with the previous supplier, Tusker, will have continued access to their Driver page and the Tusker helpdesk for servicing and maintenance via the Everybody Benefits platform but new cars will be ordered via Zenith only. Zenith will be attending roadshows around the County over the coming months, including a launch event at County Hall on 11<sup>th</sup> December, 11.30-2.30pm, all welcome.

### Liftshare – new car sharing scheme



We have launched a new 'Liftshare' scheme. We all share cars regularly with our friends and family, without thinking about it. But there are often times when a driver has empty seats in the car simply because they don't know of anyone who needs a lift. Our new Liftshare scheme connects people travelling in the same direction so they can arrange to travel together and share the costs and help to alleviate parking issues. The scheme is being provided by a company called 'Liftshare'. Free to join and open to all staff at NYCC, the new scheme matches those driving with spare seats to those needing a lift. The average commuter using Liftshare saves £1,000 a year and cuts their CO2 emissions considerably. Every car off the road is one fewer causing congestion on the roads and in car parks. You can sign up now, it's easy to do, simply visit: [www.nycc.liftshare.com](http://www.nycc.liftshare.com)

## Cycle to work salary sacrifice scheme – next window

There will be a short salary sacrifice application window open in January 2018 from 2<sup>nd</sup> to 19<sup>th</sup> January for staff to place orders. The scheme continues to be provided by Cyclescheme and further details are available on the [Everybody Benefits platform](#).

## Benefits fair

An employee benefits fair is being held at County Hall on Monday 11<sup>th</sup> December from 11.30am – 2.30pm in the Council Chamber. This will provide an opportunity for staff to come along and meet the new providers of the schemes that are available including:

- Green cars provided by Zenith. There will be two demo vehicles and representatives will talk through the quotation and order process.
- Cycle to work provided by Cyclescheme. Iron Horse Cyclery will represent the scheme.
- Childcare vouchers provided by Sodexo. Find out more about the voucher benefits and how to use them.
- Home technology scheme provided by Softcat/Onecall. Test the products and talk to their representatives about the scheme and its benefits.
- Financial wellbeing provided by Neyber. Talk through the support available and benefits from this scheme.
- Employee discount platform provided by Xexec. Find out about all the discounts and products available via this extensive platform.

## Financial wellbeing scheme launch

In October we launched a new employee benefit called Neyber as part of our commitment to your financial wellbeing at work.

We hope you've been enjoying the financial education resources they offer and we're pleased to announce the launch of Neyber loans!

If you need to borrow money at an affordable rate or want to consolidate your debts into one, more manageable monthly repayment, Neyber loans offer:

- Salary-deducted repayments
- 3 fixed rates; 4.9% APR, 6.9% APR\* and 9.9% APR
- Borrow from £2,000 to £25,000 up to 5 years

Create an account or login: [www.neyber.co.uk/join](http://www.neyber.co.uk/join)

\* 6.9% APR Representative based on a loan of £7,500, Repayable over 5 Years at an Interest rate of 6.9% PA (fixed), Administrative fees: £0, Monthly payment of £147.42 Total amount payable £8,845.07

Poster attached on this scheme.



## Teachers Pensions Updates – please ensure these pages are sent to your Teachers

### Are you signed up to My Pensions online?

To view these, you need to register with My Pensions Online. To register, all you need is your Teachers' Pensions reference number (also known as your DfE number); National Insurance number and personal email address. For more information click below.

[My Pension Online](#)

***PLEASE NOTE: The benefit statement shows how much pension you have built up, based on the service and salary information provided to us by your employer. It's important for members to check their benefit statement regularly to ensure there are no errors in the data recorded or gaps in pension service as it may prove difficult for historic errors to be corrected***

### Certificates of Re-employment

Teachers retiring with access to their pension benefits who return to employment as a Teacher, may be required to complete a certificate of re-employment. Further advice and the online form can be located within their My Pension Online account.

A certificate of Re-employment must be completed immediately upon return to work, whether the Teacher is contributing to the scheme or not and must be completed at the start of each tax year and if your salary changes.

Teachers should be aware that any earnings may affect their pension from the scheme, but they will accrue further benefits during re-employment unless they choose to opt out of contributions.

### Partner nominations

You may have seen recent articles about the problems a person may face if their partner hasn't nominated them to receive their pension benefits in the event of their death. If you're married or in a civil partnership, you don't need to worry about making a nomination as your partner will automatically be covered in the event of your death.

If you're not married or in a civil partnership but are in a long term relationship, it's important that you fill out a Partner Nomination form available to you within the member area of the Teachers' Pensions website, [www.teacherspensions.co.uk](http://www.teacherspensions.co.uk). This will mean your partner will be entitled to death grant benefits if you die. They may also, depending on your personal circumstances, be entitled to a survivor's pension.

It's vitally important that you keep all of your personal information and nominations up to date to give yourself and your family peace of mind. The can be checked and amended where necessary via your My Pension online account.

### Starters and leavers

From September 2017 TP will start to directly contact members who are starting or leaving the Scheme, TP will use the contact details held on the members My Pension Online account or the email address TP hold. All members will receive a bespoke email and information with their starting or leaving details.

To ensure that TP can make direct contact with these members it is important for us to have their email address or confirm that they have signed up to My Pension Online. Please can you confirm email addresses with members of your teaching staff and advise of any recent changes and or encourage them to sign up for a My Pension Online account.



### **Additional Voluntary Contributions (AVC's)**

Additional Voluntary Contributions (or AVCs for short) are a way of increasing your benefits through a separate scheme to your teacher's pension.

The Department for Education has an AVC arrangement with Prudential, but you can use other companies. You can find out more by taking a look at Prudential's Introduction to AVCs factsheet, or by visiting their website at [www.pru.co.uk/takecontrol](http://www.pru.co.uk/takecontrol).

### **Previous pension schemes – transferring into TPS**

For Teachers entering the pension scheme for the first time, they may have a previous pension plan they wish to transfer into TPS. There are strict timelines attached to this and applications must be made to Teacher's Pensions within 12 months of commencing with the scheme. Further guidance can be located on the members' area of the Teachers' Pensions website – [www.teacherspensions.co.uk](http://www.teacherspensions.co.uk).

### **Contacting TPS**

We are aware that some teachers have recently experienced difficulty speaking to members of the Teacher's Pensions team based in Darlington. Whilst this is out of our control, we can advise that the contact number to be used is 0345 6066166 and that lines are open Monday to Friday, 8.30am to 6.00pm.

Contact can also be made via the contact us section within their secure member area in My Pensions Online.

### **Teachers Pensions reference number – what is it and where can you find it?**

Also known as the DfE number. This is the number given to you when you qualify as a teacher in the UK and it's important you keep a note of it. But don't worry if you've misplaced it - here's how you can find it:

- Check any previous correspondence – TP will have used this number in any previous communications
- Ask Employment Support Service - we will hold a record of your individual DfE number, if not we can obtain this for you, contact the team on 01609 532190 and choose option 1, followed by option 4.
- If you are an Unqualified Teacher, we will register you with Teachers' Pensions and a number will be generated for you.