

South Staffordshire College – Benefits

We really appreciate all the hard work you put in day in, day out for South Staffordshire College. Our benefits package is one of our ways of saying thank you. This booklet will tell you about our core benefits and our optional ones (These are products and services that we make available to our people at discounted prices)

So once again, thank you and enjoy!

CORE BENEFITS

Pay

The college manages monthly payrolls that are paid by no later than the 27th of each month. If the 27th falls on a weekend or bank holiday, we pay the Friday before the 27th.

Some of our roles are Term Time Only roles which means that pay is spread over a 12 month period to make it easier for staff to manage their finances.

If you work on a variable hours contract, you will need to complete a claim form to claim your hours and submit it authorised to Payroll by the end of the first week in the month to be paid at the end of the month – this means that this pay is paid 1 month in arrears.

How can I access my payslips?

All of your personal information can be obtained on our HR system which is iTrent. You will be given access to Employee Self-Service (ESS) when you start and will be able to see your payslips, book holidays, log absences, keep track of your KPI's, probation and appraisals through that portal. You can also see your ESS account on your mobile phone.

Annual Leave

Our annual leave for full time staff (for part time staff, all holiday is pro-rated) for the holiday year 2022-2023 and onwards is:

Lecturers'	45 days
Business Support Staff	35 days
Managers	40 days

There are also 8 Bank Holidays over and above the annual leave. We also close down over Christmas and the College contributes an additional 5 close down days for this period. We also close Easter week, the 4 days that week need to be taken from your annual leave entitlements.

Buying of Annual Holidays

In addition to the above generous holiday entitlement, we also have a flexible holiday scheme where you are able to purchase up to an additional 5 days' holiday in each year (pro-rated for part time staff) We send this information out in the summer in advance of the new academic year.

Pensions

We recognise two pension schemes – Teachers' Pension Scheme and Local Government Pension Scheme. Lecturers will automatically be included in Teachers' Pensions and Business Support Staff into Local Government Pension Schemes. Managers, may be in either eg. on the basis that if they have previously been a Lecturer they may wish to stay in the Teachers' Pension Scheme.

Teachers' Pension Scheme (TPS) <https://www.teacherspensions.co.uk/>

Local Government Pension Scheme (LGPS) <https://www.staffspf.org.uk/home.aspx>

Contribution Rates for Pension Schemes

The Contribution Rates for both schemes are provided below for reference base on 1 FTE Salary.

TPS Contribution Rates 2021 / 2022		
Band	Annual Salary Rate 01/04/20	Contribution Rate
1	Up to £28,309.99	7.40%
2	£28,310 to £38,108.99	8.60%
3	£38,109 to £45,185.99	9.60%
4	£45,186 to £59,885.99	10.20%
5	£59,886 to £81,661.99	11.30%
6	£81,662 and above	11.70%

LGPS Contribution Rates 2021 / 2022			
Band	Pensionable Pay Range	Main Section Contribution Rate	50/50 Section Contribution Rate
1	Up to £14,600	5.50%	2.75%
2	£14,601 - £22,900	5.80%	2.90%
3	£22,901 - £37,200	6.50%	3.25%
4	£37,201 - £47,100	6.80%	3.40%
5	£47,101 - £65,900	8.50%	4.25%
6	£65,901 - £93,400	9.90%	4.95%
7	£93,401 - £110,000	10.50%	5.25%
8	£110,001 - £165,000	11.40%	5.70%
9	£165,001 and above	12.50%	6.25%

The College contributes a minimum of 23.6% of your salary to your pension each year.

Additional Voluntary Contributions (AVCs)

If you join the Local Government Pension Scheme which is run by Staffordshire Council, you can also purchase AVC's to 'top up' your pension whilst being tax efficient. Staffordshire Council run two AVC schemes in line with LGPS – these are: Standard Life and Scottish Widows. Please visit the link below that will provide more information.

<https://www.staffspf.org.uk/Members/Forms/Improving-your-benefits/Improving-Your-Benefits.aspx>

If you join the TPS Scheme, the AVC scheme is run by Prudential – please follow this link

<https://www.pru.co.uk/rz/teachers/>

Additional Pension Contributions (APC's)

If you join LGPS, you are also able to purchase additional years' service in order to 'top up' your pension directly with us. You pay in a set amount of your choice subject to the rules of the scheme. For more information, or to apply for APC visit the following links.

LGPS: <https://www.lgpsmember.org/more/apc/index.php>

Life Assurance

If you join either of the pension schemes, you automatically receive life assurance benefits of 3 times your gross salary.

Employee Assistance Programme – 0800 269 616, www.bupa.com/eaponline

Our Employee Assistance Programme is run by BUPA.

- You get access to a 24/7/365 telephone line, with calls answered by qualified counsellors who can provide ad hoc counselling support on a range of issues
- You can also access up to 6 sessions of counselling (if clinically appropriate). That's 6 sessions *per issue*, so you can request multiple blocks of counselling if required, as long as they are for different issues
- You can be referred onto legal and financial specialists for support. Bupa partner with Slater and Gordon (who you've probably heard of) for legal support and guidance and Wealth at Work for their financial support and guidance. The legal and financial support elements can also be accessed 24/7. It's important to note that the support provided is restricted to guidance and signposting to the relevant organisations and the EAP cannot provide specific advice.
- You can also access support and guidance from experts in Childcare and eldercare support eg care home, home help and nursery guidance, care options (searches and quotes), family planning, child development, dealing with teenagers, financing solutions)
- There is also medical advice and guidance available, through Bupa's 24/7 Anytime HealthLine which is staff by qualified Bupa nurses.
- There's an extensive EAP Online area with an array of resources around physical, mental, financial and legal wellbeing
- You can also access online Cognitive Behavioural Therapy with support from a counsellor
- Another thing that's really important to mention, is that all of these services are also available to your partners and dependents who live with you and are aged 16 and over. You can contact the service for support on behalf of dependents under the age of 16, Bupa just wouldn't be able to engage with them directly

Development

As you would expect from an educational establishment, there are plenty of opportunities for you to learn and develop at the College.

College life starts with induction. This covers some of the basic information that you need to work here and your line manager will also be responsible for making sure that you settle in to your new role. At the end of the first month, you will have some Key Performance Indicators (KPI's) that you need to work towards. These are linked to your role and will ensure that you keep on track with the role requirements. They could also be linked to completing any training too.

We also use a Buddy scheme for new starts – someone who you can go to in the first month who can 'show you the ropes'

We take our safeguarding obligations very seriously and during induction there are several online courses that you will need to complete. Safeguarding, PREVENT, Keeping Children Safe in Education and Cyber Security need to be completed within the first 4 weeks of your employment.

The College has a minimum of 3 CPD days throughout the year where the focus will be on learning. You have the opportunity to request specific training to help you in your role via Probation Reviews. Annual Appraisals or by speaking with your manager and requesting support.

The College also supports staff who need formal qualifications to do their role eg teaching qualifications. The College has to produce budgets each year for the following academic year so it is essential that any qualifications/courses that have a fee attached are included in the budget which is developed in April prior to the academic year commencing in September. Requests that are not contained in the budget may not be able to be supported in the following year.

We believe that all staff are responsible for their own learning and development and many professional staff have to maintain a CPD record which is encouraged.

If staff are interested in undertaking one of Adult Community Learning Courses, the College is able to provide a 50% discount off those courses.

Staff Communications

We want to keep you informed and up to date at all times. That is why we have developed a range of communications for staff. From short messages on your payslips (this is coming!) to our internal intranet to the weekly communications sent out in term time, there are lots of ways that we can keep you up to date with the latest news. A sample of these is set out below:

Staff Weekly communications	Sent out Tuesday afternoons – normally around 5.30pm
Communications from ELT	Sent termly whilst we are in lockdown – delivered on each site when out of lockdown
Team Meetings/Departmental meetings	Curriculum meet weekly on a Wednesday afternoon. Other team meetings happen monthly/half-termly

1 to 1s with your manager	These should happen on a regular basis but not least will happen throughout Probation and then afterwards via an annual review
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The College also has a staff committee called Staff Supporting Change – this is a group of staff who want to collect and share staff views and meet with the Principal and Assistant Principal – Human Resources each half-term to discuss issues and then communicate back to staff.

Health & Wellbeing

ME Days x 2 per year

During the year we arrange ME days – this is to support your health & wellbeing and are a day of the College's choosing that you can spend doing what you want to so long as it is not at work – that might be with your family, participating in a sport, cookery or just reading a book with your feet up. You would then upload a selfie to our ME day Team so that others can see what you got up to.

Health & Wellbeing Day

We also have at the end of the year a Health & Wellbeing Day normally running at Rodbaston where there are a range of activities that you can book on to. Many of these are run by other staff members who volunteer to run sessions that they want to share, This is a fun day for all staff where there is plenty of time to get to know colleagues from other sites and departments. It is also run towards the end of the academic year so it is a good wind-down before holidays commence.

Medical Fact Sheets

The College has developed a number of fact-sheets that can help staff with mental health issues and handling a cancer diagnosis. These cover Anxiety & Panic Attacks, Managing Stress, Physical Activities, Postnatal Depression and Perinatal Mental Health, Work & Cancer, Essential questions to ask about cancer, working whilst caring for others with cancer. These can be found under Health & Wellbeing on the HR intranet.

Menopause

We also recognise that staff may struggle with the Menopause and we have a policy and documents that can make that easier for staff to discuss their symptoms with a manager. These are on the Health & Wellbeing site on the HR intranet.

Mental Health

Staff are more aware now of what triggers poor mental health. The College has a Wellness Action Plan (WAP) which can be completed by any member of staff and then discussed with your manager. The form allows you to identify what triggers your anxiety and allows your manager to agree actions that can support your mental health. The form can be found on the HR intranet under Health & Wellbeing.

Occupational Health

We work with a professional Medical Occupational Health provider who visit the College on a planned basis at both Rodbaston and Tamworth sites. The service provides us with occupational health support when people are on long term sick, have underlying health issues or returning to work after an illness. It is our occupational health that will advise if people need a phased return to work. They also provide us with health screening in each of the occupations eg skin tests, eyesight, hearing etc and flu jabs and where appropriate Hepatitis jabs.

Flexible Working and Flexible Homeworking

As you would expect, the College has a flexible working policy which means that you can request alterations to your hours via a flexible working request which is likely to change your

pay if you want to undertake less hours. This is the formal policy which means that you can put a maximum of one request in each 12 months.

This pandemic has shown us however, that we can be more flexible and most roles can be accommodated by working from home as an adjustment. You will need to talk to your line manager as this type of request has to be considered by them. The business will come first and it is important to note that this is a benefit and not an entitlement. We have found, however, that this approach is welcomed by many staff who if they are full time can work up to 2 days remotely (if agreed by the line manager). This flexible arrangement is working well.

For many of our staff we operate a 3 in 2 out basis as the normal working week. Please ask if the role you have applied for can be done in this way.

Catering & Car Parking

We have catering facilities on the majority of our sites that provide food during the day when we have students on site.

Most of our sites have car parking on site or close by available on a first come-first served basis.

Domestic Abuse



We understand that some employees will be affected by abuse at home whether that is financial, physical, emotional or mental abuse. We have a comprehensive policy that supports staff who are affected. We also belong to EDAC (Sharan Group are the delivery partners) which is an official covenant supported by the Department for Work & Pensions and the Home Office.

Right to Disconnect

Now we are in a more flexible world, it has become the 'norm' for some people to work outside of core hours – regularly producing emails etc over a weekend, evenings or bank holidays. On Microsoft there is an options button which means that you can delay sending these emails until 'normal hours'. This means that recipients do not need to be checking their emails in rest periods.

We have a policy that unless in extreme emergencies, no-one should be sending emails after 6pm Monday to Friday and after 4pm on Fridays. Staff should also not be sending emails over weekends. This policy has been welcomed by staff who are not stressed thinking that they need to check their emails when they should be relaxing at home.

OTHER BENEFITS



Accreditations:

Tommy's – Pregnancy is a challenge (an adventure too, we hope) whichever way you look at it, especially if it's your first. Through Tommy's Pregnancy Accreditation Programme, we can deliver all the help and advice you need to guide you towards having the healthiest and happiest pregnancy possible.

Our Managers and staff have the option of taking training in pregnancy and loss and supporting staff throughout their maternity. The majority of our family friendly policies far exceed legislative requirements.

Armed Forces Covenant



We are particularly proud that we are working through the Armed Forces Covenant Grades and have achieved our Gold Award. Any new staff are guaranteed an interview if they are ex-Forces or current partners of Forces personnel and meet the essential criteria and we recognise the life skills that veterans and working Reservists can give to the College. We support 2 additional weeks paid holiday for Reservists/Cadets so that they can complete either training or the annual camp each year and have a policy in place for mobilisation.

For partners we also understand that deployments can be at short notice and therefore extend our emergency leave entitlements to cover these situations.

If you are ex-Forces/partner and would welcome a buddy in the College of another ex-Forces personnel or partner, please let us know and we will arrange that for you.

Family Friendly Policies (all our policies are on the HR Intranet – these are just a sample of them – please read them to find out all the details)

Maternity/Adoption/Shared Parental Leave

The College exceeds its statutory duty for this type of leave. Subject to eligibility, the policies occupational pay cover 4 weeks' full pay, 2 weeks at 90%, up to 12 weeks' half pay plus SMP and thereafter 21 weeks' SMP (or equivalent)

Paternity Leave and Pay

For staff whose partner gives birth, they are entitled to up to 2 weeks paid leave following the successful completion of probation.

Baby Hampers

For all staff who give birth or the staff member is the partner of someone who gives birth, the College sends a Baby Hamper to the family which is a gesture of us all welcoming the new arrival.

Emergency Care Leave

We know that from time to time things can breakdown with children or with other caring responsibilities. This policy provides up to 2 days' paid leave to cover the emergency and allows for up to 2 emergencies per year.

Bereavement Leave/Parental Bereavement Leave

Starting a new role is exciting and should be a new adventure, however, we know that at times staff unfortunately lose family members. These two policies (Parental Bereavement Leave covers the loss of children under the age of 18 years) and Bereavement Leave covers the loss of other family members including children. The two policies cover the amount of paid leave that can be accessed in these heart-breaking situations.


Our policies also cover all types of miscarriage (ectopic, chemical, molar, embryo transfer loss, neonatal, stillbirth) and terminations (reasons do not have to be disclosed) are covered under our bereavement policies for under 24 weeks and over.

Place the Face Scheme


Recruitment is more and more difficult in all sectors but there is nothing more powerful than when a member of staff who is a great performer and respected by the employer, introduces someone that they think will also be a good employee. We want to take advantage of that and be able to reward staff who are willing to recommend us as an employer of choice to friends, past colleagues and family. We have known this work successfully in a number of other businesses where everyone has benefited.

This scheme is open for any member of permanent staff (with the exception of the Senior Leadership Team including ELT and the HR Team) who recommend an individual for a role that we have advertised. The person making the recommendation cannot be anyone who would ordinarily be involved with the recruitment or selection process. To qualify the recommended individual has to be selected via our normal processes for a substantive role we have advertised and who once they have joined the College, successfully pass probation. Substantive roles for the purposes of this scheme are permanent contracted

roles of more than a 0.5 FTE or hard-to-fill roles such as lecturers, assessors and professional roles.

To find out what rewards you can choose from – click this link.  [SOUTH STAFFS PLACE THE FACE 2021.pdf](#). The scheme will run for this academic year and be reviewed in August 2022.

Staff Lottery

Employees can pay £1 per month into an internal lottery type scheme. At the end of each month all money paid into the scheme is paid to the winner who is selected randomly each month  [Staff Lottery Consent Form.docx](#)

Long Service Awards

In 2022 we introduced Long Service Awards recognising staff who have worked with us over 25 years. In the academic year 2022-2023, we are extending the awards to also cover 5, 10, 15 and 20 years' service. This means that for 10 years' onwards, staff will be able to choose the gift that they want – one of our 25 years plus service members of staff is going hot-air ballooning!

Cycle to Work Scheme

One of our newest benefits is to introduce a cycle to work scheme. This means that you can purchase a bike and pay for it through your salary and therefore save tax.

Pay Day Advances

There are times when staff struggle with an unexpected bill or breakdown and sometimes that means that they are in hardship mid-month. The College will support staff in these circumstances with a pay advance that has to be paid back in full on the next pay day. Staff can request one of these each 12 months.

College Own Benefits:

Rodbaston Animal Zone & Tearooms

Planning a Day out? The planning is as much fun as attending and of course it is all we have at the moment! But, when we can go out why not visit the Rodbaston Animal Zone & Tearooms?

Staff upon providing proof of ID are allowed into the facility free of charge and can take one child free.. You are also entitled to 10% off food/drinks and gifts.

Hair

All staff can arrange hair treatments within the College and receive a 20% discount.

Motor Vehicle

Staff can receive the following car checks (prices depend on vehicle make and model)

Winter Car Ready Check – from £10.00

Brake Inspection - £10.00

Tyre Fitting - £10.00 per tyre (customer will need to purchase tyre)

Booking at Rodbaston - EMAIL - JAMES KENNAN - james.keenan@southstaffs.ac.uk

Booking at Tamworth – EMAIL – BRENDON MASON - brendonmason@southstaffs.ac.uk

External Benefits:

Free Legal Advice Line

There is a Free legal telephone advice available to all staff for both business and personal use, 24 hours a day, seven days a week and is operated by expert advisers, supervised by solicitors. The service is provided by Composite Legal on a comprehensive range of legal and accountancy matters. For advice please call 02921 157571 confirming when questioned that your employer is affiliated with Chase Chamber of Commerce.

BHSF Health Cash Plans

BHSF provide a range of Health Cash Plans for you and your family (subject to age restrictions). This means that you pay an agreed monthly fee (via your salary) and for that you can claim money back on physiotherapy, glasses, dental etc. For more information and the link for the products available, please visit the HR section of the intranet under reward & recognition [BHSF Health Cash Plans](#) or you can visit BHSF direct on

https://online.bhsf.co.uk/apply/south_staffordshire_college_bg

BHSF Health Cash Plans.docx or you can visit BHSF direct on

https://online.bhsf.co.uk/apply/south_staffordshire_college_bg

BHSF – Network Benefits

We are also affiliated with Chase Chamber of Commerce and as a result have access to a wide range of discounts via BHSF at hundreds of high street stores including supermarkets. To take advantage please register online <https://www.mychambersnetworkbenefits.com> and enter **scheme ID 5055**.

Reduced Cost Memberships at the Chase Golf, Health Club & Spa



The Chase are offering 12 month gym membership at £31.95 per month (saving £7.55 per month on comparative full price membership). This offer is open to staff and when the staff member joins a family member from the same household can also take advantage of this offer. There is also a discounted joining fee of £30 (saving £100)

What is included :

- Membership is a full membership, giving members access to the facility during all opening hours Monday- Sunday.
- Welcome Pack full of gym essentials
- Guest passes to bring a friend
- All Studio classes

- Heat experience area including Sauna, Aroma Steam Room and Tranquillity relaxation room)
- 1:1 gym induction with a trainer and regular 8-week reviews
- Discounts in Spa, Health Club, Woodlands Restaurant and Golf retail.

Have a look at the facilities by visiting <https://www.thechasegolf.co.uk/> Simply call up and make arrangements to visit when it is safe to do so.

Dunham McCarthy – Free Will Writing Service

Dunham McCarthy provide Will drafting services entirely free of charge to numerous public and private sector organisations - including Leicester, Wolverhampton, Stoke and Birmingham City Councils, Nationwide NHS trusts, Schools, Fire Service and Prison Service, helping staff members and their partners write their Wills free of charge.

There are no fees involved for the employer, employees or member, ordinarily they would charge £199 to produce a Will, however under this offer all fees are waived and there are no hidden costs. The reason they are willing to provide the service without charge is simple, clients often engage with them to help in other areas such as trust drafting, tax planning, powers of attorney and family protection.

Dunham McCarthy is a member of the 'Institute of Professional Will Writer's' and aim to encourage people to make their Will at a younger age. In order to achieve their aim they are working with authorities, charities, NHS trusts, Schools and Universities to offer staff or member benefits to employees, by providing an entirely free Will drafting service.

To find out more information about the free Will writing service or Employees that would like to use the free Will writing service can book their initial 30 minute telephone appointment, to book in for the service please visit their website <https://dm-legal.co.uk/free-will-service-education>

Or alternatively please contact our Head Office on [Tel: 01785336222](tel:01785336222).

Please view their short video on the importance of making a Will and why - [Dunham McCarthy Introduction Video](#).

Family issues

We all know that people's mental health has been impacted to varying degrees over the past 12 months or so. With the first 2 lockdowns we know that the Courts saw a decrease in divorce cases and it is felt that this was because there were other issues more pressing for people. Over the last few weeks we have been told that there is a spike in couples instructing family lawyers to commence proceedings which is coinciding with us coming out of lockdown. Family litigation can take anything from 6 months to two years and in more complex cases even longer. This can also be not only an expensive process but can be something that individuals feel they have no control over, some people feeling trapped and others paralysed initially. We work with Irwin Mitchell for some of our Employment advice and they have made us aware that there are other options with how family cases can be dealt with:

- There is of course the traditional route where both partners 'lawyer up' – this can be adversarial but there are also other options:
- Litigant in person – you don't always need a lawyer this way you do everything yourself
- Direct access – you can do the ground work yourself but have a barrister speak for you in Court

- Collaborative Law – basically you need a lawyer that works in this way and both parties employ collaborative lawyers – the onus is then on both of the lawyers to agree a deal for you and it is not heard in a court. If it fails there are consequences for the lawyers but you can still pursue other routes
- Mediation – not to be confused with getting you both back together but a trained mediator who will cover with you both all the decisions
- Arbitration – a judge will decide

Clearly anyone going through issues that require this type of assistance should take some initial advice from a specialist.

Zahra Pabani at Irwin Mitchell will discuss with you a service whereby you can access 30 minutes free Family Law Advice – contact Zahra to discuss this on Zahra.pabani@irwinmitchell.com or 07757 015705

Filmpass Club

We have access to a Filmpass Club which means that staff can get up to 40% off cinema tickets. To join visit www.filmpassclub.co.uk/rewards/schools stating the Employer Code 'movie22' to get free access to the club.

Payroll Giving

£12 billion, usually raised for charities through fundraising events, has been lost due to the Coronavirus yet the services UK charities provide are needed now more than ever. Regular donations through Payroll Giving to any charity are the easiest way to show your support. Donations are tax-free so a donation of £10 a month will cost you no more than £8! You can support any charity, good cause or place of worship. To find out more and to set up your donation please visit: www.southstaffscollege.givingonline.org.uk

What is Payroll Giving and what are the benefits?

- Easy tax-free way to give to any charity, good cause or place of worship
- Deduction is taken from pay after NI but before tax so for every £1 pledged actually costs 80p/60p for high tax earners. No bank details are taken
- You can stop/change/increase/decrease donations at any time. Only donate whilst you are earning
- Donations are forwarded by Payroll to Charities Trust (your Agency) who then forward on donations to whichever charity/icharities you have chosen to support
- South Staffordshire College are paying Charities Trust' admin charge of 25p per donor so all the donation will go to you chosen charity
- Charities Trust is matching your first month's donations up to £10 throughout September and October. For example, donate £5 and CT will match £5

Simply complete the donation form following the link above with your charity requests. If you would like help, or have questions, please feel free to contact Jolene Edwards at Payroll Giving in Action via jedwards@payrollgiving.co.uk

Discounts with Dulux

Discounts for you at Dulux Decorator Centre.

We would like to offer all staff of South Staffordshire, Tamworth, Lichfield & Cannock College employee cash discount on purchases through our Dulux Store
Simply quote Cash Account **707993 CPC Members Discount**

Some of the great reasons to shop with us

- 188 stores nationwide
- The only trade decorators' store to give you **Nectar Points**
- 24/7 ordering
- **Free delivery***
- Expert advice
- Choose from over **14,000 colours**
- 1,000s of wall coverings
- **Dulux Trade, Armstead Trade, Polycell, Hammerite, Cuprinol and Sikkens** available in-store and online

To find your local store call us direct:

0845 600 2400

Or visit us online:

duluxdecoratorcentre.co.uk

*Discounts may vary between brands, please see in store for further details. This offer can be withdrawn by the promoter without any prior notice. Discount only available to employees that are part of the CPC Scheme Proof of Employment is required.

[Find you nearest store :](#)

<https://www.duluxdecoratorcentre.co.uk/stores>

Dulux DECORATOR CENTRE

AkzoNobel

Website: Discounts for Teachers

There is also a website called Discounts for Teachers which can be used for **all** staff by using your south staffs email account – this gives discounts on motoring, mobiles, insurance, travel, finance etc.

<https://www.discountsforteachers.co.uk>

Gems at Work

We work with a Company called Gems at Work. From time to time, they provide us with free products for our staff to try and then for staff to feedback on. It's just our contribution to consumer research and allows staff to try products that they may not normally try.

Useful Information

Contacting HMRC

Employer's PAYE Reference: 586/AA35683

Income Tax Enquiries

Post

Pay As You Earn and Self-Assessment
HM Revenue and Customs
BX9 1AS

Phone

You will need to have your NI number and the College reference number available when you contact the helpline.

Telephone Number: 0300 200 3300

Opening Hours: 8am - 6pm Monday to Friday. Closed on weekends and bank holidays.

Online

If it is to change your name/address you can do this via the website:

www.hmrc.gov.uk/individuals/change-of-circs.htm

Webchat

https://www.tax.service.gov.uk/ask-hmrc/webchat/income-tax-enquiries-for-individuals-pensioners-and-employees?_ga=2.58781037.1785845999.1616588744-1396331690.1609849515

Twitter

You can use Twitter to get general help from HMRC. Start you tweet with @HMRCcustomers

Opening times: 8am – 8pm Monday to Saturday; 9am – 5pm Sunday. The service is closed on bank holidays.

National Insurance Enquiries

Contact for enquiries relating to:

- Class 1 National Insurance rates and thresholds
- Statutory Payments
- Age exception certificates (form CA4140)
- Employment history
- Gaps in your National Insurance contributions

Post

PT Operations North East England

HM Revenue and Customs
BX9 1AN

Phone

You will need to have your NI number and the College reference number available when you contact the helpline.

Tel: 0300 200 3500

Opening Hours: 8am-6pm Monday to Friday. Closed on Saturdays, Sundays and Bank Holidays