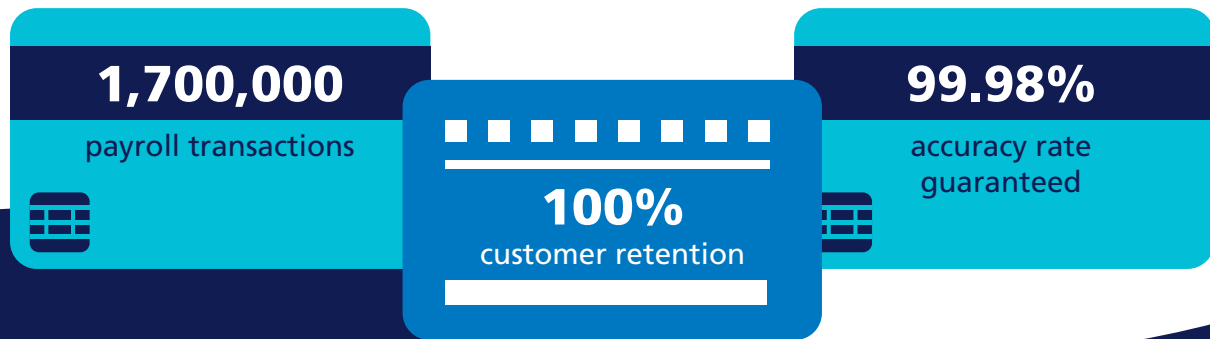




An accurate and
efficient service
delivered by
NHS payroll and
pension experts

Delivering exceptional quality

Achieving an amazing accuracy rate of 99.98%, while paying over 88,000 NHS employees, with 1,700,000 payroll transactions each year.



Providing a guarantee that your employees will be paid on time, every time. Retaining 100% of our customers reflecting their satisfaction in the service we provide.

Maintaining an excellent track record for developing innovative solutions to aid the smooth payment of NHS employees including deducting taxable benefit at source removing the need for retrospective tax code changes.

We are part of Northumbria Healthcare NHS Foundation Trust, one of the country's top performing trusts.

Recognised for:

- Quality with ISO 9001 accreditation.
- Achieving best practice in training and development. (Chartered Institute of Payroll Professionals Payroll Quality Partnership)
- Customer Service Excellence (CSE).

Awarded:

- **Payroll Team of the Year**
- Pay & Benefits Awards 2014
- **Professional of the Year** (Highly commended)
- Pay & Benefits Awards 2014
- **Payroll Manager** (In-house payroll)
- Payroll World Awards 2014
- **In-house Payroll Team** (Public sector)
- Payroll World Awards 2014
- **Best Payroll Support Team Award**
- Payroll World Awards 2015
- **Public Sector Team Award**
- The Rewards 2018
- **Best Manager Award - Lindsey Froud**
- The Rewards 2018

Providing an outstanding service

Replicating an in-house payroll team with all aspects of payroll, pensions and expenses delivered within the service – no outsourcing.

We have specialist knowledge and expertise in all areas of NHS payroll including NHS terms and conditions of service, salary sacrifice arrangements and expenses.

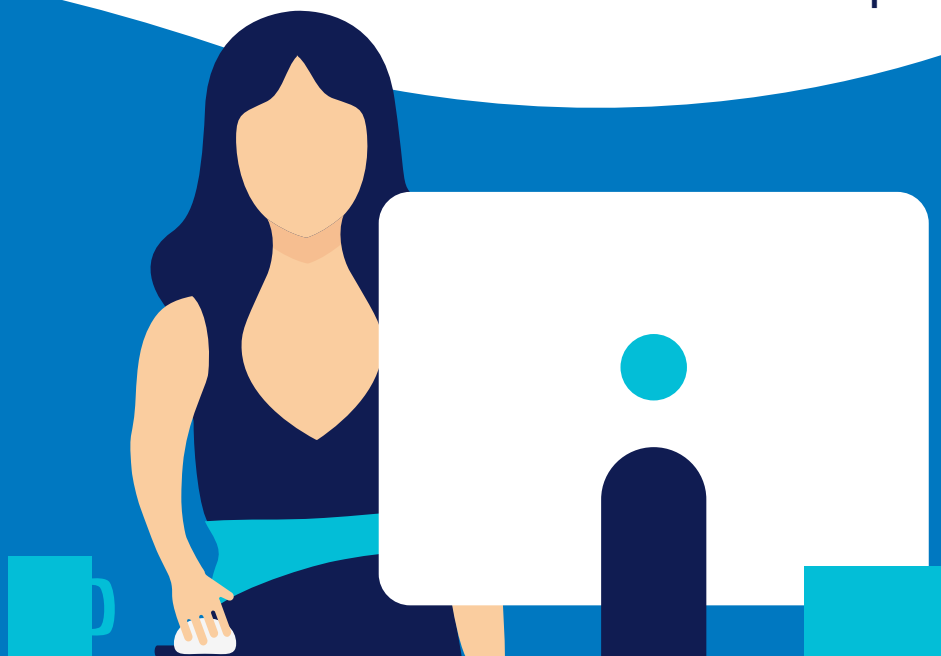
A team of NHS pension experts who are also experienced in pension legislation, management and administration of alternative private pension schemes.

We can adapt to the changing needs of your organisation and are well placed to predict new directions in an ever-moving external landscape.

We have an excellent understanding of ESR – the NHS' human resources and payroll system – and have close links with NHS Employers, NHS Pensions and HM Revenue and Customs.

We analyse and interpret all changes in legislation and terms and conditions and provide appropriate advice and recommendations to clients.

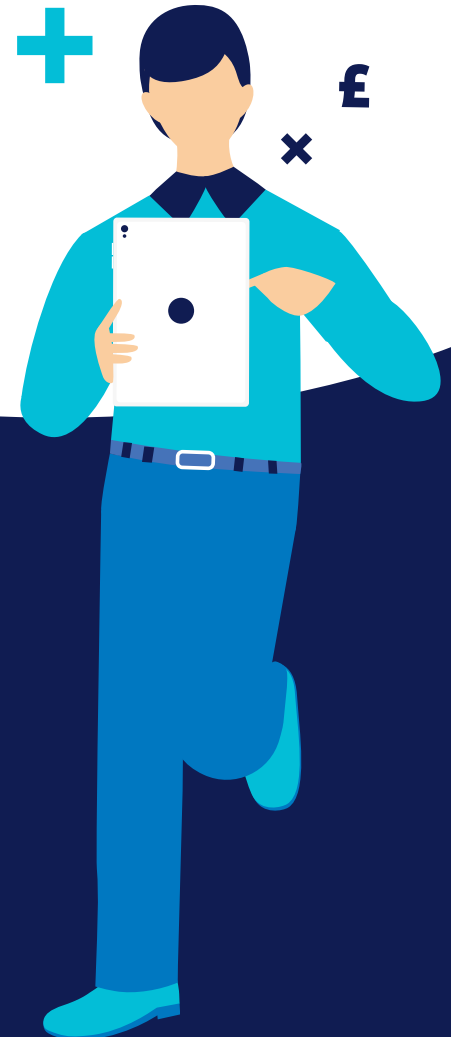
We have access to first-class training programmes to ensure our staff continue to develop and be great at what they do.



Giving a very personal touch

We tailor our service to meet your needs and we ensure that it exactly matches your requirements.

We meet with you regularly to discuss all parts of your service contract and provide you with regular management reports showing how we have performed against the key indicators agreed.



We allocate you a:

- Named team leader to provide you with dedicated support and day-to-day advice and guidance.
- Named team of officers covering payroll, pensions and expenses who your employees can contact directly.

We work closely with your human resources, finance and audit departments to ensure we create a seamless service.

A dedicated website provides you and your employees with:

- Pension information and links to useful payroll guides.
- A facility that allows employees to quickly find the details of their payroll, pensions and expenses officers.

Delivering an efficient service

We deliver efficiencies by:

- Producing innovative electronic solutions developed by our in-house technical experts.
- Streamlining processes to increase productivity and reduce administration.
- Constantly looking to develop procedures and systems that can deliver efficiencies and cost improvements for you.



We are easily accessible

We are an approved NHS supplier on two frameworks:

Countess of Chester

Jim Flood

t: 01244 362 552

e: james.flood1@nhs.net

NHS London Procurement Partnership (LPP)

(Hosted by Guy's & St Thomas' NHS Foundation Trust)

Laura Whitworth

t: 020 7188 8122

e: laura.whitworth@lpp.nhs.uk

People who trust us

We pay over 88,000 NHS employees across the country every month, on time, every time.

These are just a handful of the organisations that work with us.

Newcastle upon Tyne Hospitals NHS Foundation Trust

NHS England

Queen Victoria Hospital NHS Foundation Trust

Surrey & Borders NHS Foundation Trust

City Health Care Partnership CIC



Satisfying our customers

Unparalleled customer satisfaction rates have seen 100% of customers being retained.

We provide services for a range of NHS clients across the country whose staffing numbers range from 10 employees to over 15,500.

Our clients include:

Acute, community, ambulance and mental health trusts.

Social enterprise organisations, clinical commissioning groups and GP practices.

We have an exemplary record of working in partnership with our clients and here are some of the things they have said about us:

- Director of Finance
Newcastle Hospitals
NHS Foundation Trust



NHS Payroll Services provide a high quality and efficient service.

The team has energy, enthusiasm, drive and a wealth of NHS experience.

The senior team is hugely respected in their field and has engaged at a national level.



- Director of Finance
NAViGo Health and Social Care CIC



We have been a customer of NHS Payroll Services now since 2011 and the service has always been excellent. Staff have consistently gone above and beyond to ensure that we receive the highest levels of service and this is borne out by very strong performance in terms of accuracy and timeliness.

As a new finance director starting a brand new organisation, making sure people were paid accurately and on time was my highest priority and the support I received from NHS Payroll Services during that time has stayed with me for all the right reasons.



- Director of Finance
Northumberland Tyne and Wear
NHS Foundation Trust



NHS Payroll Services do an excellent job managing all aspects of our payroll, looking after everything to do with expenses, pensions, NHS terms and conditions and everything to do with salary sacrifice agreements.

We are confident in their ability and that our employees are paid accurately and on time.





NHS Payroll Services

**NHS Payroll Services is part of
Northumbria Healthcare
NHS Foundation Trust**

If you would like to find out
how NHS Payroll Services could
benefit you, contact us by:

telephone: **0191 607 3454**
email: payroll@northumbria.nhs.uk



CUSTOMER
SERVICE
EXCELLENCE®



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Newcastle upon Tyne, NE27 9NZ

www.nhspayrollservices.co.uk