

Lead Employer Trust – Payroll Department
Frequently Asked Questions

How do I contact LET Payroll?

Please use the generic inbox nhc-tr.letpayroll@nhs.net or our helpdesk telephone number 0191 2754782

When will I receive my salary?

Pay day for the Lead Employer Trust (LET) employees is the 28th of the month, where this falls on a weekend or public holiday the payday will be brought forward to the last working day. . This may change during the months of December and January; where employees will be notified by payslip message if they will be paid at a different time during this month.

What should I do if I think my salary is incorrect?

Please contact LET on nhc-tr.letpayroll@nhs.net

What should I do if I think my Tax code/deduction is incorrect?

If your tax code is a D0, OT or BR on your payslip then you will need to contact HMRC for further guidance. You will need your National insurance number and your employer PAYE reference number to contact HMRC.

Contact details for HMRC : 0300 200 3300

PAYE Reference number: 465/P1113

Website: <https://www.gov.uk/government/organisations/hm-revenuecustoms>

What should I do if I have not received my P45 from my previous employer before commencing employment with the LET?

You will need to complete a starter checklist (replaces a P46) which is accessible on the HMRC website on this link

<https://www.gov.uk/government/publications/payee-starter-checklist>

Please send this completed form immediately to the LET Payroll department to enter into your record which will enable HMRC to inform the LET of your correct tax code as soon as possible.

What should I do if I am unable to access my online pay slip?

Please use your ESR login, user name starting 441, any problems you have please contact nhc-tr.letpayroll@nhs.net. Guidance notes on accessing ESR can be found [here](#).

If you need a hard copy of a payslip please contact nhc-tr.letpayroll@nhs.net, there is an Administration charge of £1.50 per payslip copy, please note there is a 10 working day turnaround period.

How do I change my bank account details for my salary to be paid into?

You need to log into your ESR account with the LET and update your bank accounts details in the payment details section. Guidance notes on accessing ESR can be found [here](#).

I want to Transfer my pension, how do I do this?

The LET is unable to do this for you. Please see the employee member section area 'Request a Transfer' on the NHS Pension website for information and guidance on how to do this.

<http://www.nhsbsa.nhs.uk/Pensions/4108.aspx>

I want to increase my NHS Pension for when I retire, how can I do this?

The LET are unable to do this for you. Please see the employee member section area 'Additional Pension/Added Years/ERRBO' on the NHS Pension website for information and guidance on how to do this <http://www.nhsbsa.nhs.uk/Pensions/4113.aspx>

What should I do if I don't want to be in the NHS Pension scheme whilst employed by the LET?

The LET is unable to do this for you. Please see the employee member section area 'Leaving the Scheme' on the NHS Pension website for information and guidance on how to do this,

<http://www.nhsbsa.nhs.uk/Pensions/4115.aspx>

Where do I find out about the NHS Pension Schemes?

Please see the NHS Pension website for all information regarding the scheme and the benefits it provides.

<http://www.nhsbsa.nhs.uk/Pensions.aspx>

What happens if I have an outstanding salary sacrifice in place when I leave employment with the LET?

Any remaining balance(s) of salary sacrifice will be deducted from your final salary as a gross amount. The salary sacrifice contracts are not transferrable.

What happens if I have an outstanding salary sacrifice in place for a Lease Car when I leave employment with the LET?

Please contact the car scheme provider for more details in relation to this.

What happens if I have an outstanding salary sacrifice in place when I go on 'Out of Programme' or unpaid leave with the LET?

Any remaining balance will be deducted from your salary immediately prior to going on Unpaid leave or Out of Programme as a gross amount. The salary sacrifice contracts are not transferrable.

How do I cancel my car parking charge?

You will need to contact the car parking department/ trust facilities department at the trust the parking is applicable to for further instruction. Once they are notified the LET payroll department will receive notification from the trust to stop deductions and refund if applicable.

Please note the LET are unable to stop and refund any deductions without notification from the trust facilities.

I have moved into Hospital Accommodation and no deduction has been taken from my salary, what should I do?

Once you have moved into hospital accommodation and agreed with the accommodation officer at the trust deductions should be made from your salary, please check that these deductions have commenced, if not please contact the accommodation office within the Trust you are based as soon as possible for further advice.

I need to cancel my mess fees, how do I do this?

You will need to email your nhc-tr.letpayroll@nhs.net with the date of cancellation.

I need a copy of my P45/P60 or letter for expenses paid, what should I do?

You will need to contact nhc-tr.letpayroll@nhs.net to receive a letter confirming the information; we are unable to provide duplicates. An administration charge of £5.50 will be payable per letter needed, please note there is a 10 working day turnaround period for this.

I need an employment/mortgage reference completed, who do I contact?

Please contact nhc-tr.lethelpdesk.ne@nhs.net for further advice; please note there is a 10-working day turnaround period.

I have moved home, how do I update my address?

You need to update this on your ESR account using the date you moved into your new home.

What must I complete in order to receive travelling expenses?

The LET use EASY expenses system, please refer to the user guide [here](#).

I have travel expenses to be submitted, what is the deadline?

All travelling expenses must be submitted and approved to the LET payroll department on or before the 5th of the month for payment in that month's salary. All travel claims must be within three months of the dates claimed however ideally submitted on a monthly basis would be much appreciated.

I have moved home, can I change my nominated base?

Once you have nominated a base workplace and claimed mileage or travel allowance using this as your base workplace this is unable to be changed even if a relocation of home takes place. The only criteria for changing a nominated base would be that the original nominated base no longer exists and you have not yet been placed in your nominated base; your specialty is no longer housed in that nominated base and you have not yet been placed in your nominated base or you receive a new contract of employment with the LET.

Why has my expenses been rejected for payment?

There are various reasons as to why the expenses claim may have been rejected for payment, however the reason for rejection will be made clear on EASY. Once you have amended your claim please resubmit your claim on the expenses system.

How do I claim study leave expenses, what is the deadline?

Study leave expense claims should be submitted via the EASY expenses.

All items claimed must have official receipts attached and itemised if for subsistence/food allowance.

My claim was received by the payroll department after the 5th month, will I receive an interim payment?

No interim payment will be made for expenses received by the LET payroll department after the 5th month; these claims will be paid in the next available pay run so long as the form is completed correctly etc.

I am a Less Than Full Time (LTFT) Trainee, I do not think my pay is correct, what do I do?

Contact your People Services team on nhc-tr.lethelpdesk.ne@nhs.net

What should I do if I have been over paid?

You must urgently contact nhc-tr.letpayroll@nhs.net.

Will I receive an interim payment if my salary is wrong?

If the monies owed is more than 20% of what you have received, you may request to be paid an interim payment prior to next salary. Please discuss this further with your Payroll Officer.

What should I do if I think my work schedule is incorrect?

Contact your People Services team on nhc-tr.letpayroll@nhs.net to discuss further. Your People Services Officer will need to confirm with your host training trust prior to any payment or adjustment of salary being made.