



# NWSSP ESR Database change: Internal change

## Frequently Asked Questions

## Key dates to remember

- **Thursday 27th May - Wednesday 2nd June 2021:** Approved recruitment adverts will need to pause from close of business on 27th May until 2nd June when posts can be advertised, (3 working days).
- **Tuesday 1st June - Week of Monday 14th June 2021:** staff will be unable to access their e-expenses account to make claims for June 2021 onwards.
- **Wednesday 2nd June:** All live recruitment adverts will need to be closed by close of business on 27th May 2021 Advertising will recommence on 2nd June 2021. The Recruitment Service will work closely with managers to minimise disruption.
- **Friday 4th June 2021:** Retain copies of electronic payslips and P60's by this date. Date for Core ESR Users is 31st May 2021 as ESR Access will change on 1st June 2021.
- **Friday 4th June 2021:** Deadline for approval of expense claims for expenses up to 31st May 2021.
- **Friday 4th June (6pm) - Friday 18th June 2021:** staff will be unable to access their personal ESR accounts.
- **Sunday 6th June 2021:** transfer of all employees from ESR database 120 [Velindre] ESR database 043. The ESR system will be off-line from 6pm on Friday 4th June 2021 through to 8am on Monday 7th June.

**Staff are required to ensure that their ESR account is up to date by 31st May 2021 including personal and bank details.**

**Below is a link to a series of key documents which are available internally and externally:**

### Intranet

- [How to Export Annual Leave from ESR Employee Self Service](#)
- [How to Export Team Sickness Absence](#)
- [How to Export All Absences for Teams](#)

### Internet

- [How to Export Annual Leave from ESR Employee Self Service](#)
- [How to Export Team Sickness Absence](#)
- [How to Export All Absences for Teams](#)

## Checklist for staff

### Employees

- [Download payslips and P60s](#)
- Screenshot TRS statement (if required)
- Download annual leave from ESR (as per the guides above)
- [Check personal details on ESR are correct and up to date \(including emergency contact\)](#)
- [Ensure bank holidays and annual leave for April and May have been recorded on ESR.](#)

### Managers (as above for your own personal details) plus:

- Run detail sickness report and download absence report (as per the guides above)
- Be aware of recruitment pause and above key dates
- Ensure teams are aware of MOCP, key dates and key activities listed above
- Signpost teams to FAQs and [intranet](#) / [internet](#) page.

**All changes to be actioned by 31st May 2021.**

## Introduction

On Sunday 6th June, NWSSP will undertake an exercise to transfer all employees from ESR database 120 [Velindre] to its own ESR database 043.

The change is required due to the recent expansion of the NWSSP workforce to include the Junior Doctor Single Lead Employer (SLE), Collaborative Bank Partnership (CBP), Medical Examiner service and Laundry services; and to ensure that Departments within in NWSSP can to efficiently manage staff and processes via one ESR database.

It is our intention throughout the process to clearly explain the change. During conversations with management teams, the exercise may be referred to as 'an MOCP' (mass organisational change process) and the technical term for the database 'VPD' (virtual private database) may also be used.

## Communications

We will be communicating to staff to ensure that all colleagues are fully briefed throughout the change process. We have a robust communications plan and will be communicating via the following channels:

- Dedicated web pages (internet and intranet)
- Email (People and OD Communications)
- NWSSP newsletters / Staff side/Union newsletter updates
- Electronic Staff Record (ESR)
- Payslips
- NWSSP Managing Director's weekly staff briefing
- Via the Expenses portal
- Updates for managers to distribute through Microsoft Teams
- Virtual Coffee Mornings.

A moderated Q&A function will be available so that all staff can ask any questions and receive answers from the relevant divisions. The Q&A's will then be published via dedicated pages on the staff intranet. The email address for the Q&A's function is: [shared.services@wales.nhs.uk](mailto:shared.services@wales.nhs.uk)

### What does this mean for me?

If you have an ESR username starting with 120, your employment record will be moved overnight on Sunday 6th June to the new ESR 043 database.

**The move does not affect your employment contract nor the terms and conditions to which you are employed. Staff are required to ensure that their ESR account is up to date by 31st May 2021 including personal and bank details and annual leave entitlements.**





## ESR

### Is the ESR system affected as a result of the data move?

The ESR system will be off line from 6pm on Friday 4th June 2021 through to 8am Monday 7th June to transfer the electronic staff records from VPD 120 to VPD 043.

### Will I have a new Login and password?

Yes, all staff who have transferred will receive a new 043 ESR user account, and your current 120 ESR account will close. Staff will receive an e-mail in the week commencing 14th June 2021 with their new ESR account login details. **This will result in staff being unable to access their personal ESR accounts for the period 4th June (6pm) - 18th June (8am).**

Staff without an email address will need to contact the ESR Support Hub (details below). Staff will be required to provide their name and National Insurance number to verify their identity.

- Telephone: 02920 905400
- Instant chat: <http://www.nwssp.wales.nhs.uk/esr-community-hub>
- Email: [esrhub.wales@wales.nhs.uk](mailto:esrhub.wales@wales.nhs.uk)

### Will I have a new assignment / payroll number?

Yes, staff transferring from VPD 120 to VPD 043 will receive a new assignment / payroll number as a result of the transfer. Your new payroll number will be available to you, via your new 043 ESR user account.

### Will I be able to access my historic e-payslip after the transfer?

As part of the transfer process you will receive a new assignment / payroll number once you have transferred from VPD 120 to VPD 043. This will mean that you will no longer be able to access previously issued electronic payslips and P60's via VPD 120 ESR after the transfer.

If you wish to retain copies of electronic payslips and P60's you must print these off or save them securely prior to **Friday 4th June 2021** (we recommend in the very least the most recent 3 months payslips are saved/printed).

After the transfer you will be able to view your new payslips and P60's (June 2021 onwards) on the VPD 043 ESR system under your new staff number in the normal manner.

### What if I do not have access to a printer?

Payslips and P60's can be saved securely on your own personal systems and printed at a later date.

### What happens if I am not in work, unable to access ESR at home and require printed payslips and P60's after the 31st March 2021?

The Payroll team that support the old VPD 120 are able to access copies of previous payslips and P60's. In exceptional circumstances payroll colleagues may be able to facilitate the printing of required payslips, but there may be a cost associated to this, which individuals may be required to pay.

### Will I have access to old financial information such as pay awards?

All financial information would be contained within the payslip, so we strongly advise that these are printed or securely saved prior to the downtime on **Friday 4th June 2021 (6pm)**.

### **If I am transferring, will my statutory and mandatory training data transfer?**

Providing the data is currently held in VPD 120 ESR system, staff records transferred by IBM will include statutory and mandatory training already undertaken. All statutory / mandatory data and appraisal data will be uploaded by the end of June 2021.

### **I am a Manager, after the data transfer how do I inform payroll of any permanent changes, starters and terminators within my team(s)?**

The current payroll forms will be automatically amended to ensure they are submitted to a new payroll email address. These forms will be available on the intranet.

## **Payroll**

### **When we move to VPD 043 will my Assignment/Payroll number change?**

Yes, staff transferring from VPD 120 to VPD 043 will receive a new assignment / payroll number as a result of the transfer. Your new payroll number will be available to you, via your new 043 ESR user account.

### **Will our Tax office Reference Change?**

Yes, in order to move you from VPD 120 to VPD 043, in the eyes of HMRC, is a change of Tax Code. Your new Tax Reference will be 475/RE14261.

### **Will I be terminated from my current VPD?**

Due to the process of moving you, your record in your current VPD will be ended, and a new record will be created in the new VPD 043. The move does not affect your employment contract nor the terms and conditions to which you are employed.

### **If we are terminated does this affect my service?**

Your start date in the new VPD will be 1st June 2021, however you're Continuous Service dates will transfer, so in terms of Annual Leave and Sickness your entitlements will not change.

### **I will be on maternity leave when this move happens what will happen to my Maternity?**

Your maternity will continue, as it would had the transfer not happened. You will not see any change.

### **I am currently on sickness what will happen during the cross over?**

Your sickness will continue along with your entitlement, therefore when your entitlement was due to change or end this will remain the same.

### **Will I still get a P11D?**

Yes, you will still get a P11D from your old VPD for the tax year 2020/2021. In the tax year 2021/2022 you will get two P11Ds: one for the April 2021 to May 2021 from VPD 120; and one from VPD 043 for the remainder of the year. This will have no impact on your Tax.

### **What if my Car is PBIK (Payroll Benefit in Kind)- how will this work?**

If your car is currently PBIK this will continue otherwise it is the same answer as above.

## Payroll

### **Will we have a different contact number for HMRC?**

The telephone number for HMRC remains unchanged at 0300 200 3300. Please remember to have your National Insurance Number and Tax Office number ready these can be found on your payslip.

### **By changing over VPD, will this affect my Tax or NI?**

You will see no difference in the Tax or NI you pay.

### **Do I need to notify HMRC that I have changed VPD's?**

No, we will do this automatically.

### **Will we have different contact numbers for Payroll?**

All contact numbers for Payroll will remain the same, and as detailed on the intranet.

### **What if I have queries on my pay between the 1st April 2021 and 31st May 2021 but don't spot it until June 2021?**

This will not be a problem. Please contact Payroll in the usual way and they will be able to resolve this for you.

### **Will this affect my Pension?**

No, your pension will not be affected. We will advise NHS Pensions agency that you transferred on the 1st June 2021 and your records will be updated to reflect this.

### **Do I need to notify Pensions Agency of the move?**

No, this will be done automatically for you.

### **Total Reward Statement (TRS)**

With the move to VPD 043 on 1st June 2021 your TRS statement (pension) will not be available online until this has been updated by the NHS Pensions Agency. This will happen in October 2021. In the meantime if you are thinking of retiring, please do not hesitate contact the NWSSP Pension Team direct.

## Expenses

### **Will my expense log-in details change?**

Yes, you will receive notification of your new log-in details in the week commencing 14th June 2021 once the account has been set up on the new system.

### **Will I have access to my previous expense claims?**

Access to your previous claims will not be available. If you require access to your previous claims you can raise a request with the expense team via the Expense Customer Portal:

<https://actionpoint.cymru.nhs.uk/ulite/?servicedesk=264>

### **Will I receive a P11D?**

A P11D will be produced, where required for the period April 2021 to May 2021 these will be distributed by July 2022. From June 2021 all mileage and any Benefit in Kind will be reported to HMRC in real time.

### **Will my vehicle details be transferred to my new account?**

Vehicle details will not be transferred to your new account, you will need to add a new vehicle and provide your insurance and driving licence details prior to making a mileage claim. Lease and Salary Sacrifice vehicles will be transferred.

### **Excess travel, I am in receipt of excess mileage, will I still be able to claim?**

Yes, your excess mileage entitlement will be transferred to your new account.

### **Am I required to provide my insurance and driving licence for excess mileage?**

No, duty of care is not required for excess mileage.

### **What is Pay-rolled Benefits?**

This is a change to the way in which tax paid on benefits (salary sacrifice & lease car) is reported to HMRC. There is no change to the amount of tax you will pay on these benefits compared to the previous system.

The tax you do pay will now be calculated on the benefit in kind and reflected on your payslip each month, rather than through an adjustment to your tax code. This means that you will pay tax in 'real time' and pay-rolled benefits will no longer appear on your P11D benefits statement. You will no longer receive a P11D benefits statement from 2021/2022 tax year onwards, unless the benefit or part of the benefit is not pay-rolled.

### **What is Duty of Care?**

Duty of Care is a legal responsibility to ensure that where employees are required to make business journeys the vehicle is suitable for purpose, maintained properly and the driver has adequate licences to drive the vehicle. More information can be found here: [Duty of Care](#)



## Annual Leave

### **As my start date in VPD 043 will be the 1st June 2021, will my annual leave entitlement change?**

As your continuous service date will remain the same, i.e. the date you joined NWSSP and/or NHS Wales, your annual leave entitlement will remain the same. However, due to the way the systems has been configured, your annual leave entitlement may look a little different.

To ensure you have the correct number of days allocated to you for the period of 1st June 2021 to 31st March 2022, we have had to apply an override to your record to provide the correct basic entitlement balance minus the 4 bank holidays along with any additional leave you may have taken in April and May.

For example:

Annual Leave Period: 1st April 2021 – 31st March 2022

As a full-time member of staff you have an entitlement to **262.50 hours** (27 days annual leave plus 8 bank holidays)

**4 bank holidays** (30 hours) were booked between 1st April 2021 and 31st May 2021 (Good Friday, Easter Monday, Spring bank Holiday and May Bank holiday).

The 30 hours (four bank holidays) will be deducted from your overall entitlement balance of 262.50 hours, leaving a balance of **232.5 hours** to be added as an override to your 043 ESR account.

Therefore, your override balance is calculated as:

= Full entitlement in hours – bank holiday hours and annual leave taken in April and May.  
= **262.50 hours – 30 hours = 232.50 hours.**

It is this final figure that you will see in your annual leave entitlement box on ESR.

In order to ensure your annual leave entitlements are correct, we recommend you download a copy of your absence calendar which is available on your home page in ESR. You will need to do this prior to 31st May 2021. Details on how to undertake the download have been issued alongside these FAQs.

### **I have carried over annual leave from 2020/2021 annual leave year, will this be added to my annual leave entitlement?**

Yes, any approved carry-over of annual leave will be added to the override balance as described previously. As we need to have transferred to the VPD 043 prior to undertaking this work, we are looking to have this concluded by the end of the first week in July 2021.

### **I have purchased annual leave for the 2021/2022 annual leave year, will this be added to my annual leave entitlement?**

As with carry over above, we are looking to add all purchased annual leave to the override entitlement throughout June 2021 and look to have this concluded by the end of the first week in July 2021.