



# NHS GRAMPIAN RECRUITMENT

## WELCOME PACK

USEFUL INFORMATION FOR ABERDEEN, ABERDEENSHIRE & MORAY

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## INTRODUCTION

We would like to congratulate you on your conditional offer to join us at NHS Grampian.

The Recruitment Team will be a main contact for you during your on-boarding. Your line manager will become your direct contact once in post and will deal with any issues which may arise locally.

This pack contains some useful information for you to use over the coming days, weeks, and months.

NHS Grampian covers areas of Aberdeen City, Aberdeenshire and Moray. There is more information on the different sites and services which they offer via this link: [NHS Grampian Homepage](#)

## ABERDEEN CITY & ABERDEENSHIRE

More information about the area of Aberdeen and Aberdeenshire can also be found here: <https://www.visitabdn.com/>.

This includes useful information for getting around the area, useful things to know and attractions/things to do.

## MORAY

Information about Moray can be accessed via this link here: [Visit Moray Speyside - The Official Website for Moray & Speyside](#).

Again, this includes useful information for getting around the area, useful things to know and attractions/things to do.

## EMERGENCY NUMBERS

We hope that you never need to use these but would like to advise you that in an emergency you need to call 999 anywhere in the UK. All landlines and all UK mobile phone companies allow these calls free of charge.

### AMBULANCE SERVICE

In an emergency call **999**.

For any non-emergency calls use 111. An NHS24 call handler will answer your call and ask some screening questions so that they can best direct your call.

<https://www.scottishambulance.com/our-services/emergency-care/when-should-you-call-999/>

### DENTAL SERVICE

For out-of-hours dental services please call NHS24 on 111.

A dental information and advice line is available for non registered patients during Monday to Friday, 8.15am to 5.45pm – 0345 4565 990.

### FIRE AND RESCUE SERVICE

In an emergency call **999**.

[Scottish Fire & Rescue Service: North \(firescotland.gov.uk\)](https://www.firescotland.gov.uk/)

### POLICE SERVICE

In an emergency call **999**.

For any non-emergency calls use 101.

<https://www.scotland.police.uk/contact-us/>

# GET THE RIGHT CARE IN THE RIGHT PLACE



	<p>NHS inform includes self-help guides for a range of common conditions: <a href="https://www.nhs.uk/infomanagement/self-help-guides">NHSinform.scot/self-help-guides</a></p> <p>If you think you need A&amp;E, but it's not life threatening, call NHS 24 on 111. If you need same day medical attention that cannot wait for your GP Practice to reopen, call NHS 24 on 111.</p>	<b>NHS 24</b>
	<ul style="list-style-type: none"> <li>• Colds</li> <li>• Cold sores</li> <li>• Sore throat</li> <li>• Diarrhoea or constipation</li> <li>• Indigestion</li> <li>• Aches and pains</li> <li>• Help if you run out of your repeat prescription</li> </ul>	<b>Pharmacist</b>
	<p>Contact your GP Practice</p> <p>Call NHS 24 on 111, 24/7, 365 days a year</p> <p><b>Breathing Space:</b> 0800 83 85 87</p> <p>Weekdays: Monday - Thursday 6pm to 2am</p> <p>Weekend: Friday 6pm - Monday 6am</p>	<b>Mental Well-being</b>
	<ul style="list-style-type: none"> <li>• Tooth pain</li> <li>• Swelling to your mouth</li> <li>• Injury to your mouth</li> <li>• Painful or bleeding gums</li> <li>• Advice on oral hygiene</li> </ul>	<b>Dentist</b>
	<ul style="list-style-type: none"> <li>• Red or sticky eye</li> <li>• Pain in or around your eye</li> <li>• Blurred or reduced vision</li> <li>• Flashes and floaters</li> </ul>	<b>Optometrist</b>
	<p>A range of clinicians, including doctors, nurses and sometimes pharmacists and physiotherapists to help you with both mental and physical health issues.</p>	<b>GP Practice</b>
	<ul style="list-style-type: none"> <li>• Cuts and minor burns</li> <li>• Sprains and strains</li> <li>• Suspected broken bones and fractures</li> </ul>	<b>Minor Injuries Unit</b>
	<ul style="list-style-type: none"> <li>• Suspected heart attack or stroke</li> <li>• Breathing difficulties</li> <li>• Severe bleeding</li> </ul>	<b>A&amp;E or 999</b>

If you are unsure about where to go or who to see, find out at:

**[NHSinform.scot/right-care](https://www.nhs.uk/infomanagement/right-care)**

There is also a useful resource called 'Know Who To Turn To' which will direct you to all the services available if you are ill or injured: [NHS - Grampian \(know-who-to-turn-to.com\)](https://www.know-who-to-turn-to.com).

## PRIORITY ACTIONS

There are several priority actions we would ask you to complete and these are outlined in the next few pages. It is very important you look to complete these as soon as possible to fulfill any visa requirements and avoid any delay in your salary payment.

## RIGHT TO WORK

You must prove your Right to Work in the UK before you start employment.

If you are a British Citizen you will have provided your passport and evidence of national insurance as identification.

If you are an international recruit you will need your Biometric Residence Permit (BRP) to apply for a share code which you can share with us. Please follow the link below to get a share code: <https://www.gov.uk/prove-right-to-work>

## SET UP A BANK ACCOUNT

A bank account is essential so that your salary can be paid directly to you into that account.

It is possible that you may already have an account which you wish to continue to use. If not, there are multiple online banking options as well as high street branches where you can attend in person. Some banks will request proof of residence before you can apply for an account, so a utility bill or previous bank statement would be acceptable for this. If you have arrived from overseas and in temporary provided accommodation, please ask your line manager and they may provide confirmation of this.

You will complete a staff engagement form with your line manager when you first visit your clinical area and your bank details will be required to complete this form before it can be sent off for setting up your salary payment. If you do not have an account opened on the first day, please action this as soon as possible.

Further down the line should you wish to move bank accounts, you just need to advise your line manager and payroll contact (noted on your payslip) and they will advise how to do this so that your salary payment will also change to be paid to the correct account.

Your salary will be paid on the last working day of each calendar month unless this day falls on a Saturday or Sunday. If so, you will receive your salary on the Friday. Your line manager will be able to advise where you can collect your payslip from, and you will be able to set up receiving this electronically once you have settled into role, should you wish to do so.

All pay queries including around tax should be directed to the payroll department. *We have attached further information around your payslip which may be helpful. Please refer to Appendix A.*

## SET UP A UK MOBILE NUMBER

If you do not already have a UK mobile number, you should look to get one prior to your first day.

There are multiple mobile phone providers throughout the UK with many located on the high-street/town centre and others are available through supermarkets or online. Most providers can offer a sim-only deal and you will be able to use these with your existing phone handset. It may be worth searching online for the best deals for you depending on the main purpose of your phone.

Once you have a UK number please let your line manager know.

## SUPERANNUATION SCHEME

The Scottish Public Pensions Agency (SPPA) is an Agency of the Scottish Government. Its principal role is to administer pensions for employees of the National Health Service. All information regarding the NHS Scotland Superannuation Scheme can found on SPPA's website: <https://pensions.gov.scot/nhs>.

All employees of NHS Grampian are automatically be enrolled in the superannuation scheme. This will take a proportion of your salary each month and set it aside for your retirement.

You can choose to opt in or out of this scheme at any time by contacting payroll.

## REGISTER WITH A GENERAL PRACTITIONER

If you are not already registered with a General Practitioner (GP), we request that you register as soon as possible. Due to community numbers, it may be that you need to approach more than one surgery to be able to register, however please be persistent as it is important you register at the earliest opportunity.

Using the link below, you will discover further guidance and can search the local area for options:

<https://www.nhsinform.scot/care-support-and-rights/nhs-services/doctors/registering-with-a-gp-practice>.

## REGISTER WITH A DENTIST

Dental care is separate to the care you can receive via your GP. Some dental practices offer places to NHS patients and others only offer private consultations so you will need to search for a suitable option for yourself. Further information can be found on the page below:

<https://www.nhsinform.scot/care-support-and-rights/nhs-services/dental/receiving-nhs-dental-treatment-in-scotland>.

You may need to search a few locations before you find a practice which is accepting new patients as these services can be quite limited, particularly for NHS patients.

## INDUCTIONS

You are required to undertake Corporate Induction when you first join the organisation.

TURAS training has further modules (commonly known as your Statutory and Mandatory training) which will need to be refreshed as you continue to work for NHS Grampian. Each module will have its own timescale for renewal, and you should receive email notification as a module is due to expire.

There may be other modules and training sessions which are important for you to complete for your role, and your line manager will be able to advise on this.

## FURTHER DEVELOPMENT

Once you have settled into role, it may be that there are opportunities for career development. Your line manager will be able to advise and direct you towards resources and further learning opportunities.



## UNIFORM (IF YOUR ROLE REQUIRES THIS)

During your first week you will complete a Uniform Request Form and once your uniform is prepared you should collect this. The Sewing Room is open Monday to Thursday 0800 – 1545, and Friday 0800 – 1230, and this is on site at ARI.

Key features to note are listed below:

- Footwear should be comfortable and practical for the role undertaken. Footwear should encase the foot with closed toes and heels and have a suitable closing device such as Velcro or laces, all of which provide good support for the foot. Shoes should also be soft soled to reduce noise and be low heeled to support safe manual handling procedures and to reduce the risk of slipping. Footwear should be in good repair and be washable or wipeable in solid colour of black, navy or white. A solid outer is essential, mesh is not appropriate.
- Uniforms must be clean and pressed. Washing at 60 degrees, tumble dry and then iron to ensure neat and tidy.
- Elbows down should be clear of clothing. Should you wish to wear undergarmets these should be short sleeved and not visible under your uniform.
- Uniforms should only be worn in the work environment; staff must not undertake personal activities such as shopping while wearing their uniform. The use of changing facilities is essential, and no staff should travel to/from work (walk, drive or public transport) in their uniform.
- Fingernails should be kept clean and short. No false nails, nail polish or acrylics are permitted.
- Jewellery must be kept to a minimum. Any wedding bands must be smooth with no stones inserted. Wristwatches are not acceptable.
- Hair must be clean, neat, and tidy, longer hair must be clipped back from the face and always tied up off the collar in clinical areas.

## PLACES OF WORSHIP

It is recognised that individuals who join NHS Grampian may come from a range of religious or spiritual backgrounds.

If you are in Aberdeen City, Aberdeen Royal Infirmary has both a Chapel (located on Level 2 of the Pink Zone) and a Sanctuary (located in the Matthew Hay Building directly above the new entrance to the Emergency Department) which are both open to all faiths, 24 hours per day.

NHS Grampian also have a Chaplaincy team which can offer spiritual support and/or a listening service to all staff, patients, relatives, carers, and visitors:

[Gram.chaplaincy@nhs.scot](mailto:Gram.chaplaincy@nhs.scot).

Throughout Aberdeen, Aberdeenshire and Moray there are multiple other places of worship including churches, mosques, gurudwaras, mandirs, temples and synagogues. Below is a list of some places of worship and more can easily be found by searching online:

### **Christian/Roman Catholic/Pentecostal**

[St. Mary's Cathedral](#)

[King's Church - Aberdeen - Home \(kingschurchaberdeen.com\)](#)

<http://gerrardstreet.com/>

[Aberdeen Elim Church](#)

[Love Citadel Church Aberdeen](#)

[The Junction Church](#)

[The Riverside Christian Assembly](#)

[Aberdeen Christian Fellowship \(aberdeencf.com\)](#)

[Contact \(fountainoflove.org.uk\)](#)

[Love Bridge Community Church](#)

<https://www.destiny-church.com/campus/aberdeen/>

### **Muslim**

[Masjid Alhikmah - Aberdeen, Scotland](#)

[Aberdeen Mosque and Islamic Centre](#)

[Syed Shah Mustafa - Jaame Masjid | Mosque Masjid Directory \(mosquedirectory.co.uk\)](#)

### **Sikh/Hindu**

[Aberdeen Hindu Temple Trust – Aberdeen Hindu Temple Trust](#)

### **Anglican/Episcopal**

[Catalyst Vineyard Church](#)

As you seek to find new places of worship, we hope that this information is useful to you.

## SHOPPING

### FOOD

You will find a range of supermarkets, from megastores to small express stores offering most of your everyday goods. The following companies also provide an online collection/delivery service:

[Asda](#)

[Morrisons](#)

[Sainsbury's](#)

[Tesco](#)

Other supermarkets and stores are available which may be more economical such as Aldi, Lidl, Home Bargains and B&M Stores. These stores do not usually offer home delivery and stock a smaller, varied range of items.

There are other local independent shops which can cater for international cooking supplies including Halal options.

### PHARMACIES, OVER THE COUNTER MEDICATION AND SUPPLEMENTS

Pharmacies are a community health care service that can offer advice about minor illnesses, treatments and medications. Medication such as paracetamol and ibuprofen can be purchased in most supermarkets, pharmacies and local stores. Various supplements and vitamins can also be purchased in most supermarkets, pharmacies and health stores.

## TRANSPORT

### TRAINS

Aberdeen train station is located adjacent to the Union Square shopping centre and is the end of the main east coast train line in the UK which leads directly to Kings Cross station in London. As well as London there are regular trains to most major cities in the UK.

The line from Aberdeen also provides regular connections to Aberdeenshire and Moray for those who may commute further for work, or travel as part of their role.

You can pre-book tickets online through various sites or you can collect tickets from the station at self-service points. There is a travel desk available, but hours are limited.

### BUSES

There are two main companies which operate bus routes in and around Aberdeen, Aberdeenshire and Moray.

First Bus: [Aberdeen | First Bus](#)

Stagecoach: [Welcome to Stagecoach \(stagecoachbus.com\)](https://www.stagecoachbus.com)

Most bus routes accept contactless payment as well as cash. You can also purchase tickets in advance (e.g., weekly tickets) and this may be a more economical way to buy your tickets. Details of how to do this can be found on the above websites. The cost for fares varies depending on the type of ticket you purchase.

If you are wishing to travel across the country another option would be Megabus who offer city connections and sleeper bus services so you can travel long distances overnight if required.

### FERRY TERMINAL

Aberdeen Ferry Terminal is located just across from the Union Square shopping centre and has close walking connections with both the bus and train station. There are crossings daily to Orkney and Shetland, providing connections between the mainland and the isles in each direction.

## AIRPORT

Aberdeen Airport is the main airport in the North East with reasonable links to other UK Airports and overseas locations. It is also next to the world's largest commercial heliport which mainly transports staff to offshore platforms.

## TAXIS

When booking a taxi there are multiple companies you can use. Most taxi companies will be legitimate but if you are unsure, taxis should have a licence attached to their vehicle (next to the registration plate) which will prove that they are reputable.

Some drivers will accept card payment, but others may only take cash, this is usually a question they will ask when you book.

You will also find some taxi ranks where you can catch a cab without pre-booking. There are usually signs beside these advising hours of operation, as not all are 24 hours.

## ACCOMMODATION

You will need to consider new accommodation options.

Please double click the attachments for more information on Burnside Gardens, Aberdeen, Aberdeen letting agents and Moray accommodation:



Burnside Village.pdf



V0 9 Accommodation  
Menu.docx



Moray  
Accommodation Leaflet

Many independent estate agents, and buying/letting companies can be found by searching online.

Aside from looking at the location and rental figure or purchase price, when looking for properties there are other financial considerations to be mindful of, and we have noted some of these below.

## COUNCIL TAX

When looking at properties you will need to check which council tax band the property falls into. These can be paid in full annually or through monthly instalments. Further details and the cost for each band can be found on your local authority web page, depending on the area which you will settle. A single person discount of 25% is also available if you are the sole occupant at an address and can be applied for through your local council.

## TV LICENCE

Within the UK it is a legal requirement to hold a TV Licence if you wish to watch, record or stream any TV service. This currently costs £159 per year, and you require one licence per household to watch on TV, laptops or tablets. This can also be paid in instalments.

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

## UTILITIES

You will need to pay for gas and/or electricity. The method you use to do this will vary from property to property depending on what type of energy supply they have.

Some companies will allow you to set up a direct debit and pay in monthly instalments. Alternatively, you may use a pre-paid meter. For these you can add money to your account at the Post Office or any shop which offers PayPoint or PayZone. Pre-paid is a useful way to budget, although the price is typically more expensive per unit used.

## HOME INSURANCE

Although not a legal requirement you may choose to take out home and/or contents insurance. Should you have an incident in your home that causes damage to the property or your belongings this will provide you with funds to replace the items. You will be able to find various companies online.

## BROADBAND

There are many suitable broadband internet providers. We recommend searching online for the best service and any available deals to suit your requirements.

## OTHER USEFUL INFORMATION

### BRITISH SUMMER TIME

In the UK we change our clocks twice per year in a process called daylight savings. On the last Sunday in March our clocks “Spring Forward” one hour and on the last Sunday in October they “Fall Back” one hour.

There will usually be reminders in the workplace and on TV, radio etc. in the lead up to these dates.

Time changes should happen automatically on smart devices. Analog devices will (for example your microwave/cooker/car) will require to be updated manually.

### WEATHER WARNINGS

In the UK we operate a Yellow, Amber, Red weather warning system. If you hear that there is a weather warning in place this means that there is likely to be some disruption. This can escalate to a red warning which would signify danger to life. Please always allow for extra time to get to work if a weather warning is in place.

Warnings will usually be reported on the news/weather updates and will be found on the Met Office site: <https://www.metoffice.gov.uk/weather/warnings-and-advice/uk-warnings#?date=2022-04-13>.

### DRIVING & ROAD SAFETY

Any person with a valid driving licence issued in their country of origin is permitted to drive in the UK with an international licence for at least 12 months. To continue driving in the UK after these 12 months, you would need to apply for a UK provisional driving licence. You will also need to take and pass the UK theory test and practical driving test.

More information about this can be found on the link below:

<https://www.gov.uk/browse/driving/driving-uk-and-abroad>

Please note that in the UK we drive on the left side of the road.



As a pedestrian it will be useful to know also that there may be some road safety features here that differ to your home country. Pedestrians should use crossings in order to ensure their safety when crossing the road.



Zebra crossing: Black & White stripes, wait for drivers to give way.

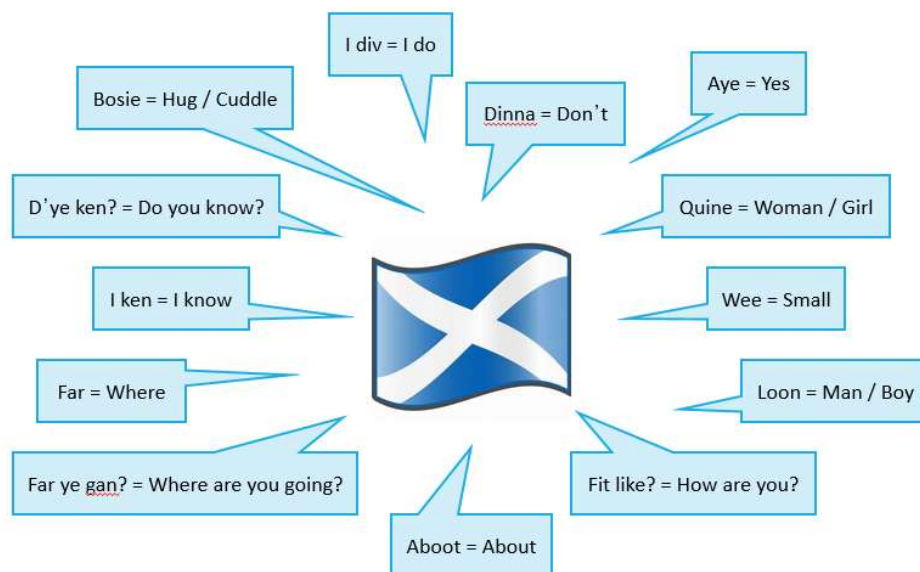
Pelican crossing: Button to activate, traffic lights for road users, green man signal to indicate when to cross.



## LOCAL PHRASES & DIALECTS

During your time in Aberdeen, you will encounter a range of accents and dialects that you may be unfamiliar with. The most common dialect you will come across will be Doric, which is specific to the North East of Scotland. Below are some examples of words you may hear:

However, across Scotland there will be varying accents and dialects which you will come across. If you are unsure what someone has said, do not be afraid to ask them to repeat themselves slower, or in a more neutral dialect for you to understand.



## LOOKING AFTER YOURSELF

Starting a new job can and may be an overwhelming experience. You are adjusting to working life in a new environment and meeting lots of new people. There may be some additional stressors such as the different language used, getting food shopping, settling into new accommodation and not to mention the unpredictable Scottish weather. It is imperative that you look after yourself, as your wellbeing is the utmost importance.

## CITIZENS ADVICE BUREAU

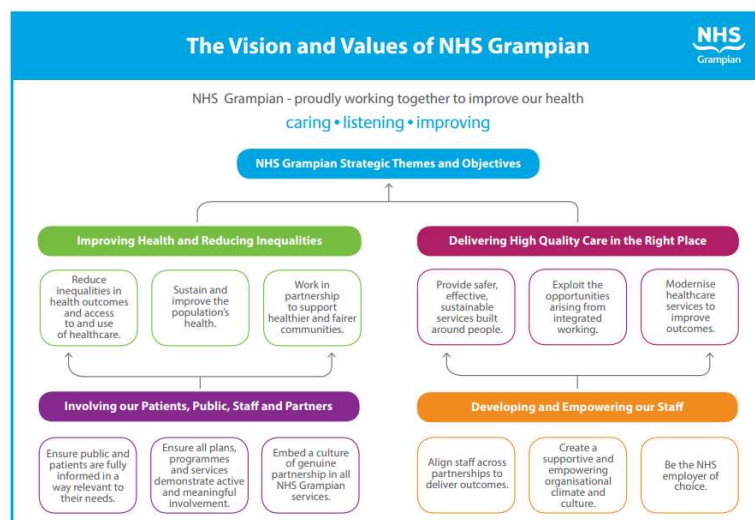
The Citizens Advice Bureau (CAB) offers free, independent and confidential advice. It started out in 1939 as an emergency service, and has since evolved into a professional national agency. The CAB gives advice and helps solve problems, including debt and consumer issues, benefits, housing, legal matters, employment, and immigration. Advisers can help fill out forms, write letters, negotiate with creditors and represent clients at court or tribunal. More information can be found via the link below:

<https://www.citizensadvice.org.uk/scotland/>

## NHS GRAMPIAN CORE VALUES

Our vision at NHS Grampian is to respond to the needs of the people we care for. We'll adapt to new, improved ways of working with colleagues and partner organisations and continue to modernise and embrace technology. We will do all of this in a way that lives up to our core values:

- Caring
- Listening
- Improving



## APPENDIX A – PAY ADVICE

**Name & Address** – Details the address the HR Service Centre currently holds on file for you personally. If this address is wrong or you change your address then please notify the HRSC as soon as possible.

**Messages** – Used for any national / local ad hoc information e.g. pay day.

**Noticeboard** – Will detail your payroll point of contact plus telephone number.

**Staff Pay Number** – Every NHS Scotland employee is issued with a unique pay number. This should be quoted when contacting payroll with any enquiry. You will receive a separate pay number for each post you are employed for.

**Pay Division** – For HR Service Centre use to identify where you are employed.

**Group Code** – For HR Service Centre use to identify where you are employed.

**Pay Point** – For HR Service Centre use to identify where you are employed.

**Pay Scale / Band Point** – These are used by the HR Service Centre to pay you on the correct AfC/Medical and Dental Pay band and point. It is also used for pay and national manpower and earnings information.

**Paid By** – Confirms the method of payment (usually BACS which is a direct transfer into your bank account).

**Period Ending** – Denotes the end of the current pay period.

**Pay Period** – This details which tax period your pay has been calculated on. The financial year runs from April (Week / Month 01) to March (Week 52 or 53 / Month 12).

**Tax Code** – Your current tax code as instructed by HM Revenue & Customs (HMRC) is shown here. This code is used to calculate how much tax-free pay you are entitled to in each pay period. You should submit your P45 to the HRSC as soon as possible when you commence employment or if you do not have a P45 you should request and complete a starters checklist.

**NI Table** – This shows the NI Table your contributions are calculated on. For the majority of employees this will be the standard rate of A. If you pay reduced rate contributions or are exempt from paying National Insurance you should send the relevant documentation to the HRSC.

**National Insurance Number** – This is your personal National Insurance (NI) number. You should quote this on any correspondence or when you contact the HMRC

**Superannuation Number** – If you choose to join the NHS pension scheme, you will be allocated a personal superannuation number from the Scottish Public Pensions Agency (SPPA). You should quote this on any correspondence or when you contact the SPPA.

**Incremental Date**

- No date held denotes no increments are applicable.
- Past date denotes date last and final increment has been awarded.
- Current date denotes a date falling in the current pay period awarding final increment.
- Future date denotes the date on which your next increment is due.

**Contracted Hours** – The weekly number of hours as per your contract. If your contract hours change please check that these details are correct.

**Job Description** – Title of current post as held by HRSC.

**Scale / Band Minimum (£)** – Details the minimum salary for your grade.

**Scale / Band Maximum (£)** – Details the maximum salary for your grade.

**Current WTE Salary (£)** – Details the whole time equivalent of your current salary.

**Taxable Pay This Period** – States the figure your income tax has been calculated on.

**NI Pay This Period** – States the figure your NI contributions have been based on.

**Pay & Allowances**

- **Description** – Includes base pay, Saturday, Sunday hours etc. and any allowances plus overtime payments.
- **Hours/Sessions worked** – Details the actual hours for unsocial/overtime hours worked. Blank if whole time.
- **Hours/Sessions/Units paid** – Details the hours/sessions being paid. Different unsocial % are paid dependent on staff group and band.
- **Rate** – Gives the hourly rate/amount the session is being paid.
- **Amount** – Gives the cash amount calculated.
- **Total Pay & Allowances** – Totals all of the above payments which are included.

**Deductions**

- **Description** – Includes statutory deductions such as Income Tax, National Insurance plus voluntary deductions e.g. union, superannuation deductions etc.
- **Amount** – Shows the cash amount being deducted.
- **Total Deductions** – Totals all of the above deductions which are included.

**Cumulative Totals**

- **Description** – Shows current totals for current financial year for taxable pay, Income Tax paid, NI Contributions, Superannuation Contributions etc.

- **Amount** – Shows current totals (cash amount) for current financial year for taxable pay, Income Tax paid, NI Contributions, Superannuation Contributions etc.
- **Net Pay** – Amount that will be credited to your bank account on pay day after deductions.

#### **OTHER POINTS TO NOTE**

- **Employing Authority and Employer Tax Reference Number**

At the foot of your payslip the Employing Authority name and Employer's Tax Reference Number is displayed. These details are often requested when completing HM Revenue & Custom's documentation.

- **Change of Details Mandate**

A mandate is provided on the reverse of the payslip for notification of change of home address and/or bank details.

- **End of Financial Year P60**

Please note at the financial year end prior to 31st May you will receive a Form P60. The P60 summarises earnings, Income Tax, National Insurance and Superannuation details for the tax year. It is important that you retain your P60 safely as, by law, duplicates cannot be issued.