



Payments Policy

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Payments Policy

1. Introduction

We are committed to ensuring that our employees are paid accurately, on-time and support is available to resolve any payment issues promptly. We recognise the importance of providing financial support in addition to salary to cover a range of allowances, benefits, and the repayment of employee expenses.

This policy does not form part of an employee's contract of employment, and we reserve the right to amend this policy at any time.

In line with our commitment to diversity and inclusion, this policy can be made available in a variety of formats, including large print, translated into another language or media.

2. General Principles

This policy applies to all our employees and bank staff; it is not intended to be prescriptive and will be flexible to meet the changing requirements of the business.

We will ensure all employees and bank staff are treated fairly and consistently in the payment of expenses and the awarding of any discretionary payments.

We will, where appropriate, make reasonable adjustments to assist individuals who have a disability in accordance with the Equality Act 2010.

3. Payments / Allowances

Salary Monthly Payments

Salaries are paid on or around the last Friday of the month by direct BACS transfer into a bank or building society account of the employee's choice.

It is the employee's responsibility to ensure that they keep their bank account details up to date on our HR/Payroll system.

We may at our absolute discretion offer a salary advance on an employee's next available salary.



Cost of Living/Annual Pay Awards

Cost of Living pay awards are at the full discretion of Kingdom's Governing Bodies and are explicitly not a contractual entitlement. Where cost of living increases are agreed by the Governing Bodies, these will be paid with effect from 1 April in the relevant year.

Salary Increments

Employees on a salary scale will normally receive an increment to the next point on the scale on 1 April until they reach the highest point on their scale. At Kingdom's absolute discretion, increments may be withheld if an employee fails to meet the required standards of performance or behaviour.

If an employee joins Kingdom or moves on to a new grade between 1 October and 31 March, they will not receive an increment on 1 April but, instead, 6 calendar months from the date of change.

Overtime

An employee's entitlement to overtime will be as described in their written statement of employment particulars. Where an employee is required to claim for any overtime they must submit the extra hours on Employee Self-Service for approval by their Manager. Any claims must be submitted and approved before the cut-off date to be included in the current month's payroll.

Expenses

Where an employee incurs additional, reasonable 'out of pocket' expenses on Kingdom business that are beyond the normal costs they would incur in carrying out their role, they may claim reimbursement of those costs.

Employees must claim expenses on Employee Self-Service for approval by their Manager. Expense claims must be submitted and approved before the cut-off date to be included in the current month's payroll. Expenses must also be claimed within two months of being incurred and we reserve the right not to pay expenses claimed out with this period without a reasonable explanation.

Pleo Prepaid Debit Card Usage

Pleo is intended to be used by employees for small items of immediate expenditure which cannot be achieved more effectively through the Group's formal purchasing processes.



Employees eligible to use a Pleo prepaid debit card must familiarise themselves with the Pleo guidelines to ensure any expenditure made is for legitimate business purposes and in accordance with our Policies.

Travel Claims

Employees should travel by the form of transport that is most suitable/sustainable for the work they are doing and offers the best value for money and efficiency.

Employees with an operational base detailed within their written statement of employment particulars must include a deduction to reflect the employee's normal cost of the return commute to their base for all travel expense claims.

Employees with a geographical area set within their written statement of employment particulars can claim for all travel for work purposes with the exception of the first journey to and the last journey from a Supported Individual's home.

When a group of employees travels to the same event/meeting by car, they should endeavour to travel together to minimise the cost of the journey. Additional cost per mile for each passenger can be claimed.

Public transport expense claims should be supported by a receipt or ticket. It must not be assumed that travel by private vehicle is the most cost effective method of travel. For long journeys a cost analysis should always be conducted which includes the cost of public transport, car sharing, car hire and even air travel if appropriate.

To travel on Kingdom business by car, employees must possess the necessary Insurance, Licence, tax and MOT (where applicable). Driving on Kingdom business without meeting that criteria will be considered an act of gross misconduct.

Mileage claims must be submitted on Employee Self Service for approval by the Manager before the cut off date. Expense claims must be submitted and approved before the cut-off date to be included in the following month's payroll. Expenses must be claimed within six months of being incurred and we reserve the right not to pay expenses claimed outside this period without a reasonable explanation.

Current mileage rates can be found on our intranet.

It is an employee's responsibility to ensure that the vehicle is roadworthy and fit for purpose before using for any travel involving Kingdom business.



It is an employee's responsibility to keep all documentation up to date and promptly notify the Payroll Team of any changes. Where an employee fails to provide the required documentation this may result in the withdrawal of authorisation for an employee to use their vehicle(s) for company business, and no expenses for business car usage will be reimbursed.

Employee's are responsible for paying any traffic or parking fines incurred whilst carrying out Kingdom business in either your own car or company vehicle, including fines or damage while driving a Supported Individual's car.

Pension Auto Enrolment

Where a new employee does not choose to join our pension scheme, they will automatically be enrolled into the government's workplace auto-enrolment scheme. Kingdom uses the three-month postponement period and an employee's first pension deduction will be in the third month after the start date of their employment.

Employees can opt out of the auto-enrolment scheme by completing an opt-out form on the pension scheme provider website. Employees who opt out of the scheme will automatically be re-enrolled every three years.

For further information on our group pension scheme, please refer to the Pension section on the Payroll intranet Page.

Disturbance Allowance

This allowance will be paid to employees whose base location has been changed by Kingdom and this results in a longer commute to work where the additional mileage undertaken by the employee is more than 5 miles. The allowance will be paid to qualifying employees for up to 45 weeks (takes into consideration 7 weeks notional annual leave).

The allowance will be calculated using the AA Route Planner and HMRC's recommended mileage rate. The allowance will be paid through payroll and will be subject to tax deductions. Payment will, as default, be given in 12 equal instalments but employees, at Kingdom's discretion, may instead request it to be paid in one lump sum.

The allowance will only be paid for permanent changes of base location. Additional expenses for temporary changes should be claimed as a normal travel claim.

Disturbance allowances will not be recalculated should the employee move home.



4. Non-Contractual and/or Discretionary Payments

Discretionary Payments

A discretionary payment is a payment made to an employee which is in addition to any contractual payments. If applicable, the employee should refer to their written statement of employment particulars for further details.

Subsistence Allowances

Subsistence allowances will be paid to employees who are required to purchase a meal, stay away from home, or incur reasonable expenses while on our business.

Subsistence allowance does not apply if suitable meals are provided at the event attended or included in packages such as dinner, bed, and breakfast if hotel accommodation is required.

Employees will only be reimbursed for reasonable expenses they incur. Employees are required to provide receipts to support all purchases/claims. Reasonable expenses are detailed within the Payment and Allowance Guidelines.

5. Overpayment of Salary/Payroll Discrepancies

During Employment

We will ensure that any salary overpayments or errors are dealt with fairly and equitably and in accordance with current employment legislation and good practice.

Employees are responsible for checking their own payslip and advising Payroll if they have been overpaid by any amount. Employees who fail to do so may be subject to formal disciplinary action under our Disciplinary Policy and Guidelines.

In accordance with the Employment Rights Act 1996, we are lawfully entitled to recover an overpayment from an employee's future salary. We will consider the circumstances of each employee and the overpayment and may agree to an overpayment repayment schedule to support the employee in making the required repayment.

If, during the repayment period, an employee's salary is affected by a reduction in pay due to maternity leave or sickness absence or another reason, we may agree to renegotiate the schedule.



On Leaving The Organisation

When an employee leaves the organisation with an outstanding balance on an overpayment or any repayment schedule this will be fully recovered from their final payment. Should the final payment not be sufficient to cover the outstanding balance, an additional payment will be required from the employee before their leaving date.

We may, in exceptional circumstances, agree to a repayment in instalments.

After An Employee Leaves

When an overpayment is identified after an employee has left, we will write to the former employee advising them of the nature of the overpayment, the amount due, and request payment within 14 calendar days.

Where a former employee does not respond within the timeframe, our normal debt recovery procedure will be followed for the outstanding amount as detailed in our guidelines.

Underpayment Of Salary Or Any Other Payments

We will rectify any underpayments in the following month's payroll run.

Where an employee feels that waiting for the rectification will cause them financial hardship, they can request we consider an interim faster payment. The criteria for an interim payment will be that the employee has suffered a significant shortfall in the net pay that they expected to receive as a result of the underpayment and will be paid at Kingdoms absolute discretion. Any interim payment needs to be agreed upon by the Lead Payroll Officer or delegate.

No interim payments will be made where the shortfall in pay was caused by the employee submitting overtime, mileage, or expense claims after the payroll deadlines.

Monitoring and Review

We will maintain records as required and in accordance with data protection legislation.

Our Governing body members will receive information regarding this policy on request.

This policy will be reviewed 5 years from the date of implementation or latest review; which will be the date the policy is approved by the governing body, or earlier if deemed appropriate. In the event that this policy is not reviewed within the above timescale, the latest approved policy will continue to apply.



Kingdom Group

Payments Policy

Policy drawn up with reference to:

- Unfair Contract Terms Act 1977
- Employment Rights Act 1996
- Data Protection Act 1998
- Financial Services and Markets Act 2000
- Income Tax (Earning and Pensions) Act 2003
- Income Tax Act 2007
- Pensions Act 2008
- Equality Act 2010

HR Team reviewed on 14 August 2024

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Approved by Staffing Committee on 09 September 2024

Next review date: September 2029

