HR Services update May 2019

Dear all

Please find below an update on the following areas:

Service update
Out of cycle payments
Payroll queries
EU settlement scheme update
UK Border Force eGates expansion

----------------------------------------

Service update

For the April 2019 payroll the team received a significant number of work requests, which was a challenge due to the early payroll deadline prior to the Easter closure. Compared to 2018 there was a 37% increase in contract requests, 33% increase in change requests and 201% increase in leaver requests.

This did mean that for approximately a week after Easter queries and contract requests were not being resolved within our service level agreements. The team have worked additional hours to bring the service back to expected standards, and I am pleased to say that contracts are now back within the 5 working day SLA and queries are being responded to within 24 hours.

Out of cycle payments

Due to the increase in work for April payroll, the team were unable to process all submissions made after the published deadlines. This has resulted in a significant rise in
the number of requests for out of cycle payments, which increases the pressure on both the Employee Lifecycle and Payroll teams.

The monthly deadlines are available on our website, and wherever possible please ensure that you met the departmental dates, it makes managing the workload significantly easier. I do appreciate that deadlines will on occasion be difficult to meet, in these instances please contact Natalie Scargill, n.scargill@ucl.ac.uk, to discuss what can be exceptionally arranged.

Out of cycle payment requests should only be made where the individual will suffer significant financial hardship and no other arrangements can be put in place. It does cost UCL to process these payments and therefore if the number of requests continues to rise we will have to consider recharging this cost to the department in instances where the submission was made outside of the published deadlines.

**Payroll queries**

During March we moved the responsibility for managing payroll emails and telephone calls to the HR Services Support Desk. The move has been successful, with responses being received by customers in a much quicker timescale than previously.

Now that this move has been completed, you can send emails directly to HR-Services@ucl.ac.uk, as the payroll email address redirects to Support Desk.

If you have any questions about Support Desk and how best to contact them, please contact georgia.payne@ucl.ac.uk.

**EU settlement scheme update**

Following a period of extensive testing, the EU Settlement Scheme is now fully open. UK Visa and Immigration have stated that over 600,000 people have already applied under the Scheme to secure their rights and get the status they need to stay in the UK after Brexit for as long as they wish.

During the public test phase of the Scheme earlier this year, over 200,000 applications were received from citizens of all 27 EU countries:

- 95% of applicants successfully used the mobile phone app to prove their identity remotely, most in under 10 minutes
- 88% of applicants were able to have their UK residence automatically checked by providing their National Insurance number
- 81% of respondents reported that it was “very easy” or “fairly easy” to complete the application form

Individuals can find full guidance and start their application at: www.gov.uk/settled-status-eu-citizens-families. For those EU nationals who do still need to apply, HR has two android devices for those who need access to the mobile app to complete the process. These devices are available at the HR Services drop in sessions, details of which are published here.

We have a helpline specifically to support UCL staff with Brexit related queries – employees can email eustaffqueries@ucl.ac.uk or tel 0203 108 9483 (ext 59483)
UK Border Force eGates expansion

Please find attached and below information from the Home Office about the expansion of eGates, which will improve the arrival experience of international travellers arriving into 15 major airports and Eurostar terminals from mid May 2019.

The eGate expansion will mean that eligible nationals from Australia, Canada, Japan, New Zealand, Singapore, South Korea and the United States of America can use the automated eGates on arrival into the UK, free of charge. Nationals from these seven countries will also no longer need to complete a landing card on arrival.

For eligible international students coming for long term study from these countries who hold a visa or a student biometric residence permit, they will soon be able to use the eGates. However, some people from these seven countries who are visiting the UK for specific reasons such as short term study (less than six months), or certain types of work (such as Permitted Paid Engagements or with a Tier 5 Creative and Sporting certificate of sponsorship) will need to see an officer on arrival to receive their passport stamp which ensures that they can do the activities they are coming to the UK to do.

Please do share this information within your departments as you feel necessary.

If you have any questions regarding the content of this email, or about the HR Services team more generally, please do not hesitate to contact me.

Kind regards
Jodie

Jodie Trumper
HR Services Director

HR Services
Professional Services Hub

Tel: +44(0)20 3108 8859
UCL internal: x58859

www.ucl.ac.uk/transforming-our-professional-services/tops-projects/professional-services-hub

www.ucl.ac.uk/human-resources

University College London, Gower Street, London WC1E 6BT

Location: Professional Services Hub, Ground Floor, 1 St Martin’s Le Grand, London, EC1A 4EU

UCL says Full Stop to bullying, harassment and sexual misconduct. Visit Report + Support for more information.