

Frequently Asked Questions – FAQ

1. What will change on 1st April 2021?

- Braintree District Council (BDC) has been contracted by Brentwood Borough Council (BBC), to manage its payroll service. Until this date the service has been provided by Thurrock Council.
- iTrent will 'go live'. iTrent is a self-serve system, therefore all staff and managers will need to understand the changes to current HR and Payroll processes, which are covered within this FAQ. For example, this will impact on the use of DASH and the way that employees request leave and submit claims, (such as mileage, overtime and expenses). There will also be changes to the way that managers record and report on sickness information.
- Pay day remains the same date as the 28th of each month, with Christmas/December pay day normally on the 18th.

As highlighted, there will be changes to the DASH system – please see other Questions and Answers below relating to this consideration.

2. Why is BBC introducing iTrent?

It was always the intention that the Council move to a self-serve system, and the iTrent system will provide a range of benefits.

Most notably, there will be a significant reduction on Finance and HR resources, with improved performance management information available to the Senior Leadership Team, HR and managers.

For individuals, you will be more easily able to view your personal information, for example leave balances and your pay slip. As you will be responsible for keeping your personal details up to date, we can be confident that the correct latest information is held.

All BBC staff will need to use iTrent from 1st April 2021 – you will be trained in how to use the system before 'go live'.

Casual and operational depot staff should use the self-serve iTrent functionality to request leave, submit overtime and expense claims etc. We appreciate this is a fairly big step change when compared with current processes and procedures, so support will be in place with your manager, to provide additional assistance where this may be required.

Sickness will also be managed on the iTrent system.

3. How can I access iTrent from 1st April 2021?

iTrent is a cloud-based system.

This means that anyone can access iTrent when connected to the internet, from any computer or mobile device, e.g. phone.

For those staff who do not have this facility, arrangements will be made locally, with your supervisor/manager liaising with HR as relevant in relation to Covid-safe protocols.

Not only will you be able to view your payslips online, you will also be able to check whether any leave request and/or submitted overtime/expense claim has been approved by your line manager and view historic submissions.

4. How will I know how to use iTrent?

All employees will be provided with training before 'go live', to understand how iTrent works and how to use the system.

Guidance notes and further information will be uploaded to the HR SharePoint site.

5. What happens when I first receive my login details for iTrent?

You will receive an email with generic log on details on 1st April 2021.

For those employees that do not have a Brentwood.gov.uk email, you will need to add a personal email into the system, in case Payroll needs to contact you this way. Please note; if you do not enter a personal email onto iTrent and you do not have a Brentwood.gov.uk email, you will not receive any system alerts and you will need to access iTrent to check the status of any requests you may have made, for example annual leave, overtime etc.

Please follow the instructions to set your confidential password and log into the iTrent system.

It is important that you initially check your personal information for accuracy, to include contact number(s) and any changes in bank details, address, next of kin etc.

You will be responsible for keeping your personal information updated on iTrent, and failure to do so may impact on payment of your salary.

6. What do I do if I have a query about my pay?

Any query relating to your pay **up to and including March 2021** should be emailed as per current arrangements to Thurrock payroll@brentwood.gov.uk

All enquiries regarding your pay received **from April 2021** should in the first instance be emailed to Braintree Payroll using the **new** generic email:

- brentwood.payroll@braintree.gov.uk

In line with Data Protection considerations, you will notice there is a disclaimer shown when using this generic email. As your email will have been received by Braintree District Council, by replying you consent to data, that may be personal, being shared with a third party. [View the Privacy Notice for Employees](#)

You are requested to check your April 2021 salary, and if you have any concerns about its accuracy that you contact Braintree Payroll (brentwood.payroll@braintree.gov.uk) as soon as possible. It is of course recommended that you do this monthly in case of any potential errors and to ensure these are dealt with promptly.

If your query relates to an unpaid claim, (overtime, expenses etc), please first check on iTrent whether it had been approved by your manager by the published cut-off date, (for dates please see below).

For your information, claims submitted and not approved by the cut-off date will not be processed by payroll and will be paid with your salary in the nearest payrun following manager approval.

7. What do I do if I have a query about the iTrent system, for example I cannot access the system or need to reset my password?

For iTrent system queries, please use the new Braintree Payroll generic email – please do not contact BBC ICT:

- brentwood.payroll@braintree.gov.uk

8. Will I still receive my payslip and P60 to my home address?

No – the last payslips to be posted to home addresses will be for your March 2021 salary. Your P60 will be sent to your home address in May 2021.

For those staff who receive P11Ds, these will be emailed to you by 5th July annually, as per HMRC specifications.

The salary slip for your monthly wage paid from April 2021 will be uploaded in iTrent for you to view and/or download. This will also be the case for future annual P60s from 2022.

9. What is the cut-off for submitting overtime and expense claims?

Please see below detail in relation to the agreed timeline for March and April 2021 claims:

Date	Action/Consideration	Other Info
By close of play 11th March 2021	Last date for staff to submit expenses, overtime and mileage claims on DASH	These are the final claims, if approved by the deadline, to be processed by Thurrock Payroll with April 2021 salaries
By close of play 12th March 2021	Managers to approve by close of play 12 th March 2021 on DASH	Any unapproved claims will need to be re-entered by employee into iTrent from 1 st April 2021 for payment with April 2021 salary. You receive an email confirmation once a claim has been approved
13th March 2021	DASH forms for claiming expenses, overtime and mileage will be disabled on DASH	Message will be put on DASH advising of which forms have been disabled. Historic submissions will still be able to be viewed on DASH
From 1st April 2021	iTrent active for staff to submit and manager approve claims	Any unapproved claims will need to be re-entered by employee into iTrent from 1 st April 2021 for payment with April 2021 salary. You receive an email confirmation once a claim has been approved Casual staff to submit claims for hours worked on iTrent from April 2021
By close of play 12th April 2021	Cut-off date for staff to enter expenses, overtime and mileage claims (hours worked for casual staff) for April 2021 on iTrent, plus re-enter any claims via DASH not approved by their manager by the 12th March 2021 cut-off	

By close of play 19th April 2021	Cut-off for managers to approve April overtime, expenses and mileage claims and casual staff claims for hours worked on iTrent	Plus approval of any resubmitted claims from March 2021 not approved by 12th March cut-off
From May 2021	By close of play 12 th of each month - Cut-off date for staff to enter expenses, overtime and mileage claims and for casuals to enter claims for hours worked on iTrent By close of play 19 th of each month - Cut-off date for managers to approve claims on iTrent	These will remain the cut-off dates unless otherwise advised, for example these may change in relation to December/Christmas

10. What will happen to flexi-time sheets?

If you are part of the flexi-time scheme, the only change from the current process is that you will need to submit flexi-leave requests for your manager's approval via iTrent rather than DASH from 1st April 2021.

Therefore, you should continue to use your flexi-sheet as you currently do to record your working hours.

11. Do I continue to use my separate leave spreadsheet?

All employees are required to request leave via iTrent, therefore your current separate leave spreadsheet does not need to be maintained from 1st April 2021. It will however be useful in confirming any carried over balance for 2021/22 that may be agreed with your line manager.

iTrent will hold a record of leave taken and show a running balance from 1st April 2021 and as the year progresses.

For the leave year starting 1st April 2021, managers will need to manually enter any agreed carried forward leave manually and in line with BBC policy. From 1st April 2022 iTrent will do this automatically.

Employees will be required to re-submit any requests for leave to be taken in **2021/22** even though it may have already been approved via DASH.

The iTrent training will cover annual leave, including how working patterns have been entered on the system to consider Bank Holidays, full/part time and compressed hours.

12. What is the process of reporting sickness?

If you are sick, you need to follow the current process of reporting illness to your line manager and via DASH until close of play 31st March 2021.

Managers must 'close' all 'open' sickness absences by close of play 31st March 2021 on DASH, whereby the employee has returned to work by this date. A report will be generated from DASH on

1st April 2021 and passed to HR, who will enter any 'open' sickness absences on iTrent for the relevant managers to action going forward as relevant.

From 1st April 2021, all new sickness absence must be initially reported as per current arrangements, with entries made on iTrent rather than DASH from this point onwards.

13. What will happen to DASH?

Please see below Table 1, which summarises what will change on DASH and what will continue 'as is' in relation to HR and Payroll considerations from 1st April 2021.

Consideration	Current DASH process	Is there a change to the current process?	User(s) – who is impacted?	What is the impact of the change?
Changes to current DASH processes:				
Leave	Requesting various types of leave, including annual, maternity, unpaid, flexi etc	Yes	Staff and managers	All requests to be submitted for manager approval via iTrent
Overtime and expenses	Request approval for overtime and expenses	Yes	Staff and managers	All claims to be submitted for manager approval via iTrent
Sickness and Returns to Work	Reporting and managing sickness	Yes	Staff and managers	All sickness to be reported and managed within iTrent, including returns to work
No changes to current DASH processes:				
Appraisals	Performance reviews and objectives	No	Staff and managers	None – no change from current process
Leaver form	Advising various internal BBC services/departments of leavers	No	Managers and service leads	None – no change from current process
New starter/transfer form	Advising various internal BBC services/departments of new joiners and staff moving within the organisation	No	Managers and service leads	None – no change from current process
TD1 and TD2	Request for training and training evaluation & feedback	No	Staff and managers	None – no change from current process
VC1	Approval to recruit	No	Managers	None – no change from current process
VC2 (incl. request for Job Evaluation)	Approval of changes to an existing temporary or permanent contract	No	Managers	None – no change from current process Please note, this process will be reviewed after April 2021 and you will be advised of any changes

14. I am an operational worker at the Depot, are there any particular changes I should be aware of?

All BBC staff will need to use iTrent from 1st April 2021 – you will be trained in how to use the system before 'go live'.

Operational depot staff must use the self-serve iTrent functionality to request leave, submit overtime and expense claims etc.

We appreciate this is a fairly big change for the Depot when compared with current processes and procedures, so support will be in place with your manager, to provide additional assistance where this may be required.

Sickness will also be managed on the iTrent system.

15. I am a casual who currently submits timesheets, will this change?

All BBC staff will need to use iTrent from 1st April 2021 and will be offered training before this date.

Your line manager will work with you to ensure that you continue to claim any hours worked on the iTrent system by the published cut-off dates for approval.

16. How will new joiners be trained on iTrent?

All new joiners will be issued with log on details to iTrent.

As part of the new joiner's induction, the line manager will ensure that sufficient training is given.

Guidance notes will also be available on the HR SharePoint site.

17. Will Elected Members also use iTrent?

Yes – Members will also use iTrent in relation to their allowances. Jacqueline Van Mellaerts as Project Sponsor has been liaising with elected Members in relation to the roll out of iTrent self-serve and Democratic Services will co-ordinate the provision of any required training.

18. What happens if I leave employment with BBC?

If you leave BBC you will be given access to your iTrent account for 3 months, so that you are able to view and download your P45. This will be advised in your confirmation of leaving letter issued by HR.

If you have any other questions or concerns about iTrent and the new payroll service from 1st April 2021 not covered in these FAQs.....

Please email Angela Hogg, (HR and Payroll Project Manager), angela.hogg@brentwood.gov.uk and HR@brentwood.gov.uk plus cc. aurum.business.solutions@gmail.com, (as this is the email inbox that Angela reviews most regularly).