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welcome to the miracle newsletter

Welcome to the October issue of the Miracle newsletter, we hope you enjoy the read! Shared Parental Leave seems to be the hot topic of the moment and we are delighted that the CIPP have contributed an article on this very subject. The new right is coming into effect for babies due or children matched for adoption as from 5 April 2015, so employers need to get their policies and plans in place sooner rather than later. Our Development Team are busy working on incorporating new functionality into the product to cope with these new changes.

It may seem a long way off for our customers, but at Miracle it seems like we're rushing towards year end once again. We have to start preparing for the year end now as we have over 1,000 customers that will need upgrading. We will be sending out a document over the next couple of months to all customers which explains the upgrade process, why it needs to be done and what steps need to be taken to ensure compliance. Make sure you look out for the document.

Finally our Customer Conference is fast approaching so don't forget to book your place. The event is taking place on 6th and 7th November at Heythrop House in Chipping Norton. Our agenda has now been finalised and we're working hard to make sure this event is both informative and fun. If you want to book a place or view the final agenda, look inside for further details. Places will be allocated on a first come, first served basis, so book now to avoid disappointment.

Best Regards

Alan Frost



Samantha Mann, MAAT, MCIPP Dip

Welcome to Samantha Mann our Guest Writer from the CIPP

(The Chartered Institute of Payroll Professionals)

Samantha is the Senior Policy and Research Officer at the CIPP. Sam joined the CIPP team with over 30 years of experience working in payroll in the SME sector.



Shared Parental Leave and Pay

I have said this before, but it bears repeating, the one constant in payroll is change and no more so than with the subject of Statutory Payments.

Currently we have:

Statutory Sick Pay (SSP)
Statutory Maternity leave & Pay (SML & SMP)
Statutory Adoption leave & Pay (SAL & SAP)
Ordinary Statutory Paternity leave & Pay (OSPL & OSPP)
Additional Statutory Paternity leave & Pay (ASPL & ASPP)

And soon, for babies due or children matched for adoption as from 5 April 2015, we will see a new player in the shape of Shared Parental Leave (SPL) and Statutory Shared Parental Pay (ShPP).

Before I go on to discuss some of the key points of SPL & ShPP I would like to highlight that there will be some further changes to the statutory payment regime at the same time which will include:

For children matched for adoption on or after 5 April 2015, the 26 week continuous employment rule for entitlement to Statutory Adoption Leave will be abolished and become a day one right. However, the 26 week rule will remain for entitlement to Statutory Adoption Pay.

The pay structure for SAP will also be amended to match Statutory Maternity Pay, seeing the first 6 weeks being paid at 90 per cent of the average weekly earnings, it will go on to be paid at the lower of either the weekly standard rate or 90 per cent of average weekly earnings – again, to mirror SMP, many would say this amendment is long overdue.

Ordinary Statutory Paternity Pay will be renamed Statutory Paternity Pay as Additional Paternity Leave (ASPL) and pay is to be abolished, but will continue to exist where the expected due date is on or before the week ending 4 April 2015.

It all quite rolls off the tongue doesn't it?

Ante-natal appointments and Adoption Meetings

As from October 2014 there is to be a new right introduced for fathers to be allowed unpaid time off to attend up to 2 ante-natal appointments.

From April 2015 there will also be a new right to time off for adopters to attend adoption meetings, which will include paid time off to attend 5 meetings for the "primary" adopter and unpaid time off for the secondary adopter to attend 2 meetings.

Additionally, intended parents in surrogacy cases who qualify for a Parental Order i.e. there is a direct genetic link to the baby between one or both of the intended parents, will be eligible for unpaid time off to attend up to 2 ante-natal appointments as well as Statutory Adoption Pay and Leave and, if eligible, SPL and ShPP.

I think you will agree that we have a busy time ahead with many changes to adapt to.

What is Shared Parental Leave?

SPL, will for the first time, allow working couples who share the care of their child, either in a birth or adoption situation, to share any remaining Maternity or Adoption leave. This will also include, if eligible, the right to share Maternity or Adoption pay, in the event that the Mother or Primary Adopter, chooses to end their leave early and return to work.

For the sake of brevity, going forward the term Mother will be used to incorporate both Mother in maternity leave situations and Primary Adopter in adoption leave situations.

In order to create entitlement to SPL and/or ShPP, the mother has to curtail (end early, or reduce) her maternity leave period and her MPP and MAP (or an adopter his or her APP), if she is entitled to it. Under the new system there are two ways she can do this.

- A mother can return to work (thus ending her maternity or adoption leave) and then give notice (then or at a later date) telling her employer when she wants the MPP/MAP/APP to end;
- or whilst still taking maternity leave and/or SMP or MA (or adoption leave and SAP) a mother can give notice that she will end her maternity leave and/or SMP or MA on a future date (or adoption leave and SAP)

Compulsory Maternity Leave Period

An employee must take two weeks (or four weeks if working in a factory) compulsory maternity leave from the date the child is born and cannot work (or use a KIT day) during that time. The employee will not be able to curtail her leave and pay during this period.

SPL and ShPP is only available to an employee (either the mother or her partner or both) who meets a duration of employment test, which is 26 weeks employment with the same employer at the end of the 15th week before the expected week of childbirth. Their partner must also declare that they meet a work and earnings test i.e. that he or she has worked on an employed or self-employed basis and paid NICs (or holds an exemption certificate) for any 26 weeks out of 66 weeks preceding the baby's due date and have earned at least an average of £30 gross salary per week for any 13 of those weeks. SPL is only available to an employee who meets the duration of service test and

whose partner meets the employment and earnings test. If both parents are employed and meet the duration of employment test and both meet the employment and earnings test, then both qualify for SPL and they must decide how to share this joint entitlement.

If the mother's partner meets the economic test but is self-employed, the employee can still apply for SPL but the partner will not be able to receive ShPP on the weeks that they are caring for the child.

Once the mother has declared that she wants to end her leave, she must decide with her partner how they want to divide the untaken leave and pay as SPL and ShPP.

Each parent intending to take SPL or ShPP will need to submit a booking notice advising how much leave and pay was/would be taken and how much SPL and pay is available and how much the employee wishes to take. The form must be signed by the other partner, consenting to the SPL being taken and declaring that they meet the employment and earnings criteria.

A non-binding indication of how the employee expects to take the leave available to them will also need to be submitted. In addition to notifying entitlement, the employee will need to submit at least 8 weeks' notice of the leave they wish to take - to "book" the leave. The parents can change their minds as long as they give at least 8 weeks' notice of absence.

When a woman gives notice to end her leave on a specified date and she and/or her partner have notified their employer that they are eligible and plan to take SPL and/or ShPP then the mother's notice to curtail her maternity leave on the date specified is binding, except in two circumstances (see below).

She does not necessarily have to return to work on that date. She may stay off on SPL

if she is eligible or be absent from work on some other kind of leave. But her maternity leave and pay period will end on the date specified in her binding notice of curtailment.

However there are circumstances in which a woman who has given binding notice to curtail her maternity leave and/or pay can revoke her notice:

- If the mother has submitted her notice before the birth she has up to 6 weeks after the birth to change her mind. This applies to birth mothers only and not adopters. Where a mother revokes her notice to end her maternity leave, entitlement to SPL ceases. If her partner has already started taking SPL and/or ShPP the entitlement stops. However, as with APL, an employer may require the partner to stay off work on unpaid SPL for up to 8 weeks. The maternity leave is restored to 52 weeks and pay to 39 weeks. The employer can recover any ShPP already paid to the partner as the partner was only entitled to SPL and ShPP up to the point that entitlement ceased.
- Where the couple have opted into SPL but the mother has not yet returned to work and her partner dies she may revoke her notice to end her leave and stay on leave and pay. Any SPL or ShPP taken by the partner is disregarded and leave and pay is restored in full.

And finally, if the parents discover during the 8 week notice period of eligibility that they do not meet the eligibility criteria for SPL, then the mother will continue with maternity leave and the father will not be eligible for anything other than his paternity leave.

What to pay

ShPP is paid at either the standard weekly rate (currently £138.18) or 90 per cent of the AWE which is lower however, unlike SMP and SAP from 5 April 2015 there is no enhanced earnings rate payable for the first six weeks, even where leave and pay is curtailed before the two week enhancement is taken.

And finally

This article has provided you with little more than a whistle stop introduction to the changes afoot with the Statutory leave and Pay regime, further guidance can be found at www.gov.uk/shared-parental-leave-and-pay-employer-guide/overview and www.gov.uk/government/uploads/system/uploads/attachment_data/file/353019/bis-14-1076-employers-technical-guide-shared-parental-leave-and-pay.pdf

We have yet to establish what the take up rate will be for SPL and ShPP, however for employers, it is, once again, time to revisit your staff handbook and update the section on leave to ensure that your employees are fully aware of these new rights. Your current process manual will also need updating to take account of changes to processes to ensure that payroll receive the information in a timely manner.

Remember also that these new rights apply to babies that are due on or after 5 April - but early births can happen and so be aware that there is the potential, as there always is with changes such as these, for the first cases to arise from November or December thanks to baby arriving early.

Ask Alison?



Alison Ward, one of our Senior Consultants shares some handy hints and tips with you, we hope you find them useful.

RTI Submissions - HMRC are introducing late filing penalties from 6th October 2014 for all employers with more than 50 employees. They will not be introduced until 6th March 2015 for smaller employers. Employers who believe they have a reasonable excuse for filing late can appeal using the new online appeals system once they have received a penalty notice.

National Minimum Wage increase

- From 1st October 2014 the hourly rates will be £3.79 for 16 year olds, £5.13 for 18 year olds and £6.50 for over 21's. The apprentice rate will be £2.73 per hour. MiraclePay Enterprise customers can use the system to apply the increase automatically.

Ante-natal appointments - As from 1st October 2014, employees who have a "qualifying relationship" with a pregnant woman or her expected child, irrespective of their length of service or earnings, will have the right to take unpaid time off work to attend up to 2 appointments, of a maximum of 6.5 hours for each one.

Year End - Who should receive a copy of our release notes?

As mentioned in our welcome paragraph, we are already preparing for year end. At the time of the software releases we distribute release notes which contain important information on the new features and functionality introduced in the upgrade. We try our best to maintain our records to ensure we send these to the correct contact, however it would be helpful if you could let us know who should be receiving them.

Please email sales@miracle-dynamics.com with the contact name of the person who would like to receive our release notes and any other pertinent year end information.

Also don't forget to look out for the document mentioned in our welcome article, it will be posted to you and will be available on the customer and partner areas of our website. This explains why it is necessary to complete a year end, what steps and processes are involved and how to remain compliant.

Terry Edney BA (Hons) LLM FCIPD – CEO BusinessHR



Welcome to Terry Edney our Guest Writer from BusinessHR. Terry has been with BusinessHR since 1995 and has a vast amount of HR experience. Previous to joining Business HR, Terry was a HR Director for two leading IT companies. He subsequently moved into executive management where he was involved in developing businesses in both the UK and the USA. Terry has also used his expertise to conduct HR and business development orientated consulting projects. He holds a Bachelors degree in Business Finance, a Masters degree in Employment Law and is a Fellow of the Chartered Institute of Personnel and Development.

Managing religion or belief within a multi-cultural workforce

We touched on Religion and Belief in the workplace in one of our newsletters last year, now Terry is going to give us a detailed update with case studies.

Introduction

When we talk about multi-cultural workforces we usually mean those with a mix of different nationalities, ethnicity and thus different ways of life. Employing a diverse workforce requires us to recognise and acknowledge that people are not the same and have different needs and aspirations. This article focuses particularly on those associated with religion or belief.

Legal considerations

The Equality Act 2010 covers discrimination on the grounds of a 'protected characteristic'. Religion or belief is a protected characteristic and is defined as being "any religion, religious belief or philosophical belief". The factors which point towards this are:

- collective worship
- a clear belief system
- a profound belief affecting the way of life or view of the world

This definition includes the main well-known organised religions but may also include lesser known organised groups such as Rastafarian, pagans and druids.

Potential issues

How do we tackle the issues that might arise from employing a multi-cultural workforce? Firstly we need to look at what these might be. Some of the more common ones are as follows:

- dress codes
- hours of work, including shift and Sunday working, and time off for

- religious observance, festivals, funerals and/or extended leave
- job tasks (especially those that include handling pork products or alcohol)
- language (especially banter)

Dress codes

This is particularly relevant with customer facing roles, such as waiting and bar staff, receptionists, and customer service personnel - in fact anybody who works directly with customers/clients/the public.

Some of these employees will be required to wear a uniform and there may be strict rules about jewellery, hair styles and adornments such as tattoos. If this is the case, a number of considerations may arise. Hindu women have a tradition of wearing gold jewellery or bangles, whereas devout Christians often wish to wear a cross as a symbol of their faith. Many Hindu women have their noses pierced and fitted with a stud for their wedding as part of the Shringar ritual. (Shringar is a part of the Hindu wedding ceremony, similar to the giving of a wedding ring within a Christian marriage.) Brides who choose to have their nose pierced and wear a stud for their wedding will want to continue to wear it as a sign of their married status. So if a plain band wedding ring is permitted, then arguably a Hindu nose stud should be also. Muslim women are sometimes required - more by tradition than faith - to cover themselves, sometimes completely in a Burqa/Niqab or otherwise cover their hair with a headscarf.

There have been some interesting cases recently relating to dress codes and the right to express religious beliefs. Probably the most well-publicised is that of Nadia Eweida, who wore a small cross on a

necklace and was dismissed from BA as this was in breach of the company's uniform policy. BA wished to project a particular corporate image; Ms Eweida desired to display her religious beliefs. She won her case as the European Court of Human Rights felt that, in this scenario, there was no evidence of any real encroachment on the interest of others. The cross was discreet and did not detract from her professional appearance.

However, in contrast, a hospital nurse who insisted on wearing a visible crucifix, contrary to her employer's policy, did not win her case as the principal concern in implementing the dress code was to protect the health and safety of both nurses and patients.

The European Court of Human Rights has recently upheld the ban in France on wearing a Burqa or Niqab in public, ruling that it does not breach human rights. The case was brought by a devout French Muslim who claimed that the ban was a violation of her religious, cultural and personal rights. The Court ruled that there had been no violation of her right to respect for private and family life, no breach of her right to freedom of thought, conscience and religion, and no breach of the prohibition of discrimination. The Court accepted the French government's argument that the ban was justified in the interests of social cohesion, but dismissed the argument of public safety stating that a full ban would not have been required to achieve that. No such general ban applies in the UK, but the ruling does have an impact on decisions made by organisations who wish to enforce a dress code, particularly one that bans Islamic dress predominantly for customer facing staff.

Employers should take particular care when drafting dress codes to avoid discrimination on the grounds of religion and belief and should consider whether employees who request to deviate from the dress code for religious reasons can reasonably be accommodated or else offered an alternative position if the wearing of a particular garment or item of jewellery constitutes a health and safety risk and cannot be accepted. Whilst you may wish to treat everyone the same, do look closely at the reasons for any grievances or objections, and the merits of each particular argument. A rule that on the face of it seems fair to all, if applied too rigidly, may not be.

Hours of work and time off for religious observance

Different religions have their own unique ways of observing their religion and different periods of time that are particularly important to them. Hindus

celebrate a number of festivals/holy days during the year, the most significant of them being Diwali or Festival of Lights. Significant religious festivals for Christians are Christmas and Easter and Sundays are particularly important for worship. For those of Islamic faith, Ramadan is of significant importance when Muslims fast during daylight hours for a significant period. This is followed by Eid when celebrations take place. Jewish people have a number of significant religious days during the year including the Passover and have one Sabbath day per week (Saturday).

All this means that, for organisations that employ a diverse workforce, consideration may need to be given to the planning of holidays or time off for a range of religious observance. In the hospitality, care and security sectors particularly it is likely that many staff work on a 24/7 basis and are required to work varied shifts. This can become particularly difficult if, for instance a Christian refuses to work on Sundays or a Muslim wishes to have breaks away from work to go to the Mosque at prayer times, particularly Fridays. Staff may also wish to take extended time off, eg. for pilgrimages or to visit relatives in other countries, or for bereavement leave - Hindus have a traditional mourning period of 13 days after the burial of a relative.

Most organisations who offer prayer rooms or allow time off for religious purposes would expect employees to use their break times or make the time up. To do otherwise could be discriminatory to other staff. But do be sensitive to requests for time off to pray, particularly during holy periods and try to be as flexible as possible when organising working patterns to accommodate time off during religious festivals.

The refusal to allow such breaks may be justified providing that proper consideration is given to such requests. In *Cherfi v G4S Security Services Ltd*, Mr Cherfi, a practising Muslim, was a security guard. On a previous contract, he had been allowed to leave work on Friday lunchtimes to visit the mosque to pray. That contract ended, and he was moved to another site, where he was refused permission to leave site at lunchtime, as the client required a minimum number of security guards on site at all times and a breach of this would put the contract at risk. It was noted that Mr Cherfi was being paid for his lunch break, and was given the choice (which he refused) of having Fridays off, and working on a Saturday or Sunday instead. Further, there was a prayer room on site so he was not being prevented from praying at all. The EAT in GB therefore agreed with the original tribunal that the 'provision criterion or

practice' of requiring staff at work to remain on site during lunchtimes was justified, despite this being indirect discrimination. Had G4S not complied with the term in the service contract, the potential financial consequences included financial penalties and possibly losing the contract altogether. It was also accepted that it was financially impractical to provide cover by another security guard during the lunch break. As G4S had demonstrated that it had considered ways of reducing the impact on Mr Cherfi, the latter's claim failed.

In a more recent case, two Muslim men working for Tesco won their case of religious discrimination after their access to the on-site prayer room was restricted. The Bedford Employment Tribunal found that Tesco had indirectly discriminated against the two men for restricting use of the prayer room. This case has been deemed, not only to be a victory for Muslims, but for all people who wish to pray whilst at work. It is one of the first religious discrimination cases that Muslim complainants have won in Britain.

With regards to not working on Sundays, the most well-publicised case is probably that of *Mba v London Borough of Merton* (2013). The Court of Appeal dismissed the appeal of a Christian care worker who said that a requirement that she work on Sundays indirectly discriminated against her on the grounds of religion or belief. Mrs Mba's claim was for constructive dismissal and indirect religious discrimination arising from her refusal to work on Sundays at the disabled children's home at which she was a care worker. The tribunal rejected her contractual claim and found that the Council's provision, criterion or practice in requiring Sunday working was justified as a proportionate means of achieving the legitimate aim of ensuring 24/7 care for the children.

Job tasks

Most of the issues relating to job tasks involve the handling of pork products or alcohol, although they have also included a registrar who refused to conduct same sex marriages and a counsellor who stated that he could not provide psycho-sexual therapy to same-sex couples due to his religious beliefs. (In both of these cases the ECHR held that the UK has a duty to strike a fair balance between the right of religious persons to manifest their religion, and the right of homosexuals not to be discriminated against by organisations.)

A recently reported incident at Tesco involved a Muslim cashier who refused to handle ham and bottles of wine whilst working at a checkout. He apparently told the customer she must go to the self-service checkout, as it was Ramadan and

he was fasting and couldn't handle those goods. Tesco have apparently apologised and spoken to the employee concerned. It remains to be seen whether or not there are any repercussions.

Language

Problems here are more likely to be, not so much with the employer's communications, as between the employees themselves: commonly due to arguments between members of staff who hold opposing, and equally strong beliefs, and also where staff banter and careless comments get out of hand. Blasphemy may violate dignity and constitute harassment; this may well be casual and unintentional but still cause offence.

However, there are cases where common sense has prevailed. In *Heafield v Times Newspaper Limited*, an article was being prepared that alleged that, prior to becoming Pope, the Pope had protected a paedophile priest. Under pressure of the approaching deadline, a senior sub-editor shouted across the newsroom "Can anybody tell me what's happening to the f***ing Pope?" As he received no response, he said it again more loudly. There was no reaction at the time, or evidence about banter or jokes about the Church, following the comment. Mr Heafield, a casual sub-editor and a practicing Catholic, brought a claim of harassment. He said that the comment insulted his religion and that he had felt intimidated and frightened. His claim failed. The employment tribunal focused on the nature of the comment and decided that it was not intended to offend, nor was it made on grounds of religion but aimed to establish the situation re the article.

Evidence submitted to the tribunal showed no anti-Catholic sentiment in the newsroom nor at the paper. The Employment Appeals Tribunal took a similar approach and found that the comment was not religious harassment. The editor's comment was "unwanted conduct" and may have caused offence but that did not mean that it was religious harassment, as it did not have the purpose or effect of violating Mr Heafield's dignity nor of creating an adverse environment for him. There was no anti-Catholic purpose in the remark. The EAT dismissed the case without a hearing, considering it a waste of time and money.

Dealing with these issues

All of the above cases demonstrate a need for clear policies and procedures, and the importance of emphasising at the recruitment stage what is (legitimately) required in terms of working hours and tasks. Clear rules should set out your expectations about attendance at work,

the taking of breaks during working hours, the booking of holidays, applications for extended leave and carrying out shift work.

The steps to take are as follows:

- Firstly make sure that you have an equal opportunity/diversity policy that includes religion and belief and that employees are made aware of its content. Ensure that they are aware that they may also be personally liable for any unlawful discrimination, including banter and inappropriate jokes that may be offensive (and not just to employees of a particular faith). Encourage them to respect different views and standpoints.
- Ensure that your related policies and procedures (bullying and harassment, whistleblowing, grievance procedure, dress code, extended leave, holiday) are communicated to and understood by all employees so that they know what to do and also are aware of any route of redress.
- Review your policies and practices to ensure that they do not unjustifiably discriminate against an employee who requests a change due to a particular belief. Requests may include restricted or amended duties, a modification of your dress code or a change to the timing or location of meetings etc. Such requests should be taken seriously and efforts made to accommodate a request unless there are compelling reasons not to do so.

- Note that the recent extension of the right to request flexible working may result in requests from employees to vary their hours or workplace location for a whole range of reasons, now including religious observance. Ensure that you give such requests proper consideration and that you deal with the request reasonably and within a reasonable timescale (ACAS suggests three months in total).
- Balance the religious or belief needs of employees with the legitimate needs of the business and the interests of others. To reach a conclusion, consider:
 - the cost, disruption and wider impact on business or work if the request is accommodated
 - whether there are health and safety implications for the proposed change
 - the disadvantage to the affected employee if the request is refused
 - the impact of any change on other employees, including those who have a different religion or belief, or no religion or belief
 - the impact of any change on customers/clients or service users
 - whether the need to ensure uniformity and consistency is justifiable in this instance.

Above all encourage good and open communications - ignorance is no defence but employer's and employees' lack of knowledge is often a factor in unlawful discrimination, due to not understanding or considering the implications of particular beliefs.

Shared Parental Leave Seminar

As Shared Parental Leave is such a large and complex topic, we have decided to run a seminar (dates to be confirmed) some time before Christmas. In the past, we have successfully run seminars, where we believe new legislation has been complex and requires planning from both Miracle and our customers for example RTI and Pensions. We believe Shared Parental Leave is going to be such a subject. If you would like further information on this seminar, please register your interest with Sheila Wallett - sheila.wallett@miracle-dynamics.com.

Equal Pay Audits

New rules will apply to equal pay claims brought after 1st October 2014. These include claims covering contractual terms relating to pay, bonuses, holiday pay, sick pay, overtime and pension benefits, allowances, as well as non-contractual terms such as discretionary bonuses.

Subject to a few exemptions, an employer that loses an equal pay claim may be required to undertake an equal pay audit, which must identify gender-related pay differences and contain a plan to address any equal pay breaches. The tribunal will specify the details of each audit, on a case-by-case basis, taking into account the size of the business and the issues identified at the hearing. The details will specify the timeframe in which to complete it (not less than three months from the date of the judgement) and the employees to be covered in the audit. The potential fine for each unreasonable failure to comply with the obligations is £5,000.

Employers who are ordered to undertake an audit will be required to publish the results on their websites, as well as informing the employees covered by the audit and any trade unions. The only exception - which is expected to apply very rarely - is if the employer considers that such publication would result in the breach of a legal obligation (including under the right to respect for private and family life in the European Convention on Human Rights).

Interestingly, there are no penalties for failure to act on any issues identified in the audit - presumably it is expected that any failure will result in further claims so something the employer may be wary of! It might be worth giving some thought on how you would obtain this information from your system. We do run Master Classes on Reporting from Payroll which would help with this issue.

New Starter

We would like to welcome Andy Mitchell who joins us as the new Customer Support Manager.



Andy will be responsible for managing the support desk to ensure support calls are resolved from both our customers and resellers in a timely manner. He will also assist and support our delivery teams.

Andy has worked in the payroll industry for over 10 years, he has also spent 10 years in the IT industry and 10 years in the photography world, he finally decided that Payroll was the 'Place to be!'. Prior to joining Miracle, Andy held various roles at Natwest, Alcatel-Lucent, Bluesheep, Southwark Council, The British Tourist

Authority and he also worked for Ceridian where he built up their Support Desk for the Payroll and HR products. So you will see why Andy is a good fit for Miracle! Andy believes that the customer experience is paramount to having a successful long term relationship, he is looking to delight each and every one of you and will be reaching out to you to see how he can achieve this.

Andy has two daughters 12 & 8 (they wear the trousers!) He enjoys swimming and is often seen volunteering at the Lido in Cheltenham. He is also a fan of Sudoku, rollercoasters and Airsoft. Andy loves to dabble with a bit of magic, but be under no illusion he is planning to take your support experience to the next level!

Customer Conference

6th and 7th
November 2014



We're delighted to announce the agenda for our Customer Conference which is taking place next month on 6th and 7th November at Heythrop Park in Chipping Norton. We are pleased to welcome speakers from HMRC, The Pension Regulator, Microsoft, BusinessHR, APSCo and a case study from Painted Red.

We will also be welcoming our partners who will be available to chat to during registration, coffee breaks and lunch and they include Peoples Pension, NEST, CIPP, MyExpensesOnline and Feedback Data.

The morning will consist of presentations to the whole group and in the afternoon we will break out into streams. You will be able to attend 3 sessions from a choice of 9. Please note you will be able to switch streams

Of course we will kick the conference off with what we think will be a great night. Our sixties themed evening will start with pre-dinner drinks, followed by dinner. We are very excited to welcome the Zombies, an original sixties band with the original members.

If you haven't signed up yet, please do so as soon as possible as places will be allocated on a first come first served basis. To sign up please contact Sheila Walleit in the office, visit our website or email sales@miracle-dynamics.com.



Agenda

9.15 to 10.00

Coffee and Registration

10.00 to 10.15

Welcome - Alan Frost from Miracle

10.15 to 11.00

HMRC Update - Phil Nilson from HMRC

11.00 to 11.30

Pension Update - Andy Nicholls from the Pension Regulator

11.30 - 11.50 Coffee Break

11.50 - 12.05

NAV2013 Update - Val Bonner and Lisa Tilburn from Miracle

12.05 - 12.20

Microsoft Dynamics NAV Update - Phil Newman from Microsoft

12.20 - 12.35

Support Update - Andy Mitchell from Miracle

12.35 - 14.00 Lunch

14.00 - 14.40

Workshop 1 - choose from

MiraclePay Update - Lisa Tilburn from Miracle **or**
MiracleTime Update & Case Study - Alison Ward from Miracle
& Julia Wells from Painted Red **or**
MiraclePeople Update - Val Bonner from Miracle

14.40 - 15.20

Workshop 2 - choose from

Pension Update - Gemma O'Sullivan from Miracle **or**
Rostering - Val Bonner from Miracle **or**
HR Update - Terry Edney from BusinessHR

15.20 - 15.35 Coffee Break

15.35 - 16.15

Workshop 3 - choose from

Exploiting the Reporting tools in MiracleHRM including Flexible Pay Analysis and Document Linking - Lisa Tilburn and Gemma O'Sullivan from Miracle **or**
Update re. the Contracting Market - Marilyn Davidson from APSCo **or**
Miracle iNote - Paul Lamberty from Miracle

16.15 - 16.30

Close - Alan Frost from Miracle

other news ...

Autumn Statement and Irish Budget Dates

The Chancellor of the Exchequer, George Osborne has announced that he will give his annual Autumn Statement to the Parliament on 3rd December 2014. The statement will provide an update on the government's plans for the economy based on the latest forecasts from the Office for Budget Responsibility. These forecasts will be published alongside the Autumn Statement on 3rd December. You can follow the Treasury's Twitter feed which will include all the latest information on the Autumn Statement.

The **Irish budget** is due to be delivered on 14th October 2014 by Finance Minister, Michael Noonan. Most of the changes announced in this budget will take effect from January 2015, however usually any increases in duty on items such as alcohol, petrol or tobacco will take effect from budget day.

Competition Time ...

For a chance to win from a choice of prizes, please answer the following question which of course is duck related!!!

Thinking about ducks and nesting, what is a clutch?

The first correct entry to be picked will win a prize of their choice from the following:

- Kindle Fire
- Case of Wine
- £100 shopping voucher
- Nespresso Coffee Machine

Please email your answer to sales@miracle-dynamics.com by November 13th. **Good luck!**

Competition Winner ...

Congratulations to Sarah Corby, Training Administrator of Keller Limited, for winning our August Competition. Sarah correctly answered **'How many eyelids does a duck have?'** which was a total of 6, 3 on each eye. Sarah chose a Kindle Fire as her prize - well done to Sarah!

calendar of events ...

Please note all our events will be taking place at our offices in Tewkesbury unless otherwise stated. If you would like to book a training course or any other event, please call Sheila Wallett in the office or visit our website. We are also planning to run a seminar on Shared Parental Leave, so look out for the announcement and date.

October

9th & 10th - MiraclePay Enterprise Standard Training Course

9th & 10th - Miracle exhibiting at CIPP Annual Conference, Wales

16th & 17th - NAV2013 Payroll Training

November

6th & 7th - Miracle Customer Conference - Heythrop Park, Oxon

12th - MiraclePay Enterprise Payroll Reporting - Flexible Pay and Document Link

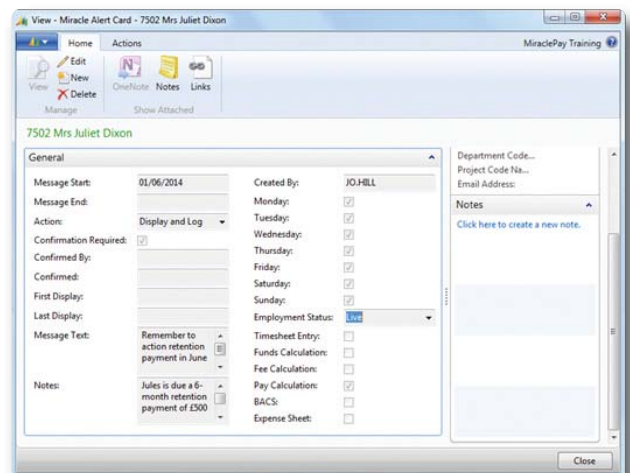
20th - Pension Seminar

December

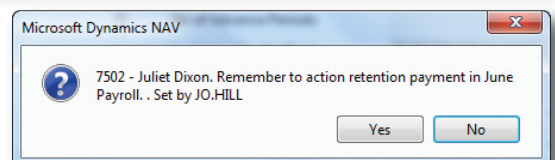
4th & 5th - MiraclePay Enterprise Standard Training Course

Use the Alerts feature to help you remember key tasks!

The Alerts feature within MiraclePay Enterprise is a fantastic tool for remembering to action key tasks at the right time, for example an alert can be created on an employee's Pay Person card so when the Pay Calculation or BACs function is run an alert is displayed to the user:



This could be used in a variety of ways, such as remembering to process a pay variation or simply to remind users to check important information at the right time. Alerts can be set to trigger a notification to the user at a key stage in the payroll process, plus record the action in the Message Log too if the Confirmation Required option is ticked. You can be reassured the user has acknowledged the Alert and this action has been recorded on the system.



For more information on how the Alerts might be useful for your payroll process, check your MiraclePay User Guide or contact our support desk.

Abolition of Employers National Insurance Contributions for Under 21s

From 6th April 2015 every employer with employees under the age of 21 will no longer be required to pay Class 1 secondary National Insurance contributions (NICs) on earnings up to the upper earning limit (UEL), for those employees. The removal of the requirement has been introduced to encourage employers to employ individuals under the age of 21, which falls in line with other government policies that seek to encourage youth employment and boost economic development.



Miracle House, 12 Miller Court, Severn Drive, Tewkesbury, Gloucestershire, GL20 8DN
tel: 0845 634 5015 fax: 01684 291464 helpdesk: 0845 634 2946
email: sales@miracle-dynamics.com www.miracle-dynamics.com