

14th May 2020

An update on Furlough payments

We hope you and your family are safe and well.

Our thanks to you for your patience and understanding in such a difficult time.

By now, many of you will have received your first furlough payment from us in the last week.

Others would have been contacted by us this week requesting an update on your situation. We are committed to making sure that we don't leave anybody out of a furlough arrangement but at the same time we have to operate within the limitations of the Government CJRS system.

Depending on your situation the information below may not be relevant to you, but if it is, it's intended to help you understand the process and plan accordingly.

As always, you can contact us if you have any particular questions not answered here.

If we have recently contacted you and you are yet to respond, before accepting a furlough offer, you should consider the following;

- *If you are currently still working on your assignment then of course you should not accept the furlough offer and instead continue working.*
- *If you are not working but you are aware that your client/agency is still paying, either as normal or at 80% of the usual assignment rate, you should not accept a furlough offer and instead continue to be paid by us as usual. **Teachers in particular may find that this is the case and know that the school is still going to pay as described above.***

Furlough Payment Cycle

The limitations in the Government CJRS system don't allow us to make furlough payments in line with how we normally operate our payments to you and we have had to balance the importance of paying you as often as possible with those limitations in claiming.

Monday May 18th

We will run the last of our "backdated" furlough pay-runs on Monday May 18th after which we will no longer be able to pay you for the period up to and including May 1st.

If you haven't already responded to our e-mails asking you to login and accept our furlough offer, please make sure you do so immediately to ensure we can pay you for that initial period.

From then on, we will operate a monthly furlough pay-run shortly after the beginning of each monthly tax period. The details of those dates are in the FAQ document we've included in this update.

Furlough and CJRS – Your questions answered

We've collated the answers to some of the most common questions you've been asking our support team into this document. The information below is correct at the time of writing.

When can furlough payments be backdated to?

Furlough payments can be backdated as far as March 1st 2020 or the day after you indicated you had stopped work, whichever is the most recent.

There are limitations on the Government CJRS system that mean employers are not able to re-visit a period once they have already made a claim for that period

Our initial furlough pay-runs have covered the period from March 1st to May 1st inclusive, taking into account the last day on which you worked.

We will run the last of our "backdated" furlough pay-runs on Monday May 18th after which we will no longer be able to pay you for the period up to and including May 1st.

If you haven't already responded to our e-mails asking you to login and accept our furlough offer, please make sure you do so immediately to ensure we can pay you for that initial period.

How often will I receive furlough payments?

Once we have completed the initial "backdated" pay-runs on 18th May the next time we will run a furlough pay-run will be in w/c 8th June which will cover the period from May 2nd up to and including 5th June.

Future furlough pay-runs will then be made at the beginning of every month for the previous monthly period.

We can't make furlough payments any more than once a month due to the limitations in the CJRS portal not allowing us to claim any more regularly than that.

I've accepted the furlough offer but I've not been paid yet. Why is that?

We have a large workforce working on different pay cycles and have to make sure that we balance how often we make payments with our ability to claim via the CJRS portal.

If you have not yet been paid, our next furlough pay-run is on Monday 18th May

Once our initial "backdated" pay-run is completed on Monday 18th May, the next furlough pay-run will be in w/c June 8th, then w/c July 6th and so on. Those dates are shortly after the first working days of each monthly tax period.

I worked for you before 19th March 2020. Why have I not been invited yet?

"On your payroll on or before 19th March 2020" actually means that we need to have included you on an RTI (real time information) submission to HMRC. These submissions are made at the end of each tax period.

19th March falls into a week where our RTI submission was made on Friday March 20th as the last day in that period and so if you were paid by us for the first time in that week then unfortunately the CJRS scheme does not allow us to make a claim in order to pay you.

There is media and social media attention on the apparent “unfairness” of the CJRS scheme for new starters. Should there be any changes made to the claim criteria we will look to amend our approach in line with updated guidance.

Can you give me an explanation of the calculation?

The important thing was for us to be able to make the payments as soon as we could. We are working on a calculator that will show you how we’ve arrived at your individual amount per period. We hope to have this available very soon.

What do I do if I am offered more work by my agency or another agency?

Accept the offer as soon as you can! The first thing you should do is let us know so that we can update your records and make sure we end your furlough period in line with when you are returning to work.

Will I get a payslip showing the payment?

Yes. Your payslip will be uploaded to the Orange Genie Edge portal or e-mailed to you, depending on how you usually receive your payslips.

Why do I need your consent to work for someone else while I’m furloughed?

Furlough is a change to the terms of your employment contract and as part of that contractual change it is standard practice for an employer to request they are informed before an employee accepts work from another employer. For example, not knowing that an employee of ours has gone to work elsewhere means we can't be sure they'll be able to return to work on a previous agency assignment that they are committed to fulfilling.

We need to understand what you're doing in order to for us to give you that consent.

Can I see a copy of my furlough agreement?

We are adapting our portal system as soon as we can to enable you to see a copy of your furlough agreement

What should I do if I’m ill whilst on furlough?

If you inform us that you are ill while on furlough we will need to pay you Statutory Sick pay for that period instead of the 80% of average earnings. Statutory Sick Pay is currently a maximum of £95.85 per week.

If you have any other questions on anything relating to coronavirus and CJRS please e-mail us at furlough@orangegenie.com and we'll try to answer your questions as quickly as possible.

For any other enquiries, please contact helpme@orangegenie.com

Thank you