

Payment of salary

New policy number: 398
Old instruction number: MAN:H005:a1
Issue date: 10 May 2005
Reviewed as current: 25 April 2024
Owner: Assistant Director - Finance
Responsible work team: Payroll Services

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1 Introduction

- 1.1 This policy sets out the Brigade's arrangements for the payment of salary, change of bank details and confirmation for mortgage applicants.
- 1.2 This policy should be applied in line with the Brigade's values:
 - Service – We put the public first.
 - Courage – We step up to the challenge.
 - Learning – We listen so that we can improve.
 - Teamwork – We work together and include everyone.
 - Equity – We treat everyone fairly according to their needs.
 - Integrity – We act with honesty.

2 Payment of salary

- 2.1 Your payment of salary is by bank credit paid direct to your personal bank account on the 28th day of the calendar month. When the last day of the month falls on a Saturday, Sunday or Public Holiday, then payment to your bank account is made on the nearest working day prior to this.
- 2.2 Advance payments of salary are not made except for the month of December when payment is made five working days before 25th December.
- 2.3 A salary advice showing details of your payment made each month, and the bank account to which it has been credited, is issued by Payroll Services. Payslips are only available online within the Pay section on hotwire.
- 2.4 The gross monthly basic pay is based on one-twelfth of annual salary and is paid from the 1st of the month to the last day of the month, it is also paid in the current month. Payment of expenses, allowances and overtime etc., is made with salary, a month in arrears and details are included in the salary advice accordingly.
- 2.5 Deduction of sickness or injury benefit is normally made in the month following that in which the sickness absence occurs.

3 Change of bank details

- 3.1 When you change your personal bank account to which you require your payment of salary to be credited, they must inform Payroll by completing the online form that can be found in the Working here > Your personal details section on Hotwire.
- 3.2 Enter the new information for each of the required details. You must ensure that details entered are correct as this account information will be used to credit your salary. Any incorrect information entered will result in your salary not being credited to your account. When completed select 'Finish' for the change to be notified to Payroll.
- 3.3 Any changes after the 12th day of each month will not be updated in that month's salary and will be held over until the next month. For any urgent changes after the 12th day of the month please contact Payroll services by either emailing the Payforms mailbox (Payforms@london-fire.gov.uk) or by telephoning the appropriate extension as listed. Please note that we cannot amend bank account details less than five days prior to the payment date as we will already have sent the payment instruction to BACS for processing.

4 Confirmation of salary for mortgage applicants

- 4.1 Whenever you apply to a bank or other financial organisation for a mortgage, it is usual for that organisation to request written confirmation of salary details from the Brigade as the employer.
- 4.2 To assist in the provision of a prompt reply, you should advise the mortgagor that your request for this information should quote the your full name, initials and pay number and be addressed as follows:

London Fire Commissioner
Finance Services (Payroll Services)
3rd Floor
169 Union Street
London SE1 0LL

Email address: payforms@london-fire.gov.uk

- 4.3 The information supplied by the Brigade for all staff covers:
- Length of service - and if employment is permanent and pensionable, as applicable.
 - Basic annual pay.
 - Acting and other allowances annually.
 - For officers on the flexible duty system, the 20% supplement annually.
 - For Control Room personnel, the 20% allowance for commitment to shift work.
 - Overtime rate hourly.
- 4.4 In addition, the following points should be noted:
- The level of general pay increase cannot be anticipated and, therefore, it is not possible to provide estimates of such details in advance.
 - As all overtime performed by employees is on a casual basis, it is not possible to include figures for this element as a regular feature of salary payments.
- 4.5 It is the Brigade's policy and in your interests that no salary information will be disclosed verbally (e.g. over the telephone) to any third party or body that does not have the statutory right to demand it unless specific, written, consent is given by you. In exceptional circumstances, however, verbal confirmation of salary information already provided by you may be given but in general you are advised against suggesting this practice to the mortgagor.

5 Records

- 5.1 Records will be kept on your electronic personal record file (e-PRF) and retained in accordance with Policy number 788 - Electronic personal record files (e-PRF). Personal data shall be processed in accordance with Policy number 351 – Data protection and privacy policy.

6 Help and support

- 6.1 Please contact Payroll by email to payforms@london-fire.gov.uk.
- 6.2 This policy may also be available on request in other alternative accessible formats as set out in Policy number 290 – Guidance note on translation and interpretation. Please contact Communications on extension 30753 and by email to communications.team@london-fire.gov.uk to discuss your needs and options.

Document history

Assessments

An equality, sustainability or health, safety and welfare impact assessment and/or a risk assessment was last completed on:

EIA	28/05/24	SDIA	L - 25/04/24	HSWIA	29/04/24	RA	NA
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Audit trail

Listed below is a brief audit trail, detailing amendments made to this policy/procedure.

Page/para nos.	Brief description of change	Date
Page 2, para 2.3	Paragraph 2.3 - minor changes made to this paragraph.	06/01/2009
Page 2, para 2.3	Amended paragraph to inform that paper copies of pay slips are no longer in issue.	24/01/2012
Page 2, para 2.6	Amended paragraph to inform that personal details notifications are now received electronically.	
Page 2, para 3.2	Amended contact details.	
Page 4	Subject list and FOIA exemptions tables updated.	22/12/2014
Throughout	This policy has been reviewed as current, minor changes made to location (para 3.2) and telephone extensions (para 3.6).	13/01/2015
Page 4	SDIA date added.	14/01/2015
Page 1	Owner changed from Director of Finance and Contractual Services to Head of Finance.	14/08/2015
Page 2, para 3.2	This policy has been reviewed as current, minor changes made to address.	25/01/2018
Throughout	Changes have been made to team name and departments to reflect the abolition of the London Fire and Emergency Planning Authority which has now been replaced with the London Fire Commissioner.	01/11/2018
Page 2	Addition of procedures for change of Bank details.	23/01/2019
Page 2, para 2.1	Amended payment date info to reflect the 28 th of the month payment date introduced in April 2020 (LFC-0297).	24/06/2021
Page 2, para 2.4	Removed London Weighting as this is consolidated into basic pay for all staff. Also reiterated that basic salary is paid currently and overtime etc. a month in arrears.	
Page 2, para 3.4	Added a sentence regarding the inability to change bank account details less than 5 days prior to the payment date as BACS file has already been sent for processing.	
Page 3, para 4.2	Payroll services are moving to the 3rd floor at Union Street at the end of May 2021	
Throughout	Reviewed as current with changes made to the content.	25/04/2024
Page 4	SDIA and HSWIA dates updated.	30/04/2024
Page 4	EIA date updated.	28/05/2024
Page 3, para 6.1	Help and support details updated.	06/06/2025

Subject list

You can find this policy under the following subjects.

Pay	Salaries

Freedom of Information Act exemptions

This policy/procedure has been securely marked due to:

Considered by: (responsible work team)	FOIA exemption	Security marking classification