

## **Transcript of Vicky Roythorne's video posted 17<sup>th</sup> April 2020**

Hi everyone, so in these really challenging times and with confirmation that lockdown has now been extended until at least the 7<sup>th</sup> May, I thought it was worth putting something together to detail some of the information that I thought might be useful to you all. First of all, it goes without saying that I really hope you're all well and that you're all finding ways to navigate this challenging situation that we're all in.

At Outsource, we are trying to operate as much as possible as business as usual, all of our team are working from home, our Contractor Care and our Payments team are all fully operational so hopefully you shouldn't notice too much of a difference in terms of the service that you get from us. They are challenging times, our teams have had to adjust to working remotely, they're used to all sitting together in one office but hopefully we're still providing all of the support that you need. You can contact us on all the usual email addresses and phone numbers and let us know if there's anything else we can do to support you.

Obviously, as I said these are really challenging times and there's a lot of adjustment for everybody so we've been looking internally how we can support our own team and I wanted to make some of that content available to you as our Contractors. So along with this video link, we've included some information about keeping well during this challenging time and there's also some more information on our [new dedicated website page](#) that we've set up specifically for the current situation. On there, there's some links to various advice and guidance, websites, there's some stuff around the government's advice and guidance, some information from the REC, from IPSE, and from MIND, one of the charities that we work with in terms of keeping well and keeping safe during this period. Again, if there's anything that we can do to support you, please do let us know.

I also wanted to take the opportunity to talk a bit more specifically about the support that's available for Contractors. Now we know from speaking to many of you and from the timesheets that we're receiving and from various other calls and communications that many of you are still working during this period and have been able to continue to provide your services from home, however I know that there are some of you that are not working due to the specific types of roles that you're doing and the clients that you're working for aren't able to work at the moment so I just wanted to touch briefly on what that means and the different support that is available for you.

So if you are a PAYE, temp worker of Outsource so that is you've got a temporary contract services directly with Outsource, then you could be eligible for the government's coronavirus job retention scheme via Outsource. So the way that that scheme works is that if you are unable to work for three weeks or your client doesn't require your services for three weeks or more, you could be eligible for the furlough scheme which means that 80% of your average PAYE earnings would be paid to you. Now we've had a couple of calls from Contractors who think they are eligible and we're working really hard to try and support as many of you as possible with that scheme. We obviously want to do our best to help as many of you as possibly can, we do need confirmation from the client that you're working with that you have been placed on furlough and that there isn't a requirement for your services for three weeks so we're working really hard with our clients to try and confirm those details for anyone that might be applicable for and then assuming that we get that confirmation, we'll be in contact with you to detail exactly what that means and the next steps. We would need to put a contract or document in place with you to specify you are on the furlough scheme and to discuss with you what that means and how we get you back to work as soon as we possibly can. If you are a PAYE worker with us and you aren't working at the moment and you haven't already told us, please do let us know and we'll discuss with you next steps.

Similarly, if you provide your services via an Umbrella Company so if that means you're an employee of the Umbrella Company then working through Outsource and at site with a client, again you may be eligible for the furlough scheme. Same rules apply, the Umbrella Company, as your employer would need to operate that furlough scheme for you and they would need confirmation from Outsource and the end client that you have been placed on furlough and that your services aren't required for a minimum period of three weeks. Now the Umbrella Companies have got some additional challenges regarding operating this scheme in that the guidance issued by the government isn't particular clear in terms of certain aspects of the way that Umbrella Companies operate so the process is different depending on which Umbrella Company that you've signed up with but some Umbrella Companies operate a contractual payment mechanism where you are on a National Minimum Wage payment topped up with a bonus or other kind of mechanisms of running a payroll so what's not clear at the moment is exactly how the furlough scheme applies in those situations, so as I said it will be different depending on the different Umbrella Companies that you're working with. I've reached out myself and I've spoken to most of the Umbrella Companies that we work with and I know that they're all working really hard to try and understand exactly how the government guidance and the government support that's available can be utilised by them for their Contractor populations. I know that some of them have sent out a number of communications to Contractors on their payroll about what they're doing and how they're trying to support you. If you need to discuss that further again contact me, contact our Contractor Care team or speak to directly to the Umbrella provider that you're working with and they should be able to give you an update on their process and what they're looking to be able to do. Again, as I said there is that minimum requirement that you're not needed on site for three weeks or more.

At the moment, the government retention scheme is available up until the end of May, obviously we don't know whether the situation will be extended beyond that point at the moment or whether further support will be provided by the government after that period.

If you're providing your services via a Limited Company, again there's a slightly different situation there so if you are employed by your personal service company so if you're not providing services for three weeks again, you may be eligible to furlough yourself under the coronavirus job retention scheme and that furlough would be applicable to any PAYE income that you take from your own personal service company so typically I imagine that the majority of you will pay yourself a PAYE income and then you will take the rest of your income from dividends from your Limited Company, so the furlough scheme is only available on that PAYE percentage of your income, there isn't currently any support available regarding the dividend payments that you may withdraw from your Limited Company. Obviously that's been really unpopular with the majority of people that do operate in that way, I know that there's been lots of challenge to that and lots of questions asked about that but at the moment, that's the guidance as it stands is that the support available is if you chose to furlough yourself as an employee of your Limited Company, you can then use the furlough scheme for that PAYE aspect of your income. If you want to discuss that further I can send out some links and guidance from the applicable pages of the government website or if you've got particular situations or challenges then obviously again do contact me or anyone of our Contractor Care team and we'll be really happy to try and look into any specific queries for you.

I know everything around this is really challenging and we're all working together to try and figure out these kind of unprecedented situations and get the best advice and guidance that we can for everyone, bear with us sometimes it takes a while to figure out the answers to your questions but we are working really hard to get the information that you need and to liaise with our clients to get the information that you need. It's challenging times for all of the clients that we're working with as well so we're all in this together and we're all trying to support each other as much as we possibly can.

As I said, it's business as usual for Outsource, we're here if you need any help or assistance with anything and please stay safe, stay well. Thank you.