

Xentrall Schools & Academies Bulletin

September 2026

Welcome to the September edition of the Xentrall Bulletin. This update provides key information and service updates to support your school or academy.

Xentrall Updates

Staff Changes

We are pleased to share the following team updates:

- **Sophie Wiles** has joined the Payroll Team as a **Payroll Officer**.
- **Charlotte Langford** has joined the Systems Team as a **Systems Officer**.
- **Shawna Batey** moves from Business Partner - Improvement to Business Partner - **Payroll & Pensions** on a temporary secondment, supporting our Last Working Day (LWD) academy payroll service.

Payroll

Pay Awards 2026/27

NJC Pay Award - Latest Position

There is currently **no agreed NJC pay award** for employees covered by the Green Book.

The National Employers have made a **final offer of 3.3%**, effective from **1 April 2026**, covering:

- NJC spinal column points 3 to 43
- Pay points above SCP 43 and below Deputy Chief Officer level
- NJC allowances

The recognised trade unions have rejected the offer, and the national position remains unresolved.

We will provide a further update once national negotiations conclude.

Teachers' Pay Award - Latest Position

The School Teachers' Review Body (STRB) has recommended:

- **3.5%** from **1 September 2026**
- **3.0%** from **1 September 2027**
- An indicative **3.0%** increase for **2028/29**

The recommended award applies to all teachers' pay and allowance ranges, except for the minimum unqualified teacher pay scale, which is proposed to increase by **5.0%** from **1 September 2026**.

Further updates will be shared once the Government's response has been confirmed.

Soulbury Pay Award: Confirmed

The **2026/27 Soulbury pay award has been agreed** and will be implemented in **September 2026**. The award provides a **3.6%** increase on all Soulbury spinal column points and allowances.

Teachers' Increments – September 2026

Your dedicated Payroll Officer will contact schools regarding teachers who may be eligible for an increment from **1 September 2026**.

Please note that teacher increments are **not applied automatically**. Schools must notify the Payroll Team of approved increments before changes can be processed.

For further information, please contact your dedicated **Payroll Officer** or **Ann Robinson, Payroll & Pensions Manager**

Teams Folders

Shared Teams folders contain payroll information and should only be accessible to authorised staff.

Please review access regularly and notify your Payroll Officer immediately if an employee leaves or no longer requires access. Timely responses to Xentrall's regular access reviews help reduce the risk to your data and ensure permissions remain appropriate.

Contact Xentrall Payroll

If you have any queries, please email our Payroll Department payroll.department@xentrall.org.uk, contact your dedicated Payroll Officer directly or call 📞 **01642 528400**.

Pensions

LGPS Annual Benefit Statements as of 31 March 2026

Annual Benefit Statements for members of the Local Government Pensions Scheme (LGPS) are now available from participating pension funds. Your statement contains a summary of pension benefits accrued until 31 March 2026, your projected pension at your normal retirement age and other benefits that may be payable.

Please find below the links to the pension portal. We recommend schools notify their employees to access their pension portal, review their statements and their personal details. Keeping information up to date helps ensure important pension communications are received without delay.

Tyne and Wear or Teesside: <https://mypension.twpf.info/>

Durham: <https://pensionsonline.durham.gov.uk/>

North Yorkshire: <https://nypf.org.uk/>

Teachers' Pensions Administration Change

Administration of Teachers' Pensions will transfer to Tata Consultancy Services (TCS) on 1 November 2026, alongside the introduction of a new Employer Portal. TCS will contact all employers by email with instructions on how to register for the new portal. **It is vital that you register as soon as possible, as it will allow employers to ensure all users have access, ahead of the service transfer.** Access is essential for employers and Xentrall to support making Teachers' Pensions payments, submitting data, uploading templates and support payment processing.

Urgent action required:

- **Ensure the establishment's Primary Contact details are accurate**, as the registration invite will only be sent to that contact. Any concerns or questions regarding the transition, contact TCS directly: employerquery@teacherscorp.com
- **Primary contacts must register promptly** when invited via email from info@teacherscorp.co.uk.
- The registration email is unique to the Primary Contact and must not be shared or forwarded.
- **Enable system access for Xentrall Pensions Team to maintain service continuity.** This will allow us to carry out our duties from day one of the transfer, preventing backlogs or delays. **Please arrange access to the below Xentrall team members:**

Users Name	Email Address
Val Lee	Val.lee@xentrall.org.uk
Fiona Yale	Fiona.yale@xentrall.org.uk
Sam Hill	Samantha.hill@xentrall.org.uk
Jessie Emmerson	Jessie.emmerson@xentrall.org.uk
Mahela Mills-Tetty	Mahela.mills-tetty@xentrall.org.uk
Tracy Bartholomew	Tracy.bartholomew@xentrall.org.uk
Ann Robinson	Ann.robinson@xentrall.org.uk
Helen Umpleby	Helen.umpleby@xentrall.org.uk

Continue using the existing portal until advised otherwise. The new TCS portal will be closed between 12 and 24 August for important updates. Further information is available via the Teachers' Pensions Employer [News](#) page of their website, along with training and guidance.

End of Year Certificate (EOYC) Audit

External auditors should now have contacted employers regarding completion of the Teachers' Pensions EOYC audit.

If you require support or assistance regarding this process, please contact **Ann Robinson**, Payroll & Pensions Manager via email ann.robinson@xentrall.org.uk or call **01642 524517**.

Contact Xentrall Pensions

If you have any queries, please email our Pension Department, pension.department@xentrall.org.uk or call ☎ **01642 52 6880**

Systems

MyHR System Upgrade

MyHR will be unavailable **Friday 9 October 2026** for essential system maintenance. The upgrade will run over the weekend. A confirmation message will be sent on **Monday 12 October 2026** to let you know when the system is available.

Annual Leave Guide for schools and academies.

MyHR includes an annual leave tracking function, providing a simple and efficient way to manage staff absences, holiday entitlement and leave requests in one centralised system. This can help reduce administration and improve absence management. [MyHR Annual Leave.pdf](#)

New legislation from April 2026 requires Employers to maintain detailed records of leave taken, pay and carry forward, retained for 6 years. MyHR provides a compliant digital solution.

Further MyHR guidance is available to the Schools and Academies area of the Xentrall website. [MyHR Guidance - Xentrall Shared Services](#)

Paid and Unpaid Leave Recording

From **1 September**, when recording paid or unpaid leave, you will be required to confirm the employee's planned work time. This simply means entering the number of hours the employee is contracted to work on the day the leave is being recorded.

This additional step has been introduced in line with payroll and pension updates to help ensure calculations are accurate and processed correctly.

Guidance is available here: [Paid & Unpaid Leave \(September 26\) .pdf](#)

MyHR Housekeeping

Over the coming months, we will be carrying out essential housekeeping on staff email addresses within MyHR. Our Systems Team will contact your school directly, please keep any eye out for this.

 **Reminder – if you have any ideas for making the system better or any issues you may be experiencing. Please contact us, we will be happy to help.**

Contact Xentrall System Support

If you have any queries, please email our MyHR Helpdesk Team, myhr@xentrall.org.uk or call

 **01642 52 4567.**

Improvement

The Improvement Team continues to work behind the scenes to identify opportunities to simplify processes, improve efficiency, and enhance customer experience across our service.

Whilst there are no major updates to share this month, we are continuing to engage with Xentrall teams to understand current processes, gather feedback, and explore improvements through digitisation and automation.

We are always keen to hear from our schools and academies. If there is a process you think could be improved, a form that could be digitised, or an idea that would make working with Xentrall easier, we'd love to hear from you.

Your feedback is invaluable in helping us prioritise future improvements and deliver the best possible service for all our customers.

Contact Xentrall Improvements Team

If you have any queries, please email improvementteam@xentrall.org.uk, calling  **01642 52 8400** or  **01642 52 4567**

Recruitment

We continue to post up to date vacancies via our Schools and Academies Recruitment bulletin [Recruitment - Xentrall Shared Services](#). If you need support with your recruitment and advertising? You may be interested in our Advertising scheme.

Contact Xentrall Recruitment

If you have any queries, please email our Recruitment Team to learn more about our Advertising Support Service recruitmentadvertising@xentrall.org.uk

Key Contact Details

Name	E-mail	Phone
Helen Umpleby Xentrall HR Manager	Helen.Umpleby@xentrall.org.uk	01642 527244
Ann Robinson Manager - Payroll and Pensions	Ann.Robinson@xentrall.org.uk	01642 524517
Joanne Norman Business Partner - Payroll	Joanne.Norman@xentrall.org.uk	01642 524529
Emma Kennedy Business Partner – Payroll	Emma.Kennedy@xentrall.org.uk	01642 524730
Julie Sinclair Business Partner - Payroll	Julie.Sinclair@xentrall.org.uk	01642 526492
Val Lee Business Partner – Pensions	Val.Lee@xentrall.org.uk	01642 526967
Lee Shiells Manager – Systems, Improvement and Recruitment	Lee.Shiells@xentrall.org.uk	01642 528875
Lucy Duffowan Business Partner – Systems	Lucy.Duffowan@xentrall.org.uk	01642 527988
Shawna Batey Business Partner – Improvement	Shawna.Batey@xentrall.org.uk	01642 527485
Alison O’Connell Recruitment Team Leader	Alison.OConnell@xentrall.org.uk	01642 528339
Payroll or Absence Queries	Payroll.Department@xentrall.org.uk	01642 528400
Reports and MyHR Queries	MyHR@xentrall.org.uk	01642 524567
Pensions Queries	Pensions.Department@xentrall.org.uk	01642 526880
Recruitment Advertising	Recruitmentadvertising@xentrall.org.uk	