

## To All Employees of Pullever Ltd (trading as Newfield Nursing home) (In Administration)

### Frequently Asked Questions Communication

Following the recent announcements this frequently asked questions document has been produced in an attempt to provide you with as much information in the time period available.

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#### Questions?

#### Answers

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##### Why did this happen to Newfield?

As you may be aware from the recent communications from the home, there are currently no patients at Newfield and no prospect of new patients. Unfortunately means that it will need to close. As a result, Nicola, the Director was left with no other option but to take the very difficult decision to appoint **me and one of my partners, Toby Underwood** of PwC as joint administrators of Pullever Limited which owns this home.

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##### What does 'going into administration' mean?

Going into administration means the company does not have enough income to continue to service its costs (including employee pay) and so is now being managed by an Administrator (a licensed insolvency practitioner). The Administrator assumes control of the company from the current Directors and will manage the business from this point onwards. Administration is one of a number of insolvency processes.

*Toby Scott Underwood and Alison Grant have been appointed as joint administrators of Pullever Limited to manage its affairs, business and property as their agents and without personal liability. Toby Scott Underwood and Alison Grant are licensed in the United Kingdom to act as insolvency practitioners by the Institute of Chartered Accountants in England and Wales.*

*The joint administrators are bound by the Insolvency Code of Ethics which can be found at:*

*<https://www.gov.uk/government/publications/insolvency-practitioner-code-of-ethics>.*

*The joint administrators may act as controllers of personal data as defined by the UK data protection law depending upon the specific processing activities undertaken. PricewaterhouseCoopers LLP may act as a processor on the instructions of the joint administrators. Personal data will be kept secure and processed only for matters relating to the joint administrators' appointment. Further details are available in the privacy statement on the [PwC.co.uk](https://www.pwc.co.uk) website or by contacting the joint administrators.*

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**What does an administrator do?**

An Administrator is an officer of the Court and is qualified to manage the affairs of a business when it is insolvent. It is their role to take control of a company's affairs when it is in financial difficulty and try to find a longer term solution for it. The Administrators act as agent of the company and without personal liability.

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**What effect does administration have on my employment?**

Due to the funding position and the resulting Administration, unfortunately, it has been identified that there's no longer a requirement for your role. In light of the Company's financial circumstances, your role has therefore been made redundant, and your employment terminated with immediate effect.

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**My contract says that Palms Row Health Care Limited is my employer, not Newfield or Pullever Limited**

Regrettably, it has not been possible to keep Newfield operating while in administration given the current environment. This has meant that all employees contractually assigned to Newfield, the entity to which your contract states you work, have been made redundant with immediate effect.

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**What about my pay due from 3 October to the end of my employment?**

It has been agreed that the Company will make payment for the arrears of wages due prior to the appointment of Administrators.

**This will be paid as soon as possible**

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**What are my rights if I am made redundant?**

You have certain rights when you're made redundant. These include getting redundancy pay (if you have more than 2 years continuous service), compensation for lack of notice period and certain other money your employer may owe you (for example, unpaid wages).

As the Company is unable to pay these amounts to you, the Redundancy Payment Service (RPS) will consider claims for amounts that the law says you're entitled to receive. You can apply online to the RPS for redundancy pay and other money you are owed. You will need the case reference number which will be provided in your redundancy letter, to start your claim.

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**How do I claim the money that is owed to me?**

You will need to make a claim directly to the Redundancy Payment Service by completing an RP1 form online at <https://www.gov.uk/claim-redundancy> You will need to provide your particular code is CN10013657

You can contact Redundancy Payments Service – 0330 3310020 or email [redundancyclaims@insolvency.gsi.gov.uk](mailto:redundancyclaims@insolvency.gsi.gov.uk)

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**How will any outstanding holiday pay be calculated?**

The administrators dedicated employment team are working with the Company to provide the details the Company holds for you to the Redundancy Payment Service (“RPS”) with regard to details of length of employment service, payments that may be owed and any holiday arrears.

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**How can I calculate my statutory redundancy pay entitlement?**

When you apply for redundancy pay you will be asked about your rate of pay. Rate of pay is based on your weekly pay and is what the RPS uses to calculate your payments. The RPS will not pay more than the current statutory weeks limit, which is £538 per week.

Your entitlements are based on weekly pay, length of service and age.

The easiest way to calculate your redundancy payment is to use the government calculator on <https://www.gov.uk/calculate-your-redundancy-pay>

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**How long will it be before I receive any money from the Redundancy Payments Service?**

Once you have completed the RP1 form online, The Redundancy Payments Service will calculate amounts due directly from your submission and also the information provided by the Company and the administrators. The Redundancy Payments Service aims to process and pay you within 3 to 6 weeks of receiving your claim.

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**The Statutory payments are less than my contractual terms – what do I do?**

Although the RPS will pay statutory amounts owed to you, it may be that the amount you receive is less than your entitlements under your employment contract. This might be because: the amount of a normal week’s pay is higher than the statutory maximum rate paid by the RPS; your contractual notice is longer than the statutory entitlement; or because you have a contractual entitlement to an enhanced redundancy payment. Once your statutory payments have been paid to you, if there is any further outstanding money owed to you, you become a Creditor of the company.

Creditor claims fall broadly into two categories: unsecured claims and preferential claims. Employees are preferential creditors for unpaid wages (subject to a time limit) and pay in lieu of holiday accrued but not taken (without financial or time limit).

There is a financial limit of £800 for all preferential claims. The £800 is a gross figure and is subject to normal tax and NI deductions. Any amounts over the £800, or other money owed (e.g. expenses) which are not preferential claims, will be classified as unsecured claims. More information on claims can be found at [www.pwc.co.uk/pullever](http://www.pwc.co.uk/pullever) in the employee section.

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**What about my Pension payments and other benefits?**

The administrator will work with the Redundancy Payments Service to ensure that any employee or employer payments are up to date. You do not need to do anything. Please be aware it may take some months for any outstanding payments to show up on your pension statement.

If you have any questions around your pension please contact your pension provider.

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**Can I claim state benefits straight away?**

You should complete the online application for benefits at <https://www.gov.uk/contact-jobcentre-plus> as soon as possible. Not claiming benefits you are entitled to may affect how your payment from the RPS is calculated.

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**What happens to any of my current benefits?**

If you receive Tax Credits you will need to contact the HMRC helpline:

**Telephone:** 0345 300 3900

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**Can I claim on my mortgage protection or loan protection insurance?**

If you have a redundancy protection insurance policy, you should contact your policy provider directly, there may be elements of the form that your employer will need to complete. When you are at this stage you should send your forms to [uk\\_pullever@pwc.com](mailto:uk_pullever@pwc.com) Who will complete that section and return the forms to you.

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**When will P45s be sent out?**

Your P45 will be produced as soon as possible and sent to you at your home address.

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**How can I get a reference?**

Potential new employers should contact us at **uk\_pullever@pwc.com** when making a request for a reference. The Company can provide references which confirm start date, leave date and job title on leaving.

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**What do I do if I receive enquiries from the media?**

Should anyone from the media contact you please do not answer any questions yourself, but please speak to one of the administrators team or email the administrators at **uk\_pullever@pwc.com**

Please also be mindful when making comments over social media as these can often be misconstrued.

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**I have Company property, what do I do with it?**

If you are in possession of any Company property, we would ask that you arrange to return these. Please contact the Company HR.

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**Is there anywhere else that I can obtain assistance?**

Contacts:

Information regarding the administration of the Company:  
**[www.pwc.co.uk/pullever](http://www.pwc.co.uk/pullever)**

Employee email inbox: **[uk\\_pullever@pwc.com](mailto:uk_pullever@pwc.com)**

Statutory Maternity Pay or Sick Pay – Statutory Payments Disputes  
0191 225 5221

Claiming benefits, support or job search –

<https://www.gov.uk/contact-jobcentre-plus> or 0800 055 6688

PAYE queries – HMRC 0845 300 0627

Tax Credit Helpline – HMRC 0345 300 3900

Redundancy Payments Service – 0330 3310020 or email  
[redundancyclaims@insolvency.gsi.gov.uk](mailto:redundancyclaims@insolvency.gsi.gov.uk)

Money Advice Service – 0300 500 500 [www.moneyadvice.org.uk](http://www.moneyadvice.org.uk)

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**Will there be any other support available?**

A dedicated website has been set up for you by the administrators at [www.pwc.co.uk/pullever](http://www.pwc.co.uk/pullever) It will include a lot more information including FAQ's, information about Job Centre Plus, the Redundancy Payment Service, and an email address where you can ask further questions if needed.

If you are a member of the union then please contact your usual union contact.

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**Will I get help to make a claim for what I am owed?**

For any assistance on this process please contact :

**[redundancyclaims@insolvency.gsi.gov.uk](mailto:redundancyclaims@insolvency.gsi.gov.uk)**

Telephone: **0330 331 0020 (select option 1)**. Opening hours are 9am to 5pm, Monday to Friday.

Website: **[www.gov.uk/your-rights-if-your-employer-is-insolvent](http://www.gov.uk/your-rights-if-your-employer-is-insolvent)**

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**Will a new job affect the amount I can claim to RPS such as notice pay?**

Any earnings or state benefits received during your notice period may impact the amount of compensation that you may receive for not receiving statutory notice. For example - You are entitled to 5 weeks notice but you start a new job within 2 weeks, the compensation will be adjusted accordingly because you have mitigated your financial loss

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**Do I have to wait for my full notice period until I can claim?**

On your initial claim to the RPS you will need to confirm that you weren't given notice by the Company. At the end of your statutory notice period, you will receive notification from the RPS that you should now make your claim for compensation for not receiving statutory notice.

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