

PayPartners

Information on Payroll Services

PayPartners payroll bureau has been established 7 years, and we are specialist providers of payroll services to Local Authority Direct Payment/Self Directed support Service Users.

We offer a Professional & friendly payroll service, paying your PA's/employees on a weekly 4 weekly basis or monthly basis (depending on which area you live in).

The payroll service

Once you have completed the contract pack paperwork and returned the documents to us the payroll service can commence. We would draw your attention to the sample workflow in appendix A, and to the payroll calendar. Hours need to be called through to us by 12 noon on the payroll processing day to allow for accurate and timely preparation of the payroll. Where possible we do ask that you call in earlier than the dates shown on the calendar. During peak periods there is an answer machine in operation where you can leave details of your employee's hours.

We also offer a general advice service for all payroll related matters. You can speak to us when you telephone in with your employee's hours or at other times during the pay period as issues arise.

Our payroll service is as easy as we can make it for you.....

Step 1

We require you to contact us with the hours worked by your employees and we will then calculate your payroll and the tax and National Insurance deductions

Step 2

We then send you a payslip for each of your employees and all other paperwork for your records.

Step 3

We keep a running total of the tax and National Insurance deductions each pay period and tell you how much to pay to HMRC on a quarterly basis.

Step 4

At payroll year end we notify HMRC of all the necessary documents and details and complete your on-line filing requirements.

Informing PayPartners of hours worked

We require you to contact us at the end of each pay period. Please ensure that you follow the issued calendar to ensure your employees wages are paid on time. We will process a further pay-run, however, this will be up to 7 days after the first pay run, and your employee could lose out as a result of having wages delayed.

Your payroll is calculated 'in arrears'. This means that your employees are paid for the hours they have worked in the last pay period as that period ends. This is not the same as 'a week in hand' arrangement.

All pay periods start on Monday and end on Sunday. You need to record the hours worked by your employee(s) each day, and at the end of the period contact PayPartners with the following information:

1. The name of the service user (the person who receives the care)
2. The names of the employees and the hours they have worked
3. The pay rate for each of your employees
4. Any extra payments that we need to know about
5. Any advances of pay that you may have given during the pay period.

We always read back the details to ensure that we have taken them correctly. During peak periods we also have an answer machine in operation. Please leave a message as outlined above, and also leave details of a contact telephone number so we can call you back in case of queries.

Increasingly, a number of our services users are e-mailing hours to us. Our email address is: payroll@pay-partners.co.uk. Please ensure you quote the details as in 1 to 5 above.

New Employees

Each time a new PA starts working for you, you will need to let us know. In your contract pack we have included a supply of new starter forms and forms P46 (for those employees starting without a P45 from a previous employer).

You need to complete the new starter form and send this to us with either form P46 or P45. We will then enter the new employee onto the payroll. Please ensure that you send the paperwork in as soon as your employee commences employment. Any delay could result in us being unable to calculate your payroll on time.

Tax

Comprehensive details for employers and employees can be found on-line at: www.hmrc.gov.uk Any tax forms that your employee hands to you, you must forward to PayPartners. This will ensure that we are operating the correct tax code and not deducting too much (or too little tax).

If your PA only works for you, then they should be able to claim full tax allowances from HMRC and pay tax on the remainder of their earnings @ 20%.

If your PA has more than one job, then they will either claim their allowances with you or their other employer. HMRC may allow the employee to split their allowances between the two employments. Your employee will need to contact them directly to organise this.

If your PA is in receipt of a pension then their earnings with you will normally be taxed at a straight 20% (Basic Rate).

Students are exempt from paying tax when working during the Easter, Summer and Christmas Holidays. They should complete form P38(s). If you employ a student and they work for you both in the holidays and term time, then they must pay tax all the time. In this case they must complete form P46.

National Insurance

All employees over the age of 16 and up to state retirement age must pay National Insurance. Once an employee reaches state retirement age they can apply to Job Centre Plus for an age exemption certificate. Forward this onto us and we will stop deducting National Insurance.

Under no circumstances must you offer to pay your employees tax or National Insurance deductions back to them. We also advise against setting up a standing order to pay your employees wages, as pay amounts can vary each time.

HMRC

Are the governing body for issuing tax codes and collecting the tax and National Insurance deductions from wages. Whilst PayPartners can offer you general advise on tax codes and tax, we are unable to deal specifically with details of how your employee's tax codes are calculated.

Each time we process your pay-run we will keep a running total of any tax and National Insurance deductions taken. Every 3 months we will advise you on the amount you need to pay to HMRC. You must write a cheque out (or pay by on-line banking) and ensure that your payment reaches HMRC by the 19th of the month.

| Month | Pay Periods | Payment to HMRC |
|--------------|---------------------|--------------------------|
| July | April to June | 19 th July |
| October | July to September | 19 th October |
| January | October to December | 19 th January |
| April | January to March | 19 th April |

If there have been no tax and National Insurance deductions in the period then PayPartners will advise HMRC directly.

At the end of the tax year (5th April each year), PayPartners will complete your on-line filing obligations and issue you with forms P60 to hand to your employees. P60's will be sent to you during May.

Frequently asked questions

Wages paid – wrong hours. Contact PayPartners. We may have misinterpreted your instructions. We can correct any mistakes and resend your payslips and paperwork.

Wages paid – too much tax and or National Insurance. Contact PayPartners. We will be able to advise on corrective/next course of action.

Employee Tax code query. Initially contact PayPartners to see if we are aware of any changes. Ultimately contact HMRC who will speak with your employee directly. We are unable to call HMRC on your or your employee's behalf.

Employee is sick. Contact PayPartners. We will tell you what you need to send to us, and advise if sick pay is due.

Employee is on holiday or asking about holiday entitlements. Contact PayPartners. Your contract pack will contain details of holidays and recording requirements. When your employee is on holiday and requires holiday pay, you will need to let us know when you contact us with your employees hours. We will show holiday pay as a separate line on the pay slip.

I have not received my payslips or payroll information. Contact PayPartners. We will advise if your payroll has been processed and if paper work has been sent. We can arrange for duplicate paperwork to be sent.

My employee has left. Contact PayPartners. We will need details of any outstanding hours, holiday pay to be paid and their leaving date so we can prepare form P45.

No money to pay employees. Contact your Direct Payments team.

Complaints

Should you be dissatisfied with any aspect of our service, we have a complaints procedure. Please address all correspondence to the Business Manager. Full details of our complaints procedure are available upon request.