

# Standard Direct Payment Payroll Service Information

## PayPartners Ltd

Lancastrian Office Centre, Talbot Road, Stretford, Manchester M32 0FP  
www.pay-partners.co.uk T: 0800 515 620 E: payroll@pay-partners.co.uk

Specialist in Direct Payment Payrolls

Professionally Qualified IPP Trained Payroll Staff

Efficient and Friendly Service

ISO 9001:2008 Quality Assured Business

£2 Million Liability Insurance Cover

Quality Focused and Service Questionnaires Sent Regularly

Full Complaints Procedure

**FREEPHONE** Contact Number or E-Mail Input

Flexible Payroll—Choose 4-Weekly or Monthly\*

\*Depends on your Council Requirements

New Employees, Leavers and Amendments Processed

Inputting of Variable Payments and Adjustments

Statutory Sick/Maternity/Paternity Pay

HMRC Approved Security Sealed Payslips

Help with HMRC Registration

Full On-Line Filing for In-Year and Year-End Documents

Yellow Book Completion

Professional, UNLIMITED Payroll Advice

Professional HR Advice Available (Extra Charge)

# PayPartners Ltd

Lancastrian Office Centre, Talbot Road, Stretford, Manchester M32 0FP  
[www.pay-partners.co.uk](http://www.pay-partners.co.uk) T: 0800 515 620 E: [payroll@pay-partners.co.uk](mailto:payroll@pay-partners.co.uk)

For further information contact your case worker

or a member of the PayPartners team

# 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](mailto: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](http://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 19<sup>th</sup> of the month.

<b>Month</b>	<b>Pay Periods</b>	<b>Payment to HMRC</b>
July	April to June	19 <sup>th</sup> July
October	July to September	19 <sup>th</sup> October
January	October to December	19 <sup>th</sup> January
April	January to March	19 <sup>th</sup> 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 (5<sup>th</sup> 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.

# PayPartners

## **Instruction for completion of this agreement document.**

Complete the required details on Pages 1, 2, 3, & 4  
(pages 3 and 4 are duplicate pages of 1 and 2).

You must sign and date the agreement on pages 2 and 4 for it to be valid.

Once completed you should return **ONLY PAGES 1 and 2** to PayPartners Ltd at the address shown and retain the rest of the document for your records.

All pages are clearly marked at the top left hand corner as to which are to be returned or retained.

PayPartners Ltd, Lancastrian Office Centre, Talbot Road  
Stretford, Manchester.  
M32 0FP

Telephone (normal landline): 0161 874 1625

Telephone (freephone): 0800 515 620

Fax: 0161 872 2444

E-mail: [payroll@pay-partners.co.uk](mailto:payroll@pay-partners.co.uk)

### Payroll Contacts:

Stephen Moreton – Business Manager

Tracy Scholes/Nicola Taylor – Payroll Bureau Consultants

Tara O'Toole – Payroll Bureau Processing Assistant



## Return to PayPartners

**THIS AGREEMENT** is made on the **D D/M M/Y Y Y Y** **BETWEEN**

- (1) **PayPartners Ltd**, Lancastrian Office Centre, Talbot Road, Stretford, Manchester M32 0FP ("PayPartners Ltd") and
- (2) **The Service User of the Direct Payment Payroll Service** ("the Service User")

### A. Service User Details

<b>Surname</b>		<b>Title</b>	Mr/Mrs/Ms/Miss
<b>Forename(s)</b>			
<b>Address:</b>			
<b>Post Code</b>		<b>Tel No</b>	

### B. Nominated Contact Details (ONLY if Service User is unable to administer their affairs)

<b>Surname</b>		<b>Title</b>	Mr/Mrs/Ms/Miss
<b>Forename(s)</b>			
<b>Address:</b>			
<b>Post Code</b>		<b>Tel No</b>	

<b>Service Commencement Date</b>	__ / __ / ____
Service User is (please circle) <b>CHILD/ADULT</b>	Pay Frequency <b>Monthly</b>


## Return to PayPartners

### AGREEMENT BETWEEN

- (1) **PayPartners Ltd**, Lancastrian Office Centre, Talbot Road, Stretford, Manchester M32 0FP ("PayPartners Ltd") and
- (2) **The Service User of the Direct Payment Payroll Service** ("the Service User")

IN WITNESS whereof the duly authorised representatives of PayPartners Ltd and the Service User have hereunto set their hands the day and year first before written

Signed by for and on behalf of PayPartners Ltd

Signature	
Printed Name	Stephen R Moreton
Date	DD/MM/YYYY

Signed by for and on behalf of the Service User

Signature	
Printed Name	
Date	



## Service User Copy

**THIS AGREEMENT** is made on the **D D/M M/Y Y Y Y** **BETWEEN**

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<b>Forename(s)</b>			
<b>Address:</b>			
<b>Post Code</b>		<b>Tel No</b>	

<b>Service Commencement Date</b>	__ / __ / ____
Service User is (please circle) <b>CHILD/ADULT</b>	Pay Frequency <b>Monthly</b>


## Service User Copy

### AGREEMENT BETWEEN

- (1) **PayPartners Ltd**, Lancastrian Office Centre, Talbot Road, Stretford, Manchester M32 0FP ("PayPartners Ltd") and
- (2) **The Service User of the Direct Payment Payroll Service** ("the Service User")

IN WITNESS whereof the duly authorised representatives of PayPartners Ltd and the Service User have hereunto set their hands the day and year first before written

Signed by for and on behalf of PayPartners Ltd

Signature	
Printed Name	Stephen R Moreton
Date	DD/MM/YYYY

Signed by for and on behalf of the Service User

Signature	
Printed Name	
Date	

## Service User Copy

### **NOW THEREFORE IT IS HEREBY AGREED AS FOLLOWS:-**

#### **1. The Service**

PayPartners Ltd will supply the Service (as set out in clauses 1.1 and 1.2 below) to the Service User in the following manner and as outlined in Appendix A at the end of this agreement:

- 1.1 By calculating gross to net pay of the Service User's employees (in all cases as notified by the Service User), by processing as follows: -
  - 1.1.1 employee hours
  - 1.1.2 any ad-hoc payments to be made e.g. overtime, bonus
  - 1.1.3 statutory payments for sickness, maternity, adoption and paternity leave
  - 1.1.4 holiday payments
  - 1.1.5 tax and national insurance deductions
  - 1.1.6 any other deductions e.g. court orders, child support
- 1.2 Reasonable assistance to the Service User with dealing with any enquiries from HMRC in respect of the Service User's employees only as follows:
  - 1.2.1 year-end electronic communication with HMRC (filing for tax year-end returns)
  - 1.2.2 preparation of quarterly HMRC pay-over summary
- 1.3 PayPartners Ltd will operate the Service on the authority of the Service User or their appointed representative, and will not accept instructions from any other third party

#### **2. Optional services**

PayPartners Ltd will provide the following as part of the Service at the written option of the Service User:

- 2.1 A PIN number security system
- 2.2 A hard copy timesheet system for recording hours worked
- 2.3 Any bespoke requirements of the Service User in relation to the matters not covered in clause 1 above which are agreed to be provided by PayPartners Ltd
- 2.4 A dedicated payroll contact

#### **3. Service User's obligations**

The Service User will promptly provide PayPartners Ltd with the following written information in relation to each of their employee(s) and shall ensure that such information is kept accurate and up to date:

- 3.1 All employee details necessary to enable payroll processing by PayPartners Ltd e.g. name, address, national insurance number
- 3.2 Details and information of hours worked

## Service User Copy

- 3.3 Rates of pay and/or gross pay
- 3.4 Holiday, sickness, maternity, paternity, and adoption absence periods
- 3.5 Any other deductions (not covered in clause 1) to be made from net pay
- 3.6 Any other information reasonably requested by PayPartners Ltd to enable it to provide the Service

### **4. Verification of Data**

- 4.1 The Service User shall ensure that the payslips, payroll summary report and cheque summary of each employee are correct at all times and PayPartners Ltd will not be liable whatsoever in the event that such documents are not correct
- 4.2 It is the duty of the Service User to check that the information contained on payroll paperwork complies with the information supplied to PayPartners Ltd to calculate the wages due to the employees of the Service User and PayPartners Ltd will not be liable whatsoever in the event that the information supplied to PayPartners Ltd by the Service User does not so comply
- 4.3 The Service User will ensure that:
  - 4.3.1 The number of transactions matches the number of employees to be paid
  - 4.3.2 The total value of the payments equates to the wages due to the employees for the period involved
  - 4.3.3 Each payment is correct after taking into account any bonus/overtime/holiday payments and is not otherwise in excess of the normal wages due
- 4.4 Any individual paid by PayPartners Ltd under this agreement is not an employee of PayPartners Ltd and any and all such individuals are under the supervision, direction and control of the Service User and as such, are deemed to be the employees of the Service User
- 4.5 The Service User is responsible for making all non BACS payments to their employees, HMRC and any other third parties who are due to receive any deductions from net pay or any other payroll related deductions
- 4.6 The Service User shall indemnify and keep indemnified PayPartners Ltd on demand (during or after this agreement) from and against any and all actions, claims, proceedings and demands (of whatsoever nature or kind) as well as from and against all damages, liabilities, losses, costs, charges, penalties, fines, and expenses (including reasonable legal fees), arising out of: (i) any employee of the Service User asserting

## **Service User Copy**

- 4.6 (cont)himself or herself to be an employee of PayPartners Ltd; and (ii) any calling to account by HMRC or any other third parties for any tax contributions, interest and/or penalties and/or any other matter requiring payment to a third party in relation to this agreement<sup>6</sup>

### **5. Changes to information**

- 5.1 The Service User shall ensure that any change to the information supplied under clause 3 above will be given to PayPartners Ltd as soon as practicable but in any event no later than 24 hours before the payroll run is due

### **6. Virus-free information**

- 6.1 The Service User shall ensure that all information supplied to PayPartners Ltd by way of information technology/computer transfer is virus free

### **7. Price/Payment terms**

- 7.1 PayPartners Ltd will charge the Borough Council for the service.

### **8. Confidentiality**

- 8.1 PayPartners Ltd will treat as confidential the information supplied by the Service User for the purpose of the Service
- 8.2 PayPartners Ltd will however be entitled by applicable law, to reveal such information as necessary to HMRC, The Benefits Agency or Child Support Agency or its equivalent or any other authorised third parties
- 8.3 At the reasonable request of the Service User, PayPartners Ltd will also disclose the necessary information to any third party requiring such information which, by way of example, may include trades unions and private health care suppliers, provided that PayPartners Ltd shall not be liable in respect of any such disclosure

## **Service User Copy**

### **9. Termination**

- 9.1 Either party shall be entitled to immediately terminate this agreement by notice in writing in the following circumstances
  - 9.1.1 If the other party is in material breach of the terms of this Agreement and the breach is not remedied within 14 days of written notice or is not capable of remedy
  - 9.1.2 if the other party becomes subject to an Administration Order or goes into liquidation (otherwise than for the purpose of amalgamation or reconstruction)
- 9.2 On termination of this agreement
  - 9.2.1 the Service (and any additional agreed services) provided by PayPartners Ltd shall immediately cease
  - 9.2.2 all provisions of this agreement shall cease to have effect, except that any provision which can reasonably be inferred as continuing or is expressly stated to continue shall continue in full force and effect

### **10. Notices**

- 10.1 Any notice or other communication required to be given by the Service User under this agreement shall be transmitted to the last notified address of the Service User
- 10.2 Any notice or other communication required to be given to PayPartners Ltd under this agreement shall be sent to: PayPartners Ltd, Lancastrian Office Centre, Talbot Road, Stretford, Manchester, M32 0FP
- 10.3 Any notice of other communication shall be deemed to have been served: if sent by post, upon the expiration of 3 days from posting; or, if sent by direct transmission (i.e. delivered by hand), at the time of sending

### **11. Complaints procedure**

- 11.1 PayPartners Ltd operates a complaints procedure, details of which are outlined in Appendix B of this agreement, which the Service User undertakes to comply with in the event of any complaints in respect of the Service or PayPartners Ltd

## Service User Copy

### 12. General

- 12.1 If any provision of this agreement is held to be invalid or unenforceable in whole or in part the validity of the other provisions of this agreement and the remainder of the provision in question shall not be affected thereby
- 12.2 Any dispute arising under or in connection with this agreement or as to the rights and liabilities of PayPartners Ltd and the Service User under it shall be settled by an amicable effort on the part of PayPartners Ltd and the Service User (including, if necessary, referral to each party's Chief Executive or Managing Director or equivalent), but in the event that such attempts fail to settle the matter, if mutually agreed by the parties, the dispute shall be referred to mediation by a single mediator appointed by agreement between the parties and in default on the application of either PayPartners Ltd or the Service User to the President for the time being of the Law Society
- 12.3 A person who is not a party to this agreement has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this agreement but this does not affect any right or remedy of a third party which exists or is available apart from under such Act
- 12.4 To the maximum extent permitted by applicable law, PayPartners Ltd excludes any and all responsibility and liability for any: (i) damage to or loss of data; (ii) damage or loss in respect of periods when the Service is not operational for any reason; (iii) damage, acts, omissions, events or other circumstances that occur outside of PayPartners Ltd's reasonable control; (iv) loss of profit, anticipated profits, revenues, anticipated savings, goodwill or business opportunity; and (v) indirect or consequential loss
- 12.5 Subject to applicable laws, PayPartners Ltd's aggregate liability in respect of claims based on events in any calendar year arising out of or in connection with the Service (or otherwise in connection with this agreement), whether in contract or tort (including negligence) or otherwise, shall in no circumstances exceed the total fees paid by the Service User to PayPartners Ltd pursuant to this agreement in that calendar year
- 12.6 This Agreement contains the entire agreement and understanding between the parties hereto with respect to the subject matter hereof and replaces all prior agreements and understanding
- 12.7 This Agreement shall be governed by the laws of England and shall be subject to the exclusive jurisdiction of the English Courts

## Service User Copy

### Appendix A

#### **\*Typical Payroll Period Process (dependant upon frequency chosen)**

##### 'Weekly' payroll

- **Monday/Tuesday.** Hours to be telephoned/faxed/e-mailed to PayPartners and will be collated by the team for input onto the payroll system.
- **Wednesday.** 12 Noon, payroll calculated and paperwork released in evening post to Service User.
- **Thursday.** Service Users receive payslips & reports in post to be able to make payments to PA/Carers.
- **Friday.** Payroll service closed for processing whilst payroll software is updated for next run.

##### '4-Weekly' payroll

- On the week that payroll processing takes place, the 'Weekly' payroll timetable as outlined above will apply.
- Payroll processing takes places 13 times per year, with week 1 of the tax year as the starting point for the calendar. Please note that pay-days will differ each month.

##### 'Monthly' payroll

- On the week that payroll processing takes place, the 'Weekly' payroll timetable as outlined above will apply.
- Payroll processing takes places 12 times per year, with week 1 of the tax year as the starting point for the calendar. Please note that we aim to make pay-days consistent each month, however, we rely upon you the Service User contacting PayPartners on time.

A full year calendar for 4 weekly and monthly payroll is available. Please ask for a copy.

\*Where Bank Holidays occur then this will alter slightly

Pay-Partners contact telephone number is 0800 515 620

Payroll Contacts:

Stephen Moreton – Business Manager

Tracy Scholes/Nicola Taylor – Payroll Bureau Consultants

## **Service User Copy**

### **Appendix B**

#### **Customer Complaints Procedure**

PayPartners Ltd recognises that complaints may be made against the company or an individual employee, from customers of our service. We believe that it is in the best interest of all concerned that there are formal procedures for dealing with any such issues.

Any letters / phone calls / emails or other correspondence of complaint should be sent immediately and addressed to the Business Manager.

Our address is: PayPartners Ltd, Lancastrian Office Centre, Talbot Road, Stretford, Manchester, M32 0FP.

Our telephone number is: 0161 874 1625

Our e-mail address is: payroll@pay-partners.co.uk

The Business Manager will acknowledge the complaint in writing, within 5 working days of receipt, and begin an investigation.

Investigatory meetings will be set up with the parties concerned and all relevant information will be gathered. The results of any investigations will be formally written up within 7 working days of the investigations being completed.

Should the complaint not be resolved by the Business Manager then it will be passed to the Managing Director of Kinetic plc, the parent company of PayPartners Ltd.

From the evidence gathered the Managing Director make a decision within 14 working days as to the outcome, and in line with PayPartners disciplinary procedure.



### Service User Contribution Form

Please set up a **STANDING ORDER** with your bank to our account. Then return this form to PayPartners so we can check we are receiving your funds correctly. This is not a Direct Debit form!

PayPartners Bank Account details for your payment / standing order

Bank Name	<b>National Westminster</b>
Sort Code	<b>01-10-01</b>
Account Number	<b>63233282</b>
Account Name	<b>PayPartners Ltd Client Account</b>
Reference	Please quote full service user name!

Your details

Service User Name			
Address			
Post Code		Tel No	

Your Contribution	£	How Often?	Please circle Wkly/2Wkly/4Wkly/Monthly
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Your bank account details (the account from which you or your nominated contact will be making your contribution)

Bank Name	
Sort Code	
Account Number	
Account Name	



Identification Required

ONE document from Section A

**OR**

ONE document from Section B **PLUS** ONE document from Section C

You can present your document(s) in the following ways:

- By personal representation at our offices: Third Floor, The Lancastrian Office Centre, Talbot Road, Stretford, Manchester M32 0FP.
- Posting the original(s) by recorded post (recommended). We will copy & return to you by recorded post.
- Posting a verified copy of the original(s) - a verified copy is one that shows an original signature of a Solicitor or Accountant for example but NOT a family member.

<b>SECTION A</b>	
A Government issued document which incorporates your full name and photograph and either residential address or date of birth	• Valid Passport; Valid photo-card driving licence (full or provisional)
	• National Identity card (non UK Nationals)
	• Firearms certificate or shotgun licence
	• Identity card issued by the Electoral Office for Northern Ireland
<b>SECTION B</b>	
A Government issued document (without a photograph) incorporating your full name	<ul style="list-style-type: none"> <li>• Valid (old Style) full UK driving licence</li> <li>• Recent evidence of entitlement to a state of local authority funded benefit (including housing and council tax benefit), tax credit, pension, educational or other grant</li> </ul>
<b>SECTION C</b>	
Second document which should be either Government issued, or issued by a judicial authority, a public sector body or authority, or issued by another FSA regulated firm in the UK financial services sector or in a compatible Jurisdiction. This document <b>MUST SHOW</b> your full name and either residential address or date of birth	• Instrument of a court appointment (such as liquidator or grant probate)
	• Current Council Tax demand letter or statement.
	• Current bank statement, or credit/debit card statement issued by a regulated financial sector firm in the UK, EU or comparable jurisdiction (but NOT printed off the internet)
	• Utility bill (but NOT printed off the internet)



To PayPartners Ltd

Re Money Laundering Regulations and Identification Procedure

I, \_\_\_\_\_ employed by \_\_\_\_\_ council  
as a \_\_\_\_\_, can verify and confirm:

1	I have met the proposed service user named below	✓
2	The proposed service user lives at the address below (where the payroll account will be registered)	✓
3	The proposed service user is/will be entitled to a direct payment/ILF payment to fund social care	✓
4	I have enclosed a utility bill confirming 2 & 3 above	✓

Name of Service User	
Service User address	
Post Code	

Signed	
Print Name	
Date	

Please return to PayPartners Ltd with all contract confirmation forms. No further ID will be required.

PayPartners Ltd, Lancastrian Office Centre, Talbot Road, Stretford, Manchester, M32 0FP  
Tel: 0161 874 1625 Fax 0161 872 2444 E-mail [payroll@pay-partners.co.uk](mailto:payroll@pay-partners.co.uk) [www.pay-partners.co.uk](http://www.pay-partners.co.uk)

# PayPartners

## Payroll Processing Calendar 4-Weekly

4 Weekly Payrolls = 13 Pay Periods per Tax Year

**Contact us by telephone or e-mail on the dates shown for each month (2 days each month)**

If you miss the payroll for the Official payday then your PA will be paid late on the 2nd Run Payday

Period No 2011-2012	Hours worked from/to	PA's Official Payday	Ring PayPartners		2nd Run Payday
			Earliest Day (btwn 7.30 & 5.00 pm)	Alternative Day (btwn 7.30 & 12 NOON)	
1	28th Mar to 24th April 11	Fri 29th April	Tues 26th Apl	Weds 27th Apl	Fri 6th May
2	25th April to 22nd May 11	Fri 27th May	Mon 23rd May	Tue 24th May	Fri 3rd June
3	23rd May to 19th June 11	Fri 24th June	Mon 20th June	Tue 21st June	Fri 1st July
4	20th June to 17th July 11	Fri 22nd July	Mon 18th July	Tues 19th July	Fri 29th July
5	18th July to 14th Aug 11	Fri 19th Aug	Mon 15th Aug	Tues 16th Aug	Fri 26th Aug
6	15th Aug to 11th Sept 11	Fri 16th Sept	Mon 12th Sept	Tues 13th Sept	Fri 23rd Sept
7	12th Sept to 9th Oct 11	Fri 14th Oct	Mon 10th Oct	Tues 11th Oct	Fri 21st Oct
8	10th Oct to 6th Nov 11	Fri 11th Nov	Mon 7th Nov	Tues 8th Nov	Fri 18th Nov
9	7th Nov to 4th Dec 11	Fri 9th Dec	Mon 5th Dec	Tues 6th Dec	Fri 16th Dec
10	5th Dec to 1st Jan 12	Fri 6th Jan	Tues 3rd Jan	Weds 4th Jan	Fri 13th Jan
11	2nd Jan to 29th Jan 12	Fri 3rd Feb	Mon 30th Jan	Tues 31st Jan	Fri 10th Feb
12	30th Jan to 26th Feb 12	Fri 2nd March	Mon 27th Feb	Tues 28th Feb	Fri 9th Mar
13	27th Feb to 25th Mar 12	Fri 30th Mar	Mon 26th Mar	Tues 27th Mar	Fri 6th April

PayPartners Ltd, Lancastrian Office Centre, Talbot Road, Stretford, Manchester M32 0FP

Tel: 0800 515 620 Fax: 0161 872 2444 E-mail: payroll@pay-partners.co.uk

# PayPartners

## Payroll Processing Calendar MONTHLY

Monthly Payrolls = 12 Pay Periods per Tax Year

**Contact us by telephone or e-mail on the dates shown for each month (3 days each month)**

If you miss the payroll for the Official payday then your PA will be paid late on the 2nd Run Payday

Month	Hours worked from/to	PA's Official Payday	Ring PayPartners			2nd Run Payday
			Earliest Day (btwn 7.30 & 5.00 pm)	Alternative Day (btwn 7.30 & 5.00 pm)	Latest Day (btwn 7.30 & 12 NOON)	
<b>Apr-11</b>	1st to 30th April	29th April	Thu 21st April	Tues 26th April	Weds 27th April	Tues 10th May
<b>May-11</b>	1st to 31st May	31st may	Tues 24th May	Weds 25th May	Thu 26th May	Fri 10th June
<b>Jun-11</b>	1st to 30th June	30th June	Fri 24th June	Mon 27th June	Weds 28th June	Tues 12th July
<b>Jul-11</b>	1st to 31st July	29th July	Mon 25th July	Tues 26th July	Weds 28th July	Tues 9th Aug
<b>Aug-11</b>	1st to 31st August	31st August	Weds 24th Aug	Thu 25th Aug	Fri 26th Aug	Fri 9th Sept
<b>Sep-11</b>	1st to 30th September	30th September	Mon 26th Sept	Tues 27th Sept	Weds 28th Sept	Tues 11th Oct
<b>Oct-11</b>	1st to 31st October	31st October	Tues 25th Oct	Weds 26th Oct	Thu 27th Oct	Fri 11th Nov
<b>Nov-11</b>	1st to 30th November	30th November	Thu 24th Nov	Fri 25th Nov	Mon 28th Nov	Fri 9th Dec
<b>Dec-11</b>	1st to 31st December	23rd December	Mon 19th Dec	Tues 20th Dec	Weds 21st Dec	Tues 10th Jan
<b>Jan-12</b>	1st to 31st January	31st January	Weds 25th Jan	Thu 26th Jan	Fri 27th Jan	Fri 10th Feb
<b>Feb-12</b>	1st to 29th February	29th February	Thu 23rd Feb	Fri 24th Feb	Mon 27th Feb	Tues 13th March
<b>Mar-12</b>	1st to 31st March	30th March	Mon 26th Mar	Tues 27th Mar	Weds 28th Mar	Thu 5th April

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**Standard Direct Payment New Starter Form**

<b>Service User name</b>	
<b>Service User contact Tel number</b>	

**1. Details of person to be employed:**

<b>Surname</b>		<b>Title</b>	
<b>Forename(s)</b>			
<b>Address</b>			
	<b>Post Code</b>		
<b>Gender</b>	<b>Male / Female</b>		
<b>Date of Birth</b>			
<b>National Insurance Number</b>			
<b>Employment Start Date</b>			
<b>Tax Document Attached</b>	<b>P45</b>	<input checked="" type="checkbox"/>	<b>P46</b> <input checked="" type="checkbox"/> <b>P38 Student</b> <input checked="" type="checkbox"/>

**2. Payment details: (please fill in the hourly rates)**

<b>Description</b>	<b>Hourly rate</b>			
<b>Standard pay</b>	£			
<b>Other 1</b>	£			
<b>Other 2</b>	£			
<b>Other 3</b>	£			
<b>Pay Frequency</b>	<b>Weekly</b>	<input checked="" type="checkbox"/>	<b>4-Weekly</b>	<input checked="" type="checkbox"/> <b>Monthly</b> <input checked="" type="checkbox"/>

**3. Supplementary notes: (please record any notes in the box below)**

--

I authorise PayPartners to add the above person to my payroll and make payments to them in accordance with hours notified by me.

<b>Signed (Service User)</b>	
<b>Today's date</b>	

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## Income Tax

You do not have to deduct tax from the pay of a student who works for you solely during a holiday if:

- this form is filled in, and
- the student's pay in your employment does not exceed £7,475.

Where the student's pay in your employment exceeds £7,475 you must:

- complete a P46 using the original start date
- deduct tax using the guidance in CWG2 *Employer Further Guide to PAYE and NICs*

If 5 April falls during the period of employment, the student must fill in two of these forms, one for the tax year up to 5 April, and one for the new tax year from 6 April.

## National Insurance contributions (NICs)

If the student's pay is at, or above, the lower earnings limit for NICs, you must:

- use a P11 *Deductions Working Sheet* (or your own equivalent pay record) to record the NICs, and
- complete a form P14 *End of Year Summary* showing these contributions for submission with your P35 *Employer Annual Return*.

The present lower earnings limit is shown in the Employer Helpbook E12 *PAYE and NICs rates and limits for 2011-12*.

Your Employer Helpbook E13 *Day-to-day payroll*, tells you how to fill in the P11 *Deductions Working Sheet*.

Please keep this form for at least three years after the end of the year to which it relates or longer if you are asked to do so.

### Student's declaration

I, *full name in capital letters*

am a student attending, *name of school, college or other*

and shall continue to attend until after 5 April next. I have no employment except during holidays.

My total earnings including Jobseeker's Allowance, paid because of unemployment, and other income from all sources, apart from scholarships and educational grants for the year ending 5 April next, will not be more than £7,475.

My National Insurance number is

My date and birth is *DD MM YYYY*

My home address is


Signature

Date *DD MM YYYY*

### Employer's statement

The declaration has been completed and signed by the student

The total pay from *DD MM YYYY*

to *DD MM YYYY*

was (amount)

Employer's name

Employer's address


Employer PAYE reference

Date *DD MM YYYY*

## Holidays & Entitlements for PA's

### Introduction

Under the Working Time Regulations each of your employees is entitled to 28 days holiday per year. 28 days equals 5.6 weeks.

You pay your employees by the hour, so you need to convert 5.6 weeks 'per year entitlement' into an hourly 'per year entitlement'. To do this you multiply the number of hours your employee works per week by 5.6.

### **Example**

*Your employee works 16 hours per week, the calculation would be:*

*$16 \times 5.6 = 89.6$ , rounded to give 90 hours holiday per year (any decimal places should always be rounded up.)*

- Employees must take the time off work.
- You cannot pay your employee holiday pay on top of normal wages without them taking the time off.
- You cannot pay any untaken days at the end of the holiday year because your employee did not take all their entitlement. Any days untaken are lost.

If your employee leaves in the holiday year, then you need to recalculate their entitlement to the month they left, deduct any hours holiday already paid, and pay up the balance in their final pay.

Employees must take 20 days holiday (or the equivalent in hours) in their holiday year or lose any days (hours) untaken. The additional 8 days entitlement (or the equivalent in hours) can be carried forward into the next holiday year at the discretion of the employer (you!), however, we recommend that you keep accurate records where you allow this to happen in case your employee disputes any totals with you.

### Keeping records

We have attached a simple work sheet to help you calculate, record and keep note of your employee holiday hours. Use a separate sheet for each employee and keep it safe.

### Notifying PayPartners payroll service

When you call in your employee hours for the payroll, you will need to tell us about any holiday hours that have been taken. We will then show these on the payslip as a record for your employee.

Please note that we are unable to process instructions from you where for example you tell us that your employee has taken '2 days off as holidays'. We will require you to tell us the value in hours (as recorded on your employee holiday summary sheet).



### Employee Holiday Summary Sheet

<b>Employee Name</b>					
<b>Hours worked per week</b>					
<b>Yearly Holiday Hours (5.6 x hours per week x multiplier)</b>					
<b>Hours carried over from a previous holiday year</b>					
<b>Total Holiday Hours this year</b>					
<b>Week</b>	<b>Holiday Hours</b>	<b>Week</b>	<b>Holiday Hours</b>	<b>Week</b>	<b>Holiday Hours</b>
1		18		35	
2		19		36	
3		20		37	
4		21		38	
5		22		39	
6		23		40	
7		24		41	
8		25		42	
9		26		43	
10		27		44	
11		28		45	
12		29		46	
13		30		47	
14		31		48	
15		32		49	
16		33		50	
17		34		51	
				52	