

**Schedule of Services
for Academies, Free Schools
& Private Schools
from
HR ONE - Payroll**



your partner in business

Payroll

We are one of the largest payroll providers in the South West providing a high-quality, professional service that offers great value for money. We provide a full payroll service, which includes giving help and support with all aspects of your payroll requirements. We will work closely with you to provide a payroll service that meets your needs. We have many years of experience in running payrolls for large and small educational establishments, numerous academies and other public bodies. We have close, established links with related organisations such as HM Revenue and Customs (HMRC), the Local Government Pensions provider and the Teachers' Pensions Service. We are also members of the Local Government Association, and the South West Payroll Group. These forums are very valuable and provide a support network and increased knowledge hub to support our customers.

Our comprehensive payroll service includes:

1. HR & Payroll Management Self-Service System

You will have access to our self-service HR and payroll management system, iTrent (hosted by MHR). iTrent allows employees, managers and support staff to access their own or staff's records accordingly for their role from any internet-enabled device. Employees can use iTrent to update their personal details, input claims and absences, view their pay slips electronically and see contractual information. Managers and support staff can view details for staff they have responsibility for, receive automatic notifications for information or approval and change contractual information. They can submit claims and absences directly into the system as well as sending instructions to Payroll.

We will gladly work with you to advise on the best set up for your requirements, allowing greatest efficiency in your processes.

2. Administration

The following administrative tasks will be performed each month as part of your agreement for all employees, based on notification from yourselves. Please ensure that notification is received by the published deadlines for the change to take place in that month.

- Setting up new starters or additional positions for existing staff;
- Implementing changes in grade; contract type; employee costing; tax code or national insurance
- Ending contracts for leavers
- Termination payments, including notice, pay in lieu of notice and redundancy payments
- Membership changes to the Local Government Pension Scheme through contractual enrolment and opt ins/outs
- Membership changes to the Teachers' Pension Scheme through contractual enrolment and opt ins/outs
- Absence administration – absence notification through iTrent
- Third party administration
- Maternity/Paternity/Adoption administration
- Processing of Deduction from Earnings Orders and Attachment of Earnings Orders
- Processing of deductions in respect of salary sacrifice arrangements
- General written and telephone-based pay enquiries from your school or Trust
- Overpayments – we will calculate the value of overpayments and pursue any overpayment on your behalf.
- Death in service administration
- Application of pay awards dependent on requirements (see also section 4. Pay Awards)
- Automatic application of increments dependent on Terms & Conditions (see also section 5. Increments)
- Processing of monthly pay run cycle including gross to net calculations, validation and exception report checking, transmission of all BACS payments (verification or approval is not required from the customer before BACS payments are sent) and statutory returns to HM Revenue & Customs
- Production of electronic pay slips, P60s and P45s for employees to access via iTrent
- Provision of reports during the pay run for checking and/or uploading to your finance software (see section 3. Reporting)

3. Reporting

We will provide the following reports of activity for each pay period:

- Assignment list (personal and contractual information for each employee and position)
- Claims Summary – Interim (claims due for payment in the current month)
- Claims Summary – Final (claims being paid in the current month)
- General Summary (month's pay bill including all BACS values, with totals for each type of deduction)
- Employee Deductions (deductions from each position for each employee)
- Net Pay & Bank Details (net pay for each employee with sort code and account number where amount will be credited)
- Costing Detail (full breakdown for the month's pay run showing all payments/deductions for each position for each employee, with cash values and cost codes)
- Costing Summary (linked to above, reporting a summary of each payment/deduction against each cost code)
- LGPS New Starters (employees who have joined LGPS in the current month)
- Teachers' Pension Tiers (pensionable pay, employee and employer contributions with added years/additional contributions, by tier and with totals)
- Auto Enrolment Assessment (positions assessed, deferred and enrolled into a pension scheme under Automatic Enrolment regulations)

We can produce reports in line with Gender Pay Gap submission requirements, for an additional charge dependent on the size of your payroll.

We can also discuss any additional reporting requirements that you may have, either ongoing needs or ad hoc requests. These are likely to be chargeable based on the work involved where they are additional to our standard offer.

4. Pay Awards

We will provide you with details of any proposed pay awards announced via Local Government Employers and/or the Local Government Association. We will then await your instructions for implementation. In the event of a backdated award, arrears will be calculated automatically and paid in line with your instruction.

5. Increments

On the assumption that you continue to use the nationally agreed grading structure for teaching and non-teaching staff, we will provide you with details of all employees who are due an increment. We will then await your confirmation for implementation.

Alternatively, if you agree your own pay and conditions we will require full details of your increment requirements.

6. Teachers' Pay

We specialise in Teachers' Pay provision and can:

- provide expert knowledge of School Teachers Pay and Conditions
- provide advice on TP regulations and deal with enquiries on benefit statements
- complete TP forms including, retirement, re-employment and opt-in/out
- process back dated pension contribution payments
- issue Teachers Pensions (TP) starter information packs

7. Teachers' Pension Scheme reporting: Monthly Contribution Reconciliation

HR One have fulfilled their statutory requirement to transition to Monthly Contribution Reconciliation (MCR) for reporting to Teachers' Pensions. The correct and timely submission of teacher's service and salary details is critical. This MCR data will be used by TP to update individual service records and subsequently the benefit calculations. As service is submitted on a monthly basis, teachers will have the ability to monitor their service and benefits [via My Pensions Online] with 'real time' updates. We will:

- ensure accurate recording of salaries
- comply with TP regulations including the MCR format and the submission deadlines
- notify Teachers Pensions of any Starters and Leavers through MCR submission

- deal with enquiries from TP relating to MCR submission

8. Local Government Pension Scheme reporting

We use an automated process to report monthly and annual data to Peninsula Pensions for LGPS members in the Devon and Somerset funds including starters, leavers (subject to employer delegation), hours changes, transfers to new positions, address changes, annual pay and CARE pay figures. We also support reporting to the Dorset fund and would be glad to discuss requirements for other pension funds.

9. Automatic Enrolment

We complete:

- Assessments each month, recording the category for each employee
- Automatic enrolment as required by the Pension Regulator
- Required statutory notifications to employees
- Monthly reports showing assessments for your awareness

10. Expenses

We will make payments of expenses and produce P11Ds on these and other taxable benefits as appropriate at the end of the financial year. Production of P11Ds is a chargeable service with costs dependent on the nature of the benefit and the number statements required. If the customer does not use the facility of paying expenses through the supplier's system they will be responsible for monitoring any tax, national insurance and VAT liabilities together with any reporting obligations to the HMRC in respect of any expenses claims.

11. Account Management

You will be provided with a specific member/s of our experienced Payroll team to specialise in your school/Trust arrangements. You will also have support from our External Business team who can assist with additional requests, changes to the current service or act as a point of escalation. The External Business team are also available for dedicated meetings to review the service being provided and discuss any changes to your requirements.

We create a monthly newsletter as a regular method of communication to notify customers of key messages including deadlines, upcoming payroll changes and developments with iTrent. We also host an annual academy forum to give more details on these types of changes, as well as providing opportunity for networking with other schools/Trusts.

12. Audit checks

We will perform regular checks on our service to ensure accuracy and compliance. We commission an annual audit to be completed by Devon Audit Partnership.

13. Miscellaneous

We will also:

- undertake the maintenance of such individual records for each employee of the customer as required for statutory and regulatory purposes
- ensure appropriate storage in electronic format of all supporting paperwork as required by statute and regulation
- answer all reasonable questions of fact from the customer or its present or past employees or its agents concerning the information held by the supplier
- maintain all tax and related rates, bands, amounts and methods of pay calculation as are necessary for the delivery of the Service
- deal with earnings enquiries for employees
- operate nationally agreed conditions of service, including implementation on direction of pay awards and increment progression

14. Third party payments

We undertake the:

- Monthly paying over of PAYE and employees' and employers' NI contributions to HMRC in accordance with published deadlines
- Monthly reporting and paying over of employee and employer contributions to the Local Government Pension Scheme and to the Teachers' Pension Scheme in accordance with published deadlines
- Monthly reporting and paying over of other third party contributions, such as health plans, union subscriptions, Additional Voluntary Contributions to pension schemes

15. Customer responsibilities

The customer should note that whereas the Authority is acting as its agent in the calculation and payment of net salaries the responsibility for a number of associated tasks lies with the customer as the employer. These include (but are not necessarily limited to):

- The administration of such salary sacrifice schemes as the customer wishes to adopt
- The determination of all rates of pay and allowances
- Agreement and signing off proposed pay awards and increment updates prior to implementation
- Completion and sign off of annual statutory returns in relation to Teachers and Local Government pension schemes
- Completion of annual salary statements for contracted teachers
- Payment of manual advances requested at short notice, and the advising of Payroll of the terms of recovery
- Submission of Local Government Pension Scheme leaver notifications to the pension fund
- Collection and action of BACS payment reports including 'ARUCS' and 'AWACAS' reports via the Payment Services Website in line with their responsibility as the Service User
- Maintain valid and live Primary Security Contacts for their BACS Service User Number to enable the above to be actioned appropriately
- Should the customer no longer require payroll services from HR ONE, it is the customer's responsibility to contact their sponsoring bank to unlink the Service User Number (SUN) from the HR ONE bureau number. HR ONE is unable to do this on the customer's behalf

The customer will provide HR ONE with all necessary information in such form or forms to be agreed to enable HR ONE to undertake its obligations under this Agreement and in particular:

- as soon as reasonably practicable to supply the supplier with full details of all circulars, instructions and advice regarding national and local and any other decisions affecting pay and conditions of service of employees of the customer and paid under the terms of this Agreement, and
- to supply all information on a continuous basis and in advance of the published deadlines for the month in which it is to be applied except as may otherwise be agreed by the supplier
- to follow instructions from HR ONE in relation to relevant processes for accuracy of data input
- provide details of all employee expenses and benefits for production of annual P11d returns within the agreed timescales

16. Recovery of Overpayments

HR ONE will act in good faith and exercise all reasonable care and skill expected of a competent payroll service provider in carrying out the Services.

In the event of any over payment of salaries , expenses or any other sums due to an employee or former employee of the Academy, the Academy, as the Employer, shall use its best endeavours to recover all such overpayments in accordance with section 14 of the Employment Protection Act 1996 ("1996 Act") and the Council shall not be liable to the Academy for any overpayment for whatever reason should the Academy chose not to exercise its statutory right to recover such overpayments under the 1996 Act .

17. Fees (displayed on the shop or bespoke costs available upon request):

There is a charge per employee for non-teachers and teachers per year, based on the number of employees at an agreed date. For teaching staff only, there is an additional charge to cover Teachers' Pensions administration. The number of employees is reviewed annually; the number will also be reviewed and charge subsequently amended if the customer onboards additional schools during the term of the contract, in addition to a set up cost for the additional school(s).

Special projects, specialist reports and one-off work will be quoted for separately. No work will be undertaken by Payroll without agreeing a price in advance.

There is a charge for redundancy calculations. This will cover the initial estimate and final calculation, if required. There is a discretionary charge for calculating emergency redundancy payments.

There is a charge for emergency payment calculations per payment.

Set up Costs (bespoke costs available upon request)

HR One will charge the customer a one-off sum for the building of their individual payroll. There is a standard rate for one school/the initial school and a lower rate per subsequent school, but this will be dependent on build requirements. Should the payroll need to be rebuilt (for example, as a result of last-minute changes to the conversion timetable), the Authority reserves the right to raise a further charge to the customer.

Set up costs will also apply in the event of a customer onboarding additional schools during the term of the contract. There is a standard rate for a school which is paid by HR One (including Devon County Council maintained schools), and a different rate for a school which is not currently paid by HR ONE. There will also be set up costs for any individual/departamental TUPE transfers.

Modifications to payroll system

Where from time to time the customer might seek modifications to the payroll system which are non-statutory, HR ONE reserves the right to levy a charge, such a charge not being levied without the written agreement of both parties. The customer will need to have due regard to the time required for changes to the payroll system and to provide adequate notice for such changes.

Third Party Accident Claims

The customer will pay the supplier a sum equal to 50% of sums recovered in respect of administration of employee third party accident claims, subject to a maximum charge of £500.00 in respect of each claim.

Off boarding administrative costs (in the event of TUPE transfers / Transfer to a new payroll provider)

HR ONE will charge the customer a one-off sum for the administrative costs relating to supporting, gathering and secure provision of data including standard TUPE or Transfer Out reports following the final pay run.

The Authority reserves the right to raise a further charge to the customer to cover any additional overheads for requests that are over and above the standard. This must be agreed before additional work is undertaken.