



Introducing our expertise

Payroll services



It's what we
bring together
that sets us apart

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Welcome

We're delighted to have this opportunity to introduce our business to you. We'll give you an insight into what we do, how and why we do it, and share the values that are important to us.

We'll demonstrate how we can support you or your business by delivering a first class payroll service that will ensure your most important asset - your staff - are paid correctly on time, every time. We want you to understand what it feels like to be a Bishop Fleming client and why we'd like to work with you.

Bishop Fleming is dedicated to recruiting, training and developing the best people, and we are delighted to be ranked for the fourth consecutive year in The Sunday Times 100 Best Companies to Work For. We are also very pleased to have received over 4.5 out of 5 stars in our recent payroll customer satisfaction survey.

Whatever size your organisation might be or what stage in development, we are confident we can deliver a seamless and compliant payroll and auto enrolment service to you, which will enable you to concentrate on your organisation's goals.

Our team of payroll specialists continually strive to deliver the highest standard of service.



A handwritten signature in blue ink that reads "Will Hanbury". The signature is stylized with a large, sweeping initial "W" and a checkmark-like flourish at the end.

Will Hanbury
Partner and Head of Payroll

Payroll services: at a glance



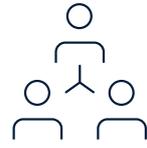
Depth of talent

Our team are qualified payroll professionals.



BACS payments

We process £600 million of BACS payments on behalf of our clients per annum.



900+

We have over 900 clients and provide work place pension services to 600 of them.



Client focussed

Our service ensures that our clients' staff are paid on time, every time.

Exceptional! client service

We've been awarded Investor in Customers Gold.



Award shortlisted

We were short listed in the 'Payroll Provider of the Year' category at the CIPP Annual Excellence Awards in 2018, 2019 and 2020.

Employer of choice



We're been ranked in 'The Sunday Times Top 100 Best Companies to Work For' rankings for five consecutive years.



7 offices

Bath | Bristol | Exeter | Plymouth
Torquay | Truro | Worcester

Corporate Social Responsibility

We're committed to making a positive impact on the communities we operate in and serve.



35,000 payslips

generated every month and almost all of which are online payslips.

Fully compliant service

CIPP PAS registered and fully accredited BACs approved bureau.



1 - 1,500

employee payrolls

We have a diverse client base with clients in most industry sectors.

Cloud based software



We use state of the art platforms to deliver a secure GDPR compliant service.



4.5 star rating

received from our clients from our customer satisfaction survey.

Our deep service expertise

We deliver a wide range of additional services.



Employment tax



Personal tax



Corporate and business services



Payroll services

Payroll administration has become an increasingly complex, costly and time-consuming distraction. Why outsourcing is a good solution:

- **Provides peace of mind and reduces risk**
With the growth of employment red tape, payroll administration has become increasingly complex, with constant changes to legislation.
- **Saves money**
Outsourcing can save money, not only by removing the need to employ trained staff, but also the requirement to purchase and keep up to date specialist payroll software and the associated licence fees.
- **Frees up valuable time**
Outsourcing payroll saves valuable time, energy and stress, freeing up staff and enabling businesses or organisations to concentrate on their core business objectives.

- We are a team of **qualified professionals** who care about providing an excellent service
- We provide a **fully managed tailored service** to meet our clients' needs
- We are a **CIPP accredited** payroll bureau and are **BACs registered**
- We provide a **specialist payroll and pension administration service**
- We are fully **up to date with legislation**

Why
outsource
to us?

In summary, our comprehensive and fully compliant payroll service includes:



- **Access to a team of experts**
- **A fully compliant service with up to date software**
- **A dedicated point of contact**
- **Immediate updates for changes to statutory legislation**
- **Tailored reporting to meet your specifications**
- **On-line payslip delivery through [PayDashboard](#)**
- **[GDPR secure portal](#) function for input delivery and report collection**
- **BACs payroll payments**
- **Real Time Information (RTI) submissions**
- **Payroll P60 tax year-end returns**
- **Auto enrolment administration service**
- **We are able to provide wider employment advisory support, working closely with our Tax team**

We are Chartered Institute of Payroll Professionals Payroll Assurance Scheme assured. This provides our clients with the confidence that we have the processes and procedures in place to provide a fully compliant service.

For more information see our fact sheet - [Payroll Service: The Details](#).

What we provide in our **fully** **managed service**

“We have developed a good working relationship with Bishop Fleming for all our payroll services over many years. The staff are very approachable, flexible, knowledgeable and are always ready to accommodate any additional requirements we may need. Documentation is always prompt and accurate. We consider the service they offer to be good value for money and would be happy to recommend Bishop Fleming.”

Worcestershire County Cricket Club

Our client focus

Each of our clients are different, but they can be confident they are receiving the very best, consistent advice from experts who understand their needs.

Bishop Fleming Payroll Services has been established for over 40-years and now serves over 900 small to medium sized companies and organisations who each employ up to 1,000 staff.

We pride ourselves on the service we provide and constantly strive to ensure this exceeds the demands of our clients.

"Since using Bishop Fleming Payroll Services we have been delighted to convert to e-payslips and also to utilise the BACS Bureau facility. The payroll for approximately 240 staff is turned around quickly and efficiently and I know that I can pick up the phone at any time for assistance."

Richard O'Sullivan, NSC Global Ltd

"Bright Solicitors have been using Bishop Fleming payroll services for many years now and find it a very efficient and cost effective service. They just take the stress out of this really important task and do it on a timely basis with minimum fuss. Our point of contact, Abel Lantos is a pleasure to deal with and nothing is beyond him or too much trouble. I have had no hesitation in recommending Bishop Fleming payroll services to anyone."

Richard Price, Brights Solicitors

Client testimonials

"Bishop Fleming has constantly delivered an excellent fully flexible outsourced payroll provision, offering a bespoke solution for our 400 employees. Bishop Fleming has been able to provide us with a dedicated payroll manager, who understands our business models and is able to offer us alternatives as to how we may manage our payroll issues."

Tracey Edmonds, Cartus Limited

"Appointing Bishop Fleming look after our payroll has proved to be a great decision. The service, advice and professionalism has been second to none. I really can not praise the team highly enough for offering a first class service. During these difficult times Covid has brought enough stress to all businesses, to have them looking after the furlough scheme for us has been crucial. For a small business lacking dedicated resources the partnership works incredibly well for us."

Nathan Hooper, Simply Kitchens Ltd

Our priority is to anticipate your needs and guide you through any changes you need to make. That's why we proactively invest time with you to better understand your challenges, opportunities and aspirations.

We're proud to have been awarded the Gold Standard in our recent Investor in Customers survey, which demonstrates our commitment to delivering exceptional client service.



"We moved our payroll to Bishop Fleming on the day we became a Single Academy Trust and have been with them ever since. It was one of the best decisions we made. Since then we have grown into a Multi-Academy Trust with 10 schools including secondary and primary schools and have had a smooth transition for each school that has joined us. We have worked closely with Bishop Fleming to create a payroll process that works smoothly for both organisations. The staff at Bishop Fleming are helpful, knowledgeable and flexible and provide an excellent service not only for payroll but with pension returns and end of year data."

Julia Anwar, The Olympus Academy Trust

"Bishop Fleming have undertaken the payroll for this well known clothing and footwear company, coordinating the data capture for stores across the UK and processing the monthly payroll for in excess of 250 employees for several years. Regular adjustments for sales commissions, bonuses, etc are common. We have found their personal approach to managing our account to work well with our business, and is consistently timely and accurate."

Barry Webb, Fred Perry Ltd

"South West Care Homes have used Bishop Fleming's payroll service for several years. They have always delivered a high quality service, are friendly and professional, and were able to respond flexibly to our changing needs as we implemented a clocking in system for staff time recording. We are very satisfied with both the quality and the cost effectiveness of their service."

Alan Beale,
South West Care Homes Ltd

What sets us apart

"As a major employer, having made the decision to outsource our payrolls in 2014, we chose Bishop Fleming based on their professional presentation. The team ensure that we are fully up to date and in adherence with all HMRC regulations. Throughout our association they have never failed to deliver, and all our employees have been paid correctly and on time. We have now adopted payroll of benefits and expenses from 06 April 2018 which, since its introduction, has run smoothly thanks to Bishop Fleming."

Debbie Beadell, Centrax Group

BACs

We are a BACSTEL-IP approved bureau, providing the speed, security and ease of payment transactions provided by no other system.

We will make:

- Net salary payments
- PAYE and NIC payments to HMRC
- Other 3rd party payments



No more cheques having to be sent in the post

With our BACs bureau service there is no need for the administration involved in writing and posting cheques. We will arrange for your employees to be paid.

Take control of your cash flow

Paying by BACs gives you control of your cash flow - you decide when the payment is taken, so you're not left wondering when a cheque might clear. As BACs payment's are processed on the day they clear, there is a tangible interest benefit associated with using our BACs bureau service.

Reduced risk of payments not being made

When the payment process is managed in-house, it is far easier to miss a payment, possibly as a result of holiday or sickness. Our BACs bureau service alleviates this risk and provides invaluable peace of mind that your employees and third parties are paid on-time every time.

Employees are paid
on time, everytime

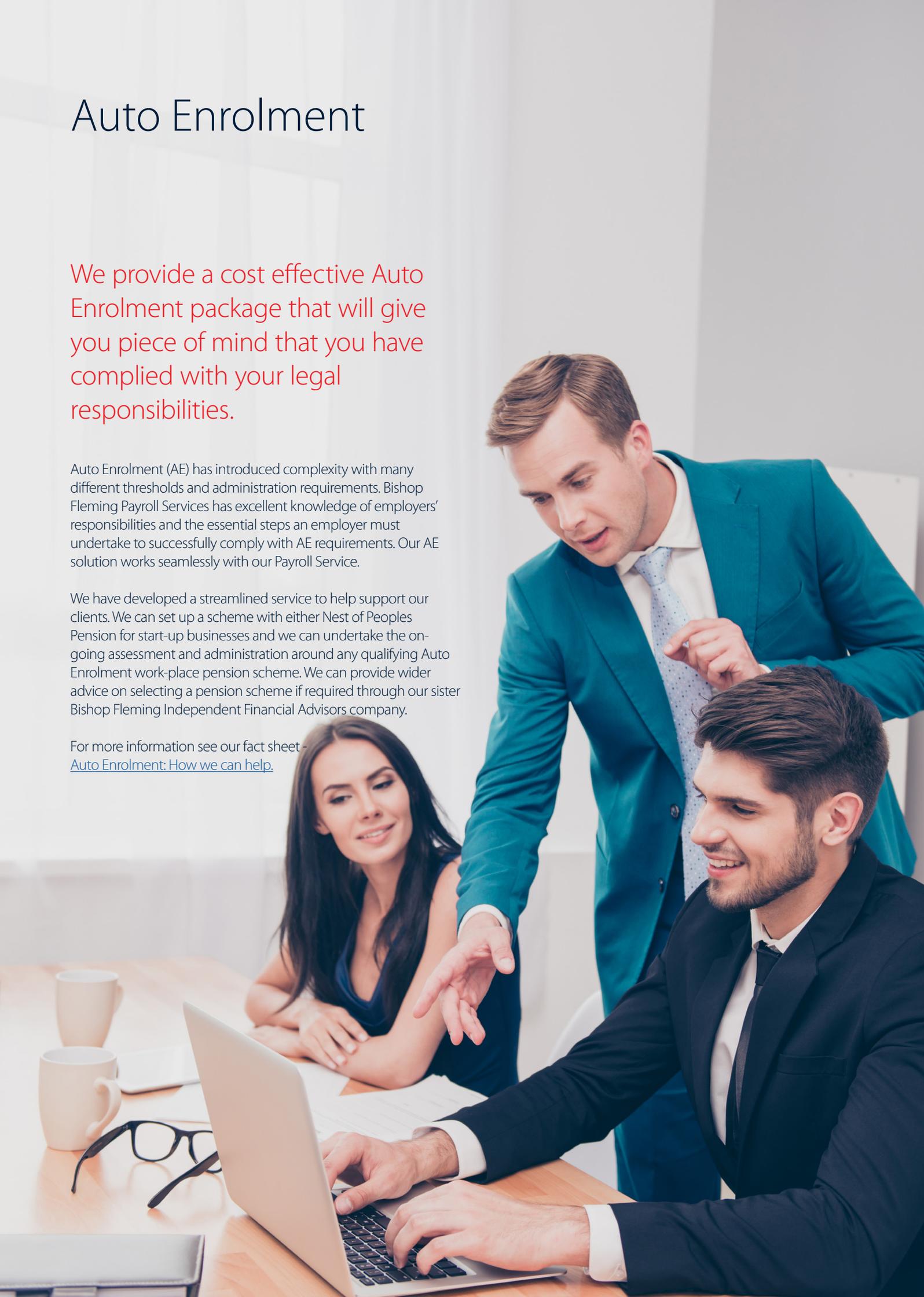
Auto Enrolment

We provide a cost effective Auto Enrolment package that will give you piece of mind that you have complied with your legal responsibilities.

Auto Enrolment (AE) has introduced complexity with many different thresholds and administration requirements. Bishop Fleming Payroll Services has excellent knowledge of employers' responsibilities and the essential steps an employer must undertake to successfully comply with AE requirements. Our AE solution works seamlessly with our Payroll Service.

We have developed a streamlined service to help support our clients. We can set up a scheme with either Nest of Peoples Pension for start-up businesses and we can undertake the on-going assessment and administration around any qualifying Auto Enrolment work-place pension scheme. We can provide wider advice on selecting a pension scheme if required through our sister Bishop Fleming Independent Financial Advisors company.

For more information see our fact sheet - [Auto Enrolment: How we can help.](#)

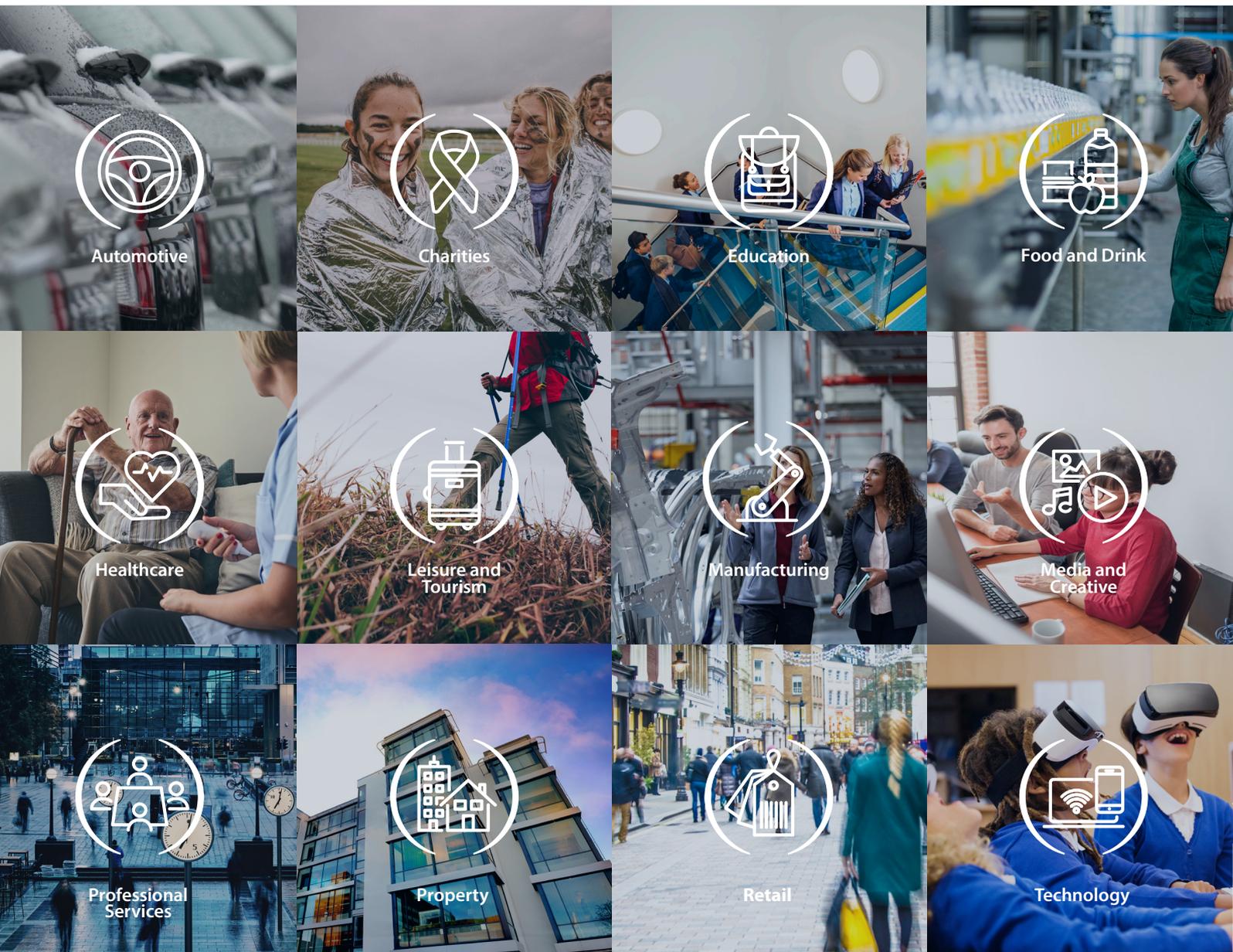


Our sector expertise

We have experience across a wide range of sectors.

Our clients tell us they need more than just technical expertise. Instead they look to us for a team that understands their sector and who can bring commerciality, knowledge and insight to our advice.

We are pleased to confirm that we have payroll experience and expertise in every industry sector. Through years of working with clients in each sector we have built up a thorough understanding of each sectors needs and how to best meet these through the payroll service we provide. For example some sectors like to provide us with data to manage from either their HR or Time & Attendance systems for hourly paid staff, others have complex reporting requirements. However, don't just take our word for it, within this brochure are a selection of testimonials from our clients, which show how they are benefiting from the payroll service we provide to them.



It's no coincidence then, that we are leaders to our field – such as in the Education sector. We are the number one Academies firm, advising over 900 single and multi-academy trusts across the UK. We are also working with an ever increasing number of independent schools.

Our specialist education services include:

Pension Scheme Administration

In addition to keeping abreast of the changes to the Teachers and Local Government pension schemes and ensuring the correct employee and employer pension contributions are calculated for all your staff, we can also manage the required administration for both schemes.

This administration service option includes monthly summaries and BACS payment of pension contributions along with the completion of all the necessary monthly returns, such as for new starters and leavers. For the Teachers pension scheme we are able to submit the returns on your behalf via monthly data collection through the Employer Portal.

We can also pull all the necessary information together to ensure the annual pension returns for both schemes are administrated as efficiently as possible and we will complete the annual return to the LGPS.

Auto Enrolment

Following on from the Teachers and Local Government pension scheme administration required, we can also undertake a full Auto Enrolment administration service, including assessment, on-going compliance and employee letter administration. For independent schools, this includes the associated administration required around the pension scheme in place for non-teaching staff.



Additional expertise

Business services

We are able to meet all your business advisory needs across a wide range of specialist areas:



Audit and assurance

- Statutory audits
- Non-statutory audits
- Data analytics
- Corporate governance and risk assessment



Corporate and business services

- Accounts preparation and tax returns
- International trade
- Outsourced services and accounting solutions
- Management accounts
- Business and tax planning advice



International tax

- International tax planning
- Cross-border projects
- Tax implications and regulatory risk
- Setting up business in the UK
- Individual tax liabilities
- Brexit implications



Business tax

- Tax-efficient structuring
- Minimising tax on acquisitions and disposals
- Tax allowances and reliefs
- Tax-effective remuneration strategies
- Accessing finance including tax credits
- Research and Development tax credits
- Making tax digital advice
- Property tax



Corporate finance

- M&A Lead advisory (disposals and acquisitions)
- Exit planning and management buy outs
- Finance raising and grant services
- Strategic advisory services and Board support
- Business planning and modelling
- Due diligence
- Options appraisals and valuation



Employment tax

- Share schemes
- Remuneration planning
- Benefits in kind
- Employment status
- Employment tax health checks
- UK nationals working overseas
- Non-UK nationals working in the UK



Restructuring

- Turnaround and recovery options
- Personal debt advice, bankruptcy and directors' liabilities
- Administration, liquidation and voluntary arrangements
- Creditor services



Forensic and litigation support

- Dispute resolution and litigation support services
- Expert witnesses
- Fraud investigation and financial misrepresentation
- Professional negligence
- Loss and quantum valuations



VAT

- Property transactions
- Buying and selling businesses
- Importing and exporting
- Brexit preparation
- HMRC liaison and guidance

Personal services

We are also able to meet all your personal needs across a wide range of specialist areas too:



Independent Financial Advice

- Tax advice and financial forecasts
- Insurance and investment products
- Pension planning
- Inheritance tax planning
- Trusts



Personal tax

- Tax-efficient strategies to reduce liabilities
- Income tax planning
- Personal financial reviews
- Maximising claims for relief against your income and gains
- Tax planning between spouses and civil partners



Estate Planning and Probate

- Managing assets and liabilities
- Preparation of all tax returns
- Applying for Grant of Probate
- Preparation of estate accounts
- Discharging liabilities and expenses
- Administration of estates

A team for you

Our focus on relationships isn't just with our clients but also between our people too. We are a firm that challenges, motivates and rewards in ways that our people appreciate, to provide a greater sense of purpose and meaning through our work with you.

We collaborate and share information, we help and support each other, and we always put the best team together to meet your needs. We have an ongoing commitment to creating a positive and inclusive environment for our own people.

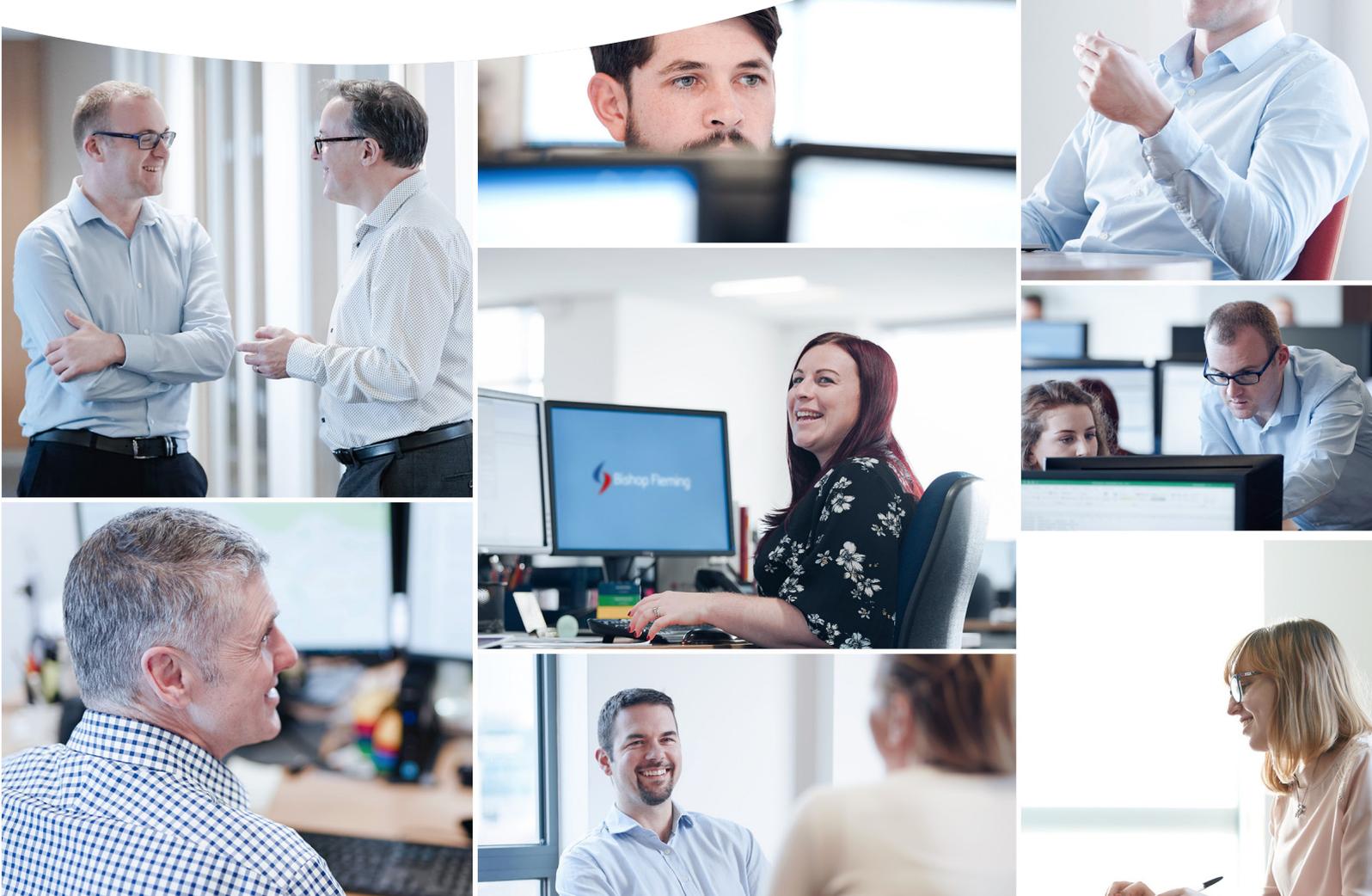
This is what makes us an employer of choice. And that's also why we're ranked as a Best Company and as one of the **Sunday Times Top 100 Best Companies to Work For.**



In everything we do, we are guided by our values

Our values underpin the way we do business. They sum up what our business stands for and what sets us apart. Through our commitment to our values, we always demonstrate that:

- We think client
- We put relationships at the heart
- We have the courage to be different
- We do the right thing
- We work as one team



Meet our team



Will Hanbury
Partner & Head of Payroll

T: 01803 206445
E: WHanbury@bishopfleming.co.uk

Will's aim is to ensure we are at the forefront of delivering a fully managed payroll service which not only complies with legislation but helps our clients meet their organisations goals.

Will is responsible for strategy and assessing the future requirements of our payroll service.

Leading the firm's payroll bureau team for a wide range of clients of various sizes, taking a robust and pragmatic approach to the payroll process and ensuring companies and organisations remain fully compliant with the law and meet all deadlines.

In today's rapidly changing work environment there is a continuous need to review and update our processes and systems to ensure we deliver the most competitive, efficient and helpful service possible.



Lee Hellingsworth
Senior Manager

T: 01803 206421
E: LHellingsworth@bishopfleming.co.uk

Lee is passionate about reducing the payroll administrative burden on companies and organisations he works with, and at the same time adding real value to a client's business, freeing them up to focus on running their core operations.

He is an expert in payroll management, providing a tailored service to clients, giving them peace of mind as well as reducing their risks of non-compliance with legislation.

Payroll is an increasingly complex task for employers to manage, and Lee ensures that a client's payroll function is properly administered by his team, complying fully with the workplace pension auto enrolment rules and GDPR legislation.

With over 30 years' experience in payroll, Lee holds the Chartered Institute of Payroll Professionals Foundation Degree in Payroll Management.



Katie Holmes-Dennis Manager

T: 01225 486366

E: KHolmes-Dennis@bishopfleming.co.uk

Katie is an expert in all aspects of payroll and holds the Chartered Institute of Payroll Professionals Foundation Degree in Payroll Management. She has also worked in HR, giving her a full and rounded view of what clients need from a payroll service.

Katie takes pride in providing a high-quality service, ensuring clients have piece of mind that their payroll compliance deadlines are met. She is always looking for ways to develop the payroll service to provide the best possible service to clients.



Tracy Clegg Manager

T: 01803 206429

E: TClegg@bishopfleming.co.uk

Tracy is an expert in all aspects of payroll and holds the Chartered Institute of Payroll Professionals Diploma in Payroll Management. She is always willing to go the "extra mile" to ensure Bishop Fleming's payroll bureau provides the very best service.

Tracy ensures that clients have piece of mind that their payroll compliance deadlines are always met. She takes pride in providing a high-quality service and is always looking for ways to improve efficiencies and delivery of payroll solutions.



Stuart Abbott Manager

T: 01803 206454

E: SAbbott@bishopfleming.co.uk

Stuart is an expert in payroll services, dealing with a varying degree of payroll complexities, including the processing of payrolls for schools and academies. He prides himself in offering the best possible service and is always willing to assist clients with their queries.

As part of his role as a payroll manager, Stuart is always looking at ways to improve the efficiency of payroll systems. Stuart holds the Chartered Institute of Payroll Professionals Foundation Degree in Payroll Management.

Our ambition

We have used our centenary year to launch our new ambition, underpinned by a new set of values that reflects our people, our culture and the importance of rewarding relationships.

We bring together diverse talented people with ideas and opinions, an entrepreneurial spirit and a willingness to collaborate across all of our offices.

Our consistent culture and client experience, paired with the right technologies and systems, enable us to deliver more rewarding experiences for our people, clients and communities.

Our ambition is to be:

The most rewarding accountancy firm in the UK for our clients, our people and our communities

Our values:



We think client



We put relationships at the heart



We work as one team



We have the courage to be different



We do the right thing

Adding value

We are committed to keeping our clients abreast of the latest insights, industry developments, and other useful information.

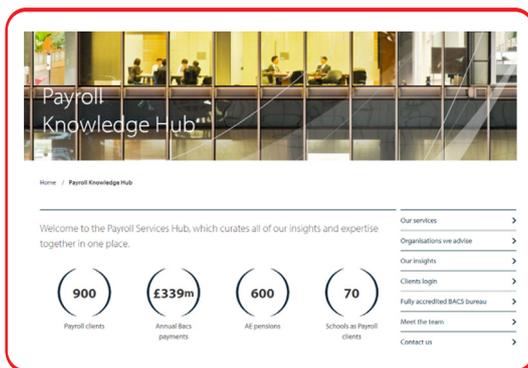
Knowledge Hub

Our Payroll Knowledge Hub curates the latest related content, insights, blogs, videos and contacts from across our website into one focussed area, together with animated content.

The regularly updated service includes:

- The latest relevant articles from different areas of the business
- Case study videos
- The changes and challenges to payroll on the horizon

Visit our Knowledge Hub: www.bishopfleming.co.uk/payroll-knowledge-hub



We will provide you with various communications including bulletins, newsletters and updates based on your preferences, together with invitations to a variety of events, courses, training opportunities and seminars.

To request future updates, visit: www.bishopfleming.co.uk/signup

Case studies

One of our core values is that **we think client**, we put them at the heart of everything we do. Watch our case studies with our clients Torquay Academy and Dart Valley Systems, to understand the breadth of service and client care we provide.





To find out how we can help you or your business, contact us:

T: 03333 21 9000

E: advice@bishopfleming.co.uk

W: bishopfleming.co.uk



ICAEW
CHARTERED
ACCOUNTANTS



KRESTON

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