

PAYROLL SERVICE LEVEL AGREEMENT

Between
Suffolk Association of Local Councils
-and-
Freston Parish Council

INTRODUCTION

The purpose of this Service Level Agreement (SLA) is to set out the nature, standards and costs of the payroll service that will be provided to you by the Suffolk Association of Local Councils (SALC).

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1. ABOUT SALC

Formed in 1950, SALC is a not for profit organisation supporting the first tier of local government. At the core is knowledge and experience that protect, advise and support the corporate interests of Suffolk's local councils. Understanding this important layer of the public sector, and a proven track record for providing member services, makes SALC the first port of call when it comes to local Council business.

2. PAYROLL SERVICE AND CHARGE RATE

Our services including charges for payroll will be reviewed on annual basis, and any increase in charges will be notified to you before the 1 April of any financial year. The current charges for 2019-20 are as follows:

- £7.50 plus VAT per month for a single employee where the Council has no staff eligible for pension auto enrolment and £4.00 per month for additional employees.
- £8.00 plus VAT per month for a single employee where the Council has staff eligible for pension auto enrolment and £5.00 per month for additional employees.

For a quarterly or half yearly service, the annual cost is £36 plus VAT.

3. BILLING ARRANGEMENTS

You will be invoiced in arrears on a half-yearly basis, in October and March.

4. HOW TO CONTACT SALC

Use our dedicated email box: payroll@salc.org.uk

Or contact our central admin team by phone: 01473 833713

5. LEVEL OF SERVICE

The SALC payroll service will include

- Registering the employer with HMRC (if required)
- Calculation of Tax and National Insurance contributions
- Calculation of pension contributions
- Ensure all other deductions are made in accordance with statutory regulations e.g. statutory sick pay, statutory maternity pay, student loans etc.
- Providing a payslip for your employees, which will be emailed in a PDF format and password protected
- Providing the employer with details of the amounts to be paid to HMRC for Tax and National Insurance, and the deadline dates for these payments (if applicable)
- Providing the employer with details of the amounts to be paid to the Council's pension provider, and the deadline dates for these payments (if applicable)
- Reporting PAYE monthly to HMRC using **Real Time Information**
- Completing year-end information and providing employee P60s
- Providing P45s for all employees leaving your employment
- Securely store payroll records for 3 years

To enable a complete and accurate service the employer will need to

- Provide comprehensive details of employees by completing 'New Employee' forms as provided by SALC
- Advise SALC immediately of any employees leaving their employment
- Submit employee timesheets (if applicable) within PAYE reporting guidelines (i.e. details to be received by SALC by the 5th of the following month e.g. August salary figure to be sent to SALC by the 5th September)
- Report any changes in circumstances regarding employee(s), i.e. change of address, change of name
- Report any changes in hours worked, pay increases, hourly rate etc.
- Ensure payments to HMRC are paid according to deadlines provided. *Employers can incur fines if payments are not received by HMRC in specified time frames.*
- Ensure that pension provision is in place, and all eligible employees have been automatically enrolled in to a qualifying scheme. Details of Workplace Pension duties can be found at www.thepensionregulator.gov.uk

6. DATA PROTECTION

SALC collects and stores data as part of this service provision and in line with our privacy policy available from our [website here](#). In relation to the provision of our payroll service, SALC collects and uses the following information:

- Name, postal address and email address of employee
- National Insurance Number
- HMRC information (tax code etc.)
- Date of birth
- Pension details (if applicable)

In the context of this service, SALC is a Data Processor and thereby processes data on your behalf. By signing this Service Level Agreement, you are giving your consent to SALC to this activity.

SALC uses Brightpay payroll software. Brightpay does not have access to your data files.

7. WHAT TO DO IF YOU HAVE A COMPLAINT

Complaints about the level of service provided should be raised directly with the relevant member of the SALC team. Our intention is to resolve most complaints at this level within 5 working days.

If this is not possible, the complaint should be directed to the Chief Executive Officer at SALC in writing – ceo@salc.org.uk. The CEO will investigate the matter and reach a resolution, where possible, within 20 working days.

Comments about the services SALC provide are always welcomed. If a member council is pleased with the services we have delivered, we like to record it. Likewise, if there are any problems with any aspects of our service then please let us know.

8. TERMINATION OF AGREEMENT

Either party may terminate the agreement by giving one months' notice in writing.

Following termination of the agreement, SALC will delete all personal data in its possession as provided in the agreement except to the extent that SALC is required by applicable law to retain some or all the personal data (in which case SALC will archive the data and implement reasonable measures to prevent the personal data from any further processing). The terms of this agreement will continue to apply to such personal data.

SIGNED: D Jimpson DATED 17 April 2019
Diane Jimpson, Finance Manager

On behalf of Suffolk Association of Local Councils

SIGNED:(Employee)

DATED.....

SIGNED.....(Chairman Parish/Town Council)