

# Payroll FAQs



**Smailes Goldie**  
CHARTERED ACCOUNTANTS

*Trusted for generations,*  
**tailored for today.**



## **Why do I need to operate payroll?**

If you have employees, they need to be paid in accordance with statutory legislation in relation to pay, tax and National Insurance. If these rules are followed you will not be compliant with the regulation around PAYE and you can incur significant penalties.

## **How do I keep up to date with payroll legislation?**

You don't need to. We have a knowledgeable and experienced team of people who keep up to date with all the regulations. Our Payroll Manager is qualified to degree level in payroll management and is working towards her CIPP Certificate.

## **What is included within the payroll service?**

We offer a comprehensive service including collation of all salaries and payments, processing gross to net, issuing estimated reports, provision of payslips and P45s where appropriate, submitting BACS payments, full submissions to HMRC, pension assessment, admin, re-enrolment and communications, and full year end process including P60s.

## **How do I provide payroll information?**

Any payroll changes can be provided in whichever format you wish and are handled securely to ensure full compliance with data protection laws. If we identify any changes that will simplify things for you, we will bring these to your attention.

## **Why do my employees need to be in a pension scheme?**

It is legislation that all employees who satisfy certain criteria had to be automatically enrolled into a workplace pension scheme. We administer around 15 different pension schemes and can offer this service to you to ensure you are fully compliant with auto-enrolment regulations.

## **Can Smailes Goldie administer employee benefits?**

Yes, we can administer all aspects of pay, expenses and benefits. Our Payroll Team has a wealth of experience and knowledge of all aspects of pay and employee benefits.

## **Is the Payroll Team able to complete all necessary tasks to achieve my early payday?**

We will agree a payroll schedule with you to ensure that you receive all of the information as and when you require it. If the deadline needs to be brought forward, we will be happy to accommodate your request.

## **What other services can the Payroll Team provide?**

We have recently expanded our payroll cloud based, fully electronic software which allows us to process CIS payments on your behalf and report the information to HMRC.

With the correct documentation in place we can also support you with any enquires that may arise from HMRC and receive any notifications directly from them electronically.

## **How do my employees receive their communications?**

Each employee has access to their own electronic portal in which a full history of payslips, pension communications and P60s is held. They can also install an 'app' on their phone for easy yet secure access to their personal information which is compliant with GDPR.

## **How will employees and third parties receive payment?**

This is something that you can retain control of; alternatively, we use a BACS bureau that allows us to transmit payments on your behalf to your employees or other recipients such as HMRC.

## **How do I avoid PAYE and GDPR penalties?**

You can avoid PAYE penalties by reporting all payments us for processing through our HMRC approved payroll software. GDPR breaches can be avoided by sending and receiving confidential documents through our secure document transfer portal.

## **Who is involved in providing my payroll service?**

Each client has a dedicated and experienced Payroll Officer who has access to managerial support and specialised information from payroll professional bodies.

## How will I be charged for payroll services?

The agreed a set fee for our service will be billed quarterly in arrears, providing you with peace of mind and no surprises.

## Is Smailes Goldie the right provider for me?

Our Payroll Team has more than 90 years payroll experience between them and pride themselves on building mutually beneficial customer relationships. In all areas of payroll, we aim to achieve your goals as well as ours.

## How can I get a payroll quote from Smailes Goldie?

For a free no obligation quote you can contact **Jodie Foster** on **01482 326916** or email [jodiefoster@smailesgoldie.co.uk](mailto:jodiefoster@smailesgoldie.co.uk) and provide us with the number of employees and whether your payroll is weekly, monthly, both or other.

---

## Contact us

### Hull

Regent's Court  
Princess Street  
Hull  
HU2 8BA

T: 01482 326916

### Scarborough

Unit 7-8 Manor Court  
Eastfield  
Scarborough  
YO11 3TU

T: 01723 360361

### Selby

20-24 Park Street  
Selby  
North Yorkshire  
YO8 4PW

T: 01757 703731

### Pickering

50-51 Hungate  
Pickering  
North Yorkshire  
YO18 7DG

T: 01751 472949

### Kirkbymoorside

1 Church Street  
Kirkbymoorside  
North Yorkshire  
YO62 6AZ

T: 01751 431253

### Barton-upon-Humber

2 Market Lane  
Barton-upon-Humber  
North Lincolnshire  
DN18 5DE

T: 01652 632927

[smailesgoldie.co.uk](http://smailesgoldie.co.uk)



Registered to carry on audit work in the UK and regulated for a range of investment business activities by The Institute of Chartered Accountants in England and Wales.

