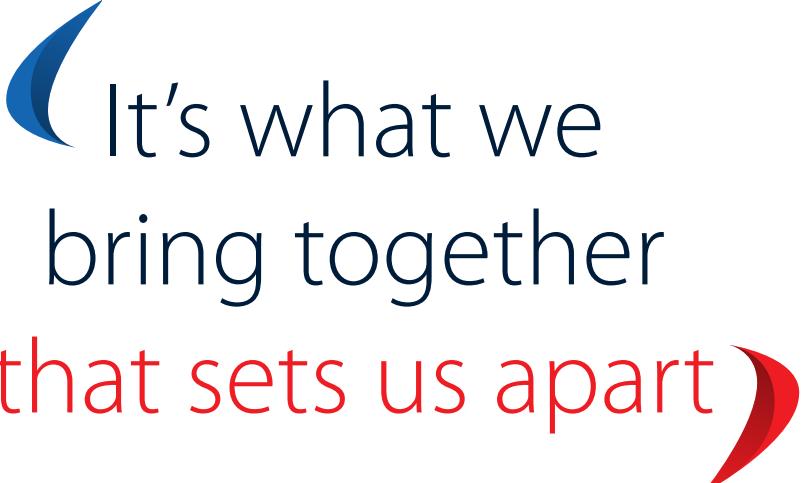




# Payroll services





It's what we  
bring together  
that sets us apart

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# Welcome

100 YEARS  
1919–2019

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.

Throughout 2019 we celebrate our centenary - 100 years of forging excellent client relationships and it is these powerful relationships that are at the heart of what we do: It's what we bring together **that sets us apart**.

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".

Will Hanbury  
Partner and Head of Payroll

# Payroll services: at a glance



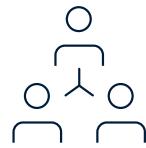
## Depth of talent

Our team are qualified payroll professionals.



## Continued growth

We process £450 million of BACS payments on behalf of our clients per annum.



900+

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



## Client focussed

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

**Exceptional!**  
client service

We've been awarded Investor in Customers Gold 2019.



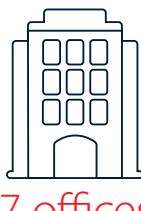
## Award shortlisted

We were CIPP shortlisted in 2018 and 2019.



## Employer of choice

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



## 50,000 payslips

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

## Fully compliant service

CIPP PAS registered and fully accredited  
BACs approved bureau.



## Our service and sector expertise

We deliver services across a wide range of services and sectors



Audit and assurance



Restructuring



Business tax



Corporate and business services



Automotive



Charities



Education



Food & Drink



Corporate finance



Grants



IFA services



International tax



Healthcare



Leisure & tourism



Manufacturing



Media & Creative



Payroll



Personal tax



Probate



R&D tax credits



Professional services



Property



Financial services



Technology



## 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**
- **E-payslip delivery**
- **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 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 35 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

"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."

Tracy Edmonds, Cartus Ltd

"After outsourcing to Bishop Fleming we have received an outstanding service from their friendly and approachable staff. Our teams work well together and the level of accuracy is excellent, meaning that Bishop Fleming have become the solution to a stress free payroll."

Charles Murphy & Stephanie Andrews,  
Space Engineering Services Ltd

## Client testimonials

"At Foot Anstey, we have always been impressed by the accuracy and quality of payroll services provided by Bishop Fleming. A pragmatic and client focussed approach is adopted, which gives confidence that Bishop Fleming are a trusted business partner. The team excel at providing a first class service and any query raised is never seen as a problem."

Neil Demuth, Foot Anstey LLP

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.



**Investor in  
Customers®  
Gold 2018**

"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 8 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 payrolling 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's 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 difficult 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 guide you through selecting a pension scheme, enabling BFPS to set up the pension and then undertake on-going assessment and administration on your behalf.

For more information see our fact sheet,  
Auto Enrolment: How we can help.



# 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



### 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.

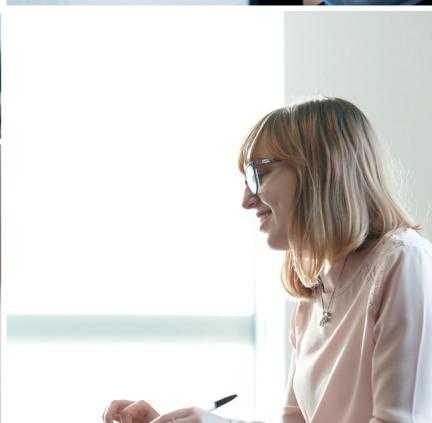
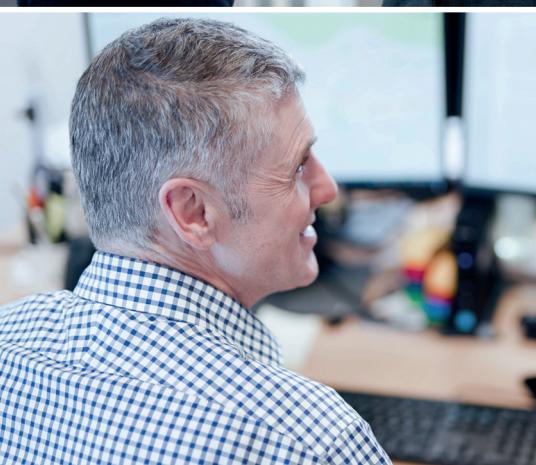
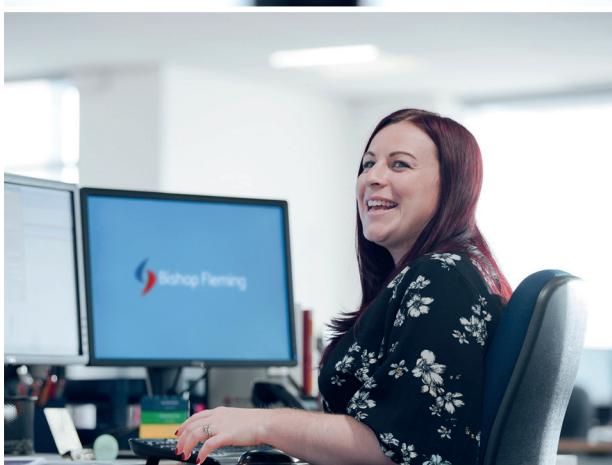
This is what makes us an employer of choice. And that's also why we're ranked as a Best Company and as one of the **Sunday Times Top 100 Best Companies to Work For**.



## 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](mailto: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](mailto: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.



2019 is our centenary year – a fantastic milestone that provides us with an opportunity to reflect and celebrate with our clients and our people.

Above all, it is proof that strong working relationships can produce remarkable results. Throughout our history, we have enjoyed and been rewarded with loyalty from many of our clients.

Our business strategy is a sustainable one, based on long-term growth which benefits our clients and the wider communities which support us.

#### **Looking to the future**

We have a clear-sighted vision for our business. We will retain the values that are founded in our heritage and continue to deliver first-rate expertise and exceptional client service. We will continually evolve and adapt by embracing change and using innovation to make a positive difference to the clients we serve and the businesses we advise.

Our history has been forged on great relationships and we intend the same for our future.

That's why we've launched our centenary campaign to reflect the importance of relationships to our business:

**It's what we bring together  
that sets us apart**

#whatsetsusapart #BF100

A graphic element consisting of two curved, stylized shapes. The left shape is blue and positioned above the text. The right shape is red and positioned below the text, pointing towards it.

Working together  
works better



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Bishop Fleming Payroll Services Limited is a limited company registered in England and Wales No. 07604987. Registered office: Stratus House, Emperor Way, Exeter Business Park, Exeter, Devon, EX1 3QS. A list of directors names is available at the above office address.

**[bishopfleming.co.uk](http://bishopfleming.co.uk)**