

St Mary's Community Centre
Bramall Lane
Sheffield
S2 4QZ
Office: 0114 4786000
Payroll: 0114 4786001
payroll@ibkinitiatives.com
Company No. 5602851

IBK Terms and Conditions: Payroll Support

This contract is between Ibk and

Its purpose is to set out how we manage your Payroll. It outlines what you and IBK are agreeing to do.

The contract will run continuously unless agreed otherwise. One month's notice should be given by either side to terminate the contract.

Please Note: No representation, express or implied, is or will be made and no liability is or will be accepted by Sheffield City Council in respect of IBK and in respect of, or in any way arising out of the provision of, failure to provide services by IBK.

What you can expect from IBK payroll support

We will process your PAs' timesheets

We will aim to process your payroll within 5 days of receipt of your timesheets

We will generate and distribute payslips for your PA(s)

We will process PA holiday and/or sickness pay

We will provide you with a summary which shows the PA wage(s) and HMRC payments you need to make

We will provide you with PA starter forms for your new PAs to complete

We will provide you with PA leaver forms for PAs who are leaving you and process their P45(s)

We will administrate pension payments in line with the Pension's Regulator

We will produce P60's for your PAs at the end of each financial year

Contacting IBK

If you contact IBK, we aim to get back to you within 48 hours of receiving your enquiry.

If we identify any queries regarding your payroll or invoices, we will contact you within 24 hours.

IBK Fees and Invoicing

We will send you invoices to pay Ibk for your payroll service on a quarterly basis.

We will accept payments by direct debit, standing order or Bacs transfer.

Details of our fees can be viewed on our website at www.ibkinitiatives.com or you can request a copy.

Any fees charged by IBK related to the support we are providing for you, will be detailed in your support plan and the direct payment funding you receive should cover these costs.

Data Protection

Your details will be confidential and will not be shared with a third party without your permission. Ibk will adhere to GDPR regulations and data protection. Our privacy policy can be viewed on our website at www.ibkinitiatives.com or you can request a copy.

Complaints and Compliments

IBK values feedback from our customers about the services we provide. If you would like to make a comment or a complaint, please let us know.

Our Complaints and Compliments policy can be viewed at our website www.ibkinitiatives.com or you can request a copy. You are also welcome to leave feedback via our website.

Accessible Information Adjustments

We will endeavour to make any adjustments you require to make information more accessible, e.g. large font or easy read versions. Please refer to our Accessible Information Statement on our website at www.ibkinitiatives.com or you can request a copy.

What IBK expects from you

Payroll

You will submit timesheets for each of your PAs, by an agreed date in order for us to process your payroll.

Timesheets will be verified by yourself and your PA(s), either by your signing of the timesheet(s) or emailing an electronic copy from your email address.

Please note: Timesheets will not be accepted if sent from PA email addresses unless agreed in advance and signed by yourself and your PA(s).

You will supply details of any holiday and/or sickness dates taken by your PA(s) on the timesheets.

You will manage your PA(s) holiday entitlement. If you require support, you will let us know; as your Insurance Provider should be able to help with this and with your PA contracts.

You will arrange for your PAs to complete starter forms when they join your employment; and leaver forms if they are leaving your employment and ensure these are sent to Ibk.

You will notify us if there are any changes to your PA staff or their working hours.

IBK Fees and Invoicing

You will ensure prompt payment of our invoices and tell us immediately if you have any difficulties in making payment(s).

If you fail to make regular payments, we reserve the right to withdraw or suspend our service with immediate effect.

Direct Payment Changes or Closure

You will inform us if there are any changes to your direct payment, if you no longer require a payroll service or if your direct payment ceases.

Accessible Information Adjustments

You will let us know if there are any adjustments you require, so we can make information more accessible for you, e.g., large font or easy read versions.

Your Signature

Ibk Signature

Date

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