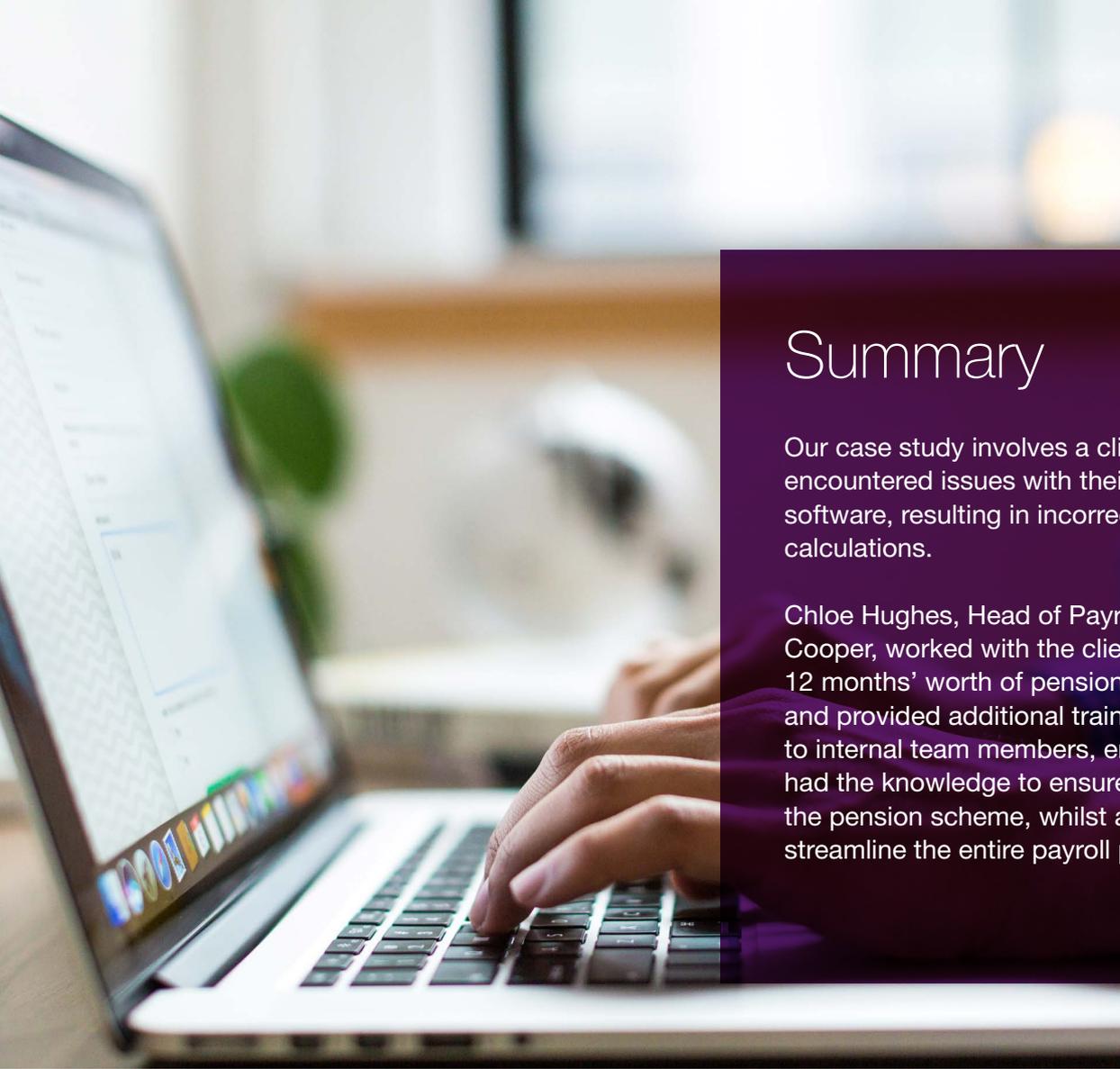


# ENSURING COMPLIANCE WITH THE PENSION SCHEME

PAYROLL CASE STUDY



LOCAL  
KNOWLEDGE,  
GLOBAL  
EXPERTISE



# Summary

Our case study involves a client who encountered issues with their internal payroll software, resulting in incorrect pension calculations.

Chloe Hughes, Head of Payroll at PKF Smith Cooper, worked with the client to recalculate 12 months' worth of pension contributions, and provided additional training and support to internal team members, ensuring that they had the knowledge to ensure compliance with the pension scheme, whilst also helping to streamline the entire payroll process.

# Background

Our client was using internal payroll software, where they kept encountering issues that resulted in incorrect pension calculations.

It is important to have correct pension contributions, in order to avoid potential fines by the regulator.

This was problematic for the client, as valuable time was consumed recalculating pension contributions, that should have been obtained efficiently and accurately through the software.



**Incorrect**  
pension calculations



**Time**  
was being wasted

## How we helped

Chloe Hughes, Head of Payroll at PKF Smith Cooper, worked with the client to recalculate 12 months' worth of pension contributions in order to achieve the correct data.

She also assisted the client by checking ongoing pension contributions and drafting the monthly pension returns on their behalf, taking a time-consuming process off the internal team, allowing them to focus time on other areas of the business.

Alongside this, Chloe provided additional training and support to internal team members, ensuring that they had the knowledge to ensure compliance with the pension scheme, and helping to streamline the entire payroll process. This meant the client was able to eventually take back control of the function themselves.

## The result

As a result, our client had their confidence in the system restored, whilst also having the tools and knowledge to be able to spot any similar issues in future, and save valuable time and resources.

Payroll processing can be time-consuming especially if you don't have the time, money or resources for a dedicated payroll department. Our holistic payroll service can manage your entire payroll process for you, in house, and on time. This includes everything from informing HMRC of new employees, to creating employee payslips.

**To speak to one of our experts, please call 03333 446306 or visit our website [www.pkfsmithcooper.com](http://www.pkfsmithcooper.com).**

“This case study highlights that importance of making sure the person responsible for processing the company payroll and pensions has the experience, knowledge and skill set to spot potential software issues before they become a problem.”

**Chloe Hughes**

Head of Payroll, PKF Smith Cooper