

How Payroll Outsourcing Uncovered Hidden Reliefs and Secured £15K in Compliance Benefits

Highlights

- 1 Achieved **full compliance** with The Pensions Regulator
- 2 Uncovered and corrected **multiple payroll inaccuracies**
- 3 Secured **£12,000–£15,000 in Employment Allowance**
- 4 Applied **Small Employer Relief**, boosting SMP reimbursements to **108.5%**

Introduction

With time running short and compliance responsibilities increasing, a financial services provider began exploring the **benefits of outsourcing payroll**. Their internal processes lacked structure and consumed a significant amount of time, so they sought expert support to streamline operations and avoid potential penalties.



The Initial Problem: What Went Wrong?

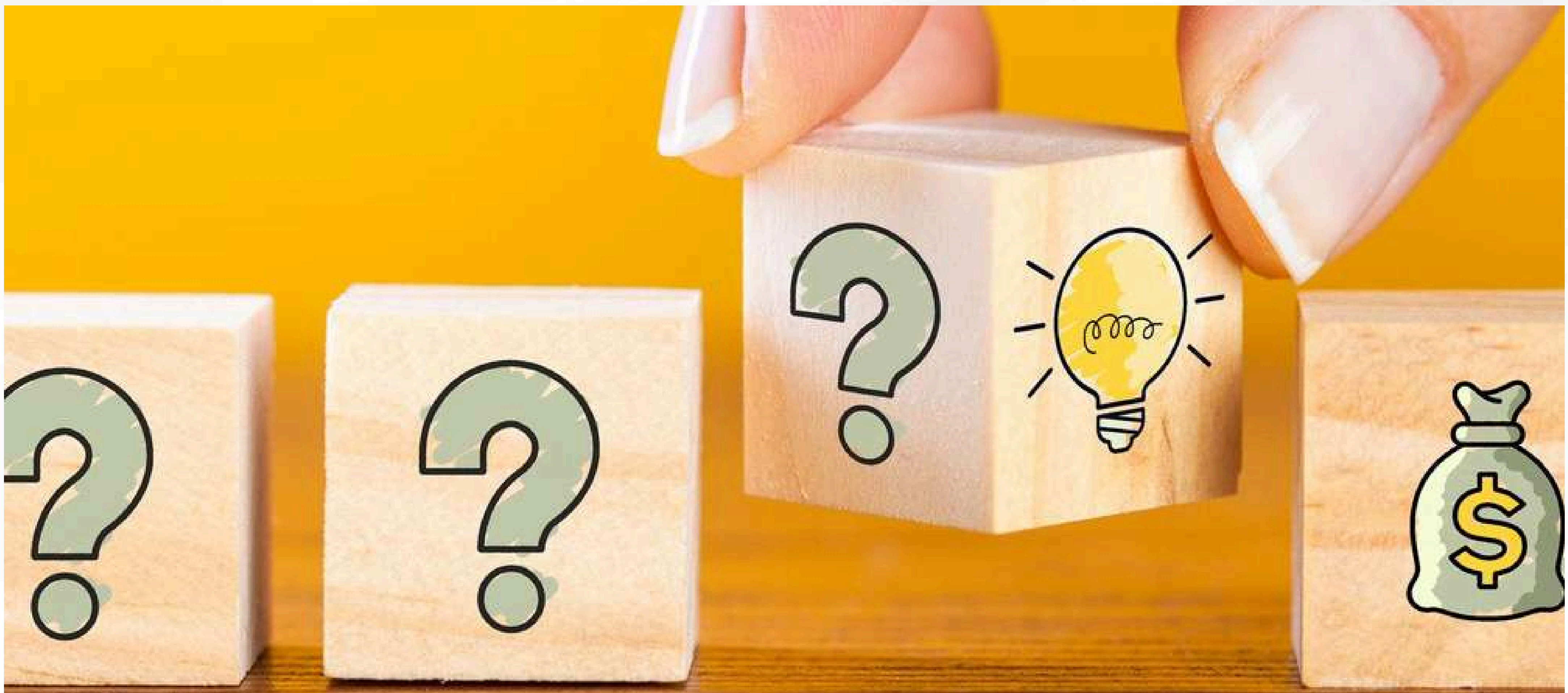
Our early assessment revealed some concerning oversights:

- **Employment Allowance** hadn't been claimed for 3–4 clients
- **Small Employer Relief (SER)** was not selected for another set of 3–4 clients
- **Director dates of birth were inaccurate** compared to Companies House
- **Company addresses were incorrect**
- Most urgently, **TPR (The Pensions Regulator) declarations** were missed for several clients

In short, compliance had been overlooked. These were not minor errors—they posed real regulatory risks and potential financial losses.

Corient's First Solution: The Fix

Taking over payroll from **May 25**, our team ensured seamless pay run continuity while laying the foundation for a thorough audit. This marked the beginning of a structured approach to cleaning up historical payroll data and restoring accuracy.



The New Problem: A Surprise Roadblock

As we progressed, new challenges surfaced:

- Reliefs such as **Employment Allowance** and **SER** had never been claimed
- Director and business data mismatches posed verification issues
- Missed TPR declarations threatened the client's standing with the regulator

Our compliance team recognised that this wasn't just poor administration—it was a ticking compliance clock. We needed to take a corrective route that would address immediate risks and prevent future ones.

Corient's Second Solution: Fixing the New Problem

Here's how we resolved it, step by step:

Step 1: Compliance Audit: Our specialists reviewed all pay runs in detail

Step 2: Client Communication: We raised queries and collected clarifications

Step 3: Data Rectification: Upon client confirmation, we corrected all inaccuracies

Step 4: Statutory Reliefs Claimed: Employment Allowance and SER were promptly applied.

Step 5: TPR Declarations Submitted: After we flagged the missed filings, the client completed their The Pensions Regulator submissions

This structured approach meant the client now had a robust, compliant payroll process backed by expert oversight. We also helped them recognise the long-term advantages of proactive payroll outsourcing in managing their expanding compliance landscape.

OUTCOME



The Final Outcome: A Success Story

The impact was measurable:

- Full **TPR compliance** was achieved, avoiding potential fines
- **£12,000–£15,000 in Employment Allowance** was recovered
- Application of SER increased **SMP reimbursement from 92% to 108.5%**
- Director details and company records were aligned with **Companies House**

What the Client Said



“We didn’t realise how many opportunities were being missed. Corient gave us peace of mind and measurable financial returns.”

Key Takeaways: Why This Matters for Businesses

- Reviewing historical payroll can uncover **significant missed benefits**
- Accuracy in filings prevents **costly compliance penalties**
- Payroll outsourcing enables financial and operational growth

The cost of inaction is high—but the value of expertise is even higher.