



# Key Information

## Working with Connaught Resourcing – Key Information

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Thank you for registering with Connaught Resourcing, this pack will contain everything you need to know about working through Connaught.

- ❖ Key Contact Details
- ❖ Registration Process, References and DBS Checks
- ❖ Shift Booking Process, Sickness and Lateness
- ❖ Timesheet Process
- ❖ Holiday Pay
- ❖ Umbrella Companies

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### ❖ Registration Process

Connaught Resourcing follow the NHS Guidelines in regards to compliance.

We kindly ask you to complete our registration forms and we are required to see originals of the following documentation:

Photo ID – Passport or Photo Driving Licence

Evidence of Right to Work (e.g. Passport & Visa OR full birth certificate and proof of NI)

- Two proofs of address- either Bank/credit card statement, utility bill (not a mobile phone bill), HMRC letter (all these must be dates within the last 3 months) OR P45,P60, council tax bill, mortgage statement, pension statement (these must be dated within the last 12 months) OR UK driving licence
- Proof of UK National Insurance number, payslip HMRC letter or NI card
- Professional Registration (HCPC/NMC Pin)
- Change of Name documentation (e.g. marriage certificate, Deed Poll, Divorce certificate)
- Qualification Certificates
- Most Recent DBS Certificate (or DBS registered on the update service if applicable)
- Overseas Police Check – if you have lived outside of the UK for more than 6 months in the past 5 years
- Limited Companies – Certificate of Incorporation, Indemnity Insurance, VAT certificate (if applicable)
- Mandatory Training (including Safeguarding Children and Adults L3)

### ❖ References

We require two professional references; one must be from your current/most recent employer and the other from employment within the past five years.

Your referee must be in a position of seniority to yourself and references must come from a professional email account – we cannot accept references from gmail/Hotmail accounts.

### ❖ DBS Checks

Should you require a new DBS check, Connaught will cover the cost of this. We recommend you put your new DBS on the update service as we are required to complete an annual check. By registering with the update service your certificate can be checked by any employer at any time and it keeps it valid.

All the information regarding the update service can be found here:

<https://www.gov.uk/dbs-update-service>

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### ❖ Key Contact Details

The office is open Monday to Friday from 7.30am – 5pm.

Main office line: 0121 337 0512

Payroll and Compliance: 0121 337 0511

#### **Healthcare Consultants:**

Laura Evans  
07854 895 439  
[laura.evans@connaught-resourcing.com](mailto:laura.evans@connaught-resourcing.com)

Andrew Gorton  
07964 960 069  
[andrew.gorton@connaught-resourcing.com](mailto:andrew.gorton@connaught-resourcing.com)

#### **Commercial Manager:**

Paul Parish  
07962 070 245  
[paul.parish@connaught-resourcing.com](mailto:paul.parish@connaught-resourcing.com)

#### **Support Team:**

Sidhra Haq (Support Team Leader)  
[sidhra.haq@connaught-resourcing.com](mailto:sidhra.haq@connaught-resourcing.com)

Danielle Lucas (Payroll)  
[danielle.lucas@connaught-resourcing.com](mailto:danielle.lucas@connaught-resourcing.com)

Jack Cottis (Compliance)  
[jack.cottis@connaught-resourcing.com](mailto:jack.cottis@connaught-resourcing.com)

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### ❖ Out of Office hours

In an emergency situation you may need to contact us regarding a booking, during the week please contact your consultant during office hours. Between 5pm – 7.30am please call the office where you will be directed to the on call consultant.

At the weekend (Friday 5pm-Monday 07.30am) we always have a consultant on call to deal with any problems, please call 0121 337 0512, where your call will be diverted to the on call consultant's mobile.

If you are required to leave a message please state your full name, consultant and where you work, along with your message.

We do not accept text messages or emails as a cancellation, these may not be picked up all weekend, so please make sure you call the office line and speak to a consultant.

### ❖ Shift Booking Process

As soon as we receive communication from your 111 site regarding shift availability and shortfalls, this will be emailed to you. You can then request your shifts by email, and these will be allocated on a first come, first served basis.

We will send out a text confirming new shifts are in your inbox and would suggest you take a look at these as soon possible to maximise the chances of you getting the shifts you would like.

### ❖ Sickness and Lateness

If you need to cancel work due to a sickness you will need to contact your consultant first to let them know so they can arrange suitable cover for you, please do not contact the place of work first as this can lead to confusion. We kindly ask that you call us regarding absences and we do not accept notification by email or text; you must call the office line (even during the out of hours period).

If you are running late for a booking you must call your consultant to inform them and they can then contact the client to let them know.

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### ❖ Timesheet Process

In the appendix you will find a timesheet which you will use when you go on assignments.

Each week you will need to submit your timesheet to our payroll department to ensure that you are paid on the following Friday.

Our payroll runs Monday to Sunday and is paid in a week's arrears (so the following Friday).

Please get your timesheet signed off at the end of every week and either send it by fax (0121 337 0513) or email [payroll@connaught-resourcing.com](mailto:payroll@connaught-resourcing.com). If you are struggling with either of these options you can send a picture from your smartphone, but please ensure this is clear and easy to read.

The deadline for payroll is 5pm on a Monday.

Your timesheet will be processed on Monday or Tuesday morning, depending on when it is submitted, and you will receive a text confirming it has been processed, you will then be paid the following Friday.

Any limited company workers will need to ensure that an invoice is submitted to reflect hours on the timesheet – the deadline for invoices is Wednesday at 5pm.

The invoice needs to include the following information:

- Company registration number
- VAT registration number (if applicable)
- Limited company bank details

An example invoice is also given below in the appendix, it doesn't need to be formatted in this way, but the information is vital.

### ❖ Holiday Pay – only applicable for PAYE workers

Holiday pay is calculated at 12.07% of gross pay. Holiday pay can be requested by completing a holiday request form (see appendix) at least one week before the required time off.

The holiday year runs from January to December, any unused holiday is not rolled over.

### ❖ Working with Umbrella Companies

There is the option to be paid via an umbrella company should you wish to, the benefits of this include increased pay rates, indemnity cover (including medical malpractice) and the opportunity to claim back certain expenses.

We use two preferred companies Stonebridge Pay (<http://stonebridgepay.com/>) and i4 Group (<https://www.i4groupuk.com/>).

If you are interested in finding out more about this option please speak to your consultant and they can arrange for a member of the company to call you.