



Key Information

Key Information for Working Through Connaught Resourcing

Thank you for registering with Connaught Resourcing, this pack will contain details about the clearing process and getting you ready to start work, timesheets and how you will get paid, contact details for consultants and any other additional information you may need.

❖ Clearing Process

In order to start work with us we will need to obtain two references from two recent employees or a school / colleague. If for any reason we are unable to obtain references for you we will try and contact you. If in the space of two weeks we have tried to make contact with you and have not heard anything, we will terminate your application and assume you no longer want any work until informed otherwise.

We will also require a DBS that is on the update service. If you do not have a DBS that is on the DBS we will require you to complete one through us for a charge of £48.80, and this can be completed online.

Finally, for education or early years work we will require safeguarding and prevent training certificates. If you have not completed this in the last two years we will require you to complete it through us for a charge of £21.

For Adult Support worker roles you will require:

- Manual Handling
- Safeguarding of Vulnerable Adults
- First Aid Awareness
- Medication Awareness

If you have not completed this, we will require you to complete it through us for £14.40.

Both of these can be paid by either cash, cheque or bank transfer. Our bank details are:

| | |
|-----------------|----------------------|
| Bank Name: | Bank of Scotland |
| Account Name: | Connaught Resourcing |
| Sort Code: | 12-05-65 |
| Account Number: | 06022987 |
| Reference: | CRTRAINING |

We will also require a screenshot of payment confirmation, and once payment has been confirmed we can set you up for the online training.

For Children Support Worker roles you will require:

- Safeguarding Young People
- Physical Intervention/Restraint
- First Aid
- Food Hygiene
- Fire Safety
- Equality and Diversity

If you have not completed this, we will require you to complete it through us for £14.40.

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❖ Starting work with us

Should you have opted to work through an umbrella company, you will be contacted by a payroll company regarding how you will be getting paid.

Once all of your clearance documents have been received (DBS, references and training certificates), you are ready to start working with us.

At the start of each week you should either email or call your consultant to inform them when you are available for work during the week. You must also inform your consultant of any appointments or holidays you have to prevent your consultant seeking work for you when you are not available.

Once you have accepted a booking or an assignment, you should inform your consultant at no less than 24 hours before you start work to cancel, stating a legitimate reason for doing so. Last minute cancellations or failure to attend may lead to missed opportunities for work in the future.

❖ 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 do not accept notification by email or text; you must call the office or the consultant's mobile.

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

❖ Timesheet Process

Within this pack you will find timesheets which you will use when you go on assignments.

Each week you will need to submit your timesheets to our payroll department to ensure that you are paid on the following Friday. Timesheets should be sent over by Friday at 5pm ready to be processed on the following Monday. If you haven't received a text on Monday by 4pm saying we have received your timesheet you will need to call your consultant to check if we have received it and that you will be paid on time.

The ways in which you can send your timesheets to payroll are by:

Scanning it and emailing it across to payroll@connaught-resourcing.com or,
Faxing it over to 0121 337 0513.

If for some reason you are unable to do this please contact your consultant and explain the situation so we can try to fix the problem and get your timesheet.

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❖ Contact Details

The office hours are 7.30am – 5.30pm

The office telephone number is: 0121 337 0512

- Shirley Boothe (Early Years, Children and Adult Services and Care)
shirley.boothe@connaught-resourcing.com
- Liam Mucklow (Social Care)
liam.mucklow@connaught-resourcing.com
- Sidhra Haq (Support Team Lead)
sidhra.haq@connaught-resourcing.com
- Danielle Lucas (Payroll)
danielle.lucas@connaught-resourcing.com
- Jack Cottis (Compliance)
jack.cottis@connaught-resourcing.com

❖ Out of Office hours

In an emergency situation and you need to contact your consultant out of office hours please call either of the following numbers:

07425 159 607 to speak to Liam

07904 039 687 to speak to Shirley