



Timesheet Process

Policy Number	20
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Approved by	OneCall24 Policy Team

When a worker has completed their assignment they will then send a copy of their signed timesheet over to One Call 24 either by fax or by email.

Initially, One Call 24 will check the timesheet supplied to ensure the following fields have been completed:

- Worker's Name
- Job Title
- Start Time
- End Time
- Rest breaks
- Total Hours Worked
- Full client address details
- PO/Reference Number
- Agreed Expenses
- Counter Fraud declaration signed and dated by the Agency Worker
- Counter Fraud declaration signed and dated by the Authorised Officer
- Printed name and job title of Authorised officer

If there are any discrepancies, the concerns will be raised with the client and the worker to establish why inconsistencies have appeared. Necessary action will be taken in order to rectify the concerns highlighted, which may include following the NHS Counter Fraud process, should it be necessary.

If an incomplete timesheet is received, this will be forwarded back to the relevant party in order to be completed correctly.

Some clients do have a break policy so if the worker hasn't stated that they have taken a break then One Call 24 will take this into consideration when it comes down to inputting the hours onto the system.

Once the timesheet has been checked and confirmed to be correct, this will be forwarded onto the finance department in order for them to generate the relevant invoice. Their policy is attached.

As part of the timesheet process, One Call 24 require all worker's to confirm as to whether they have received Induction & Orientation training on day 1 of their assignment. The question is provided in the form

of a simple tick box answer and unless complete to confirm either way, will mean that the timesheet process is delayed.

One Call 24 also sees the signing of a timesheet as an opportunity to obtain feedback on a placed worker and the shift completed. A simple feedback template has been incorporated on the timesheet which allows the client to provide feedback on the One Call 24 worker as part of the agreed contract. This information will then be reviewed by One Call 24 and fed back to the candidate where necessary.