

A photograph of two nurses in green scrubs sitting at a table. One nurse is writing on a clipboard with a pen, while the other is looking at the document. A glass of water is on the table. The image is partially obscured by a blue banner at the top.

**Welcome to the  
A24Group**

## Financial Information

Timesheets run from Monday to Sunday, and are paid a week in arrears. Please submit your timesheets to us by noon Monday in order to be paid the following Friday for all of the A24 Group (namely Ambition 24hours, Nursing Services of the UK, The British Nursing Association, Grosvenor Nursing Agency or Mayfair Nurses).



## Financial Information

### Timesheets

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- Timesheets are generated specifically for each shift. Your booking consultant will email you a specific timesheet for each shift you are booked. It is important that you use the CORRECT timesheet for each shift. You can also download, email or print a copy of your shift specific timesheet directly from your mobile application, [Staffshift](#). Find out more at [Staffshift Mobile](#). No duplicates will be accepted. Blank timesheets for all the agencies can be downloaded from your Staffshift profile, [www.staffshift.com](http://www.staffshift.com) or by emailing your request to [timesheets@a24group.com](mailto:timesheets@a24group.com), together with your full address details and which agency timesheets you require.
- All information given on your timesheet must be accurate and timesheets must be completed in full. Unfortunately, if a timesheet is not correctly completed, legible or authorised, we have to return it to you for correction/authorisation, as appropriate, before we can process it.
- You must complete the correct week ending date
- The date and times you worked, excluding any breaks taken must be correct
- The total hours and basic pay columns must be correct
- Every shift must be authorised with an appropriate signature and date (such as the Nurse in Charge, Ward Manager or designated individual at the establishment in which you have been placed.) Please ensure that a black ballpoint pen is used for clarity.
- If you are providing Nursing Services to a Client in their own home, you must ensure that the Client or their representative signs and dates your timesheet on each occasion.
- You must sign the timesheet



- You are always advised to retain the Agency Workers copy for your own records and to assist if you have a query.
- In order to be processed punctually and in the week they are submitted all timesheets need to be received by us no later than 12 noon Monday for payment Friday.
- Timesheets can be posted/scanned to:
  - The A24 Group  
92-96 Lind Road, Sutton, Surrey, SM1 4PL
  - Or scanned and emailed to [wages@a24group.com](mailto:wages@a24group.com)
  - Please note photos are not accepted.

## Rates Of Pay

- Different pay rates apply to different assignments and details of pay rates are given to you when you join the A24 Group. Pay rates are updated annually, as pay rates change.
- It is a good idea to confirm which rate of pay applies, when booking shifts and which clinical grade you have been booked at. This ensures that you can complete your timesheet accurately before asking the person in charge to sign it.

## Travel

- The general rule is that travel allowances are not paid for NHS assignments.
- You may find, however, that travel allowances will be payable for non-NHS assignments, where a set distance is exceeded and if so, this will have been discussed at the time that the booking was made.
- The mileage rates and criteria for claiming travel allowances are set out clearly on the rate of pay sheets and, given that they are subject to audit, you should carefully check and record the distance for which you make a claim.

## Method Of Payment

- Payment will be made by Bankers' Automated Clearing Services (BACS) directly into your bank/building society account on a weekly basis.
- A payslip detailing how your pay has been calculated and showing any deductions made will be posted to your home address. If you would prefer to receive the payslip by email please send your request through to [wages@a24group.com](mailto:wages@a24group.com).
- Please remember to let us know if you should change your personal circumstances, e.g. change of address or bank details. Please note that we will not accept telephone changes to your banking/building society details. All changes must be made in writing, or for your convenience you can update the information on your Staffshift profile, [www.staffshift.com](http://www.staffshift.com).



## Queries

- If you have any queries relating to your pay, please contact our Payroll Department. Our payroll telephone number is 0871 87 333 01. Email enquiries can be made to [mypay@a24group.com](mailto:mypay@a24group.com). Please have your copy of the timesheet available.
- We will endeavour to resolve your query as soon as possible. If for some reason, you have been under/overpaid, the money will be adjusted in your next payment. It is in your interest to cross check payment details against your copy of the timesheet.
- Although Agency Workers are self-employed, the A24 Group is required by law to treat you as though you were employed, for the purposes of PAYE and Class 1 National Insurance Contributions only.
- You are required to pay income tax on your earnings (if they exceed the threshold for the current financial year). The rules affecting people working through agencies are contained in Section 134 TA 1988 (formerly Section 38, Finance (No.2) Act 1975).
- If you have any queries regarding your tax code or feel that you may be entitled to additional allowances, please contact the tax office directly (address below). They can adjust your tax code if appropriate. If the A24 Group is not your main source of work for tax purposes and there are issues with overpayment of tax and other income issues, it is also advisable to discuss these with the Inland Revenue directly or via their website.

**The tax office details are as follows:**

HM Inspector of Taxes,  
Centre 1, Queensway House, East Killbride, Glasgow, G79 1AA  
Reference: 961/1016357  
Telephone: 08453000627 | [www.inlandrevenue.gov.uk](http://www.inlandrevenue.gov.uk)

## How To Claim Holiday

### The holiday year runs from 1 October to 30 September.

- As an Agency Worker you start accruing holiday pay as soon as you begin work through us and can request this from us at any time.
- Holiday entitlement is up to 5.6 weeks in any holiday year.
- Once you have completed a holiday request form (available for download at [www.a24group.com/downloads](http://www.a24group.com/downloads)) and given us a minimum of 4 weeks notice of your intention to take a holiday, you may take holiday at any time during the year and will be paid for it on the next pay date after your period of leave.
- All holiday hours must be taken by the 30 September. Any hours not claimed by this date will be lost. It is each Agency Workers responsibility to claim his/her holiday pay, and the A24 Group will not send reminders, nor will the A24 Group be responsible for loss of holiday payments.



- You may not work whilst on holiday. It is simple - holiday is a necessary rest period for all of us.
- Holiday pay is not applicable to any Agency Worker registered as a Limited Company.

## National Insurance

- Deductions in respect of Class 1 National Insurance will normally also be made by the A24 Group on your behalf, if earnings exceed the National Insurance (NI) threshold.
- If you are entitled to pay reduced National Insurance or are exempt from paying contributions, you must produce the appropriate certificate, before undertaking any assignments.

## National Insurance Benefits

If you have made sufficient NI contributions you may be eligible for certain Social Security Benefits:

### Statutory Maternity Pay

In certain circumstances, pregnant Agency Workers may be eligible for Statutory Maternity Pay through the A24 Group or Maternity Allowance from their local Social Security Office.

### → If you are pregnant you must:

- Inform the A24 Group that you are pregnant and we will arrange for a Risk Assessment of your working environment to be undertaken in order to identify the type of assignments you can (or cannot) undertake.
- Obtain your MATB1 from your Doctor or Midwife and pass this to [your local A24 Group office](#).
- Obtain from your local Social Security Office, leaflets FB8 'Babies and Benefits' and NI17A 'A Guide to Maternity Benefits'.
- Please send the MATB1 form to our Payroll Department, who will be able to determine whether SMP is payable through the A24 Group.
- Agency Workers who are considered to be ineligible will be given a completed SMP1 form, which together with their MATB1 form should be forwarded to their local Social Security Office, with a request to consider the payment of Maternity Allowance.

## Statutory Sick Pay (SSP) / Sickness Benefit

- Because yours is a "Contract" for the period of each day, the A24 Group does not usually pay sick pay
- You should make enquiries at your local DSS office with regard to sickness benefits



- If you have an assignment booked and you are unable to complete the assignment, please contact your bookings team as soon as possible to report this, so that a replacement Agency Worker can be supplied, in good time

## Other Benefits

You may be eligible for other benefits, details of which may be obtained from your local Social Security Office.

## Insurance Guidelines

All A24 Group Agency Workers are self-employed and are responsible for their own actions, errors or omissions at work. You are therefore strongly encouraged to take out Personal Accidental, Malpractice and Public Liability insurance policy appropriate to your needs, which will provide adequate cover. If you are a member of a professional body you should check the cover that may be included with your membership.

## Insurance Against Personal Accident And Illness

Agency Workers will only be paid for work that has been undertaken so, if for any reason you are unable to undertake work, you may well suffer financially as a result. The normal risks, which prevent Agency Workers from working, are accidents (either at work or at home) or illness. You are advised to seek and obtain insurance cover against such risks and at a level that protects your income during periods when you cannot work. The A24 Group advises all Agency Workers to seek the services of an independent Financial Advisor in the first instance to ensure that they are covered in such an event.

## Motor Insurance

The use of a private motor vehicle travelling to, from or during an assignment is an "own business use" and you are advised to check with your motor vehicle insurance company to confirm that you are covered for such risks and to arrange such cover where this is necessary. If you transport a Client in your own vehicle, you must have "own business" cover for passengers as well as for yourself. A copy of this certificate must be given to your Compliance Team, together with a copy of your current driving licence.



### **Recording an Accident/ Incident**

If any incident occurs, which could give rise to a claim, the incident must be recorded accurately in the Client's Accident Book (if you are working in an establishment) or in the Care Plan & Service Records (if you are nursing someone in their own home). You are also strongly advised to complete an incident report available from [www.a24group.com/downloads](http://www.a24group.com/downloads). You are advised to take out additional insurance.

### **Working Time Regulations**

- Under the Working Time Regulations (WTR), Agency Workers working time (including Placements and Services provided personally to anyone else) should not exceed 48 hours per week (averaged over a period of 17 weeks).
- Night duty hours must not exceed 8 hours in 24 hours (averaged over 17 weeks).
- However, if Agency Workers wish to waive this right, they are required to declare this on joining the Agency by ticking the appropriate box on their (signed) Terms & Conditions for Temporary Workers.
- Agency Workers can withdraw the option to work in excess of 48 hours per week at any time by providing three months' written notice to their A24 Group Compliance Team.
- Working time shall include only the period of attendance at each individual Placement. It shall not include travelling time.