



247 Lifeline – Timesheet Submission Guidance

Please ensure the below is adhered to ensure prompt payment

- ❖ Ensure **ALL** the sections of the timesheet are completed, including names, client name, job title, bands/Grade, worked hours and break times, etc
- ❖ All the fields must be completed in BLOCK LETTERS in black ink
- ❖ All received timesheets must be clear and fully legible
- ❖ The timesheet **MUST** be signed and dated by both Agency Worker (Yourself) and the client (Client Authoriser)
- ❖ If you have worked on more than one client or ward, please get an additional timesheet completed for each ward.
- ❖ You can download timesheets from our website, www.247lifeline.co.uk or call your consultant to fax or email one to you
- ❖ Break times **MUST** be clearly illustrated on your timesheet and authorised by the client
- ❖ If you have been assigned a reference number, please ensure this is clearly illustrated on your timesheet for that shift worked.
- ❖ Ensure your start and finish times are clearly illustrated on the timesheet
- ❖ Ensure you have the correct date entered and accompanied by the correct, relevant weekday
- ❖ Timesheets must be received by the 247 Lifeline payroll office no later than 16:00 every Tuesdays for payment that week
- ❖ Emailed timesheets **ONLY** to be sent to payroll@247lifeline.co.uk, not to your consultants or any other email group as these may be missed for processing.
- ❖ **NO** unreadable photograph copies of your timesheets will be accepted. Genius Scan or Cam Scanner are free Apps to scan and crop your timesheets effectively to ensure clear copies are submitted to us.
- ❖ If you post your timesheets, ensure its clearly marked attention to the payroll department and sent for to be received by the cut off time.

Payroll Department,
247 Lifeline Ltd
8th Floor, Marco Polo House,
3-5 Lansdowne Road
East Croydon
CR0 2BX

Email – Payroll@247lifeline.co.uk
Fax – 0203 105 0849
Contact Number – 0345 257 0911, Option 2





Additional Payroll Information

- ❖ Timesheet deadline for submission on a weekly basis is every Tuesdays, 16:00, During Bank holiday periods, you will be advised on any extended deadlines.
- ❖ All processed timesheets will be paid on Fridays
- ❖ If you are booked directly with the clients, please ensure you inform us the **following day** of the shift details
- ❖ Majority of shifts directly booked with the clients will require booking reference numbers, please ensure this is received and provided as required.
- ❖ If you would like to amend any of your personal banking details, please email payroll@247lifeline.co.uk.
- ❖ Working Hours are paid as follows unless stated otherwise.

Weekday Day (Monday to Friday)	06:00 – 20:00
Weekday Night (Monday to Friday)	20:00 – 06:00
Saturday	00:01 – 23:59
Sundays & Bank Holiday	00:01 – 23:59

Example 1 – Shift worked Monday Night, 21:00 – 08:00 with 1 hour lunch (10 Hours worked) 8 hours will be paid at Weekday Night rate + 2 hours will be paid at the Weekday Day rate.

Example 2 – Shift worked Sunday Night, 21:00 – 08:00 with 1 hour lunch (10 Hours worked) 3 hours will be paid at Sunday rate + 5 hours will be paid at the Weekday Night rate + 2 hours will be paid at Weekday Day rate.

- ❖ Any additional agreed expenses, including mileage needs to be completed on the separate mileage form and any accompanying receipts needs to be scanned and submitted with the forms
- ❖ Payment breakdown **PAYE** – Base pay rate + Holiday Pay (Holiday pay contribution % is included in your hourly rate and does **NOT** accumulate separately over a period- of time. Pension contribution is paid under the pension scheme if you do not wish you opt out.
Umbrella Company/ LTD Contractor – Base Pay rate + Holiday Pay + NI Contribution (VAT will be paid if you or your umbrella company is VAT registered)
- ❖ If you are working with 247 Lifeline through an umbrella company, please ensure the payroll department has the full compliance pack from your Umbrella company with all relevant information.
- ❖ If you are working with 247 Lifeline as a Ltd Company contractor, please be advised that you are to provide the registration team with a copy of your Ltd company certificate, proof of business bank account details as well as your VAT certificate if you are VAT registered. Also, you will be required to submit invoices to the payroll company on a weekly basis for us to pay the due monies into your business account. This is to be submitted to the payroll team alongside your timesheet.

