



Florence

Accurate Charging, Invoicing & Timesheets Policy and Procedures (Northern Ireland)

Policy Lead	Mayvelyn Talag Registered Manager NI
Authors	Florence Governance Team
Ratified	Florence Leadership Team 19th January 2024
Policy Number	FNII9
Version Number	1.0
Date of issue	30th January 2024
Date to be reviewed	30th January 2027
The controlled version of this document is stored on the Policy Portal on Notion. Not controlled once printed	

Table of Contents

1. Introduction	3
2. Policy Statement	3
3. Scope	3
4. Definitions, Roles and Responsibilities	4
5. Procedures	4
5.2 Candidate Pay	5
5.3 Holiday Pay for PAYE Workers	5
5.4 Agency Workers Regulations	5
5.5 Incorporated Candidate Checks (IR35 compliance)	7
5.6 Electronic Timesheets	7
5.7 Invoicing	7
5.8 Audits	7
6. Monitoring and Compliance	8
7. Version History/Review of Changes	8

1. Introduction

Florence upholds a robust and auditable framework to ensure precision in invoicing Contracting Authorities, accurate payment of candidates in compliance with tax legislation, and meticulous handling of timesheets for fair remuneration.

The systematic approach aims to minimise payroll and invoicing queries, offering Contracting Authorities optimal value for their investment. This policy extends its scope to care professionals using the Florence App and internal employees in the Florence Central Team.

It is underscored by the CEO's commitment to setting a tone of compliance and overseeing the implementation of the policy. The procedures cover various aspects, including pay and charge rates, candidate pay under PAYE, holiday pay, compliance with the Agency Workers Regulations (AWR), checks for IR35 compliance, and the use of an electronic timesheet system.

Florence emphasises transparency in invoicing, providing detailed breakdowns and conducting regular internal and external audits to ensure adherence to legislative, contractual, and industry best practices. The policy, subject to periodic reviews, underscores Florence's dedication to maintaining the highest standards in payroll and invoicing processes.

2. Policy Statement

Florence operates robust, structured and auditable processes to ensure:

- That Contracting Authorities are invoiced accurately with the correct charge rates applied;
- Candidates are paid in compliance with current tax legislation;
- That timesheets are approved by someone authorised to do so; and
- That workers are paid accurately for work carried out.

This is all done to minimise payroll and invoicing queries and to ensure that Contracting Authorities receive the best value for money.

3. Scope

This policy and the procedures apply to care professionals using Florence App as well as all internal employees in the Florence Central Team.

4. Definitions, Roles and Responsibilities

CEO (Chief Executive Officer) The CEO is ultimately responsible for the overall management and direction of the company. The CEO has the ultimate responsibility for setting the tone and culture for the organisation, ensuring that all employees understand the policy's importance, and overseeing its implementation.

Central Team - All direct employees of Florence that are not care professionals working through the Florence platform

Service User - a person who uses health and/or social care services. Sometimes known as a "patient", "client" or "person in care".

Care Professionals - Anyone on the Florence platform that carries out work on behalf of Florence in other organisations, for example registered nurses and care assistants.

Employees - everyone employed by Florence directly and indirectly, including care professionals using the platform and the central team.

Regulation and Quality Improvement Authority (RQIA) - is the independent body responsible for monitoring and inspecting the availability and quality of health and social care services in Northern Ireland, and encouraging improvements in the quality of those services.

Registered Manager is responsible for ensuring that this policy meets the needs of regulators in Northern Ireland and monitoring compliance with this policy.

5. Procedures

5.1 Pay & Charge Rates

When a new Contracting Authority is added to the Florence platform, it is registered under the relevant framework and the agreed rules and rates automatically populate the pay and charge fields for the booking. These are also manually checked when the booking is loaded to ensure they are correct for the particular framework and Contracting Authority and they automatically pull through onto the payroll and invoicing systems when the worker's hours are input.

Each time a new booking is taken, we will confirm the pay and charge rates with the Client in the form of a booking confirmation, and this is reiterated again when the candidate's details are confirmed as part of our placement checklist.

We also specify the model of pay to the candidate on our system (PAYE) and this is checked to ensure tax and NI are deducted accurately at source.

5.2 Candidate Pay

PAYE workers will have a contract in place with Florence and national insurance and pension contributions will be deducted at source. Each week that a timesheet is submitted, the worker will receive a payslip with a full breakdown of all of the elements of their pay and deductions. Holiday pay will be accrued according to the hours they have worked.

5.3 Holiday Pay for PAYE Workers

PAYE workers start accruing holiday pay as soon as they begin work. Pre-AWR holiday entitlement is 28 paid leave per year (including statutory Bank Holidays). Entitlement to payment for leave accrues in proportion to the amount of time worked during the leave year. Leave entitlement may increase post AWR depending on the entitlement of the comparable employee.

5.4 Agency Workers Regulations

We comply fully with the AWR which was designed to ensure that Agency Workers receive, usually after a qualifying period, treatment no less favourable than their full-time employed equivalents.

In relation to AWR, an Agency Worker is any individual who is supplied by an agency to work under the supervision and direction of a hirer, and has a contract (whether employment contract, contract for services, or otherwise) to perform work and services personally. Put simply, individuals that fall within this definition

are within the scope of the AWR and those that are outside of this definition do not. For us, agency Workers include:

- Agency Workers (including those on contract for services and “zero hours” contracts of employment or equivalent).
- Workers employed or operating via umbrella companies or other intermediaries.
- Workers who operate a personal service company/limited company but who are not genuinely self-employed.

Under the Agency Workers Regulations, Agency Workers are entitled to the following from day 1 of service:

- Access to amenities or collective facilities at the client’s site (e.g. canteen, childcare, transport etc.) unless there are objective grounds for not doing so.
- Access to vacancies within the hirer’s organisation – Agency Workers must be informed of any relevant, vacant posts in the client’s organisation in order to give them the same opportunity to find permanent employment as comparable employees or workers.

After a qualifying period of 12 weeks, Agency Workers are entitled to be treated in relation to basic working and employment conditions as if they had been recruited directly to the same job. Basic working and employment conditions relate to pay, duration of working time, overtime, rest breaks, rest periods, night work, annual leave.

At the point of taking the vacancy, we will establish the “post AWR” pay rate and conditions to ensure we apply the correct pay rate for any agency worker who has completed their qualifying period with a given client.

All workers are provided with full details of AWR in the Candidate Handbook.

5.5 Incorporated Candidate Checks (IR35 compliance)

If the role is specified by the Contracting Authority/Client as “in scope of IR35” and the candidate is working through a Personal Service Company, we will deduct tax and NI at source in line with current legislation.

5.6 Electronic Timesheets

We offer an online electronic timesheet system. Once completed, the authorised client signatory receives a notification that there is a timesheet awaiting review/amendment/approval. Once approved, the authorised hours automatically populate the required fields in the payroll and invoicing system and the worker is paid/invoice is produced automatically.



5.7 Invoicing

On commencing work with a new organisation we will establish details of their preferred invoicing procedure and offer a consolidated invoice for all authorised timesheets during a specified period (e.g. weekly).

Once the process has been agreed, the invoicing procedure will be implemented on our back office software to ensure that invoices are generated accordingly. We will also operate a manual process to check the accuracy of invoices prior to them being submitted for payment.

Invoices will be fully transparent including as a minimum the pay rate, full breakdown of statutory costs and the supplier fee all shown as separate line items.

5.8 Audits

Pay and charge information is detailed in our management reporting. We also conduct regular internal audits of our payroll and invoicing processes, and these are carried out by our Compliance Manager on a regular basis to demonstrate that we adhere to legislative, contractual and industry best practice. As part of

our ISO accreditation we are also subject to external audits. We also welcome client audits.

6. Monitoring and Compliance

This policy will be reviewed every three years or more regularly in light of legislative changes or other prevailing circumstances.

7. Version History/Review of Changes

Date	Reviewed changes
02/09/2024	Registered manager name change

