

# Social Care Reward 2018-19: Pay, Terms and Conditions

Reward Benchmarks for the  
UK Social Care Sector

## List of Measures

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2018



| .#Table | Measure |
|---------|---------|
|---------|---------|

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## 1 OVERVIEW OF PARTICIPANTS

|         |   |
|---------|---|
| 1.1     | Income of organisation in the last year (£)   |
| 1.2     | Expenditure of organisation in the last year (£)  |
| 1.3 – 4 | Organisation pay bill in the last year (£) and as a percentage of expenditure)                                  |
| 1.5     | Staff costs for direct service provision as a percentage of expenditure (%)                                     |
| 1.6     | Permanent, fixed term and temporary staff costs as a percentage of all direct service provision staff costs (%) |
| 1.7     | Bank / relief staff costs as a percentage of all direct service provision staff costs                           |
| 1.8     | Agency staff costs as a percentage of all direct service provision staff costs                                  |
| 1.9     | Total number of employees (headcount) across the whole organisation   |
| 1.10    | Analysis of the number of participants by size  |
| 1.11    | Analysis of the number of participants and percentage of the total for each category                            |

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## 2 BASIC PAY

|      |   |
|------|---|
| 2.1  | Do you employ Care Workers in London?   |
| 2.2  | Do you employ Care Workers in the South East?   |
| 2.3  | Do you employ Care Workers in the South West?   |
| 2.4  | Do you employ Care Workers in the West Midlands?  |
| 2.5  | Do you employ Care Workers in the North West?   |
| 2.6  | Do you employ Care Workers in the North East?   |
| 2.7  | Do you employ Care Workers in Yorkshire & Humber?   |
| 2.8  | Do you employ Care Workers in the East Midlands?  |
| 2.9  | Do you employ Care Workers in the East of England?  |
| 2.10 | Do you employ Care Workers in Scotland?   |
| 2.11 | Do you employ Care Workers in Northern Ireland?   |
| 2.12 | Do you employ Care Workers in Wales?  |
| 2.13 | Do you pay Care Workers aged under 25 a different rate to those who are 25 or over, in light of the National Living Wage? |
| 2.14 | Number of contracted hours per week for a full time Care Worker   |

### Community Roles

|             |   |
|-------------|---|
| 2.15 – 2.26 | Median basic rate of pay for Apprentice Care Workers - community in the 12 regions and nations (£ per hour) |
| 2.27 – 2.38 | Median basic rate of pay for Bank/Relief Workers in the 12 regions and nations (£ per hour)                 |
| 2.39 – 2.50 | Median basic rate of pay for Care Workers – community in the 12 regions and nations (£ per hour)            |
| 2.51 – 2.62 | Median basic rate of pay for Care Workers – community (nights) in the 12                                    |

| <b>.#Table</b>                       | <b>Measure</b>  |
|--------------------------------------|---|
|                                      | regions and nations (£ per hour)  |
| 2.63 – 2.74                          | Median basic rate of pay for Coordinators – community in the 12 regions and nations (£ per hour)                      |
| 2.75 – 2.86                          | Median basic rate of pay for Care Leaders – community in the 12 regions and nations (£ per hour)                      |
| 2.87 – 2.98                          | Median basic rate of pay for Specialist Care Workers – community in the 12 regions and nations (£ per hour)           |
| 2.99 – 2.110                         | Median basic rate of pay for Deputy Managers – community in the 12 regions and nations (£ basic annual salary)        |
| <b>Residential Roles</b>             |   |
| 2.111 – 2.122                        | Median basic rate of pay for Care Workers – residential in the 12 regions and nations (£ per hour)                    |
| 2.123 – 2.134                        | Median basic rate of pay for Care Workers – residential (nights) in the 12 regions and nations (£ per hour)           |
| 2.135 – 2.146                        | Median basic rate of pay for Care Leaders – residential in the 12 regions and nations (£ per hour)                    |
| 2.147 – 2.158                        | Median basic rate of pay for Deputy Managers – residential care in the 12 regions and nations (£ basic annual salary) |
| 2.159 – 2.170                        | Median basic rate of pay for Deputy Managers – nursing care in the 12 regions and nations (£ basic annual salary)     |
| <b>Nursing and Social Work Roles</b> |   |
| 2.171 – 2.182                        | Median basic rate of pay for Registered Social Workers in the 12 regions and nations (£ basic annual salary)          |
| 2.183 – 2.194                        | Median basic rate of pay for Registered Nurses in the 12 regions and nations (£ basic annual salary)                  |
| 2.195 – 2.206                        | Median basic rate of pay for Registered Nurses (nights) in the 12 regions and nations (£ basic annual salary)         |
| 2.207 – 2.218                        | Median basic rate of pay for Nurse Team Leaders in the 12 regions and nations (£ basic annual salary)                 |
| <b>Ancillary Roles</b>               |   |
| 2.219 – 2.230                        | Median basic rate of pay for House Administrators in the 12 regions and nations (£ per hour)                          |
| 2.231 – 2.242                        | Median basic rate of pay for Housekeepers in the 12 regions and nations (£ per hour)                                  |
| 2.243 – 2.254                        | Median basic rate of pay for Handy Persons in the 12 regions and nations (£ per hour)                                 |
| 2.255 – 2.266                        | Median basic rate of pay for Chefs in the 12 regions and nations (£ per hour)   |
| 2.267 – 2.278                        | Median basic rate of pay for Cooks in the 12 regions and nations (£ per hour)   |
| 2.279 –                              | Median basic rate of pay for Kitchen/Domestic Assistants in the 12 regions  |

| <b>.#Table</b>          | <b>Measure</b>   |
|-------------------------|--|
| 2.290                   | and nations (£ per hour)   |
| <b>Managerial Roles</b> |  |
| 2.291 –<br>2.292        | Median basic rate of pay for Registered Managers – community inside and outside London (£ basic annual salary)   |
| 2.293 –<br>2.294        | Median basic rate of pay for Unregistered Managers – community inside and outside London (£ basic annual salary) |
| 2.295 –<br>2.296        | Median basic rate of pay for Day care services Managers inside and outside London (£ basic annual salary)        |
| 2.297 –<br>2.298        | Median basic rate of pay for Registered Managers – residential inside and outside London (£ basic annual salary) |
| 2.299 –<br>2.300        | Median basic rate of pay for Registered Managers – nursing inside and outside London (£ basic annual salary)     |
| 2.301 –<br>2.302        | Median basic rate of pay for Area Managers inside and outside London (£ basic annual salary)                     |

### **3 PAY STRUCTURE**

|     |  |
|-----|--|
| 3.1 | Geographical basis for setting pay levels  |
| 3.2 | Details on pay levels set below regional level   |
| 3.3 | Can Care Workers progress their salary within their existing role?                             |
| 3.4 | Basis upon which Care Workers can progress their salary within their existing role             |
| 3.5 | Details on other criteria for Care Workers to progress their salary within their existing role |

### **4 ENHANCED PAY**

|      |   |
|------|---|
| 4.1  | Do you pay Care Workers a higher rate than the basic rate of pay during weekday daytime working hours for working overtime?         |
| 4.2  | Do you pay Care Workers a higher rate than the basic rate of pay during weekday daytime working hours for working nights?           |
| 4.3  | Do you pay Care Workers a higher rate than the basic rate of pay during weekday daytime working hours for working weekends?         |
| 4.4  | Do you pay Care Workers a higher rate than the basic rate of pay during weekday daytime working hours for working on bank holidays? |
| 4.5  | Do you pay Care Workers a higher rate than the basic rate of pay during weekday daytime working hours for working evenings?         |
| 4.6  | Additional % increase in hourly rate applied for working overtime   |
| 4.7  | Additional % increase in hourly rate applied for working nights   |
| 4.8  | Additional % increase in hourly rate applied for working weekends   |
| 4.9  | Additional % increase in hourly rate applied for working on bank holidays   |
| 4.10 | Additional % increase in hourly rate applied for working evenings   |

| <b>.#Table</b> | <b>Measure</b>  |
|----------------|---|
| 4.11.1         | Hourly rate for Care Worker undisturbed sleep ins:<br><br>Below the National Minimum Wage rate<br>At the National Minimum Wage rate<br>Above the National Minimum Wage rate   |
| 4.11.2         | Hourly rate for Care Worker undisturbed sleep ins:<br><br>Lower than the basic rate of pay during weekday daytime working hours<br>The same as the basic rate of pay during weekday daytime working hours<br>Higher than the basic rate of pay during weekday daytime working hours |
| 4.11.3         | Additional % increase in hourly rate applied for undisturbed sleep ins  |
| 4.17           | Do you pay Care Workers for being on standby?   |
| 4.18           | Average length of an on standby shift in your organisation (hours)  |
| 4.19           | Payment to a Care Worker for one shift on standby during which they are not called upon to attend work (£)  |
| 4.20           | Hourly rate during on standby shifts (£ per hour)   |
| 4.21           | Details on approach to paying Care Workers supporting people on holidays which include overnight stays  |

## **5 BONUS SCHEME**

|      |   |
|------|---|
| 5.1  | Do you pay any Care Workers a bonus award?  |
| 5.2  | Basis upon which Care Workers receive a bonus award   |
| 5.3  | Details on other bases for Care Workers to receive a bonus award                                      |
| 5.4  | Value of a typical bonus award for a Care Worker (£)  |
| 5.5  | Total cost of bonus awards made in the last year (£)  |
| 5.51 | Total cost of bonus awards as % of organisation pay bill  |
| 5.6  | Details on arrangements for bonus awards for Care Workers   |
| 5.7  | Do you operate an employee referral bonus scheme for Care Workers which involves a financial reward?  |
| 5.8  | Value of a typical employee referral bonus for a Care Worker (£)                                      |
| 5.9  | Point in the recruitment process at which the employee referral bonus is paid for a Care Worker       |
| 5.10 | Details on employee referral bonuses paid at other points in the recruitment process for Care Workers |
| 5.11 | Effectiveness of employee referral scheme for Care Workers  |

## **6 RECOGNITION REWARDS**

|     |  |
|-----|--|
| 6.1 | Do you operate a recognition award scheme for staff which involves a financial reward? |
| 6.2 | Basis on which can staff receive a recognition award which involves a financial reward |
| 6.3 | Details on other bases for recognition awards  |

| <b>.#Table</b>                      | <b>Measure</b>  |
|-------------------------------------|---|
| 6.4                                 | Value of a typical recognition award for a Care Worker (£)  |
| 6.5                                 | Total cost of recognition awards made in the last year (£)  |
| 6.5.1                               | Total cost of recognition awards as % of organisation pay bill  |
| 6.6                                 | Details on arrangements for recognition awards  |
| <b>7 ANNUAL LEAVE</b>               |   |
| 7.1                                 | Minimum number of paid days annual leave for a full time Care Worker (excluding bank holidays) (days)                     |
| 7.2                                 | Maximum number of paid days annual leave for a full time Care Worker (excluding bank holidays) (days)                     |
| 7.3                                 | When calculating the annual leave entitlement are entitlements like overtime or Sleep Ins included in the calculation?    |
| 7.4                                 | When calculating the annual leave entitlement are average hours included in the calculation?                              |
| 7.5                                 | Can the annual leave entitlement increase?  |
| <b>8 OCCUPATIONAL SICKNESS PAY</b>  |   |
| 8.1                                 | Number of full pay equivalent weeks on occupational sickness pay for a Care Worker joining your organisation in June 2016 |
| 8.2                                 | Number of full pay equivalent weeks on occupational sickness pay for a Care Worker with 2 years' service                  |
| 8.3                                 | Number of full pay equivalent weeks on occupational sickness pay for a Care Worker on the maximum entitlement             |
| 8.4                                 | Length of service required for the maximum entitlement (years)  |
| <b>9 PENSION CONTRIBUTIONS</b>      |   |
| 9.1                                 | Minimum employer contribution for a new starter (%)   |
| 9.2                                 | Maximum employer contribution for a new starter (%)   |
| 9.3                                 | Minimum employee contribution for a new starter (%)   |
| 9.4                                 | Maximum employee contribution for a new starter (%)   |
| 9.5                                 | Do you operate a matching approach whereby the employer matches employee contributions by a particular multiple?          |
| 9.6                                 | Multiple of employee contribution applied to employer contribution  |
| 9.7                                 | Do you offer different pension arrangements for new starters in other staff roles (i.e. staff who are not Care Workers)?  |
| 9.8                                 | Details on other pension arrangements for new starters in other staff roles   |
| 9.9                                 | Details on any aspects of pension arrangements not captured above   |
| <b>10 CAR AND TRAVEL ALLOWANCES</b> |   |
| 10.1                                | Do you offer a company car to any staff?  |
| 10.2                                | Eligibility criteria for company cars   |
| 10.3                                | Other eligibility criteria for company cars   |
| 10.4                                | Do you offer a car allowance to any staff instead of a company car?   |

| <b>.#Table</b>                        | <b>Measure</b>  |
|---------------------------------------|---|
| 10.5                                  | Eligibility criteria for car allowance  |
| 10.6                                  | Other eligibility criteria for car allowance  |
| 10.7                                  | Typical annual value of the car allowance (£)   |
| 10.8                                  | Mileage rate offered within the car allowance scheme (£ per mile)   |
| <b>11 LIFE ASSURANCE</b>              |   |
| 11.1                                  | Do you offer a life assurance policy for staff?   |
| 11.2                                  | Multiple of annual salary offered by the cover for a Care Worker with 2 years' service                                |
| <b>12 MATERNITY AND PATERNITY PAY</b> |   |
| 12.1                                  | Table 12.1 Do you offer maternity pay above the statutory minimum?  |
| 12.2                                  | Table 12.2 Number of full pay equivalent weeks maternity pay for a Care Worker joining your organisation in June 2016 |
| 12.3                                  | Table 12.3 Number of full pay equivalent weeks maternity pay for a Care Worker with 2 years' service                  |
| 12.4                                  | Number of full pay equivalent weeks maternity pay for a Care Worker on the maximum entitlement                        |
| 12.5                                  | Length of service required for the maximum entitlement (years)  |
| 12.6                                  | Total number of weeks maternity leave entitlement whether paid or unpaid  |
| 12.7                                  | Do you offer paternity pay above the statutory minimum?   |
| 12.8                                  | Number of full pay equivalent weeks paternity pay for a Care Worker joining your organisation in June 2016            |
| 12.9                                  | Number of full pay equivalent weeks paternity pay for a Care Worker with 2 years' service                             |
| 12.10                                 | Number of full pay equivalent weeks paternity pay for a Care Worker on the maximum entitlement                        |
| 12.11                                 | Length of service required for the maximum entitlement (years)  |
| 12.12                                 | Total number of weeks paternity leave entitlement whether paid or unpaid  |
| <b>13 OTHER BENEFITS</b>              |   |
| 13.1                                  | Do you offer season ticket loans to Care Workers?   |
| 13.2                                  | Do you offer other staff loans to Care Workers?   |
| 13.3                                  | Do you offer a cycle to work scheme to Care Workers?  |
| 13.4                                  | Do you offer childcare vouchers to Care Workers?  |
| 13.5                                  | Do you offer subsidised gym membership to Care Workers?   |
| 13.6                                  | Do you offer IT equipment purchase to Care Workers?   |
| 13.7                                  | Do you offer discount vouchers to Care Workers?   |
| 13.8                                  | Do you offer health cash plans to Care Workers?   |
| 13.9                                  | Do you offer an Employee Assistant Programme (EAP) to Care Workers?   |
| 13.10                                 | Do you offer counselling to Care Workers?   |

| <b>.#Table</b>       | <b>Measure</b>   |
|----------------------|--|
| 13.11                | Do you offer physiotherapy to Care Workers?                        |
| 13.12                | Do you offer eye tests to Care Workers?                            |
| 13.13                | Do you offer Private Medical Insurance (PMI) to Care Workers?      |
| 13.14                | Do you offer Permanent Health Insurance (PHI) to Care Workers?     |
| 13.15                | Do you offer dental insurance to Care Workers?                     |
| 13.16                | Do you offer discounted public transport to Care Workers?          |
| 13.17                | Do you offer flexible working to Care Workers?                     |
| 13.18                | Do you offer recruitment bonuses to Care Workers?                  |
| 13.19                | Do you offer buying and selling annual leave to Care Workers?      |
| 13.20                | Do you offer mobile phone discounts to Care Workers?               |
| 13.21                | Do you offer free DBS checks to Care Workers?                      |
| 13.22                | Do you offer a staff savings scheme to Care Workers?               |
| 13.23                | Do you offer free health assessment to Care Workers?               |
| 13.24                | Details on any other benefits offered to Care Workers              |
| <b>14 THE FUTURE</b> |  |
| 14.1                 | Details on any plans to change reward package in the next 6 months |