

# Social Care Reward 2019-20: Pay, Terms and Conditions

Reward Benchmarks for the  
UK Social Care Sector

## List of Measures

---

2019



<b>.#Table</b>	<b>Measure</b>
----------------	----------------

---

## **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

---

## **2 BASIC PAY: CARE ROLES**

2.1.1	Do you employ Care Workers in London?
2.1.2	Do you employ Care Workers in the South East?
2.1.3	Do you employ Care Workers in the South West?
2.1.4	Do you employ Care Workers in the West Midlands?
2.1.5	Do you employ Care Workers in the North West?
2.1.6	Do you employ Care Workers in the North East?
2.1.7	Do you employ Care Workers in Yorkshire & Humber?
2.1.8	Do you employ Care Workers in the East Midlands?
2.1.9	Do you employ Care Workers in the East of England?
2.1.10	Do you employ Care Workers in Scotland?
2.1.11	Do you employ Care Workers in Northern Ireland?
2.1.12	Do you employ Care Workers in Wales?
2.2	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?
2.3	Number of contracted hours per week for a full time Care Worker
2.4.1 – 2.4.12	Median basic rate of pay for Apprentice Care Workers - Community in the 12 regions and nations (£ per hour)
2.5.1 – 2.5.12	Median basic rate of pay for Bank/Relief Workers in the 12 regions and nations (£ per hour)
2.6.1 – 2.6.12	Median basic rate of pay for Care Workers – Community in the 12 regions and nations (£ per hour)
2.7.1 – 2.7.12	Median basic rate of pay for Care Workers – Residential in the 12 regions and nations (£ per hour)

<b>.#Table</b>	<b>Measure</b>
2.8.1 – 2.8.12	Median basic rate of pay for Care Workers – Community (nights) in the 12 regions and nations (£ per hour)
2.9.1 – 2.9.12	Median basic rate of pay for Care Workers – Residential (nights) in the 12 regions and nations (£ per hour)
2.10.1 – 2.10.12	Median basic rate of pay for Coordinators – Community in the 12 regions and nations (£ per hour)
2.11.1 – 2.11.12	Median basic rate of pay for Care Leaders – Community in the 12 regions and nations (£ basic annual salary)
2.12.1 – 2.12.12	Median basic rate of pay for Care Leaders – Residential in the 12 regions and nations (£ per hour)
2.13.1 – 2.13.12	Median basic rate of pay for Specialist Care Workers – Community in the 12 regions and nations (£ per hour)

### **3 BASIC PAY: SOCIAL WORKER / NURSING ROLES**

3.1.1 – 3.1.12	Median basic rate of pay for Registered Social Workers in the 12 regions and nations (£ basic annual salary)
3.2.1 – 3.2.12	Median basic rate of pay for Registered Nurses in the 12 regions and nations (£ basic annual salary)
3.3.1 – 3.3.12	Median basic rate of pay for Registered Nurses (nights) in the 12 regions and nations (£ basic annual salary)
3.4.1 – 3.4.12	Median basic rate of pay for Nurse Team Leaders in the 12 regions and nations (£ basic annual salary)

### **4 BASIC PAY: ANCILLARY ROLES**

4.1.1 – 4.1.12	Median basic rate of pay for House Administrators in the 12 regions and nations (£ per hour)
4.2.1 – 4.2.12	Median basic rate of pay for Housekeepers in the 12 regions and nations (£ per hour)
4.3.1 – 4.3.12	Median basic rate of pay for Handy Persons in the 12 regions and nations (£ per hour)
4.4.1 – 4.4.12	Median basic rate of pay for Kitchen/Domestic Assistants in the 12 regions and nations (£ per hour)
4.5.1 – 4.5.12	Median basic rate of pay for Cooks in the 12 regions and nations (£ per hour)
4.6.1 – 4.6.12	Median basic rate of pay for Chefs in the 12 regions and nations (£ per hour)

### **5 BASIC PAY: MANAGERIAL ROLES**

5.1.1 – 5.1.12	Median basic rate of pay for Deputy Managers – Community in the 12 regions and nations (£ basic annual salary)
5.2.1 – 5.2.12	Median basic rate of pay for Deputy Managers – Residential in the 12 regions and nations (£ basic annual salary)
5.3.1 – 5.3.12	Median basic rate of pay for Deputy Managers – Nursing Care in the 12 regions and nations (£ basic annual salary)

<b>.#Table</b>	<b>Measure</b>
5.4.1 – 5.4.2	Median basic rate of pay for Unregistered Managers – Community inside and outside London (£ basic annual salary)
5.5.1 – 5.5.2	Median basic rate of pay for Day Care Services Managers inside and outside London (£ basic annual salary)
5.6.1 – 5.6.2	Median basic rate of pay for Registered Managers – Community inside and outside London (£ basic annual salary)
5.7.1 – 5.7.2	Median basic rate of pay for Registered Managers – Residential inside and outside London (£ basic annual salary)
5.8.1 – 5.8.2	Median basic rate of pay for Registered Managers – Nursing inside and outside London (£ basic annual salary)
5.9.1 – 5.9.2	Median basic rate of pay for Area Managers inside and outside London (£ basic annual salary)

## **6 PAY STRUCTURE**

6.1	Geographical basis for setting pay levels
6.2	Details on pay levels set below regional level
6.3	Can Care Workers progress their salary within their existing role?
6.4	Basis upon which Care Workers can progress their salary within their existing role
6.5	Details on other criteria for Care Workers to progress their salary within their existing role
6.6	Services for which the Living Wage Foundation rate is paid for the 12 regions and nations

## **7 ENHANCED PAY**

7.1	Do you pay Care Workers a higher rate than the basic rate of pay during weekday daytime working hours for working overtime?
7.2	Do you pay Care Workers a higher rate than the basic rate of pay during weekday daytime working hours for working nights?
7.3	Do you pay Care Workers a higher rate than the basic rate of pay during weekday daytime working hours for working weekends?
7.4	Do you pay Care Workers a higher rate than the basic rate of pay during weekday daytime working hours for working on bank holidays?
7.5	Do you pay Care Workers a higher rate than the basic rate of pay during weekday daytime working hours for working evenings?
7.6	Additional % increase in hourly rate applied for working overtime
7.7	Additional % increase in hourly rate applied for working nights
7.8	Additional % increase in hourly rate applied for working weekends
7.9	Additional % increase in hourly rate applied for working on bank holidays
7.10	Additional % increase in hourly rate applied for working evenings

<b>.#Table</b>	<b>Measure</b>
7.11.1	Hourly rate for Care Worker undisturbed sleep ins:  Below the National Minimum Wage rate At the National Minimum Wage rate Above the National Minimum Wage rate
7.12.1	Hourly rate for Care Worker undisturbed sleep ins:  Lower than the basic rate of pay during weekday daytime working hours The same as the basic rate of pay during weekday daytime working hours Higher than the basic rate of pay during weekday daytime working hours
7.12.2	Average length of a sleep-in (hours)
7.12.3	Average payment for an undisturbed sleep-in excluding any top-ups (£)
7.12.4	Average hourly rate for an undisturbed sleep-in excluding any top-ups (£)
7.17	Do you pay Care Workers for being on standby?
7.18	Average length of an on standby shift in your organisation (hours)
7.19	Payment to a Care Worker for one shift on standby during which they are not called upon to attend work (£)
7.20	Hourly rate during on standby shifts (£ per hour)
7.21	Details on approach to paying Care Workers supporting people on holidays which include overnight stays
<b>8 BONUS SCHEME</b>	
8.1	Do you pay any Care Workers a bonus award?
8.2	Basis upon which Care Workers receive a bonus award
8.3	Details on other bases for Care Workers to receive a bonus award
8.4	Value of a typical bonus award for a Care Worker (£)
8.5	Total cost of bonus awards made in the last year (£)
8.5.1	Total cost of bonus awards as % of organisation pay bill
8.6	Details on arrangements for bonus awards for Care Workers
8.7	Do you operate an employee referral bonus scheme for Care Workers which involves a financial reward?
8.8	Value of a typical employee referral bonus for a Care Worker (£)
8.9	Point in the recruitment process at which the employee referral bonus is paid for a Care Worker
8.10	Details on employee referral bonuses paid at other points in the recruitment process for Care Workers
8.11	Effectiveness of employee referral scheme for Care Workers
<b>9 RECOGNITION REWARDS</b>	
9.1	Do you operate a recognition award scheme for staff which involves a financial reward?

<b>.#Table</b>	<b>Measure</b>
9.2	Basis on which can staff receive a recognition award which involves a financial reward
9.3	Details on other bases for recognition awards
9.4	Value of a typical recognition award for a Care Worker (£)
9.5	Total cost of recognition awards made in the last year (£)
9.5.1	Total cost of recognition awards as % of organisation pay bill
9.6	Details on arrangements for recognition awards
<b>10 ANNUAL LEAVE</b>	
10.1	Minimum number of paid days annual leave for a full time Care Worker (excluding bank holidays) (days)
10.2	Maximum number of paid days annual leave for a full time Care Worker (excluding bank holidays) (days)
10.3	Are entitlements like overtime or Sleep Ins included in annual leave calculation?
10.4	Are average hours included in annual leave calculation?
10.5	Can the annual leave entitlement increase?
<b>11 OCCUPATIONAL SICKNESS PAY</b>	
11.1	Number of full pay equivalent weeks on occupational sickness pay for a Care Worker joining your organisation in June 2016
11.2	Number of full pay equivalent weeks on occupational sickness pay for a Care Worker with 2 years' service
11.3	Number of full pay equivalent weeks on occupational sickness pay for a Care Worker on the maximum entitlement
11.4	Length of service required for the maximum entitlement (years)
<b>12 PENSION CONTRIBUTIONS</b>	
12.1	Minimum employer contribution for a new starter (%)
12.2	Maximum employer contribution for a new starter (%)
12.3	Minimum employee contribution for a new starter (%)
12.4	Maximum employee contribution for a new starter (%)
12.5	Do you operate a matching approach whereby the employer matches employee contributions by a particular multiple?
12.6	Multiple of employee contribution applied to employer contribution
12.7	Do you offer different pension arrangements for new starters in other staff roles (i.e. staff who are not Care Workers)?
12.8	Details on other pension arrangements for new starters in other staff roles
12.9	Details on any aspects of pension arrangements not captured above
<b>13 CAR AND TRAVEL ALLOWANCES</b>	
13.1	Do you offer a company car to any staff?
13.2	Eligibility criteria for company cars

<b>.#Table</b>	<b>Measure</b>
13.3	Other eligibility criteria for company cars
13.4	Do you offer a car allowance to any staff instead of a company car?
13.5	Eligibility criteria for car allowance
13.6	Other eligibility criteria for car allowance
13.7	Typical annual value of the car allowance (£)
13.8	Mileage rate offered within the car allowance scheme (£ per mile)
<b>14 LIFE ASSURANCE</b>	
14.1	Do you offer a life assurance policy for staff?
14.2	Multiple of annual salary offered by the cover for a Care Worker with 2 years' service
<b>15 MATERNITY AND PATERNITY PAY</b>	
15.1	Table 12.1 Do you offer maternity pay above the statutory minimum?
15.2	Table 12.2 Number of full pay equivalent weeks maternity pay for a Care Worker joining your organisation in June 2016
15.3	Table 12.3 Number of full pay equivalent weeks maternity pay for a Care Worker with 2 years' service
15.4	Number of full pay equivalent weeks maternity pay for a Care Worker on the maximum entitlement
15.5	Length of service required for the maximum entitlement (years)
15.6	Total number of weeks maternity leave entitlement whether paid or unpaid
15.7	Do you offer paternity pay above the statutory minimum?
15.8	Number of full pay equivalent weeks paternity pay for a Care Worker joining your organisation in June 2016
15.9	Number of full pay equivalent weeks paternity pay for a Care Worker with 2 years' service
15.10	Number of full pay equivalent weeks paternity pay for a Care Worker on the maximum entitlement
15.11	Length of service required for the maximum entitlement (years)
15.12	Total number of weeks paternity leave entitlement whether paid or unpaid
<b>16 OTHER BENEFITS</b>	
16.1	Do you offer season ticket loans to Care Workers?
16.2	Do you offer other staff loans to Care Workers?
16.3	Do you offer a cycle to work scheme to Care Workers?
16.4	Do you offer childcare vouchers to Care Workers?
16.5	Do you offer subsidised gym membership to Care Workers?
16.6	Do you offer IT equipment purchase to Care Workers?
16.7	Do you offer discount vouchers to Care Workers?
16.8	Do you offer health cash plans to Care Workers?



<b>.#Table</b>	<b>Measure</b>
16.9	Do you offer an Employee Assistant Programme (EAP) to Care Workers?
16.10	Do you offer counselling to Care Workers?
16.11	Do you offer physiotherapy to Care Workers?
16.12	Do you offer eye tests to Care Workers?
16.13	Do you offer Private Medical Insurance (PMI) to Care Workers?
16.14	Do you offer Permanent Health Insurance (PHI) to Care Workers?
16.15	Do you offer dental insurance to Care Workers?
16.16	Do you offer discounted public transport to Care Workers?
16.17	Do you offer flexible working to Care Workers?
16.18	Do you offer recruitment bonuses to Care Workers?
16.19	Do you offer buying and selling annual leave to Care Workers?
16.20	Do you offer mobile phone discounts to Care Workers?
16.21	Do you offer free DBS checks to Care Workers?
16.22	Do you offer a staff savings scheme to Care Workers?
16.23	Do you offer free health assessment to Care Workers?
16.24	Details on any other benefits offered to Care Workers

## **17 THE FUTURE**

17.1	Details on any plans to change reward package in the next 6 months
------	--