

Hourly Rate	£ 7.16/hr Mon - Fri & £7.56 weekends, £10.28/hr Bank Holidays (in addition, staff get a further £0.40/hr for every hour worked in a given pay period for 100% attendance)	Minimum of £7.00. Most are on £7.50 and £12.50 on bank holidays	*£7 per hour mon to fri & £8 per hour sat & sun	Starting pay from 1/4/14 is £7.00 p/hr + enhanced rates for unsocial working	Weekdays £7.50 Weekends £8.50	£6.85 Mon to Fri daytime £7.25 Mon- Fri evenings after 6pm £8.45 Sat and Sunday flat rate	£7.00	£6.50- £10.00 per hour non experienced/not NVQ trained For experienced/NVQ trained the rate is £7.00- £11.00	£6.50-£7.00	Drivers who use their own vehicle are paid £8.25ph Mon -Fri £8.75 Weekends Drivers who use our company vehicles are paid £8.00 Mon-Fri £8.50 Weekends	We currently pay between £ 6.75 - £ 8.25 per hour depending on the role with in our business.	£7.16 & £7.96 at weekends	£6.50 per hour weekdays, up to £7.30, depending on staff experience/ qualification, with premiums paid for weekend working of over £1.00 per hour.	Ranges from £6.35 to £7.20 per hour	£6.37/£6.87
Travel Time Paid? Y/N	No	Standard Rate	No	No	No	No	No	No	No	No	No	No	No	Yes (40p/hour)	No
Mileage Rate	0.11p/mile	0.20p/mile	25p per mile or 50p visit charge	35p/mile	25p/mile	20p/mile	No	15p/mile	20p/mile	29p/mile (if not using fuel cards)	23p/mile	No	15-20p/mile depending on location	10p/mile (exceptional mileage for going	24p/mile
Zero Hour Contract	Yes, all staff	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Carers are currently on a zero hour contract but this is in the process of changing to a minimum 7 hour contract	Yes	Yes	Yes (40p/hour)	Yes
Guaranteed Hours	No	No guaranteed hours except for Field Supervisors	No	No	No	No	No	No	No	No	No	No	No - The reason we do not offer guaranteed hours is that there is no commitment of work from the Local Authority that allows us to do this,	No	Currently working on this
Exit Interview?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes, take up is low	Yes - not all attend	Yes	Yes	Yes	Yes, using an external agent
Reasons?	biggest reason is fuel cost and travel time	For permanent hours or to work in residential care home	Travel need more mileage / residential / not for them	Various reasons including career change, retirement, communication issues, move to another provider, etc	Too much travelling and pay	cost of travel as a reason for leaving and the inconsistency of regular hours. either too few hours or too many hours.	generally leave because of distances to travel and petrol, don't like zero hours contract	We struggle to recruit staff, retention is generally good, but if applicants have not done this work before, they often leave. We do not have enough 'money in the pot' to pay more to our staff, even though we would like to.	Most carers leave to work in nursing home where guaranteed hours are offered and longer shifts in one place, do not like 15 minute calls as they are not financially variable.	Generally we have good retention rate of staff almost 85%. Main reasons for leaving are normally relocating or going back to college.	Travelling between calls Wanting to try residential care Changing industry	The main reason for staff leaving and the main problem with retention of staff is due to rates of pay and petrol allowance. 15 minute calls have a huge impact on their hourly rates.	Some of the reasons why employees leave include: Leaving to an organisation that pays more, insufficient certainty of income, low mileage payments and high fuel costs, wear and tear on vehicles, delays in getting references back	Yes, main reason for leaving is due to rate of pay and mileage, often with staff moving out of the care sector entirely.	Rate of pay, No travel pay, Zero hours.
Issues re recruitment/retention?	Retention is down to the low pay & travel costs, unsociable hours and we are competing against retailers who offer better hourly rate (almost guaranteed hours - even though zero hour contracts).	Retention can be an issue if the hours are not consistent	recruitment is ok, retention is difficult because of carers having to travel	No worse than previously.	Struggling to recruit in rural areas, Struggling to recruit for evening carers We are currently looking at block payments in the rural areas. Which we hope would solve these issues	Recruitment issues are Lack of consistent hours or amount of travel required	mainly lack of drivers, CRB's delay in arriving back and people do not want to wait while they want to work	We struggle to recruit staff, retention is generally good, but if applicants have not done this work before, they often leave. We do not have enough 'money in the pot' to pay more to our staff, even though we would like to.	We have lost some carers due to wanting long shifts in nursing homes.	We now recruit all year round and utilise various methods of attraction including: internet job boards, local print media, job fairs around the County, job centres We have to constantly advertise, to keep our profile up and because we always have work available and local colleges	No, the majority of our staff have been with the business since we started. When recruiting staff we are inundated with candidates, although they don't all pass the first stages of our interview process		For example, were we to recruit 10 people next week on contracts of 20 hours per week, we would be committed to pay for 200 hours per week over and above the current volume of work undertaken. The rate of referrals from the Council is 100% uncertain and, over the last weeks has averaged [10] hours per week. Therefore, for the 10 new members of staff, we would be paying 190 hours in the first week and would receive no income. This would cost on average £6.90 x 190 = £1,311, which, with NI, Pension and holiday pay becomes £1,586 in week 1. There would be another 10 hours referred in week 2, so this cost	Retention of staff is becoming increasingly difficult due to rates of pay and mileage costs. Many feel that a career in care is no longer viable and so tend to move out of the sector entirely, causing valuable skills and experience to be lost.	Carers tend to leave to work in care homes with block shifts and better rates of pay without the travel.

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