

**APPENDIX 3: CURRENT POSITION OF THE CITY & COUNTY OF
SWANSEA AGAINST UNISON'S ETHICAL CARE CHARTER**

JANUARY 2017

Stage	Criteria	In House Provision	External Provision	Comments
Stage 1	Commissioning based on client need not minutes or tasks.	√	√	Visits are based on the assessed need of the individual service users.
	In general, 15 minute visits will not be used.	√	√	The minimum commissioned duration of a visit is 20 minutes.
	Homecare workers will be paid for their travel time, travel costs and other necessary expenses such as mobile phones.	There is a local agreement in place for home care staff to claim the relevant travel allowances.	13/17 respondents to our survey pay mileage. 7/17 incorporate travel time in an enhanced hourly rate for care delivery, 7/17 pay travel time separate to care delivery time, 1/17 is not applicable as care delivered on site. 7/17 respondents pay for mobile phones for staff.	We are looking at the issue of the terms and conditions of provider agencies, and are reviewing our requirements to be included in contracts as part of a procurement exercise. Under National minimum Wage legislation it is now a requirement for domiciliary care workers to be paid for time travelling between calls.
	Visits will be scheduled so that homecare workers are	√	√	We agree that domiciliary care workers should have sufficient time to carry out the care of service users.

Stage	Criteria	In House Provision	External Provision	Comments
	not forced to rush or leave early to get to their next client.			We monitor the delivery of care, and where there is evidence that it has not been fully delivered or has been of poor quality we take remedial action. We also work with our providers on building sustainable and geographically concentrated runs to minimise the amount of time care workers spend travelling between calls.
	Eligible homecare workers are paid statutory sick pay.	√	√	We have no evidence that this has been an issue locally.
Stage 2	Clients will be allocated the same homecare worker(s) wherever possible.	√	√	We believe that this is the best practice and we would wish to see continuity in the delivery of care wherever possible. We recognise that to achieve this is a complex matter that involves stabilising the workforce and reducing turnover of staff.
	Zero hours contracts will not be used in place of permanent contracts.	√	Only 1 respondent to our recent survey <i>only</i> offers zero hours contracts.	We agree that there should not be widespread use of zero hours contracts, but we believe that there is a place for such contracts (for example for relief staff). We also agree that we would normally expect workers to be offered permanent contracts of employment where appropriate.
	Providers will have a clear and accountable procedure for following up	√	√	We have a requirement in our contracts that providers have a clear and accountable procedure for following up staff concerns about their clients'

Stage	Criteria	In House Provision	External Provision	Comments
	staff concerns about client wellbeing.			wellbeing, and would expect this to be followed.
	All homecare workers will be regularly trained to the necessary standard to provide a good service at no cost to themselves and in work time.	√	√ Only 1 respondent to our recent survey stated that they do not pay carers to attend training	We would expect all staff employed by provider agencies we contract with to be trained to deliver good quality care. We are reviewing our requirements from providers regarding the training of staff as part of our procurement exercise.
	Homecare workers will be given the opportunity to regularly meet co-workers to share best practice and limit their isolation	√	√	Holding regular team meetings, supervision and appraisals form part of our current contractual terms and conditions.
Stage 3	All homecare workers to be paid at least the Living Wage (set by the Living Wage Foundation of £8.45 per hour outside London)	√	3/17 respondents to our survey pay above the Living Wage Foundation rate per hour. All respondents pay above the national living wage of £7.50 to all workers irrespective of age	Although this is not a requirement of our contractors at this stage, it is being considered as part of our procurement exercise.
	All homecare workers will be covered by an occupational sick pay scheme	√	3/17 respondents to our survey state that they operate an	The issue of staff feeling pressurised to work when they are ill in order to protect the welfare of their vulnerable clients is complex. An occupational

Stage	Criteria	In House Provision	External Provision	Comments
			occupation sick pay scheme.	sick pay scheme of itself will not directly address the issue of pressure that individual workers feel they are subject to, although in principle we would agree that this is the right way for employers to value their staff and increase the retention of staff.