

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

JANUARY 2015

Stage	Criteria	In House Provision	External Provision	Comments
Stage 1	Commissioning based on client need not minutes or tasks.	√	√	Visits are based on need of the service users. There is an allocation of time for staff to perform tasks and this is based on the needs of the individual service users.
	In general, 15 minute visits will not be used.	√	√	The minimum duration of a visit that we pay for 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.	11/13 respondents to recent survey pay mileage. 4/13 pay travel time a further 3/13 incorporate travel time in their hourly rate of pay.	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 re-accreditation exercise.
	Visits will be scheduled so that homecare workers are not forced to rush or leave early to get to their next client.	√	√	We agree that domiciliary care workers should have sufficient time to carry out the care of service users. 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.
	Eligible homecare workers are paid statutory sick pay.	√	√	We agree with this and have no evidence that this has been an issue locally.

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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.	√	2/13 respondents to recent survey <i>only</i> offer 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 staff concerns about client wellbeing.	√	√	We have a requirement in our contracts that providers have a clear and accountable procedure for following up staff concerns about their clients' 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.	√	√ 1/13 respondents 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 re-accreditation exercise.
	Homecare workers will be given the opportunity to regularly meet co-workers to	√	√	Holding regular team meetings, supervision and appraisals form part of our current contractual terms and conditions.

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	share best practice and limit their isolation			
Stage 3	All homecare workers to be paid at least the Living Wage (£7.85 per hour outside London)	√	2/13 respondents to recent survey pay the living wage or above. All respondents pay above the minimum wage.	Directly employed staff are currently paid above the Living Wage. A decision to extend this as a requirement of contractors would be considered as part of our re-accreditation exercise.
	All homecare workers will be covered by an occupational sick pay scheme	√		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 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.