

## HOME CARERS AND GUARANTEED HOURS

### PROPOSAL FOR FUTURE ACTION

Guaranteed hours contracts to be offered to all existing Home Carers, subject to the following conditions:

- The maximum number of hours offered as guaranteed to be 60% of total hours for the Service.
- Those currently working, or willing to work, a minimum of 16 hours per week to be eligible for guaranteed hours. Priority to be given to those whose hours, over the past year, average 16 hours or more.
- The working pattern to include at least one day on either a Saturday or Sunday each week, plus at least two weekday evening shifts each week, subject to one full weekend off in four. The proportion of the hours to be worked in the evening or at weekends to depend on the total number of hours in the contract. For example, those working full time may be expected to work a greater number of hours at the weekend or in the evening than those working part time.
- A guaranteed hours contract means that the Council will guarantee payment to the Carer for the hours specified in the Contract. It also means that the Carer will be expected to work all the hours in the contract, in accordance with the rota specified in the contract, allowing for annual leave and sickness absence.

Where, in exceptional cases, a Carer 'loses' some of the guaranteed hours through unforeseen circumstances beyond their control, there are two options to be considered.

- The Carer must alert the Senior within one hour of that happening, so that alternative work can be allocated. Such alternative work may be allocated anywhere within the Co-ordinator area.
- If a Carer fails to notify the Senior in this time limit, they will be required to 'make up' those hours at a mutually convenient time within the following 4 week period. If no such time can be agreed, then the Carer may not receive payment for the 'lost' hours.
- Alternatively, a Carer will agree as part of the guaranteed hours contract to set aside one session during the week outside the normal work programme and to undertake to 'make up' any hours lost during that session within the next 4 weeks.
- There will be a separate register of Carers who, in response to a management request, have formally expressed the willingness to be

contacted in the case of emergency cover and, if they so wish, will specify a preference for certain days and times during the week.

- The contract of employment to specify the hours of work and the rota which the Carer will work.
- All new starters from 1 April 2000 to be given guaranteed hours contracts subject to the above conditions.
- Existing Carers who are unable to take guaranteed hours contracts subject to the above conditions, to continue existing working patterns. The Council to make every effort to avoid distorting these patterns and any changes to occur by natural wastage.