

HC-One Noticeboard

Last update: **25 Mar 2025**

Latest HC-ONE Update

The Ballot For Pay 2025 Has Closed And The Results Are In!

Posted on: 25 March 2025

More of you have voted than ever before in the HC-One 2025 pay ballot – an amazing achievement.

The pay offer for 2025 has been overwhelmingly accepted by GMB members – with 90% voting to accept the offer of:

Pay uplifts of:

Zone 1 home – increase of **77p an hour**

Zone 2 – increase of **60p per hour**

Zone 3 – increase of **70p per hour**

Zone 4 – increase of **60p per hour**

And a company sick pay uplift to £40 a day, 3 occasions a year from 1st October 2025.

Until 1st October 2025, the current rate of £16 a day will apply.

The company has been informed of your acceptance of the offer and we have received notification that the pay increase implementation will begin this week, with homes receiving confirmation letters of new rates being applied from the 1st April 2025.



The further fight for Sick Pay in social care:

While you in HC-One are making steps forward in increasing sick pay rates, you may recall GMB asking you to give your views and experiences about sick pay in 2024, for a government consultation on raising statutory sick pay.

Earlier this month, the government announced its plans under the new Employment Rights Bill, that their position will be to raise statutory sick pay rates to 80% of the weekly wage.

This bill is working its way through parliament now, with the bill moving to the House of Lords later this Spring.

While the news of an 80% pay increase is of course welcome – especially in social care where it is such a vital condition of employment – the GMB are still lobbying for FULL SICK PAY.

Here's how:

On Thursday your GMB Union Rep Jakky Kitchen met Stephen Kinnock, Minister of State at the Department of Health and Social Care, and spoke up specifically about sick pay

“Although the proposed increase to 80% is welcome, this will just readjust the SSP rate – meaning care sector workers will still be on minimum rates of sick pay – 5 years on from the pandemic – care sector workers are Sick of SSP and workers in social care need and deserve full sick pay as an industry standard and it is vital that Sick Pay is on the negotiation table in the Fair Pay Agreement.”



On 24th March, Natalie Grayson GMB National Organiser is meeting with leaders from the government's Department of Business and Trade, who are in charge of the employment rights bill.

While sick pay at 80% is proposed, there is not a definitive timeline for when it would be implemented if the bill were to go through.

"It's clear that the sick pay uplift needs to be implemented as soon as possible for social care workers – on the week of the 5 year anniversary of Covid lockdown – we know that Full Sick Pay means Healthy Care and GMB are making these representations at the highest level of Government to make sure our members benefit as quickly as possible.

The increase to 80% will be a milestone if it is achieved – but I call on all care sector members to join the campaign and have your voices heard – in the coming weeks and months, politicians need to hear the voices of care sector workers – no employment rights have ever just been given to us – trade unions are who we have the thank for the weekend, pensions, holidays and time off – sick pay will be no different. GMB will not stop our Sick of SSP campaign until Full Sick Pay is a standard in the care sector."

Rally for Care Workers

GMB's National Care Committee are holding an event of remembrance and reflection on FACEBOOK LIVE

TUESDAY 25th March 2025 – 18:00 – 19:00

Log on here, support the event and find out more about the Sick of SSP campaign! <https://fb.me/e/5v0fAHKbA>

HC-One Pay Ballot 2025 – One Week Left



Posted on: 14 March 2025

Dear GMB Members,

There is only one week left of your pay ballot for 2025!

You should be aware that HC-One homes fall into Zones – which means different pay for different people, depending on location.



The offer breaks down as:

Zone 1 home – increase of **77p an hour**

Zone 2 – increase of **60p per hour**

Zone 3 – increase of **70p per hour**

Zone 4 – increase of **60p per hour**

If accepted by the membership, your pay will increase from 1st April 2025.

We're pleased to report that the company has made GMB members an offer to increase company sick pay to £40 from 1st October 2025.**

**** Not October 2024 – we apologise for the typing error published in our bulletin on 17th Feb 2025**

Make sure you vote this year to give us a strong response to this year's pay claim.

The decision is yours, but your GMB reps committee ***recommend that the membership accepts this offer.***



If you do not receive a ballot paper by 14th March, contact your regional office to make sure we have all your details up to date.

Ballots will be run in workplaces, online and by post.

You can contact your regional office through –

GMB Midlands 0330 165 5585 – stuart.perry@gmb.org.uk

GMB London 020 8202 8272 – Rachel.baylis@gmb.org.uk

GMB North East, Yorkshire & Humber 0191 233 3930 – Rachel.dix@gmb.org.uk

GMB North West and Irish 0151 727 0077 – lisa.nash@gmb.org.uk

GMB Southern 020 8397 8881 – kasia.naskretska@gmb.org.uk

GMB Wales and South West 029 2049 1260 – Jill.richards@gmb.org.uk

We still have a long way to go to make HC-One a real living wage employer and to secure £15 an hour – but we believe this offer is another big step forward. This offer secures a pay uplift comparable to the pay increase made in 2024 and more than doubles sick pay for every single worker in HC-One.

Just like your surveys and sick notes – the more of you participate in your pay ballot, the stronger the message is and the louder your voice.

2025/26 Pay Offer Zone Rates Of Pay



Posted on: 27 February 2025

Dear HC-One Members,

You should be aware that HC-One homes are sorted into Zones – which means different pay for different people, depending on location.



The offer breaks down as:

Zone 1 home, increase of **77p an hour**

Zone 2 increase of **60p per hour**

Zone 3 increase of **70p per hour**

Zone 4 increase of **60p per hour**

If accepted by the membership, your pay will increase from 1st April 2025.

The individual offers by job role and Zone rates can be found here:

1 [wales-zone-1-offer-2025.pdf](#)

1 [zone-1-england-offer-2025.pdf](#)

2 [zone-2-england-and-wales-offer-2025.pdf](#)

3 [zone-3-england-and-scotland-offer-2025.pdf](#)

4 [zone-4-scotland-offer-2025.pdf](#)

Your National Care committee members are backing this offer and recommend you vote YES





HC-One Pay Offer 2025



Posted on: 17 February 2025

Dear GMB Members

We are pleased to inform you that after months of negotiations- an offer has been presented by the employer which the HC-One Reps Committee feel is one which they can take to and recommend to members in the 2025 pay ballot.

This year has seen a huge swell of growth and interest in negotiations- and it's no wonder, last year after coming together and winning sick pay - we wanted to build on what was a huge shift in culture and a huge win for HC-One workers.



While thousands of you benefited from being able to take a sick day and receive some sick pay, we committed to ensure that the instatement of company sick pay was just the beginning.

This year – we resolved to improve the company sick pay rate of £16 a day and increase the daily rate of sick pay to £40 a day.

Nearly 2,500 of you backed our ask and completed a sick note in our action day this year – hundreds more than completed our petition in 2024.

We're pleased to report that the company has made GMB members an offer to increase company sick pay to £40 from 1st October 2025**

***We apologise for the original post reading 2024 – this was a typing error*

This would not have happened if had not filled in your surveys and sick notes and showed how important this issue was to you.

The message that 94% of you said that you needed a sick pay rise was so strong – it gave us the back up we needed to secure our ask at the negotiating table.

Proof that the more you participate in your union – the stronger your voice is.

Through your feedback some of you told us that you had been ill but had been refused sick pay. If you have been ill and not received sick pay – you should call GMB straight away so we can deal with it.

Sick pay is for everyone and every contract type in HC-One.

Thanks to GMB seeking further protection for HC-One workers – The company has also publicly signed up to the Dying to Work Charter – this gives guarantee to you that if you are diagnosed with a terminal illness, you will not be dismissed on capability or be put under pressure to leave the business – this means, you are able to take control of your life, live with dignity and continue to work on your terms.

If you die, you will still be employed and your family will receive your death in service payment.

The company has asked us to remind you – that you can nominate your next of kin through completing a form on deputy – so if your circumstances have changed – make sure you have the right person on your records to leave your death in service benefit to!

You also told us that sick pay from 2024 was confusing and many of you have told us about instances where we believe you had a case for receiving discretionary sick pay – such as when you are off recovering from an operation, or a serious health condition.



We have informed the company of this and have agreed to work on training for managers and communication to make sure you understand how sick pay works and your manager can support you to get the discretionary pay you could get access to.

The full sick pay policy is available for you to read on Deputy – which details how it works and what you should receive.

If you're still confused– speak to your GMB representative who will be happy to help.

If the offer is accepted by the members, the policy will be updated to reflect the change in pay rates.

This is – of course – annual pay talks – so what does this mean when it comes to pay?

You should be aware that HC-One homes, for into Zones – which means different pay for different people, depending on location.

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Zone 2 increase of **60p per hour**

Zone 3 increase of **70p per hour**

Zone 4 increase of **60p per hour**

If accepted by the membership– your pay will increase from 1st April 2025.

We still have a long way to go to make HC1 a real living wage employer and to secure £15 an hour – but we believe this offer is another big step forward – this offer secures a pay uplift, comparable to the pay increase made in 2024 and more than doubles sick pay for every single worker in HC-One.

Just like your surveys and sick notes – the more of you participate in your pay ballot, the stronger the message is and the louder your voice.

Make sure you vote this year to give us a strong response to this years pay claim.

The decision is yours, but your GMB reps committee ***recommend that the membership accepts this offer.***

Ballots will be run in workplaces, online and by post.



If you do not receive a ballot paper by 14th March, contact your regional office to make sure we have all your details up to date.

You can contact your regional office through -

GMB Midlands 0330 165 5585 - stuart.perry@gmb.org.uk

GMB London 020 8202 8272 - Rachel.baylis@gmb.org.uk

GMB North East, Yorkshire & Humber 0191 233 3930 - Rachel.dix@gmb.org.uk

GMB North West and Irish 0151 727 0077 - lisa.nash@gmb.org.uk

GMB Southern 020 8397 8881 - kasia.naskretska@gmb.org.uk

GMB Wales and South West 029 2049 1260 - Jill.richards@gmb.org.uk

GMB UNION MEMBERS DELIVER YOUR SICK NOTES TO THE COMPANY



Posted on: 22 January 2025

Thousands of you over the last 6 weeks have stood up in the fight for better sick pay and paid breaks. On Tuesday 21st – ahead of our next pay talks meeting today– we delivered thousands of Sick Notes to HC-One.

HC-One reps and workers from around the country turned out to deliver the petition – some for the very first time.





“It was important for us to show up today – Sick Pay is such an important issue for us to improve – we had to be here and be counted”



Pay Negotiations

Today (Thursday 23rd) we head in to our pay negotiations session with the company. We are focussing on Sick Pay – your experiences and testimonials to make the case for:



- Improved Company Sick Pay Rates – increase the daily Company Sick Pay rate from the current £16.67 a day to £40 per day from April 2025.
- Introduce an ‘appointment hours’ entitlement and policy for staff – an alternative to using annual leave for short timescale appointments such as doctors/dentists for themselves or those they care for.
- Discretionary pay to be appropriately accessible for staff.
- Company training and webinars for staff to understand sick pay policy.

Our pay talks are coming to an end, and we expect to be asking you to cast your ballot on the pay offer in February.

GMB members get the final say in pay negotiations – we make the case as strongly as we can to the company on the representations you want us to make.

Pay Talks Have Started! – Here’s What Happened



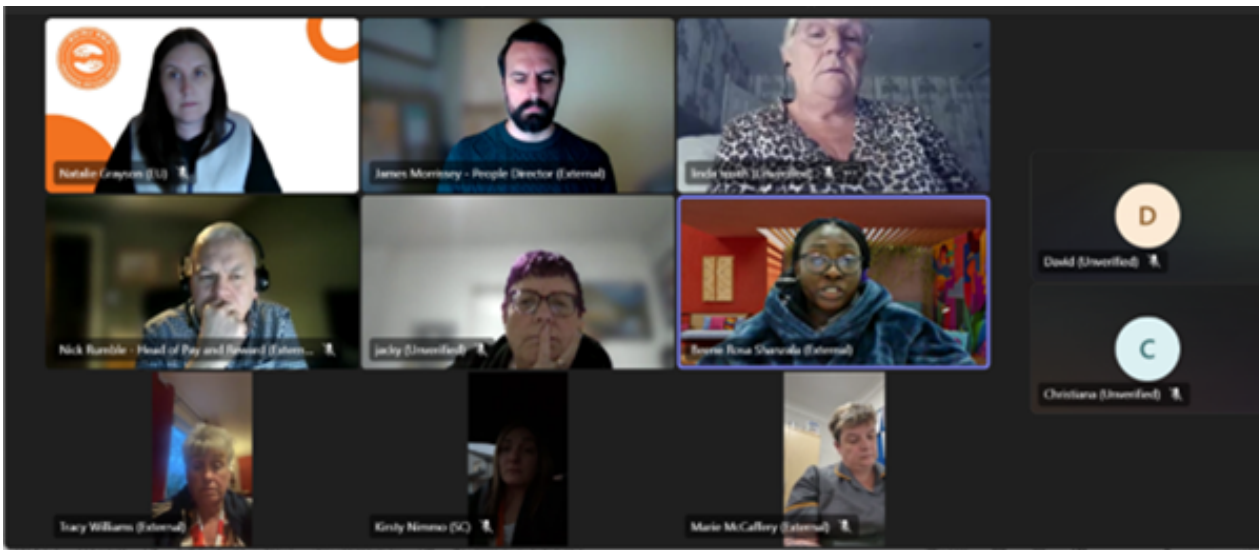
Posted on: 12 December 2024

Pay talks with HC-One Update – Meeting 1

Date: 4th December 2024 Time: 15:30 – 17:00

Your GMB National Committee members met with HC-One’s Head of People James Morrissey and Head of Pay and Reward Nick Rumble, for 2025 pay talks.





1. Equality for bank holiday pay

- Various payments are made due to contracts – ranging from single time to time and a half to double time – your HC-One committee members made the case these bank holidays should be harmonised upwards
- We raised that in some homes – HC-One colleagues are not receiving their full entitlement for bank holiday pay.

CHECK YOUR CONTRACT AND YOUR PAYSリップ – IF YOUR BANK HOLIDAY PAY IS NOT CORRECT, CONTACT YOUR LOCAL GMB OFFICE

2. Installing unsociable hours pay by £1 an hour for night shift workers

- Staffing issues are most acutely felt on the night shift and working constant nights is proven to have a detrimental effect on a worker's health. It is standard practice in many industries and sectors for night shift workers to receive something called unsociable hours payment during the hours of 12pm – 6am – your NCC members made the case for this.

Pay talks meeting 2

Date: 11th December 2024 Time: 15:00 – 17:00

Yesterday your GMB Union representatives sat down with the employer in the second pay talks meeting for 2025 Pay, the bulk of the discussion was around hourly pay, reducing zone rates and aiming for



equality for pay terms and conditions.

1. Increase to the 2025 Real Living Wage as a minimum for all HC-One staff. HC-One becoming a Real Living Wage employer.

GMB members seek the eradication of Zone 1, ensuring a minimum rate of pay for reevaluated Zone 2 levels and pay parity in Scotland – raising rates from Zone 4, to Zone 3.

2. Immediate increase of 10% for Zone 2 and 3 – equivalent for all differentials GMB's aim for £15 an hour can be achieved for 3,000 HC-One workers.

3. Introduction of Paid Breaks for all staff and pay for all hours worked

- GMB members seek to receive paid breaks from April 2025
- GMB members must have pay for all other hours worked, especially handovers for staff who have a duty to undertake them.

Your reps then led their position for securing pay for all hours worked.

Rosa, the latest representative to join your GMB committee – powerfully outlined how nurses, associates and senior care workers and clinical staff must conduct a handover for resident safety and security – but these 15 – 20 minutes extra a day are unpaid.

- Care staff in some instances are also expected to come to handovers which are unpaid
- Maintenance operatives on call or dealing with issues outside workhours hours without pay
- Pay isn't covered for resident accompaniments – such as arriving back after shifts have ended from hospital
- Training at home was also raised – but confirmed by the company that if training is pre agreed with the home manager that this will be paid.

IF YOU HAVE TRAINING REQUIREMENTS SEEK AN ARRANGEMENT FROM YOUR MANAGER FOR THIS TO BE DONE ON WORKS TIME OR PAID IN YOUR OWN TIME.



We concluded the last half hour of the meeting discussing the need for paid breaks. Staffing levels, continuously building workload and genuine care and compassion for residents result in staff members not being able to take their full breaks – uninterrupted.

Our next meeting is due to take place on Thursday 23rd January 2025.

Following our second bargaining session, we are now gearing up to make the case for sick pay.

Since SSP from day one was launched in April 2024 – 9000 sick pay days have been taken by HC-One workers – at a rate of £16 a day.

We're calling on the company to improve sick pay rates – from £16 a day to £40 – in this year's pay negotiations.

HC-One are one of the only care companies in the country who pay sick pay.

This is only because 2000 of you signed a petition.

Imagine what you can achieve if every HC-One worker took part in the Sick of SSP campaign.

On 26th November 2024, we launched the year 2 Sick of SSP campaign and we are asking every single HC-One worker to

Sign a Sick Note for delivery to HC-One CEO – have you signed one yet?



Statement of Fitness to Work HC-One Workers are Sick of SSP



Patients Name

Patients Workplace

Because of the following condition

8% of HC-One workers can not afford to take time off sick

GMB advises your terms and conditions are: ☐ Not fit for work unless the following advice is taken

The condition will significantly improve once the following adjustments are put in as a result of 2024 - 2025 pay negotiations

☐ Sick Pay increased from SSP from day 1 to £40 a day

☐ Paid breaks to support staff wellbeing

Patients comments:

This will be the case until

All staff receive Full Sick Pay

☒ I will not have to assess your terms and conditions for improvement

Doctors Signature

GMB UNION



Region:

WE SUPPORT. WE ADVISE. WE PROTECT.
WE WORK, TO MAKE YOUR WORK BETTER.

WE ARE YOUR UNION

What's at stake? It's simple. Paid Sick Days = Healthy Care.

Short term sickness: Colleagues get sick, and residents get sick. Sick pay from day one saved lives during covid.

Midterm Injury or illness: If you are injured and broke your arm, would you have to come to work before you were healed? If you couldn't do all your duties, could you afford to come back on a phased return?

Long term health: If you were diagnosed with cancer, how would you cope? If you had a heart attack, could you deal with the extra stress of not being able to pay bills?

What we don't want



We don't want the employer to think only a minority of the 19,000 staff members of HC-One are interested in sick pay.

What do we do now?

Option 1:

Run an activity in your workplace.

Print off your sick note here: [sick-of-ssp-sick-note.pdf](#) and ensure all your colleagues sign one too. Pass it on during your handover and make sure the other shifts sign it too.

Send it back via WhatsApp to 07730091975 or email Natalie.grayson@gmb.org.uk

Option 2.

Call your GMB office and find out how soon GMB can come in for a visit – get all your colleagues on shift to turn up to speak with GMB and sign a sick note.

Option 3.

Register your interest to deliver the petition to HC-One in January!

<https://forms.office.com/e/rxbhbd9gRK>



HC-One reps on delivery day for the 2023 petition – HC-One Darlington HQ

Launch Of Sick Of SSP 2025



Posted on: 27 November 2024

Tuesday 26th November saw the launch of GMB's Sick of SSP campaign for 2025 in HC-One!

Hundreds of you participated in the launch of our 2025 campaign – completing your Sick Note and wearing a sticker – but why are we doing this???



In November 2023, GMB launched the Sick of SSP campaign for HC-One workers. Over 6 weeks, 2000 of the 19,000 staff members signed a petition of support for real sick pay for HC-One workers.

In January 2024, 2000 signatures of HC-One workers were delivered in person to the company headquarters showing support for the Sick of SSP campaign.

The next week, the company bought forward an offer of sick pay from day one, at Statutory Sick Ray rate at £16 a day and GMB members voted to accept the offer for a pay rise and sick pay from the company.



Your campaign has been across the world – inspiring care sector workers everywhere to start their own campaigns for sick pay – even the UK Government are consulting with GMB Union on sick pay reform because of your public campaign and win.

We told you then this was just the beginning...

We're calling on the company to improve sick pay rates – from £16 a day to £40 – in this year's pay negotiations.

Like your National HC-One Committee said, this will take more than 2000 of you to improve the rates – so help us with getting the word out with the campaign

Download, print and send out your own Sick Notes to hand to colleagues at work: [sickofssp-sicknote.pdf](#)

You can return your sicknotes to us by:

- 1. Sending pictures over WhatsApp to 07730091975**
- 2. or using this same number to send us a message and let us know which home you are in and we'll arrange a collection**
- 3. OR writing FREEPOST GMB on an envelope and posting to us – you don't need a stamp and we'll receive it at our National Office!**

THE RESULTS ARE IN



Posted on: 21 March 2024

The results are in from the GMB's 2024 Pay ballot, which closed on 18 March 2024

More of you have voted than ever before.

55% Accepted the offer

45% Rejected the offer

Your National Representatives will now inform the employer of your democratic decision to accept the improvements to your terms and conditions.



Your pay and sick pay entitlement will start on 1st April 2024.

How did we get here?

1. Autumn 2023

GMB members were surveyed on the improvements you wanted to see in 2024

2. October 2023

Your National Reps met over a series of meetings to discuss where we should focus our negotiations and how we can show HC-One that you were passionate about this issue.

3. 28th November

The Sick of SSP is launched – over 2000 of you signed our petition in workplaces to HC-One bosses telling them you were #SickofSSP – more than 2000 of you signed the petition



4. January 2024 – the petition delivery (have you seen our TikTok yet? –

<https://vm.tiktok.com/ZGePTgoWA/>)

Your reps stood in the freezing wind and rain to present HC-One with the petition and your signatures – one week later – we negotiated sick pay from day one and our ballot started for you to have your say.

Your ballot paper made a commitment to you – we will not stop the campaign for Full Sick Pay, but what we have managed to achieve through your action and your vote is that 19,000 HC-One workers get Statutory Sick Pay from day one as a contractual right.



As the country's largest care provider, this will have a ripple through the industry.

A statement – that care sector workers know their worth and they are not going to be quiet any more.

This achievement should not be underestimated.

We have won SSP from day one – we need to decide where we go from here.

It's time to become organised

Your small action of signing and sharing a petition has moved HC-One – the country's largest care provider – from no sick pay to provide SSP from day one of illness, three occasions a year.

Imagine what we can achieve if you organise and get more involved.

Join our Care Sector Army and become a GMB Union Activist

A great start to making changes in the workplace, your help will make all the difference. You can help us make sure people fill in their petitions, join the union, complete our surveys. Easy small things, which when done on mass, help us to achieve huge wins!

Become a full Representative.

One step further than an activist – you can start your journey here or work your way up to it from being an activist. Join the conversation, learn how to negotiate and represent your members in disciplinarys and grievances, represent your area nationally and be the voice for GMB members in your workplace.

Register your interest here: <https://forms.office.com/e/FpzzuJE2pi>

THE DETAIL

In the coming weeks, keep an eye out for more information on our sick pay policy.

Sick Pay is now payable from 1st April 2024. Any sick days before this date will not have sick pay paid.

Sick Pay is for everyone employed by HC-One.

You are entitled to sick pay no matter if you are Full time, Part Time, Bank or Flexforce.

Sick Days are to be used for when you are sick – this shouldn't be used for any other reason such as childcare – otherwise you won't get sick pay when you're actually sick!

The company has informed us that some changes may take time to set up. If you have a sick day and are not paid from the 1st April 2024, call the GMB Union and let us know so we can follow up for you.

You can check out your new pay rates here:

[hc-one-pay-matrix-2024.pdf](#)



These hourly rates are payable from the 1st April 2023.

We are pleased to have won this monumental change for HC-One workers – this will now be your contractual right and will be in the contracts of all new HC-One employees.

Become active and we can win more changes in the coming months and years.

Marie, Jakky, Cristiana, Christina, Linda, Chika
GMB Union National Representatives

Pay Talks With HC-One Update



Posted on: 6 February 2024

Pay talks with HC-One Update

Pay offer for 2024 – Have your say on Pay.

Colleagues,

On Tuesday 30th January 2024 – HC-One presented their offer on pay for 2024.

You can find out what that means to you here: [hc.one.2024.paymatrix.pdf](#)

If you don't know which zone your workplace fits into you can ask your GMB Rep or your home manager.

If accepted by GMB members, this pay will be implemented for 1st April 2024.



This year – GMB Union representatives made a solid and moral case for Full Sick Pay.

GMB members now can decide on their ballot paper, if 19,000 HC-One workers get Statutory Sick Pay from day one as a contractual right.

This achievement should not be underestimated.

Your small action of signing and sharing a petition has moved HC-One – the country's largest care provider – from no sick pay to provide SSP from day one of illness, three occasions a year.

More than 2000 of you signed the GMB's 'Sick of SSP petition' since its launch on 28th November – delivered by your national committee members on 23rd January.

[https://www.tiktok.com/@gmb.care.sector.w/video/7327661401277828385?
is_from_webapp=1&sender_device=pc&web_id=7303596642413168160](https://www.tiktok.com/@gmb.care.sector.w/video/7327661401277828385?is_from_webapp=1&sender_device=pc&web_id=7303596642413168160)

In two short months – you have moved the company and changed the landscape of industry with the stroke of a pen and wearing a sticker.

Can you imagine what you can accomplish if you organise in your workplaces?

Your National HC-One Committee see this as a milestone achievement to getting full sick pay – the fight isn't over; it is just beginning.

GMB Representatives will be visiting HC-One homes from the 12th February until the 18th March 2024 to conduct a ballot in your workplace on Hourly Pay and on Sick Pay and give you the one-to-one detail.

Make sure you vote in this historic HC-One ballot.

Pay Talks With HC-One Update – Meeting 2



Posted on: 21 December 2023

Subject: Pay talks with HC-One Update – Meeting 2.

Date: 20/12/23 Time: 15:00-17:00

1. HC-One workers are Sick of SSP



2. Union organising

3. Hourly rate increases

Colleagues,

Yesterday your GMB Union representatives sat down with the employer in the second pay talks meeting for 2024, we presented to the company over 1000 signatures from HC-One workers which have been collected since the launch of GMB's Sick of SSP campaign on the 28th November (see the signatures here: [petition-photo.png](#)) and we summed up your claim for sick pay with real life stories of the impact of no access to sick pay.

During a 2 hour bargaining session we outlined

What's at stake? It's simple. Paid Sick Days = Healthy Care.

Short term sickness: Infectious diseases like covid are more likely to be spread – 7% of GMB members said they could afford to come in to work. Jakky Kitchen, GMB Rep in the North East told the negotiators about how 30 residents died during Covid. We can't let this happen again.

Midterm Injury or illness: Your Rep Mhari told the negotiators how because of no access to sick pay you have no choice but to come to work and you remain sick for much longer because you are less likely to go to the doctors and so the infections last longer without rest and proper treatment.

Long term health: Cancer, broken bones and heart attacks can happen to anyone at any point in time. The company's sick policy also doesn't support rehabilitation into the workplace through phased returns or reasonable adjustments and makes you out to be unreasonable for being sick. The current HC-One policy is no sick pay – how can the Kind company live up to their name when they don't support colleagues in this situation?

What we don't want

We don't want the employer to think only a minority of the 20,000 staff members of HC-One are interested in sick pay. This is why it's important to sign the petition 'Sick of SSP'.

What do we do now?

Option 1:

Continue to download and run handwritten petitions in your workplace: [ssp-petition.pdf](#)

Send it back via WhatsApp to 07730091975 or email Natalie.grayson@gmb.org.uk by 7th January 2023



Option 2. Share this link through to every colleague on every shift – via whatsapp, text, emails networks for our online petition.

Or print off and cut out our slips with QR codes to give to your colleagues

Unlike germs – this petition is a good thing to share – if you have already signed the hand written petition – you don't need to resign – just share with your HC-One colleagues.

Sign & Share the Sick of SSP Petition here!

We are meeting the company for our next meeting on Tuesday 9th January – where we expect the company to begin feeding back their prospect of the offer.

HC-One Pay Talks Update And Sick Pay Petition



Posted on: 7 December 2023

Subject: Pay talks with HC-One Update – Meeting 1.

Date: 5th December 2024 Time: 13:00 – 15:30

1. Pay uplift for a cost of living pay rise

2. Zonal rates – red circles and roles not being paid appropriately

3. Pay and recognition for qualifications and experience

Colleagues,

Yesterday your GMB Union representatives sat down with the employer in the first pay talks meeting for 2024, the bulk of the discussion was around hourly pay, zone rates and the justification of those categories, rewarding staff for dedication and investing in staff who want to upskill and get more pay.

Following a 2.5 hour bargaining session yesterday with HC-One, we are now gearing up to make the case for sick pay.

On 28th November, we launched the Sick of SSP campaign and we are asking every single HC-One worker to sign the petition for delivery to HC-One CEOs – the petitions are still running – have you signed it yet?

What's at stake? It's simple. Paid Sick Days = Healthy Care.



Short term sickness: Colleagues get sick, and residents get sick. Sick pay from day one saved lives during covid.

Midterm Injury or illness: If you are injured and broke your arm, would you have to come to work before you were healed? If you couldn't do all your duties, could you afford to come back on a phased return?

Long term health: If you were diagnosed with cancer, how would you cope? If you had a heart attack, could you deal with the extra stress of not being able to pay bills?

What we don't want

We don't want the employer to think only a minority of the 20,000 staff members of HC-One are interested in sick pay. This is why it's really important to sign the petition 'Sick of SSP'.

What do we do now?

Option 1:

Run a petition in your workplace.

Print off your petition here: [petition.pdf](#) and ensure all your colleagues sign it. Pass it on during your handover and make sure the other shifts sign it too.

Send it back via WhatsApp to 07730091975 or email Natalie.grayson@gmb.org.uk by 19th December 2023

Option 2.

Call your GMB office and find out how soon GMB can come in for a visit – get all your colleagues on shift to turn up to speak with GMB and sign the petition.

HC-One Workers Are Sick Of SSP



Posted on: 28 November 2023

If you don't see GMB Union today you will do soon – we know how #SickofSSP you all are!

Sign the petition here: [Sick of Statutory Sick Pay! | Megaphone UK](#)



Posted on: 13 November 2023

On 29th October 2023, GMB Union submitted an interim pay claim to Nick Rumble, HC-One's head of pay and rewards for an immediate uplift to the Real Living Wage for all staff who fall below the newly revised figures of £12 an hour (£13.15 in London) and a 10% increase to all other levels to maintain differentials.

You can read this letter here: <https://x.com/NGraysonGMB/status/1718547075728814099?s=20>

GMB has again written to the company today (13/11/23) after receiving no response – not even a response of acknowledgement – ahead of a meeting with the company tomorrow.

You can read this letter here: <https://x.com/NGraysonGMB/status/1724079150900609178?s=20>

GMB has also contacted HC-One with members concerns around seeing covid in the homes, being told to come in when sick, but again HC-One has not responded to the GMB on important issues which impact our members every day.

If you have not completed the GMB's Flash survey circulated last week, you can do so here: <https://forms.office.com/e/3ZMMY0fv4x>

HC-One members have a simple message for HC-One.

Respect us.

Pay us.

Protect us.

At this moment, HC-One aren't doing any of these things.

From the outset of my position of National Care Organiser in April 2023, I advised HC-One that your pay submission will be presented in November.

HC-One have been given plenty of notice of the pay submission and have been given 10 days to respond to the claim with acknowledgement, questions, comments or to set up a meeting with your representatives, but their silence shows disrespect to all HC-One staff, who do their jobs with integrity, and a damning impression the company's values of kindness, integrity, value for money and the simplest way – extend no further than corporate branding.



As GMB members, you need to be the change you want to see.

What steps are you willing to make to show HC-One that you know your worth and are willing to step up to get it?

Let the GMB know here: <https://forms.office.com/e/53jQZNuTvQ>

Pay Survey Results 2023 – Our Demand Of HC One



Posted on: 29 October 2023

It was great to meet so many members in workplaces over recent weeks and have the chance to talk to you about your pay aspirations.

Unsurprisingly, the top issue for HC-One members is pay. But we continuously heard stories about how you feel undervalued by the company, don't feel recognised for your skills and dedication to the residents and are finding yourself having to go over and above due to having to fill in because of the shortage of staff – with some of you reporting to the GMB levels of staffing, which are in your opinion, dangerous and or are having a negative impact on care.

This situation likely to get worse as we enter the winter season, we are already seeing Covid outbreaks which will not only have further impact on staffing levels but will also put our members under financial strain due to the continuing lack of sick pay.

In the November 2022 newsletter HC-One publication, they wrote about the support they are putting in place to help you, from taking a loan out against your own wages through Wagestream, to counselling sessions and financial advice.

An immediate and positive step that HC-One could make is to increase wages to above the industry level and provide company sick pay – this alone would provide the competitiveness to bring skilled workers to apply for HC-One, ease the pressure on you and improve the care levels provided to residents.

HC-One recently acquired a care home company in an investment venture which would have cost millions, GMB don't think it too much to ask they consider investing as much in their staff to create a profitable and leading business.

This is why today, on the International Day of Care and Support, the GMB Union have submitted a letter to HC-One for an interim pay increase – an immediate uplift to the Real Living Wage for all HC-One staff



and an equivalent uplift of 10% to maintain differentials for all those above the new RLW rates.

The Real Living Wage increased on the 25/10/23 to advisory levels of £12 an hour and £13.15 an hour for London based workers and is an advisory rate calculated by the Real Living Wage Foundation based on what is deemed to be an affordable wage.

GMB believes that ultimately a real living wage of £15 per hour is required to achieve this. This was a call raised directly from GMB members working in social care, and as part of this pay submission, further take up of negotiations in January to discuss other aspects of the claim would be a suitable way forward for HC-One to prepare for negotiations for other improvements on sick pay, differentials, qualifications and length of service.

An increase in the Real Living Wage would give 42% of the lowest paid staff in HC-One an overnight pay increase, but it is important that you know, we have also advised the company that the right thing to do, is to respect the structural differentials for experience and responsibility and increase the rates of those who would not be subject to the increase by £1.53 an hour, the highest differential for those who would receive the RLW increase.

HC-One often speak to the GMB about how they reward 75% of staff with Real Living Wage rates, but the recent increase means that less than half of you will fall underneath this rate from now on and it is essential they make good on their commitment.

This is not a replacement for collective bargaining and the negotiation process which will take place from January 2024, but a jump starts to prove their commitment and support for their employees.

Noticeboard Bulletin – 03-08-2023



Posted on: 3 August 2023

Dear Members,

On 2/8/23 your national HC-One Representatives met to discuss Pay Aspirations and challenges our members are facing working for HC-One at this time.

Throughout September, GMB Representatives will be visiting homes and contacting you for your feedback on the pay negotiations which will take place in early 2024. We are seeking to input your pay claim in November as we are aware of the acute challenges for those in the lower banding and on the lower grades.



If you have received this notice by text or email, we have your up-to-date contact details. However, if you have not received anything and are looking at this notice in the workplace or online – you need to update your contact details with GMB Union directly.

Please contact your region **GMB Regions | GMB** with your name, postcode, workplace and contact details as soon as possible.

At this moment, care is high on the news agenda, with media stories everyday about staffing shortages and the reasons – low pay, lack of work life balance, stress and anxiety and the impact of workers in care in a cost of living crisis’.

GMB Union is the only recognised union with HC-One and it is important for you to use your voice to tell your union what are the things which you want us to focus on. Members have told us that the last 3 years your jobs roles have changed and developed and delegated duties such as changing bandages and taking blood pressure are becoming more widely used often without the reward of pay to go with these extra duties.

We want to negotiate on the things that matter to you the most – which isn’t always just about your hourly rate this could include sick pay, breaks, overtime pay or bank holiday pay – but it could also be something else we haven’t thought of yet – it’s your opportunity to tell us.

A survey is a great way to do that, but your involvement and activism is too. If you want to make working for HC-One better, then becoming a GMB Representative is your way to have an influence on that.

Become a workplace representative | GMB

Update your details – Complete your survey in September – step forward and become a GMB Union Rep.

Noticeboard Bulletin – 21-06-2023



Posted on: 21 June 2023

If you have moved in between homes in HC-One, GMB are advising you to check your rate of pay.

Sometimes we feel like we need a change, this may be a new job role or may be a new location but stopping working at one HC-One home and starting at another, may have an impact on your pay.

HC-One pay their staff more based upon location, level of experience and length of service.



If you have moved care homes for a change of scene, you may find that you start at the bottom of your pay grade again, even though you have worked in that job role for many years.

Through workplace visits, we have come across a few members who are in this situation and GMB raised this with HC-One at a meeting on 20/6/23.

GMB and HC-One have agreed that instances like this will be reviewed and anyone who is on an incorrect level of pay for their length of service and or experience will have the chance to have this corrected. The company will also consider higher rates if you have previous experience with other employers.

As a reminder, the 2023 pay rates are here: [2023 Zonal Rates Proposal](#)

Your care home will fit in to Zone 1 - 4.

- **Level 1** is the rate for probation, people without previous experience in the role or who are on historic contracts which give you paid breaks.
- **Level 2** is the rate following passing probation at 6 months and up to 2 years in the role.
- **Level 3** is the highest level of experience with more than 2 years or more service.

Check your rates and check that you are not being paid less than you should be.

If you think you are being short changed - contact your GMB Region today [Contact](#)

HC-One Pay Ballot 2023



Posted on: 12 May 2023

Ballot Outcome

We are now able to inform you of the outcome of the Pay ballot and can confirm that GMB members accepted the offer.

The results are:

- Accept 66%



■ Reject 34%

The company have been informed of the result.

We would like to thank all the members that took the time to vote, this years ballot has seen the highest turnout of members in recent years and it is encouraging to see members becoming active in their workplace and many taking the step to become workplace representatives during the last few weeks.

We are committed to win £15 an hour as a starter rate for Care workers. Each year we step closer and while this pay round is complete, the GMB is still involved in local campaigns and focussing on getting the best possible outcome for our members – representatives are a key part in making that happen.

Get in touch if you too are ready to take that step forward.

Natalie Grayson GMB National Care Lead Organiser

Care Home Sales



Posted on: 11 May 2023

Dear member,

Following a 2 week silence from HC-One, GMB have finally had the requested information released to them relating to which care homes that HC-One have put up for sale, with one home as a closure.

Bridgewater Park

Ladywood

Lyndon Hall

The Beeches (Nottingham)

Victoria Park

Warrens Hall

Beeches, The (Doncaster)



Bishopsgate Lodge

Carr Gate

Tenlands

Ashton View

Callands

County Homes

Ferndale Court

Ferndale Mews

Harnham Croft

The Polegate

The Westbury

Church View

Chase View (Romford)

The reasonings behind these sales are classified as environmental or operational, but what this means is, that shareholders do not wish to invest further in well paid jobs and suitable and safe housing for residents.

When a sale happens, as a staff member you go through what is known as a TUPE transfer. Your contractual terms and conditions move over with you – including your current rate of pay and that transfers to the new employer. 68% of the homes which have been put up for sale are in the lowest banding – meaning that if you have less than 2 years service your hourly rate is below the Real Living Wage.

The GMB strive towards making work better, but it is member voices and participation which ensure the gains that we make. Your participation is key.

From our members to your residents and families, to your local councils. We all have a stake in care provision operating well and GMB are exploring ways in which we can influence any decision on sale or closure of a home. In each home up for sale, we want to create a network of members who are willing to help us make the case for better pay and to ensure that yours and your residents voices are heard.



If you want to help complete the form by scanning the bar code on your smart phone, or call your local GMB officer www.gmb.org.uk/regions

We will be making arrangements to visit your workplace as soon as we are able to – but if you need us, are concerned or have questions – don't hesitate to get in touch

Natalie Grayson GMB National Care Organiser

2023–24 Pay Offer



Posted on: 4 April 2023

Dear GMB Member,

The joint trade unions have been engaged in negotiations with HC-One regarding the 2023–24 pay offer. We submitted a pay claim on your behalf, and there have been numerous discussions with the company since that date. As with last years pay proposal, negotiations have been conducted against the backdrop of the differentials around 'zones' and as such, this pay offer means different things for different members, depending on your care home location and your role. All parties have entered these discussions in a respectful and constructive way and progress has been made in a number of areas.

The attached document [2023 Zonal Rates Proposal 030323.pdf](#) outlines the details of the final offer being made by HC-One, which can be summarised as follows:

- A retention of the zonal pay structure. Continuing to update zones and maintain differentials. You can see the proposed zonal rates here: [2023 Zonal Rates Proposal 030323.pdf](#)
- Maintain the number of colleagues at or above the Real Living Wage.
- An increase to the service award for colleagues at 2 years' service.
- All care roles pay above the Real Living Wage at 2 years' service.
- A £500 one off payment for colleagues who are red circled or frozen. (pro rated for those working less than 33 hours per week)



Your GMB Representatives have decided not to give a formal recommendation on the offer. However, we believe this offer is the best achievable by negotiation.

The GMB consultation opens on Monday 3 April 2023 closes at noon on Friday 5 May 2023 and your local area representative will contact you for your vote.

Not a GMB member? Join today and Have Your Say on Your Pay. <https://www.gmb.org.uk/union-care-workers>

Want information on becoming a GMB Rep in your Workplace? Email PublicServices@gmb.org.uk

Noticeboard Bulletin - 21-04-2022



Posted on: 21 April 2022

The third and final round of covid payments provided by Government in England for social care has been allocated to local authorities to distribute in their local area. The monies have been allocated differently across the country. Some local authorities have kept some of the money to use on covid related costs whilst others have distributed the whole amount to care providers and carers in their area.

Please see below explanation below from HC One regarding how monies have been allocated to HC One staff:

“

1. *HC One is passing on the funding to colleagues in the form of a retention bonus. To be eligible colleagues must have been continuously employed since October 21st 2021.*
2. *The exact amounts will vary by local authority as we have received a wide range of funding levels.*
3. *We will apply a uniform method to the calculation unless a local authority has stipulated a specific amount and method of payment.*
4. *We are granting it to all eligible colleagues regardless of role.*
5. *We will commence making payments over the next four weeks now we*



have the confirmed final funding levels from the local authorities.

The exact payment dates will vary, we did initially hope to have payments made already but we needed to confirm eligible colleague numbers and get all the funds in before payments could be made. The key for colleagues to understand is that the company has been granted the funding and has chosen to use it in this way, very few authorities stipulated how it must be used.

We will be providing an FAQ to the Homes to help assist with the queries and once finalised I will share a copy of this with you.

Taking our approach does mean that what HC One is paying could differ from other care providers, who will have applied their own logic.

Previous Bulletins

Ballot Outcome



Posted on: 4 March 2022

We are now able to inform you of the outcome of the Pay & Reward ballot and can confirm that GMB members rejected the package.

The results are:

Accept 37.93%

Reject 62.09%

We would like to thank all the members that took the time to vote, despite HC One undermining the process by implementing the Pay & Reward *during* the ballot.

Whilst GMB welcomes any investment in pay and recognizes it is a step in the right direction towards our campaign for £15 per hour there are some areas of concern.



This has been reflected in the outcome, and as result we have met with the National Reps committee, and we will be seeking an improvement.

The areas of concern that were discussed included sick pay, NVQs, paid breaks, red circling , rates across all roles and bank holidays.

We have informed HC One of the results and will be looking to commence early discussions. After which we will update you further.

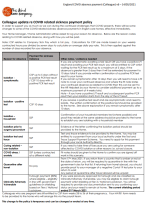
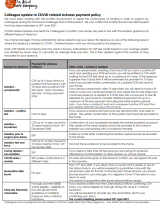

Sandra Blight – GMB Officer for HC-One

HC-One Updated Covid Related Absence Payments

+

Posted on: 5 December 2022

The updated guidance on Covid Related Absence Payments for England, Scotland, and Wales, are available below. GMB Reps and Members at HC-One should use these for reference.

		
ENGLAND	SCOTLAND	WALES

HC ONE PAY & REWARD

+

Posted on: 18 January 2022

As you will be aware, GMB is currently balloting all members on the proposed changes to pay rates and structures across the business.



We have now been notified, that HC One have implemented the new pay structures, despite the GMB ballot still being open.

GMB have not agreed to the company implementing these changes. We are still balloting members and would not declare a result until that ballot closes.

GMB is extremely disappointed that HC One have chosen to do this and undermine the ballot process and we will be raising our concerns formally. More details will follow.

In the meantime, **it is essential that you use your vote and have your say on your pay.**

If you have not yet received your ballot paper please **contact your local GMB Representative immediately.**

GMBs ballot is open until Friday 25th February 2022.

HC ONE CONFIRMS CONTINUATION OF COVID-19 SICK PAY THROUGH WINTER



Posted on: 8 October 2021

Government last week announced an additional £388 million funding for social care infection and prevention controls over winter (to March 2022). This money is intended to ensure workers in adult residential care homes are paid their normal pay should they have to take time off work due to Covid-19 related reasons. The funding will also assist care homes in restricting the movement of staff between care homes where possible, ensure there are sufficient supplies of PPE and Covid-19 tests.

GMB has contacted HC One to request that they continue to pay Covid-19 sick pay in line with this new funding.

HC One have now confirmed that they will continue to do so.

Mandatory Vaccine Group Members Update



Posted on: 9 August 2021



GMB representatives attended the second meeting of HC-One mandatory vaccine group, this meeting is also attended by various levels of employees across the company.

Vaccine figures

HC-ONE has shared the updated vaccination figures across the company which indicates that over 90.7% of employees have at least had the first vaccine, a discussion took place on the number of people that are still not vaccinated, it was accepted that there are around 3,000 employees who have not been vaccinated across the company around half of which are currently not in work (sick, mat leave etc). Any persons leaving company will still be on list for approx. 4 weeks until data cleansing takes place.

Update on legislation

Guidance given by Dept of Health in England only, now final version provided. Medical exemption refers to the [Green book, chapter 14\(a\)](#), exemptions are limited to:

1. Clinical trials.
2. Previous serious allergic reaction to previous vaccination.
3. Tested positive with covid in last 4 weeks.

It is not expected any other exemptions will be accepted.

[Read the full minutes to our meeting](#)

HC-ONE Mandatory Vaccine Group – GMB Members Update



Posted on: 2 August 2021

As you will be aware HC-One has recently informed GMB that they will be mandating Covid vaccination and ongoing boosters as part of the conditions of employment. GMB was disappointed with this approach, although we are aware that in ENGLAND the UK Government has mandated the vaccine for social care staff, this approach has not been adopted in Wales & Scotland.

GMB does not accept that anyone should face the prospect of 'No Jab, No Job' especially when there are so many exemptions to the visitors within the Care homes. Although GMB was part of the consultation to



consider the options of mandating staff, we believe that we have to be apart of the ongoing discussions with the HC-One so that we can make sure that GMB members voices are heard.

Today we met with the company to discuss the Terms of reference of the group, the consultation response from the HC-ONE survey, consultation process and next steps.

The HC-ONE survey responses covered the following areas of concern:

- Human Rights/Personal Choice
- Safety of vaccine
- Pregnancy/maternity related concerns
- Residents/visitors
- Medical exemptions
- Process
- Vaccine not needed/necessary
- Impact of staffing levels
- Conspiracy theories

Hc-One advised that they believe that there are currently around 2000 employees that are not vaccinated, however as there is not a clear process across the UK on recording vaccinations then much of this information is based on trust. The new Vaccine policy will cover ALL staff irrelevant of where they are based.

GMB advised that in a recent GMB Scotland survey 85% were against mandatory vaccine.

HC-One will be consulting over the next 4 weeks on how the company will implement the changes to contracts, they were clear that on the 13th September staff employed in England will have their contracts terminated they will be paid in lieu of notice, it was unclear what the position was for staff in Wales and Scotland GMB made it clear that this was unacceptable and that it was unfair that employees have not already been given this information so that they can be prepared.

A question was raised regarding staff that were already leaving the company and should Managers try to find out the reasons for them leaving, HC-One stated that it may be difficult to prevent people from



leaving, but should try to find out why, GMB asked that all managers speak to anyone who has or intends to resign to find out the reasons and to advise them to speak to their Union first.

HC-One stated that around 170 employees had a possible medical exemption, GMB sought clarification that staff would receive full pay sick pay if an individual became ill because of taking the vaccine to keep their job? HC-One stated that no one is being forced to take the vaccine, but they would seek guidance on this matter.

Discussions took place regarding the concerns of the following groups Pregnant workers, those breast feeding, IVF, workers fertility issues, medical conditions, historical medical conditions protected characteristics, exceptional circumstances before the date of vacation, anyone who has a GP medical exemption.

GMB also raised concerns that GP's were not providing evidence for employees to prove that they be exempt and that there may be a delay and a cost to do this.

HC-One stated that they will be following the JCVI list of exemptions, GMB asked for clarity to be given to employees who may be waiting to know if they will be able to continue to work for the company. GMB also asked how will HC-One manage any exempt member of staff?

Next meeting will be held on **9th August.**

GMB has requested that HC-One provide:

- Numbers by home of those who can't /won't receive the vaccine.
- A List of clear exemptions.
- Clear timelines of the steps that will be taken for employees in Wales/Scotland and England.

HC-ONE Mandatory Vaccine Group



Posted on: 19 August 2021

GMB representatives attended the third meeting of HC-One mandatory vaccine group, this meeting is also accompanied by various levels of employees across the company.



Vaccine figures

HC-One has been completing a Cleansing of data. They shared a spreadsheet that shows from 11th August that out of approx 22,000 employees, there are 1984 not vaccinated. The data also showed the various reasons why individuals were not taking the vaccine. HC-ONE has shared the updated vaccination figures across the company, indicating that over 90.7% of employees have had the first vaccine. The previous meeting showed 3,000 employees had not been vaccinated across the company.

GMB- How do you collect the data?

HC-One - Home care managers have an app which they input the data from colleagues from their homes.

Draft policy

HC-One asked the group if there were any questions regarding the draft policy. The meeting on the 9th went through the policy in detail. This exercise was just for wording purposes. HC-One will now ask colleges for proof of vaccination.

GMB Raised the following points before this meeting.

1. When will we receive a copy of the completed EIA?
2. The issue of Pilon for those staff in Wales and Scotland had not been addressed.
3. The issue regarding veganism has nothing been addressed.
4. There appears to be recognition that Scotland & Wales workers are not mandated and that the company could make recessions on those staff that are pregnant/breastfeeding.

HC-One response:

“ The Pay in Lieu of Notice (PiLoN) issue was discussed at the Vaccine Planning Committee and the preference of the business is to leave the wording in the policy flexible.

The view is that veganism is not a recognised medical exemption. We have included a paragraph about religion and philosophical beliefs in the policy.



We have checked the situation in Scotland and Wales and the advice around who can and cannot have the vaccine is the same as in England so we have applied the same situation in terms of medical exemptions.

There is allowance within the policy for exceptional circumstances which will be considered on a case by case basis. But the JCVI advice is that pregnant and breast feeding colleagues should be vaccinated. Looking at our data, only 46 colleagues have indicated that they are declining the vaccine for pregnancy related reasons, so far. We will talk to those individuals as part of our formal individual meetings and consider if there are exceptional circumstances to be considered.

Consultation Meetings

GMB Members have reported that in Scotland, staff have been pulled off the floor with no notice, which is disgraceful and unacceptable.

HC-One- Flagged with Business Partner in Scotland.

They have made it clear to home care managers that they need to wait for HR and for them to work together. 48hrs notice should be given before action is taken.

Next meeting: 25th August @ 13:00 pm

GMB Opposes Changes To Terms & Conditions Without Consultation



Posted on: 15 July 2021

Kelly Andrews, GMB National Officer for Social Care, wrote to HC-One following their decision to impose unilateral changes to their contracts of employment as of the 13th of September.

Under [Section 188 of the Trade Union Labour Relations \(Consolidation\) Act 1992](#), employers have a duty to consult with representatives on unilateral changes, particularly changes which are implemented through so-called "[fire and rehire](#)" practices, such as in this case where the company will dissolve it's previous contracts, and impose a new one with vaccination requirements.



GMB is supportive of the vaccine rollout, but believes there is still work to be done before mandating vaccination with the threat of dismissal.

You can read the full letter here:

By Email

8th July 2021
HC-One,
Southgate House,
Archer Street,
Darlington,
DL3 6AH



Dear Suzanne

Re: Mandatory vaccination England, Wales & Scotland

Thank you for sharing the letters that were sent to all HC-One employees from Mr Stephen Butterworth, Executive Director on the 5th of July advising them that the company would be imposing a unilateral change to their contracts of employment as of the 13th of September, by insisting that continued employment with HC-One would be conditional upon an employee having been vaccinated against Covid. The justification given appears to be, the UK Government's decision to make the vaccination of social care staff in England mandatory. I was surprised to note that, as well as seeking to make a unilateral change to our members T's & C's and having not entered consultation with GMB as the recognised Trade Union, HC-One has also decided to impose these changes on employees who live in Wales and Scotland, where there is no such mandating by the devolved government's.

Can you confirm when you propose to enter consultation with GMB as required by s.188 TULR(C) A 1992?

The fact that you have advised staff that this change will come into effect from 13th September 2021, demonstrates that HC-One have reached their decision before any meaningful consultation with the GMB; in our view HC-One are in breach of consultation requirements under section 188(1A), TULRCA. This is extremely disappointing considering the work that has been done over the past 18 months to rebuild trust between GMB and HC-One.

I note also that I have not received a copy of the HR1 that I assume would have been filed with the BEIS?

It is well documented that the GMB has supported the vaccination programme and has encouraged our members to take the opportunity to be vaccinated if they can. GMB is aware that we have some members who do not wish to be, or who cannot be vaccinated for a variety of reasons- many of whom will have potential claims against HC-One if you proceed to change people's terms and conditions unilaterally in this way without taking into account the reasons why employees are unable to be

October Pay Review & Standardisation Of Review Dates



Posted on: 23 September 2021



This notice only applies to HC-One employees who receive a pay increase in October.

HC-One is a Group that has grown via acquisition over the years which has resulted in many different pay rates and terms and conditions of employment across the Group. Although most employees have their pay reviewed in April, there are a small number who have a pay review in October, which means that there was a constant cycle of pay negotiations taking place. In 2019 GMB consulted on and balloted members on a proposal to harmonise all pay anniversaries. GMB members voted in favour of an April pay anniversary for the whole of the HC-One group, this was accepted by HC-One and should have been implemented in 2020, however this was delayed due to COVID. HC-One has now advised the GMB that they will write out to those affected and the agreement will be implemented in a phased approach, to ensure everyone is given notice of the change and that the whole workforce will move towards a consistent minimum pay level at the same time. In the first phase, taking place from the 1st October 2021 all eligible HC-One employees will either receive a 3% pay increase or they will be moved up to the standard rates agreed with GMB in April 2021, whichever is higher. HC-One standard minimum rates are shown below, please note some employees are on higher rates due to the historic agreements and practices in their Homes.

HC One Minimum Rate:	£9.00
S/NVQ2 (+15p):	£9.15
S/NVQ3 (+25p)	£9.25
Head Chef/Housekeeper:	£9.25
Senior Carer (+50p):	£9.50*
Nursing Assistant (+£2.50)	£11.50

** Some Senior Carer colleagues will have an hourly rate of less than £9.50/hr, as they have other benefits taking them up to at least £9.50*

In the next phase, those affected will then be eligible for a further review, no later than April 2022. The exact level of this award will be determined by the final minimum rates put in place for 2022. As a result, you are likely to have two increases in the next 12 months, and then an annual review every April going forward. If you have any questions, please contact your Home Manager in the first instance. You can also discuss this with your GMB workplace representative. Check your payslip, the GMB Noticeboard, or with your local GMB Representative for further updates.



Download for workplace Noticeboard

DHSC Form For Medical Exemption



Posted on: 20 September 2021

GMB members who believe that they may meet the exemption criteria can click on the link for the Self certificate exemption form.



Pay Claim - 2021

PAY CLAIM 2021



Posted on: 15 March 2021



GMB members will be aware that the GMB National Committee has been in negotiation with HC-ONE to improve your pay, terms & conditions. The GMB has now received an offer, we will be shortly sending out a ballot to GMB members employed at HC-ONE who will be able to vote to accept or reject this offer.

ONLY GMB MEMBERS ARE ABLE TO VOTE.

GMB members will be able to vote online so it is vital that you update your details to make sure that your voice is heard.

ARE YOUR CONTACT DETAILS CORRECT?



You can update your details by contacting your local GMB Representative or [online](#).

If you have work colleagues that are not GMB members – [ask them to join and have their say on pay too](#).

Become a GMB rep in your workplace!

Book your online workplace meeting: Publicservices@gmb.org.uk

HC-One Pay Ballot Open!



Posted on: 6 April 2021

VOTE NOW!

The final offer is as follows:

Summary of offer

- A company Minimum of £9.00 per hour, differentials will be maintained where they exist for supervisory roles and in recognition of additional responsibilities, qualifications, and any previous long service awards.
- 3% for Colleagues whose pay is not aligned to the national living wage.
- Implement a Job evaluation scheme that will look at the responsibilities and differentials between of roles.
- A commitment to look at an Occupational sick pay scheme.
- Time off in lieu, for all on call working.
- A commitment to review paid breaks.
- Handover periods where this is pre-agreed with their manager, are eligible for pay at a Colleague's prevailing hourly rate.
- Free meals for Colleagues who work 8 Hours or more.



- HC-One will commit to setting up a working group with GMB to look at staffing levels.
- Nurses and Colleagues under Scottish Social Services Council (SSSC), who pay for annual registration and renewal fees are now able to reclaim these costs via the company expenses policy. Confirmation of the expenses policy will be communicated to affected Colleagues.
- Commitment to working with the GMB and including the GMB Neurodiversity policy within the company inclusion policy.
- Commitment to work with GMBs on the Stop Domestic abuse policy, and to review the HCONE special leave policy to include 3 days' leave for individuals who are fleeing domestic abuse.

PAY CLAIM 2021



Posted on: 15 March 2021



GMB members will be aware that the GMB National Committee has been in negotiation with HC-ONE to improve your pay, terms & conditions. The GMB has now received an offer, we will be shortly sending out a ballot to GMB members employed at HC-ONE who will be able to vote to accept or reject this offer.

ONLY GMB MEMBERS ARE ABLE TO VOTE.

GMB members will be able to vote online so it is vital that you update your details to make sure that your voice is heard.

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GMB ENQUIRIES TO HC-ONE ON VACCINATION POLICY



Posted on: 5 March 2021

GMB have written to HC-ONE with an urgent enquiry around their proposals to only employ new starters who have been vaccinated and they have responded. GMB has serious concerns that mandating vaccinations for new starters will have a detrimental and long-lasting impact on industrial relations.

You can read [our letter](#) and [their response](#) here.

HCONe Pay Negotiation meeting

The GMB National HCONe pay committee, met again with representatives of HC-ONE to continue pay negotiations on behalf of GMB members.

The Committee informed HCONe that there has been a significant failing within the company to communicate the benefits listed below to the workforce which has resulted in many people not being able to access them.

- Employee assistance programme, staff are able to receive 6 face to face counselling sessions, reduced insurance and other benefits.
- Digital GP service access 24/7
- Death in Service = 1 year's annual salary or £12,500 for bank workers
- Colleague discounts
- Free meal for staff working shifts of 8hours+



- Implemented the Infection control fund for Sick pay (restrictions apply)
- 12 days of Christmas Thank you £25 voucher. Significant cost for 23,000 employees.

The committee advised that many of the work colleagues were not aware of Counselling which is very much needed now due to the strains of the COVID outbreak.

Free meals for those of 8 hours varied from home to home, some members receive a hot meal in work while others receive a pot noodle/pizza. Some staff were refused a meal due to the home not having a budget for this.

The Committee also advised that the 12 day of Christmas Thank you has been in place for the past 3 years; therefore, many members did not feel that this was part of a pay offer made from the company, there was also disappointment that this £25 was seen as a Christmas/COVID thank you.

HC-ONE stated that they were very disappointed that the communication has been so poor but stated that they will make sure that this is corrected and that all staff are made aware of the provisions that are in place.

The Committee advised HCONE that the membership was very disappointed with the offer of only increasing in line with the National minimum wage as this is seen as a legal requirement and not a company pay offer, GMB advised that our members throughout our surveys believed that they should receive a significant increase of at least £10 per hour given the past 12 months and that if only minimum wage is implemented then the moral of the staff would be seriously affected.

HCONe advised that they will take this back to the board to see if there can be any improvement.

The company has proposed to look at a Job evaluation scheme which would look at the differentials and how these should be recognised, GMB stated that we want to be a part of the creation of this scheme from the earliest possibility so that we can influence and advise on how it is developed, we need to be able to demonstrate that this would be fair and transparent.

Sick pay – The impact of introducing this is still being considered.

Unsocial hours– The impact is still being considered. GMB advised that many members have since stated that they feel that night work and weekends should have an enhanced rate to make it more attractive as this is the time where shortage of staff seems to be an issue. HC-ONE stated that there were obviously some additional factors that would need to be looked at.

Paid breaks– GMB stated that this is a key issue and one that is strongly felt by our membership.

This is still being reviewed under the HCONE reward strategy.



Paid handover period – Colleagues are paid for time they are requested to be in work, where this is pre-agreed with their manager and should be paid accordingly.

Staffing levels– There was a significant discussion on this issue, HC-ONE stated that there is a matrix in place that considers various points when considering staffing levels and that it would be impossible to have a ‘one size fits all’ situation. GMB gave situations that were currently taking place within the homes that we believed were inappropriate. HCONE advised that as this a complex situation, GMB should advise members to first raise these concerns with the Home manager, if the issue is not dealt with then this should be escalated to Area Director and the Managing Director.

Reimbursement of Registration for staff– Already in place for many, GMB requested clarification on who receives this.

HCONE reiterated its commitment to work with the GMB on the Neurodiversity and Stop Domestic abuse policy, GMB will provide further details on what training can be provided from GMB.

HCONE will now consider these discussions and will formally respond in the next two weeks with a final offer, it is important that all members have their say on pay. Date of next meeting is 11th March. Only GMB members will have a vote on the final offer. If your colleagues are not in the GMB, please encourage them to join online www.gmb.org.uk/join

HC-ONE ANNOUNCES SALE OF 52 HOMES AND 4 CLOSURES LEAVING THOUSANDS OF KEY WORKERS IN LIMBO



Posted on: 1 March 2021

Government’s appalling lack of strategy for social care has left care of the most vulnerable in uncertain futures, says GMB Union

GMB, the union for care workers, has responded to HC-Ones announcement 52 care homes are to be sold and four closed.

GMB will be working in the next few days to ensure our members are protected. Keep checking back on this noticeboard and your email to ensure you receive updates as we have them.

Rachel Harrison, GMB National Officer, said:

“The Government has failed to deal with the problems in the social care system over years with the covid pandemic revealing the yawning cracks in the system from years of Government neglect.”



"This announcement from one of our biggest social care providers is having to sell off and transfer care homes during the biggest public health crisis in all our lifetimes it just shows how broken the current system is – maybe even on the verge of collapse."

"The appalling lack of Government strategy has led to thousands more staff and residents facing another crisis, with their futures uncertain while providers try and move the deck chairs and paper over the cracks in the absence of a plan."

"Government Ministers have promised reform, calling for better integration with our health and public services, but we need more than just words and a promise of bringing forward reforms in the far-off future we need the details of the plan and action now."

"For starters we're calling for these homes to be brought under local authority control and the Chancellor in the Budget on Wednesday announce the funding needed to cover the transition costs while we wait for a plan for social care."

"GMB members and residents in HC-One are now waiting to hear what their future is. Never before has a properly funded National Care Service been so important."

HC-One Summary Of Return To Work For Those Employees Who Have Been Shielding.



Posted on: 25 March 2021

England & Wales

The UK Government has advised that more than 3.79 million clinically extremely vulnerable people in England will be informed they are no longer advised to shield from Thursday 1 April 2021.

People are still advised to continue working from home where possible, but if people are unable to do so, employers are required by law to take steps to make workplaces COVID-19 secure and should discuss this with their employees.

HC-One will be writing to all those employees who are clinically vulnerable during the next few weeks to discuss the return to work.

Below is a summary of what will be the expected steps for return.



- People will be advised RTW date of 1st April. Anyone who continues to be away from work will be required to submit a GP note and will be paid as per their contract.
- They will be invited to a RTW meeting.
- They will be asked to have had the vaccine, where possible, prior to a return or shortly after where they have been unable to access.
- They will be risk assessed as part of their RTW meeting.
- They will be provided PPE.

Contact your local GMB representative if you need support throughout this process.

New Variants Of COVID-19



Posted on: 14 January 2021

HC-One has implemented appropriate infection prevention controls across all Homes and Offices in accordance with Government guidance and best practice. We are confident that our workplaces are Covid secure and 'Spot Checks' undertaken by HSE and CQC in our care facilities have validated the arrangements.

HC-ONE understand that there is no published evidence to suggest that the new Covid variants are any more virulent than the original strain of the virus. The significant factor is the increased rate of transmission i.e. the new variants spread from person to person more rapidly if appropriate protection measures are not in place.

COVID Isolation Payments, Shielding and Furlough

There are separate isolation payments one for England, Scotland and Wales.

A Colleague is eligible for furlough where they have been previously approved for furlough; are classified as Clinically Extremely Vulnerable (CEV) and they have received a new NHS notification confirming their need to shield*.



England

*From 2nd December if the area was in Tier 3 and an NHS letter received confirming CEV status.

*From 20th December if the area was in Tier 4 and a letter received letter received confirming CEV status.

*From 5th January through the national lockdown and a letter received letter received confirming CEV status.

[Read full covid absence policy for England](#)

Scotland

*Up to 4th January 2021 – If the area is in Level 4 and a letter from the Chief Medical Officer confirming CEV status.

*From 5th January 2021 – during the National Lockdown and a letter from the Chief Medical Officer confirming CEV status.

Wales

*From 22nd December where Wales is in Alert Level 4, and an NHS letter received confirming CEV status.

[Read full covid absence policy for Wales](#)

Testing

HC-ONE Colleagues in England, Scotland (as of last week) and Wales (very recently changed) are tested twice per week with LFD tests in addition to once per week with PCR test.

[Read HC-ONE's Testing Policy here](#)

Vaccination

We are encouraging all our Colleagues to be vaccinated and requesting that a Colleague completes a form if they wish to decline. This allows us better understanding of any trepidation, but also to ensure that the Colleague has all the facts regarding vaccinations to know that they have made an informed decision. In addition, HC-One will approve payments to Colleagues for time spent outside of working hours to get the vaccine and cover any travel expenses.



PPE

It is a mandatory requirement for all Colleagues to wear and use PPE appropriately. PPE is available in all our homes.

GMB Begin Pay Negotiations With HC-One



Posted on: 9 February 2021

The first pay negotiation meeting is scheduled to take place between GMB Union and your employer on 11th February 2021. Pay negotiation meetings will take place weekly until a final offer is received. Once the pay offer is received – all GMB members will receive a ballot paper to Have their Say on Pay. GMB's HC One National Committee met on 27th January 2021 to discuss the pay claim and elect GMB Representatives to participate in the pay negotiations on your behalf. The elected representatives will be: Ann Stoddart – **NW England** Barbie Stoddart – **NW England** Chika Reuben – **SO England** Zoe Smith – **BI England** Anthony Porter – **SC Scotland** Tracy Williams – **WSW Wales** GMBs Pay Claim is:

- A significant increase in pay rates for staff at the bottom of the pay scale to bring their pay up to the level of no less than £10 per hour, or the foundation living wage, whichever is the greatest.
- 5% increase for all other employees, to maintain differentials between supervisory roles and recognise additional responsibilities, as identified in a new job evaluation scheme negotiated with GMB.
- Occupational sick pay scheme.
- Unsocial hours enhancements (nights, weekends and public holidays); overtime rates; and on-call payments.
- Paid breaks, including handover periods; and provision of a hot meal for those working 8+ hour shifts.
- A company minimum staffing level to ensure the welfare needs of residents are met.
- Reimbursement of colleagues costs for registration and renewal fees for SSSC, NMC and Social Care Wales.



- Commitment to sign up to the GMB Neurodiversity Policy.
- Commitment to sign up to the GMB Work to Stop Domestic Abuse Policy.
- Covid-19 Recognition – additional annual leave day and £250 payment.

Over the coming weeks we will need to engage with members on the outcome of negotiations and developments. As it will be many months before we see a return to any form of 'normality' it means that your GMB Union Representatives may continue to have difficulties visiting you in your workplaces. To arrange a virtual online meeting for your workplace please contact your local GMB representative or email kelly.andrews@gmb.org.uk It is also essential that your membership details are up to date so that we can ensure you are kept up to date and that you receive a ballot paper when they are issued. You can update your details by contacting your local GMB Representative or online [using the GMB website](#).

Noticeboard Bulletin – 04-12-2020



Posted on: 4 December 2020

Thank you to everyone who completed the recent pay consultation survey. The results have been collated and the message from GMB members was loud and clear – that this year you want a significant increase in pay and recognition for your efforts during Covid-19.

The majority of respondents to the survey want to see a minimum wage of £10+ per hour, or the Foundation Living Wage (whichever is the greater). Respondents overwhelmingly asked for: contractual sick pay; overtime rates of pay; unsocial hours enhancements; equality of pay; paid breaks and more staff.

GMB has now submitted a formal pay claim to HC-One on behalf of our members and we await a formal response. A summary of the claim:

- **A significant increase in pay rates for staff at the bottom of the pay scale to bring their pay up to the level of no less than £10 per hour, or the foundation living wage, whichever is the greatest.**
- **5% increase for all other employees, to maintain differentials between supervisory roles and recognise additional responsibilities, as identified in a new job evaluation scheme negotiated with GMB.**



- Occupational sick pay scheme.
- Unsocial hours enhancements (nights, weekends and public holidays); overtime rates; and on-call payments.
- Paid breaks, including handover periods; and provision of a hot meal for those working 8+ hour shifts.
- A company minimum staffing level to ensure the welfare needs of residents are met.
- Reimbursement of colleagues costs for registration and renewal fees for SSSC, NMC and Social Care Wales.
- Commitment to sign up to the GMB Neurodiversity Policy.
- Commitment to sign up to the GMB Work to Stop Domestic Abuse Policy.
- Covid-19 Recognition – additional annual leave day and £250 payment.

You can request a copy of the detailed pay claim, including data from the recent survey and the economic and financial background information considered to formulate this claim, by contacting your local GMB Representative or by emailing PublicServices@gmb.org.uk

