

Dear Colleagues

I am writing to update you on the pay review for the new financial year.

After the challenging time that we have all had to face over the last 12 months it is important to strike the right balance when reviewing our rates of pay.

As you will hopefully have appreciated, through the decisions and actions we have taken since the start of the Pandemic, we have always sought to strike the right balance between financial and welfare support to our staff, continued investment in our facilities and physical environment and managing the business so that it is secure and stable.

Examples of this from the last 12 months include:

- Significant investment in the entry and exit points to our services to enable enhanced Infection Control, cohorting of staff and increased resilience
- Creation of Visitor Suites and Covid Testing Facilities
- An interim increase in pay rates for our lowest paid staff, including a back dated element to put more money in your wages
- Availability of welfare loans and support to all staff members

Despite the significant challenges of lower occupancy and revenue we continued to make decisions to support you to be able to provide the highest quality care in the safest setting.

For the new financial year our rates of pay will again have reference to National Living Wage (being £8.91 per hour) but as per previous years we have set our own “on-site” minimum wage which will be £9.00 per hour.

For care staff our minimum hourly rate will increase to £9.10 for Carers and £9.60 for Senior Carers (plus any enhancements you may qualify for).

All staff will shortly receive a letter setting out their new rate of pay, this will be effective from 25th March 2021. We believe these are competitive rates of pay and even more so when you consider the benefits available, including paid breaks, excellent mandatory and specialist Training and incredible HR support.

Finally, I would like to express my thanks to you all. Last year was unprecedented, your efforts and commitment have been amazing throughout. There remains challenges ahead but we are much better placed to work through them together, as a team, putting the health and quality of life of our Service Users first.

Please, be Proud of working in care, be Proud of what you do and be Proud of the difference you make each and every day.

On behalf of Caroline and myself our thanks to you all.

Mark Tomalin

Chief Executive Officer

Caroline Wood

Operations Director