

Message from Our Human Resource Director



Welcome to the inaugural edition of our HR quarterly newsletter! As the HR Director, I am thrilled to introduce this platform as a means to foster stronger communication, alignment, and growth across our organization. This newsletter will serve as a useful channel to reinforce our company's philosophy, core values, and desired behaviours, ensuring that they remain at the heart of everything we do. Additionally, it will be a valuable resource for staying updated on HR guidance and upcoming changes in employment legislation and promoting initiatives aimed at cultivating excellence and good practice throughout our company.

I encourage each of you to actively engage with the content shared here, as together, we continue to strive towards our vision and mission and create a supportive and thriving workplace environment.

Kind regards,
Zyaad Khoyrutty
Human Resource Director

Welcome to the First Edition of our HR Newsletter, which will cover the following:

- **Upcoming Legislative Changes**
- **Launching A New Wage Process**
- **Amplifying Voices - Our Journey To A Thriving Speaking Up Culture**
- **Sponsorship Legal Updates**
- **Employees Steering Committee**
- **Finalist In The Three R's Category**
- **Sexual Harassment Legislation Updates**
- **Quote**
- **Upcoming Organisation Events**



UPCOMING LEGISLATIVE CHANGES

In this edition of our HR Newsletter, we bring you a comprehensive overview of the upcoming legislative changes set to shape the employment sphere.

Legislative Highlights:

Various employment-related Bills have received Royal Assent during 2023. Most of the following laws are expected to come into force in 2024:

The **Flexible Working Act 2023** (and related Regulations) will change the statutory flexible working regime in various ways, including making the right to request flexible working a “day one right”. The Regulations are due to come into force on 6 April 2024, meaning that the requirement to have 26 weeks of continuous employment will not apply to applications for flexible working made on or after that date.

For more details please see:

<https://www.cipd.org/uk/views-and-insights/thought-leadership/cipd-voice/master-thought-leadership-uk/>

At present:

- Employees must have at least 26 weeks’ continuous service to have the statutory right to request a change to their working hours, times or location.
- An employee may make only one request in any 12-months period.

- The request must be dealt with by the employer in a reasonable manner.
- The employer has a period of three months to consider the request, discuss it with the employee (where appropriate) and notify the employee of the outcome (including any appeal outcome).

What will change under the Flexible Working Act?

- The Flexible Working Act sets out the following new measures:
- Employees will be allowed to make two flexible working requests in any 12-month period (a second request cannot be made until the first request has been dealt with).
- Employers will be required to respond to requests within two months (previously three months).
- Employers will be required to consult with their employees and explore the available options before rejecting a flexible working request.

- There will no longer be a requirement for employees to set out how the effects of their flexible working request might be dealt with by their employer.
 - Changes are expected to take effect around July 2024.
 - The **Carer's Leave Act 2023** will give employees who have a dependent with a long-term care need a statutory right to one week's unpaid care leave per year. This right will come into force from 6 April 2024.
 - The **Workers (Predictable Terms and Conditions) Act 2023** will introduce a statutory right for eligible workers to request a more predictable working pattern (expected in September 2024).
 - The **Worker Protection (Amendment of Equality Act 2010) Act 2023** will introduce a new duty on employers to take reasonable steps to prevent sexual harassment at work (due to come into force from October 2024).
- January 2024. The Government will also introduce a new annual leave accrual method of 12.07% of hours worked for irregular hours and part-year workers and allow employers to pay these workers 'rolled up' holiday pay provided certain conditions are met. This new regime will be applicable in respect of holiday years beginning on or after 1 April 2024. For employers whose holiday year follows the calendar year, this means that the new provisions will apply from 1 January 2025.

Newly published Regulations

- The Government consulted on various possible changes to the rules on holiday entitlement and pay, and in relation to the Transfer of Undertakings (Protection of Employment) Regulations (TUPE), in 2023. Its recently published response to the consultation and draft Regulations confirms that the following legislative changes will go ahead:
- **Holiday entitlement and pay:** The Government will clarify the record-keeping requirements under the Working Time Regulations 1998 (WTR) and restate certain principles relating to the elements of pay that must be included in 'normal remuneration' for holiday pay purposes, and workers' rights to carry-over holiday. These provisions will come into force from 1

National Minimum WAGE Increase



Increased statutory pay rates.

The various rates of the national minimum wage will increase from 1 April 2024, as follows:

- The National Living Wage (NLW) currently applies to workers aged 23 and over, but from April will be extended to include 21 and 22-year-olds. It will increase from £10.42 to £11.44 per hour.
- The rate for workers aged 18 to 20 will increase to £8.60 per hour.
- The rate for young workers aged 16 to 17 will increase to £6.40 per hour.
- The apprentice rate will increase to £6.40 per hour.

The Real Living Wage and London Living Wage rates for 2023-24 were announced on 24 October 2023. Living Wage Employers should implement the new rates as soon as possible (and by 1 May 2024 at the latest).

The Secretary of State for Work and Pensions has confirmed that state pension and benefit rates (which include the statutory maternity, paternity, adoption, shared parental and sick pay rates) will increase by 6.7% from 8 April 2024.

LAUNCHING A NEW WAGE PROCESS

We are thrilled to announce a significant enhancement to our operations that will undoubtedly elevate the quality of our service and overall performance. After careful consideration and meticulous planning, we are excited to mention our new wage process (*please see diagram below*), launched on February 15, 2024.

This transformative initiative has been designed with the primary goal of not only streamlining our internal processes but also enhancing the way we respond to the needs of our valued team members. We firmly believe that this innovation will contribute to a more efficient and transparent wage system, positively impacting everyone within our organisation.



Wage Query Process

- 1 Last working day of the month – All staff have been paid and all payslips have been issued.
- 2 Employees have 2 days (48hrs) to review payslip against salary and raise a wage query using the wage query form. Any wage query raised after this timeframe will be dealt with in the next payroll.
- 3 (Day 2 + 2 Working Days) – Operational Managers investigate and respond to wage queries on the wage query form. Managers email wage query response to staff. (Upheld/Rejected)
- 4 (Day 4 + 2 Calendar Days) – Staff can appeal decision with HR by resubmitting the wage query form with appeal section completed.
- 5 (Day 6 + 1 Working Day) – HR determines appeal outcome and email staff final outcome
- 6 DAY 8 (Day 7 + 1 Working Day) – Payroll pay all amounts for UPHELD wage queries and close ALL resolved wage queries.

Calendar example

It may differ depending on where the weekends are on the calendar

Sun	Mon	Tue	Wed	Thu	Fri	Sat
29	30	31 1	1	2 2	3	4
5	6 3	7	8 4	9 5	10 6	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	



AMPLIFYING VOICES - OUR JOURNEY TO PROMOTE A SPEAKING-UP CULTURE

We are excited to share the latest initiative for the pursuit of a robust speaking-up culture. In an environment that values transparency, collaboration, and employee well-being, creating a space where every voice is heard is our top priority.

We are committed to ensuring that each one of us has a voice that truly counts. We want every team member to feel safe and confident in speaking up, taking the time to listen, and understanding the hopes and fears behind the words.

To make our company the best place to work, it's crucial that our staff feel secure in speaking up, knowing their voice matters. A speaking-up and listening culture is key to supporting open dialogue, allowing time for reflection, and promoting learning from challenges. This approach not only drives improvement but also leads to better outcomes for both our staff and the patients we serve.

We understand that speaking up isn't always easy. Therefore, we are actively working

to create an environment where our staff feels not only safe to voice their thoughts but also confident that action will be taken. This contributes to a psychologically safe workplace, enabling employees to bring their whole selves to work and fostering open and honest conversations about health and well-being.

Together, let's build a workplace where open communication is not just encouraged but ingrained in our culture.

Top tips for line leaders

Ways you can embed a healthy speaking-up culture:

- Listen and respond with curiosity rather than defensiveness. As leaders, it's important to embody positive cultural changes and well-being practices.
- Demonstrate that every voice matters. Speak up yourself, encourage others to speak up and show you value speaking up as an opportunity to improve.

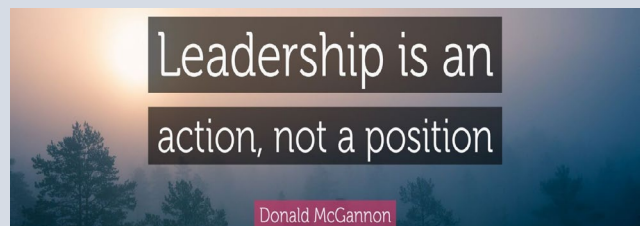
- Level up line managers to support staff to feel safe. Ensure everyone feels able to raise concerns and line managers feel able to support and signpost staff.
- Encourage well-being and speaking-up teams to work collaboratively, creating an aligned strategy to embed a healthy speaking-up culture.
- Measure the impact of change, share the learning with your teams and ask for feedback and opinions.
- Publicly acknowledge mistakes. Being open and honest with staff will encourage them to do the same and will promote a just and learning culture.
- Know who to signpost to. Find the avenues of support you can signpost staff to when support or to raise a concern.
- Be aware of the barriers people may have seeking psychological or well-being when speaking up, including psychological safety and well-being. Gain an understanding of what these barriers may be and ways to overcome them.
- Be a positive role model, if you have concerns of your own, speak up.
- Encourage team members to speak up in daily working life, including team meetings, supervisions and informal chats. Remind them speaking up doesn't have to be a formal process.

Top tips for line managers

Managers continue to play a vital role in supporting senior leaders to set the right cultural tone for speaking up and handling speaking-up matters effectively.

Ways you can embed a healthy speaking-up culture:

- Take training opportunities on listening, so staff feel heard and appreciated when speaking up. Thank workers who speak up and encourage curiosity about the status quo.



You are most welcome and encouraged to contact our Freedom to Speak Guardians.

Contact one of our 'Freedom To Speak Up' Guardians

Senior Management Team



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Support Team



Dejan Tachovski
Support Worker
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Ikedi Henry
Health Care Assistant
e: speakup.support@trustcare.co

Please note: Email sent to the Freedom To Speak Up Support Team will be addressed through a call back service. The support team will get in touch with you to coordinate a time that suits both parties for addressing your concerns.



SPONSORSHIP LEGAL UPDATES

The government is working towards implementing the following changes, which may undergo variations by Spring 2014.

HEALTH AND CARE VISA ROUTE

1. Tightening Health and Care visas by disallowing care workers from bringing dependents and restricting care providers to sponsor only those regulated by the Care Quality Commission. Hence, care workers hiring from abroad must also be registered with the regulator.

SALARY & CHARGE

2. From the spring of 2024, prospective immigrants will have to earn 38,700 pounds to get a skilled worker visa, up from 26,200 pounds now.
(People coming on a family visa must have a sponsor earning £38,700, up from £18,600.)

3. Health and Care visa route is exempted from the salary threshold increase for Skilled Worker visas, allowing continued recruitment of essential healthcare workers. (Health and social care, sectors

that are highly reliant on immigrant staff and people coming to work in health and social care will be exempt from the raised salary rules.)

4. The government also said it would scrap a rule that lets employers in sectors on a “shortage occupation list” pay immigrant workers 20% less than U.K. citizens.

5. Increasing the Immigration Health Surcharge from £624 to £1,035 to ensure fair financial contributions from migrants.

6. The government will also increase the minimum income required for British citizens and those settled in the UK who want their family members to join them.

For more details, please visit the link:
<https://commonslibrary.parliament.uk/research-briefings/cbp-9920/>



STUDENTS

7. Implementing changes to student visas, including restrictions on bringing dependents and limitations on switching to work routes before completing studies.
- a) Graduate Route Review: Launching a review of the graduate route, following curbs that stopped students, except postgraduate research students, from bringing dependents
- a) Family Restrictions: Foreign graduate students will no longer be able to bring family members to the U.K. starting in January 2024.



EMPLOYEES STEERING COMMITTEE

We are excited to announce the establishment of our inaugural Employee Engagement Steering Committee! Following a meticulous selection process, we have appointed enthusiastic individuals who will serve as integral members of this committee.

We are proud to introduce our selected candidates to you and their names are as follows:

Full Name	Service
Rekiya Ajelero	Keer Avenue -Southend
Karen Willock	Primrose Hill-Wolverhampton
Ikedi Henry Chigozie	Chelmsford Care Centre-Chelmsford
Suzanne Barker	Rookhurst Lodge Ltd-East Sussex
Paljit Bhangu	Focus Care Supported Living (Stockwell Road) Wolverhampton
Chinedu Eze	Focus Care Supported Living (Sandon)-Chelmsford
Brendan Moss	Focus Care Supported Living (Shoebury) -Southend
Obioha Bisike Uba	Focus Care Supported Living (Sandringham) -Suffolk
Regina Aisoni	Focus Care Supported Living (Childer) -Suffolk
Dejan Tachovski	Focus Care Supported Living (Hollywood) -East Sussex
Chimdi Chidiadi	Focus Care Supported Living (Brickfield) -Suffolk
Marisa LAGERMAN	Star Nursing & Residential Home -Peterborough
Cajetan OKWARA	Focus Care Supported Living (Park Lane)-Peterborough
Scarlett Coleshill	Eden Chelmsford

The first committee meeting took place on Monday, January 15, 2024, at 10h00. This marks a significant milestone in our commitment to fostering a workplace culture that values the input and well-being of every team member.

The Employee Engagement Steering Committee will play a pivotal role in enhancing communication channels, facilitating initiatives to boost morale, and ensuring that the collective voice of our workforce is heard. We believe that a proactive and engaged team contributes significantly to our overall success.

A second productive meeting after the launch was on February 16, 2024, and stay tuned for more updates on the committee's initiatives and accomplishments as we embark on this journey to make our workplace an even more vibrant and inclusive environment.

We look forward to the positive impact this committee will have on our organisational culture



Rekiya

Marisa

Dejan

Karen

Brendan



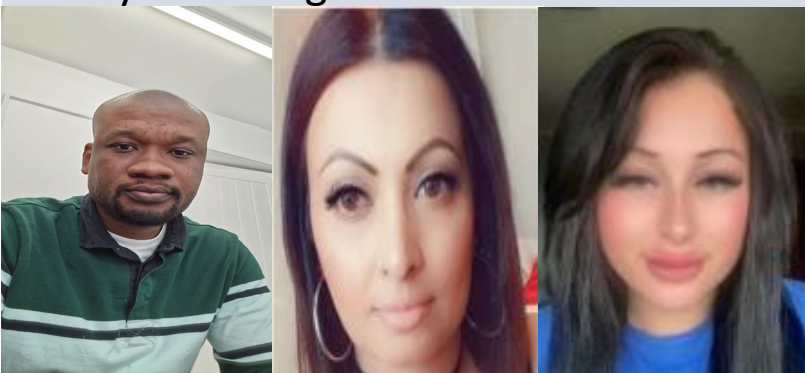
Henry

Regina

Suzanne

Chinedu

Obioha



Cajetan

Paljit

Scarlett



Finalist in the Three R's category

We're thrilled to share some amazing news with our Trust Care and Focus Care community!

🌟 🏆 **A Celebrated Achievement** The British Awards have honoured us with the prestigious Regional Recruitment and Retention Award. This accolade is a testament to the unwavering dedication and hard work of our HR department and recruitment team throughout this year.

💛 **A Team Effort** Every member of our team played a crucial role in earning this award. From innovative recruitment strategies to maintaining an engaging and supportive work environment, our collective efforts have truly paid off. This award is not just a recognition of our achievements; it's a celebration of our team's spirit and commitment.

🌱 **Looking Forward** This award motivates us to continue our mission of excellence in recruitment and retention. We are excited to build on this success, further enhancing our work environment and strengthening our team. A huge thank you to the British Awards for this recognition, and an even bigger thank you to every member of our team who made this possible. Here's to more achievements and continued success!



We are a finalist at the National Final of the Great British Care Awards in the Three R's category!

The awards are taking place on the 22nd of March at the ICC, Birmingham.

QUOTE OF THE DAY:

We hope that our selected quote will serve as a motivation:

"True leadership lies in guiding others to success." - Bill Owens





UPCOMING ORGANISATION EVENTS:

 Exciting News Unveiled: April-May 2024 Bake-Off Competition in Peterborough! 

Get ready to unleash your inner baking maestro, as we gear up to host the most anticipated event of the season – the Bake-Off Competition in Peterborough! This upcoming April, we invite all baking enthusiasts, pastry wizards, and dessert connoisseurs to join us in a culinary celebration like no other.

Stay tuned for more details as we unveil the recipe for an unforgettable event that will indulge your taste buds and showcase the finest baking talents in the heart of Peterborough. Don't miss the chance to be part of this delectable journey – where passion meets the oven, and creativity knows no bounds.

The Bake-Off Competition awaits, promising a delightful blend of flavours and an atmosphere brimming with excitement. Stay tuned, because the oven's preheating, and the countdown to April-May 2024 has officially begun!  

You can reach out to us for support and queries via phone or email:

- **Shaheen Akhtar** : **Tel : 01733261233 – Mob: 07557141173**
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- **C.Sujeebun (Yash)** : **Tel: 01733261233**
HR Officer **Email: hadmin@trustcare.co**
Mob: 07510922504