

Message from Human Resource Department



Welcome to the Second Edition of Our HR Quarterly Newsletter!

The HR Team is delighted to present to you the latest edition of our HR quarterly newsletter. Following the success of our inaugural issue, we continue our journey to enhance communication, alignment, and growth within our organization.

This newsletter remains a vital platform for reinforcing our company's philosophy, core values, and desired behaviours, ensuring they are embedded in everything we do. Additionally, it will keep you informed about HR guidance, upcoming changes in employment legislation, and initiatives designed to cultivate excellence and best practices across our company.

In this edition, you'll find exciting updates, insightful articles, and valuable resources to support your professional growth and development. I encourage each of you to actively engage with the content and share your feedback with us.

Together, let's continue to strive towards our vision and mission, fostering a supportive and thriving workplace environment.

Happy reading!

Kind regards,

Zyaad Khoyrutty
Human Resource Director

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

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QUOTE OF THE DAY:

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

“Social care is the art of compassion in action; where every gesture, no matter how small, heals hearts and uplifts souls. In caring for others, we find the true essence of our humanity.” (HR Team, 2024)



[KEY HR AND EMPLOYMENT LAW CHANGES YOU NEED TO KNOW](#)

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

More flexibility for paternity leave

Employees taking statutory paternity leave (and pay, if they are eligible) can now split their two weeks' entitlement into two separate one-week blocks, rather than having to take them both together. They can also take their two weeks at any time within the first year after their child's birth, rather than within only the first eight weeks after birth as previously required.

Employees now have to give employers 28 days' notice for each week of leave, down from 15-weeks' notice previously, before taking leave. However, they still need to give notice of their upcoming entitlement 15 weeks before the expected date of birth.

These changes were made by the [Paternity Leave \(Amendment\) Regulations 2024](#)

Carer's leave

Employees are now entitled to take one week of unpaid leave a year if they have caring responsibilities.

This applies to any employees who are caring for a spouse, civil partner, child, parent or other dependant who needs care because of a disability, old age or any illness or injury likely to require at least three months of care. The leave entitlement is available from the first day of employment with no qualifying period.

This entitlement was created by the [Carer's Leave Act 2023](#) and the associated [Carer's Leave Regulations 2024](#). For more information about this legislation, see the [Library briefing on the Carer's Leave Bill 2022-23](#).



FUTURE UPDATES TO FOLLOW FOLLOWING LABOUR WINS

Having “transformed the world of work once before”, Labour has pledged to do more for working people upon elected on 4 July.

So, how might Labour’s ‘Plan to Make Work Pay’ transform the workplace in the months and years ahead, and what does it all mean for employers?

Let’s delve in the potential employment law and HR implications of a Labour government, detailing the effects of proposals such as:

- Creating a **single ‘worker’ employment status**
- Making key rights – including **unfair dismissal** – available from day one
- Banning “exploitative” **zero-hour contracts**
- Putting an end to **fire and rehire** practices
- Boosting **National Minimum Wage** to combat the cost of living
- Overhauling **SSP**, including removing the lower earnings threshold
- Enhancing **family-friendly rights**, including reviewing parental leave
- Extending **redundancy** and **TUPE rights**
- Expanding **equal pay rights** to ethnic minorities and disabled people
- Repealing the Trade Union Act 2016 and **strengthening TU rights**

Please note that the process of enacting a law is multi-staged and involves thorough consultations and reviews. The Labour Party’s recent proposals for employment reforms in the UK, as outlined in their ‘Plan to Make Work Pay,’ are still in the proposal stage and have not yet become law.

The Labour Party intends to start the legislative process within 100 days of entering government, subject to consultation and other priorities. This would involve stages such as a green paper for initial discussions and a white paper as a detailed proposal before any legislation is drafted and passed.

We will keep an eye on progress and provide guidance, policies, and systems to ensure compliance with any new laws.

Please see further details below regarding some of the above proposals.

❖ **Creating a single ‘worker’ employment status**

In response to ongoing challenges in employment law and recent legal precedents, Labour has proposed a transformative policy to streamline and strengthen workers' rights. The proposal aims to replace the current fragmented categories of 'employee', 'worker', and 'self-employed' with a unified status of 'worker'. This change would ensure that all individuals starting a new role receive essential rights from day one, including Statutory Sick Pay, National Minimum Wage entitlement, holiday pay, paid parental leave, and protection against unfair dismissal. This initiative seeks to address concerns raised by significant legal cases in the gig economy, highlighting issues of classification and rights disparity. By advocating for this unified status, Labour strives to enhance job security and create a fairer, more equitable workplace for all.

Please click on link for more info:

[Labour announces policy to create a single status of ‘worker’ with rights from day one - Winckworth Sherwood LLP \(wslaw.co.uk\)](#)

❖ **Making key rights – including unfair dismissal – available from day one**

The new Government has promised to give employees protection from unfair dismissal from the first day of their employment. This will be a monumental shift in employment law, as current protection from unfair dismissal only kicks in after two years of continuous employment. This means employers can only terminate an employee's employment lawfully after identifying a fair reason and following a fair process as prescribed by law.

Whilst this change is seemingly good for employees, this change is likely to make businesses recruit with greater scrutiny and require more formal, extended probationary periods. In the longer term, terminations are likely to be more expensive, and we would expect that the number of tribunal claims will likely increase.

❖ **Banning “exploitative” zero-hour contracts**

Definition of ‘exploitative’ remains unclear

It is not yet clear whether the new government considers all zero-hours contracts to be “exploitative”, and exactly what it proposes banning.

“It may be that Labour will address this by providing workers who want the security of knowing they are guaranteed a minimum number of hours each week with the opportunity to move on to a contract that reflects their regular hours, while those who enjoy the flexibility offered by zero hours can leave matters as they are. We will have to wait and see.

Please see link for more info :

[Labour’s Plan to Make Work Pay: zero-hours contracts \(peoplemanagement.co.uk\)](#)

❖ Putting an end to fire and rehire practices

Labour has pledged to ban the practice. Meanwhile, the government are introducing a Statutory Code of Practice on Dismissal and Re-engagement which will come into force in July 2024. The new Code will not ban fire and rehire but will make it clear that dismissing an individual before rehiring them on different terms is to be the last resort.

Please see link for further details: [The end of Zero Hour Contracts: 'Fire and Rehire' no more | Tees Law](#)

❖ Boosting National Minimum Wage to combat the cost of living

We highlight Labour's ambitious plans to reform the minimum wage system, ensuring it becomes a genuine living wage that reflects the true cost of living. Under Labour's proposals, the Low Pay Commission's mandate would be expanded to consider not only economic conditions but also median wages, ensuring fair compensation for all workers. Age-based wage discrepancies would be eliminated to ensure equity among adult workers, with robust enforcement measures through the Single Enforcement Body and HMRC to penalize non-compliance. Labour is committed to enforcing National Minimum Wage regulations concerning travel time in multi-site sectors and ensuring workers' contracts align with legal standards. Collaboration with stakeholders, including trade unions and employers, underscores Labour's comprehensive approach to tackling the pervasive issue of low pay and promoting economic growth for all.

Please see link for further details: [Labour's Plan to Make Work Pay: Delivering A New Deal for Working People – The Labour Party](#)

❖ Overhauling SSP, including removing the lower earnings threshold

Labour will remove the four-day waiting period so that statutory sick pay (SSP) must be paid from day one of sickness, which will increase employers' costs. The Government has not confirmed if it will increase the rate of SSP, which remains relatively low at £116.75-per week, but it does plan to remove the lower earnings limit.

❖ Extending redundancy and TUPE rights

- Introduces an obligation to collectively consult on large-scale redundancies when employees are at risk of redundancy across the whole of a business, rather than at one workplace or local employment unit; and

- strengthen the existing set of rights and protections for workers subject to TUPE processes. Interestingly, although Labour had previously pledged to remove the statutory caps on compensation awarded in the employment tribunal, this is no longer mentioned. They had also previously referred to other reforms including a personal liability on directors for breaches of employment law and to extending maternity and paternity leave, which are no longer referred to. [The Labour Party's proposed changes to UK employment law and business immigration - TLT LLP](#)



AI in Recruitment: Transforming the Hiring Process

The UK Government has adopted a cross-sector and outcome-based framework for regulating AI, underpinned by five core principles. These are safety, security and robustness, appropriate transparency and explainability, fairness, accountability and governance, and contestability and redress. AI in recruitment leverages artificial intelligence to automate, optimise, and enhance various stages of the hiring process. Here are some key potential applications of AI in recruiting:

Automating Administrative Tasks:

AI platforms streamline the scheduling of candidate interviews by integrating with recruiters' calendars. They also send personalised outreach or rejection emails to multiple candidates, saving valuable time.

Writing Job Descriptions:

Generative AI tools assist in crafting job descriptions by offering templates based on similar roles. These can be tailored to meet hiring managers' specific needs and align with organisational values. Additionally, AI can rewrite descriptions to ensure they are unbiased and inclusive.

Candidate Sourcing:

AI aids in identifying potential candidates by analysing resumes and portfolios. This helps us efficiently find and source qualified applicants.

Resume Screening:

AI algorithms screen resumes, matching skills and qualifications to job requirements. This enhances the efficiency and accuracy of the screening process, allowing recruiters to focus on the best candidates.

However, the implementation of AI in recruitment poses high potential dangers. A major concern is the perpetuation of biases present in training data, leading to discriminatory hiring practices. The opacity in AI decision-making can result in unfair candidate evaluations, with applicants unable to understand or contest rejections. Over-reliance on AI reduces human oversight, potentially neglecting qualitative aspects of candidates crucial for comprehensive assessment. To safeguard against these risks, it is essential to ensure rigorous evaluation and continuous monitoring of AI tools. Adopting transparent algorithms, maintaining human oversight, and adhering to ethical standards and regulatory frameworks are critical measures to mitigate these dangers.

We are in the process of introducing AI step by step in HR and it is important to note that our AI currently does not make any final decisions. All our candidates are either selected or rejected by our team, ensuring a fair and personalised evaluation process.

[The UK's framework for AI regulation | Deloitte UK](#)

GENERAL ELECTION INSIGHTS: WHAT HAS CARE ENGLAND SAID?



Social care was set to be a central theme in the UK general election. In the first electoral debate, held on June 4, 2024, Labour leader Keir Starmer promised a full plan to be published within the party's manifesto. Sunak was altogether vaguer on what the Conservatives aim to do.

Adult social care remains one of the biggest challenges of Labour. Since the financial crisis of 2008, the problem of how to provide it to an ageing population has reached a critical level.

In England alone, 2.6 million people over the age of 50 cannot currently access the care they need. The devolved governments of Scotland, Wales and Northern Ireland all spend more per capita on social care than the Westminster government spends in England. And yet, as government funding for social care has declined, recipient numbers have dwindled there too.

The social care sector in the UK faces significant challenges, including low pay, high pressure, and staff burnout, leading to high turnover rates. Most councils now contract private providers, many of which are heavily indebted, leading to care home closures and market exits.

This has exacerbated financial crises for councils, the largest spenders on care. Historical and recent policies, particularly post-2008 austerity measures, have worsened care quality and accessibility, with community groups and unpaid carers filling funding gaps. Staffing shortages are critical, with over half of providers struggling to recruit and retain workers, who face stressful conditions and low pay. Legal reforms and political indecision have failed to improve the situation.

GENERAL ELECTION INSIGHTS: WHAT HAS CARE ENGLAND SAID?

Governments have proposed but failed to implement effective social care reforms, leading to stagnation. Local governments, hit by funding cuts, cannot meet increasing care needs. While the 2014 Care Act introduced means testing and a cap on care costs, financial pressures have delayed implementation. The 2017 "dementia tax" proposal and subsequent plans under Boris Johnson have not resolved funding issues. Despite numerous policy reviews since the 1990s, no government has effectively addressed the needs of an aging population, highlighting the urgency for comprehensive social care reform.

Link :

<https://theconversation.com/why-the-uk-really-needs-a-clear-plan-to-fix-adult-social-care-230749>



This following resource is intended as a summary of the commitments the three largest parties in England have made for the NHS, social care and public health in their manifestos, associated costing documents and media reports so far.

This resource does not attempt to analyse, fact check or provide a comprehensive digest of all the pledges, rather it is a summary of the policy and spending commitments that have been made.

Please click on link to open the page:

<https://www.kingsfund.org.uk/insight-and-analysis/long-reads/health-care-manifesto-pledges-election-2024>.



SPONSORSHIP UPDATES

Key **immigration law updates** related to sponsorship in the UK for **2024**:

- 1. Social Care Workers and Dependents:**
 - (i) As of **March 11, 2024**, newly arriving care workers are **no longer allowed** to bring immediate family members (partners and children) on their visas.
- 2. Skilled Worker Visa Changes:**
 - (i) The baseline minimum salary to be sponsored for a **Skilled Worker visa** has increased from £26,200 to **£38,700**.
 - (ii) The 'going rate' minimum salary specific to each job has also gone up significantly.
 - (iii) The list of jobs eligible for sponsorship at a reduced minimum salary has been shortened and renamed the **Immigration Salary List**.
[These changes took effect on April 4, 2024¹²](#).
- 3. Spouse/Partner Visa Minimum Income:**
 - (i) The minimum income required to sponsor someone for a **spouse/partner visa** has risen from £18,600 to **£29,000**.
 - (ii) Further increases are planned: around £34,500 later in 2024 and finally around £38,700 by early 2025. [These changes were implemented on April 11, 2024¹](#)

Updated Training Information

The HR Department has provided comprehensive training to Managers and Team Leaders on our sponsorship duties. This training covered several key areas, including compliance, reporting to the Home Office, and preparing for compliance audits, among others.

WHAT NEXT

Our next plan is to deliver training to all our sponsored employees. We are currently designing and working on this initiative to ensure everyone is well-informed and compliant with our sponsorship requirements.



EMPLOYEE ENGAGEMENT STEERING COMMITTEE UPDATE

A Special Thank You:

We would like to extend a special thank you to all committee members who contributed to the "Bake Off 2024" event. Your help and support were instrumental in making the event a success!

1. Governance Structure:

The steering committee members have now been inducted into their roles and have gained a better understanding of how their contributions can bridge workforce strategy with the company's mission, vision, and values. The next step is to introduce appropriate governance structures within the committee to ensure it can perform its duties autonomously and effectively.

2. Accountability:

A chair will be appointed by vote, and an "Employee Engagement Steering Committee Charter" will be implemented to ensure that committee activities are structured and that members adhere to a "Code of Conduct." Subcommittees will also be established to take charge of key areas, including:

- Employee Well-being
- Professional Development
- Diversity and Inclusion
- Communication and Feedback

3. Committee Membership and Governance:

We will establish systems and processes for the annual re-election of committee members. Additionally, we will implement measures to ensure that all members consistently uphold our Company Core Values and behaviours. This includes addressing any instances where members may not be performing effectively within their roles.

4. Budget and Resources:

A budget for the committee will be discussed at our next meeting and then sent for approval. This will allow the committee to independently allocate resources to projects and initiatives.

5. Measures of Success and Reporting Duties:

In addition to the above measures, the committee will be required to produce a quarterly newsletter and report to the Senior Management Team (SMT) on ongoing projects, initiatives, and actions, as well as the outcomes of these initiatives.



No Sleeping



STAY ALERT CAMPAIGN –ENSURING EXCELLENCE IN CARE

Our new campaign on staying awake during night shifts is crucial for maintaining the safety and well-being of everyone in our care. "Staying awake means staying alert, and that's how we ensure everyone's safety." Every moment of vigilance brings us closer to outstanding care. Our commitment to being awake and responsive, especially during the quiet of night shifts, reflects our dedication to those who depend on us. "Our dedication at night reflects our commitment to care," ensuring that "night shifts are quiet, but our attention never sleeps."

To avoid sleeping on duty, there are several positive steps each staff member can take. "Taking regular walks helps me stay active and alert," and drinking plenty of water keeps us refreshed. Engaging in light exercises during breaks invigorates both body and mind, while sharing responsibilities with colleagues helps maintain focus. Creating a lively environment with soft music can also help maintain energy levels. These proactive measures ensure that we remain attentive and ready to provide the best care possible.

Being open and transparent is essential for maintaining a high standard of care. "By staying awake, we maintain a clear and open line of care throughout the night." Transparency starts with being present, both in mind and spirit, for those we serve. Demonstrating accountability means being fully present because "accountability never sleeps." Acting inclusively and displaying integrity, especially during night shifts, reflects our unwavering commitment to care.

Taking pride in our vigilance showcases the quality of our work, ensuring safety and comfort around the clock. Sharing knowledge, even during the quiet hours, keeps our care sharp and continuous. Embracing the Ubuntu philosophy, "I am because we are," emphasizes our interconnectedness and strength, particularly during night shifts.



Potential consequences of sleeping at work.

Sleeping on duty is gross misconduct that can lead to disciplinary action and, in some cases, termination of employment. It is important to remember that our roles require full attention to ensure the safety and well-being of our patients. By following the above principles and taking positive steps to stay alert, we can ensure excellence in healthcare around the clock.

BAKE OFF EVENT 2024 FEEDBACK



Overall Experience

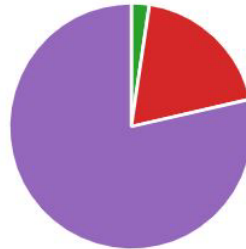
1. Overall Experience

On a scale of 1 to 5, with 1 being very dissatisfied and 5 being very satisfied, please rate your overall experience at the Bake Off.

[More Details](#)

[Insights](#)

1	0
2	0
3	1
4	8
5	33



Would you recommend This Event?

12. Would You Recommend This Event?

Would you recommend this Team Building Bake Off or similar events to your colleagues?

[More Details](#)

Yes	40
No	1
Maybe	1



A huge thank you to everyone who participated in our recent bake-off. Your enthusiasm and delicious creations made the event fantastic!

Special thanks to the FCSL/TCM Head Office organisers, all teams, service users, and employees for their hard work. Your efforts are greatly appreciated.

OUR CORE VALUES AND BEHAVIOURS

CULTURE – *Ubuntu* is the word chosen to reflect the culture of our organisation. *Ubuntu* is a quality that includes the essential human virtues; *compassion* and *humanity* which therefore means a person is entitled to unconditional respect and dignity, which is our moral base. *'I am because you are'*

BE OPEN AND TRANSPARENT – Be willing to embrace new things, fresh ideas, and novel experience. Be open-minded and approach new things with curiosity, helps us to ensure that both employees and employer expectations are appropriately set and fulfilled. Demonstrate by what we say and by what we do.

DEMONSTRATE ACCOUNTABILITY –an obligation to make things better, to pursue excellence , and do things in ways that further the goals of our organisation. Being accountable means that we are answerable for our action and the actions of our teams. portray a professional image through reliability, consistency and honesty, dress and act appropriately, deliver work outcomes to agreed quality standards and timescales.

DISPLAY INTEGRITY – be self-aware, accountable, responsible, and truthful and ensure your actions are internally consistent.

ACT INCLUSIVELY – Build positive relationships with your colleagues share expertise and demonstrate a willingness to learn from others. Drive performance, productivity and innovation, through your ability to relate to a diversity of people and perspectives, be open and flexible.

BE PROUD – Have pride in your work, be motivated to exceed, promote the uniqueness of the company, understand the vision, mission and philosophy of the company. Recognise the culture of the company, understand that we believe in our differences, and we acknowledged, embrace and respect them.

SHARE KNOWLEDGE ALWAYS - To empower others is to make yourself more powerful in any position you hold.

Expansion Updates:

We have officially registered for Focus Home Care on 26 April 2024, and it is now live on CQC website. Link: [Focus Home Care Limited - Care Quality Commission \(cqc.org.uk\)](https://www.cqc.org.uk)



FOCUS HOME CARE

We Focus on Care at Home

YOU ARE MOST WELCOME AND ENCOURAGED TO CONTACT OUR FREEDOM TO SPEAK
GUARDIANS
WHENEVER YOU WISH TO

Contact one of our 'Freedom To Speak Up' Guardians Senior Management Team



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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.

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

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