



UNFAIR TO CARE 2022-23

Understanding the social care
pay gap and how to close it

Scotland Supplementary Publication,
Published March 2023

Community
Integrated
Care [®]



INTRODUCTION FROM TERESA EXELBY

CHIEF PEOPLE OFFICER AT COMMUNITY INTEGRATED CARE

In December 2022, Community Integrated Care launched [Unfair To Care 2022/23](#). This built on our original research with **global experts in job evaluation – Korn Ferry** – providing a first of its kind assessment of the role of a frontline Support Worker and their rates of pay.

Using Korn Ferry's industry-leading methods, this in-depth and illuminating research demonstrated that, far from being low-skilled, the **Support Worker role is a highly responsible, complex and accountable one**, requiring a wide range of **rare vocational qualities and technical skills**.

Shockingly, the research further demonstrated that many **Support Workers would be paid significantly more in comparable roles within the public sector and NHS**. In fact, in 2022, the pay gap between an average Support Worker in England and the equivalent role of a Band 3 Worker in the NHS, amounted to a staggering **41% or £8,000** a year.

Disappointingly, at the time of publishing Unfair To Care 22/23, we were **unable to access any current, accurate data on average pay rates in Scotland**. As a proud provider of support to more than 300 people, and employing 1000 caring and committed colleagues in Scotland, we were keen to rectify this.

Therefore, I am delighted to now be able to share with you this special Supplementary Report, which illustrates the current pay gap in Scotland, using data generously collated by our **partners, the Coalition of Care and Support Providers in Scotland (CCPS)**.

Perhaps unsurprisingly, the figures show that the median hourly rate amongst **CCPS's 93 members aligns with the minimum rate of £10.50**. This is the legal requirement for care workers set by the Scottish Government, a move which for many, showed a clear commitment to improve social care in Scotland.

However, just like with our comparisons south of the border, when we review this data in the context of the Unfair To Care research, **we still see significant gaps between Support Worker pay and pay for roles of equivalent size in the NHS and public sector in Scotland – 21% or £4,330 when compared with the NHS Band 3 Worker**. *(And this figure would be significantly more if we factor in the additional allowances, premiums and pension contributions we know come as part of the NHS Agenda For Change pay scale.)*

Using the Korn Ferry evaluation method, we've also been able to **compare roles of the same size within the Retail industry in Scotland** – the vast majority of which have a reference to 'management' or 'leadership' within their job titles, demonstrating not only a pay gap, but also a gap in the level of respect extended to that of a Support Worker.

We are hugely supportive of the attempts by the Scottish Government to properly pay and professionalise the role of a care worker, which have manifested in a **sector which is broadly better funded, has a workforce paid consistently above the national minimum wage, and is both regulated and required to register in order to practice**. So, then, how confounding and disheartening that, at a time of extraordinary chronic workforce shortages and an unprecedented cost-of-living crisis, the Scottish Government has chosen to raise the minimum sector rate **by only 3.8% to £10.90 from April onwards**.

In fact, the recent NHS pay deal from the Scottish Government, of a 6.5% pay rise to comparable roles in the NHS, means that from April, the gap between roles of the same size – and ultimately funded from the same public funds – will grow from 21% to 24% or £5,164 a year.

I will end by encouraging you to [read the full Unfair To Care report](#), in conjunction with this supplementary data set; it provides the complete context to this work, case studies of real lives impacted by this crisis and importantly, sets out the changes that we believe millions of people urgently need to see. **We hope that in some way, this research shines a much-needed spotlight on the painfully unfair treatment of the social care sector and helps accelerate the change required so that it is no longer unfair to care.**

Finally, thank you to the CCPS, its member organisations and Scottish Care for your vital contributions to this work.

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SECTOR SUPPORT



CCPS
COALITION OF CARE
AND SUPPORT PROVIDERS
IN SCOTLAND

RACHEL CACKETT, CEO, THE COALITION OF CARE AND SUPPORT PROVIDERS IN SCOTLAND (CCPS)

"CCPS welcomes and supports the Unfair To Care research by our member organisation, Community Integrated Care. We're pleased to have been able to build on this important work, providing additional Scotland-specific pay data, gathered from across our 93 members.

Unfair To Care is a vital and timely campaign, as our members from across the care sector demand the urgent attention of the Scottish Government to address the current crisis we are experiencing. The issues we face - Fair Work, recruitment and retention and, indeed, the fundamental sustainability of the whole sector - need urgent action.

We share a commitment to working with the Government to deliver the positive changes needed for our workforce and the people they care for. But, as this campaign states, right now, too many decisions being taken are Unfair to Care."



Scottish Care
Voice of the independent care sector

DR DONALD MACASKILL, CEO, SCOTTISH CARE

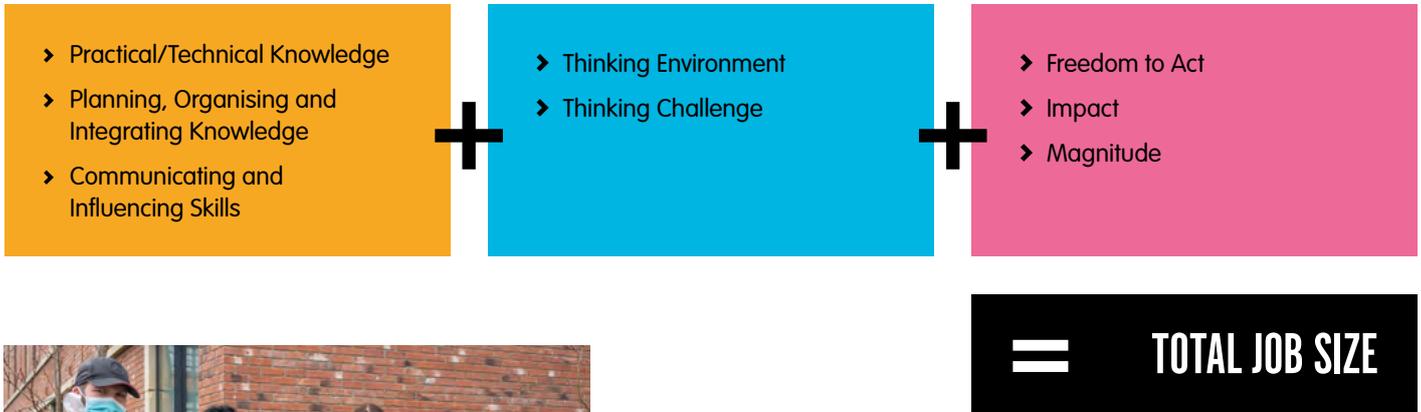
"The lifeblood of every care organisation is the people who work for it. It is they who are the hands of care; it is they who deliver compassion, treat people with dignity, make sure that people are heard and supported as they wanted to. They are our most precious resource and yet every day hundreds are leaving social care to work elsewhere.

The reason is not that they have fallen out of love with their jobs or stopped caring. They are leaving because they need to find a job that pays them better, that gives them a career and that values them.

I am happy to support Community Integrated Care's Unfair To Care campaign, so that we can help people understand the true level of professionalism and skill within social care and that as a whole society, we can close the pay gap between those who work in our care sector and those who work in our NHS. They are two sides of the care coin - it is time our support to both was equal and fair."

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The themes of Korn Ferry's analysis



Korn Ferry's analysis not only reviewed the know-how, problem solving and accountability factors which represent the key components of job size in most sectors, but also the workplace environmental factors that define the overall experience of work. Incorporating all of these factors in their analysis meant that the Support Worker role could be robustly compared with thousands of roles across multiple sectors, drawing upon Korn Ferry's unparalleled datasets.

This provided, for the first time, a truly 360° view of frontline social care roles and revealed the true fair rate for pay.



EMOTIONAL DEMANDS

Requirements of the role that might cause emotional strain due to traumatic circumstances, experiences or events, challenge from or confrontation with others, personal threat or a combination of these.



ENVIRONMENTAL DEMANDS

Requirements of the role that may be unpleasant or cause discomfort due to exposure to variations in, or extremes of: noise, moisture, dust, odours, noxious substances or temperature.



PHYSICAL DEMANDS

The physical aspects of a role that may cause fatigue or strain.

Korn Ferry's analysis benchmarks the Support Worker role as being an NHS Band 3 equivalent in the NHS Agenda for Change framework. So when we look at the gap in pay, what does that mean?

THE 2023 GAP - SCOTLAND

SOCIAL CARE

- Average Support Worker pay¹

£20,531

Average hourly rate of £10.50

NHS

- Midpoint of the two step points in Band 3 NHS roles (Scotland)²

£24,861

Average hourly rate of £12.71

Not including allowances and additional hours payments



21%

The total pay rise needed by social care Support Workers in Scotland to achieve parity with their NHS counterparts³

LOCAL GOVERNMENT AND NOT-FOR-PROFIT

- Average pay of equivalent roles

£24,750

Average hourly rate of £12.66

21%

Total pay rise needed by social care Support Workers in Scotland to achieve parity with LG/NFP counterparts

RETAIL SALARIES⁴

- Average pay of equivalent roles

£24,383

Average hourly rate of £12.47

19%

Total pay rise needed by social care Support Workers in Scotland to achieve parity with workers in comparably sized Retail roles

¹ Figures used are average rates for Support Worker roles in Scotland and are taken from the CCPS Member Survey, January 2023

² Data from NHS Agenda for Change Pay Scale 2022 (scot.nhs.uk) It should also be noted that in February 2023 NHS Band 3 workers accepted a 6.5% pay rise with an additional one-off payment, which will increase the gap to 24% from April.

³ This figure is based on a comparison between Average Support Worker Pay and the NHS Band 3 midpoint in Scotland and therefore underestimates the extent of the gap by not factoring in all additional premiums and entitlements

⁴ Figures based on Retail jobs evaluated as the same size by Korn Ferry

www.UnfairToCare.co.uk

All figures accurate at time of publishing, March 2023



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