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# NHS Check 12

Zero hour contracts in the NHS and  
Social Care

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## **NHS CHECK 12**

### **REVEALED:**

- **67,000 NHS staff now on zero hour contracts – up 10,000 under David Cameron**
- **Clinical staff account for two thirds of list as three in four hospitals now use zero hour contracts**
- **Over 300,000 social care workers on zero hour contracts – an extra 50,000 in two years**

**Labour calls on the Government to review the use of zero hour contracts and their impact on the care of patients and older people where they are used in place of permanently contracted staff.**

### **Background**

Zero hour contracts that give employees no guarantee of work are on the rise in England's NHS and care services.

Such contracts for health and care workers:

- a) Do not guarantee to provide work;
- b) Only pay for work undertaken;
- c) Have no specified working hours or patterns.

Labour's Shadow Health Team submitted requests under the Freedom of Information Act and Written Parliamentary Questions to reveal the numbers of health and care workers employed under these conditions.

### **Zero hour contracts in the NHS**

In 2012/13, there were 67,242<sup>1</sup> members of NHS staff employed this way compared to 57,632 in 2009/10 - an increase of 9,610 NHS workers since Labour's last year in Government.

The number of clinical staff employed on zero hour contracts has risen from 42,177 in 2009/10 to 47,433 in 2012/13 – now totalling 70% of all NHS staff using these contracts.

A distinction must be made between NHS staff who join a hospital's 'Bank' for extra hours or increased inflexibility, and situations where staff are expected to be on call without payment and are unable to turn down a shift offered.

Labour's concern is that the NHS is increasingly favouring casual contracts over offering permanent roles.

Of the 131 NHS hospital trusts that responded to the Freedom of Information request, 99 confirmed that ZHCs are used – 75% of hospitals.

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<sup>1</sup> Based on 136 responses from Trusts in England. Detailed statistics to be found in Appendix 1

The ten NHS hospital trusts with the highest number of zero hour contracts are:

<b>Heart of England NHS Foundation Trust</b>	<b>5167</b>
<b>Luton and Dunstable University Hospital</b>	<b>2878</b>
<b>University Hospitals Coventry and Warwickshire NHS Trust</b>	<b>2844</b>
<b>The Royal Wolverhampton NHS Trust</b>	<b>2340</b>
<b>The Royal Liverpool and Broadgreen University Hospitals</b>	<b>1682</b>
<b>Oxleas NHS Foundation Trust</b>	<b>1629</b>
<b>Central Manchester University Hospitals</b>	<b>1627</b>
<b>Rotherham NHS Foundation Trust</b>	<b>1624</b>
<b>Hampshire Hospitals NHS Foundation Trust</b>	<b>1621</b>
<b>Barts Health NHS Trust</b>	<b>1586</b>

### Zero hour contracts in the social care sector

Ministers have also admitted, in a written response to a Labour question in Parliament, that 307,000 workers are employed are now employed on zero hour contracts – a figure that has increased by 49,000 since 2011.

The answer also confirms that 2011 saw a significant increase on Labour’s time in Government - “pre-2011 was not large enough to make robust estimates [...] for these years, the proportion on zero-hours contracts was lower than in 2011.”

More than a quarter of the new zero hour contracts are in London – an extra 13,000 compared to two years earlier. The Eastern region has experienced the most significant increase outside of London, with 7,000 extra contracts.

The figures by region are:<sup>2</sup>

<b>Estimated number of adult social care workers on zero-hours contracts, by each English region</b>		
<b>Region</b>	<b>2011</b>	<b>2013</b>
Eastern	34,000	41,000
East Midlands	20,000	23,000
London	43,000	56,000
North East	13,000	17,000
North West	29,000	37,000
South East	43,000	50,000
South West	27,000	27,000
West Midlands	24,000	30,000
Yorkshire and The Humber	24,000	27,000
<b>England</b>	<b>258,000</b>	<b>307,000</b>

<sup>2</sup> House of Commons Debate, 8 July 2013, *Official Report*, Column 98W

## **What does this mean for health and care in England?**

On David Cameron's watch, thousands of extra health and care workers are working on zero hour contracts whilst hospitals are short-staffed and social care has reached breaking point.

In the NHS, the rise in the number of staff employed on such contracts is a product of the Government's mismanagement of the NHS £20 billion efficiency challenge – favouring the 'low hanging fruit' over longer-term efficiency savings.

Four thousand nursing jobs have been lost since the General Election and the regulator has uncovered 1 in ten hospitals without adequate staffing.

At the end of his three-year inquiry into Mid-Staffordshire, Robert Francis recommended benchmarks on safe staffing. Labour supported his recommendation but Ministers have chosen to ignore it.

Meanwhile in social care, the rise in zero hour contracts is symptomatic of the sector's standing as a malnourished cut-price business grappling with a £1.8 billion local authority cut to older people's care budgets.

Today's 300,000 care workers on these contracts make up 20% of the entire social care workforce. If the staff do not have the security of knowing what they will earn from week to week they could find it harder to give a sense of security to those they care for.

This week, Camilla Cavendish's report for the Government on the training and support of healthcare assistants raised the increasing use of zero hour contracts as a key issue affecting the care sector.

Cavendish notes that "Some low paid HCAs and support workers will heroically keep going as long as they feel they are still giving good care. But the advent of zero hours contracts, fee cuts and no payment for travel time is making it financially prohibitive for some domiciliary care workers to struggle on. Attrition rates are already dangerously high: and they will only increase when carers feel that they can no longer even give good care. Society will lose some talented carers unless the commissioning process changes radically and Government starts to move money from health to reward social care for its contribution to lowering NHS costs."

She also adds, "For home care workers on zero-hours contracts, who are not guaranteed a fixed number of hours work per week, the need to travel for longer distances to do fewer visits is making it harder to make ends meet. The fact that some employers will not pay for travel time between clients means that there are now serious questions about whether some workers are actually being paid less than the National Minimum Wage."

In England, a care system has developed where too many operators cut corners on the care of vulnerable older people to increase profit margins. At present, society believes that looking after someone else's parents is the lowest calling a young person can answer, rather than the highest.

Labour is calling on the Government to review the use of zero hour contracts and their impact on the care of patients and older people.

**Appendix 1 – Number of staff on zero hour contracts in each NHS hospital trust in 2009/10 and 2012/13**

Name of Trust	2009/10			2012/13		
	Clinical	Non-Clinical	Total	Clinical	Non-Clinical	Total
<b>TOTALS</b>	42177	11480	57632	47433	13334	67242
<b>5 Boroughs Partnership NHS Foundation Trust</b>	361	26	<b>387</b>	324	29	<b>353</b>
<b>Aintree University Hospitals NHS Foundation Trust</b>	264	33	<b>297</b>	253	13	<b>266</b>
<b>Alder Hey Children's Hospital NHS Foundation Trust</b>	1042	53	<b>1095</b>	1185	193	<b>1378</b>
<b>Ashford &amp; St Peter's Hospitals NHS Foundation Trust</b>	49	0	<b>49</b>	22	0	<b>22</b>
<b>Barking, Havering and Redbridge University Hospitals</b>	20	2	<b>22</b>	525	137	<b>662</b>
<b>Barnsley Hospital NHS Foundation Trust</b>	916	106	<b>1022</b>	1124	115	<b>1239</b>
<b>Barts Health NHS Trust</b>	1495	559	<b>2054</b>	1184	402	<b>1586</b>
<b>Basildon and Thurrock University Hospitals</b>	0	0	<b>0</b>	0	0	<b>0</b>
<b>Berkshire Healthcare</b>	113	85	<b>198</b>	192	87	<b>279</b>
<b>Birmingham Children's Hospital NHS Foundation Trust</b>	N/A	N/A	<b>432</b>	N/A	N/A	<b>565</b>
<b>Birmingham Women's NHS Foundation Trust</b>	0	0	<b>0</b>	0	0	<b>0</b>
<b>Bridgewater Community Healthcare NHS Trust</b>	N/A	N/A	N/A	103	370	<b>473</b>
<b>Brighton and Sussex University Hospitals Trust</b>	165	47	<b>212</b>	862	238	<b>1100</b>
<b>Buckinghamshire Healthcare NHS Trust</b>	776	60	<b>836</b>	375	51	<b>426</b>
<b>Calderdale and Huddersfield NHS Foundation Trust</b>	324	317	<b>641</b>	204	363	<b>567</b>
<b>Cambridge University Hospitals NHS Foundation Trust</b>	0	0	<b>0</b>	0	0	<b>0</b>
<b>Camden and Islington NHS Foundation Trust</b>	1213	189	<b>1402</b>	5	0	<b>5</b>
<b>Central and North West London NHS Foundation Trust</b>	N/A	N/A	N/A	609	191	<b>800</b>
<b>Central Manchester University Hospitals</b>	376	502	<b>878</b>	908	719	<b>1627</b>
<b>Chelsea &amp; Westminster NHS Foundation Trust</b>	0	0	<b>0</b>	0	0	<b>0</b>
<b>Cheshire and Wirral Partnership NHS Foundation Trust</b>	382	93	<b>475</b>	325	143	<b>468</b>
<b>Colchester Hospital University NHS Foundation Trust</b>	60	14	<b>74</b>	67	57	<b>124</b>

County Durham and Darlington NHS Foundation Trust	0	0	0	0	0	0
Coventry and Warwickshire Partnership NHS Trust	417	124	541	448	205	653
Croydon Health Services NHS Trust	0	0	0	0	0	0
Cumbria Partnership NHS Foundation Trust	0	0	0	0	0	0
Derbyshire Community Health Services NHS Trust	N/A	N/A	N/A	203	49	252
Devon Partnership NHS Trust	0	0	0	0	0	0
Doncaster and Bassetlaw Hospitals NHS Foundation Trust	N/A	N/A	N/A	N/A	N/A	N/A
Dorset County Hospital NHS Foundation Trust	N/A	N/A	N/A	168	39	207
Ealing Hospital NHS Trust	1226	377	1603	621	260	881
East and North Hertfordshire NHS Trust	0	0	0	0	0	0
East Cheshire NHS Trust	N/A	N/A	N/A	423	77	500
East Lancashire Hospitals NHS Trust	0	0	0	0	0	0
East Sussex Healthcare NHS Trust	N/A	N/A	N/A	N/A	N/A	N/A
Epsom and St Helier University Hospitals NHS Trust	0	0	0	0	0	0
Frimley Park Hospital NHS Foundation Trust	0	0	0	0	0	0
Great Ormond Street Hospital for Children NHS Foundation Trust	N/A	N/A	N/A	N/A	N/A	584
Great Western Hospitals	1060	228	1288	1025	236	1261
Hampshire Hospitals NHS Foundation Trust	N/A	N/A	211	N/A	N/A	1621
Harrogate and District NHS Foundation Trust	68	84	152	231	105	336
Heart of England NHS Foundation Trust	4144	601	4745	4540	627	5167
Heatherwood and Wexham Park Foundation Trust	N/A	N/A	N/A	94	87	181
Hertfordshire Community NHS Trust	0	0	0	0	0	0
Homerton Hospital NHS Trust	0	0	0	0	0	0
Hounslow and Richmond Community Healthcare	N/A	N/A	N/A	539	284	823
Humber NHs Foundation Trust	110	85	195	448	166	614
Imperial College Healthcare NHS Trust	N/A	N/A	N/A	N/A	N/A	299
James Paget University Hospitals Trust	375	122	497	424	128	552
Kent Community Health NHS Trust	N/A	N/A	N/A	172	6	178
Kettering General Hospital NHS Foundation Trust	0	0	0	0	0	0

<b>King's College Hospital NHS Foundation Trust</b>	64	15	<b>79</b>	31	13	<b>44</b>
<b>Lancashire Teaching Hospitals NHS Foundation Trust</b>	N/A	N/A	<b>N/A</b>	469	168	<b>637</b>
<b>Leeds and York Partnership NHS Foundation Trust</b>	377	62	<b>439</b>	563	74	<b>637</b>
<b>Leeds Teaching Hospitals NHS Trust</b>	0	0	<b>0</b>	0	0	<b>0</b>
<b>Liverpool Heart and Chest Hospital NHS Foundation Trust</b>	119	13	<b>132</b>	165	14	<b>179</b>
<b>Liverpool Women's NHS Foundation Trust</b>	N/A	N/A	<b>N/A</b>	63	6	<b>69</b>
<b>Luton and Dunstable University Hospital</b>	1862	662	<b>2524</b>	2169	709	<b>2878</b>
<b>Medway NHS Foundation Trust</b>	519	152	<b>671</b>	43	0	<b>43</b>
<b>Mid Essex Hospital Services NHS Trust</b>	188	4	<b>192</b>	141	6	<b>147</b>
<b>Mid Staffordshire NHS Trust</b>	455	160	<b>615</b>	480	176	<b>656</b>
<b>Mid Yorkshire Hospitals NHS Trust</b>	381	52	<b>433</b>	241	25	<b>266</b>
<b>Milton Keynes Hospital NHS Trust</b>	N/A	N/A	<b>N/A</b>	N/A	N/A	<b>220</b>
<b>Moorfields Eye Hospital NHS Trust</b>	0	0	<b>0</b>	0	0	<b>0</b>
<b>Norfolk and Norwich University Hospitals</b>	722	168	<b>890</b>	875	119	<b>994</b>
<b>North Cumbria University Hospitals NHS Trust</b>	305	69	<b>374</b>	358	70	<b>428</b>
<b>North Devon Healthcare NHS Trust</b>	N/A	N/A	<b>N/A</b>	21	1	<b>22</b>
<b>North Tees and Hartlepool NHS Foundation Trust</b>	672	155	<b>827</b>	682	104	<b>786</b>
<b>North West London Hospitals NHS Trust</b>	0	0	<b>0</b>	0	0	<b>0</b>
<b>Northampton General Hospital NHS Trust</b>	40	140	<b>180</b>	88	124	<b>212</b>
<b>Northern Lincolnshire and Goole Hospitals NHS Foundation Trust</b>	449	131	<b>580</b>	381	91	<b>472</b>
<b>Northumberland, Tyne and Wear NHS Foundation Trust</b>	3	35	<b>38</b>	12	75	<b>87</b>
<b>Oxford University Hospitals NHS Trust</b>	973	160	<b>1133</b>	973	180	<b>1153</b>
<b>Oxleas NHS Foundation Trust</b>	979	142	<b>1121</b>	1357	272	<b>1629</b>
<b>Papworth Hospital NHS Foundation Trust</b>	N/A	N/A	<b>N/A</b>	N/A	N/A	<b>216</b>
<b>Pennine Acute Hospitals NHS Trust</b>	2488	647	<b>3135</b>	N/A	N/A	<b>N/A</b>
<b>Pennine Care NHS Foundation Trust</b>	430	72	<b>502</b>	579	224	<b>803</b>
<b>Peterborough and Stamford Hospitals NHS Foundation Trust</b>	0	0	<b>0</b>	0	0	<b>0</b>
<b>Poole Hospital NHS Foundation Trust</b>	N/A	N/A	<b>N/A</b>	511	151	<b>662</b>
<b>Portsmouth Hospitals NHS Trust</b>	321	354	<b>675</b>	319	158	<b>477</b>

Princess Alexandra Hospital NHS Trust	89	32	<b>121</b>	113	14	<b>127</b>
Queen Elizabeth Hospitals Kings Lynn Trust	246	91	<b>337</b>	279	97	<b>376</b>
Queen Victoria Hospital NHS Foundation Trust	0	0	<b>0</b>	0	0	<b>0</b>
Rotherham NHS Foundation Trust	1347	82	<b>1429</b>	1357	267	<b>1624</b>
Rotherham, Doncaster and South Humber NHS Foundation Trust	128	48	<b>176</b>	194	116	<b>310</b>
Royal Berkshire NHS Foundation Trust	93	36	<b>129</b>	67	38	<b>105</b>
Royal Bournemouth and Christchurch Hospitals	1004	227	<b>1231</b>	1084	304	<b>1388</b>
Royal Brompton and Harefield NHS Foundation Trust	0	0	<b>0</b>	0	0	<b>0</b>
Royal National Hospital for Rheumatic Diseases	52	28	<b>80</b>	55	20	<b>75</b>
Royal National Orthopaedic Hospital NHS Trust	0	0	<b>0</b>	0	0	<b>0</b>
Royal Orthopaedic Hospital NHS Foundation Trust	155	71	<b>226</b>	94	55	<b>149</b>
Royal United Hospital Bath NHS Trust	504	208	<b>712</b>	494	192	<b>686</b>
Salford Royal NHS Foundation Trust	25	76	<b>101</b>	17	73	<b>90</b>
Salisbury NHS Foundation Trust	1474	636	<b>2110</b>	N/A	N/A	<b>N/A</b>
Sheffield Children's NHS Foundation Trust	N/A	N/A	<b>N/A</b>	34	23	<b>57</b>
Sheffield Teaching Hospitals NHS Foundation Trust	205	73	<b>278</b>	246	49	<b>295</b>
Sherwood Forest Hospitals NHS Foundation Trust	136	107	<b>243</b>	226	108	<b>334</b>
Shrewsbury and Telford Hospital NHS Trust	579	224	<b>803</b>	782	176	<b>958</b>
South London and Maudsley NHS Foundation Trust	N/A	N/A	<b>N/A</b>	6	0	<b>6</b>
South Tees Hospitals NHS Foundation Trust	331	67	<b>398</b>	226	86	<b>312</b>
South Tyneside NHS Foundation Trust	0	0	<b>0</b>	0	0	<b>0</b>
Southend University Hospital NHS Foundation Trust	0	0	<b>0</b>	0	0	<b>0</b>
Southport and Ormskirk Hospitals NHS Trust	0	0	<b>0</b>	0	0	<b>0</b>
St George's Healthcare NHS Trust	280	14	<b>294</b>	1029	17	<b>1046</b>
St Helens and Knowsley Teaching Hospitals NHS Trust	565	124	<b>689</b>	443	75	<b>518</b>
Staffordshire and Stoke on Trent Partnership	N/A	N/A	<b>N/A</b>	1278	240	<b>1518</b>
Surrey and Sussex Healthcare NHS	0	0	<b>0</b>	0	0	<b>0</b>



Trust						
Sussex Community NHS Trust	N/A	N/A	N/A	1140	374	1514
Tameside Hospital NHS Foundation Trust	0	0	0	0	0	0
Tavistock and Portman	15	84	99	51	92	143
The Christie NHS Foundation Trust	40	52	92	67	46	113
The Ipswich Hospital NHS Trust	0	0	0	0	0	0
The Robert Jones & Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	N/A	N/A	N/A	94	56	150
The Royal Liverpool and Broadgreen University Hospitals	1714	224	1938	1403	279	1682
The Royal Wolverhampton NHS Trust	1338	57	1395	1661	679	2340
The Walton Centre NHS Foundation Trust	0	0	0	0	0	0
Torbay and Southern Devon Health and Care NHS Trust	606	135	741	607	117	724
University Hospital of North Staffordshire	702	129	831	816	248	1064
University Hospital of South Manchester NHS Foundation Trust	123	99	222	68	43	111
University Hospitals Birmingham NHS Foundation Trust	181	57	238	618	131	749
University Hospitals Bristol NHS Foundation Trust	1199	513	1712	912	298	1210
University Hospitals Coventry and Warwickshire NHS Trust	N/A	N/A	3206	N/A	N/A	2844
University Hospitals of Leicester NHS Trust	1227	485	1712	671	138	809
University Hospitals of Morecambe Bay NHS Foundation Trust	0	0	0	0	0	0
Walsall Healthcare NHS Trust	468	99	567	569	166	735
Warrington and Halton Hospitals NHS Foundation Trust	29	94	123	48	116	164
West Hertfordshire Hospitals NHS Trust	0	0	0	0	0	0
West Middlesex University Hospital NHS Trust	395	205	600	304	54	358
West Suffolk NHS Foundation Trust	0	0	0	0	0	0
Western Sussex Hospitals NHS Trust	0	0	0	0	0	0
Weston Area Health NHS Trust	148	26	174	123	19	142
Worcestershire Acute Hospitals NHS Trust	142	53	195	502	63	565
Worcestershire Health and Care NHS Trust	N/A	N/A	N/A	502	143	645

<b>Wrightington, Wigan and Leigh NHS Foundation Trust</b>	N/A	N/A	<b>126</b>	N/A	N/A	<b>126</b>
<b>Yeovil District Hospital NHS Foundation Trust</b>	251	41	<b>292</b>	206	39	<b>245</b>
<b>York Teaching Hospital NHS Foundation Trust</b>	83	83	<b>166</b>	923	146	<b>1069</b>