

# International Long-term Care Network

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Zero Hours Working  
with special reference to the  
Social Care Sector

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# Definition

A **zero-hours contract** creates an "on call" arrangement between employer and employee. The employer has no obligation to provide work for the employee. The employee agrees to be available for work as and when required. No particular number of hours or times of work are specified. The employee is expected to be on call and is paid only for hours worked.

# Zero Hours Working and Social Care

## Outline of presentation

### Policy relevance

- in general
- for the care sector

### Sources of data

- in general
- for the care sector

What is the way forward?

# Zero Hours Working and Social Care

## Policy Relevance

“Moral panic” summer 2013 onward

ONS first upward revision (by 25% to 250K)

Cases and Reports

Cable Inquiry (or “whitewash”)

HoL defeat govt. on Pension Bill

Frustrating BoE “forward guidance mark I”

ONS second upward revision (by 133% to 583K)

New role for LPC?

# Zero Hours Working and Social Care

## ONS estimates, UK all sectors

	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013
With a zero hour contract (000s)	225	176	156	124	108	119	147	165	143	190	168	189	250	583
% of people working	0.81	0.63	0.55	0.44	0.38	0.41	0.50	0.56	0.49	0.65	0.57	0.65	0.84	1.93
Av. weekly hours worked	28	26	28	22	23	24	23	25	24	24	22	22	21	21

ONS Business Survey, start 2014, 1.4m or 4.6% of people working

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## Policy Relevance – Social Care

Growing importance of sector

Case studies and numbers

LPC report

Local authority budget constraints

CQC review (Lamb intervention)

Apprenticeship requirements

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## Sources of Data

### LFS – data on individuals

- revised questionnaire (small impact) + better awareness > C.I. 522-645K (for England c500K)
- includes actual hours, desire for more/fewer hours

### CIPD – data on individuals

- one-off (autumn 2013), v. broad sector breakdowns
- satisfaction in job (inc. looking for another) + stress
- obligations to work/notice of work/exclusivity

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## Sources of Data

### CIPD – data on “business organisations”

- one-off (autumn 2013), v. broad sector breakdowns
- c1m or c3% of workforce (v LFS c2%)
- reasons for use
- how used/employed/paid/exclusivity

### ONS – “new” business survey

- announced autumn 2013, first results April 2014
- avoids use of “zero hours” (“do not guarantee any hours”)
- broad sector and size breakdowns



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## Sources of Data – Social Care

### NMDS-SC – data on providers and their staff

- England only (census-like) since 2010
- employer-based but characteristics of workers
- linkable data – c1/2 providers use zero-hours staff
- approx. 300K or 17% of staff (22% of direct carers)
- for England, LFS shows c500K but only 5% of staff
- 29% of apprentices have zero-hours contracts
- data on pay and travel time, but not if travel time paid
- no subjective data

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## What is the way forward?

Awaiting more data – more “new” LFSs

- data pooling for more detailed (sectoral) analysis
- exploiting longitudinal possibilities

Assessing “new” ONS business survey

- more disaggregation?

Exploiting NMDS-SC

- impact of CQC intervention
- gaining support of SfC

Replacing “panic” with analysis

# Zero Hours Working and Social Care

## The way forward: functional equivalents

A peculiarly British phenomenon?

- extensive European media coverage

Issues for investigation

- the (UK) HE and FE sector
- overlap with “casual workers” in UK
- Germany, labour law constraints and “mini jobs”,
- Germany and Netherlands and use of “self-employed”
- care sector workforces as a special case?
  - “bank staff” in UK
  - “Springer-pools” in Germany
  - “casual workers” in Australia