



Framework

Consistent implementation of NHS Wales Job Descriptions and application of NHS Terms and Conditions of Service for Bands 2 and 3 Nursing, Maternity and Theatre Healthcare Support Workers

Fforwm Partneriaeth Cymru
Welsh Partnership Forum

GIG Cymru yn
Gweithio mewn Partneriaeth

NHS Wales
Working in Partnership



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Section 1 - Background and Scope

1. The HCSW or equivalent roles are an essential part of healthcare delivery, with postholders often being the staff who spend the most time with patients. These roles have evolved and expanded to take on more responsibilities, with individuals undertaking fundamental care roles, such as washing and dressing, assisting with mobility, assisting with feeding, basic observations and increasingly some clinical care, but without the pay and recognition for all the duties in the expanded role.
2. In August 2021, the UK Staff Council approved revised Job profiles and agreed updated guidance to clarify the difference between the roles of a Band 2 Health Care Support Worker (HCSW) and Band 3 Senior Health Care Support Worker (SHCSW). This clarified that Band 2 HCSWs mainly undertake personal care duties, while clinical care duties should be undertaken by a Band 3 SHCSW and other senior nursing colleagues.
3. These revised profiles apply with effect from 5th August 2021.
4. Many of these HCSWs (or equivalent) will carry out a level of clinical patient care that has historically been defined in local Band 2 job descriptions. However, since the national review of HCSW (or equivalent) job profiles in August 2021, it is now deemed that clinical care is the remit of Band 3 HCSW (or equivalent), whilst the Band 2 HSCW role is defined by personal care.
5. The new Job Evaluation Policy and Procedure sets out the requirements to review the work being undertaken by individuals, against their Job Description on a regular basis and not less than annually as part of the Performance and Development Review.
6. It is important that all employees are treated fairly and consistently, and we have a responsibility to ensure that staff have updated job descriptions which accurately reflective the work staff are being asked to do and either match against a National Profile or are evaluated under the Agenda for Change Job Evaluation Scheme.
7. NHS Wales employs in the region of 13,000 HCSWs with the over 60% at Band 2 level. The duties undertaken by all of these staff form an essential part of the care delivered to patients across NHS Wales
8. In line with the new [NHS Wales Job Evaluation Policy and Procedure](#), a revised set of NHS Wales Job Descriptions has been developed in partnership for the “In Scope” nursing and maternity Healthcare support workers. These Job Descriptions have been independently matched against the National Profiles issued in August 2021.
9. The full list, [NHS Wales Job Descriptions](#) and [Validation Tool](#), [Guidance for Staff](#) and [Guidance for Managers](#) can be accessed on the NHS Wales Employers webpages.

Section 2 – Implementation

10. Recognising that the updated national profiles have been in place since 2021, and that whilst some organisations may have reviewed job descriptions and duties to ensure members of staff are working within their Job Description and band, it is important that there is a consistent and timely implementation of the new national NHS Wales Job Descriptions.
11. With this in mind, each employing organisation will follow the process set out below.
12. Balancing the time that has elapsed since the National profiles were issued, with the commitment to manage this once and well within organisations and across NHS Wales, this implementation will be timebound.
13. The expectation is that all staff currently employed in roles “In Scope” will have been assessed, re-banded as appropriate with effect from 1st January 2025 unless appointed after this date, and in receipt of the appropriate Recognition Payment by 31st July 2026.
14. Given the complexities of administration of banding backdating calculations required for everyone, agreement has been reached for arrears from 1st January 2025 to the date of assimilation to be calculated using a Corrective Payment percentage applied to basic pay, as set out below. This Corrective Payment will be subject to pension, tax and NI deductions.
 - a. A multiplier of 8.75% for people with 2 or more years’ eligible service on 1st January 2025 will be applied, and
 - b. A multiplier of 1.95% for people with less than 2 years’ eligible service will be applied.
15. Employers will be required to provide Payroll with the information necessary for relevant staff to be:
 - a. Assimilated to the appropriate grade step on Band 3 and incremental date on ESR
 - b. Paid the appropriately calculated Corrective Payment
 - c. Paid the confirmed Recognition Payment if eligible.

This information will be submitted to payroll with a six-week lead time, i.e. this will be 16 weeks prior to the 4th day of month in which payment will be made.

Illustration example only: for payment in November 2025 the proforma would need to be completed in full and received by Payroll by the 25th September 2025.

16. Employers will commit to ensuring capacity is identified to undertake this work as efficiently as possible. In setting out the organisational timetable, the relevant payroll team must be consulted to ensure commitment to payment within a set

¹ Subject to the number of organisations requesting payments in any one month.

timescale can be delivered. This consideration will be expected to be set out in organisational timetables to be submitted as detailed below.

Stage 1 – Planning and Oversight

17. NHS Wales and Organisational Oversight

- 17.1. Welsh Partnership Forum Business Committee will confirm the composition of a tripartite Band 2/3 HCSW Implementation Oversight Group (IOG). **(December 2025)**
- 17.2. Each employing organisation will identify and confirm both an Employer Lead and Staff Side Lead for this implementation. **(January 2026)**
- 17.3. The role of these leads will be to oversee organisational level implementation and to provide the following to the HCSW IOG:
 - An organisational timetable for implementation (it is recommended that this is undertaken on a speciality-by-speciality basis rather than a site/location basis to enable consistency checking of ratios and outcomes (see below) **(February 2026)**)
 - Bimonthly Highlight Reports against this timetable.

Stage 2 – Assessment

18. Organisational Delivery

- 18.1. Using the agreed [NHS Wales Validation Tool](#), Ward Managers or equivalent to undertake an assessment of staff undertaking roles “In Scope” to identify those who are competent and working at Band 2 or Band 3 level (fully or partially).
- 18.2. Using an agreed electronic template, Ward Managers or equivalent to confirm the output of the skills assessment for each of their staff “In Scope”. Where staff members have not been assessed at a Band 3 level, a clear, detailed explanation must be provided.
- 18.3. Once all assessments for the defined “speciality” have been submitted, a calibration/consistency check will be undertaken in partnership. The purpose of this is to reduce the risk of inconsistent application across sites etc. through interpretation or unconscious bias.
- 18.4. Employers will write (using an appropriate Letter Template) to those staff on Band 2, identified as working at Band 3 level to explain:
 - i. the level of pay that they will move to (bottom of Band 3 if less than 2 years’ experience, top of Band 3 if more than 2 years’ experience on 1st January 2025 (see iv. below)
 - ii. the training pathway they may be required to follow to enable them to undertake the full duties of a Band 3
 - iii. their respective re-banding date will be 1st January 2025 and for Incremental credit date will be 1st January 2025 or as start date in Band 2 role if prior to 1st January 2025

- iv. confirmation that band 2 employees in receipt of unsocial working hours allowance (USH) will not suffer detriment as a result of this change. If no change to working pattern this will be in accordance with paragraph 2.13 of the Agenda for Change Handbook (Wales) or if there is a change, paragraph 6.21 will apply.
 - v. The amount of arrears due through application of the Corrective Payment detailed in para 14.
 - vi. The Recognition Payment due as detailed in Annex A.
- 18.5. If a member of staff who has not been offered a Band 3 role believes that they should have been, they will be able to appeal this assessment using the process set out in Appendix 1.
- 18.6. If a Band 2 employee does not wish to be part of this process, they have the option to remain as a Band 2 without loss of any recognition payment entitlement. In these circumstances their manager may need to adjust their responsibilities to ensure they comply with the revised job profile.
- 18.7. To avoid any disruption to operational delivery and to take into account local circumstances Boards will work in partnership to agree the arrangements for any staff that do not wish to accept a Band 3 post. However, they would not be expected to move work area as a result of this unless they wish to.
- 18.8. Individuals who have been promoted from an “in scope” Band 2 role to a Band 3 role within the 24 months prior to 1st January 2025 who can evidence that they were undertaking elements of the Band 3 role for 2 years prior to promotion, may be eligible for progression to the top pay point.

Stage 3 – Organisational Assessment and Approval of Recognition Payment

19. It is acknowledged that each employing organisation will be in different positions based on whether the Job Descriptions were reviewed, updated and matched in accordance with national TCS following the publication of the updated profiles in 2021, banding/skill mix reviews undertaken, grievances heard/resolved since 2021 etc.
20. As such, each organisation will be required to use the information gathered during the validation and re-banding processes (stage 1 and 2 above) to calculate the financial implications associated with the recognition payment.
21. This should be done to enable provision in financial plans for 2025/2026/2027 where possible and where this is not feasible, to confirm provision in the first quarter of 2026/2027.
22. It is acknowledged that due to this payment constituting a settlement, appropriate approval to pay this will be required according to organisation governance/schemes of reservation and delegation.

23. Once approved, organisations will be expected to implement the Recognition Payment in accordance with Annex A.

Appendix 1: Appeal process

NHS Wales HCSW Banding Appeal Procedure

1. If the employee does not feel that they should remain as a Band 2 they have the right to appeal. During an appeal, employees have the right to be represented by a Trade Union or a workplace colleague.
2. To exercise the right to appeal and using the form in Appendix 2, the employee should do so by writing to *Insert Designated Person details*, within 10 working days fully stating the grounds for appeal, sending the appeal to *Insert dedicated email address*
3. On receipt of the appeal letter the Designated Person will acknowledge the appeal and where requested the People/Workforce Team will organise an appeal meeting, normally within one month of receipt of the appeal. If the employee does not request a meeting, the appeal will be heard in their absence.
4. The employee must take all reasonable steps to attend this meeting. If an employee or their representative cannot attend the meeting on the proposed date, a further date within 7 working days after the date originally proposed will be arranged. Where no meeting has been requested, the appeal will be considered on the basis of the written grounds of appeal.
5. The appeal will be chaired by a Designated Nursing Leader (or delegated person), and they will be supported by a senior member of the People/Workforce Team. The appeal panel will not have been involved in the HCSW Validation Tool process or decision making for the relevant Ward or speciality.
6. The outcome of the appeal will be sent within 7 working days.
7. The outcome letter will mark the end of internal procedures relating to the HCSW banding process.

Appeal Procedure – no meeting requested

8. The appeal panel will consider the grounds of appeal.
9. A decision will be provided in writing normally within 7 days of the appeal being considered.

Appeal Procedure – meeting requested

1. Introduction by Chair

The Chair will:

- Introduce those present
- Outline the procedure for the Hearing

2. Employee Appeal

- a) The individual raising the appeal (with support from a representative) will present their grounds for appeal.
- b) The Appeal Panel will have the opportunity to question the case

3. Adjournment for Appeal Panel to consider case
4. Reconvene for decision (if to be given verbally)

The individual raising the appeal will be:

- Informed of the outcome of the appeal.
- Informed that the outcome will be confirmed in writing.

Appendix 2 – HCSW Banding Appeal Submission Pro Forma

Name	
Employee Number	
Line Manager	
Date of Appeal	
Appeal meeting Requested	Yes/No (delete as appropriate)
Trade Union Representative	

Grounds of Appeal	

Once completed, please submit to: Insert email address

ANNEX A - Recognition Payment

Implementation Framework

NHS Wales Job Descriptions for Bands 2 and 3

Nursing, Maternity and Theatre Healthcare Support Workers

1. Acknowledging the fact that there will be individuals who have been undertaking some duties from the Job Description at Band 3 prior to the re-banding on 1st January 2025, a recognition payment will be made in accordance with individual length of service.
2. The recognition payment is defined as a sum of money to recognise the clinical work that may have been completed previously in line with the Band 3 duties. Payment will be based on each staff members total length of service, in years and months in the Band 2 post that is now assessed at Band 3 as per the table below. These payments will be paid pro-rata to current contracted hours. Payments will be subject to Tax and National Insurance but will not be pensionable. A detailed Recognition Payment Rate Chart is set out at the end of this Annexe.

Start Date in Assessed Role	Length of Service (on 1 st January 2025)	Recognition payment range
Jan 24 – Jan 25	0 to 1 year	£0 - £949
Jan 23 – Jan 24	1 to 2 years	£949 - £1898
Jan 22 – Jan 23	2 to 3 years	£2000 - £3000
Jan 21 – Jan 22	3 to 4 years	£3000 - £4000
Jan 20 – Jan 21	4 to 5 years	£4000 - £5000
Before Jan 20	Over 5 years	£5000

3. Eligibility for this payment will be contingent on being in an “In Scope” post on 1st January 2025, or in the event of a retire and return where the required break in service includes the 1st January 2025.
4. Individuals on Band 2, who can demonstrate they have been undertaken a band 3 role but who do not wish to be re-banded to a Band 3 will be eligible for the Recognition Payment.
5. Individuals who have left or moved to a role not “In scope” and Bank Only workers will not be eligible for this payment.
6. Subject to any changes in HMRC rules, staggered payment options will be offered to staff as it is recognised that it may be preferable for some individuals to

receive the additional payment in multiple instalments rather than together in a single month pay.

Recognition Payment Rate Table

Starting Month	Months in service	Recognition Payment
Pre Jan 20	Over 60	£5,000
Feb 20	60	£5,000
Mar 20	59	£4,917
Apr 20	58	£4,833
May 20	57	£4,750
Jun 20	56	£4,667
Jul 20	55	£4,583
Aug 20	54	£4,500
Sept 20	53	£4,417
Oct 20	52	£4,333
Nov 20	51	£4,250
Dec 20	50	£4,167
Jan 21	49	£4,083
Feb 21	48	£4,000
Mar 21	47	£3,917
Apr 21	46	£3,833
May 21	45	£3,750
Jun 21	44	£3,667
Jul 21	43	£3,583
Aug 21	42	£3,500
Sept 21	41	£3,417
Oct 21	40	£3,333
Nov 21	39	£3,250
Dec 21	38	£3,167
Jan 22	37	£3,083
Feb 22	36	£3,000
Mar 22	35	£2,917
Apr 22	34	£2,833
May 22	33	£2,750
Jun 22	32	£2,667
Jul 22	31	£2,583
Aug 22	30	£2,500
Sept 22	29	£2,417
Oct 22	28	£2,333
Nov 22	27	£2,250
Dec 22	26	£2,167
Jan 23	25	£2,083
Feb 23	24	£1,898
Mar 23	23	£1,819
Apr 23	22	£1,740

May 23	21	£1,661
Jun 23	20	£1,582
Jul 23	19	£1,503
Aug 23	18	£1,424
Sept 23	17	£1,344
Oct 23	16	£1,265
Nov 23	15	£1,186
Dec 23	14	£1,107
Jan 24	13	£1,028
Feb 24	12	£949
Mar 24	11	£870
Apr 24	10	£791
May 24	9	£712
Jun 24	8	£633
Jul 24	7	£554
Aug 24	6	£475
Sept 24	5	£395
Oct 24	4	£316
Nov 24	3	£237
Dec 24	2	£158
Jan 25	1	£79