

Review of Band 2 Healthcare Worker Job Descriptions (Band 2-3)

Frequently Asked Questions

30 July 2025

GENERAL

1. Why have some colleagues been increased from band 2 to band 3?

A recent review of the Band 2 and Band 3 Health Care Support Worker (HCSW) job descriptions has been undertaken. This review has led the Trust to recognise that in some cases, some colleagues have been working at a higher level than they have been paid.

2. What are the differences between working at band 2 and band 3?

The review clarified that Band 2 HCSWs mainly undertake personal care duties, while clinical care duties such as taking a recording patient observations should be undertaken by a Band 3 Senior Healthcare Support Workers.

3. When did the change become effective?

The review assessed those working in their role between October – December 2024. Where the assessment determined that an individual was working to band 3, changes were made to pay arrangements from the 1 July 2025 onwards.

In recognition that many colleagues assessed have been working at the higher level for a period of time and paid at the Band 2 level, it has been agreed to back date payments to the date the individual commenced in the role or to the 1 July 2021 at the latest.

4. I have been assimilated to a band 3, however I wish to remain as a band 2.

Prior to 1 July 2025, there were colleagues who upon consideration of their personal circumstances chose to opt out ahead of any payment being made and chose to remain working as a band 2 Clinical Support Worker – this is known as **prospective opt out** as the decision was taken by an individual prior to changes being applied.

It is recognised that following implementation of the pay arrangements there may be situations where colleagues have re-considered the impact of the changes, in particular the effect of enhancements on unsocial hours for those on the bottom salary

point of band 3. In such circumstances, should a colleague now wish to re-consider and revert to band 2 salary, a request to **prospectively opt out can be made by 22 August 2025 by e-mail to rwh-tr.afcupdatedprofiles@nhs.net**. It is recommended that colleagues discuss this decision with their line manager prior to making the request.

5. How do I know if I am in scope of the review?

Staff identified as in scope will have received a letter from the Trust and will have been moved to band 3 on 1 July 2025.

6. I am out of scope, but I believe this is incorrect, what should I do?

In this situation you are able to request the decision is reviewed by submitting an appeal by completing the following form by [clicking here](#) or scanning the QR code below. **This form must be fully completed and submitted by Friday 22nd August 2025.**



7. What happens once I have completed my appeal application?

You will receive confirmation that your request for an appeal has been received by the 5 September 2025. Appeal panels will take place between the 8 and 19 September with written outcomes of the appeal being provided by Friday 26 September 2025.

8. Who will hear my appeal?

Appeal panels will be chaired by a Deputy Director of Nursing and involve the relevant Divisional Head of Nursing, a HR representative and a staff side colleague. The decision of the appeal panel is final and there of no further right of appeal.

9. Are leavers eligible for back pay?

The Trust and staff side agreement covered anyone eligible to move to band 3 who was in post **@ 1 July 2025**. Any leavers prior to this date are not eligible to any back pay and have no right of appeal.

10. When did the new job descriptions come into force for recruiting new starters?

The revised job descriptions for band 2 Clinical Support Worker and band 3 Senior Clinical Support Worker came into force in January 2025. Anyone starting after that time will have been appointed to the correct role and will not be included in the review.

11. Having left the Trust for a few months in 2023, will my time from July 2021 to my leaving date be included?

No. The review will consider your service working from the date you returned to the Trust. Any previous service for leavers is not in scope.

12. I left my permanent position in the Trust, but I regularly undertake bank work here. Am I eligible for my previous role to be reviewed?

No. By leaving your substantive role you are regarded as a leaver for this process and will not be in scope.

13. I retired and returned to the Trust within the review period, will all my time from July 2021 be included?

Where colleagues have been identified as retiring and returning to work and have been assessed in their role as working at band 3 then their previous service prior to retirement has been assessed and where appropriate is included within your back pay

14. I have had a promotion and changed role, but I think I was working at band 3 level during the review period, what should I do?

We are aware there are colleagues that fit this category, and a review will take place in due course. However, you are able to log your request by submitting your details on the appeal form by [clicking here](#) or scanning the QR code below.

This form must be fully completed and submitted by Friday 22nd August 2025.



Please be clear in the reason for appeal that this is for a historic post/s and give details of the departments worked and approximate dates that you would like to be considered.

Pay Enquiries - See an example payslip and hourly rates in Q18

15. The hourly rate on my payslip doesn't match the rates on my letter, why is this?

Your letter details the 2025/26 rates that have been agreed from 1 April 2025 in line with the annual Agenda for Change national pay award.

The nationally agreed payment date for the pay award is August 2025 and will be paid (including arrears from 1 April) in your August salary. Please note, to meet the national

living wage, band 2 and the bottom salary point of band 3 rates were uplifted by 28p per hour in April 2025 in advance the 2025/2026 pay award.

Due to the pay award and payment of arrears you may not have a clear reflection of your new pay until your September payslip.

16. Will I be paid more on band 3 that I was on band 2?

It is important to note that line with Agenda for Change terms and conditions of service, the following enhancements levels applied for out of hours working will apply a decrease at band 3.

2025/2026	Basic Salary (£)	Hourly Rate (£)	Enhancements	
			Eve/Sat	Sun/BH
B2	24,465	12.51	41%	83%
B3 bottom	24,937	12.75	35%	69%
B3 top	26,598	13.6		

For normal working hours that do not attract enhancements, your basic pay will be higher.

Dependant on where you sit on the band 3 scale of pay, with the difference in enhancement percentages you may receive less than the same shifts worked at band 2.

17. I don't think I have received any back pay

Please check your payslip again, this will show a Basic Pay Arrears entry. Due to the difference in enhancements between band 2 and band 3 you may see adjustments have been made for the re-calculation where you have already received a higher payment at band 2. These will show as a minus figure on your payslip.

If you calculate the additional Basic Pay Arrears and deduct all the minus figures, the balance will be the extra pay before any of the usual deductions and this is your backpay.

18. Can you help me understand my payslip and the hourly rates?

Example payslip

PAY AND ALLOWANCES. Arrears are highlighted in blue, a minus amount is shown with dash at the beginning and is highlighted here in red for illustration purposes					Figures are for example purposes only
DESCRIPTION	WKD/EARNED	PAID/DUE	RATE	AMOUNT	Details
Basic Pay	162.95	162.95	13.13	2,139.50	New Monthly Salary this will change next month when the pay award is implemented
Night Duty EN	10.00	3.50	13.13	45.96	Night Duty Enh calculated using the new Band 3 - 35% and Band 3 hourly rate
Saturday EN	10.00	3.50	13.13	45.96	Saturday Enh calculated using the new Band 3 - 35% and Band 3 hourly rate
Sunday EN	10.00	6.90	13.13	90.60	Sunday Enh calculated using the new Band 3 - 69% and Band 3 hourly rate
Bank Holiday ENH	10.00	6.90	13.13	90.60	Bank Holiday Enh calculated using the new Band 3 - 69% and Band 3 hourly rate
AfC Absence				56.00	Average payment calculated using the updated Band 3 Enhanced Payments
AfC Absence Arr				-155.00	Recalculation of any AfC Absence paid in the arrears period using the reduced enhanced payment
Bank Holiday ENH Arr				-100.00	Recalculation of any Bank Hol Enh paid in the arrears period using the reduced enhanced payment
Basic Pay Arrs				4,673.17	Calculation of difference in Band 2 to Band 3 salary - taking account of pay awards and increments
Night Duty EN Arrs				-300.00	Recalculation of any Night Duty Enh paid in the arrears period using the reduced enhanced payment
Saturday EN Arrs				-100.00	Recalculation of any Saturday Enh paid in the arrears period using the reduced enhanced payment
Sunday EN Arrs				-500.00	Recalculation of any Sunday Enh paid in the arrears period using the reduced enhanced payment

Hourly rate comparison

					Hourly Rates as they show on Payslips			Total Hourly Rate not shown on Payslip	
Rates	Band	Annual Rate	Sat/ND Enh	Sun/BH Enh	Hourly Rate	Sat/ND Enh Hourly Rate	Sun/BH Hourly Rate	Total Hourly Rate for Sat/ND (Hourly Rate + Sat/ND Enh)	Total Hourly Rate for Sun/BH (Hourly Rate + Sun/BH Enh)
24/25	Band 2	23615	41%	83%	12.0770	4.9516	10.0239	17.0286	22.1010
24/25	Band 3	24071	35%	69%	12.3102	4.3086	8.4941	16.6188	20.8043
24/25	Band 3	25674	35%	69%	13.1300	4.5955	9.0597	17.7256	22.1898
25/26 NLW Increase*	Band 2	24169	41%	83%	12.3604	5.0678	8.5287	17.4281	20.8890
25/26 NLW Increase*	Band 3	24625	35%	69%	12.5936	4.4078	8.6896	17.0013	21.2831
25/26	Band 2	24465	41%	83%	12.5117	5.1298	10.3847	17.6416	22.8965
25/26	Band 3	24937	35%	69%	12.7531	4.4636	8.7997	17.2167	21.5528
25/26	Band 3	26598	35%	69%	13.6026	4.7609	9.3858	18.3635	22.9884

*25/26 NLW Increase - In April 2025, the National Living Wage increases to £12.21 per hour, this rate is higher than the Band 1, Band 2 and minimum of Band 3 salaries.

The government advised NHS Employers that from 1 April 2025, staff in Agenda for Change (AfC) pay bands 1 (closed spot salary) and both pay points of band 2 will receive an advance to the 2025/26 pay award. The entry point of band 3 will also receive an advance of 28p per hour to maintain the differentials with the top of band 2.

19. My Payslip shows that I owe the Trust more than my back pay arrears, do I have to pay any money back to the Trust?

No. Where your total is an overall minus figure please be reassured, the Trust will not be reclaiming any money. You will see the negative figures have been cancelled out and will be shown as **225 B2/B3 Arr Revers** on your payslip.

20. How long does my back pay cover?

The move to band 3 is effective from 1 July 2025. Where appropriate, any back pay due will be paid with July's salary. This covers the period from the time a colleague started in the role until the 30 June 2025. If a colleague has started in the role prior to the 1 July 2021, back payment arrangements will cover 1 July 2021 to 30 June 2025.

21. Why is my colleague's back pay different to mine; we work the same hours?

Back pay will be different for every colleague and there are multiple reasons why this might be different, here are some examples:

- The enhancement on band 2 and band 3 attract a different percentage - you may have worked different shift patterns
- Moving to band 3 after 1 July 2023 will be on the bottom of band 3
- Working part time hours during the period
- Periods of sickness absence do not attract enhancements
- Any periods of long-term sickness absence leading to half pay or no pay
- Maternity leave
- Periods of unpaid leave
- Career break
- Annual leave attracts an average payment based on enhancements
- Colleagues started their role after 1 July 2021, so might not have as much back pay

22. Someone has recently transferred to my department and following this review they are now on the top of band 3. I am still on the bottom of the band, why is this?

Colleagues whose pay banding has been increased as a result of this review will have moved from the Band 2 pay point to either (i) the bottom of the band 3 pay scale if they have less than 2 years' service in a role that has been identified as in scope of the review or (ii) top of the band 3 pay point if they have more than 2 years' service in a role that has been identified as in scope of the review. This forms part of the back dated pay for colleagues included in the review, recognising that they have been working at a higher level than they have previously been paid at.

When an individual not included within the review commences a band 3 role, it is usual for them to start at the bottom pay point unless they have moved from an existing band

3 or higher banded role. Increments will be applied and in line with Agenda for Change terms and conditions.

Support available

23.What do I do if I have any questions about the process?

Any queries regarding this matter can be discussed in the first instance with a line manager or a union representative.

24.I have a query about my payslip; how can I get help?

If you have an enquiry about your pay slip please see read and complete the enquiry form on the link below, or by scanning the QR code.



The Trust will be arranging staff briefing sessions, further information regarding the staff briefing sessions, please review the intranet page.