

Andy Furey

Assistant Secretary

CWU

7th September 2021

Hi Andy,

We have looked at our offer again and I submit below our revised offer. We have split this between Field and other non-Field staff to help you with separate ballots:

The below represents our full and final offer .

For Field Colleagues

It is acknowledged that with the introduction of the Real Living Wage, the differential between our Field colleagues and non-Field colleagues has significantly reduced and this year's pay deal has attempted to address this gap by offering

Area	Offer	Note
All officers currently working 37.5 hours	Reduced to 36.5 hours from 1 October 2021	<i>To protect the commercial viability of the contract adjustments to commission scheme trigger points and prime time requirements are excluded from the 1 hour reduction in the working week proposal</i>
* Visiting Officers - except those outlined separately below Detection Drivers *Enforcement Support Officers *Sales Officers	£500 flat rate increase (FTE to 37.5 hours) from 1 Jan 2021	
Visiting Officers TUPE (currently working 35 hours FTE)	£600 flat rate increase (FTE to 35 hours) from 1 Jan 2021	<i>Extra increase to compensate for no reduction in hours</i>
Visiting Officers recruited post 2020 pay negotiations (currently earning £21,840 FTE)	1.85% increase 1 Jan to 31 Mar 2021 New rate of £22,310 FTE from 1 Apr 2021	
Visiting Officers who were given additional increase in error in 2020 (currently earning £22,001 FTE)	1.11% increase 1 Jan to 31 Mar 2021 New rate of £22,310 FTE from 1 Apr 2021	<i>The employees were given an additional 0.74% over and above the agreed increase in 2020. It was agreed not to recover that increase but to lower the increase awarded in 2021.</i>
<i>*Some Officers received a Real Living Wage increase of up to £390 on 1 April 2021. This is included in the £500 flat rate proposal.</i>		

For Non-Field Colleagues

As you are aware, Capita has maintained its commitment to pay the Real Living Wage and accordingly all employees salary has increased to minimum FTE of £18,525 with effect from 1 April 2021 (equivalent to 2.15% increase for those earning the RLW amount of £18,135 previously).

Additionally:

- All employees currently earning the Real Living Wage and who were employed on or before 1 January 2021 will receive a 1.85% increase for period 1 Jan to 31 March, taking FTE salaries to £18,470.50 for that period.
- All other employees, employed on or before 1 January 2021, will receive an increase of £500 FTE per annum, with the exception of former Outbound employees who are now working on inbound whose current higher level of wages will be 'red-circled' and maintained at current levels.
- In addition, we have reviewed the pay differential in our Field Support team and our CA employee's salary will increase to a minimum of £20k FTE (or by £500 whichever is the greater). For those colleagues currently above £20k FTE, an increase of £500 FTE per annum will be applied.

With regards to your ask that we consider improving employer pension contributions, we have found this to be a difficult and complex area and any changes will have impacts across the wider Capita group and not just TVL. Regretfully, this is not something that can be achieved at this time. We have advised that we can offer support to colleagues by holding sessions to help explain financial matters and should you wish for us to arrange this please advise.

We look forward to your response.

Regards,

Paul Johnston

Managing Director