

Appendix 3: Current GM provision and practice supporting the implementation of the UNISON Migrant Care Workers Charter.

Section 1: Treatment of Migrant Care Workers

Local Authority Commissioning: Each GM locality embeds equality, fair pay, and employment standards in provider specifications and contracts. These cover parity of terms, statutory rights, and safe working practices.

Citizens Advice & GM Immigration Aid Unit (GMIAU) Support: Independent advice and advocacy for migrant workers on employment rights, immigration issues, and exploitation concerns.

NHS Professionals (NHSP): Provides training and guidance for commissioning and quality teams to identify malpractice and support ethical recruitment. NHSP also offers advice and training for employers on compliance and good practice.

Workforce Development & English for Speakers of Other Languages (ESOL): GM-wide initiatives and local training offers include ESOL classes and access to learning and development opportunities for migrant workers. The Lingly ESOL programme delivers flexible, mobile-based English language learning tailored for care workers, supporting communication and retention.

Section 2: Accommodation

Local Authority Housing Standards: Housing directorates across GM enforce statutory requirements such as Housing in Multiple Occupation (HMO) licensing, minimum space standards, and safety checks. These frameworks help ensure accommodation offered to migrant workers is safe and compliant.

Support for Employers: NHS Professionals works with providers to promote ethical practice, offering guidance on accommodation expectations and training to prevent malpractice.

Signposting and Resources: The GM International Recruitment pathway includes routes for workers to access advice and support, including housing and tenancy guidance through partners such as Citizens Advice and GMIAU. Localities may also share information on reputable housing options as part of their own arrangements.

Section 3: Wraparound Safety at Work

Provider Responsibilities: GM commissioning arrangements require providers to carry out risk assessments for staff working in the community, including lone working protocols and safe travel guidance.

NHS Professionals Support: NHSP offers training and resources for employers on workforce safety, covering topics such as lone working, personal security, and escalation routes for concerns.

Shared Learning Across GM: The International Recruitment Leads forum shares good practice on managing risks for migrant workers, including examples of enhanced induction and buddy systems to support safe integration.

Section 4: Victimisation and Discrimination

Local Commissioning Arrangement: All GM localities require providers to comply with equality legislation and adopt zero tolerance for harassment or victimisation. Providers are expected to enable trade union engagement and protect workers exercising their rights, reinforced through GM International Recruitment Leads meetings.

Support from NHSP: NHS Professionals offers training and guidance to employers on ethical employment practices, preventing discrimination, and promoting inclusive workplace cultures.

Escalation: GM operates a central International Recruitment mailbox for concerns, including victimisation. Workers can access independent advice through GMIAU and Citizens Advice, with agreed escalation routes for rapid intervention.

Alignment with GM Good Employment Charter: The Charter's principles on Fair Pay, Engagement & Voice, and People Management underpin this section. GM promotes these standards by encouraging providers to adopt the Charter and sharing good practice through International Recruitment Leads forums.

Section 5: Safeguarding Employment

Central Hub Support: Greater Manchester operates a coordinated hub through the International Recruitment mailbox and pathway, ensuring displaced workers are quickly identified and supported. This hub connects commissioners, partners, and employers to secure alternative roles within visa timeframes.

Collaboration with Local Commissioners: Local authorities share vacancies and workforce needs through the International Recruitment Leads forum, enabling a GM-wide approach to redeployment. This collaboration helps match displaced workers to opportunities across different localities.

Role of STS: Where councils have in-house care services, STS works alongside commissioners to explore how displaced recruits can fill existing vacancies. This flexible approach helps maintain continuity of employment and reduces the risk of workers leaving the sector.

Additional Support from NHS Professionals (NHSP): NHS Professionals will actively support localities' HR managers by providing expert advice and guidance

throughout the recruitment process for displaced migrant care workers. NHSP will offer practical resources, share best practice, and facilitate access to ethical recruitment pathways, ensuring HR teams are equipped to identify suitable roles and secure timely redeployment for affected staff. This collaborative approach strengthens local capacity and helps maintain continuity of employment for displaced workers.

Section 6: No Agency or Recruitment Fees

Commissioning Awareness: GM Commissioning Leads are fully briefed on the charter requirements and ensure that all commissioned providers comply with the prohibition on charging migrant workers agency or recruitment fees. This could be embedded in contract specifications and monitored through routine quality checks or contract reporting.

NHSP Training for Quality Teams: NHS Professionals delivers targeted training for commissioning and quality teams, equipping them to identify unethical practices and enforce compliance. This training includes guidance on spotting hidden fee structures and ensuring providers meet ethical recruitment standards.

NHSP Advice for Commissioned Providers: NHSP offers direct advice and resources to commissioned providers, supporting them to adopt best practice and maintain transparency in recruitment processes. Providers receive clear expectations on fee-free recruitment and access to ongoing support for compliance.

Independent Support for Workers: Citizens Advice and GMIAU provide confidential advice and advocacy for migrant workers, including support for those who suspect they have been charged unethical fees. These services offer safe reporting routes and escalation pathways to protect workers from exploitation.

Section 7: Ethical Recruitment

Commissioning Standards: GM Commissioning Leads embed ethical recruitment principles in all contracts, ensuring providers act transparently and fairly when recruiting migrant workers.

NHSP Guidance: NHS Professionals supports quality teams with training and advice on ethical recruitment practices, helping commissioners identify and challenge non-compliance.

Independent Support: Citizens Advice and GMIAU provide migrant workers with impartial advice and safe reporting routes for unethical recruitment practices.

Ethical Benchmark: GM promotes the **GM Good Employment Charter** as the standard for ethical recruitment in social care, encouraging providers to adopt its principles on fair pay, transparency, and worker voice.