



Social Care Wales – workforce profile 2018: Local Authority Regulated Services



Gofal Cymdeithasol **Cymru**
Social Care **Wales**



Llywodraeth Cymru
Welsh Government


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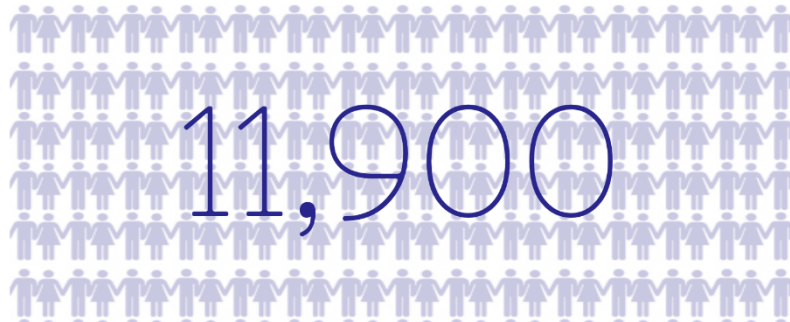
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This report is also available in Welsh.

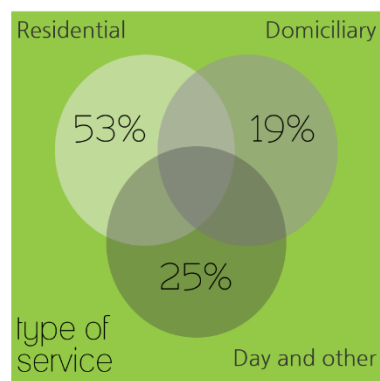
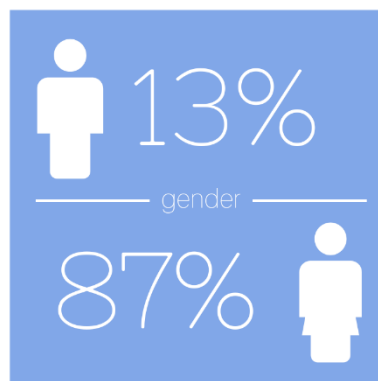
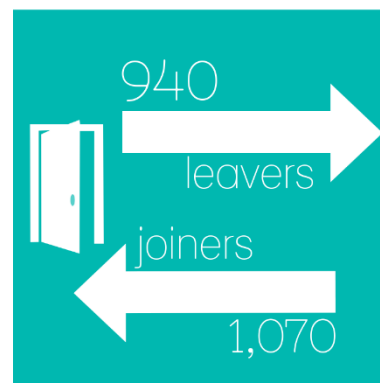
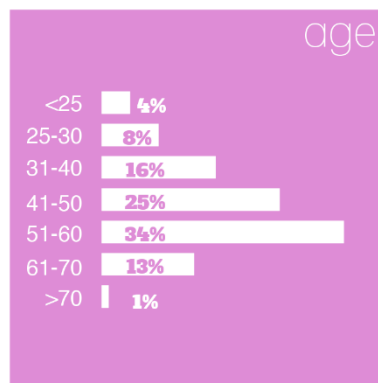
230 local authority regulated services in Wales



11,900



work for these local authority regulated services



Summary

- This report sets out the key findings from the Social Care Wales local authority regulated services (regulated services) workforce data collection 2018. It aims to help Social Care Wales (SCW) and local authorities better understand the workforce.
- Regulated services are services that deliver social care in Wales, are managed by Welsh local authorities and are regulated by Care Inspectorate Wales (CIW).
- All 22¹ local authorities in Wales took part in the 2018 collection and provided responses.
- The responses covered 86% of regulated services across Wales, including constructed data. The coverage of individual local authority returns ranged from 25% in one local authority to 100% in 15 others².
- Using estimation methods, we were able to estimate aggregate workforce data for all regulated services surveyed by Welsh local authorities.
- Over 230 regulated services were surveyed for this report.
- We estimate that these regulated services have a workforce of just under 12,000 staff.

¹ Blaenau Gwent and Caerphilly run a joint service.

² These are returned and constructed response rates.

Background

Each year local authorities collect information about the workforce of external social care providers that are commissioned to provide services by Welsh local authorities.

Since 2013, Care Council for Wales (CCW), now known as Social Care Wales (SCW)³, have commissioned us, Data **Cymru** (formerly Data Unit Wales), to work with local authorities to collect and analyse information about the workforce of these commissioned care providers⁴.

In late 2017, the workforce data collection and analysis was extended to cover the workforce of local authority regulated services (regulated services) i.e. services that deliver social care in Wales, are owned and/or managed by Welsh local authorities and are regulated by Care Inspectorate Wales (CIW). This report sets out the findings of the 2018 regulated services collection.

³ CCW joined with SSIA on 1 April 2017 to become Social Care Wales.

⁴ This report can also be found on Social Care Wales' [website](#).

Understanding the data

Local authorities were asked to survey all local authority regulated services (regulated services) i.e. services that deliver social care in Wales, are managed by Welsh local authorities and are regulated by Care Inspectorate Wales (CIW). This may include residential care providers, domiciliary care providers and local authority foster carers, but excludes day care services.

Responses were received from all 22⁵ local authorities.

The responses we received combined:

- Data that had been collected directly from commissioned care providers ('returned' data); and
- Data that had been 'constructed' by the local authorities using locally available data from 2017.

A copy of the 2018 data collection form can be found in [Annex A](#).

Data Quality

As this is the second year this data had been collected nationally, there has been a significant improvement in the quality of the data as we have worked with local authorities to prevent the issues experienced in the first year. We have also been able to improve the completeness of the data set by 'constructing' missing local authority data using locally available data from 2017.

Despite improvements in the quality of the data this year, we are unable to provide a robust comparison with last year. There are many factors that may influence year on year differences in the data. These include changes in the volume and/or type of providers surveyed and the amount of data that has been estimated. As such, the extent to which these differences represent real change is unknown. Where appropriate, we have commented on the patterns across certain categories of data and how this compares to last year.

Response Rates

Across Wales in 2018, 84% of the 232 data collection forms that were issued were returned, this ranged from 13% in one local authority to 100% in 14 others. Local authorities constructed data for an additional 5 regulated services in 2018, bringing the overall response rate to 86% for 2018.

Data on the number of regulated services included in this analysis by local authority can be found in Error! Reference source not found.of [Annex B](#).

Estimating for missing data

To provide regional and national estimates of the regulated services workforce, it was necessary to estimate data for the commissioned care providers who did not respond, and where no 2017 data was available upon which to 'construct' a return for 2018. This process is known as 'imputation'. Details of the imputation process can be found in [Annex C](#).

Although we have received or imputed data for 100% of the providers that were surveyed, the imputed local authority estimates are not sufficiently robust for analysis. However, we have provided some high-level regional analysis.

Due to the nature of the data we were only able to estimate Wales level data for the total number of staff in post at the end of the reporting year.

⁵ Blaenau Gwent and Caerphilly run a joint service.

Data analysis

The following analysis combines data that the local authorities collected directly from their regulated services and data that had either been constructed or imputed i.e. estimated based on additional information. The data therefore has a degree of 'unknown error' associated with it. This unknown error increases the more constructed and imputed data is used to determine the estimates. As such, the data cannot be treated as exact counts and should be used with caution.

Social care is a service offered by all local authorities in Wales. Based on the data provided to us, just over 232 local authority regulated services provided local authorities in Wales with social care provision in 2018.

It is estimated that these regulated services employed just over 11,900 people across Wales. **Table 1** shows that the estimated number of staff employed by regulated services varies across the regions.

Table 1: Number of regulated services and estimated number of staff employed, by region, 2018⁶

	Local authority regulated services	Staff employed by local authority regulated services (estimate)	Local authority regulated services staff employed per 1,000 population
North Wales	52	2,500	4
Mid & West	40	2,000	3
Western Bay	53	3,000	6
South East	87	4,500	3
Wales	232	12,000	4

Data has been collected based on the type of care provided. These have been categorised as:

- Residential (broken down by residential with nursing care and residential without nursing care);
- Domiciliary;
- Day and other (a combination of day care and other services that do not fall into any of the other categories); and
- Mixed (more than one of the above).

Local authority regulated services in Wales had a higher number of residential care providers (113 providers) than any other type of care provider during 2018. These residential care providers employed an estimated 4,200 people across Wales. **Table 2** shows the types of regulated services and the estimated number of staff employed.

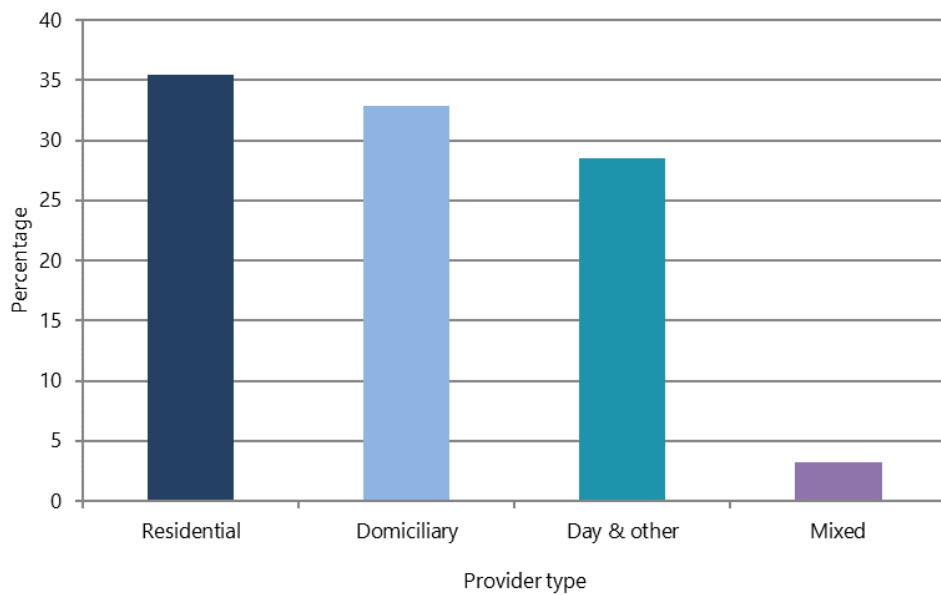
⁶ Population figures used for the calculation are from the 2017 Mid-Year Population Estimates produced by the Office for National Statistics.

Table 2: The number of regulated services by type and estimated number of staff employed, Wales, 2018

	Local authority regulated services	Staff employed by local authority regulated services (estimate)
Residential	113	4,000
Domiciliary	43	4,000
Day and other	70	3,500
Mixed	6	500
Total	232	12,000

Figure 1 shows that in 2018, regulated services providers employed the highest percentage of staff across the provider types in Wales.

Figure 1: Percentage of staff employed by regulated services by provider type, Wales, 2018



Further analysis

This section provides a more detailed breakdown of the workforce of regulated services. This analysis includes only the data submitted by local authorities; including data which has been produced using last year's data returns ('constructed' data). These figures represent just a proportion (86%) of regulated services and, as such, should be used with caution. Further details on the response rates across Wales can be found in [Table 7 of Annex B](#).

Local authority regulated services

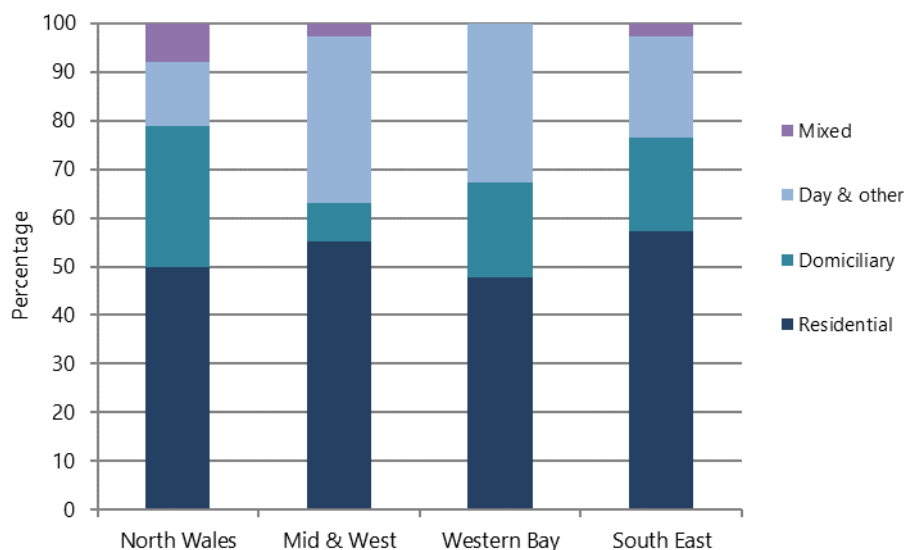
Type of provision

Across Wales, the majority (53%) of regulated services provided residential care in 2018, ranging from 100% in Flintshire and Pembrokeshire to 0% in Cardiff and Torfaen. 25% of regulated services provided day and other services, 19% provided domiciliary care services and 3% of regulated services provided 'mixed' services. Neath Port-Talbot had the largest proportion of day and other services (81%), while Cardiff had the largest proportion of domiciliary care services (67%).

Figure 2 shows that:

- The percentage of regulated services who offered **residential care** ranged from 48% of those commissioned by local authorities in Western Bay to 57% in the South East;
- Local authorities in Mid & West had the lowest percentage of **domiciliary care** regulated services at 8%, while North Wales had the highest at 29%;
- Local authorities in North Wales had the lowest percentage of **day and other care** regulated services at 13%, while Mid & West had the highest at 34%; and
- Western Bay had the lowest percentage of **mixed provision** regulated services at 0%, while North Wales had the highest at 8%.

Figure 2: Percentage of commissioned care providers by type, by region, 2018



Clients

In Wales, 25% of regulated services provided services for children, 37% provided services for adults⁷ and 52% provided services for older people. 3% provided services to 'other' client groups⁸.

63% of regulated services in Neath Port Talbot provided services for children. This is the highest across all local authorities in Wales by a margin of 13 percentage points, the next highest being Conwy with 50% of regulated services providing children's services. None of the regulated services in Denbighshire, Flintshire, Pembrokeshire and the Vale of Glamorgan provided services for children.

The percentage of care providers providing services for older people ranged from 17% in Wrexham to 100% in Denbighshire and Flintshire.

None of the regulated services in Flintshire provided services for adults, compared to 70% in Monmouthshire.

Table 3 shows the number and percentage of regulated services by client group at a regional level.

Table 3: Number and percentage of regulated services by client group, by region, 2018⁹

	Number			%		
	Children	Adults	Older people	Children	Adults	Older people
North Wales	7	11	25	18	29	66
Mid & West	9	15	18	24	39	47
Western Bay	16	17	19	35	37	41
South East	17	31	42	22	40	55
Wales	49	74	104	25	37	52

Organisation size

The majority (37%) of regulated services in Wales employed between 10 and 25 staff. 14% employed over 100 staff, while just 5% employed under ten staff. Across Wales, day and other services had the highest number of organisations employing under ten staff (16%), while domiciliary care services had the highest number of organisations with over 100 staff (37%). **Table 4** shows the percentage of regulated service providers by the size of their organisation and provider type.

Table 4: Percentage of regulated services by size of organisation, by provider type, 2018

	Size of organisation (staff employed)					%
	under 10	10 – 25	26 – 50	51 – 100	more than 100	
	Residential	2	35	48	12	3
Domiciliary	0	29	5	29	37	
Day and Other	16	51	6	8	18	
Mixed	0	17	67	0	17	

⁷ 'Adults' includes adults with learning disabilities, adults with mental ill-health and adults with a physical disability or sensory impairment.

⁸ As providers may provide services to more than one client group, data may not sum to 100%.

⁹ Ibid

Staff profile

Roles

As in 2017, the majority (61%) of staff employed by regulated services in Wales were Care Workers, Care Officers or Care Assistants, as shown in **Figure 3**. The percentage that were Care Workers, Care Officers or Care Assistants ranged from 23% in Torfaen to 89% in Flintshire. There were no Direct Payment Personal Assistants employed by regulated services in Wales and fewer than 1% of staff were Registered Nursing Staff.

Figure 3: Percentage of staff employed by regulated services by role, Wales, 2018¹⁰

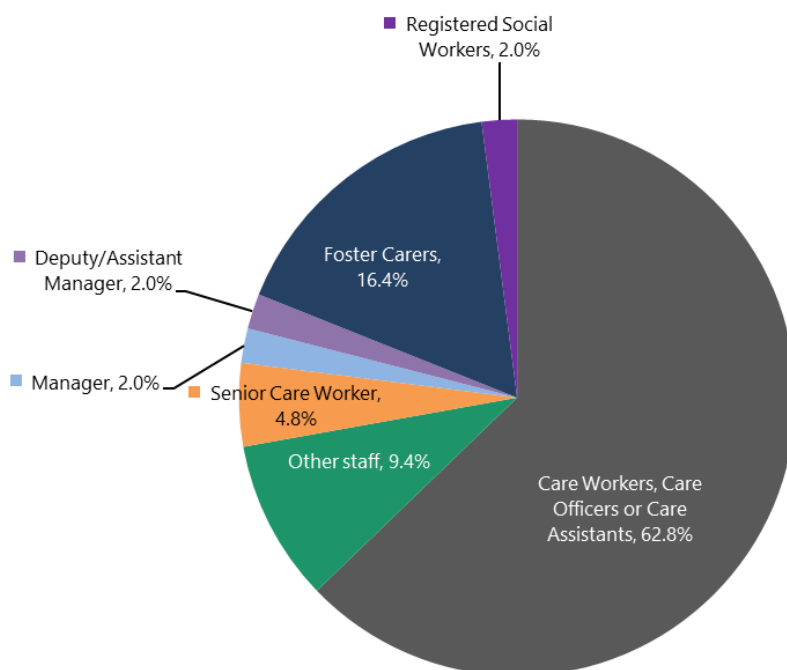


Table 5 provides a breakdown of staff employed by regulated services by role and type of provider. Domiciliary care services continued to employ the highest percentage of Care Workers, Care Officers or Care Assistants at 87%, compared to 6% employed by day and other care services. Senior Care Workers accounted for 8% of staff employed by mixed care services, compared to 0.5% in day and other services.

Table 5: Percentage of staff employed by regulated services by role and type of provider, 2018

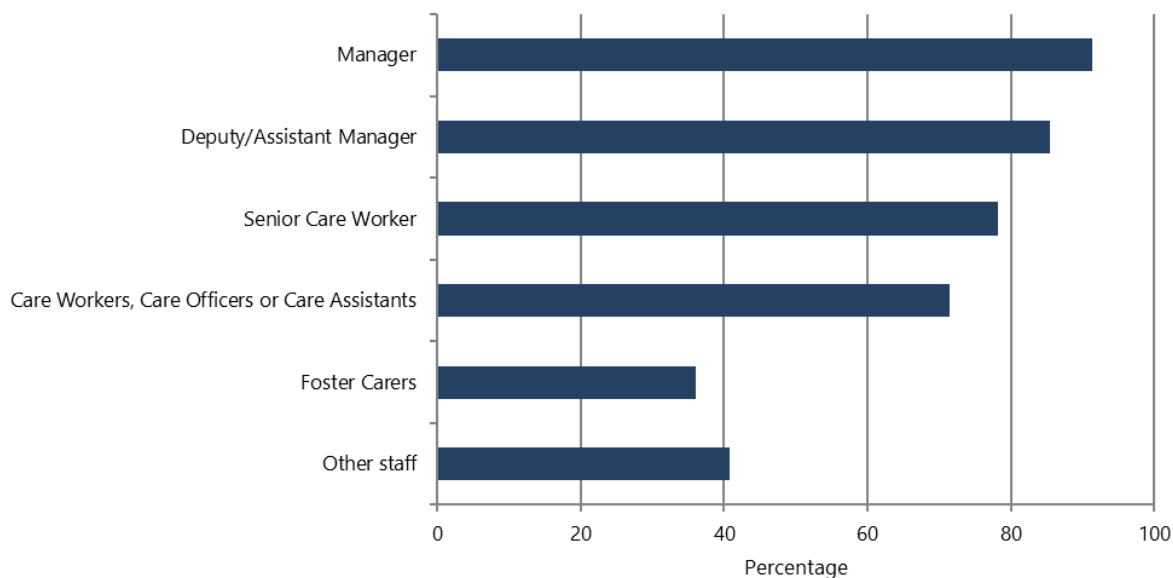
	Manager	Deputy/Assistant Manager	Senior Care Worker	Care Workers, Care Officers or Care Assistants	Registered Social Workers	Registered Nursing Staff (excluding managers)	Foster Carers	Adult Placement Carers	Direct Payment Personal Assistants	Other staff
Residential	2.7	2.8	5.2	71.0	0.0	0.0	0.0	0.0	0.0	18.3
Domiciliary	1.4	1.5	6.8	87.3	0.4	0.0	0.0	0.0	0.0	2.6
Day and other	1.5	1.3	0.5	6.4	7.4	0.6	66.3	11.1	0.0	4.9
Mixed	2.4	2.4	8.4	73.9	0.0	0.0	0.0	7.4	0.0	5.5

¹⁰ Other staff includes any other staff not included in the other roles e.g. gardeners, drivers etc.

Qualifications

shows the percentage of staff (excluding registered social workers and registered nursing staff) within regulated services who were reported to have the required/recommended qualifications for their role.

Figure 4: Percentage of local authority regulated service staff with the required/recommended qualifications by role, Wales, 2018



Further details on local authority regulated services with the required/recommended qualifications by role for each care provider type can be found in [Figure 11a: Percentage of residential care staff employed by local authority regulated services with the required/recommended qualifications by role, Wales, 2018](#) [Figure 11](#) of [Annex B](#).

91% of regulated services managers across Wales had the required/recommended qualifications, ranging from 61% in Swansea to 100% in 13 other local authorities, whilst 85% of deputy/assistant managers across Wales had the required/recommended qualifications, ranging from 50% in Rhondda Cynon Taf to 100% in eight local authorities.

78% of staff employed as senior care workers had the required/recommended qualifications. This ranged from 11% in the Vale of Glamorgan to 100% in Merthyr Tydfil and Cardiff.

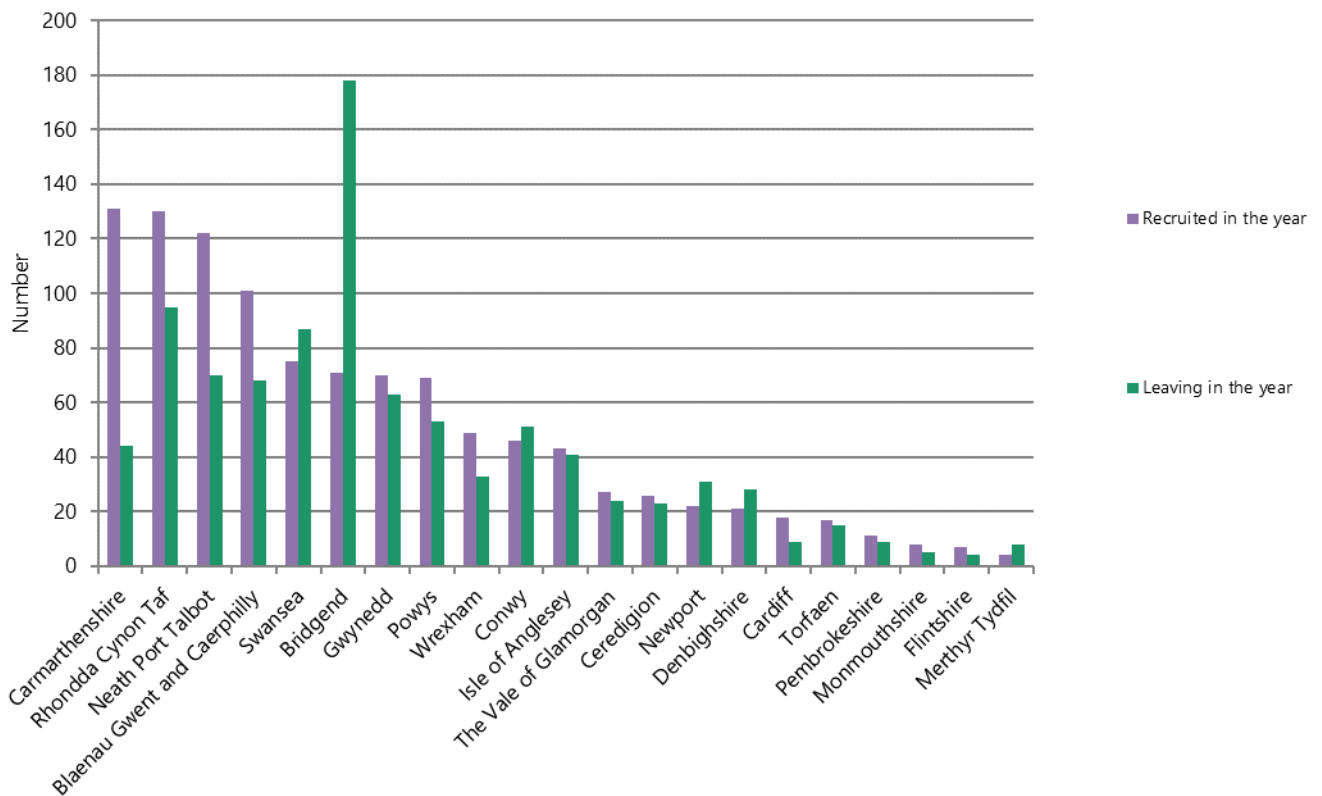
7% of regulated services staff achieved their required/recommended qualifications during 2018, while 9% of staff continue to work towards them.

Recruitment and retention

During 2018, over 1,050 staff were recruited by regulated services and just under 940 staff left regulated services during the year. As some staff may have been recruited **and** left during the year it is difficult to be precise about the net impact on overall staff numbers. However, the data suggests an increase of around 110 staff over the year.

Figure 5 shows that the majority of regulated services across Wales recruited a higher number of staff than the number that left.

Figure 5: Number of staff who were recruited or left regulated services by local authority, 2018¹¹



The stability of the workforce varies across local authorities. Both Carmarthenshire and Rhondda Cynon Taf recruited 12% of the regulated services staff who were recruited during the year. This compares to 0.4% being recruited by Merthyr Tydfil.

19% of all those who left the employment of regulated services during 2018 were employed by Bridgend, while only 0.4% were employed by Flintshire.

10% of both the residential care and domiciliary care staff in post in regulated services across Wales left during 2018. Over the same period, 6% of day and other and 6% of 'mixed care' staff left regulated services. **Figure 6** shows how the percentage of staff who left regulated services varies by type and region.

¹¹ Those recruited in the year as a percentage of all staff in post at the end of the year. Those leaving is a percentage of all staff in post at the beginning of the year.

Figure 6: Percentage of staff leaving regulated services by provider type, by region, 2018

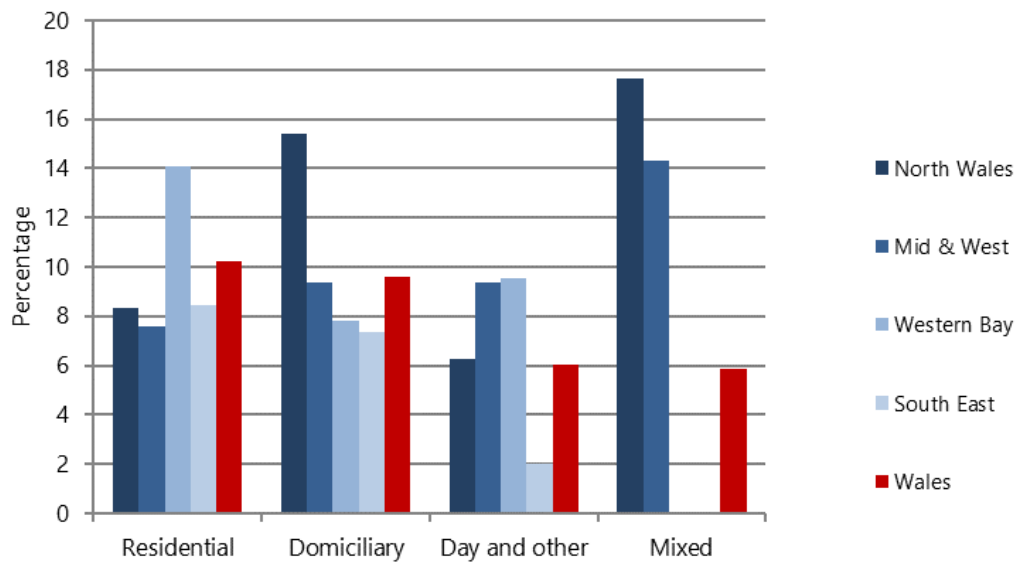


Figure 7: Percentage of staff in post who left regulated services by role, Wales, 2018

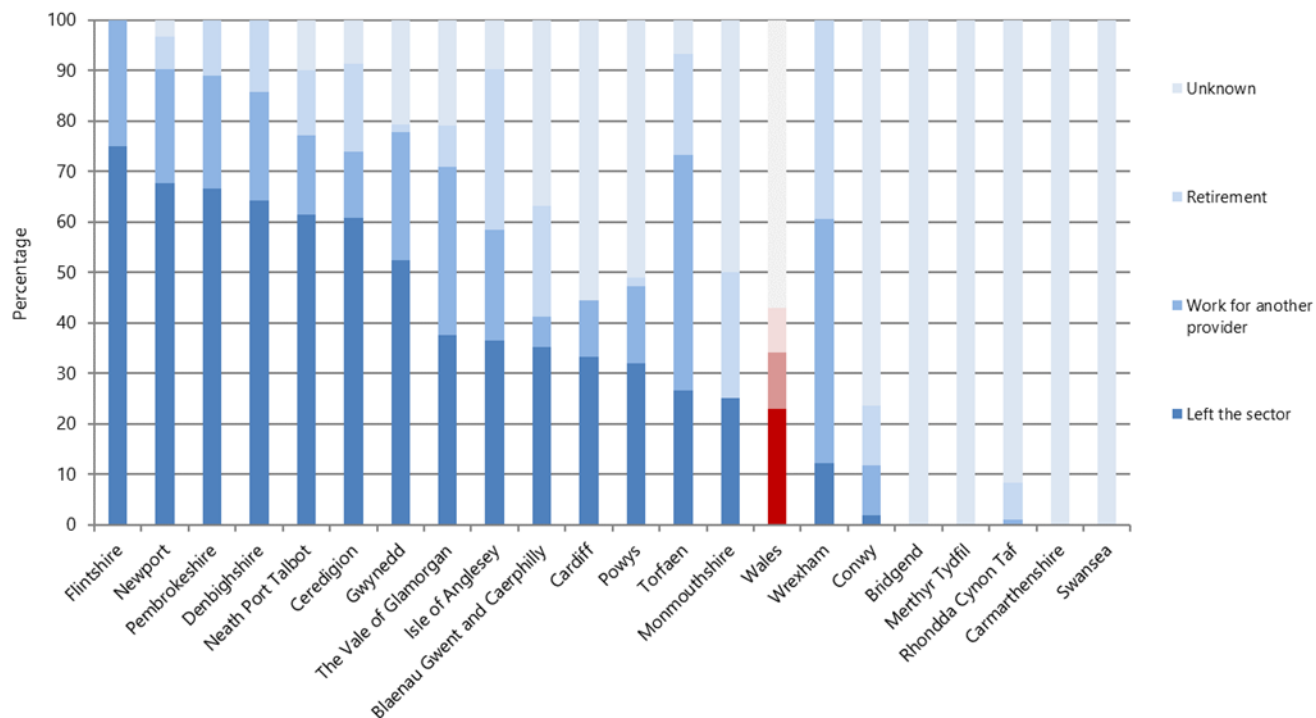


Further details on staff in post who left regulated services for each care provider type can be found in [Figure 12a](#) of [Annex B](#).

As [Figure 7](#) above shows, 11% of Deputy/Assistant Managers and Registered Social Workers left the employment of regulated services during 2018. This compares to 2% of Service Managers.

shows those leaving the sector, those leaving to work for another care provider and those who retired by local authority. In Wales, of the 43% of leavers' whose destination was known, 23% left the sector, 11% went to work for another care provider and 9% retired.

Figure 8: Percentage of staff leaving regulated services by destination, by local authority, 2018



Vacancies

Swansea had the highest percentage of reported vacancies (23%) for regulated services in Wales. Bridgend, Rhondda Cynon Taf, Merthyr Tydfil, Monmouthshire and Cardiff had no reported vacancies. 77% of the reported vacant posts across regulated services in Wales were for Care Workers, Care Officers or Care Assistants. This ranged from 100% of the Isle of Anglesey, Conwy, Denbighshire, Flintshire, Carmarthenshire and the Vale of Glamorgan's reported vacancies to 50% of vacancies in Pembrokeshire. Reported vacancies for Other Staff had the next highest percentage at 9% of all vacancies.

Workforce characteristics

Data on the various characteristics of the workforce was provided for at least 82% of regulated services staff included in this analysis. Data on the response rate per characteristic can be found in Error! Reference source not found.of [Annex B](#).

Gender

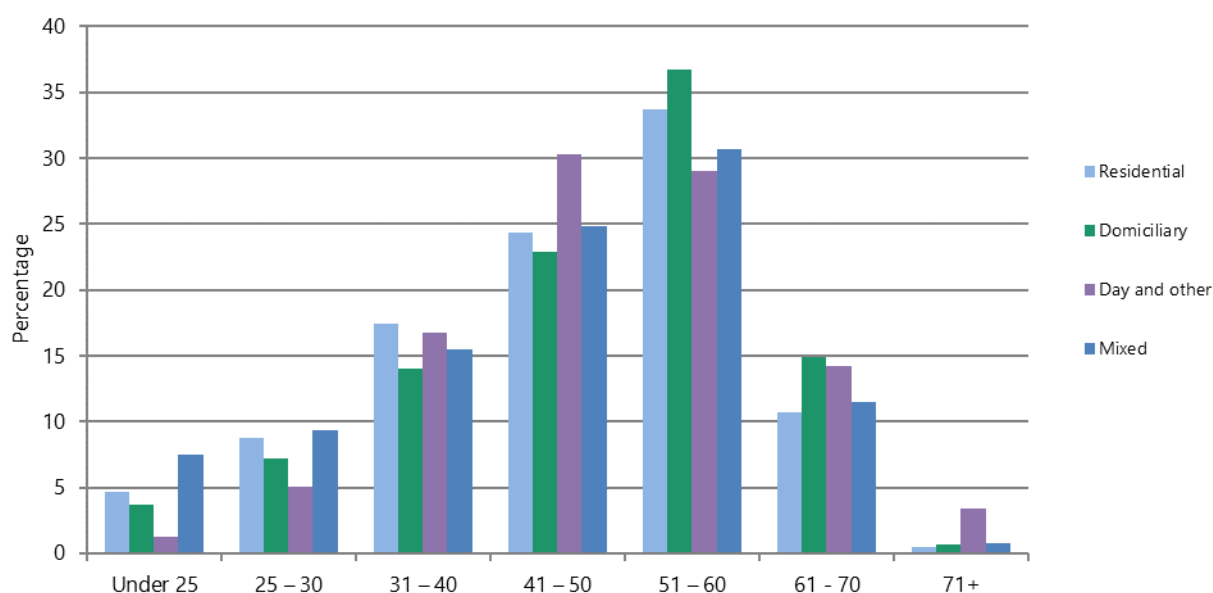
The majority (87%) of staff working for regulated services in Wales were female. Just over one eighth of the workforce were male. Cardiff's regulated services had the highest percentage of male staff at 31% while regulated services in Flintshire had the lowest at 0%.

Age

The majority (34%) of staff working for regulated services in Wales were aged 51 to 60 years. This was also reflected at regional level. Across Wales, 25% of regulated service staff were aged 41 to 50, and 16% were aged 31 to 40. Across providers, 7% of the commissioned care provider staff aged under 25 were employed by mixed care providers, while 1% of day and other staff were aged 25 and under. 3% of day and other care staff were aged 71 and over, while 1% or less all other provider types employed staff aged 71 and over.

Figure 9 shows the age breakdown of staff employed by commissioned care provider type.

Figure 9: Percentage of staff employed by regulated services by age and provider type, Wales, 2018



Ethnicity

Of the 82% of staff employed by regulated services in Wales whose ethnicity was reported, 80% stated their ethnicity as White. 18% of staff preferred not to state their ethnicity. **Table 6** shows the breakdown at local authority level of the ethnicity of regulated services staff.

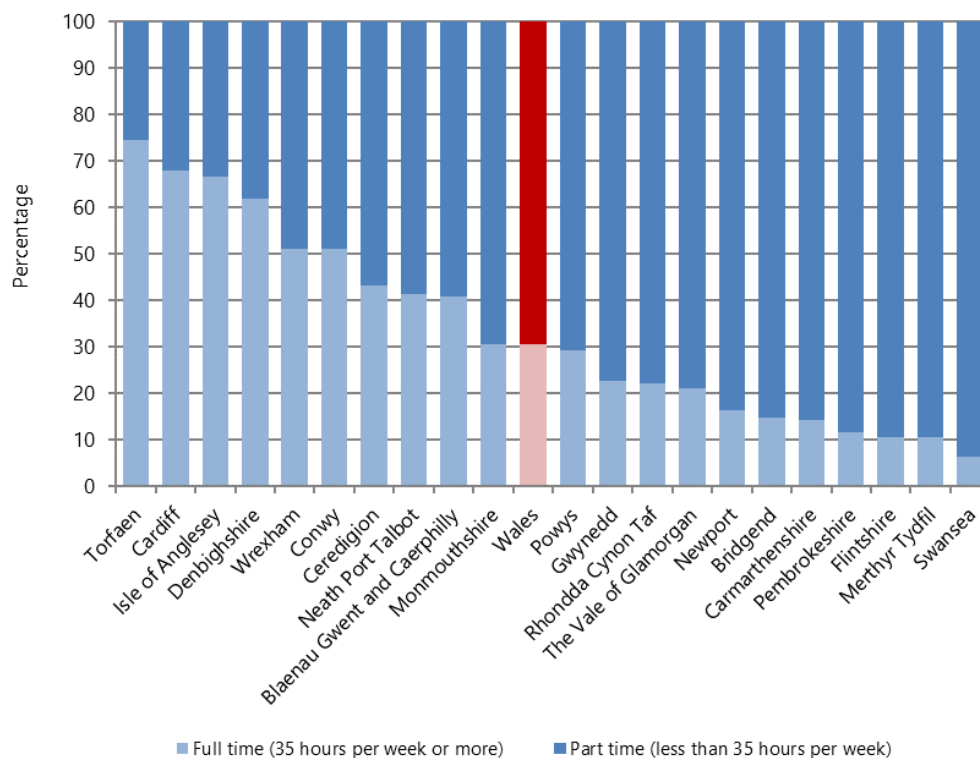
Table 6: Percentage of regulated service staff by ethnicity, by local authority and region, 2018

	%					
	White	Mixed/ multiple ethnic groups	Asian/ Asian British	Black/ African/ Caribbean/ Black British	Other ethnic group	Prefer not to say
Isle of Anglesey	99	0	1	0	0	0
Gwynedd	99	0	0	0	0	0
Conwy	96	3	0	0	0	0
Denbighshire	100	0	0	0	0	0
Flintshire	100	0	0	0	0	0
Wrexham	98	0	0	1	0	0
North Wales	99	1	0	0	0	0
Powys	99	0	1	1	0	0
Ceredigion	56	0	0	1	0	42
Pembrokeshire	100	0	0	0	0	0
Carmarthenshire	80	0	1	0	1	18
Mid & West	82	0	0	0	1	16
Swansea	19	0	0	1	0	80
Neath Port Talbot	-	-	-	-	-	-
Bridgend	97	0	1	0	0	2
Western Bay	55	0	1	1	0	43
The Vale of Glamorgan	94	2	0	1	1	2
Rhondda Cynon Taf	100	0	0	0	0	0
Merthyr Tydfil	100	0	0	0	0	0
Torfaen	93	5	0	1	1	0
Monmouthshire	74	0	0	0	0	26
Newport	71	1	0	2	0	25
Cardiff	96	2	0	2	1	0
Blaenau Gwent and Caerphilly	70	0	0	0	0	29
South East	85	1	0	1	0	13
Wales	80	1	0	0	0	18

Working hours

Across Wales, 30% of regulated services staff worked full time, while 70% worked part time. This ranged from 74% of regulated services staff working full time in Torfaen to 6% in Swansea. **Error! Reference source not found.** shows the percentages at local authority level in Wales.

Figure 10: Percentage of regulated service staff by hours worked, by local authority, 2018



Further details on staff in post who left regulated services for each care provider type can be found in [Figure 12a](#) of [Annex B](#).

Contractual status

80% of regulated services staff in Wales were on permanent contracts. This ranged from 100% of staff in Merthyr Tydfil to 48% in Swansea.

Further details on contractual status of staff for each care provider type can be found in [Figure 14](#) of [Annex B](#).

Disability status


1% of the regulated services staff who responded stated that they considered themselves to have a disability. This ranged from 1.4% of staff in Conwy, Ceredigion and Neath Port Talbot to 0% in six other local authorities.

Language

In Wales, 12% of staff in regulated services could communicate effectively through the medium of Welsh, while less than 1% of staff didn't have English or Welsh as a first language.

Annex A – The data collection form

The data collection forms were shared with local authorities in November 2018. Please click on the image below, where you will be able to see an example of the form. Note, the Isle of Anglesey has only been used as an example and the form does not contain any data.



Isle of Anglesey County Council

Social Care Wales Workforce Development Programme (SCWWD)
Workforce Data Collection 2018

[Guidance](#)

THIS DATA COLLECTION SHOULD ONLY INCLUDE THOSE EMPLOYEES WHO WORK WITHIN THE COUNTY BOROUGH.

To navigate between sections use the blue hyperlinks at the bottom of each page.

Name of establishment		V
Address of establishment		V
Parent company name		Check

Contact details of person completing the form


Full name		V
Job title		V
Telephone number		V
Email address		V

Registered managers details (if different to person completing form)

Registered manager full name		Check
Telephone number		Check
Email address		Check

You can navigate through the form by using the blue hyperlinks below, or by clicking on the tab of the relevant worksheet.

Section	Are there any validation errors?
Home	Yes
1. Provider details	Yes
2. Qualifications	Yes
3. Recruitment and Retention	Yes
4. Workforce	Yes



[See my workforce profile](#)

If you have any queries about using the form then please contact Data Cymru on: PIEnquiries@data.cymru

[Next](#)

Annex B – Additional tables

Table 7: Number of local authority regulated services surveyed

	2018
Isle of Anglesey	8
Gwynedd	9
Conwy	6
Denbighshire	7
Flintshire	1
Wrexham	6
North Wales	37
Powys	17
Ceredigion	6
Pembrokeshire	3
Carmarthenshire	12
Mid & West	38
Swansea	17
Neath Port Talbot	16
Bridgend	13
Western Bay	46
The Vale of Glamorgan	5
Rhondda Cynon Taf	20
Merthyr Tydfil	5
Torfaen	3
Monmouthshire	7
Newport	10
Cardiff	3
Blaenau Gwent and Caerphilly	20
South East	73
Wales	194

Table 8: Percentage of returns for each characteristic, Wales

	%
	2018
Ethnicity	82
Hours worked	87
Type of contract	90
Gender	90
Age	90

Figure 11a: Percentage of residential care staff employed by local authority regulated services with the required/recommended qualifications by role, Wales, 2018

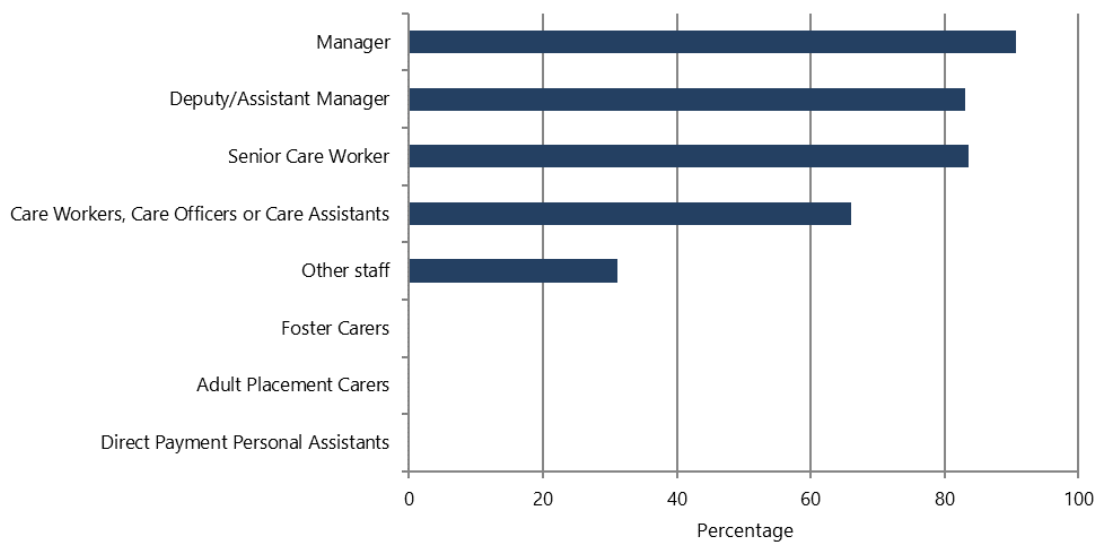


Figure 11b: Percentage of domiciliary care staff employed by local authority regulated services with the required/recommended qualifications by role, Wales, 2018

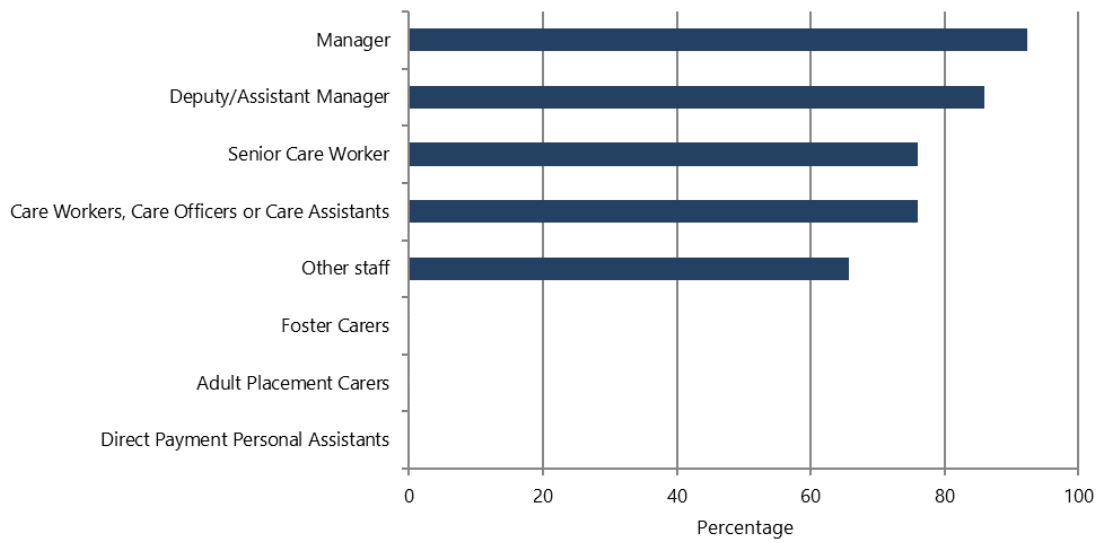


Figure 11c: Percentage of day and other care staff employed by local authority regulated services with the required/recommended qualifications by role, Wales, 2018



Figure 11d: Percentage of 'mixed care' staff employed by local authority regulated services with the required/recommended qualifications by role, Wales, 2018

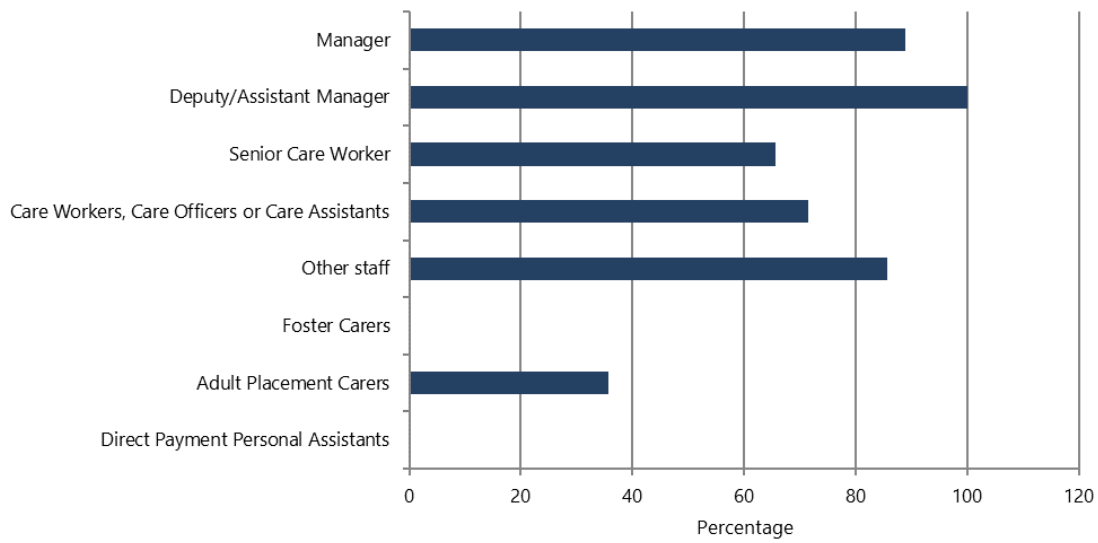


Figure 12a: Percentage of residential care staff in post who left regulated services by role, Wales, 2018

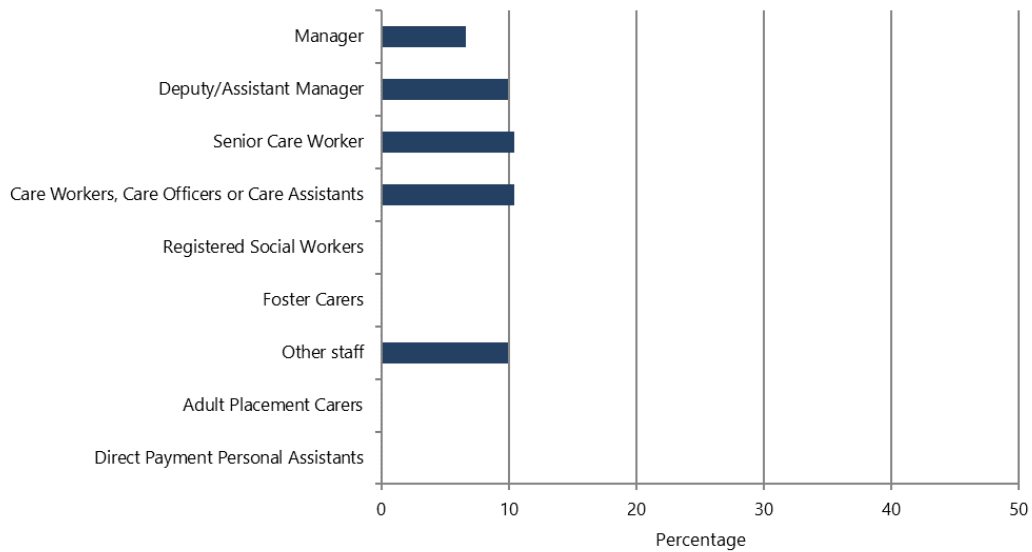


Figure 12b: Percentage of domiciliary care staff in post who left regulated services by role, Wales, 2018¹²



Figure 12c: Percentage of day and other care staff in post who left regulated services by role, Wales, 2018



¹² 100% of the Registered Nursing Staff included in the analysis (1 member of staff) left the employment of a regulated service during 2018. This figure has been excluded from the chart so as to not distort the chart.

Figure 12d: Percentage of 'mixed care' staff in post who left regulated services by role, Wales, 2018

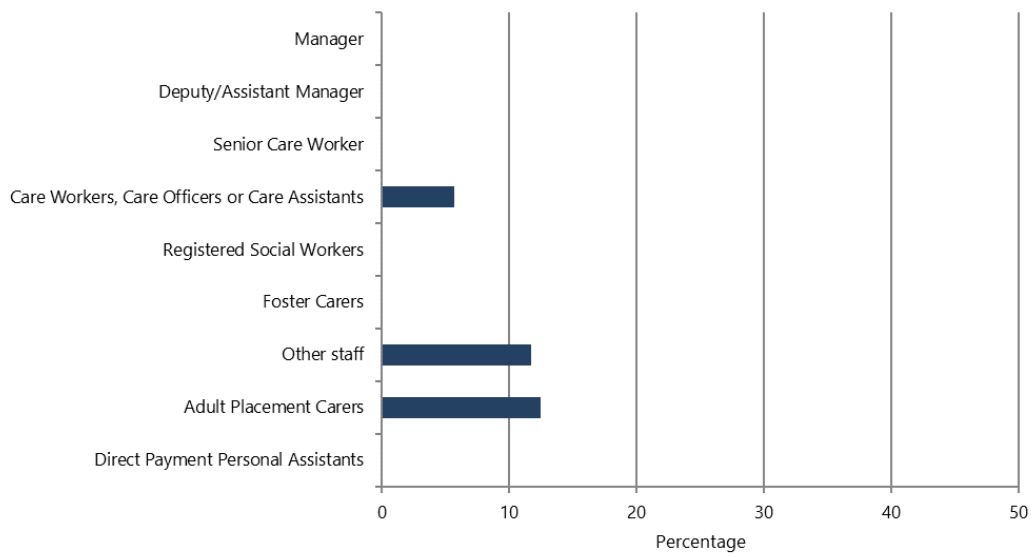


Figure 13a: Percentage of residential care staff in regulated services by hours worked, Wales, 2018

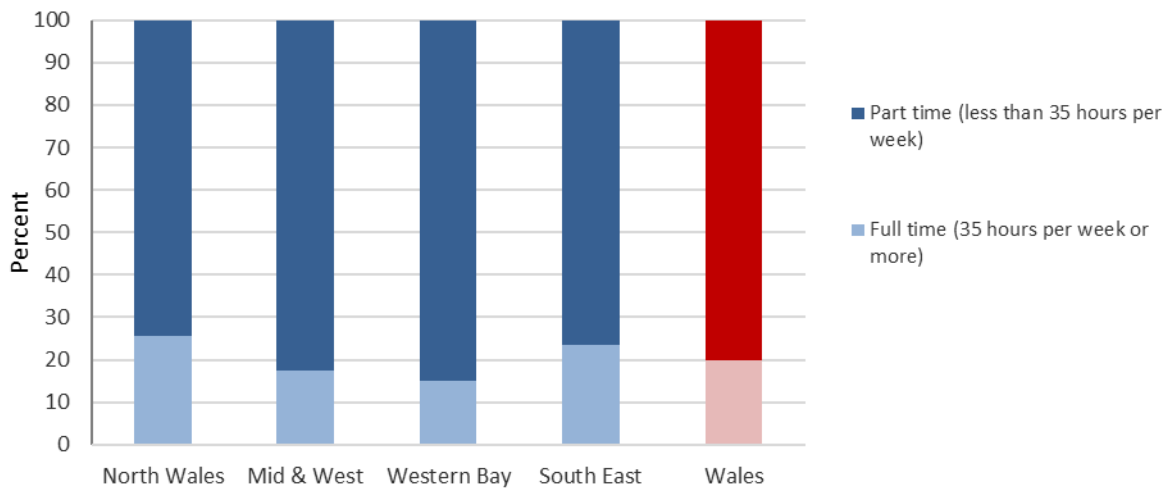


Figure 13b: Percentage of domiciliary care staff in regulated services by hours worked, Wales, 2018

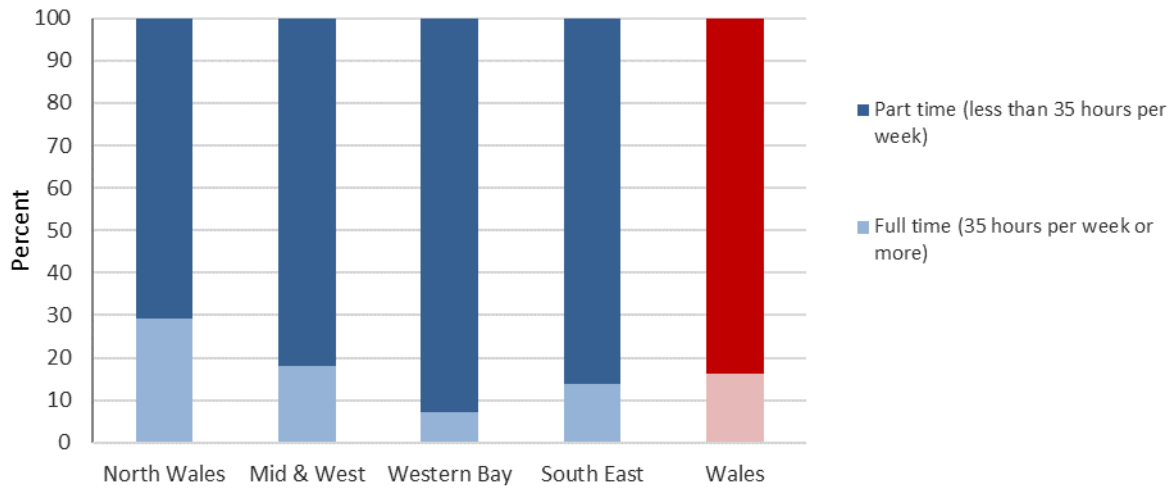


Figure 13c: Percentage of day and other care staff in regulated services by hours worked, Wales, 2018

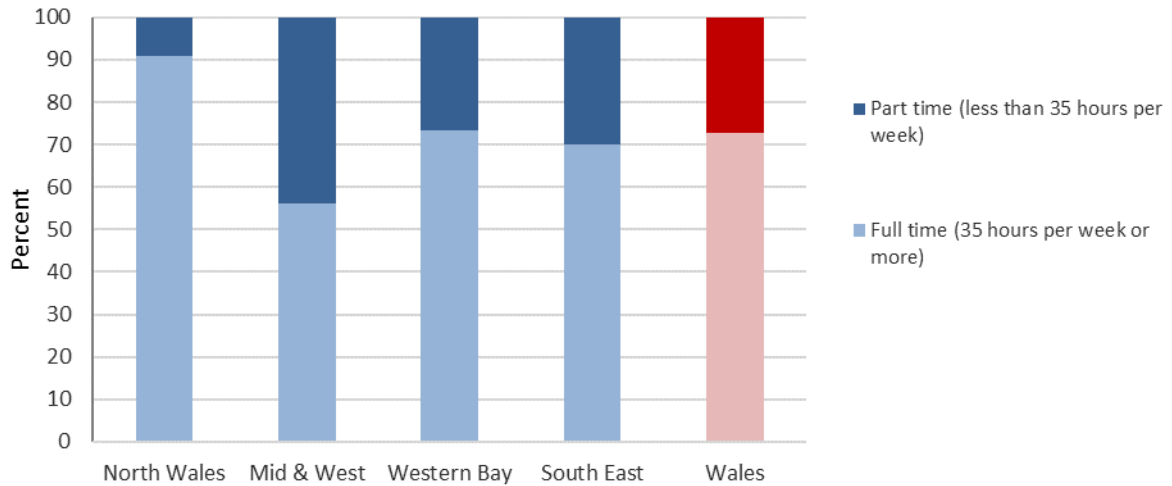


Figure 13d: Percentage of mixed care staff in regulated services by hours worked, Wales, 2018

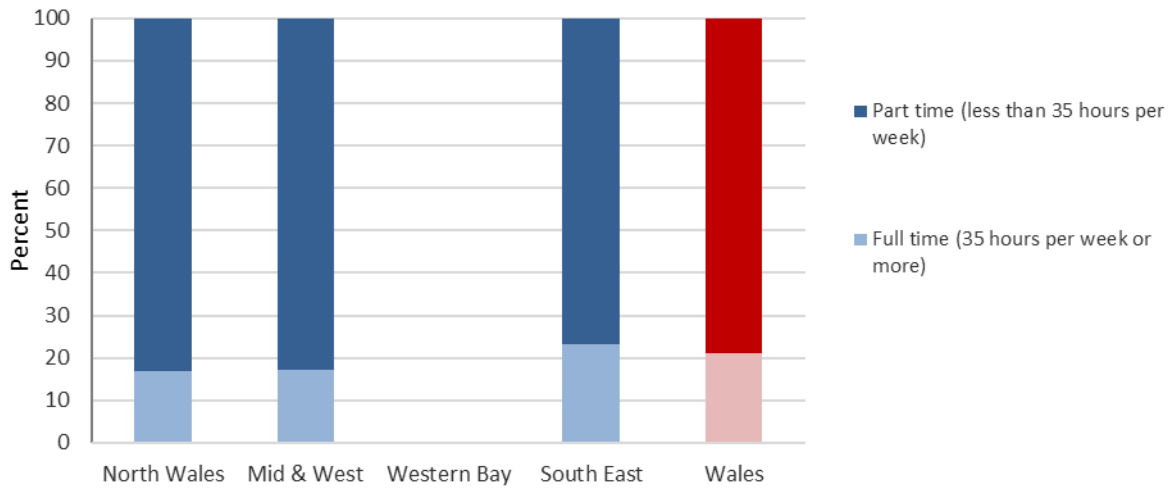
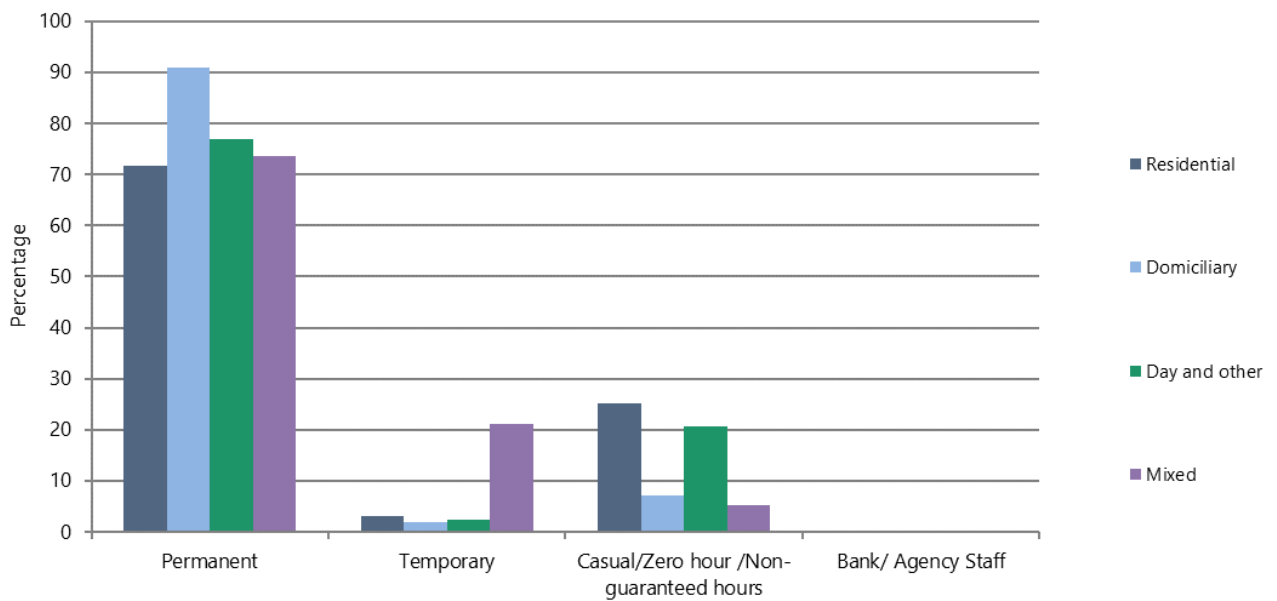


Figure 14: Contractual status of local authority regulated services staff by service type, Wales, 2018



Annex C – Our imputation methodology

Our imputation methodology was developed for the 2013 pilot collection and is reviewed each year. This involves reviewing the submitted data for any relevant patterns and establishing the level of imputation according to the individual local authority response rates.

As in 2017, the imputation for 2018 was based on the average values at a national level and applied at local authority level. As the response rates for some local authorities were not sufficient to report at local authority level, the results are given at a regional level. The imputation was based on the provider type and the size of the organisation.

To gain the necessary information about the missing commissioned care providers to be able to impute their workforce data, authorities were asked to provide supplementary information about both the 'estimated' size of each missing commissioned care provider and the type of service they provide.

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