



Social Care Workforce Development Partnership (SCWDP) workforce data collection 2016: the findings


Contents

Infographic	1
Summary	2
Background	3
Understanding the data	4
Data analysis	6
Further analysis	8
Annex A – The data collection form	22
Annex B – Additional tables	23
Annex C – Our imputation methodology	29

Produced by: The Local Government Data Unit ~ Wales

Published: July 2017

www.dataunitwales.gov.uk

 029 2090 9500

 enquiries@dataunitwales.gov.uk

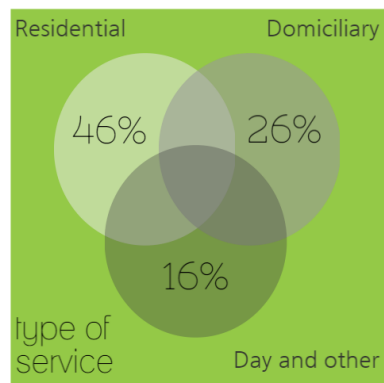
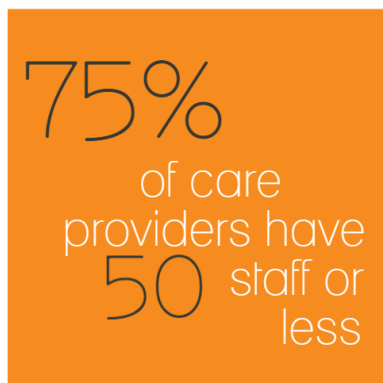
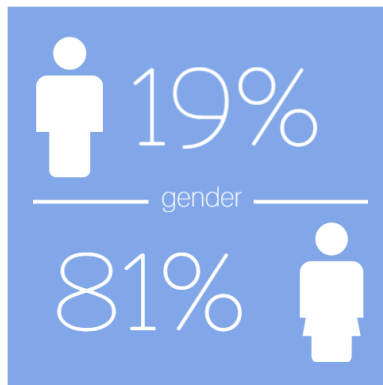
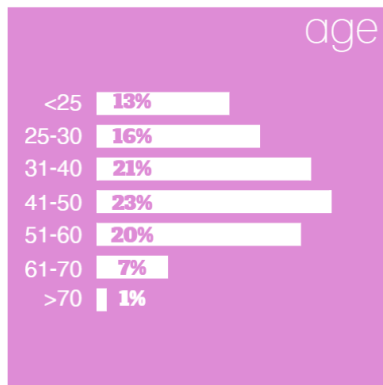
This report is also available in Welsh.

Commissioned care provider workforce estimates - Wales 2016

1,400 commissioned care providers in Wales



work for these commissioned care providers



Summary

- This report sets out the key findings from the Social Care Workforce Development Partnership (SCWDP) workforce data collection 2016. The report helps Social Care Wales (SCW) and local authorities better understand the workforce of external social care providers that are commissioned to provide services by Welsh local authorities (commissioned care providers).
- The work was commissioned by the Care Council for Wales (CCW)ⁱ with the support of the Welsh Government, and was led by us, the Local Government Data Unit ~ Wales (Data Unit). This is the fourth year that we have led the collection.
- All 22ⁱⁱ local authorities in Wales took part in the 2016 collection and provided responses.
- The responses covered 81% of the commissioned care providers across Wales. The coverage of individual local authority returns ranged from 36% in Conwy to 100% in Carmarthenshire, Rhondda Cynon Taf, Merthyr Tydfil and Blaenau Gwent and Caerphilly.
- Using estimation methods we were able to estimate aggregate workforce data for all commissioned care providers surveyed by Welsh local authorities.
- There were around 1,400 external care providers commissioned to provide local authorities in Wales with social care provision in 2016.
- It is estimated that there were over 56 thousand staff working for these commissioned care providers in 2016.
- Due to the nature of the data we do not think it is appropriate to make direct comparisons to previous years. However, we have, once again, included a comprehensive analysis of the data that was submitted to us (the 'returned' and 'constructed' data), at a local, regional and national level.
- Once again we were very pleased with both the volume and quality of the data returned. However, response rates remain an issue for a number of authorities.

ⁱ CCW joined with SSiA on 1 April 2017 to become Social Care Wales.

ⁱⁱ Blaenau Gwent and Caerphilly run a joint service.

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.

In 2013, the Care Council for Wales (CCW), now known as Social Care Wales (SCW), commissioned us, the Data Unit, to support local authorities in the development of a consistent, coherent dataset about the workforce of these commissioned care providers. We also developed the related data collection form that each of the local authorities agreed to use to ensure consistency in the collected data.

Subsequent to the development of the nationally agreed dataset and form, it was recognised that further support was needed to help ensure the data could be aggregated to produce a robust local, regional and national picture of this workforce. Therefore, we were commissioned by CCW to support local authorities in a pilot collection and collation of the information for 2013 and to provide analysis of the data at a local, regional and national level. A report documenting the findings of this pilot collection was shared with CCW in June 2014.

We have since been commissioned to repeat the exercise for 2014, 2015 and 2016. This report sets out the findings from the 2016 collection.

Understanding the data

Each year we strive to improve both the dataset and the associated data collection forms to help ensure the data is as robust as possible. For the 2016 collection, in response to feedback from the local authorities, we introduced a couple of new data items to help Social Care Wales (SCW) and local authorities better understand their commissioned care providers. Most significantly we 'split' the residential care provider type; providers were asked whether they provide residential care with nursing or residential care without nursing. We also introduced a third 'destination' option for leavers ('retirement').

A copy of the 2016 data collection form can be found in [Annex A](#).

Local authorities were asked to survey all commissioned care providers³. Responses were received from all 22⁴ 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 2015.

Response rates

Across Wales in 2016, 76% of the data collection forms that were issued were returned, this is the same as 2014 and 2015. This ranged from 23% in the Vale of Glamorgan to 100% in Carmarthenshire, Rhondda Cynon Taf and Merthyr Tydfil.

Local authorities constructed data for an additional 78 commissioned care providers in 2016, compared to 104 in 2015, bringing the overall response rate to 81% for 2016 (84% in 2015). This ranged from 36% in Conwy⁵ to 100% in Carmarthenshire, Rhondda Cynon Taf, Merthyr Tydfil and Blaenau Gwent and Caerphilly. 13 local authorities had an overall response rate of 80% or more, compared to 12 in 2015.

Data on the number of commissioned care providers surveyed in 2014, 2015 and 2016 can be found in [Table 7 of Annex B](#).

Estimating for missing data

As in previous years, to provide regional and national estimates of the commissioned care provider workforce, it was necessary to estimate data for the commissioned care providers who did not respond, and where no 2015 data was available upon which to 'construct' a return for 2016. This process is known as 'imputation'. Details of the imputation process can be found in [Annex C](#) - .

Once again, we were unable to impute using local authority or regional level data due to low response rates in a small number of authorities. Instead, we used national averages to impute for the 'missing' data at a local level. Although we have received or imputed data for 100% of the providers that were surveyed⁶, 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.

³ Where a commissioned care provider has made separate returns for different care settings, each setting has been classed as a 'care provider' for the purposes of this analysis.

⁴ Blaenau Gwent and Caerphilly run a joint service.

⁵ In 2015 Conwy's response rate was 78%.

⁶ The Vale of Glamorgan had 24 providers whose size was unknown. The workforce data for these providers was estimated based on the size distribution of their providers in 2015.

Data quality

Despite improvements in the quality of the data each year, we are unable to provide robust comparisons with previous years. 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 surveyed⁷ 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.

⁷ One local authority, for example, surveyed a significantly higher number of care providers in 2016.

Data analysis

The following analysis combines data that the local authorities collected directly from their commissioned care providers 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. Data on the proportion of returns that were returned, constructed and imputed can be found in [Table 8](#) [Table 9](#), [Table 10](#) and [Table 11](#) of [Annex B](#).

Social care is a service offered by all local authorities in Wales. Based on the data provided to us, just under 1,400 external care provider organisations were commissioned to provide local authorities in Wales with social care provision in 2016. This is similar to 2015.

It is estimated that these commissioned care providers employed around 56 thousand people across Wales. [Table 1](#) shows that the estimated number of staff employed by commissioned care providers continues to vary across the regions.

Table 1: Number of commissioned care providers and estimated number of staff employed, by region, 2016⁸

	Commissioned care providers	Staff employed by commissioned care providers (estimate)	Commissioned care provider staff employed per 1,000 population
North Wales	374	14,000	20
Mid & West	298	11,000	22
Western Bay	214	9,500	18
South East	512	21,500	16
Wales	1,398	56,000	18

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); and
- Mixed (more than one of the above).

Local authorities in Wales commissioned services from a higher number of residential care providers (649 providers) than any other type of care provider during 2016. These residential care providers employed an estimated 23,500 people across Wales. [Table 2](#) shows the types of commissioned care providers and estimated number of staff employed.

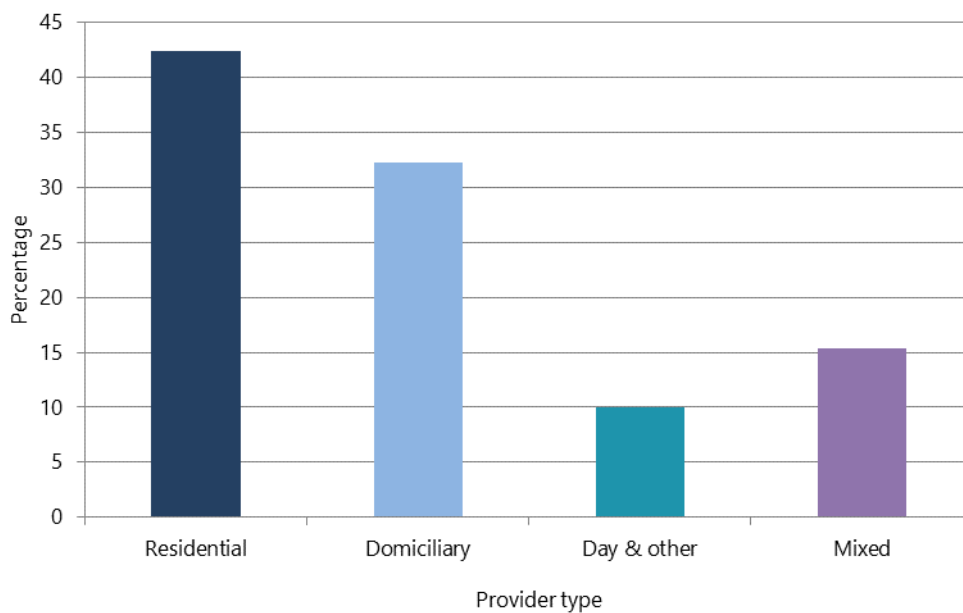
⁸ Population figures used for the calculation are from the 2015 Mid-Year Population Estimates produced by the Office for National Statistics

Table 2: The number of commissioned care providers by type and estimated number of staff employed, Wales, 2016

	Commissioned care providers	Staff employed by commissioned care providers (estimate)
Residential	649	23,500
Domiciliary	369	18,000
Day and other	225	5,500
Mixed	155	8,500
Total	1,398	56,000

Figure 1 shows that in Wales, as in 2015, commissioned residential care providers employed the highest percentage of staff across the provider types in 2016.

Figure 1: Percentage of staff employed by commissioned care providers by provider type, Wales, 2016



Further analysis

This section provides a more detailed breakdown of the workforce of commissioned care providers. 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 (81%) of the commissioned care provider population and, as such, should be used with caution. Across Wales, this coverage ranges from 36% in Conwy to 100% in Carmarthenshire, Rhondda Cynon Taf, Merthyr Tydfil and Blaenau Gwent and Caerphilly. Further details on the response rates across Wales can be found in [Table 8 of Annex B](#).

For 2016, we asked whether residential care providers provided nursing care or not. Where appropriate, this breakdown has been included in the analysis.

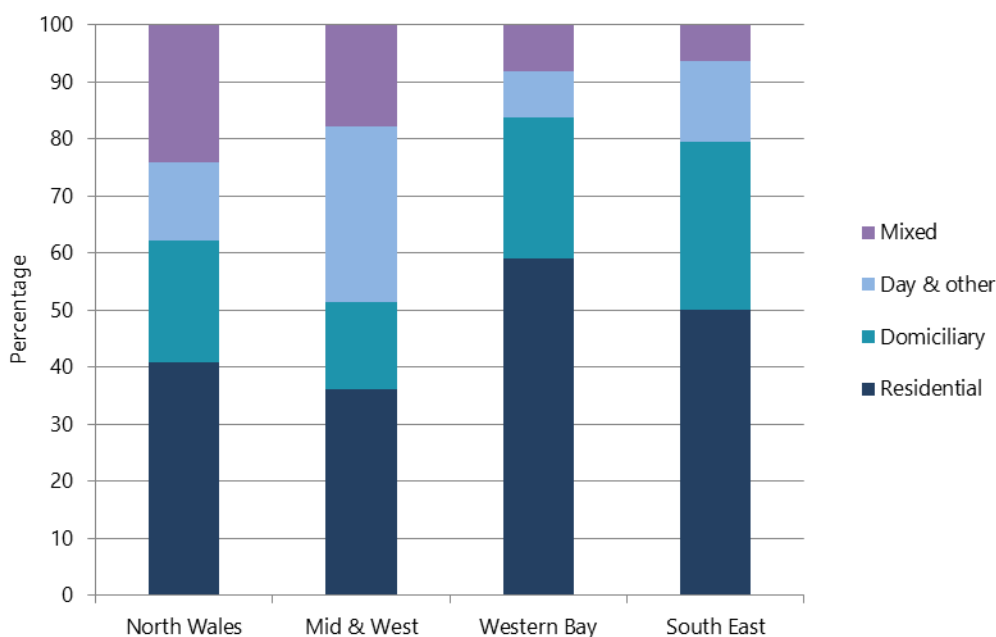
Commissioned care providers

The majority of care providers commissioned in Wales were residential care providers. Across Wales the percentage varied from 3% of care providers commissioned by Powys to 64% commissioned by Merthyr Tydfil. As in 2015, the majority of care providers commissioned by Powys offered day and other care (74%). The percentage of care providers commissioned to provide domiciliary care ranged from 8% of care providers commissioned by Gwynedd to 44% commissioned by Flintshire.

Figure 2 shows that:

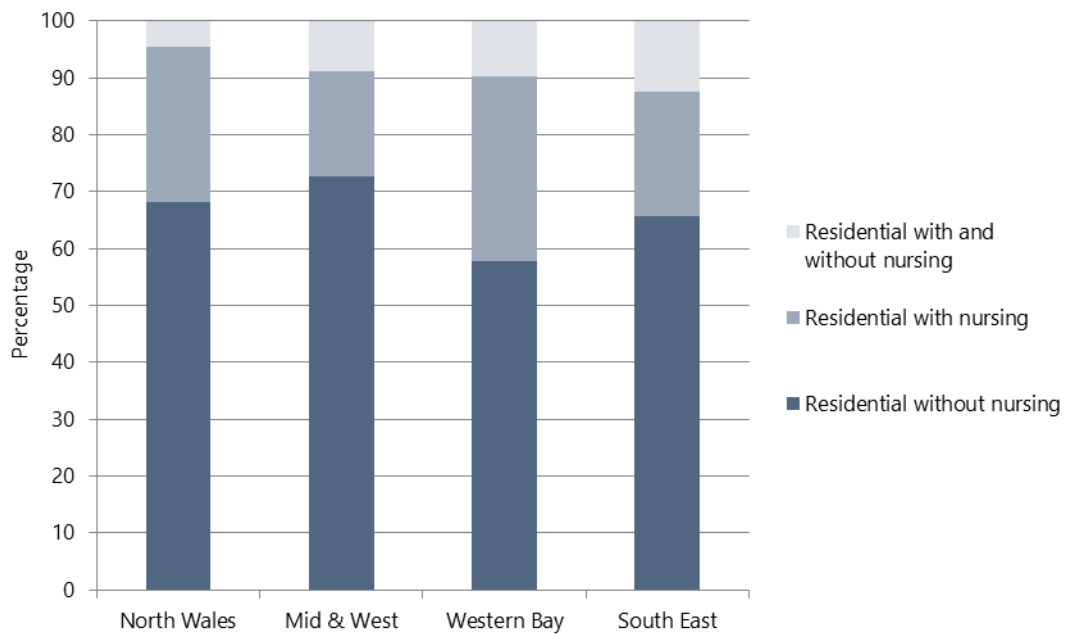
- The percentage of commissioned care providers who offered **residential care** ranged from 36% of those commissioned by local authorities in Mid & West to 59% in Western Bay;
- Local authorities in Mid & West commissioned the lowest percentage of **domiciliary care** providers at 15%, while the South East commissioned the highest at 29%;
- Local authorities in Western Bay commissioned the lowest percentage of **day and other care** providers at 8%, while Mid & West commissioned the highest at 31%; and
- South East commissioned the lowest percentage of care providers offering **mixed provision** at 6%, while North Wales commissioned the highest at 24%.

Figure 2: Percentage of commissioned care providers by type, by region, 2016



As shown in **Figure 3**, the majority of commissioned residential care providers offered residential care without nursing across all regions. 73% of the 521 residential care providers commissioned by local authorities in Mid & West Wales provided residential care without nursing. This compares to 58% of residential care providers commissioned by local authorities in the Western Bay region.

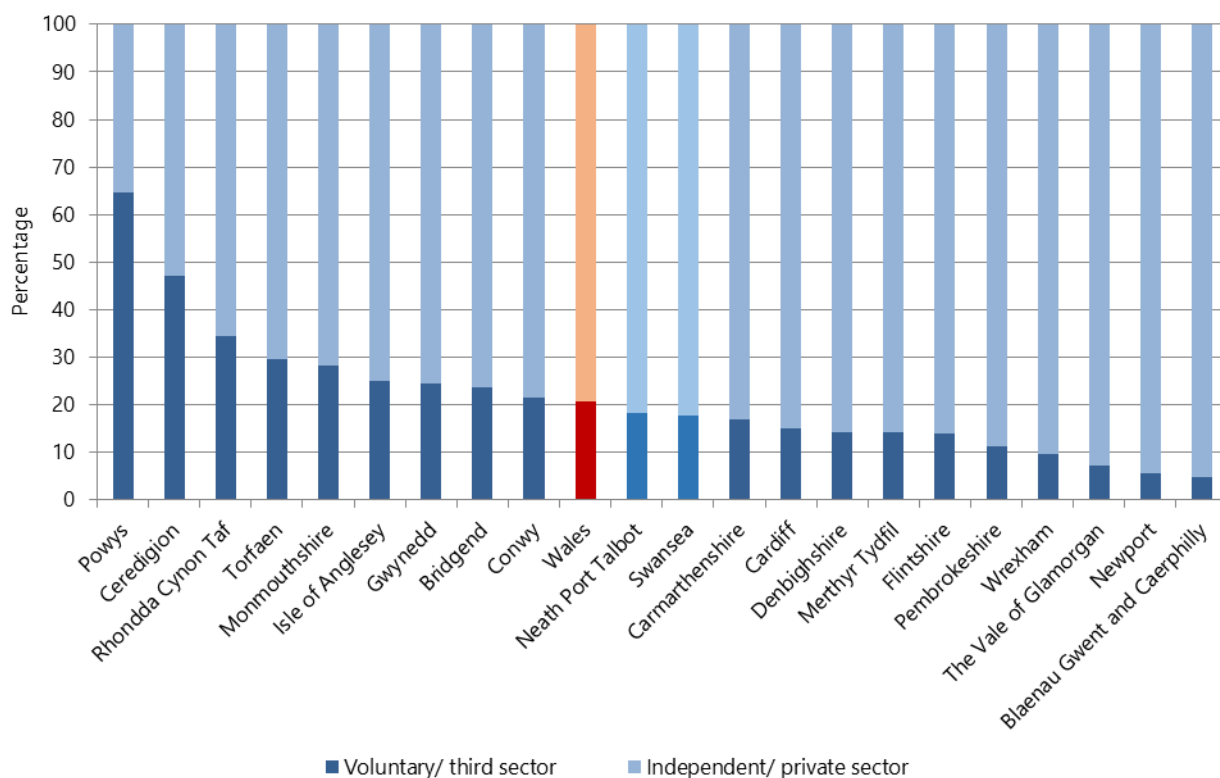
Figure 3: Percentage of commissioned residential care providers by type, by region, 2016



Sector

21% of care providers commissioned by local authorities in Wales were based in the voluntary/third sector, compared to 22% in 2015. In 2016, this ranged from 5% of care providers commissioned by Blaenau Gwent and Caerphilly to 65% commissioned by Powys. Across Wales, the remaining 79% were independent/private sector organisations. **Figure 4** shows the private/third sector provider split by local authority for 2016.

Figure 4: Percentage of commissioned care providers by sector, by local authority, 2016



Clients

In Wales, 13% of commissioned care providers provided services for children, 60% provided services for adults⁹ and 56% provided services for older people¹⁰.

40% of care providers commissioned by Powys provided services for children. This is the highest across all local authorities in Wales by a margin of 12 percentage points, the next highest being Wrexham with 28% of care providers commissioned providing children’s services. 2% of the care providers commissioned by Denbighshire provided services for children.

The percentage of care providers providing services for older people ranged from 44% of those commissioned by Neath Port Talbot to 75% commissioned by the Vale of Glamorgan.

29% of care providers commissioned by Merthyr Tydfil provided services for adults compared to 79% commissioned by Blaenau Gwent and Caerphilly.

Table 3 shows the number and percentage of commissioned care providers by client group at a regional level.

⁹ ‘Adults’ includes adults with learning disabilities, adults with mental ill-health and adults with a physical disability or sensory impairment.

¹⁰ 6% of commissioned care providers provided services to ‘other’ client groups.

Table 3: Number and percentage of commissioned care providers by client group, by region, 2016¹¹

	Number			%		
	Children	Adults	Older people	Children	Adults	Older people
North Wales	41	150	158	15	56	59
Mid & West	46	172	148	16	61	52
Western Bay	13	106	99	8	61	57
South East	51	254	230	12	61	56
Wales	151	682	635	13	60	56

Organisation size

The majority of commissioned care provider organisations in Wales employed between 10 and 25 staff (32%), similar to the pattern seen in 2015. 9% of commissioned care providers employed over 100 staff, while 15% employed under ten staff. Across Wales, 4% of mixed care providers employed under ten staff in 2016, while 12% employed more than 100. 44% of day and other care providers employed under ten staff, with 5% employing more than 100. **Table 4** shows the percentage of commissioned care providers by the size of their organisation and provider type.

Table 4: Percentage of commissioned care providers by size of organisation, by provider type, 2016

	Size of organisation (staff employed)					%
	under 10	10 – 25	26 – 50	51 – 100	more than 100	
Residential	12	35	31	16	6	
Domiciliary	9	26	30	20	15	
Day and Other	44	31	10	10	5	
Mixed	4	31	34	19	12	

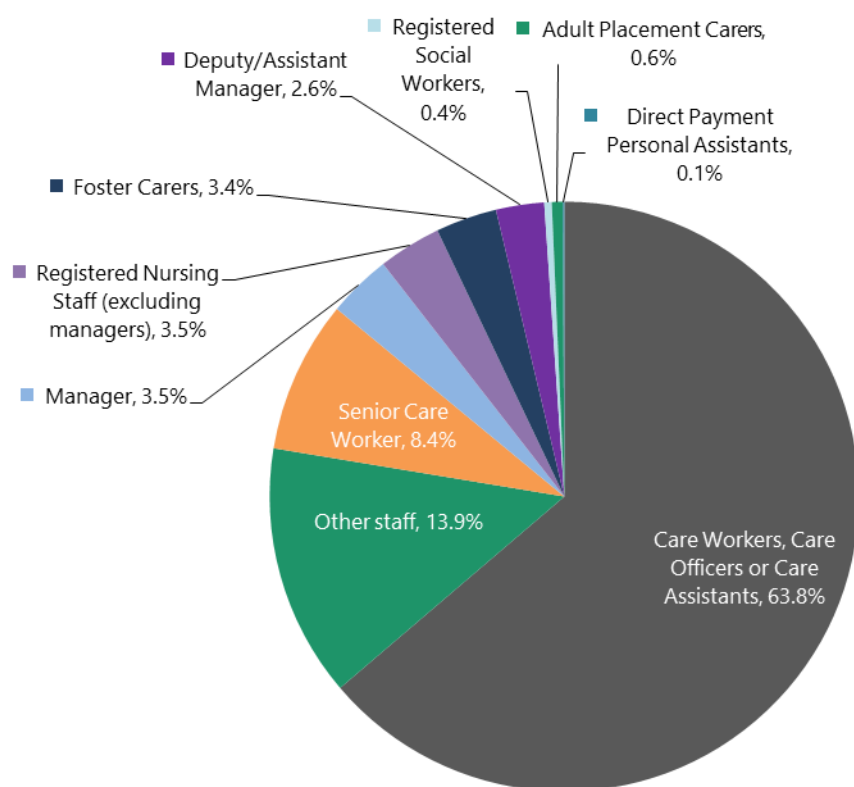
Staff profile

Roles

As in 2015, the majority of staff employed by care providers commissioned by local authorities in Wales were Care Workers, Care Officers or Care Assistants (64%), as shown in **Figure 5**. The percentage that were Care Workers, Care Officers or Care Assistants ranged from 53% in care providers commissioned by Powys to 74% commissioned by Merthyr Tydfil.

¹¹ As providers may provide services to more than one client group, data may not sum to 100%.

Figure 5: Percentage of staff employed by commissioned care providers by role, Wales, 2016¹²



Across the care providers commissioned by local authorities in Wales, none employed more than 5% of staff as Managers in 2016, with 3% or less employed as Deputy/Assistant Managers. There were very few Registered Social Workers employed by commissioned care providers, with just under 200 (0.4%) in total employed across Wales. The number of Registered Nursing Staff employed by commissioned care providers was 1,650; making up just over 3% of all staff employed by commissioned care providers in Wales. The percentage of Registered Nursing Staff employed ranged from 1.8% in care providers commissioned by Powys and Carmarthenshire to 5.5% by Newport. The number of Registered Nursing Staff employed by Merthyr Tydfil increased to 17 in 2016, from 0 in 2015.

Table 5 provides a breakdown of staff employed by type of provider. Commissioned domiciliary care providers continued to employ the highest percentage of Care Workers, Care Officers or Care Assistants at 84%, compared to 27% employed by commissioned day and other care providers. Senior Care Workers accounted for 14% of staff employed by commissioned residential care providers without nursing, compared to 3% in commissioned providers of day and other care. Commissioned residential care providers with nursing employed the highest proportion of Registered Nursing staff at 12% of the workforce. Over 30% of staff employed by commissioned day and other care providers were Foster Carers, this is an increase of 14 percentage points compared to the figure reported in 2015 (16%). The percentage of adult placement carers (5%) employed is also highest in commissioned day and other care providers.

¹² Other staff includes any other staff not included in the other roles e.g. gardeners, drivers etc.

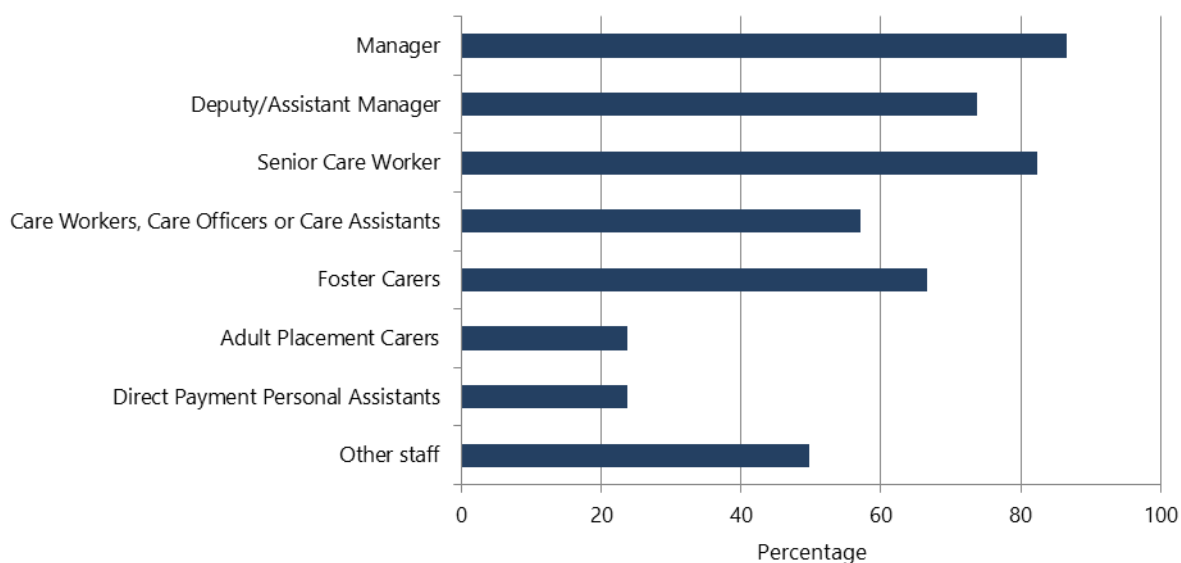
Table 5: Percentage of staff employed by commissioned care providers by role and type of provider, 2016

	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 without nursing	4.4	3.4	14.2	60.0	0.0	0.9	0.0	0.1	0.0	16.9	
Residential with nursing	2.1	2.0	8.6	52.4	0.1	11.6	0.2	0.0	0.4	22.6	
Residential with and without nursing	1.4	1.4	9.0	53.8	0.0	10.8	0.0	0.0	0.0	23.7	
Domiciliary	3.8	2.6	5.5	84.4	0.0	0.3	0.0	0.0	0.0	3.3	
Day and other	5.3	3.0	3.4	27.1	3.8	0.9	31.3	4.9	0.0	20.3	
Mixed	3.0	2.8	9.4	67.7	0.1	2.8	0.7	0.4	0.0	13.1	
All	3.5	2.6	8.4	63.8	0.4	3.5	3.4	0.6	0.1	13.9	

Qualifications

Registered Social Workers and Registered Nursing Staff are required to have specific qualifications to hold these positions. Across all commissioned care providers, 100% of staff employed by commissioned care providers in these roles held their required/recommended qualifications. These staff are excluded from the following analysis. **Figure 6** shows the percentage of all other staff who were reported to have the required/recommended qualifications for their role.

Figure 6: Percentage of commissioned care provider staff with the required/recommended qualifications by role, Wales, 2016



The percentage of staff employed as Managers with the required/recommended qualifications ranged from 70% in care providers commissioned by Merthyr Tydfil to 96% commissioned by Carmarthenshire. For Deputy or Assistant Managers, this ranged from 50% in care providers commissioned by Monmouthshire, to 88% commissioned by the Vale of Glamorgan.

The percentage of staff employed as Care Workers, Care Officers or Care Assistants with the required/recommended qualifications ranged from 43% in care providers commissioned by Cardiff to 70% commissioned by Ceredigion. For Senior Care Workers, this ranged from 74% in care providers commissioned by Cardiff, to 92% commissioned by Rhondda Cynon Taf.

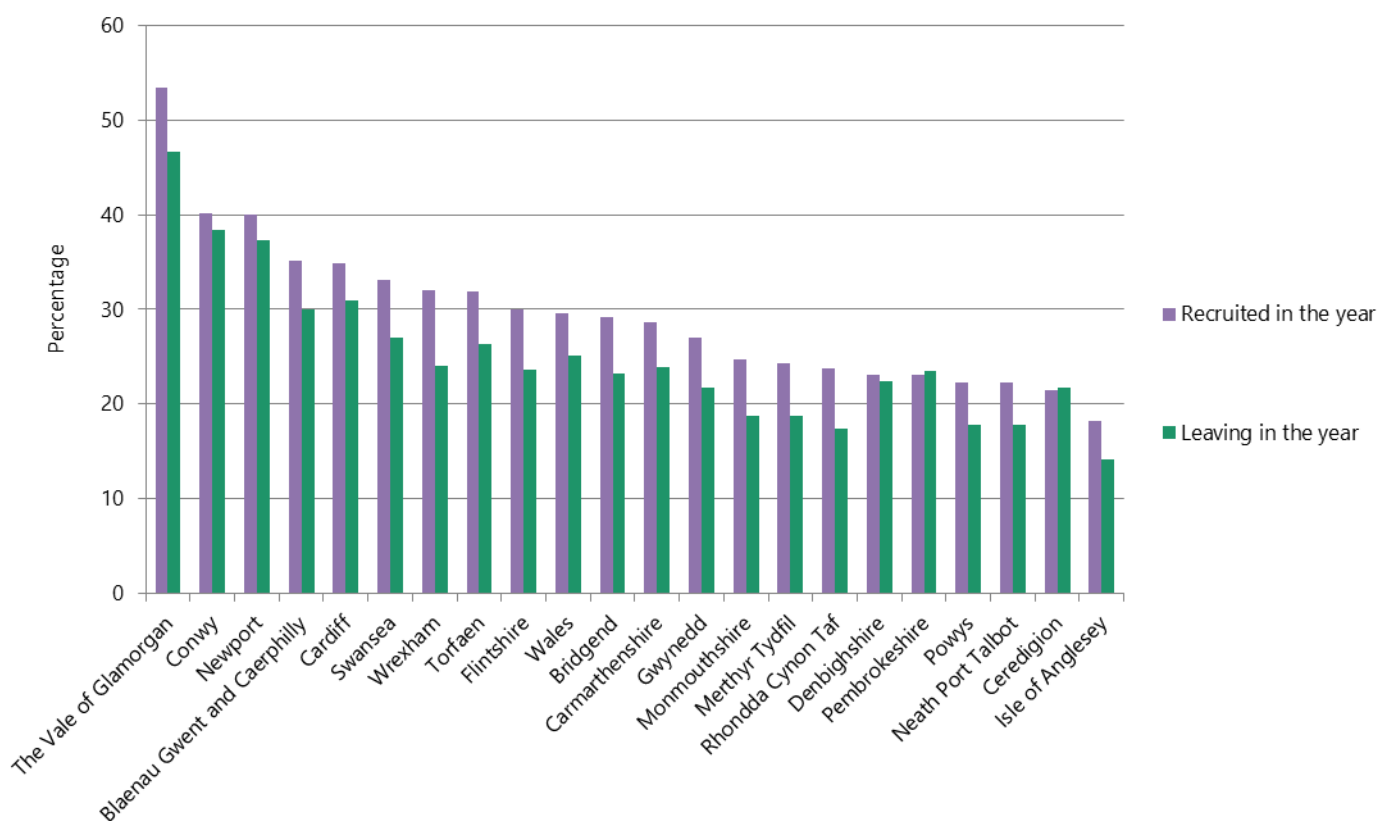
A similar pattern was seen across each of the different types of commissioned care providers. However, there were a few exceptions to this. For example, more Managers employed by commissioned care providers of residential care had the required/recommended qualifications (94%), while fewer Deputy/Assistant Managers employed by commissioned care providers of domiciliary care had the required/recommended qualifications (57%).

16% of commissioned care provider staff achieved their required/recommended qualifications during 2016, while 15% of staff continue to work towards required/recommended qualifications.

Recruitment and retention

During 2016, over 14,000 staff were recruited by care providers commissioned by Welsh local authorities. Over 11,000 staff left commissioned care providers 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 3,000 staff over the year. **Figure 7** shows that the majority of commissioned care providers across Wales recruited a higher percentage of staff than the percentage that left.

Figure 7: Percentage of staff who were recruited by or left commissioned care providers by local authority, 2016¹³

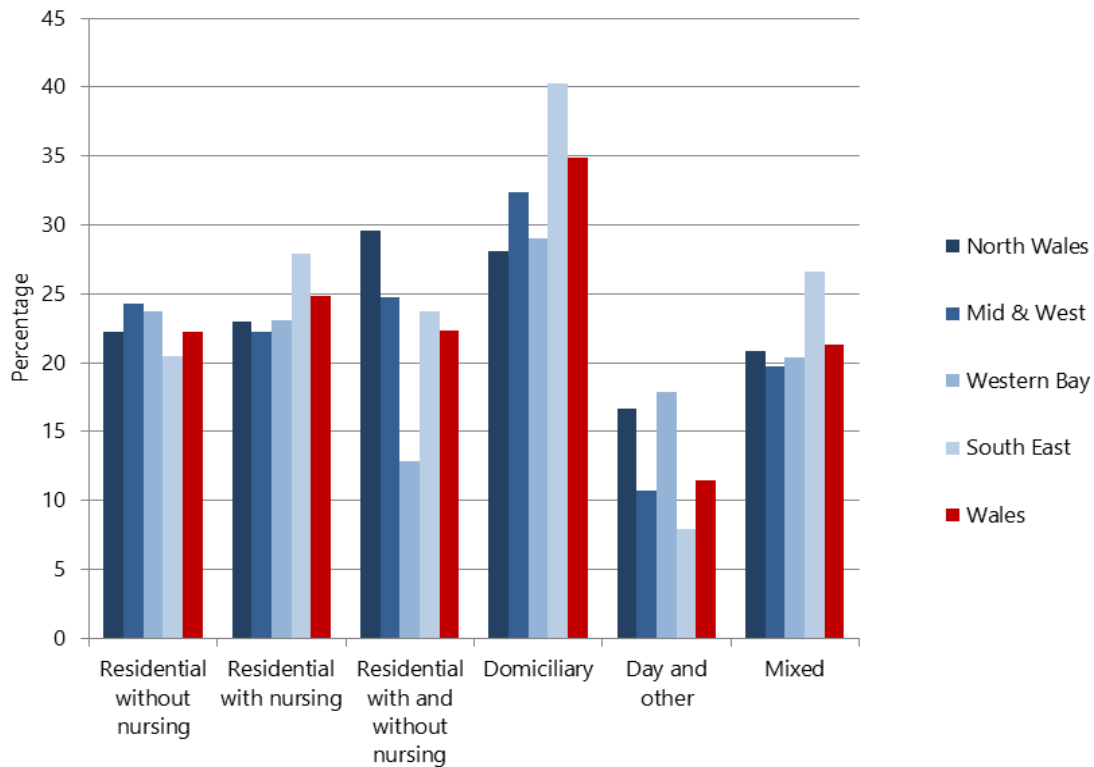


The stability of the workforce varies across local authorities. 53% of staff working for care providers commissioned by the Vale of Glamorgan were recruited during the year. This compares to 18% of staff working for providers commissioned by the Isle of Anglesey.

35% of domiciliary care staff in post in commissioned care providers across Wales at the start of the year left during 2016. This compares to 11% of staff that left the employment of day and other care providers. **Figure 8** shows how the percentage of staff who left commissioned care providers varies by type and region.

¹³ 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 8: Percentage of staff leaving commissioned care providers by provider type, by region, 2016



13% of all those who left the employment of commissioned care providers during 2016 were employed by care providers commissioned by Cardiff, while only 1% were employed by care providers commissioned by Merthyr Tydfil. Of those staff leaving care providers commissioned by Cardiff, the leavers were spread evenly across commissioned residential, domiciliary and mixed care providers.

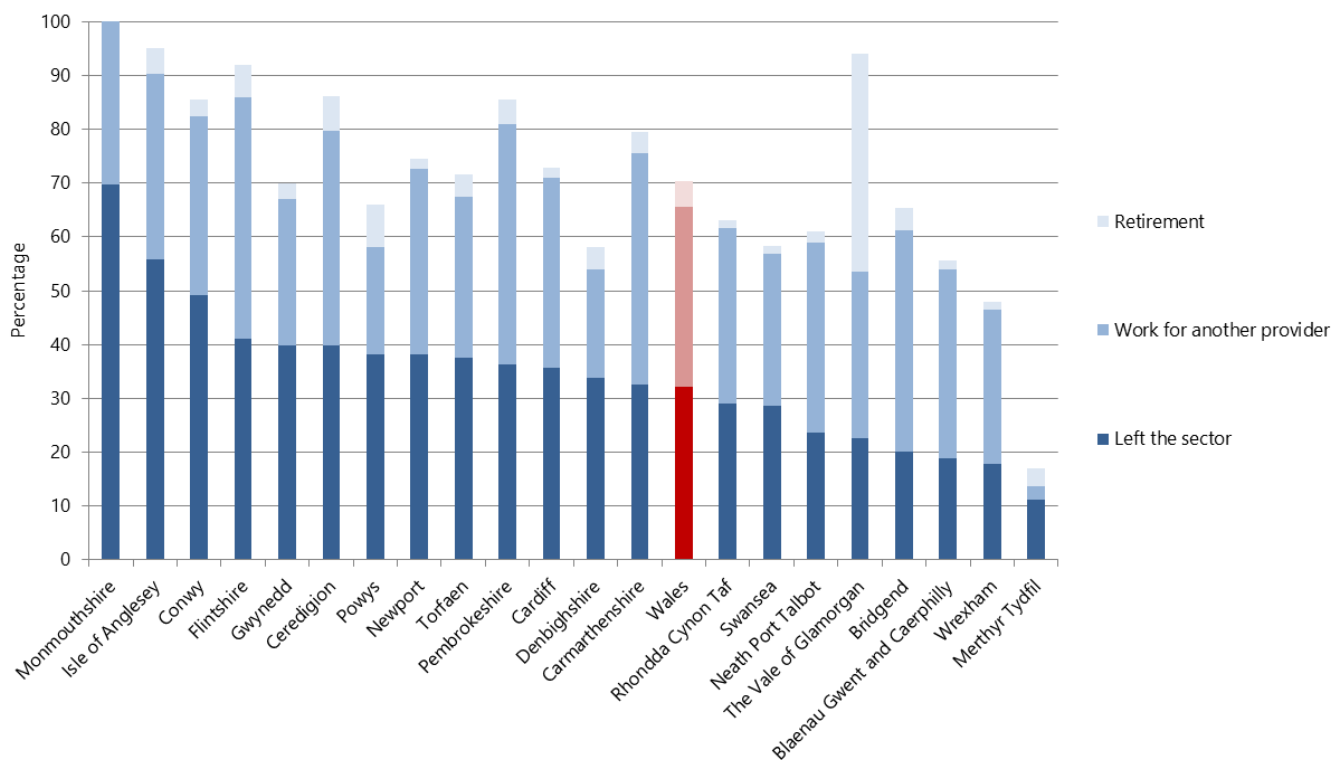
As shown in **Figure 9**, 32% of Care Workers, Care Officers or Care Assistants and 26% of Registered Nursing Staff in post at the beginning of the year left commissioned care providers during 2016.

Figure 9: Percentage of staff in post who left commissioned care providers by role, Wales, 2016



70% of leavers' destinations were known. 32% left the sector, 34% went to work for another care provider and 5% retired. At a regional level, 36% of those who left care providers commissioned in North Wales left the sector, 30% went to work for another provider and 3% retired. For those commissioned in Western Bay, 26% left the sector, 33% left to work for another care provider and 2% retired. **Figure 10** shows those leaving the sector, those leaving to work for another care provider and those who retired by local authority.

Figure 10: Percentage of staff leaving commissioned care providers by destination, by local authority, 2016



Care providers commissioned by Cardiff had the highest percentage of reported vacancies (13%) in Wales. Less than 1% of reported vacancies were in care providers commissioned by the Isle of Anglesey, while there were no reported vacancies in care providers commissioned by Merthyr Tydfil. 75% of the reported vacant posts across all care providers commissioned in Wales were for Care Workers, Care Officers or Care Assistants. This ranged from 89% of Monmouthshire's reported commissioned care provider vacancies to 45% commissioned by Ceredigion. Reported vacancies for Registered Nursing Staff had the next highest percentage at 7% of all vacancies. This ranged from 0% in care providers commissioned by Conwy, Merthyr Tydfil and Monmouthshire to 18% commissioned by the Isle of Anglesey.

Workforce characteristics

Data on the various characteristics of the workforce was provided for around 92% of the staff in the care providers commissioned across Welsh local authorities. Data on the response rate per characteristic can be found in **Table 12** of **Annex B**.

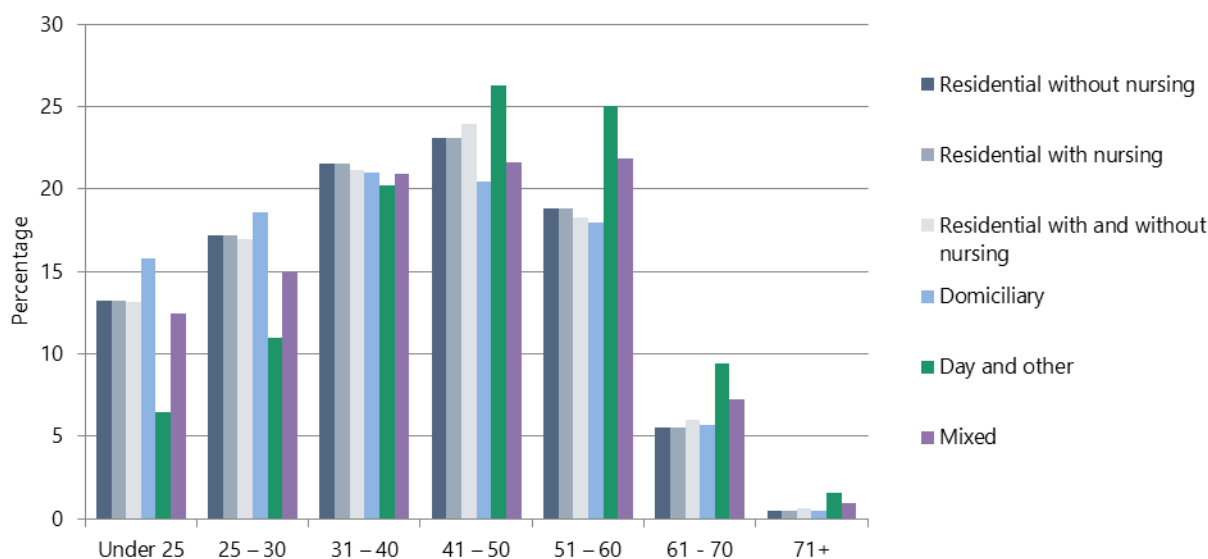
Gender

As in 2015, the majority (81%) of staff working for care providers commissioned in Wales were female. Just under a fifth of the workforce were male. Denbighshire's commissioned care providers had the highest percentage of male staff at 28% while care providers commissioned by Blaenau Gwent and Caerphilly had the lowest at 12%.

Age

23% of staff working for care providers commissioned in Wales were aged 41 to 50 years in 2016. This was reflected at both regional and local authority level. Across Wales, 21% and 20% of commissioned care provider staff were aged 31-40 and 51-60 respectively. Across providers, 16% of commissioned care provider staff aged under 25 were employed by domiciliary care providers, while 6% of day and other staff were aged 25 and under. Under 2% of staff employed by each provider type were aged over 70. **Figure 11** shows the age breakdown of staff employed by commissioned care provider type.

Figure 11: Percentage of staff employed by commissioned care providers by age and provider type, Wales, 2016



Ethnicity

85% of staff employed by care providers commissioned by Welsh local authorities stated their ethnicity as White. 8% of staff preferred not to state their ethnicity. **Table 6** shows the breakdown at local authority level of the ethnicity of commissioned care provider staff.

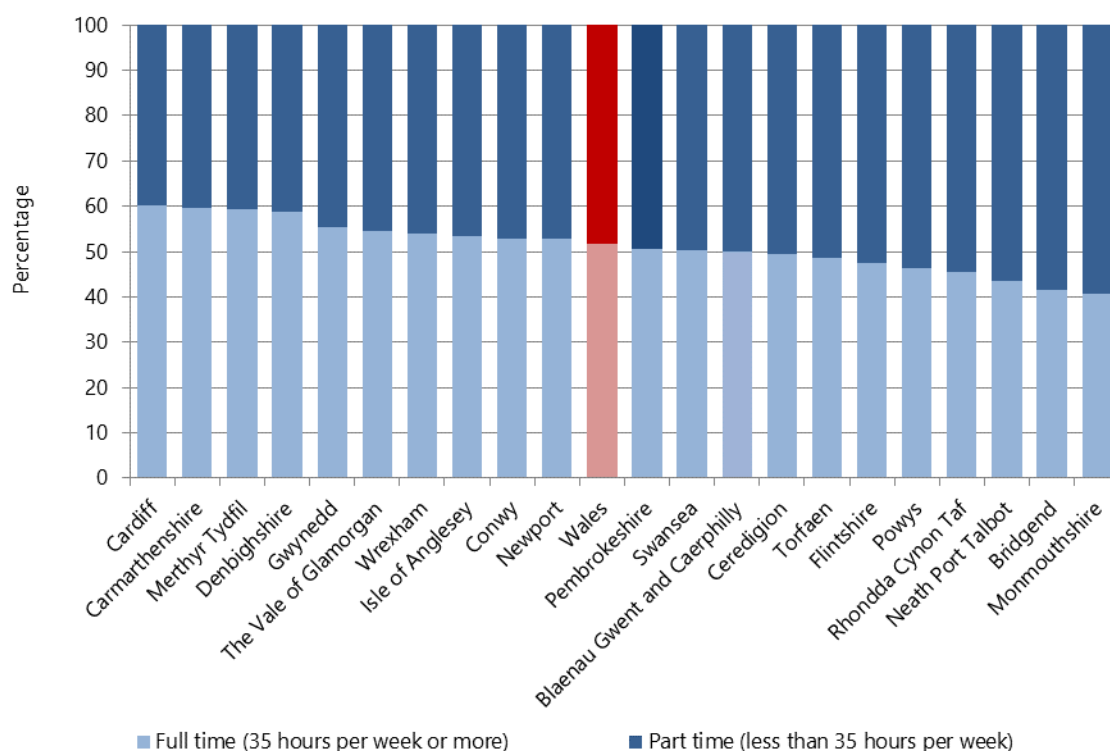
Table 6: Percentage of commissioned care provider staff by ethnicity, by local authority and region, 2016

	White	Mixed/ multiple ethnic groups	Asian/ Asian British	Black/ African/ Caribbean/ Black British	Other ethnic group	Prefer not to say	Total	Not reported
Isle of Anglesey	96	1	0	1	0	2	97	3
Gwynedd	96	1	1	1	1	0	88	12
Conwy	93	1	2	1	0	4	92	8
Denbighshire	77	2	5	1	1	14	98	2
Flintshire	94	1	1	0	1	3	88	12
Wrexham	89	0	4	1	1	5	93	7
North Wales	90	1	3	1	1	5	93	7
Powys	77	9	0	1	1	12	73	27
Ceredigion	71	1	2	1	0	26	96	4
Pembrokeshire	86	3	2	1	1	6	100	0
Carmarthenshire	85	1	1	1	1	11	94	6
Mid & West	83	3	2	1	1	11	91	9
Swansea	82	1	4	2	3	7	83	17
Neath Port Talbot	81	1	2	2	1	14	99	1
Bridgend	83	0	1	0	0	16	89	11
Western Bay	82	1	3	2	2	11	89	11
The Vale of Glamorgan	87	4	3	2	4	0	98	2
Rhondda Cynon Taf	87	1	0	0	1	12	100	0
Merthyr Tydfil	95	0	2	1	1	0	100	0
Torfaen	94	1	3	1	1	1	97	3
Monmouthshire	95	1	1	1	0	2	99	1
Newport	79	1	5	4	1	9	96	4
Cardiff	74	3	4	4	2	12	82	18
Blaenau Gwent and Caerphilly	94	0	1	1	1	4	89	11
South East	86	2	2	2	1	7	92	8
Wales	85	2	2	1	1	8	92	8

Working hours

Across Wales, the percentage of staff who work full time for commissioned care providers was 52% while 48% work part time. **Figure 12** shows the percentages at local authority level in Wales.

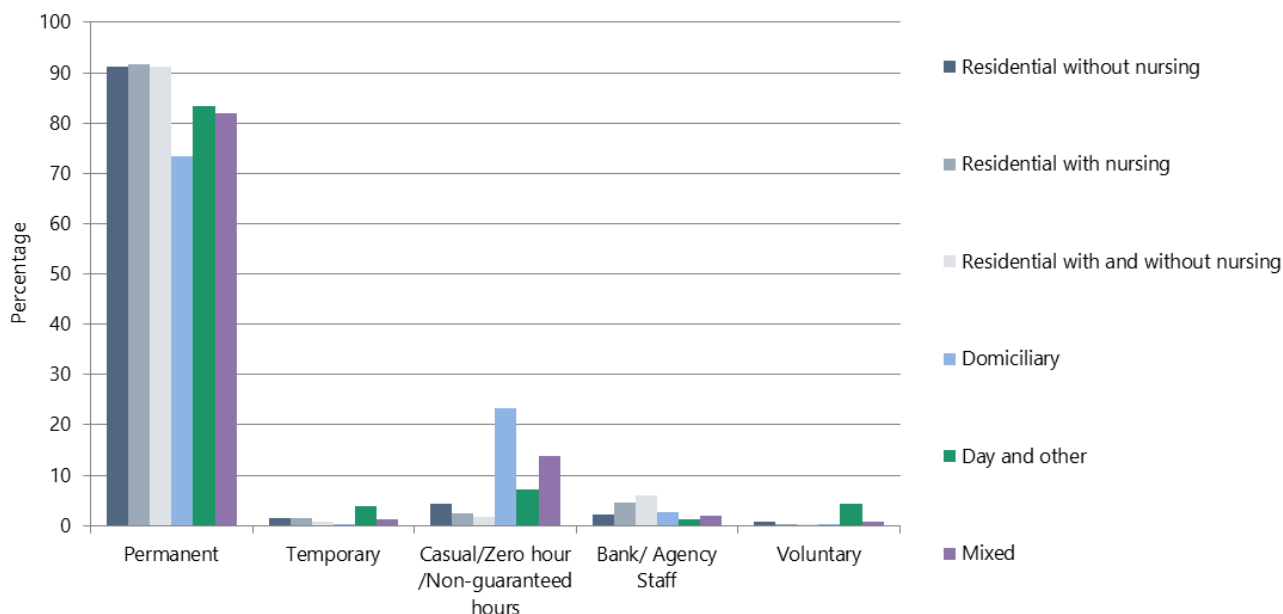
Figure 12: Percentage of commissioned care provider staff by hours worked, by local authority, 2016



Contractual status

83% of commissioned care provider staff in Wales were on permanent contracts. This ranged from 69% of staff in care providers commissioned by Conwy to 89% commissioned by Ceredigion and Merthyr Tydfil. 12% of staff in care providers commissioned in Wales were casual staff, ranging from 1% in care providers commissioned by Merthyr Tydfil to 30% commissioned by Conwy. Across the provider types, 91% of all commissioned residential care provider staff were on permanent contracts. 73% of commissioned domiciliary care provider staff were on permanent contracts, while 23% of commissioned domiciliary care provider staff were casual. **Figure 13** shows the contractual status breakdown of staff employed by commissioned care providers by type.

Figure 13: Percentage of staff employed by commissioned care providers by contractual status and provider type, Wales, 2016



Disability status

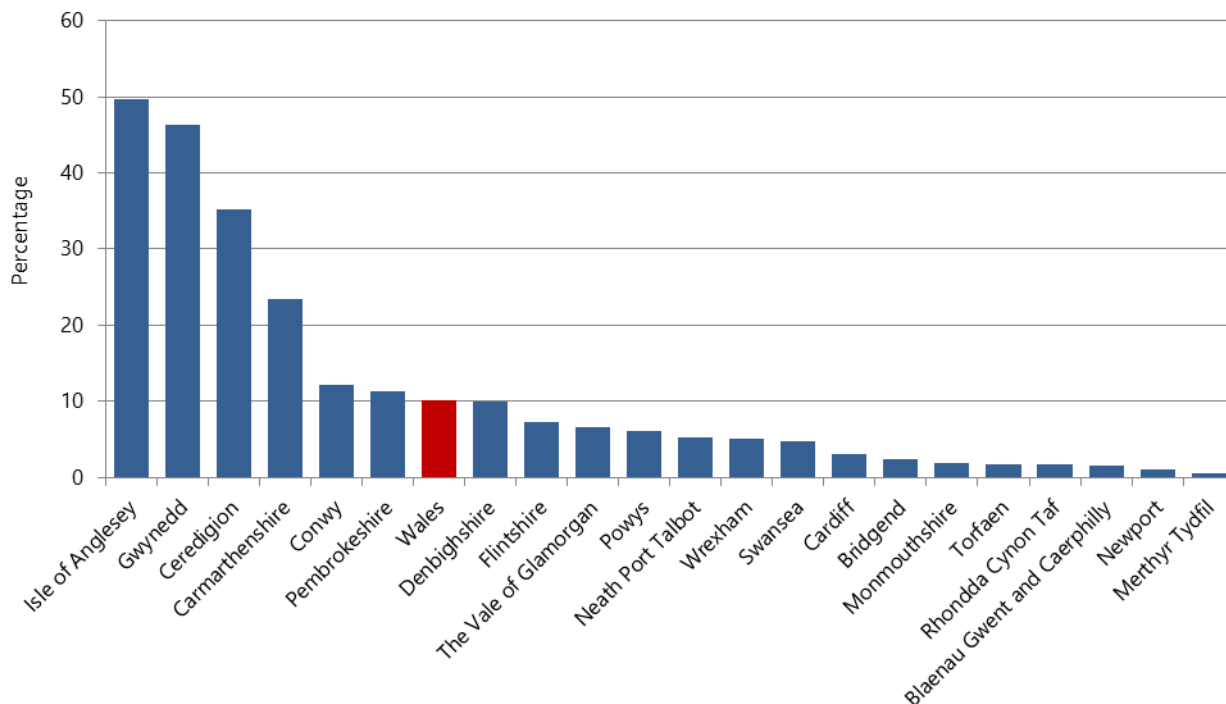
As in 2015, only 1% of the commissioned care provider staff who responded stated that they considered themselves to have a disability. This ranged from 2% of staff who work for care providers commissioned by Rhondda Cynon Taf to 0.2% commissioned by Ceredigion.

Language

In Wales, 10% of staff in commissioned care providers could communicate effectively through the medium of Welsh. Regionally, 2% of staff employed by care providers commissioned in the South East could communicate effectively through the medium of Welsh compared to 4% in Western Bay, 17% in Mid and West and 21% in North Wales.

Figure 14 shows that the percentage of commissioned care provider staff able to communicate effectively through the medium of Welsh varied across the local authorities. This ranged from 50% of care provider staff commissioned by the Isle of Anglesey to 0.4% commissioned by Merthyr Tydfil.


Figure 14: Percentage of commissioned care provider staff able to communicate effectively through the medium of Welsh by local authority, 2016



In Wales, 5% of staff in commissioned care providers didn't have English or Welsh as a first language, with a similar level across regions. At a local authority level, this ranged from 13% in Ceredigion to 0.2% in Bridgend.

Annex A – The data collection form

The data collection forms were shared with local authorities in November 2016. 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 Workforce Development Partnership (SCWDP)
Workforce Data Collection 2016

Select Language: [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	<input type="text"/>	V
Address of establishment	<input type="text"/>	V
Parent company name	<input type="text"/>	Check

Contact details of person completing the form

Full name	<input type="text"/>	V
Job title	<input type="text"/>	V
Telephone number	<input type="text"/>	V
Email address (see note below)	<input type="text"/>	V

Please note: This workforce collection is based on external commissioned social care providers. We do not therefore expect the email address to be a local authority (.gov.uk) email address.


Registered managers details (if different to person completing form)

Registered manager full name	<input type="text"/>	Check
Telephone number	<input type="text"/>	Check
Email address (see note below)	<input type="text"/>	Check

Please note: This workforce collection is based on external commissioned social care providers. We do not therefore expect the email address to be a local authority (.gov.uk) email address.

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 the Data Unit on: PIEnquiries@dataunitwales.gov.uk

General comments

[Next](#)

Annex B – Additional tables

Table 7: Number of commissioned care providers surveyed by local authorities

	Number of commissioned care providers surveyed		
	2014	2015	2016
Isle of Anglesey	32	32	34
Gwynedd	51	57	55
Conwy	83	83	78
Denbighshire	87	84	78
Flintshire	51	42	55
Wrexham	73	71	74
North Wales	377	369	374
Powys	63	65	72
Ceredigion	36	44	44
Pembrokeshire	82	86	82
Carmarthenshire	116	119	100
Mid & West	297	314	298
Swansea	86	76	96
Neath Port Talbot	75	87	80
Bridgend	38	38	38
Western Bay	199	201	214
The Vale of Glamorgan	62	32	71
Rhondda Cynon Taf	66	73	64
Merthyr Tydfil	15	15	14
Torfaen	70	64	64
Monmouthshire	51	62	51
Newport	58	51	62
Cardiff	121	110	104
Blaenau Gwent and Caerphilly	98	84	82
South East	541	491	512
Wales	1,414	1,375	1,398

Table 8: Percentage of data returns, constructed, or imputed for local authority, region and Wales

	2016			
	Returned	Constructed	Total	Imputed
Isle of Anglesey	85	9	94	6
Gwynedd	80	16	96	4
Conwy	36	0	36	64
Denbighshire	45	18	63	37
Flintshire	64	2	65	35
Wrexham	93	4	97	3
North Wales	64	8	72	28
Powys	94	0	94	6
Ceredigion	73	5	77	23
Pembrokeshire	94	4	98	2
Carmarthenshire	100	0	100	0
Mid & West	93	2	95	5
Swansea	61	15	76	24
Neath Port Talbot	83	0	83	18
Bridgend	82	8	89	11
Western Bay	73	8	81	19
The Vale of Glamorgan	23	17	39	61
Rhondda Cynon Taf	100	0	100	0
Merthyr Tydfil	100	0	100	0
Torfaen	89	6	95	5
Monmouthshire	51	12	63	37
Newport	85	0	85	15
Cardiff	77	0	77	23
Blaenau Gwent and Caerphilly	95	5	100	0
South East	76	5	81	19
Wales	76	6	81	19

Table 9: Percentage of data returns returned for local authority, region and Wales

	Returned			%
	2014	2015	2016	
Isle of Anglesey	78	75	85	
Gwynedd	94	91	80	
Conwy	69	67	36	
Denbighshire	60	56	45	
Flintshire	71	43	64	
Wrexham	93	75	93	
North Wales	76	68	64	
Powys	95	94	94	
Ceredigion	58	57	73	
Pembrokeshire	96	95	94	
Carmarthenshire	91	93	100	
Mid & West	90	89	93	
Swansea	71	79	61	
Neath Port Talbot	65	53	83	
Bridgend	79	82	82	
Western Bay	70	68	73	
The Vale of Glamorgan	26	88	23	
Rhondda Cynon Taf	89	100	100	
Merthyr Tydfil	100	100	100	
Torfaen	70	92	89	
Monmouthshire	57	45	51	
Newport	74	55	85	
Cardiff	77	63	77	
Blaenau Gwent and Caerphilly	73	99	95	
South East	70	78	76	
Wales	76	76	76	

Table 10: Percentage of data returns constructed for local authority, region and Wales

	%		
	Constructed		
	2014	2015	2016
Isle of Anglesey	3	0	9
Gwynedd	0	4	16
Conwy	12	11	0
Denbighshire	18	13	18
Flintshire	14	36	2
Wrexham	5	25	4
North Wales	10	15	8
Powys	0	0	0
Ceredigion	0	18	5
Pembrokeshire	2	2	4
Carmarthenshire	3	4	0
Mid & West	2	5	2
Swansea	19	13	15
Neath Port Talbot	8	6	0
Bridgend	0	3	8
Western Bay	11	8	8
The Vale of Glamorgan	26	0	17
Rhondda Cynon Taf	2	0	0
Merthyr Tydfil	0	0	0
Torfaen	9	5	6
Monmouthshire	0	19	12
Newport	0	0	0
Cardiff	2	2	0
Blaenau Gwent and Caerphilly	14	1	5
South East	7	4	5
Wales	7	8	6

Table 11: Percentage of data returns imputed for local authority, region and Wales

	%		
	Imputed		
	2014	2015	2016
Isle of Anglesey	19	25	6
Gwynedd	6	5	4
Conwy	19	22	64
Denbighshire	22	31	37
Flintshire	16	21	35
Wrexham	1	0	3
North Wales	14	17	28
Powys	5	6	6
Ceredigion	42	25	23
Pembrokeshire	1	2	2
Carmarthenshire	5	3	0
Mid & West	8	6	5
Swansea	10	8	24
Neath Port Talbot	27	41	18
Bridgend	21	16	11
Western Bay	19	24	19
The Vale of Glamorgan	48	13	61
Rhondda Cynon Taf	9	0	0
Merthyr Tydfil	0	0	0
Torfaen	21	3	5
Monmouthshire	43	35	37
Newport	26	45	15
Cardiff	21	35	23
Blaenau Gwent and Caerphilly	12	0	0
South East	23	18	19
Wales	17	16	19

Table 12: Percentage of returns for each characteristic, Wales

	%		
	2014	2015	2016
Ethnicity	91	94	92
Hours worked	95	96	95
Type of contract	95	96	97
Gender	97	98	97
Age	96	97	95

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 2015, the imputation for 2016 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 provide¹⁴.

¹⁴ The Vale of Glamorgan had a number of 'missing' providers (24) whose size was unknown. In order to be able to impute the workforce data for these providers we estimated their size based on data provided in 2015.

The Data Unit is part of the local government family in Wales. We have long-standing, trusted and direct working relationships with local government. For many years we have been supporting the drive for improvement through a range of products and services specifically designed for local government. Many of these have also been used to support improvement in other public and private sector organisations.

Our range of specialist services is designed to help you find and use information effectively.

For more information visit www.dataunitwales.gov.uk or call 029 2090 9500.