

Social Care Wales Workforce Development Programme (SCWWDP) workforce data analysis 2017: Local Authority Regulated Services



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



Llywodraeth Cymru
Welsh Government


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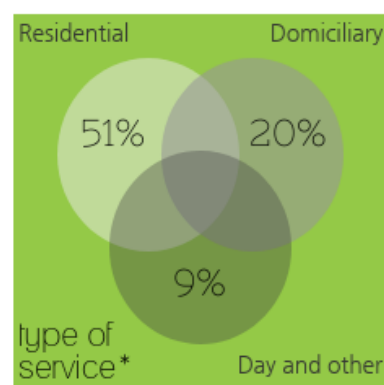
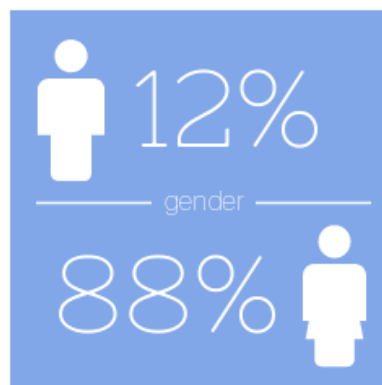
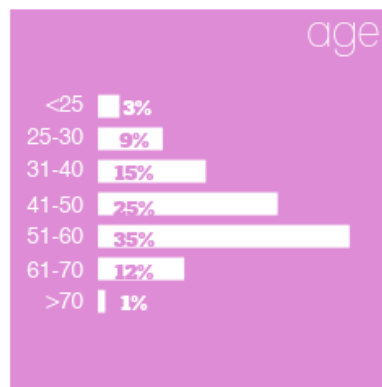
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This report is also available in Welsh.

130 local authority regulated services in Wales



As this was the first year this data has been collected nationally there were a number of data quality issues which will affect the validity of the above estimates.
* Two local authorities (Carmarthenshire and Swansea) provided combined responses and, as we are unsure of the number of providers by type of provision in these local authorities, we have excluded their data from this section.

Summary

- This report sets out the key findings from the Social Care Wales local authority regulated services (regulated services) workforce data collection 2017. 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 2017 collection and provided responses.
- As this was the first year this data has been collected nationally there were, as anticipated, a number of data quality issues. As a result, the level of analysis we have been able to do is limited.
- We are unsure of the proportion of the regulated services sector the data represents. As a result, we were unable to estimate for any 'missing' services. Our analysis has, therefore, focused on those services included in the collection. However, these figures should be used with caution.
- At least 130² regulated services and just under 11,000 staff are included in this analysis.
- Of the regulated services included, just over two thirds employed 50 staff or less.
- Of the 11,000-staff employed by these regulated services:
 - The majority (35%) were aged 51-60;
 - Almost 90% were female, and;
 - 1 in 6 can communicate effectively in Welsh.

¹ Blaenau Gwent and Caerphilly run a joint service.

² Two local authorities provided combined responses. We are unsure how many providers are included in their returns.

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 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, 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 received are all based on information provided by local authorities in the current year. As this is the first year of the collection, we were unable to offer local authorities the option of 'constructing' the data using locally available data from 2016.

A copy of the 2017 data collection form can be found in [Annex A](#).

Data Quality

As this was the first year this data had been collected nationally, there were, as anticipated, some data quality issues. For instance, there was an initial lack of clarity about which services should be included. This led to many of the local authorities providing information about non-regulated local authority services. We were able to resolve the majority of these issues in liaison with both SCW and local authority officers and are, therefore, reasonably confident that the majority of the services included comply with the definition of regulated services.

However, despite a thorough validation process, a number of issues remain, the two most significant being:

- **Inconsistency in the way the information was provided:** two local authorities provided combined responses rather than providing the information at an individual service level. This meant that, in these instances, we were unable to break the information down by provider type (residential/domiciliary, etc), client type and organisation size.
- **Uncertainty about the quantity of 'missing' responses:** due to the nature of the data provided and the cleansing exercise we undertook on the returns, we are unsure of the response rates and, therefore, the proportion of the regulated services sector the data represents. We were also unable to estimate for the missing data, which meant we were unable to provide verified estimates for the total regulated services workforce.

In summary, these quality issues have limited the analysis we have been able to do.

If this collection were to continue we would anticipate a significant improvement in the quality of the data as we would be able to work with local authorities to prevent similar issues occurring.

Response Rates

In total, we received responses from at least 130⁶ regulated services. Data on the number of regulated services included in this analysis by local authority can be found in [Table](#) of [Annex B](#). As noted above, we are unsure what proportion of the regulated services the responses represent.

⁵ Blaenau Gwent and Caerphilly run a joint service.

⁶ Two local authorities provided combined responses. We are unsure how many providers are included in their returns.

Data analysis

This analysis includes only the data submitted by local authorities. These figures represent just a proportion of the regulated services sector and, as such, should be used with caution.

Local authority regulated services

Type of provision

Across Wales, the majority (51%) of regulated services in Wales provided residential care in 2017. 20% provided domiciliary care and 9% provided day and other services. The majority of regulated services providing day and other services were foster services. 20% of regulated services provided a combination of services⁷.

Clients

In Wales, 22% of regulated services provided services for children, 46% provided services for adults⁸ and 61% provided services for older people. 3% provided services to 'other' client groups^{9,10}.

Organisation size

The majority (41%) of regulated services in Wales employed between 26 and 50 staff. 13% employed over 100 staff, while just 2% employed under ten staff¹¹.

Staff profile

Roles

The majority (57%) of staff employed by regulated services in Wales were Care Workers, Care Officers or Care Assistants, as shown in **Figure** . There were no Registered Nursing Staff, Adult Placement Carers or Direct Payment Personal Assistants employed by regulated services in Wales.

⁷ Two local authorities provided combined responses. We are unsure of the number of providers by type of provision in these local authorities and have therefore excluded their data from this section.

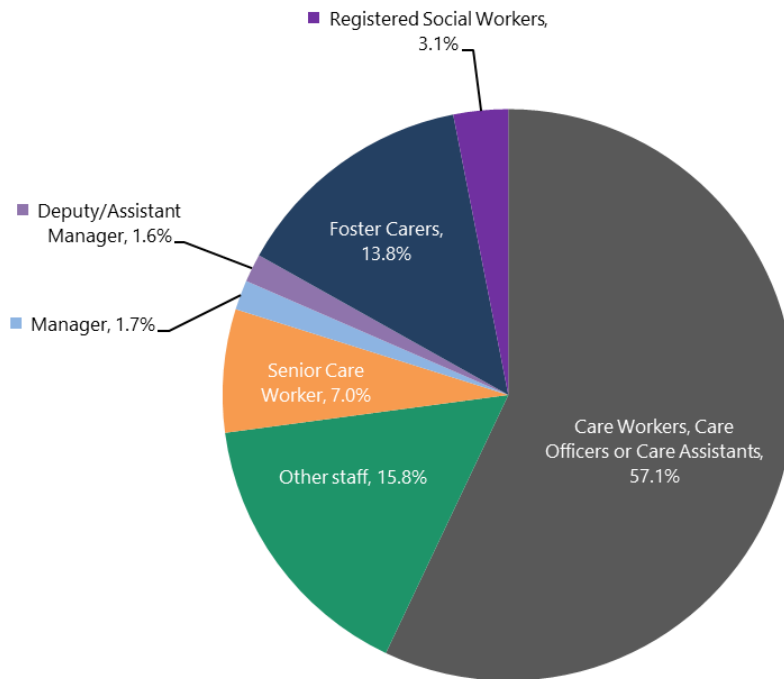
⁸ 'Adults' includes adults with learning disabilities, adults with mental ill-health and adults with a physical disability or sensory impairment.

⁹ One local authority provided a combined response. We are unsure of the number of providers by client group and have therefore excluded their data from this section.

¹⁰ As providers may provide services to more than one client group, data may not sum to 100%.

¹¹ Two local authorities provided combined responses. We are unsure of the number of providers by size in these local authorities and have therefore excluded their data from this section.

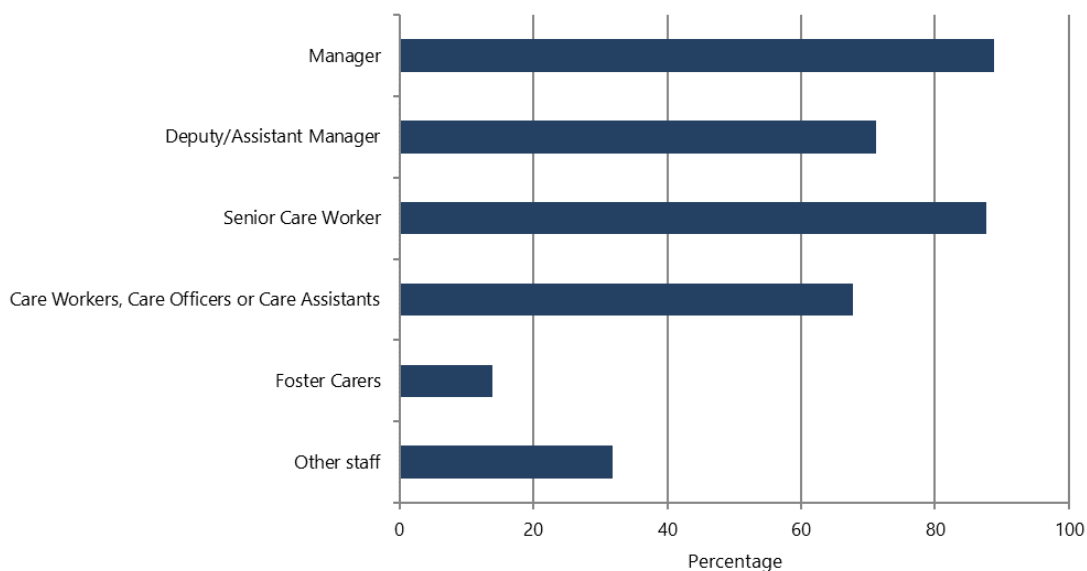
Figure 1: Percentage of staff employed by regulated services by role, Wales, 2017¹²



Qualifications

Figure shows the percentage of staff within regulated services who were reported to have the required/recommended qualifications for their role.

Figure 2: Percentage of local authority regulated service staff with the required/recommended qualifications by role, Wales, 2017



Further details on local authority regulated service with the required/recommended qualifications by role for each care provider type can be found in **Figure 6a** of **Annex B**.

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

88% of staff employed as senior care workers had the required/recommended qualifications. This ranged from 100% in nine local authorities to 50% in Flintshire.

Similarly, 89% of regulated services managers across Wales had the required/recommended qualifications, ranging from 56% in Monmouthshire to 100% in most other local authorities.

5% of regulated services staff achieved their required/recommended qualifications during 2017, while 6% of staff continue to work towards them.

Recruitment and retention

Over 800 staff were recruited by regulated services and just under 800 staff left regulated services during the year¹³. 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 30 staff over the year.

The stability of the workforce varies across local authorities. 21.8% of regulated services staff working for the Vale of Glamorgan were recruited during the year. This compares to 0.1% of regulated services staff working for Gwynedd.

13.4% of all those who left the employment of regulated services during 2017 were employed by Rhondda Cynon Taf, while only 0.3% were employed by Flintshire.

9% of residential care staff in post in regulated services across Wales left during 2017. Over the same period, 8% of domiciliary care staff, 7% of day and other and 2% of 'mixed care' staff left regulated services¹⁴.

Figure 3: Percentage of staff in post who left regulated services by role, Wales, 2017¹⁵



¹³ One local authority did not submit recruitment and retention data.

¹⁴ Two local authorities provided combined responses. We are unsure of the number of providers by type of provision in these local authorities and have therefore excluded their data from this section.

¹⁵ 100% of the Registered Nursing Staff included in the analysis (1 member of staff) left the employment of a regulated service during 2017. This figure has been excluded from the chart so as to not distort the chart.

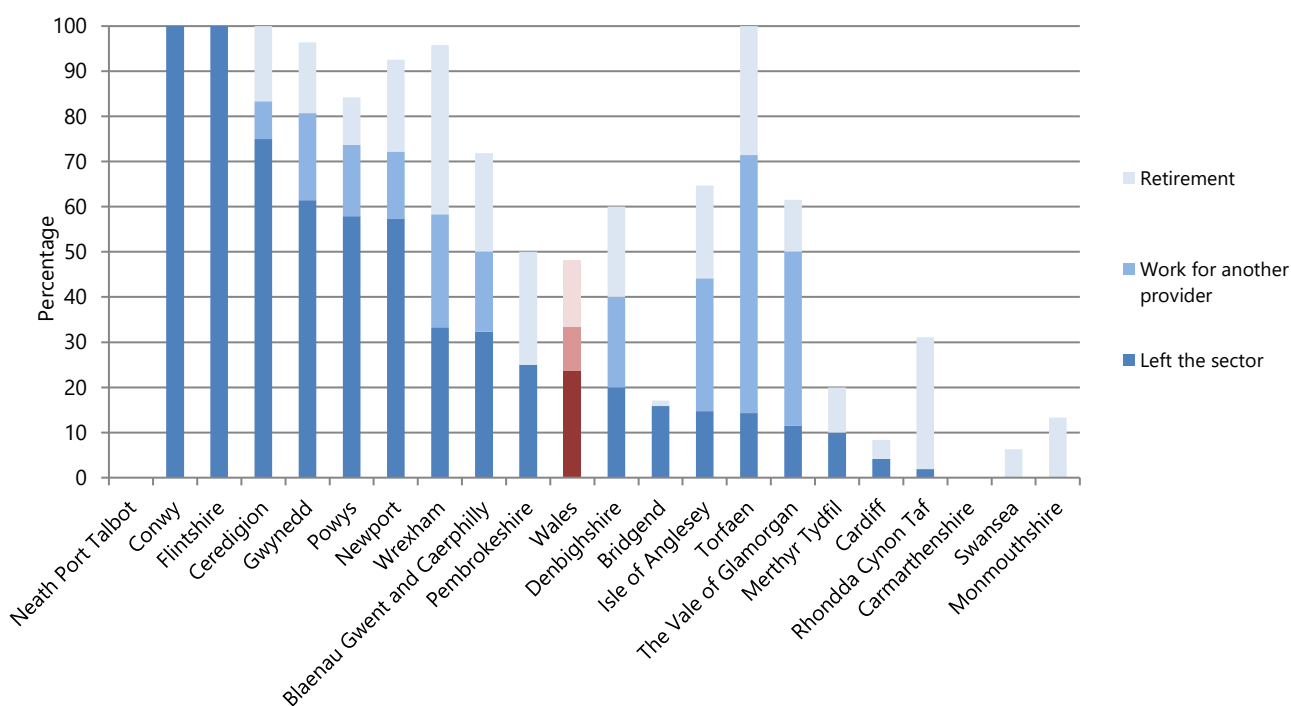
Further details on staff in post who left regulated services for each care provider type can be found in **Figure 7a** of **Annex B**.

As figure 3 above shows, 8% of Deputy/Assistant Managers left the employment of regulated services during 2017. This compares to 5% of Senior Care Workers.

Of the 48% of leavers' whose destination was known, 24% left the sector, 10% went to work for another care provider and 15% retired.

Figure shows those leaving the sector, those leaving to work for another care provider and those who retired by local authority.

Figure 4: Percentage of staff leaving regulated services by destination, by local authority, 2017



Vacancies

Blaenau Gwent and Caerphilly had the highest percentage of reported vacancies (24%) for regulated services in Wales. Almost half of all local authorities had no reported vacancies. 73% of the reported vacant posts across regulated services in Wales were for Care Workers, Care Officers or Care Assistants. This ranged from 100% of Flintshire's and Torfaen's reported vacancies to 14% of vacancies in Ceredigion. 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 83% of regulated services staff included in this analysis. Data on the response rate per characteristic can be found in [Table](#) of [Annex B](#).

One local authority (Neath Port Talbot) did not provide any data on the characteristics of their workforce apart from language.

Gender

The majority (88%) of staff working for regulated services in Wales were female. Just under one eighth of the workforce were male. Conwy's regulated services had the highest percentage of male staff at 36% while regulated services in Flintshire and Torfaen had the lowest at 0%.

Age

The majority (35%) 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 15% were aged 31 to 40.

Further details on the age range of staff employed by regulated services for each care provider type can be found in [Figure 7a](#) of [Annex B](#).

Ethnicity

Of the 83% of staff employed by regulated services in Wales whose ethnicity was reported, 79% stated their ethnicity as White. 20% of staff preferred not to state their ethnicity. [Table](#) shows the breakdown at local authority level of the ethnicity of regulated services staff.

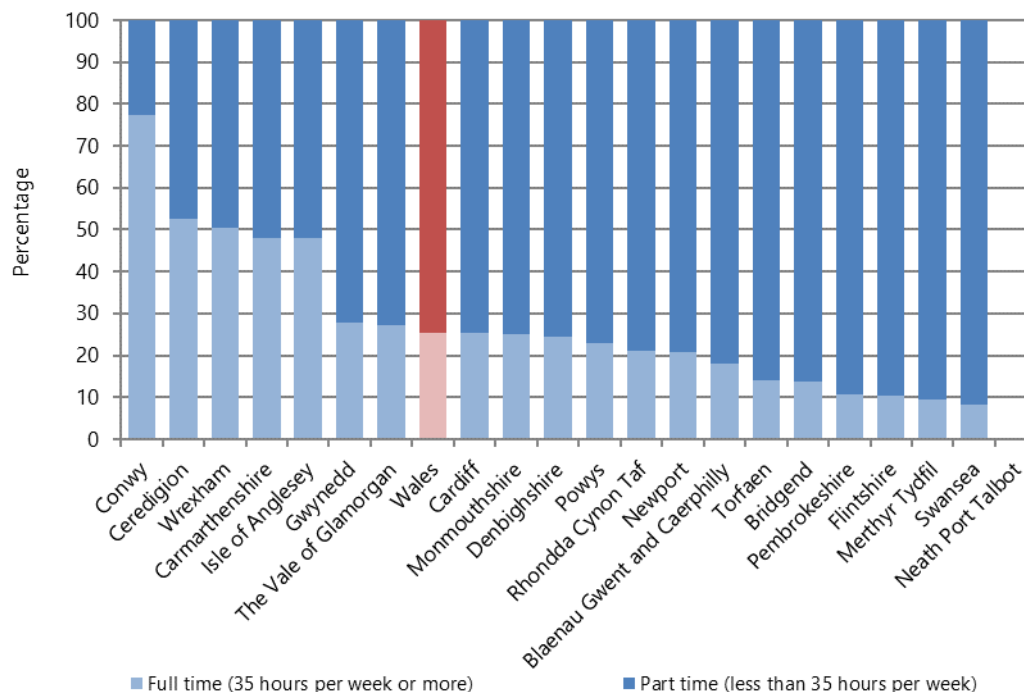
Table 1: Percentage of regulated service staff by ethnicity, by local authority and region, 2017

	%					
	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	100	0	0	0	0	0
Conwy	98	2	0	0	0	0
Denbighshire	68	1	1	0	0	30
Flintshire	100	0	0	0	0	0
Wrexham	98	0	0	1	0	0
North Wales	97	0	0	0	0	2
Powys	99	0	0	0	0	0
Ceredigion	98	0	0	0	0	0
Pembrokeshire	99	0	0	0	1	0
Carmarthenshire	91	0	0	0	1	8
Mid & West	93	0	0	0	1	5
Swansea	16	0	0	1	0	82
Neath Port Talbot	-	-	-	-	-	-
Bridgend	97	0	1	0	0	1
Western Bay	40	0	0	1	0	59
The Vale of Glamorgan	94	0	2	3	1	1
Rhondda Cynon Taf	99	0	0	0	1	0
Merthyr Tydfil	100	0	0	0	0	0
Torfaen	100	0	0	0	0	0
Monmouthshire	70	0	0	0	0	30
Newport	69	2	0	1	0	28
Cardiff	93	2	1	2	1	0
Blaenau Gwent and Caerphilly	100	0	0	0	0	0
South East	91	1	0	1	0	7
Wales	79	0	0	0	0	20

Working hours

Across Wales, 25% of regulated services staff worked full time, while 75% worked part time. This ranged from 78% of regulated services staff working full time in Conwy to 8% in Swansea. **Figure** shows the percentages at local authority level in Wales.

Figure 5: Percentage of regulated service staff by hours worked, by local authority, 2017



Further details on staff in post who left regulated services for each care provider type can be found in **Figure 9** of **Annex B**.

Contractual status

79% of regulated services staff in Wales were on permanent contracts. This ranged from 100% of staff in Merthyr Tydfil to 40% in Swansea.

Further details on contractual status of staff for each care provider type can be found in **Figure 10** 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 2% of staff in Pembrokeshire to 0% in eleven other local authorities.

Language

In Wales, 16% of staff in regulated services could communicate effectively through the medium of Welsh, while 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 2017. 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 2017

[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"/>	Y
Address of establishment	<input type="text"/>	Y
Parent company name	<input type="text"/>	Check

Contact details of person completing the form


Full name	<input type="text"/>	Y
Job title	<input type="text"/>	Y
Telephone number	<input type="text"/>	Y
Email address	<input type="text"/>	Y

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	<input type="text"/>	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 the Data Unit PIEnquiries@dataunit.wales.gov.uk

General comments

[Next](#)

Annex B

Table 2: Number of local authority regulated services surveyed¹⁶

	2017
Isle of Anglesey	8
Gwynedd	14
Conwy	3
Denbighshire	6
Flintshire	1
Wrexham	4
North Wales	36
Powys	7
Ceredigion	5
Pembrokeshire	3
Carmarthenshire	1
Mid & West	16
Swansea	2
Neath Port Talbot	2
Bridgend	12
Western Bay	16
The Vale of Glamorgan	5
Rhondda Cynon Taf	20
Merthyr Tydfil	4
Torfaen	1
Monmouthshire	4
Newport	10
Cardiff	4
Blaenau Gwent and Caerphilly	15
South East	63
Wales	131

¹⁶ Two local authorities provided combined responses. We are unsure how many providers are included in their returns.

Table 3: Percentage of returns for each characteristic, Wales

	%
	2017
Ethnicity	83
Hours worked	85
Type of contract	88
Gender	88
Age	88

Figure 6a: Percentage of residential care staff employed by local authority regulated services with the required/recommended qualifications by role, Wales, 2017

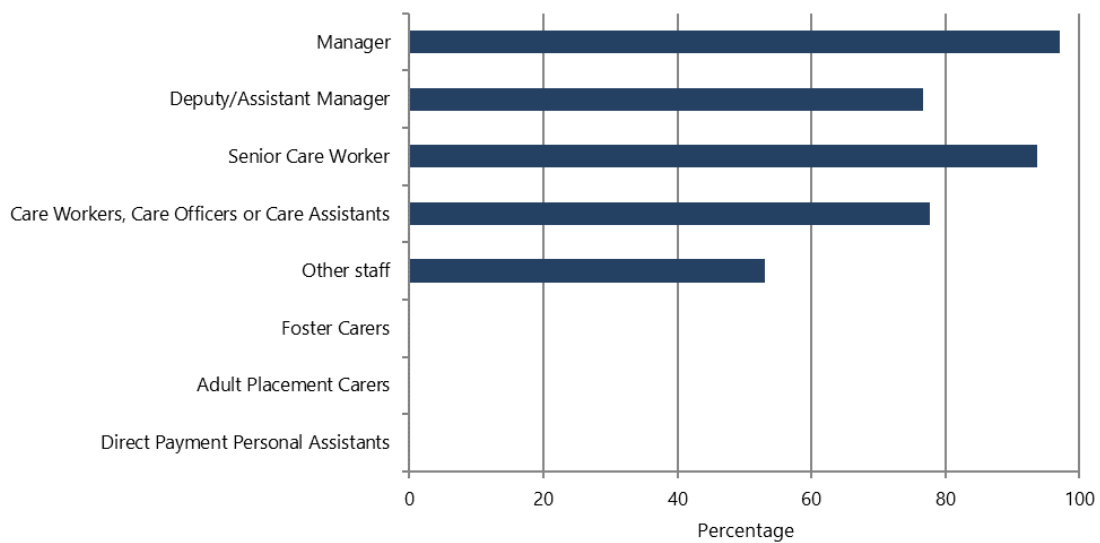


Figure 6b: Percentage of domiciliary care staff employed by local authority regulated services with the required/recommended qualifications by role, Wales, 2017



Figure 6c: Percentage of day and other care staff employed by local authority regulated services with the required/recommended qualifications by role, Wales, 2017

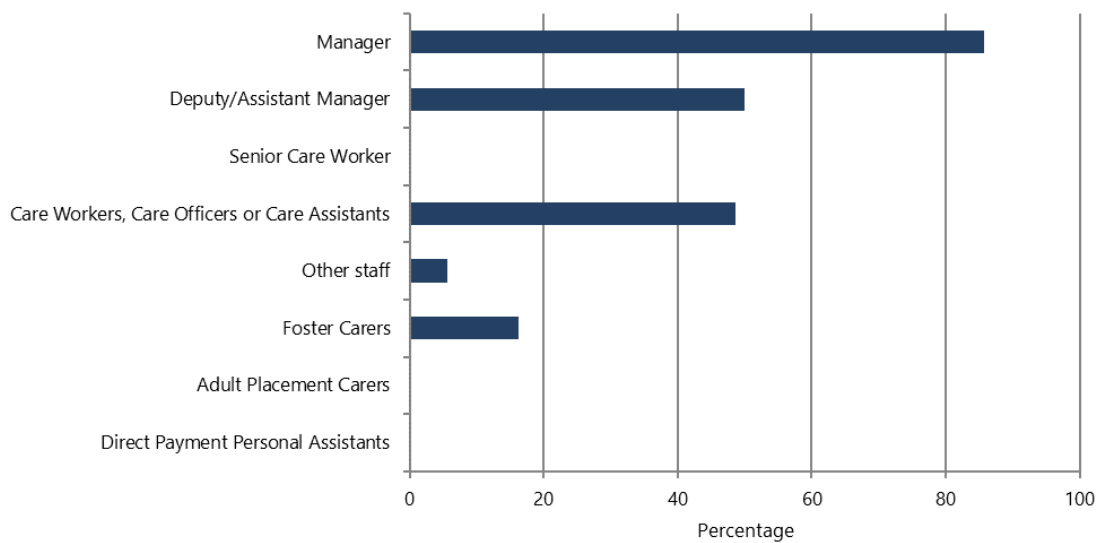


Figure 6d: Percentage of mixed care staff employed by local authority regulated services with the required/recommended qualifications by role, Wales, 2017

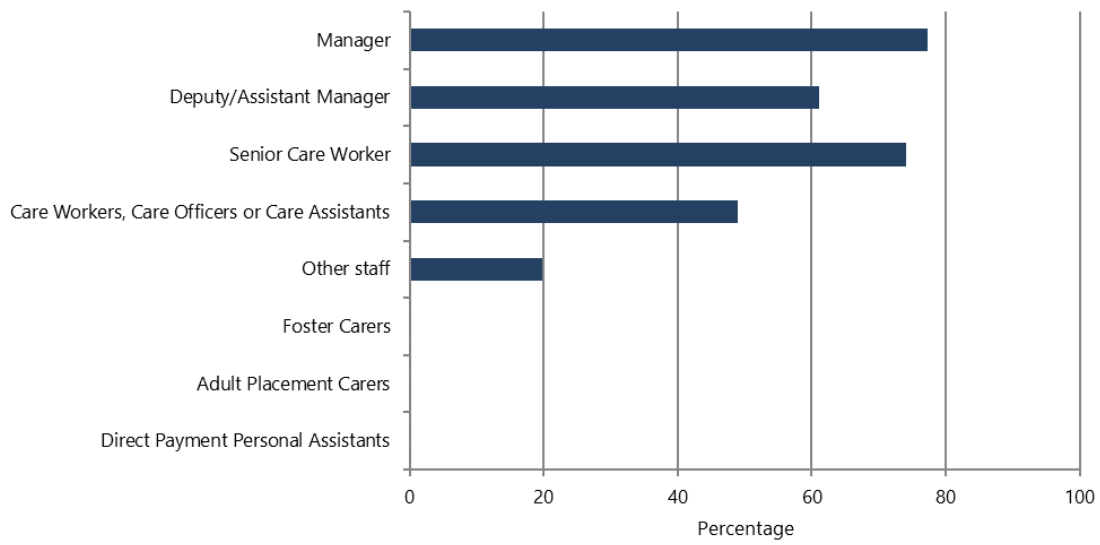


Figure 7a: Percentage of residential care staff in post who left regulated services by role, Wales, 2017

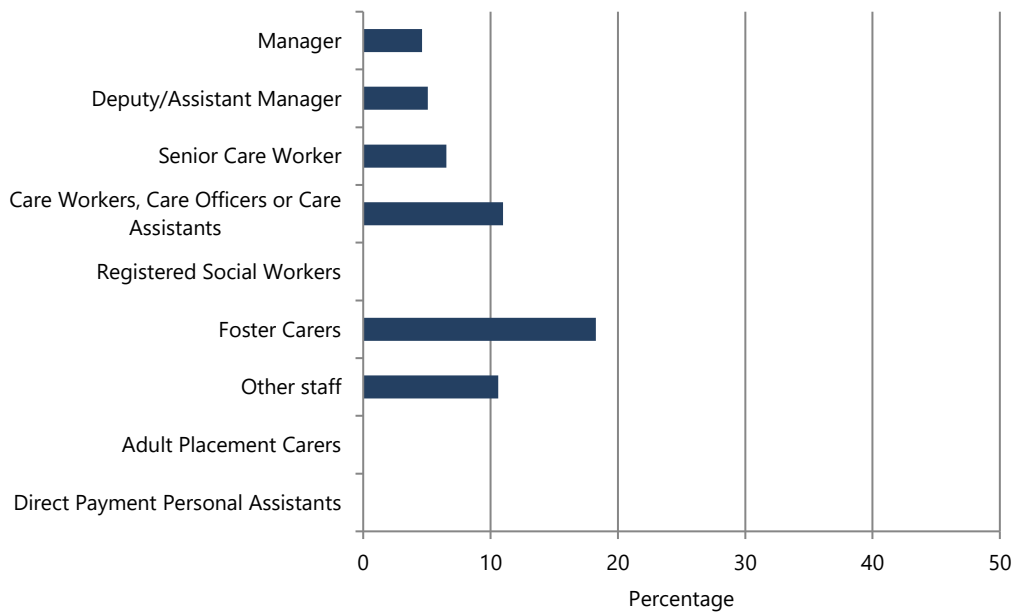


Figure 7b: Percentage of domiciliary care staff in post who left regulated services by role, Wales, 2017¹⁷

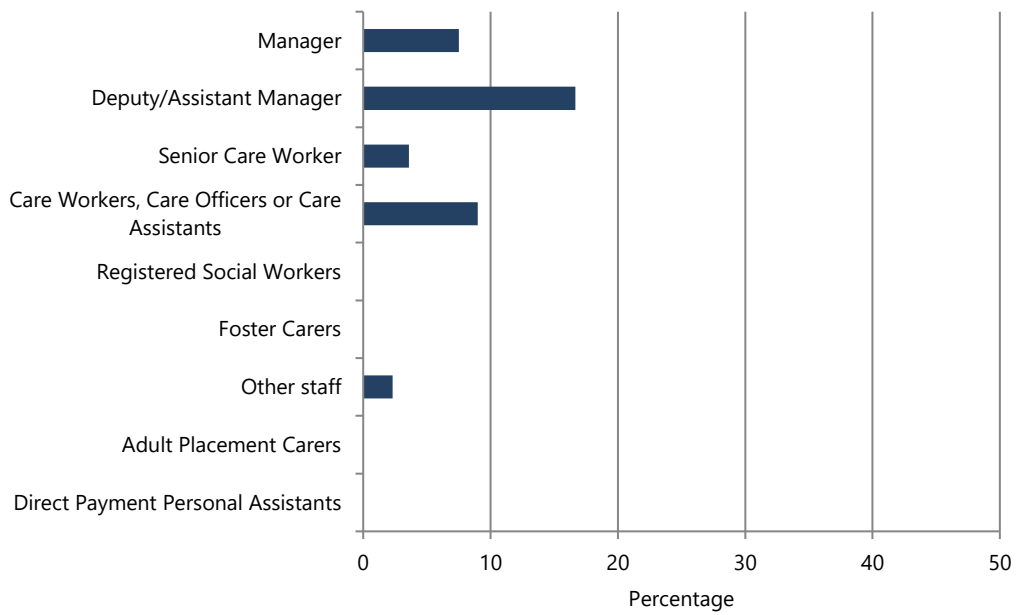
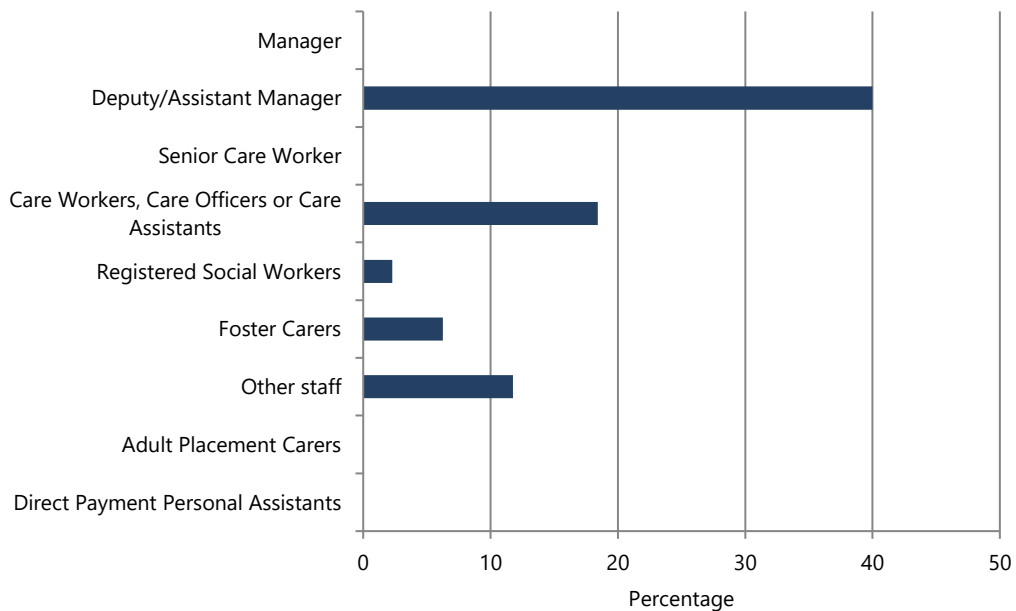


Figure 7c: Percentage of day and other care staff in post who left regulated services by role, Wales, 2017



¹⁷ 100% of the Registered Nursing Staff included in the analysis (1 member of staff) left the employment of a regulated service during 2017. This figure has been excluded from the chart so as to not distort the chart.

Figure 7d: Percentage of mixed care staff in post who left regulated services by role, Wales, 2017

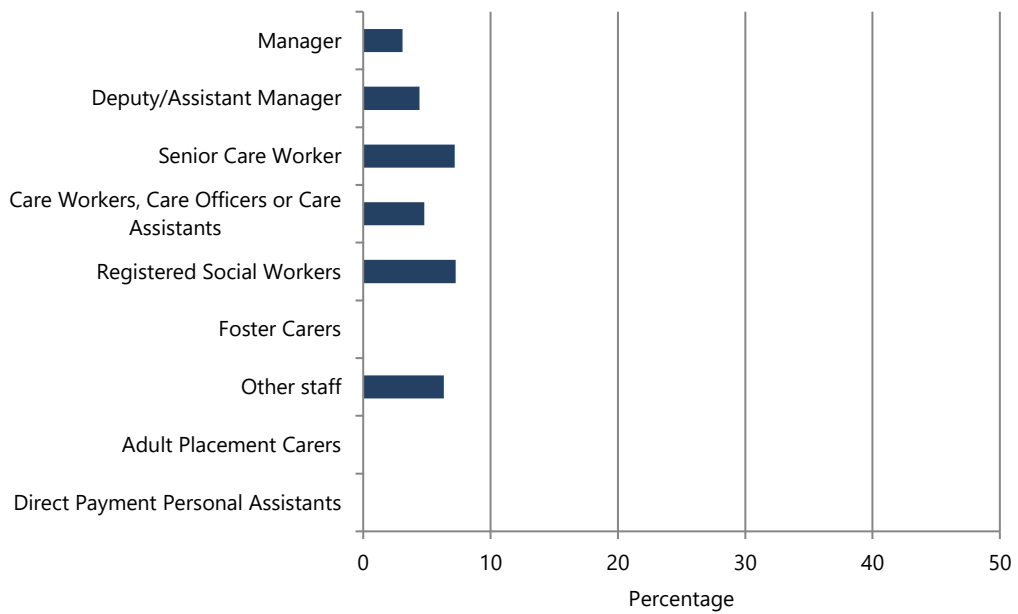


Figure 8: Age range of local authority regulated services staff by service type, Wales, 2017

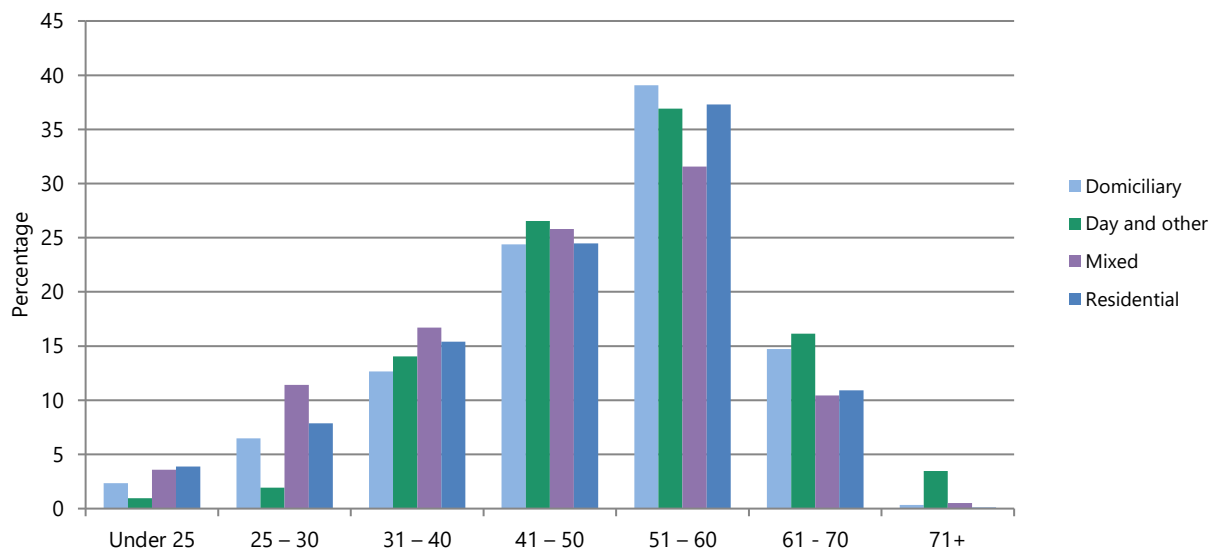


Figure 9a: Percentage of residential care staff in regulated services by hours worked, Wales, 2017

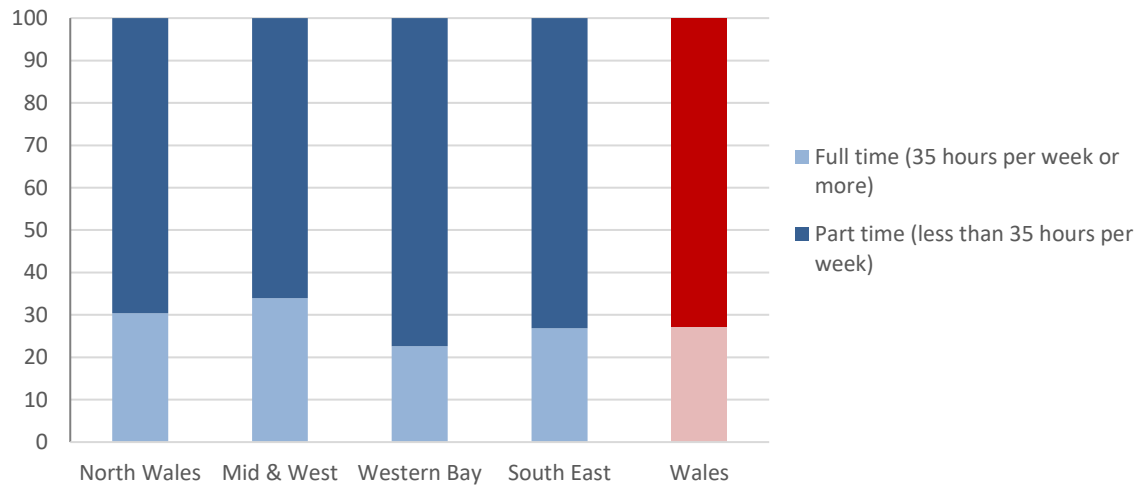


Figure 9b: Percentage of domiciliary care staff in regulated services by hours worked, Wales, 2017

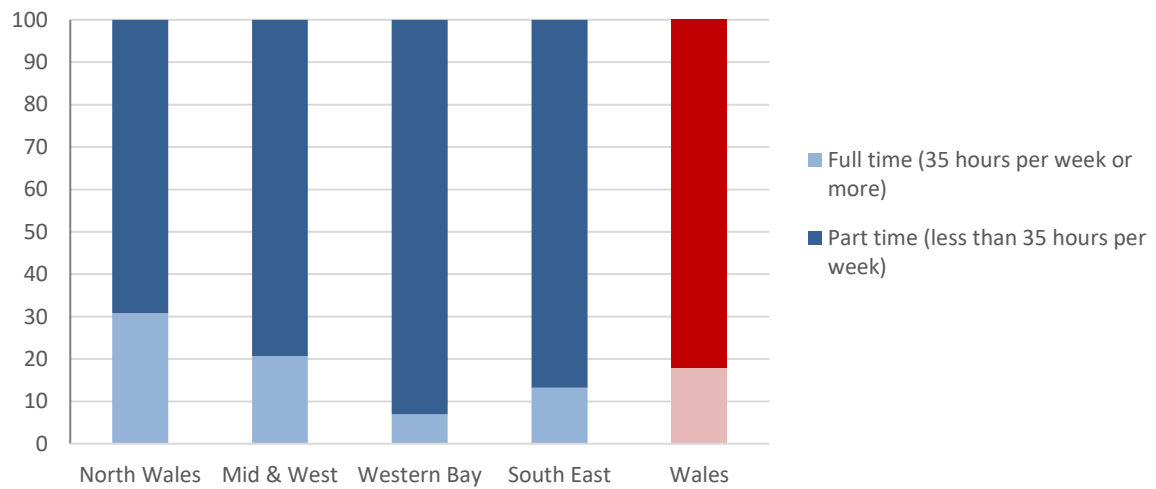


Figure 9c: Percentage of day and other care staff in regulated services by hours worked, Wales, 2017

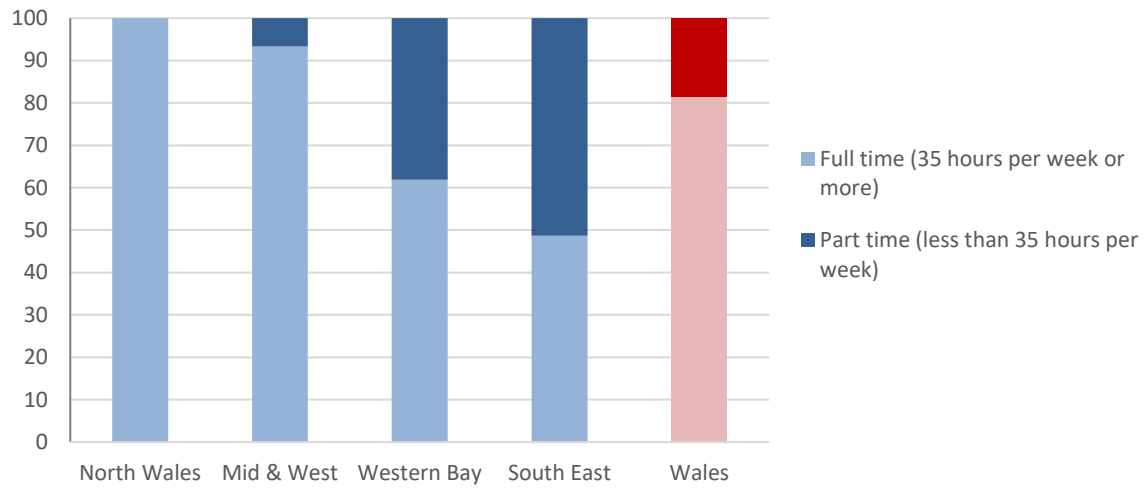


Figure 9d: Percentage of mixed care staff in regulated services by hours worked, Wales, 2017

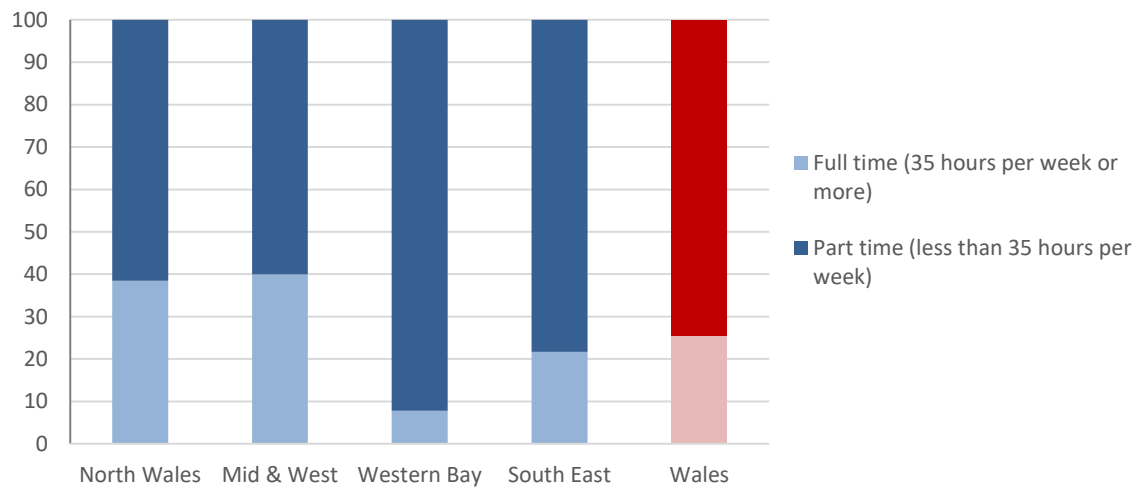
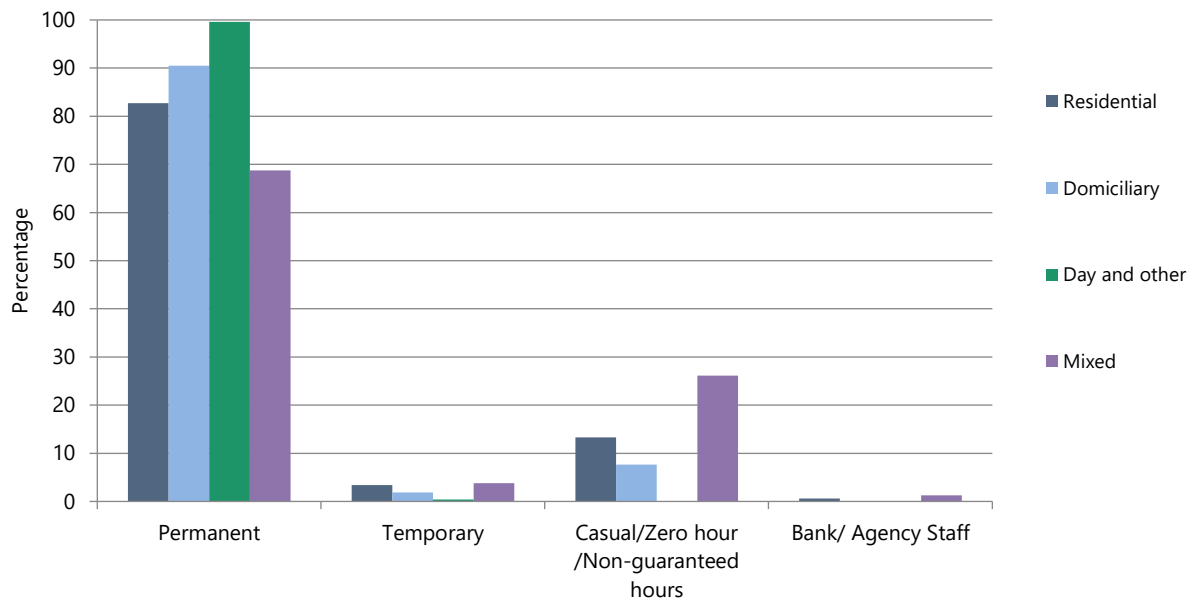


Figure 10: Contractual status of local authority regulated services staff by service type , Wales, 2017



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