



# Social Care Wales Workforce Development Programme (SCWWDP) workforce data collection 2017: Commissioned Care Provider Services



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Social Care **Wales**



Llywodraeth Cymru  
Welsh Government


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This report is also available in Welsh.

Commissioned care provider workforce estimates - Wales 2017

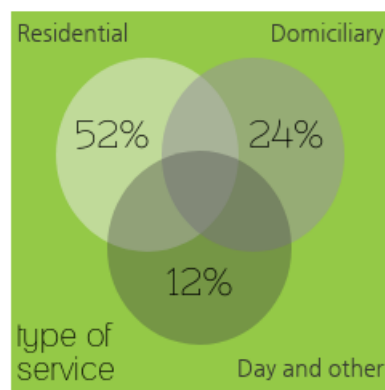
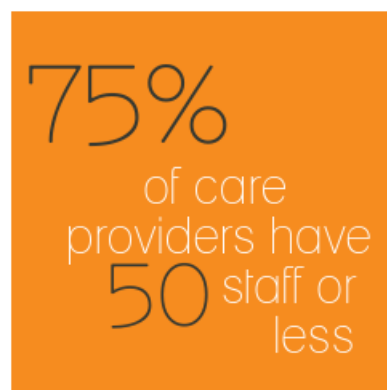
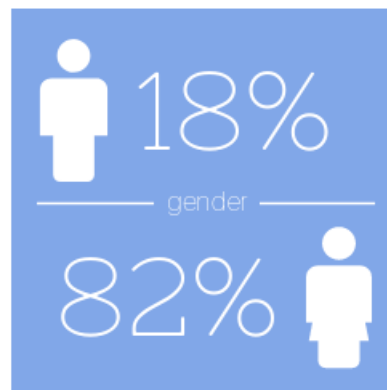
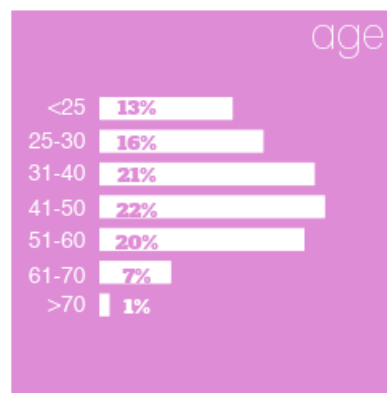
1,350 commissioned care providers in Wales



52,500



work for these commissioned care providers



## Summary

- This report sets out the key findings from the Social Care Wales Workforce Development Programme (SCWWDP) workforce data collection 2017. 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).
- Since 2013, Care Council for Wales (CCW), now known as Social Care Wales (SCW)<sup>1</sup>, 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 providers. This is the fifth year that we have led the collection.
- All 22<sup>2</sup> local authorities in Wales took part in the 2017 collection and provided responses.
- The responses covered 83% of the commissioned care providers across Wales. The coverage of individual local authority returns ranged from 57% in Conwy to 100% in Rhondda Cynon Taf, Merthyr Tydfil, Newport 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 1,350 external care providers commissioned to provide local authorities in Wales with social care provision in 2017.
- It is estimated that there were over 52,500 staff working for these commissioned care providers in 2017.
- 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.

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<sup>1</sup> CCW joined with SSIA on 1 April 2017 to become Social Care Wales

<sup>2</sup> 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, Data **Cymru** (formerly Data Unit Wales), 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, 2016 and 2017. This report sets out the findings from the 2017 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 2017, to get a more complete picture of the social care workforce across Wales, we expanded the collection to include local authority social care providers. This data is analysed separately.

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

Local authorities were asked to survey all commissioned care providers<sup>3</sup>. Responses were received from all 22<sup>4</sup> 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 2016.

### Response rates

Across Wales in 2017, 72% of the data collection forms that were issued were returned, this is a slightly lower response rate than in 2016 and ranged from 38% in Monmouthshire to 99% in Pembrokeshire. Most local authorities saw a decrease in the percentage of forms returned this year, and an increase in the percentage of constructed responses.

Local authorities constructed data for an additional 145 commissioned care providers in 2017, compared to 78 in 2016, bringing the overall response rate to 83% for 2017 (81% in 2016). This ranged from 57% in Conwy to 100% in Rhondda Cynon Taf, Merthyr Tydfil, Newport and Blaenau Gwent and Caerphilly. 13 local authorities had an overall response rate of 80% or more, the same rate as 2016.

Data on the number of commissioned care providers surveyed in 2014, 2015, 2016 and 2017 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 2016 data was available upon which to 'construct' a return for 2017. 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 surveyed<sup>5</sup>, 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.

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<sup>3</sup> 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.

<sup>4</sup> Blaenau Gwent and Caerphilly run a joint service.

<sup>5</sup> Flintshire had 2 providers whose size was unknown. The workforce data for these providers was estimated based on the size distribution of their known providers in 2017.

## 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 surveyed<sup>6</sup> 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.

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<sup>6</sup> Two local authorities surveyed a significantly lower number of care providers in 2017.



## 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 1,350 external care provider organisations were commissioned to provide local authorities in Wales with social care provision in 2017.

It is estimated that these commissioned care providers employed over 52,500 people across Wales. [Table 1](#) shows that the estimated number of staff employed by commissioned care providers continues to vary across the regions.

The number of commissioned care providers has decreased since 2016, and based on the data we've received, the number of employed staff has also decreased.

**Table 1: Number of commissioned care providers and estimated number of staff employed, by region, 2017<sup>7</sup>**

	<b>Commissioned care providers</b>	<b>Staff employed by commissioned care providers (estimate)</b>	<b>Commissioned care provider staff employed per 1,000 population</b>
North Wales	375	14,000	20
Mid & West	303	10,500	20
Western Bay	190	9,000	17
South East	467	19,500	14
<b>Wales</b>	<b>1,335</b>	<b>52,500</b>	<b>17</b>

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).

<sup>7</sup> Population figures used for the calculation are from the 2016 Mid-Year Population Estimates produced by the Office for National Statistics.

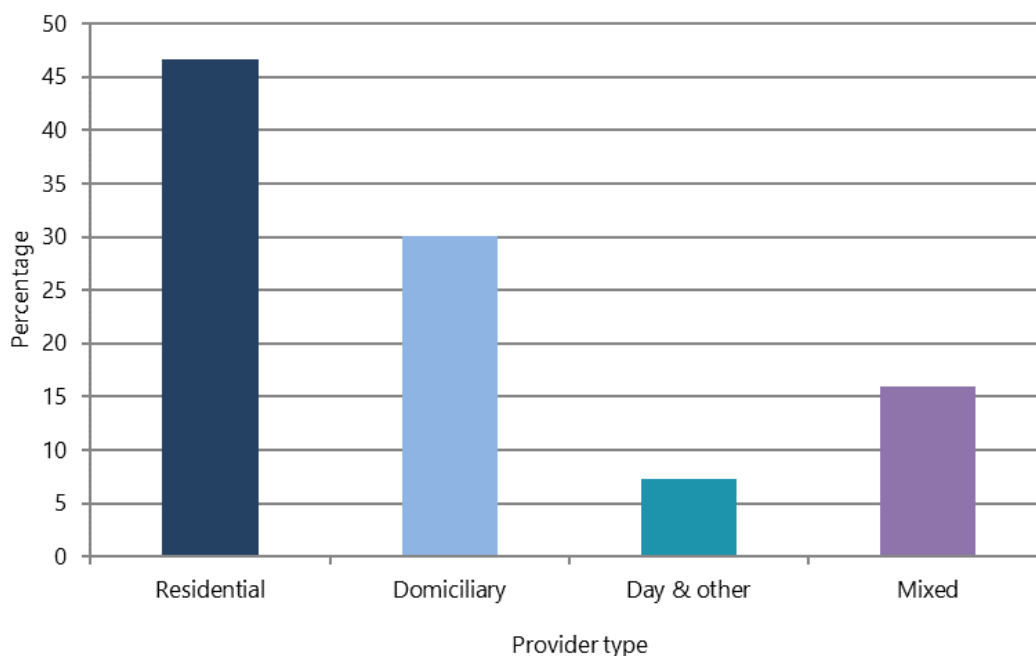
Local authorities in Wales commissioned services from a higher number of residential care providers (694 providers) than any other type of care provider during 2017. These residential care providers employed an estimated 24,500 people across Wales. **Table 2** shows the types of commissioned care providers and estimated number of staff employed.

**Table 2: The number of commissioned care providers by type and estimated number of staff employed, Wales, 2017**

	<b>Commissioned care providers</b>	<b>Staff employed by commissioned care providers (estimate)</b>
Residential	694	24,500
Domiciliary	327	16,000
Day and other	157	4,000
Mixed	157	8,500
<b>Total</b>	<b>1,335</b>	<b>52,500</b>

**Figure 1** shows that in 2017, as in 2016, commissioned residential care providers employed the highest percentage of staff across the provider types in Wales.

**Figure 1: Percentage of staff employed by commissioned care providers by provider type, Wales, 2017**



The percentage figures for Figure 1 can be found in **Table 12** of **Annex B – Additional tables**.

## 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 (83%) of the commissioned care provider population and, as such, should be used with caution. Across Wales, this coverage ranges from 57% in Conwy to 100% in Rhondda Cynon Taf, Merthyr Tydfil, Newport and Blaenau Gwent and Caerphilly. Further details on the response rates across Wales can be found in [Table 8 of Annex B](#).

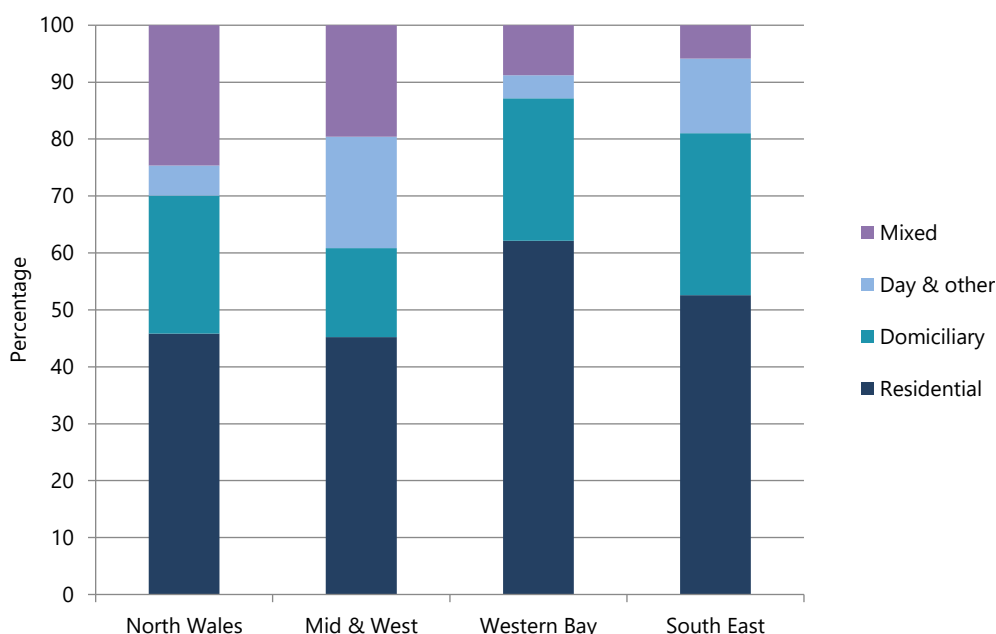
## Commissioned care providers

The majority of care providers commissioned in Wales were residential care providers. Across Wales the percentage varied from 19% of care providers commissioned by Ceredigion to 71% commissioned by Merthyr Tydfil. As in 2016, the majority of care providers commissioned by Ceredigion offered day and other care (51%). The percentage of care providers commissioned to provide domiciliary care ranged from 11% of care providers commissioned by Gwynedd, Ceredigion and Carmarthenshire to 42% commissioned by Flintshire.

**Figure 2** shows that:

- The percentage of commissioned care providers who offered **residential care** ranged from 45% of those commissioned by local authorities in Mid & West to 62% in Western Bay;
- Local authorities in Mid & West commissioned the lowest percentage of **domiciliary care** providers at 16%, while the South East commissioned the highest at 28%;
- Local authorities in Western Bay commissioned the lowest percentage of **day and other care** providers at 4%, while Mid & West commissioned the highest at 20%; and
- South East commissioned the lowest percentage of care providers offering **mixed provision** at 6%, while North Wales commissioned the highest at 25%.

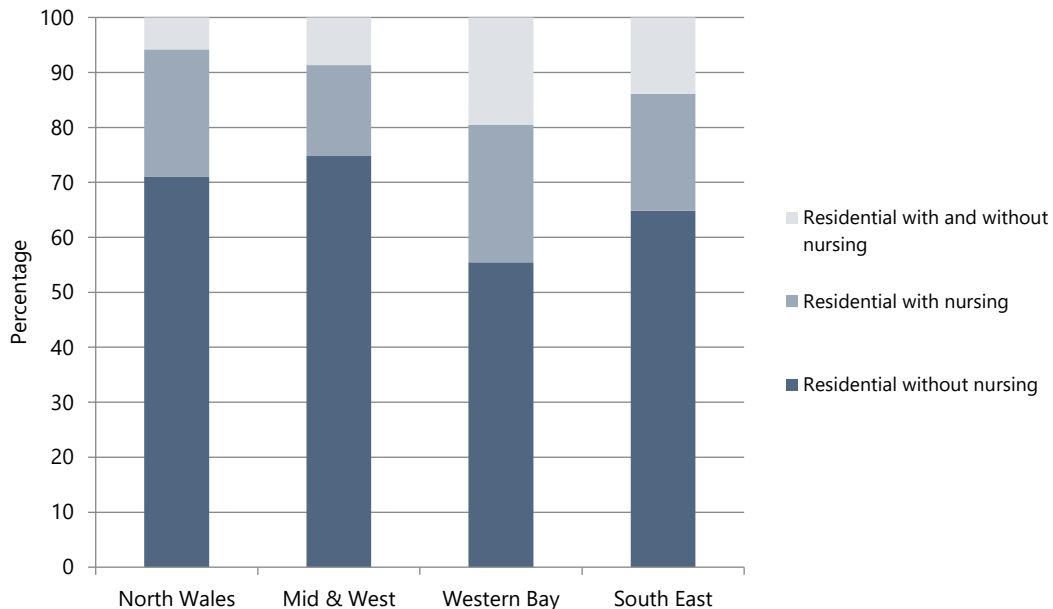
**Figure 2: Percentage of commissioned care providers by type, by region, 2017**



Further details on commissioned care providers by type of service can be found in [Table 13: of Annex B – Additional tables](#).

As shown in **Figure 3**, the majority of commissioned residential care providers offered residential care without nursing across all regions. 75% of the 127 residential care providers commissioned by local authorities in Mid & West Wales provided residential care without nursing. This compares to 55% 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, 2017**

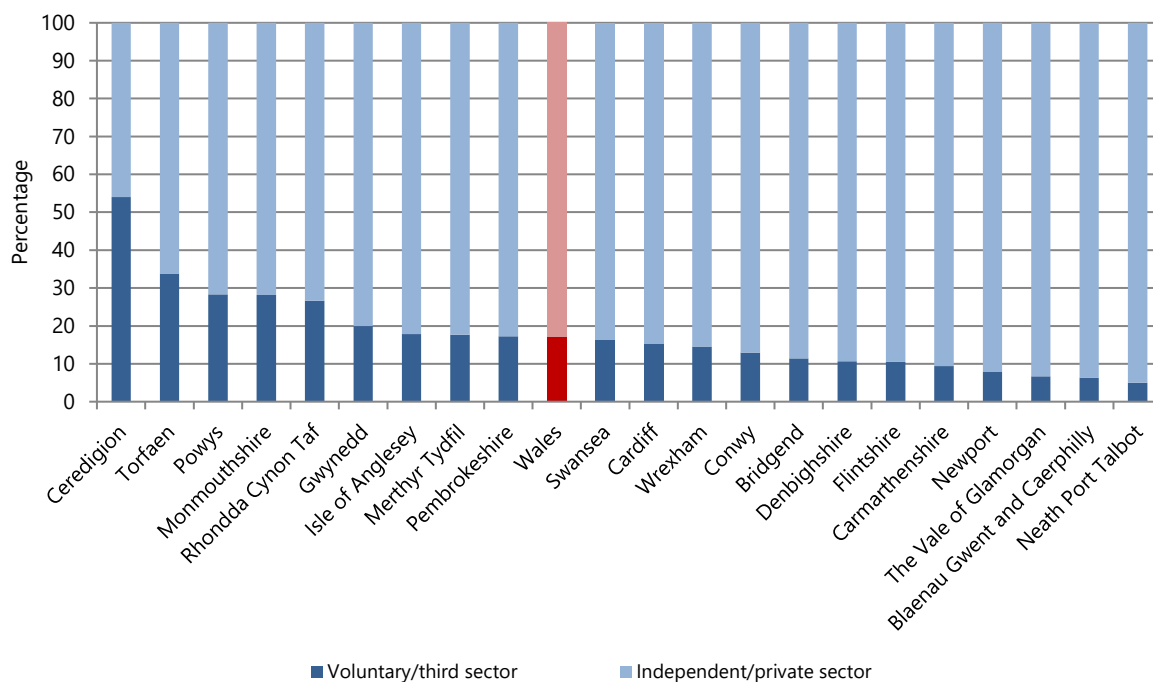


Further details on commissioned residential care providers can be found in **Table 14** of **Annex B – Additional tables**.

## Sector

17% of care providers commissioned by local authorities in Wales were based in the voluntary/third sector, compared to 21% in 2016. In 2017, this ranged from 5% of care providers commissioned by Neath Port Talbot to 54% commissioned by Ceredigion. Across Wales, the remaining 83% were independent/private sector organisations. **Figure 4** shows the private/third sector provider split by local authority for 2017.

**Figure 4: Percentage of commissioned care providers by sector, by local authority, 2017**



## Clients

In Wales, 13% of commissioned care providers provided services for children, 62% provided services for adults<sup>8</sup> and 62% provided services for older people<sup>9,10</sup>

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 11 percentage points, the next highest being Wrexham with 29% of care providers commissioned providing children’s services. None of the care providers commissioned by Denbighshire and Neath Port Talbot provided services for children.

The percentage of care providers providing services for older people ranged from 47% of those commissioned by Wrexham to 85% commissioned by Neath Port Talbot.

27% of care providers commissioned by Powys provided services for adults compared to 83% commissioned by Torfaen.

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

<sup>8</sup> ‘Adults’ includes adults with learning disabilities, adults with mental ill-health and adults with a physical disability or sensory impairment.

<sup>9</sup> 4% of commissioned care providers provided services to ‘other’ client groups.

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

**Table 3: Number and percentage of commissioned care providers by client group, by region, 2017<sup>11</sup>**

	Number			%		
	Children	Adults	Older people	Children	Adults	Older people
North Wales	33	155	161	13	59	61
Mid & West	43	166	159	15	59	57
Western Bay	11	88	112	7	59	76
South East	55	275	249	13	67	61
<b>Wales</b>	142	684	681	13	62	62

## Organisation size

The majority of commissioned care provider organisations in Wales employed between 10 and 25 staff (33%), similar to the pattern seen in 2016. 8% of commissioned care providers employed over 100 staff, while 12% employed under ten staff. Across Wales, 4% of mixed care providers employed under ten staff in 2017, while 13% employed more than 100. 39% of day and other care providers employed under ten staff, with 6% 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, 2017**

	Size of organisation (staff employed)					%
	under 10	10 – 25	26 – 50	51 – 100	more than 100	
	Residential	12	37	30	16	6
Domiciliary	6	28	31	24	11	
Day and Other	39	32	18	5	6	
Mixed	4	29	39	16	13	

## Staff profile

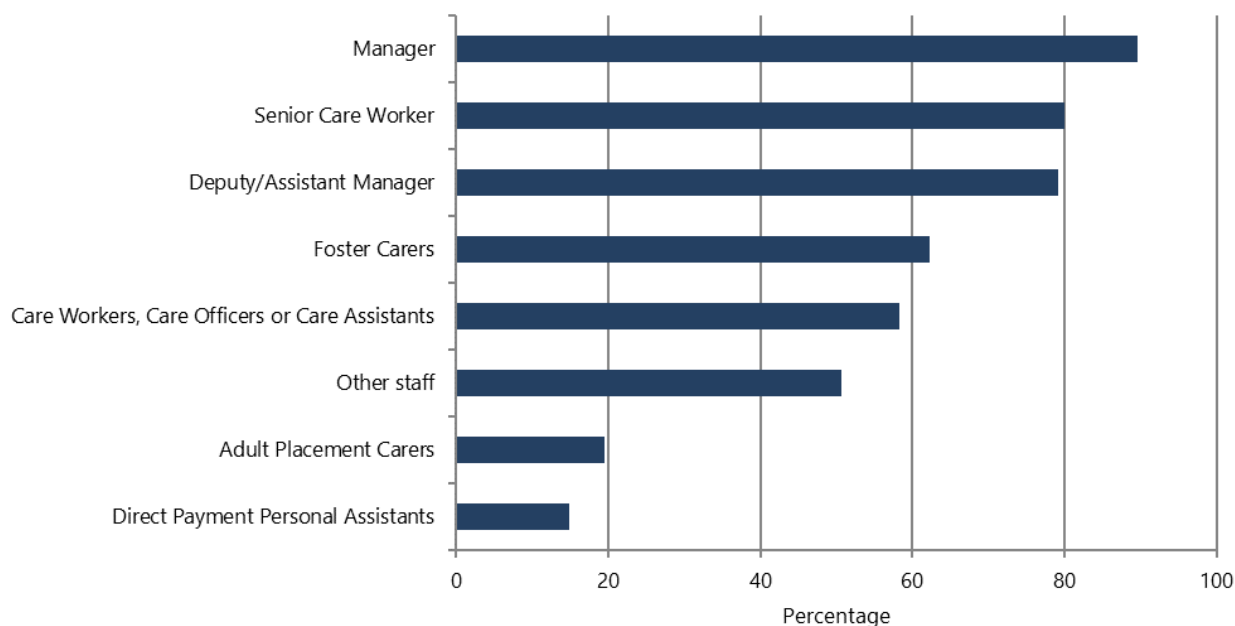
### Qualifications

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 5** shows the percentage of all other staff who were reported to have the required/recommended qualifications for their role.

<sup>11</sup> Ibid

**Figure 5: Percentage of commissioned care provider staff with the required/recommended qualifications by role, Wales, 2017**



The percentage of commissioned care provider staff with the required/recommended qualifications by role for each care provider type can be found in [Table 15 Table 13](#); and [Figure 15 of Annex B – Additional tables](#).

The percentage of staff employed as Managers with the required/recommended qualifications ranged from 75% in care providers commissioned by Merthyr Tydfil to 100% commissioned by the Isle of Anglesey. For Deputy or Assistant Managers, this ranged from 67% in care providers commissioned by Monmouthshire, to 88% commissioned by Gwynedd and Pembrokeshire.

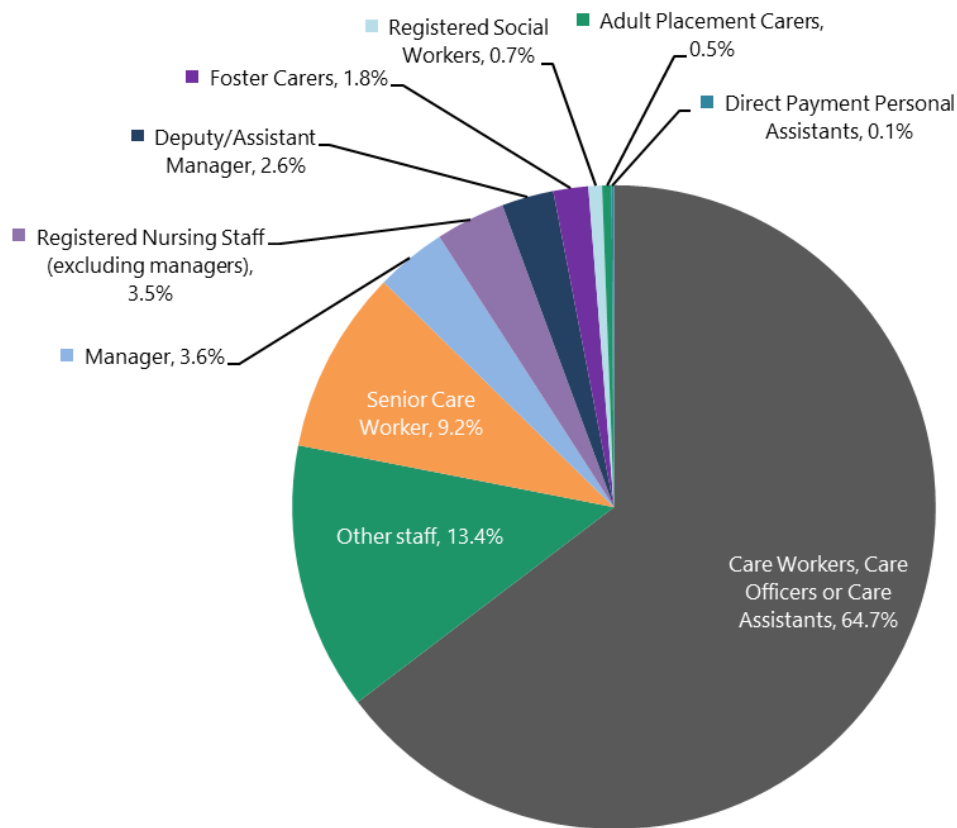
The percentage of staff employed as Care Workers, Care Officers or Care Assistants with the required/recommended qualifications ranged from 32% in care providers commissioned by Merthyr Tydfil to 71% commissioned by Flintshire and Ceredigion. For Senior Care Workers, this ranged from 70% in care providers commissioned by Swansea, to 96% commissioned by Ceredigion.

15% of commissioned care provider staff achieved their required/recommended qualifications during 2017, while 16% of staff continue to work towards required/recommended qualifications.

## Roles

As in 2016, the majority of staff employed by care providers commissioned by local authorities in Wales were Care Workers, Care Officers or Care Assistants (65%), as shown in [Figure 6](#). The percentage that were Care Workers, Care Officers or Care Assistants ranged from 56% in care providers commissioned by Wrexham to 75% commissioned by the Isle of Anglesey.

**Figure 6: Percentage of staff employed by commissioned care providers by role, Wales, 2017<sup>12</sup>**



Across the care providers commissioned by local authorities in Wales, none employed more than 5% of staff as Managers in 2017, with 3% or less employed as Deputy/Assistant Managers. There were very few Registered Social Workers employed by commissioned care providers, with just over 300 (0.7%) in total employed across Wales. The number of Registered Nursing Staff employed by commissioned care providers was 1,600; making up 3.5% of all staff employed by commissioned care providers in Wales. The percentage of Registered Nursing Staff employed ranged from 1.7% in care providers commissioned by Bridgend to 5.1% by Neath Port Talbot.

<sup>12</sup> 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, 2017**

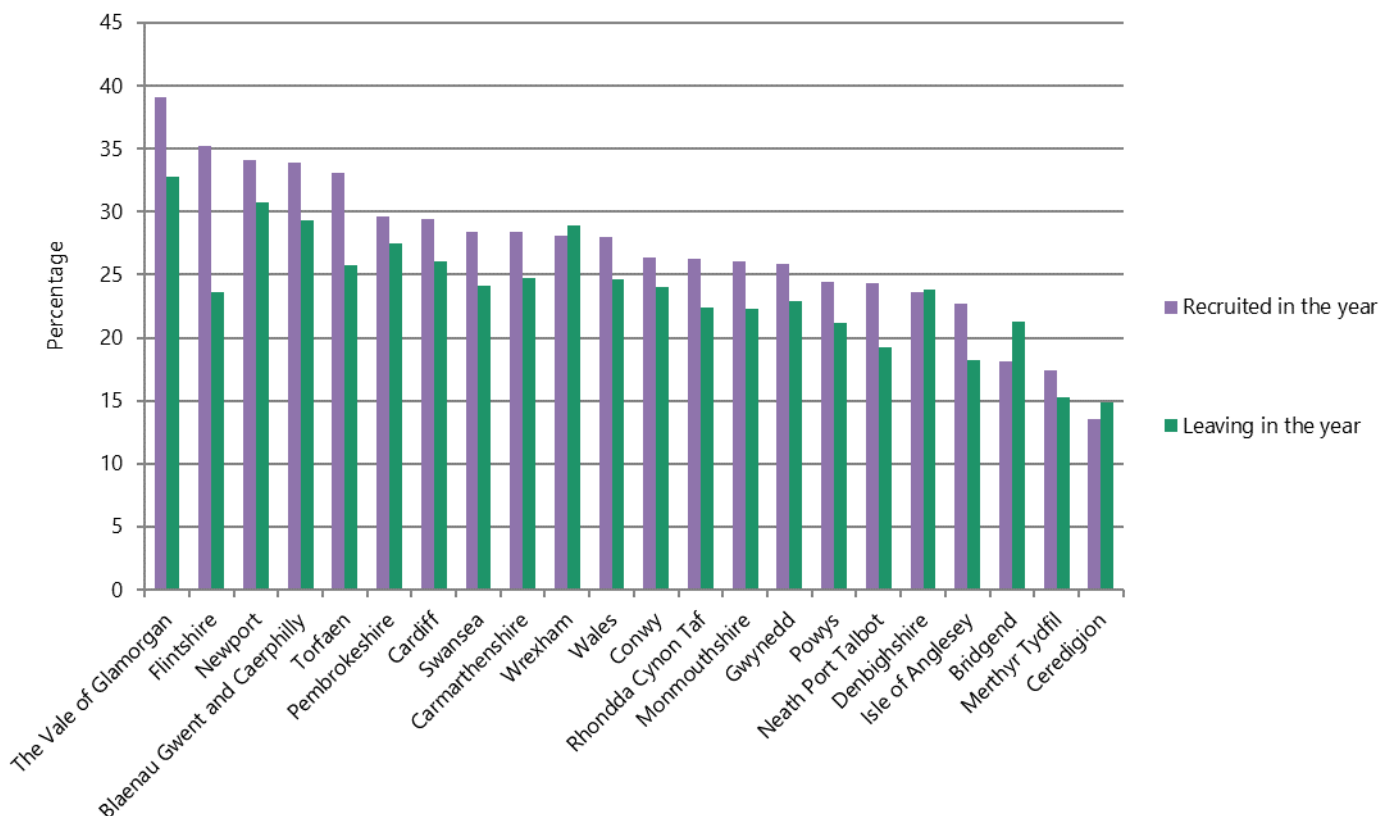
	<b>Manager</b>	<b>Deputy/ Assistant Manager</b>	<b>Senior Care Worker</b>	<b>Care Workers, Care Officers or Care Assistants</b>	<b>Registered Social Workers</b>	<b>Registered Nursing Staff (excluding managers)</b>	<b>Foster Carers</b>	<b>Adult Placement Carers</b>	<b>Direct Payment Personal Assistants</b>	<b>Other staff</b>	<b>%</b>
Residential without nursing	4.8	3.4	14.2	61.7	0.0	0.5	0.0	0.0	0.0	15.3	
Residential with nursing	1.8	1.9	8.9	53.4	0.0	11.7	0.0	0.0	0.5	21.8	
Residential with and without nursing	1.6	1.2	8.5	53.5	0.0	10.9	0.0	0.0	0.0	24.3	
Domiciliary	3.7	2.6	7.1	81.6	1.5	0.2	0.0	0.0	0.0	3.3	
Day and other	5.8	2.6	4.3	31.5	3.3	0.6	24.5	6.6	0.5	20.3	
Mixed	3.6	3.1	9.8	68.9	0.0	2.5	0.0	0.0	0.0	12.2	
<b>All</b>	3.6	2.6	9.2	64.7	0.7	3.5	1.8	0.5	0.1	13.4	

**Table 5** above provides a breakdown of staff employed by commissioned care providers by role and type of provider. Commissioned domiciliary care providers continued to employ the highest percentage of Care Workers, Care Officers or Care Assistants at 82%, compared to 32% 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 4% 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. Commissioned day and other care providers were the only providers to employ Foster Carers (25%) and Adult Placement Carers (7%).

## Recruitment and retention

During 2017, nearly 13,000 staff were recruited by care providers commissioned by Welsh local authorities. Nearly 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 2,000 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, 2017<sup>13</sup>**

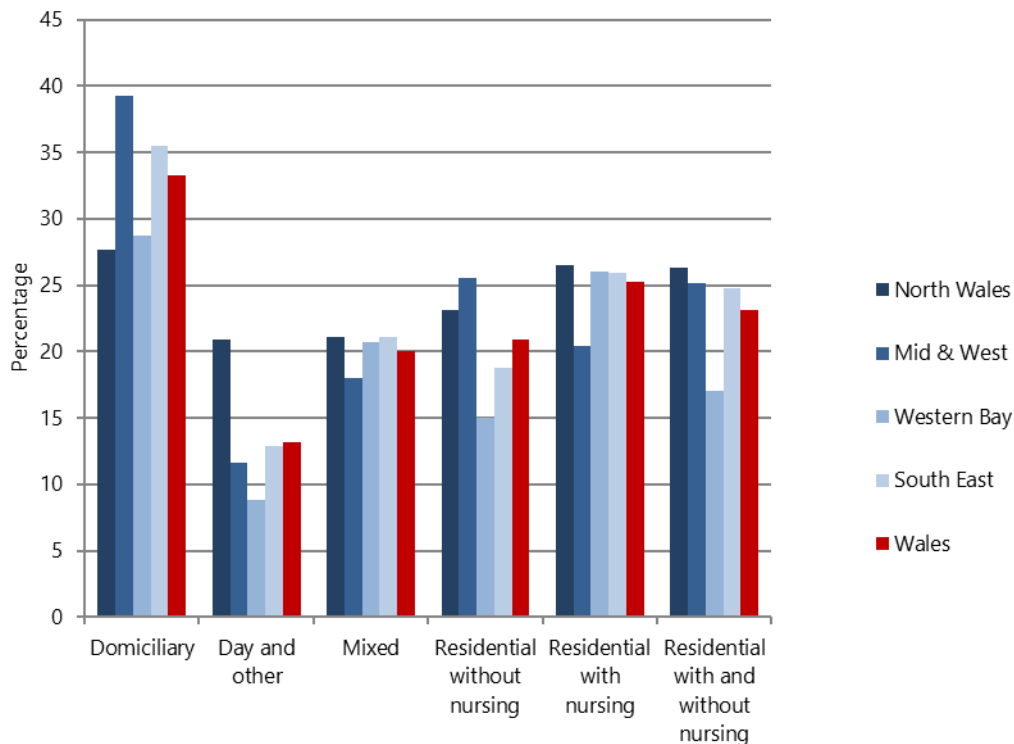


The stability of the workforce varies across local authorities. 39% of staff working for care providers commissioned by the Vale of Glamorgan were recruited during the year. This compares to 14% of staff working for providers commissioned by Ceredigion.

<sup>13</sup> 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.

33% of domiciliary care staff in post in commissioned care providers across Wales at the start of the year left during 2017. This compares to 13% of staff that left the employment of day and other care providers. **Figure 8** Error! Reference source not found. shows how the percentage of staff who left commissioned care providers varies by type and region.

**Figure 8: Percentage of staff leaving commissioned care providers by provider type, by region, 2017**



Further details on newly recruited commissioned care provider employees can be found in **Figure 16** of **Annex B – Additional tables**.

9% of all those who left the employment of commissioned care providers during 2017 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 majority (36%) left domiciliary care providers.

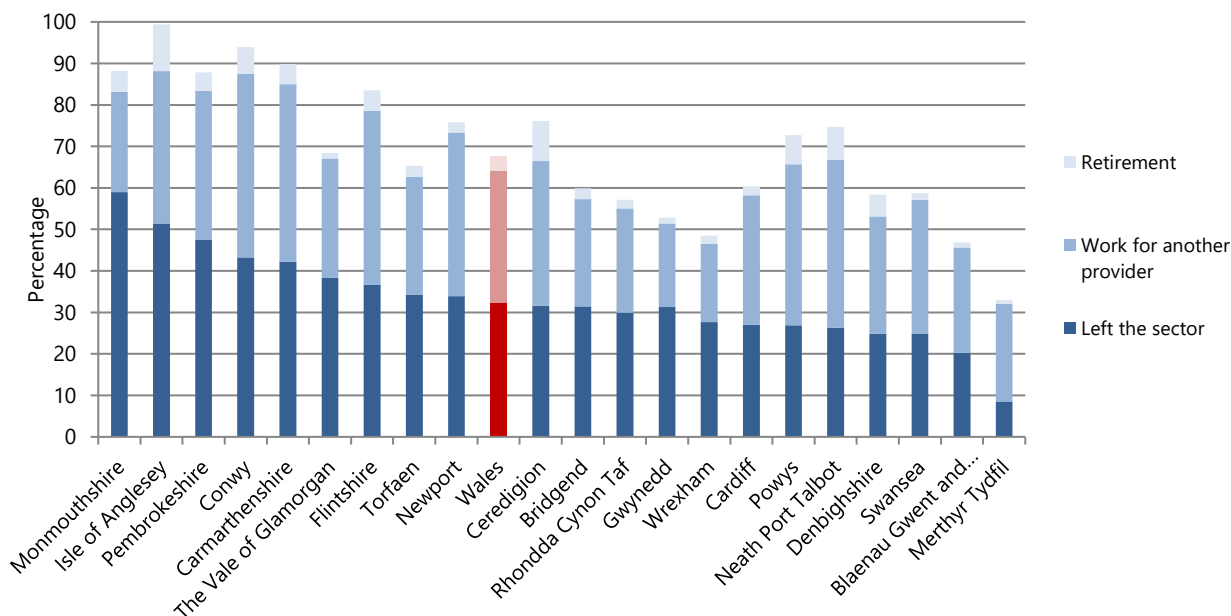
As shown in **Figure 9**, 30% of Care Workers, Care Officers or Care Assistants, and 23% of Registered Social Workers in post at the beginning of the year left commissioned care providers during 2017.

**Figure 9: Percentage of staff in post who left commissioned care providers by role, Wales, 2017**



68% of leavers' destinations were known. 32% left the sector, 32% went to work for another care provider and 3% retired. At a regional level, the greatest variation could be seen between those leaving the sector in the Mid & West (40%) and those leaving the sector in Western Bay (27%). **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, 2017**



Further information on staff leaving commissioned care providers can be found in **Figure 17** of **Annex B – Additional tables**.

Care providers commissioned by Carmarthenshire and Swansea had the highest percentage of reported vacancies (9%) in Wales. Less than 1% of reported vacancies were in care providers commissioned by the Isle of Anglesey, while care providers commissioned by Merthyr Tydfil had less than 0.5% of reported vacancies. 74% of the reported vacant posts across all care providers commissioned in Wales were for Care Workers, Care Officers or Care Assistants. This ranged from 90% of Merthyr Tydfil's reported commissioned care provider vacancies to 44% commissioned by Rhondda Cynon Taf. Reported vacancies for Registered Nursing Staff had the next highest percentage at 9% of all vacancies. This ranged from 25% in care providers commissioned by Rhondda Cynon Taf to 1% commissioned by Monmouthshire.

## Workforce characteristics

Data on the various characteristics of the workforce was provided for at least 93% of the staff in the care providers commissioned across Welsh local authorities. Data on the response rate per characteristic can be found in [Table 16 of Annex B](#).

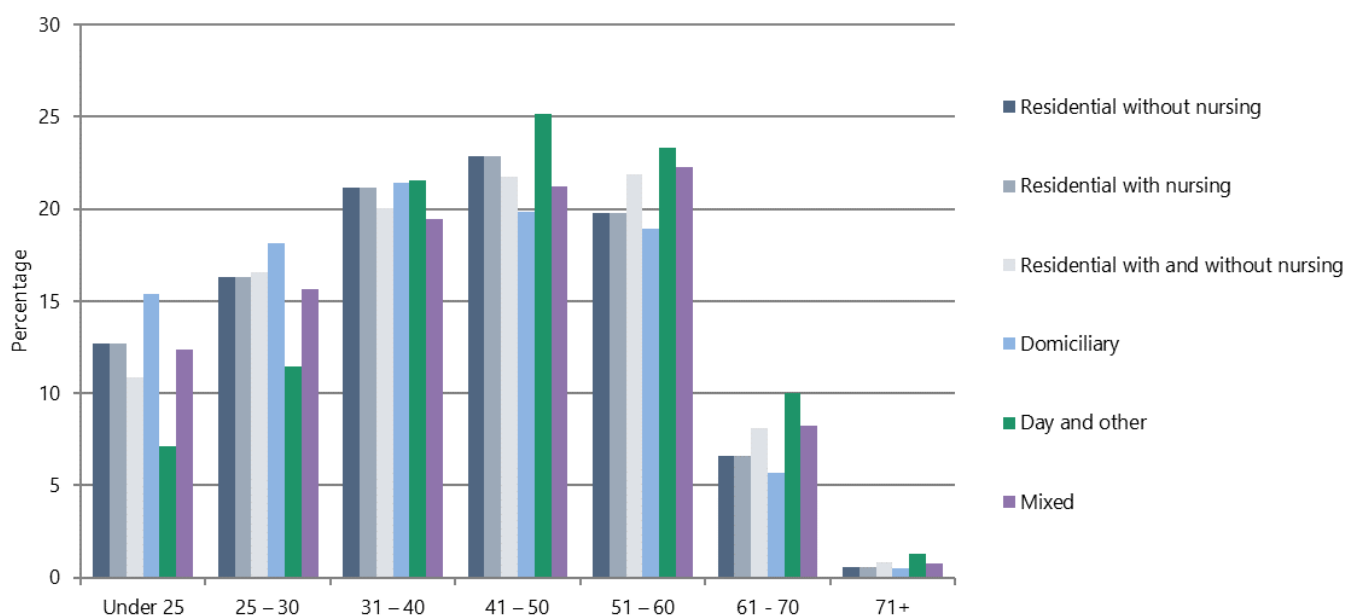
### Gender

As in 2016, the majority (82%) 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 the Vale of Glamorgan and Blaenau Gwent and Caerphilly had the lowest at 11%.

### Age

22% of staff working for care providers commissioned in Wales were aged 41 to 50 years in 2017. 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, 15% of the commissioned care provider staff aged under 25 were employed by domiciliary care providers, while 7% 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, 2017**



Further details on the age of commissioned care provider staff can be found in [Table 17 of Annex B – Additional tables](#).

## Ethnicity

85% of the staff employed by commissioned care providers whose ethnicity was reported stated their ethnicity as White. 9% 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, 2017**

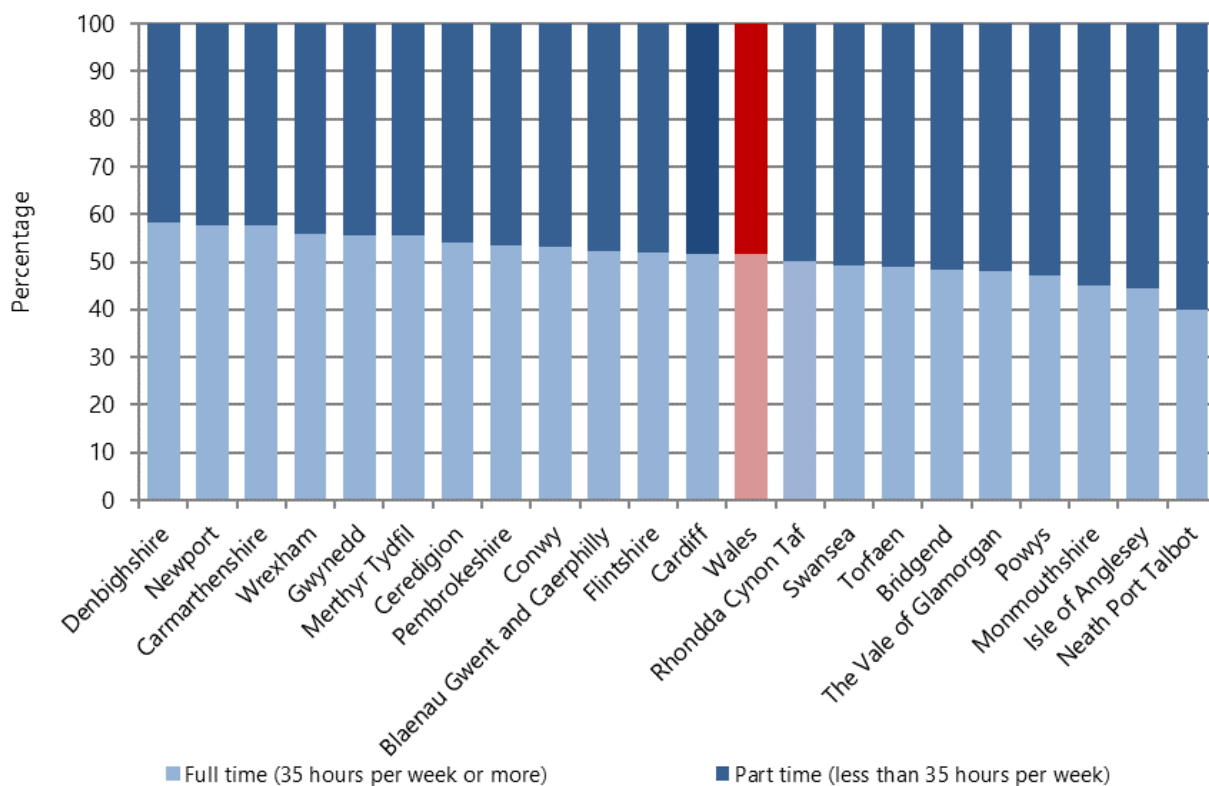
	<b>White</b>	<b>Mixed/ multiple ethnic groups</b>	<b>Asian/ Asian British</b>	<b>Black/ African/ Caribbean/ Black British</b>	<b>Other ethnic group</b>	<b>Prefer not to say</b>
Isle of Anglesey	89	0	0	1	0	10
Gwynedd	92	1	1	1	1	5
Conwy	88	1	2	1	1	8
Denbighshire	78	2	5	1	0	13
Flintshire	93	0	0	0	0	6
Wrexham	85	1	4	1	3	6
<b>North Wales</b>	<b>87</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>8</b>
Powys	74	0	2	1	1	21
Ceredigion	82	0	2	2	0	14
Pembrokeshire	91	3	2	0	1	3
Carmarthenshire	87	0	1	1	1	9
<b>Mid &amp; West</b>	<b>85</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>10</b>
Swansea	73	1	5	2	2	16
Neath Port Talbot	86	1	2	1	1	9
Bridgend	76	0	1	1	0	23
<b>Western Bay</b>	<b>78</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>15</b>
The Vale of Glamorgan	88	1	3	3	4	2
Rhondda Cynon Taf	83	0	0	0	1	15
Merthyr Tydfil	89	0	1	1	2	6
Torfaen	96	0	2	1	1	0
Monmouthshire	91	1	1	1	1	5
Newport	82	1	4	3	6	4
Cardiff	76	5	5	4	2	6
Blaenau Gwent and Caerphilly	94	0	1	1	0	4
<b>South East</b>	<b>86</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>6</b>
<b>Wales</b>	<b>85</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>9</b>

%

## 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, 2017**



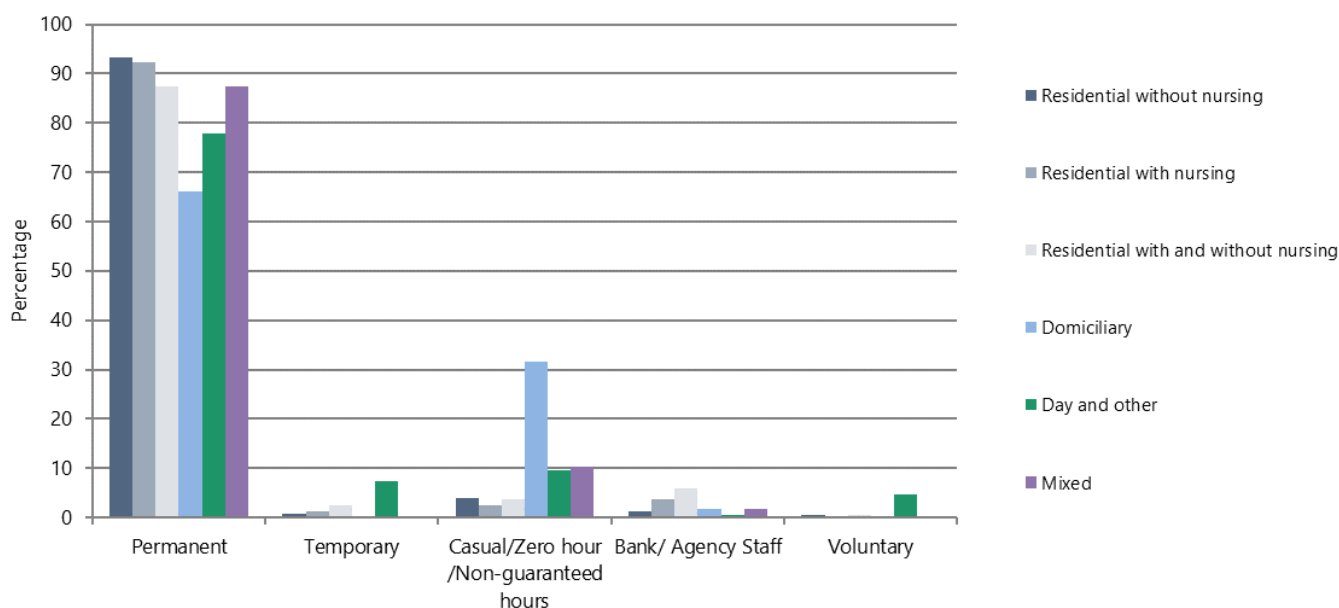
Further details on the hours worked by care provider staff can be found in **Figure 18** of **Annex B – Additional tables**.

## Contractual status

82% of commissioned care provider staff in Wales were on permanent contracts. This ranged from 73% of staff in care providers commissioned by Cardiff to 92% commissioned by Wrexham. 14% of staff in care providers commissioned in Wales were casual staff, ranging from 1% in care providers commissioned by Merthyr Tydfil to 23% commissioned by Cardiff. Across the provider types, 92% of all commissioned residential care provider staff were on permanent contracts. 66% of commissioned domiciliary care provider staff were on permanent contracts, while 32% 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, 2017**



Further details on the contractual status of commissioned care provider staff can be found in [Table 18 of Annex B – Additional tables](#).

**Table 17 Disability status**

	%						
	Under 25	25 – 30	31 – 40	41 – 50	51 – 60	61 - 70	71+
Residential without nursing	13	16	21	23	20	7	1
Residential with nursing	11	15	21	23	20	8	1
Residential with and without nursing	11	17	20	22	22	8	1
Domiciliary	15	18	21	20	19	6	1
Day and other	7	11	22	25	23	10	1
Mixed	12	16	19	21	22	8	1

As in 2016, only 1% of the commissioned care provider staff who responded stated that they considered themselves to have a disability. This ranged from 3% of staff who work for care providers commissioned by Bridgend to less than 0.5% commissioned by Flintshire, Ceredigion and Merthyr Tydfil.

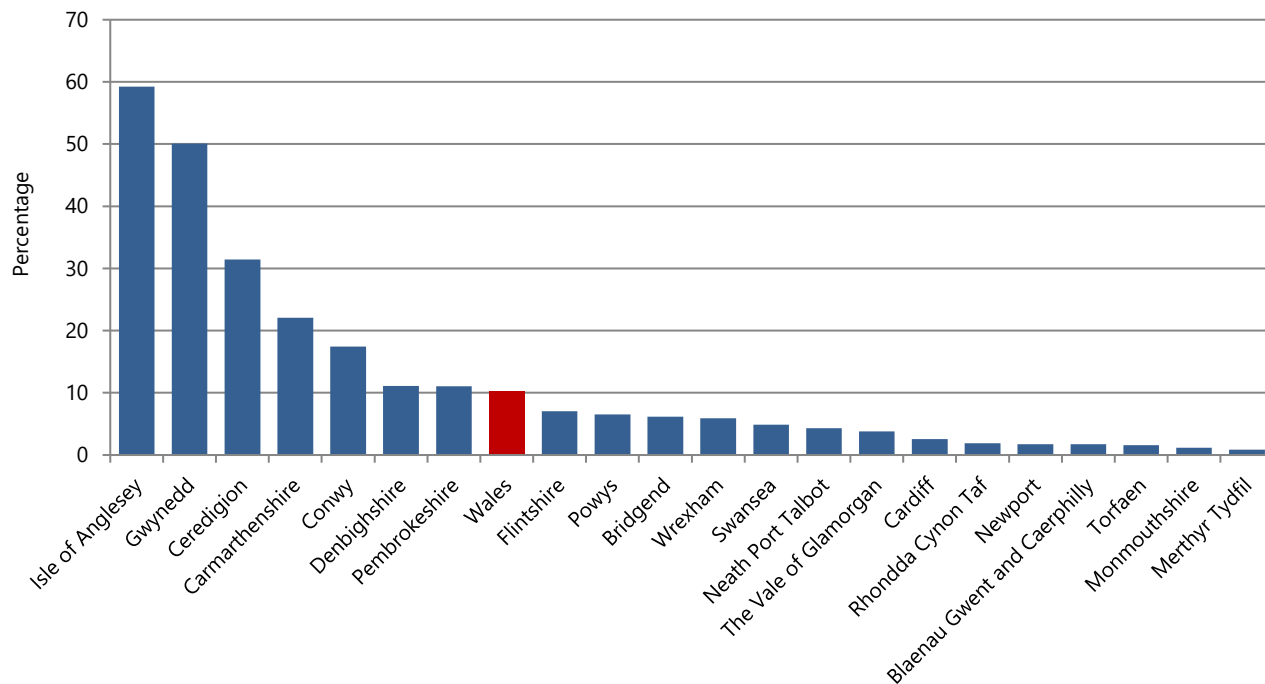
## Language

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 5% in Western Bay, 16% in Mid and West and 22% 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 59% of care provider staff commissioned by the Isle of Anglesey to 1% commissioned by Merthyr Tydfil.




**Figure 14: Percentage of commissioned care provider staff able to communicate effectively through the medium of Welsh by local authority, 2017**



In Wales, 4% 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 8% in Ceredigion to 1% in the Isle of Anglesey and Bridgend.

## 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		✓
Address of establishment		✓
Parent company name		Check

**Contact details of person completing the form**


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

**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
<a href="#">1. Provider details</a>	Yes
<a href="#">2. Qualifications</a>	Yes
<a href="#">3. Recruitment and Retention</a>	Yes
<a href="#">4. Workforce</a>	Yes



[See my workforce profile](#)

If you have any queries about using the form then please contact the Data Unit [PIEnquiries@dataunitwales.gov.uk](mailto:PIEnquiries@dataunitwales.gov.uk)

[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	2017
Isle of Anglesey	32	32	34	30
Gwynedd	51	57	55	45
Conwy	83	83	78	95
Denbighshire	87	84	78	81
Flintshire	51	42	55	55
Wrexham	73	71	74	69
<b>North Wales</b>	<b>377</b>	<b>369</b>	<b>374</b>	<b>375</b>
Powys	63	65	72	79
Ceredigion	36	44	44	45
Pembrokeshire	82	86	82	82
Carmarthenshire	116	119	100	97
<b>Mid &amp; West</b>	<b>297</b>	<b>314</b>	<b>298</b>	<b>303</b>
Swansea	86	76	96	90
Neath Port Talbot	75	87	80	57
Bridgend	38	38	38	43
<b>Western Bay</b>	<b>199</b>	<b>201</b>	<b>214</b>	<b>190</b>
The Vale of Glamorgan	62	32	71	41
Rhondda Cynon Taf	66	73	64	60
Merthyr Tydfil	15	15	14	17
Torfaen	70	64	64	68
Monmouthshire	51	62	51	50
Newport	58	51	62	63
Cardiff	121	110	104	89
Blaenau Gwent and Caerphilly	98	84	82	79
<b>South East</b>	<b>541</b>	<b>491</b>	<b>512</b>	<b>467</b>
<b>Wales</b>	<b>1,414</b>	<b>1,375</b>	<b>1,398</b>	<b>1,335</b>

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

	2017				%
	Returned	Constructed	Total	Imputed	
Isle of Anglesey	73	20	93	7	
Gwynedd	67	11	78	22	
Conwy	57	0	57	43	
Denbighshire	41	17	58	42	
Flintshire	69	0	69	31	
Wrexham	90	0	90	10	
<b>North Wales</b>	<b>64</b>	<b>7</b>	<b>70</b>	<b>30</b>	
Powys	84	1	85	15	
Ceredigion	62	20	82	18	
Pembrokeshire	99	0	99	1	
Carmarthenshire	69	30	99	1	
<b>Mid &amp; West</b>	<b>80</b>	<b>13</b>	<b>93</b>	<b>7</b>	
Swansea	68	13	81	19	
Neath Port Talbot	46	25	70	30	
Bridgend	60	21	81	19	
<b>Western Bay</b>	<b>59</b>	<b>18</b>	<b>78</b>	<b>22</b>	
The Vale of Glamorgan	66	7	73	27	
Rhondda Cynon Taf	92	8	100	0	
Merthyr Tydfil	76	24	100	0	
Torfaen	91	4	96	4	
Monmouthshire	38	26	64	36	
Newport	94	6	100	0	
Cardiff	71	2	73	27	
Blaenau Gwent and Caerphilly	85	15	100	0	
<b>South East</b>	<b>78</b>	<b>10</b>	<b>88</b>	<b>12</b>	
<b>Wales</b>	<b>72</b>	<b>11</b>	<b>83</b>	<b>17</b>	

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

	Returned				%
	2014	2015	2016	2017	
	Isle of Anglesey	78	75	85	73
Gwynedd	94	91	80	67	
Conwy	69	67	36	57	
Denbighshire	60	56	45	41	
Flintshire	71	43	64	69	
Wrexham	93	75	93	90	
<b>North Wales</b>	<b>76</b>	<b>68</b>	<b>64</b>	<b>64</b>	
Powys	95	94	94	84	
Ceredigion	58	57	73	62	
Pembrokeshire	96	95	94	99	
Carmarthenshire	91	93	100	69	
<b>Mid &amp; West</b>	<b>90</b>	<b>89</b>	<b>93</b>	<b>80</b>	
Swansea	71	79	61	68	
Neath Port Talbot	65	53	83	46	
Bridgend	79	82	82	60	
<b>Western Bay</b>	<b>70</b>	<b>68</b>	<b>73</b>	<b>59</b>	
The Vale of Glamorgan	26	88	23	66	
Rhondda Cynon Taf	89	100	100	92	
Merthyr Tydfil	100	100	100	76	
Torfaen	70	92	89	91	
Monmouthshire	57	45	51	38	
Newport	74	55	85	94	
Cardiff	77	63	77	71	
Blaenau Gwent and Caerphilly	73	99	95	85	
<b>South East</b>	<b>70</b>	<b>78</b>	<b>76</b>	<b>78</b>	
<b>Wales</b>	<b>76</b>	<b>76</b>	<b>76</b>	<b>72</b>	

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

	<b>Constructed</b>				%
	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	
Isle of Anglesey	3	0	9	20	
Gwynedd	0	4	16	11	
Conwy	12	11	0	0	
Denbighshire	18	13	18	17	
Flintshire	14	36	2	0	
Wrexham	5	25	4	0	
<b>North Wales</b>	<b>10</b>	<b>15</b>	<b>8</b>	<b>7</b>	
Powys	0	0	0	1	
Ceredigion	0	18	5	20	
Pembrokeshire	2	2	4	0	
Carmarthenshire	3	4	0	30	
<b>Mid &amp; West</b>	<b>2</b>	<b>5</b>	<b>2</b>	<b>13</b>	
Swansea	19	13	15	13	
Neath Port Talbot	8	6	0	25	
Bridgend	0	3	8	21	
<b>Western Bay</b>	<b>11</b>	<b>8</b>	<b>8</b>	<b>18</b>	
The Vale of Glamorgan	26	0	17	7	
Rhondda Cynon Taf	2	0	0	8	
Merthyr Tydfil	0	0	0	24	
Torfaen	9	5	6	4	
Monmouthshire	0	19	12	26	
Newport	0	0	0	6	
Cardiff	2	2	0	2	
Blaenau Gwent and Caerphilly	14	1	5	15	
<b>South East</b>	<b>7</b>	<b>4</b>	<b>5</b>	<b>10</b>	
<b>Wales</b>	<b>7</b>	<b>8</b>	<b>6</b>	<b>11</b>	



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

	Imputed				%
	2014	2015	2016	2017	
Isle of Anglesey	19	25	6	7	
Gwynedd	6	5	4	22	
Conwy	19	22	64	43	
Denbighshire	22	31	37	42	
Flintshire	16	21	35	31	
Wrexham	1	0	3	10	
<b>North Wales</b>	<b>14</b>	<b>17</b>	<b>28</b>	<b>30</b>	
Powys	5	6	6	15	
Ceredigion	42	25	23	18	
Pembrokeshire	1	2	2	1	
Carmarthenshire	5	3	0	1	
<b>Mid &amp; West</b>	<b>8</b>	<b>6</b>	<b>5</b>	<b>7</b>	
Swansea	10	8	24	19	
Neath Port Talbot	27	41	18	30	
Bridgend	21	16	11	19	
<b>Western Bay</b>	<b>19</b>	<b>24</b>	<b>19</b>	<b>22</b>	
The Vale of Glamorgan	48	13	61	27	
Rhondda Cynon Taf	9	0	0	0	
Merthyr Tydfil	0	0	0	0	
Torfaen	21	3	5	4	
Monmouthshire	43	35	37	36	
Newport	26	45	15	0	
Cardiff	21	35	23	27	
Blaenau Gwent and Caerphilly	12	0	0	0	
<b>South East</b>	<b>23</b>	<b>18</b>	<b>19</b>	<b>12</b>	
<b>Wales</b>	<b>17</b>	<b>16</b>	<b>19</b>	<b>17</b>	

**Table 12: Percentage of staff employed by commissioned care providers by provider type, Wales, 2017<sup>14</sup>**

	%			
	Residential	Domiciliary	Day & other	Mixed
<b>Wales</b>	47	30	7	16

<sup>14</sup> The percentages in Table 12 have been calculated using returned, constructed and imputed data, while the figures in the remaining tables in this Annex have been calculated using returned data only.

**Table 13: Percentage of commissioned care providers by type, by region, 2017**

	%			
	<u>Residential</u>	<u>Domiciliary</u>	<u>Day &amp; other</u>	<u>Mixed</u>
North Wales	46	24	5	25
Mid & West	45	16	20	20
Western Bay	62	25	4	9
South East	53	28	13	6
<b>Wales</b>	50	24	12	14

**Table 14: Percentage of commissioned residential care providers by type, by region, 2017**

	%		
	<u>Residential with nursing</u>	<u>Residential without nursing</u>	<u>Residential with and without nursing</u>
North Wales	23	71	6
Mid & West	17	75	9
Western Bay	25	55	20
South East	21	65	14

**Table 15: Percentage of commissioned care provider staff with the required/recommended qualifications by role, Wales, 2017**

	%	
	<u>Qualified</u>	<u>Not confirmed/ not qualified</u>
Manager	90	10
Senior Care Worker	80	20
Deputy/Assistant Manager	79	21
Foster Carers	62	38
Care Workers, Care Officers or Care Assistants	58	42
Other staff	51	49
Adult Placement Carers	20	80
Direct Payment Personal Assistants	15	85

**Table 16: Percentage of returns for each characteristic, Wales**

	%			
	<u>2014</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>
Ethnicity	91	94	92	93
Hours worked	95	96	95	95
Type of contract	95	96	97	96
Gender	97	98	97	97
Age	96	97	95	97

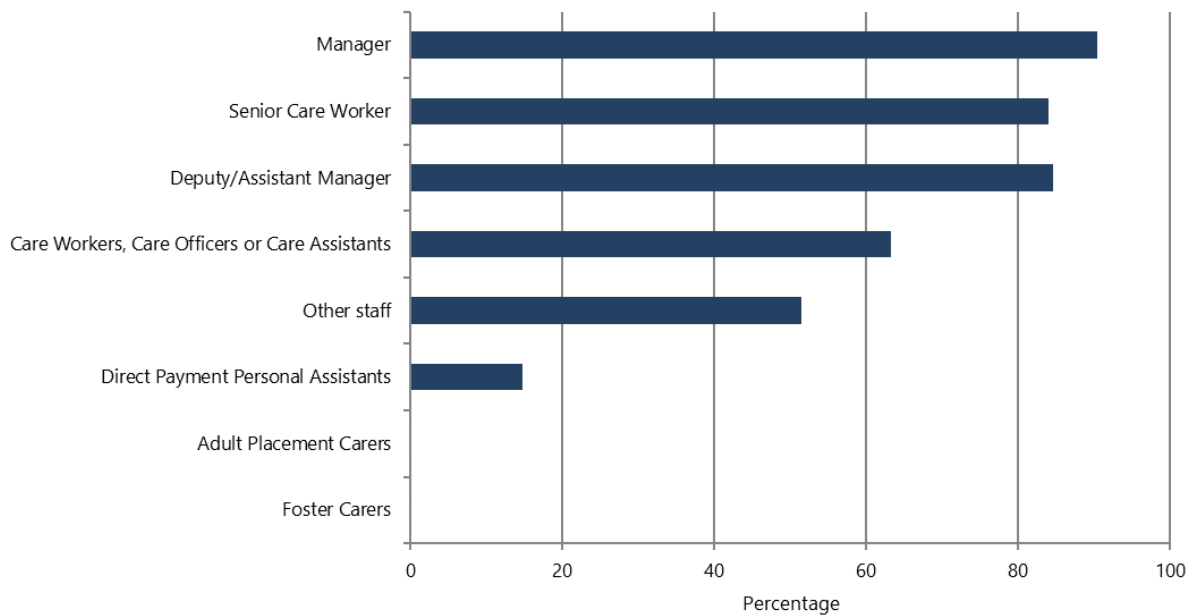
**Table 17: Percentage of staff employed by commissioned care providers by age and provider type, Wales, 2017**

	%						
	<u>Under 25</u>	<u>25 – 30</u>	<u>31 – 40</u>	<u>41 – 50</u>	<u>51 – 60</u>	<u>61 - 70</u>	<u>71+</u>
Residential without nursing	13	16	21	23	20	7	1
Residential with nursing	11	15	21	23	20	8	1
Residential with and without nursing	11	17	20	22	22	8	1
Domiciliary	15	18	21	20	19	6	1
Day and other	7	11	22	25	23	10	1
Mixed	12	16	19	21	22	8	1

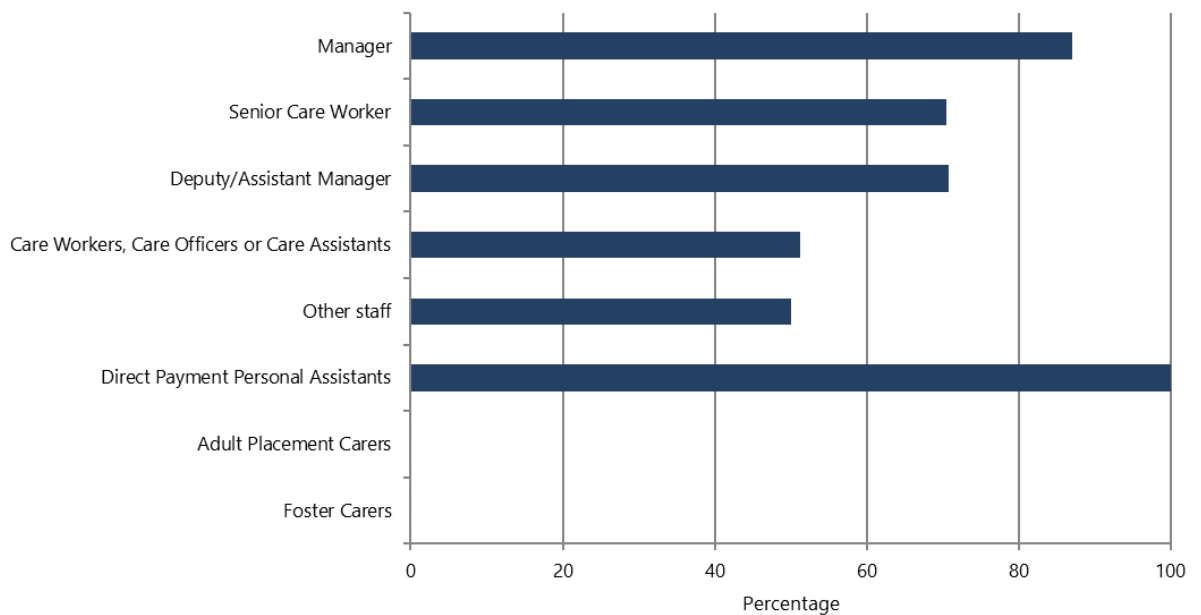
**Table 18: Percentage of staff employed by commissioned care providers by contractual status and provider type, Wales, 2017**

	%				
	<u>Permanent</u>	<u>Temporary</u>	<u>Casual/Zero hours / Non-guaranteed hours</u>	<u>Bank / Agency Staff</u>	<u>Voluntary</u>
Residential without nursing	93	1	4	1	1
Residential with nursing	92	1	3	4	0
Residential with and without nursing	87	2	4	6	0
Domiciliary	66	0	32	2	0
Day and other	78	7	10	0	5
Mixed	88	0	10	2	0

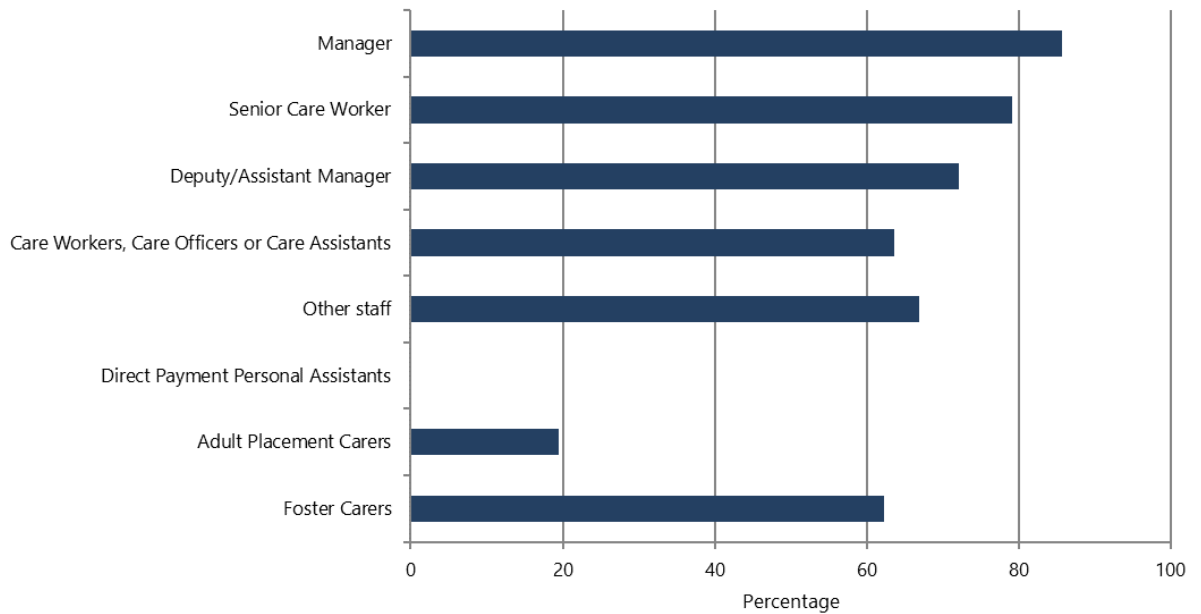
**Figure 15a: Percentage of residential care staff employed by commissioned care providers with the required/recommended qualifications by role, Wales, 2017**



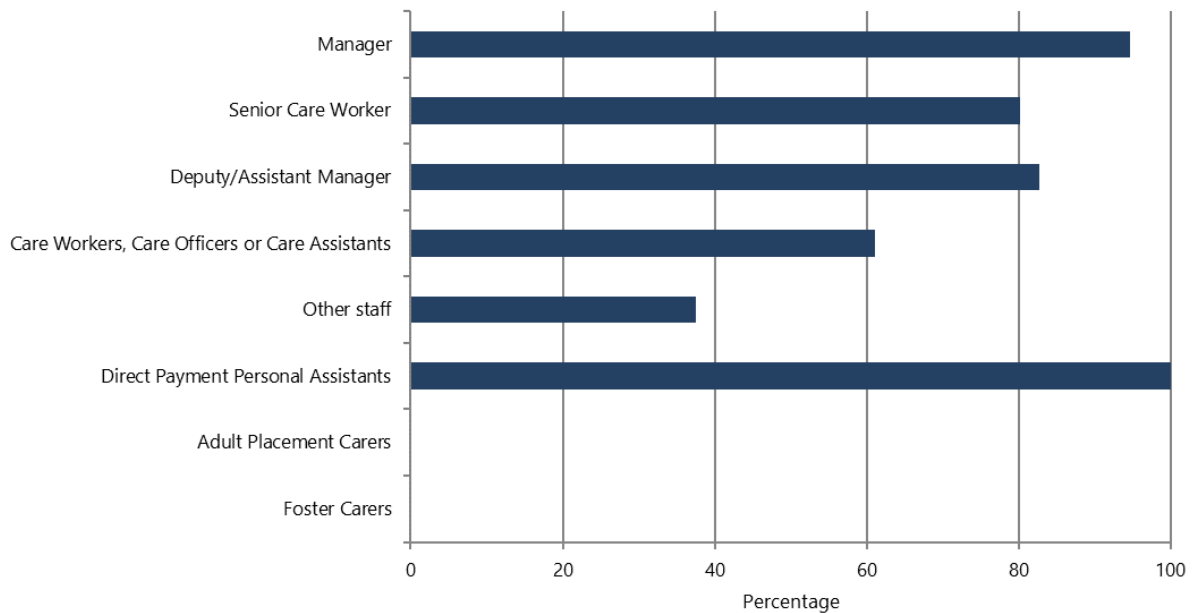
**Figure 15b: Percentage of domiciliary care staff employed by commissioned care providers with the required/recommended qualifications by role, Wales, 2017**



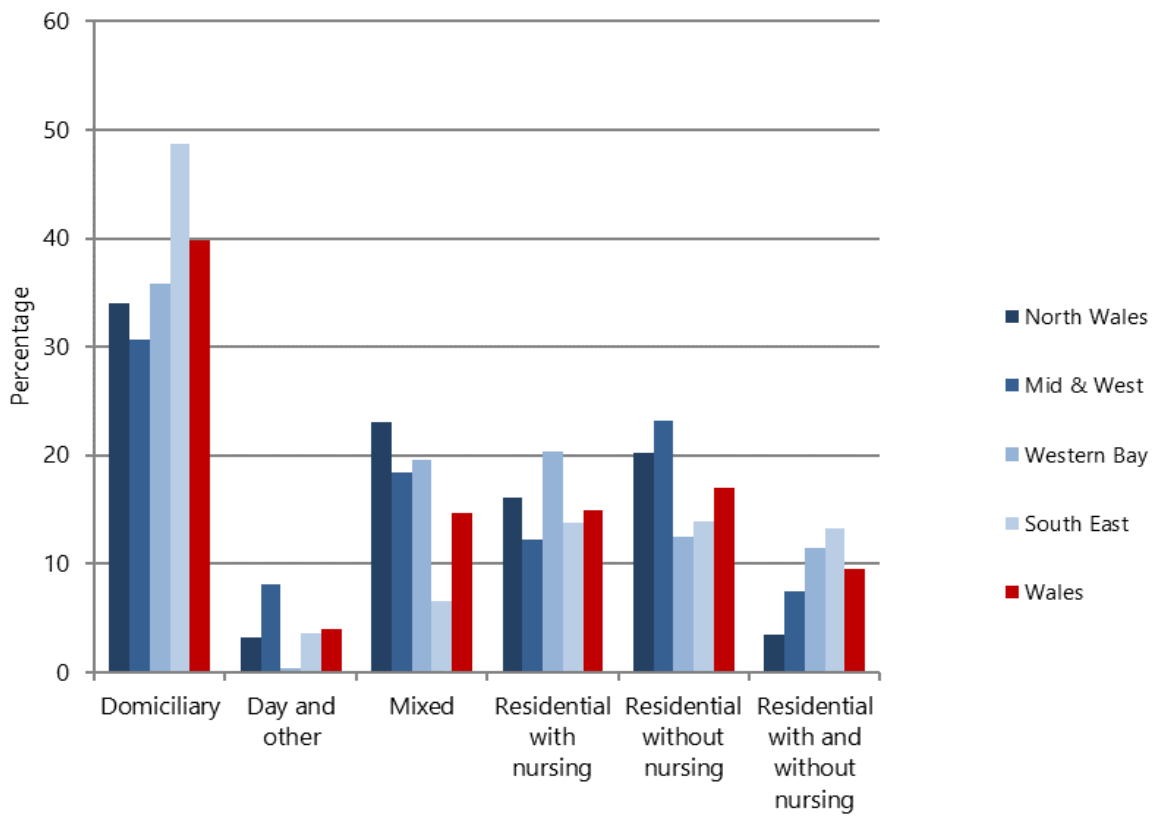
**Figure 15c: Percentage of day and other care staff employed by commissioned care providers with the required/recommended qualifications by role, Wales, 2017**



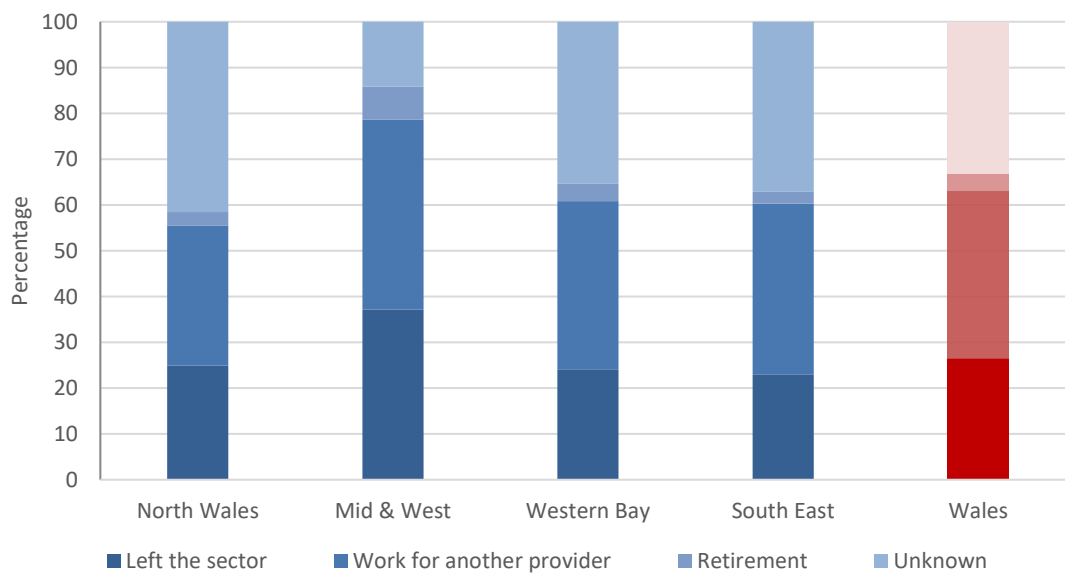
**Figure 15d: Percentage of mixed care staff employed by commissioned care providers with the required/recommended qualifications by role, Wales, 2017**



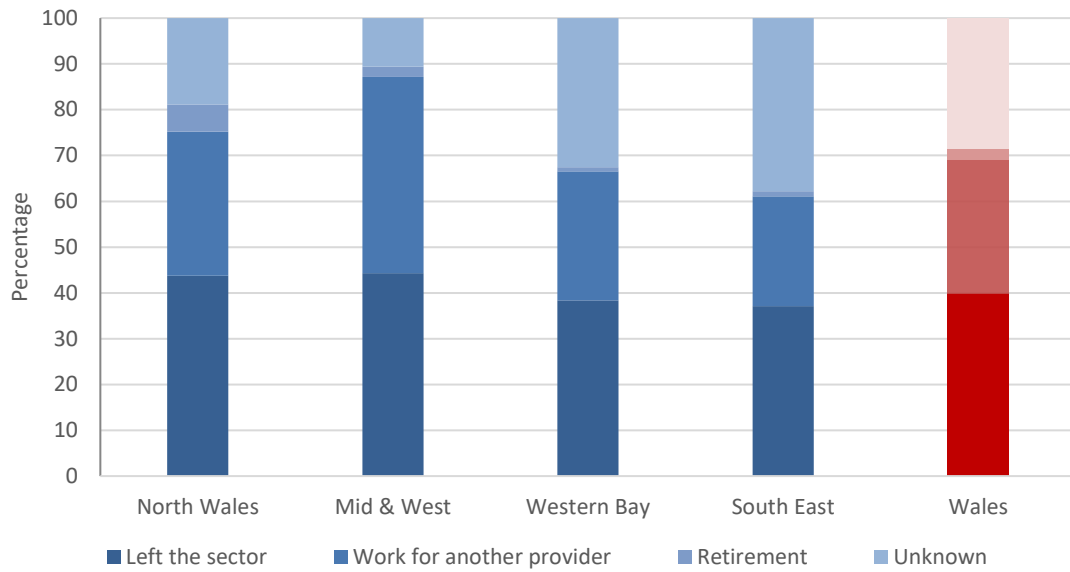
**Figure 16: Percentage of newly recruited commissioned care provider staff by provider type, by region, 2017**



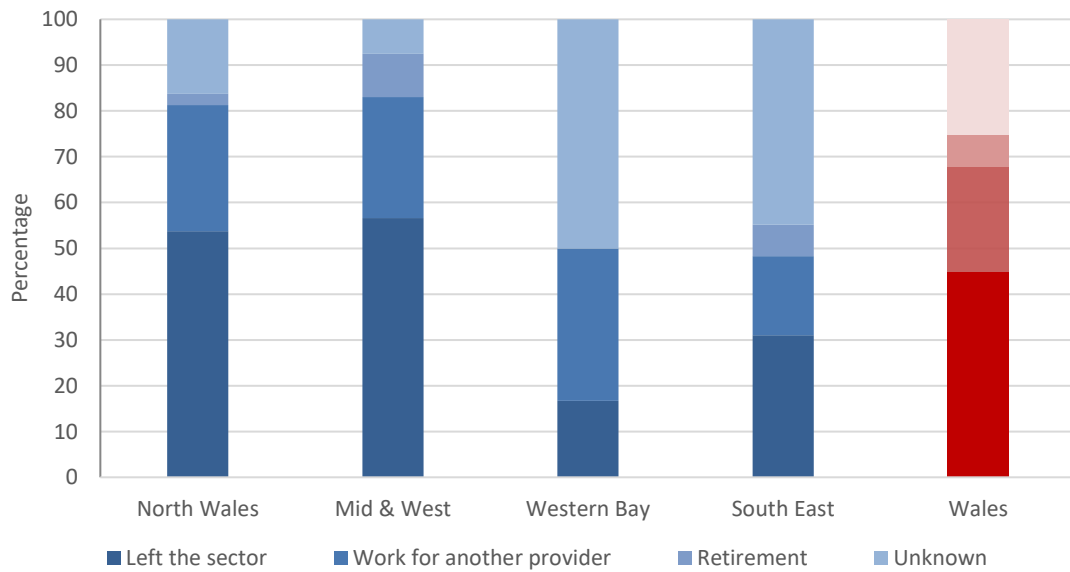
**Figure 17a: Percentage of residential care staff leaving commissioned care providers by destination, by region, 2017**



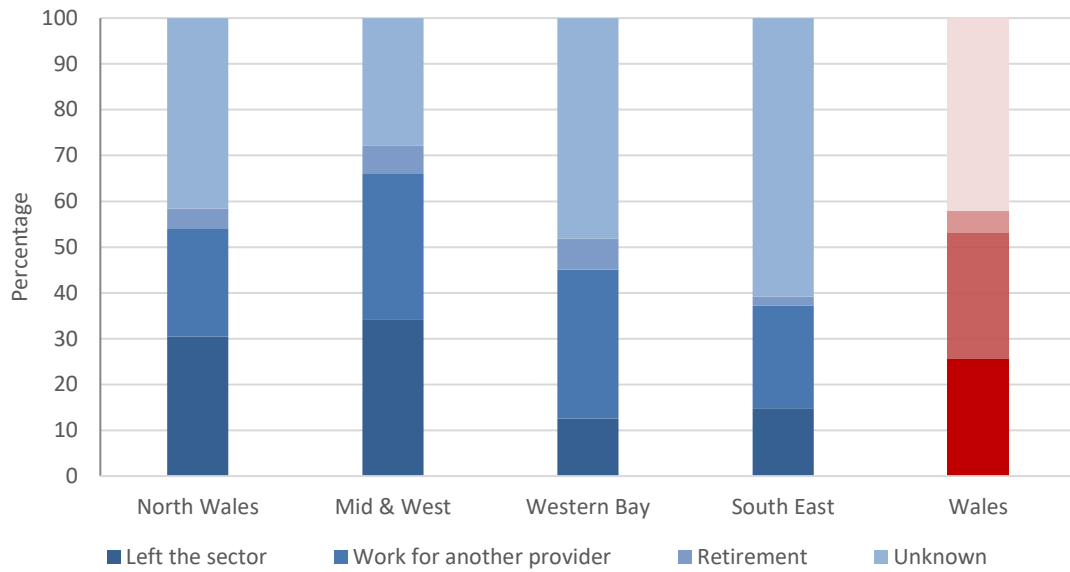
**Figure 17b: Percentage of domiciliary care staff leaving commissioned care providers by destination, by region, 2017**



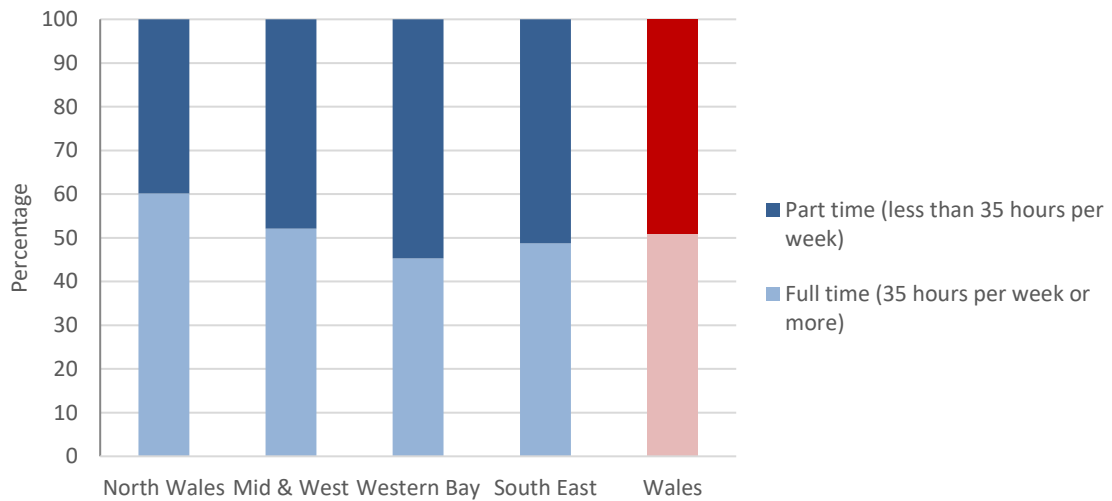
**Figure 17c: Percentage of day and other care staff leaving commissioned care providers by destination, by region, 2017**



**Figure 17d: Percentage of mixed care staff leaving commissioned care providers by destination, by region, 2017**

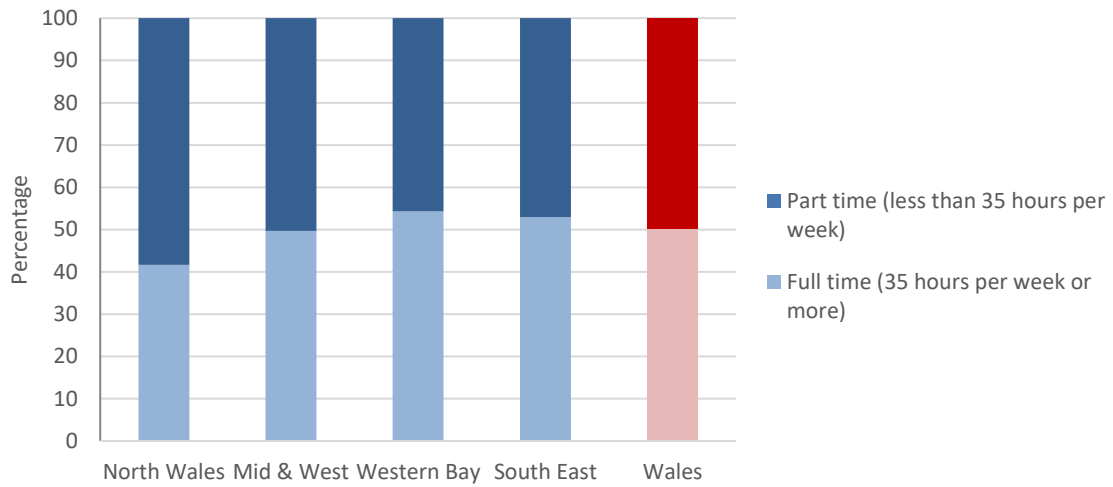


**Figure 18a: Percentage of commissioned care provider 'residential care staff' by hours worked, by region, 2017**

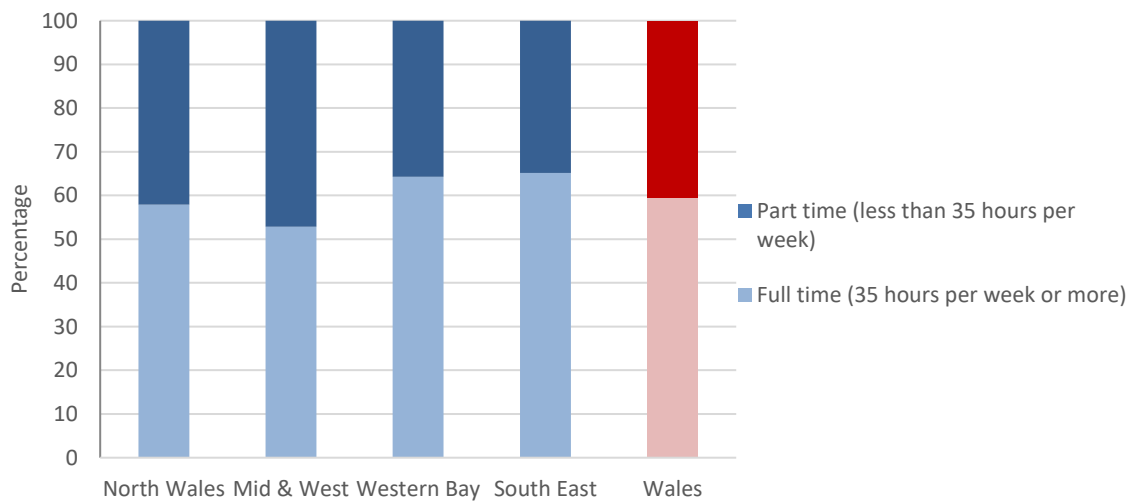




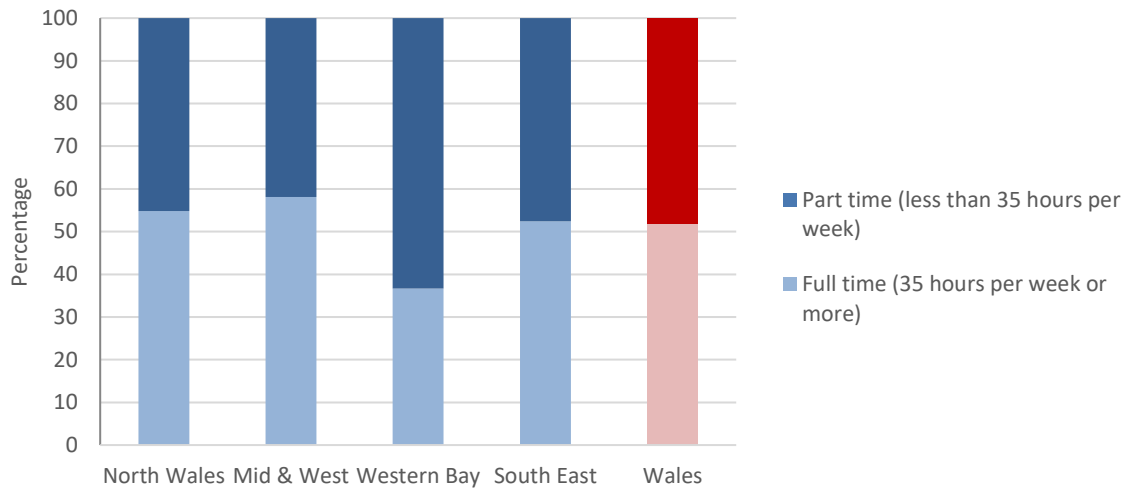
**Figure 18b: Percentage of commissioned care provider 'domiciliary care staff' by hours worked, by region, 2017**



**Figure 18c: Percentage of commissioned care provider 'day and other care staff' by hours worked, by region, 2017**



**Figure 18d: Percentage of commissioned care provider 'mixed care staff' by hours worked, by region, 2017**



## 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 2016, the imputation for 2017 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<sup>15</sup>.

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<sup>15</sup> Flintshire had 2 providers whose size was unknown. The workforce data for these providers was estimated based on the size distribution of their known providers in 2017.

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