



# Social Care Wales – workforce profile 2019: Local Authority Regulated Services




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This report is also available in Welsh.

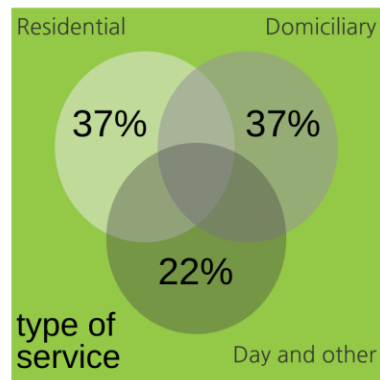
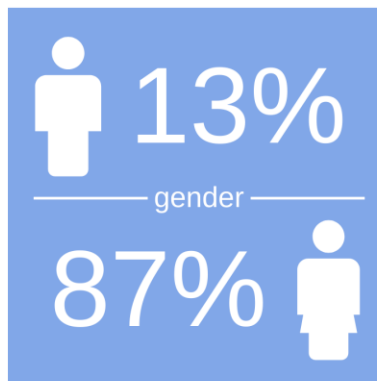
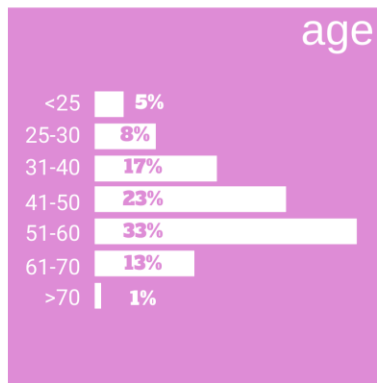
# Local authority regulated services workforce - Wales 2019

**220** local authority regulated services in Wales



**10,800\***

work for these local authority regulated services



\*Due to disruption caused by the Covid-19 pandemic, not all local authorities could provide sufficient responses to allow for the imputation of missing data. Therefore, no imputation was undertaken and the methodology for this year differs to all previous years. As a result, this figure is not comparable with previous years.

## Summary

- This report sets out the key findings from the Social Care Wales local authority regulated services (regulated services) workforce data collection 2019. 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 22<sup>1</sup> local authorities in Wales took part in the 2019 collection and provided responses.
- Over 220 regulated services were surveyed for this report.
- The responses covered 94%<sup>2</sup> of regulated services across Wales, including constructed data.
- The coverage of individual local authority returns ranged from 41% in one local authority to 100% in 15 others.
- These regulated services have a workforce of just under 11,000 staff. Due to disruption caused by the COVID-19 pandemic, not all local authorities could provide sufficient responses to allow for the imputing of missing data, unlike in previous years. As a result, this figure is not comparable with previous years.
- 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.

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<sup>1</sup> Blaenau Gwent and Caerphilly run a joint service.

<sup>2</sup> Based on the data submitted by local authorities, including data which has been produced using last year's data returns ('constructed' data).

## 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), 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<sup>3</sup>.

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 2019 regulated services collection.

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<sup>3</sup> This report can also be found on Social Care Wales' [website](#).

## Understanding the data

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

Responses were received from all 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'<sup>5</sup> by the local authorities using locally available data from 2018.

A copy of the 2019 data collection form can be found in [Annex A](#).

## Data Quality

We are unable to provide a robust comparison with last year. There are many factors that may influence year on year differences in the data. These include changes in the volume and/or type of providers surveyed and the amount of data that has been estimated. This year, the disruption by COVID-19 has also impacted on the volume and quality of data received. As such, the extent to which these differences represent real change is unknown. Where appropriate, we have commented on the patterns across certain categories of data and how this compares to last year.

## Response Rates

Across Wales in 2019, 87% of the 222 data collection forms that were issued were returned, this ranged from 6% in one local authority to 100% in 13 others. Local authorities constructed data for an additional 14 regulated services in 2019, bringing the overall response rate to 94% for 2019.

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

## Estimating for missing data

In previous years, to provide regional and national estimates of the regulated services workforce, it was necessary to estimate data for the commissioned care providers who did not respond, and where no 2018 data was available upon which to 'construct' a return for 2019. This process is known as 'imputation'.

This year, we were unable to impute using local authority or regional level data due to the disruption of the COVID-19 pandemic resulting in low response rates from a number of local authorities. As a result, we were not able to calculate an estimate of the total workforce. All other data breakdowns are still available.

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

<sup>5</sup> Where a provider hasn't submitted a return this year, a local authority may choose to 'construct' a response using the previous year's information if they think that the data aren't likely to have changed significantly.

## Data analysis

Social care is a service offered by all local authorities in Wales. Based on the data provided to us, local authorities surveyed 222 local authority regulated care provider organisations who provided local authorities in Wales with social care provision in 2019. The number of local authority regulated care providers has decreased since 2018. For further information about the local authority regulated care providers surveyed, please see [Annex B](#).

The following analysis provides a detailed breakdown of local authority regulated care providers and their workforce. 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 (94%) of the local authority regulated care provider population and, as such, should be used with caution. Further details on the response rates across Wales can be found in [Table 8](#) of [Annex 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).

**Table 1: Number of regulated services by region, Wales, 2019**

	<b>Local authority regulated services</b>
North Wales	46
Mid & West	39
Western Bay	48
South East	89
<b>Wales</b>	<b>222</b>



**Table 2: The number of regulated services by type, Wales, 2019**

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	<b>Local authority regulated services</b>
Residential	112
Domiciliary	43
Day and other	59
Mixed	8
<b>Total</b>	<b>222</b>

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## Local authority regulated services

### Type of provision

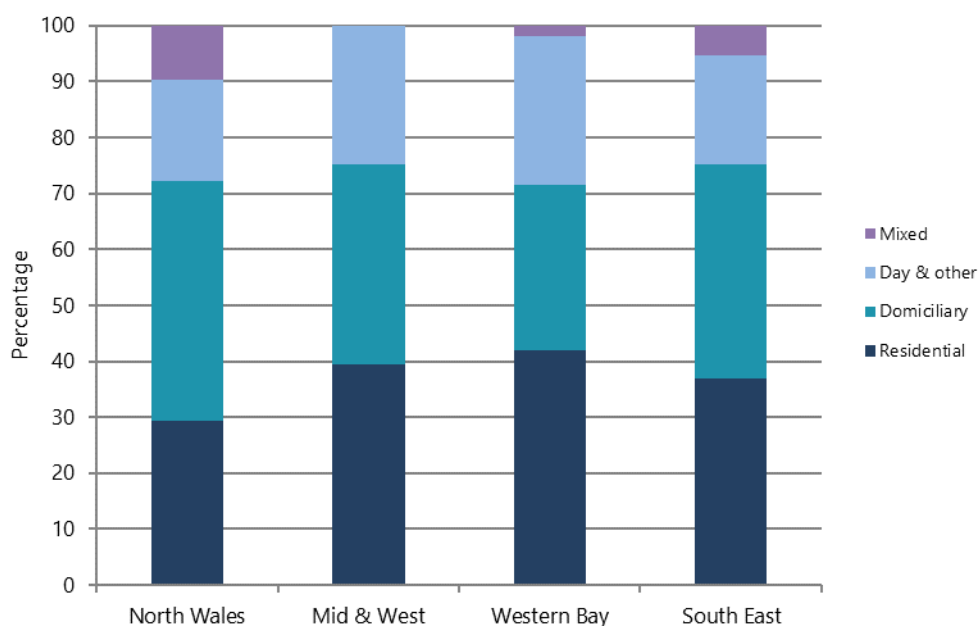
Across Wales, the majority (50%) of regulated services provided residential care in 2019, ranging from 100% in Pembrokeshire to 0% in Wrexham and Torfaen. 27% of regulated services provided day and other services, 19% provided domiciliary care services and 4% of regulated services provided 'mixed' services.

Monmouthshire had the largest proportion of day and other services (88%), while Wrexham had the largest proportion of domiciliary care services (60%).

Figure 1 shows that:

- The percentage of regulated services who offered **residential care** ranged from 40% of those commissioned by local authorities in Western Bay to 56% in the Mid & West;
- Local authorities in the Mid & West had the lowest percentage of **domiciliary care** regulated services at 13%, while North Wales had the highest at 26%;
- Local authorities in North Wales had the lowest percentage of **day and other care** regulated services at 13%, while Western Bay had the highest at 38%; and
- Mid & West had the lowest percentage of **mixed provision** regulated services at 0%, while North Wales had the highest at 13%.

Figure 1: Percentage of commissioned care providers by type, by region, 2019



## Clients

In Wales, 25% of regulated services provided services for children, 37% provided services for adults<sup>6</sup> and 52% provided services for older people. 3% provided services to 'other' client groups<sup>7</sup>.

60% of regulated services in Cardiff provided services for children. This is the highest across all local authorities in Wales by a margin of 7 percentage points, the next highest being Neath Port Talbot with 53% of regulated services providing children's services. None of the regulated services in Denbighshire, Flintshire, Pembrokeshire and Monmouthshire provided services for children.

The percentage of care providers providing services for older people ranged from 100% in Flintshire to 16% in Neath Port Talbot.

None of the regulated services in the Isle of Anglesey or Ceredigion provided services for adults, compared to 83% in Vale of Glamorgan.

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

**Table 3: Number and percentage of regulated services by client group, by region, 2019<sup>8</sup>**

	Number			%		
	Children	Adults	Older people	Children	Adults	Older people
North Wales	7	12	31	16	27	70
Mid & West	8	12	19	22	32	51
Western Bay	16	22	18	33	46	38
South East	21	31	41	27	39	52
<b>Wales</b>	52	77	109	25	37	52

## Organisation size

The majority (34%) of regulated services in Wales employed between 10 and 25 staff. 12% employed over 100 staff, while just 6% employed under ten staff. Across Wales, day and other services had the highest number of organisations employing under ten staff (16%), while domiciliary care services had the highest number of organisations with over 100 staff (32%). **Table 4** shows the percentage of regulated service providers by the size of their organisation and provider type.

**Table 4: Percentage of regulated services by size of organisation, by provider type, 2019**

	Size of organisation (staff employed)					%
	under 10	10 – 25	26 – 50	51 – 100	more than 100	
	Residential	4	34	47	13	3
Domiciliary	2	20	12	34	32	
Day and Other	16	49	14	4	16	
Mixed	0	13	38	38	13	

<sup>6</sup> 'Adults' includes adults with learning disabilities, adults with mental ill-health and adults with a physical disability or sensory impairment.

<sup>7</sup> As providers may provide services to more than one client group, data may not sum to 100%.

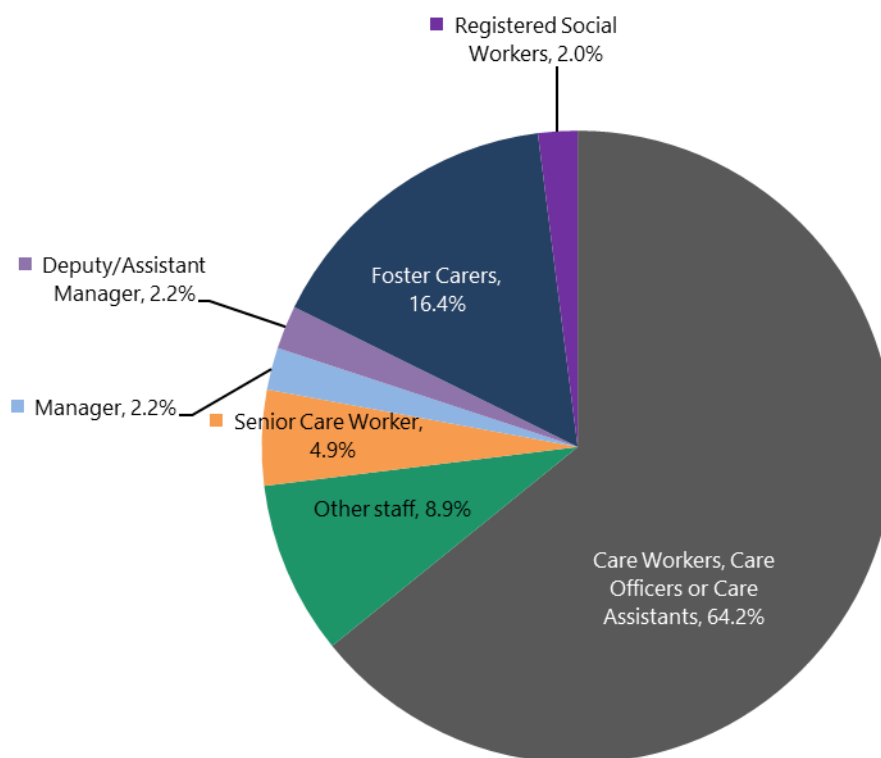
<sup>8</sup> Ibid

## Staff profile

### Roles

As in 2018, the majority (64%) of staff employed by regulated services in Wales were Care Workers, Care Officers or Care Assistants, as shown in **Figure 2**. The percentage that were Care Workers, Care Officers or Care Assistants ranged from 32% in Powys to 88% in Flintshire. There were no Direct Payment Personal Assistants employed by regulated services in Wales and fewer than 1% of staff were Registered Nursing Staff.

**Figure 2: Percentage of staff employed by regulated services by role, Wales, 2019<sup>9</sup>**



**Table 5** provides a breakdown of staff employed by regulated services by role and type of provider. Domiciliary care services continued to employ the highest percentage of Care Workers, Care Officers or Care Assistants at 86%, compared to 11% employed by day and other care services. Senior Care Workers accounted for 8% of staff employed by domiciliary and mixed care services, compared to 1% in day and other services.

**Table 5: Percentage of staff employed by regulated services by role and type of provider, 2019**

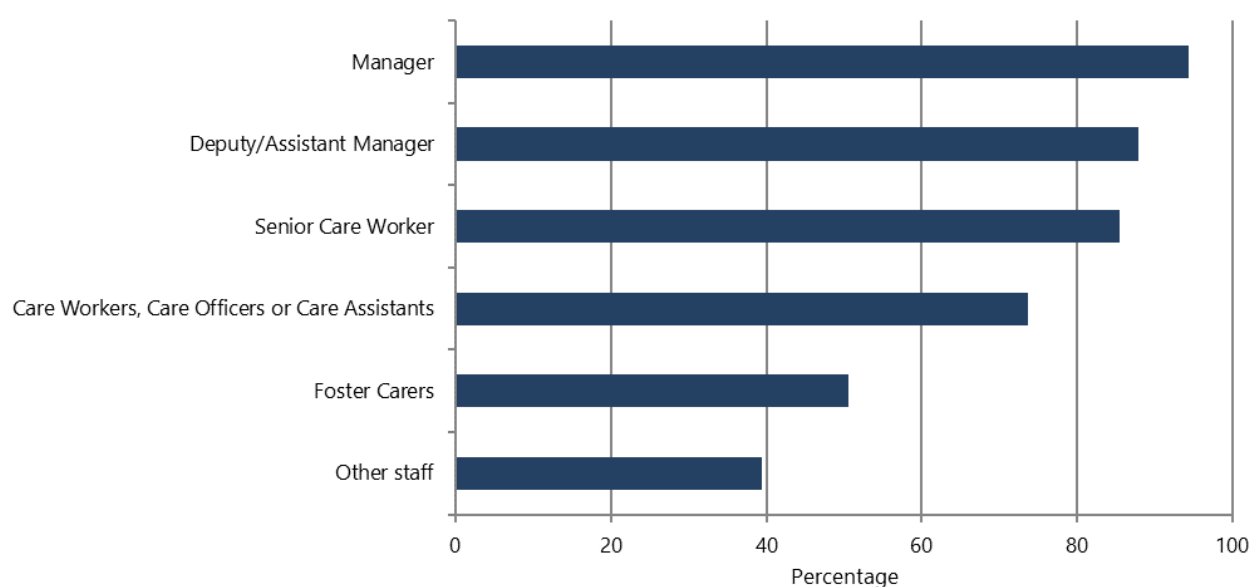
<sup>9</sup> Other staff includes any other staff not included in the other roles e.g. gardeners, drivers etc.

	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
<b>Residential</b>	2.6	3.0	4.0	70.9	0.2	0.0	2.1	0.0	0.0	17.1
<b>Domiciliary</b>	1.7	1.6	7.7	86.5	0.3	0.0	0.0	0.0	0.0	2.2
<b>Day and other</b>	2.0	1.6	0.9	11.3	8.3	0.0	69.1	1.1	0.0	5.6
<b>Mixed</b>	2.7	2.9	8.0	80.9	0.0	0.0	0.0	0.0	0.0	5.5

## Qualifications

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

**Figure 3: Percentage of local authority regulated service staff with the required/recommended qualifications by role, Wales, 2019**



Further details on local authority regulated services with the required/recommended qualifications by role for each care provider type can be found in [Figure 10a: Percentage of residential care staff employed by local authority regulated services with the required/recommended qualifications by role, Wales, Figure 10 of Annex B](#).

94% of regulated services managers across Wales had the required/recommended qualifications, ranging from 60% in Swansea to 100% in 14 other local authorities, whilst 88% of deputy/assistant managers across Wales had the required/recommended qualifications, ranging from 69% in Powys to 100% in eight local authorities.

85% of staff employed as senior care workers had the required/recommended qualifications. This ranged from 57% in Torfaen to 100% in five local authorities.

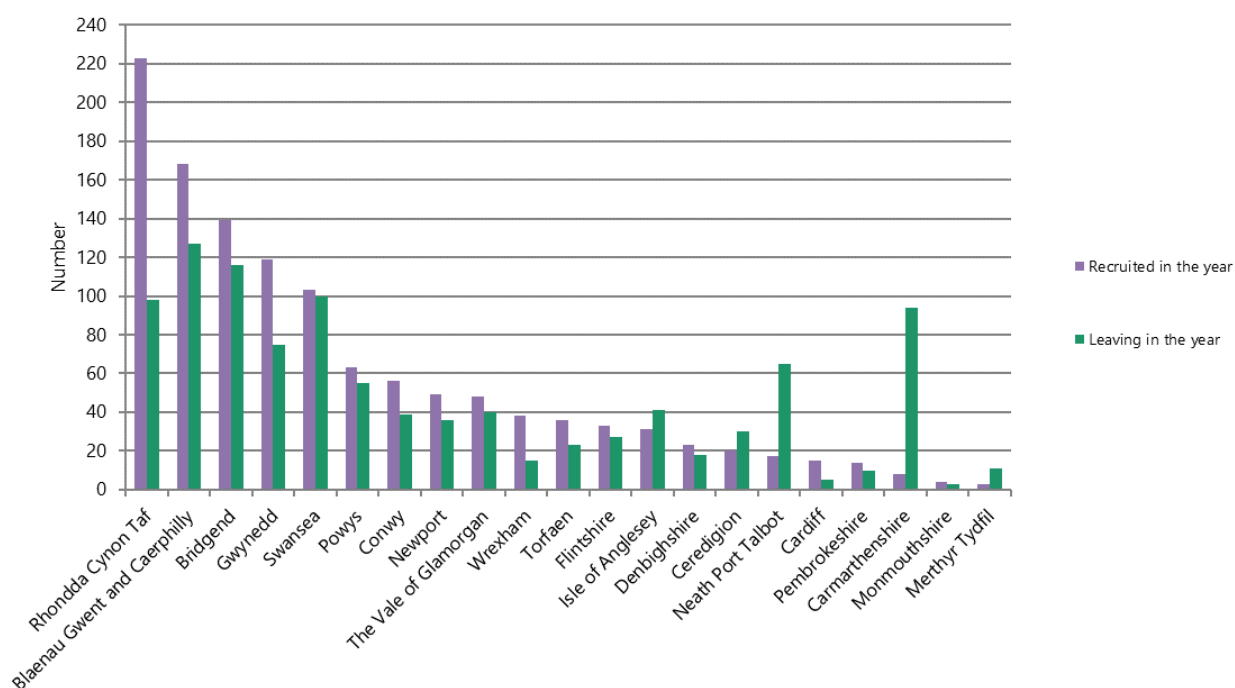
6% of regulated services staff achieved their required/recommended qualifications during 2019, while 9% of staff continue to work towards them.

## Recruitment and retention

During 2019, over 1,210 staff were recruited by regulated services and just under 1,030 staff left regulated services during the year. As some staff may have been recruited **and** left during the year it is difficult to be precise about the net impact on overall staff numbers. However, the data suggests an increase of around 180

staff over the year. **Figure 4** shows that the majority of regulated services across Wales recruited a higher number of staff than the number that left.

**Figure 4: Number of staff who were recruited or left regulated services by local authority, 2019<sup>10</sup>**



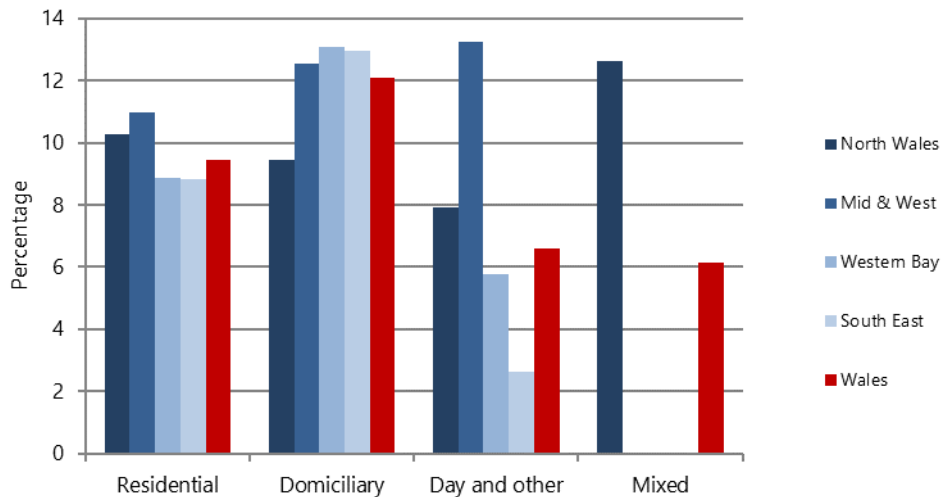
The stability of the workforce varies across local authorities. Rhondda Cynon Taf recruited over 18% of the regulated services staff who were recruited during the year. This compares to 0.2% being recruited by Merthyr Tydfil.

12% of all those who left the employment of regulated services during 2019 were employed by Blaenau Gwent and Caerphilly, while only 0.3% were employed by Monmouthshire.

12% of the domiciliary care staff in post in regulated services across Wales left during 2019. Over the same period, 9% of residential care, 7% of day and other and 6% of 'mixed care' staff left regulated services. **Figure 5** shows how the percentage of staff who left regulated services varies by type and region.

<sup>10</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.

**Figure 5: Percentage of staff leaving regulated services by provider type, by region, 2019**



**Figure 6: Percentage of staff in post who left regulated services by role, Wales, 2019**



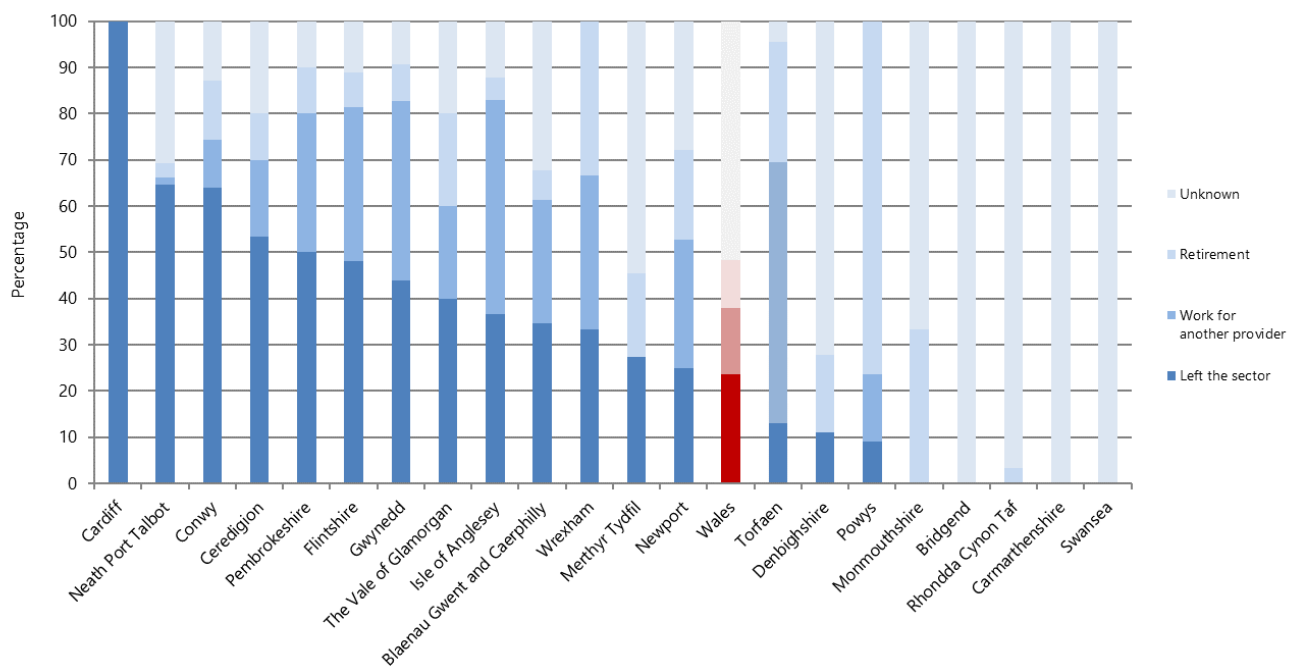
Further details on staff in post who left regulated services for each care provider type can be found in [Figure 11](#) [Figure 11a](#) of [Annex B](#).

As [Figure 6](#) above shows, 12% of Registered Social Workers left the employment of regulated services during 2019. This compares to 6% of Foster Carers.



shows those leaving the sector, those leaving to work for another care provider and those who retired by local authority. In Wales, of the 48% of leavers' whose destination was known, 24% left the sector, 14% went to work for another care provider and 10% retired.

**Figure 7: Percentage of staff leaving regulated services by destination, by local authority, 2019**



## Vacancies

Swansea had the highest percentage of reported vacancies (26%) for regulated services in Wales. Carmarthenshire, Bridgend, Rhondda Cynon Taf, Merthyr Tydfil, Monmouthshire and Cardiff had no reported vacancies. 68% of the reported vacant posts across regulated services in Wales were for Care Workers, Care Officers or Care Assistants. This ranged from 100% of Denbighshire, Ceredigion and Pembrokeshire’s reported vacancies to 0% of vacancies in Neath Port Talbot. Reported vacancies for Other Staff had the next highest percentage at 17% of all vacancies.

## Workforce characteristics

Data on the various characteristics of the workforce was provided for at least 86% of regulated services staff included in this analysis. Data on the response rate per characteristic can be found in Error! Reference source not found.of [Annex B](#).

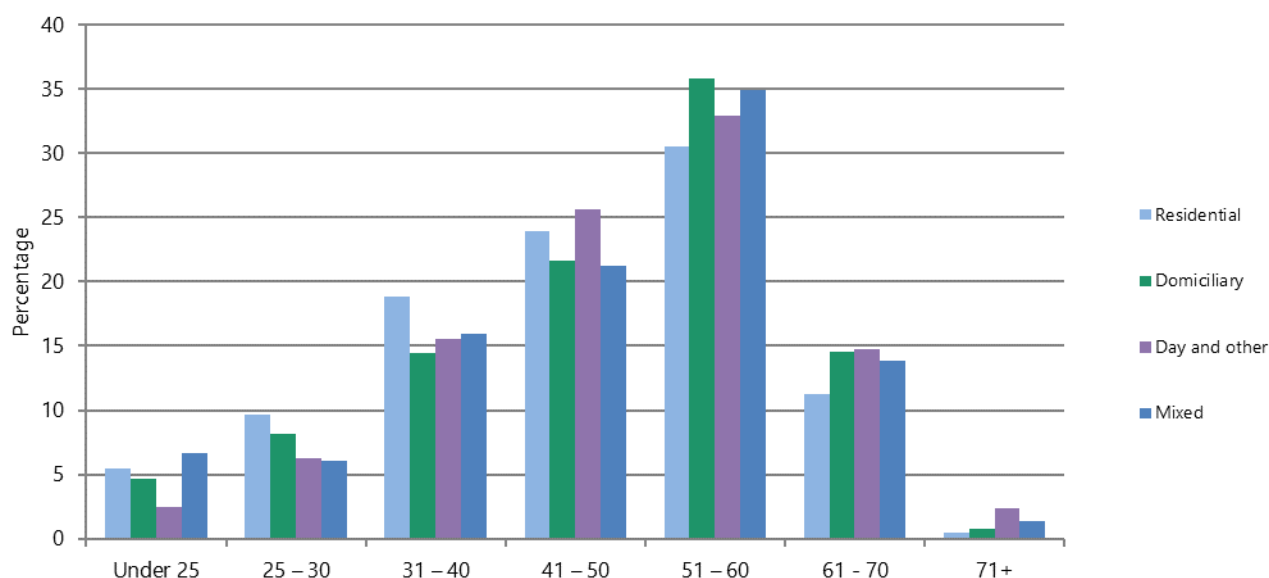
### Gender

The majority (87%) of staff working for regulated services in Wales were female. Just over one eighth of the workforce were male. In Powys regulated services had the highest percentage of male staff at 38% while regulated services in Flintshire had the lowest at 3%.

### Age

The majority (33%) of staff working for regulated services in Wales were aged 51 to 60 years. This was also reflected at regional level. Across Wales, 23% of regulated service staff were aged 41 to 50, and 17% were aged 31 to 40. Across providers, 7% of the commissioned care provider staff employed by mixed care providers were aged under 25, while 2% of day and other staff were aged under 25. All provider types had a workforce of 2% or less that were aged 71 and over. **Figure 8** shows the age breakdown of staff employed by commissioned care provider type.

**Figure 8: Percentage of staff employed by regulated services by age and provider type, Wales, 2019**



### Ethnicity

Of the 86% of staff employed by regulated services in Wales whose ethnicity was reported, 81% stated their ethnicity as White. 18% of staff preferred not to state their ethnicity. **Table 6** shows the breakdown at local authority level of the ethnicity of regulated services staff.

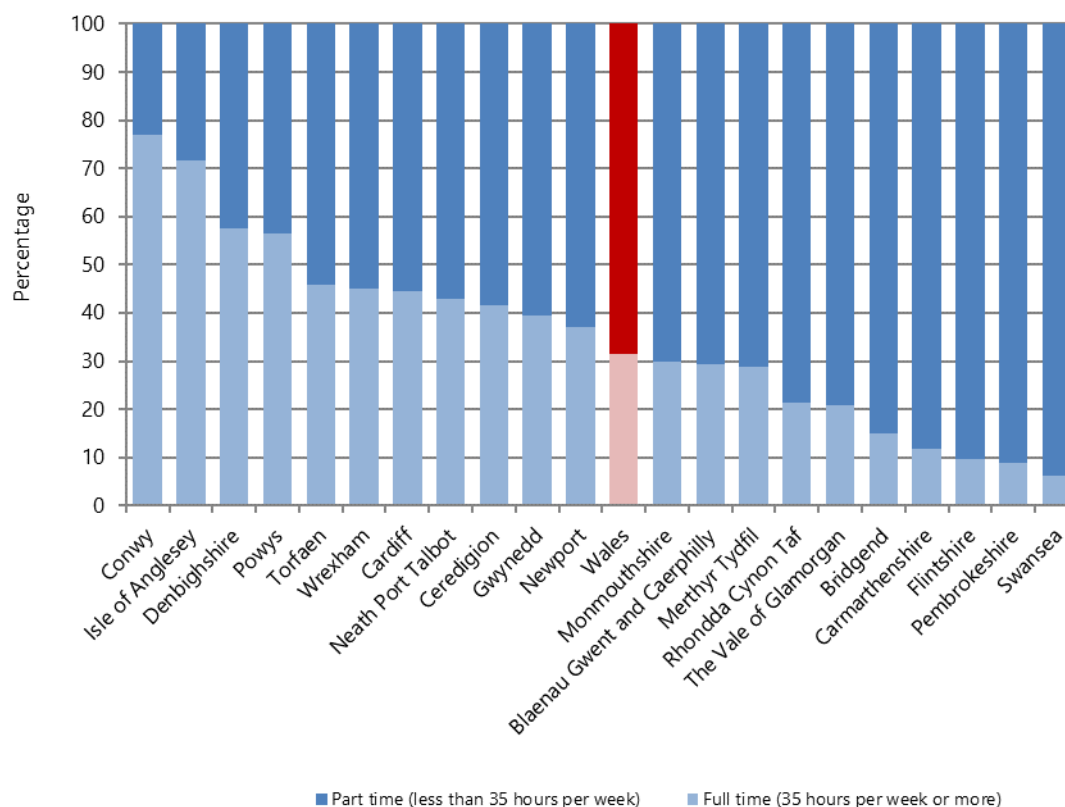
**Table 6: Percentage of regulated service staff by ethnicity, by local authority and region, 2019**

	%					
	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	95	1	0	0	0	4
Conwy	36	0	1	0	0	62
Denbighshire	71	0	0	0	0	29
Flintshire	99	0	0	0	1	0
Wrexham	98	0	0	1	0	0
<b>North Wales</b>	<b>84</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>16</b>
Powys	100	0	0	0	0	0
Ceredigion	67	0	0	1	0	32
Pembrokeshire	100	0	0	0	0	0
Carmarthenshire	83	0	0	0	0	16
<b>Mid &amp; West</b>	<b>86</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>13</b>
Swansea	19	0	0	1	0	80
Neath Port Talbot	-	-	-	-	-	-
Bridgend	97	0	1	0	0	2
<b>Western Bay</b>	<b>60</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>38</b>
The Vale of Glamorgan	96	1	1	2	0	0
Rhondda Cynon Taf	99	0	0	0	0	0
Merthyr Tydfil	100	0	0	0	0	0
Torfaen	99	1	1	0	0	0
Monmouthshire	71	0	0	0	0	28
Newport	93	3	1	2	0	0
Cardiff	78	1	0	3	0	18
Blaenau Gwent and Caerphilly	92	0	0	0	0	7
<b>South East</b>	<b>93</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>5</b>
<b>Wales</b>	<b>81</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>18</b>

## Working hours

Across Wales, 31% of regulated services staff worked full time, while 69% worked part time. The percentage of full time staff ranged from 77% in Conwy to 6% in Swansea. **Error! Reference source not found.** shows the percentages at local authority level in Wales.

**Figure 9: Percentage of regulated service staff by hours worked, by local authority, 2019**



Further details on staff in post who left regulated services for each care provider type can be found in [Figure 11a: Percentage of residential care staff in post who left regulated services by role, Wales, 2019](#) [Figure 11](#) of [Annex B](#).

## Contractual status

78% of regulated services staff in Wales were on permanent contracts. This ranged from 100% of staff in Merthyr Tydfil and Newport to 38% in Powys.

Further details on contractual status of staff for each care provider type can be found in [Figure 13](#) of [Annex B](#).

## Disability status


2% of the regulated services staff who responded stated that they considered themselves to have a disability. This ranged from 15% of staff in the Isle of Anglesey to 0% in seven other local authorities.

## Language

In Wales, 15% of staff in regulated services could communicate effectively through the medium of Welsh, while less than 1% of staff didn't have English or Welsh as a first language.

## Annex A – The data collection form

The data collection forms were shared with local authorities in 2019. Please click on the image below, where you will be able to see an example of the form. Note, the Isle of Anglesey has only been used as an example and the form does not contain any data.



**Isle of Anglesey County Council**

**Social Care Wales Workforce Development Programme (SCWWD)**  
**Workforce Data Collection 2019**

[Guidance](#)

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

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

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

**Contact details of person completing the form**


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

**Registered managers details (if different to person completing form)**

Registered manager full name		Check
Telephone number		Check
Email address		Check

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

Section	Are there any validation errors?
Home	Yes
<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 Data Cymru on: [PIEnquiries@data.cymru](mailto:PIEnquiries@data.cymru)

General comments

[Next](#)

## Annex B – Additional tables

**Table 7: Number of regulated services and estimated number of staff employed, by region, 2019<sup>11</sup>**

	<b>Local authority regulated services</b>	<b>Staff employed by local authority regulated services (estimate)</b>	<b>Local authority regulated services staff employed per 1,000 population</b>
North Wales	46	2,500	3
Mid & West	39	1,500	3
Western Bay	48	3,000	6
South East	89	4,000	3
<b>Wales</b>	<b>222</b>	<b>11,500</b>	<b>4</b>

**Table 8: Number of regulated services by type and estimated number of staff employed, Wales, 2019**

	<b>Local authority regulated services</b>	<b>Staff employed by local authority regulated services (estimate)</b>
Residential	112	4,000
Domiciliary	43	4,000
Day and other	59	2,500
Mixed	8	500
<b>Total</b>	<b>222</b>	<b>11,500</b>

<sup>11</sup> Population figures used for the calculation are from the 2018 Mid-Year Population Estimates produced by the Office for National Statistics.

**Table 9: Number of local authority regulated services surveyed**

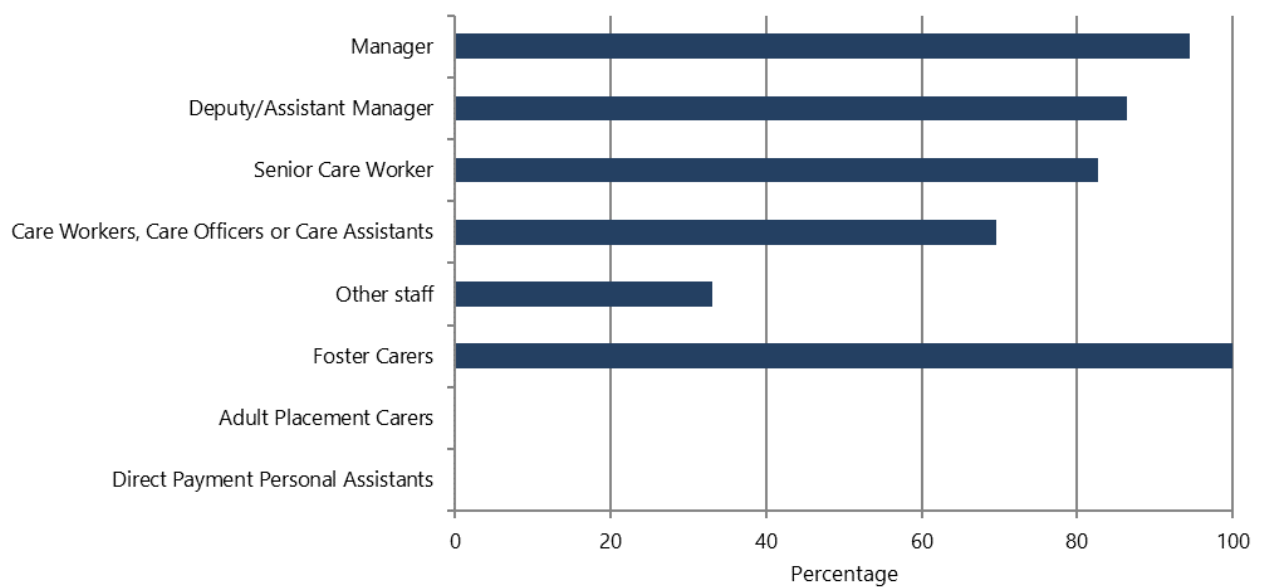
	<b>2019</b>
Isle of Anglesey	9
Gwynedd	13
Conwy	5
Denbighshire	3
Flintshire	6
Wrexham	5
<b>North Wales</b>	<b>41</b>
Powys	15
Ceredigion	7
Pembrokeshire	1
Carmarthenshire	12
<b>Mid &amp; West</b>	<b>35</b>
Swansea	17
Neath Port Talbot	19
Bridgend	12
<b>Western Bay</b>	<b>48</b>
The Vale of Glamorgan	6
Rhondda Cynon Taf	23
Merthyr Tydfil	5
Torfaen	4
Monmouthshire	1
Newport	8
Cardiff	5
Blaenau Gwent and Caerphilly	18
<b>South East</b>	<b>70</b>
<b>Wales</b>	<b>194</b>



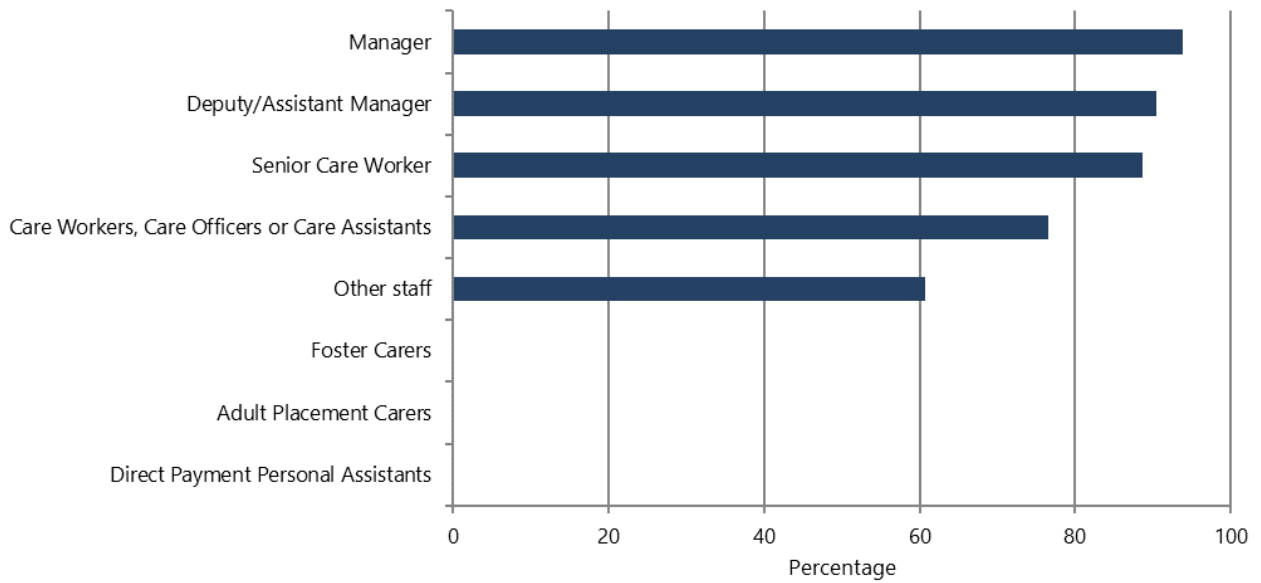
**Table 10: Percentage of returns for each characteristic, Wales**

	%
	<b>2019</b>
Ethnicity	86
Hours worked	87
Type of contract	90
Gender	91
Age	88

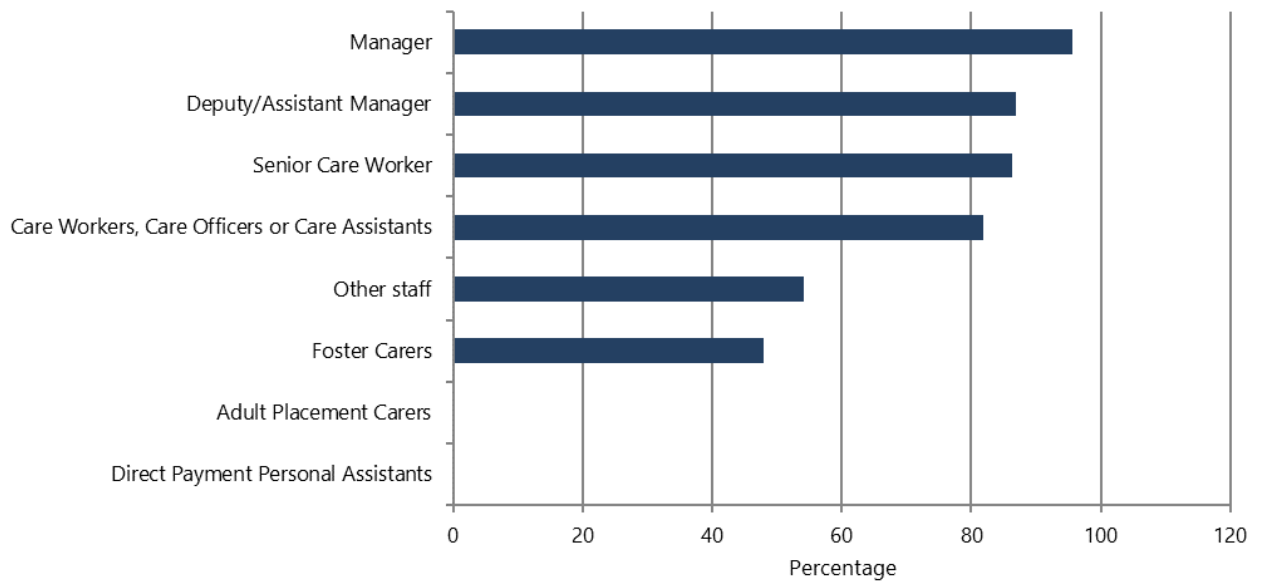
**Figure 10a: Percentage of residential care staff employed by local authority regulated services with the required/recommended qualifications by role, Wales, 2019**



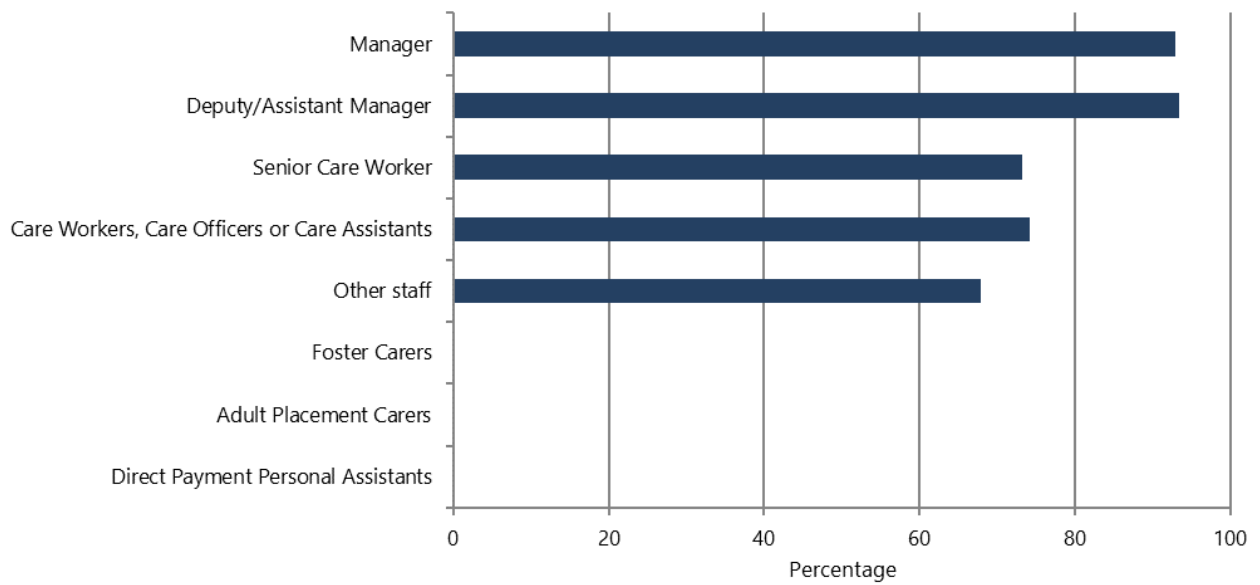
**Figure 10b: Percentage of domiciliary care staff employed by local authority regulated services with the required/recommended qualifications by role, Wales, 2019**



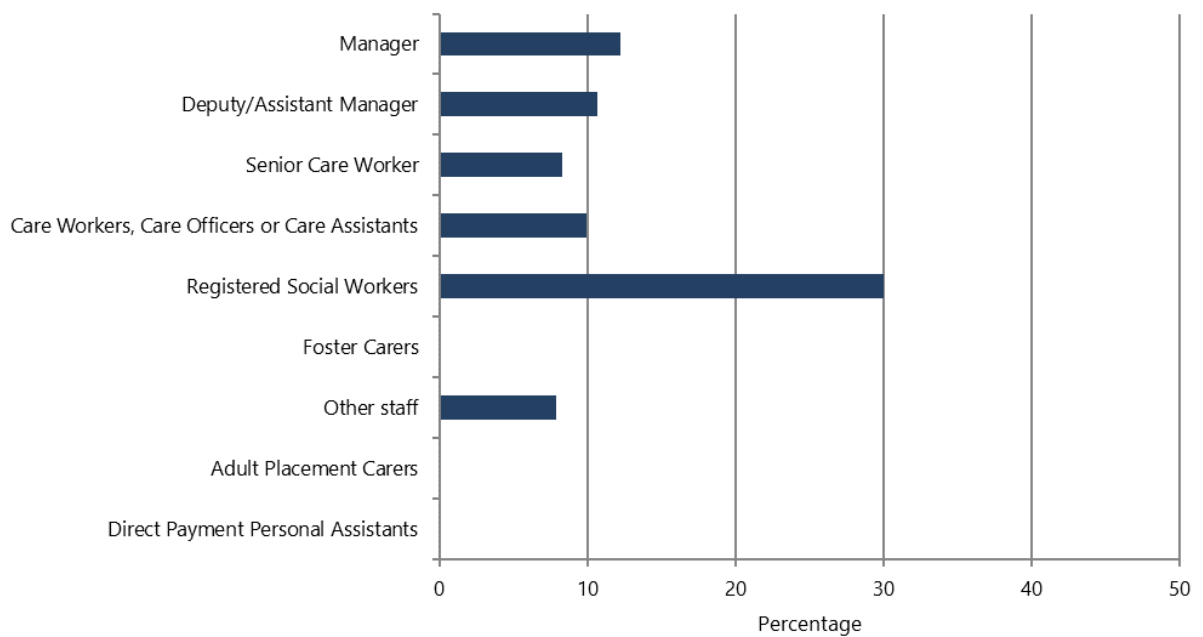
**Figure 10c: Percentage of day and other care staff employed by local authority regulated services with the required/recommended qualifications by role, Wales, 2019**



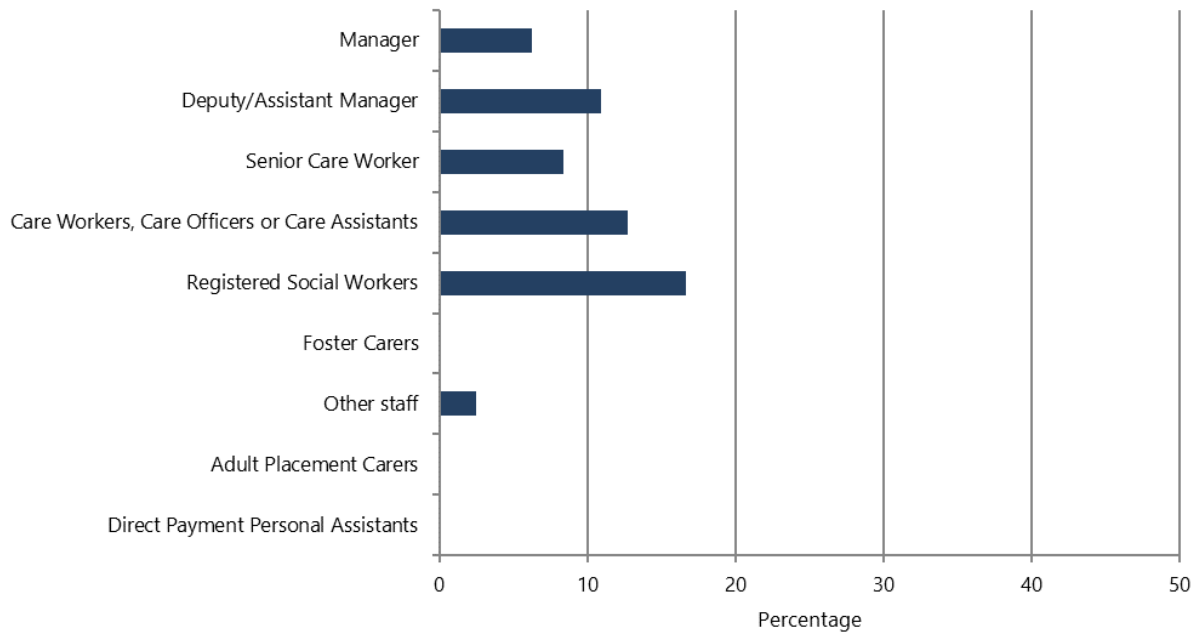
**Figure 10d: Percentage of 'mixed care' staff employed by local authority regulated services with the required/recommended qualifications by role, Wales, 2019**



**Figure 11a: Percentage of residential care staff in post who left regulated services by role, Wales, 2019**



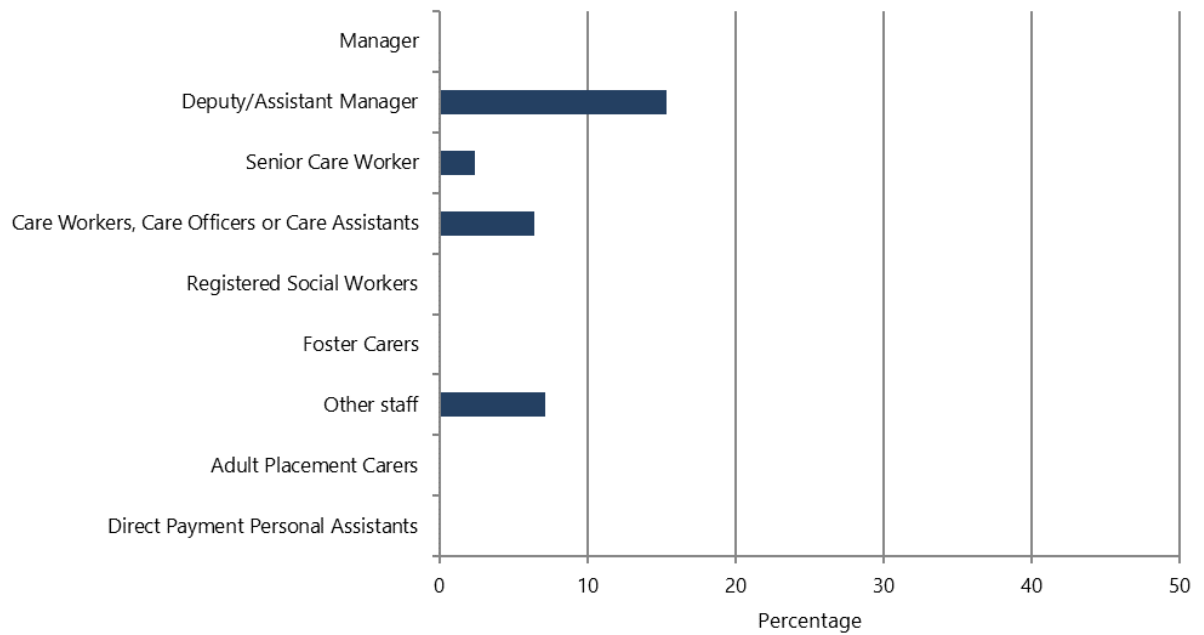
**Figure 11b: Percentage of domiciliary care staff in post who left regulated services by role, Wales, 2019**



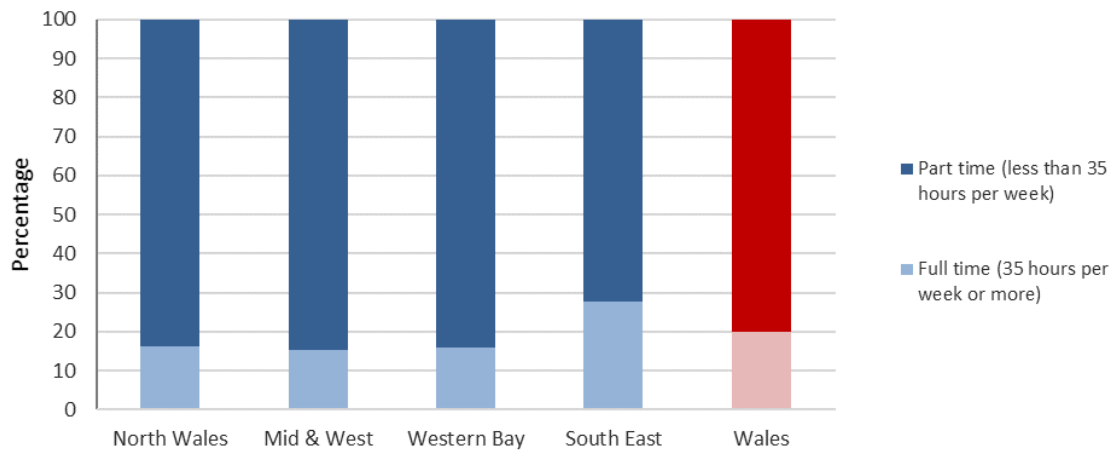
**Figure 11c: Percentage of day and other care staff in post who left regulated services by role, Wales, 2019**



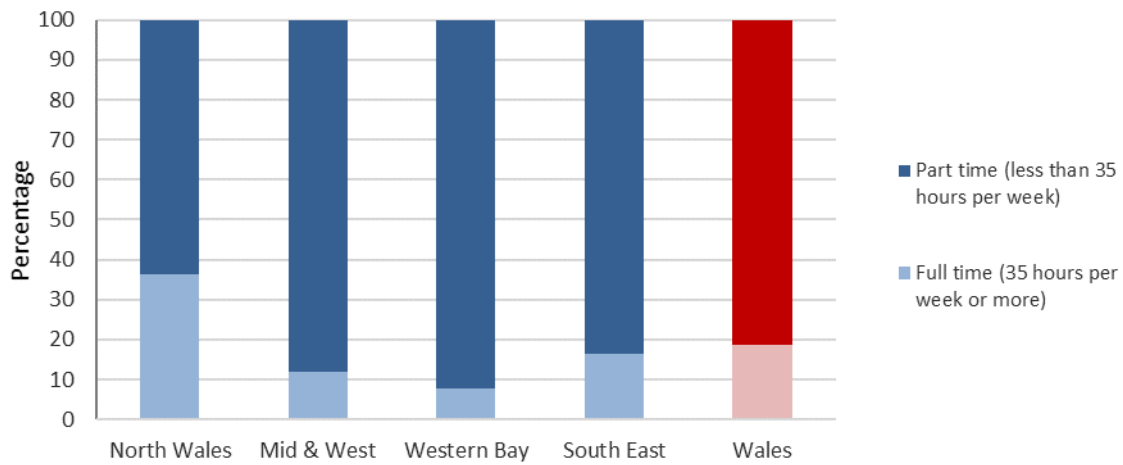
**Figure 11d: Percentage of 'mixed care' staff in post who left regulated services by role, Wales, 2019**



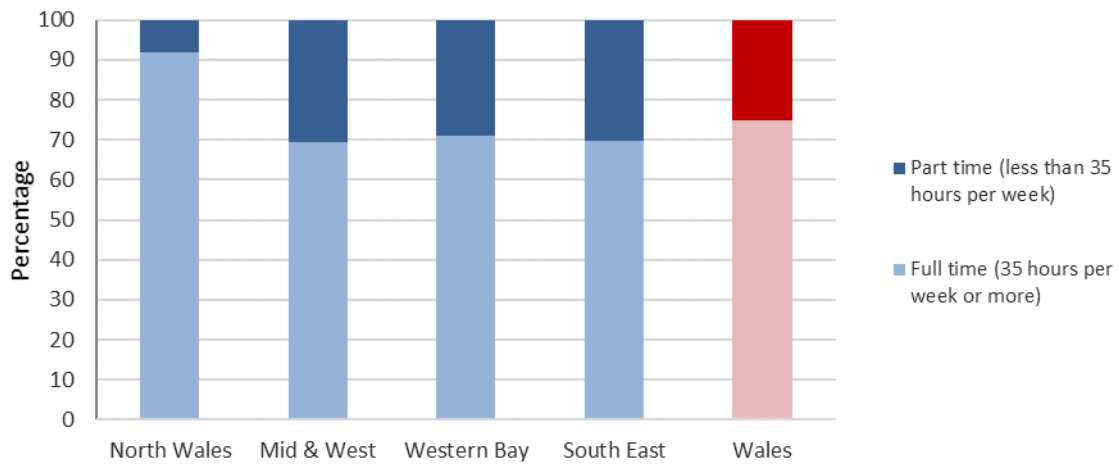
**Figure 12a: Percentage of residential care staff in regulated services by hours worked, Wales, 2019**



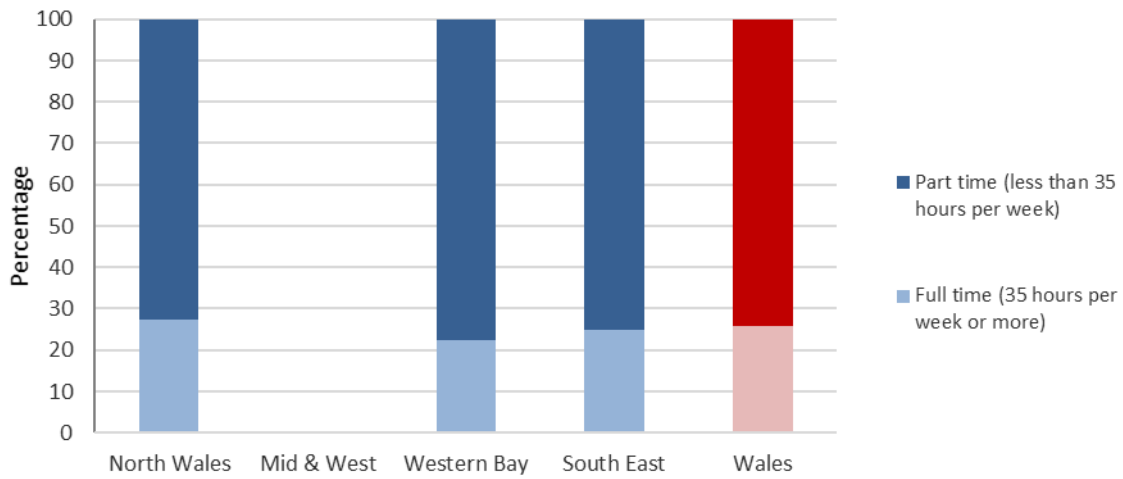
**Figure 12b: Percentage of domiciliary care staff in regulated services by hours worked, Wales, 2019**



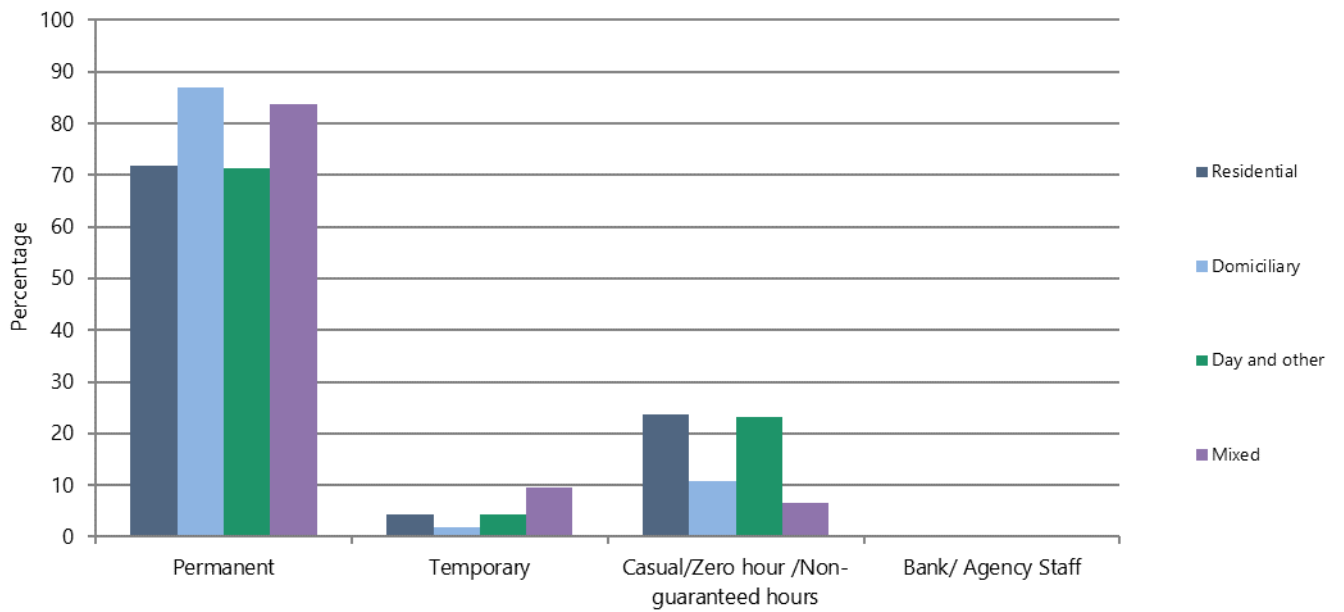
**Figure 12c: Percentage of day and other care staff in regulated services by hours worked, Wales, 2019**



**Figure 12d: Percentage of mixed care staff in regulated services by hours worked, Wales, 2019**



**Figure 13: Contractual status of local authority regulated services staff by service type, Wales, 2019**



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