

Social Care Wales - workforce profile 2019: Commissioned Care Provider Services



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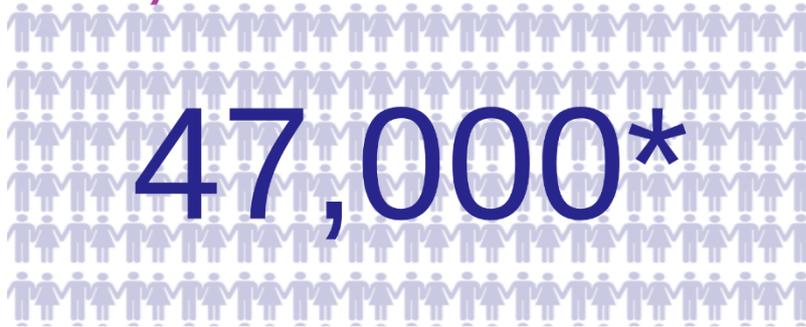
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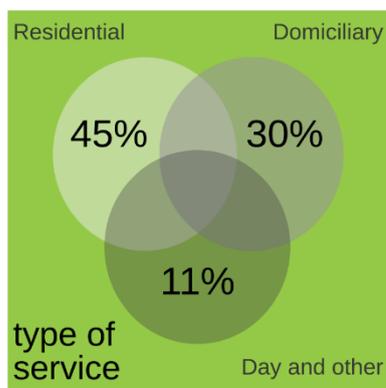
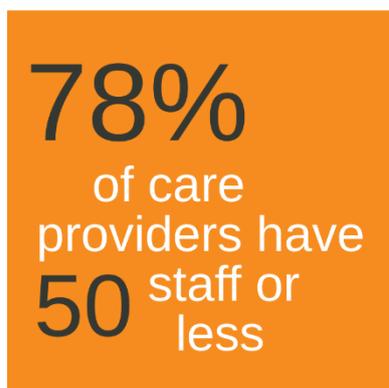
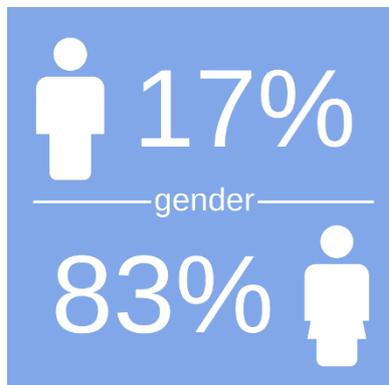
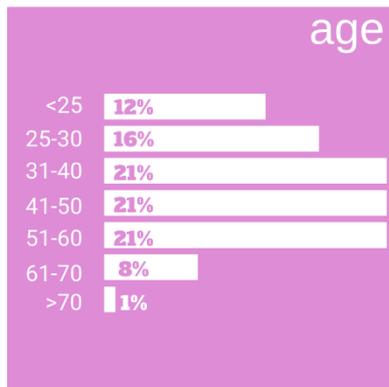
This report is also available in Welsh

Commissioned care provider workforce - Wales 2019

1,300 commissioned care providers in Wales



work for these commissioned care providers



* 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 workforce data collection 2019. 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, 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. This is the seventh year that we have led the collection.
- All 22¹ local authorities in Wales took part in the 2019 collection and provided responses.
- There were around 1,300 external care providers commissioned to provide local authorities in Wales with social care provision in 2019.
- The responses covered 81%² of the commissioned care providers across Wales.
- The coverage of individual local authority returns ranged from 45% in Monmouthshire to 100% in Wrexham, Carmarthenshire, the Vale of Glamorgan, Rhondda Cynon Taf, Merthyr Tydfil, Newport and Cardiff.
- There were over 47,000 staff working for these commissioned care providers in 2019. 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.

¹ Blaenau Gwent and Caerphilly run a joint service.

² 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.

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, 2017, 2018 and 2019. This report sets out the findings from the 2019 collection.

Understanding the data

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

The responses we received combined:

- Data that had been collected directly from commissioned care providers ('returned' data); and
- Data that had been 'constructed'⁵ by the local authorities using locally available data from 2018.

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

Response rates

Across Wales in 2019, 71% of the data collection forms that were issued were returned, this is a slightly lower response rate than in 2018 and ranged from 28% in Monmouthshire to 100% in the Vale of Glamorgan, Newport and Cardiff. 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 143 commissioned care providers in 2019, compared to 118 in 2018, bringing the overall response rate to 81% for 2019. This ranged from 45% in Monmouthshire to 100% in Wrexham, Carmarthenshire, the Vale of Glamorgan, Rhondda Cynon Taf, Merthyr Tydfil, Newport and Cardiff. 12 local authorities had an overall response rate of 80% or more, one fewer than in 2018.

Data on the number of commissioned care providers surveyed in 2014, 2015, 2016, 2017, 2018 and 2019 can be found in [Table 7](#) of [Annex B](#).

Estimating for missing data

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 data was available upon which to 'construct' a return. This process is known as 'imputation'.

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

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

⁴ Blaenau Gwent and Caerphilly run a joint service.

⁵ 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 quality

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 and the amount of data that has been estimated. This year, the disruption caused by the COVID-19 pandemic 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.

Data analysis

Social care is a set of services offered by all local authorities in Wales. Based on the data provided to us, local authorities surveyed just over 1,300 external care provider organisations who were commissioned to provide local authorities in Wales with social care services in 2018/2019. The number of commissioned care providers has decreased since 2018. For further information about the commissioned care providers surveyed, please see [Annex B](#).

The following analysis provides a detailed breakdown of commissioned care providers and their workforce. This includes only the data submitted by local authorities; including data which has been produced using last year's data returns ('constructed' data). These figures represent just a proportion (81%) of the commissioned care provider population and, as such, should be used with caution. 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 commissioned care providers by region, Wales, 2019

| | Commissioned care providers |
|--------------|------------------------------------|
| North Wales | 379 |
| Mid & West | 288 |
| Western Bay | 217 |
| South East | 436 |
| Wales | 1,320 |

Table 2: The number of commissioned care providers by type, Wales, 2019

| | Commissioned care providers |
|---------------|------------------------------------|
| Residential | 688 |
| Domiciliary | 396 |
| Day and other | 133 |
| Mixed | 103 |
| Total | 1,320 |

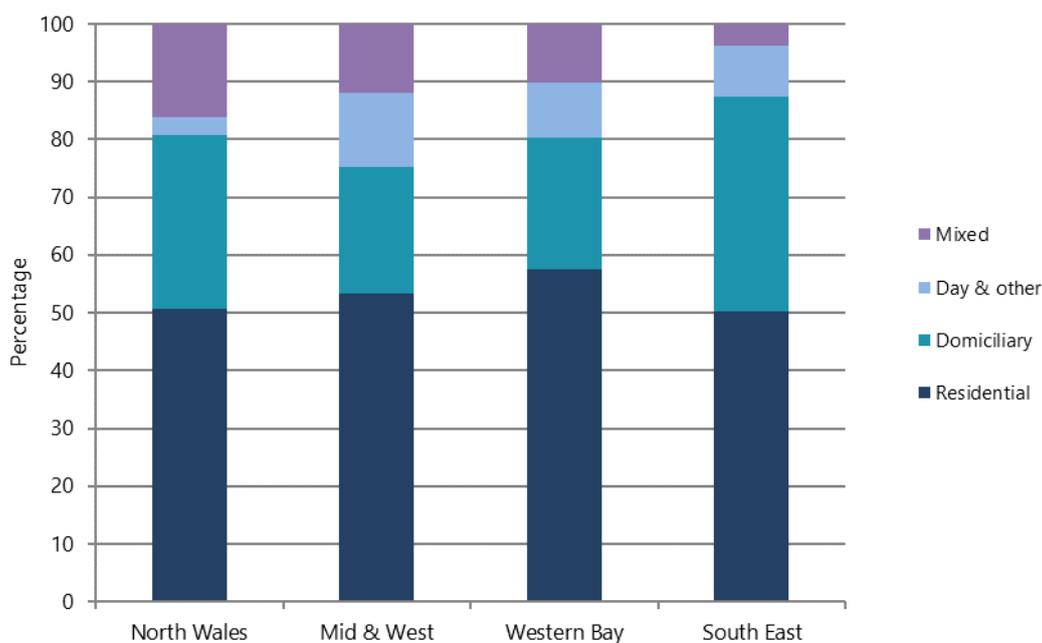
Commissioned care providers

The majority of care providers commissioned in Wales were residential care providers. Across Wales the percentage varied from 31% of care providers commissioned by Denbighshire to 67% commissioned by Gwynedd. The percentage of care providers commissioned to provide domiciliary care ranged from 13% of care providers commissioned by the Isle of Anglesey and Rhondda Cynon Taf to 56% commissioned by Flintshire.

Figure 1 shows that:

- The percentage of commissioned care providers who offered **residential care** ranged from 50% of those commissioned by local authorities in the South East to 58% in Western Bay;
- Local authorities in Mid & West commissioned the lowest percentage of **domiciliary care** providers at 22%, while the South East commissioned the highest at 37%;
- Local authorities in North Wales commissioned the lowest percentage of **day and other care** providers at 3%, while Mid & West commissioned the highest at 13%; and
- South East commissioned the lowest percentage of care providers offering **mixed provision** at 4%, while North Wales commissioned the highest at 16%.

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

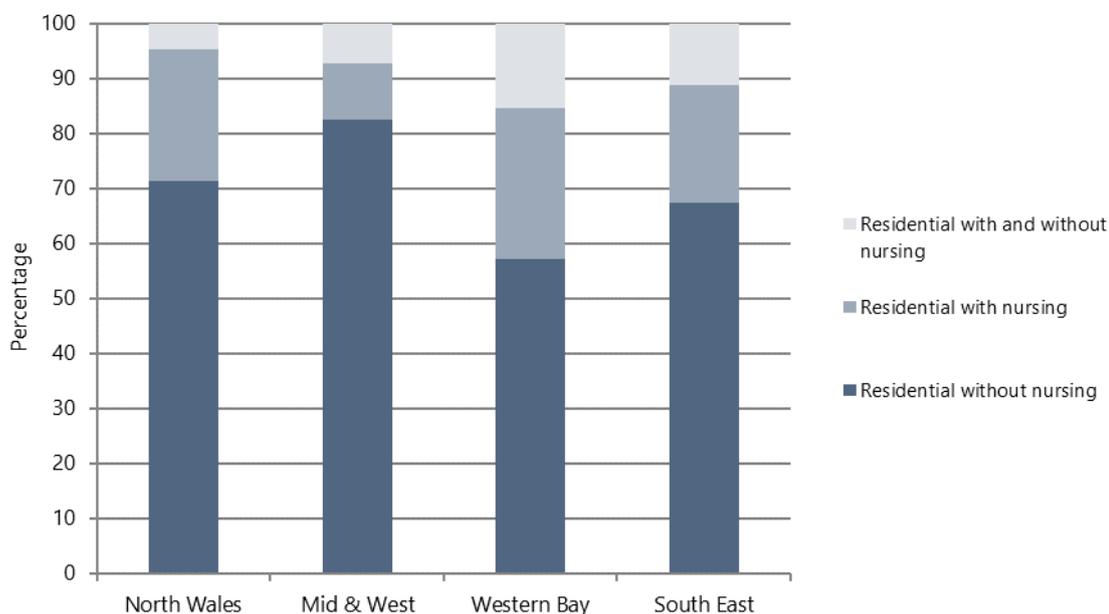


Further details on commissioned care providers by type of service can be found in

Table 13: of **Annex B.**

As shown in **Figure 2**, the majority of commissioned residential care providers offered residential care without nursing across all regions. 83% of the 138 residential care providers commissioned by local authorities in Mid & West Wales provided residential care without nursing. This compares to 57% of residential care providers commissioned by local authorities in the Western Bay region.

Figure 2: Percentage of commissioned residential care providers by type, by region, 2019

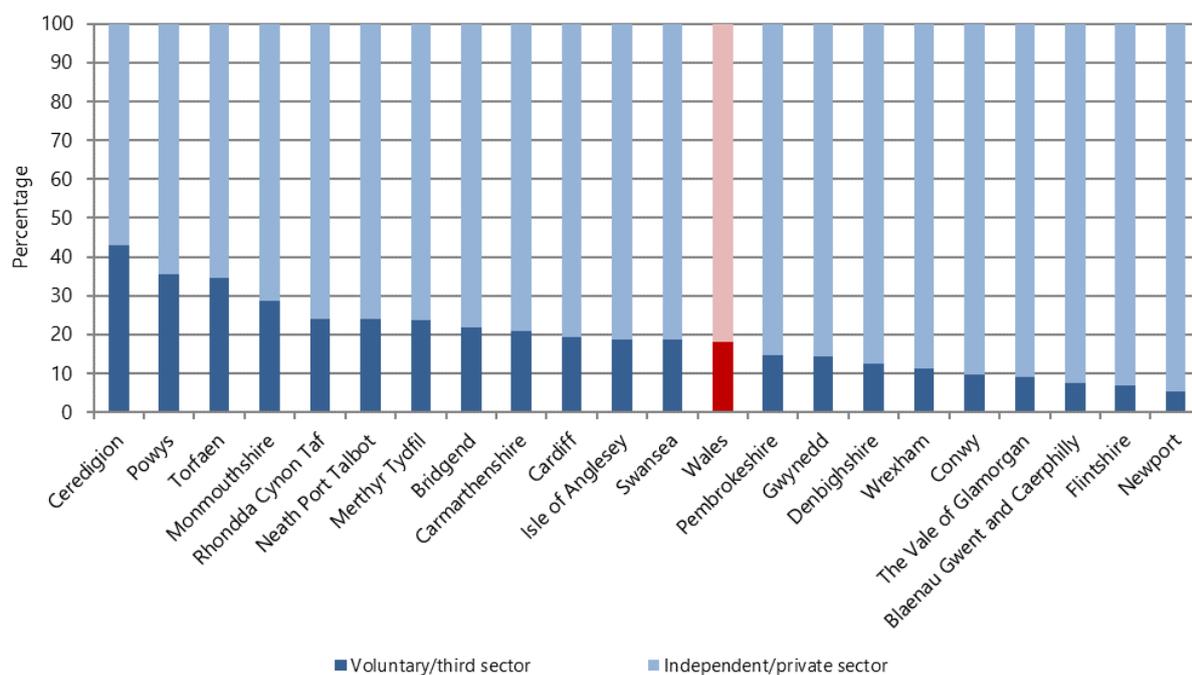


Further details on commissioned residential care providers can be found in **Table 14** of **Annex B**.

Sector

18% of care providers commissioned by local authorities in Wales were based in the voluntary/third sector, compared to 19% in 2018. In 2019, this ranged from 5% of care providers commissioned by Newport to 43% commissioned by Ceredigion. Across Wales, the remaining 82% were private sector organisations. **Figure 3** shows the private/third sector provider split by local authority for 2019.

Figure 3: Percentage of commissioned care providers by sector, by local authority, 2019



Clients

In Wales, 10% of commissioned care providers provided services for children, 61% provided services for adults⁶ and 59% provided services for older people.^{7,8}

45% of care providers commissioned by Powys provided services for children. This is the highest across all local authorities in Wales by a margin of 9 percentage points, the next highest being Wrexham with 26% of care providers commissioned providing children's services. The lowest was Denbighshire with 2% of commissioned care providers providing services for children.

The percentage of care providers providing services for older people ranged from 29% of those commissioned by Powys to 78% commissioned by Neath Port Talbot.

37% of care providers commissioned by Powys provided services for adults, compared to 78% commissioned by Denbighshire and Blaenau Gwent and Caerphilly.

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

Table 3: Number and percentage of commissioned care providers by client group, by region, 2019⁹

| | Number | | | % | | |
|--------------|----------|--------|--------------|----------|--------|--------------|
| | Children | Adults | Older people | Children | Adults | Older people |
| North Wales | 29 | 153 | 141 | 11 | 60 | 56 |
| Mid & West | 35 | 156 | 133 | 14 | 60 | 51 |
| Western Bay | 14 | 86 | 104 | 9 | 54 | 66 |
| South East | 34 | 264 | 252 | 8 | 65 | 62 |
| Wales | 112 | 659 | 630 | 10 | 61 | 59 |

Organisation size

The majority of commissioned care provider organisations in Wales employed between 10 and 25 staff (33%) or 26 and 50 staff (33%). 7% of commissioned care providers employed over 100 staff, while 12% employed under ten staff. Across Wales, 2% of mixed care providers employed under ten staff in 2019, while 18% employed more than 100. 38% of day and other care providers employed under ten staff, with 3% employing more than 100. **Table 4** shows the percentage of commissioned care providers by the size of their organisation and provider type.

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

⁷ 3% of commissioned care providers provided services to 'other' client groups.

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

⁹ Ibid

Table 4: Percentage of commissioned care providers 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 | 10 | 37 | 34 | 12 | 6 |
| Domiciliary | 10 | 27 | 37 | 20 | 7 |
| Day and Other | 38 | 38 | 11 | 10 | 3 |
| Mixed | 2 | 25 | 40 | 15 | 18 |

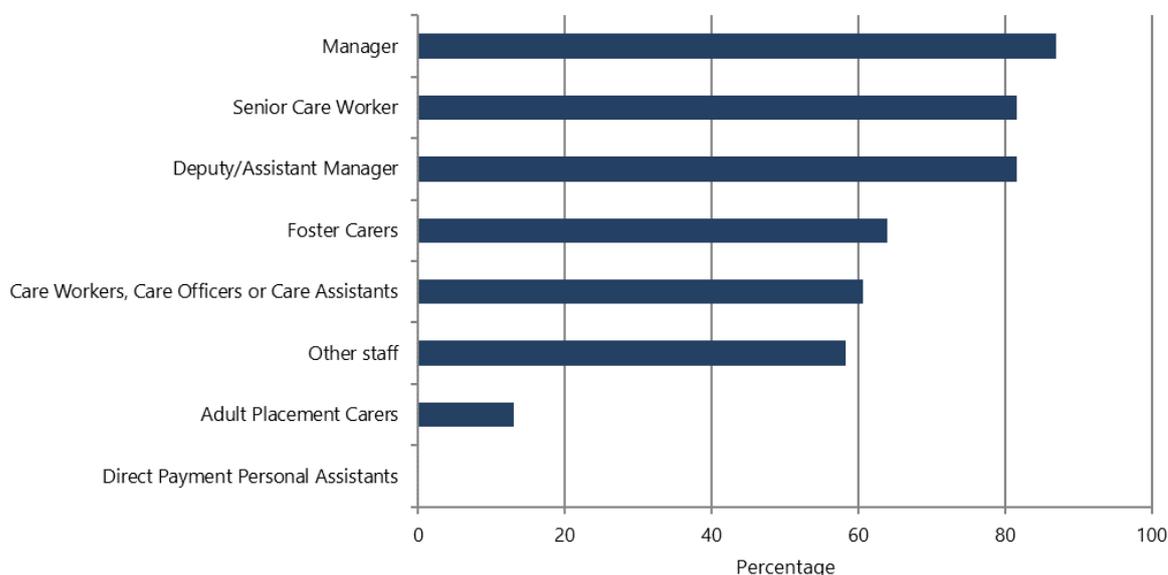
Staff profile

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 qualifications. These staff are excluded from the following analysis.

Figure 4 shows the percentage of all other staff who were reported to have the required/recommended qualifications for their role.

Figure 4: Percentage of commissioned care provider staff with the required/recommended qualifications by role, Wales, 2019



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](#) and [Figure 14](#) of [Annex B](#).

The percentage of staff employed as Managers with the required/recommended qualifications ranged from 73% in care providers commissioned by Cardiff to 95% commissioned by Pembrokeshire, Carmarthenshire and the Vale of Glamorgan. For Deputy or Assistant Managers, this ranged from 70% in care providers commissioned by Cardiff to 94% commissioned by Carmarthenshire.

The percentage of staff employed as Care Workers, Care Officers or Care Assistants with the required/recommended qualifications ranged from 45% in care providers commissioned by Cardiff to 73%

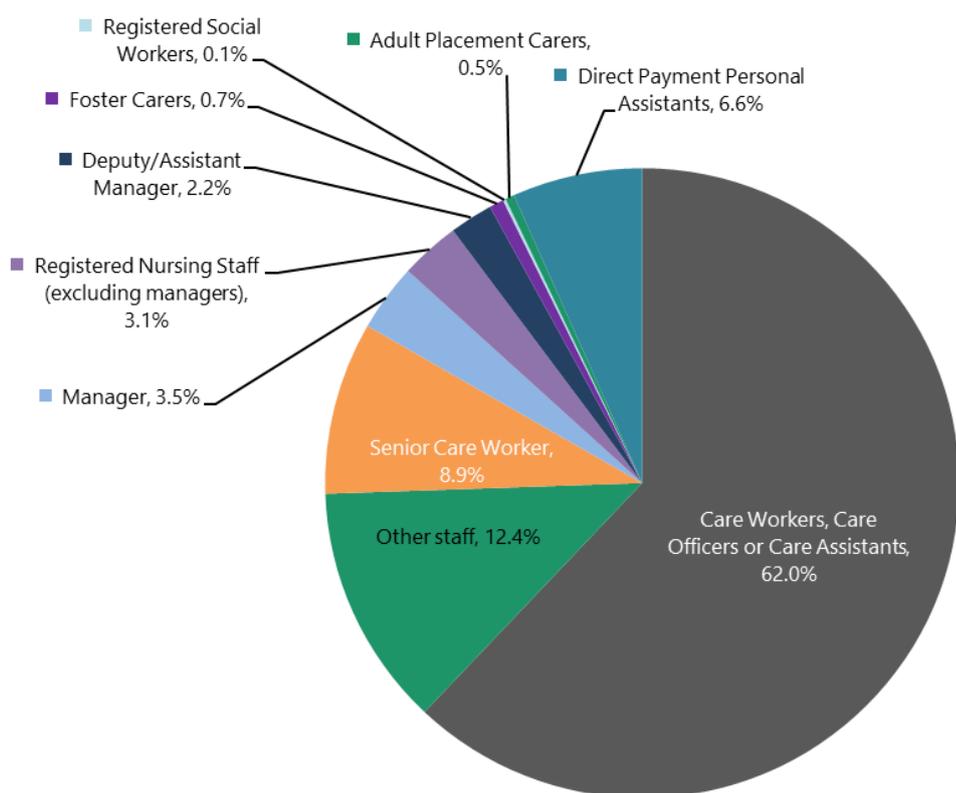
commissioned by Denbighshire and Merthyr Tydfil. For Senior Care Workers, this ranged from 71% in care providers commissioned by Ceredigion and Cardiff to 99% commissioned by Powys.

18% of commissioned care provider staff achieved their required/recommended qualifications during 2019, while 16% of staff continue to work towards required/recommended qualifications.

Roles

As in 2018, the majority of staff employed by care providers commissioned by local authorities in Wales were Care Workers, Care Officers or Care Assistants (62%), as shown in **Figure 5**. The percentage that were Care Workers, Care Officers or Care Assistants ranged from 35% in care providers commissioned by Carmarthenshire to 74% commissioned by Powys.

Figure 5: Percentage of staff employed by commissioned care providers by role, Wales, 2019¹⁰



Across the care providers commissioned by local authorities in Wales, none employed more than 5% of staff as Managers in 2019, with 4% or less employed as Deputy/Assistant Managers. There were very few Registered Social Workers employed by commissioned care providers, with 69 (0.2%) in total employed across Wales. The number of Registered Nursing Staff employed by commissioned care providers was 1,438; making up 3% of all staff employed by commissioned care providers in Wales. The percentage of Registered Nursing Staff employed ranged from 0% in care providers commissioned by Powys to 4% commissioned by Gwynedd, Wrexham, Swansea, Neath Port Talbot, Rhondda Cynon Taf, the Vale of Glamorgan, Monmouthshire and Newport.

¹⁰ 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, 2019

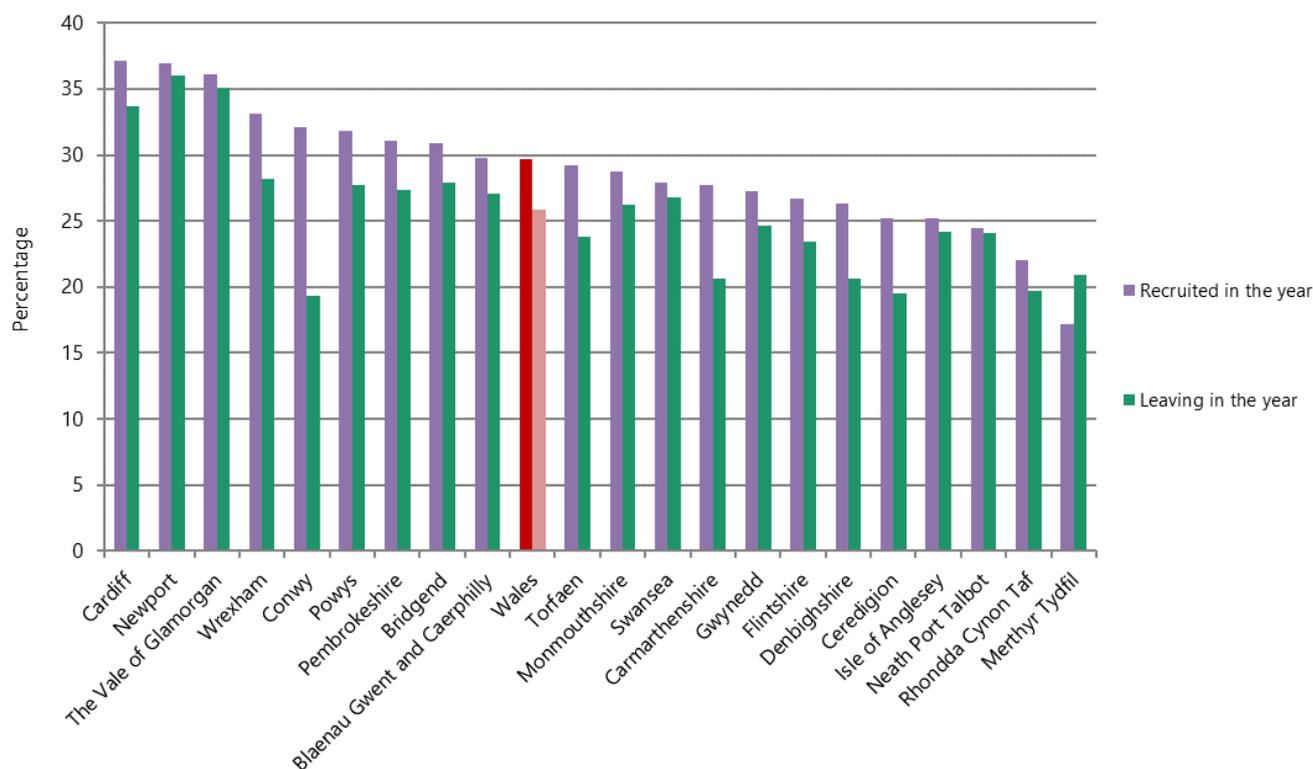
| | Manager | Deputy/ Assistant Manager | Senior Care Worker | Care Workers, Care Officers or Care Assistants | Registered Social Workers | Registered Nursing Staff (excluding managers) | Foster Carers | Adult Placement Carers | Direct Payment Personal Assistants | Other staff | % |
|--------------------------------------|----------------|--|-------------------------------|---|--|--|----------------------|---------------------------------------|---|--------------------|----------|
| Residential without nursing | 4.5 | 3.2 | 14.0 | 62.1 | 0.0 | 0.6 | 0.0 | 0.0 | 0.0 | 15.6 | |
| Residential with nursing | 1.8 | 1.6 | 9.2 | 53.6 | 0.1 | 12.0 | 0.0 | 0.0 | 0.0 | 21.7 | |
| Residential with and without nursing | 1.5 | 1.4 | 11.2 | 51.7 | 0.0 | 9.9 | 0.0 | 0.3 | 0.0 | 23.9 | |
| Domiciliary | 4.1 | 2.2 | 7.5 | 82.0 | 0.1 | 0.2 | 0.5 | 0.0 | 0.0 | 3.3 | |
| Day and other | 2.5 | 1.3 | 1.6 | 11.1 | 0.8 | 0.4 | 5.3 | 4.0 | 61.5 | 11.4 | |
| Mixed | 4.0 | 2.5 | 7.6 | 73.4 | 0.0 | 1.4 | 0.1 | 0.0 | 0.0 | 11.0 | |
| All | 3.5 | 2.2 | 8.9 | 62.0 | 0.1 | 3.1 | 0.7 | 0.5 | 6.6 | 12.4 | |

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 11% employed by commissioned day and other care providers. Senior Care Workers accounted for 12% of staff employed by commissioned residential care providers without nursing, compared to 2% 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 more than 1% of Foster Carers (5%) and Adult Placement Carers (4%).

Recruitment and retention

During 2019, nearly 14,000 staff were recruited by care providers commissioned by Welsh local authorities. Just over 11,500 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 2,500 staff over the year. **Figure 6** shows that the majority of commissioned care providers across Wales recruited a higher percentage of staff than the percentage that left.

Figure 6: Percentage of staff who were recruited by or left commissioned care providers by local authority, 2019¹¹

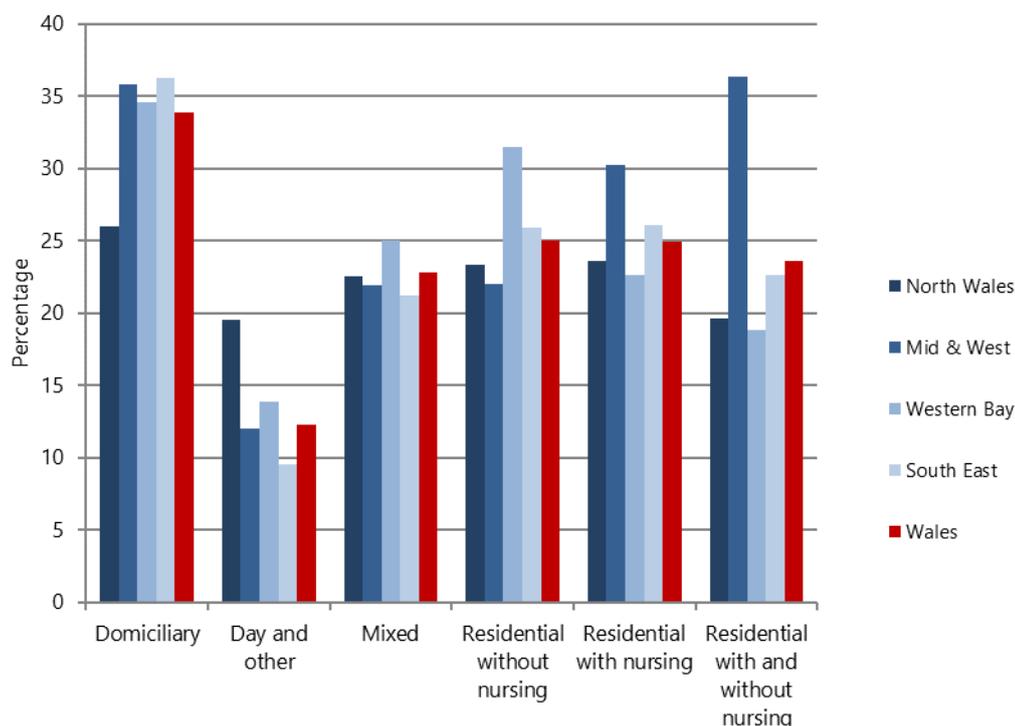


The stability of the workforce varies across local authorities. 37% of staff working for care providers commissioned by Newport and Cardiff were recruited during the year. This compares to 17% of staff working for providers commissioned by Merthyr Tydfil.

34% of domiciliary care staff in post in commissioned care providers across Wales at the start of the year left during 2019. This compares to 12% of staff that left the employment of day and other care providers. **Figure 7** shows how the percentage of staff who left commissioned care providers varies by type and region.

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

Figure 7: Percentage of staff leaving commissioned care providers by provider type, by region, 2019



Further details on newly recruited commissioned care provider employees can be found in [Figure 15](#) of [Annex B](#).

Care providers commissioned by Carmarthenshire and Cardiff both saw 11% of their staff leave employment during 2019, while only 1% of staff employed by care providers commissioned by Merthyr Tydfil and the Isle of Anglesey left employment.

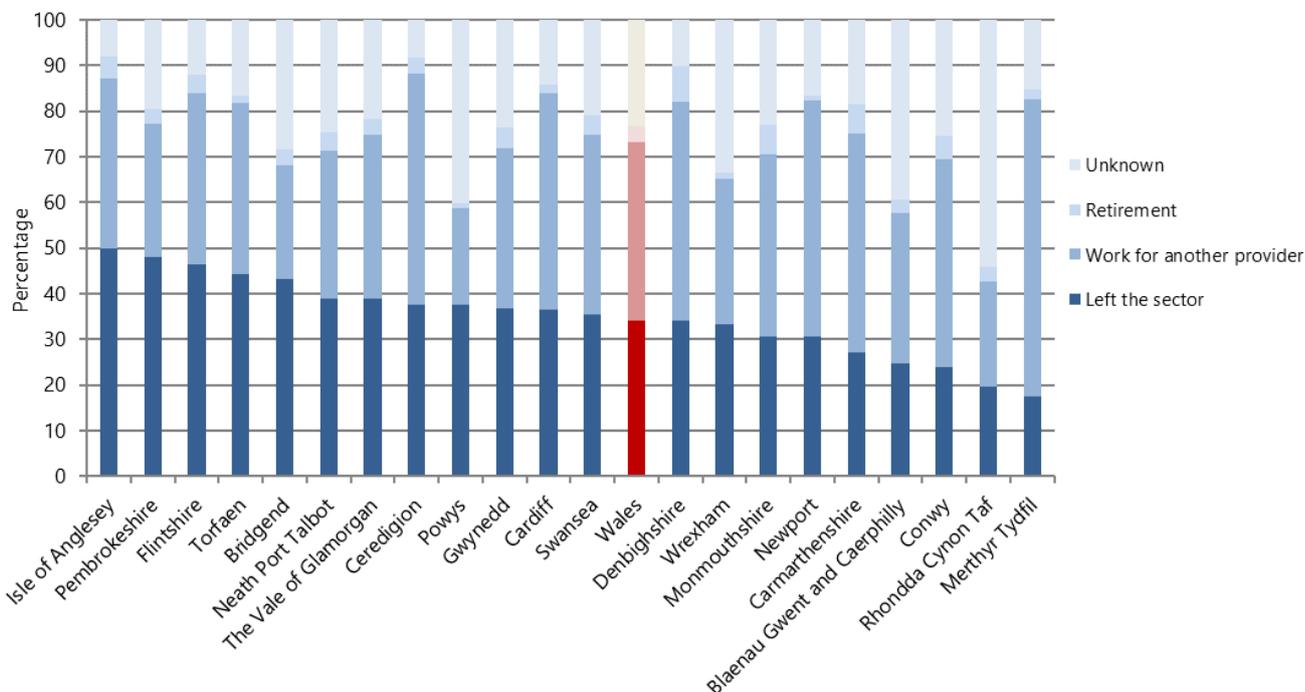
As shown in [Figure 8](#), 33% of Care Workers, Care Officers or Care Assistants, and 20% of Registered Social Workers in post at the beginning of the year left commissioned care providers during 2019.

Figure 8: Percentage of staff in post who left commissioned care providers by role, Wales, 2019



77% of leavers' destinations were known. 39% went to work for another care provider, 34% left the sector and 3% retired. At a regional level, the greatest variation could be seen between those leaving the sector in the South East (42%) and those leaving the sector in Western Bay (17%). **Figure 9** shows those leaving the sector, those leaving to work for another care provider and those who retired by local authority.

Figure 9: Percentage of staff leaving commissioned care providers by destination, by local authority, 2019



Further information on staff leaving commissioned care providers can be found in **Figure 16** of **Annex B**.

Care providers commissioned by Blaenau Gwent and Caerphilly had the highest percentage of reported vacancies (13%) in Wales. Less than 1% of reported vacancies were in care providers commissioned by Merthyr Tydfil and the Isle of Anglesey. 79% of the reported vacant posts across all care providers commissioned in Wales were for Care Workers, Care Officers or Care Assistants. This ranged from 100% of the Isle of Anglesey's reported commissioned care provider vacancies to 50% commissioned by Carmarthenshire. Reported vacancies for Senior Care Workers had the next highest percentage at 5% of all vacancies. This ranged from 27% in care providers commissioned by Merthyr Tydfil to 0% commissioned by the Isle of Anglesey.

Workforce characteristics

Data on the various characteristics of the workforce was provided for at least 91% 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](#).

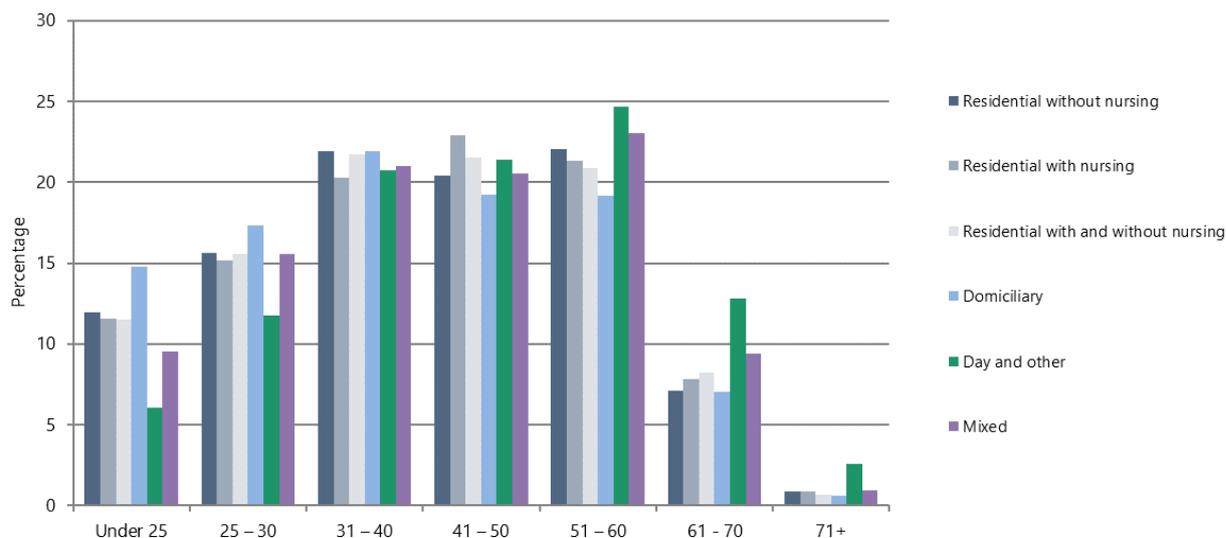
Gender

As in 2018, the majority (83%) of staff working for care providers commissioned in Wales were female. Just under a fifth of the workforce were male. Gwynedd and Denbighshire's commissioned care providers had the highest percentage of male staff at 26% while care providers commissioned by Flintshire, Neath Port Talbot, the Vale of Glamorgan and Torfaen had the lowest at 12%.

Age

In 2019, 21% of staff working for care providers commissioned in Wales were aged 31 to 40, and a similar percentage were aged 41 to 50 and 51 to 60. A similar proportion was reflected at a regional level. Across providers, 15% of the commissioned care provider staff aged under 25 were employed by domiciliary care providers, while 6% of day and other staff were aged 25 and under. Under 3% of staff employed by each provider type were aged over 70. [Figure 10](#) shows the age breakdown of staff employed by commissioned care provider type.

Figure 10: Percentage of staff employed by commissioned care providers by age and provider type, Wales, 2019



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

Ethnicity

83% of the staff employed by commissioned care providers whose ethnicity was reported stated their ethnicity as White. 11% 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.

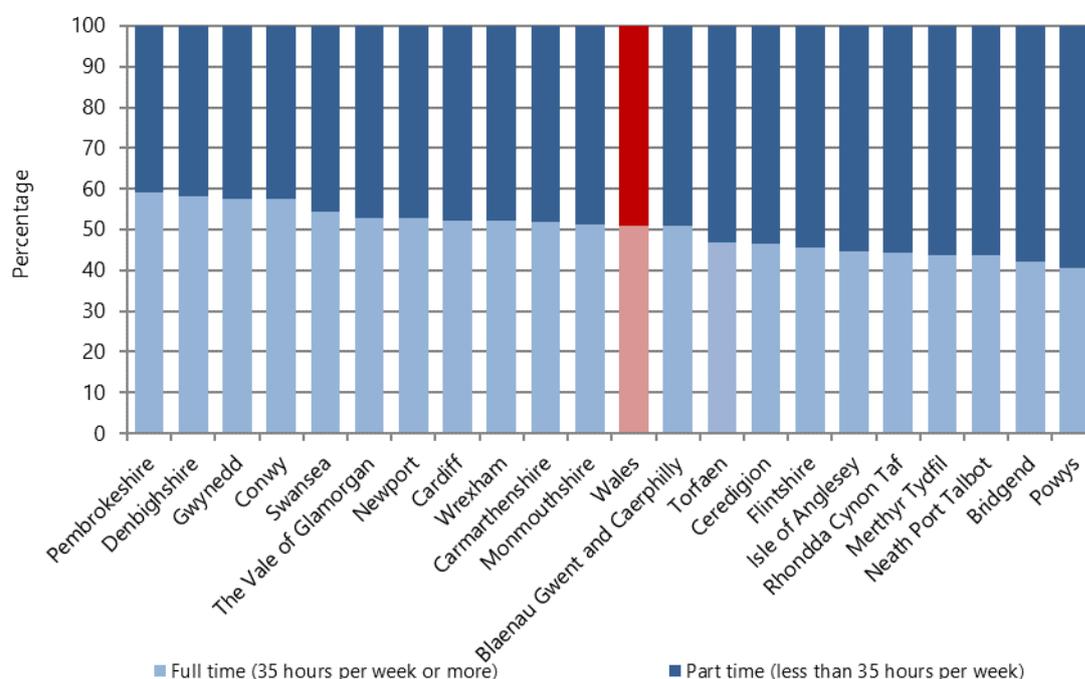
Table 6: Percentage of commissioned care provider staff by ethnicity, by local authority and region, 2019

| | | | | | | % |
|------------------------------|-----------|-------------------------------------|-------------------------|--|-----------------------|----------------------|
| | 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 | 0 | 0 | 0 | 0 |
| Gwynedd | 75 | 1 | 1 | 1 | 0 | 22 |
| Conwy | 91 | 1 | 2 | 1 | 1 | 4 |
| Denbighshire | 77 | 1 | 4 | 1 | 5 | 12 |
| Flintshire | 95 | 2 | 0 | 0 | 0 | 3 |
| Wrexham | 92 | 1 | 1 | 1 | 1 | 5 |
| North Wales | 87 | 1 | 2 | 1 | 1 | 8 |
| Powys | 86 | 1 | 1 | 1 | 1 | 11 |
| Ceredigion | 87 | 1 | 2 | 2 | 1 | 8 |
| Pembrokeshire | 83 | 3 | 1 | 0 | 0 | 13 |
| Carmarthenshire | 90 | 1 | 2 | 1 | 1 | 6 |
| Mid & West | 86 | 1 | 2 | 1 | 1 | 9 |
| Swansea | 72 | 1 | 4 | 2 | 1 | 19 |
| Neath Port Talbot | 90 | 1 | 2 | 1 | 1 | 5 |
| Bridgend | 78 | 0 | 1 | 0 | 0 | 20 |
| Western Bay | 79 | 1 | 3 | 2 | 1 | 15 |
| The Vale of Glamorgan | 74 | 3 | 1 | 2 | 4 | 16 |
| Rhondda Cynon Taf | 91 | 1 | 1 | 1 | 0 | 6 |
| Merthyr Tydfil | 90 | 0 | 1 | 1 | 1 | 7 |
| Torfaen | 89 | 2 | 2 | 1 | 0 | 6 |
| Monmouthshire | 84 | 3 | 1 | 1 | 1 | 9 |
| Newport | 81 | 3 | 5 | 3 | 2 | 6 |
| Cardiff | 61 | 4 | 6 | 4 | 2 | 23 |
| Blaenau Gwent and Caerphilly | 89 | 1 | 1 | 1 | 1 | 8 |
| South East | 80 | 2 | 3 | 2 | 1 | 11 |
| Wales | 83 | 2 | 2 | 1 | 1 | 11 |

Working hours

Across Wales, the percentage of staff who work full time for commissioned care providers was 51%, and 49% work part time. **Figure 11** shows the percentages at local authority level in Wales.

Figure 11: Percentage of commissioned care provider staff by hours worked, by local authority, 2019

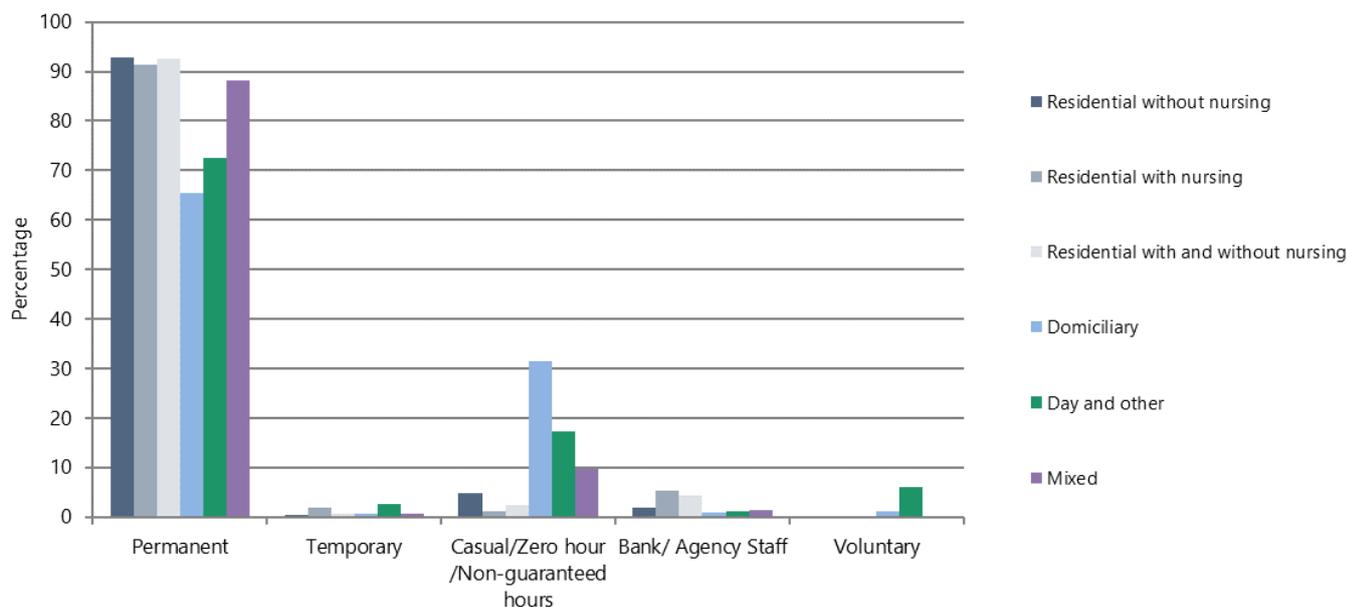


Further details on the hours worked by care provider staff can be found in **Figure 17** of **Annex B**.

Contractual status

82% of commissioned care provider staff in Wales were on permanent contracts. This ranged from 72% of staff in care providers commissioned by Cardiff to 92% commissioned by Neath Port Talbot. 14% of staff in care providers commissioned in Wales were casual staff, ranging from 6% in care providers commissioned by Swansea to 24% 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 12** shows the contractual status breakdown of staff employed by commissioned care providers by type.

Figure 12: Percentage of staff employed by commissioned care providers by contractual status and provider type, Wales, 2019



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

Disability status

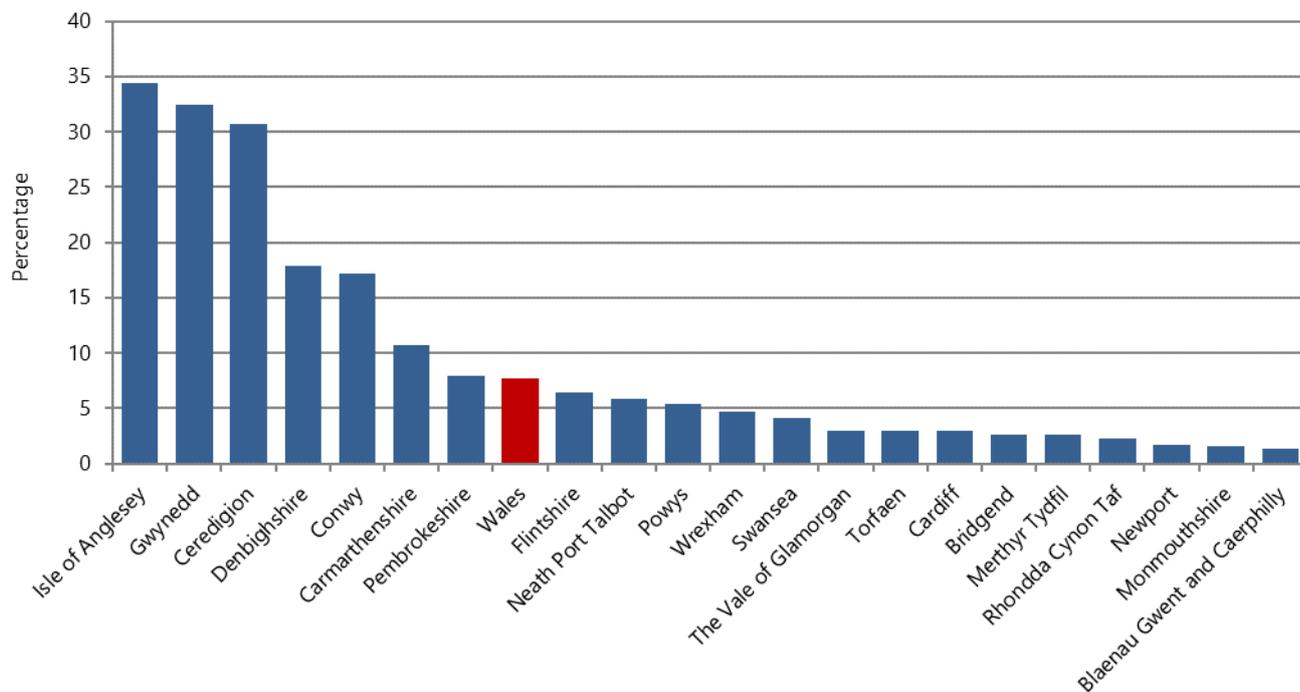
As in 2018, only 1% of the commissioned care provider staff who responded stated that they considered themselves to have a disability. This ranged from 2% of staff who work for care providers commissioned by Denbighshire to less than 0.3% commissioned by Flintshire.

Language

In Wales, 8% of staff in commissioned care providers could communicate effectively through the medium of Welsh. Regionally, 2% of staff employed by care providers commissioned in the South East could communicate effectively through the medium of Welsh compared to 4% in Western Bay, 11% in Mid and West and 16% in North Wales.

Figure 13 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 34% of care provider staff commissioned by the Isle of Anglesey to 1% commissioned by Blaenau Gwent and Caerphilly.

Figure 13: Percentage of commissioned care provider staff able to communicate effectively through the medium of Welsh by local authority, 2019



In Wales, 3% 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 9% in Ceredigion to 0% in the Isle of Anglesey.

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 |
| 1. Provider details | Yes |
| 2. Qualifications | Yes |
| 3. Recruitment and Retention | Yes |
| 4. Workforce | Yes |



[See my workforce profile](#)

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

General comments

[Next](#)

Annex B – Additional tables

Table 7: Number of commissioned care providers and estimated number of staff employed, by region, 2019¹²

| | Commissioned care providers | Staff employed by commissioned care providers (estimate) | Commissioned care provider staff employed per 1,000 population |
|--------------|------------------------------------|---|---|
| North Wales | 379 | 10,000 | 14 |
| Mid & West | 288 | 12,000 | 23 |
| Western Bay | 217 | 7,500 | 14 |
| South East | 436 | 17,500 | 13 |
| Wales | 1,320 | 47,000 | 15 |

Table 8: Number of commissioned care providers by type and estimated number of staff employed, Wales, 2019

| | Commissioned care providers | Staff employed by commissioned care providers (estimate) |
|---------------|------------------------------------|---|
| Residential | 688 | 21,000 |
| Domiciliary | 396 | 14,000 |
| Day and other | 133 | 5,000 |
| Mixed | 103 | 6,500 |
| Total | 1,320 | 47,000 |

¹² 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 commissioned care providers surveyed by local authorities

| | Number of commissioned care providers surveyed | | | | |
|------------------------------|--|--------------|--------------|--------------|--------------|
| | 2015 | 2016 | 2017 | 2018 | 2019 |
| Isle of Anglesey | 32 | 34 | 30 | 27 | 30 |
| Gwynedd | 57 | 55 | 45 | 37 | 37 |
| Conwy | 83 | 78 | 95 | 96 | 98 |
| Denbighshire | 84 | 78 | 81 | 81 | 99 |
| Flintshire | 42 | 55 | 55 | 49 | 41 |
| Wrexham | 71 | 74 | 69 | 71 | 74 |
| North Wales | 369 | 374 | 375 | 361 | 379 |
| Powys | 65 | 72 | 79 | 72 | 63 |
| Ceredigion | 44 | 44 | 45 | 49 | 42 |
| Pembrokeshire | 86 | 82 | 82 | 78 | 79 |
| Carmarthenshire | 119 | 100 | 97 | 87 | 104 |
| Mid & West | 314 | 298 | 303 | 286 | 288 |
| Swansea | 76 | 96 | 90 | 96 | 121 |
| Neath Port Talbot | 87 | 80 | 57 | 64 | 54 |
| Bridgend | 38 | 38 | 43 | 44 | 42 |
| Western Bay | 201 | 214 | 190 | 204 | 217 |
| The Vale of Glamorgan | 32 | 71 | 41 | 44 | 44 |
| Rhondda Cynon Taf | 73 | 64 | 60 | 53 | 52 |
| Merthyr Tydfil | 15 | 14 | 17 | 18 | 17 |
| Torfaen | 64 | 64 | 68 | 59 | 63 |
| Monmouthshire | 62 | 51 | 50 | 45 | 47 |
| Newport | 51 | 62 | 63 | 70 | 76 |
| Cardiff | 110 | 104 | 89 | 91 | 67 |
| Blaenau Gwent and Caerphilly | 84 | 82 | 79 | 83 | 70 |
| South East | 491 | 512 | 467 | 463 | 436 |
| Wales | 1,375 | 1,398 | 1,335 | 1,314 | 1,320 |

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

| | Returned | | | % |
|------------------------------|-----------------|-------------|-------------|---|
| | 2017 | 2018 | 2019 | |
| Isle of Anglesey | 73 | 81 | 53 | |
| Gwynedd | 67 | 43 | 46 | |
| Conwy | 57 | 63 | 30 | |
| Denbighshire | 41 | 44 | 36 | |
| Flintshire | 69 | 63 | 78 | |
| Wrexham | 90 | 100 | 85 | |
| North Wales | 64 | 65 | 51 | |
| Powys | 84 | 74 | 78 | |
| Ceredigion | 62 | 53 | 74 | |
| Pembrokeshire | 99 | 74 | 71 | |
| Carmarthenshire | 69 | 100 | 99 | |
| Mid & West | 80 | 78 | 83 | |
| Swansea | 68 | 72 | 56 | |
| Neath Port Talbot | 46 | 70 | 65 | |
| Bridgend | 60 | 73 | 40 | |
| Western Bay | 59 | 72 | 55 | |
| The Vale of Glamorgan | 66 | 48 | 100 | |
| Rhondda Cynon Taf | 92 | 98 | 98 | |
| Merthyr Tydfil | 76 | 94 | 94 | |
| Torfaen | 91 | 81 | 75 | |
| Monmouthshire | 38 | 33 | 28 | |
| Newport | 94 | 100 | 100 | |
| Cardiff | 71 | 74 | 100 | |
| Blaenau Gwent and Caerphilly | 85 | 98 | 94 | |
| South East | 78 | 80 | 87 | |
| Wales | 72 | 74 | 71 | |

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

| | Constructed | | | % |
|------------------------------|--------------------|-------------|-------------|---|
| | 2017 | 2018 | 2019 | |
| Isle of Anglesey | 20 | 7 | 0 | |
| Gwynedd | 11 | 14 | 11 | |
| Conwy | 0 | 0 | 34 | |
| Denbighshire | 17 | 9 | 13 | |
| Flintshire | 0 | 22 | 0 | |
| Wrexham | 0 | 0 | 15 | |
| North Wales | 7 | 7 | 16 | |
| Powys | 1 | 0 | 0 | |
| Ceredigion | 20 | 35 | 10 | |
| Pembrokeshire | 0 | 26 | 19 | |
| Carmarthenshire | 30 | 0 | 1 | |
| Mid & West | 13 | 13 | 7 | |
| Swansea | 13 | 13 | 10 | |
| Neath Port Talbot | 25 | 0 | 20 | |
| Bridgend | 21 | 18 | 36 | |
| Western Bay | 18 | 10 | 18 | |
| The Vale of Glamorgan | 7 | 30 | 0 | |
| Rhondda Cynon Taf | 8 | 2 | 2 | |
| Merthyr Tydfil | 24 | 6 | 6 | |
| Torfaen | 4 | 17 | 17 | |
| Monmouthshire | 26 | 24 | 17 | |
| Newport | 6 | 0 | 0 | |
| Cardiff | 2 | 0 | 0 | |
| Blaenau Gwent and Caerphilly | 15 | 0 | 4 | |
| South East | 10 | 8 | 6 | |
| Wales | 11 | 9 | 11 | |

Table 12: Percentage of staff employed by commissioned care providers by provider type, Wales, 2019¹³

| | % | | | |
|--------------|--------------------|--------------------|------------------------|--------------|
| | Residential | Domiciliary | Day & other | Mixed |
| Wales | 45 | 29 | 13 | 13 |

¹³ 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, 2019

| | % | | | |
|--------------|-------------|-------------|-------------|-------|
| | Residential | Domiciliary | Day & other | Mixed |
| North Wales | 51 | 30 | 3 | 16 |
| Mid & West | 53 | 22 | 13 | 12 |
| Western Bay | 58 | 23 | 9 | 10 |
| South East | 50 | 37 | 9 | 4 |
| Wales | 52 | 30 | 9 | 10 |

Table 14: Percentage of commissioned residential care providers by type, by region, 2019

| | % | | |
|-------------|-------------------------------|----------------------------------|---|
| | Residential with nursing care | Residential without nursing care | Residential with and without nursing care |
| North Wales | 24 | 71 | 5 |
| Mid & West | 10 | 83 | 7 |
| Western Bay | 27 | 57 | 15 |
| South East | 21 | 67 | 11 |

Table 15: Percentage of commissioned care provider staff with the required/recommended qualifications by role, Wales, 2019

| | % | |
|--|-----------|-----------------------------|
| | Qualified | Not confirmed/not qualified |
| Manager | 87 | 13 |
| Senior Care Worker | 82 | 18 |
| Deputy/Assistant Manager | 82 | 18 |
| Foster Carers | 64 | 36 |
| Care Workers, Care Officers or Care Assistants | 61 | 39 |
| Other staff | 58 | 42 |
| Adult Placement Carers | 13 | 87 |
| Direct Payment Personal Assistants | 0 | 100 |

Table 16: Percentage of returns for each characteristic, Wales

| | % | | | |
|------------------|------|------|------|------|
| | 2016 | 2017 | 2018 | 2019 |
| Ethnicity | 92 | 93 | 92 | 86 |
| Hours worked | 95 | 95 | 98 | 91 |
| Type of contract | 97 | 96 | 98 | 91 |
| Gender | 97 | 97 | 98 | 91 |
| Age | 95 | 97 | 98 | 90 |

Table 17: Percentage of staff employed by commissioned care providers by age and provider type, Wales, 2019

| | % | | | | | | |
|------------------------------|----------|---------|---------|---------|---------|---------|-----|
| | Under 25 | 25 – 30 | 31 – 40 | 41 – 50 | 51 – 60 | 61 - 70 | 71+ |
| Residential without nursing | 12 | 16 | 22 | 20 | 22 | 7 | 1 |
| Residential with nursing | 12 | 15 | 20 | 23 | 21 | 8 | 1 |
| Residential with and without | 11 | 16 | 22 | 22 | 21 | 8 | 1 |
| Domiciliary | 15 | 17 | 22 | 19 | 19 | 7 | 1 |
| Day and other | 6 | 12 | 21 | 21 | 25 | 13 | 3 |
| Mixed | 10 | 16 | 21 | 21 | 23 | 9 | 1 |

Table 18: Percentage of staff employed by commissioned care providers by contractual status and provider type, Wales, 2019

| | % | | | | |
|--------------------------------------|-----------|-----------|--|-------------------|-----------|
| | Permanent | Temporary | Casual/Zero hour /Non-guaranteed hours | Bank/Agency Staff | Voluntary |
| Residential without nursing | 93 | 0 | 5 | 2 | 0 |
| Residential with nursing | 91 | 2 | 1 | 5 | 0 |
| Residential with and without nursing | 93 | 1 | 2 | 4 | 0 |
| Domiciliary | 66 | 1 | 32 | 1 | 1 |
| Day and other | 73 | 3 | 17 | 1 | 6 |
| Mixed | 88 | 1 | 10 | 1 | 0 |

Figure 14a: Percentage of residential care staff employed by commissioned care providers with the required/recommended qualifications by role, Wales, 2019

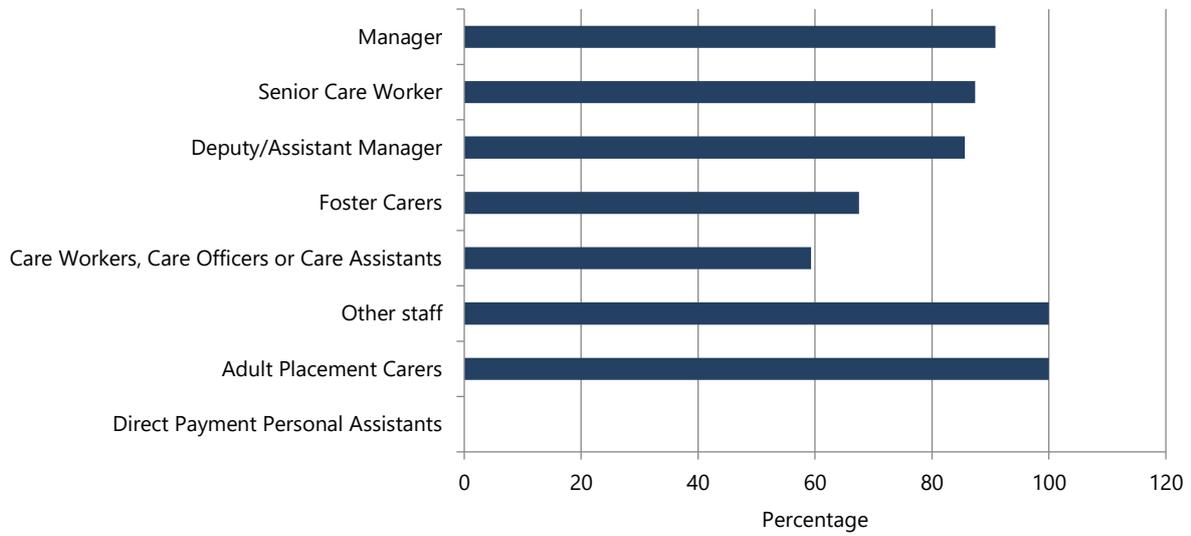


Figure 14b: Percentage of domiciliary care staff employed by commissioned care providers with the required/recommended qualifications by role, Wales, 2019

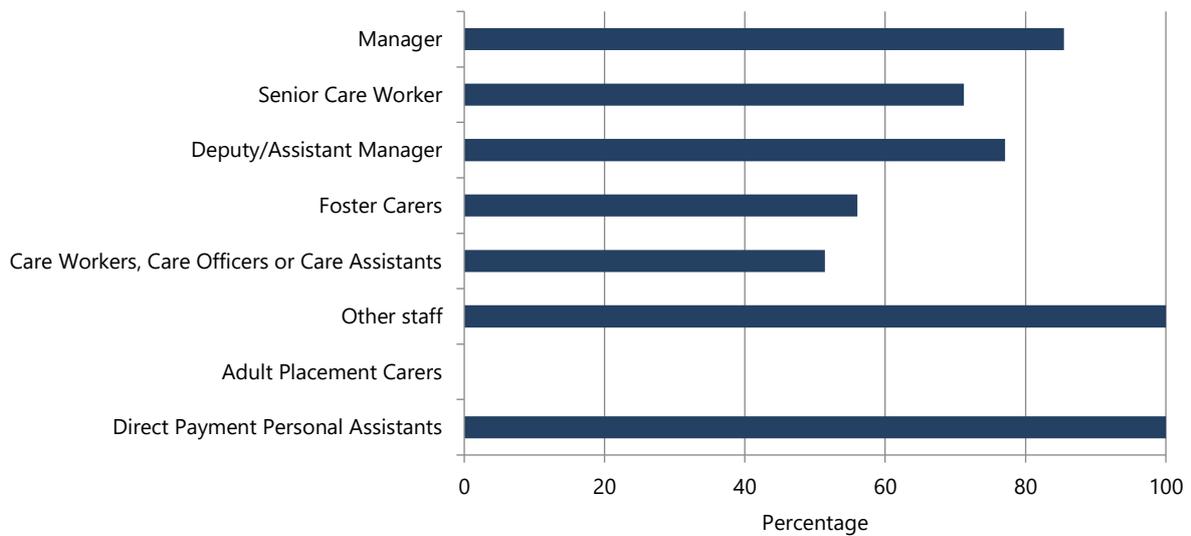


Figure 14c: Percentage of day and other care staff employed by commissioned care providers with the required/recommended qualifications by role, Wales, 2019

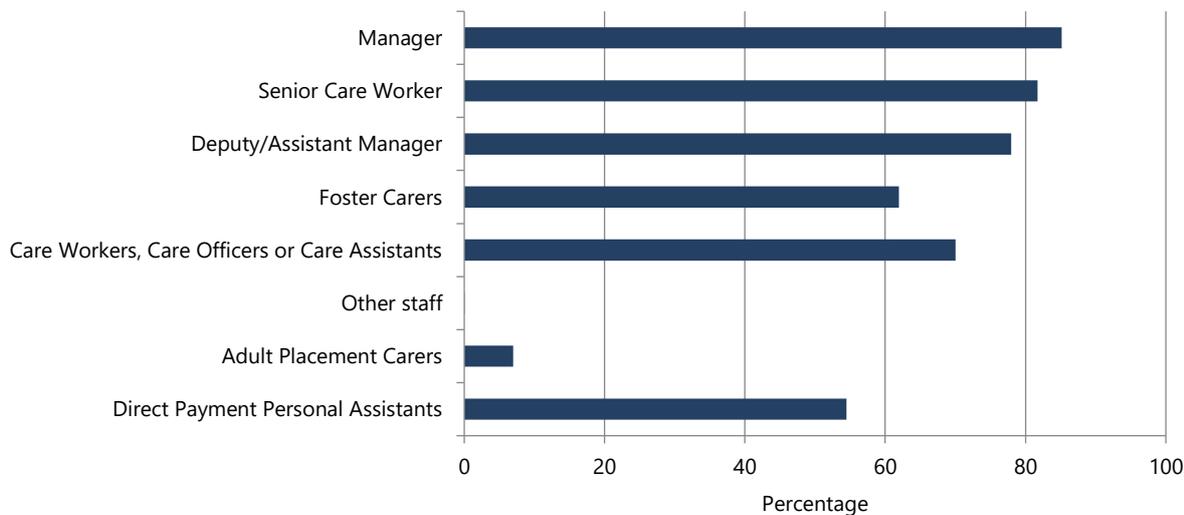


Figure 14d: Percentage of mixed care staff employed by commissioned care providers with the required/recommended qualifications by role, Wales, 2019

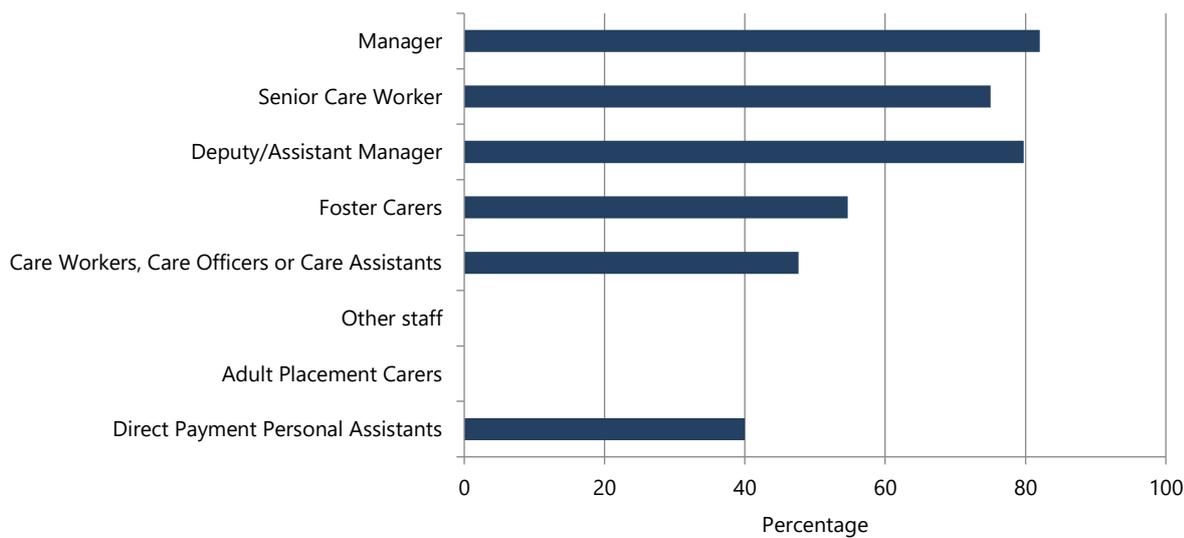


Figure 15: Percentage of newly recruited commissioned care provider staff by provider type, by region, 2019

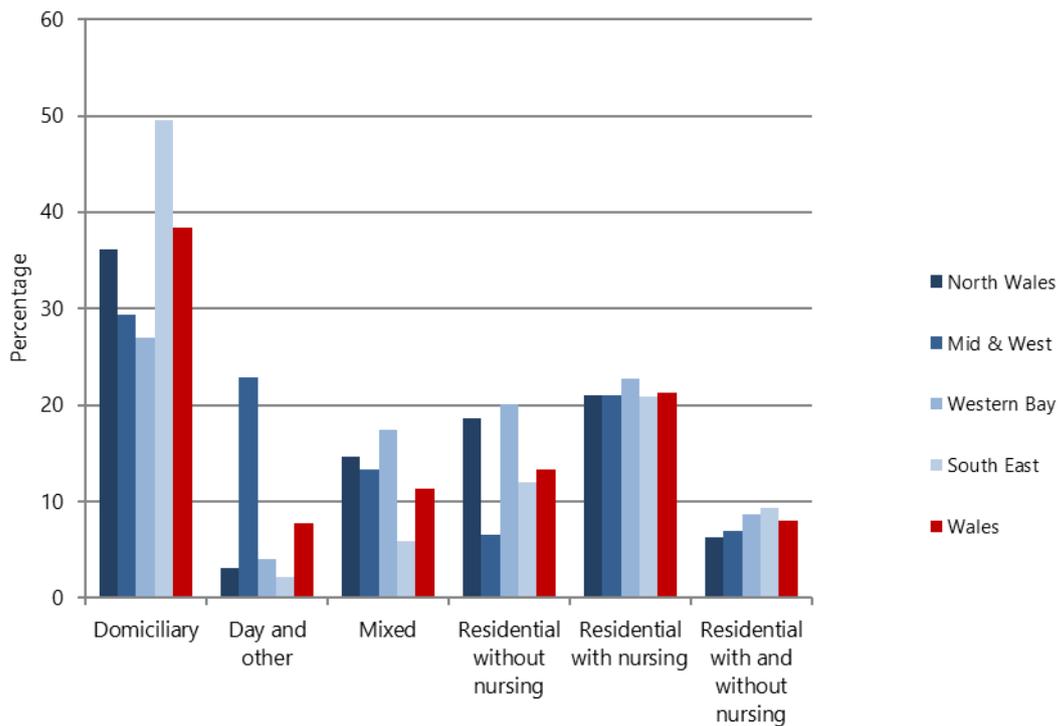


Figure 16a: Percentage of residential care staff leaving commissioned care providers by destination, by region, 2019

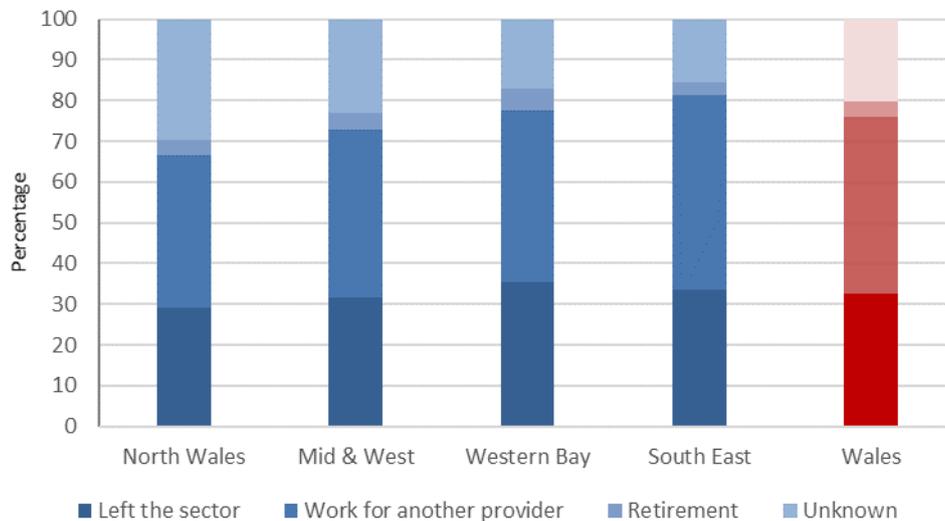


Figure 16b: Percentage of domiciliary care staff leaving commissioned care providers by destination, by region, 2019

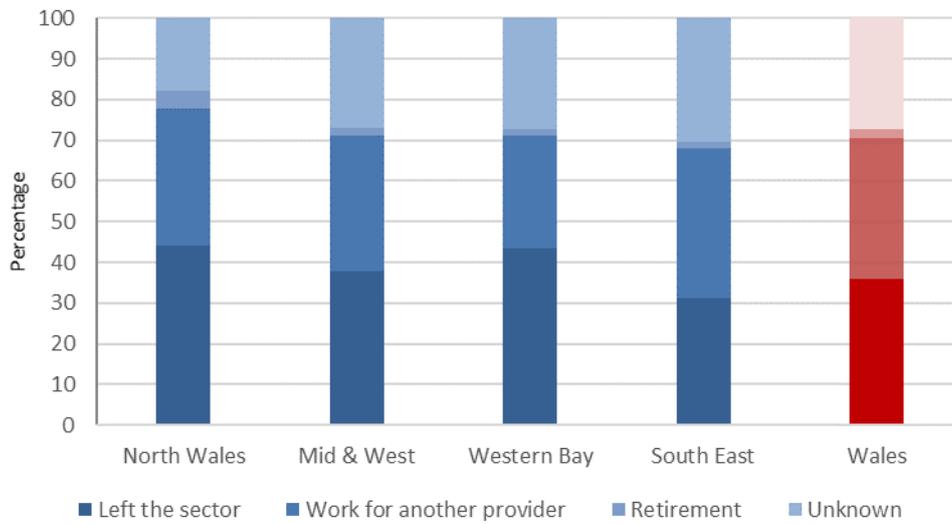


Figure 16c: Percentage of day and other care staff leaving commissioned care providers by destination, by region, 2019

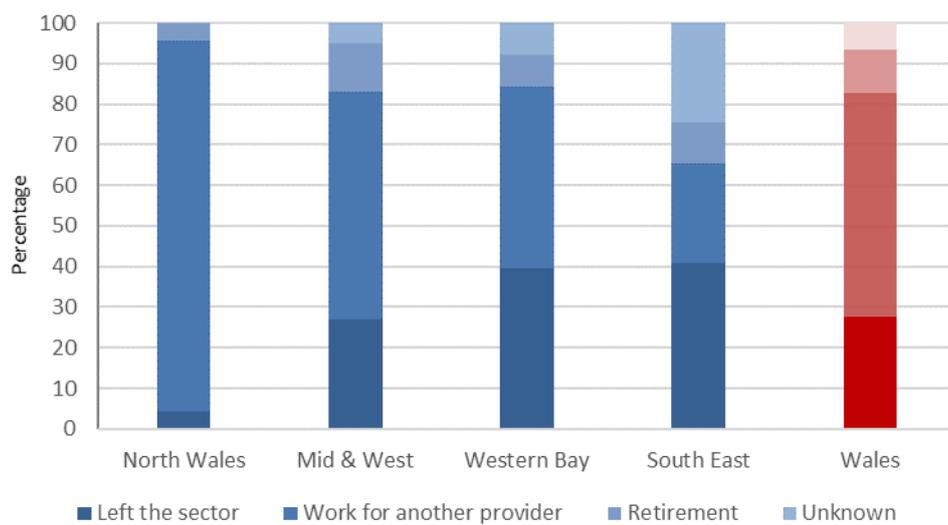


Figure 16d: Percentage of mixed care staff leaving commissioned care providers by destination, by region, 2019

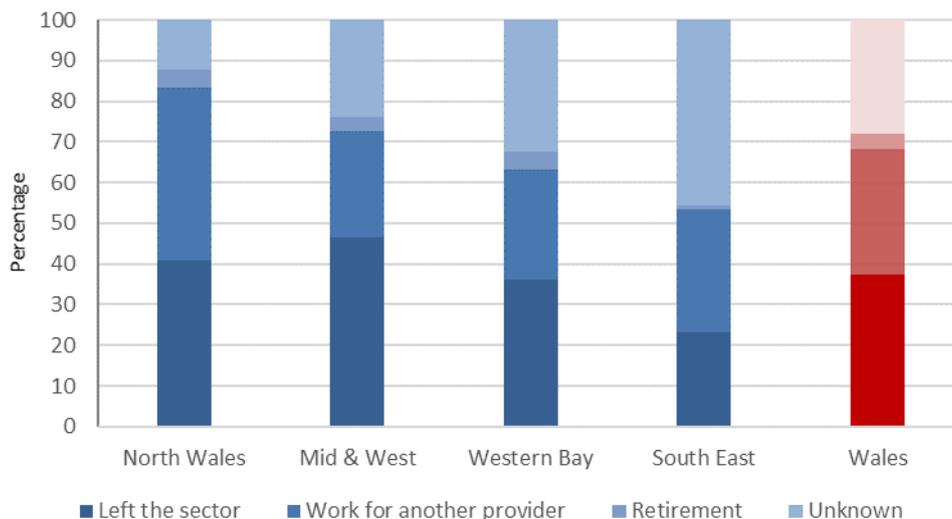


Figure 17a: Percentage of commissioned care provider 'residential care staff' by hours worked, by region, 2019

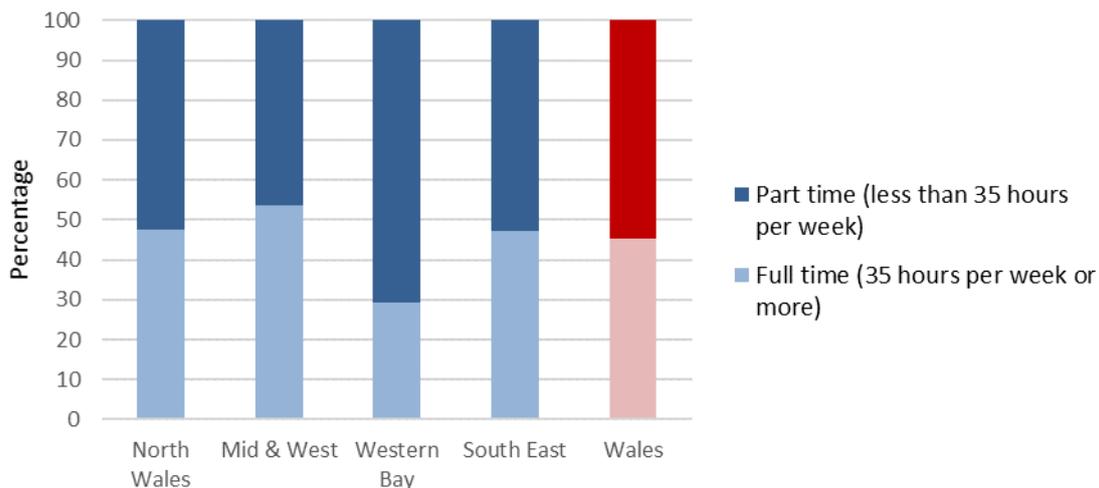


Figure 17b: Percentage of commissioned care provider 'domiciliary care staff' by hours worked, by region, 2019

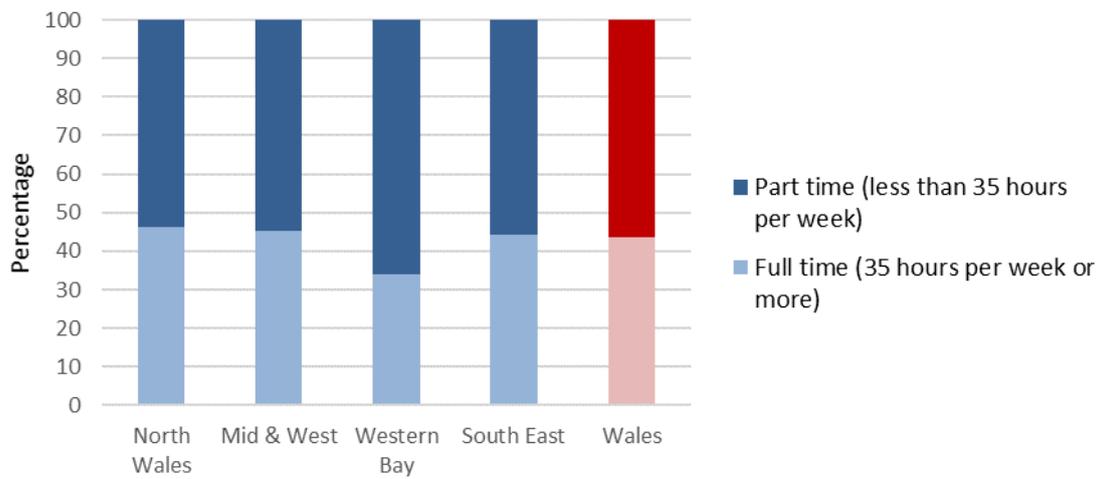


Figure 17c: Percentage of commissioned care provider 'day and other care staff' by hours worked, by region, 2019

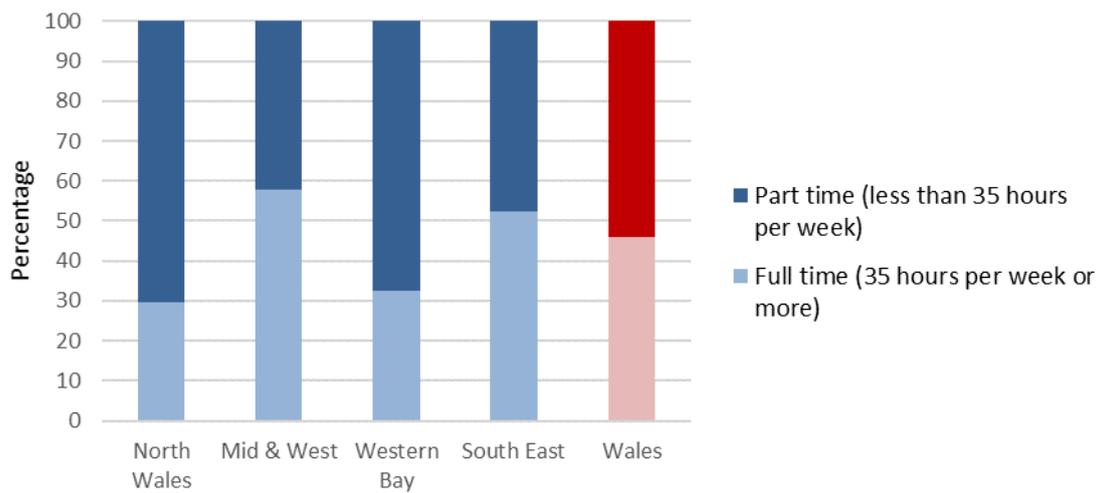
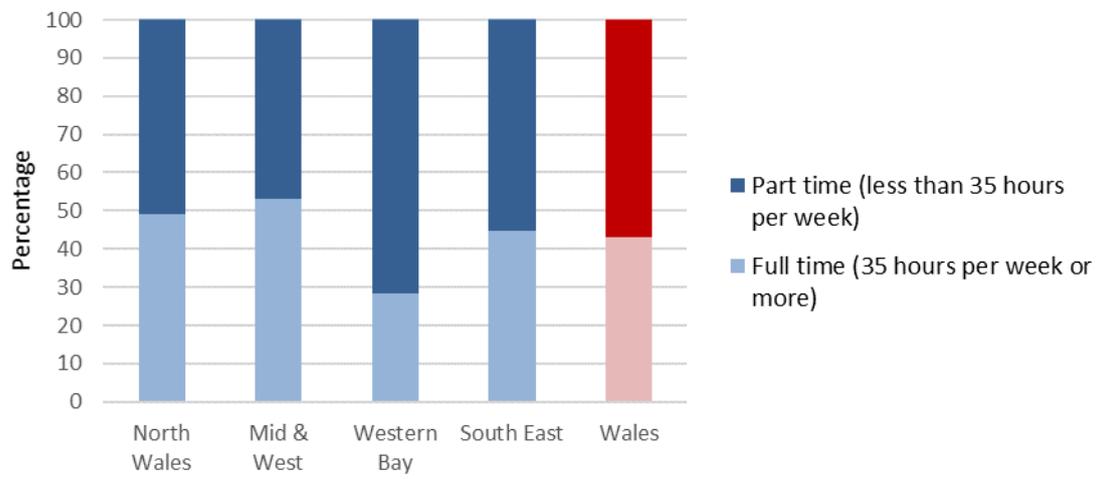


Figure 17d: Percentage of commissioned care provider 'mixed care staff' by hours worked, by region, 2019



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