



Cyngor Gofal Cymru
Care Council for Wales

Hyder mewn Gofal - Confidence in Care

Profile of the Residential Child Care Managers and Workers in Wales

Report from the Care Council for Wales
Register of Social Care Workers 2011



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Profile of the Residential Child Care Managers and Workers in Wales

Report from the Care Council for Wales Register of Social Care Workers 2011

1 Introduction

- 1.1** This report provides a profile of residential child care managers and workers working in Wales in June 2011. The data are derived from the Care Council for Wales Register of Social Care Workers (the Register). In addition, the movement of managers and workers in and out of this part of the Register from November 2007 to June 2011 is considered.
- 1.2** The mandatory registration of residential child care managers was introduced from 1st November 2007. The Care Council has published a profile of the managers and workers each year since mandatory registration was introduced; this is the third profile report which has made it possible to compare the annual profiles published since mandatory registration was introduced.
- 1.3** The majority of managers had renewed their registration by December 2010. The renewal process enables managers to view and update the data held on the Register and to confirm their current employment details. Mandatory registration for residential child care workers was introduced on 1 March 2008. Therefore, the residential child care workers are in the process of renewing their registration. Due to the turnover of residential child care workers, renewal for registered workers and application for new workers are ongoing processes for the Care Council.
- 1.4** This report provides a factual account of the characteristics of those on the Register and in order to identify the implications of the trends identified, the Care Council will be formally discussing them with Care and Social Services Inspectorate Wales (CSSIW), the Welsh Government and with employers.

2 Residential child care managers

- 2.1** At 1 June 2011 there were 134 registrants employed as residential child care managers. There were also five registrants qualified as managers but not at that date employed in residential child care. In the period since the last profile of the sector was written at December 2009, 30 residential child care managers left the Register and 24 people joined this part of the Register.
- 2.2** Between December 2008 and June 2011 there was a fall from 132 to 101 people registered in the role of the manager of a residential children's home. Of the 38 registered but not currently working in this role in June 2011, five were not currently working in residential child care, 13 were deputy or assistant managers, 19 held other senior management positions within residential child care, and one was a relief worker. The Care and Social Services Inspectorate Wales (CSSIW) 2009-10 Annual Report, states there were 177 children's services settings¹ and 119 of these were listed by CSSIW in 2011 as children's homes.

Table 1 Comparative numbers of managers since 2008

Profile date	Number registered	In role of managing a children's home at time of profile	Number registered as manager but in roles other than manager of a residential children's home
Dec 2008	146	132	14 deputy/assistant manager
Dec 2009	147	120	27 deputy/assistant manager or not currently employed as a residential children's home manager
Dec 2010	136	100	36 deputy/assistant, other senior management roles or not currently employed as a residential children's home manager
June 2011	139	101	38 deputy/assistant, other senior management roles or not currently employed as a residential children's home manager

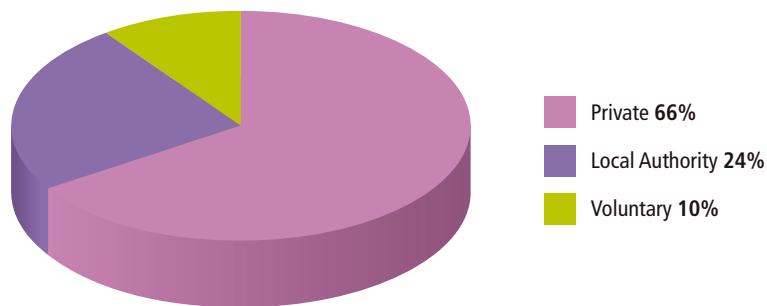
- 2.3** At June 2011, 15 managers were employed in England and provided cover in homes in Wales.
- 2.4** The five registrants who were qualified as managers but not currently working in residential child care are not included in the statistical analysis below.

1. Chief Inspector's Annual Report 2009-2010, p. 14

3 Sector in which residential child care managers work

- 3.1** The majority of residential child care managers (66%) worked for private sector providers although the voluntary sector had shown a small increase each year. The percentage of managers employed in each sector is shown below.

Figure 1 Percentage of residential child care managers employed in each sector June 2011



- 3.2** There had been some change in the percentage of managers employed in the three sectors providing residential child care in Wales. The table below shows that the voluntary sector has shown an increase each year in the number of managers it employed but the private sector remained predominant.

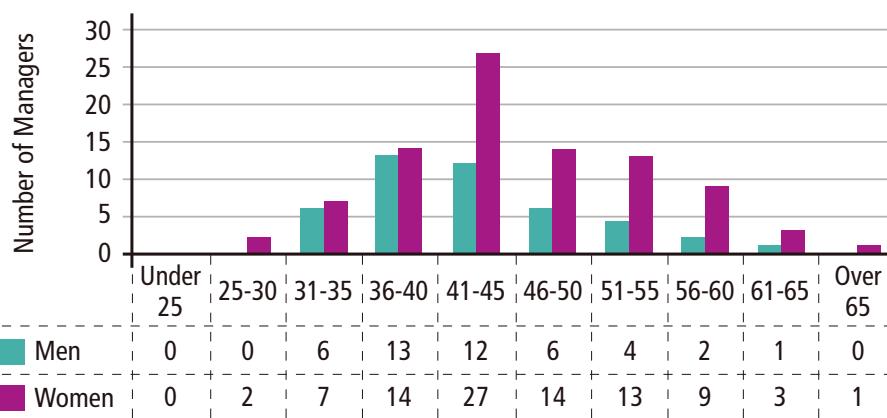
Table 2 Comparison of sector data December 2008, December 2009, December 2010, June 2011

	2008	2009	2010	2011
Local Authority	21.5%	26.4%	23%	24%
Voluntary	6.3%	8.6%	9%	10%
Private	72.2%	65%	68%	66%

4 Age and sex of residential child care managers

- 4.1** The number of men working as residential child care managers had declined slightly but remained in the same proportion to the number of women. At June 2011, there were 44 men and 90 women registered as managers, so the ratio of men to women was still 1:2.
- 4.2** The age and sex profile has not changed significantly over the three years of residential child care registration. Since the first profile in December 2008 there had been a small but steady decline in managers under 36 from 20 to 15. There had been a shift from the 36 to 40 age group to the 41 to 45 age group but the total of those aged 36 to 45 was little changed.

Figure 2 Age and sex of residential child care managers June 2011

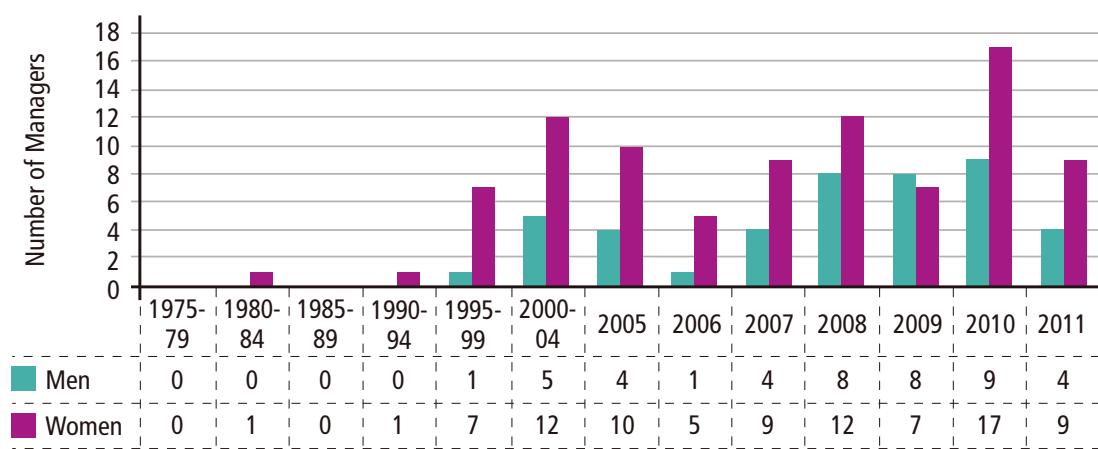


5 Movement of managers between posts and in and out of the sector

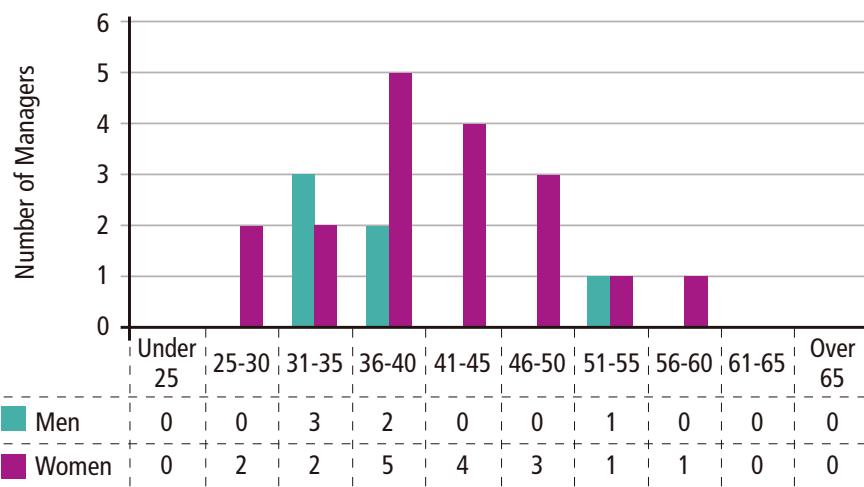
- 5.1** The number of managers leaving the residential child care manager part of the Register was comparable with 2009, but as fewer joined this part of the Register the number of registered managers at June 2011 had declined.
- 5.2** Since registration became mandatory there has been little movement of managers to work in England and only three had transferred from a manager post in England to work as a manager in Wales. There is no registration of residential child care managers or workers in England.

- 5.3** While 44% of managers had been in their current post more than 5 years, there had been considerable recent movement into posts. Of the managers registered in June 2011, 74 had taken up their current post since the beginning of 2008. This was due to individuals moving between a variety of management posts within the sector and people achieving the management qualification and moving into this part of the Register.

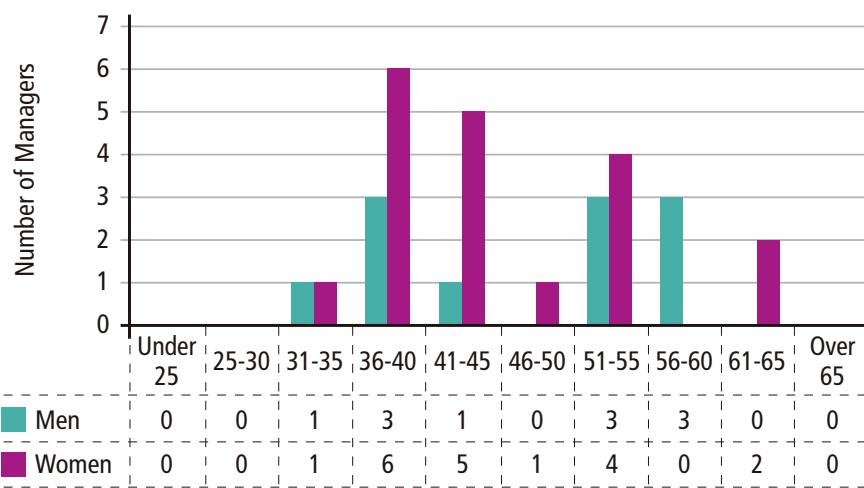
Figure 3 Period residential child care managers on the Register at June 2011 started in their current employment



- 5.4** During the period since the last profile, from January 2010 to June 2011, 24 people joined the part of the Register for residential child care managers and 30 left. Of the 24 new managers, two had previously been registered and requested to be removed but applied to return to the Register, three had previously been working in England, 13 who had previously been residential child care workers achieved the manager qualification or were promoted to manager, two were late registering as managers having been in post before January 2010 and four chose to register as they hold the required qualification and work in residential child care.
- 5.5** Those 24 who joined this part of the Register since the profile in December 2009, were spread across the age groups, with the largest number aged 36 to 40, and one third of the new registrants were men.

Figure 4 Age and sex of managers who joined the Register between January 2009 and June 2011

- 5.6** The percentage of managers leaving this part of the Register each year has been between 16% and 17%.
- 5.7** Of the 30 who left this part of the Register in 2010-11, one was suspended by a Care Council Conduct Committee. Five moved to the part of the Register for qualified social workers. Those who left were slightly older than those who registered as managers, with only two aged under 36 but 12 aged over 50.

Figure 5 Age and sex of managers who left the Register between January 2009 and June 2011

6 Qualifications held by managers

- 6.1** The most commonly held qualification remained the NVQ in Management. The percentage of residential child care managers qualified as social workers had slightly declined from 9% in 2007 to 6% in 2011. At June 2011, only three managers on the Register held the NVQ in Leadership and Management which became the current qualification in 2008.

Figure 6 Qualifications held by residential child care managers



7 Residential child care workers

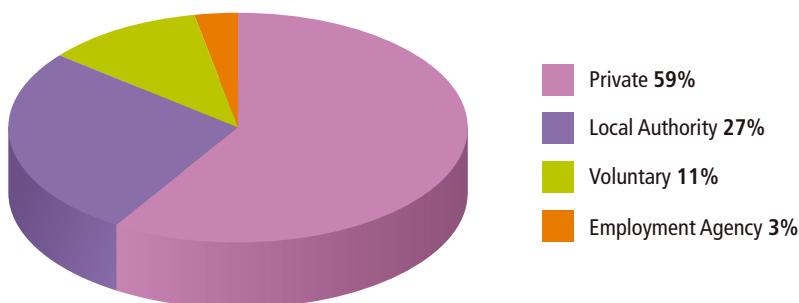
- 7.1** There were 2,080 residential child care workers registered at June 2011, 1,245 women and 835 men. This is a substantial increase in the number of registered workers since the first profile in December 2008 (1,547). Of these 2,080, 2013 were currently employed in residential child care. The majority of the 67 not currently employed in residential child care were in the process of moving off the Register.

Table 3 Showing increase in numbers of registered residential child care workers since December 2008

		Year on year increase	Not currently working in RCC	Work address in Wales
Dec 2008	1547	NA	NA	Of the 1008 still on the Register, 919 have a work address in Wales
Dec 2009	1757	70	4%	1579 (10.1%)
June 2011	2080	57	3%	1836 (11.7%)

- 7.2** There has been an increase year on year but the majority of the increase related to workers in roles including night shift and part-time, and providers which have a work address in England and require their staff to cover or work in their homes in Wales. The percentage registered but not currently employed in residential child care is little changed.
- 7.3** Residential child care workers were employed in the private, voluntary and local authority sectors. In addition there had been a small increase year on year since 2008 of those employed through an employment agency, which at June 2011 was 2.7%. The figure below shows the percentage of residential child care workers employed in each sector. Where a person had more than one employer, this analysis is of their primary role. The figure excludes the 3% of the total that were registered but were not currently working in residential child care.

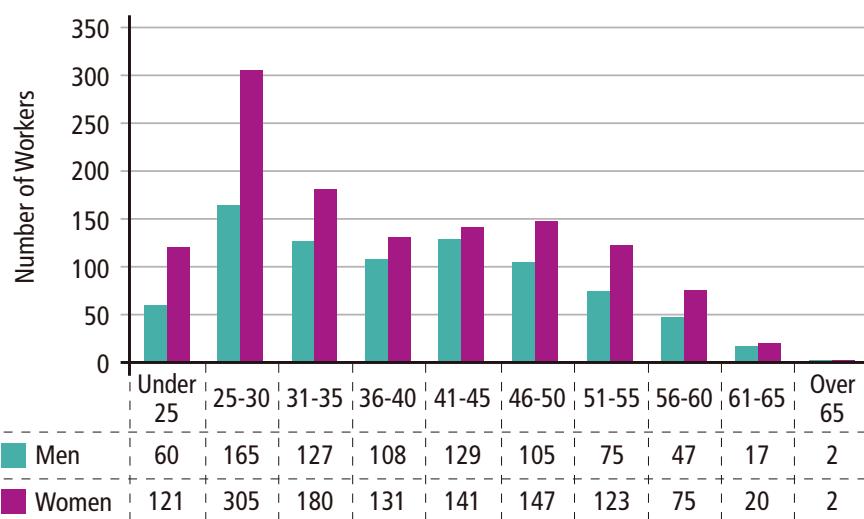
Figure 7 Percentage of residential child care workers employed in each sector June 2011



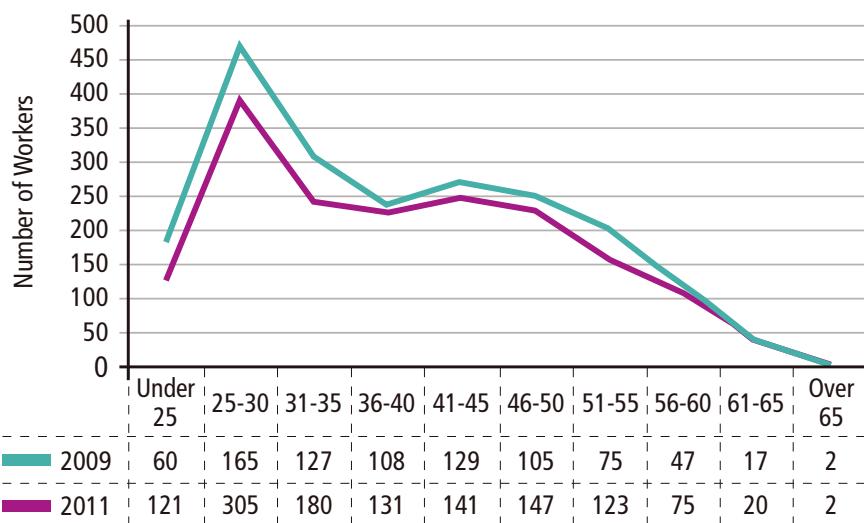
- 7.4** The distribution of workers across the sectors had changed since December 2009. In June 2011 the private sector remained the largest and had grown by 5%, the local authority had decreased by 9% and the smallest, the voluntary sector, had also increased by 2%. The ratio of workers to managers in June 2011 was highest in the private sector at 1:13 and lowest in the local authority sector at 1:17.

8 Age and sex of residential child care workers

- 8.1** The men to women ratio remained largely the same as in previous years at 2:3.
- 8.2** The largest growth in workers had been in each age group under 36. The peak of workers was in the 25-30 age group, but 69% were aged over 30 and 54% over 35. The 163 residential workers over the age of 55 are 8% of those registered.

Figure 8 Age and sex of residential child care workers June 2011

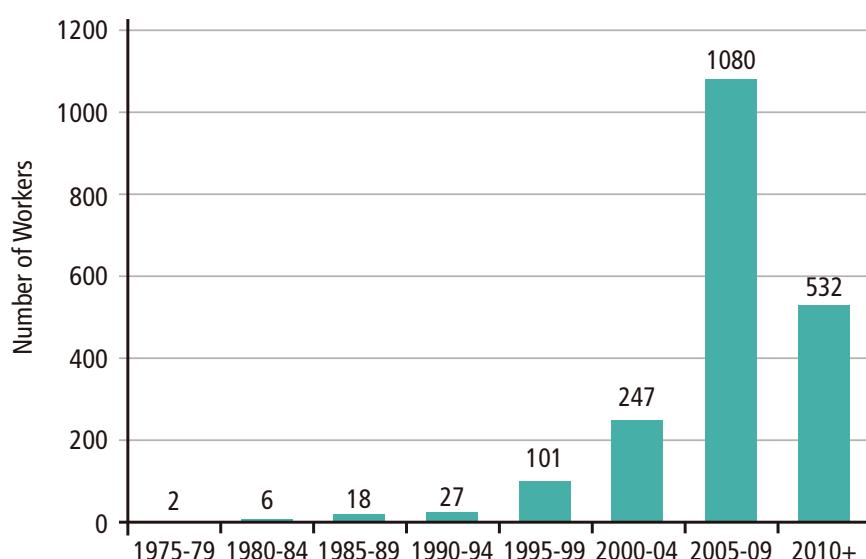
- 8.3** Additional registrants since 2008 had come from all ages of residential child care workers. The largest net increase of 140 workers was in the 25-30 age group. However, there had, in addition, been substantial movement of workers aged under 36 entering and leaving the Register, with significantly less movement amongst workers over 40. This is discussed further in Section 11.

Figure 9 Comparative age and sex profile of residential child care workers December 2009 and June 2011

9**Residential child care workers – length of time in post**

- 9.1** Around a third of residential child care workers (30%) had been in their current post for five years or longer. However, there was significant movement of job by residential child care workers and 532 (26%) had taken up their current post since January 2010.
- 9.2** In addition, 13 workers achieved the qualification to move to the manager part of the Register.
- 9.3** The figure below illustrates the period residential child care workers started in their current post; those registrants without current employment in residential child care are not represented.

Figure 10 Period residential child care workers started in their current post



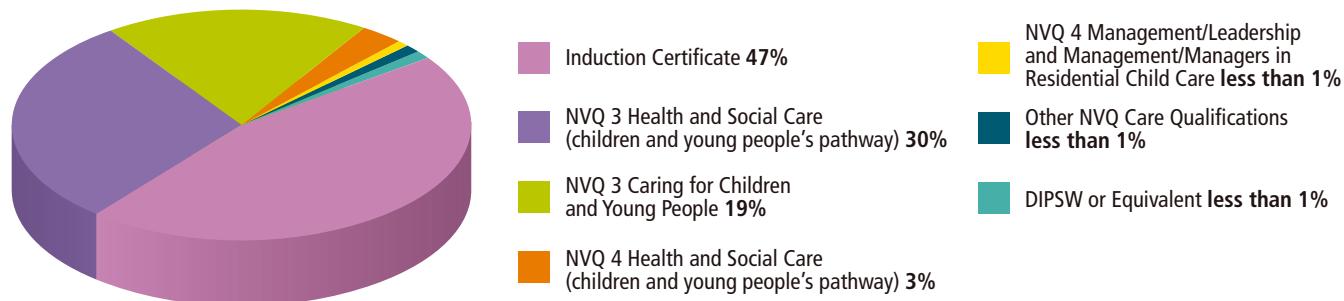
10 Qualifications of residential child care workers

- 10.1** Residential child care workers must apply to register within six months of starting in a post and once they have completed the outcomes in the Social Care Induction Framework. They are then registered with a training requirement, to complete the required qualification for working in residential child care before their first renewal of registration. Renewal of registration is required every three years. When mandatory registration was introduced in 2008, all the residential child care workers who had not yet completed the required qualification were registered with this training requirement. To comply with the children's homes Regulations², all those who were in a residential child care post before 1 July 2007 needed to qualify by 1 July 2010.
- 10.2** Raising the number of qualified residential child care workers working in the sector was one of the aims of mandatory registration. The Register has made it possible to identify the numbers qualified and to monitor the increase in this number. In 2008, 50% of residential child care workers held a required qualification and 50% were registered having completed Induction Framework. At June 2011 the percentage of qualified residential child care workers had increased to 53%. The increase in the percentage of qualified workers has been restricted by the turnover of staff and the large number of new residential child care workers, the majority of whom are not yet qualified. The turnover of workers is discussed in more detail in Section 11 overleaf.
- 10.3** While the percentage has not increased significantly, the number of qualified workers has increased. In 2008, 762 workers held at least the required qualification. In June 2011, 1103 registered workers had informed the Care Council that they were qualified. This means that there were 346 more qualified residential child care workers working in Wales in June 2011 than there were in December 2008. This number should continue to rise during 2011, as more of the residential child care workers who first registered in 2008 inform the Care Council, when they apply to renew their registration, that they have qualified.
- 10.4** Where a residential child care worker has not completed their qualification by their renewal date but wishes to carry on working in this sector, there is an opportunity to apply to CSSIW, which regulates the children's homes in Wales, for an extension of time to complete the award. Where an extension is granted, renewal of registration can be granted with a condition to qualify by the agreed date. To June 2011 there had been 12 cases in this category and a further three in process.

2. Towards a Stable Life and a Brighter Future – Regulations and Statutory Guidance to strengthen arrangements for the placement of children (Welsh Assembly Government (2007)).

10.5 Figure 11 shows the range of qualifications held by residential child care workers. For registration purposes applicants are only required to provide evidence that they hold the minimum requirement or above. The chart does not reflect any other qualifications that they may hold outside the requirement but some managers hold more than one required qualification. NVQ 3 Health and Social Care was the required qualification prior to the Qualification Framework being introduced in January 2011. The current required qualification is QCF Level 3 Diploma in Health and Social Care (Children and Young People) Wales and Northern Ireland but the predecessor qualifications listed in Figure 11 continue to be accepted for registration.

Figure 11 Qualifications held by residential child care workers

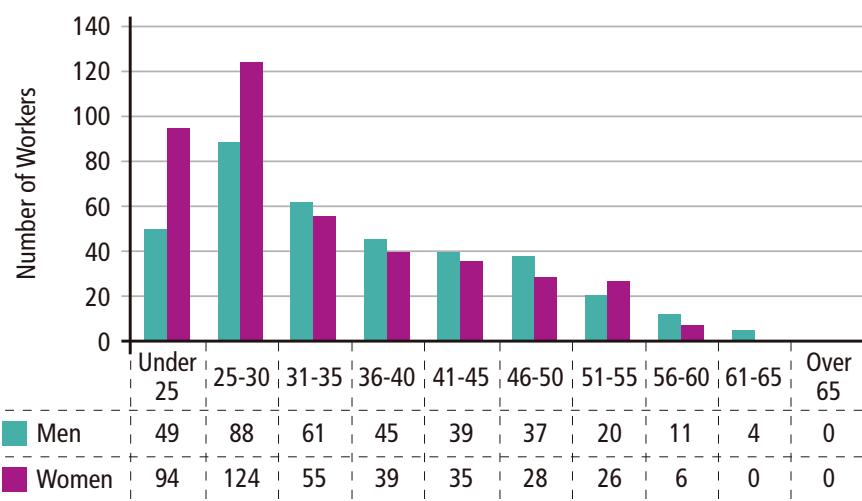


11 Turnover of residential child care workers

- 11.1** Since the first profile in December 2008, of the 1547 residential child care workers who were registered at that date, 506 were no longer registered in June 2011. A further 23 had changed the sector where they were working and had moved to another part of the Register. This average annual turnover of 13% leaving the Register each year adds up to a turnover of over a third in three years.
- 11.2** However, because of the substantial numbers applying to the Register, overall there had been a net increase. Since the last profile in December 2009, 761 residential child care workers joined the Register providing a net increase of 323, a growth of 15.5%.
- 11.3** A small number of people (nine) had returned to the Register following removal for non-payment of the annual fee.

- 11.4** The largest number of newly registered residential child care workers were aged 25 to 30. In the age groups over 30 more men joined the Register than women. The highest turn over is in the under 25 age group but more new workers under 25 had been recruited (143) than had left (40). Almost half the workers registering for the first time (47%) were under 31 and the number (355) was well over twice the number under 31 who left the Register (141).
- 11.5** The age and sex profile at June 2011 of residential child care workers new to the Register since January 2010 is shown in Figure 12.

Figure 12 Age and sex of residential child care workers new to the Register since 1 January 2010



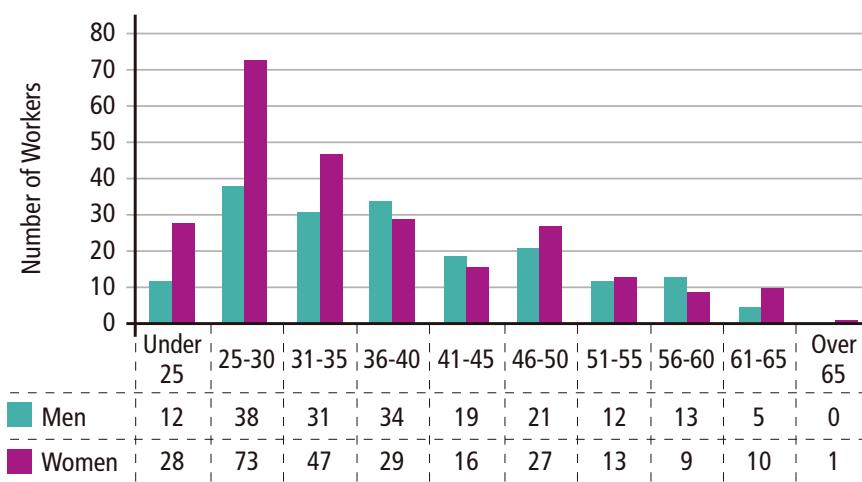
- 11.6** Of the residential child care workers new to the Register since January 2010, 20% were already qualified. The 80% registered having completed Induction (603) should all be undertaking a residential child care competency based, work-place assessed qualification and will have a maximum of three years from their registration date to complete it.

Figure 13 Qualifications held by residential child care workers new to the Register since January 2010



- 11.7** Of the 1,757 residential child care workers on the Register in December 2009, 21% were no longer working as residential child care workers and, apart from the 13 who became registered as a manager, were no longer on the Register.
- 11.8** Between May 2010 and June 2011, three interim suspensions were imposed on residential child care workers, two were suspended and five were removed from the Register by a Care Council Conduct Committee
- 11.9** Over half (52.2%) of those who left the residential child care part of the Register since January 2010 were aged 35 or younger. Only 3.6% were aged over 60. However, there were far more people under 31 new to the Register as while 141 left, 355 joined.

Figure 14 Age and sex of workers who left the residential child care part of the Register between January 2010 and June 2011



- 11.10** Although 61% of those who left the Register were not yet qualified, this means that a significant number of those leaving residential child care were qualified. This could provide a pool of experienced people in Wales to work in this sector but there is no evidence to date of these people reapplying to the Register.
- 11.11** Whilst reaching the renewal stage has meant that some people who had not achieved the qualification were removed from the Register at this time, very few residential child care workers gave not completing the qualification as their reason for not renewing their registration.

11.12 In this same period, of the residential child care workers who left the Register, less than 1% had a current work address outside Wales.

11.13 Between 11 June 2010 and 31 May 2011, five individuals moved from work in residential child care to Part 1 of the Register which is for those with a social work qualification.

12 Diversity

12.1 Equal opportunity data is collected to monitor that the registration process is fair. Providing this monitoring data is a voluntary part of the application process. Of the registered managers, 49% provided this information. 100% of those who responded declared no disability. Of those who provided the information 95.5% described themselves as white British, white Welsh or white Irish. The other individuals who provided this information described themselves as black Caribbean or other mixed ethnic background.

12.2 Of the registered workers, 69% provided this information. Of those who responded, 1% declared a disability. Of those who provided the information 95% described themselves as white British, white Welsh or white Irish. The other individuals who provided this information were spread across the range of other ethnic groups.

12.3 Of the managers who provided the information about their Welsh language ability (47%), 12% described themselves as fluent Welsh speakers, 77% did not speak any Welsh. No application forms were completed in Welsh and only 1.4% gave their preferred language of correspondence as Welsh.

12.4 Of the workers who provided the information (68%), 9% described themselves as fluent Welsh speakers, 70% stated that they did not speak any Welsh. Less than 1% completed the application form to Register in Welsh and 1.5% gave their preferred language of correspondence as Welsh.

12.5 All registrants are provided with access to view their personal data held by the Care Council through an electronic internet portal. Usage of this service is increasing slowly and at June 2011, 11.3% of the registered managers and 3.7% of the registered workers had an active portal account.

13 Summary

- 13.1** The profile shows significant movement with managers and workers actively leaving and joining this part of the Register and changing jobs. As fewer managers had joined the Register since January 2010, the number of residential child care managers overall at June 2011 had declined. Managers joining this part of the Register in that period spanned the age groups. The private sector continued to be the dominant employer.
- 13.2** Fewer registrants than in previous years were currently practicing as the manager of a children's home. The pool of people registered and qualified to do so but currently in a different role had increased at June 2011. The number of qualified and experienced staff leaving the role of residential child care manager might be a concern.
- 13.3** All residential child care managers are qualified to at least the minimum standard required to work in Wales in both managing in a child care setting and caring for children and young people.
- 13.4** The work experience of the managers is reflected in nearly half having been in their current post more than five years.
- 13.5** There has been a net increase in the number of residential child care workers on the Register every year since 2008. The turnover of staff was high, especially amongst the younger unqualified workers but recruitment in this age group far surpassed those leaving. Almost half these workers registering for the first time were under 31 and two thirds were women. In the age groups over 30 more men joined the Register than women.
- 13.6** Many of the workers registering for the first time are doing so having completed the Induction Framework and registration requires them to become qualified.
- 13.7** Although over a third of those leaving this part of the Register were qualified residential child care workers, there was a net increase between December 2008 and June 2011 in the number of qualified workers in Wales and the percentage qualified of those registered had risen at June 2011 to 53%. The requirement to qualify by the first renewal date does not appear to be the reason for the high turnover of staff.

- 13.8** In Wales in 2011, following the introduction of mandatory registration and the registration requirement to obtain a qualification before renewal, residential child care workers are more likely to be qualified or undertaking a qualification than was the situation in 2007 before registration became mandatory. There is still, however, a long way to go before achieving a fully qualified workforce.