

# Social Care Wales - workforce profile 2018: Commissioned Care Provider Services



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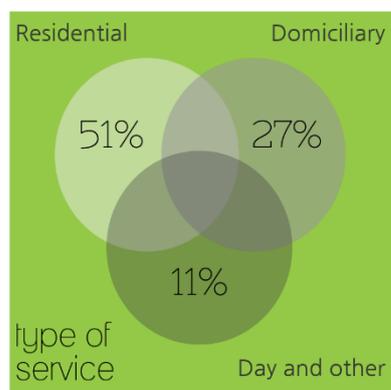
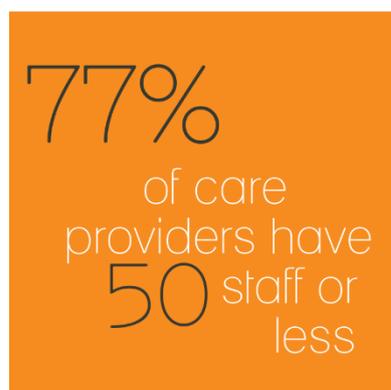
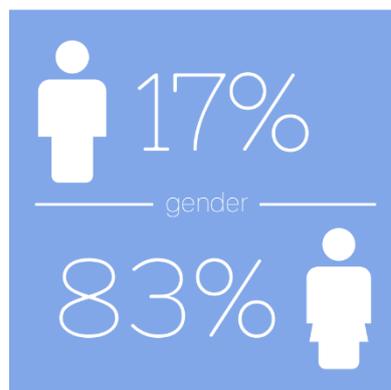
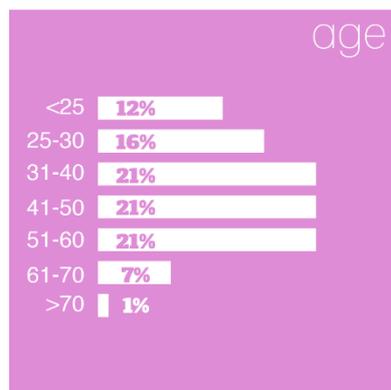
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This report is also available in Welsh



## Summary

- This report sets out the key findings from the Social Care Wales workforce data collection 2018. 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 sixth year that we have led the collection.
- All 22<sup>1</sup> local authorities in Wales took part in the 2018 collection and provided responses.
- The responses covered 83% of the commissioned care providers across Wales. The coverage of individual local authority returns ranged from 53% in Denbighshire to 100% in Wrexham, Pembrokeshire, Carmarthenshire, Rhondda Cynon Taf, Merthyr Tydfil and Newport.
- Using estimation methods, we were able to estimate aggregate workforce data for all commissioned care providers surveyed by Welsh local authorities.
- There were around 1,300 external care providers commissioned to provide local authorities in Wales with social care provision in 2018.
- It is estimated that there were over 53,000 staff working for these commissioned care providers in 2018.
- Due to the nature of the data we do not think it is appropriate to make direct comparisons to previous years. However, we have, once again, included a comprehensive analysis of the data that was submitted to us (the 'returned' and 'constructed' data), at a local, regional and national level.

Once again, we were very pleased with both the volume and quality of the data returned. However, response rates remain an issue for a number of authorities.

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

## Background

Each year local authorities collect information about the workforce of external social care providers that are commissioned to provide services by Welsh local authorities.

In 2013, the Care Council for Wales (CCW), now known as Social Care Wales (SCW), commissioned us, Data **Cymru** (formerly Data Unit Wales), to support local authorities in the development of a consistent, coherent dataset about the workforce of these commissioned care providers. We also developed the related data collection form that each of the local authorities agreed to use to ensure consistency in the collected data.

Subsequent to the development of the nationally agreed dataset and form, it was recognised that further support was needed to help ensure the data could be aggregated to produce a robust local, regional and national picture of this workforce. Therefore, we were commissioned by CCW to support local authorities in a pilot collection and collation of the information for 2013 and to provide analysis of the data at a local, regional and national level. A report documenting the findings of this pilot collection was shared with CCW in June 2014.

We have since been commissioned to repeat the exercise for 2014, 2015, 2016, 2017 and 2018. This report sets out the findings from the 2018 collection.

## Understanding the data

Local authorities were asked to survey all commissioned care providers<sup>2</sup> Responses were received from all 22<sup>3</sup> local authorities.

The responses we received combined:

- Data that had been collected directly from commissioned care providers ('returned' data); and
- Data that had been 'constructed' by the local authorities using locally available data from 2017.

A copy of the 2018 data collection form can be found in [Annex A](#).

### Response rates

Across Wales in 2018, 74% of the data collection forms that were issued were returned, this is a slightly higher response rate than in 2017 and ranged from 33% in Monmouthshire to 100% in Wrexham, Carmarthenshire and Newport. Most local authorities saw an increase in the percentage of forms returned this year, and a decrease in the percentage of constructed responses.

Local authorities constructed data for an additional 118 commissioned care providers in 2018, compared to 145 in 2017, bringing the overall response rate to 83% for 2018. This ranged from 53% in Denbighshire to 100% in Wrexham, Pembrokeshire, Carmarthenshire, Rhondda Cynon Taf, Merthyr Tydfil and Newport. 13 local authorities had an overall response rate of 80% or more, the same rate as 2017.

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

### Estimating for missing data

As in previous years, to provide regional and national estimates of the commissioned care provider workforce, it was necessary to estimate data for the commissioned care providers who did not respond, and where no 2017 data was available upon which to 'construct' a return for 2018. This process is known as 'imputation'. Details of the imputation process can be found in [Annex C](#).

Once again, we were unable to impute using local authority or regional level data due to low response rates in a small number of authorities. Instead, we used national averages to impute for the 'missing' data at a local level. Although we have received or imputed data for 100% of the providers that were surveyed, the imputed local authority estimates are not sufficiently robust for analysis. However, we have provided some high-level regional analysis.

Due to the nature of the data we were only able to estimate Wales level data for the total number of staff in post at the end of the reporting year.

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<sup>2</sup> Where a commissioned care provider has made separate returns for different care settings, each setting has been classed as a 'care provider' for the purposes of this analysis.

<sup>3</sup> Blaenau Gwent and Caerphilly run a joint service.

## Data quality

Despite improvements in the quality of the data each year, we are unable to provide robust comparisons with previous years. There are many factors that may influence year on year differences in the data. These include changes in the volume and/or type of providers surveyed and the amount of data that has been estimated. As such, the extent to which these differences represent real change is unknown. Where appropriate, we have commented on the patterns across certain categories of data and how this compares to last year.

## Data analysis

The following analysis combines data that the local authorities collected directly from their commissioned care providers and data that had either been constructed or imputed i.e. estimated based on additional information. The data therefore has a degree of 'unknown error' associated with it. This unknown error increases the more constructed and imputed data is used to determine the estimates. As such, the data cannot be treated as exact counts and should be used with caution. Data on the proportion of returns that were returned, constructed and imputed can be found in [Table 8](#), [Table 9](#), [Table 10](#) and [Table 11](#) of [Annex B](#).

Social care is a service offered by all local authorities in Wales. Based on the data provided to us, just over 1,300 external care provider organisations were commissioned to provide local authorities in Wales with social care provision in 2018.

It is estimated that these commissioned care providers employed over 53,000 people across Wales. [Table 1](#) shows that the estimated number of staff employed by commissioned care providers continues to vary across the regions.

The number of commissioned care providers has decreased since 2017, and based on the data we've received, the number of employed staff has increased.

**Table 1: Number of commissioned care providers and estimated number of staff employed, by region, 2018<sup>4</sup>**

	<b>Commissioned care providers</b>	<b>Staff employed by commissioned care providers (estimate)</b>	<b>Commissioned care provider staff employed per 1,000 population</b>
North Wales	361	15,000	22
Mid & West	286	9,500	18
Western Bay	204	8,500	16
South East	463	20,000	14
<b>Wales</b>	<b>1,314</b>	<b>53,000</b>	<b>17</b>

Data has been collected based on the type of care provided. These have been categorised as:

- Residential (broken down by residential with nursing care and residential without nursing care);
- Domiciliary;
- Day and other (a combination of day care and other services that do not fall into any of the other categories); and
- Mixed (more than one of the above).

Local authorities in Wales commissioned services from a higher number of residential care providers (677 providers) than any other type of care provider during 2018. These residential care providers employed an

<sup>4</sup> Population figures used for the calculation are from the 2017 Mid-Year Population Estimates produced by the Office for National Statistics.

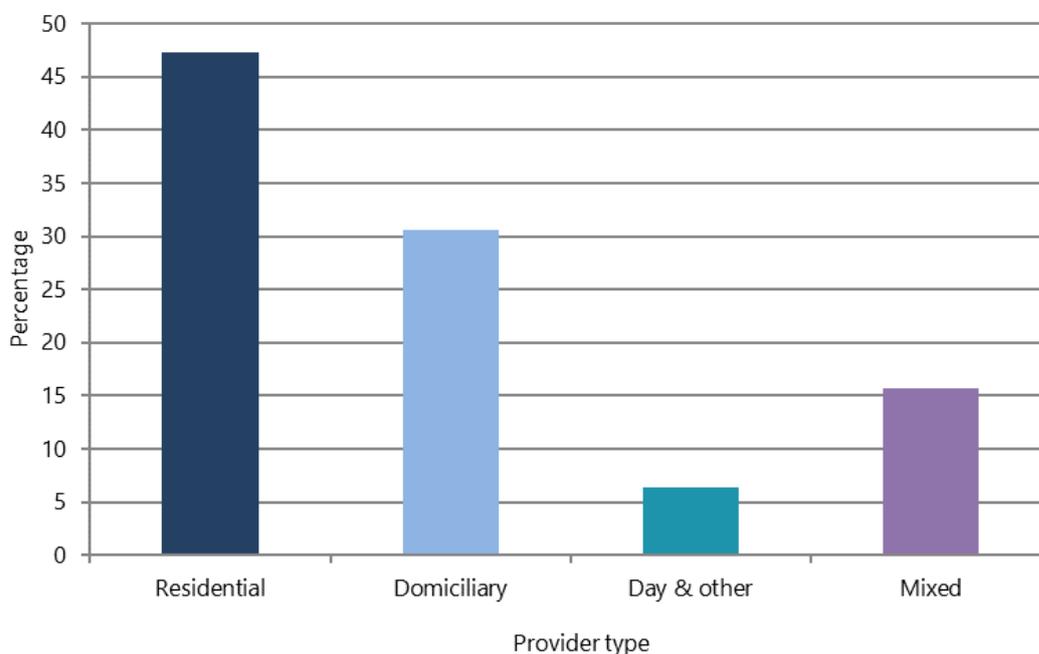
estimated 25,600 people across Wales. **Table 2** shows the types of commissioned care providers and estimated number of staff employed.

**Table 2: The number of commissioned care providers by type and estimated number of staff employed, Wales, 2018**

	<u>Commissioned care providers</u>	<u>Staff employed by commissioned care providers (estimate)</u>
Residential	677	25,500
Domiciliary	370	17,000
Day and other	151	3,000
Mixed	116	7,000
<b>Total</b>	<b>1,314</b>	<b>53,000</b>

**Figure 1** shows that in 2018, as in 2017, commissioned residential care providers employed the highest percentage of staff across the provider types in Wales.

**Figure 1: Percentage of staff employed by commissioned care providers by provider type, Wales, 2018**



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

## Further analysis

This section provides a more detailed breakdown of the workforce of commissioned care providers. This analysis includes only the data submitted by local authorities; including data which has been produced using last year's data returns ('constructed' data). These figures represent just a proportion (83%) of the commissioned care provider population and, as such, should be used with caution. Further details on the response rates across Wales can be found in [Table 8 of Annex B](#).

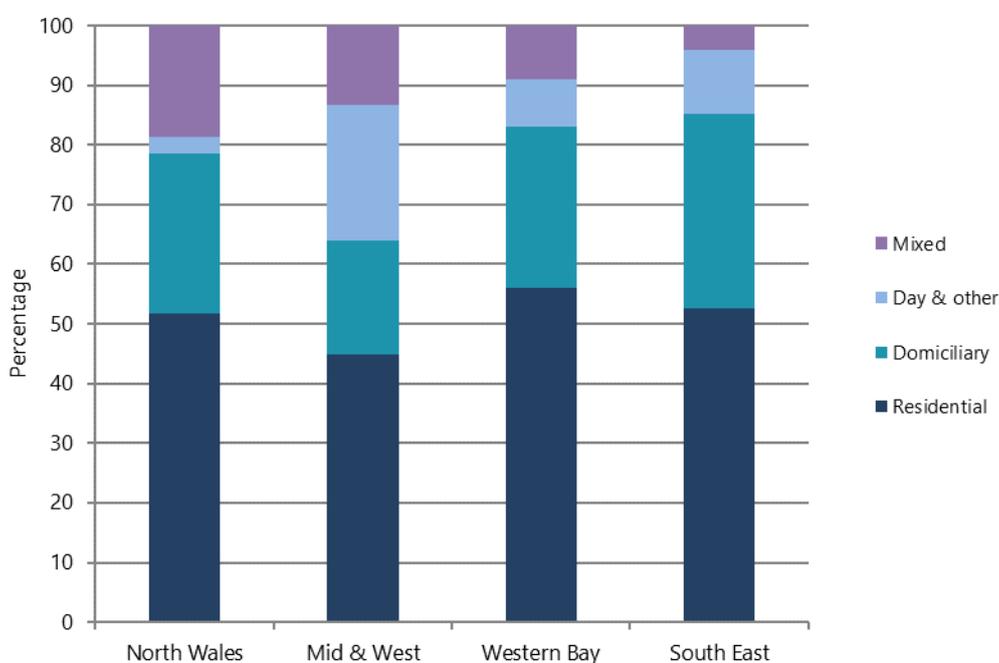
### Commissioned care providers

The majority of care providers commissioned in Wales were residential care providers. Across Wales the percentage varied from 29% of care providers commissioned by Ceredigion to 68% commissioned by Gwynedd. The majority of care providers offering day and other care were commissioned by Ceredigion (45%). The percentage of care providers commissioned to provide domiciliary care ranged from 14% of care providers commissioned by Ceredigion to 51% commissioned by Denbighshire.

**Figure 2** shows that:

- The percentage of commissioned care providers who offered **residential care** ranged from 47% of those commissioned by local authorities in Mid & West to 53% in Western Bay and the South East;
- Local authorities in Mid & West commissioned the lowest percentage of **domiciliary care** providers at 19%, while the South East commissioned the highest at 33%;
- Local authorities in North Wales commissioned the lowest percentage of **day and other care** providers at 2%, while Mid & West commissioned the highest at 22%; and
- South East commissioned the lowest percentage of care providers offering **mixed provision** at 4%, while North Wales commissioned the highest at 14%.

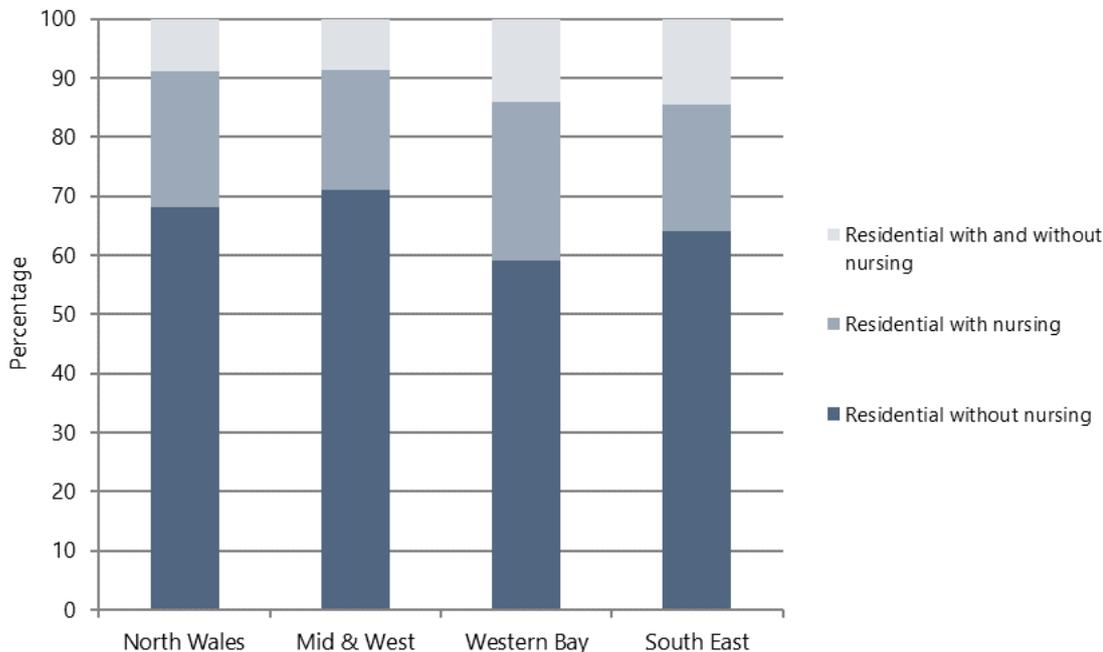
**Figure 2: Percentage of commissioned care providers by type, by region, 2018**



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

As shown in **Figure 3**, the majority of commissioned residential care providers offered residential care without nursing across all regions. 71% of the 117 residential care providers commissioned by local authorities in Mid & West Wales provided residential care without nursing. This compares to 59% of residential care providers commissioned by local authorities in the Western Bay region.

**Figure 3: Percentage of commissioned residential care providers by type, by region, 2018**

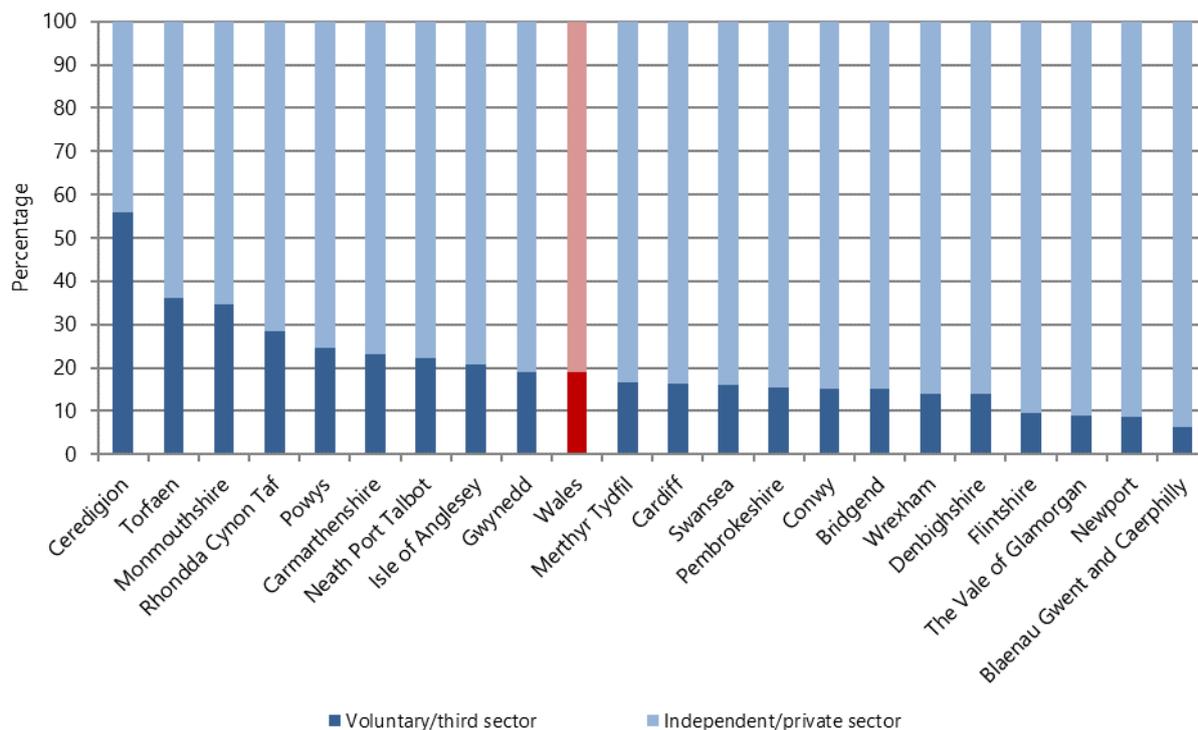


Further details on commissioned residential care providers can be found in **Table 14** of **Annex B**.

## Sector

19% of care providers commissioned by local authorities in Wales were based in the voluntary/third sector, compared to 17% in 2017. In 2018, this ranged from 6% of care providers commissioned by Blaenau Gwent and Caerphilly to 56% commissioned by Ceredigion. Across Wales, the remaining 81% were private sector organisations. **Figure 4** shows the private/third sector provider split by local authority for 2018.

**Figure 4: Percentage of commissioned care providers by sector, by local authority, 2018**



## Clients

In Wales, 12% of commissioned care providers provided services for children, 63% provided services for adults<sup>5</sup> and 25% provided services for older people.<sup>6,7</sup>

43% of care providers commissioned by Powys provided services for children. This is the highest across all local authorities in Wales by a margin of 16 percentage points, the next highest being Monmouthshire with 27% of care providers commissioned providing children’s services. None of the care providers commissioned by Denbighshire provided services for children.

The percentage of care providers providing services for older people ranged from 49% of those commissioned by Wrexham to 83% commissioned by the Isle of Anglesey.

25% of care providers commissioned by Powys provided services for adults, compared to 84% commissioned by Blaenau Gwent and Caerphilly.

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

<sup>5</sup> ‘Adults’ includes adults with learning disabilities, adults with mental ill-health and adults with a physical disability or sensory impairment.

<sup>6</sup> 3% of commissioned care providers provided services to ‘other’ client groups.

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

**Table 3: Number and percentage of commissioned care providers by client group, by region, 2018<sup>8</sup>**

	Number			%		
	Children	Adults	Older people	Children	Adults	Older people
North Wales	30	159	158	11	61	61
Mid & West	37	147	155	14	56	59
Western Bay	16	97	115	10	58	69
South East	45	288	257	11	71	63
<b>Wales</b>	128	691	685	12	63	63

## Organisation size

The majority of commissioned care provider organisations in Wales employed between 26 and 50 staff (33%). 7% of commissioned care providers employed over 100 staff, while 13% employed under ten staff. Across Wales, 3% of mixed care providers employed under ten staff in 2018, while 16% employed more than 100. 48% 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.

**Table 4: Percentage of commissioned care providers by size of organisation, by provider type, 2018**

	Size of organisation (staff employed)					%
	under 10	10 – 25	26 – 50	51 – 100	more than 100	
	Residential	11	33	35	16	5
Domiciliary	6	30	36	20	8	
Day and Other	48	31	13	5	3	
Mixed	3	23	41	17	16	

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

<sup>8</sup> Ibid

**Figure 5: Percentage of commissioned care provider staff with the required/recommended qualifications by role, Wales, 2018**



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 15](#) of [Annex B Annex B – Additional tables](#).

The percentage of staff employed as Managers with the required/recommended qualifications ranged from 52% in care providers commissioned by Gwynedd to 98% commissioned by Pembrokeshire. For Deputy or Assistant Managers, this ranged from 67% in care providers commissioned by Monmouthshire, to 94% commissioned by Conwy.

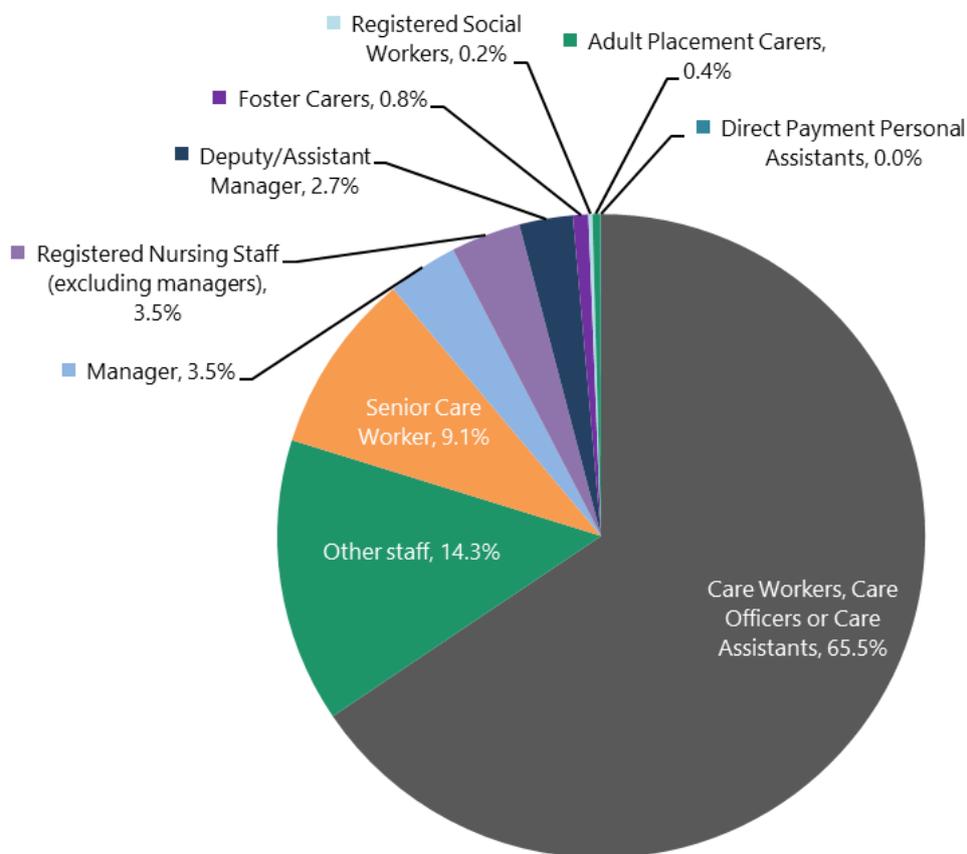
The percentage of staff employed as Care Workers, Care Officers or Care Assistants with the required/recommended qualifications ranged from 47% in care providers commissioned by Monmouthshire to 82% commissioned by Torfaen. For Senior Care Workers, this ranged from 74% in care providers commissioned by Torfaen and Monmouthshire, to 94% commissioned by Merthyr Tydfil.

17% of commissioned care provider staff achieved their required/recommended qualifications during 2018, while 17% of staff continue to work towards required/recommended qualifications.

## Roles

As in 2017, the majority of staff employed by care providers commissioned by local authorities in Wales were Care Workers, Care Officers or Care Assistants (66%), as shown in [Figure 6](#). The percentage that were Care Workers, Care Officers or Care Assistants ranged from 59% in care providers commissioned by Wrexham and Monmouthshire to 72% commissioned by the Isle of Anglesey and Merthyr Tydfil.

**Figure 6: Percentage of staff employed by commissioned care providers by role, Wales, 2018<sup>9</sup>**



Across the care providers commissioned by local authorities in Wales, none employed more than 6% of staff as Managers in 2018, with 4% or less employed as Deputy/Assistant Managers. There were very few Registered Social Workers employed by commissioned care providers, with 90 (0.2%) in total employed across Wales. The number of Registered Nursing Staff employed by commissioned care providers was 1,545; making up 3% of all staff employed by commissioned care providers in Wales. The percentage of Registered Nursing Staff employed ranged from 2% in care providers commissioned by Flintshire, the Isle of Anglesey, Ceredigion and Bridgend to 5% by Gwynedd, Merthyr Tydfil, the Vale of Glamorgan and Newport.

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

**Table 5: Percentage of staff employed by commissioned care providers by role and type of provider, 2018**

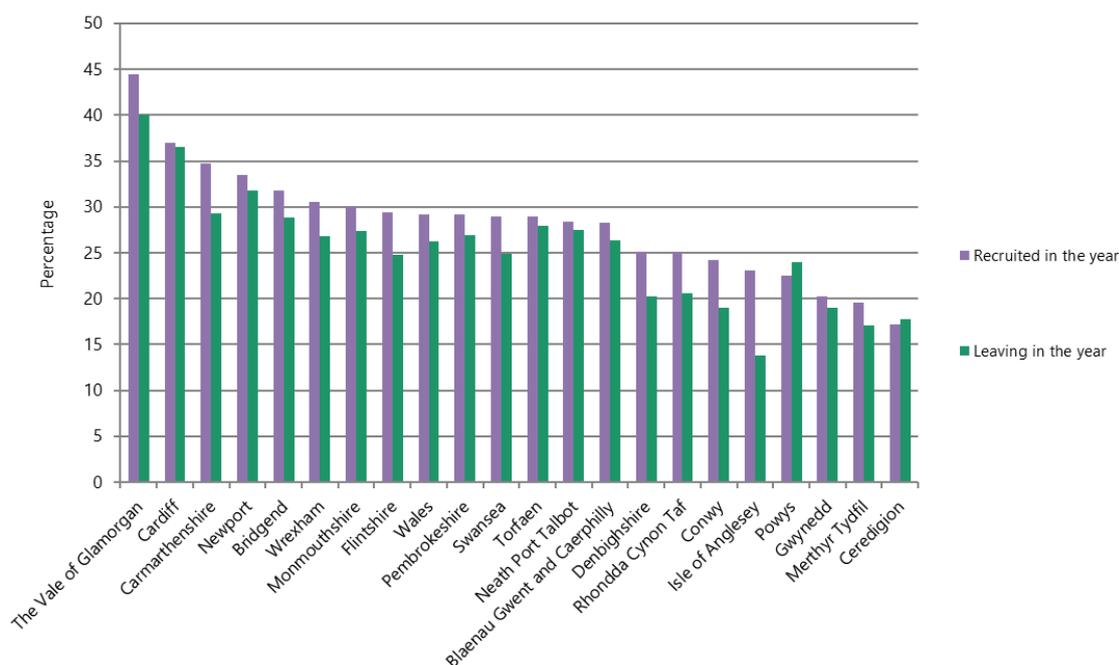
	<b>Manager</b>	<b>Deputy/ Assistant Manager</b>	<b>Senior Care Worker</b>	<b>Care Workers, Care Officers or Care Assistants</b>	<b>Registered Social Workers</b>	<b>Registered Nursing Staff (excluding managers)</b>	<b>Foster Carers</b>	<b>Adult Placement Carers</b>	<b>Direct Payment Personal Assistants</b>	<b>Other staff</b>	<b>%</b>
Residential without nursing	4.6	3.4	14.6	59.4	0.0	0.2	0.0	0.0	0.0	17.8	
Residential with nursing	2.0	2.1	8.7	53.0	0.1	11.3	0.0	0.0	0.0	22.9	
Residential with and without nursing	1.6	1.6	9.9	52.4	0.0	11.4	0.0	0.0	0.0	23.1	
Domiciliary	3.8	2.6	6.3	83.2	0.0	0.2	0.0	0.0	0.0	3.9	
Day and other	7.1	3.0	3.8	29.3	3.4	1.8	14.1	7.4	0.5	29.6	
Mixed	3.3	3.2	9.1	73.2	0.0	1.4	0.1	0.0	0.0	9.8	
<b>All</b>	3.5	2.7	9.1	65.5	0.2	3.5	0.8	0.4	0.0	14.3	

**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 83%, compared to 29% employed by commissioned day and other care providers. Senior Care Workers accounted for 15% of staff employed by commissioned residential care providers without nursing, compared to 4% in commissioned providers of day and other care. Commissioned residential care providers with nursing, employed the highest proportion of Registered Nursing staff at 11% of the workforce. Commissioned day and other care providers were the only providers to employ more than 0.1% of Foster Carers (14%) and Adult Placement Carers (7%).

## Recruitment and retention

During 2018, nearly 13,000 staff were recruited by care providers commissioned by Welsh local authorities. Just over 11,000 staff left commissioned care providers during the year. As some staff may have been recruited and left during the year it is difficult to be precise about the net impact on overall staff numbers. However, the data suggests an increase of around 2,000 staff over the year. **Figure 7** shows that the majority of commissioned care providers across Wales recruited a higher percentage of staff than the percentage that left.

**Figure 7: Percentage of staff who were recruited by or left commissioned care providers by local authority, 2018<sup>10</sup>**

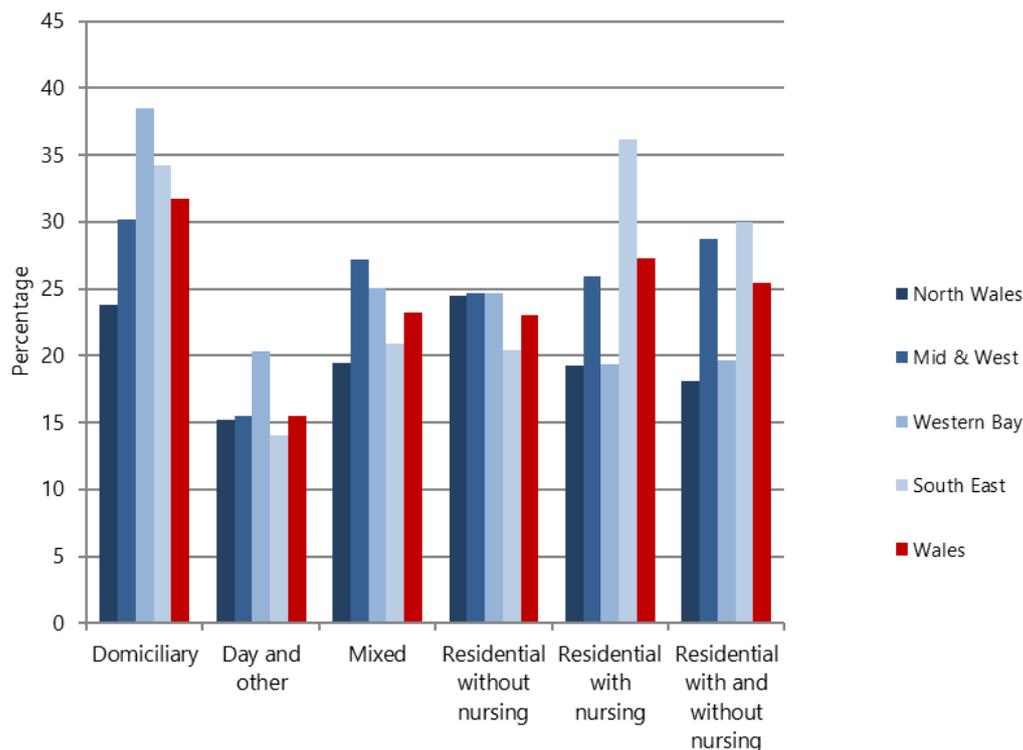


The stability of the workforce varies across local authorities. 44% of staff working for care providers commissioned by the Vale of Glamorgan were recruited during the year. This compares to 17% of staff working for providers commissioned by Ceredigion.

32% of domiciliary care staff in post in commissioned care providers across Wales at the start of the year left during 2018. This compares to 15% of staff that left the employment of day and other care providers. **Figure 8** shows how the percentage of staff who left commissioned care providers 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 8: Percentage of staff leaving commissioned care providers by provider type, by region, 2018**

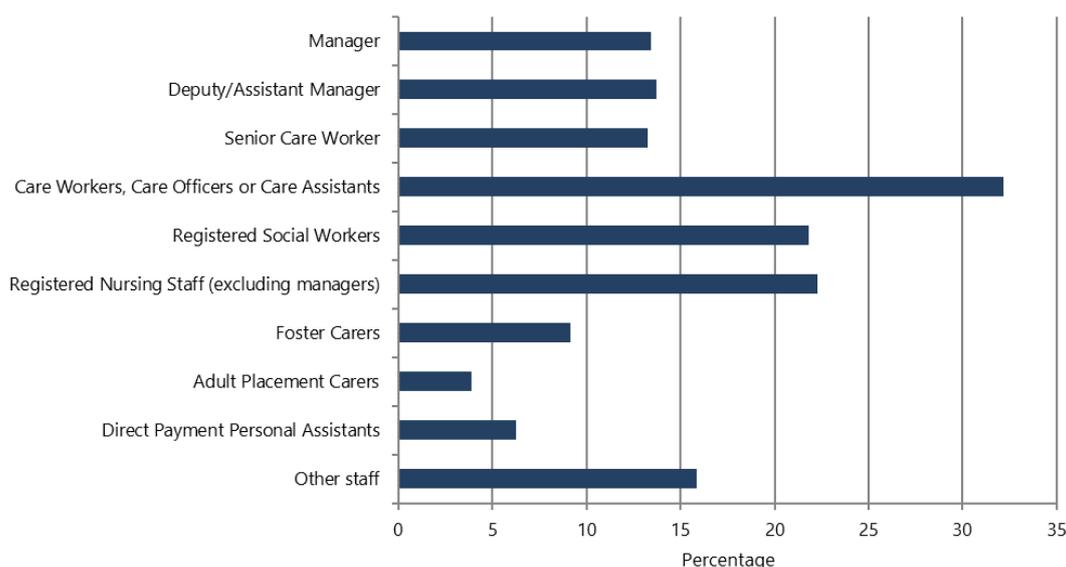


Further details on newly recruited commissioned care provider employees can be found in [Figure 16 of Annex B](#).

12% of all those who left the employment of commissioned care providers during 2018 were employed by care providers commissioned by Cardiff, while only 1% were employed by care providers commissioned by Merthyr Tydfil and the Isle of Anglesey. Of those staff leaving care providers commissioned by Cardiff, the majority (39%) left residential care providers.

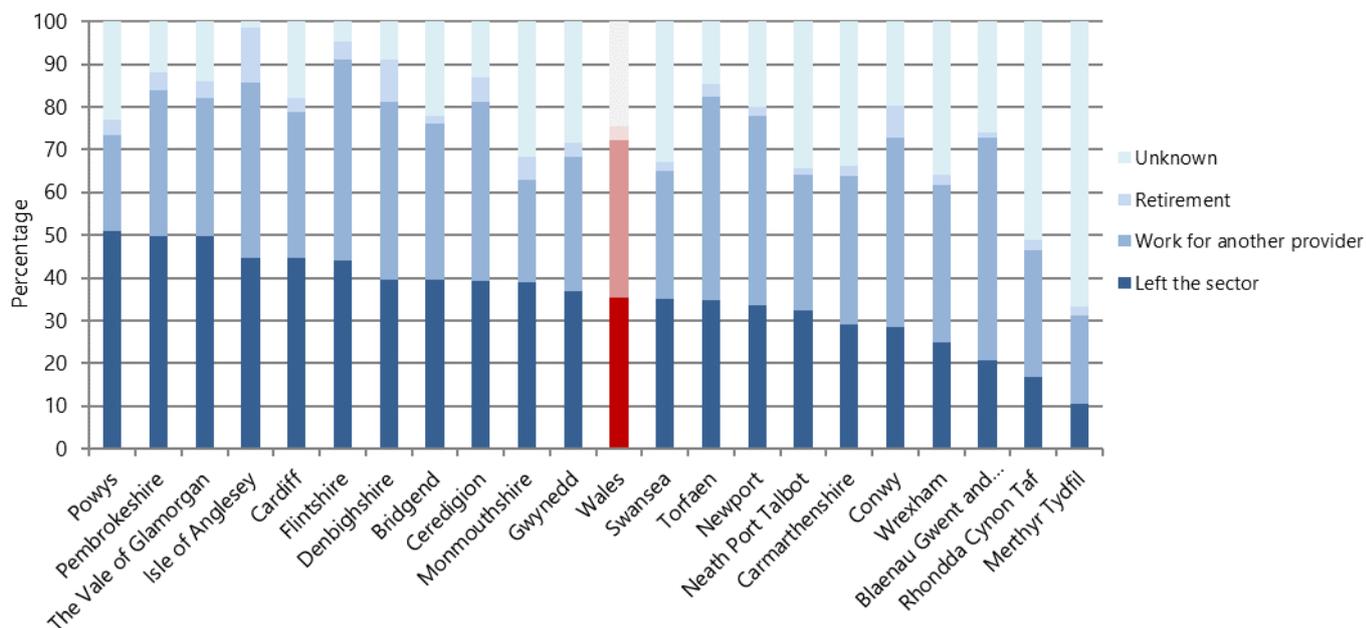
As shown in [Figure 9](#), 32% of Care Workers, Care Officers or Care Assistants, and 22% of Registered Social Workers in post at the beginning of the year left commissioned care providers during 2018.

**Figure 9: Percentage of staff in post who left commissioned care providers by role, Wales, 2018**



75% of leavers' destinations were known. 37% went to work for another care provider, 35% 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 (43%) and those leaving the sector in Western Bay (17%). **Figure 10** shows those leaving the sector, those leaving to work for another care provider and those who retired by local authority.

**Figure 10: Percentage of staff leaving commissioned care providers by destination, by local authority, 2018**



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

Care providers commissioned by Cardiff had the highest percentage of reported vacancies (11%) in Wales. Less than 1% of reported vacancies were in care providers commissioned by Merthyr Tydfil. 78% 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 52% commissioned by Monmouthshire. Reported vacancies for Senior Care Workers had the next highest percentage at 7% of all vacancies. This ranged from 26% 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 92% 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](#).

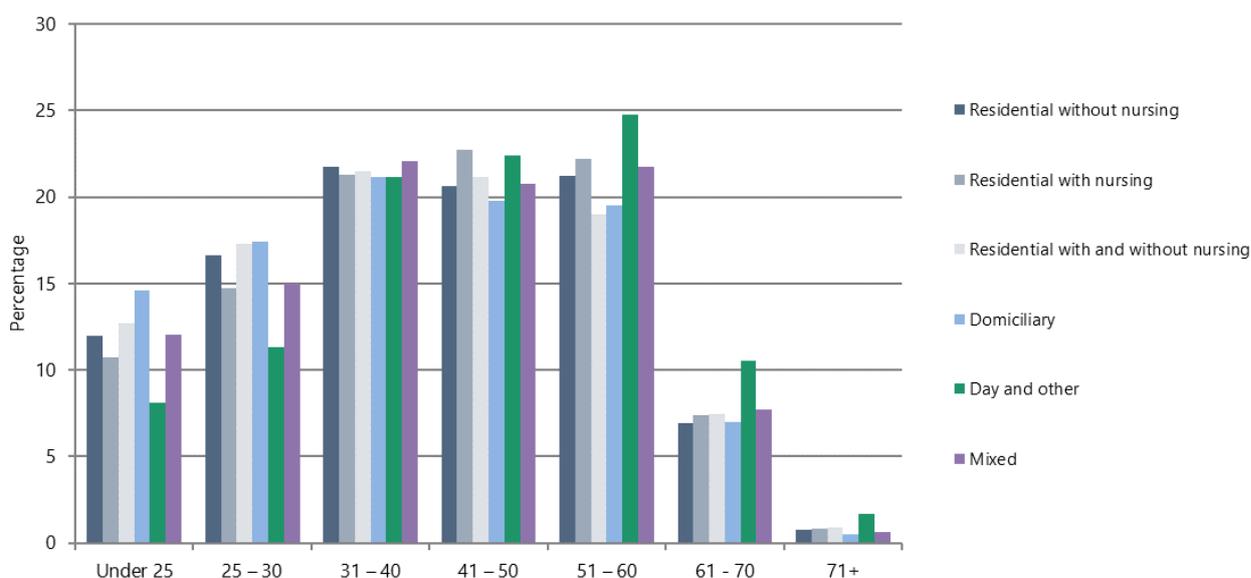
### Gender

As in 2017, the majority (83%) of staff working for care providers commissioned in Wales were female. Just under a fifth of the workforce were male. Gwynedd's commissioned care providers had the highest percentage of male staff at 26% while care providers commissioned by the Vale of Glamorgan had the lowest at 11%.

### Age

In 2018, 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 8% of day and other staff were aged 25 and under. Under 2% of staff employed by each provider type were aged over 70. [Figure 11](#) shows the age breakdown of staff employed by commissioned care provider type.

**Figure 11: Percentage of staff employed by commissioned care providers by age and provider type, Wales, 2018**



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.

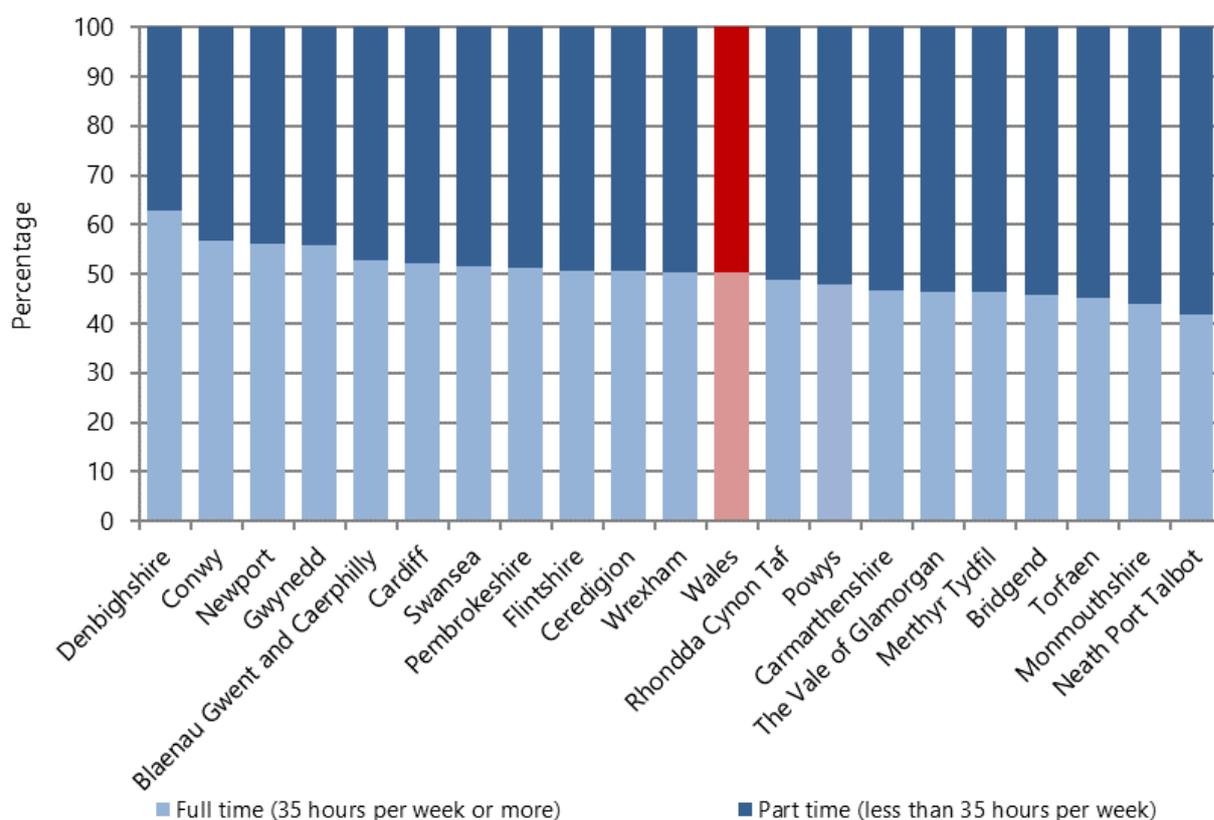
**Table 6: Percentage of commissioned care provider staff by ethnicity, by local authority and region, 2018**

	%					
	White	Mixed/ multiple ethnic groups	Asian/ Asian British	Black/ African/ Caribbean/ Black British	Other ethnic group	Prefer not to say
Isle of Anglesey	89	0	0	1	0	10
Gwynedd	97	0	1	1	1	0
Conwy	90	1	2	1	2	4
Denbighshire	76	1	6	1	4	13
Flintshire	97	1	1	0	0	0
Wrexham	94	1	1	1	1	4
<b>North Wales</b>	<b>90</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>5</b>
Powys	89	2	2	1	1	5
Ceredigion	91	0	1	2	0	5
Pembrokeshire	91	2	1	0	1	5
Carmarthenshire	88	1	2	1	1	8
<b>Mid &amp; West</b>	<b>89</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>6</b>
Swansea	70	2	4	2	2	21
Neath Port Talbot	84	1	2	1	1	12
Bridgend	71	0	1	1	0	27
<b>Western Bay</b>	<b>74</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>20</b>
The Vale of Glamorgan	70	1	3	1	1	23
Rhondda Cynon Taf	81	1	0	0	1	17
Merthyr Tydfil	85	3	1	0	1	10
Torfaen	91	2	2	1	0	5
Monmouthshire	87	3	2	1	2	5
Newport	81	3	5	3	1	8
Cardiff	65	2	3	4	2	23
Blaenau Gwent and Caerphilly	90	1	1	1	1	7
<b>South East</b>	<b>80</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>13</b>
<b>Wales</b>	<b>83</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>11</b>

## Working hours

Across Wales, the percentage of staff who work full time for commissioned care providers was 50%, and 50% work part time. **Figure 12** shows the percentages at local authority level in Wales.

**Figure 12: Percentage of commissioned care provider staff by hours worked, by local authority, 2018**

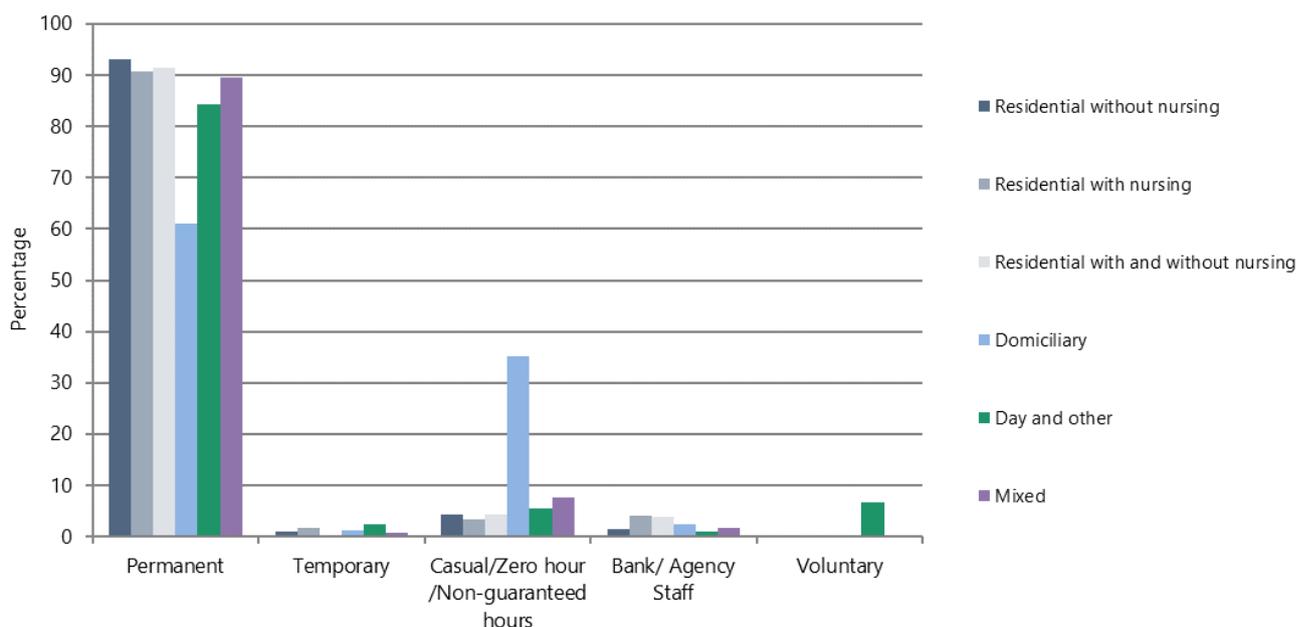


Further details on the hours worked by care provider staff can be found in **Figure 18** of **Annex B**.

## 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 Newport to 87% commissioned by Pembrokeshire. 14% of staff in care providers commissioned in Wales were casual staff, ranging from 6% in care providers commissioned by Powys to 22% commissioned by Newport. Across the provider types, 92% of all commissioned residential care provider staff were on permanent contracts. 61% of commissioned domiciliary care provider staff were on permanent contracts, while 35% of commissioned domiciliary care provider staff were casual. **Figure 13** shows the contractual status breakdown of staff employed by commissioned care providers by type.

**Figure 13: Percentage of staff employed by commissioned care providers by contractual status and provider type, Wales, 2018**



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

### Disability status

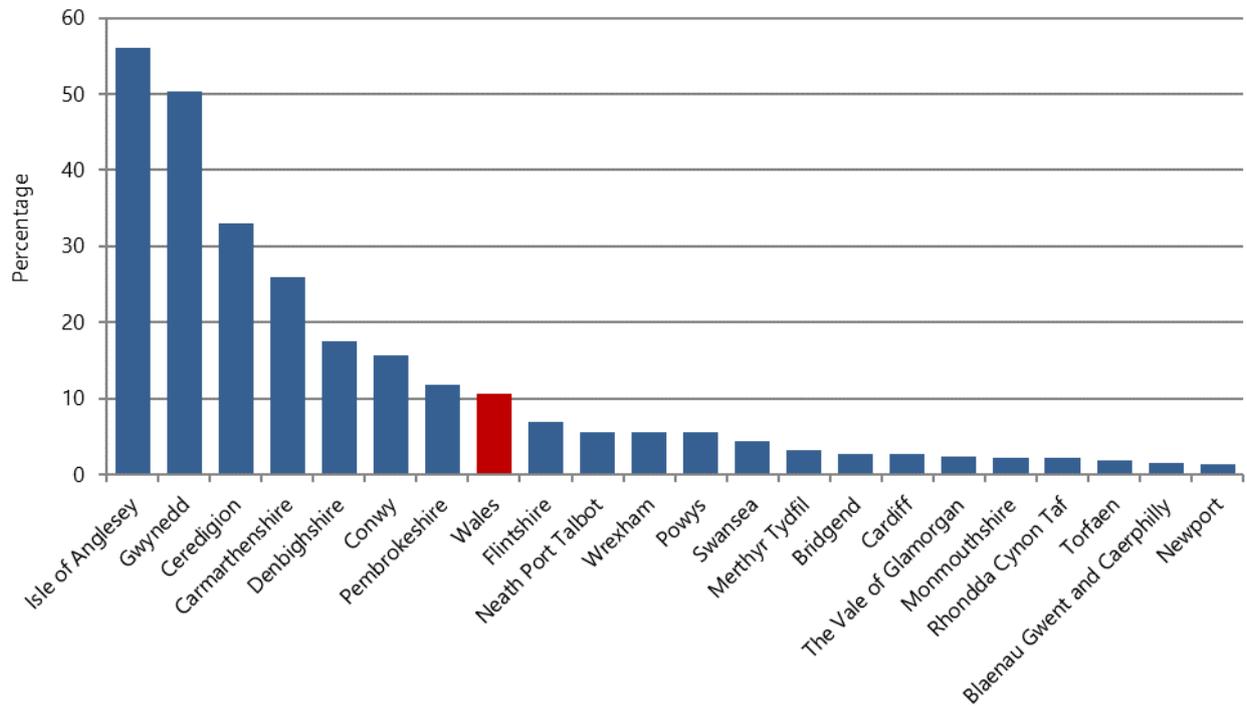
As in 2017, only 1% of the commissioned care provider staff who responded stated that they considered themselves to have a disability. This ranged from 3% of staff who work for care providers commissioned by Carmarthenshire and Bridgend to less than 0.5% commissioned by the Isle of Anglesey.

### Language

In Wales, 11% 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, 19% in Mid and West and 22% in North Wales.

**Figure 14** shows that the percentage of commissioned care provider staff able to communicate effectively through the medium of Welsh varied across the local authorities. This ranged from 56% of care provider staff commissioned by the Isle of Anglesey to 1% commissioned by Newport.

**Figure 14: Percentage of commissioned care provider staff able to communicate effectively through the medium of Welsh by local authority, 2018**



In Wales, 5% 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 Swansea to 0% in Bridgend.

## Annex A – The data collection form

The data collection forms were shared with local authorities in November 2018. 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 2018**

[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 commissioned care providers surveyed by local authorities

	Number of commissioned care providers surveyed				
	2014	2015	2016	2017	2018
Isle of Anglesey	32	32	34	30	27
Gwynedd	51	57	55	45	37
Conwy	83	83	78	95	96
Denbighshire	87	84	78	81	81
Flintshire	51	42	55	55	49
Wrexham	73	71	74	69	71
<b>North Wales</b>	<b>377</b>	<b>369</b>	<b>374</b>	<b>375</b>	<b>361</b>
Powys	63	65	72	79	72
Ceredigion	36	44	44	45	49
Pembrokeshire	82	86	82	82	78
Carmarthenshire	116	119	100	97	87
<b>Mid &amp; West</b>	<b>297</b>	<b>314</b>	<b>298</b>	<b>303</b>	<b>286</b>
Swansea	86	76	96	90	96
Neath Port Talbot	75	87	80	57	64
Bridgend	38	38	38	43	44
<b>Western Bay</b>	<b>199</b>	<b>201</b>	<b>214</b>	<b>190</b>	<b>204</b>
The Vale of Glamorgan	62	32	71	41	44
Rhondda Cynon Taf	66	73	64	60	53
Merthyr Tydfil	15	15	14	17	18
Torfaen	70	64	64	68	59
Monmouthshire	51	62	51	50	45
Newport	58	51	62	63	70
Cardiff	121	110	104	89	91
Blaenau Gwent and Caerphilly	98	84	82	79	83
<b>South East</b>	<b>541</b>	<b>491</b>	<b>512</b>	<b>467</b>	<b>463</b>
<b>Wales</b>	<b>1,414</b>	<b>1,375</b>	<b>1,398</b>	<b>1,335</b>	<b>1,314</b>

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

	2018			
	Returned	Constructed	Total	Imputed
Isle of Anglesey	81	7	89	11
Gwynedd	43	14	57	43
Conwy	63	0	63	38
Denbighshire	44	9	53	47
Flintshire	63	22	86	14
Wrexham	100	0	100	0
<b>North Wales</b>	<b>65</b>	<b>7</b>	<b>72</b>	<b>28</b>
Powys	74	0	74	26
Ceredigion	53	35	88	12
Pembrokeshire	74	26	100	0
Carmarthenshire	100	0	100	0
<b>Mid &amp; West</b>	<b>78</b>	<b>13</b>	<b>91</b>	<b>9</b>
Swansea	72	13	84	16
Neath Port Talbot	70	0	70	30
Bridgend	73	18	91	9
<b>Western Bay</b>	<b>72</b>	<b>10</b>	<b>81</b>	<b>19</b>
The Vale of Glamorgan	48	30	77	23
Rhondda Cynon Taf	98	2	100	0
Merthyr Tydfil	94	6	100	0
Torfaen	81	17	98	2
Monmouthshire	33	24	58	42
Newport	100	0	100	0
Cardiff	74	0	74	26
Blaenau Gwent and Caerphilly	98	0	98	2
<b>South East</b>	<b>80</b>	<b>8</b>	<b>88</b>	<b>12</b>
<b>Wales</b>	<b>74</b>	<b>9</b>	<b>83</b>	<b>17</b>

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

	Returned			%
	2016	2017	2018	
Isle of Anglesey	85	73	81	
Gwynedd	80	67	43	
Conwy	36	57	63	
Denbighshire	45	41	44	
Flintshire	64	69	63	
Wrexham	93	90	100	
<b>North Wales</b>	<b>64</b>	<b>64</b>	<b>65</b>	
Powys	94	84	74	
Ceredigion	73	62	53	
Pembrokeshire	94	99	74	
Carmarthenshire	100	69	100	
<b>Mid &amp; West</b>	<b>93</b>	<b>80</b>	<b>78</b>	
Swansea	61	68	72	
Neath Port Talbot	83	46	70	
Bridgend	82	60	73	
<b>Western Bay</b>	<b>73</b>	<b>59</b>	<b>72</b>	
The Vale of Glamorgan	23	66	48	
Rhondda Cynon Taf	100	92	98	
Merthyr Tydfil	100	76	94	
Torfaen	89	91	81	
Monmouthshire	51	38	33	
Newport	85	94	100	
Cardiff	77	71	74	
Blaenau Gwent and Caerphilly	95	85	98	
<b>South East</b>	<b>76</b>	<b>78</b>	<b>80</b>	
<b>Wales</b>	<b>76</b>	<b>72</b>	<b>74</b>	

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

	<b>Constructed</b>			%
	<b>2016</b>	<b>2017</b>	<b>2018</b>	
Isle of Anglesey	9	20	7	
Gwynedd	16	11	14	
Conwy	0	0	0	
Denbighshire	18	17	9	
Flintshire	2	0	22	
Wrexham	4	0	0	
<b>North Wales</b>	<b>8</b>	<b>7</b>	<b>7</b>	
Powys	0	1	0	
Ceredigion	5	20	35	
Pembrokeshire	4	0	26	
Carmarthenshire	0	30	0	
<b>Mid &amp; West</b>	<b>2</b>	<b>13</b>	<b>13</b>	
Swansea	15	13	13	
Neath Port Talbot	0	25	0	
Bridgend	8	21	18	
<b>Western Bay</b>	<b>8</b>	<b>18</b>	<b>10</b>	
The Vale of Glamorgan	17	7	30	
Rhondda Cynon Taf	0	8	2	
Merthyr Tydfil	0	24	6	
Torfaen	6	4	17	
Monmouthshire	12	26	24	
Newport	0	6	0	
Cardiff	0	2	0	
Blaenau Gwent and Caerphilly	5	15	0	
<b>South East</b>	<b>5</b>	<b>10</b>	<b>8</b>	
<b>Wales</b>	<b>6</b>	<b>11</b>	<b>9</b>	

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

	Imputed			%
	2016	2017	2018	
Isle of Anglesey	6	7	11	
Gwynedd	4	22	43	
Conwy	64	43	38	
Denbighshire	37	42	47	
Flintshire	35	31	14	
Wrexham	3	10	0	
<b>North Wales</b>	<b>28</b>	<b>30</b>	<b>28</b>	
Powys	6	15	26	
Ceredigion	23	18	12	
Pembrokeshire	2	1	0	
Carmarthenshire	0	1	0	
<b>Mid &amp; West</b>	<b>5</b>	<b>7</b>	<b>9</b>	
Swansea	24	19	16	
Neath Port Talbot	18	30	30	
Bridgend	11	19	9	
<b>Western Bay</b>	<b>19</b>	<b>22</b>	<b>19</b>	
The Vale of Glamorgan	61	27	23	
Rhondda Cynon Taf	0	0	0	
Merthyr Tydfil	0	0	0	
Torfaen	5	4	2	
Monmouthshire	37	36	42	
Newport	15	0	0	
Cardiff	23	27	26	
Blaenau Gwent and Caerphilly	0	0	2	
<b>South East</b>	<b>19</b>	<b>12</b>	<b>12</b>	
<b>Wales</b>	<b>19</b>	<b>17</b>	<b>17</b>	

**Table 12: Percentage of staff employed by commissioned care providers by provider type, Wales, 2018<sup>11</sup>**

	Residential	Domiciliary	Day & other	Mixed	%
<b>Wales</b>	47	31	6	16	

<sup>11</sup> The percentages in Table 12 have been calculated using returned, constructed and imputed data, while the figures in the remaining tables in this Annex have been calculated using returned data only.

**Table 13: Percentage of commissioned care providers by type, by region, 2018**

	%			
	<u>Residential</u>	<u>Domiciliary</u>	<u>Day &amp; other</u>	<u>Mixed</u>
North Wales	52	27	3	19
Mid & West	45	19	23	13
Western Bay	56	27	8	9
South East	53	33	11	4
<b>Wales</b>	51	27	11	11

**Table 14: Percentage of commissioned residential care providers by type, by region, 2018**

	%		
	<u>Residential with nursing care</u>	<u>Residential without nursing care</u>	<u>Residential with and without nursing care</u>
North Wales	23	68	9
Mid & West	21	71	9
Western Bay	27	59	14
South East	21	64	14

**Table 15: Percentage of commissioned care provider staff with the required/recommended qualifications by role, Wales, 2018**

	%	
	<u>Qualified</u>	<u>Not confirmed/not qualified</u>
Manager	87	13
Senior Care Worker	85	15
Deputy/Assistant Manager	80	20
Foster Carers	62	38
Care Workers, Care Officers or Care Assistants	61	39
Other staff	56	44
Adult Placement Carers	19	81
Direct Payment Personal Assistants	19	81

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

	%			
	2015	2016	2017	2018
Ethnicity	94	92	93	92
Hours worked	96	95	95	98
Type of contract	96	97	96	98
Gender	98	97	97	98
Age	97	95	97	98

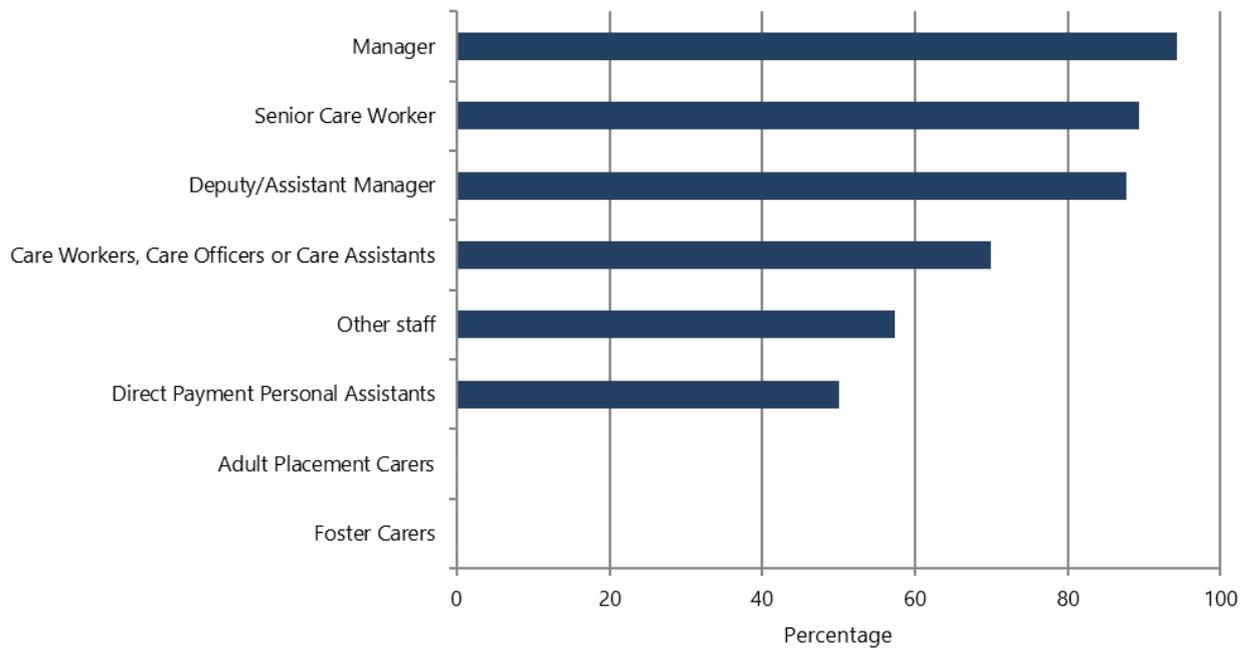
**Table 17: Percentage of staff employed by commissioned care providers by age and provider type, Wales, 2018**

	%						
	Under 25	25 – 30	31 – 40	41 – 50	51 – 60	61 – 70	71+
Residential without nursing	12	17	22	21	21	7	1
Residential with nursing	11	15	21	23	22	7	1
Residential with and without nursing	13	17	22	21	19	7	1
Domiciliary	15	17	21	20	19	7	1
Day and other	8	11	21	22	25	11	2
Mixed	12	15	22	21	22	8	1

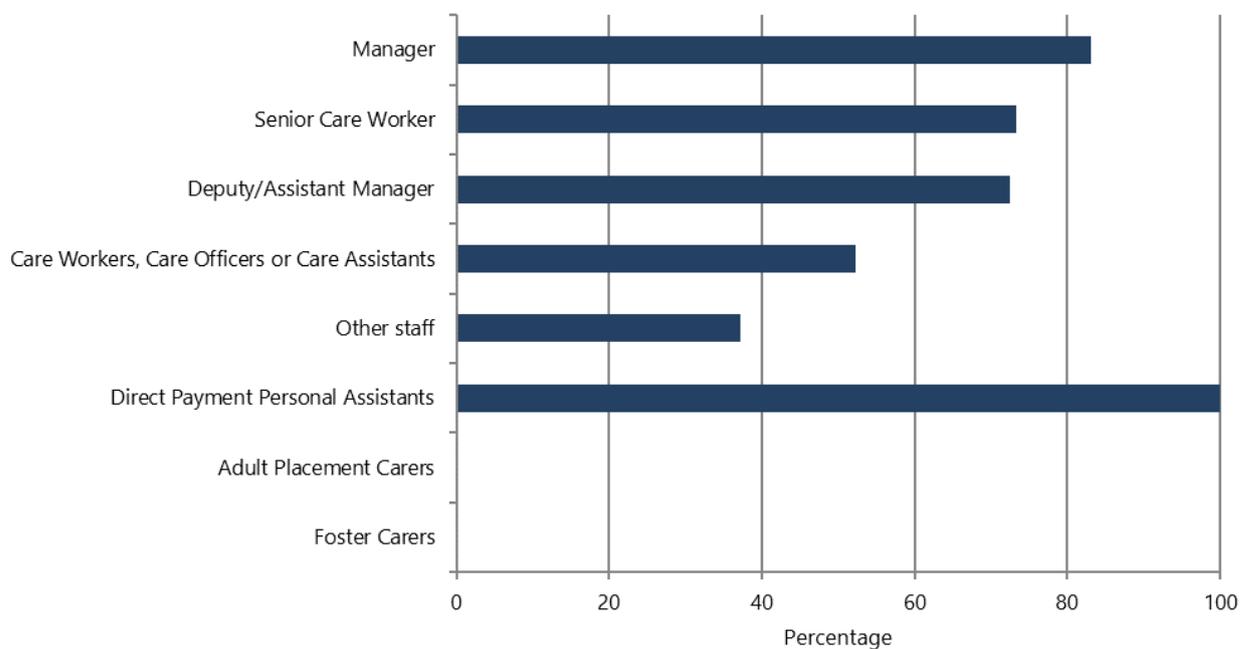
**Table 18: Percentage of staff employed by commissioned care providers by contractual status and provider type, Wales, 2018**

	%				
	Permanent	Temporary	Casual/Zero hour /Non-guaranteed hours	Bank/ Agency Staff	Voluntary
Residential without nursing	93	1	4	2	0
Residential with nursing	91	2	3	4	0
Residential with and without nursing	92	0	4	4	0
Domiciliary	61	1	35	2	0
Day and other	84	2	6	1	7
Mixed	89	1	8	2	0

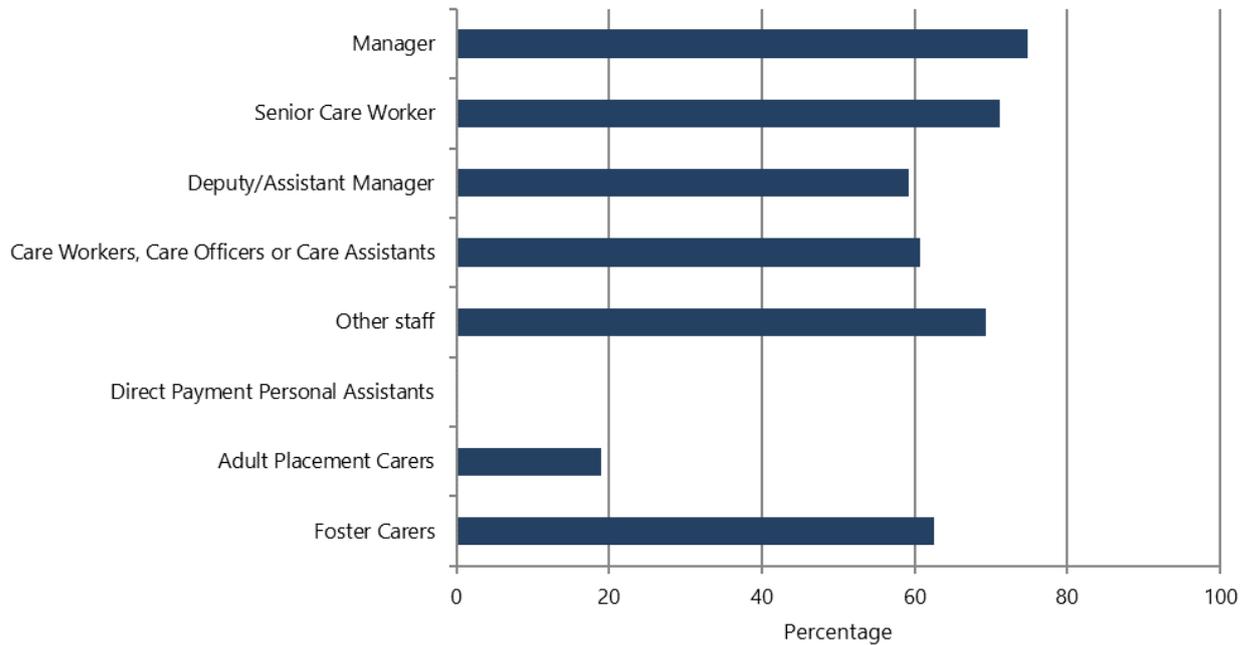
**Figure 15a: Percentage of residential care staff employed by commissioned care providers with the required/recommended qualifications by role, Wales, 2018**



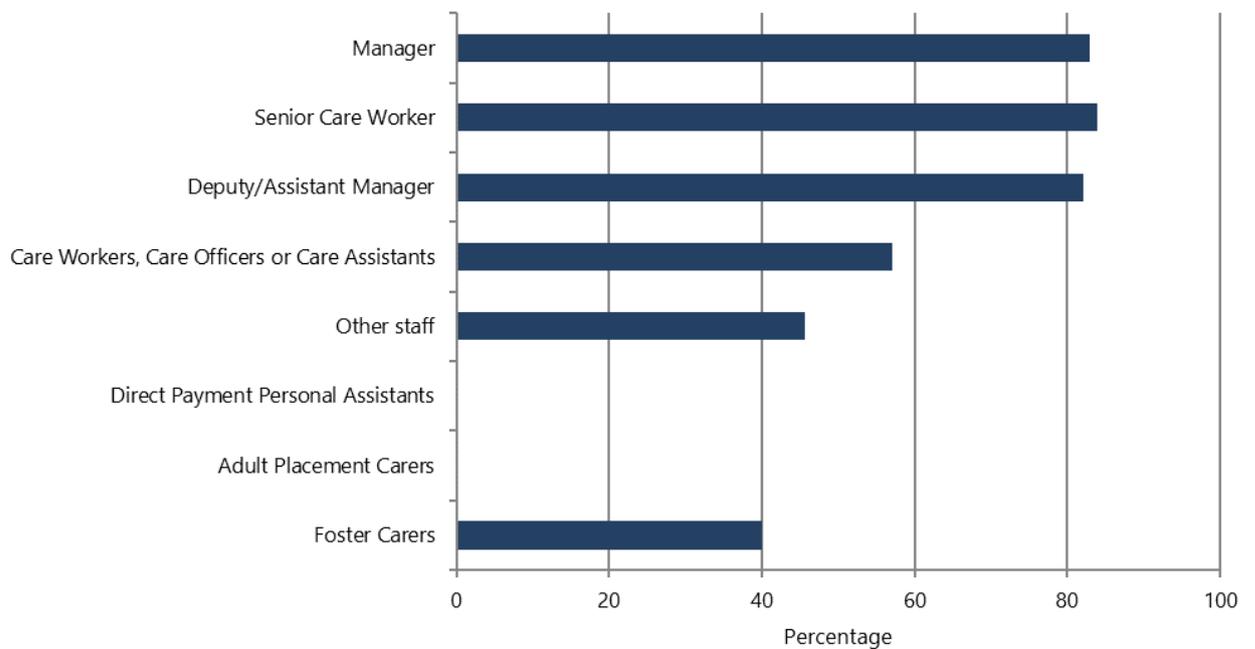
**Figure 15b: Percentage of domiciliary care staff employed by commissioned care providers with the required/recommended qualifications by role, Wales, 2018**



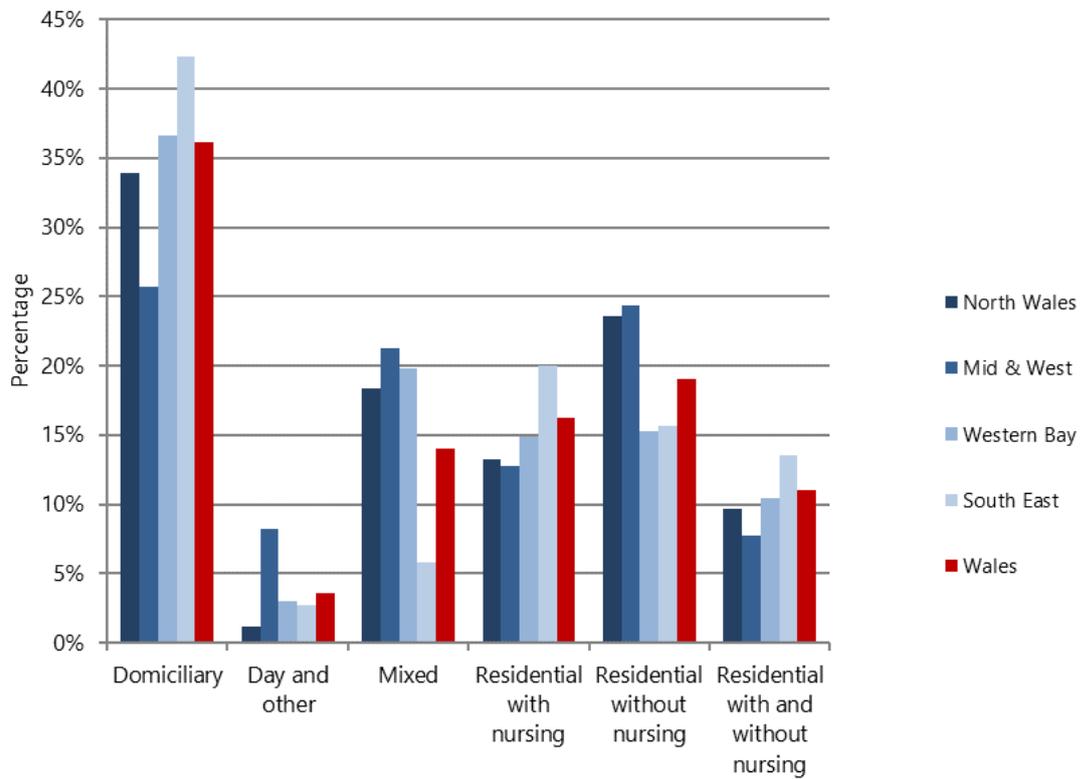
**Figure 15c: Percentage of day and other care staff employed by commissioned care providers with the required/recommended qualifications by role, Wales, 2018**



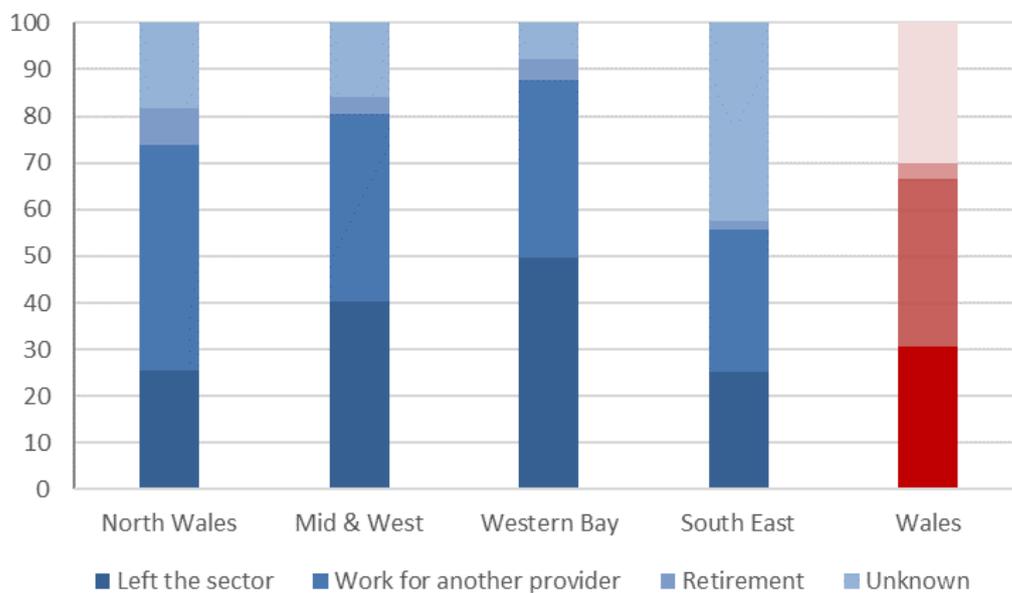
**Figure 15d: Percentage of mixed care staff employed by commissioned care providers with the required/recommended qualifications by role, Wales, 2018**



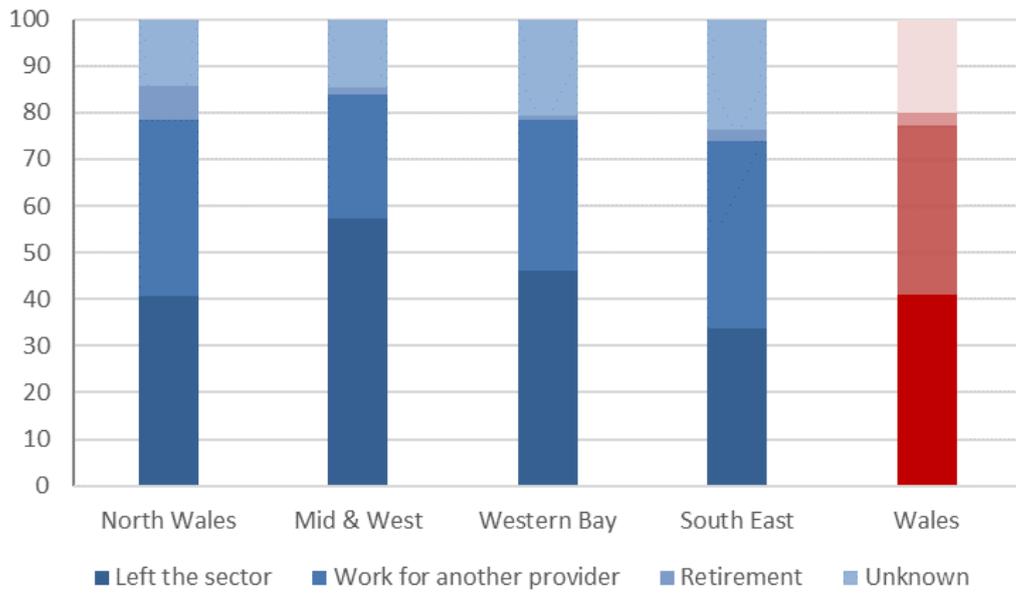
**Figure 16: Percentage of newly recruited commissioned care provider staff by provider type, by region, 2018**



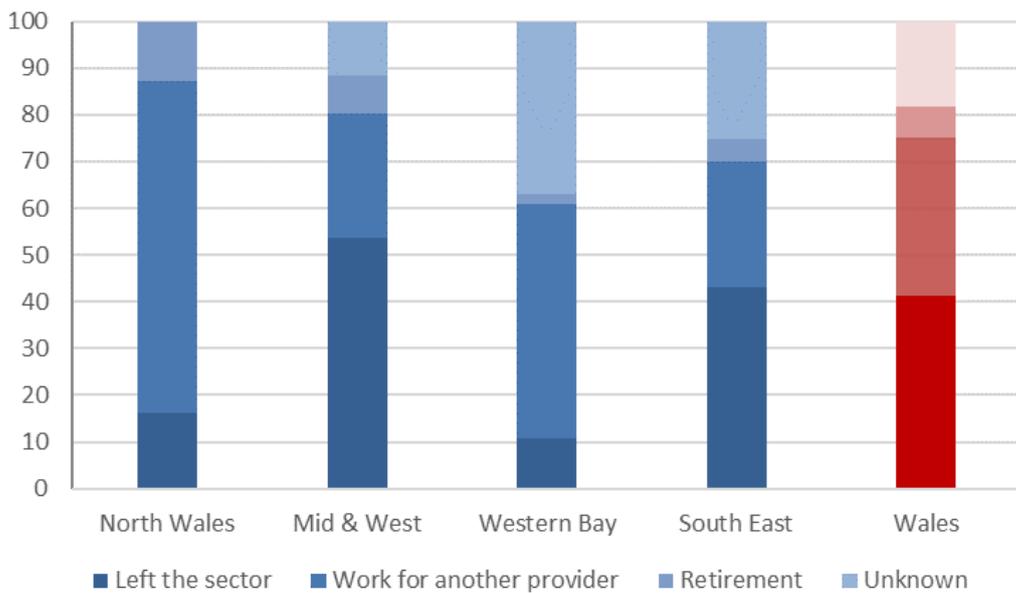
**Figure 17a: Percentage of residential care staff leaving commissioned care providers by destination, by region, 2018**



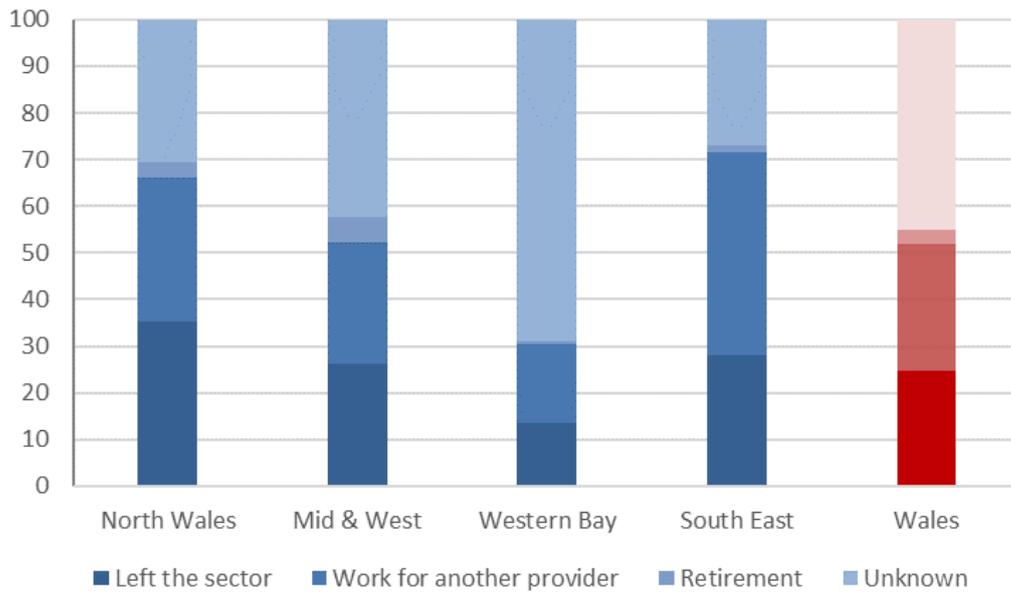
**Figure 17b: Percentage of domiciliary care staff leaving commissioned care providers by destination, by region, 2018**



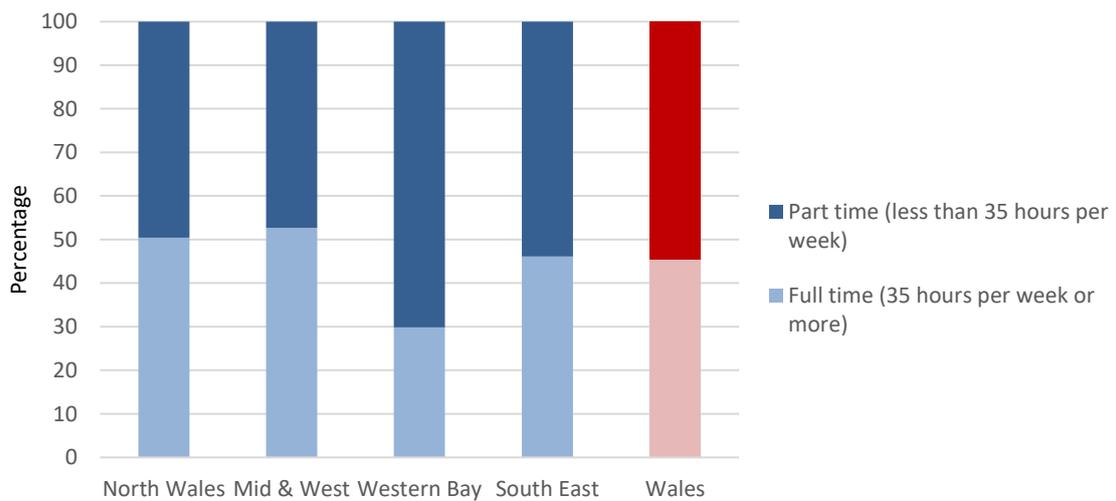
**Figure 17c: Percentage of day and other care staff leaving commissioned care providers by destination, by region, 2018**



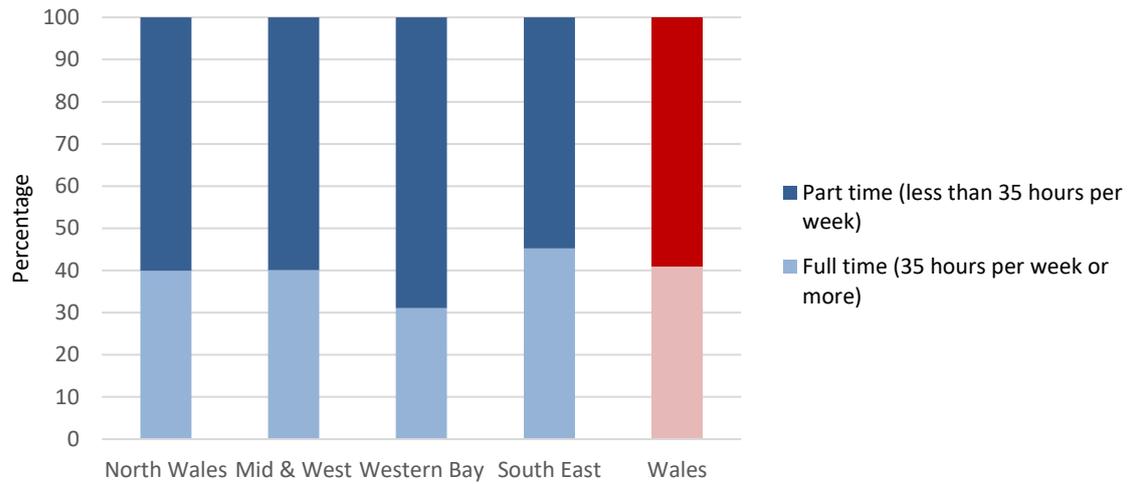
**Figure 17d: Percentage of mixed care staff leaving commissioned care providers by destination, by region, 2018**



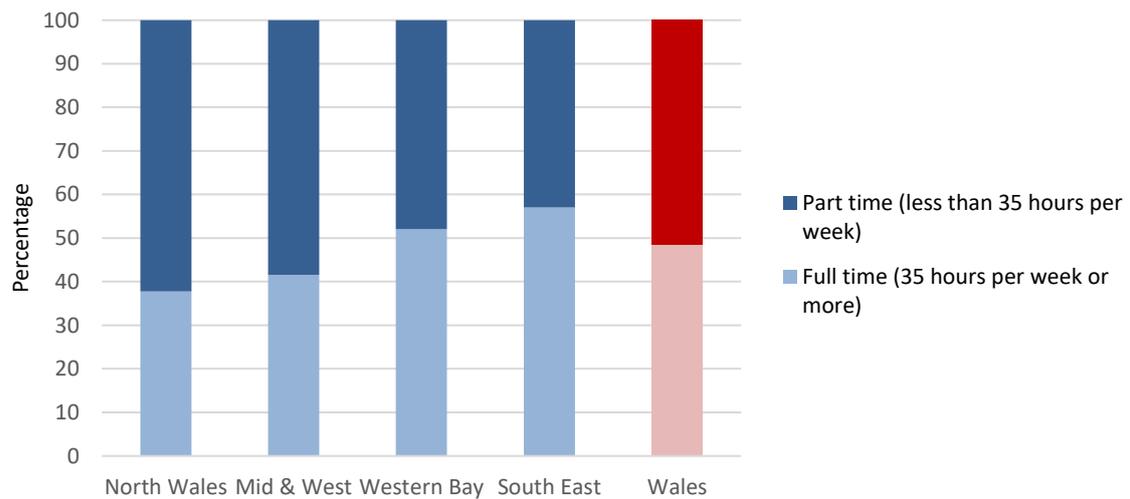
**Figure 18a: Percentage of commissioned care provider 'residential care staff' by hours worked, by region, 2018**



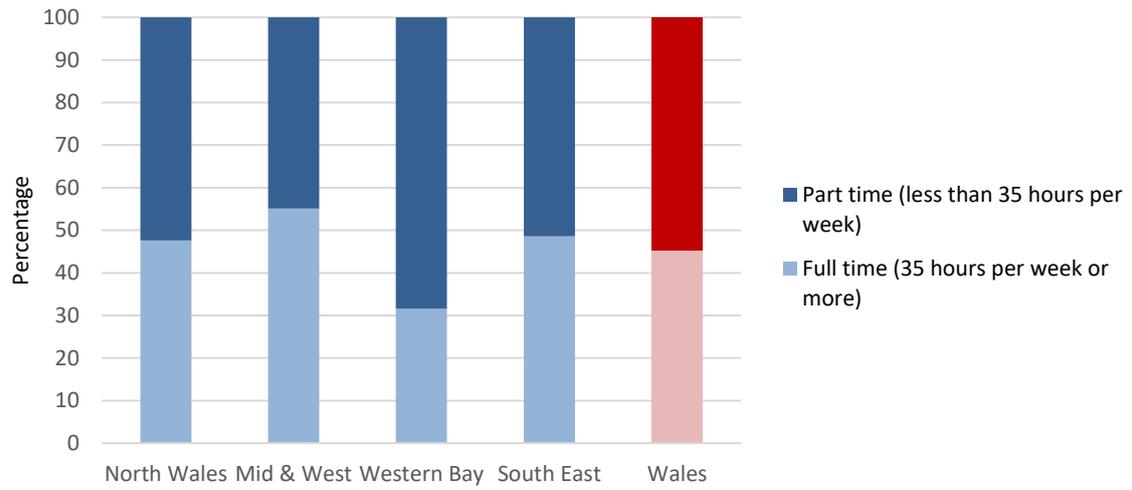
**Figure 18b: Percentage of commissioned care provider 'domiciliary care staff' by hours worked, by region, 2018**



**Figure 18c: Percentage of commissioned care provider 'day and other care staff' by hours worked, by region, 2018**



**Figure 18d: Percentage of commissioned care provider 'mixed care staff' by hours worked, by region, 2018**



## Annex C – Our imputation methodology

Our imputation methodology was developed for the 2013 pilot collection and is reviewed each year. This involves reviewing the submitted data for any relevant patterns and establishing the level of imputation according to the individual local authority response rates.

As in 2017, the imputation for 2018 was based on the average values at a national level and applied at local authority level. As the response rates for some local authorities were not sufficient to report at local authority level, the results are given at a regional level. The imputation was based on the provider type and the size of the organisation.

To gain the necessary information about the missing commissioned care providers to be able to impute their workforce data, authorities were asked to provide supplementary information about both the 'estimated' size of each missing commissioned care provider and the type of service they provide<sup>12</sup>.

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<sup>12</sup> Flintshire had 2 providers whose size was unknown. The workforce data for these providers was estimated based on the size distribution of their known providers in 2017.

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