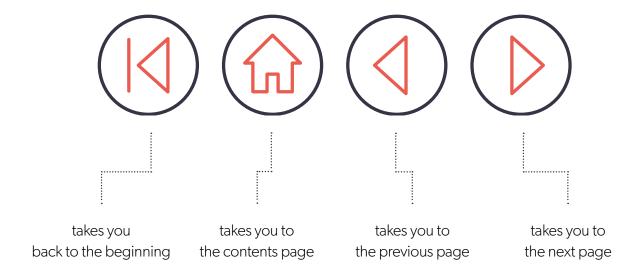




User guide and key

- This is a 'click and go' guide which enables you to find the information you want on specific topics quickly and directly
- The contents page shows what each section of the document covers. Click the section you want and you will go straight to it
- Throughout the document, click on any web link to go to that website. You can click on the button at any time if you want to return to the contents page











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1. Introduction

This is the ninth report of residential child care managers and workers working in Wales. The purpose of the report is to comment on, scrutinise and make publically available a summary of the data so we have a better understanding of the workforce.

The report is split into two sections looking at the residential child care managers and workers. There is a more detailed breakdown of residential child care workers due to the higher volumes.

Registration has been mandatory for residential child care managers and workers working in Wales since 2007 and 2008. Managers must hold the required qualification and be registered with us to practise in Wales. Residential child care workers can register on the basis of completing the induction framework if they do not yet hold the required qualification, and must complete the required qualification before the end of their first three-year registration period.

The report looks at the 195 residential child care managers and 2,482 residential child care workers on the Register on 1 July 2017. Managers and workers in the process of applying to register are not included.

2. Summary

The main concern identified in this report is that the percentage of residential child care workers who hold the required qualification has continued to drop since 2014, which suggests that registration of this group has not resulted in a more qualified workforce. The main reason for this is the high turnover of workers as the evidence suggests that the number of individuals registering on the basis of completing the induction framework is increasing but many are then coming off the Register before completing the required qualification. More work is needed to understand why so many workers choose not to remain in their roles. We will then use this information to plan how we can improve career opportunities to attract and retain more workers to this group.

The number of managers and workers on the Register have both increased in the last year, continuing the year-on-year increase since 2012. In isolation this suggests that the Register is stable, however turnover for workers especially has increased. More new workers have joined the Register this year (691) than in any previous year.

The percentage of managers who have changed post within the last two years is lower than three years ago, and twice as many managers have been in their current post for more than 10 years. This suggests that the Register for managers is largely stable.









In contrast the percentage of workers who have changed post within the last two years has gone up from 33.7 per cent in 2014 to 41.6 per cent this year. Almost 10 per cent have been in their current post for more than 10 years. Almost a quarter who left the Register had been registered for less than a year, which suggests that new workers are not staying in post for long.

The majority of workers continued to be employed by the private sector, this percentage increasing by 9.3 per cent compared to three years ago.

The average age of managers and workers has remained the same since the reports began (44 years old for managers and 38 years old for workers) but the percentage of women has increased slightly for both groups since 2015. Welsh language ability has increased for managers and workers over the last three years.

3. Key points and trends

- 195 managers and 2,482 workers are on the Register. This is an increase of eight managers and 213 workers.
- There were more managers than registered services in half of the 22 unitary authority areas and the same number in a further six.
- 66.3 per cent of managers and 69.7 per cent of workers work in the private sector, which is higher than last year.
- 41.6 per cent of workers had changed job in the last two years, compared to 33.7 per cent in 2014, suggesting increased movement of workers between roles.
- 23 workers were promoted and therefore changed their registration to manager in the last year.
- 47 per cent of workers registered on the basis of completing the induction framework, which continues the trend of a year-on-year increase.
- 44 years old is the average age of managers and 38 years old is the average age of workers.
- 12 per cent of managers and 10.9 per cent of workers are fluent Welsh speakers.









4. What Social Care Wales is doing

Since becoming Social Care Wales our remit has grown. We now co-ordinate research and service improvement with a priority for children who are looked after.

Last year we helped create an action plan for residential child care workers, which focused on improving induction, qualifications, recruitment and retention.

This year we have:

- reviewed core qualifications, with Qualifications Wales and other colleagues, to strengthen the children and young people's pathway in the Level 3 awards. These qualifications will have a progression route to Level 4 for both practice and management, and will be available for teaching in September 2019. Until then, we are supporting a Step up to Management award and are funding places for January 2018.
- updated the induction framework based on feedback. This will be launched at the end of 2017 and put in place from April 2018.
- started work on a new framework for careers, recruitment and retention based on feedback from workshops held across Wales.

We are currently scoping for a long-term workforce strategy for the social care sector.

Service improvement is our priority, and in 2017 to 2018 we are still delivering a programme to social workers, service providers and commissioners to support practice that is focused on outcomes.

We are developing three areas of research, looking at:

- children and young people who need secure accommodation placements and the outcomes for these children.
- a review of interventions that have proven to be effective for children who have been looked after, their families and carers.
- activities and initiatives across the sector to improve services to support the emotional needs of looked after children.









5. Data and analysis

5.1 Number of residential child care managers and workers

Table 1: Number on the Register and number of residential child care services registered with the Care and Social Services Inspectorate Wales (CSSIW).

Registered role	2013	2014	2015	2016	2017	Net change 2016 to 2017
Residential child care managers	171	179	179	187	195	+8
Residential child care workers	2,153	2,167	2,176	2,269	2,482	+213
Residential child care services	124	130	134	144	150	+6

- In the last year, the number of managers on the Register has increased by 4.3 per cent (to 195), which mirrors the increase in the number of services (4.2 per cent). The number of workers has increased by 9.4 per cent (to 2,482).
- There are only two services where the manager post was vacant and no manager was registered with Social Care Wales or CSSIW.









Residential child care managers

5.2 Employment information of managers

Table 2: Managers employment by sector (compared to three years ago)

	Percentage and number of managers			
Type of service	20	14	20	17
Private service registered in Wales	66.9%	113	66.3%	120
Local authority registered service in Wales	15.4%	26	17.7%	32
Third sector registered service in Wales	7.1%	12	5.5%	10
Private, working cross-border	7.1%	12	6.1%	11
Private, based in a service provider office	1.8%	3	2.2%	4
Local authority school	1.8%	3	0.6%	1
Private school	0.0%	0	1.7%	3
Third sector school	0.0%	0	0.0%	0
Total	100%	169	100%	181

- 181 of the 195 managers on the Register are in employment.
- The private sector continues to employ the majority of managers (66.3 per cent). The number employed in local authority registered services in Wales has increased slightly in the last three years. There has been a small increase in the percentage employed by a local authority.









Table 3: Number of managers and workers on the Register employed in each unitary authority area in Wales

Unitary authority	Number of services	Number of managers	Number of workers
Wrexham	22	28	202
Rhondda Cynon Taf	13	16	141
Powys	14	13	211
Pembrokeshire	10	11	112
Swansea	9	11	141
Cardiff	5	10	206
Carmarthenshire	10	10	95
Flintshire	6	8	134
Neath Port Talbot	6	8	138
Bridgend	7	7	81
Denbighshire	7	7	121
Gwynedd	6	7	165
Newport	7	7	93
Vale of Glamorgan	7	6	78
Isle of Anglesey	1	5	35
Monmouthshire	9	5	74
Conwy	3	3	53
Caerphilly	4	2	27
Ceredigion	1	2	9
Blaenau Gwent	2	1	22
Merthyr Tydfil	1	1	9
Torfaen	0]	0
Outside Wales	n/a	12	223
Total	150	181	2,370

• There were more managers than registered services in half of the unitary authority areas and the same number in a further six authorities. Wrexham has the highest number of both services and managers.









Table 4: Roles of managers (compared to three years ago)

	Percentage and number of managers			
Role	20	14	20	17
Manager in a registered residential child care service	72.1%	129	69.7%	136
Assistant/deputy manager	11.2%	20	11.8%	23
Other residential child care role	6.1%	11	9.2%	18
No current job in residential child care or unknown	5.6%	10	7.2%	14
Manager school	1.7%	3	1.5%	3
Acting manager	2.8%	5	0.5%	1
Assistant/deputy manager school	0.6%	1	0.0%	0
Total	100.0%	179	100.0%	195

- The number of managers who were managing a residential child care service increased by seven in the last three years, but when viewed as a percentage of managers on the Register this was a decrease of 2.4 per cent.
- The number of managers in other roles not managing or deputy managing a residential service had increased by six in the last three years.
- Individuals not currently in a management role can still register as they hold the required qualification for registration purposes and will, or have, undertaken a management role, either on a permanent basis or deputising for a manager.









5.3 Length of time in post of managers

Table 5: Movement of managers between posts (compared to three years ago)

Percentage and number of managers in employment Movement between post or service 2014 2017 30.2% 16.0% 51 29 Changed to another job within previous year 78 34.8% 46.2% 63 Changed to another job within previous two years In current post five years or more 25.4% 43 32.6% 59 5.3% 9 11.0% 20 In current post 10 years or more

- More than a third of managers (34.8 per cent) had changed post or service within the last two years, however this is significantly lower than three years ago when 46.2 per cent had done so.
- 11 per cent of managers had been in their current post 10 years or more, more than double compared to three years ago (5.3 per cent in 2014).

5.4 Turnover of managers on the Register

Table 6: Turnover of managers on the Register

Turnover of managers	2013	2014	2015	2016	2017
Number of managers in this report	171	179	179	187	195
Number left since last report	19	27	22	17	24
Number joined since last report	36	35	22	25	32
Net difference	17	8	0	8	8
Annual turnover as percentage	12.3%	15.8%	12.3%	9.5%	12.8%

- Annual turnover of managers this year was 12.8 per cent, in line with the average turnover for the last five years (12.5 per cent).
- Of the new managers, 23 had previously been registered as residential child care workers and had qualified as a manager.









Table 7: Reasons managers left the Register

Reason for leaving	Number of managers
Registration lapsed	14
Other	4
Registration not a requirement for current post	2
No longer working in social care in Wales	1
Retired	1
Changed register role to social worker, adult care home manager, domiciliary care manager	1
Suspended	1
Total	24

The managers who left the Register were no longer working in the sector in Wales, as those without
registration cannot practice. The most common reason for leaving the Register was registration lapsing,
which includes individuals who were removed from the Register for failing to pay their annual fee or renew
their registration.

5.5 Qualifications held by managers

All managers hold a relevant qualification. In January 2011, the Level 5 Diploma in Leadership for Health and Social Care Services (LHSCS): Children and Young People's Residential Management (Wales) was introduced and is the current qualification managers need to register.

Table 8: Percentage of managers holding the current required qualification

Qualification	2013	2014	2015	2016	2017
QCF Level 5 Diploma LHSCS Children	9%	17%	25%	33%	42%
and Young People's Residential					
Management (Wales)					
Other approved qualifications as listed	91%	83%	75%	67%	58%

- The percentage holding the current required qualification, the Level 5 Diploma in LHSCS: Children and Young People's Residential Management (Wales), has increased to 42 per cent. Each year a higher proportion of managers hold the current required qualification before they register.
- All other residential child care managers hold a predecessor required qualification.

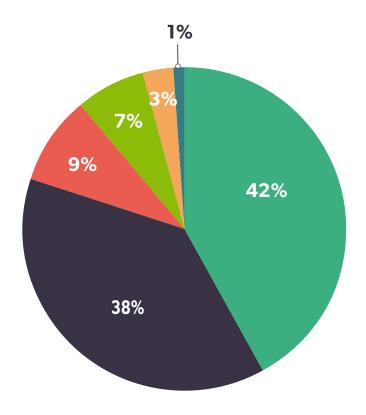








Figure 1: Qualifications held by managers



- QCF Level 5 Diploma LHSCS Children and Young People's Residential Management (Wales)
- NVQ 4 Health and Social Care/Caring for Children & Young People/Care plus a management qualification
- NVQ 4 Leadership and Management for Care Services with units B6 and B7 or equivalent

- NVQ 4 Managers in Residential Child Care
- Social work qualification plus an approved management qualification
- Equivalent to required qualification









Table 9: Qualification to practise held by managers (compared to three years ago)

	Number of	managers
Qualification	2014	2017
QCF Level 5 Diploma LHSCS Children and Young People's Residential Management (Wales)	30	81
NVQ 4 Health and Social Care/Caring for Children & Young People/ Care plus a management qualification	82	74
NVQ 4 Leadership and Management for Care Services with units B6 and B7 or equivalent	37	18
NVQ 4 Managers in Residential Child Care	23	14
Social work qualification plus an approved management qualification	6	6
Equivalent to required qualification	0	2
Certificate in the Residential Care of Children and Young People	1	0
Total	179	195

- For the first time since it was introduced in 2011, more managers held the current required qualification, QCF Level 5 Diploma LHSCS Children and Young People's Residential Management (Wales), than any other qualification.
- Compared to three years ago, the numbers holding all other predecessor qualifications decreased, the number with a social work qualification plus a management qualification remained the same and two managers hold an equivalent qualification achieved in England for managing in residential child care.









5.6 Age and sex of managers

Table 10: Age and sex of managers on the Register

Age group	Women	Men	Total
Under 25	0	0	0
25-30	6	4	10
31-35	15	13	28
36-40	17	15	32
41-45	21	15	36
46-50	32	15	47
51-55	16	8	24
56-60	11	1	12
61-65	4	1	5
Over 65	0	1	1
Total	122	73	195

- The average age of managers is 44 years old, the same as for four of the last five years.
- The average age of managers joining the Register was 38 years old and the average age of those leaving was 48 years old.
- 62.6 per cent of managers were women and 37.4 per cent were men. The split between women and men has changed very little in the last five years.









5.7 Ethnic diversity, declared disability and Welsh language ability of managers

- Equal opportunity Welsh language data is collected on a voluntary basis as part of the application process to monitor that the registration process is fair.
- 78.5 per cent of managers provided information about whether they had a disability and more than 99 per cent of those who responded declared no disability.

Table 11: Ethnic diversity of managers on the Register

Ethnicity	Per cent
White, White British, White Welsh, White Irish	94.8%
Black or Black British Caribbean	1.3%
Any other ethnicity	0.6%
Any other White background	0.6%
Black African	0.6%
Black or Black British African	0.6%
Mixed White and Asian	0.6%
Mixed White and Black African	0.6%
Total	100%

- Of the 79 per cent of managers who provided information about their ethnicity, 95.4 per cent declared they were white. This is a small decrease in the last three years.
- 95.6 per cent of the population in Wales described themselves as white¹.









Table 12: Declared Welsh language ability of managers (compared to three years ago)

	Percentage of residential child care managers		
Welsh language	2014	2017	
Fluent	10%	12%	
Some Welsh	17%	21%	
No Welsh	73%	67%	

- Of the 79 per cent of managers who provided information about their Welsh language ability, the number fluent in Welsh is 12 per cent, compared to 10 per cent in 2014. The number stating they had some Welsh had also increased, and those who did not speak any Welsh had decreased, illustrating a gradual increase in use of the Welsh language.
- In the 2011 Census, 19 per cent of the Welsh population said they were able to speak Welsh².

Residential child care workers

5.8 Employment information of workers

Table 13: Employment status of workers

	Percentage and number of residential child care workers				
Employment status	20	14	2017		
Employed in social care in Wales	87.8%	1,903	87.0%	2,159	
Working for a provider based in England and working some of the time in their services in Wales	6.5%	141	8.5%	211	
Total where employment known	94.3%	2,044	95.5%	2,370	
No current employment or employment unknown	5.7%	123	4.5%	112	
Total	100%	2,167	100%	2,482	

• The percentage of workers in employment has remained very stable. Overall the percentage in employment has increased slightly compared to three years ago, but this small increase is in managers working for a provider based in England and working some of their time in their services in Wales.

^{2.} Source: 2011 Census, Office for National Statistics. The 2011 Census asked "Can you understand, speak, read or write Welsh?". The census did not collect information about fluency levels or frequency of use.









Table 14: Workers' employment by sector

	Number and percentage of residential child care workers				
Type of service	20	14	2017		
Private service registered in Wales	1,073		1,397		
Working cross-border for a private provider	141	60.4%	211	69.7%	
Private school in Wales	21		43		
Local authority registered service	461		492		
Local authority school	51	25.0%	31	22.1%	
Local authority casual staff	0		0		
Third sector services registered in Wales	231	11.3%	156	6.6%	
Agency employees	55	2.7%	26	1.1%	
Other roles in Wales/Not in a residential	11	0.5%	14	0.6%	
service					
Total	2,044		2,370		

- The majority of workers continued to be employed by the private sector.
- The percentage working in the third sector is lower than in 2014, due in part to the closure of a service that had employed 58 workers in 2014.









5.9 Length of time in post of workers

Table 15: Number of years workers had been in their current job

Years in current job	Number of workers
More than 10 years	227
9-10 years	33
8-9 years	48
7-8 years	75
6-7 years	87
5-6 years	139
4-5 years	182
3-4 years	213
2-3 years	381
1-2 years	553
0-1 years	432
Total	2,370

Table 16: Movement of workers between posts

	Percentage of residential	child care workers at 1 July
Time in current employment	2014	2017
Changed to another job within previous year	12.8%	18.2%
Changed to another job within previous two years	33.7%	41.6%
In current post five years or more	25.1%	25.7%
In current post 10 years or more	8.9%	9.6%

• Unlike for managers, there was increased movement of workers within the sector compared to three years ago. The percentage of workers who had changed job in the last two years was 7.9 per cent higher compared to 2014, although the percentages who have been in post for five years or more has remained consistent.









5.10 Turnover of workers

Table 17: Turnover of workers

	Number of workers					
Turnover of workers	2013	2014	2015	2016	2017	
Total on the Register on 1 July	2,153	2,167	2,176	2,269	2,482	
Left the Register as a residential child care worker in the previous 12 months	308	430	510	439	478	
Joined the Register as a residential child care worker in the previous 12 months	453	444	519	532	691	
Net change since previous report	+145	+14	+9	+93	+213	
Annual turnover as percentage	15.3%	20.0%	23.5%	20.2%	21.1%	

• The turnover of workers on the Register fluctuates year-on-year. This year has seen the largest number of new workers joining the Register, leading to a net gain of 213.

Table 18: Age groups of workers joining the Register

Age group	Women	Men	Total
Under 25	103	34	137
25-30	137	78	215
31-35	44	42	86
36-40	41	42	83
41-45	25	19	44
46-50	33	23	56
51-55	25	20	45
56-60	9	7	16
61-65	6	1	7
Over 65	0	2	2
Total	423	268	691









- The average age of the 691 new workers joining the Register was 34 years old. More than half (50.9 per cent) were aged 30 years old or younger. The percentage aged 30 years old or younger has increased by 2.1 per cent since 2013.
- The next table shows how long the 478 workers who left had been registered. It includes all workers who were removed for any reason, including lapsing (individuals who fail to pay their annual fee or fail to renew their registration), voluntary removal and those removed for conduct reasons.

Table 19: Workers removed from the Register; number of years since first registered

Years since registered	Total
8-9 years	56
7-8 years	23
6-7 years	10
5-6 years	40
4-5 years	17
3-4 years	32
2-3 years	91
1-2 years	94
0-1 year	115
Total	478

- Almost a quarter (24 per cent) who left the Register had been registered for less than a year. 62.8 per cent were registered for less than three years, which suggests that new workers are not staying in post for long.
- The majority of those who left the Register did so before their renewal was due. These individuals are categorised as 'lapsed' as they didn't pay their annual fee or failed to submit a complete renewal before their due date. However, of the workers who left the Register in 2016, 46.9 per cent held a required qualification before they were removed.
- 23 workers changed their registration to manager. Of these, 14 had changed to a manager role, seven were deputy or assistant managers, and two were working in other roles.



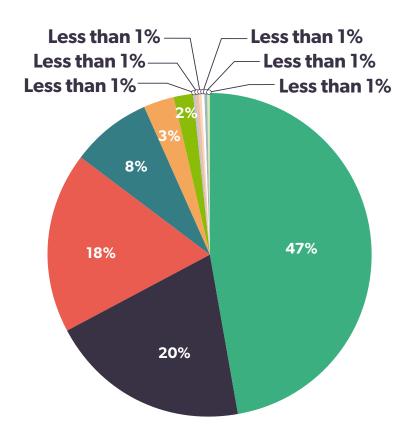






5.11 Qualifications held by workers

Figure 2: Qualification held by workers



Completion of induction framework Social work qualification NVQ 3 Health and Social Care (Children) Level 5 LHSCS (Children & Young People Residential Management) Level 3 Diploma in Health and Social Care NVQ 4 Managers in Residential Child Care (Children & Young People) NVQ 3 Caring for Children and Young People NVQ 4 Leadership and Management for Care Service Level 3 Diploma for the Children and Young NVQ 4 Care People's Workforce: Social Care Pathway Level 5 LHSCS (Children & Young People) NVQ 4 Health and Social Care (Children)



Advanced Practice







Basis of registration	2014		20	17
Completing the induction framework	41%	883	47%	1,167
Holding a required qualification	59%	1,284	53%	1,315
Total	100%	2,167	100%	2,482

- Compared to three years ago, there has been an increase in the percentage of workers registered on the basis of completing the induction framework with a training requirement to complete the required qualification before they renew their registration (within three years of registering).
- 18.1 per cent held the Level 3 Diploma in Health and Social Care (Children & Young People), which is the current required qualification.

Table 21: Number of workers who were already qualified when they joined or left the Register

Qualification status	2014		20	17
Qualified on joining the Register	13.5%	60	13.3%	92
Not qualified on joining the Register	86.5%	384	86.7%	599
Qualified when left the Register	53.7%	231	46.9%	224
Not qualified when left the Register	46.3%	199	53.1%	254

- Compared to three years ago, the percentage of workers who were already qualified when joining the Register has remained stable.
- The percentage of workers who were qualified when they left the Register was lower (46.9 per cent compared to 53.7 per cent in 2014).









5.12 Age and sex of workers

Table 22: Age and sex of workers

Age group	Women	Men	Total	Per cent
Under 25	148	56	204	8.2%
25-30	387	246	633	25.5%
31-35	218	164	382	15.4%
36-40	165	136	301	12.1%
41-45	129	93	222	8.9%
46-50	157	123	280	11.3%
51-55	142	97	239	9.6%
56-60	82	61	143	5.8%
61-65	40	21	61	2.5%
Over 65	11	6	17	0.7%
Total	1,479	1,003	2,482	100.0%

- The average age of workers remained 38 years old.
- The number of workers aged over 55 years old increased slightly (from 8.5 per cent in 2015 to 8.9 per cent in 2016). The number aged 30 years old and under had also increased by 2.8 per cent since 2013.
- The percentage of workers who were men (40.4 per cent) and women (59.6 per cent) has remained stable in the last three years. This is a ratio of three women to two men.









Table 23: Average age of workers joining and leaving the Register

	Residential child care workers average age					
	2013	2014	2015	2016	2017	
Of those joining within previous year	34	32	34	34	34	
Of those leaving within previous year	36	39	38	36	38	

• The average age of workers joining and leaving the Register has fluctuated slightly in the last five years but has generally remained stable.

Table 24: Age groups of workers joining the Register

		Percentage and number of residential child care workers								
Age group	2013 2014		roup 2013 2014 2015		20	16	20	17		
Under 25	19.0%	86	22.7%	101	15.8%	82	21.4%	114	19.8%	137
25-30	29.8%	135	34.5%	153	32.4%	168	27.4%	146	31.1%	215
31-55	49.0%	222	40.3%	179	48.5%	252	47.7%	254	45.4%	314
Over 55	2.2%	10	2.5%	11	3.3%	17	3.4%	18	3.6%	25

Table 25: Age group of workers leaving the Register

	Percentage and number of residential child care workers									
Age group	2013		2014		2015		2016		2017	
Under 25	10.7%	33	6.5%	28	7.8%	40	9.3%	41	10.0%	48
25-30	29.2%	90	24.9%	107	28.0%	143	33.3%	146	28.7%	137
31-55	52.9%	163	58.4%	251	55.5%	283	52.4%	230	50.4%	241
Over 55	7.1%	22	10.2%	44	8.6%	44	5.0%	22	10.9%	52

• The age groups of workers both joining and leaving the Register fluctuate year-on-year, but have remained broadly similar.









5.13 Ethnic diversity, declared disability and Welsh language ability of workers

• 87.3 per cent of workers provided information about whether they had a disability. 1.1 per cent of those who responded declared a disability.

Table 26: Declared ethnicity of workers on the Register

Ethnicity	Number	Per cent
White, White British, White Welsh, White Irish	2,039	95.6%
Any other White background	19	0.9%
Any other ethnicity	13	0.6%
Mixed White and Black Caribbean	12	0.6%
Black African	10	< 0.5%
Mixed White and Black African	8	< 0.5%
Any other Black background	5	< 0.5%
Black or Black British Caribbean	5	< 0.5%
Black Caribbean	4	< 0.5%
Black or Black British African	4	< 0.5%
Asian or Asian British Pakistani	3	< 0.5%
Mixed ethnic group	3	< 0.5%
Mixed White and Asian	2	< 0.5%
Any other Asian background	1	< 0.5%
Asian or Asian British Indian	1	< 0.5%
Bangladeshi	1	< 0.5%
Chinese British	1	< 0.5%
Indian	1	< 0.5%
Total	2,132	100.0%

- Of the 85.9 per cent of workers who provided information about their ethnicity, 96.5 per cent declared they were white (British, Welsh, Irish and any other white background). This has not changed significantly in the last three years.
- 95.6 per cent of the Welsh population described themselves as white³.









^{3.} Source: "Local Labour Force Survey/Annual Population Survey 2016: Ethnicity by Welsh local authority" statswales.gov.wales/Catalogue/Equality-and-Diversity/Ethnicity/ethnicity-by-year-ethnicgroup

Welsh language ability	2014	2017
Fluent	10.0%	10.9%
Some Welsh	21.0%	26.2%
No Welsh	69.0%	62.9%

- Of the 87.8 per cent of managers who provided information about their Welsh language ability, the number fluent in Welsh had increased slightly compared to three years ago.
- In the same period, the number stating they had some Welsh had increased from 21.0 per cent to 26.2 per cent, and the number of those who did not speak any Welsh was lower.
- In the 2011 Census, 19 per cent of the Welsh population said they were able to speak Welsh.









Contact us

We would be happy to hear from you if you have any comments or questions about this report.

If you have found the report useful we would be interested to hear how you have used the data.

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