

Domiciliary care services in the adult social care sector

2021/22

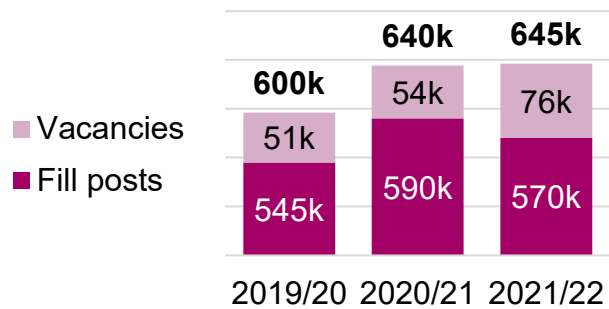
Source: Skills for Care adult social care workforce estimates 2021/22

Recent trends – Workforce supply and demand

The number of filled posts across the whole adult social care sector decreased from 1.67 million in 2020/21 to 1.62 million in 2021/22. A decrease of around 50,000 filled posts, and the first decrease since records began in 2012/13. During the same period, the number of vacant posts increased by around 55,000. Therefore, the total number of posts in the sector is around the same (up 0.3%), but far more posts are now vacant.

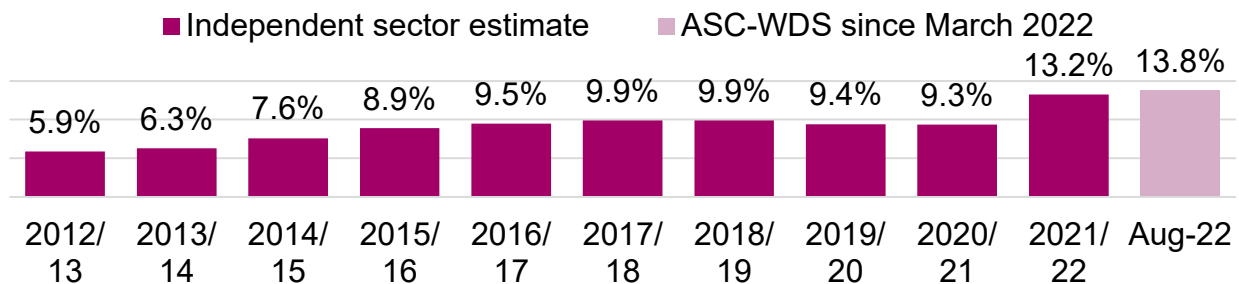
Between 2020/21 and 2021/22, domiciliary care services saw a decrease of around 19,000 filled posts and an increase of around 22,500 vacant posts (a 42% increase). The total number of posts increased from 640,000 to 645,000, whereas the total number of posts in care home services decreased by around 9,400.

Estimated total posts



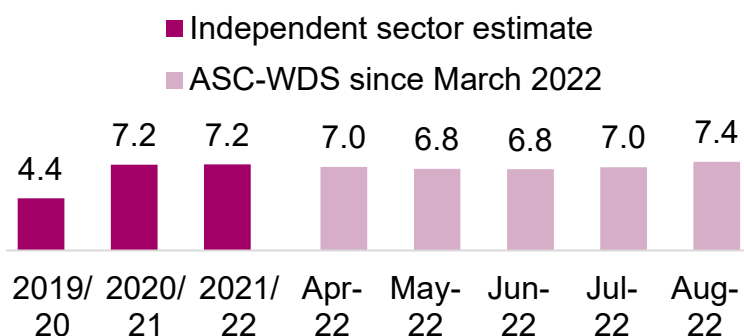
The vacancy rate for domiciliary care consistently increased between 2012/13 and 2018/19, but fell in 2019/20, before the start of the COVID-19 pandemic. However, the vacancy rate is now higher than at any point since records began in 2012/13.

Vacancy rate trend from 2012/13 to August 2022



Levels of staff sickness nearly doubled during the COVID-19 pandemic, increasing from 4.4 days over 12 months in 2019/20 to 7.2 days in 2021/22 for domiciliary care workers. Data from the ASC-WDS has shown that staff sickness has been relatively stable since March 2022.

Average sickness days over 12 months, 2019/20 to August 2022



Key findings

570,000

Filled post in domiciliary care services

10,850

Care providing locations across England

46%

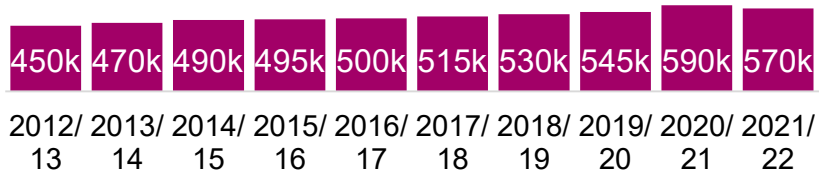
Employed on zero-hours contracts

This report provides a summary of the adult social care workforce within domiciliary care services and includes Skills for Care's workforce estimates. Across England there were around 10,850 domiciliary care services registered with CQC as at 2021/22. These care providing locations had an estimated workforce of 570,000. Around 550,000 of these roles were within the independent sector, with 19,400 in local authorities.

The chart below shows that between 2012/13 and 2020/21 the number of filled posts in domiciliary care services increased from 450,000 to 590,000, an increase of 31%.

The largest increase, of 7.4% (40,000 filled posts) was between 2019/20 and 2020/21. However, this was followed by a decrease of 3.2% in 2021/22, the only recorded decrease since records began in 2012/13.

Estimated number of filled posts



Staffing overview

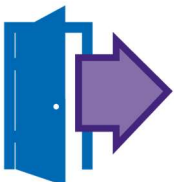


There were an estimated 490,000 direct care providing filled posts in domiciliary care services, 45,000 managerial filled posts, 2,300 regulated professionals and 34,000 other filled posts including ancillary non-care-providing roles.

Just under half of staff in domiciliary care services were employed on a full-time basis (46%) and 54% were employed part-time.

Around 46% of the workforce were employed on zero-hours contracts. This proportion has decreased by seven percentage points since 2012/13. Across all services, 24% of the workforce were employed on zero-hours contracts.

Recruitment and retention



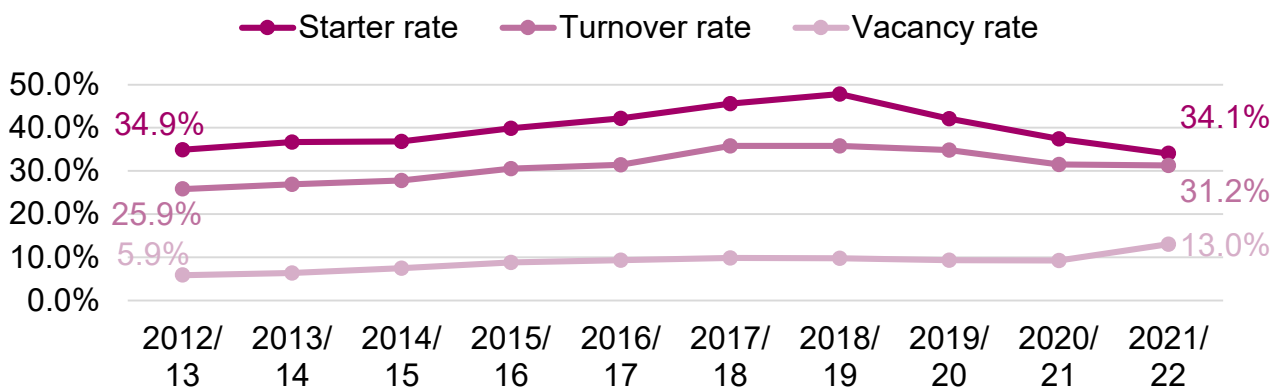
The turnover rate for domiciliary care services was 31.2%, which was lower than that of care homes with nursing (39.4%) but higher than care homes without nursing (28.2%). This equates to an estimated 159,000 workers leaving their role in the previous 12 months. Care workers had a turnover rate of 36.3%, which equates to an estimated 138,000 leavers.

The starters rate has consistently been higher than the turnover rate over time, which highlights the growing domiciliary care workforce. However, the starter rate has sharply declined since 2018/19, and was close to the turnover rate in 2021/22.

Please note that the turnover rate only includes services which were active in March during each period, and leavers from services that closed down are not included, therefore the total number of leavers may be higher.

The vacancy rate increased sharply in 2021/22, as filled posts decreased, therefore the demand for people to work in the sector is relatively similar to the previous year, but more posts are now vacant.

Comparison of starter, turnover and vacancy rate trend from 2012/13 to 2021/22



Care workers had one of the highest turnover rates at 36.3% in 2021/22, equivalent to around 138,000 leavers in the previous 12 months.

The number of filled care worker posts decreased from 450,000 in 2020/21 to 435,000 in 2021/22 (a decrease of 4.1%).

Most of the workforce were recruited from within adult social care (61%). This means that although the high turnover rate results in employers going through the recruitment process, with its associated costs, the skills and experience of many workers are retained by the sector.

The workforce had an average of 8.2 years of experience working in social care. This was less than the average for workers from care homes with nursing (9.6 years) as well workers from care homes without nursing (9.8 years).

The average length of time in current role was 4.2 years, which also lower than the average of those working in care homes with nursing (4.8 years) and care homes without nursing (5.3 years).

Demographics



Around 83% of workers in domiciliary care services identified as female and 17% identified as male. The proportion of male workers was higher in managerial roles (20%) compared to direct care providing roles (16%), which reflects the demography of the whole adult social care workforce. Around 27% of the workforce were aged

55 and above in 2021/22, and this proportion has increased from 19% in 2012/13.

The nationality of the workforce in domiciliary care services was 83% British, 7% EU (non-British) and 1% non-EU. This was similar to the diversity across all services. The proportion of workers at domiciliary care services identifying as of an EU nationality has increased from 4% in 2012/13 to 7% in 2021/22. The proportion identifying as of a non-EU nationality decreased over the same period from 11% in 2012/13 to 10% in 2021/22. Data from the ASC-WDS in 2022 showed that over 90% of people arriving from outside of the UK to take adult social care jobs were from non-EU countries.

Pay

The chart below shows the mean hourly pay trend of care workers at domiciliary care services in the independent sector, in both nominal and real-term amounts.

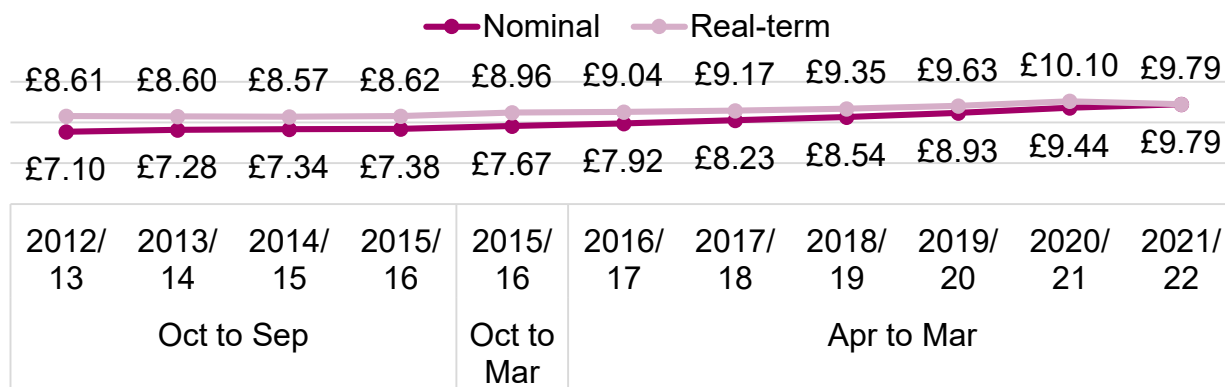
Nominal pay rates are not adjusted for inflation and present the rates as they were in each year. 'Real terms' means that pay rates have been adjusted to take inflation into account and have been calculated using the Consumers Price Index (CPI) (the official measure of inflation of consumer prices in the UK) and expressed in prices as at March 2022.

As an example, a worker's wage may have increased by 2% in a year. However, if inflation also rises by 2% then the worker will be no better off as a result of the pay rise; the nominal pay rise was 2%, but in real terms, the 'rise' would have been zero.

The mean nominal hourly rate of care workers has increased every year from £7.10 in 2012/13 to £9.79 in 2021/22, an increase of 38% over the whole period.

Their real-term pay also increased almost every year up to 2020/21, therefore the nominal increases were usually above the change in inflation. However, their real-term pay then decreased by 3% between 2020/21 and 2021/22, which highlights the increased cost of living during this period when inflation increased prices by 7%. Between 2012/13 and 2021/22, the real-term pay of care workers increased from £8.61 to £9.79, an increase of 14%.

Nominal and real-term care worker mean hourly rate from 2012/13 to 2021/22



Further information

For more information about the adult social care sector and workforce in England please see www.skillsforcare.org.uk/stateof.

For bespoke analysis of workforce information or to answer any specific questions you have about the adult social care workforce please contact us using the email below.