Information and intelligence about the housing with care and support workforce
Foreword

This report provides an overview of the information and intelligence that Skills for Care’s National Minimum Data Set for Social Care (NMDS-SC) currently provides about the housing with care and support sector. It is based on aggregated data therefore no individual provider or worker information is identifiable.

‘Housing with care and support’ is a broad description of many different types of service including extra care housing, supported housing and sheltered housing, that offer varying degrees of housing support and care. Some of these services are registered and regulated by the Care Quality Commission (CQC) and some are not1.

Housing with care and support services are funded in many different ways and serve many different types and degrees of need. It is clear that these services already play an important role in supporting people with social care and support needs and in many cases, roles and ways of working have started to emerge that cross over between housing support and care2. Therefore it is vital that these services are recognised and counted within the NMDS-SC. At present, 28% of all CQC regulated extra care services are recorded within the NMDS-SC and 29% of all CQC regulated supported housing services are recorded (see Section 1.3).

Skills for Care would like to thank the hundreds of employers who have contributed their housing with care and support workforce data to the NMDS-SC. This report is an important snapshot for the workforce, both regulated and non-regulated, in this part of the adult social care sector. The NMDS-SC provides workforce intelligence relied upon by government, strategic bodies, employers and individuals to make decisions that will improve outcomes for people who use services. To improve the coverage and robustness of the information for this part of the sector Skills for Care urges all employers, regulated and non-regulated, within housing with care and support services to complete the NMDS-SC.

Summary of key findings

- The NMDS-SC holds information about 172 sheltered housing services, 144 extra care housing services and 502 supported living services.
- Three quarters of housing with care and support services are provided in the private and voluntary sectors.
- The housing with care and support sector has a workforce turnover rate of 20.7%.
- Workers have on average 9.3 years of experience working in housing with care and support.
- Just over half of workers (52%) hold a relevant social care qualification.
- Senior care workers were paid an average of £8.71 and care workers £7.71.
- Social workers and registered nurses were paid on average more than the sector as a whole (social workers £33,500 compared to £32,700) (registered nurses; £26,800 compared to £25,100).

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1 At the time of writing CQC are consulting on which of these services will need to be regulated in the future.
2 New, Emerging and Changing job roles; adult social care in extra care housing, Skills for Care, 2014 www.skillsforcare.org.uk.
## Table of contents

1. Introduction 5
2. Organisations, establishments and providers 7
3. Recruitment and retention 9
4. Workforce demographics 12
5. Employment status, qualifications and pay rates 15
6. Further information 18
1. Introduction

This report uses data from the National Minimum Dataset for Social Care (NMDS-SC) to explore characteristics of adult social care housing with care and support services including the services ‘sheltered housing’, ‘extra care housing services’ and ‘supported living services’. This report includes information about the size and structure of housing with care and support and the adult social care sector, about workforce demographics, recruitment and retention issues, pay rates and qualifications information.

The report also includes data from adult social care residential services to provide a benchmark and to offer some context to the information shown.

1.1 About Skills for Care

Skills for Care is the employer-led workforce development body for adult social care in England, a growing sector that currently has around 17,300 organisations, 38,900 care providing locations and a workforce of around 1.52 million jobs contributing an estimated £43 billion per annum to the English economy.

Skills for Care works with employers across England to make sure their people have the right skills and values to deliver high quality care, share best practice, to understand the bigger picture, to set the standards for quality care and looking ahead. For more information about Skills for Care please visit our website www.skillsforcare.org.uk.

1.2 About the NMDS-SC

The NMDS-SC is an online workforce data collection system for the social care sector. It is the leading source of robust workforce intelligence for adult social care. The NMDS-SC has been collecting information about social care providers and their staff since 2006.

The NMDS-SC collects information on the size and structure of the whole adult social care sector including:
- types of care services that are provided
- how much care provision there is
- a detailed picture of the workforce including demographics, pay rates and qualifications.

Social care employers/providers use the NMDS-SC to help ensure their information better supports businesses and workforce planning. They register, maintain and access their business information through their online account. They can use it to track their workforce information with personalised reports and dashboards.

At the end of July 2015, the NMDS-SC had 23,100 employers and 712,000 individual worker records. This included 55% of Care Quality Commission (CQC) regulated employers and information from all 152 statutory local authority services. For more information about the NMDS-SC, including links to further information and related resources please see section 6 or visit www.skillsforcare.org.uk/nmds-sc.
1.3 Housing with care and support services and the NMDS-SC

At the end of July 2015 the CQC regulated almost 29,000 social care organisations, of which approximately 55% had completed the NMDS-SC.

The CQC regulated 515 extra care housing services at the end of the July 2015, 144 (28%) of which have recorded information in NMDS-SC. The chart below shows the percentage of regulated extra care housing services that are in the NMDS-SC by region.

Chart 1, Percentage of CQC regulated extra care housing services with information in NMDS-SC, by region

The CQC regulated 1,754 supported living services at the end of the July 2015, 502 (29%) of which have recorded information in NMDS-SC. The chart below shows the percentage of regulated supported living services that are in the NMDS-SC by region.

Chart 2, Percentage of CQC regulated supported living services with information in NMDS-SC, by region.

Sheltered housing is not a CQC regulated service, so coverage information cannot be provided.
2. Organisations, establishments and providers

Summary of housing with care and support services

- Three quarters of housing with care and support is provided in the private and voluntary sectors.
- There is a higher proportion of housing with care and support services provided in the London region than in any other region.
- The majority (77%) of sheltered housing is provided by services with less than 9 staff.
- The majority (85%) of extra care housing is provided by services with between 10 and 49 staff.

For the purposes of this report the term ‘housing with care and support services’ is a sum of the 172 sheltered housing services, 144 extra care housing services and 502 supported living services that are recorded in the NMDS-SC. The service group ‘residential services’ is also included in this report to provide a benchmark to offer some context.

Chart 3 shows that just over 40% of housing services are provided by the private sector, with 32% from the voluntary sector and 19% statutory local authorities.
Chart 4 shows the proportion of services that are provided by region. There are a higher proportion of housing with care and support services offered in London, compared to all services and residential services.

Chart 4, Region by service type

Chart 5 shows the size of employer by service type. A micro employer is 1 to 9 staff, small is 10 to 49, medium is 50 to 249 and large is 250 or more. The group ‘housing with care and support services’ has a similar proportion of different sized employer than all services and residential services. But when you take a closer look at the services that make up this group, you can see that sheltered housing has a higher proportion of micro employers (at 77%), and extra care housing services have a large proportion of small employers (85%).

Chart 5, employer size by service type
3. Recruitment and retention

Summary of housing with care and support services

This section looks at information about the number of starters and their source of recruitment, about the number of years of experience, about leavers and turnover rates, reasons for leaving and about the number of vacancies.

- Just over a quarter of workers (26.3%) started in their role in the last 12 months.
- Two thirds of workers were recruited from within the adult social care sector.
- A workforce turnover rate of 20.7%.
- Workers have on average 9.3 years of experience working in the adult social care sector.
- Housing with care and support services has a vacancy rate of 7.6%.

3.1 New starters

The chart below shows the percentage of new starters in the past 12 months as recorded in the NMDS-SC. In housing services just over a quarter (26%) of workers were recorded as new to role.

Chart 6, Starters rate by service and job role group

The NMDS-SC also collects information about the source of recruitment. The chart on the following page shows the proportion of workers who were recruited from within the adult social care sector and from elsewhere. Approximately two thirds of workers where source of recruitment was recorded in the NMDS-SC were recruited from within the adult social care sector, meaning that their skills and experience were retained and developed by the sector.
3.2 Leavers

Just over a fifth of directly employed workers in housing with care and support services were recorded to have left in the past 12 months (20.7%). Chart 8 shows turnover rates by job role and service type.

Although this turnover rate may seem relatively high at 20.7%, around 40% of those leavers move to a new role within the sector. The chart below shows destinations of leavers grouped in to those that have left the sector or moved to another job within it.
3.3 Experience

The NMDS-SC recruitment and retention trend briefing shows that “the rate of leaving for care workers that were new to their jobs was much higher (40%) than the rate for those that had been in their jobs for longer (25%), so a large proportion of workforce turnover is a result of workers leaving the sector within a year or two of starting and that longer established workers were much less likely to leave.” Turnover rates of newly employed workers could be even more pronounced than the NMDS-SC shows because some workers could leave before their employer had chance to record them in the NMDS-SC.

The adult social care workforce has an experienced core of workers. Chart 10 shows the average years of experience that a worker has in the adult social care sector.

![Chart 10. Average years of experience in the adult social care sector](image)

3.4 Vacancies

Chart 11 below shows that 7.6% of roles in housing with care and support services are vacant according to the NMDS-SC. This percentage is slightly higher than the vacancy rate of all services (6.1%).

![Chart 11, vacancy rate by service type and job role group](image)
4. Workforce demographics

Summary of housing with care and support services

- Three quarters of the workforce are female and a quarter male.
- The average age of a worker in housing with care and support services is 43 years old.
- The majority of workers (83%) are of British nationality.

Skills for Care estimates that there are 1.52 million jobs in the adult social care sector. At the end of July 2015 the NMDS-SC had 715,000 individual worker records. The table below shows the number of worker records in housing with care and support services and proportion of workers by job role groups and selected job roles recorded in the NMDS-SC.

<table>
<thead>
<tr>
<th>Job Role Groups</th>
<th>All services</th>
<th>Adult residential</th>
<th>Housing with care and support services</th>
<th>Sheltered housing</th>
<th>Extra care housing services</th>
<th>Supported living services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>714,578</td>
<td>378,377</td>
<td>30,633</td>
<td>1,081</td>
<td>3,452</td>
<td>26,100</td>
</tr>
<tr>
<td>Manager/supervisor</td>
<td>8%</td>
<td>6%</td>
<td>7%</td>
<td>17%</td>
<td>8%</td>
<td>7%</td>
</tr>
<tr>
<td>Regulated professional</td>
<td>6%</td>
<td>6%</td>
<td>1%</td>
<td>0%</td>
<td>0%</td>
<td>1%</td>
</tr>
<tr>
<td>Direct care</td>
<td>70%</td>
<td>68%</td>
<td>87%</td>
<td>61%</td>
<td>82%</td>
<td>89%</td>
</tr>
<tr>
<td>Other</td>
<td>16%</td>
<td>20%</td>
<td>5%</td>
<td>21%</td>
<td>11%</td>
<td>3%</td>
</tr>
</tbody>
</table>

Selected job roles

<table>
<thead>
<tr>
<th>Job Role</th>
<th>All services</th>
<th>Adult residential</th>
<th>Housing with care and support services</th>
<th>Sheltered housing</th>
<th>Extra care housing services</th>
<th>Supported living services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Senior management</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
<td>0%</td>
<td>1%</td>
</tr>
<tr>
<td>Registered manager</td>
<td>1%</td>
<td>2%</td>
<td>1%</td>
<td>1%</td>
<td>2%</td>
<td>1%</td>
</tr>
<tr>
<td>First line manager</td>
<td>2%</td>
<td>1%</td>
<td>3%</td>
<td>6%</td>
<td>2%</td>
<td>3%</td>
</tr>
<tr>
<td>Social worker</td>
<td>2%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>1%</td>
</tr>
<tr>
<td>Registered nurse</td>
<td>3%</td>
<td>5%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Senior care worker</td>
<td>6%</td>
<td>8%</td>
<td>5%</td>
<td>2%</td>
<td>7%</td>
<td>5%</td>
</tr>
<tr>
<td>Care worker</td>
<td>58%</td>
<td>57%</td>
<td>72%</td>
<td>47%</td>
<td>70%</td>
<td>73%</td>
</tr>
<tr>
<td>Community support and outreach worker</td>
<td>4%</td>
<td>1%</td>
<td>8%</td>
<td>5%</td>
<td>3%</td>
<td>9%</td>
</tr>
</tbody>
</table>

4.1 Age

The average age of a worker in the adult social care sector is 43 years old. This is the same as the average for housing with care and support services. The average age of a worker in sheltered housing is 49 years old, in extra care housing it is 44 years old and is 43 years old in supported living services. The chart on the following page shows age groups by service type.
4.2 Gender

According to the Census 2011, the gender split of the population in England was 49.2% male and 50.8% female. Unsurprisingly the adult social care sector has a much higher proportion of females than males. The chart below shows the gender split of the adult social care workforce recorded in the NMDS-SC of adult residential service and housing with care and support services.

4.3 Ethnicity

The ethnicity profile of the population of England is similar to that of adult social care workforce recorded in the NMDS-SC, with 85% white and 15% black minority ethnic (BME) compared to 84% white and 16% BME in social care. The chart below shows the proportion of white and BME workers by service type. It should be noted that ethnicity groups vary by region, especially in the London and South East. For further analysis of ethnicity by service type and region please see the ethnicity Open Access NMDS-SC Dashboard at www.skillsforcare.org.uk/NMDSSCDashboards.
4.4 Nationality

Similarly to ethnicity, 83% of the adult social care workforce was British, with 5% from another European Economic Area (EEA) country, 9% from a non-EEA country and 2% ‘non-British but nationality not know’. The chart below shows nationality by service type.

Chart 15. Nationality by service type

<table>
<thead>
<tr>
<th>Service Type</th>
<th>British</th>
<th>EEA (non British)</th>
<th>Non-EEA</th>
<th>Nationality not known</th>
</tr>
</thead>
<tbody>
<tr>
<td>All services</td>
<td>83%</td>
<td>5%</td>
<td>9%</td>
<td>2%</td>
</tr>
<tr>
<td>Adult residential</td>
<td>81%</td>
<td>6%</td>
<td>10%</td>
<td>2%</td>
</tr>
<tr>
<td>Housing service</td>
<td>83%</td>
<td>4%</td>
<td>8%</td>
<td>5%</td>
</tr>
<tr>
<td>Sheltered housing</td>
<td>86%</td>
<td>3%</td>
<td>5%</td>
<td>5%</td>
</tr>
<tr>
<td>Extra care housing services</td>
<td>76%</td>
<td>2%</td>
<td>7%</td>
<td>15%</td>
</tr>
<tr>
<td>Supported living services</td>
<td>83%</td>
<td>5%</td>
<td>9%</td>
<td>3%</td>
</tr>
</tbody>
</table>
5. Employment status, qualifications and pay rates

Summary of housing with care and support services

- The majority (84%) of workers in housing with care and support are permanently employed.
- Just under half of the workers in housing services are full time (48%), a further 39% part time.
- Just over half of workers (52%) hold a relevant social care qualification.
- Senior care workers in housing with care and support services were paid an average of £8.71 and care workers £7.71.
- Social workers in housing with care and support services were paid on average more than the sector as a whole (£33,500 compared to £32,700).
- Registered nurses working in housing with care and support services were paid on average more than the sector as a whole (£26,800 compared to £25,100).

5.1 Employment status

Employment status is similar across housing with care and support services, residential services and all services. The majority of workers in housing with care and support services are permanently employed (84%).

Chart 16, employment by service group

Just under half of the workers in housing services are full time (48%), a further 39% part time and the remaining 13% are neither full nor part time, the majority of which have a zero hours contract. Sheltered housing has a slightly higher rate of part time workers and extra care housing has a higher rate of those on neither full nor part time contracts.
5.2 Qualifications

The NMDS-SC asks if a worker has achieved or is working towards a number of adult social care qualifications. These qualifications are then grouped by level. The chart below shows the proportion of workers who have achieved qualifications. Housing with care and support services have a good level of qualifications recorded with just over half (52%) holding a relevant social care qualification.

5.3 Pay rates

The NMDS-SC collects pay rates at annual or hourly intervals, or the user can state that a worker is unpaid. The NMDS-SC also collects information about workers contracted hours. The data in this section shows full time equivalent (FTE) average salaries. Pay data was converted into FTE annual salaries using an average working week of 37 hours (the full-time equivalent). Hourly pay data was also converted into annual salaries based on the full-time equivalent. Converting pay in this way allows for pay of full-time and part-time workers to be compared on an equal footing.
Chart 19 shows the hourly pay rate for selected direct care roles. On average senior care workers are paid more in housing with care and support services (£9.42) than in the sector as a whole (£8.71). The same can be said of care workers, but the difference in pay rates between housing with care and support services (£7.78) and the sector as a whole (£7.71) is smaller.

Chart 19. Full time equivalent hourly pay rates for selected direct care roles

<table>
<thead>
<tr>
<th>Role</th>
<th>All services</th>
<th>Adult residential</th>
<th>Housing services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Senior Care worker</td>
<td>£8.35</td>
<td>£8.42</td>
<td>£9.42</td>
</tr>
<tr>
<td>Care worker</td>
<td>£7.43</td>
<td>£7.78</td>
<td>£7.71</td>
</tr>
<tr>
<td>Community support and outreach work</td>
<td>£9.41</td>
<td>£9.41</td>
<td>£9.11</td>
</tr>
</tbody>
</table>

Chart 20 shows the full time equivalent annual pay rate of selected regulated professional and managerial roles. Registered nurses, social workers and registered managers were paid on average more than the rest of the sector. First line managers and senior managers were paid on average more than the rest of the sector. Social workers in housing with care and support services were paid an average of £33,500 compared to £33,700 in the sector as a whole. Registered nurses working in housing with care and support services were paid £26,800 compared to £25,100 in the sector as a whole.

Chart 20, full time equivalent annual pay rates for selected managerial and regulated professional roles

<table>
<thead>
<tr>
<th>Role</th>
<th>All services</th>
<th>Adult residential</th>
<th>Housing services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registered Nurse</td>
<td>£26,800</td>
<td>£26,200</td>
<td>£24,300</td>
</tr>
<tr>
<td>Social Worker</td>
<td>£33,500</td>
<td>£26,200</td>
<td>£24,300</td>
</tr>
<tr>
<td>Registered Nurse</td>
<td>£25,100</td>
<td>£26,200</td>
<td>£24,300</td>
</tr>
<tr>
<td>First line manager</td>
<td>£26,000</td>
<td>£29,500</td>
<td>£29,500</td>
</tr>
<tr>
<td>Registered Manager</td>
<td>£31,100</td>
<td>£29,500</td>
<td>£29,100</td>
</tr>
<tr>
<td>Senior Management</td>
<td>£38,600</td>
<td>£28,100</td>
<td>£28,100</td>
</tr>
<tr>
<td>Senior Care worker</td>
<td>£38,600</td>
<td>£28,100</td>
<td>£28,100</td>
</tr>
</tbody>
</table>
6. Further information

Skills for Care provides workforce intelligence relied upon by government, strategic bodies, employers and individuals to make decisions that will improve outcomes for people who need care and support.

Skills for Care publishes a number of workforce intelligence publications using NMDS-SC data including:

- briefings and trend briefings - short reports highlighting specific issues in the sector
- size of the adult social care sector and workforce - our showcase annual report
- state of the adult social care sector and workforce - published every two years
- regional reports and local area reports which provide localised workforce information.

For these and other publications based on NMDS-SC information please visit [www.skillsforcare.org.uk/nmdsscpublications](http://www.skillsforcare.org.uk/nmdsscpublications).

For further information about the NMDS-SC please visit [www.skillsforcare.org.uk/NMDS-SC](http://www.skillsforcare.org.uk/NMDS-SC).

6.1 Data sharing with the Care Quality Commission (CQC)

With the permission of the employer, the information provided to the NMDS-SC can be used to populate part of the CQC Provider Information Return (PIR).

The CQC were one of the stakeholders who advised on their requirements when the NMDS-SC was first being developed. The definitions of service types in NMDS-SC reflect the regulation framework adopted by CQC. Skills for Care is committed to the COUNT principle of ‘collect once and use numerous times’.

In October 2014 CQC implemented a new Provider Information Return (PIR) for all services including Extra care housing services- EXC. CQC has agreed that where data has been submitted to Skills for Care through NMDS-SC on numbers of staff, staff roles, employment type, turnover and vacancies, reasons for staff leaving, qualifications and training of staff that providers will not have to submit it directly to CQC through the PIR.

6.2 What other benefits can completing NMDS-SC offer me?

Submitting the data directly to NMDS-SC provides additional benefits to employers including access to funding. Other benefits include:

- helping you manage and track the training of your workforce
- allowing you to compare your organisation to similar organisations, or the whole sector
- giving you access to a valuable range of e-learning including dementia and end of life care modules
- allowing you to set pay rates with confidence using local market intelligence
- creating management information on your workforce to help with service planning.

With your permission, in addition to CQC, we can share certain information with NHS Choices and My NHS. We also share that you’ve completed NMDS-SC with local authorities, which may raise awareness of your service.

To create an NMDS-SC account or update your information please go to [www.nmds-sc.online.org.uk](http://www.nmds-sc.online.org.uk).
With your permission, Skills for Care share selected data directly with:

- NHS choices (www.nhs.uk)
- CareQuality Commission
- Your local authority

Data is then presented back to you in the form of dashboards and reports so that you can:

- Use for workforce planning
- Inform decisions
- Benchmark your organisation

Data is anonymised so that no organisation, employer or worker is identifiable. Information is then provided to the following organisations via reports and briefings.

Entering full and accurate information into the NMDS-SC helps your organisation and the sector make evidence-based decisions about funding, commissioning and planning the workforce. A better planned workforce means better services.