

Workforce Intelligence Summary

Domiciliary care services in the adult social care sector

2019/20

Source: Skills for Care adult social care workforce estimates 2019/20

COVID-19 note

It should be noted that the data used in this summary for 2019/20 was collected prior to the height of the COVID-19 pandemic in England. The Adult Social Care Workforce Data Set (ASC-WDS) data used for the 2019/20 period was collected over the course of the year (April 2019 to March 2020). We carefully analysed data submitted in March 2020 to ensure it did not significantly impact the findings.

We are analysing ASC-WDS data on a monthly basis to monitor the impact of COVID-19 on the sector and workforce. The outputs from this analysis can be found on the COVID-19 section of our Workforce Intelligence website¹.

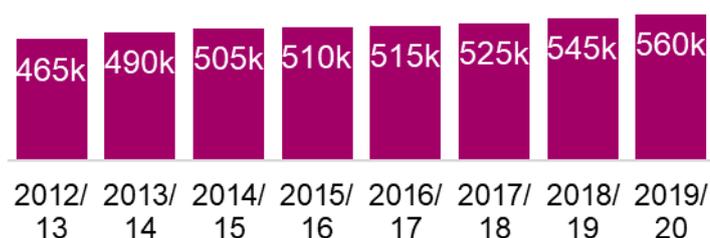
Between March and August 2020, the percentage of days lost to sickness in domiciliary care services was 6.9%, compared to 3.4% pre-COVID-19. Over the same period, establishments updating ASC-WDS, saw a decrease in the vacancy rate from 11.3% to 9.8%.

Key findings



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 10,200 domiciliary care services registered with CQC as at 2019/20. These care providing locations had an estimated workforce of 560,000. Around 540,000 of these roles were within the independent sector, with 18,700 in local authorities.

The chart to the right shows that between 2012/13 and 2019/20 the number of jobs in domiciliary care services increased from 465,000 in 2012/13 to 560,000 in 2019/20, an **overall increase of 20%**. The rate of increase appears to have slowed between 2014/15 and 2017/18.



By comparison, since 2012/13, the number of jobs in care homes with nursing increased by 3%, whilst care homes without nursing decreased by 2%.

¹ www.skillsforcare.org.uk/adult-social-care-workforce-data/Workforce-intelligence/publications/Topics/COVID-19

Staffing overview



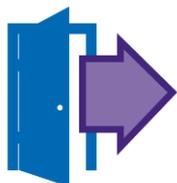
There were an estimated 480,000 direct care providing jobs in domiciliary care services, 42,000 managerial jobs, 2,600 regulated professionals and 32,000 other jobs including ancillary non-care-providing roles.

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

Around 48% of the workforce were employed on zero-hours contracts. This proportion has decreased 6 percentage points since 2012/13. Across all services, 24% of the workforce were employed on zero-hours contracts.

This contract type could be attractive to domiciliary care providers to help manage fluctuating demand for services (including the risk of losing contracts), or as a temporary solution to staff shortages due to turnover or sickness. Workers may benefit from the flexibility offered by zero-hours contracts. However, they can be considered adverse for workers in terms of financial stability and security.

Recruitment and retention



The **turnover rate** for domiciliary care services **was 35.0%**, which was higher than care homes without nursing and care home with nursing (29.6% and 36.8% respectively). This equates to an **estimated 178,000 workers leaving their role** in the previous 12 months. Care workers had a turnover rate of 39.4%, which equates to an estimated 152,000 leavers.

Most of the workforce in domiciliary care services were recruited from within adult social care (69%). 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 in domiciliary care services had an **average of 7.1 years of experience working in social care.** This was less than the average for care homes without nursing and care homes with nursing (9.3 and 8.4 years respectively). The average length of time in current role for the workforce in domiciliary care services was 3.4 years.

The **vacancy rate** for domiciliary care services was **9.4%** in 2019/20, equating to an **estimated 53,000 vacancies at any one time.** This rate was higher than the average across all services (7.3%).

Domiciliary care services updating ASC-WDS between March and August 2020, during the COVID-19 pandemic, reported a decrease in vacancy rates from 11.3% to 9.8%².

Demographics



Around 84% of workers in domiciliary care services were female, and the average worker was 44 years old. These demographic breakdowns broadly match those seen in the rest of the adult social care workforce.

² Analysis of changes during the pandemic is based on those updating ASC-WDS data since March 2020 only. The 2019/20 figures in this report have been weighted to represent the whole sector so may differ.

The nationality of the workforce in domiciliary care services was **84% British, 7% EU (non-British) and 9% 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 2019/20. The proportion identifying as of a non-EU nationality decreased over the same period from 11% in 2012/13 to 9% in 2019/20.

Pay

The table below shows the full-time equivalent (FTE) mean pay rates of selected job roles in domiciliary care services. Pay tended to be higher in local authorities, which mirrors the national trend in social care.

	Local authority	Independent sector
FTE annual pay		
Registered manager	£39,800	£29,500
Hourly rate		
Senior care worker	£12.48	£9.62
Care worker	£10.45	£8.94
Support and outreach	£11.05	£8.73

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.