

# ADULT SOCIAL CARE SCRUTINY COMMISSION

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## **A Summary of the External Adult Social Care Workforce in Leicester 2022/23**

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Cllr Sarah Russell – Deputy Mayor, Social Care, Health  
and Community Safety

Kate Galoppi – Director of Care Services and  
Commissioning – Social Care & Education

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Wards Affected: All

Report Author: Bev White

Contact details: [beverley.white@leicester.gov.uk](mailto:beverley.white@leicester.gov.uk)

## **1. Purpose**

- 1.1 To provide the Adult Social Care Scrutiny Commission with a summary of the external adult social care workforce in Leicester.

## **2. Summary**

- 2.1 The information within this summary has been produced by Skills for Care using the Adult Social Care Workforce Data Set (ASC-WDS). They use the data collected by the ASC-WDS to create workforce models that, in turn, allow for estimates of the whole adult social care workforce and its characteristics to be produced.
- 2.2 Skills for Care is the strategic workforce development and planning body for adult social care in England. They work with employers, Government, and partners to ensure social care has the right people, skills, and support required to deliver the highest quality care and support, now and in the future.
- 2.3 Locally, 48.2% of our known external contracted and non-contracted providers complete the ASC-WDS which is considered a good return and enables us to consider the results robust. The requirement to complete the ADC-WDS is now embedded in contracts and this latest figure of 48.2% reflects improved compliance by contracted providers. We have minimal influence over non-contracted providers who account for a significant part of the market (e.g. of 157 CQC registered homecare providers in the city, we only contract with 30, i.e. 19%).
- 2.4 We will use this information to help us plan our support to providers and it is being used to draft a workforce strategy whose aim is to develop a more resilient care sector that enables more effective recruitment and retention in adult social care.
- 2.5 The figures in this report refer to the 12,000 filled posts in the independent sector and local authority in Leicester only. Filled posts in other sectors are not included. The independent sector information in this report was collected between April 2022 and March 2023, and local authority information dates from September 2022.
- 2.6 Of the 12,000 posts mentioned above, 11,500 are within the independent sector.

### **3. Recommendations**

- 3.1 The Commission is recommended to note the content of the report.

## **4. Report**

### **Size and Structure of the Workforce**

- 4.1 In 2022/23 the adult social care sector in England had an estimated 18,000 organisations with 39,000 care-providing locations and a workforce of around 1.79 million posts. The total number of posts in Leicester was around 15,000 in 2022/23. This was comprised of 14,000 filled posts and 1,000 vacancies. Since the previous year, the total number of posts has decreased by 1,200 (- 7%), the number of filled posts has decreased by 400 (-3%) and the number of vacancies has decreased by 750 (-42%).
- 4.2 There were an estimated 12,000 filled posts in adult social care, split between local authorities (6%), independent sector providers (81%), posts working for direct payment recipients (8%) and other sectors (6%). As at March 2023, Leicester had 268 CQC regulated services; of these, 98 were residential and 170 were non-residential services.

### **Recruitment and Retention**

- 4.3 Skills for Care estimates that the staff turnover rate in Leicester was 18.6%, which was lower than the region average of 29.7% and lower than England at 28.3%. Not all turnover results in workers leaving the sector, around half (51%) of starters were recruited from within the adult social care sector, therefore although employers need to recruit to these posts, the sector retains their skills and experience.
- 4.4 It is estimated that the vacancy rate in Leicester was 7.50%, which was below the regional average of 9.9% and England at 9.9%.
- 4.5 Across England, the vacancy rate has decreased compared to last year and the number of filled posts has increased. During this period international recruitment increased substantially which has impacted these trends. Workers in Leicester had on average 8.1 years of experience in the sector and 68% of the workforce had been working in the sector for at least three years.
- 4.6 We know that recruitment and retention is one of the largest issues faced by employers. We encourage employers to use the many resources and tools available to help, for example the [‘Values-](#)

[based recruitment and retention toolkit'](#) and [Seeing potential: widen your talent pool](#) freely available from Skills for Care.

- 4.7 We commission the local organisation [Inspired To Care](#) to support local employers with bespoke advice, webinars, topic conferences and lots of other web based information. Inspired to Care has also produced a free to use 90 day induction toolkit as research shows that the first 90 days of an employee's work is vital to them settling in and staying.
- 4.8 We also commission the [Leicestershire Social Care Development Group](#) to provide training to providers and their staff and use the LLR Academy.
- 4.9 More examples of other training on offer to staff includes practical training such as Moving and Handling, Safeguarding, Leadership for Registered Managers, webinars around Infection Protection and Control, a range of training offered by LOROS, Pathway to Care training from the Florence Academy and the Oliver McGowan mandatory training on Learning Disability and Autism. This is not an inclusive list but aims to illustrate the broad range of training on offer to external providers. We review staff training matrices through our Quality Assessment Framework processes of contracted providers.
- 4.10 Strategically Social Care is an active partner in the People Board, and the work that this supports, including the training opportunities through the LLR Academy, and initiatives to work as a system to support the workforce across health and care.

#### **Workforce projections**

- 4.11 If the adult social care workforce grows proportionally to the number of people aged 65 and over in Leicester's population, then the number of posts needs to increase by 23% or an additional 3,220 posts. That would take the total number of posts to 17,220.

#### **Employment Information**

- 4.12 We estimate Leicester had 12,000 adult social care filled posts in the local authority and independent sectors. These included 950 managerial roles, 300 regulated professionals, 9,500 direct care (including 8,200 care workers), and 1,300 other-non-care providing roles.
- 4.13 The average number of sickness days taken in the last year in Leicester was 5.2, (7 in East Midlands and 5.9 across England). With an estimated directly employed workforce of 11,000, this means employers in Leicester lost approximately 58,000 days to sickness in 2022/23.

4.14 Under half (42%) of the workforce in Leicester were on zero-hours contracts. Around half (45%) of the workforce usually worked full-time hours and 55% were part-time.

4.15 Reducing the number of zero hours contracts is a priority for us with contractual tools in place to require employers to offer minimum hours contracts, full-time and part time work as well as zero hours contracts. Providers and their staff tell us that for some, zero hours contracts are a choice to enable flexibility and the ability to refuse work. If staff choose to take zero hours contracts, we ask providers to record this in the staff member’s personal file and we may seek to audit this from time to time.

### **Workforce Demographics**

4.16 The majority (79%) of the workforce in Leicester were female, and the average age was 42 years old. Workers aged under 25 made up 11% of the workforce and workers aged 55 and above represented 21%. Given this age profile approximately 2,500 posts will be reaching retirement age in the next 10 years.

4.17 Nationality varied by region, across England 81% of the workforce identified as British, while in the East Midlands region this was 82%. An estimated 68% of the workforce in Leicester identified as British, 9% identified as of an EU nationality and 24% a non-EU nationality, therefore there was a higher reliance on non-EU than EU workers.

4.18 A further breakdown of Leicester’s workforce shows 39% of workers identify as White, 39% as Asian/Asian British, 19% Black/African/ Caribbean/Black British, 2% Mixed/multiple ethnic groups and 1% other.

4.19 This compares with the latest general demographic profile of Leicester which is 43% Asian/Asian British, 40.9% White, 7.8% Black/African/ Caribbean/Black British, 4.1% Other, 3.8% Mixed/multiple ethnic groups.

### **Pay**

4.20 Table 1 shows the full-time equivalent annual or hourly pay rate of selected job roles in Leicester, East Midlands (region) and England. All figures represent the independent sector as of March 2023, except social workers which represent the local authority sector as of September 2022. At the time of the analysis, the National Living Wage was £9.50.

**Table 1. Average pay rate of selected job roles by area**

	England	Region	Leicester
	Full Time Equivalent Annual Pay		
Social Worker *	£39,100	£36,200	£41,500

Registered Nurse	£37,000	£36,700	£35,900	
Hourly Pay				
National Living Wage	£9.50	£9.50	£9.50	
Senior Care Worker	£11.09	£10.83	£10.51	
Care Worker	£10.34	£10.22	£10.07	
Support & Outreach roles	£10.31	£10.01	£9.76	

\*Local Authority social workers only

4.21 For all contracts we have in place for the delivery of adult social care services with the independent sector, we ensure the rates we pay for these services include appropriate funding to at least comply with minimum pay legislation and allow providers to pay their staff the National Living Wage as a minimum. Additionally, our rates include provision for other employment related on-costs such as sick pay, holiday pay, training and development cover, and where appropriate, staff travel costs.

4.22 These considerations help us to meet our Care Act requirements that contract terms, conditions and fee levels for care and support services are appropriate to provide the delivery of the agreed care packages with agreed quality of care. Like other local authorities in England, in 2022 we undertook a detailed review of care costs for our 18+ homecare and 65+ residential and nursing care provision as part of the government's Fair Cost of Care exercise. This provided us with further detailed information around the cost of care in our local markets and which we are using to support continued oversight of our fee rates in order to allow these markets to operate sustainably.

### **Qualifications, Training and Skills**

4.23 We believe that everyone working in adult social care should be able to take part in learning and development so that they can carry out their roles effectively. Learning and development helps everyone to develop the right skills and knowledge to enable them to provide high-quality care and support. Within our contracts, we set out the minimum standards of training to be met and we monitor adherence through our quality assurance processes.

4.24 Skills for Care estimates show that 40% of the direct care providing workforce in Leicester hold a relevant adult social care qualification (43% in East Midlands and 46% in England).

4.25 Raw data from the ASC-WDS showed, of those workers without a relevant adult social care qualification recorded, 48% had five or more years of experience in the adult social care sector, 68% had engaged with the Care Certificate and 71% had completed training.

### **Factors Affecting Turnover**

4.26 Skills for Care data tells us that across England, factors that are likely to make a worker leave their role are:

- Workers who travelled further were more likely to leave.
- Those under 25, and over 60 years old, were more likely to leave their posts.
- Turnover decreased with higher levels of experience working in the sector.
- Likelihood of leaving decreased as pay levels increased.
- Likelihood of leaving decreased with higher levels of experience in role.
- Likelihood of leaving decreased if workers had more training.
- Turnover decreased if workers had a higher number of contracted hours.
- Likelihood of leaving decreased if workers had fewer sickness days.
- Workers on zero-hours contracts were more likely to leave their posts.
- Likelihood of high turnover rates increased if the establishment had high turnover historically.

4.27 A local response to the variables above will feature in our workforce strategy which is currently being drafted.

### **What Next?**

4.28 We are writing a strategy for the external adult social care workforce that will describe the challenges in greater detail and set out how we – with partners – will work together to counter the difficulties in recruitment and retention, supporting our workforce to become even more competent and confident.

4.29 Subject to engagement, the priorities for us will be actions around recruitment, retention, a positive image for adult social care and the future workforce. We aim to have a workforce that is valued, sufficient, confident and competent.

4.30 Senior Adult Social Care officers are involved in the LLR partnership work to progress the ambition for 'one workforce'.

## **5. Scrutiny Overview**

## **6 Financial Implications**

There are no direct financial implications associated with this report.

## **7 Legal Implications**

This report is to provide the Adult Social Care Scrutiny Commission with a summary of the external adult social care workforce in Leicester and as such there are no direct legal implications.

Alex Powers, Solicitor (Commercial) 37 2489

## **8 Equalities Implications**

Under the Equality Act 2010, public authorities have a continuing Public Sector Equality Duty (PSED) which means that, in making decisions and carrying out their activities they have a statutory duty to pay due regard to the need to eliminate unlawful discrimination, harassment and victimisation, to advance equality of opportunity between people who share a protected characteristic and those who don't and to foster good relations between people who share a protected characteristic and those who don't.

Protected Characteristics under the Equality Act 2010 are age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation.

The report provides a summary of the external adult social care workforce in Leicester. There are no direct equality implications arising from the report. However, it is important that moving forward the city's demographic profile is taken into account, both the workforce and those being cared for will be from across a range of protected characteristics, and these need to be taken into account when developing the workforce and providing caring responsibilities. Any communication needs to be meaningful and accessible for a wide number of people/communities.

Equalities Officer, Surinder Singh, Ext 454 4148

## **9 Climate Change and Carbon Reduction Implications**

There are no significant climate emergency implications directly associated with this report.

Aidan Davis, Sustainability Officer, Ext 37 2284