Glossary of terms used in Skills for Care's Workforce Intelligence reports

2024

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Glossary of terms

Adult social care, and the terminology used to describe it, continues to change. Our aim has been to maintain a degree of consistency and comparability with previous reports, so we have created this glossary to define and describe the terms we use across all our Workforce Intelligence publications.

A version of this glossary can be found in each of our data visualisations on our Workforce Intelligence website. An itemised list is also available in our Data Download excel files and the Workforce Estimates excel file which accompanies 'The state of the adult social care sector and workforce in England' report.

General terminology

These are some of the general terms we use to describe aspects of adult social care.
- 'Domiciliary care' is used to describe 'home care', to avoid any confusion or inadvertent word reversal with 'care home'
- 'Local authority' is used to refer to councils' adult social services departments
- 'The independent sector' is calculated as the sum of the private and the voluntary (third) sectors in adult social are.

Organisations and establishments

We distinguish between organisations, establishments and employers:
- **Organisation,** either a local authority, a charity or voluntary body, or a private company that is providing adult social care services. An organisation may provide care at a single establishment (location) or may have several establishments where this happens; for example, a chain of care homes would be classed a single organisation.
- **Establishment,** a single location where care is provided. This may be a care home, or head office for a domiciliary care service.

Main service type

The ASC-WDS collects information on 35 types of care services. These are also then aggregated into four groups for the purposes of analysis. Selected main care services within each group are:
- **Adult residential,** including care homes with nursing and care homes without nursing
- **Adult day care services**
- **Adult domiciliary care,** including supported living and extra care housing

- **Adult community care,** including community support and outreach, social work and care management, carers' support, occupational or employment-related services, and other adult community care services.

Job roles and job role groups

In 2023/24 the ASC-WDS collected information on 29 job roles. These were then aggregated into four groups for the purposes of analysis. The main roles within each job role group are as follows:

- **Managers**, including senior, middle and first-line managers, registered managers, deputy managers, team leaders, supervisors, managers and 'staff in care-related but not care providing roles'
- **Regulated professions**, including social workers, occupational therapists, registered nurses, allied health professionals, 'safeguarding and reviewing officers' and nursing associates
- **Direct care**, including senior care workers, care workers, community support and outreach workers (referred to as 'support and outreach workers' throughout this report) and other care providing job roles
- **Other roles**, including administrative or office staff who are not providing care, ancillary staff who are not providing care, activities worker or co-ordinators, care co-ordinators, assessment officers and other job roles which are not care-providing.

Workforce characteristics variables within the ASC-WDS

Below are listed key variables that are collected in the ASC-WDS about each establishment and the staff working there. This allows us to define and describe the adult social care sector and its workforce. Variables are divided into the sections of 'The state of the adult social care sector and workforce in England' report where analysis of each of these is shown.

Size and Structure

- **Total posts**, this refers to the total number of posts in the workforce. This is the sum of filled posts (filled by a person) and vacant posts (posts waiting to be filled).
- **Vacant posts**, are the number of posts at an establishment that are not currently filled by a person and are being actively recruited to. This may be to replace a leaver, or to expand the workforce.
- **Filled posts**, this refers to any post (or job) employed by an adult social care organisation. A person may have more than one job, therefore the number of filled posts can be higher than the number of people working in the sector.
- **Full-time equivalent (FTE) filled posts**, this refers to the number of filled posts taking into account the number of hours worked by an individual. One FTE filled post is equivalent to working 37 hours a week.

Employment overview

- **Employment status,** refers to the contract type of an individual worker. Employers are asked to select one of the following contract types for each worker: permanent, temporary, agency staff, bank/pool staff or 'other' contract type.
- **Employees,** this refers to those workers who are classed as **directly employed**, that is employed on a permanent or temporary contract. Those workers employed via agency, bank or pool, or other contract types are classed as **indirectly employed** and therefore are not included as employees.
- **Hours worked**, this refers to the hours worked by an individual worker (either as contracted or average hours). Hours can be linked to contract type, so we ask this question in different ways to account for this.
- **Zero-hours contracts**, some staff in adult social care are employed on a zero-hours contract. The ASC-WDS asks a separate question about this contract type, it is distinct from a worker's employment status. For example, a member of staff can be employed permanently and have a zero-hours contract.

Recruitment and retention

- **Vacancy rate**, this is the rate of vacant posts within adult social care. The vacancy rate is calculated by dividing vacant posts by the sum of directly employed staff and vacant posts.
- **Starters rate**, this is the rate of new starters in the last 12 months within the adult social care sector. The starters rate is calculated at establishment level by dividing the number of the starters in the last 12 months by the number of directly employed staff.
- **Source of recruitment,** this refers to the sector where the worker was previously employed.
- **Leavers and turnover rate**, this is the rate of leavers in the last 12 months within adult social care. The turnover rate is calculated at establishment level by dividing the number of leavers in the last 12 months by the number of directly employed staff.
- **Experience in sector and role,** this refers to the number of years a person has been working in their current role, or the adult social care sector overall.
- **Sickness,** this refers to the number of sickness days taken by a worker in the last 12 months. No further information is asked, including reason for sickness. Staff can be flagged in the ASC-WDS as being on maternity leave by their employer, to distinguish this from sickness.

Demographics

All variables in this chapter are completed in the ASC-WDS by the employer. It should be noted that responses may differ if the worker entered their own information.
- **Gender,** this refers to the gender identity of the worker. Options available to answer this question are 'female, 'male' and 'other'.
- **Age,** this refers to the age of the worker and is calculated from their date of birth.

- **Disability,** this refers to a worker's disability status. Options available to answer this question are 'yes', 'no' or 'not disclosed'.
- **Ethnicity**, this refers to a worker's ethnic background. There are 18 options to choose from in the ASC-WDS which are then grouped into 5 categories: white, mixed or multiple ethnic groups, Asian/ Asian British, Black/ African/ Caribbean/ Black British, and other.
- **Nationality**, this refers to the nationality of a worker. There are 194 options within the ASC-WDS which are then grouped into 3 categories: British, EU and Non-EU.

Pay

- **Hourly pay**, refers to a worker's hourly rate of pay. This can be directly entered into the ASC-WDS by an employer or calculated by dividing the worker's salary by their contracted hours.
- **Full-time equivalent (FTE) annual pay**, refers to a worker's full-time equivalent annual salary. This can be directly entered by the employer or calculated from the worker's hourly pay rate based on a 37-hour week.
- **Nominal pay**, refers to trended information that shows actual pay rates as they were at the time. There has been no adjustment made for inflation.
- **Real terms pay**, refers to trended information that shows adjusted pay rates, taking inflation into account.

Qualifications and training

- **Relevant adult social care qualification**, this refers to any qualification that has been flagged by the employer as relevant to adult social care.
- **Training categories**, this refers to the training that workers have undertaken as part of their current role. There are 46 training category options in the ASC-WDS.
- **Care Certificate Standards**, this refers to the induction programme for workers in direct care roles known as the 'Care Certificate Standards'. This training programme includes 15 minimum standards that should be completed before a worker can have their Care Certificate status recorded as 'completed' in the ASC-WDS.

International recruitment

- Someone with a non-British nationality, who has come to the UK during the reporting period to take up a direct care role within adult social care. This could be a senior care worker, or a care worker role.

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