



Essex County Council Care Worker Survey 2019

Key Findings

28 November 2019

Background

- Survey aimed to provide ECC with up-to-date understanding of care workers':
 - Motivations to enter, remain or leave sector
 - Likes and frustrations of working in sector
 - Current roles and future working intentions
 - Training and development
 - Usage of digital products and technology
- Survey to inform workforce strategy to ensure high quality services continue to be provided to residents
- Enventure Research commissioned to carry out survey with care workers in Essex

Methodology

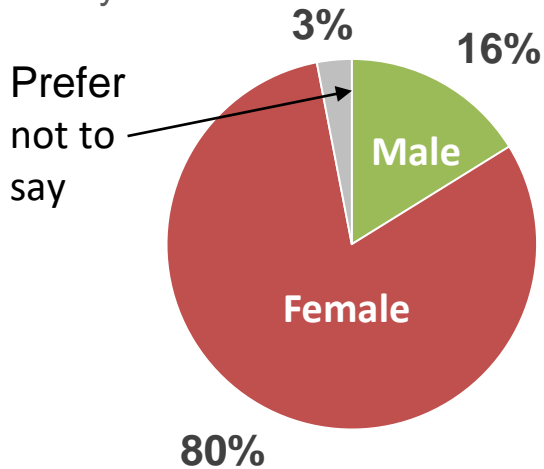
- Online survey, formatted for PCs, smartphones and tablets
- Survey took respondents approx. 15 minutes to complete
- Email invitations sent to those who had given permission to ECC to be contacted
- Link promoted on Care Provider Information Hub
- NACAS and Essex Care Association sent link to their employees/members
- Paper copies handed out at care worker events
- Prize draw for charity donations
- Survey live between 2 September and 30 September
- 392 responses received to survey

Clarifications

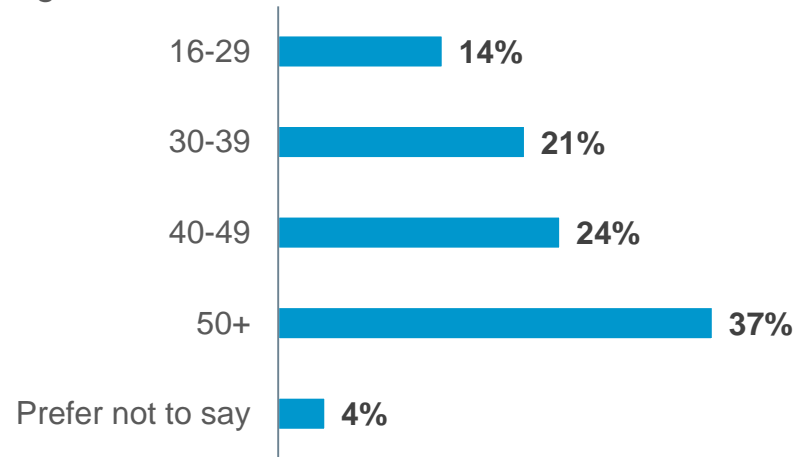
- Some response options have been combined i.e. “Yes, definitely” and “Yes, to some extent” to show total “Yes”
- Self-selecting survey with paper copies so a few respondents missed out a few questions, so base sizes may vary between questions
- Several reasons why responses in charts/tables might not add up to 100%:
 - Respondents might have been able to give more than one answer
 - Only most common responses might be shown
 - Individual percentages are rounded to nearest whole number
 - Responses of between 0% and 0.5% shown as <1%.
- Subgroup analysis undertaken using statistical testing

Respondent profile

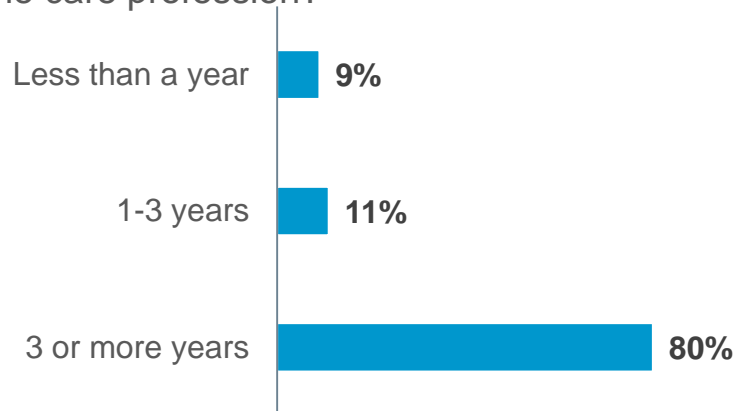
Are you...?



To which of these age groups do you belong?



Approximately how long have you worked in the care profession?

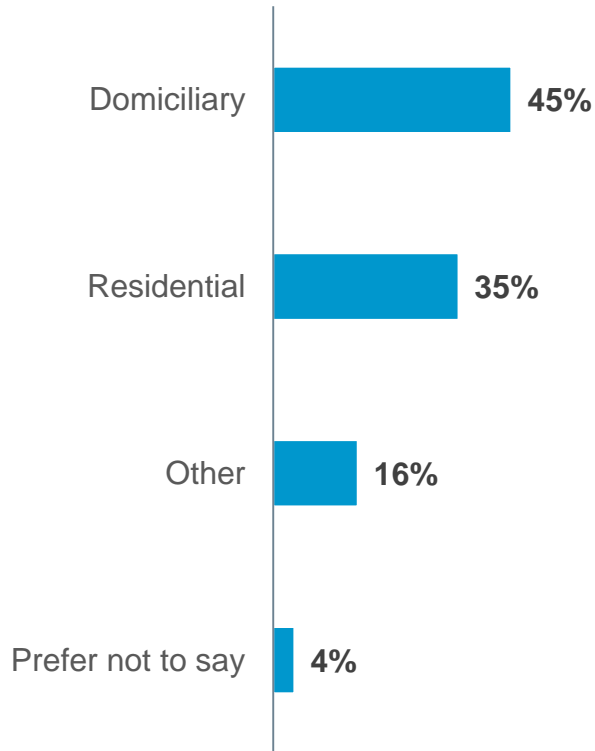


80% were White British, 10% BAME

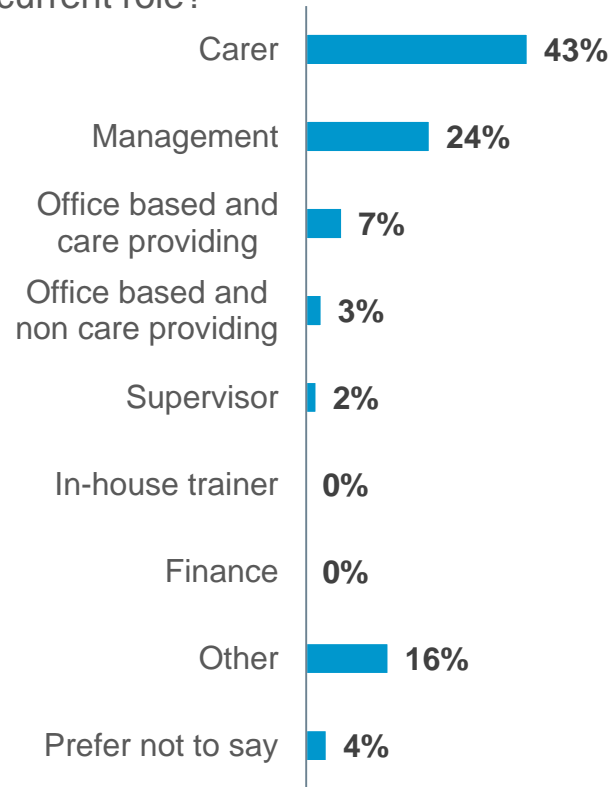
59% had worked for only one organisation in last 3 years

Respondents' roles

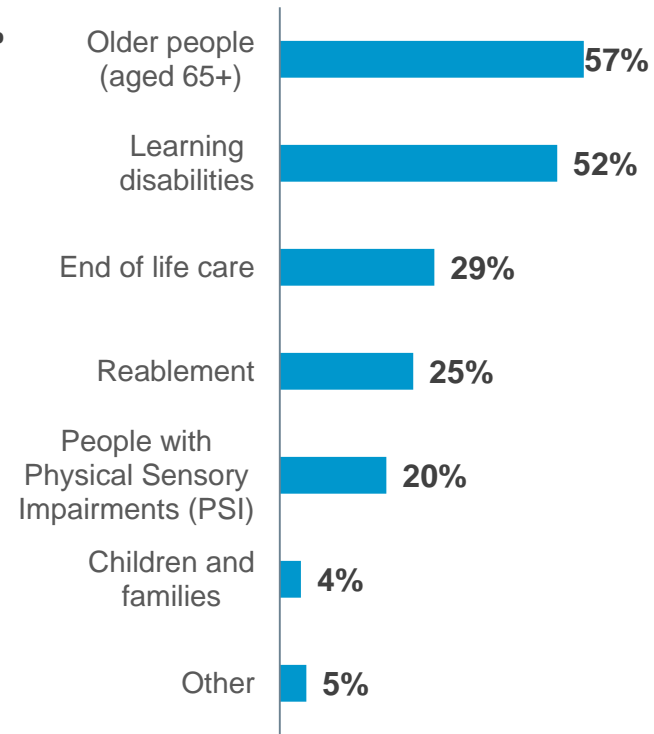
Which of the following categories best describes your current role?



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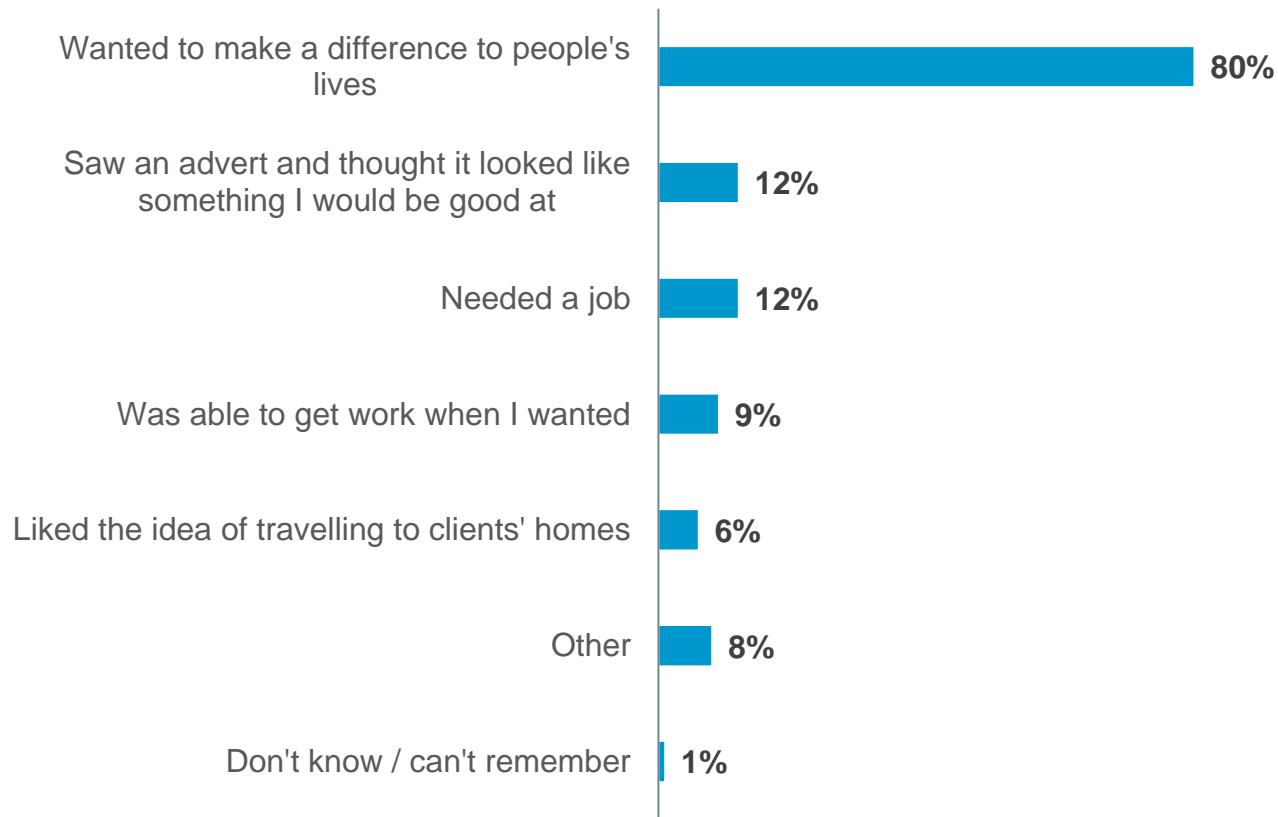
Which client groups do you work with in your current role?



Motivations for joining the profession

Making a difference to people's lives

What first attracted you to working in the care profession?

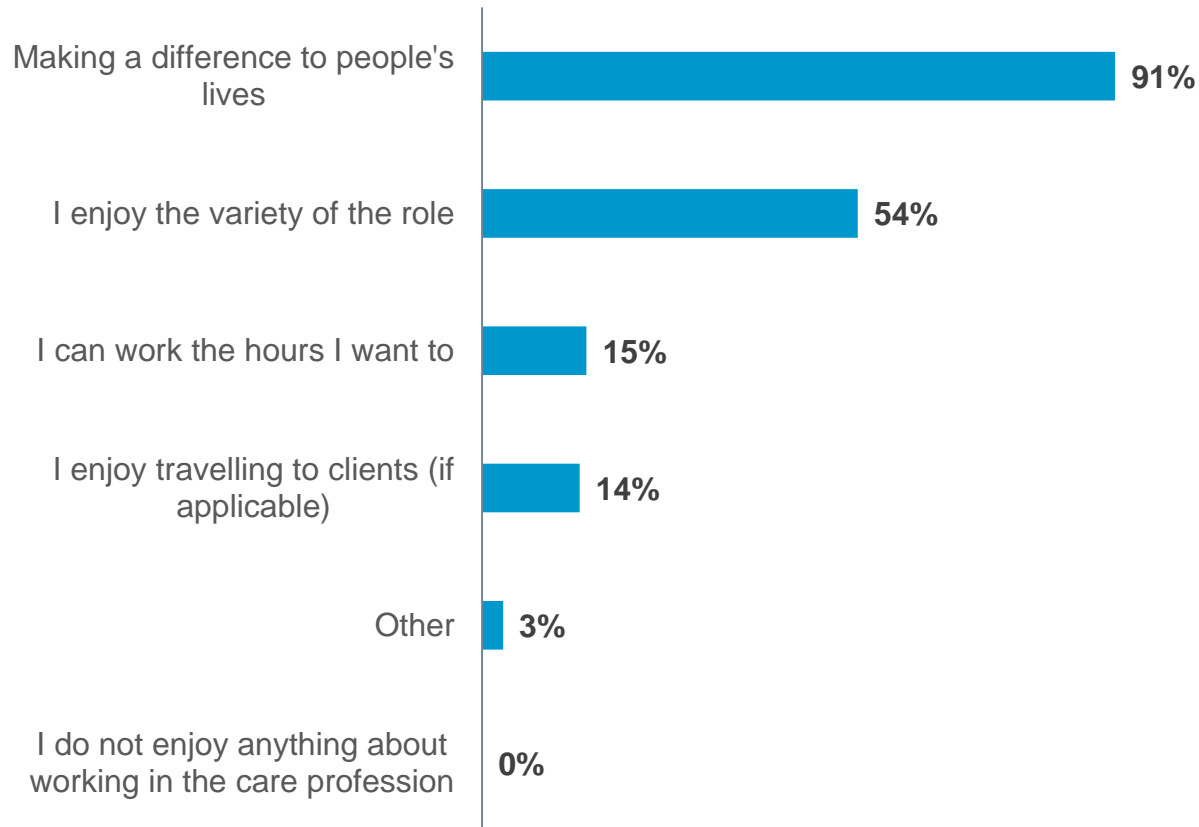


Base: 392

Enjoyable aspects

Making a difference to people's lives and the variety of the role

What do you enjoy about working in the care profession?

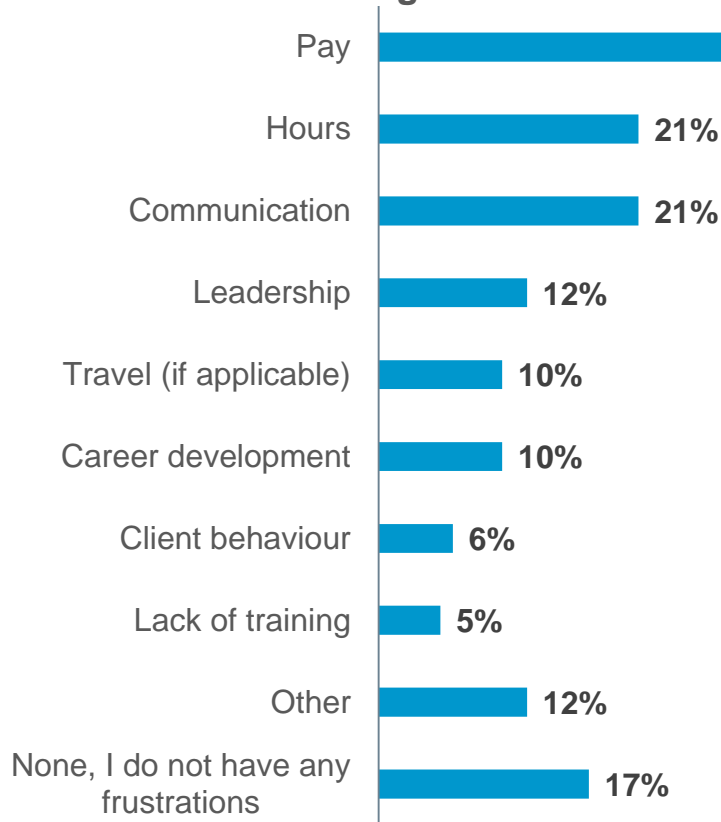


Base: 392

Frustrations

Pay is the biggest frustration

Which, if any, are your biggest frustrations about working in the care industry?



52% earn less than £10 an hour

92% said their pay from their care role was primary source of income

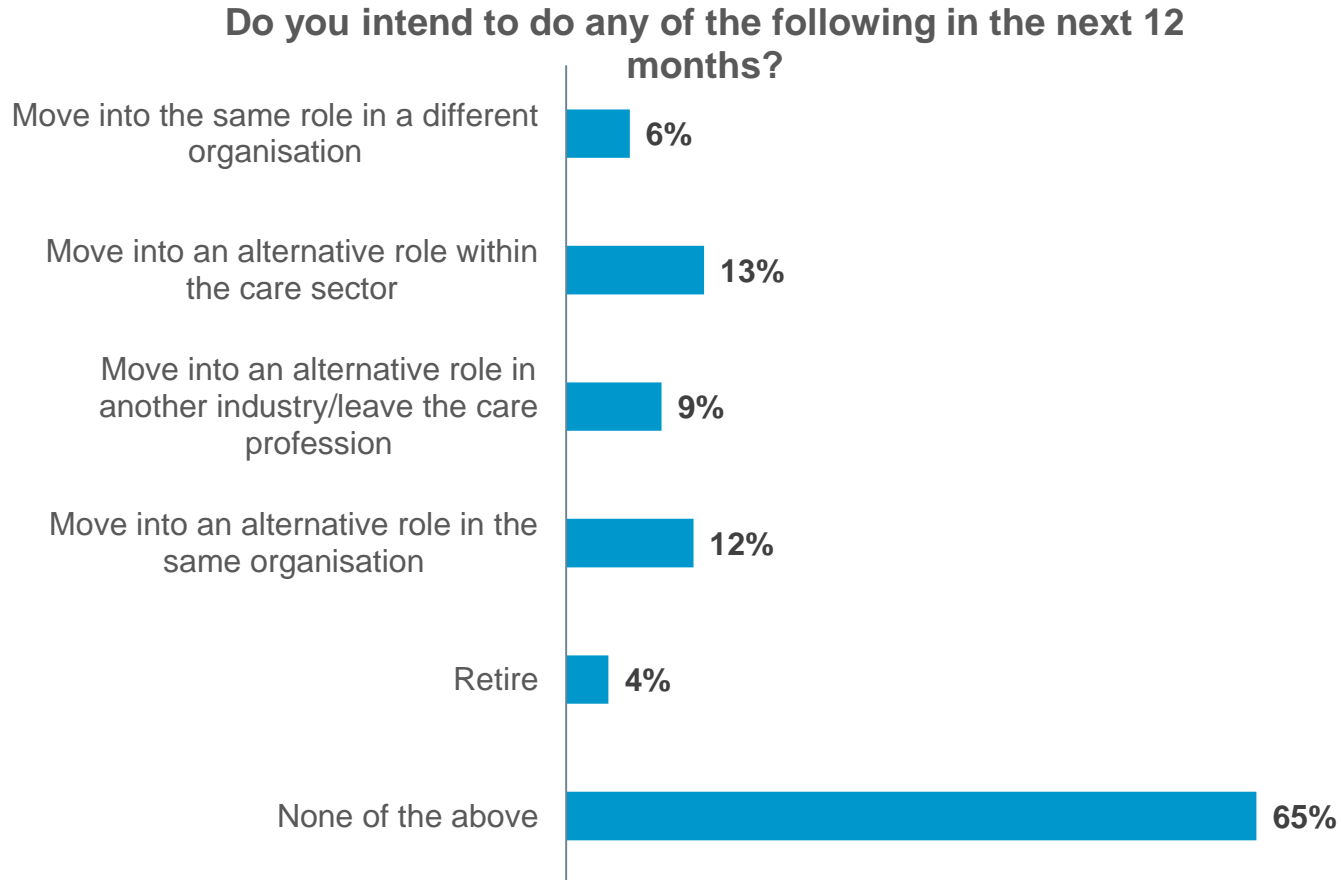
15% have zero hours contracts

44% work 40+ hours per week

Base: 391

Future intentions

9% intend to leave profession in next 12 months

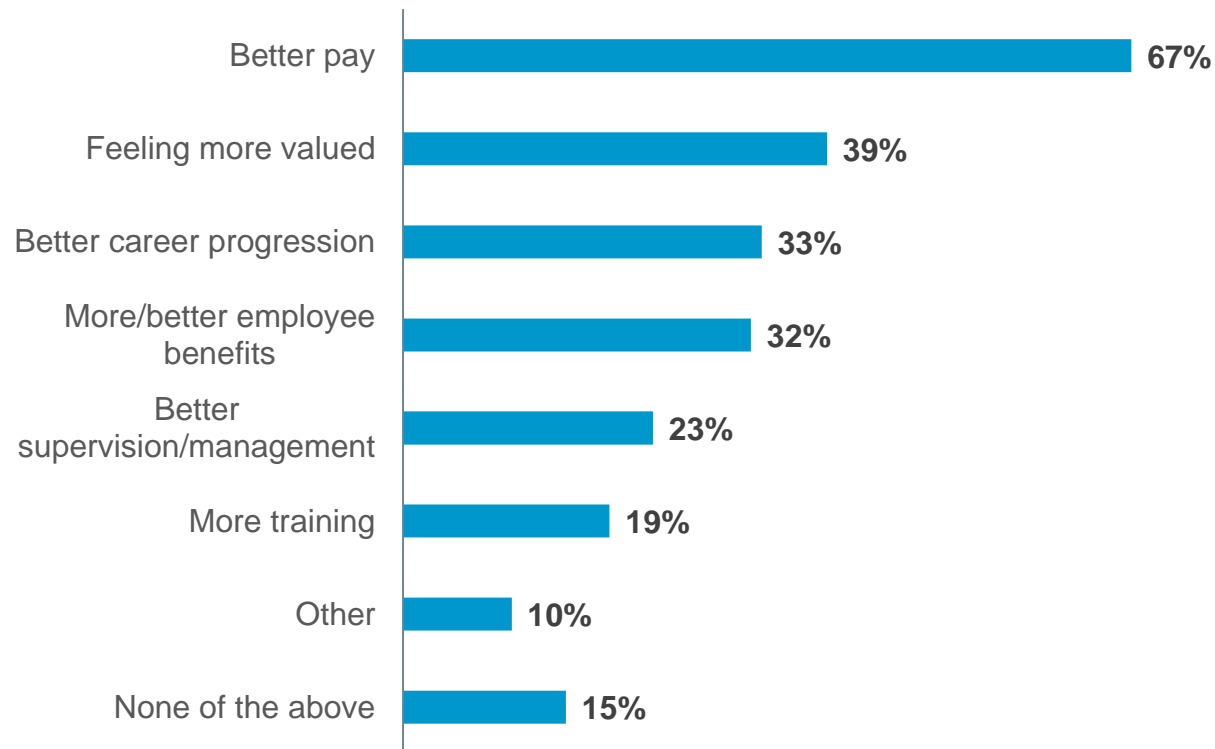


Base: 391

Reasons for changing roles

Better pay is biggest factor, but there are others

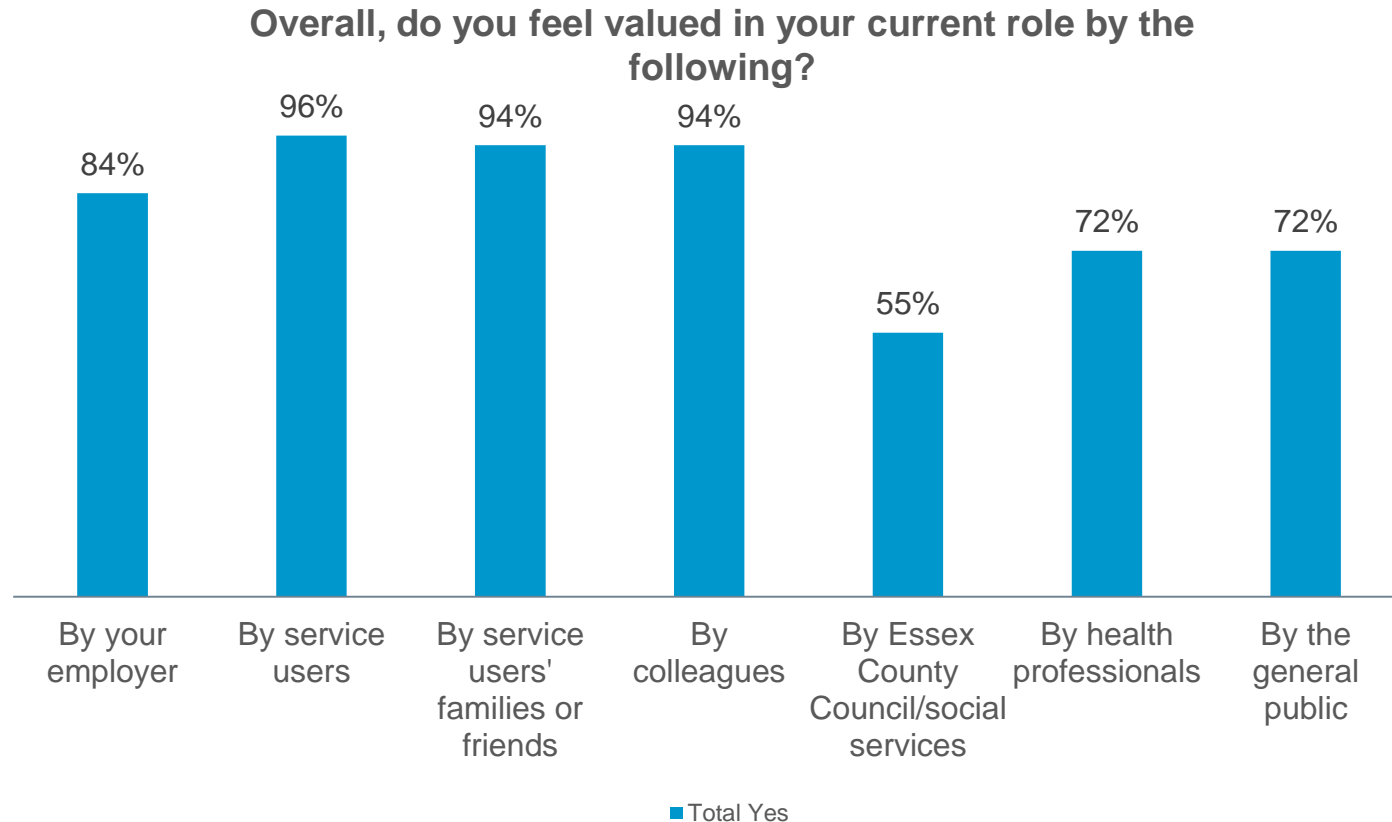
If you are considering leaving your role/job, which of the following, if any, would help you consider remaining in your current position?



Base: 124

Feeling valued

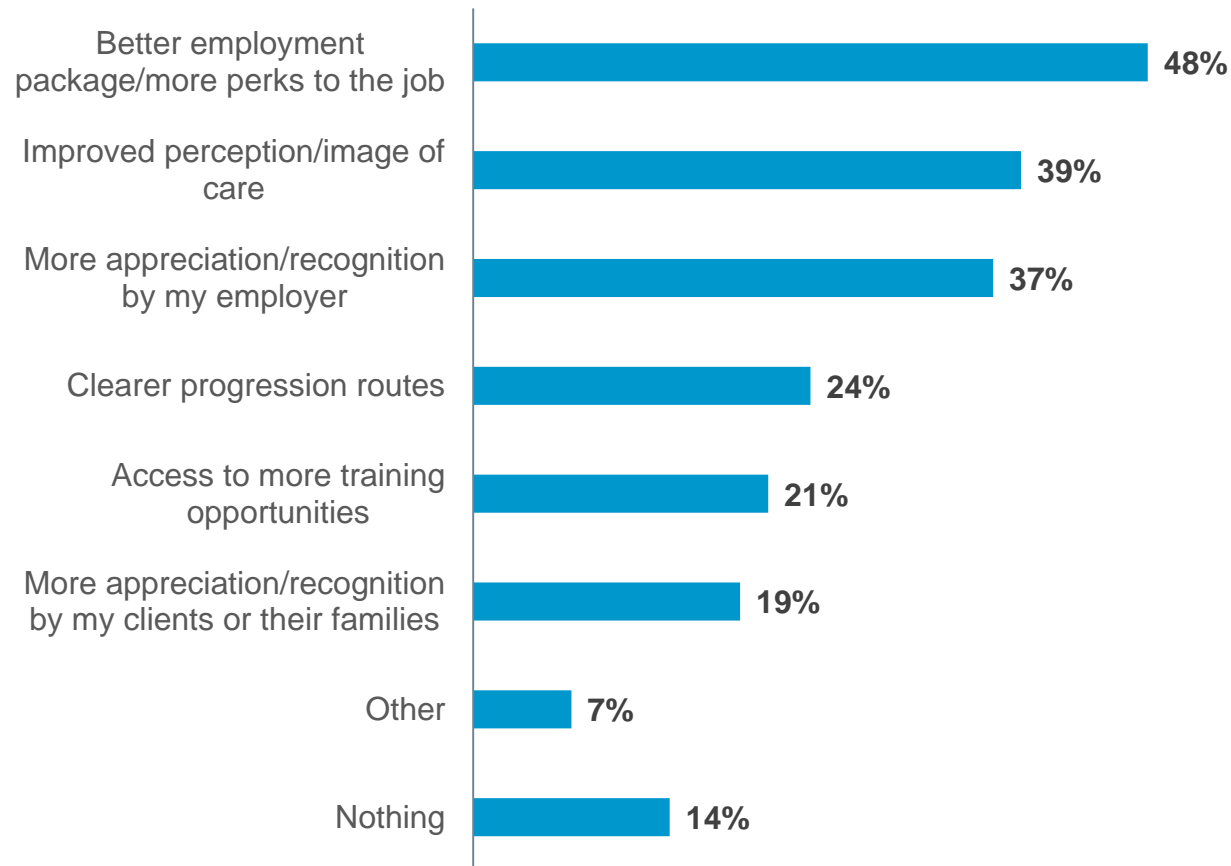
High levels of feeling valued by service users, their families and colleagues



Base: Varies

Feeling valued

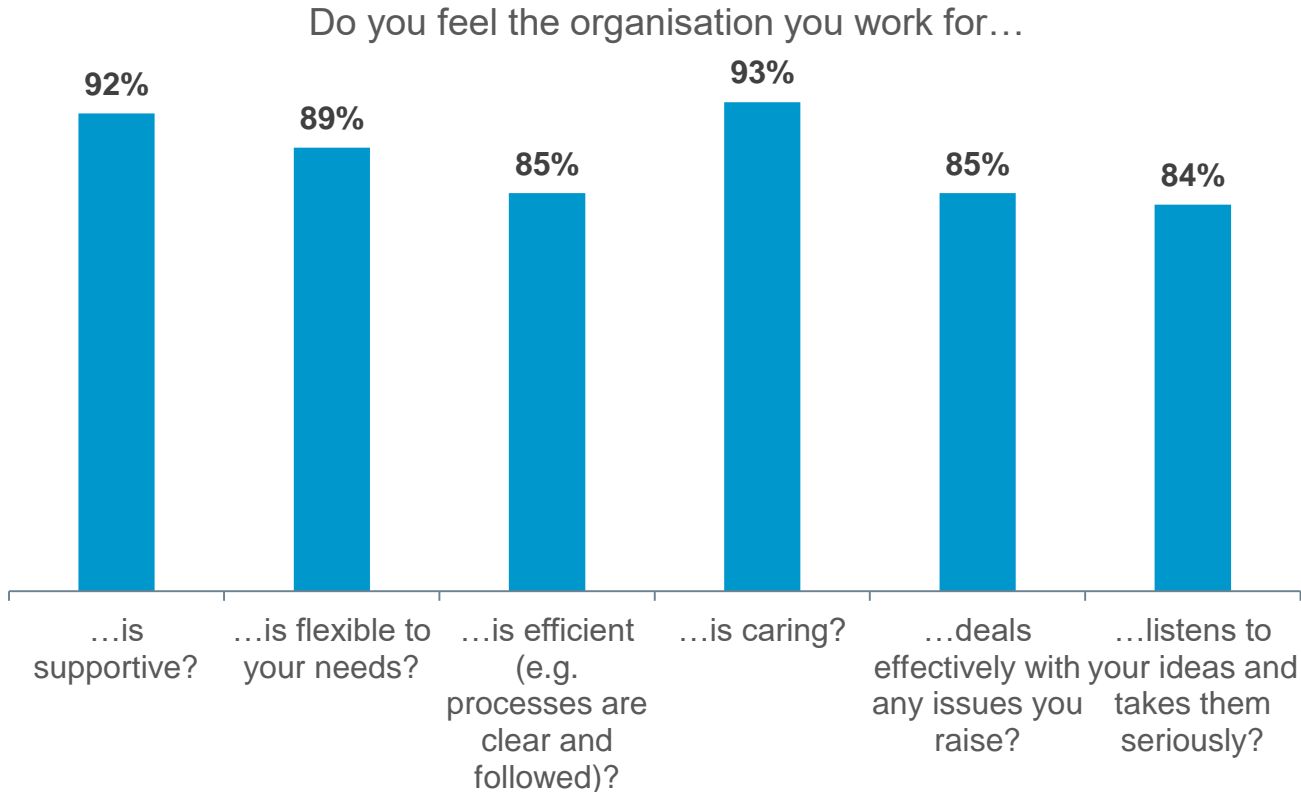
Which of the following, if any, would make you feel more valued in your role?



Base: 390

Opinions about organisations

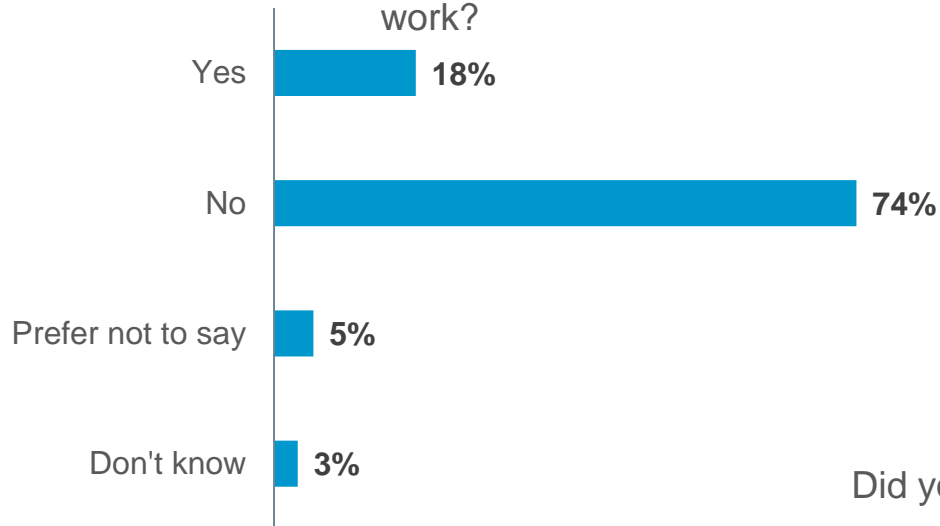
High levels of positivity about organisations worked for



Base: Varies

Bullying and discrimination

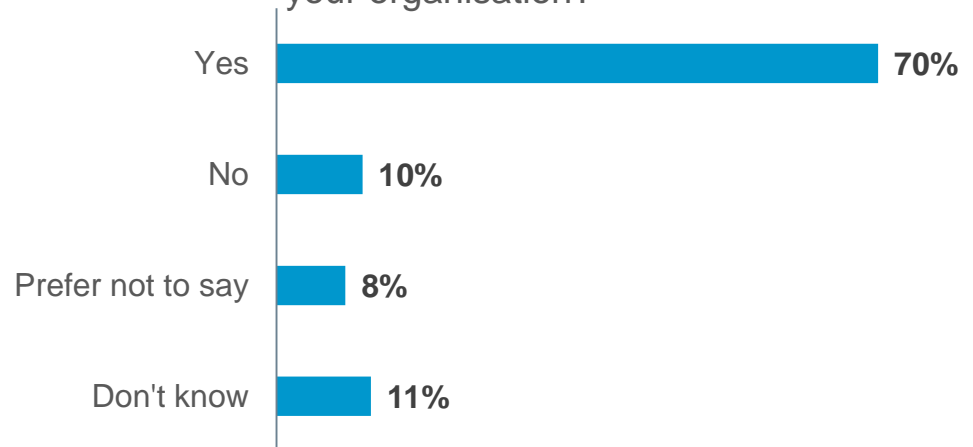
Have you experienced or seen bullying or discrimination in the last 12 months whilst at work?



Some cases of bullying and discrimination, but usually this is reported

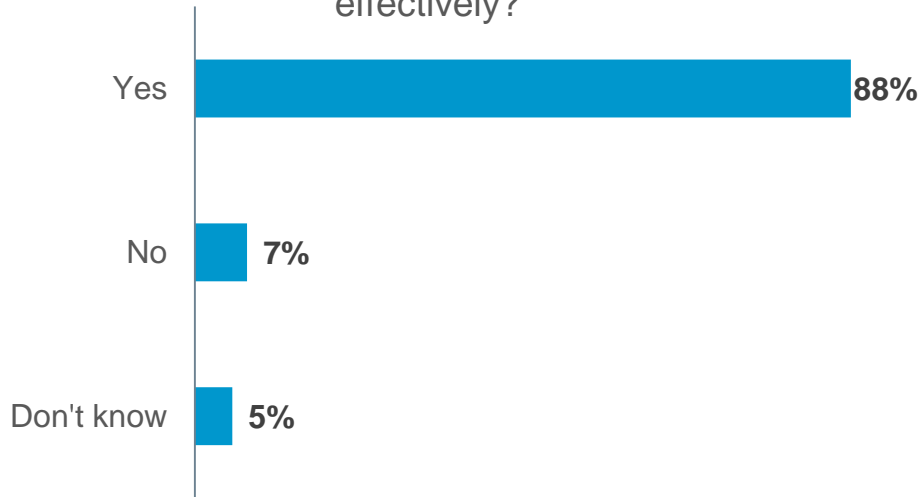
46% said it wasn't dealt with effectively within their organisation, 32% said it was

Did you or someone else report the incident within your organisation?



Training and development

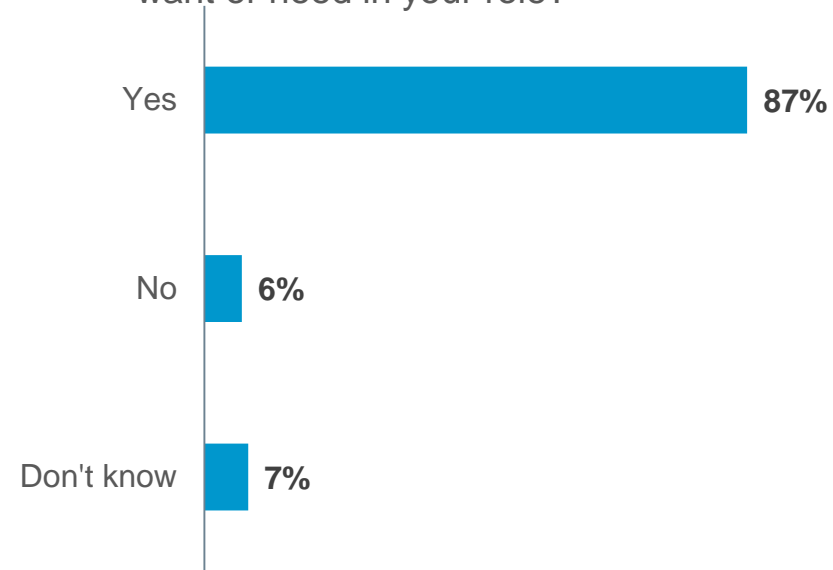
When you started in your current role, do you feel that your induction training was sufficient for you to be able to carry out your job role effectively?



74% held a relevant Social Care qualification

64% had completed/achieved the Care Certificate

Are you able to undertake the training you want or need in your role?

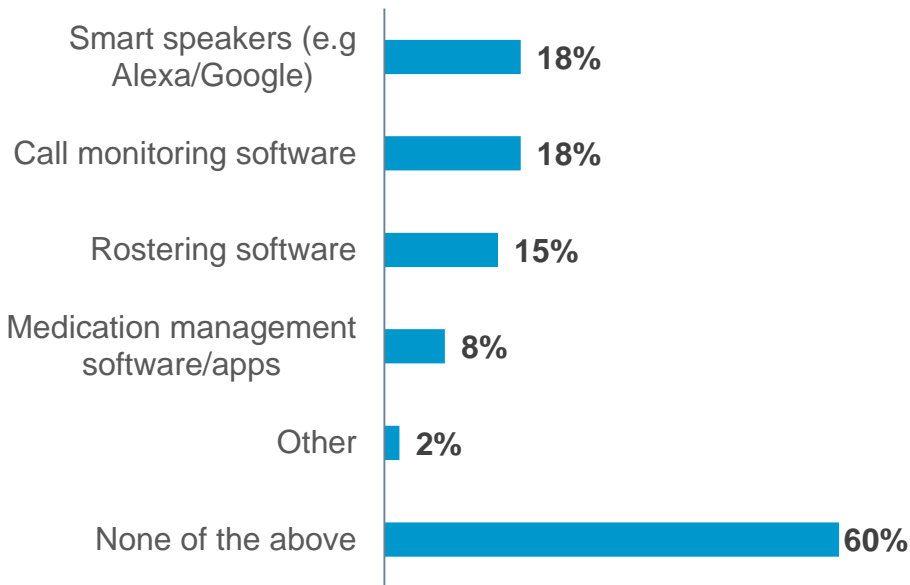


However, 40% said their supervisor had not talked to them about career progression and opportunities in last 12 months

Base: Varies

Digital products and technology

Have you used any of the following products in your role?

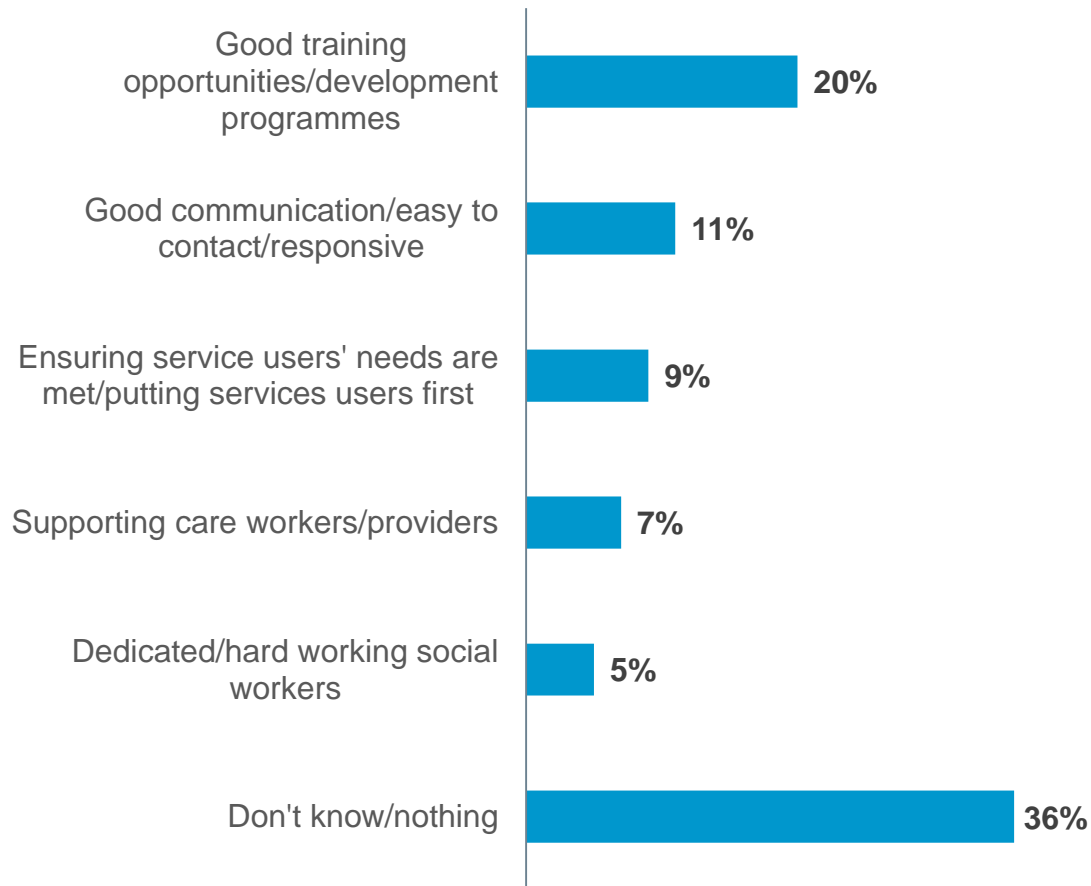


Frequently mentioned benefits	%
More efficient planning/time management/ensures rotas up to date	23%
Access to instant/up to date advice and information	22%
Increases clients' confidence/safety/independence	17%
Effective monitoring	9%
Better communication with clients/faster response to problems	8%
Better medication management/medication reminders	8%
Easy to use/clear instructions	7%

Base: Varies

What does ECC do well?

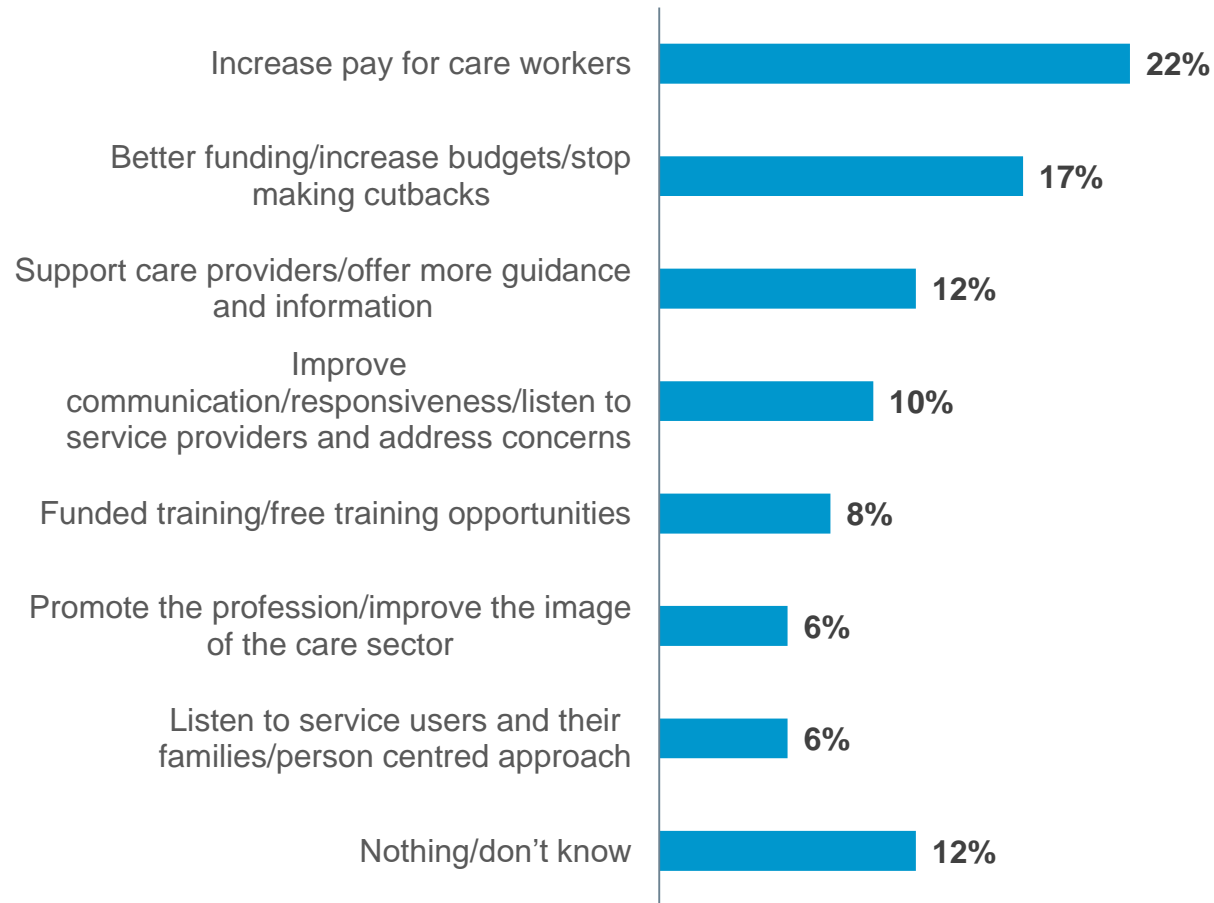
What, if anything, do you think Essex County Council does well to support the care sector in Essex?



Base: 160

What can ECC do better?

What, if anything, could Essex County Council do better to support the care sector in Essex?



Base: 210

Differences by age

Key differences between younger respondents and others

- 71% of those aged 16-29 felt pay was a frustration, 63% felt that a better employment package or more perks would make them feel more valued
- 41% of those aged 16-29 thought communication was a frustration, and 32% the hours
- 32% of those aged 16-29 had considered moving industry in last 12 months and 18% intended to in the next 12 months
- 23% of those aged 16-29 had zero hours/flexible contracts
- 47% of those aged 16-29 said their supervisor had not spoken to them in the last 12 months about career progression and opportunities
- 45% of those aged 16-29 felt clearer progression routes would make them feel more valued and 54% more appreciation/recognition from employer

Residential

Those who worked for residential providers were more likely than domiciliary to:

- Prefer to work with people with learning disabilities
- Cite communication as a frustration of working in the profession
- Amongst those who were considering leaving their role/job, say feeling more valued would help persuade them to stay
- Have permanent contracts and work 40+ hours per week
- Earn between £8 and £8.99 an hour
- Say that a better employment package or more perks would make them feel more valued
- Have experienced or seen bullying or discrimination in the last 12 months
- Have not used any digital products or technology in their role

Domiciliary

Those who worked for domiciliary providers were more likely than residential to:

- Enjoy travelling to clients
- Say travelling was a frustration
- Work with older people and in reablement
- Have zero hours/flexible contracts
- Not have experienced or seen bullying or discrimination in last 12 months
- Have used rostering software in their role

Carers and management differences

Carers

- Say communication was a frustration
- Say client behaviour was a frustration
- Amongst those considering leaving, better pay would make them reconsider
- Earn between £8.00 and £8.99 an hour
- Have zero hours/flexible contracts
- Say a better employment package or more perks would make them feel more valued
- Say more appreciation or recognition from employer would make them feel more valued
- Have not used any digital products or technology in their role

Management

- Had moved into an alternative role in the care sector and into alternative role in organisation
- Had been in current role for 3+ years
- Earn £11 or more per hour
- Have permanent contracts
- Work 40+ hours per week
- Feel valued by colleagues and by health professionals
- Say an improved perception or image of care would make them feel more valued
- Think the organisation they work for is efficient

Summary of conclusions

- Many are attracted to working in the care profession because they want to make a difference to people's lives and continue to find this a rewarding aspect of the role
- Pay is the biggest source of frustration for those working in the care profession
- Feeling valued is of high importance, and feeling underappreciated in their role is a source of frustration to many
- Although a large proportion said they were able to access the training they want or need in their role, others reported feeling frustrated by a lack of training
- Younger respondents in particular felt that there is a lack of career development opportunities
- Younger respondents tended to be more dissatisfied in their roles and were more likely to consider leaving their current role
- Relatively few using digital products and technology in their role, although it is likely more in the future will and will need training around how to use them

Questions?

