

Publication date: 22/10/2025

## Real Living Wage for social care workers: research materials annex

Mae'r ddogfen yma hefyd ar gael yn Gymraeg.

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# Real Living Wage for social care workers: research materials annex

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Full Research Report: Webster, L. et al (2025). Real living wage for social care workers: research materials annex. Cardiff: Welsh Government

Available at: <https://www.gov.wales/evaluation-real-living-wage-social-care-wales>

Views expressed in this report are those of the researcher and not necessarily those of the Welsh Government

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## Glossary

### Real Living Wage (RLW)

The RLW is an hourly rate of pay calculated by an independent body, called the Living Wage Commission. It is based on the cost of living and is paid voluntarily by employers.

The RLW is updated annually and there is an expectation that employers who commit to it should implement the new hourly rate within six months of the annual announcement. The RLW was increased to £10.90 in September 2022 and raised again to £12.00 in October 2023 (excluding London, which has a higher rate) (Table 1).

**Table 1 Real Living Wage and National Living Wage since April 2022 [note1]**

Financial Year	National Living Wage	Real Living Wage
2022-2023	£9.50	£9.90
2023-2024	£10.42	£10.90
2024-2025	£11.44	£12.00
2025-2026	£12.21	£12.60

[Note 1] The NLW and RLW are listed as correct at 1<sup>st</sup> April, the start of each financial year. The RLW is updated, typically around October, midway through the financial year. However, most care providers reported that they do not update their salary structure until April 1<sup>st</sup> when the next financial year begins.

### Theory of Change

A Theory of Change is a tool used to depict the theory behind the policy and “how an intervention is expected to work in practice” to deliver its desired goals ([HM Treasury, 2020](#)). It helps to describe a policy, service, or programme, and provides important details about why an intervention is necessary, who it is intended to affect, how it will work, and what it sets out to achieve.

## Research materials annex

This annex contains all of the research materials used to support the development of the theory of change, and the process and impact evaluations.

For the development of the theory of change and the process evaluation, this includes the:

- topic guide for interviews with national stakeholders
- topic guide for workshops with care commissioners
- topic guide for workshops with care providers

For the process and impact evaluations, this includes the survey for direct payment recipients.

For the impact evaluation, this includes the:

- topic guide for interviews with national stakeholders
- topic guide for interviews with care commissioners
- topic guide for interviews with care providers
- survey for care workers and personal assistants
- topic guide for workshops and interviews with care workers and personal assistants

# **Theory of Change and process evaluation interview topic guide: National stakeholders**

## **Information**

Thank you for agreeing to take part in this interview, which should take up to 90 minutes. If you would like to take a break during the interview, please do let me know.

I work for Cordis Bright, an independent research organisation that has been commissioned by the Welsh Government to carry out an evaluation of the implementation of the commitment to pay the Real Living Wage (RLW) to social care workers in Wales.

## **What is the Real Living Wage?**

The Real Living Wage is an hourly rate of pay calculated by an independent body, called the Living Wage Commission. It is based on the cost of living and is paid voluntarily by employers.

The Real Living Wage is updated annually and there is an expectation that employers who commit to it should implement the new hourly rate within six months of the annual announcement. The Real Living Wage was increased to £10.90 in September 2022 and raised again to £12.00 in October 2023 (excluding London, which has a higher rate).

The Welsh Government made a commitment to pay social care workers the Real Living Wage, and this has been rolled out from April 2022. This commitment applied to registered workers in care homes and domiciliary care (both adults and children's services) and in residential family centres. It also applied to registered domiciliary care workers in supported living settings and to all personal assistants funded through a local authority direct payment.

This interview has two purposes:

Firstly, we are supporting the Welsh Government to develop a theory of change to describe the outcomes and impact expected from the policy and the inputs, activities and outputs that sit behind it. This will help us to understand how and why the RLW may bring about change in the social care sector. With that in mind, we would like to talk to you about what the intention behind the policy was when it was set up, including the anticipated aims and intended outcomes and impacts. We would also like to explore with you what resources have been (and will be) required, the key activities to deliver this, and discuss how, in practice, you expect the policy to contribute to outcomes for different stakeholders. For more information about theory of change, please see:

<https://evaluationhub.eif.org.uk/theory-of-change/>.

Secondly, we would also like to hear your views on how effective the implementation of the RLW policy has been so far. This includes what has been delivered to date, how effectively it has been implemented, and any factors you think have helped or hindered its effectiveness. This will help to form the initial process evaluation of the implementation, that we are currently conducting.

We will try to tailor the interview to align with your expertise as far as possible, but if there are any questions you feel that you are not able to answer please just let us know.

Our conversation today will be kept confidential. We will not identify you and we will not attribute your views to you in our report. I will take notes during our conversation, and we will also record and transcribe this interview via Microsoft Teams. The notes, recording, and transcription will be saved securely on the Cordis Bright server, and password protected. If after our conversation you would like to make any further comments, you can get in touch with the Cordis Bright evaluation team. If you agree we will send you a copy of any reports your interview is included in.

You can end the interview at any point or decline to answer any question.

Do you have any questions? If not, are you happy to proceed?

If you have any questions as we go through the interview, please do ask. Thank you again for your time and for taking part in this evaluation.

## **Background**

### **Role and involvement**

1. Please could you tell me which organisation you work in and a little more about your role?
  - a. How does it relate to the development and/or delivery of the RLW policy?
  - b. When did you become involved in this work?

## **Theory of change**

### **Aim and expected impacts of the RLW policy**

2. Why do you think the Welsh Government is funding a RLW for social care workers?
3. What do you think are the policy objectives?
  - a. Prompt: what is the change that Welsh Government is trying to create?
  - b. What was the situation like before the funding?
4. Who, if anyone, do you think the policy is intended to target?
  - a. Prompt: Who is included under social care workers?
  - b. Who else (other than social care workers) might the RLW policy effect?
5. Can you describe what you anticipate the key outcomes will be for social care workers?
  - a. Prompts: Which group(s) of social care workers do you think might benefit from this policy?
  - b. Is there any group of social care workers that you think might not benefit?
6. What do you anticipate will be the immediate, medium-term and longer-term outcomes for social care workers? For example increased satisfaction; increased motivation; improved well-being.



7. Can you describe what you anticipate the key outcomes will be for the wider system?  
By wider system this could include:

- people who access services and their carers
  - organisations that provide care or work alongside care providers
  - other members of the social care worker force (i.e. workers in different roles and different salary bands)
  - organisations that commission care
  - beyond the social care system; etc
- a. Prompt: What do you anticipate will be the immediate, medium-term and longer-term outcomes for the wider system? For example, impact on recruitment and retention of staff.

8. How does this policy fit with other policies, strategies, or initiatives that the Welsh Government (or other relevant stakeholders) are pursuing?

- a. Prompts: Do you think there is much, if any, alignment between policies?  
b. Is there potential conflict which makes implementation more difficult?

### **How will the policy outcomes will be achieved**

We understand that the core of this policy is to provide additional funding so that all registered social care workers are paid the RLW or above. Can you help us to better understand:

9. How has this policy been funded and what has been the mechanism of getting the money to the workforce?

- a. Prompt: Has this process been similar or different for social care workers employed directly by the public sector and those employed by organisations commissioned by the public sector?

Now, thinking for a moment about individual social care workers and the intended impacts and outcomes that we just discussed:

10. How do you think that those outcomes will be achieved?

- a. Prompt: please can you explain the causal links between paying the RLW and the outcomes that Welsh Government is hoping to achieve?

11. Do you anticipate that there will be any obstacles or challenges to achieving these outcomes?

- a. Prompt: Are you aware of any concerns that paying the RLW will have any negative effects? e.g. greater expectations or workload.

12. Are you aware of any plans to measure outcomes and impacts?

- a. Prompts: What data is being collected and how?
- b. What are the indicators of success?

Now we want you to think about the wider system (i.e. recipients of care and carers, other members of the social care workforce, other organisations providing care or commissioning care). When answering the following questions, please could you identify which groups you think might be affected.

13. Thinking about the key changes that the wider system might experience, how do you think these outcomes will be achieved?

- a. Prompt: please can you explain the causal links between paying the RLW and the outcomes that Welsh Government is expecting?

14. Do you anticipate that there will be any obstacles or challenges to achieving these outcomes?

- a. Prompt: Are you aware of any concerns that paying the RLW will have any negative effects? e.g. impact on spend and budgets; impact on cost of care; impact on availability of care.

15. Again, are you aware of any plans to measure outcomes and impacts?

- a. Prompts: What data is being collected and how?
- b. What are the indicators of success?

### **Final thoughts (for theory of change)**

16. The theory of change for a new policy often makes some assumptions about the wider context. Can you think of any key assumptions that this policy relies on to be effective?

17. Is there anything else you would like to add that could help us to develop a theory of change for the RLW policy?

### **Progress in implementing the real living wage**

Now we would like you to think more about your views about the progress of the implementation of the RLW policy for social care workers so far, including how effective progress has been, and any factors that have enabled or inhibited progress.

18. To your knowledge, what actions have been undertaken to implement this policy so far?

- a. Prompt: Political oversight; professional oversight and management; data and financial reporting.

19. In your view, what more, if anything, needs to be done to implement the policy?

- a. Prompts: Was anything overlooked?
- b. Do you agree or disagree with the approach that was taken?

20. To what extent do you think the RLW policy has been implemented as planned?
- Prompt: if it has not been implemented as expected, why was this?
21. What resources have been required so far to implement the commitment to pay the RLW for social care workers in Wales?
- Prompts: Funding for the policy commitment, time etc.
  - Have the resources that you discussed differed between different groups? For example: Welsh Government, Local Authorities, providers or anyone else?
22. What, if any, do you think have been the main successes of the implementation of the RLW so far?
- Prompt: What has enabled those successes?
23. What, if any, do you think have been the key challenges of the implementation of the RLW so far?
24. What thoughts, if any, do you have on the amount of resources that were allocated?
- Do you think the right amount of funding was allocated or do you think a different amount was needed?
25. Do you think there has been a consistent approach (i.e. the same approach in different places or settings) taken to implementing the RLW?
26. Have you become aware of any differences in how the RLW may have been being implemented:
- Across different regions?
  - Across different Health Boards or Local Authorities?
  - In different social care settings?
  - For different types of employers (e.g. public sector, independent sector, direct payments)?
  - Prompts: have there been any obstacles or enablers that are particular to different places / employer types / commissioners?
27. How effective or ineffective do you think the implementation of the RLW has been for different types of providers/employers, including:
- Local authorities?
  - Third sector?
  - Small independently run providers?
  - Large national providers?
  - Prompt: have there been any obstacles or enablers that are particular to different groups of social care workers?
28. Are you aware of any unintended consequences, positive or negative, of implementing the RLW including:
- For social care workers?
  - Across the wider social care system?
  - Beyond the social care system?

**Final thoughts**

29. Do you think there have been many early impacts of the paying the RLW?

a. If so, what impacts have there been so far?

30. Is there anything else you would like to add?

**Thank you for your time today.**

# **Theory of Change and process evaluation workshop topic guide: Care commissioners**

## **Welcome (10 mins)**

Welcome everyone. Thank you for joining this workshop to talk about the implementation of the Real Living Wage. We're excited to have you all here.

My name is [name] and this is my colleague [name]. We work for an independent research organisation Cordis Bright, and we've been commissioned by the Welsh Government to do a process and impact evaluation of the implementation of the Real Living Wage.

## **Rules for today**

- What you say in this discussion is confidential. This means anything you share won't be directly linked to any individual in any reports we produce.
- We also won't be sharing your views or comments outside of our evaluation team. So please do be as honest as you'd like! The only exception would of course be if you mention anything which raises safeguarding concerns.
- We're recording today's session and we will be making some notes.
- We ask that you respect each other's confidentiality too and don't share individuals' views or comments from this session more widely.
- We ask that you put your hand up on Teams.

Does anyone have any questions before we get going?

**Then facilitators to give an overview of the agenda: split into two parts with a break in the middle.**

## **Introductions and purpose of today**

To start, could everyone please introduce themselves by telling us your name, the organisation you work for and what your role is in your organisation.

Facilitators give an overview on the two purposes of today's workshop.

## **Part 1 (50 mins)**

### **What is a ToC? (10 mins)**

Facilitators give an overview on what a ToC is, and the evidence based used to develop the ToC.

A Theory of Change (ToC) is a tool used to outline and describe how an intervention, programme or policy is anticipated to create change.

It should cover the following elements:

- why is the intervention needed?
- who is the intervention for?
- how will the intervention work?
- what is the primary outcome?

### **Presenting a draft ToC (5 mins)**

*Facilitators give a brief overview on the draft ToC.*

### **Why is it needed? Who is it meant to help? (20 mins)**

Facilitators give a brief overview on the needs and observations noted so far.

1. This is what we believe the rationale is [explain rationale]
  - a. What thoughts, if any, do you have on the rationale?
  - b. Is there anything missing or do you think it has covered everything?
  - c. Are there any local considerations we should be aware of in relation to the rationale?

Facilitators give a brief overview on the beneficiaries of the policy noted so far.

2. This is who we believe the policy is for [explain potential policy beneficiaries]
  - a. What thoughts, if any, do you have on these potential groups?
  - b. Are there any groups missing or have they been covered?
  - c. What local considerations, if any, we should be aware of?

### **Break (10 mins)**

## **Part 2 (55 mins)**

### **What will the RLW achieve? (20 mins)**

*Facilitators give a brief overview on the outcomes for social care workers noted so far.*

3. What thoughts, if any, do you have on these outcomes?
4. Do these outcomes match what you would expect or were you expecting different outcomes?
5. If not, what else needs to be included? Why?
6. Would you change or remove anything?
7. What do you expect to be the scale of impact for social care workers?

*To bring in the assumptions behind the theory of change:*

8. In these outcomes we're assuming that an increase in pay from NLW to RLW is enough and will drive these changes to some extent. Do you have any thoughts about that?

*Facilitators give a brief overview on the outcomes for the wider system noted so far.*

9. What thoughts, if any, do you have on these outcomes?
10. Do these outcomes match what you would expect or did you expect different outcomes?
11. If not, what else needs to be included? Why?
12. Would you change or remove anything?
13. What do you expect to be the scale of impact for the wider system?

*To bring in the assumptions behind the theory of change:*

14. In these outcomes we're assuming that sufficient funding will be provided on an ongoing basis to meet the costs and that the funding is correctly allocated to its intended cohort. Do you have any thoughts about that?
15. In these outcomes we're assuming that recruitment and retention will improve quality of care. Do you have any thoughts about that?

### **Impact of the RLW (15 mins) (slide 19)**

16. Do you think there have been any early impacts of paying the RLW so far? If so, what are they?
17. If no, why do you think there have been no early impacts so far?
18. Do you think the impact of the RLW has been different across different health boards and local authorities Wales? How so?
19. Has the impact been different across different parts of the social care workforce?

*Facilitators give a brief overview on the actions noted so far in the diagram.*

20. Is this right? Does this reflect the actions being taken to implement the policy?
21. If not, what else needs to be included? Why?
22. Would you change or remove anything?

*Thinking about how implementation of the policy is going:*

23. Do you think the policy is being implemented as planned?
24. What do you think has been working well with implementation? Has anything enabled this?
25. Have you come across any obstacles?

- a. Prompts to discuss if there is silence: wage increases in competing sectors; social care budgets not meeting increasing demand; other measures being undertaken to make social care a more attractive career.

26. Is the distribution of the funds being monitored? If so, how?

27. Do you think the funds should be distributed differently? If so, why? How?

### **End of workshop (10 mins)**

Thank attendees for their time and check for any other questions. Note that we will use the discussion today to finalise the theory of change and towards the process evaluation.

Let commissioners know if they want to share anything else, or have questions, please feel free to reach out to [name].

Remind commissioners that we will be contacting them in the Autumn for a one-to-one interview about the impact of the RLW.



# **Theory of Change and process evaluation workshop topic guide: Care providers**

## **Welcome**

Welcome everyone. Thank you for joining this workshop to talk about the implementation of the Real Living Wage. We're excited to have you all here.

My name is [name] and this is my colleague [names]. We work for an independent research organisation Cordis Bright, and we've been commissioned by the Welsh Government to do a process and impact evaluation of the implementation of the Real Living Wage.

## **Rules for today**

- What you say in this discussion is confidential. This means anything you share won't be directly linked to any individual in any reports we produce.
- We also won't be sharing your views or comments outside of our evaluation team. So please do be as honest as you'd like! The only exception would of course be if you mention anything which raises safeguarding concerns.
- We ask that you respect each other's confidentiality too and don't share individuals' views or comments from this session more widely.
- We're planning to record today's session and we will be making some notes.
- We ask that you put your hand up on Teams.

Does anyone have any questions before we get going?

**Then facilitators to give an overview of the agenda: split into two parts with a break in the middle.**

## **Introductions and purpose of today**

To start, could everyone please introduce themselves by telling us your name, the organisation you work for and what your role is in your organisation.

Facilitators give an overview on the two purposes of today's workshop.

We are going to talk through the journey of organisations paying the Real Living Wage. If there are any steps that we have missed out then please let us know.

## **Part 1: (30 mins)**

### **Your organisations position in relation to the Real Living Wage**

We're going to ask you to think about different stages of the policy:

- calculating the costs

- agreeing funding
- other changes to your organisation
- impact so far.

To help us understand, please will you explain in your answers if you:

1. We were paying RLW before the Welsh Gov's policy in 2022
2. Started paying the RLW after the Welsh Gov's policy in 2022

**How did you identify and calculate the cost of RLW and costs?**

3. How did your organisation identify who was eligible for the RLW? Was your organisation already paying the RLW to some or all of the staff who are eligible?
4. How did your organisation calculate the additional costs of paying the RLW and on-costs?
5. What has gone well? What has enabled this?
6. What has not gone so well? Have there been any challenges that are particular to the type of service you provide?

**How did you agree the payment of the RLW with commissioners?**

7. How did your organisation request or receive additional funding with local authorities or health boards?
8. What, if any, support or guidance have you sought from local authorities/health boards?
9. Does your organisation work across multiple local authorities or health boards? If so, has this had any impact on how your organisation is rolling out the RLW?
10. What has gone well? What has enabled this?
11. What has not gone so well? Have there been any challenges that are particular to the type of service you provide?

**Was the funding you received sufficient to cover the costs of the RLW?**

12. Do you think the funding has been sufficient or not? Why?
13. What has gone well? What has enabled this?
14. What has not gone so well? Have there been any challenges that are particular to the type of service you provide?
15. Do you think the funds should be distributed differently between local authorities/health boards and care providers? If so, how?
16. How is the distribution of funds being monitored by your organisation?

## **Break (10 mins)**

## **Part 2: (35 mins)**

### **What, if any, other changes did you have to make to accommodate paying the RLW?**

17. Has your organisation had to make any other changes to accommodate paying the RLW? If so, what changes?
18. What has gone well? What has enabled this?
19. What has not gone so well? Have there been any challenges that are particular to the type of service you provide?

### **Looking forward with the RLW**

20. In your view, what processes of implementing the RLW should stay the same?
21. What would be the best ways to improve how the RLW is implemented?
22. How can barriers, if any, be addressed?

### **Impact of the RLW**

Now that we are 2 years into the implementation of the RLW:

23. Do you think there have been any early impacts in your organisation of paying the RLW so far? If so, what are they?
24. Have you noticed any unintended consequences in your organisation to paying the RLW?

## **End of workshop (10 mins)**

Thank attendees for their time and check for any other questions. Note that we will use the discussion today will be used as part of the process evaluation.

Let care providers know if they want to share anything else, or have questions, please feel free to reach out to [name].

Remind providers that we will be contacting them in the Autumn for a one-to-one interview about the impact of the RLW.

# Process evaluation and impact evaluation: survey with direct payment recipients

## Introduction (page 1)

### About this survey

Do you receive a Direct Payment? Do you employ a Personal Assistant? If so, we'd like to hear your views.

We're called [Cordis Bright](#) and we're working for the Welsh Government to find out about the impact of their policy to pay social care workers what's called the 'Real Living Wage'.

The [Real Living Wage](#) is an hourly rate of pay. It's based on the cost of living. The current Real Living wage is £12.00 per hour in Wales.

The Welsh Government made a plan to pay the Real Living Wage to personal assistants from April 2022. You may have heard about this.

We have asked your local authority to send this survey to you. This is because you receive a direct payment or manage a direct payment for someone else. We will bring together the answers from lots of people and see what the picture is overall.

**The survey is anonymous. We will not be able to identify you from your responses, so please be as open as you can.**

The answers you provide will only be used for Cordis Bright's work about the Real Living Wage. Only the research team who are working at Cordis Bright will look at your answers. We won't share any of the answers with anyone else. We are independent to the Welsh Government.

The answers you provide in this survey will be held securely by Cordis Bright, until January 2026 when they will be destroyed.

If you have any questions about how your information will be used, then please get in touch with [name], from Cordis Bright, at:

Email:

Telephone:

The survey should take you no more than 10 minutes to complete.

### How you can help

**Could you complete this survey by (insert date) please? Thank you.**

If you have any questions about filling in this survey, then please get in touch with [name], from Cordis Bright, at:

Email:

Telephone:

Someone from Cordis Bright will be happy to help you.

**Thank you in advance for your help.**

## **Do you employ a personal assistant? (page 2)**

This survey is for people who receive a direct payment or manage a direct payment on behalf of someone else **and use the payment to employ a personal assistant.**

1. Do you use a direct payment to employ a personal assistant for yourself or someone else?
  - a. Yes, I use a direct payment to employ a personal assistant for myself or someone else
  - b. No, I don't use a direct payment to employ a personal assistant for myself or someone else.

*[If respondent answers B, survey takes them to end page of the survey. If respondent answers A, they continue to question 2].*

2. Do you use the direct payment to employ a personal assistant for yourself or someone else?
  - a. For myself.
  - b. For someone else.

## **Real Living Wage policy and process of paying it (page 3)**

3. Have you heard about the Welsh Government's plan to pay personal assistants the Real Living Wage?
  - a. Yes.
  - b. No.
  - c. I don't know.

*[If respondent answers B or C, survey takes them to the next page – question 6. If respondent answers A, they continue to question 4].*

4. How did you first hear about the Real Living Wage?
  - a. A personal assistant told me about it.
  - b. I received some information from my local authority.
  - c. Someone working in social care told me about it.
  - d. Other: (please specify)
  - e. I don't know.
  - f. I prefer not to say.

*[If respondent answers B, survey takes them question 6. If respondent answers A, C, D, E or F they continue to question 5].*

5. In addition to the information you received, did you receive any information, guidance, or support from the Local Authority about paying the Real Living Wage to your personal assistant(s)?

- a. Yes.
- b. No.
- c. I don't know.

*[If respondent answers B or C, survey takes them to the next page – question 8. If respondent answers A, they continue to question 6].*

6. Was the information, guidance, or support you got from the Local Authority helpful?

- a. Yes
- b. No
- c. I don't know.
- d. I prefer not to say.

7. Does your local authority ask how much you pay your personal assistant(s)?

- a. Yes, I tell them how much I pay my personal assistant(s).
- b. No, they don't ask how much I pay my personal assistant(s).
- c. I don't know.
- d. I prefer not to say.

## **Your direct payment (page 4)**

We would like to ask a few questions about your direct payment.

8. Could you tell us the reasons that you receive a direct payment? (please tick all that apply)

- a. You are aged 16 or over, and entitled to a community care service.
- b. You have parental responsibility for a disabled child under 16 who is entitled to a community care service.
- c. You are a carer aged 16 or over and an assessment has decided you are entitled to a carer's service.
- d. You have been appointed as a 'suitable person' to receive and manage direct payments on behalf of someone who lacks the mental capacity to consent to direct payments.
- e. Other: (please specify)
- f. I don't know
- g. I prefer not to say

9. Could you tell us how much you receive in your direct payment?

- a. £1-£99
- b. £100-£199
- c. £200-£299
- d. £300-£399
- e. £400-£499
- f. £500+
- g. I don't know

h. I prefer not to say.

10. Could you tell us how often you receive your direct payment?

- a. Every four weeks
- b. Every week
- c. Other: (please specify)
- d. I don't know.
- e. I prefer not to say.

11. How many hours of support do you receive from personal assistants per week?

- a. (please specify)
- b. I don't know
- c. I prefer not to say

12. How much do you pay your personal assistant(s) per hour or per week?

- a. Per hour (please specify):
- b. Per week (please specify):
- c. I don't know
- d. I prefer not to say

13. Have you increased how much you pay your personal assistant(s) per hour since April 2022?

- a. Yes.
- b. No.
- c. I don't know.
- d. I prefer not to say.

*[If respondent answers A, they skip to question 16. If respondent answers B, they continue to question 14. If respondent answers C or D survey takes them to end page of the survey.]*

14. Could you tell us why you have not changed how much you pay your personal assistant(s) per hour since April 2022?

- a. I was already paying my personal assistant(s) the Real Living Wage (£12.00 per hour) or more
- b. I cannot afford to change my personal assistant(s) pay
- c. Other: (please specify)
- d. I don't know.
- e. I prefer not to say.

*[Regardless of what the respondent answers, the survey takes them to end page of the survey.]*

15. How have you changed how much you pay your personal assistant(s)?

- a. I have increased my personal assistant(s) pay to the Real Living Wage (£12.00 per hour)
- b. I have increased my personal assistant(s) pay but not to the Real Living Wage (£12.00 per hour)

- c. I don't know.
- d. I prefer not to say.

## **Impact of the Real Living Wage Policy (page 5)**

For the next few questions, we want to think about any changes to the care you receive from personal assistants since April 2022. This is when the plan to pay personal assistants the Real Living Wage began.

16. Since April 2022, how has the quality of care you (or the person you support to manage their direct payment) receive from your personal assistant changed?

- a. The quality of care has improved.
- b. The quality of care has decreased.
- c. There has not been any changes in my care.
- d. I don't know.
- e. I prefer not to say.

17. Since April 2022 has the number of hours of care you (or the person you support to manage their direct payment) receive from your personal assistant changed?

- a. Yes, the number of hours of care has increased.
- b. Yes, the number of hours of care has decreased.
- c. No, there has not been any changes in hours of care.
- d. I don't know.
- e. I prefer not to say.

18. If you would like to add any comments about any changes to your care, please add them here: [free text box]

Now we want to ask you if there has been any impact on recruiting personal assistants for you (or the care of the person whose direct payment you manage), since April 2022.

19. Since April 2022 has there been a change in the ease of recruiting personal assistants?

- a. Yes, it has been easier to recruit personal assistants.
- b. Yes, it has been harder to recruit personal assistants.
- c. No, there has not been any changes in the ease of recruiting personal assistants.
- d. I don't know.
- e. I prefer not to say.

20. Since April 2022 has there been a change in the quality of applicants applying to be personal assistants?

- a. Yes, the quality of applicants applying to be personal assistants has improved.
- b. Yes, the quality of applicants applying to be personal assistants has worsened.
- c. No, there has not been any changes in the quality of applicants applying to be personal assistants.
- d. I don't know.
- e. I prefer not to say.



21. If you would like to add any comments about changes in recruiting personal assistants, please add them here: [free text box]
22. Think about any of the changes you may have experienced since April 2022. Do you think any have been because of the Welsh Government's plan to pay personal assistants the Real Living Wage?
23. If you would like to add any comments about changes from the plan to pay the Real Living Wage, please add them here: [free text box]

**Thank you for your help with this survey.**

If you have any questions about filling in this survey, then please get in touch with [name], from Cordis Bright, at:

Email:

Telephone:

# Impact evaluation interview topic guide: National stakeholders

## Information

Thank you for agreeing to take part in this interview, which should take up to one hour. If you would like to take a break during the interview, please do let me know.

I work for Cordis Bright, an independent research organisation that has been commissioned by the Welsh Government to carry out an evaluation of the implementation of the commitment to pay the Real Living Wage (RLW) to social care workers in Wales.

## What is the Real Living Wage?

The Real Living Wage is an hourly rate of pay calculated by an independent body, called the Living Wage Commission. It is based on the cost of living and is paid voluntarily by employers.

The Real Living Wage is updated annually and there is an expectation that employers who commit to it should implement the new hourly rate within six months of the annual announcement. The Real Living Wage was increased to £10.90 in September 2022 and raised again to £12.00 in October 2023 (excluding London, which has a higher rate).

The Welsh Government made a commitment to pay social care workers the Real Living Wage, and this has been rolled out from April 2022. This commitment applied to registered workers in care homes and domiciliary care (both adults and children's services) and in residential family centres. It also applied to registered domiciliary care workers in supported living settings and to all personal assistants funded through a local authority direct payment.

We may have spoken with you earlier in 2024, when we were trying to understand what the policy was designed to do, and how it has been implemented so far. This interview is to find out what difference the RLW policy has made for Social Care Workers.

What we would like to discuss, is how the policy has affected you, the services you are aware of and the staff that work with them. We would like to understand what the impact of paying the RLW to social care workers has had in Wales across different groups of stakeholders; understand why and how paying the RLW to social care workers has (or has not) resulted in the intended or unintended consequences; and to recommend improvements for the future of paying the RLW to social care workers.

We will try to tailor the interview to align with your expertise as far as possible, but if there are any questions you feel that you are not able to answer please just let us know.

Our conversation today will be kept confidential. We will not identify you and we will not attribute your views to you in our report. I will take notes during our conversation, and we will also record and transcribe this interview via Microsoft Teams. The notes, recording, and transcription will be saved securely on the Cordis Bright server, and password protected. If after our conversation you would like to make any further comments, you can get in touch with the Cordis Bright evaluation team. If you agree, we will send you a copy of any reports your interview is included in.

You can end the interview at any point or decline to answer any question.

**Do you have any questions? If not, are you happy to proceed?**

**If you have any questions as we go through the interview, please do ask. Thank you again for your time and for taking part in this evaluation.**

## **Questions**

### **Role and involvement**

1. Please could you tell me a little bit about the organisation you work in and your role?
2. How are you involved in the implementation of the Real Living Wage policy?
3. When did you become involved?
4. What is your current involvement?

### **Expected impact of the Real Living Wage policy**

We'd like to ask a few questions about your understanding of the impact that the Real Living Wage policy has had since it began in April 2022.

5. Thinking back to when you first became involved in the policy, what difference were you hoping the policy would make in relation to:
  - a. Social care workers?
  - b. The wider social care system? (i.e. Employers? Recruitment and retention? Quality of care?)
  - c. Beyond the social care system? (i.e. Health sector? Public perceptions? Wider LA employment and services?)

### **Impacts on social care workers**

We'd now like to focus our questions on the impacts the Real Living Wage policy may have had on social care workers. It would be helpful if you could give your view, from a national perspective – but if you have any insight or examples from specific places or parts of the sector, please feel free to share these.

6. What, if any, impacts do you believe this policy initiative has had on social care workers?
7. What has been the extent of this impact?
8. What proportion of social care workers do you think may have been affected by the policy? Why do you think this?

We would like to explore some of the anticipated impacts on social care workers, that were included in the theory of change.

9. What influence, if any, do you think that the policy has had on social care workers in relation to:

- a. The levels of staff experiencing in-work poverty?
- b. Morale or satisfaction with their work?
- c. Feeling valued by their employers and/or society more broadly?
- d. Health and wellbeing?
- e. Prompt: What sort of evidence is available to quantify the impact on social care workers? Could you provide any examples?

10. Are there any groups of social care workers that this policy has affected more or less than others? Or do you think all workers have been equally impacted?

- a. Prompt: employer type, sector, service, location, protected characteristics

### **Impacts on the wider care system**

We'd now like to focus our questions on the impacts the Real Living Wage policy may have had on the wider care system. It would be helpful if you could give your view, from a national perspective – but if you have any insight or examples from specific places or parts of the sector, please feel free to share these.

11. What, if any, impacts do you believe this policy initiative has had on the wider care system?

12. What has been the extent of this impact?

13. We would like to explore some of the anticipated impacts on the wider care system that were included in the theory of change. What influence, if any, do you think that the policy has had on the wider care system in relation to:

- a. Recruitment of social care workers into the sector?
- b. Retention of social care workers?
- c. Quality and continuity of care for service users?
- d. Prompt: What sort of evidence is available to quantify the impact on the wider care system? Could you provide any examples?

14. Are there any parts of the wider care system that this policy has affected more or less than others?

- a. Prompt: employer type, sector, service, location, protected characteristics

### **Unintended consequences**

We'd now like to focus our questions on the unintended consequences the Real Living Wage policy has had. It would be helpful if you could give your view, from a national perspective – but if you have any insight or examples from specific places or parts of the sector, please feel free to share these.

15. What, if any, unintended consequences do you believe this policy initiative has had on social care workers?

- a. Prompts: What evidence is there to quantify the unintended consequences for social care workers?
- b. Could you provide any examples?

16. Are there any groups of social care workers that the unintended consequences have affected more or less than others?
  - a. Prompt: employer type, sector, service, location, protected characteristics
17. What, if any, unintended consequences do you believe this policy initiative has had on the wider care system?
  - a. Prompts: What evidence is there to quantify the unintended consequences for the wider care system?
  - b. Could you provide any examples?
18. Are there any parts of the wider care system that the unintended consequences have affected more or less than others?
  - a. Prompt: employer type, sector, service, location, protected characteristics
19. What, if any, unintended consequences do you believe this policy initiative has had beyond the social care system?

### **Potential long-term impacts and the future of the Real Living Wage policy**

We'd now like to focus our questions on the long-term impacts the Real Living Wage policy may have for social care workers or on the wider care system. It would be helpful if you could give your view, from a national perspective – but if you have any insight or examples from specific places or parts of the sector, please feel free to share these.

20. What, if any, long-term impacts do you believe this policy initiative will have on social care workers or the wider care system?
21. We would like to explore some of the anticipated long-term impacts that were included in the theory of change. What influence, if any, do you think that the policy will have for social care workers or the wider care system in relation to:
  - a. Building a strong and stable social care workforce that is fairly paid?
  - b. Social care work being perceived as a viable and desirable career?
  - c. The sector having a skilled workforce that it needs to deliver high-quality care?
  - d. A high quality of care is being delivered?
  - e. Prompt: What sort of evidence is available, or will be available, to quantify the impact on social care workers or the wider care system? Could you provide any examples?
22. What other factors or considerations might be necessary to ensure these aims are achieved?
23. Are there any groups of social care workers or parts of the wider care system that this policy has affected more or less than others?
  - a. Prompt: employer type, sector, service, location, protected characteristics

### **Wrap-up**

Is there anything else you would like to discuss or share with us today?

**Thank you for your time today. If you would like to receive a copy of the impact report, please let us know.**

# **Impact evaluation interview topic guide: Care commissioners**

## **Information**

Thank you for agreeing to take part in this interview, which should take up to one hour. If you would like to take a break during the interview, please do let me know.

I work for Cordis Bright, an independent research organisation that has been commissioned by the Welsh Government to carry out an evaluation of the implementation of the commitment to pay the Real Living Wage (RLW) to social care workers in Wales.

## **What is the Real Living Wage?**

The Real Living Wage is an hourly rate of pay calculated by an independent body, called the Living Wage Commission. It is based on the cost of living and is paid voluntarily by employers.

The Real Living Wage is updated annually and there is an expectation that employers who commit to it should implement the new hourly rate within six months of the annual announcement. The Real Living Wage was increased to £10.90 in September 2022 and raised again to £12.00 in October 2023 (excluding London, which has a higher rate).

The Welsh Government made a commitment to pay social care workers the Real Living Wage, and this has been rolled out from April 2022. This commitment applied to registered workers in care homes and domiciliary care (both adults and children's services) and in residential family centres. It also applied to registered domiciliary care workers in supported living settings and to all personal assistants funded through a local authority direct payment.

We may have spoken with you earlier in 2024, when we were trying to understand what the policy was designed to do, and how it has been implemented so far. This interview is to find out what difference the RLW policy has made for Social Care Workers.

What we would like to discuss, is how the policy has affected you, the services you commission and the staff that work with them. We would like to understand what the impact of paying the RLW to social care workers has had in Wales across different groups of stakeholders; understand why and how paying the RLW to social care workers has (or has not) resulted in the intended or unintended consequences; and to recommend improvements for the future of paying the RLW to social care workers.

We will try to tailor the interview to align with your expertise as far as possible, but if there are any questions you feel that you are not able to answer please just let us know.

Our conversation today will be kept confidential. We will not identify you and we will not attribute your views to you in our report. I will take notes during our conversation, and we will also record and transcribe this interview via Microsoft Teams. The notes, recording, and transcription will be saved securely on the Cordis Bright server, and password protected. If after our conversation you would like to make any further comments, you can get in touch with the Cordis Bright evaluation team. If you agree we will send you a copy of any reports your interview is included in.

You can end the interview at any point or decline to answer any question.

**Do you have any questions? If not, are you happy to proceed?**

**If you have any questions as we go through the interview, please do ask. Thank you again for your time and for taking part in this evaluation.**

## **Questions**

### **Role and involvement**

1. Please could you tell me a little bit about your commissioning role in the local authority or health board that you work in?
2. How are you involved in the implementation of the Real Living Wage policy?
  - a. When did you become involved?
  - b. What is your current involvement?

### **Expected impact of the Real Living Wage policy**

We'd like to ask a few questions about your understanding of the impact that the Real Living Wage policy has had since it began in April 2022.

3. Thinking back to when you first became involved in the policy, what difference were you hoping the policy would make in relation to:
  - a. Social care workers?
  - b. The wider social care system? (i.e. Employers that you commission? Recruitment and retention? Quality of care? Commissioning of care services?)
  - c. Beyond the social care system? (i.e. Health sector? Public perceptions? Wider LA employment and services?)

### **Impacts on social care workers**

We'd now like to focus our questions on the impacts the Real Living Wage policy may have had on social care workers in the services you commission. It would be helpful if you could give your view, from a commissioning perspective – but if you have any insight or examples from specific places or parts of the sector, please feel free to share these.

4. What, if any, impacts do you believe this policy initiative has had on social care workers?
  - a. What has been the extent of this impact?
5. What proportion of social care workers do you think may have been affected by the policy? Why do you think this?
6. We would like to explore some of the anticipated impacts on social care workers, that were included in the theory of change. What influence, if any, do you think that the policy has had on social care workers in relation to:



- a. The levels of staff experiencing in-work poverty?
- b. Morale or satisfaction with their work?
- c. Feeling valued by their employers and/or society more broadly?
- d. Health and wellbeing?
- e. Prompt: What sort of evidence is available to quantify the impact on social care workers? Could you provide any examples?

7. Are there any groups of social care workers that this policy has affected more or less than others? Or do you think all workers have been equally impacted?

- a. Prompt: employer type, sector, service, location, protected characteristics

### **Impacts on the wider care system**

We'd now like to focus our questions on the impacts the Real Living Wage policy on the wider care system. It would be helpful if you could give your view, from a commissioning perspective – but if you have any insight or examples from specific places or parts of the sector, please feel free to share these.

8. What, if any, impacts do you believe this policy initiative has had on the wider care system?

- a. What has been the extent of this impact?

9. We would like to explore some of the anticipated impacts on the wider care system that were included in the theory of change. What influence, if any, do you think that the policy has had on the wider care system in relation to:

- a. Recruitment of social care workers into the sector?
- b. Retention of social care workers?
- c. Quality and continuity of care for service users?
- d. Prompt: What sort of evidence is available to quantify the impact on the wider care system? Could you provide any examples?

10. Are there any parts of the wider care system that this policy has affected more or less than others?

- a. Prompt: employer type, sector, service, location, protected characteristics

### **Unintended consequences**

We'd now like to focus our questions on the unintended consequences the Real Living Wage policy has had. It would be helpful if you could give your view, from a commissioning perspective – but if you have any insight or examples from specific places or parts of the sector, please feel free to share these.

11. What, if any, unintended consequences do you believe this policy initiative has had on social care workers?

- a. Prompts: What evidence is there to quantify the unintended consequences for social care workers?
- b. Could you provide any examples?

12. Are there any groups of social care workers that the unintended consequences have affected more or less than others?
  - a. Prompt: employer type, sector, service, location, protected characteristics
13. What, if any, unintended consequences do you believe this policy initiative has had on the wider care system?
  - a. Prompts: What evidence is there to quantify the unintended consequences for the wider care system?
  - b. Could you provide any examples?
14. Are there any parts of the wider care system that the unintended consequences have affected more or less than others?
  - a. Prompt: employer type, sector, service, location, protected characteristics
15. What, if any, unintended consequences do you believe this policy initiative has had beyond the social care system?

### **Potential long-term impacts and the future of the Real Living Wage policy**

We'd now like to focus our questions on the long-term impacts the Real Living Wage policy may have for social care workers or on the wider care system. It would be helpful if you could give your view, from a commissioning perspective – but if you have any insight or examples from specific places or parts of the sector, please feel free to share these.

16. What, if any, long-term impacts do you believe this policy initiative will have on social care workers or the wider care system?
17. We would like to explore some of the anticipated long-term impacts that were included in the theory of change. What influence, if any, do you think that the policy will have for social care workers or the wider care system in relation to:
  - a. Building a strong and stable social care workforce that is fairly paid?
  - b. Social care work being perceived as a viable and desirable career?
  - c. The sector having a skilled workforce that it needs to deliver high-quality care?
  - d. A high quality of care is being delivered?
  - e. Prompt: What sort of evidence is available, or will be available, to quantify the impact on social care workers or the wider care system? Could you provide any examples?
18. What other factors or considerations might be necessary to ensure these aims are achieved?
19. Are there any groups of social care workers or parts of the wider care system that this policy has affected more or less than others?
  - a. Prompt: employer type, sector, service, location, protected characteristics

### **Wrap-up**

20. Is there anything else you would like to discuss or share with us today?

**Thank you for your time today. If you would like to receive a copy of the impact report, please let us know.**

# **Impact evaluation interview topic guide: Care Providers**

## **Information**

Thank you for agreeing to take part in this interview, which should take up to one hour. If you would like to take a break during the interview, please do let me know.

I work for Cordis Bright, an independent research organisation that has been commissioned by the Welsh Government to carry out an evaluation of the implementation of the commitment to pay the Real Living Wage (RLW) to social care workers in Wales.

## **What is the Real Living Wage?**

The Real Living Wage is an hourly rate of pay calculated by an independent body, called the Living Wage Commission. It is based on the cost of living and is paid voluntarily by employers.

The Real Living Wage is updated annually and there is an expectation that employers who commit to it should implement the new hourly rate within six months of the annual announcement. The Real Living Wage was increased to £10.90 in September 2022 and raised again to £12.00 in October 2023 (excluding London, which has a higher rate).

The Welsh Government made a commitment to pay social care workers the Real Living Wage, and this has been rolled out from April 2022. This commitment applied to registered workers in care homes and domiciliary care (both adults and children's services) and in residential family centres. It also applied to registered domiciliary care workers in supported living settings and to all personal assistants funded through a local authority direct payment.

We may have spoken with you earlier in 2024, when we were trying to understand what the policy was designed to do, and how it has been implemented so far. This interview is to find out what difference the RLW policy has made for Social Care Workers.

What we would like to discuss, is how the policy has affected your organisation and the impact of paying the RLW on your social care workers and the wider care system. We would like to understand what the impact of paying the RLW to social care workers has had in Wales across different groups of stakeholders; understand why and how paying the RLW to social care workers has (or has not) resulted in the intended or unintended consequences; and to recommend improvements for the future of paying the RLW to social care workers.

We will try to tailor the interview to align with your expertise as far as possible, but if there are any questions you feel that you are not able to answer please just let us know.

Our conversation today will be kept confidential. We will not identify you and we will not attribute your views to you in our report. I will take notes during our conversation, and we will also record and transcribe this interview via Microsoft Teams. The notes, recording, and transcription will be saved securely on the Cordis Bright server, and password protected. If after our conversation you would like to make any further comments, you can get in touch

with the Cordis Bright evaluation team. If you agree we will send you a copy of any reports your interview is included in.

You can end the interview at any point or decline to answer any question.

**Do you have any questions? If not, are you happy to proceed?**

**If you have any questions as we go through the interview, please do ask. Thank you again for your time and for taking part in this evaluation.**

## **Questions**

### **Role and involvement**

1. Please could you tell me a little bit about the organisation you work in?
  - a. What type of services does your organisation run?
2. Can you please tell me a bit about your role?
3. How has your organisation implemented the Real Living Wage since the policy came into place in April 2022?
  - a. How have you been involved?
  - b. What is your current involvement?

### **Expected impact of the Real Living Wage policy**

We'd like to start by exploring what your expectations were for the Real Living Wage for Social Care Workers.

4. When you first became aware of the policy, what were you hoping it would achieve in terms of impacts for:
  - a. Your social care workers?
  - b. Your organisation?
  - c. The wider care system? (i.e. Employers? Recruitment and retention? Quality of care?)

### **Impacts on social care workers**

We'd now like to focus our questions on the more specific impacts paying the Real Living Wage may have had on social care workers in your organisation.

5. What, if any, impacts do you believe this policy initiative has had on social care workers in your organisation?
6. What has been the extent of this impact?
7. What proportion of social care workers do you think may have been affected by the policy? Why do you think this?

8. We would like to explore some of the anticipated impacts on social care workers, that were included in the theory of change. In your organisation, what influence, if any, do you think that the policy has had on social care workers in relation to:
  - a. The levels of staff experiencing in-work poverty?
  - b. Morale or satisfaction with their work?
  - c. Feeling valued by their employers and/or society more broadly?
  - d. Health and wellbeing?
  - e. Prompt: Could you provide any examples of how the policy has impacted your staff?
9. Are there any groups of your social care workers that this policy has affected more or less than others? Or do you think all workers have been equally impacted?
  - a. Prompt: sector, service, location, protected characteristics
10. Thinking about the impacts we've just discussed, how much difference do you think paying the RLW has had compared to if you had continued to pay a National Living Wage? Why do you think that?

### **Impact on wider care system**

We'd now like to focus our questions on the more specific impacts paying the Real Living Wage policy may have had on social care workers in your organisation.

11. What, if any, impacts do you believe this policy initiative has had on the wider care system?
  - a. What has been the extent of this impact?
12. We would like to explore some of the anticipated impacts on the wider care system that were included in the theory of change. What influence, if any, do you think that the policy has had on the wider care system in relation to:
  - a. Recruitment of social care workers into the sector?
  - b. Retention of social care workers?
  - c. Quality and continuity of care for service users?
  - d. Prompt: What sort of evidence is available to quantify the impact on the wider care system? Could you provide any examples?
13. Are there any parts of the wider care system that this policy has affected more or less than others?
  - a. Prompt: employer type, sector, service, location, protected characteristics

### **Unintended consequences**

We'd now like to focus our questions on the unintended consequences the Real Living Wage policy has had.

14. What, if any, unintended (unexpected or not planned) consequences do you believe this policy initiative has had on social care workers?

- a. Prompts: What evidence is there to quantify the unintended consequences for social care workers?
  - b. Could you provide any examples?
- 15. Has your organisation experience any unintended consequences, positive or negative, as a result of the Real Living Wage policy being introduced?
  - a. For your social care staff
  - b. For non-care staff
  - c. For your organisation
  - d. Prompt: Pay differentials, concerns around impact on in-work benefits, changes to how you deliver care, differences amongst staff groups not being paid Real Living Wage
- 16. Are there any groups of social care workers that the unintended consequences have affected more or less than others?
  - a. Prompt: employer type, sector, service, location, protected characteristics
- 17. What, if any, unintended consequences do you believe this policy initiative has had on the wider care system?
  - a. Prompts: What evidence is there to quantify the unintended consequences for the wider care system?
  - b. Could you provide any examples?
- 18. Are there any parts of the wider care system that the unintended consequences have affected more or less than others?
  - a. Prompt: employer type, sector, service, location, protected characteristics
- 19. What, if any, unintended consequences do you believe this policy initiative has had beyond the social care system?

### **Potential long-term impacts and the future of the Real Living Wage policy**

We'd now like to focus our questions on the long-term impacts the Real Living Wage policy may have for social care workers or on the wider care system.

- 20. What, if any, long-term impacts do you believe this policy initiative will have on social care workers or the wider care system?
- 21. We would like to explore some of the anticipated long-term impacts that were included in the theory of change. What influence, if any, do you think that the policy will have for social care workers or the wider care system in relation to:
  - a. Building a strong and stable social care workforce that is fairly paid?
  - b. Social care work being perceived as a viable and desirable career?
  - c. The sector having a skilled workforce that it needs to deliver high-quality care?
  - d. A high quality of care is being delivered?
  - e. Prompt: What sort of evidence is available, or will be available, to quantify the impact on social care workers or the wider care system? Could you provide any examples?

22. What other factors or considerations might be necessary to ensure these aims are achieved?

23. What do you believe are the key next steps to ensure the Real Living Wage policy has a positive long-term impact on the workforce and the sector?

### **Wrap-up**

24. Is there anything else you would like to discuss or share with us today?

**Thank you for your time today. If you would like to receive a copy of the impact report, please let us know.**



# Impact evaluation: survey with care workers and personal assistants

## Introduction (Page 1)

### About this survey

**Are you a registered social care worker or a personal assistant? If so, we'd love to hear your views.**

We are [Cordis Bright](#), an independent research organisation, and we're working with the Welsh Government to understand the impact of their policy to pay social care workers the Real Living Wage.

Starting in April 2022, the Welsh Government implemented a plan to ensure all registered social care workers and personal assistants receive the [Real Living Wage](#) as a minimum. This is currently set at £12.00 per hour in Wales until April 2025.

**You've received this survey because you are a registered social care worker or personal assistant.** We're gathering responses from as many social care workers and personal assistants as possible to get a comprehensive view of the impact of the Real Living Wage policy.

*Please note: This survey is intended for registered social care workers and personal assistants only. If you are a social care manager or hold a different role (e.g. SLT, OT, nurse, etc.) you do not need to complete this survey.*

**We will not personally identify you in our reports or other outputs. We hope this will encourage you to be as open as possible.**

At the end of the survey, you will be asked if you are happy to provide your email address so you can be contacted about future workshops with other social care workers. This is optional. If you do provide us with any contact details in relation to the future workshops, this will be kept confidential.

Contact details collected will be stored separately from the survey data, so that contact details cannot be linked to survey responses.

Your answers will only be used by Cordis Bright for research on the Real Living Wage. Only the Cordis Bright research team will have access to your responses, and we won't share them with anyone else. We are independent of the Welsh Government.

Your responses will be securely stored by Cordis Bright until January 2026, after which they will be destroyed.

You should have received a privacy notice with this survey link. If you did not receive this, or if you have any questions about how your information will be used, then please get in touch with [name], from Cordis Bright, at:

[email address] OR [email address]

The survey should take you no more than 15 minutes to complete.

### **How you can help**

**Could you complete this survey by [add date] please? Thank you for your time and input.**

If you have any questions about filling in this survey, then please get in touch with [name], from Cordis Bright, at:

[email address] OR [email address]

Someone from Cordis Bright will be happy to help you.

### **Your role (Page 2)**

1. Are you a registered social care worker with Social Care Wales, in the process of registering as a social care worker with Social Care Wales, or a personal assistant?
  - a. I am a registered social care worker with Social Care Wales.
  - b. I am in the process of registering as a social care worker with Social Care Wales.
  - c. I am a personal assistant.
  - d. No, I am neither a registered social care worker, in the process of registering or a personal assistant.

*[If respondent answers A, B or C, survey takes them question 2.]*

*[If respondent answers D, takes them to a page to thank them for wanting to take part]*

*Text for the page it takes them to:*

Thank you for wanting to take part in our survey. However, we're wanting to speak to social care workers and personal assistants for this particular survey.

If you have any questions, please get in touch with [name] at Cordis Bright via [email address] OR [email address]

2. Which of the following best describes your role as a social care worker?
  - a. Adult care home worker
  - b. Domiciliary care worker
  - c. Residential child care worker
  - d. Personal assistant
  - e. Other social care role (please specify)
3. Which of the following best describes the type of service you work in? (please tick all that apply)
  - a. Disability (Learning)
  - b. Disability (Mental Health)

- c. Older Persons
- d. Reablement
- e. Vulnerable Adults
- f. Substance Misuse
- g. Homelessness
- h. Neurodiversity
- i. Prison
- j. Domestic Violence
- k. Youth Offending
- l. Family Support
- m. Fostering and Adoption
- n. Child Protection

### **Receiving Real Living Wage (RLW) (Page 3)**

4. Are you currently being paid the Real Living Wage (£12.00 per hour) or above?

- a. Yes, I am currently being paid the Real Living Wage or above (£12.00 per hour or more)
- b. No, I am not currently being paid the Real Living Wage (less than £12.00 per hour)

*[If respondent answers A they continue to question 5. If respondent answers B, survey takes them question 10].*

The Real Living wage for 2024/25 is £12.00 per hour.

Previously the Real Living Wage was:

- £10.90 in 2023-2024
- £9.90 in 2022-2023
- £9.50 in 2021-2022

5. How long have you been being paid the Real Living Wage?

- a. At any time since April 2022 (when the Real Living Wage policy first began)
- b. Since before April 2022
- c. I don't know
- d. I prefer not to say

*[If respondent answers A they continue to question 6. If respondent answers B, C or D, survey takes them question 12].*

6. When you started receiving the Real Living Wage, did you decide to change your work schedule?

- a. No, my work schedule stayed the same
- b. Yes, it encouraged me to seek more hours
- c. Yes, I chose to reduce the number of hours.

*[If respondent answers A they continue to question 8. If respondent answers B or C, survey takes them question 7].*

7. If you changed your hours, please could you explain your reasons: [Open text, 100 word max]
8. Have any of your other employment terms and conditions changed since receiving the RLW? For example working hours, responsibilities, leave or workplace benefits.
- a. Yes: (Please specify)
  - b. No
  - c. I don't know
  - d. I prefer not to say

*[If respondent answers A they continue to question 9. If respondent answers B, C or D survey takes them question 12]*

9. If yes, can you outline what changes have been made: [Open text, 100 word max]

*[automatically takes them to question 12]*

10. To your knowledge, have you ever been paid the Real Living Wage whilst working as a social care worker or personal assistant?
- a. Yes, I have been paid the Real Living Wage previously with my current employer.
  - b. Yes, I have been paid the Real Living Wage previously with a different employer.
  - c. No, I have never been paid the Real Living Wage.
  - d. I don't know
  - e. I prefer not to say.

*[if respondent answers A or B, they continue to question 11. If respondent answers C, D or E they continue to question 12]*

11. When were you last paid the Real Living Wage?

- a. Between April 2023 and March 2024
- b. Between April 2022 and March 2023
- c. Before April 2022
- d. I don't know
- e. I prefer not to say.

*[automatically takes them to question 12]*

## **Satisfaction with pay and career (Page 4)**

The following questions are to understand more about how satisfied you are with your pay and career.

12. To what extent are you satisfied or dissatisfied with your current level of pay?
- a. Very satisfied

- b. Fairly satisfied
- c. Neither satisfied nor dissatisfied
- d. Fairly dissatisfied
- e. Very dissatisfied
- f. Prefer not to say

13. How well would you say you are managing financially these days?

- a. Living comfortably
- b. Doing alright
- c. Just about getting by
- d. Finding it quite difficult
- e. Finding it very difficult
- f. Not sure/Don't know
- g. Prefer not to say

14. To what extent are you finding it more difficult or easier to manage financially than you were this time last year?

- a. A lot more difficult
- b. Slightly more difficult
- c. About the same
- d. Slightly easier
- e. Much easier
- f. Prefer not to say

15. To what extent do you agree with the following statement?: "I feel my current level of pay reflects the responsibilities of my role."

- a. Strongly agree
- b. Slightly agree
- c. Neutral
- d. Slightly disagree
- e. Strongly disagree
- f. I don't know
- g. I prefer not to say

16. To what extent do you agree with the following statement?: "I have no plans to stop working in my current role."

- a. Strongly agree
- b. Slightly agree
- c. Neutral
- d. Slightly disagree
- e. Strongly disagree
- f. I don't know
- g. I prefer not to say

17. To what extent do you agree with the following statement?: "I have no plans to stop working in social care."

- a. Strongly agree
- b. Slightly agree

- c. Neutral
- d. Slightly disagree
- e. Strongly disagree
- f. I don't know
- g. I prefer not to say

18. To what extent do you agree with the following statement?: "I feel valued by my employer for my work."

- a. Strongly agree
- b. Slightly agree
- c. Neutral
- d. Slightly disagree
- e. Strongly disagree
- f. I don't know
- g. I prefer not to say

19. To what extent do you agree with the following statement?: "I feel valued by society more widely for my work."

- a. Strongly agree
- b. Slightly agree
- c. Neutral
- d. Slightly disagree
- e. Strongly disagree
- f. I don't know
- g. I prefer not to say

20. To what extent do you agree with the following statement?: "The financial incentives to progress to a manager position make it an attractive role"

- a. Strongly agree
- b. Slightly agree
- c. Neutral
- d. Slightly disagree
- e. Strongly disagree
- f. I don't know
- g. I prefer not to say

## Demographic details (Page 5)

We would like to ask for some details about you and the local authority you work in.

21. Please could you tell us which local authority you work in? Please select all that apply.

- a. Blaenau Gwent County Borough Council
- b. Bridgend County Borough Council
- c. Caerphilly County Borough Council
- d. Cardiff Council
- e. Carmarthenshire County Council
- f. Ceredigion County Council
- g. Conwy County Borough Council
- h. Denbighshire County Council

- i. Flintshire County Council
- j. Gwynedd Council
- k. Isle of Anglesey County Council
- l. Merthyr Tydfil County Borough Council
- m. Monmouthshire County Council
- n. Neath Port Talbot County Borough Council
- o. Newport City Council
- p. Pembrokeshire County Council
- q. Powys County Council
- r. Rhondda Cynon Taf County Borough Council
- s. City and County of Swansea
- t. The Vale of Glamorgan County Borough Council
- u. Torfaen County Borough Council
- v. Wrexham County Borough Council
- w. I prefer not to say

22. What is your age? Please choose one of the options below.

- a. Under 25
- b. 25-29
- c. 30-34
- d. 35-39
- e. 40-44
- f. 45-49
- g. 50-54
- h. 55-59
- i. 60-64
- j. 65+
- k. I prefer not to say

23. What is your gender? Please choose one of the options below.

- a. Female
- b. Male
- c. Another gender (Please specify): [free text]
- d. I prefer not to say

24. What is your ethnic group? Please select from the options below:

- a. White
- b. Mixed or Multiple ethnic groups
- c. Asian, Asian Welsh or Asian British
- d. Black, Black Welsh, Black British, Caribbean or African
- e. Other ethnic group
- f. Prefer not to say

*[if respondent answers a, they continue to question 25. If respondent answers B, they continue to question 26, if respondent answers c, they continue to question 27, if respondent answers d, they continue to question 28, if they answer e, they continue to question 29, or if the respondent answers f then continue to the invitation to workshops section]*

25. What is your White ethnic group?

- a. Welsh, English, Scottish, Northern Irish or British
- b. Irish
- c. Gypsy or Irish Traveller
- d. Roma
- e. Any other White background, please write in: [free text]

26. What is your Mixed or Multiple ethnic group?

- a. White and Black Caribbean
- b. White and Black African
- c. White and Asian
- d. Any other Mixed or Multiple background, please write in: [free text]

27. What is your Asian, Asian Welsh or Asian British ethnic group?

- a. Indian
- b. Pakistani
- c. Bangladeshi
- d. Chinese
- e. Any other Asian background, please write in: [free text]

28. What is your Black, Black Welsh, Black British, Caribbean or African ethnic group?

- a. Caribbean
- b. African background, please specify: [free text]
- c. Any other Black, Black British or Caribbean background, please specify: [free text]

29. What is your Other ethnic group?

- a. Arab
- b. Any other ethnic group, please write in: [free text]

## **Invitation to workshops (Page 6)**

**We would like to invite you to take part in online workshops that we, Cordis Bright, are running in February 2025. The workshops will be about the impact of the Real Living Wage policy on the social care sector.**

They will be an opportunity for you to share your experiences and insights with other social care workers.

These workshops will last approximately 1 hour 30 minutes to 2 hours, and will run on Microsoft Teams. They will be an opportunity for you to share your experiences and insights with other social care workers.

30. Would you be interested in hearing more about the online workshops?

- a. Yes, I would be interested
- b. No, I would not be interested



*[if respondent answers A, they continue to question 26. If respondent answers B they continue to end of survey]*

31. Please provide your details so we can invite you to the future workshops.

**If you are interested in receiving more information about the workshops, please enter your name and email address below.**

**If you would prefer to send your contact details for the workshop separately to your survey response or if you have any questions, then please email [name] ([email address] OR [email address]) with the email subject “Real Living wage workshops”.**

If you do provide us with any contact details in relation to the future workshops, this will be kept confidential.

Contact details collected will be stored separately from the survey data, so that contact details cannot be linked to survey responses.

Your contact details will only be used to contact you about the workshops.

**Name:** [open text box]

**Email address:** [open text box]

**Thank you for your time today**

If you have any questions after filling in this survey, then please get in touch with [name], from Cordis Bright, at: [email address] OR [email address]

# **Impact evaluation: workshops and interviews with care workers and personal assistants**

## **Welcome (20 mins)**

Welcome everyone. Thank you for joining this workshop to talk about the impact of the Real Living Wage policy. We're excited to have you all here.

My name is [name] and these are my colleagues [names]. We work for an independent research organisation called Cordis Bright. We have been commissioned by the Welsh Government to carry out an evaluation of the implementation of the commitment to pay the Real Living Wage to social care workers [including personal assistants] in Wales.

Rules for today:

- Everything you share today will be kept private and anonymous in our reports. This means anything you share won't be directly linked to any individual or organisation in any reports we produce.
- We also won't be sharing your views or comments outside of our evaluation team. So please do be as honest as you'd like! The only time we would share something you say is if we had concerns about someone's safety.
- We ask that you respect each other's privacy too and don't share individuals' views or comments from this session today to anyone outside of this group.
- We're planning to record today's session, and we will be making some notes. [check if recording is okay with everyone]
- We ask that you put your hand up on Teams [reminder of where this is] so that everyone gets a chance to speak if they want to.
- If you can keep your camera on, then that would be great.
- We will have a break half way through – but please do feel free to step away from your screen if you need to at any other time.

Does anyone have any questions before we get going?

## **Agenda for the session**

Facilitators to give a brief overview of the agenda:

The plan for today is to explore your expectations around pay changes, including the Real Living Wage, and how these have impacted you personally, as well as your role and working conditions.

And then to focus on how changes in pay have influenced your thoughts about your future in social care and whether anything unexpected has occurred. Finally, we'll discuss ideas for improving pay and working conditions in the future, before wrapping up the session.

## Introductions

*For social care workers:*

To start, could everyone please introduce themselves by telling us your name, the organisation you work for and what type of service(s) you work in.

*For personal assistants:*

Please could you tell us about the client group you work with and in what local authority area of Wales.

## Purpose of today's workshop

Today's workshop is focused on understanding the impact of the Real Living Wage policy on social care workers OR personal assistants.

*What is the Real Living Wage?*

The RLW is an hourly pay rate based on the cost of living, set by an independent group called the Living Wage Commission. It's updated every year in the Autumn time, and employers who choose to pay it are expected to apply the new rate within six months – from the next April.

*What is the Welsh Government's Commitment?*

Since April 2022, the Welsh Government has committed to paying the RLW to all social care workers in Wales. This includes care staff in care homes, domiciliary care, supported living, and personal assistants paid through direct payments. This commitment is what we refer to as the RLW policy.

By impact we mean trying to find out if the policy has made a difference and how. For example, thinking about as a result of the RLW policy:

- What has changed?
- How much of this change is because of the RLW policy?
- For who has there been changes and in what situations?
- Has there been anything surprising that's happened from the RLW policy?

From the overall results of the survey you completed, we know that some of you may be being paid the RLW, or higher, and some of you may not be being paid the RLW. We also know that this may have changed over the past few years since the policy came into place in April 2022.

We're really interested in hearing all of your experiences of the impact of the RLW, and how receiving or not receiving the RLW has impacted you.

Before we get started, it would be really helpful to get a sense of people's experiences with the RLW.

If you feel comfortable, we'd appreciate it if you could share this by raising your hand—but there's no pressure to do so, and you don't need to share your exact hourly rate.

By a show of hands, who started receiving the RLW after the policy came into place in April 2022?

By a show of hands, who was already being paid the RLW before April 2022?

And finally, by a show of hands, who isn't currently being paid the RLW?

Thank you!

## **Part 1 (40 minutes)**

### **Expectations of the RLW policy (10 mins)**

To start, we'd like to hear about what you knew or thought about the RLW when it was introduced in April 2022.

1. How many of you knew about the RLW policy before you heard about our research?
2. When you first heard about the RLW policy what did you understand about it?
  - a. Who did you think the policy was for?
  - b. Why did you think it was introduced?
  - c. What changes, if any, were you expecting the policy to make?
  - d. How did you think it would work?

### **Exploring any differences the RLW has made to you (20 mins)**

Now, we would like to talk about what impact, if any, the RLW has had on you - or, if you haven't been receiving it, what that has meant for you.

3. If your employer has started to pay you the RLW, what has this meant for you?
  - a. Has it affected how you feel about your job or not?
  - b. Has it changed how valued you feel at work or not?
  - c. Has it made a difference to your financial situation or not?
  - d. Has it had any impact on your well-being or not?
4. If your employer hasn't been paying you the RLW, how do you feel about that?
  - a. What has this meant for you?
  - b. Has it affected how you feel about your job or not?
  - c. Has it changed how valued you feel at work or not?
  - d. Has it made a difference to your financial situation or not?
  - e. Has it had any impact on your well-being or not?

## **Exploring any differences the RLW has made to your terms and conditions and working hours (10 mins)**

We'd like to explore whether being paid (or not being paid) the RLW has affected decisions you or your employer have made about the way you work.

5. Since the RLW policy came into place in April 2022, have you or your employer made any changes to your rota or hours – because of the RLW policy?
  - a. If so, in what way have they changed your rota or hours?
  - b. Why do you think this is?
6. Since the RLW policy came into place in April 2022, has your employer changed anything else about your role or conditions?
  - a. If so, why do you think this is?
  - b. Prompts: e.g. holiday pay, sick pay, or role expectations

Break: 10 mins

## **Part 2 (35 mins)**

### **Impact on your future career (15 mins)**

Now we want to discuss whether RLW has influenced how you feel about staying in your role or working in social care.

7. How has the RLW influenced whether or not you want to stay in:
  - a. Your current role?
  - b. Social care in general?

### **Unexpected differences from the RLW (10 mins)**

Now we'd like to hear about any surprises, positive or negative, that have come from the RLW policy.

8. Did the RLW policy work out as you expected, or has anything been different from what you thought?
  - a. Prompt – What impacts, if any, did you expect the RLW policy to have?

### **Future directions and improvements (10 mins)**

Finally, we would like you to think about what's been working well with the RLW policy and what could be improved.

9. What has been good about the RLW policy so far?
10. Is there anything that could make the policy better?

## **End of workshop (10 mins)**

Thank attendees for their time and check for any other questions. Note that we will use the discussion today will be used as part of the impact evaluation.

Let care workers/ personal assistants know if they want to share anything else, or have questions, please feel free to reach out to [name].

Before we finish, is there anything else you'd like to share about RLW that we haven't covered?

Thank you for your time today! We'll use the notes from our discussion towards the impact evaluation.

If you do want to share anything else or have any questions, please contact [email address]