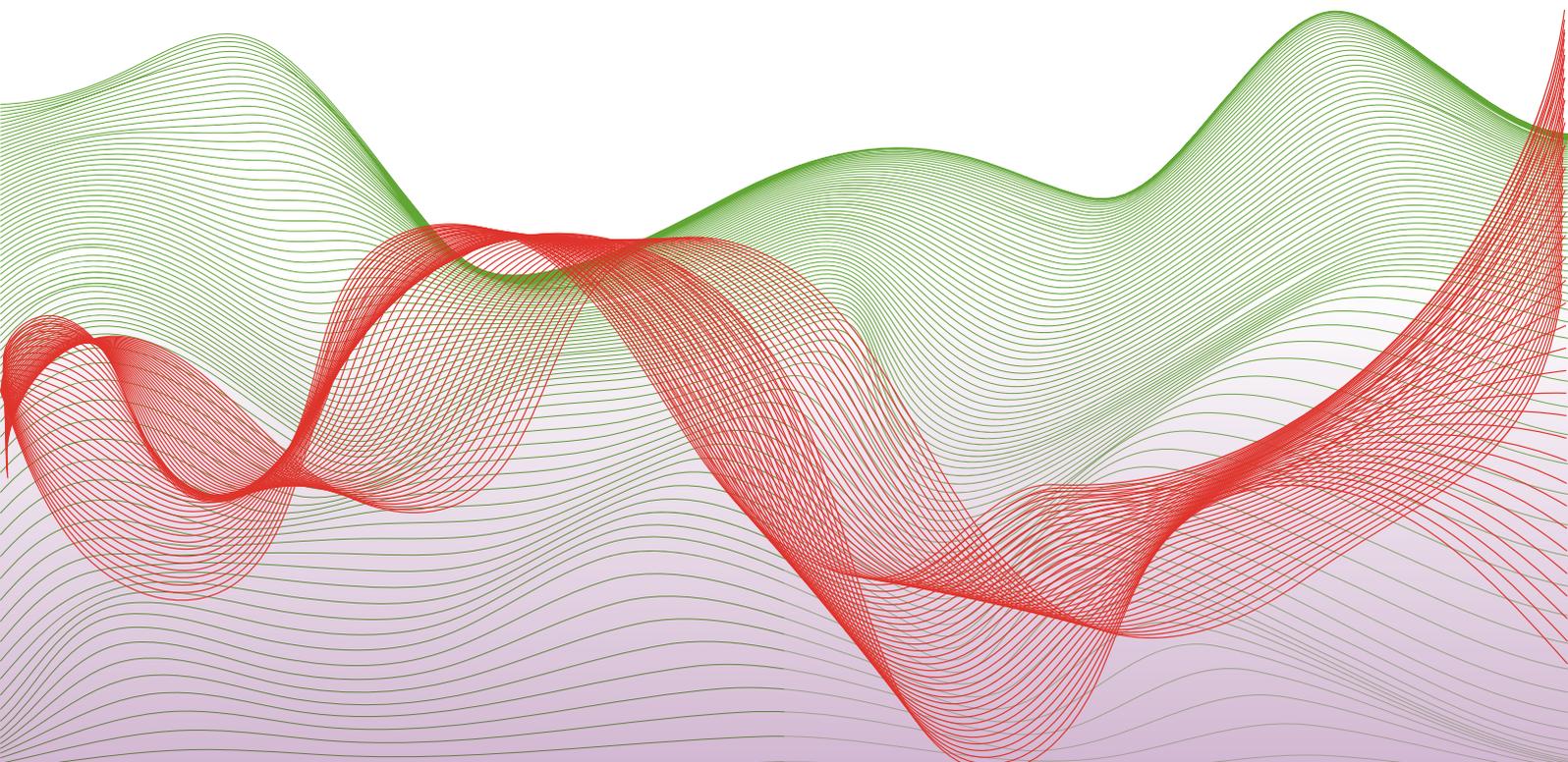




Care Policy Scorecard for Wales

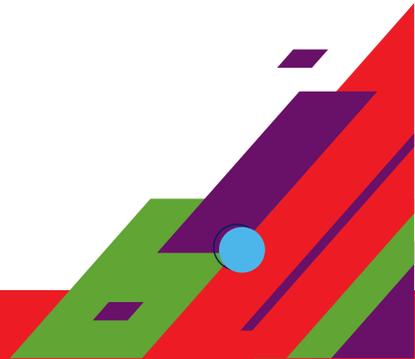
June 2025





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Introduction

Care is the backbone of Welsh society—essential yet often invisible. It sustains our lives, communities, and economy. It allows individuals to survive, families to thrive, and societies to function. Across the UK, millions of people provide care every day—whether as parents or guardians, social care and childcare workers, or unpaid carers supporting family members, friends or neighbours who are disabled, have an illness, or need extra help as they grow older. Care is vital, yet, despite its central role in our lives, this work is routinely undervalued, overlooked, and under-resourced.

The result is that many carers, whether paid or unpaid, face significant financial hardship, poor working conditions, and immense physical and emotional pressure. These challenges are rooted in deeply entrenched narratives that dismiss care as low-skilled, private and personal, or inherently "women's work."

Unpaid and underpaid care work (UUCW) continues to be disproportionately carried out by women and is largely excluded from conventional economic measurements—despite being vital to the well-being of individuals and the functioning of the economy.

Much of this care takes place outside of formal employment. Unpaid care work includes both direct activities, such as administering medicines or supporting people to wash and be dressed, and indirect tasks, such as cooking, cleaning, or doing laundry. These essential contributions are rarely reflected in GDP, yet they underpin all other work — and research

shows they hold an economic value of over £10 billion per year in Wales alone.

Paid care work, meanwhile, is often insecure, undercompensated, and poorly protected. Whether in homes, childcare settings, or care facilities, workers in these roles enable others to participate in the labour market and keep society running.

We need to reframe how care is understood and supported in Wales and across the UK. All forms of care—paid and unpaid—must be recognised as collective responsibilities and essential economic activities. They must be adequately supported through well-designed, well-funded, and accessible public policies. These should ensure fair pay and protections for the care workforce, while also supporting unpaid carers through comprehensive services and social protection.

This report uses the Care Policy Scorecard Tool, a framework developed by Oxfam, designed to assess whether government policy is creating an enabling environment for care. It examines how well governments in Wales are supporting families, caregivers, and care workers through their policies—and where improvements are urgently needed to build a caring economy that values and invests in care for the common good.



As the first UK nation to use this approach, Wales is uniquely placed to lead. Our small size and connected civic sector allow for joined-up thinking and bold, integrated solutions. The Scorecard assesses three linked areas of care policy, revealing not only gaps and barriers but also where progress in one area can drive improvement in others.

This Scorecard does not just highlight problems—it's a call to action. It shows where we're making progress and where further effort is needed. It offers a roadmap for future governments to prioritise care as a social infrastructure, recognise unpaid care, embed care mainstreaming across policymaking, and invest in building a caring economy.

Everyone in society experiences care at some point in our lives, it is the human infrastructure of a wellbeing society. With the right policies, properly implemented and fully resourced, care can become a shared opportunity—laying the foundation for a more equal, inclusive, and compassionate Wales.

Sarah Rees

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A Snapshot of Care in Wales

Care has a significant contribution to the economy yet often goes unrecognised and undervalued, with women disproportionately bearing the caring responsibilities. According to the 2021 Census, over 310,000 people in Wales (1 in 10 of the population) provide unpaid care. Of these carers, nearly 60% are women, and almost one in three (30% of unpaid carers) are disabled themselves.

Socio-economic inequality also shapes patterns of unpaid care: 11.5% of people in Wales' most deprived areas provide unpaid care, compared to 9.7% in the least deprived areas. This stark inequality is a key driver of carer poverty, with 100,000 carers in Wales living below the poverty line. Carers face a poverty rate 30% higher than the general population – a clear sign that those who give the most support often receive the least in return.



Caring responsibilities are one of the primary factors limiting women's participation in paid employment. According to the latest Annual Population Survey figures, the economic inactivity rate for women aged 16–64 is 25% in the UK and 28% in Wales, compared to 18% and 21% for men in the same age group, respectively.

The gender gap is particularly stark among those aged 25–34: in Wales, 20% of women in this age group are economically inactive, compared to just 11% of men. When examining the reasons behind economic inactivity, the data reveals a significant gender disparity.

While only 7% of economically inactive men cite "looking after family/home" as the reason, this figure rises sharply to 21% for women in Wales. UK-wide, "looking after family/home" is the most common reason for women's economic inactivity (27%), closely followed by long-term illness (26%).

Unpaid carers and parents not in paid work are classified as 'economically inactive' because they are not engaged in formal, waged employment – despite the essential, often full-time labour they provide at home, which remains invisible in standard economic measures like GDP.

Care policy in Wales is spread across multiple Welsh Government departments, reflecting its complex and cross-cutting nature. This fragmentation, however, creates challenges for coordination and accountability. In the current Welsh Government's structure, the Cabinet Secretary for Health and Social Care *and* the Minister for Children and Social Care oversee childcare, adult social care, NHS integration, and unpaid carer support under legislation like the Social Services and Well-being (Wales) Act 2014.

Childcare and early years education, including the Childcare Offer and Flying Start, fall under the Minister for Children and Social Care and the Cabinet Secretary for Education. Broader social dimensions of care—such as poverty, gender equality, and carer support—are addressed by the Cabinet Secretary for Social Justice.



Financial management and service delivery are shaped by the Cabinet Secretary for Finance and the Cabinet Secretary for Housing and Local Government, especially since local authorities are central to social care provision. The well-being of children and young carers is a shared concern across several portfolios.

The wide distribution of responsibilities across Welsh Government departments highlights the urgent need for more integrated, cross-departmental collaboration. To ensure coherent and effective care policy, better cross-governmental coordination and care mainstreaming are essential—embedding care as a priority across all relevant portfolios and addressing the complex, systemic challenges facing the care sector.



Care Policy Scorecard for Wales

Oxfam Cymru collaborated with Carers Wales and the Bevan Foundation to develop a Care Policy Scorecard specifically for Wales—marking the first time such a tool has been used in the UK. This project utilised the [CPS toolkit](#) developed by Oxfam, which has been successfully tested in various countries, including the United States, Canada, Philippines, Zimbabwe, and Kenya. The CPS for Wales comprehensively assessed care policies, focusing on those that impact both paid and unpaid carers including childcare, to ensure a thorough evaluation of the care landscape in Wales.

Methodology

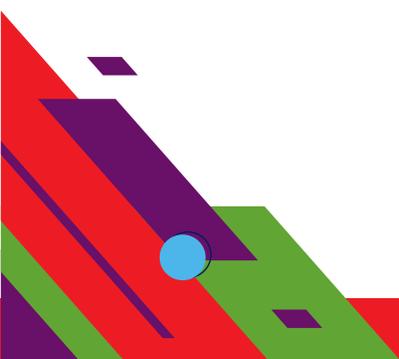
The Care Policy Scorecard (CPS) for Wales was developed using the [framework created by Oxfam](#). Carers Wales and the Bevan Foundation led the implementation of the Scorecard in Wales, with support from Oxfam Cymru.

The Scorecard evaluates policies across three key areas: paid care, unpaid care and childcare. Each policy area was assessed using specific indicators outlined in the CPS framework.

For the **paid care section**, stakeholder engagement was central to the assessment process. Key informant interviews were conducted along with extensive research conducted by Madeleine McGivern Consultancy, supported by Carers Wales.

In the **unpaid care section**, Carers Wales's policy and campaigns team co-produced the scoring and evidence gathering with a small group of unpaid carer volunteers. This blended Carers Wales's vast research and evidence on unpaid care in Wales and rooted it in the lives and experience of unpaid carers. We would particularly like to thank the carers who contributed time to this project.

For the **childcare section**, the Bevan Foundation and Oxfam Cymru drew on their extensive research expertise, including recent policy analyses and stakeholder engagement, to carry out a robust assessment of childcare policies in Wales.



Paid Care

Paid social care employs around 85,000 people across Wales in a wide variety of job roles. A recent report from Social Care Wales found the total direct, indirect and induced value of the adult social care sector in Wales was £4.6 billion in 2022-23. However, the sector faces serious challenges, including low pay, difficult working conditions, and high staff turnover.

According to Social Care Wales, only 57% of workers are satisfied with their jobs, and nearly half feel they lack enough time to perform their roles well. A quarter of workers (26%) plan to leave within a year, mainly due to low pay (58%), overwork (45%), and poor conditions (30%). The average salary for a care worker is £24,124—below the living wage—and over a third report struggling financially. Unreimbursed expenses like travel and training further increase pressure.

While most workers have access to pensions, sick pay and family-friendly policies are limited, especially for those on zero-hour contracts. Job insecurity is also widespread, with many on hourly wages and variable hours. Union membership is low among care workers (31%), reducing their ability to advocate for better conditions.

With over 5,000 vacancies in 2022 and a projected need for 20,000 additional care workers by 2030, urgent action is needed to improve pay, job security, and working conditions to ensure the sector's sustainability and the quality of care in Wales.

Social care policy is devolved to the Welsh Government and Welsh Ministers are able to shape the experiences of the paid care workforce in a number of ways. However, many areas of legislation relating to employment rights and workforce protections are reserved to the UK Government. This section outlines and scores Wales in relation to paid social care. For the full scoring worksheet, you can visit the appendix here.



Indicator: Minimum Wage

All workers in Wales are protected under the UK Government National Minimum Wages Act 1998, which rose to £12.21 an hour for anyone over age 21 in April 2025. For the paid social care workforce, the current Welsh Government's Programme for Government commits to ensuring that paid social care workers are paid the Real Living Wage (RLW). This higher rate is independently calculated by the Resolution Foundation and overseen by the Living Wage Commission in an annual process based on the cost of living.

In October 2024 the RLW in Wales went up to £12.60 an hour. There is not a legislative basis to the RLW commitment for social care, but Welsh Government have published guidance on how local authorities and health boards should implement the RLW with accompanying central funding. The commitment includes all registered workers in care homes and domiciliary care, in both adults' and children's social services.

The Welsh Government has published guidance, provided funding, collaborated with stakeholders and has established a RLW for Social Care Workers Steering Group to help deliver the RLW commitment,

but local authorities are in control of the actual implementation and Welsh Government lacks enforcement powers to ensure consistent delivery.

Additionally, funding provided goes into general financing for local authorities who are encouraged to complete a provider self-declaration form on their adherence to the policy.

It is not clear whether there is any formal redress at policy level if a social care worker is not being paid the RLW. Research carried out since the policy was announced suggests the additional funding is not reaching all paid care workers. There is no requirement on local authorities to provide the declaration form, and it was not possible to find disaggregated data on implementation.

The commitment was driven by the Social Care Fair Work Forum which includes Welsh Government, employers and unions representing paid care workers working in social partnership.

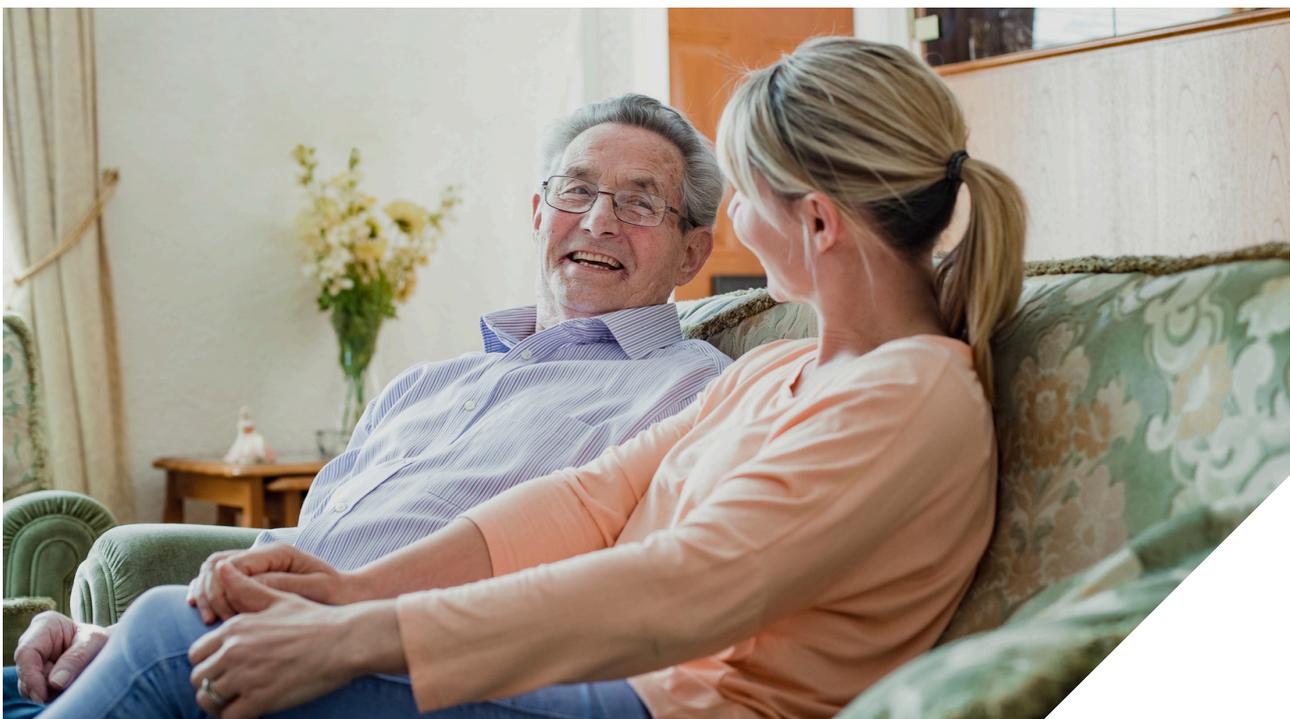
It is hard to access specific data on the number of workers impacted by this commitment, but Citizens UK estimated that 50,000 care workers benefited from the policy in 2023. However, 50 percent of survey respondents to Social Care Wales' 2024 survey of paid social care workers said they were dissatisfied with their pay.

The RLW commitment for paid care workers represents a commendable pay uplift compared to the UK minimum wage, and no equivalent commitment to the RLW for care workers exists in England, but monitoring of the commitment is limited with research suggesting implementation is not consistent.

Score for indicator:

Minimum Wage

59%

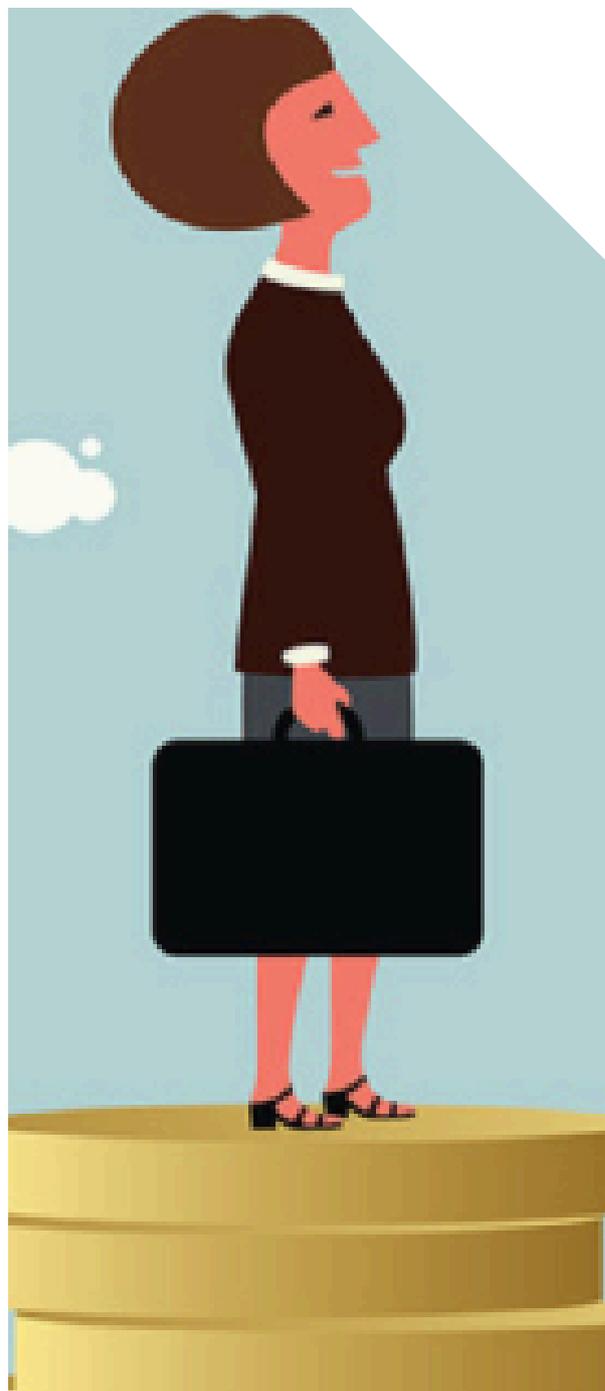


Indicator: Gender wage gap and equal pay for equal work

There is no specific Welsh law relating to equal pay but one of the Welsh Government's national milestones is to eliminate gender, ethnicity and disability pay gaps by 2050. The Welsh Government's fair work agenda, including its Workforce Partnership Council, has objectives around promoting transparency of pay levels and tackling the gender pay gap. The UK's Equality Act 2010 mandates equal pay for the same roles for men and women. The UK Government has also ratified the International Labour Organization's Equal Remuneration Convention.

Women make up 82% of the social care workforce in Wales. It has not been possible to find conclusive data that the majority of paid care workers are receiving equal pay for equal work. A UK wide piece of research found that in the social care sector the gender pay gap was 14% in 2023-24. There is a concerning picture in Wales relating to the budget to support implementation of policies promoting equal pay.

According to The Women's Equality Network there has been a loss of resources in addressing the root causes of women's financial inequality, including the closure of Chwarae Teg and repeated cuts to equality budgets.

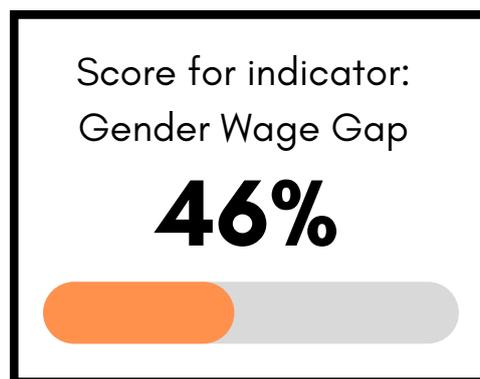


A 2018 Wales Centre for Public Policy report expressed concerns about the monitoring of the Welsh Government's efforts to tackle the gender pay gap and while the Welsh Government published data on the gender pay gap it does not have specific data on the paid care workforce.

Women's rights organisations and workers were involved in developing the Welsh Government's gender pay gap work including the Welsh Specific Equality Duty. The Social Care Fair Work Forum has established an Equality, Diversity and Inclusion Task and Finish Group to support the implementation of recommendations related to the social care workforce.

The gender pay gap appears to have decreased between 2015 and 2023 in Wales, and was lower than the UK average, though concerningly the gender pay gap increased in Wales in 2024 by 0.4%. There is a lack of specific data on the care workforce, meaning that current gender pay gap reporting is insufficient to truly tackle this issue and its root causes in Wales.

The Welsh Government has a demonstrable commitment to equal pay, building upon UK-wide legislation, though data and monitoring is lacking, making it hard to assess impact.



Indicator: Right to Social security

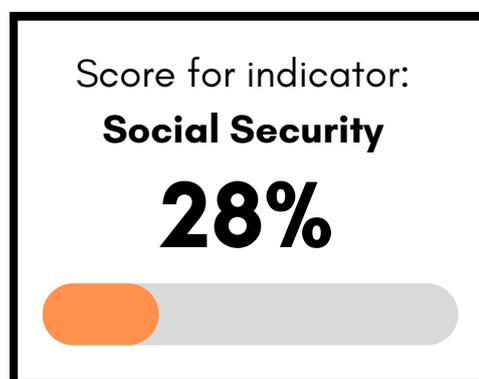
There is not a distinct national policy for social care workers but workers within the sector are granted equal access to social security benefits in line with workers from other sectors as long as they meet eligibility criteria. The vast majority of social security benefits in Wales are administered by the UK Government, but there are some social security payments funded by the Welsh Government including free schools meals and the Council Tax Reduction Scheme.

The UK has ratified a number of International Labour Organisation conventions but not ILO 189 which focuses on Decent Work for Domestic Workers. UK legislation and policy related to social security has been criticised as punitive and stigmatising by a number of charities and think tanks, with this effect being most strongly felt by those in informal and lower paid jobs who are more often than not, women. There is a wide body of evidence demonstrating the [link between low pay and a reliance on social security.](#)

The Welsh Government has created a Welsh Benefits Charter which expressly commits to ensuring those that are more marginalized are able to access their entitlements in a more straightforward way and seeks to remove barriers to accessing benefits. The Welsh Benefits Charter does not explicitly refer to care workers, and the Welsh

Benefits Steering Group that developed the Charter did not have specific membership representation for social care. The Charter commits to the production of an evaluation framework to monitor the impact of the Charter in future.

Policy makers at the UK and Welsh levels do not make specific reference to care workers as a job category with regards to social security. The Welsh Benefits Charter may help to improve access to benefits which many find difficult to access, but no impact is apparent so far.



Indicator: Gender based discrimination, harassment and violence in the workplace

The Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015 is the first piece of legislation in the UK to explicitly and specifically address violence against women as opposed to 'domestic violence' generally.

The Act includes workplace provisions, including a duty on public sector employers to protect, prevent and respond to violence against women. Statutory guidance on training for public sector workers identifies health and social care professionals as a priority group for training, but there are no specific references to the paid care workforce in the legislation or accompanying guidance.

Welsh Women's Aid has raised concerns that there is currently no way to measure the Act's impact. Monitoring of the workplace strand of the VAWDASV strategy is now being overseen by a specific workplace harassment strand working group, meaning there should be more capacity to implement this part of the wider strategy.

The strategy has not resulted in specific redress mechanisms in relation to workplace violence against women and the Welsh Government does not publish Wales specific data on gender-based violence.



Indicator: Equal rights and protections for migrant care workers

Social care has been identified as an “at-risk” sector for labour abuse and modern slavery, presenting a risk to workers and people receiving care. This policy area is reserved, and the UK Modern Slavery Act 2015 mandates social care providers to have a zero-tolerance approach to modern slavery within their operations and supply chains.

Though not devolved, the Welsh Government has taken steps to address modern slavery, publishing guidance on Modern slavery and labour abuse in social care and establishing a modern slavery unit, but the devolution settlement means legislation and consequential enforcement remains at the UK level.

Score for indicator:
Migrant Care Workers

35%

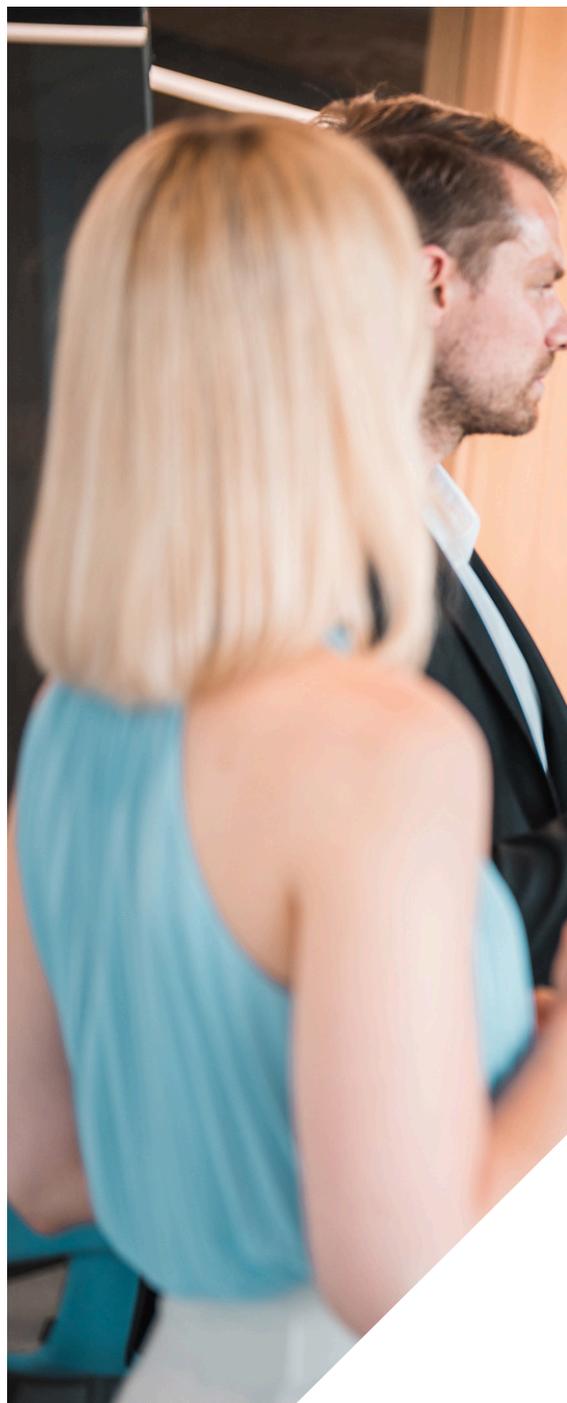


Indicator: Right to representation and negotiation, freedom of association and the right to strike

The Trade Union and Labour Relations Act 1992 protects the right of all workers to join a trade union, worker association or co-operatives. When the UK Government sought to pass legislation in 2016 that was criticised by trade unions for restricting their ability to strike, the Welsh Government passed legislation to disapply elements of the law in Wales and protect trade union rights.

The Welsh Government has anchored its approach to worker voice in international standards, with Mark Drakeford telling the then-Welsh Assembly “We fully endorse the principles set out by the International Labour Organisation on collective bargaining and freedom of association and we wish to see these benefits extended to more working people here in Wales.”

The Welsh Government’s Social Care Fair Work Forum, recognising that collective bargaining agreements do not cover all parts of the social care sector, established a task and finish group that has led to a Social Care Workforce Partnership as a step towards a unique model of collective bargaining for the independent social care sector that works to incorporate fair work principles for employees in the independent social care sector.

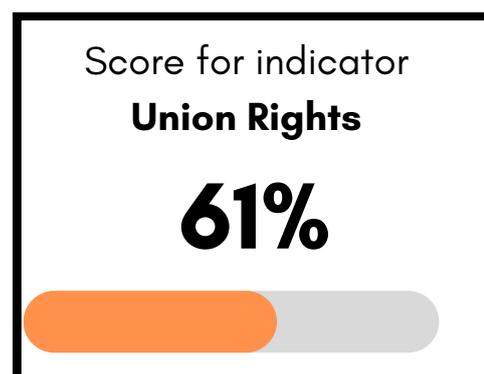




The UK's labour rights enforcement system has been criticized as under-resourced, and Wales has not established any specific monitoring or enforcement agency. The Welsh Government has provided resources for guidance, support and campaigns that raise awareness of the benefits of trade union membership.

Social Care Wales collects data on trade union membership in its annual survey which shows variation across the social care sector, with recent data indicating 31% of care workers are union members. The Welsh Government is committed to a model of social partnership that sees trade unions, employers and government working together strategically on a range of policy areas.

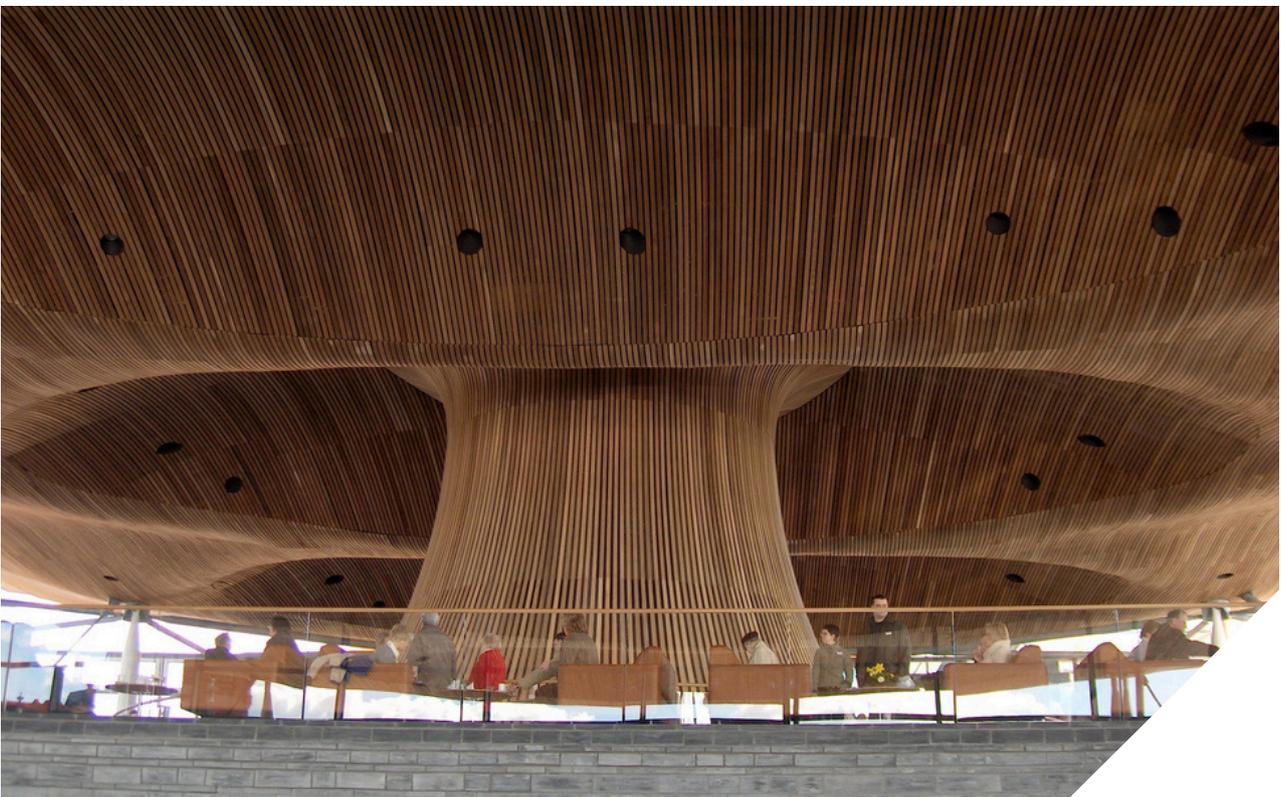
The relatively recent establishment of the Social Care Workforce Partnership, which includes unions representing care workers, shows progress towards increased representation of the workforce, but there are no concrete visible changes yet to be able to say these policies are having an impact on care workers.



Recommendations

The Welsh Government should

- Strengthen monitoring, data collection and enforcement to ensure all eligible care workers are receiving the Real Living Wage, with transparent public reporting of progress.
- Provide an enhanced rate of the Real Living Wage to social care workers to meaningfully tackle recruitment and retention.
- Consider establishing a dedicated process or service to monitor and enforce employment rights in Wales.
- Collect and publish data on the gender pay gap amongst the paid care workforce in Wales.
- Review gender-based discrimination and harassment guidance to embed appropriate content and provisions to protect paid care workers and adopt ILO Convention 189 to give this review focus and guidance.



Unpaid care

There are between 310,000 and 480,000 people in Wales who provide unpaid care to family, friends or in their community. The economic value of this care is worth over £10 billion per year to Wales and plays a vital role in helping to look after people outside of healthcare settings, relieving pressure on statutory services.

Unpaid carers in Wales have a series of rights as carers, most of which are outlined in the Social Services and Well-being (Wales) Act 2014. Many areas of policy related to unpaid care in Wales are devolved to the Welsh Government, such as health and social care or transport. Some areas vital to unpaid carers in Wales, though, remain reserved to the UK Government. These include welfare and benefits as well as employment law.

This section outlines and scores the policy landscape - as well as provides some context - to unpaid care and carers in Wales. The full score sheet is available to read, [here](#).



Indicator: Public Healthcare Services

NHS Wales provides healthcare free at the point of use for the public in Wales as part of the UK-wide National Health Service that has existed since 1948 and is funded through general taxation. The Welsh Government abolished charges for prescriptions in 2007, making Wales the first nation in the UK to remove the charges and make prescriptions free.

England is the only UK nation that charges for prescriptions. [Research](#) shows a small but positive impact on dispensing rates in Wales as a result of the abolition of co-payments, given that this can be a barrier to adhering to treatment

A variety of work is taking place across the NHS in Wales to engage specifically with underserved and marginalised populations, including community outreach programmes, but some people within these groups still experience barriers including transport, inflexible appointments and digital exclusion.

Welsh Government funding for the NHS has risen in real terms in recent years. If an individual is assessed as primarily having a health need, the NHS will fund their care costs at home through NHS Continuing healthcare, directly redistributing caring tasks from unpaid carers to the state. The vast majority of social care however remains outside of the NHS.

While many unpaid carers have no preference as to who delivers care (or can often be unclear on exactly where the lines are between NHS and social care services) there is risk of disjoin between services seeing carers fall through gaps.

The Welsh Government has outlined a commitment to take a more joined up approach to care within the work around the National Office for Care and Support and we expect that this will be a key measurable of future Care Policy Scorecards.

Score for indicator
Healthcare Access

71%



Indicator: Cash transfer policies related to care

Unpaid carers who provide at least 35 hours of care a week, and who meet additional eligibility criteria, are eligible to receive Carers Allowance, a benefit paid by the UK Government currently worth £83.30 a week. However, of the 310,000 unpaid carers in Wales only around 60,000 are eligible and in receipt of Carers Allowance.

Under the Social Services and Well-being (Wales) Act 2014, local authorities have a duty to meet the eligible needs of unpaid carers. In some cases, this can involve grants or costs being paid in kind by the local authority for the carer, though practice varies between local authorities.

While this allows for flexibility to meet local demand and challenges, research also indicates that this can vary the service and support carers receive across Wales widely, resulting in a postcode lottery of support depending on where carers live and provide care.

Additionally, the Welsh Government funds a Carers Support Fund (currently funded until 2026). Carers can apply for assistance through this fund. The Carers Support Fund has as one of its objectives the goal of "Alleviating the economic challenges faced by unpaid carers through grant funding and financial assistance."

Assistance through the Fund can take many forms but, in some cases, can include limited help with the costs of caring or the purchasing of goods that relieve costs for carers.

These forms of financial assistance have varying levels of conditionality attached. Carers Allowance can be spent as the recipient wishes.

Local authority provided grants generally have to be spent on a specific purpose.

Payments in kind also have to be spent for a specific purpose, but in both cases the local authority should discuss with the carer their needs and preferences regarding the support they desire.

Awards from the Carers Support Fund are administered by a number of different local organisations across Wales, their offerings varying along with the level of conditionality.

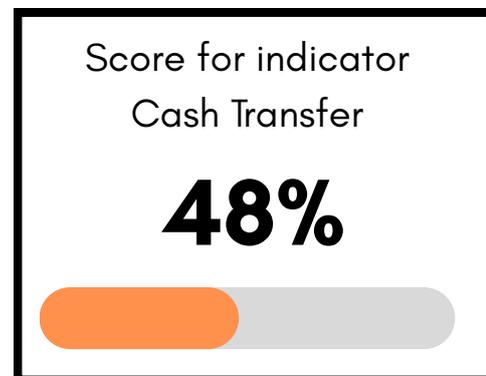
Despite these interventions, a 2024 report by WPI Economics, in collaboration with Carers Wales and funded by the *abrdn Financial Fairness Trust*, revealed an alarming extent of poverty among unpaid carers in Wales.

The findings highlight that 26% of unpaid carers in Wales live in poverty, compared to 20% of the non-carer population. 9% of carers are experiencing deep poverty—figures significantly higher than the non-carer population.

Carers Wales’s State of Caring in Wales reports also paint a picture of carers in receipt of Carers Allowance being pushed into poverty through its low rate and strict eligibility criteria and earnings limits. This has also caused issues around overpayments of the benefit, resulting in carers having to pay back significant sums due to government errors.

There is much evidence to suggest that the capacity and resource of these policies falls far short of the level of need amongst unpaid carers in Wales. Between 2022 and 2025 over 29,000 unpaid carers benefitted from the Carers Support Fund, but this compares to an estimated carer population in Wales of 310,000 based on the 2021 census.

Figures on the numbers of unpaid carers receiving financial support from their local authority are not readily available but a 2024 report by the Public Services Ombudsman Wales found that just 1.5% of the carer population of the four investigated authorities were in receipt of a package of support from the council.



Indicator: Flexible working

Though laws related to flexible working are reserved to the UK Government, Wales has taken steps to embed flexible working and workplace practices that make it easier for unpaid carers to work alongside their caring role. The Social Services and Well-being (Wales) Act 2014 places a duty on local authorities to support the wellbeing of unpaid carers.

While the 2014 Act recognises 'participation in work' as a key aspect of wellbeing, many unpaid carers continue to face barriers to realising this right. Polling for Carers Week 2024 revealed that 45% of unpaid carers in Wales said their caring responsibilities had a negative impact on their job and ability to work.

The Welsh Government's 2021 Strategy for Unpaid Carers contains a national priority of "supporting unpaid carers in education and the workplace", stating that it will work with employers to "promote unpaid carer friendly workplaces". Research from Carers Wales suggests that the strategy has yet to be transformative in supporting more carers to remain in and/or return to the workforce.

The Welsh Government's 2025/26 Annual Delivery Plan for the Carers Strategy contains support for unpaid carers to remain in work via flexible working and other initiatives.

The Carers Leave Act 2023 that has since it came into force in 2024 provided all employees with unpaid care responsibilities with the right to take five days of unpaid leave for their caring responsibilities. This is the first time employment law has had a focus on unpaid carers.

The Carers Wales Carer's Leave Act Anniversary Briefing shows limited awareness and impact from the Act so far in Wales and barriers to carers taking unpaid leave over the 12 months of the Act's implementation thus far.

Score for indicator
Flexible Working

77%



Indicator: Sanitation services and facilities

Public toilets and Changing Places facilities are crucial for unpaid carers who support people with complex needs, such as mobility issues or incontinence. Without these facilities, carers may be forced to limit outings, avoid travel, or carry out personal care in unsafe or undignified conditions, which undermines their right to participate equally in society.

Ensuring accessible sanitation aligns with the Equality Act 2010 and the Welsh Government's duties under the Well-being of Future Generations Act to promote equity, independence, and a life of equal opportunity for all.

The Public Health (Wales) Act 2017 places a legal duty on local councils to publish a local toilets strategy to ensure adequate provision of public toilets across communities. It also includes the provision of facilities such as baby changing areas and Changing Places toilets for disabled people. Concerningly, there are only about 50 Changing Places toilets across all of Wales, and many are only open at certain times.

This means carers often have to plan trips around the availability of suitable facilities or avoid going out altogether.

The Public Health (Wales) Act does not directly talk about unpaid care, and there is no clear way to measure how effectively the policy serves carers.



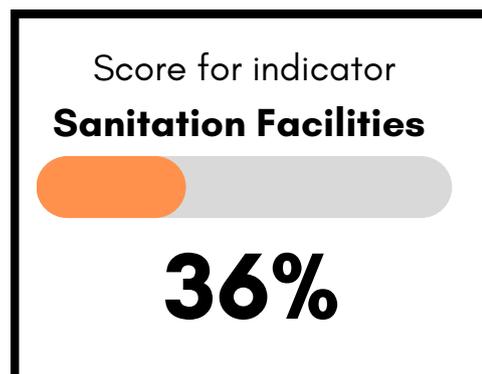


This is a missed opportunity to strengthen the Act and its functions and demonstrates a lack of co-production with a key stakeholder in unpaid carers.

There is also no dedicated funding for toilets with councils allocating funding from general budgets. This means public toilet provision competes with other funding demands and the number of public toilets has decreased markedly in recent years as local authorities have reduced budgets.

While the local toilet strategies seek to ensure “adequate” provision, in the absence of firm expectations or standards, provision varies considerably between local authorities. This reinforces the postcode lottery of services and support alluded to earlier in the report.

The Welsh Government hosts an online National Toilet Map of toilets open for public use, but this includes toilets open to the public hosted by private businesses, further obscuring the picture regarding publicly funded provision.





Indicator: Public transport

Unpaid carers depend on public transport to carry out every day caregiving tasks. Many carers are on low incomes because they can't work full-time due to their caring responsibilities and need to travel often to the person they care for if they do not live together, and to access health appointments, community services or respite.

The Transport (Wales) Act 2006 lays out a national framework for accessible, integrated, and sustainable transport, while the Wales Transport Strategy 2021 further requires local authorities to collaborate on producing Regional Transport Plans.

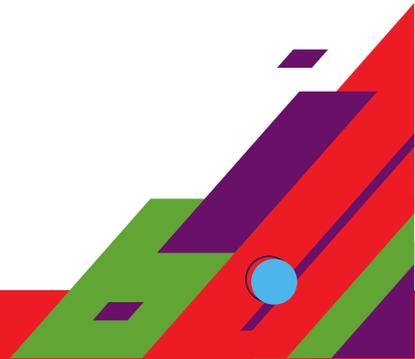
Welsh Government policies have followed up with schemes like the £1 fare for under-21s, free travel for older and disabled people, and companion cards allowing carers to travel alongside the person they care for free or at a reduced rate. While companion travel schemes offer some support when carers are accompanying someone with a disability, there is no recognition of the fact that carers also travel independently—for example, to pick up medication, attend appointments, or simply have a break.

In these cases, they receive no financial support and are expected to pay full fares, despite their caring role placing significant pressure on their finances and often experiencing higher rates of poverty than the general population.

Efforts are being made to improve accessibility and coverage, particularly in rural and isolated areas through initiatives like The Bus Services (Wales) Bill 2025 is seeking to ensure more communities are able to access bus services, in particular those in rural areas, by creating a system of franchising with stronger requirements on private operators, recognising that many communities in Wales face real gaps in bus network coverage.

Transport for Wales has seen significant investment in recent years with additional services and rail stations, but many parts of Wales still have a relatively limited rail network.

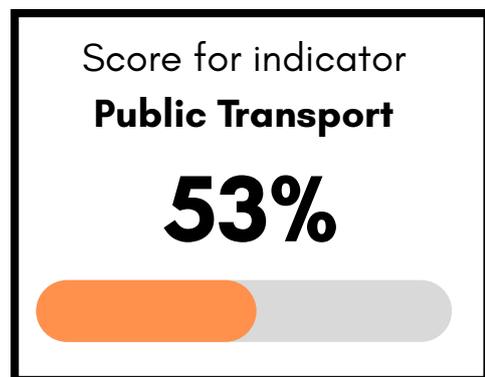
Carers who live outside urban centres can face gaps in services that require them to travel further, alongside increased risk of social isolation and difficulty in taking a break from caring. Unpaid carers are nearly entirely absent from Welsh Government transport strategies and objectives.



There is no data collected on their usage or barriers, and no specific provisions to ensure public transport is meeting their needs. This lack of inclusion is not just an oversight—it reflects a deeper systemic failure to value and support unpaid care work.

Although schemes like the Disabled Person's Railcard and companion passes/cards are available, there is limited publicly available information on how widely these are used or whether they're reaching the people who need them most.

While the Welsh Government has made progress in making public transport more accessible and affordable there is still a long way to go to ensure that carers can access the public transport they need to do their role.





Indicator: Care services for older people

Wales has a national care policy for older people through the Social Services and Well-being (Wales) Act 2014, which is further explored in the *Care services for people with additional care needs* indicator in this Scorecard. This law provides a framework for social services functions in Wales and promotes person-centred care that supports older people to live independently for as long as possible.

In pursuit of these objectives, local authorities across Wales have established initiatives and programmes within their adult services functions to specifically engage with and support older residents. However, the legislation is not specifically for the care of older people, covering people of all ages with a social services need.

The duty to make services more accessible to marginalised groups also seeks to address the barriers that many older people can face, such as rural isolation, poverty, or digital exclusion.

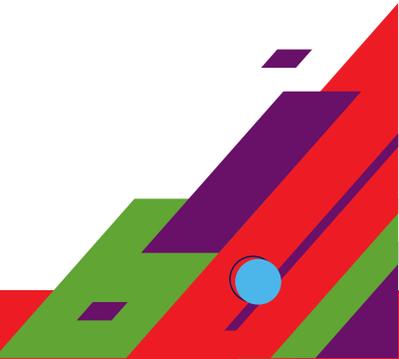
The 2014 Act also gives people who are caring for older people (including older people who are also unpaid carers) equal legal rights to those they care for. Local authorities have legal duties under the Act to fund an information, advice and assistance service for unpaid carers, to assess the needs of unpaid carers and to meet their eligible needs to enhance their well-being.

An individual who is assessed as primarily having a health need can have their care at home fully funded by NHS continuing healthcare. This can often follow discharge from hospital.

If an older person's needs are primarily within the area of social care, their care costs at home are capped at £100 a week, though the Welsh Government has acknowledged concerns about how local authorities assess and levy charges

There is oversight of the social care system, including for older people, from a range of bodies including Care Inspectorate Wales, Llais and the Older People's Commissioner. Local authorities still face huge pressures due to rising demand, ageing populations, and workforce shortages.

Unpaid carers continue to shoulder the bulk of care responsibilities, often without adequate support. Analysis by Sheffield University in 2023 estimated that unpaid carers save Wales over £10 billion over a 12 month period, significantly greater than the amount Wales spends on social care and similar to spending on the NHS in Wales.

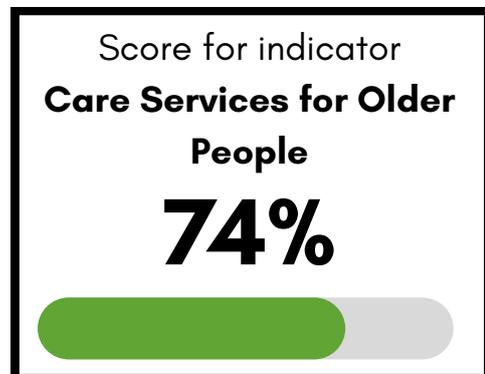


Despite the widely supported rights to support contained within the 2014 Act, extensive evidence collected by the Public Services Ombudsman for Wales, Carers Wales and the Welsh Government's own independent IMPACT evaluation of the Act suggest that there are significant gaps between the rights promised in the Act and the reality for most carers.

This lack of support undermines the well-being of the hundreds of thousands of carers in Wales and puts at risk their ability to care for older people and people of all ages with care needs.

Although women are well represented in leadership roles (16 out of 22 heads of adult social services are women), the longstanding position whereby women are more likely to become unpaid carers shows no signs of changing despite a variety of policy interventions.

The policy framework for social services and the care of older people in Wales is extensive with commendable policy objectives, but extensive evidence demonstrates further work is needed to ensure the Act is delivered consistently.





Indicator: Care services for people with additional needs

The Social Services and Well-being (Wales) Act 2014 provides a national policy basis for the care of people with additional care needs. Local authority social services discharge functions across physical disabilities, learning disabilities and mental health, directly supporting groups at heightened risk of marginalisation. This law requires local authorities to assess whether individuals need care and support and, if they do, to put plans in place to meet those needs.

The Welsh Government has capped non-residential care charges at £100 per week, keeping care relatively affordable for people with additional care needs. This £100 cap is more generous than the situation in England where no cap exists, but is less generous than Scotland that provides free personal care at home.

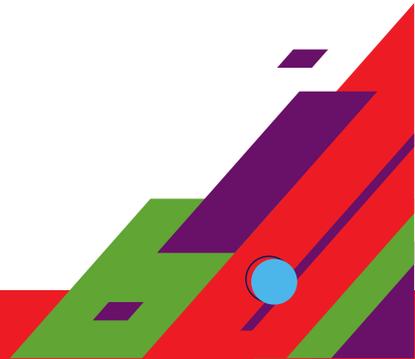
Despite this, the Welsh Government has acknowledged that there are concerns about charging regimes across local authorities and the fairness of the current financial means test. This adds another layer of uncertainty for families already under pressure.

Funding overall has increased—Welsh Government support for local councils was 4.5% higher in real terms for 2025–26 compared to the year before. But according to the Welsh Local Government Association, demand for adult and children’s care is growing rapidly, and budgets are under extreme pressure.

Only a tiny proportion of social services budgets are spent on management and administration, but it is clear that staffing and resources are stretched. Demographic trajectories indicate this issue will only become more complex and drive further demand, necessitating action to be taken as early as possible to mitigate this impact on carers’ lives and the public purse.

The Regulation and Inspection of Social Care (Wales) Act 2016 ensures services are monitored, and Care Inspectorate Wales provides a complaints mechanism.

While the Welsh Government’s Performance and Improvement Framework measures performance, disaggregated data is not published and indicators related to unpaid carers mostly focus on numbers, not wellbeing outcomes. For example, data is collected on how many carers have a support plan, but little on whether that support is actually improving their quality of life.



The Act has a clear intention to improve the well-being of unpaid carers and provides unpaid carers with important rights to information, advice and support, but many unpaid carers are missing out on the assistance they're entitled to.

A 2024 investigation by the Public Services Ombudsman for Wales found that in the investigated local authorities, just 2.8% of unpaid carers had actually received a Carer's Needs Assessment, and only 1.5% had a support plan in place.

That means the vast majority of unpaid carers are either not being identified or not being adequately supported, despite the legal duties on local authorities under the Act, directly impacting their ability to care for people with additional care needs and look after their own well-being. The policy was developed with some gender representation—half the members of the original Independent Commission that

originated the Act were women—but there wasn't targeted consultation with women's organisations or diverse groups during its development. Still, women are well represented in leadership positions within the system today: 16 of the 22 Directors of Social Services in Wales are currently women.

While the Act is comprehensive with widely supported objectives, the gap between the promises of the policy and the experience for people requiring care and their carers remains significant.

Score for indicator
**Care Services for People
with Additional Needs**

71%



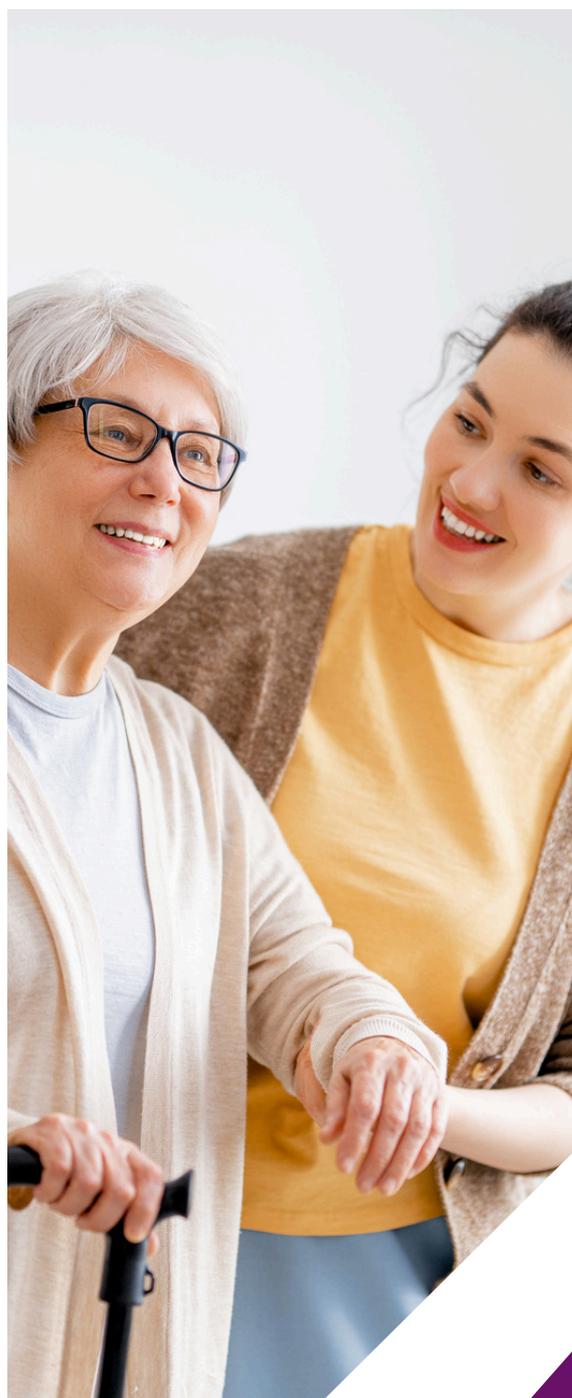
Recommendations

The Welsh Government should

- Introduce a dedicated Action and Implementation Plan to tackle the longstanding and well-documented gap between the rights promised in the Social Services and Well-being (Wales) Act 2014 and the reality for unpaid carers.

This plan should be:

- Fully co-produced with unpaid carers and carer representative organisations.
- Utilise and address the findings of the Welsh Government-commissioned Evaluation of the Social Services and Well-being (Wales) Act 2014, published in 2023, the findings of the 2024 Public Services Ombudsman for Wales Are we caring for our carers? report and the 2024 Track The Act report from Carers Wales.
- Set out how the Government intends to ensure effective monitoring of the implementation of the Act in Wales and how this will be transparently reported on.
- Ensure that the Welsh Government takes greater leadership in the successful implementation of the Act, ensuring a consistent minimum level of support across local authority areas in Wales.
- Address the inconsistencies in terminology relating to Carer's Needs Assessments and the carer journey through statutory support services across local authority areas in Wales.



Recommendations

- Include plans for a large-scale and coordinated awareness campaign, co-produced with unpaid carers and carer organisations, to improve carers' awareness of their rights and to help more people identify as unpaid carers.

Additionally, the Welsh Government should

- Provide long term funding certainty for the Carer Support Fund.
- Use their influence with the UK Government to drive reform to Carer's Allowance and the welfare benefits system for unpaid carers. This should also include the introduction of paid Carer's Leave for all unpaid carers balancing their roles with paid work.
- Commit to public annual reporting of data covering the delivery of key rights contained in the Social Services and Well-being (Wales) Act for unpaid carers.
- Set out how it will address inconsistencies in local authority charging regimes and financial assessments for non-residential care charges.
- Work with local authorities to set a target for each county on the number of public toilets they will seek to deliver to ensure adequate coverage across Wales.
- Amend the Companion pass scheme to enable unpaid carers to travel independently of the person they care for, recognising that carers often travel independently to perform caring tasks.



Childcare

Childcare in Wales is primarily supported through three Welsh Government-funded Early Childhood Care and Education (ECCE) programmes. Flying Start provides 12.5 hours of funded childcare per week for two- to three-year-olds in designated areas; the Childcare Offer provides up to 20 hours per week (increasing to 30 during school holidays) for working parents of three- and four-year-olds; and Foundation Learning offers 2.5 hours of universal early education per day for three- and four-year-olds in maintained school settings.

For eligible families, the Childcare Offer and Foundation Learning are typically accessed together and commonly referred to as the 30-hour funded Childcare Offer. However, children under two remain missing any government-funded support, creating significant gaps in affordability and access.

As a result, Wales now has the highest average cost of part-time nursery care for under-twos in Great Britain (£155 per week), more than double that of England, where funded hours were recently extended to include children from nine months old.

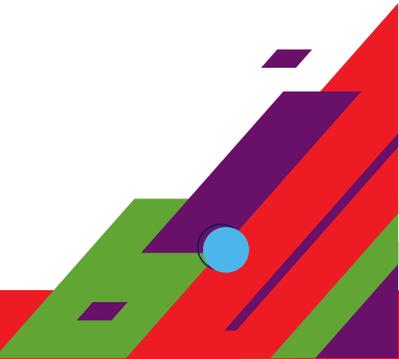
These costs disproportionately impact women, who continue to carry the majority of unpaid care responsibilities. Accessibility issues—particularly in rural areas and for children with additional needs—further compound the problem, along with a shortage of flexible, wraparound care.

Meanwhile, 91% of nurseries in Wales expect to make a loss or only break even, threatening the sustainability of the sector and placing strain on staff and quality.

Approximately 16,000 people work in the childcare and play sector in Wales. Similar to other parts of the UK, the Welsh childcare workforce faces low pay, poor status, long hours, and increasing external pressures such as Brexit and the cost-of-living crisis.

While childcare and education are devolved matters in Wales, some UK Government policies continue to play a role in supporting families and the childcare sector. These include tax-free childcare and the childcare element of Universal Credit for eligible working families. Additionally, employment rights such as sick leave and (shared) parental leave remain under UK Government jurisdiction.

However, this report focuses on devolved Welsh Government policies and does not assess UK-wide employment legislation.



Indicator: Early childhood care and education systems

The Welsh Government has implemented national policies for Early Childhood Care and Education (ECCE), including National Minimum Standards and Statutory Guidance for local authorities.^[3] These authorities have legal responsibilities to ensure adequate childcare provision and to offer information and support to parents. However, there is no universal, integrated national strategy encompassing all children under the age of five.

Instead, publicly funded ECCE is delivered through three distinct programmes: Flying Start for two- to three-year-olds, the Childcare Offer for three- to four-year-olds, and universal Foundation Learning/Early Education for three- to four-year-olds, which forms part of the 30-hour Childcare Offer.

These programmes have different eligibility criteria, delivery models and lack integration, resulting in a fragmented system that can be difficult for parents to navigate.

This disjointed structure leads to gaps in provision—most notably, the absence of any Welsh Government-funded childcare for children under the age of two—resulting in falling short of delivering equitable and holistic early years support across Wales.

While these programmes reflect a commitment to supporting early years development, there are four significant weaknesses in the current policy framework that limit its effectiveness in reaching the most disadvantaged families:

- **Lack of Provision for Children Under Two:** There is no government-funded childcare available for children under the age of two. This gap disproportionately affects children from low-income and marginalised backgrounds, who are less likely to access early learning opportunities during this critical developmental period. It also has a significant impact on women's employment, as many are forced to leave the labour market due to unpaid care responsibilities.
- **Eligibility Restrictions:** Access to the Childcare Offer is limited to families where parents work more than 16 hours per week or are in full-time training. This criterion excludes many families in precarious insecure employment, on zero-hours contracts, or facing other barriers to work—groups that often include the most underserved populations. Flying Start's area-based delivery excludes families living outside designated areas, creating inequities in access to support.

- **Fragmented Programme Structure and Delivery:** The three main ECCE programmes operate independently, with differing eligibility criteria, administrative processes and childcare settings.
- **Insufficient Support for Children with Additional Needs:** There is a shortage of childcare spaces that are accessible and inclusive for disabled children and those with additional learning needs, further exacerbating inequalities in access.

In addition to these structural issues, the current level of funded childcare falls short of meeting the needs of working families:

- Flying Start offers only 2.5 hours of childcare per day for two- and three-year-olds.
- The Childcare Offer covers around 5 hours of childcare per day for three- and four-year-olds.
- Foundation Learning offers 2.5 hours of early education per day for three- and four-year-olds.

This limited provision does not align with standard working hours, making it difficult for many parents – especially those in low-income or single-parent households – to maintain stable employment or training.

Score for indicator
**Early Childhood Care
and Education**

50%



Indicator: Flying Start

Flying Start is an area-based early years programme offering 12.5 hours of funded childcare per week for eligible two to three-year-olds in the most deprived communities in Wales.

While this targeted approach prioritises marginalised groups, it excludes disadvantaged families living outside designated areas. Take-up has been strong—around 80%—but access remains uneven. Local authorities have flexibility in how the programme is delivered, leading to inconsistencies in settings, eligibility, and service quality.

These variations are often due to differences in local childcare infrastructure, creating disparities in access and experience across Wales. While flexibility supports local needs, it can result in a fragmented system that lacks equity and cohesion.

Score for indicator

Flying Start

Implementation

53%



Indicator: Childcare Offer

The Childcare Offer for Wales provides 3- and 4-year-olds with up to 20 hours of funded childcare during term time and up to 30 hours during school holidays, covering 48 weeks of the year. While parents can technically use these hours flexibly, in practice, provision is often limited to standard working hours on weekdays.

Eligibility for the offer requires parents or guardians to be employed or in full-time training, working an average of at least 16 hours per week (or earning the equivalent of 16 hours at the National Minimum or Living Wage). This excludes many families on low incomes, particularly those where parents are unemployed or working fewer hours, potentially widening inequalities in access to early years support.

Concerns have also been raised about the adequacy of funding. A recent survey of nurseries by Early Years Wales found that 74% of respondents believed the funding provided by the Welsh Government was insufficient to cover the actual cost of delivering childcare places - though the survey had a relatively small sample size of 83 providers.

Score for indicator
Childcare Offer

40%



Indicator: Foundation Learning

Foundation Learning provides 12.5 hours of early learning per week on a universal basis for children aged 3 and 4. While uptake is generally high - around 88% of children entering reception in Wales have participated, mostly through maintained school settings - some parents report difficulties in navigating between Foundation Learning and the Childcare Offer settings, which are often not in the same settings.

This creates logistical challenges, particularly around wraparound care, which can be disruptive for children and burdensome for working families. Additionally, provision is typically limited to standard working hours during weekdays, reducing flexibility for parents with non-traditional work schedules.

Score for indicator
Foundation Learning

47%





Welsh Government childcare budget and affordability

The Welsh Government's budget for ECCE has increased in the current budget cycle. However, this increase coincides with both a much-needed rise in the hourly childcare rate and the expansion of the Flying Start programme.

As a result, it is difficult to determine the policy intent—whether the budget boost reflects a genuine real-terms investment in childcare or simply aims to cover existing gaps in provision.

Moreover, there have been instances in recent years where the Welsh Government has reportedly underspent its ECCE budget, reallocating unspent funds to other policy areas. This practice raises questions about the prioritisation of early years investment and the transparency of budgetary decisions.

Assessing the overall sufficiency of the childcare budget is further complicated by the fragmented funding structures across different ECCE schemes. Childcare and early education are funded through multiple government portfolios, making it difficult to present a clear, unified picture of overall funding adequacy at the national level.

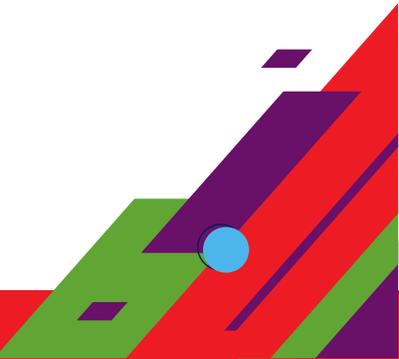
There are consistent concerns from childcare providers that current funding levels are insufficient to cover both the

direct costs of service delivery and the indirect costs associated with implementation, such as staff training, administrative overheads, and infrastructure maintenance.

A survey of parents and carers by Oxfam Cymru found that 92% felt that the cost of childcare is too high relative to incomes, whilst a survey undertaken by YouGov on behalf of the Bevan Foundation found that 70% of parents of a child under 10 found the cost of childcare unaffordable.

The ECCE policies that the Welsh Government have in place do make a difference, but the gaps in provision and eligibility provide reasons as to why so many parents don't think ECCE services are affordable.

There are also concerns about whether there are adequate numbers of childcare workers in Wales to meet demand generated by Welsh Government policies. These concerns are particularly acute when it comes to staff that are qualified to work in Welsh medium settings and settings that can provide childcare for disabled children and children with additional learning needs.



Design and impact of Welsh Government childcare policies

The Welsh Government, alongside local authorities and Senedd committees, has engaged with a range of gender equality organisations in the development of Early Childhood Care and Education (ECCE) policy. However, this engagement has sometimes been ad hoc. For instance, the decision to expand the Flying Start childcare programme was made without formal consultation, potentially limiting the diversity of women's voices involved in shaping the policy.

Welsh ECCE policies place a clear emphasis on improving the quality of care for young children. There is also a secondary, though less prominent, focus on supporting unpaid carers - particularly with the aim of enabling them to enter or return to paid employment. This is most evident in the design of the Childcare Offer, which targets working parents.

Evidence points to positive impacts on the wellbeing of children, parents, and grandparents. However, the policies have had limited success in redistributing unpaid care work. For instance, only 13% of parents accessing the Childcare Offer in 2021/22 had not previously used formal childcare, suggesting that those most reliant on unpaid care may not be benefiting. Supporting this, research by Oxfam Cymru found that 64% of parents and carers still rely on regular informal, unpaid childcare.

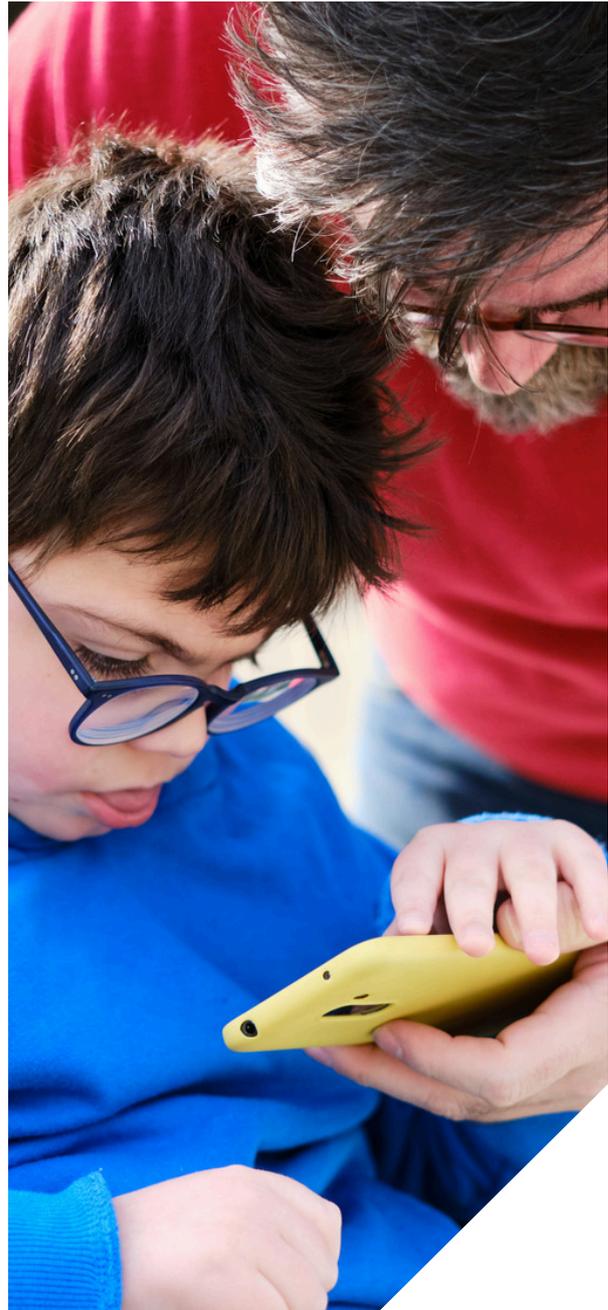
There are also significant data gaps that hinder a full understanding of the sector's impact and equity. Notably, there is no comprehensive database capturing the demographic and socio-economic characteristics of the childcare and play workforce in Wales. Available data shows that 95% of the workforce is female.

Indicator: Working Conditions of Childcare Workforce

The childcare workforce in Wales—comprising around 16,000 people, 95% of whom are women—faces low pay, poor working conditions, and persistent staff shortages, particularly in Welsh-medium and inclusive settings.

While childcare workers fall under the same legal frameworks as the paid social care workforce in relation to the gender pay gap, social security, and protection from gender-based discrimination, harassment, and violence, they are not recognised with the same formal status.

As a result, key policies aimed at improving conditions in social care—such as the Welsh Government’s commitment to the Real Living Wage—do not apply to the childcare sector, excluding its workforce from vital protections and support.



Minimum wage and pay conditions of childcare workers

Childcare workers are covered under broader UK labour legislation, including the National Minimum Wage and equal pay laws. This means that most employed childcare workers are legally entitled to minimum wage protections and equal pay for equal work, regardless of gender.

That said, the sector includes a mix of employment types. While most childcare workers are formally employed and thus covered by minimum wage legislation, self-employed workers—such as many childminders—are not. The Welsh Government estimates that childminders make up around 5% of the childcare workforce.



Despite this legal coverage, concerns remain about the adequacy of pay. According to the Real Living Wage campaign, the National Living Wage (for workers aged 21 and over) falls short of the actual cost of living by 39p per hour.

Welsh Government research indicates that while most childcare workers earn more than the National Living Wage, many still earn less than the Real Living Wage, highlighting ongoing challenges in ensuring fair compensation.

While the Welsh Government has issued guidance on implementing the Real Living Wage for social care workers, this does not extend to childcare workers, who are not classified as part of the social care workforce. This gap highlights an urgent area for action, and the Welsh Government should take immediate steps to ensure childcare workers are equally recognised and fairly compensated.

There is no sector-specific policy on equal pay in childcare, but the sector is expected to comply with general equal pay legislation. The workforce is overwhelmingly female—around 95%—with anecdotal evidence suggesting that women also dominate leadership roles.

Indicator: Right to social security and working conditions

There is no sector-specific national policy governing working conditions for childcare workers in Wales. However, the sector operates under broader UK labour legislation, which includes regulations on working hours, rest breaks, and paid leave. These protections apply to most employed childcare workers.

In terms of access to social security, childcare workers are entitled to the same benefits as workers in other sectors, provided they meet the standard eligibility criteria. This includes access to Universal Credit, maternity pay, and other forms of support.

However, self-employed childcare workers—particularly childminders—face distinct challenges. While they are technically eligible for social security benefits, they are subject to the Minimum Income Floor under Universal Credit.

This means the government assumes they earn a minimum amount based on working a set number of hours at the National Minimum Wage. If their actual income falls below this threshold, their benefit entitlement is reduced, and they are expected to make up the shortfall themselves. This can result in financial hardship, especially for those with fluctuating or low incomes.

While general employment laws provide a baseline of rights, the lack of a dedicated policy framework for the childcare sector means that working conditions, pay, and access to benefits can vary significantly – particularly for those in more precarious or informal roles.



Recommendations

The Welsh Government should

- Create a single application process for all childcare support programmes.
- Provide 30 hours of funded childcare from the end of paid parental leave for all families.
- Expand eligibility to include unemployed parents, part-time workers, and asylum seekers.
- Ensure funding covers the true cost of delivering quality childcare.
- Introduce a sector-wide Real Living Wage with career and wellbeing support.
- Launch targeted recruitment and retention initiatives for the childcare workforce.
- Explore alternative funding models to improve efficiency and sustainability.
- Develop a national plan for inclusive childcare for disabled children and those with additional needs.
- Increase transparency by publishing detailed childcare budget data.





Conclusion

This first Care Policy Scorecard marks an important step in establishing a baseline for evaluating care policy in Wales. It sets a clear benchmark for tracking progress and identifying where further action is urgently needed. While there are welcome signs of progress, the overall pace and scale of change remains far too slow to meet the needs of unpaid carers, paid care workers, and the people they support. Despite care being essential to our wellbeing, economy, and society, it continues to be undervalued, under-resourced, and unequally distributed. This report highlights gaps in the care policy framework and key areas in need of improvement—gaps that contribute to deep-rooted inequalities, including the disproportionate burden of care placed on women and low-income communities, and the unacceptable reality that many of those providing vital care are pushed into poverty as a result.

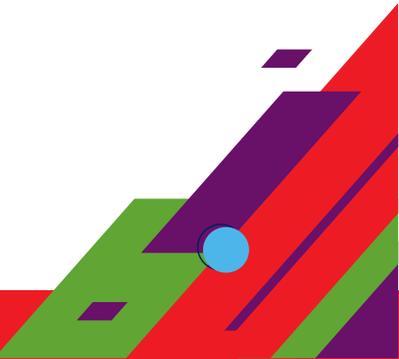
Too often, families are trapped in a cycle where the lack of decent care support forces impossible choices between earning and caring, with knock-on effects on wellbeing, life chances, and household stability. That unpaid carers – the backbone of our care system – are more likely to live in poverty than the general population is not a personal failure, but a failure of policy. No one should be worse off because they care.

Wales has important policy levers at its disposal. The Social Services and Well-being (Wales) Act 2014 provides a strong legislative foundation, and there are promising commitments in areas such as social care reform and gender equality. Yet implementation gaps remain – especially when it comes to unpaid carers' rights, workforce conditions, and the visibility of care in public decision-making.

These gaps are also evident in childcare policy. While key childcare programmes exist, access remains fragmented and unequal.

There is still no confirmed timeline for expanding Flying Start to all two-year-olds, and no plans to extend support to under-twos—despite this being a crucial developmental stage and major barrier to work, especially for women.

The Scorecard reveals that Wales's care policies suffer from a lack of integration, leadership, and accountability. Disjointed responsibilities across departments—and between devolved and reserved powers—further complicate the landscape. To move forward, a more holistic and joined-up approach to policy development and delivery is essential.





A "care mainstreaming" approach—embedding care across all portfolios and decision-making—offers a clear way to address the systemic challenges highlighted in this Scorecard. Wales has the opportunity to lead the UK in building a truly caring economy by prioritising care in economic planning, labour policy, education, health, and beyond.

What's needed now is a step change: one that ensures carers—paid and unpaid—are properly supported, protected from poverty, and meaningfully involved in shaping the systems they hold up. Investing in care is not a cost to be contained, but a foundation for a fairer, more equal, and thriving Wales.

With political will, the roadmap for action is already within reach. It's time to build a caring economy that values all care – whoever provides it, and wherever it takes place. Care is the work that makes all other work possible. Now is the moment to put care at the heart of policy.

The full report and the digital scorecard is available to download at carersuk.org/wales/carepolicyscorecard2025

A physical copy can be requested from Carers Wales at info@carerswales.org

