



Gofal Cymdeithasol **Cymru**  
Social Care **Wales**

# 'Have Your Say' workforce survey 2024

## Summary of responses from managers

This is a summary of responses to our 2024 'Have Your Say' workforce survey, which asked social care workers about things like their health and well-being, pay and conditions, and what they like about working in the sector.

The full report splits the findings into three job groupings – care workers, social workers, and managers.

This summary gives an overview of some of the main findings about the **managers** group.

This group of respondents is made up of adult care home managers (**36 per cent**), domiciliary care managers (**34 per cent**), residential childcare managers (**11 per cent**) and other social care managers (**20 per cent**).



You can find out more about the research  
and access the [full report here](#).

# Demographics



We found that:

most managers were between **50 and 54 years old**

**79 per cent** were female, and **20 per cent** male

**89 per cent** were straight/heterosexual, **four per cent** gay or lesbian, and **two per cent** bisexual. Others preferred not to say

**91 per cent** were White, **four per cent** Black, and **one per cent** Asian

**25 per cent** said they had a long-term condition which lasted 12 months or more. Of those who had a long-term condition, **63 per cent** said it affected their day-to-day functioning

**37 per cent** suggested they were a carer outside of work

**eight per cent** said they were neurodivergent

**52 per cent** said they could speak at least some Welsh

**27 per cent** said they were able to use Welsh at work either all or most of the time

**95 per cent** were employed by an organisation which provides social care, such as a local authority, third sector body or private company. **Two per cent** were self-employed in social care, and **two per cent** were employed by an agency

**42 per cent** said they were members of trades unions, with most a member of Unison (**28 per cent**), the GMB (**five per cent**), or Royal College of Nursing (**five per cent**).

# Recruitment and retention



We found that:

**70 per cent** started working in social care because they wanted a job that would make a difference to people's lives. Meanwhile, **43 per cent** felt they'd enjoy it, **37 per cent** that it would suit their skills, and **21 per cent** went into their role owing to personal experience of caring for someone. Respondents could choose more than one reason

**44 per cent** found out about working in social care through friends and family working in the sector, **30 per cent** found the job advertised online, and **nine per cent** through recruitment fairs or companies, or careers advice

**24 per cent** are aiming to leave the sector, in an average of **16 months**.



# Leadership, training and development



We found that:

**65 per cent** want a leadership role in the future

**80 per cent** believe it's possible for them to become a leader

**46 per cent** had sought progression in the last year

**32 per cent** need more training to progress their career

**92 per cent** believe they have sufficient training to do their jobs well and **88 per cent** that they have enough training to fulfil CPD requirements

**69 per cent** said they had no issues in accessing work-related training.



# Bullying, discrimination and harassment

Here we present the percentage of managers who said they'd experienced bullying, harassment and discrimination from different sources in the past 12 months.

**From managers:** Bullying (**seven per cent**), discrimination (**two per cent**) harassment (**four per cent**). Of those who said they'd experienced any of these from a manager, **49 per cent** reported it, **four per cent** said a colleague reported it, and **24 per cent** who said it was reported felt it was dealt with adequately.

**From colleagues:** Bullying (**seven per cent**), discrimination (**two per cent**) harassment (**four per cent**). Of those who said they'd experienced any of these from a colleague, **65 per cent** reported it, **four per cent** said a colleague reported it, and **36 per cent** who said it was reported felt it was dealt with adequately.

**From people they support or their families:** Bullying (**six per cent**), discrimination (**two per cent**), harassment (**eight per cent**). Of those who said they'd experienced any of these from someone they support or their family, **82 per cent** reported it, **two per cent** said a colleague reported it, and **58 per cent** who said it was reported felt it was dealt with adequately.

We also found that **89 per cent** felt their employer acted fairly in decisions about career progression and promotion, in relation to protected characteristics.

# Pay, terms and conditions

We found that:

**77 per cent** were happy with their terms and conditions

**35 per cent** were dissatisfied with their pay

**three per cent** were employed on a zero-hours contract. Of those who were on such a contract, **79 per cent** suggested they'd prefer to be on a fixed or regular hours contract

**54 per cent** suggested they were 'living comfortably' or 'doing alright' financially, **33 per cent** 'just about getting by', and **13 per cent** finding it 'quite' or 'very' difficult to get by

**67 per cent** were finding it either 'a lot' or 'slightly' more difficult to manage financially compared to last year, and **seven per cent** either 'slightly' or 'much' easier.



# Health and well-being



We assessed the well-being of the workforce using the [ONS4](#) – four measures used by the Office for National Statistics which use a scale of zero to 10. We compared the average response from this survey with the UK average for each measure. Each of the findings below is worse than the [UK average](#):

<b>Satisfaction with life: 6.48</b> (UK average: 7.45)	<b>Life is worthwhile: 7.00</b> (UK average: 7.73)	<b>Happiness yesterday: 6.76</b> (UK average: 7.39)	<b>Anxiety: 4.64</b> (UK average: 3.23)
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We also asked other questions around well-being. We found that:

**78 per cent** said their morale was good

**74 per cent** said they struggled to switch off when they leave work

**50 per cent** suggested they had enough support to deal with stress

the main causes of stress reported were workload (**55 per cent**), paperwork or admin load (**46 per cent**), and worrying about things outside of work (**27 per cent**)

**57 per cent** suggested they'd attended work at least twice in the past year despite being so ill they should have stayed at home.

# Working conditions



We found that:

**83 per cent** said they had support from their manager

**86 per cent** felt they had support from their colleagues

**65 per cent** suggested they had the right staff to deliver services

**81 per cent** felt able to meet the needs of the people they care for and support.

We also asked how much people felt valued by different groups they interact with. We found that:

**83 per cent** felt valued by their manager

**84 per cent** felt valued by their colleagues

**79 per cent** felt valued by the people they support

**58 per cent** felt valued by partner agencies

**41 per cent** felt valued by the general public.

This survey was carried out on behalf of Social Care Wales by researchers at Bath Spa University and Buckinghamshire New University, and colleagues from the British Association of Social Workers (BASW).

## Sources:

- <https://www.ons.gov.uk/peoplepopulationandcommunity/wellbeing/bulletins/measuringnationalwellbeing/april2022tomarch2023>