



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

'Have Your Say' workforce survey 2024

Summary of responses

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.

We received **5,024** completed responses to the survey from a variety of roles.

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

The total number of responses to the survey was made up of:

- **3,307** care workers
- **838** social workers
- **461** managers
- **418** other job roles.



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

Demographics



We found that:

most social care workers were between **55 and 59 years old**

78 per cent were female, and **21 per cent** male

75 per cent were White, **13 per cent** Black, and **seven per cent** Asian

88 per cent were straight/heterosexual, **three per cent** gay or lesbian, and **three per cent** bisexual. Others preferred not to say

26 per cent said they had a long-term condition which lasted 12 months or more. Of those who had a long-term condition, **66 per cent** said it affected their day-to-day functioning

36 per cent suggested they were a carer outside of work

six per cent said they were neurodivergent

39 per cent said they could speak at least some Welsh

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

86 per cent were employed by an organisation which provides social care, such as a local authority, third sector body or private company, and **seven per cent** were employed by an agency

35 per cent said they were members of trades unions, with most a member of Unison (**24 per cent**) or GMB (**five per cent**).

Recruitment and retention

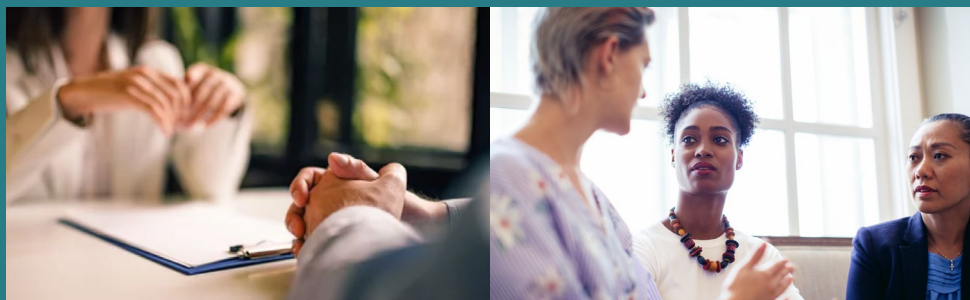


We found that:

69 per cent started working in social care because they wanted a job that would make a difference to people's lives. Meanwhile, **45 per cent** felt they would enjoy it, and **37 per cent** that it would suit their skills, and **25 per cent** went into their role owing to personal experience of caring for someone. Respondents could choose more than one reason

48 per cent found out about working in social care through friends and family working in the sector, **31 per cent** found the job advertised online, and **11 per cent** through recruitment fairs or companies

25 per cent are aiming to leave the sector, in an average of **13 months**.



Leadership, training and development



We found that:

47 per cent wanted a leadership role in the future

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

37 per cent had sought progression in the past year

87 per cent said they had sufficient training to do their jobs well, and **80 per cent** that they have enough training to fulfil CPD requirements

47 per cent need more training to progress their career

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



Bullying, discrimination and harassment

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

From managers: Bullying (**eight per cent**), discrimination (**eight per cent**), harassment (**four per cent**). Of those who said they'd experienced any of these from a manager, **46 per cent** reported it, **five per cent** said a colleague reported it, and **24 per cent** of those who said it was reported felt it was dealt with adequately.

From colleagues: Bullying (**eight per cent**), discrimination (**five per cent**), harassment (**four per cent**). Of those who said they'd experienced any of these from a colleague, **57 per cent** reported it, **10 per cent** said a colleague reported it, and **33 per cent** of those who said it was reported felt it was dealt with adequately.

From people they support or their families: Bullying (**five per cent**), discrimination (**five per cent**), harassment (**seven per cent**). Of those who said they'd experienced any of these from someone they support or their family, **73 per cent** reported it, **eight per cent** said a colleague reported it, and **44 per cent** of those who said it was reported felt it was dealt with adequately.

We also found that **70 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:

68 per cent were happy with their terms and conditions

46 per cent were dissatisfied with their pay, with **35 per cent** satisfied

11 per cent were employed on a zero-hours contract. Of those who were on such a contract, **65 per cent** suggested they'd prefer to be on a fixed or regular hours contract

42 per cent suggested they were 'living comfortably' or 'doing alright' financially, **32 per cent** 'just about getting by', and **23 per cent** finding it 'quite' or 'very' difficult to get by

59 per cent were finding it either 'a lot' or 'slightly' more difficult to manage financially compared to last year, and **11 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](#):

Satisfaction with life: 6.54 (UK average: 7.45)	Life is worthwhile: 7.11 (UK average: 7.73)	Happiness yesterday: 6.58 (UK average: 7.39)	Anxiety: 4.35 (UK average: 3.23)
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We also asked other questions around well-being. We found that:

77 per cent said their morale was good

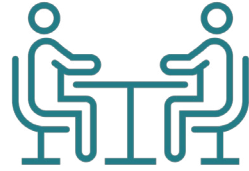
57 per cent said they struggled to switch off when they leave work

41 per cent suggested they had enough support to deal with stress

the main causes of stress reported were workload (**39 per cent**), paperwork or admin load (**33 per cent**), and worrying about things outside of work (**25 per cent**)

52 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:

70 per cent said they had support from their manager

79 per cent felt they had support from their colleagues

57 per cent suggested they had the right staff to deliver services

75 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:

70 per cent felt valued by their manager

80 per cent felt valued by their colleagues

80 per cent felt valued by the people they support

57 per cent felt valued by partner agencies

51 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>