



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

'Have Your Say' workforce survey 2024

Summary of responses from social workers

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 **social workers** group.

This group of respondents is made up of children and families social workers (**25 per cent**), adult social workers (**41 per cent**), children and adults social workers (**10 per cent**), social work students (**five per cent**), other social work managers (**12 per cent**), and other social workers (**six per cent**).



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

Demographics



We found that:

most social workers were between **35 and 44 years old**

74 per cent were female, and **23 per cent** male

73 per cent were White, **14 per cent** Black, and **five per cent** Asian

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

25 per cent said they had a long-term condition which lasted 12 months or more. Of those who had a long-term condition, **65 per cent** said it affected their day-to-day functioning

33 per cent suggested they were a carer outside of work

11 per cent said they were neurodivergent

47 per cent said they could speak at least some Welsh

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

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

50 per cent said they were members of trades unions, with most a member of Unison (**33 per cent**) or the Social Workers Union (**10 per cent**).

Recruitment and retention



We found that:

76 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 **42 per cent** that it would suit their skills. Respondents could choose more than one reason

41 per cent found out about working in social care through friends and family working in the sector, **22 per cent** found the job advertised online, and **six per cent** through recruitment fairs or companies

23 per cent are aiming to leave the sector, in an average of **17 months**.



Leadership, training and development



We found that:

53 per cent want a leadership role in the future

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

43 per cent had sought progression in the past year

83 per cent believe they have sufficient training to do their jobs well, and **84 per cent** that they have enough training to fulfil CPD requirements

53 per cent need more training to progress their career

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



Bullying, discrimination and harassment

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

From managers: Bullying (**11 per cent**), discrimination (**11 per cent**), harassment (**four per cent**). Of those who said they'd experienced any of these from a manager, **54 per cent** reported it, **three per cent** said a colleague reported it, and **28 per cent** of those who said it was reported felt it was dealt with adequately.

From colleagues: Bullying (**six per cent**), discrimination (**four per cent**), harassment (**two per cent**). Of those who experienced any of these from a colleague, **59 per cent** reported it, **five per cent** said a colleague reported it, and **38 per cent** of those who said it was reported felt it was dealt with adequately.

From people they support or their families: Bullying (**eight per cent**), discrimination (**six per cent**), harassment (**12 per cent**). Of those who experienced any of these from someone they support or their family, **77 per cent** reported it, **three 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 **69 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:

72 per cent were happy with their terms and conditions

37 per cent were dissatisfied with their pay

six per cent were employed on a zero-hours contract. Of those who were on such a contract, **71 per cent** suggested they'd prefer to be on a fixed or regular hours contract

49 per cent suggested they were 'living comfortably' or 'doing alright' financially, **28 per cent** 'just about getting by', and **23 per cent** finding it 'quite' or 'very' difficult to get by

62 per cent were finding it either 'a lot' or 'slightly' more difficult to manage financially compared to last year, and **13 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: 6.75 (UK average: 7.45)	Life is worthwhile: 7.40 (UK average: 7.73)	Happiness yesterday: 6.53 (UK average: 7.39)	Anxiety: 4.84 (UK average: 3.23)
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We also asked other questions around well-being. We found that:

70 per cent said their morale was good

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

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

the main causes of stress reported were workload (**58 per cent**), paperwork or admin load (**52 per cent**), and worrying about things outside of work (**26 per cent**)

54 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:

72 per cent said they had support from their manager

81 per cent felt they had support from their colleagues

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

55 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:

74 per cent felt valued by their manager

85 per cent felt valued by their colleagues

74 per cent felt valued by the people they support

55 per cent felt valued by partner agencies

35 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>