



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

# Workforce Insight Series

**Improving terms and  
conditions for the social  
care workforce in Wales**

**Published: July 2024**

We've summarised findings from our 2023 workforce survey and other sources around terms and conditions. This 'speedy read' version highlights some key facts for you.\*

For in-depth analysis and context visit our full-length briefing, hosted on our research, data and innovation website: [insightcollective.socialcare.wales](https://insightcollective.socialcare.wales)

**Published: July 2024**

\*unless specified all figures used in this bitesize version refer to registered people who participated in our workforce survey.



## Job satisfaction

**57%**

of registered people reported being satisfied with their current job.

**76%**

feel valued by the people and families they support.

**63%**

started working in social care to make a difference to people's lives.

**70%**

agreed they were able to meet the needs of the people they cared for.

**44%**

said they were at least 'quite likely' to leave the sector within the next five years and **45%** of those gave their reason as feeling overworked.

**31%**

said there was enough support in place to help them deal with stress.



## Pay and reimbursement

**58%**

gave low pay as the one of the reasons for wanting to leave the workforce in the next five years.

**33%**

said they were finding it difficult to manage financially and a further **37%** said they were 'just about getting by'.

**49%**

said they received enough money to cover work-related travel expenses.

**26%**

were satisfied with their current level of pay.

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## Employment benefits

**88%**

received a workplace or company pension scheme contribution from their employer.

**82%**

had 28 days' paid holiday (or pro rata equivalent).

**56%**

received sick pay (dropping to **22%** for agency workers).

**49%**

had access to family-friendly policies such as flexible working, carers leave, enhanced parental leave.

**30%**

gave poor employment or working conditions as a reason for expecting to leave the sector within the next five years.



## Security and flexibility

**80%**

of people employed in social care in Wales were on permanent contracts. \*\*

**84%**

of social workers and social care managers were paid an annual salary.

**74%**

of care workers were paid by the hour, rather than an annual salary.

**52%**

of those currently employed on a zero hours contract would prefer a fixed, regular hours contract.

\*\* data source: Workforce data collection (2022).

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# Trade union membership

**57%**

of social workers  
said they belonged  
to a trade union.

**38%**

of social care managers and

**31%**

of care workers said they  
were union members.

## Want to know more?

You'll find our full-length briefing **Improving terms and conditions for the social care workforce in Wales** on our website: [insightcollective.socialcare.wales](https://insightcollective.socialcare.wales)

## Sources:

- <https://socialcare.wales/cms-assets/documents/Workforce-Survey-Report-2023.pdf>
  - <https://socialcare.wales/cms-assets/documents/Social-care-workforce-report-2022.pdf>
  - Workforce Data Collection Report, 2022. This reports on data collected from providers about their workforce. It includes data on over 61,000 people working in social care.
  - Social Care Wales Pilot workforce survey - overall report of findings. This reports on the results of a survey distributed to everyone registered with Social Care Wales. It includes data on 3,119 workers, 6.5 per cent of the registered workforce.
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