

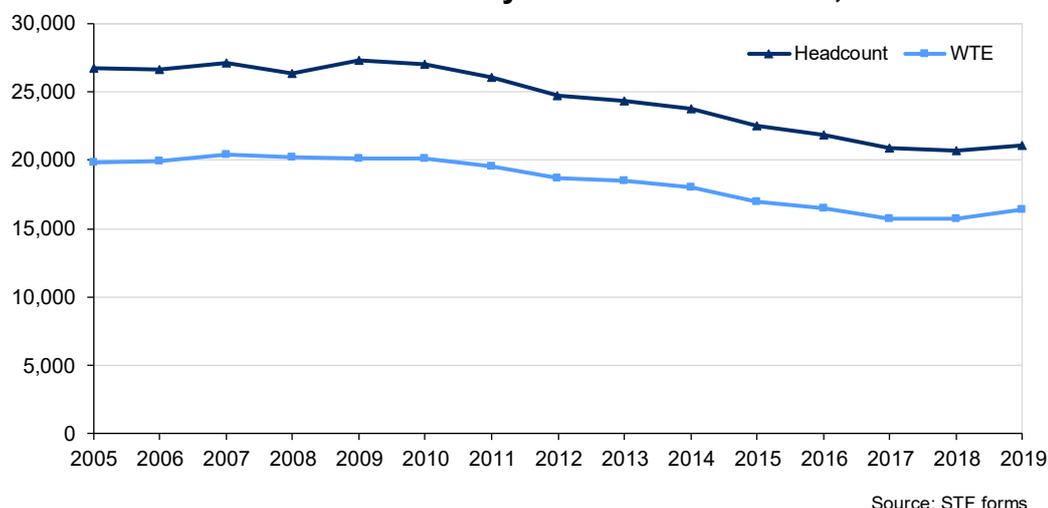


## Local authority social services - Staff numbers in Wales, 31 March 2019

30 October 2019  
SFR 104/2019

This annual National Statistics release summarises the key findings from the [Staffing return](#) as at 31 March 2019. The return includes information about directly employed staff of local authority social services departments in Wales. Local authorities also provide services using independent sector providers, whose staff are not included in these figures. See the [Key quality information](#) section for more information about the data.

**Chart 1: Number of local authority social services staff, at 31 March**



### Main points at 31 March 2019

- There was a continuous fall in the number of directly employed staff between 2009 and 2017. However, between 2018 and 2019 there was an increase of 391 (2 per cent) in the number of directly employed staff and 719 (5 per cent) in the total whole time equivalent ([Chart 1](#))
- 21,071 staff were directly employed by social services departments, comprising 11,261 (53 per cent) part-time staff and 9,810 (47 per cent) full-time staff. This is the largest proportion of full-time staff on record. ([Table 1](#))
- There were 16,426 whole-time equivalent (WTE) directly employed staff. ([Table 1](#)) ([Chart 2](#))
- 12,891 (77 per cent) of relevant staff held a required or recommended occupational qualification. ([Table 2](#))
- 3,461 (16 per cent) of staff were Welsh speaking. ([Table 3](#))

### About this release

This release presents key results at the Wales level. It is based on the year 1 April 2018 to 31 March 2019 and reflects the position at 31 March 2019.

Terms which have a special meaning in the provision of social services are further explained in the [Glossary](#).

Further information and full details for individual local authorities are published on [StatsWales](#).

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## Local authority social services staff by area of work

**Table 1: Number of local authority social services staff, 31 March 2019**

Area of work	Full-time staff	Part-time staff	Total number	
			of staff	WTE staff
Central management and service	1,862	671	2,533	2,264
<b>Total services for adults</b>	<b>4,519</b>	<b>8,967</b>	<b>13,486</b>	<b>9,835</b>
Social work services for adults (a)	2,307	964	3,271	2,907
Domiciliary services for adults	633	3,468	4,101	2,725
Residential services for adults	573	3,085	3,658	2,407
Day services for adults	1,006	1,450	2,456	1,796
<b>Total services for children</b>	<b>3,429</b>	<b>1,623</b>	<b>5,052</b>	<b>4,327</b>
Social work services for children (b)	2,912	1,004	3,916	3,509
Domiciliary services for children	124	92	216	176
Residential services for children	255	269	524	407
Day services for children	138	258	396	235
<b>Total</b>	<b>9,810</b>	<b>11,261</b>	<b>21,071</b>	<b>16,426</b>

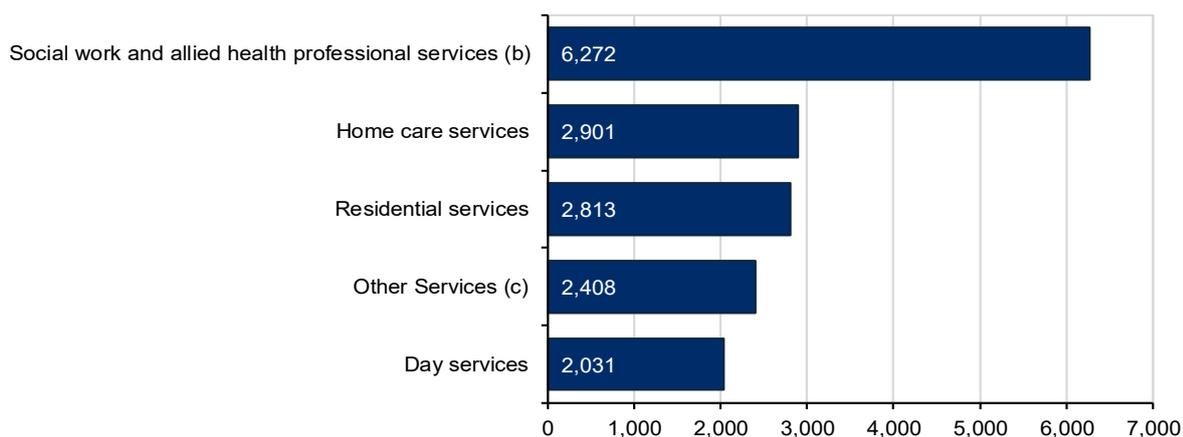
Source: STF forms

(a) Includes social work team managers, social workers, social work trainees, occupational therapists, social services officer, health and social care support workers, other staff and social work staff based in hospital/clinic establishments. The data excludes social work staff based in residential or day care establishments.

(b) Includes social work team managers, social workers and social work trainees/assistants. Data excludes social work staff based in hospital/clinic, residential or day care establishments.

[Table 1](#) shows there were 21,071 staff working in social services departments in Wales at 31 March 2019. 53 per cent were part-time staff and 47 per cent were full-time staff. The largest proportion of staff within services for adults were in the provision of domiciliary services where 4,101 staff were employed, of whom 3,468 (85 per cent) were part-time. The largest proportion of staff within services for children were in the provision of social work services where 3,916 staff were employed, of whom 2,912 (74 per cent) were full-time.

**Chart 2: Number of local authority social services staff, 31 March 2019 (WTE) (a)**



Source: STF forms

(a) Whole-time equivalent (see [Glossary](#) for definition).

(b) Includes social work team managers, social workers, social work trainees, occupational therapists, social services officer, health and social care support workers and other staff.

(c) Includes staff in central management and support services and hospital/clinic settings.

[Chart 2](#) shows there were 16,426 whole-time equivalent (WTE) directly employed staff at 31 March 2019, 78 per cent of the headcount number of social services staff.

## Local authority social services staff by qualification status

Statistics were collected on the number of staff holding a required or recommended qualification, with reference to the Social Care Wales [Qualification Framework](#).

**Table 2: Number and percentage of local authority social services staff with listed qualifications, 31 March 2019 (a)**

Area of work	Number with required or recommended occupational qualification	Total number of staff	Percentage with required or recommended occupational qualification (%)
Central management and service	666	979	68
Team managers and social workers	3,688	3,766	98
Therapists, Assistants and Support Workers	1,138	1,926	59
Hospital/clinic settings	121	153	79
Home care services	3,278	4,228	78
Residential services for older people	1,704	2,325	73
Residential services for children	352	468	75
Other residential services (b)	428	567	75
Day services	1,516	2,417	63
<b>Total</b>	<b>12,891</b>	<b>16,829</b>	<b>77</b>

Source: STF forms

(a) The table excludes 4,242 workers (e.g. social work trainees) as no qualifications were specified in the Framework.

(b) 'Family centres' are included in 'Other residential services'.

[Table 2](#) shows 77 per cent (12,891) of relevant staff held a required or recommended qualification at 31 March 2019. The percentage of staff holding a required or recommended qualification ranged from 98 per cent for team managers and social workers to 59 per cent for therapists, assistants and support workers.

Before 2015 there was a steady rise in percentage of staff holding a required or recommended qualification and then a levelling off of the increase (at about 65 per cent). There was an abrupt change in 2015 because of the exclusion of staff for whom the framework does not specify a qualification. The percentage qualified has been fairly constant since 2015 (at about 75 per cent). There was a slight increase in the percentage qualified between 2017 and 2018, up from 76 per cent to 77 per cent and the figure has remained at 77 per cent for 2019.

## Welsh speaking local authority social services staff

Statistics were collected on the number of staff able to use the Welsh language to conduct their business.

**Table 3: Number and percentage of Welsh speaking local authority social services staff, 31 March 2019 (a)**

Area of work	Number of Welsh speaking staff	Total number of staff	Percentage of Welsh speaking staff (%)
Central management and service development	466	2,533	18
Team managers and social workers	586	3,766	16
Therapists, Assistants and Support Workers (b)	486	3,256	15
Hospital/clinic settings	21	165	13
Home care services	763	4,317	18
Residential services for older people	623	3,041	20
Residential services for children	43	524	8
Other residential services (c)	55	617	9
Day services	418	2,852	15
<b>Total</b>	<b>3,461</b>	<b>21,071</b>	<b>16</b>

Source: STF forms

(a) Includes social work team managers, social workers and social work trainees/assistants and social work staff based in hospital/clinic establishments. The data excludes social work staff based in residential or day care establishments.

(b) Also includes social work trainees and other staff.

(c) 'Family centres' are included in 'Other residential services'.

[Table 3](#) shows that 3,461 (16 per cent) of staff were reported as Welsh speakers at 31 March 2019; this proportion has remained consistent in recent years. The proportion of Welsh speaking staff ranged from 8 per cent in residential services for children to 20 per cent in residential services for older people in 2019.

## Glossary

The number or **headcount** of staff is the most appropriate measure to use for characteristics that apply equally to whole-time and part-time staff, i.e. qualifications and Welsh language ability. The whole-time equivalent number should be used as a measure of the volume of staff resource, e.g. for trends and for comparison with financial or service user numbers. Together the two measures show the degree of part-time working in different areas.

**Whole-time equivalent** staff numbers are based on contractual hours, rather than those actually worked on the census day. Whole-time equivalents should be calculated on the basis of 39 (contractual) hours per week for care assistants, manual and domestic staff, and 37 hours for other staff. For part-time staff their whole-time equivalent is calculated by dividing contractual hours by 39 or 37 as appropriate.

## Notes

The Social Care Wales Qualification framework sets out the required and the recommended qualifications for different roles in different service settings, along with qualifications accepted from other parts of the UK. It is periodically updated to ensure it reflects the latest information and takes account of changes to policy and legislation.

The Staffing data collection form was last updated for 2014-15. Care should be taken when making comparisons by area of work or qualification with prior years. The form does not capture all job titles; guidance is there to suggest where certain roles may fit in and to try to provide a standardised approach with local authorities using their discretion when completing the data collection form.

## Changes in legislation

The Social Services and Well-being (Wales) Act came into effect on 6 April 2016. It set out significant changes in policy, which in turn impacted on the current national social services data collections. All national social services data returns submitted by local authorities were reviewed in line with the implementation of the Act. No changes have been made to the [staffing data collection](#), but other data collections have changed from 2016-17 onwards.

## Future developments

Data requirements in relation to measuring the impact that the Social Services and Well-being (Wales) Act is having on people who need care and support and carers who need support are currently being reviewed. It is intended that new data will be collected by Social Care Wales from April 2020.

## Key quality information

This section provides a summary of information on this output against five dimensions of quality: Relevance, Accuracy, Timeliness and punctuality, Accessibility and clarity, and Comparability and coherence.

### Relevance

The statistics are used both within and outside the Welsh Government to monitor social services staff trends and as a baseline for further analysis of the underlying data. These statistics are used in a variety of ways. Some of the key users are:

- ministers and the Members Research Service in the National Assembly for Wales;
- the Health and Social Services Group in the Welsh Government;
- other areas of the Welsh Government;
- local authorities;
- the third sector (e.g. charities);
- professional bodies;
- the research community;
- students, academics and universities;
- individual citizens and private companies.

The statistics may also be useful for other UK governments:

- the Northern Ireland Executive's Department of Health;
- the Scottish Government, Analytical Services Division;
- the Department for Health in England;
- the Department of Education in England.

These statistics are used in a variety of ways. Some examples of the uses include:

- advice to ministers;
- to inform national social services policy development;
- local authority analysis;
- to inform the Care Inspectorate Wales and Healthcare Inspectorate Wales;
- to assist in research on staff working within the social care sector.

### Accuracy

The Welsh Government worked with local authorities to collect statistics on social services staff numbers through the [Staffing return](#). Statisticians within the Welsh Government review the data and query any anomalies with local authorities between submissions to ensure coherence of the data received, and before tables are published. Data adhere to the national standards and guidance, thus ensuring coherence within and across organisations. Local

authorities are expected to comply with the guidance notes for completion that accompany the data collection form.

The figures in this release reflect the final position of the 2018-19 data year, and are correct as at 31 March 2019. Extensive quality assurance was undertaken with local authorities.

Occasionally, revisions can occur due to errors in our statistical processes or when a data supplier notifies the Welsh Government that they have submitted incorrect information. In these cases, a judgement is made as to whether the change is significant enough to publish a revised statistical release. Where changes are not deemed to be significant, figures will be corrected if they appear in future releases. However minor amendments to the figures may be reflected in the StatsWales tables prior to the next release.

### **Timeliness and punctuality**

The Data Collection team within the Welsh Government collected data, for the year 2018-19 i.e. from 1st April 2018 to 31st March 2019, between May and June 2019. Data in this release refers to final 2018-19 data. Once submitted data has been validated, this release is drafted and published as soon as possible. This release was published in October 2019, meeting the planned date of publication.

### **Accessibility and clarity**

This statistical first release is pre-announced and then published on the Statistics and Research section of the Welsh Government website. It is accompanied by more detailed tables on [StatsWales](#), a free to use service that allows visitors to view, manipulate, create and download data.

### **Comparability and coherence**

Commentary on the figures and percentages quoted are based on data supplied by the responding authorities only. Between 2008 and 2014, Cardiff were unable to provide the breakdown of staff with required or recommended occupational qualifications or Welsh speaking staff. For 31 March 2015, Carmarthenshire were unable to provide a breakdown of staff with required or recommended occupational qualifications or Welsh-speaking staff. Carmarthenshire commented that their 2015-16 Welsh speakers' numbers are likely to be under reported, as their system for recording them was not fully operational yet. From 2015, data on staff with required or recommended occupational qualifications excludes those staff for which no qualifications were specified in the Framework.

Statistics collected in each United Kingdom country may differ and the detailed guidance available from each country's website should be consulted before using these statistics as comparative measures.

[England's Staff of Social Services Departments statistics](#) (NHS Digital)

Scotland's [Scottish Social Service Sector report](#) (Scottish Social Services Council)

[Northern Ireland's Staff numbers statistics](#) (Northern Ireland Executive)

## National Statistics status

The [United Kingdom Statistics Authority](#) has designated these statistics as National Statistics, in accordance with the Statistics and Registration Service Act 2007 and signifying compliance with the [Code of Practice for Statistics](#).

National Statistics status means that official statistics meet the highest standards of trustworthiness, quality and public value.

All official statistics should comply with all aspects of the Code of Practice for Statistics. They are awarded National Statistics status following an assessment by the UK Statistics Authority's regulatory arm. The Authority considers whether the statistics meet the highest standards of Code compliance, including the value they add to public decisions and debate.

It is Welsh Government's responsibility to maintain compliance with the standards expected of National Statistics. If we become concerned about whether these statistics are still meeting the appropriate standards, we will discuss any concerns with the Authority promptly. National Statistics status can be removed at any point when the highest standards are not maintained, and reinstated when standards are restored.

These statistics last underwent a full [assessment](#) against the Code of Practice in 2012. Since assessment, we have continued to comply with the Code of Practice for Statistics, and have made the following improvements:

- Continually working to improve the quality of data
- Ensuring data is published in an accessible format on StatsWales
- Considering whether user needs could be better met through other data sources

## Well-being of Future Generations Act (WFG)

The Well-being of Future Generations Act 2015 is about improving the social, economic, environmental and cultural well-being of Wales. The Act puts in place seven well-being goals for Wales. These are for a more equal, prosperous, resilient, healthier and globally responsible Wales, with cohesive communities and a vibrant culture and thriving Welsh language. Under section (10)(1) of the Act, the Welsh Ministers must (a) publish indicators ("national indicators") that must be applied for the purpose of measuring progress towards the achievement of the Well-being goals, and (b) lay a copy of the national indicators before the National Assembly. The 46 national indicators were laid in March 2016.

Information on the indicators, along with narratives for each of the well-being goals and associated technical information is available in the [Well-being of Wales report](#).

Further information on the [Well-being of Future Generations \(Wales\) Act 2015](#)

The statistics included in this release could also provide supporting narrative to the national indicators and be used by public services boards in relation to their local well-being assessments and local well-being plans.

## Further details

The document is available at: <https://gov.wales/local-authority-social-services-staff-numbers>

Data at local authority level is available on [StatsWales](#).

Details of the latest Qualification framework for social care and regulated childcare in Wales can be found on the [Social Care Wales website](#).

Information on the social care workforce can be found on the [Social Care Wales website](#).

## Next update

October 2020 (Provisional)

## We want your feedback

We welcome any feedback on any aspect of these statistics which can be provided by email to [stats.pss@gov.wales](mailto:stats.pss@gov.wales)

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