

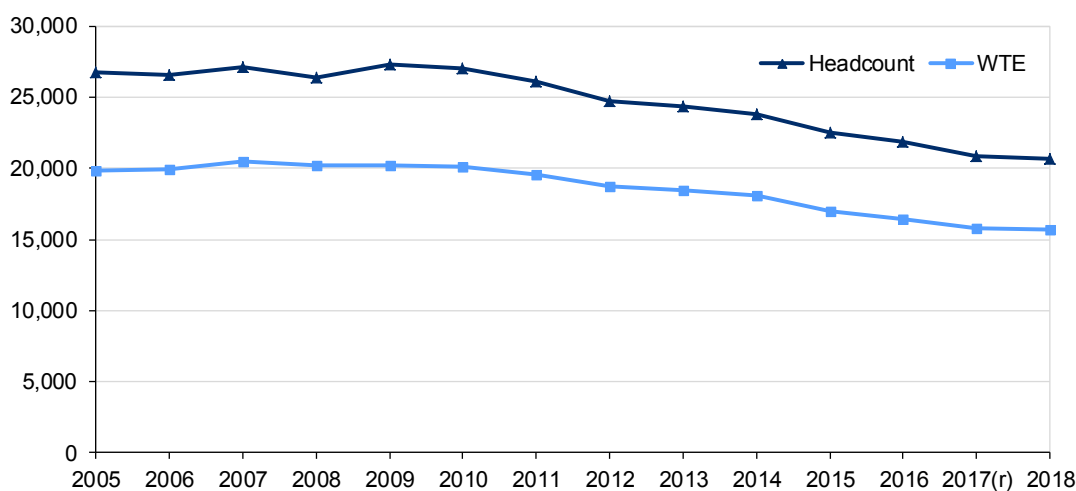


## Local authority social services - Staff numbers in Wales, 31 March 2018

16 October 2018  
SFR 92/2018

This annual National Statistics release summarises the key findings from the [Staffing return](#) as at 31 March 2018. 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**



Source: STF forms

(r) The data item has been revised since previously published.

### Key results at 31 March 2018:

- There has been a continuing fall in the number of directly employed staff since 2009. Between 2017 and 2018 there was little change in the number of directly employed staff and in the total whole time equivalent.
- 20,680 staff were directly employed by social services departments, comprising 11,323 (55 per cent) part-time staff and 9,357 (45 per cent) full-time staff. ([Table 1](#))
- There were 15,707 whole-time equivalent (WTE) directly employed staff. ([Table 1](#)) ([Chart 2](#))
- 12,727 (77 per cent) of relevant staff held a required or recommended occupational qualification. ([Table 2](#))
- 3,526 (17 per cent) of staff were Welsh speaking. ([Table 3](#))

### About this release

This release presents key results at the Wales level and is based on the year 1 April 2017 to 31 March 2018, or the position at 31 March 2018, unless otherwise stated.

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

A summary table of the number of staff by qualification status and Welsh speaking at local authority level is found in the [Annex](#).

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## Local authority social services staff by area of work

**Revised (06/12/2018) Table 1: Number of local authority social services staff, 31 March 2018**

Area of work	Full time staff	Part time staff	Total number of staff	WTE staff
Central management and service	1,838	679	2,517	2,258
<b>Total services for adults</b>	<b>4,320 (r)</b>	<b>9,052</b>	<b>13,372 (r)</b>	<b>9,446 (r)</b>
Social work services for adults (a)	2,182 (r)	914	3,096 (r)	2,749 (r)
Domiciliary services for adults	608	3,535	4,143	2,541
Residential services for adults	505	3,134	3,639	2,317
Day services for adults	1,025	1,469	2,494	1,838
<b>Total services for children</b>	<b>3,199 (r)</b>	<b>1,592</b>	<b>4,791 (r)</b>	<b>4,002 (r)</b>
Social work services for children (b)	2,748 (r)	940	3,688 (r)	3,265 (r)
Domiciliary services for children	94	132	226	135
Residential services for children	234	302	536	386
Day services for children	123	218	341	216
<b>Total</b>	<b>9,357</b>	<b>11,323</b>	<b>20,680</b>	<b>15,707</b>

Source: STF forms

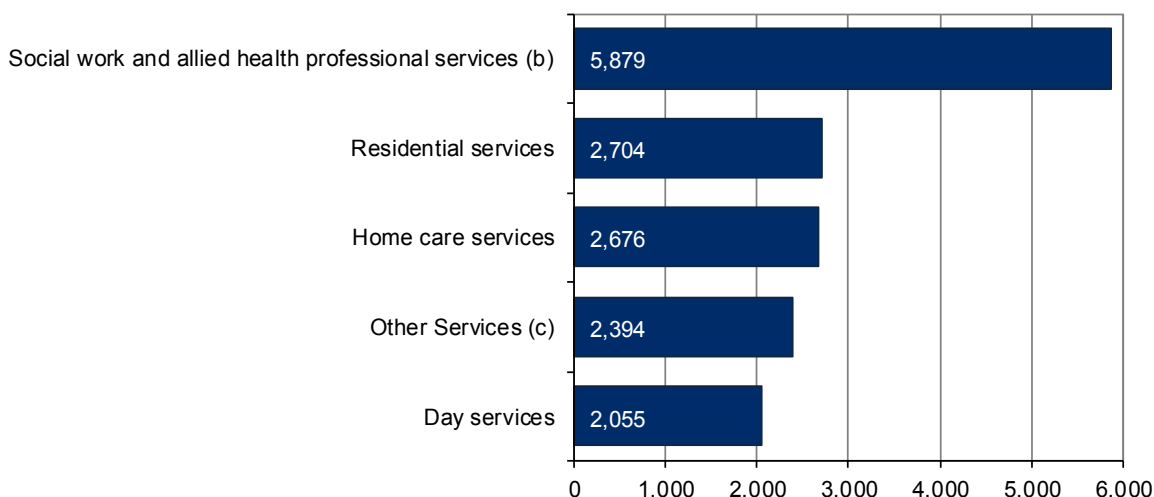
(a) Includes social work team managers, social workers, social work trainees, occupational therapists, social services officer, health and social care support workers, other staff and social work staff based in hospital/clinic establishments. The data excludes social work staff based in residential or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

(r) The data has been revised since previously published.

[Table 1](#) shows there were 20,680 staff working in social services departments in Wales at 31 March 2018. 55 per cent were part-time staff and 45 per cent were full-time staff. The largest proportion of services for adults was in the provision of domiciliary services where 4,143 staff were employed, of whom 3,535 (85 per cent) were part-time. The largest proportion of services for children was in the provision of social work services where 3,688 staff were employed, of whom 2,748 (74 per cent) were full-time.

**Chart 2: Number of local authority social services staff, 31 March 2018 (WTE) (a)**



Source: STF forms

(a) Whole-time equivalent (see [notes](#) section 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.

There were 15,707 whole-time equivalent (WTE) directly employed staff at 31 March 2018, 76 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 staff with listed qualifications, 31 March 2018 (a)**

Area of work	Number with required or recommended occupational qualification	Total number of staff	% with required or recommended occupational qualification
Central management and service development	652	948	69%
Team managers and social workers	3,609	3,666	98%
Therapists, Assistants and Support Workers	1,039	1,799	58%
Hospital/clinic settings	119	135	88%
Home care services	3,277	4,236	77%
Residential services for older people	1,661	2,279	73%
Residential services for children	363	478	76%
Other residential services (b)	429	559	77%
Day services	1,578	2,381	66%
<b>Total</b>	<b>12,727</b>	<b>16,481</b>	<b>77%</b>

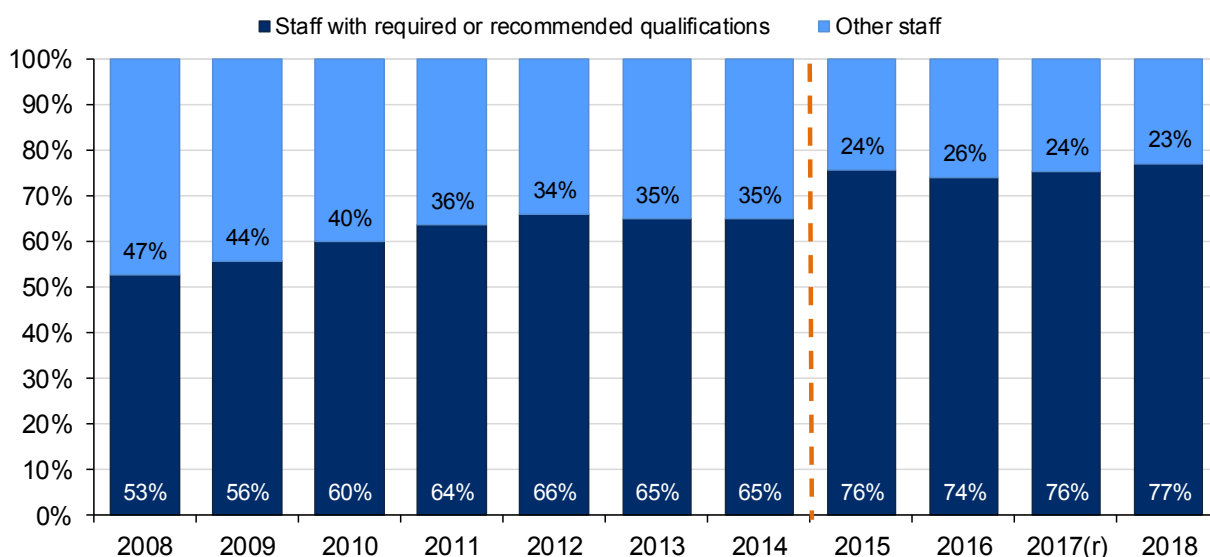
Source: STF forms

(a) The table excludes 4,199 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 (12,727) of relevant staff held a required or recommended qualification at 31 March 2018,. The percentage of staff holding a required or recommended qualification ranged from 98 per cent for team managers and social workers to 58 per cent for therapists, assistants and support workers.

**Chart 3: Percentage of staff with listed qualifications, at 31 March (a) (b)**



(a) Cardiff was unable to provide a breakdown by qualification status from 2008 to 2014. Carmarthenshire was unable to provide a breakdown by qualification in 2015.

(b) 2018 data excludes 4,199 workers, 2017 data excludes 4,352 workers, 2016 data excludes 4,807 workers and 2015 data excludes 4,608 workers (e.g. social work trainees) for whom no qualifications were specified in the Framework.

(r) The data item has been revised since previously published.

The percentage of staff holding a required or recommended qualification shows an abrupt change in 2015 because of the exclusion of staff for whom the framework does not specify a qualification. Before 2015 there was a steady rise in percentage qualified and then a levelling off of the increase. There was a slight increase in the percentage qualified between 2017 and 2018, up from 76 per cent to 77 per cent.

## Local authority social services Welsh speaking 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 staff of local authority social services departments, 31 March 2018 (a)**

Area of work	Total number of Welsh speaking staff	Total number of staff	Percentage of Welsh speaking staff
Central management and service development	457	2,517	18%
Team managers and social workers	594	3,666	16%
Therapists, Assistants and Support Workers <sup>(b)</sup>	492	2,967	17%
Hospital/clinic settings	21	151	14%
Home care services	778	4,369	18%
Residential services for older people	655	3,036	22%
Residential services for children	43	536	8%
Other residential services <sup>(c)</sup>	64	603	11%
Day services	422	2,835	15%
<b>Total</b>	<b>3,526</b>	<b>20,680</b>	<b>17%</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 3,526 (17 per cent) of staff were reported as Welsh speakers at 31 March 2018. This ranged from 8 per cent in residential services for children to 22 per cent in residential services for older people. This is a slight increase from 16 per cent of staff at 31 March 2017.

## 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.

## Definitions

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.

## Changes in legislation

The Social Services and Well-being (Wales) Act set out significant changes in policy, which in turn impacted on the current national social services data collections. In order to understand and develop requirements in relation to these changes, the Welsh Government set up the Social Services Technical Information Network in November 2014. The Network includes representation from the Welsh Local Government Association, Association of Directors of Social Services Cymru, Care and Social Services Inspectorate Wales and Welsh Government.

The Network reviewed all of the national social services data returns submitted by local authorities and requirements for data have been developed 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 developed for the 2020-21 reporting year.

## 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 Department for Health and Social Services in the Welsh Government;
- other areas of the Welsh Government;
- local authorities;
- the third sector (e.g. charities);
- 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, Social Services and Public Safety
- the Scottish Government, Analytical Services Division
- the Department for Education in England
- the Department of Health in England.

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

- advice to Ministers;
- to inform the social services policy decision-making process in Wales;
- 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 2017-18 data year, and are correct as at 31 March 2018. 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 2017-18 i.e. from 1st April 2017 to 31st March 2018, between March and June 2018. Data in this release refers to final 2017-18 data. Once submitted data has been validated, this release is drafted and published as soon as possible. This release was published in October 2018, meeting the planned date of publication.

### **Accessibility and clarity**

This statistical 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 Welsh-speaking staff or staff with required or recommended occupational qualifications. 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.

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.

Staffing information on adult social services departments in England can be accessed on the [GOV.UK website](#).

Adult Community Statistics for Northern Ireland can be accessed on the [Department of Health, Social Services and Public Safety website](#).

Social services sector workforce information for Scotland can be found on the [Scottish Social Services Council website](#).

## **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.

## **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/statistics-and-research/local-authority-social-services-staff-numbers/?lang=en>

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

Further information is available in other Social Services statistical releases on the Welsh Government web site at the [social services theme page](#).

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 2019 (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)

## Open Government Licence

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## Annex: Number of staff, 31 March 2018 by qualification status and Welsh speaking

Local Authority	Full time staff	Part time staff	Total staff	Staff with required or recommended occupational qualifications	Total number of Welsh speaking staff
Isle of Anglesey	264	235	499	359	423
Gwynedd	479	772	1,251	767	1,125
Conwy	397	428	825	358	69
Denbighshire	353	222	575	377	87
Flintshire	582	569	1,151	697	126
Wrexham	442	266	708	504	68
Powys	304	523	827	573	70
Ceredigion	250	363	613	351	326
Pembrokeshire	302	371	673	368	47
Carmarthenshire	618	787	1,405	830	454
Swansea	677	945	1,622	804	42
Neath Port Talbot	573	543	1,116	681	117
Bridgend	443	689	1,132	889	33
Vale of Glamorgan	296	424	720	416	195
Cardiff	648	492	1,140	743	101
Rhondda Cynon Taf	817	985	1,802	1,143	127
Merthyr Tydfil	159	191	350	197	9
Caerphilly	613	927	1,540	1,120	17
Blaenau Gwent	306	516	822	499	2
Torfaen	264	167	431	304	36
Monmouthshire	202	442	644	239	41
Newport	368	466	834	508	11
<b>Wales</b>	<b>9,357</b>	<b>11,323</b>	<b>20,680</b>	<b>12,727</b>	<b>3,526</b>

Source: STF forms