

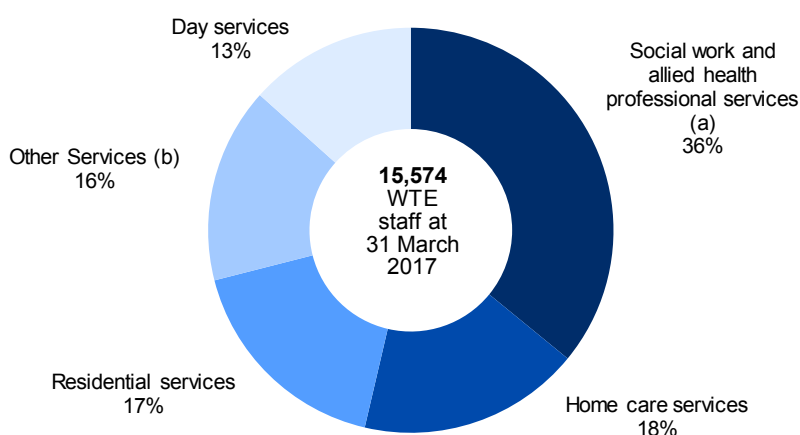


Local authority social services: Staff numbers in Wales, 31 March 2017

30 November 2017
SFR 177/2017

This annual National Statistics first release summarises the key findings from the staffing (STF) data collection as at 31 March 2017. The return includes information about directly employed staff of social services departments in Wales. Local authorities also provide services using independent sector providers, whose staff are not included in these figures.

Chart 1: Percentage of staff by area of work at 31 March 2017 (WTE)



(a) Includes social work team managers, social workers, social work trainees, occupational therapists, social services officers, Health and Social Care Support Workers and other staff. See Social Care Wales' new [Qualification Framework](#) for more details of job roles.

(b) Includes staff in central management and service development and hospital/clinic settings

Key results at 31 March 2017

- 20,678 staff were directly employed by social services departments, comprising 11,497 (56 per cent) part-time staff and 9,181 (44 per cent) full-time staff. ([Table 1](#))
- There were 15,574 whole-time equivalent (WTE) directly employed staff at 31 March 2017. ([Chart 3](#))
- 12,412 (76 per cent) of relevant staff held a required or recommended qualification. ([Table 2](#))
- 3,383 (16 per cent) of staff were Welsh speaking. ([Table 4](#))

About this release

The release presents key results at the Wales level and is based on the year 1 April 2016 to 31 March 2017, or the position at 31 March 2017, unless otherwise stated. All statistics in this release can be regarded as final figures, not subject to further revision or update.

Further information and full details for individual local authorities are published online on [StatsWales](#). See [Notes](#) for more information about the data. A summary table of the number of staff and qualification status by local authority is found in the [Annex](#).

In this release

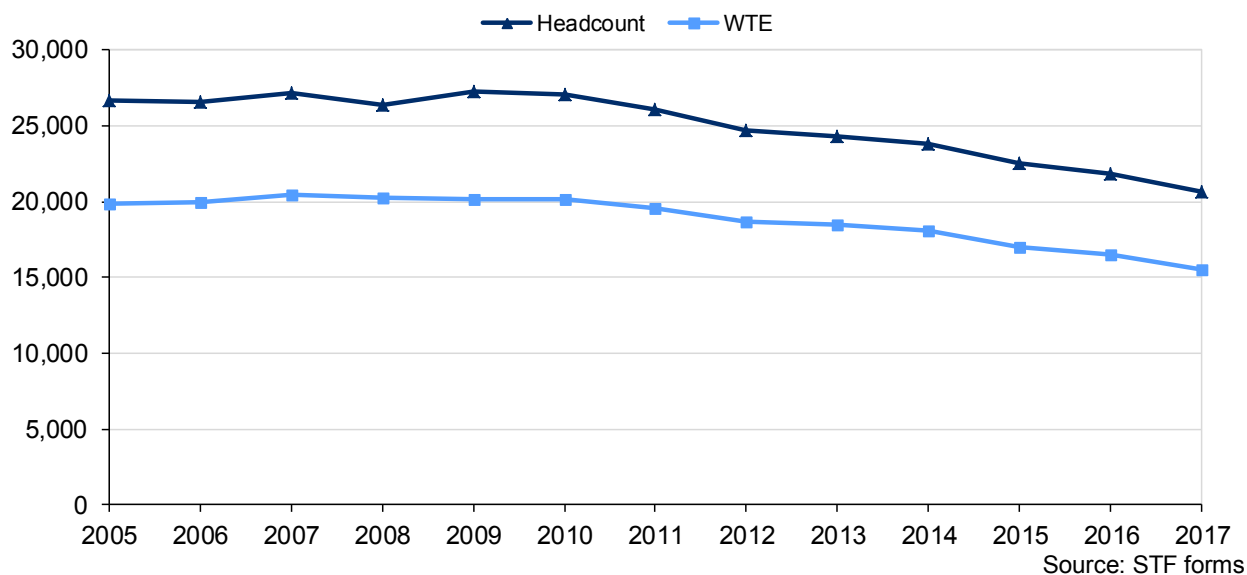
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Local authority social services staff by area of work

Chart 2: Number of local authority social services staff at 31 March



At 31 March 2017 there were 20,678 staff working in social services departments in Wales. 56 per cent were part-time staff and 44 per cent were full-time staff. There has been a continuing fall in the number of directly employed staff since 2009. Between 2016 and 2017 the total whole time equivalent fell by 891 staff (5 per cent). However, this represents only part of the resources going into social care as many staff providing care services are employed by other service providers. The largest proportion of services for adults was in the provision of domiciliary service where 4,269 staff were employed, of whom 3,628 (85 per cent) were part-time.

Table 1: Number of local authority social services staff at 31 March 2017

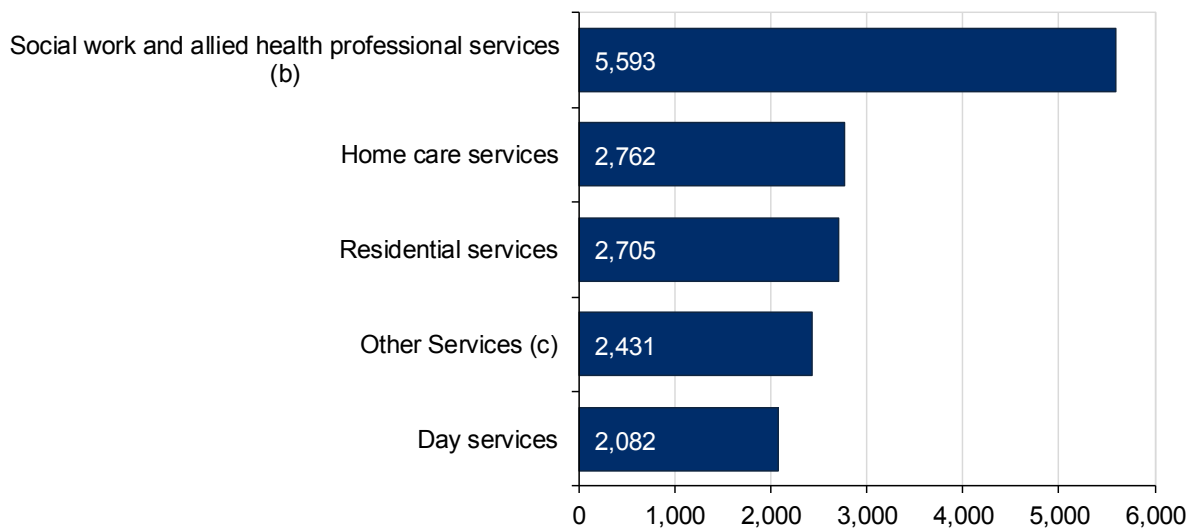
<i>Area of work</i>	Full time staff	Part time staff	Total number of staff
Central management and service	1,856	747	2,603
Total services for adults	4,246	9,137	13,383
Social work services for adults (a)	2,055	864	2,919
Domiciliary services for adults	641	3,628	4,269
Residential services for adults	510	3,197	3,707
Day services for adults	1,040	1,448	2,488
Total services for children	3,079	1,613	4,692
Social work services for children (b)	2,600	942	3,542
Domiciliary services for children	126	135	261
Residential services for children	220	302	522
Day services for children	133	234	367
Total	9,181	11,497	20,678

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.

Chart 3: Number of local authority social services staff at 31 March 2017 (WTE) (a)

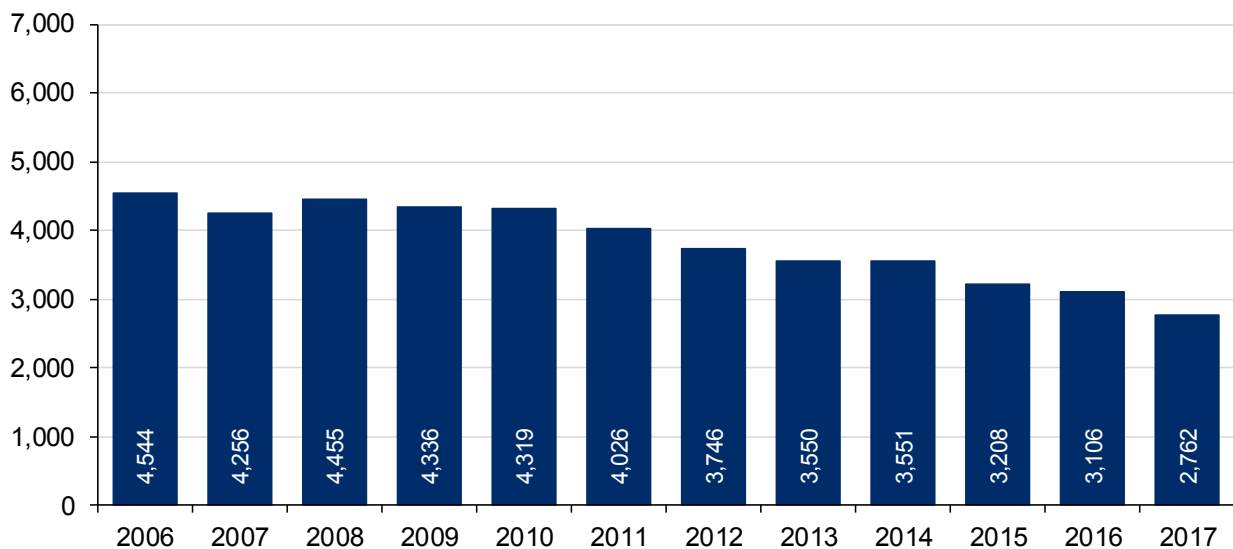


Source: STF forms

- (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 15,574 whole-time equivalent (WTE) directly employed staff at 31 March 2017, 75 per cent of the headcount number of social services staff.

Chart 4: Number of home care services staff for home care services (a)



Source: STF forms

- (a) Data prior to 2015 data not entirely comparable with previous years' data due to changes made in accordance with the Care Council for Wales Qualification Framework.

In 2017 there were 2,762 home care services staff, this is a 14 per cent decrease when compared to 2015.

Local authority social services staff by qualification status

Statistics were collected on the number of staff holding a required or recommended qualification, according to the Care Council's new [Qualification Framework](#). The new Qualification Framework excludes workers who have contact with service users but are not involved in the delivery of social care. These workers include assistants, trainees, gardeners, and community equipment workers. Before 2014, some of these staff may have been counted as unqualified.

Table 2: Number of staff with listed qualifications at 31 March 2017 (a)

<i>Area of work</i>	Number with required or recommended occupational qualification	Total number of staff	% with required or recommended occupational qualification
Central management and service	590	936	63%
Team managers and social workers	3,322	3,403	98%
Therapists, Assistants and Support Workers	1,034	1,735	60%
Hospital/clinic settings	104	124	84%
Home care services	3,280	4,406	74%
Residential services for older people	1,715	2,283	75%
Residential services for children	377	457	82%
Other residential services ^(b)	411	585	70%
Day services	1,579	2,397	66%
Total	12,412	16,326	76%

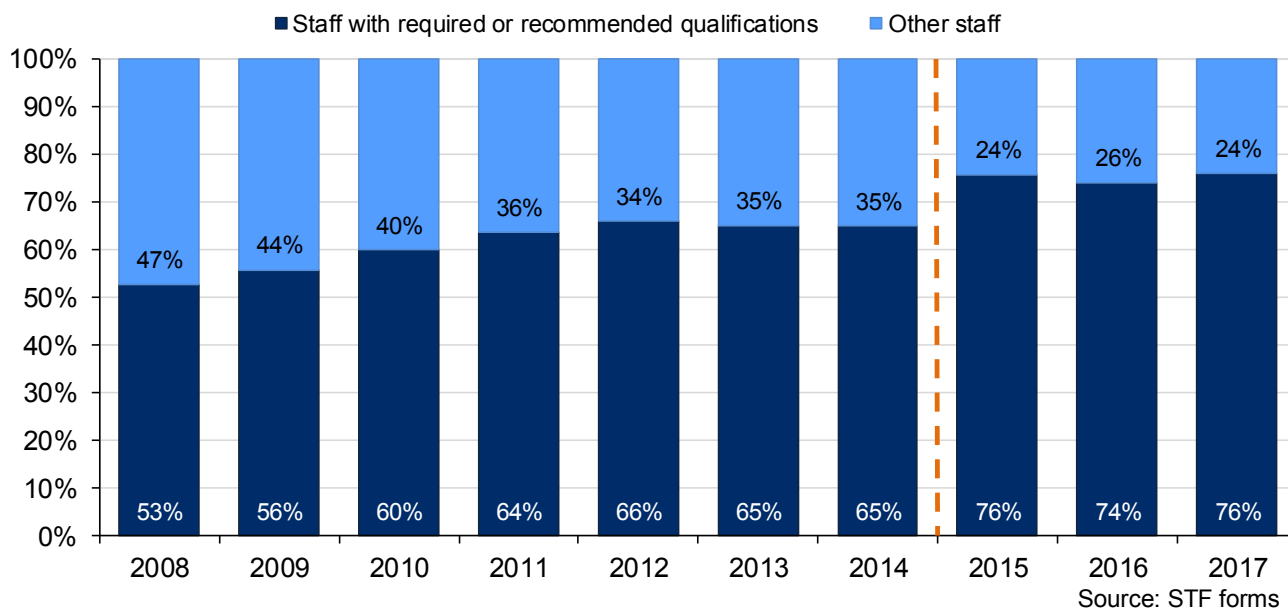
Source: STF forms

(a) The table excludes 4,352 workers (e.g. social work trainees) as no qualifications were specified in the Framework.

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

At 31 March 2017, 76 per cent (12,412) of relevant staff held a required or recommended qualification. The percentage of staff holding a required or recommended qualification ranged from 98 per cent for team managers and social workers to 60 per cent for therapists, assistants and support workers.

Chart 5: Number and percentage of staff with listed qualifications at 31 March (a)(b)(c)



- (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) 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.
- (c) Data prior to 2015 data not entirely comparable with previous years' data due to changes made in accordance with the Care Council for Wales Qualification Framework.

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 new 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 2016 and 2017, back to the levels found in 2015.

Central management and support services staff

Table 3: Number of central management and support services staff at 31 March 2017

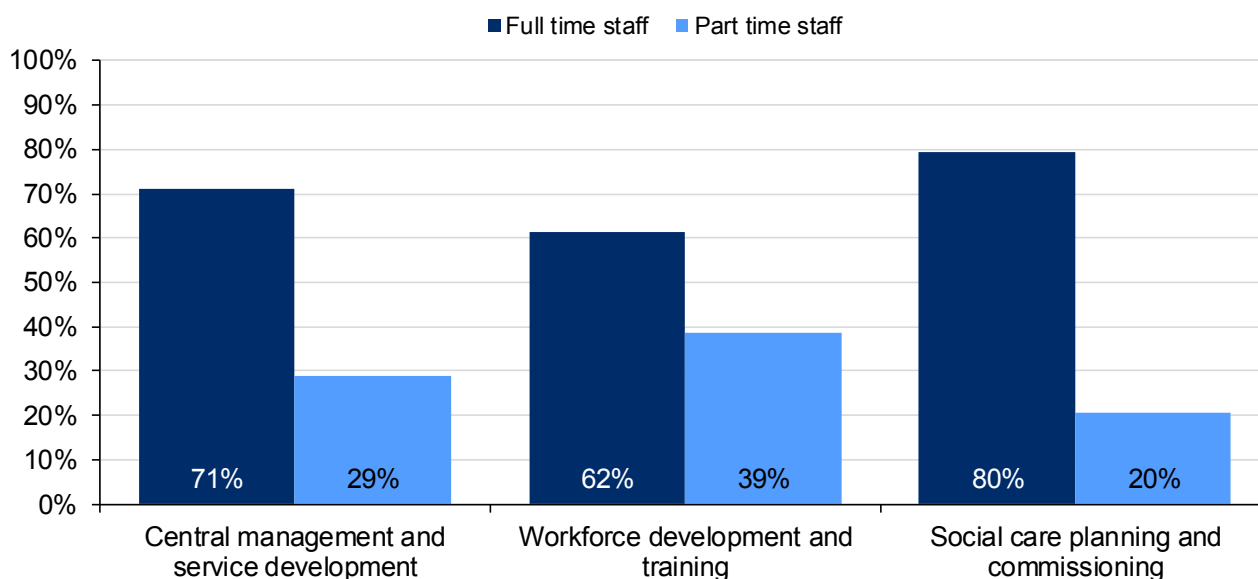
Area of work	Full time staff	Part time staff	Total number of staff
Central management and service development	1,477	604	2,081
Director	20	1	21
Head of Service / Assistant Director	60	2	62
Service Manager/Principal	189	17	206
Other Manager (a)	148	10	158
Adviser / Planner Researcher	86	36	122
Other staff	974	538	1,512
Workforce development and training	123	77	200
Workforce Development Manager	8	4	12
Workforce Development Officer/Training Officer	48	31	79
Internal Quality Assurer	10	1	11
Assessor	11	10	21
Other staff	46	31	77
Social care planning and commissioning	256	66	322
Commissioning Manager	34	2	36
Operational Officer	85	13	98
Support Officer	87	23	110
Other staff	50	28	78
Total	1,856	747	2,603

source: STF forms

(a) Other manager includes all other central management and service development staff that are not included within the specified categories. Examples of these staff groups are IT support, finance and other administration.

Of the 2,603 staff working in central management and support services at 31 March 2017, 747 (29 per cent) of staff were part-time. See [Chart 6](#) for the breakdown of proportions for the individual areas.

Chart 6: Percentage of central management and support services staff at 31 March 2017



Source: STF forms

Local authority social services Welsh speaking staff

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

Table 4: Number of Welsh speaking staff of local authority social services departments at 31 March 2017 (a)

<i>Area of work</i>	Total number of Welsh speaking staff	Total number of staff	Percentage of Welsh speaking staff
Central management and service development	407	2,603	16%
Team managers and social workers	528	3,403	16%
Therapists, Assistants and Support Workers ^(b)	426	2,919	15%
Hospital/clinic settings	19	139	14%
Home care services	789	4,530	17%
Residential services for older people	682	3,066	22%
Residential services for children	38	522	7%
Other residential services ^(c)	62	641	10%
Day services	432	2,855	15%
Total	3,383	20,678	16%

Source: STF forms

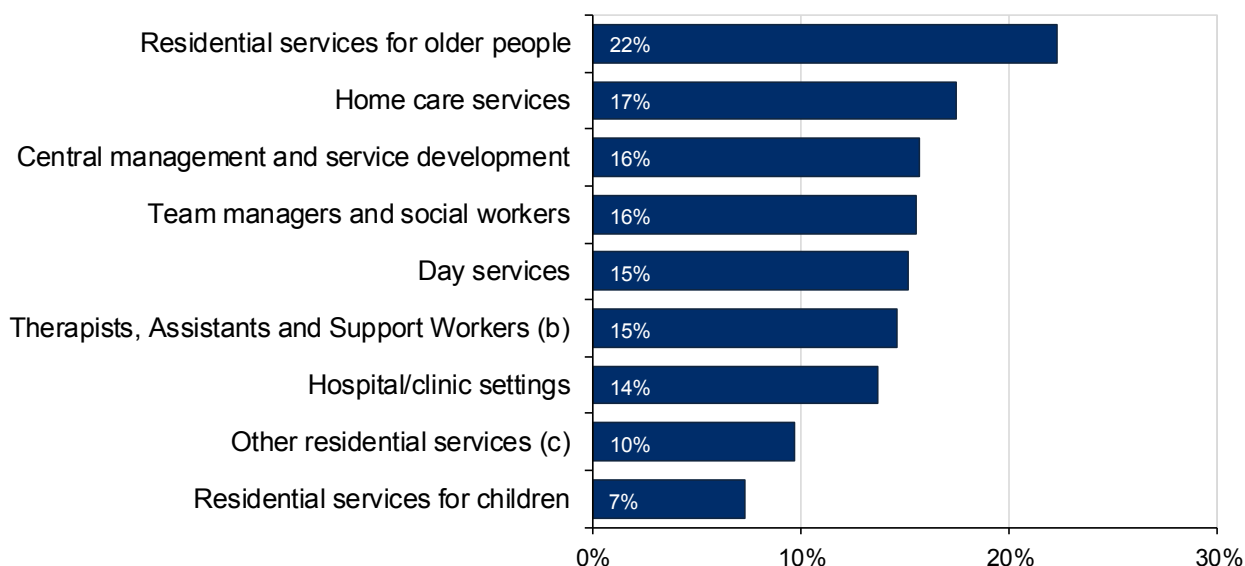
(a) Includes social work team managers, social workers and social work trainees/assistants and social work staff based in hospital/clinic establishments. The data excludes social work staff based in residential or day care establishments.

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

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

At 31 March 2017, 3,383 (16 per cent) of staff were reported as Welsh speakers. This ranged from 7 per cent in residential services for children to 22 per cent in residential services for older people.

Chart 7: Percentage of Welsh speaking staff of local authority social services departments at 31 March 2017(a)



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'.

Notes

Context

A revised Qualification Framework was developed by the Care Council for Wales during 2012 using feedback from a steering group, workshop event, online survey and focus group. A consultation took place on the draft document during the summer of 2012 to ensure that it reflected the roles and needs of the sector. The revised framework was used for the first time in the 2014-15 STF data collection.

Many of the changes that have been made to the Qualification Framework aim to make the information about qualifications clear and easier to understand and some guidance has been added about using the framework.

In 2014-15, there were changes to the data collection to remain in accordance with the Social Care Wales' [Qualification framework](#), which means that care should be taken when making comparisons by area of work or qualification with previous years.

Data collection

All references made to 'year' relate to the standard financial year which runs from 1 April to 31 March (for example 2016-17 should be understood as 1 April 2016 to 31 March 2017).

The data were supplied to the Data Collection team within the Welsh Government by the 22 local authorities in Wales on the Staffing data collection form (except where otherwise noted). The form applies an extensive series of validation checks to ensure that the information provided is accurate and consistent.

Further information on quality and methods can be found in the [quality report](#).

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.

Symbols and rounding conventions

The following symbols are used in the tables:

- the data item is not exactly zero, but is less than half the final digit shown.
- . the data item is not applicable.
- .. the data item is not available.
- * the data item is disclosive or not sufficiently robust for publication.

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.

Relevance

The statistics are used both within and outside the Welsh Government to monitor social services staff trends. 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;
- Local authorities;
- The third sector (e.g. charities);
- The Department for Health and Social Services in the Welsh Government;
- Other areas of the Welsh Government;
- 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.

These statistics are used in a variety of ways. Some examples of these are:

- advice to Ministers;
- local authority comparisons and benchmarks;
- to inform the social services policy decision-making process in Wales;
- to inform the Care and Social Services Inspectorate Wales;

Accuracy

Every year the data are collected from the same source (the STF data collection return) and adhere to the national standards and guidance, thus ensuring coherence within and across organisations.

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. The figures in this release reflect the final position of the 2015-16 financial year and are correct as at 31 March 2016.

Timeliness and punctuality

The Data Collection team within the Welsh Government collected data, for the financial year 2016-17, between March and May 2017. Data in this release refers to final 2016-17 data. This release was published in November 2017, meeting the planned date of publication.

Accessibility and clarity

This statistical release is pre-announced and then published on the Statistics 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

Some local authorities were unable to provide all the information requested. 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 wasn't fully up and running 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 work services staff for Scotland can be found on the [Scottish Government website](#).

Changes in legislation

The Social Services and Well-being (Wales) Act sets out significant changes in policy, which in turn will have an effect 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 has 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 will be changing. From April 2016, local authorities are required to collect the performance measures detailed in the Code of Practice in relation to social services performance issued under the Act.

Revisions

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.

Further information

Further information is available for other personal social services statistical releases on the [Welsh Government website](#).

Related publications

Recent relevant Personal Social Services statistical releases include:

[Adults receiving care and support 2016-17, experimental statistics](#)

[Children receiving care and support 2016-17, experimental statistics](#)

Details of the Qualification Framework for the Social Care Sector in Wales can be found on the [Care Council for Wales website](#).

The [Data Unit's Social Worker Workforce Planning report](#).

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 Official 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 Official 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 the 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.

Further information on indicators, associated technical information and the Act can be found here: [How do you measure a nation's progress? - National Indicators](#)

[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:

<http://gov.wales/statistics-and-research/local-authority-social-services-staff-numbers/?lang=en>

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

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Annex 1: Number of staff at 31 March 2017 by employment and qualification status

<i>Local Authority</i>	Full time staff	Part time staff	Total staff	Staff with required or recommended occupational qualifications
Isle of Anglesey	276	280	556	366
Gwynedd	451	784	1,235	777
Conwy	451	392	843	439
Denbighshire	337	212	549	353
Flintshire	586	567	1,153	674
Wrexham	460	299	759	560
Powys	297	532	829	540
Ceredigion	246	376	622	361
Pembrokeshire	316	266	582	347
Carmarthenshire	637	824	1,461	822
Swansea	709	1,016	1,725	831
Neath Port Talbot	559	541	1,100	665
Bridgend	450	710	1,160	848
Vale of Glamorgan	292	416	708	391
Cardiff	630	480	1,110	581
Rhondda Cynon Taf	787	1,105	1,892	1,221
Merthyr Tydfil	153	176	329	209
Caerphilly	529	896	1,425	943
Blaenau Gwent	235	522	757	416
Torfaen	242	173	415	296
Monmouthshire	177	418	595	263
Newport	361	512	873	509
Wales	9,181	11,497	20,678	12,412

Source: STF forms