



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

# A workforce that has the public's confidence

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## **A registered social care workforce that has the public's confidence.**

An overview of our progress against this outcome from our [strategic plan](#) during 2022 to 2023.

We protect the public by making sure the regulated workforce is registered and fit to practise.

People who rely on care and support can be sure that a registered worker is suitably qualified and has agreed to meet the professional standards we have set for the sector.

The most recent Omnibus survey of the Welsh public in March 2023 showed that people have a positive view of the workforce's skills and professionalism:

- **72 per cent** of those polled said they had confidence in those who work in care
- **82 per cent** of those surveyed knew what an acceptable standard of care was.

## **Registered social care workers**

- **53,537 social care workers** were registered with us by 31 March 2023
- This is **18,000** in place than in March 2022
- **Most of the social care workforce** in Wales is now registered with us.

## **Fitness to practise**

In 2022 to 2023:

- **394 social care workers** were referred to our fitness to practise team
- we held **50 final hearings**
- **36 people (0.07 per cent of the Register)** were removed from the Register, so they can no longer work in a registered social care role in Wales.

Taking part in a fitness to practise investigation can be confusing and upsetting. So we set up a **free, independent and confidential [well-being assistance helpline](#)** to support anyone going through the hearings process:

- **10 people** made contact
- **25 counselling sessions** have been held.