



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

# **A social care and early years workforce that's suitably qualified, knowledgeable and skilled with the right values, behaviours and practice**

An overview of our progress against this outcome in 2023 to 2024

First published: 17 September 2024

Last updated: 18 September 2024

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An overview of our progress against [this outcome](#) in 2023 to 2024.

We helped people who are employed in social care and early years develop their skills and improve their capabilities to effectively support people and provide care.

- **67%** of the Welsh public say residential care workers are always skilled and professional in their work (same as 2021)
- **65%** of the Welsh public say home care workers are always skilled and professional in their work (67% in 2021)
- **67%** of the Welsh public say early years and childcare workers are always skilled and professional in the work they do (69% in 2021 and 2020)

(Source: [Wales Omnibus Survey 2023](#))

## Qualifications based register

With **61,000** people on the register we are able to report on the qualifications that care workers have to do their roles. We provide data and report on the data from the [qualifications based register](#) which care workers need to have specific qualifications depending on their job role.

We are committed to providing open access to social care data in Wales. The data from our Register is included in our [National Social Care Data Portal for Wales](#) which brings together data from different sources to help build a picture of social care and support across Wales.

## **Managing the process for issuing apprenticeship certificates through Apprenticeship Certification Wales**

Apprenticeships offer a way to gain training, develop new skills and qualifications whilst people work and earn. The details of all social care or early years and child care apprenticeship frameworks are available on the Apprenticeship Certification Wales (ACW) website. Our role is to help check evidence to make sure it meets the required standards. We then send certificates to learning providers who then award the apprenticeship to their learners.

**3,270** people completed apprenticeships in childcare, play, learning and development or health and social care in 2023 to 2024:

- **880** completed a childcare, play, learning and development apprenticeship
- **2,390** completed a health and social care apprenticeship.

## **Investing in the workforce Providing financial support for social work students**

**172 new students** received a bursary in 2023 to 2024:

- **100** undergraduates
- **72** Master's students

**224** renewing students attended courses in 2023 to 2024

## **Social Care Wales Workforce Development Programme Grant (SCWWDP)**

The Social Care Workforce Development Programme (SCWWDP) is a grant initiative designed to enhance the social care sector workforce. Its aim is to improve the quality and management of social services provision through targeted training and increased training uptake across the sector.

We gave local authorities **£7,640,051** through the Social Care Wales Workforce Development Grant (SCWWDP). The local authorities match funded this by **£3,274,076**.

## **Supporting social care workers to learn Welsh**

Our [data](#) suggests that around **29%** of the social care workforce in Wales can understand Welsh to some degree and we continue to look at ways we can support the workforce [using Welsh at work](#).

This year **474** people working in social care enrolled on [our Camau course for beginners](#), in partnership with the National Centre for Learning Welsh. The free course, which takes 60 hours to complete, offers bitesize, flexible learning that focuses on the Welsh words and phrases workers are most likely to need when they're communicating with the people they support.

## **Safeguarding training standards**

In November, we published the [National safeguarding learning, development and training framework](#) for professionals who work with vulnerable children and adults.

The framework was created in partnership with colleagues from across social services, social care, education, health and the emergency services in Wales, and sets out standards for the amount and types of safeguarding training professionals need.

[The standards](#) were the first of their kind in Wales and aim to make sure that professionals across Wales have consistent levels and types of safeguarding training.

## Leadership programmes 2023/24

We have oversight of a number of social care management and leadership programmes:

- compassionate and collective leadership programme, to enhance leadership qualities among senior leaders in the social care sector – **87%** of those who completed the programme were satisfied it met their needs
- middle managers programme helps aspiring middle managers better understand and prepare for moving into these roles, and supports succession planning
- the statutory directors, – **8** people joined the new cohort for 2023 to 2024

We will continue to evaluate the programmes, so we can keep improving, developing and building on the training provided.

## Communities of practice to support learning

We've set up [communities to support people](#) in the sector to build networks, work together and learn from each other, these include:

- **50** members in [place-based care](#) community
- **15** members in [new models of residential care](#) community
- **168** members in the [evidence](#) community
- **148** members in the [Responsible Individuals](#) community

We want the communities to be a secure place for members, where they can feel safe exploring topics that are important to them. With the community behind them, members know they can share ideas, ask questions and get support.

What communities of practice members have to say about them:

"I'm glad to hear that other people are going through similar challenges to me. This can be a hard and lonely job sometimes, and you just want to know that it's not just you!"

"The benefit of developing relationships across other [local authorities] has been really valuable. I see it as beneficial to the development of services across Wales"

"It is just helpful to get support and ideas from others trying to resolve the same type of problems"