



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

# **Social Care Wales provides effective, high quality and sustainable services**

First published: 3 January 2024

Last updated: 18 January 2024

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Go to <https://socialcare.wales/about-us/our-outcomes/impact-report-2022-to-2023/social-care-wales-provides-effective-high-quality-and-sustainable-services> for the latest version.

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

As a national leadership organisation, we have a responsibility to lead by example in the way we work.

To be an effective organisation, we must understand and help meet the challenges and opportunities faced by people who work in the social care and early years sectors.

We continue to work with our customers to make sure our services meet their changing needs. We use feedback to challenge and shape our business, projects and strategies.

We've continued to show openness and transparency in our decision making (governance) in the way we work and the way in which we spend public money in meeting our five-year plan.

We received positive reports from Audit Wales and our internal auditors about our governance arrangements, as well as positive feedback from our sponsoring Minister and officials on our work to support the sector.

In 2022 to 2023, we published our:

- Strategic plan for 2022 to 2027, with a launch event at the Senedd in April 2022
- *internal marketing and communications approach* and *digital strategy*, which set out how we approach our work to support our customers. We want to make sure our online services align with our growing audiences and they meet our audiences' content, accessibility and experience needs

- *internal Welsh language strategy* to help us support our staff to learn Welsh and improve their bilingual skills
- *internal training and learning plan* to supports our staff's development
- Strategic equalities plan, which complements our strategic equalities plan.

We put our Decarbonisation action plan in place and since 2019, we've reduced our carbon footprint by **44 per cent**.

More than **1.8 million people** visited our website

We have more than **7,000 followers** on X (Twitter), **4,500 followers** on our Facebook page and more than **1,200 followers** on LinkedIn.

## **Our staff**

By the end of March 2023, we had:

- **201** staff members
- recruited **52** new employees
- **10.92 per cent** staff turnover
- **3.6 per cent** sickness absence rate
- **2.4 per cent** sickness absence rate, if we exclude long-term sickness
- **clean audit certificate** shown in our statutory annual accounts.