'Have Your Say' Workforce Wellbeing Survey – Report of Findings

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Executive summary

Background and objectives

This report outlines the findings of the first 'Have Your Say' Workforce Wellbeing Survey conducted by Progressive Partnership on behalf of the Scottish Social Services Council (the SSSC). The aim of the survey was to hear about the experiences of people working in the social work, social care and children and young people workforce, to inform future policies on how best to support the workforce.

The findings will help the SSSC, Scottish Government and other key partners learn more about workforce wellbeing to help the development of national policies and workforce strategies and to inform national workforce planning. The SSSC plans to repeat the survey annually to build a picture of experiences of working in the sector over time and to understand what is improving, getting worse or what needs to change.

Research method

The research was conducted via an online self-completion survey. The survey collected views from a sample of 6,581 people working in the social work, social care and children and young people's (CYP) service sector.

Invitations were sent via email, both directly to SSSC registrants (around 179,000 people) and via 12 employers/counter-signatories and 22 umbrella/representative organisations, to reach as wide a range of staff as possible, from right across the workforce and including all types of services. Since the survey was shared with an unknown number of people via these organisations, it is not possible to calculate an overall participation rate.

Key findings

Joining the sector

Most respondents had come into social work, social care or CYP services to make a difference to people's lives (mentioned by 65%), because they thought it would be a job they would love/enjoy (59%), and/or they felt it would suit their skills/they would be good at it (50%). People tended to have learned about the opportunity through friends and family working in the sector (38%) or by seeing a job advertised (32%).

Likelihood to leave, staff turnover and management/leadership

Just over a fifth of respondents (22%) said they were likely to leave their role in the sector in the next 12 months; almost half (45%) said the same when asked about the next five years. Key reasons for thinking about leaving were being overworked (mentioned by 50% of those likely to leave), the pay being too low (40%) and/or poor employment or working conditions in general (33%).

Staff turnover was reported to be high by almost half of respondents (48%), and a range of impacts was noted for other staff and managers – most often increased staff stress levels (mentioned by 87% of those reporting high turnover), increased

workloads (82%), and lower staff morale (80%). Those in management roles reported various difficulties in hiring or keeping staff, most commonly issues with the quality of candidates applying (79% of managers reported issues with this), availability of staff (57%), and/or the pay and conditions they are able to offer (50%).

Around two fifths of respondents (41%) agreed that managers/leaders in the sector come from different backgrounds. However, relatively small proportions of those not already in a management role believed it would be possible for them to become a manager/formal leader (36%) or that they would like to be in a management or formal leadership position in the future (30%).

Satisfaction with current job

Overall, respondents were more likely to be satisfied than dissatisfied with their current job: just over half said they were satisfied (56%); just over a third were dissatisfied (35%). A majority (60%) said they feel safe in their work environment, while just under half (47%) said they would recommend their organisation as a great place to work.

Most respondents said that their colleagues help and support them (75%), that their job gives them a feeling of satisfaction (60%), their manager helps and support them (58%) and their own morale is good (56%), always/most of the time. They were less likely to say that the right staff are in place to deliver services (48%) or that morale amongst colleagues is good (40%).

Four in five respondents (81%) agreed that their work is valued by the people/families they support, and three quarters (76%) felt valued by colleagues. However, they were less likely to feel that their work was valued by the general public (42%), their employer (40%) or the Scottish Government (20%).

Wellbeing at work

Around two thirds of respondents (65%) agreed that they feel able to meet the needs of people they care for/support. However, some issues with wellbeing at work were suggested: 60% said they find it difficult to switch off when they leave work, only 43% said they have enough time to do their job well, and just 30% said enough support is in place for dealing with stress.

The most commonly mentioned aspects currently causing respondents stress at work were having too much work to do/not enough time to do their work (mentioned by 51% of respondents), paperwork/ bureaucracy (48%), and a lack of support from managers or colleagues if they need help (34%).

If people wanted information about health and wellbeing in the workplace, they were most likely to mention the SSSC and/or their manager (both mentioned by 42%), while online sources were also commonly mentioned (eg 38% mentioned Google/internet search and 36% would look at their employer's website/intranet).

A total of almost four in ten (37%) reported that they had experienced bullying, harassment or discrimination at work – bullying was most likely to be mentioned, by 27%.

Skills and training

Attitudes towards training were generally positive: 85% agreed they want to improve their knowledge and skills, 73% said there are training and learning opportunities available to them, 69% said they have enough training/learning opportunities to fulfil their CPL requirements and 69% said they get the right training to do their job well. Two thirds (65%) agreed they are supported to gain qualifications for registration purposes, and 61% know how/where to look for a new role to match their skills and experience. Around half (51%) said they need more training to progress their career.

The most commonly mentioned barriers to training were lack of time (mentioned by 29%), employers not allowing time off for training (24%), and/or availability of courses (24%).

Terms and conditions

Respondents were most likely to be employed by a local authority (46%) or a private company (34%). The majority (60%) were working full time for one employer, on fixed hours and receiving a salary (an average of 31 hours a week). Only a small proportion were working for more than one employer or doing additional roles. Most (66%) did <u>not</u> regularly work additional hours above their contracted hours, i.e. outside their main job, or regular overtime.

Most respondents said they receive a workplace/company pension scheme contribution (73%) and/or 28 days' paid holiday (72%). However, fewer than three fifths receive paid sick leave (58%), a quarter have access to family friendly policies (25%) and a fifth said they had enough money to cover work-related travel expenses (19%).

Overall, just over half (54%) said they were very or fairly satisfied with their terms and conditions of employment – although the balance was towards fairly (36%) rather than very satisfied (18%).

Income

Respondents were split roughly half and half between those paid an annual salary and those paid by the hour. Around half overall (51%) fell into the middle annual income band (£20,000 to £39,000) while 31% had an annual income of less than £20,000 and 10% earned £40,000 or more. For those paid an hourly rate, the average was £13.10 per hour. Overall, 28% were satisfied with their current level of pay, while more than half (54%) were dissatisfied.

Although 40% said that they were living comfortably or doing alright, a third (32%) said they were just about getting by and a quarter (24%) said they were finding it difficult to manage financially. Just over half (52%) also said they were finding it more difficult to manage financially than this time last year.

Views of the sector

Overall, respondents were more likely to recommend working in the sector than not: 40% said they would be likely to recommend it while 30% said they were not likely to do this.

When asked what they most like/enjoy about working in the sector, respondents tended to mention making a difference/feelings of satisfaction/the job being rewarding

(mentioned by 78% of those who commented), and/or aspects related to the service users they work with/relationships with clients (64%).

Suggestions about what should be done to make the sector an attractive and rewarding place to work focused on better pay (mentioned by 58% of those who commented). Other common suggestions included improvements in how staff are recognised and supported (21%), reducing workloads/time pressures (19%), and issues related to staffing/recruitment (18%).

Differences across social work, social care and CYP services

Responses varied across sub-groups of the sample. In general:

- **Social work staff** tended to express the most negative views/lowest levels of satisfaction with their current roles. For example, they were the most likely to be considering leaving in the next 12 months, to report high staff turnover and impacts of this, and tended to be least likely to report high morale and high levels of job satisfaction. Social work staff were more likely than others to say that having too much responsibility was causing them stress; they were also more likely to have experienced bullying, discrimination or harassment. This group was least likely to feel that their work was valued, particularly by the people/families they support, their employer and the general public. They also gave the most negative feedback in relation to skills/training.

- **Social care staff** were generally the most positive in their responses: they were the least likely group to be thinking of leaving their role, and tended to be most satisfied with their current job, most likely to agree they felt safe and would recommend their workplace, and to say that their job gives them satisfaction always/most of the time. Social care workers also tended to be more positive than other groups in relation to having enough time to do their job well, having enough support in place to deal with stress – and they reported the fewest sources of stress overall. They were more likely than other groups to agree that they get the right training to do their job well, and least likely to report any barriers to training.

- **CYP services staff** tended to fall into the middle in terms of levels of satisfaction and reported wellbeing at work. They had slightly different sources of stress, eg they were more likely than others to mention working with vulnerable groups and difficulties with colleague relationships, but less likely to mention work costs such as travel, or lone working. They were also the most likely say they found it difficult switching off when leaving work.

Next steps

This survey has provided a robust baseline measure of the views and experiences of the social work, social care and children and young people's service workforce. Results will act as a benchmark for the SSSC to track change over time in the wellbeing and needs of staff and to inform national workforce planning.

Introduction

Background and objectives

This report outlines the findings of the first 'Have Your Say' Workforce Wellbeing Survey conducted by Progressive Partnership on behalf of the Scottish Social Services Council (the SSSC). The aim of the survey was to hear about the experiences of people working in the social work, social care and children and young people workforce, to inform future policies on how best to support the workforce.

The survey covered topics such as wellbeing, pay, terms and conditions, support and access to training and qualifications, and experiences of working in the sector. The findings will help the SSSC, Scottish Government and other key partners learn more about workforce wellbeing to help the development of national policies and workforce strategies and to inform national workforce planning.

The SSSC plans to repeat the survey annually to build a picture of experiences of working in the sector over time and to understand what is improving, getting worse or what needs to change.

Method and sample

Research method

The research was conducted via an online self-completion survey. The survey collected views from a sample of 6,581 people working in the social work, social care and children and young people's (CYP) service sector.

Invitations were sent via email, both directly to SSSC registrants (around 179,000 people) and via 12 employers/counter-signatories and 22 umbrella/representative organisations, to reach as wide a range of staff as possible, from right across the workforce and including all types of services. Since the survey was shared with an unknown number of people via these organisations, it is not possible to calculate an overall participation rate.

The survey fieldwork ran from 15 January to 14 February 2025. Three reminders were sent during this period, and the survey was also promoted in the SSSC newsletter. A copy of the survey questionnaire is included in Appendix 1.

Data weighting

The profile of the survey data was compared to data held by the SSSC and was found to be broadly consistent with the registrants' profile in terms of job role and gender. The age profile, and length of time working in the sector, were slightly different among the survey sample (respondents tended to be slightly older than the profile of registrants and skewed towards those who have worked in the sector for 10 years or more), so the survey data was weighted by length of employment. All findings presented in the report are based on the weighted data (with the unweighted base sizes shown). Weighted and unweighted sample data can be found in Appendix 2.

Sample profile

An overview of the sample profile is outlined in Tables 1 and 2 below. The vast majority of respondents were registered with SSSC (96%), and the majority were part of the social care workforce (59%). Reflecting the sector as a whole, just over four in five respondents were female. For further details of the sample profile, see the tables included in Appendix 2.

Table 1. Sample profile: job role

	Unweighted No.	Unweighted %	Weighted No.	Weighted %
Registration				
Registered with SSSC	6327	96%	6346	96%
Not registered	254	4%	235	4%
Job role*				
Social work	651	10%	584	9%
Social care	3785	58%	3881	59%
Children and young people	2045	31%	2016	31%
Has left role	100	2%	100	2%
Base (all)	**6581**	**100%**	**6581**	**100%**
Time in the sector				
Less than 1 year	300	5%	466	7%
1-2 years	566	9%	880	14%
3-5 years	909	14%	1413	22%
6-10 years	939	14%	1460	23%
More than 10 years	3767	58%	2261	35%
Base (all excl. left role)	**6481**	**100%**	**6481**	**100%**

*Job role categories have been grouped for analysis – full breakdown in Appendix 2.

Table 2. Sample profile: demographics

	Unweighted No.	Unweighted %	Weighted No.	Weighted %
Gender				
Female	5478	83%	5426	82%
Male	935	14%	981	15%
Other	14	<1%	19	<1%
Prefer not to say	154	2%	155	2%
Age				
16-24	241	4%	371	6%
25-34	752	11%	1003	15%
35-44	1273	19%	1345	20%
45-54	1746	27%	1648	25%
55-64	2048	31%	1748	27%
65+	315	5%	257	4%
Prefer not to say	206	3%	208	3%
Base (all)	**6581**	**100%**	**6581**	**100%**

Analysis and reporting

Analysis has been conducted looking at various sub-groups, including a sector breakdown (whether respondents work in social work, social care or children and young people's services), as well as a more detailed breakdown of job role (such as whether respondents are a manager) and employment (local authority, private company, third sector). Results have also been analysed by likelihood to leave the sector. Data was analysed by demographics (age, gender, ethnicity, disability), although factors such as age and gender are related to job role, so the analysis in this report focuses on roles. Unweighted base sizes for sub-groups used in the analysis are included in the sample profile tables in Appendix 2.

The sampling technique was non-probability; margins of error and significance testing should therefore be treated as indicative, based on an equivalent probability sample. The overall sample size of 6,581 provides a dataset with an approximate margin of error of between ±0.24% and ±1.21%, calculated at the 95% confidence level (market research industry standard).

Only significant differences are reported, at the 95% level (ie results indicate 95% confidence that the difference is not due to chance or sampling error). Not every significant difference is noted – results are highlighted where they are notable/ meaningful, part of a clear pattern of results across the reporting as a whole, and/or where they add insight in relation to the research objectives.

For ease of reading the results, percentage labels have been left off some of the charts where small percentages are charted. In instances where percentages quoted in the text do not match the sum of two figures in the charts, this is due to rounding.

Survey findings

Working in the sector

Motivation to join the sector

Respondents were asked what first motivated them to start working in social work, social care or children and young people's services. The main motivator, for two thirds (65%), was wanting a job that would make a difference to people's lives, followed by feeling it would be a job they would love/enjoy (59%) and/or feeling it would suit their skills/they would be good at it (50%). Just under three in ten mentioned that personal experience of caring for someone had motivated them (27%). See Table 3.

Table 3. Motivation to start working in the sector

	%
Wanted a job that would make a difference to people's lives	65%
Felt it would be a job I would love/enjoy	59%
Felt it would suit my skills/I would be good at it	50%
Through personal experience of caring for someone	27%
Looking for a change in career	22%
Felt it would be a stable/secure job	20%
Felt it would be a job with good career prospects/progression	20%
Felt the work pattern suited my lifestyle	20%
The salary on offer	4%
There was nothing else suitable or available to me	3%
Other	3%
None of the above	1%
Don't know/not sure	<1%
Base (all excl. left role)	**6481**

Differences between sub-groups of the sample included:

- Those working in social work were more likely than other groups to mention making a difference to people's lives (76%), a stable/secure job (29%), career progression (23%) and salary (9%).

- Social care staff were more likely than others to mention personal experience of caring for someone (34%) or that they had wanted a career change (24%).

- Those working in CYP services were more likely than others to have felt it would be a job they would love/enjoy (70%) and that the work pattern suited their lifestyle (25%).

How the workforce heard about the sector

When asked how they first learned about the opportunity to work in social work, social care or CYP services, the most common responses were that they had heard about it through friends and family working in the sector (mentioned by 38%) or that they saw a job advertised online/in a newspaper (32%). All other sources of information were mentioned by much smaller proportions (see Table 4).

Table 4. How respondents heard about working in the sector

	%
Through friends and family working in the sector	38%
Job advertised online/in newspaper	32%
Careers advice	7%
Recruitment companies/fairs	5%
At school/college/university	3%
Other	9%
Don't know/not sure	5%
Base (all excl. left role)	**6481**

Results were broadly consistent across sub-groups, although CYP staff were more likely than others to mention careers advice (13%), and social care staff were more likely than others to mention friends/family (42%), job adverts (35%) or recruitment companies/fairs (6%).

Likelihood to stop working in the sector

Respondents were asked how likely they were to stop working in a social work, social care or CYP role within the next 12 months or within the next five years. As shown in Figure 1, just over a fifth (22%) said they were quite or very likely to leave in the next 12 months, and 45% within the next five years.

Figure 1. Likelihood to stop working in the sector
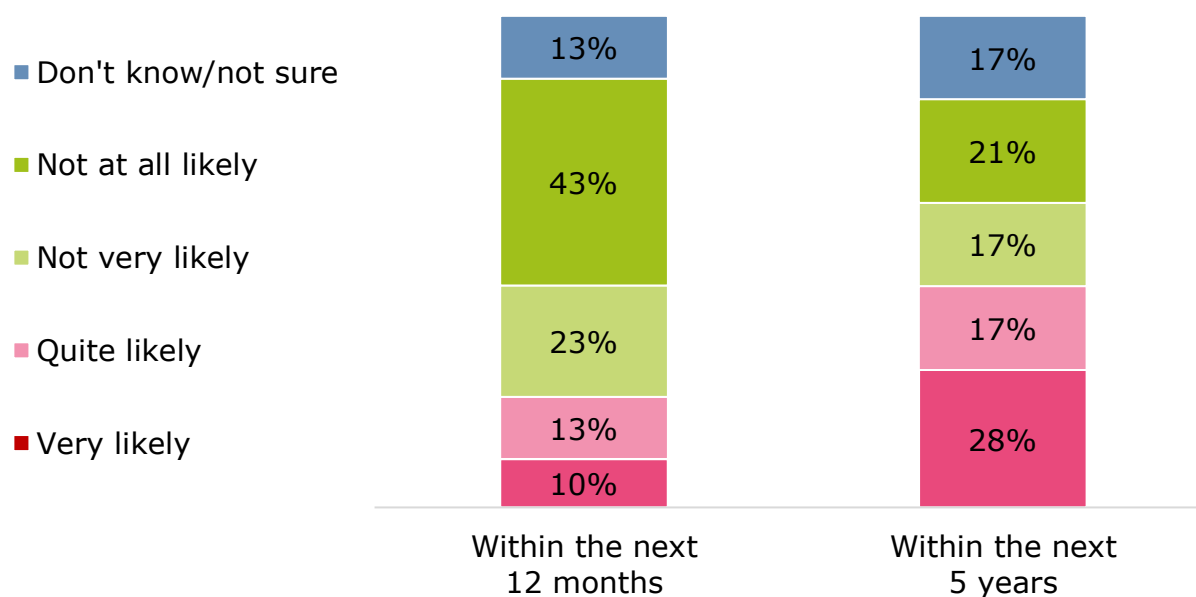
Base (all excl. left role): 6481

Social work staff were most likely to say they were **very** likely to leave in the next 12 months (13%, compared to 10% of social care and 8% CYP staff).

Those working in social care roles were the **least** likely to say they would leave the sector, either in the next 12 months or the next five years (43% overall said this, compared to 53% of social work staff and 52% of CYP staff).

Reasons to leave the sector

Among those saying they were likely to leave in the next 12 months or the next five years, the key reasons for this were being overworked (mentioned by 50%), the pay being too low (40%), and/or poor employment or working conditions in general (33%). A quarter (26%) said they were likely to leave due to retirement, and a similar proportion mentioned relationships with managers/senior staff as being a reason to leave (23%). See Table 5.

Table 5. Reasons for being likely to stop working in the sector

	%
Overworked	50%
Pay too low/need a higher-paying job	40%
Poor employment or working conditions in general	33%
Retirement	26%
Relationships with managers/senior staff	23%
No prospects of career progression	16%
Don't enjoy the job	14%
Want more flexibility	12%
For personal reasons (eg childcare/caring responsibilities, sickness or disability, moving abroad)	10%
Want to do something else	10%
To study/gain further qualifications	6%
Lack of job security	8%
Relationships with colleagues	8%
There is too much studying involved	7%
Experiencing discrimination, such as racism	4%
Other	11%
Don't know/not sure	1%
Base (all likely to leave in next 12 months or 5 years)	**3188**

There were some differences between sub-groups, including:

- Those working in social work (29%) or social care (30%) were more likely to mention retirement than those working in CYP services (18%).

- Not enjoying the job was more often mentioned by social work or CYP staff (20% and 19% respectively, compared to 9% of social care workers).

- Social care staff were least likely to mention being overworked as a reason to leave (42% compared to 59% social work and 60% CYP staff).

- Social care and CYP staff were more likely to mention the pay being too low (41% and 43% respectively, compared to 23% of social work staff).

Staff turnover

Respondents were asked if there was a high level of staff turnover in their workplace and almost half (48%) said yes. Those in social work roles were most likely to say there was high turnover in their workplace (55%) – see Table 6.

Table 6. Whether there is high staff turnover

	All	Social work	Social care	CYP
Yes	48%	55%	48%	45%
No	35%	33%	31%	41%
Don't know/not sure	18%	12%	20%	14%
Base (all excl. left role)	**6481**	**651**	**3785**	**2045**

Respondents who said they were likely to leave the sector in the next 12 months or five years were more likely to report high staff turnover than others (59% said this, compared to 38% of those not likely to leave).

Impacts of high staff turnover

Those who reported high staff turnover were asked what the impact of this was on the remaining staff and managers (see Table 7). The most commonly reported impacts were increased staff stress levels, increased workloads, and lower staff morale – these were all mentioned by eight in ten or more. Poorer outcomes for those receiving care/support, and poorer working relationships between colleagues and managers were also mentioned by over half of those reporting high staff turnover, and around three in ten mentioned a greater reliance on agency workers and a reduction in development of new processes/working practices.

Table 7. Impacts of high staff turnover on remaining staff and managers

	%
Increase in staff stress levels	87%
Increase in workload	82%
Lower staff morale	80%
Poorer outcomes for those receiving care and support	58%
Poorer working relationships between colleagues and managers	53%
More reliance on agency workers	31%
Reduction in development of new processes or working practices	29%
More difficult to access training/career progression pathways	22%
Other	4%
None of the above – there are no impacts	1%
Don't know/not sure	1%
Base (all saying there is high turnover)	**3151**

As well as being most likely to say there was high staff turnover, social work staff were more likely than others to mention that this led to increased workloads (90%), low staff morale (90%), poorer outcomes (73%) reduction of development of new practices (44%) and difficulties accessing training/progression (33%).

Respondents working as managers within social care and CYP services were also more likely than other workers in these services to highlight staff stress levels (91%) and increased workloads (88%) as impacts of high staff turnover.

As well as reporting high turnover, those who said they are likely to leave the sector were also more likely than others to mention most of the impacts on remaining staff and managers – suggesting that those experiencing the impacts of high turnover may be more likely to consider leaving themselves.

Recruitment to the sector

Respondents in management roles were asked about any difficulties their organisation faced in relation to hiring or keeping staff (see Table 8). The most frequently mentioned issue was the quality of candidates applying (79%), followed by availability of staff (57%) and the pay and conditions they are able to offer (50%). A third mentioned competition from other social care employers (32%) and 28% mentioned registration and qualification requirements. Only a very small proportion (3%) said there were no difficulties in hiring or keeping staff.

Table 8. Difficulties hiring or keeping staff

	%
Quality of candidates applying	79%
Availability of staff	57%
The pay and conditions we are able to offer (eg flexibility, pensions)	50%
Competition from other employers – other social care employers	32%
Registration and qualification requirements	28%
Competition from other employers – other sector	23%
Competition from other employers – health employers	18%
Costs associated with recruitment	15%
The impact of the COVID-19 pandemic	15%
Difficulty recruiting from the EU following Brexit	13%
Difficulty in attracting underrepresented groups to the workforce	11%
Other	8%
None of the above – there are no difficulties	3%
Don't know/not sure	1%
Base (all managers)	**767**

Results were broadly consistent between sub-groups for this question, although managers in social care were most likely to mention difficulty recruiting from the EU due to Brexit (19%), competition from other employers (39% other social care, 30% health, 32% other sectors), and the impact of the COVID-19 pandemic (20%).

Management and leadership

Respondents were asked to what extent they agreed with a series of statements about management and leadership in the sector (see a summary of overall agreement levels in Table 9 and a full breakdown in Figure 2).

Overall, two fifths (41%) agreed that managers/leaders come from different backgrounds. However, only 36% of those not already in a management role believed it would be possible for them to become a manager/formal leader, and 30% agreed they would like to be in a management or formal leadership position in the future. As shown in Table 9, social work staff were least likely to agree managers/leaders come from different backgrounds, while those working in social care were least likely to believe it would be possible for them to become a manager/formal leader.

Table 9. Management and leadership (tend to/strongly agree)

	All	Social work	Social care	CYP
Managers/leaders come from different backgrounds	41%	38%	43%	40%
Base (all excl. left role)	**6481**	**651**	**3785**	**2045**
I believe it would be possible for me to become a manager/formal leader	36%	41%	35%	38%
I would like to be in a management or formal leadership position at some point in the future	30%	30%	29%	32%
Base (all excl. left role, not in management position)	**5646~ 5666**	**529~ 531**	**3417~ 3425**	**1700~ 1710**

Figure 2. Management and leadership
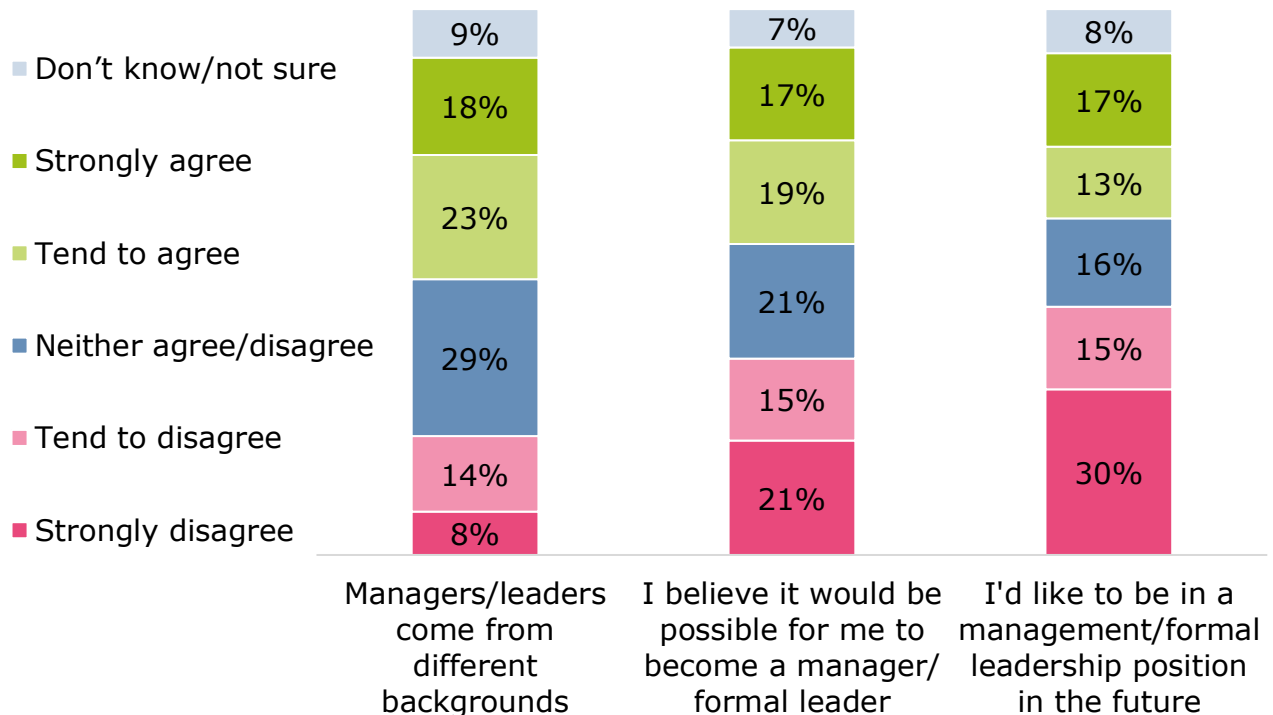
Base (all excl. left role): 6481; Base (all excl. left role and not already in management position): 5646~5666

Health and wellbeing

Satisfaction with current job

Respondents were asked how satisfied or dissatisfied they were with their current job overall, on a scale of 1 (completely dissatisfied) to 7 (completely satisfied). Only 10% said they were completely satisfied, although 36% were completely/mostly satisfied (scoring 6 or 7) and 56% were satisfied overall (scoring 5~7). However, a substantial minority (35%) were dissatisfied overall.

As shown in Table 10, social care staff tended to be most satisfied – they were more likely than others to be satisfied overall (59%) and least likely to be dissatisfied overall (31%). Over two fifths of social work staff (43%) were dissatisfied overall.

Table 10. Overall satisfaction with current job

	All	Social work	Social care	CYP
1 – Completely dissatisfied	5%	9%	5%	5%
2 – Mostly dissatisfied	11%	13%	10%	13%
3 – Somewhat dissatisfied	18%	21%	17%	20%
4 – Neither satisfied nor dissatisfied	9%	8%	9%	9%
5 – Somewhat satisfied	20%	25%	19%	22%
6 – Mostly satisfied	25%	19%	27%	24%
7 – Completely satisfied	10%	6%	13%	7%
NET: Completely/mostly dissatisfied	**16%**	**22%**	**15%**	**18%**
NET: Dissatisfied	**35%**	**43%**	**31%**	**38%**
NET: Completely/mostly satisfied	**36%**	**25%**	**40%**	**31%**
NET: Satisfied	**56%**	**49%**	**59%**	**52%**
Base (all excl. left role)	**6481**	**651**	**3785**	**2045**

Staff working as managers in social care and CYP services tended to be more satisfied than other staff in these services: 66% were satisfied overall (this figure was even higher, 71%, among managers in social care).

Unsurprisingly, those who said they were likely to leave the sector in the next 12 months or five years expressed lower levels of satisfaction with their current job than others (37% were satisfied overall, compared to 73% of those who said they were not likely to leave).

Views of the workplace

Six in ten respondents overall agreed that they feel safe in their work environment and just under half (47%) said they would recommend their organisation as a great place to work (see Table 11 for a summary of overall agreement levels, and a full breakdown in Figure 3). Those working in social work were least likely to agree with either of these statements, and those in social care were most likely to agree.

Table 11. Views of the workplace (tend to/strongly agree)

	All	Social work	Social care	CYP
I feel safe in my work environment	60%	50%	62%	59%
I would recommend my organisation as a great place to work	47%	33%	50%	45%
Base (all excl. left role)	**6481**	**651**	**3785**	**2045**

Figure 3. Views of the workplace
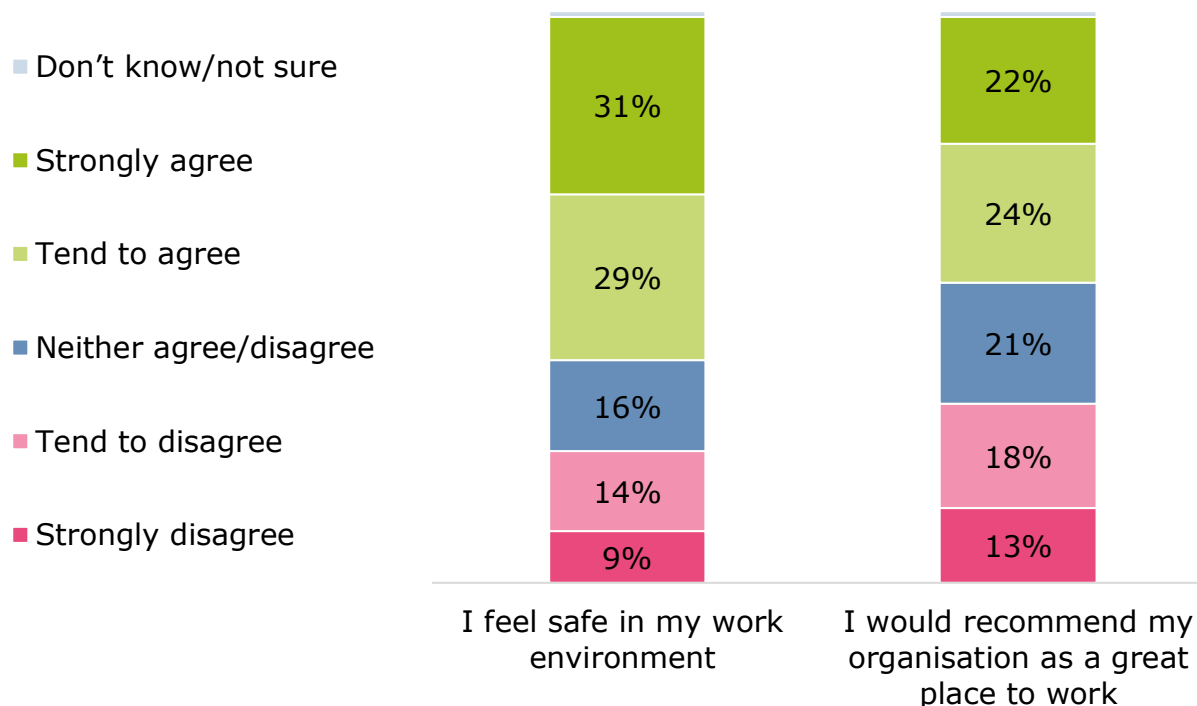
Base (all excl. left role): 6481

Staff working as managers in social care and CYP services were more likely than other workers in these services to say they would recommend their organisation as a great place to work (71% of managers said this, and 73% of social care managers). Ratings of safety were also highest among managers: 78% of managers agreed with this statement.

It is also worth noting that ratings of safety were lower among those likely to leave the sector (47% said they felt safe in their work environment, compared to 72% of those unlikely to leave), suggesting a possible factor influencing decisions to leave.

Colleagues and morale

Respondents were asked how much they agreed with a series of statements relating to their colleagues and morale at work. See a summary in Table 12 and the full breakdown in Figure 4.

Respondents were most likely to say that their colleagues help and support them (75% said this was the case always/most of the time), while around three fifths said their jobs gives them a feeling of satisfaction (60%) and that their manager helps and supports them (58%). Respondents were less likely to say their own morale is

always/mostly good (56%), and fewer than half said this was the case for the right staff being in place to deliver services (48%) or that morale amongst colleagues is good (40%).

As shown in Table 12, social care staff were more likely than other groups to say their job gives them satisfaction always/most of the time, and social work staff were least likely to say this – social work staff also reported the lowest levels of morale (both for themselves and among colleagues).

Table 12. Colleagues and morale (always/most of the time)

	All	Social work	Social care	CYP
My colleagues help and support me	75%	76%	74%	78%
My job gives me the feeling of satisfaction	60%	44%	67%	53%
My manager helps and supports me	58%	57%	58%	59%
My own morale is good	56%	41%	61%	50%
The right staff are in place to deliver services	48%	37%	51%	45%
Morale amongst my colleagues is good	40%	28%	44%	37%
Base (all excl. left role)	**6481**	**651**	**3785**	**2045**

Managers in social care and CYP services tended to have a better view of staff morale than other workers did: 55% of managers said morale among their colleagues is good always/most of them time, whereas these figures were 42% for social care workers and 34% for CYP workers in non-management roles. Managers were also more likely to say the right staff are in place to deliver services: 60% said this was the case always/most of the time, compared to 50% of social care and 44% of CYP non-management workers.

Unsurprisingly, those who said they were likely to leave the sector gave lower ratings of all these aspects of staff morale than those not likely to leave. It is possible that feelings of a lack of support from colleagues and managers could be contributing to respondents' likelihood to leave the sector.

Figure 4. Colleagues and morale

■ Never ■ Rarely ■ Sometimes ■ Most of the time ■ Always

	Never	Rarely	Sometimes	Most of the time	Always
My colleagues help and support me		5%	19%	37%	38%
My manager helps and supports me	4%	13%	25%	27%	31%
My job gives me the feeling of satisfaction		9%	29%	36%	25%
My own morale is good	3%	14%	27%	34%	22%
The right staff are in place to deliver services	5%	15%	33%	30%	18%
Morale amongst my colleagues is good	5%	22%	33%	27%	13%
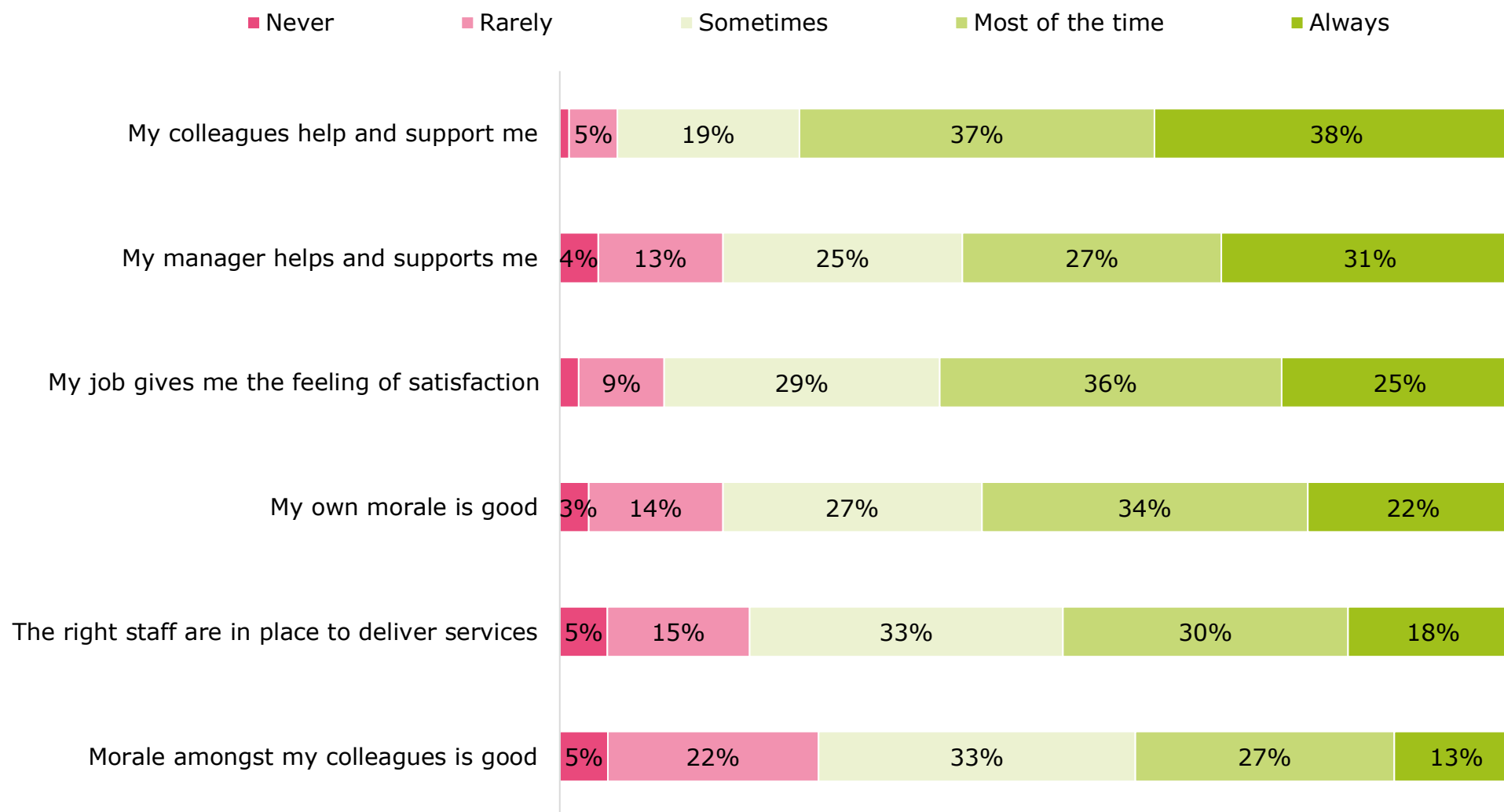
Base (all excl. left role): 6481

Feeling valued

Survey respondents were asked to what extent they feel valued for the work that they do (see Table 13 and Figure 5). The workforce was most likely to agree that their work is valued by the people/families they support (81% agreed), followed by colleagues (76%) and managers (59%). However, fewer than half agreed that partner agencies (46%), the general public (42%) and their employer (40%) value their work – and the lowest level of agreement was seen for Scottish Government, with only a fifth agreeing that the Scottish Government values the work they do (20%).

Social work staff tended to feel less valued than other staff groups, particularly by the people/families they support, their employer and the general public. However, social work staff felt more supported by their manager than social care and CYP staff did (see Table 13).

Table 13. Feeling valued (tend to/strongly agree)

	All	Social work	Social care	CYP
The people/families you support	81%	66%	83%	80%
Your colleagues	76%	79%	75%	78%
Your manager	59%	64%	58%	60%
Partner agencies (eg health staff, police etc.)	46%	48%	48%	42%
General public	42%	24%	48%	35%
Your employer	40%	27%	44%	35%
Scottish Government	20%	14%	23%	15%
Base (all excl. left role)	**6481**	**651**	**3785**	**2045**

For feeling valued by their manager, employer and colleagues, and for partner agencies, the general pattern in results was that those in management roles were more likely to feel valued than those in non-management roles. However, this pattern was reversed for feeling valued by Scottish Government – managers were <u>less</u> likely to say they felt valued than non-managers. The only areas where there was no difference was for feeling valued by the people/families they support, and the general public, where results were broadly consistent between managers and non-managers in social work and CYP services.

Reflecting previous findings, respondents who said they were likely to leave the sector were less likely to feel that their work is valued (by any of the people/groups listed) than others – it is possible that not feeling valued could be contributing to likelihood to leave.

Figure 5. Feeling valued for the work that you do by…

Legend: ■ Strongly disagree ■ Tend to disagree ■ Neither agree/disagree ■ Tend to agree ■ Strongly agree ■ Don't know/not sure

Category	Strongly disagree	Tend to disagree	Neither agree/disagree	Tend to agree	Strongly agree	Don't know/not sure
The people/families you support		4%	12%	37%	44%	
Your colleagues		5%	15%	40%	36%	
Your manager	10%	13%	16%	27%	32%	
Partner agencies (eg. health staff, police etc.)	4%	8%	31%	28%	18%	10%
General public	6%	12%	31%	26%	16%	9%
Your employer	17%	19%	22%	20%	19%	3%
Scottish Government	23%	20%	26%	11%	9%	10%

Base (all excl. left role): 6481

21

Aspects of wellbeing at work

The survey asked about various aspects of wellbeing at work – see summary data in Table 14 below, and a full breakdown in Figure 6. The majority (65%) agreed that they feel able to meet the needs of people they care for/support. However, three in five (60%) said they find it difficult to switch off when they leave work, only 43% said they have enough time to do their job well, and just 30% said enough support is in place for dealing with stress.

Social work staff were least likely to agree they feel able to meet the needs of the people they support, while social care staff were most likely to agree with this. Those finding it most difficult to switch off when leaving work were staff working in CYP services – almost seven in ten CYP workers said this. Social care workers tended to be more positive than other groups in relation to having enough time to do their job well and having enough support in place to deal with stress.

Table 14. Wellbeing statements (tend to/strongly agree)

	All	Social work	Social care	CYP
I feel able to meet the needs of people I care for and support	65%	43%	72%	59%
I find it difficult to switch off when I leave work	60%	60%	56%	68%
I have enough time to do my job well	43%	31%	51%	31%
I feel enough support is in place for dealing with stress	30%	24%	34%	24%
Base (all excl. left role)	**6481**	**651**	**3785**	**2045**

Those in management roles showed some signs of higher stress at work. For example, managers were more likely than non-managers in social care and CYP services to say they find it difficult to switch off when they leave work: 70% of social care managers compared to 55% of social care workers, and 80% of CYP managers compared to 66% of CYP workers said this.

Those who were likely to leave the sector gave less positive feedback generally to the questions about wellbeing than others – they were less likely to agree they feel able to meet people's needs, they have enough time to do their job well and say enough support is in place for dealing with stress, and more likely to find it difficult to switch off when they leave work.

Figure 6. Wellbeing statements

■ Strongly disagree ■ Tend to disagree ■ Neither agree/disagree ■ Tend to agree ■ Strongly agree ■ Don't know/not sure

Statement	Strongly disagree	Tend to disagree	Neither agree/disagree	Tend to agree	Strongly agree
I feel able to meet the needs of people I care for and support	7%	13%	13%	35%	31%
I find it difficult to switch off when I leave work	9%	14%	16%	29%	31%
I have enough time to do my job well	20%	25%	13%	26%	17%
I feel enough support is in place for dealing with stress	25%	25%	18%	18%	12%

Base (all excl. left role): 6481

Current causes of stress at work

The most mentioned aspects currently causing respondents stress at work were having too much work to do/not enough time to do their work (mentioned by 51%), paperwork/bureaucracy (48%), and lack of support from managers or colleagues if they need help (34%). Worrying about things outside of work was also an issue for a quarter (25%). Only one in ten (11%) said that 'none of these' were currently causing them stress at work (see Table 15).

Table 15. Causes of stress when carrying out the job

	%
Having too much work to do/not having enough time to do my work	51%
Paperwork and bureaucracy	48%
Lack of support from managers or colleagues if I need help	34%
Worrying about things outside work in general (eg. responsibilities and stresses at home)	25%
Difficulties in relationships with colleagues	19%
Working with vulnerable children or adults	18%
Having too much responsibility	17%
Costs associated with work, such as travel	17%
Working alone	12%
Not being given enough independence to do my job well	11%
Worrying about the impact of my work on the climate/environment	5%
Other	12%
None of the above	11%
Don't know/not sure	3%
Base (all excl. left role)	**6481**

Sources of stress varied by sub-group, for example:

- Social work staff were more likely than others to mention having too much responsibility (24%, compared to 16% of social care and 18% of CYP staff).

- Those working in children and young people's services were more likely than others to mention working with vulnerable groups (34%) and difficulties with colleague relationships (22%), but less likely than other groups to mention work costs such as travel (11%) or lone working (8%).

- Social care staff reported the fewest sources of stress overall – they were most likely to say 'none of the above' (15% compared to 6% of other groups) and least likely to mention having too much work/not enough time (43%) and paperwork/bureaucracy (38%) – compared to around two thirds of social work/CYP staff who mentioned these issues.

- Managers were more likely than other workers to mention having too much responsibility (25% of managers overall said this) or paperwork/bureaucracy (71%). Social care managers were more likely than other social care workers to mention having too much work to do/not enough time (60% compared to 42%).

- Social care staff in non-management roles were more likely to highlight working alone (14% of social care workers compared to 4% of social care managers) or work-related costs such as travel (20% compared to 10%), while CYP non-managers were more likely than CYP managers to mention working with

vulnerable people (35% compared to 26%), difficulties in relationships (23% compared to 16%) or lack of management support (38% compared to 24%).

- Respondents who said they are likely to leave the sector were more likely than others to mention most of the causes of stress on the list – it is likely that all of these stressors may be contributing to decisions to leave the sector. For example, 62% among this group mentioned having too much work; 58% mentioned to much paperwork and 44% mentioned lack of support from managers/colleagues.

Sources of information on health and wellbeing

Respondents were asked where they would go to find information if they wanted to learn more about health and wellbeing in the workplace (see Table 16). Around four in ten mentioned the SSSC and/or their manager (both 42%), while online sources were also commonly mentioned (38% said Google/internet search, and 36% said they would look at their employer's website/intranet). Colleagues/peers (32%) and HR programmes (27%) were also mentioned relatively frequently.

Table 16. Sources of information about health and wellbeing in the workplace

	%
SSSC	42%
Your manager	42%
Google/internet search	38%
Employer website/intranet	36%
Colleagues/peers	32%
Human Resources (HR)/Employee Assistance Programme	27%
National Wellbeing Hub	16%
Your Trade Union rep(s)	15%
Other	5%
Don't know/not sure	10%
Base (all excl. left role)	**6481**

Sub-group differences included:

- Social work staff were more likely than others to mention an employer website/ intranet (50%), colleagues/peers (39%) or a Trade Union rep (21%).

- CYP staff were more likely than others to mention Google/internet search (42%).

- Social care staff were more likely than others to mention the SSSC (48%) or their manager (44%).

- Those in management roles tended to have higher awareness of most information sources than non-management workers (and were less likely to say they did not know).

Bullying, harassment and discrimination

After being shown a description/definition of these terms, respondents were asked if they had personally experienced bullying, harassment or discrimination at work. Bullying (27%) was more likely to be mentioned than discrimination or harassment (both 15%). Almost four in ten (37%) overall had experienced any of these.

As seen in Table 17, social work staff were most likely to have experienced any of these issues – just under half (45%) mentioned a least one issue, and 37% of social work staff mentioned bullying compared to around a quarter of other groups. CYP staff were least likely to report experience any of these (34%). However, it also worth noting that higher proportions of social care and CYP staff said 'prefer not to say' compared to social work staff for this question.

Table 17. Experience of bullying, harassment and discrimination

	All	Social work	Social care	CYP
NET: Experienced any	**37%**	**45%**	**37%**	**34%**
Bullying	27%	37%	26%	26%
Discrimination	15%	18%	16%	12%
Harassment	15%	19%	17%	11%
None of these	54%	49%	52%	57%
Prefer not to say	10%	6%	11%	9%
Base (all excl. left role)	**6481**	**651**	**3785**	**2045**

Respondents who said they were likely to leave the sector in the next 12 months or five years were more likely to have experienced these issues than others – 43% had experienced any, compared to 31% of those who were not likely to leave. It is possible that experience of bullying, harassment and/or discrimination could be contributing to decisions to leave the sector.

Skills and training

Access to training

A series of questions was asked about skills and training. Table 18 provides a summary of overall agreement levels for these statements, and Figure 7 shows the full breakdown.

Attitudes towards training were generally positive: more than eight in ten (85%) agreed they want to improve their knowledge and skills, 73% said there are training and learning opportunities available to them, and around seven in ten said they have enough training/learning opportunities to fulfil their CPL requirements and they get the right training to do their job well (both 69%). Two thirds (65%) agreed they are supported to gain qualifications for registration purposes, and 61% know how/where to look for a new role to match their skills and experience. Around half (51%) said they need more training to progress their career.

Generally, social work staff tended to provide the most negative feedback in relation to training – for example, they were less likely than social care or CYP staff to agree that there are training/learning opportunities available, they have enough opportunities to fulfil CPL requirements, they get the right training to do their job well and they are supported to gain qualifications. Social care staff were more likely than other groups to agree that they get the right training to do their job well.

Table 18. Skills and training statements (tend to/strongly agree)

	All	Social work	Social care	CYP
I want to improve my knowledge and skills	85%	87%	83%	88%
There are training and learning opportunities available to me	73%	65%	74%	73%
I have enough training and learning opportunities to fulfil my CPL (Continuous Professional Learning) requirements	69%	64%	70%	70%
I get the right training to do my job well	69%	52%	73%	66%
I am supported to gain my qualifications for registration purposes	65%	56%	67%	65%
I know how and where to look for a new role to match my skills and experience	61%	60%	60%	63%
I need more training to progress my career/get promoted	51%	49%	51%	52%
Base (all excl. left role, and not applicable)	**5959~ 6453**	**602~ 651**	**3515~ 3773**	**1829~ 2030**

Figure 7. Skills and training statements

■ Strongly disagree ■ Tend to disagree ■ Neither agree/disagree ■ Tend to agree ■ Strongly agree ■ Don't know/not sure

Statement	Strongly disagree	Tend to disagree	Neither agree/disagree	Tend to agree	Strongly agree	Don't know/not sure
I want to improve my knowledge and skills			11%	31%	55%	
There are training and learning opportunities available to me	3%	8%	15%	35%	38%	
I have enough training and learning opportunities to fulfil my CPL requirements	5%	9%	15%	34%	35%	
I get the right training to do my job well	4%	11%	15%	35%	34%	
I am supported to gain my qualifications for registration purposes	6%	9%	18%	29%	36%	
I know how and where to look for a new role to match my skills and experience	5%	9%	21%	30%	31%	5%
I need more training to progress my career/get promoted	6%	11%	29%	24%	27%	3%

Base (all excl. left role, excl. N/A): 5959~6453

The broad pattern in results was for managers in social care to be more positive than non-managers in social care, and managers in CYP to be more positive than non-managers in CYP services, apart from the statement about needing more training to progress their career, where non-managers were more likely to agree than managers. In line with other findings, those saying they are likely to leave the sector expressed more negative views across all statements about training compared to those unlikely to leave.

Barriers to training

When asked about any barriers to accessing training in their workplace, three in ten (31%) said that there are no barriers (see Table 19). The most commonly mentioned barriers to training were lack of time (29%), employers not allowing time off for training (24%) and/or availability of courses (24%).

Table 19. Barriers to training

	%
I don't have time	29%
Employer not allowing time off for training/would have to attend training in my own time	24%
Availability of courses	24%
Lack of information on training available and how to access it	17%
I can't afford it/no funding available/not paid for by employer	16%
Staff issues (eg absence, shortage, lack of cover)	1%
Other	4%
None – there are no barriers to accessing training and learning in my workplace	31%
Don't know/not sure	8%
Base (all excl. left role)	**6481**

Sub-group differences included:

- Social work staff were more likely than other groups to mention not having time (49%) and availability of courses (36%).

- CYP staff were the group most likely to say that their employer would not allow time off for training (34%), or to highlight staffing issues/shortages making it difficult to attend training (2% compared to <1% among other groups).

- Social care staff were more likely than others to say there were no barriers to accessing training/learning (36%) – although they were also most likely to say they did not know (9%).

- Managers were more likely than non-managers to say they did not have time (38% of managers overall said this: 33% among social care managers and 43% among CYP managers). They were less likely than non-managers to say their employer would not allow time off (17%) or that they lacked information about training and how to access it (11%).

- Those likely to leave the sector in the next 12 months or five years were more likely than others to mention most of the barriers on the list, as well as expressing more negative attitudes towards training generally – it is possible that perceived difficulties accessing training could be influencing decisions about remaining in the sector.

Terms and conditions

Current employment status

Respondents were most likely to be employed by a local authority (46%), followed by a private company (34%) or a third sector body (15%). Only very small proportions were employed by an agency or in any other way (see Table 20). There were clear patterns in response by staff sub-group, with social work staff being the most likely to be employed by a local authority (77%), and social care staff more likely than others to be employed by a private company (41%) or third sector body (19%).

Table 20. Current employment status for main job

	All	Social work	Social care	CYP
Employed by a local authority	46%	77%	34%	60%
Employed by a private company	34%	12%	41%	27%
Employed by a third sector body	15%	6%	19%	10%
Employed by an agency	2%	2%	3%	1%
Employed by family member (eg as a Personal Assistant)	1%	1%	1%	<1%
Self-employed in social care	1%	1%	1%	1%
On secondment/placement	<1%	1%	<1%	<1%
Working on a voluntary basis	<1%	1%	<1%	<1%
Currently not working (suspended/investigation)	<1%	1%	<1%	<1%
Base (all excl. left role)	**6481**	**651**	**3785**	**2045**

Managers in the sample were more likely than other workers in social care or CYP services to be employed in the third sector (34% of all managers said they worked for a third sector body). CYP managers were more likely than non-managers to be employed by a private company (38% of managers compared to 26% of non-managers) while this pattern was reversed for social care managers (33% of social care managers compared to 41% of non-managers were employed by a private company).

Current type of contract

The majority of respondents were working full time for one employer, on fixed hours and receiving a salary (60%), while a quarter were doing the same but part time (see Table 21).

Table 21. Type of contract

	%
Full time for one employer on fixed hours and receive a salary	60%
Part time for one employer on fixed hours and receive a salary	25%
For one employer on flexible hours	9%
For an agency on fixed hours	1%
For an agency on flexible hours	2%
For different employers with one full-time role and one or more part-time roles	2%
For different employers with two or more part-time roles	1%
For an agency as well as for one or more employers directly	<1%
Self-employed for one individual	<1%
Self-employed for different individuals	<1%
Base (all excl. left role and not currently working)	**6459**

Social work staff more likely than others to be working full time for a fixed hours salary (76%), CYP workers were most likely to be in a part time fixed hours salaried role (28%), while social care staff were more likely than others to be working for one employer on flexible hours (12%).

Managers in social care and CYP services were more likely than non-managers in the same services to be on full time contracts, while non-managers were more likely to be on part time contacts.

Other roles outside social work, social care or children and young people's services

Those who said they work for more than one employer were asked if they currently work in any other roles outside of the sector. Only 213 people fell into this group, and these tended to be social care staff (140).

Among these 213 people, 18% said they worked in a health care role, 26% worked not in a health care role and 54% said they were not working outside the social work, social care or children and young people's service sector (3% said prefer not to say). Among the 93 people who were working outside the sector, almost half (48%) said their pay in their other job was higher than within this sector, 19% said it was lower and 23% said the pay was around the same level in both jobs.

Contracted hours

Respondents were asked how many hours in total they are contracted to work per week in their main job in the sector (excluding any overtime or work in other jobs). The average was 31 hours, with most respondents falling into the 26-35 hours (30%) or 36-39 hours (31%) bands – see Table 22.

Table 22. Contracted hours in main job

	%
Up to 16 hours	9%
17-25 hours	19%
26-35 hours	30%
36-39 hours	31%
40+ hours	12%
Average	31 hours
Base (all excl. left role and not currently working)	**6459**

Social work staff tended to have slightly higher contracted hours (33.5 average, compared to 30.8 for social care and 30.7 for CYP staff).

Reflecting the difference in full and part time contracts, managers in social care and CYP services tended to do a higher number of contracted hours per week than non-managers.

Additional hours

Two thirds of respondents (66%) said they did **not** regularly work additional hours above their contracted hours (i.e. outside their main job, or regular overtime). Ten per cent worked extra hours up to and including 5 hours a week, and 10% worked an additional 6-10 hours a week. The average **among those who do any additional hours** was 14 hours per week. See Table 23.

Table 23. Additional hours if more than one job or do regular overtime

	%
Up to 5 hours	10%
6-10 hours	10%
11-16 hours	5%
17-25 hours	5%
26+ hours	5%
Not applicable – do not regularly work above contracted hours	66%
Average (among those who do any additional hours)	14 hours
Base (all excl. left role and not currently working)	**6459**

CYP staff were least likely to do any additional hours (three quarters said this was not applicable to them, compared to 63% of social care and 59% of social work staff). Among those who did do additional hours, social care staff tended to do more extra (15.6 average, compared to 11.6 for social work and 10.1 for CYP staff).

Zero hours contracts

Respondents who were not working for a single employer on fixed hours with a salary, for an agency on fixed hours, or were self-employed, were asked if they were employed under a 'zero hours contract', meaning they do not have a fixed number of hours each week and their employer offers them work when it becomes available.

Among these 788 respondents, 50% said they were on a zero hours contract. Among this group, 37% said they prefer this arrangement but 52% said they would prefer a fixed or regular hours contract; 11% were not sure (see Table 24). These results were broadly consistent between staff sub-groups, although 583 of the 788 people asked

the question were working in social care, so base sizes were relatively small for other staff groups.

Table 24. Views on zero hours contracts

	%
Would prefer a fixed/regular hours contract	52%
Would prefer a zero hours contract	37%
Don't know/not sure	11%
Base (all on a zero hours contract)	**386**

Terms and conditions of employment

Respondents were asked which benefits they receive in their jobs. They were most likely to report receiving a workplace/company pension scheme contribution (73%) and/or 28 days' paid holiday/pro rata for part time staff (72%). While only a small proportion (5%) said they received none of these things, some aspects were only received by relatively low percentages of respondents. For example, fewer than three fifths receive paid sick leave (58%), a quarter have access to family friendly policies (25%) and 19% said they had enough money to cover work-related travel expenses. See Table 25.

Table 25. Terms and benefits respondents receive

	%
A workplace or company pension scheme contribution from your employer	73%
28 or more days' paid holiday (or pro rata for part time staff)	72%
Sick leave with pay when unable to work due to illness	58%
Access to family-friendly policies such as flexible working, carers leave, enhanced parental leave	25%
Enough money to cover your work-related travel expenses	19%
Access to a company car	6%
None of the above	5%
Don't know/not sure	6%
Base (all excl. left role and not currently working)	**6459**

Social work staff were the most likely of all sub-groups to say they had access to each of the benefits listed. Those working in CYP services were least likely to say they receive 28 days' holiday (68%) or enough money to cover work-related travel (13%). Social care staff were least likely receive sick pay (54%).

Generally, managers in social care and CYP roles were more likely than non-managers to mention any of the benefits than non-managers in the same services. Respondents employed by a private company were also less likely to mention each of the terms/benefits listed than those employed in the third sector or by local authorities.
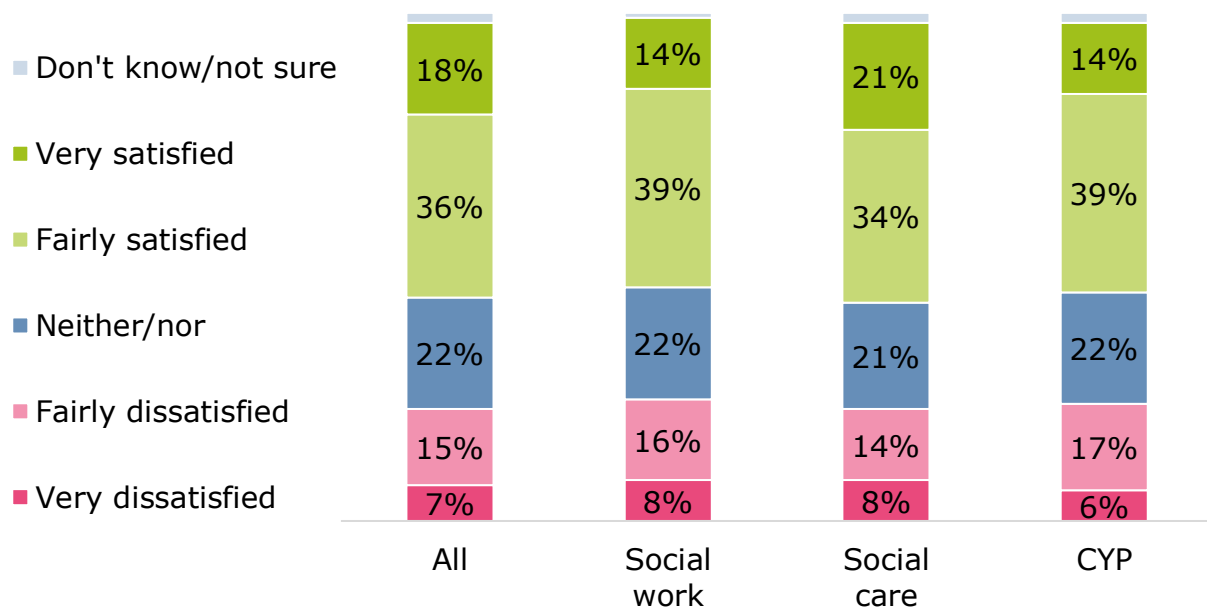
Interestingly, those saying they were likely to leave the sector were **more** likely to mention receiving paid holiday, sick leave or a workplace pension than others. Lack of access to these specific benefits is therefore unlikely to be the main driver of people leaving the sector.

Satisfaction with terms and conditions of employment

Overall, just over half (54%) said they were very or fairly satisfied with their terms and conditions of employment – although the balance was towards fairly rather than very satisfied (see Figure 8). Overall satisfaction was consistent across the staff sub-groups, although social care staff were most likely to be **very** satisfied (21% compared to 14% among social work and CYP staff).

Figure 8. Overall satisfaction with terms and conditions of employment

	Don't know/not sure
	Very satisfied
	Fairly satisfied
	Neither/nor
	Fairly dissatisfied
	Very dissatisfied

	All	Social work	Social care	CYP
Very satisfied	18%	14%	21%	14%
Fairly satisfied	36%	39%	34%	39%
Neither/nor	22%	22%	21%	22%
Fairly dissatisfied	15%	16%	14%	17%
Very dissatisfied	7%	8%	8%	6%

Base (all excl. left role and not currently working): 6459, Social work 649, Social care 3768, CYP 2042

Satisfaction was higher among those in management roles: 68% of all managers were satisfied (72% of social care managers and 63% of CYP managers), compared to just over half of non-managers in these services.

Those likely to leave the sector were less satisfied with their terms and conditions of employment (42% compared to 65% of those unlikely to leave), despite being **more** likely to receive several of the benefits listed in the previous question (although note that this question asks about terms and conditions more widely).

Income

Payment

Just under half of respondents (47%) said they were paid an annual salary, while the same proportion (47%) reported being paid by the hour (an additional 3% receive a salary and hourly pay for different jobs) – see Table 26.

Table 26. How respondents are paid

	%
Annual salary	47%
Paid by the hour	47%
Annual salary and by the hour for different jobs	3%
Prefer not to say	3%
Base (all excl. left role and not currently working)	**6459**

Social work staff were more likely than other groups to receive an annual salary (78%) while social care staff were the most likely group to be paid hourly (57%). Those in management roles were also more likely to be on an annual salary than non-managers (81% of all managers said this).

Annual income

Around three in ten respondents (31%) said their total gross annual income was under £20,000. Around half (51%) fell into the middle band of £20,000 to £39,000 and 10% said their income was £40,000 or more – see Table 27.

Table 27. Annual income

	%
NET: Less than £20,000	**31%**
Less than £10,000	6%
£10,000 - £14,999	14%
£15,000 - £19,999	11%
NET: £20,000-£39,999	**51%**
£20,000 - £24,999	22%
£25,000 - £29,999	17%
£30,000 - £39,999	12%
NET: £40,000+	**10%**
£40,000 - £49,999	6%
£50,000 - £59,999	2%
£60k or more	1%
Don't know/not sure	5%
Prefer not to say	4%
Base (all excl. left role and not currently working)	**6459**

Income was fairly consistent between the social care and CYP workers groups, but social work staff tended to have higher incomes. For example, while 9% of social work staff reported incomes of less than £20,000, this figure was 32% for social care and 34% for CYP staff. Conversely, social workers were more likely to be in the higher bracket: 53% were earning £40,000+ compared to 5% of social care and 6% of CYP

services staff. As would be expected, those in management roles were more likely to fall into the higher income bands than non-managers.

Hourly rate

For those paid an hourly rate, the average was £13.10 per hour (see Table 28).

Table 28. Hourly rate

	%
Up to £11	3%
£12	36%
£13	17%
£14-15	11%
£16-20	7%
£21+	1%
Don't know/prefer not to say	24%
Average	£13.10
Base (all paid an hourly rate)	**2934**

Limited sub-group analysis is possible in relation to hourly rates of pay, because of the relatively low base sizes for some groups being paid hourly, and differences in the proportions saying 'don't know/prefer not to say' for this question.

How respondents are managing financially

Four in ten respondents (40%) said that they were living comfortably or doing alright, while a third (32%) said they were just about getting by and 24% said they were finding it very or quite difficult to manage financially (see Figure 9). Social work staff were more likely than other groups to say they were living comfortable/doing alright: 52% said this, compared to 38% of social care and 41% of CYP staff.

Figure 9. How respondents are managing financially
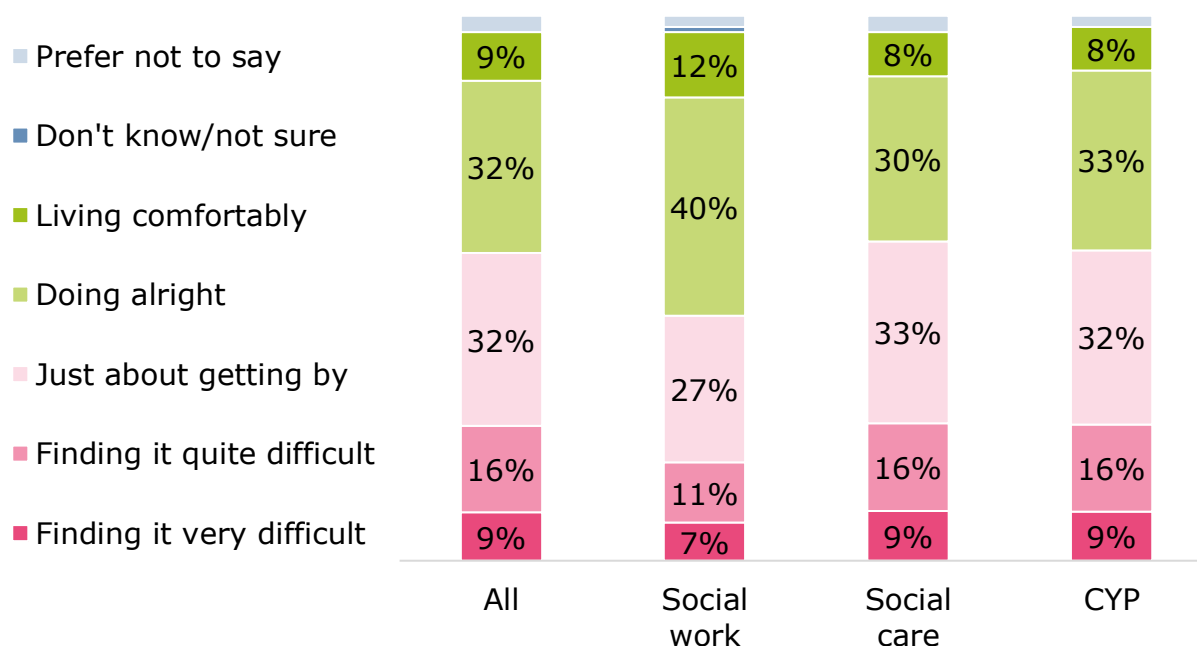
Base (all excl. left role): 6481, Social work 651, Social care 3785, CYP 2045

Social care managers were more likely than non-managers to say they were living comfortably/doing alright (62% compared to 37%); the same was the case for CYP managers compared to non-managers (55% compared to 39%).

Although there was no clear pattern in results for income/rates of pay based on likelihood to leave the sector, those who were likely to leave were more likely to say they were finding it very/quite difficult to manage financially (28% compared to 21% of those unlikely to leave).

How respondents are managing financially compared to last year

Respondents tended to say that they were finding it more difficult to manage financially compared to this time last year: 52% said it was slightly or a lot more difficult this year (see Figure 10). Results were broadly consistent across staff sub-groups.

Figure 10. How respondents are managing financially compared to last year
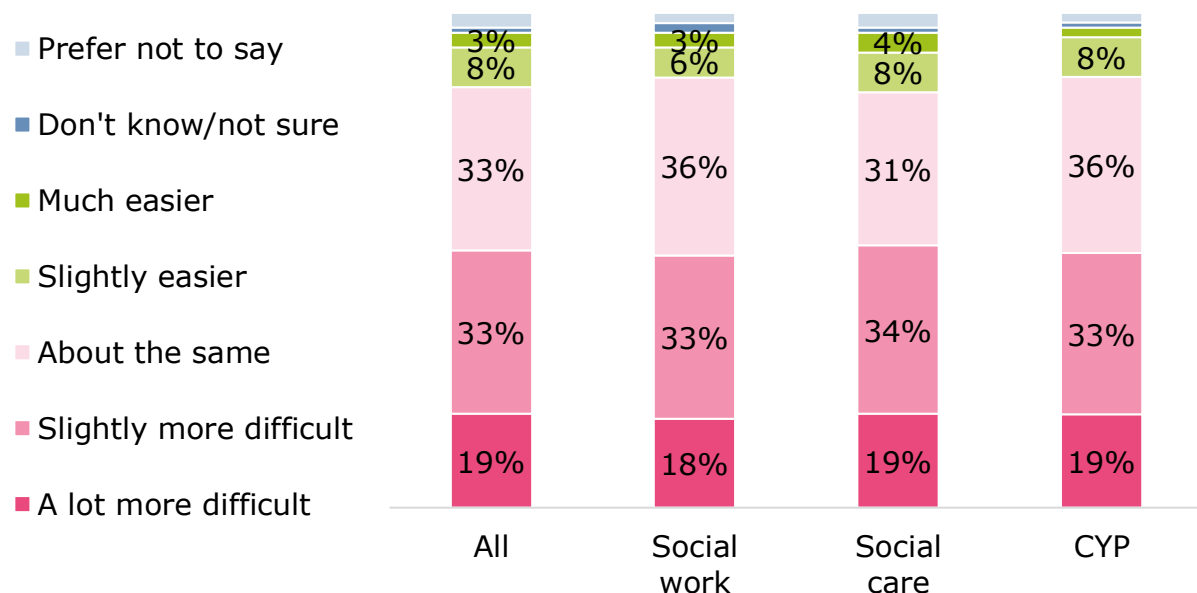
Base (all excl. left role): 6481, Social work 651, Social care 3785, CYP 2045

As well as finding it more difficult to manage financially, those who were likely to leave the sector were also more likely to say they were finding it more difficult to manage compared to last year (59% compared to 46% of those unlikely to leave).

Satisfaction with current level of pay

Overall, just under three in ten (28%) were satisfied with their current level of pay – although only 5% said they were **very** satisfied. More than half (54%) were dissatisfied (and 24% said they were **very** dissatisfied) – see Figure 11.

Social work staff were more satisfied than other groups: 36% were satisfied overall, compared to 28% of social care and 26% of CYP staff – and social work staff were the most likely to be **very** satisfied (8%). Social care staff were most likely to say they were **very dissatisfied** (26%, compared to 22% of CYP and 20% of social work staff).

Figure 11. Overall satisfaction with current level of pay
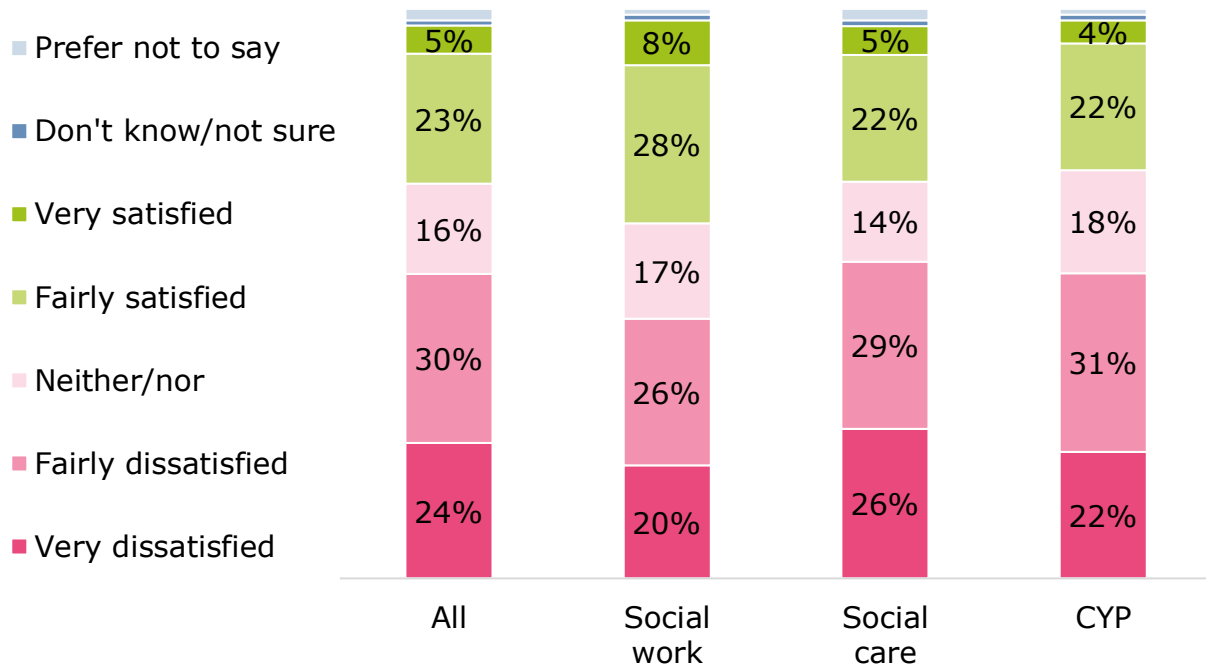
Legend:
- Prefer not to say
- Don't know/not sure
- Very satisfied
- Fairly satisfied
- Neither/nor
- Fairly dissatisfied
- Very dissatisfied

	All	Social work	Social care	CYP
Very satisfied	5%	8%	5%	4%
Fairly satisfied	23%	28%	22%	22%
Neither/nor	16%	17%	14%	18%
Fairly dissatisfied	30%	26%	29%	31%
Very dissatisfied	24%	20%	26%	22%

Base (all excl. left role and not currently working): 6459, Social work 649, Social care 3768, CYP 2042

Managers were generally more satisfied than other staff with their current level of pay: 45% of managers said this (51% social care managers compared to 26% non-managers; 39% CYP managers compared to 25% non-managers).

Those likely to leave the sector were less satisfied with their level of pay than those unlikely to leave: 63% said they were dissatisfied, compared to 46% of others.

Leaving the sector

Length of time in the sector

Most of the 100 respondents who had left their role in social work, social care or CYP services had worked in the sector for more than 10 years (55%) – see Table 29.

Table 29. Length of time in the sector

	%
Less than 1 year	14%
1-2 years	10%
3-5 years	11%
6-10 years	10%
More than 10 years	55%
Base (all who have left role)	**100**

Reasons for leaving the sector

The most common reasons for having left the sector were that they were overworked (24%), they had retired (23%), poor employment and working conditions (22%), and/or relationships with managers/senior staff (21%) – see Table 30.

Table 30. Reasons for leaving the sector

	%
Overworked	24%
Retirement	23%
Poor employment and working conditions in general	22%
Relationships with managers/senior staff	21%
Pay was too low/needed a higher-paying job	16%
Relationships with colleagues	12%
Wanted to do something else	11%
No prospects of career progression	10%
For personal reasons (eg childcare/caring responsibilities, sickness or disability, moved abroad)	8%
Didn't enjoy the job	8%
Wanted more flexibility	6%
Experiencing discrimination, such as racism	6%
There was too much studying involved	5%
To study/gain further qualifications	4%
Lack of job security	4%
Other	25%
Don't know/not sure	3%
Base (all who have left role)	**100**

Current work situation

Just under three in ten of those who had left the sector were working full time and a further quarter were working part time. Reflecting one of the key reasons for leaving, a quarter said they were now retired (see Table 31).

Table 31. Current work situation

	%
Working full time	28%
Working part-time	26%
Unemployed and looking for work	9%
Not working - on maternity/paternity/shared parental/adoption leave	-
Not working - retired	24%
Not working - looking after the home/children/relatives	4%
Not working - long term sick or disabled	6%
Not working - temporarily sick or injured	1%
Student/training - studying for a recognised qualification	2%
Base (all who have left role)	**100**

Among the 54 respondents who were currently working, this was most likely to be in a health role (11 respondents), education (10), hospitality (3), retail (3) or another type of role (27).

Views of the sector

Recommending the sector

All respondents, including those who had left their role, were asked how likely they were to recommend working in the sector, on a scale from 0 (not at all likely) to 10 (extremely likely) – see Table 32. While 40% said they were likely to recommend working in the sector (scoring 7~10), 28% were neutral (4~6) and 30% said they were **not** likely to recommend it (scoring 0~3).

Social care staff tended to be the most positive about recommending working in the sector: they were more likely than social work or CYP staff to give a rating of 10 out of 10 (15%), or to score 7~10 (45%). Those who had left their role were more likely than anyone currently working in the sector to say they were not at all likely to recommend it (20% scoring 0), but they were also most likely to say they did not know (10%).

Table 32. Likelihood to recommend the sector

	All	Social work	Social care	CYP	Left role
0 – Not at all likely	14%	16%	13%	16%	20%
1	3%	3%	2%	4%	1%
2	5%	7%	5%	6%	4%
3	8%	9%	7%	9%	7%
4	6%	8%	5%	8%	9%
5	14%	13%	14%	15%	10%
6	8%	8%	8%	8%	5%
7	11%	11%	12%	11%	8%
8	11%	10%	11%	10%	11%
9	5%	3%	6%	3%	5%
10 – Extremely likely	13%	9%	15%	8%	10%
Don't know/not sure	2%	2%	2%	2%	10%
NET: Not likely (0~3)	**30%**	**36%**	**27%**	**35%**	**32%**
NET: Neither/nor (4~6)	**28%**	**30%**	**26%**	**30%**	**24%**
NET: Likely (7~10)	**40%**	**32%**	**45%**	**33%**	**34%**
Base (all)	**6581**	**651**	**3785**	**2045**	**100**

Unsurprisingly, those who were likely to leave the sector themselves were less likely to recommend it to others – although a fifth would still recommend it to others (21% scored 7~10, compared to 57% of those unlikely to leave).

What respondents enjoy(ed) about working in the sector

All respondents were asked an open-ended question about what they like/enjoy(ed) about working in the sector. Responses were coded into themes and sub-themes (see Table 33). Almost eight in ten of those who commented (78%) mentioned making a difference/feelings of satisfaction/the job being rewarding. This was most commonly comments about making a difference (48%), the job being rewarding/fulfilling (31%) and/or the quality of care and caring for people (19%).

Almost two thirds (64%) highlighted the service users they work with: 34% mentioned client interactions/relationships generally, 29% specifically mentioned working with children, 12% families and 10% vulnerable adults.

Other themes were mentioned by smaller proportions of those who commented: these included teamworking/colleague relationships (13%), other aspects/features of the job such as variety and flexibility (8%) and opportunities for learning and development (7%). Some also used the opportunity to provide negative feedback (8%).

Table 33. What respondents most enjoy(ed) about working in the sector

	%[1]
Making a difference/satisfaction/reward	**78%**
Making a difference	48%
Emotional reward/it's rewarding/fulfilling	31%
Quality of care/caring for people	19%
Job satisfaction	8%
Helping/supporting independent living	6%
Community engagement/involvement	3%
Advocacy/advocating for clients	2%
Working with specific groups	**64%**
Client interaction/relationships	34%
Working with children	29%
Family relationships/working with families	12%
Working with vulnerable adults (incl. elderly, people with disabilities, ASN etc)	10%
Teams/colleagues	**13%**
Colleague relationships/other staff	8%
Teamwork/being part of a team	7%
Features/conditions of job	**8%**
Varied/variety of tasks (incl. every day is different)	5%
Flexibility (incl. flexible hours/working pattern etc)	2%
Learning and development	**7%**
Professional growth/development/learning	4%
Learning opportunities/always learning	3%
Any negative comment	**8%**
Management issues	4%
Low pay	2%
Staffing shortages	2%
Burnout	2%
Base (all who provided a comment)	**4263**

What should be done to make the sector an attractive/rewarding place to work

All respondents were also asked an open-ended question about what they think should be done to make the sector an attractive and rewarding place to work, and responses were coded into the themes and sub-themes shown in Table 34.

By far the most common suggestions related to better pay – three fifths of those who commented (58%) said pay should be increased, and/or be fairer. A fifth (21%) mentioned improvements related to how staff are recognised and supported, particularly requesting more support for employee wellbeing (9%). A similar proportion (19%) mentioned anything to do with workloads/time pressures – most

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[1] Table shows comments made by 2% or more

often suggestions for less admin/paperwork, and/or reduction of workloads (both mentioned by 9%).

Staffing/recruitment issues were mentioned by 18% – the most common suggestion was for more staff/better staffing levels (13%). Other employment terms/benefits were mentioned by 16% – this included better terms and conditions generally, and specific comments about travel allowance, sick pay etc. Training/progression was mentioned by 14%; this was most likely to be requests for more/better training opportunities (10%). Thirteen per cent mentioned a need for better management/ leadership/support from managers, and 10% mentioned improvements in relation to worklife balance or flexible working.

Table 34. What should be done to make the sector an attractive/rewarding place to work

	%[2]
Better/fairer pay	**58%**
Pay increase/better pay	54%
Fairer/equal pay/salary (incl. across sectors, reflective of qualifications/skills etc)	7%
Staff recognition/support/respect/wellbeing	**21%**
Better support for/focus on/improve employee wellbeing/mental health support	9%
Staff recognition/appreciation/feeling valued	7%
Employee respect (e.g. treat staff equally, respect/listen to staff, reduce blame culture)	7%
Workloads/time pressures/admin	**19%**
Less paperwork/admin/bureaucracy	9%
Workload reduction/workloads are too high/need more manageable caseloads	9%
Allow more time with service users/to do job properly	3%
Staffing/recruitment	**18%**
Staffing levels/need more staff/better ratios (incl. need more staff to support ASN)	13%
Better recruitment/retention/less staff turnover	6%
Other terms/benefits	**16%**
Better terms and conditions/benefits	8%
Travel allowances (mileage and/or time)	3%
Sick pay	3%
Overtime (pay for overtime/unsocial hours, reduce overtime demands)	2%
Job security (incl. issues with zero hours/ temporary contracts)	2%
Training/progression	**14%**
More/better training opportunities (incl. paid time for training)	10%
More/better opportunities for professional development/career progression	6%
Better management/support/leadership	**13%**
Worklife balance/hours/flexibility	**10%**
Worklife balance (incl. shorter/better hours)	6%
Flexible working (incl. flexible hours, better shift patterns)	5%
Better sector funding/more resources (incl. Government funding/support)	**6%**

[2] Table shows comments made by 2% or more

Policy/regulation change[3]	**5%**
Better workplace safety (incl. lone working/abuse/violence)	**4%**
Improve public perceptions/understanding	**2%**
Base (all who provided a comment)	**4746**

It is worth noting that those who said they were likely to leave the sector in the next 12 months or five years were more likely than others to mention aspects relating to workloads/time/pressure/admin (23%), issues with staff recruitment (21%), better management (16%) and worklife balance (12%). While they did still mention better pay and other aspects of terms/conditions, they were less likely to do so than others.

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[3] No sub-theme mentioned by more than 1%. Includes policy reform, review 1140 hours entitlement, changes to qualifications/regulations

Summary and conclusions

Joining the sector

Most respondents had come into social work, social care or CYP services to make a difference to people's lives, because they thought they would be a job they would love/enjoy, and/or they felt it would suit their skills/they would be good at it. People tended to have learned about the opportunity through friends and family working in the sector or by seeing a job advertised.

Likelihood to leave, staff turnover and management/leadership

Just over a fifth of respondents said they were likely to leave their role in the sector in the next 12 months; almost half said the same when asked about the next five years. Key reasons for thinking about leaving were being overworked, the pay being too low and/or poor employment or working conditions in general.

Staff turnover was reported to be high by almost half of respondents, and a range of impacts was noted for other staff and managers – most often increased staff stress levels, increased workloads, and lower staff morale. Those in management roles reported various difficulties in hiring or keeping staff, most commonly issues with the quality of candidates applying, availability of staff, and/or the pay and conditions they are able to offer.

Around two fifths of respondents agreed that managers/leaders in the sector come from different backgrounds. However, relatively small proportions of those not already in a management role believed it would be possible for them to become a manager/formal leader (just over a third) or that they would like to be in a management or formal leadership position in the future (three in ten).

Satisfaction with current job

Overall, respondents were more likely to be satisfied than dissatisfied with their current job: just over half said they were satisfied; just over a third were dissatisfied. A majority said they feel safe in their work environment, while just under half said they would recommend their organisation as a great place to work.

Most respondents said that their colleagues help and support them, that their job gives them a feeling of satisfaction, their manager helps and support them and their own morale is good, always/most of the time. They were less likely to say that the right staff are in place to deliver services or that morale amongst colleagues is good.

Four in five respondents agreed that their work is valued by the people/families they support, and three quarters felt valued by colleagues. However, they were less likely to feel that their work was valued by the general public or their employer (around two fifths agreed) or the Scottish Government (a fifth).

Wellbeing at work

Around two thirds of respondents agreed that they feel able to meet the needs of people they care for/support. However, some issues with wellbeing at work were suggested: three in five said they find it difficult to switch off when they leave work, only two fifths said they have enough time to do their job well, and just three in ten said enough support is in place for dealing with stress.

The most commonly mentioned aspects currently causing respondents stress at work were having too much work to do/not enough time to do their work, paperwork/ bureaucracy (both mentioned by around half of all respondents), and a third reported a lack of support from managers or colleagues if they need help.

If people wanted information about health and wellbeing in the workplace, they were most likely to mention the SSSC and/or their manager (both mentioned by around two fifths), while online sources were also commonly mentioned (eg just under two fifths mentioned Google/internet search and just over a third would look at their employer's website/intranet).

A total of almost four in ten reported that they had experienced bullying, harassment or discrimination at work – bullying was most likely to be mentioned, by just under three in ten.

Skills and training

Attitudes towards training were generally positive: more than eight in ten agreed they want to improve their knowledge and skills, around three quarters said there are training and learning opportunities available to them, and around seven in ten said they have enough training/learning opportunities to fulfil their CPL requirements and they get the right training to do their job well. Two thirds agreed they are supported to gain qualifications for registration purposes, and three fifths know how/where to look for a new role to match their skills and experience. Around half said they need more training to progress their career.

The most commonly mentioned barriers to training were lack of time (mentioned by three in ten), employers not allowing time off for training, and/or availability of courses (both mentioned by around a quarter).

Terms and conditions

Respondents were most likely to be employed by a local authority or a private company. The majority were working full time for one employer, on fixed hours and receiving a salary (an average of 31 hours a week). Only a small proportion were working for more than one employer or doing additional roles. Most (two thirds) did not regularly work additional hours above their contracted hours, i.e. outside their main job, or regular overtime.

Respondents were most likely to say they receive a workplace/company pension scheme contribution and/or 28 days' paid holiday (both mentioned by just over seven in ten). However, fewer than three fifths receive paid sick leave, a quarter have access to family friendly policies and a fifth said they had enough money to cover work-related travel expenses.

Overall, just over half said they were very or fairly satisfied with their terms and conditions of employment – although the balance was towards fairly rather than very satisfied.

Income

Respondents were split roughly half and half between those paid an annual salary and those paid by the hour. Around half overall fell into the middle annual income band (£20,000 to £39,000) while three in ten had an annual income of less than £20,000 and one in ten earned £40,000 or more. For those paid an hourly rate, the average

was £13.10 per hour. Overall, just under three in ten were satisfied with their current level of pay, while more than half were dissatisfied.

Although four in ten respondents said that they were living comfortably or doing alright, a third said they were just about getting by and a quarter said they were finding it difficult to manage financially. Just over half also said they were finding it more difficult to manage financially than this time last year.

Views of the sector

Overall, respondents were more likely to recommend working in the sector than not: two fifths said they would be likely to recommend it while three in ten said they were not likely to do this.

When asked what they most like/enjoy about working in the sector, respondents tended to mention making a difference/feelings of satisfaction/the job being rewarding, and/or aspects related to the service users they work with/relationships with clients.

Suggestions about what should be done to make the sector an attractive and rewarding place to work focused on better pay. Other common suggestions included improvements in how staff are recognised and supported, reducing workloads/time pressures, and issues related to staffing/recruitment.

Differences across social work, social care and CYP services

Responses varied across sub-groups of the sample. In general:

- **Social work staff** tended to express the most negative views/lowest levels of satisfaction with their current roles. For example, they were the most likely to be considering leaving in the next 12 months, to report high staff turnover and impacts of this, and tended to be least likely to report high morale and high levels of job satisfaction. Social work staff were more likely than others to say that having too much responsibility was causing them stress; they were also more likely to have experienced bullying, discrimination or harassment. This group was least likely to feel that their work was valued, particularly by the people/families they support, their employer and the general public. They also gave the most negative feedback in relation to skills/training.

- **Social care staff** were generally the most positive in their responses: they were the least likely group to be thinking of leaving their role, and tended to be most satisfied with their current job, most likely to agree they felt safe and would recommend their workplace, and to say that their job gives them satisfaction always/most of the time. Social care workers also tended to be more positive than other groups in relation to having enough time to do their job well, having enough support in place to deal with stress – and they reported the fewest sources of stress overall. They were more likely than other groups to agree that they get the right training to do their job well, and least likely to report any barriers to training.

- **CYP services staff** tended to fall into the middle in terms of levels of satisfaction and reported wellbeing at work. They had slightly different sources of stress, eg they were more likely than others to mention working with vulnerable groups and difficulties with colleague relationships, but less likely to mention work costs such as travel, or lone working. They were also the most likely say they found it difficult switching off when leaving work.

Next steps

This survey has provided a robust baseline measure of the views and experiences of the social work, social care and children and young people's service workforce. Results will act as a benchmark for the SSSC to track change over time in the wellbeing and needs of staff and to inform national workforce planning.

Appendices

Appendix 1: Survey questionnaire

Survey title: Have Your Say Workforce Wellbeing Survey

Introduction: This is the first Scottish Social Services Council (SSSC) **Have Your Say Workforce Wellbeing Survey**. We've commissioned Progressive Partnership, an independent research company, to conduct this survey. This survey aims to be the primary method for us and our partners to understand how registered and non-registered workers in social work, social care and children and young people services in Scotland feel about their jobs. Your responses will help us identify trends, support the workforce and enable us, our partners and the Scottish Government to address issues affecting the workforce, including wellbeing and valuing the profession.

The survey should take around 15 minutes to complete. **The survey will not save your answers as you go, so make sure you complete them in one sitting and press 'submit' at the end.**

Progressive Partnership is carrying out the survey and analysis. They work in line with the UK General Data Protection Regulation, the Data Protection Act 2018 and the Market Research Society Code of Conduct. Please be assured that your confidentiality and anonymity is respected at all times.

The survey may include collecting personal information from you such as your age, gender or ethnicity. You do not have to answer these questions if you prefer not to. Progressive Partnership will not provide personal data to the SSSC or to any other third parties, unless you agree to this and choose to volunteer to be involved in future research at the end of this questionnaire. You can view a copy of Progressive Partnership's Privacy statement here, SSSC's privacy statement here and further information about the survey here *[insert link to info sheet]*.

SQ1: Consent
Are you happy to continue with the survey?

SINGLE CODE	CODE
Yes	1
No	2

Section header: About your role

S1. Are you registered with the SSSC?

SINGLE CODE	CODE
Yes	1
No	2

S2. Which of the following best describes your main job right now? If you have more than one role, just consider the one you spend the most time on.

SCRIPTING NOTE: RESPONDENT TO SELECT ONE BOX FROM MAIN HEADERS (S2) AND THEN SUB-QUESTIONS BASED ON S2 TO APPEAR

SINGLE CODE	Code	Route
Social Worker	1	
Social Care Worker	2	
Children and Young People's Worker	3	
Other **paid** social work role	4	
Other **paid** social care role	5	
Other **paid** children and young people's worker role	6	
Other **voluntary** social work role	7	
Other **voluntary** social care role	8	
Other **voluntary** children and young people's worker role	9	
I am an unpaid carer (i.e. look after friend or family member without being paid)	10	SCREEN OUT
None of the above – I have left my role in social work, social care or children and young people's services	11	SKIP TO S8

SOCIAL WORKERS (S2=1/4/7) – SELECT SERVICE TYPE
S3. Service type

SINGLE CODE	Code
Criminal justice	1
Adults	2
Children and Families	3
Mental health	4
Care Inspectorate	5
Other	6

SOCIAL CARE WORKERS (S2=2/5/8) – SELECT LEVEL OF JOB ROLE AND SERVICE TYPE
S4. Level of job role

SINGLE CODE	Code
Manager	1
Supervisor	2
Practitioner	3
Support worker	4
Other	5

SOCIAL CARE WORKERS (S2=2/5/8) – SELECT LEVEL OF JOB ROLE AND SERVICE TYPE
S5. Service type

SINGLE CODE	Code
Housing support	1
Care at home	2
Care home services for adults	3
Adult day care	4
Care Inspectorate	5
Other	6

CHILDREN AND YOUNG PEOPLE'S WORKERS (S2=3/6/9) – SELECT LEVEL OF JOB ROLE AND SERVICE TYPE
S6. Level of job role

SINGLE CODE	Code
Manager	1
Supervisor	2
Practitioner	3
Support worker	4
Other	5

CHILDREN AND YOUNG PEOPLE'S WORKERS (S2=3/6/9) – SELECT LEVEL OF JOB ROLE AND SERVICE TYPE

S7. Service type

SINGLE CODE	Code
Residential Child Care	1
Day Care of Children	2
Care at home	3
Housing Support	4
School Care Accommodation	5
Care Inspectorate	6
Out of school care	7
Other	8

ASK UNLESS LEFT ROLE (ALL EXCEPT S2=11)

S8. In total, irrespective of whether you have worked in the sector continuously or not, how many years have you worked in social work, social care or children and young people's services?

SINGLE CODE	Code
Less than 1 year	1
1-2 years	2
3-5 years	3
6-10 years	4
More than 10 years	5

ASK IF THEY HAVE LEFT ROLE (S2=11)

S9. How long did you work in social work, social care or children and young people's services?

SINGLE CODE	Code
Less than 1 year	1
1-2 years	2
3-5 years	3
6-10 years	4
More than 10 years	5

NOW SKIP TO SECTION F IF LEFT ROLE (S2=11)

ASK UNLESS LEFT ROLE (ALL EXCEPT S2=11)

S10. How long have you worked in your current role?

SINGLE CODE	Code
Less than 1 year	1
1-2 years	2
3-5 years	3
6-10 years	4
More than 10 years	5

SECTION A

ASK SECTION A UNLESS LEFT ROLE (S2=11)

Section header: Working in social work, social care or children and young people's services

In this section, we are asking questions to understand what factors influenced your decision to join, stay, or leave the workforce in social work, social care or children and young people's services. Your responses will help us identify the key motivations and challenges faced by professionals in these fields.

A1. What first motivated you to start working in social work, social care or children and young people's services? Please select all that apply.

MULTICODE/RANDOMISE (FIX DK)	Code
Wanted a job that would make a difference to people's lives	1
Felt it would suit my skills/I would be good at it	2
Felt it would be a job I would love/enjoy	3
Felt it would be a stable/secure job	4
Felt it would be a job with good career prospects/progression	5
Looking for a change in career	6
The salary on offer	7
Felt the work pattern suited my lifestyle	8
Through personal experience of caring for someone	9
There was nothing else suitable or available to me	10
Other	11
None of the above	12
Don't know/not sure	13

A2. How did you first learn about the opportunity to work in social work, social care or children and young people's services?

SINGLE CODE	Code
Careers advice	1
Recruitment companies/fairs	2
Job advertised online (eg. social media, websites about social care)/in newspaper	3
Through friends and family working in the sector	4
Other (please specify)	5
Don't know/not sure	6

A3. How likely are you to stop working in a social work, social care or children and young people's services role…?

SINGLE CODE, INVERT SCALE	Not at all likely	Not very likely	Quite likely	Very likely	Don't know/not sure
Within the next 12 months	1	2	3	4	5
Within the next 5 years	1	2	3	4	5

ASK IF LIKELY TO LEAVE (A3a OR A3b=3,4)

A4. Why do you expect to leave the social work, social care or children and young people's services? Please select all that apply.

MULTICODE/RANDOMISE (FIX DK)	Code
Want to do something else	1
For personal reasons (eg. childcare/caring responsibilities, sickness or disability, moving abroad)	2
Retirement	3
To study/gain further qualifications	4
Don't enjoy the job	5
No prospects of career progression	6
There is too much studying involved	7
Poor employment or working conditions in general	8
Lack of job security	9
Want more flexibility	10
Overworked	11

Pay too low/need a higher-paying job	12
Experiencing discrimination, such as racism	13
Relationships with managers/senior staff	14
Relationships with colleagues	15
Other	16
Don't know/not sure	17

A5. Is there a high level of staff turnover in your (main) workplace? By high turnover we mean there is a high number of staff leaving their jobs.

SINGLE CODE	Code
Yes	1
No	2
Don't know/not sure	3

ASK IF YES (A5=1)

A6. How, if at all, do you think high turnover of staff affects the remaining staff and managers? Please select all that apply.

MULTICODE/RANDOMISE (FIX NONE/DK)	Code
Increase in workload	1
Increase in staff stress levels	2
Lower staff morale	3
Poorer working relationships between colleagues and managers	4
Poorer outcomes for those receiving care and support	5
Reduction in development of new processes or working practices	6
More reliance on agency workers	7
More difficult to access training/career progression pathways	8
Other	9
None of the above – there are no impacts	10
Don't know/not sure	11

ASK MANAGERS (S4=1 OR S6=1)

A7. Which, if any, of the following difficulties does your organisation face when it comes to hiring or keeping staff? Please select all that apply.

MULTICODE/RANDOMISE (FIX NONE/DK)	Code
Costs associated with recruitment	1
Availability of staff	2
Quality of candidates applying	3
Registration and qualification requirements	4
Difficulty in attracting underrepresented groups to the workforce	5
Difficulty recruiting from the EU following Brexit	6
The pay and conditions we are able to offer (eg. flexibility, pensions)	7
Competition from other employers – other social care employers	8
Competition from other employers – health employers	9
Competition from other employers – other sector	10
The impact of the COVID-19 pandemic	11
Other	12
None of the above – there are no difficulties	13
Don't know/not sure	14

A8. How much do you agree or disagree with the following statements regarding managers in social work, social care or children and young people's services?

SINGLE CODE, INVERT SCALE	Strongly agree	Tend to agree	Neither agree / disagree	Tend to disagree	Strongly disagree	Don't know/ not sure	I am already in a management position
Managers/leaders come from different backgrounds	1	2	3	4	5	6	-
I would like to be in a management or formal leadership position at some point in the future	1	2	3	4	5	6	7
I believe it would be possible for me to become a manager/formal leader	1	2	3	4	5	6	7

SECTION B

ASK SECTION B UNLESS LEFT ROLE (S2=11)

Section header: Health and wellbeing

This section concentrates on your wellbeing and day-to-day satisfaction in your job in social work, social care or children and young people's services.

B1. On a scale of 1 to 7 where 1 means 'completely dissatisfied' and 7 means 'completely satisfied', how dissatisfied or satisfied are you with your current job overall?

SINGLE CODE/INVERT SCALE	Code
1 – Completely dissatisfied	1
2 – Mostly dissatisfied	2
3 – Somewhat dissatisfied	3
4 – Neither satisfied nor dissatisfied	4
5 – Somewhat satisfied	5
6 – Mostly satisfied	6
7 – Completely satisfied	7

B2. To what extent do you agree or disagree with the following statements?

SINGLE CODE, INVERT SCALE	Strongly agree	Tend to agree	Neither agree/ disagree	Tend to disagree	Strongly disagree	Don't know/ not sure
I would recommend my organisation as a great place to work	1	2	3	4	5	6
I feel safe in my work environment	1	2	3	4	5	6

B3. For each of the following statements, please select the response which best describes your work situation?

SINGLE CODE, INVERT SCALE	Always	Most of the time	Sometimes	Rarely	Never
My manager helps and supports me	1	2	3	4	5
My colleagues help and support me	1	2	3	4	5
My job gives me the feeling of satisfaction	1	2	3	4	5
Morale amongst my colleagues is good	1	2	3	4	5
My own morale is good	1	2	3	4	5
The right staff are in place to deliver services	1	2	3	4	5

B4. To what extent do you agree or disagree that you feel valued for the work you do by…?

SINGLE CODE, INVERT SCALE	Strongly agree	Tend to agree	Neither agree/disagree	Tend to disagree	Strongly disagree	Don't know/ not sure
Your manager	1	2	3	4	5	6
Your employer	1	2	3	4	5	6
Your colleagues	1	2	3	4	5	6
The people/families you support	1	2	3	4	5	6
Partner agencies (eg. health staff, police etc.)	1	2	3	4	5	6
General public	1	2	3	4	5	6
Scottish Government	1	2	3	4	5	6

B5. To what extent do you agree or disagree with each of the following statements?

SINGLE CODE, INVERT SCALE	Strongly agree	Tend to agree	Neither agree/disagree	Tend to disagree	Strongly disagree	Don't know/ not sure
I have enough time to do my job well	1	2	3	4	5	6
I find it difficult to switch off when I leave work	1	2	3	4	5	6
I feel enough support is in place for dealing with stress	1	2	3	4	5	6
I feel able to meet the needs of people I care for and support	1	2	3	4	5	6

B6. Which of the following, if any, are currently causing you stress while carrying out your job? Please select all that apply.

MULTICODE/RANDOMISE (FIX NONE/DK)	Code
Having too much work to do/not having enough time to do my work	1
Having too much responsibility	2
Not being given enough independence to do my job well	3
Working alone	4
Working with vulnerable children or adults	5
Difficulties in relationships with colleagues	6
Lack of support from managers or colleagues if I need help	7
Paperwork and bureaucracy	8

Costs associated with work, such as travel	9
Worrying about the impact of my work on the climate/environment	10
Worrying about things outside work in general (eg. responsibilities and stresses at home)	11
Other	12
None of the above	13
Don't know/not sure	14

B7. If you wanted to learn more about health and wellbeing in the workplace, where would you go to find this information? Please select all that apply.

MULTICODE/RANDOMISE (FIX DK)	Code
Employer website/intranet	1
Google/internet search	2
Human Resources (HR)/Employee Assistance Programme	3
Your manager	4
Colleagues/peers	5
SSSC	6
National Wellbeing Hub	7
Your Trade Union rep(s)	8
Other	9
Don't know/not sure	10

We want to know if workers in social work, social care or children and young people's services have faced inappropriate comments or behaviours. This question is about bullying, harassment, and discrimination, and it might be sensitive for some people. Your responses will stay anonymous, and you don't have to answer if you don't want to.

- **Bullying** is offensive, intimidating, malicious or insulting behaviour, an abuse or misuse of power through means intended to undermine, isolate, humiliate, denigrate or injure the recipient.
- **Harassment** is unwanted actions or comments that are demeaning and unacceptable to the recipient. It may be related to any personal characteristic of the individual and may be persistent or an isolated incident.
- **Discrimination** is treating a person or group of people less favourably because they have one of the 'protected characteristics', which are age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.

B8. Have you ever personally experienced any of the following at work? Please select all that apply.

MULTICODE	Code
Yes – bullying	1
Yes – discrimination	2
Yes – harassment	3
No – none of these	4
Prefer not to say	5

SECTION C

ASK SECTION C UNLESS LEFT ROLE (S2=11)

Section header: Skills and training

It is important that everyone working in social work, social care, and children and young people's services keep their knowledge and skills up to date, to ensure the best outcomes for the people they support and care for. This section helps us understand your experience of training and learning opportunities in your role.

The SSSC Codes of Practice for Social Service Workers and Employers applies to everyone working in social services, not just those who are registered. These codes emphasise the need for all workers to continuously improve their practice, skills, and knowledge.

C1. To what extent do you agree or disagree with the following statements?

SINGLE CODE, INVERT SCALE	Strongly agree	Tend to agree	Neither agree/ disagree	Tend to disagree	Strongly disagree	Don't know/ not sure	Not applicable
I am supported to gain my qualifications for registration purposes	1	2	3	4	5	6	7
I get the right training to do my job well	1	2	3	4	5	6	7
I have enough training and learning opportunities to fulfil my CPL (Continuous Professional Learning) requirements	1	2	3	4	5	6	7
I want to improve my knowledge and skills	1	2	3	4	5	6	7
There are training and learning opportunities available to me	1	2	3	4	5	6	7
I need more training to progress my career/get promoted	1	2	3	4	5	6	7
I know how and where to look for a new role to match my skills and experience	1	2	3	4	5	6	7

C2. Which, if any, of the following barriers to accessing training and learning exist in your workplace? Please select all that apply.

MULTICODE/RANDOMISE (FIX DK)	Code
Availability of courses	1
I can't afford it/no funding available/not paid for by employer	2
I don't have time	3
Employer not allowing time off for training/would have to attend training in my own time	4
Lack of information on training available and how to access it	5
Other (please specify)	6
None – there are no barriers to accessing training and learning in my workplace	7
Don't know/not sure	8

SECTION D

ASK SECTION D <u>UNLESS</u> LEFT ROLE (S2=11)

Section header: Terms and conditions

We want to hear about your thoughts and experiences regarding your pay, terms, and conditions as a worker in social work, social care, and children and young people's services. Your responses will remain anonymous, and you are not obligated to answer if you prefer not to.

D1. What is your current employment status for your main job? If you are currently on maternity/parental leave, please tell us what your employment status was just before beginning your leave.

SINGLE CODE	Code
Employed in social work, social care or children and young people's services by a local authority	1
Employed in social work, social care or children and young people's services by a third sector body	2
Employed in social work, social care or children and young people's services by a private company	3
Employed in social work, social care or children and young people's services by an agency	4
Employed in social work, social care or children and young people's services by family member (eg. as a Personal Assistant)	5
Self-employed in social care	6
On secondment/placement in social work, social care or children and young people's services	7
Working on a voluntary basis in social work, social care or children and young people's services	8
Currently not working as suspended/subject to investigation for example by the SSSC, Disclosure Scotland or Police Scotland	9

THOSE NOT WORKING (D1=9) NOW SKIP TO E4

D2. Which of these best describes you? I work…

SINGLE CODE	Code
Full time for one employer on fixed hours and receive a salary	1
Part time for one employer on fixed hours and receive a salary	2
For one employer on flexible hours	3
For an agency on fixed hours	4
For an agency on flexible hours	5
For an agency as well as for one or more employers directly	6
For different employers with two or more part-time roles	7
For different employers with one full-time role and one or more part-time roles	8
Self-employed for one individual	9
Self-employed for different individuals	10

ASK IF WORK FOR MORE THAN ONE EMPLOYER (D2=6,7,8)

D3. Do you also currently work in any roles outside social work, social care or children and young people's services? Please select all that apply.

MULTICODE FOR 1/2	Code
Yes – in a health care role	1
Yes – not in a health care role	2
No	3
Prefer not to say	4

ASK IF YES (D3=1,2)

D4. Is your pay higher, lower, or about the same in your other job or jobs compared to your job in social work, social care or children and young people's services?

SINGLE CODE	Code
Higher level of pay	1
Lower level of pay	2

Level of pay around the same	3
Don't know/not sure	4
Prefer not to say	5

D5. How many hours, in total, are you contracted to work per week in your main job in social work, social care, and children and young people's services? Please exclude any overtime or your work in any other jobs – just think about contracted hours for your main job.

_____ [QUANTITY VARIABLE] ____ per week

D6. If you have more than one job, or if you regularly work overtime, how many **additional** hours per week do you work in social work, social care or children and young people's services? Please include additional hours you regularly work over and above your main job's contracted hours. If the number of hours varies, give an answer for a typical week.

_____ [QUANTITY VARIABLE] ____ per week

Provide an option for: 'Not applicable – I do not regularly do additional work above my contracted hours for my main job'

ASK UNLESS D2=1,2,4,9,10 (I.E. DO NOT ASK IF SINGLE EMPLOYER ON FIXED HOURS WITH SALARY/AGENCY ON FIXED HOURS OR SELF EMPLOYED)

D7. Are you employed under a 'zero hours contract,' meaning you don't have a fixed number of hours each week, and your employer offers you work when it becomes available?

SINGLE CODE	Code
Yes	1
No	2
Don't know/not sure	3

ASK IF YES (D7=1)

D8. If you had the choice, would you prefer to work a zero hours contract or would you rather have more fixed or regular hours?

SINGLE CODE	Code
I would prefer a zero hours contract	1
I would prefer a fixed/regular hours contract	2
Don't know/not sure	3

D9. Which of the following, if any, do you receive in your main job in social work, social care or children and young people's services? Please select all that apply.

MULTICODE/RANDOMISE (FIX DK)	Code
28 or more days' paid holiday (or pro rata for part time staff)	1
Sick leave with pay when unable to work due to illness	2
A workplace or company pension scheme contribution from your employer	3
Access to family-friendly policies such as flexible working, carers leave, enhanced parental leave	4
Enough money to cover your work-related travel expenses	5
Access to a company car	6
None of the above	7
Don't know/not sure	8

D10. To what extent are you satisfied or dissatisfied with the terms and conditions of your employment in your main job in social work, social care or children and young people's services?

SINGLE CODE/INVERT	Code
Very satisfied	1
Fairly satisfied	2

Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Don't know/not sure	6

SECTION E

ASK SECTION E <u>UNLESS</u> LEFT ROLE (S2=11)

Section header: Income

E1. Are you paid an annual salary, or are you paid by the hour? If you have multiple jobs, please consider all of them when answering.

SINGLE CODE	Code
Annual salary	1
Paid by the hour	2
Annual salary and by the hour for different jobs	3
Prefer not to say	4

E2. What is your total gross annual income? Please include typical overtime and bonuses, but before any deductions for tax. If you have more than one job, please consider all of them. If your pay varies each month or week, or if you have recently started working, please estimate what your average annual income would be.

SINGLE CODE	Code
Less than £10,000	1
£10,000 - £14,999	2
£15,000 – £19,999	3
£20,000 - £24,999	4
£25,000 - £29,999	5
£30,000 - £39,999	6
£40,000 - £49,999	7
£50,000 - £59,999	8
£60k or more	9
Don't know/not sure	10
Prefer not to say	11

ASK IF PAID BY THE HOUR (E1=2,3)

E3. What is your hourly rate of pay? If you are paid a different amount for different jobs, please think about how much you are paid for your main role (if this role is paid by the hour). Please enter the number only, don't include a £ sign.

£ [ENTER QUANTITY]	1
Don't know/not sure	2
Prefer not to say	3

ALSO ASK E4 AND E5 FOR THOSE NOT WORKING (D1=9)

E4. How well would you say you are managing financially?

SINGLE CODE	Code
Living comfortably	1
Doing alright	2
Just about getting by	3
Finding it quite difficult	4
Finding it very difficult	5

Don't know/not sure	6
Prefer not to say	7

E5. Compared to this time last year, are you finding it easier or more difficult to manage financially?

SINGLE CODE/INVERT	Code
A lot more difficult	1
Slightly more difficult	2
About the same	3
Slightly easier	4
Much easier	5
Don't know/not sure	6
Prefer not to say	7

E6. How satisfied or dissatisfied are you with your current level of pay?

SINGLE CODE/INVERT	Code
Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Don't know/not sure	6
Prefer not to say	7

SECTION F

ASK SECTION F ONLY IF LEFT ROLE (S2=11)

Section header: Leaving social work, social care or children and young people's services

F1. Why did you leave the social service sector? Please select all that apply.

MULTICODE/RANDOMISE (FIX DK)	Code
Wanted to do something else	1
For personal reasons (eg. childcare/caring responsibilities, sickness or disability, moved abroad)	2
Retirement	3
To study/gain further qualifications	4
Didn't enjoy the job	5
No prospects of career progression	6
There was too much studying involved	7
Poor employment and working conditions in general	8
Lack of job security	9
Wanted more flexibility	10
Overworked	11
Pay was too low/needed a higher-paying job	12
Experiencing discrimination, such as racism	13
Relationships with managers/senior staff	14
Relationships with colleagues	15
Other	16
Don't know/not sure	17

F2. What is your current work situation?

SINGLE CODE	Code
Working full time	1

Working part-time	2
Unemployed and looking for work	3
Not working - on maternity/paternity/shared parental/adoption leave	4
Not working - retired	5
Not working - looking after the home/children/relatives	6
Not working - long term sick or disabled	7
Not working - temporarily sick or injured	8
Student/training - studying for a recognised qualification	9

ASK IF WORKING FULL OR PART-TIME (F2=1,2)

F3. What type of work do you currently do?

SINGLE CODE	Code
Education	1
Hospitality	2
Health	3
Retail	4
Other (please specify)	5

SECTION G

ASK SECTION G OF ALL

Section header: Working in social work, social care or children and young people's services

G1. On a scale of 0 to 10, where 0 means not likely at all and 10 means extremely likely, how likely would you be to recommend working in social work, social care or children and young people's services, to a friend or family member?

SINGLE CODE/INVERT	Code
0 – Not at all likely	1
1	2
2	3
3	4
4	5
5	6
6	7
7	8
8	9
9	10
10 – Extremely likely	11
Don't know/not sure	12

G2. What do you enjoy, and like, about working in social work, social care or children and young people's services? If you have left the sector, what did you enjoy, and like about your work?

[OPEN ENDED RESPONSE – ALLOW A 'NO COMMENTS' OPTION]

G3. What do you think should be done to make the sector an attractive and rewarding place to work?

[OPEN ENDED RESPONSE – ALLOW A 'NO COMMENTS' OPTION]

SECTION H

ASK SECTION H OF ALL

Section header: About you

The last section asks some questions about you to help with our analysis. You do not have to answer these questions, but it helps us to analyse and interpret your responses. The information you provide will not be shared with your employer or anyone else and you do not have to answer if you do not want to.

H1. Which age group are you in? If you do not want to answer, please select 'prefer not to say'.

SINGLE CODE	Code
16-24	1
25-34	2
35-44	3
45-54	4
55-64	5
65+	6
Prefer not to say	7

H2. What term best describes your sex?

SINGLE CODE	Code
Male	1
Female	2
Something else (if you would like to, please use space below to specify)	3
Prefer not to say	4

H3. The following questions focus on equality, diversity and inclusion and ask about things like ethnicity, religion, health conditions and trade union membership. This helps us to know that we have spoken to a representative cross-section of people working in social care. As a reminder, there is a 'prefer not to say' option for all of these questions. The information you provide will not be shared with your employer or anyone else. Are you happy to answer these questions on equality, diversity and inclusion?

SINGLE CODE	Code	
Yes	1	
No	2	SKIP TO FURTHER RESEARCH QUESTION (H12)

ASK H4~H11 IF YES (H3=1)

H4. What religion, religious denomination or body do you belong to?

SINGLE CODE	Code
None	1
Church of Scotland	2
Roman Catholic	3
Other Christian (please specify)	4
Muslim	5
Hindu	6
Buddhist	7
Sikh	8
Jewish	9
Pagan	10
Another religion or body (please specify)	11
Prefer not to say	12

H5. What is your ethnic group?

SINGLE CODE	Code
Asian, Scottish Asian or British Asian	1
African, Scottish African or British African	2
Mixed or multiple ethnic groups	3
White	4
Caribbean or Black	5
Other ethnic group (please specify)	6
Prefer not to say	7

H6. Do you have any of the following, which have lasted, or are expected to last, at least 12 months? Please select all that apply.

MULTICODE	Code
Deafness or partial hearing	1
Blindness or partial sight loss	2
Full or partial loss of voice or difficulty speaking (a condition that requires you to use equipment to speak)	3
Learning disability (a condition that you have had since childhood that affects the way you learn, understand information and communicate)	4
Learning difficulty (a specific learning condition that affects the way you learn and process information)	5
Developmental disorder (a condition that you have had since childhood which affects motor, cognitive, social and emotional skills, and speech and language)	6
Physical disability (a condition that substantially limits one or more basic physical activities such as walking, climbing stairs, lifting or carrying)	7
Mental health condition (a condition that affects your emotional, physical and mental wellbeing)	8
Long term illness, disease or condition (a condition, not listed above, that you may have for life, which may be managed with treatment or medication)	9
Other	10
No condition	11
Prefer not to say	12

*ASK **UNLESS** HAVE NO CONDITION (H6=11)*

H7. Are your day-to-day activities limited because of a health problem or disability which lasted, or is expected to last at least 12 months?

SINGLE CODE	Code
Yes	1
No	2
Prefer not to say	3

H8. Which of the following best describes your sexual orientation?

SINGLE CODE	Code
Heterosexual/straight	1
Gay/lesbian	2
Bisexual	3
Other	4
Prefer not to say	5

H9. Outside of your job, do you look after, or give any help or support to family members, friends, neighbours or others because of either: long-term physical/mental ill-health/disability or problems related to old age? Do not count anything you do as part of paid employment.

SINGLE CODE	Code
No	1
Yes, 1 to 19 hours a week	2
Yes, 20 to 34 hours a week	3
Yes, 35 to 49 hours a week	4
Yes, 50 or more hours a week	5
Prefer not to say	6

H10. Are you a member of a Trade Union?

SINGLE CODE	Code
Yes	1
No	2
Prefer not to say	3

ASK IF YES (H10=1)

H11. Which Trade Union(s) are you a member of? Please select all that apply.

MULTICODE/RANDOMISE	Code
GMB	1
Scottish Association of Social Work	2
Royal College of Nursing	3
Social Workers Union	4
Unison	5
Unite	6
Other (please specify)	7
Prefer not to say	8

ASK IF REGISTERED WITH SSSC (S1=1)

H12. SSSC is establishing a group of registered persons interested in helping them with service development. This could mean testing a new website, taking part in a focus group or giving feedback on new ideas or proposals. Would you like to be involved in this group and be invited to take part in further research?

SINGLE CODE	Code
Yes	1
No	2

ASK IF YES (H12=1)

Please confirm your name and contact details below so that SSSC can invite you to take part in service development / research opportunities.

Name: _____

Email address: _____

Thank you for taking time to participate in this important survey. Please now press the **submit** button to register your responses.

Appendix 2: Sample profile

Sample profile: job role

	Unweighted No.	Unweighted %	Weighted No.	Weighted %
Registration				
Registered with SSSC	6327	96%	6346	96%
Not registered	254	4%	235	4%
Job role (summary)				
Social work	651	10%	584	9%
Social care	3785	58%	3881	59%
Children and young people	2045	31%	2016	31%
Has left role	100	2%	100	2%
Job role (full breakdown)				
Social Worker	492	7%	438	7
Social Care Worker	3088	47%	3183	48
Children and Young People's Worker	1813	28%	1793	27
Other paid social work role	157	2%	144	2
Other paid social care role	676	10%	681	10
Other paid children and young people's worker role	223	3%	213	3
Other voluntary social work role	2	<1%	2	<1%
Other voluntary social care role	21	<1%	17	<1%
Other voluntary children and young people's worker role	9	<1%	10	<1%
Has left role	100	2%	100	2%
Base (all)	**6581**	**100%**	**6581**	**100%**
Time in the sector				
Less than 1 year	300	5%	466	7%
1-2 years	566	9%	880	14%
3-5 years	909	14%	1413	22%
6-10 years	939	14%	1460	23%
More than 10 years	3767	58%	2261	35%
Time in current role				
Less than 1 year	818	13%	1058	16%
1-2 years	1348	21%	1629	25%
3-5 years	1581	24%	1748	27%
6-10 years	1070	17%	1047	16%
More than 10 years	1664	26%	999	15%
Base (all excl. left role)	**6481**	**100%**	**6481**	**100%**
Social work: service type				
Criminal justice	52	8%	50	9%
Adults	266	41%	263	45%
Children and Families	178	27%	146	25%
Mental health	69	11%	59	10%
Care Inspectorate	7	1%	5	1%
Other	79	12%	61	10%
Base (all in social work)	**651**	**100%**	**584**	**100%**
Social care: level				
Manager	386	10%	283	7%
Supervisor	359	9%	309	8%
Practitioner	465	12%	471	12%
Support worker	2257	60%	2485	64%

Other	318	8%	333	9%
Social care: service type				
Housing support	805	21%	796	21%
Care at home	1447	38%	1496	39%
Care home services for adults	1207	32%	1280	33%
Adult day care	127	3%	117	3%
Care Inspectorate	7	<1%	5	<1%
Other	192	5%	187	5%
Base (all in social care)	**3785**	**100%**	**3881**	**100%**
Children & young people: level				
Manager	381	19%	270	13%
Supervisor	192	9%	160	8%
Practitioner	1103	54%	1138	56%
Support worker	311	15%	380	19%
Other	58	3%	67	3%
Children & young people: service type				
Residential Child Care	199	10%	197	10%
Day Care of Children	1569	77%	1528	76%
Care at home	15	1%	14	1%
Housing Support	33	2%	40	2%
School Care Accommodation	57	3%	56	3%
Care Inspectorate	7	<1%	5	<1%
Out of school care	86	4%	96	5%
Other	79	4%	81	4%
Base (all in CYP work)	**2045**	**100%**	**2016**	**100%**
Managers (as a proportion of all)				
All managers	767	12%	553	8%
Social care managers	386	6%	283	4%
CYP managers	381	6%	270	4%
Base (all)	**6581**	**100%**	**6581**	**100%**
Likelihood to leave the sector in next 12 months/5 years				
Likely to leave	3188	49%	3035	47%
Not likely to leave	3293	51%	3446	53%
Base (all excl. left role)	**6481**	**100%**	**6481**	**100%**

Sample profile: demographics

	Unweighted No.	Unweighted %	Weighted No.	Weighted %
Gender				
Female	5478	83%	5426	82%
Male	935	14%	981	15%
Other	14	<1%	19	<1%
Prefer not to say	154	2%	155	2%
Age				
16-24	241	4%	371	6%
25-34	752	11%	1003	15%
35-44	1273	19%	1345	20%
45-54	1746	27%	1648	25%
55-64	2048	31%	1748	27%
65+	315	5%	257	4%
Prefer not to say	206	3%	208	3%
Base (all)	**6581**	**100%**	**6581**	**100%**

Sample profile: equality, diversity and inclusion

	Unweighted No.	Unweighted %	Weighted No.	Weighted %
Ethnicity				
Asian, Scottish Asian or British Asian	149	2%	179	3%
African, Scottish African or British African	257	4%	371	6%
Mixed or multiple ethnic groups	51	1%	56	1%
White	5388	89%	5159	86%
Caribbean or Black	30	<1%	44	1%
Other ethnic group	75	1%	95	2%
Prefer not to say	96	2%	107	2%
Religion				
None	2965	49%	2964	46%
Church of Scotland	1269	21%	1119	19%
Roman Catholic	971	16%	953	16%
Other Christian	416	7%	510	8%
Muslim	64	1%	84	1%
Hindu	24	<1%	36	1%
Buddhist	20	<1%	20	<1%
Sikh	2	<1%	2	<1%
Jewish	3	<1%	3	<1%
Pagan	40	1%	43	1%
Another religion or body	60	1%	59	1%
Prefer not to say	212	4%	219	4%
Health conditions				
Deafness or partial hearing	261	4%	240	4%
Blindness or partial sight loss	48	1%	41	1%
Full or partial loss of voice or difficulty speaking	3	<1%	4	<1%
Learning disability	119	2%	139	2%
Learning difficulty	204	3%	219	4%
Developmental disorder	38	1%	39	1%
Physical disability	362	6%	326	5%
Mental health condition	891	15%	937	16%
Long term illness, disease or condition	1058	17%	934	16%
Other	150	2%	134	2%
No condition	3417	57%	3476	58%
Prefer not to say	372	6%	374	6%
Day-to-day activities limited because of a health problem or disability				
Yes	739	12%	693	12%
No	1556	26%	1538	26%
Prefer not to say	334	6%	305	5%
N/A – no health condition	3417	57%	3476	58%
Sexuality				
Heterosexual/straight	5414	90%	5358	89%
Gay/lesbian	178	3%	171	3%
Bisexual	146	2%	172	3%
Other	31	1%	37	1%
Prefer not to say	277	5%	274	5%
Do any unpaid care (outside job)				
No	3443	57%	3554	59%
Yes, 1 to 19 hours a week	1540	25%	1401	23%
Yes, 20 to 34 hours a week	293	5%	281	5%
Yes, 35 to 49 hours a week	148	2%	142	2%

Yes, 50 or more hours a week	255	4%	257	4%
Prefer not to say	367	6%	376	6%
Member of Trade Union				
Yes	2936	49%	2664	44%
No	2904	48%	3113	52%
Prefer not to say	206	3%	234	4%
Base (all answering equalities questions)	**6046**	**100%**	**6011**	**100%**
Trade Union membership				
GMB	395	13%	351	13%
Scottish Association of Social Work	33	1%	26	1%
Royal College of Nursing	58	2%	51	2%
Social Workers Union	44	1%	34	1%
Unison	2096	71%	1921	72%
Unite	260	9%	231	9%
Other	41	1%	36	1%
Prefer not to say	52	2%	50	2%
Base (all in a Trade Union)	**2936**	**100%**	**2664**	**100%**

Appendix 3: Technical appendix

Method

Quantitative

1. The data was collected by online survey.
2. The target group for this research study was people working in the social work, social care and children and young people's service sector.
3. The sample type was non-probability.
4. The sample source was the SSSC database of registrants.
5. Invitations were sent to all registrants, so no sample selection was undertaken.
6. No target sample size was set. The final achieved sample size was 6581.
7. Fieldwork was undertaken between 15 January and 14 February 2025.
8. Respondents to self-completion studies are self-selecting and complete the survey without the assistance of a trained interviewer. This means that Progressive cannot strictly control sampling and in some cases, this can lead to findings skewed towards the views of those motivated to respond to the survey.
9. It is not possible to estimate an overall participation rate, as the survey was shared with an unknown number of people via employers and other organisations.
10. The sample is judged to represent the target population well.
11. Data was returned anonymously, so there was no opportunity for validation of data.
12. All research projects undertaken by Progressive comply fully with the requirements of ISO 20252, the GDPR and the MRS Code of Conduct.

Data processing and analysis

13. The final data set was weighted to reflect SSSC registrant data in relation to length of employment. The sample base, both before and after weighting, is 6581.
14. The sample type is non-probability which means we cannot provide statistically precise margins of error or significance testing. The margins of error outlined below should therefore be treated as indicative, based on an equivalent probability sample. The overall sample size of 6581 provides a dataset with an approximate margin of error of between ±0.24% and ±1.21%, calculated at the 95% confidence level (market research industry standard).
15. The following methods of statistical analysis were used: Z-tests.
16. The data processing department undertakes a number of quality checks on the data to ensure its validity and integrity. For online questionnaires, these checks include:
    o Raw data is monitored throughout fieldwork to check for flatlining responses, quality of open-ended responses and speed of completion.
    o Every project has a live pilot stage, covering the first few days of fieldwork. The raw data and data holecount are checked after the pilot to ensure questionnaire routing is working correctly and there are no unexpected responses or patterns in the data.
    o A computer edit is carried out prior to analysis, involving both range (checking for outliers) and inter-variable checks. Any further inconsistencies identified at this stage are investigated by reference back to the raw data where possible.
    o Where an 'other – specify' codes is used, open-ended responses are checked against the parent question for possible up-coding.
    o Responses to open-ended questions will be spell and sense checked. Where required these responses may be grouped using a coding frame, which can be used in analysis.
17. A SNAP programme was set up with the aim of providing the client with useable and comprehensive data. Crossbreaks were discussed with the client in order to ensure that all information needs are met.